

APPENDIX 2: ELCC FORMS MODIFIED FOR JANUARY 2005
 DIPLOMA PILOT
 CLIENT INTERVIEWING: THE CLIENT'S VIEW

Scenario Reference _____

Name of Student Lawyer _____

Student Lawyer Registration No _____

This survey is being conducted in order to assess GGSL processes, not student performance. It will not be used in the assessment of any student. Your answers will not be shown to the student who interviewed you in the role of the lawyer, or any tutor involved in marking students.

For questions 1-10, please indicate how much you agree or disagree with each statement about the student who played the lawyer who interviewed you.								
For each item, you may circle any number corresponding to the scale below.								
-4	-3	-2	-1	0	+1	+2	+3	+4
strongly disagree		disagree		not sure		agree		strongly agree

The lawyer. . .

1. Made me feel comfortable.	-4	-3	-2	-1	0	+1	+2	+3	+4
2. Said things I did not understand.	-4	-3	-2	-1	0	+1	+2	+3	+4
3. Treated me with respect.	-4	-3	-2	-1	0	+1	+2	+3	+4
4. Did not understand what was most important to me.	-4	-3	-2	-1	0	+1	+2	+3	+4
5. Listened to me.	-4	-3	-2	-1	0	+1	+2	+3	+4
6. Did not explain what he or she would do next for me.	-4	-3	-2	-1	0	+1	+2	+3	+4
7. Was interested in me as a person.	-4	-3	-2	-1	0	+1	+2	+3	+4
8. Asked confusing questions.	-4	-3	-2	-1	0	+1	+2	+3	+4
9. Was someone I could trust.	-4	-3	-2	-1	0	+1	+2	+3	+4
10. Understood why I needed legal help.	-4	-3	-2	-1	0	+1	+2	+3	+4

For questions 11-13, please indicate how much you disagree or agree with each statement.

11. I did not say everything I wanted to say.	-4	-3	-2	-1	0	+1	+2	+3	+4
12. I know what I need to do next.	-4	-3	-2	-1	0	+1	+2	+3	+4
13. If I came back with a different need for legal help, I would want the same person to help me	-4	-3	-2	-1	0	+1	+2	+3	+4

CLIENT INTERVIEWING: THE LAWYER'S VIEW

Scenario Reference _____

Name of Student Lawyer _____

Student Lawyer Registration No _____

This survey is being conducted in order to assess GGSL processes, not student performance. It will not be used in the assessment of any student. Your answers will not be shown to the student you interviewed in the role of the client, or any tutor involved in marking.

For questions 1-13, please respond by imagining how the *client* would respond if asked the question. We realise this is a difficult task and may involve some guessing on your part. For each item, you may circle any number corresponding to the scale below.

-4	-3	-2	-1	0	+1	+2	+3	+4
strongly disagree		disagree		not sure		agree		strongly agree

The client. . .

1. Felt comfortable.	-4	-3	-2	-1	0	+1	+2	+3	+4
2. Did not understand some things I said.	-4	-3	-2	-1	0	+1	+2	+3	+4
3. Felt treated with respect.	-4	-3	-2	-1	0	+1	+2	+3	+4
4. Felt as if I did not understand what was most important to him or her.	-4	-3	-2	-1	0	+1	+2	+3	+4
5. Felt like I listened well.	-4	-3	-2	-1	0	+1	+2	+3	+4
6. Felt like I did not explain what I would do next for him or her.	-4	-3	-2	-1	0	+1	+2	+3	+4
7. Felt like I was interested in him or her as a person	-4	-3	-2	-1	0	+1	+2	+3	+4
8. Thought I asked confusing questions.	-4	-3	-2	-1	0	+1	+2	+3	+4
9. Trusted me.	-4	-3	-2	-1	0	+1	+2	+3	+4
10. Thought I understood why he or she needed legal help.	-4	-3	-2	-1	0	+1	+2	+3	+4
11. Did not say everything that he or she wanted to say.	-4	-3	-2	-1	0	+1	+2	+3	+4
12. Knows what he or she needs to do next.	-4	-3	-2	-1	0	+1	+2	+3	+4
13. Would want me to help him/her, if they came back with a different need for legal help.	-4	-3	-2	-1	0	+1	+2	+3	+4