

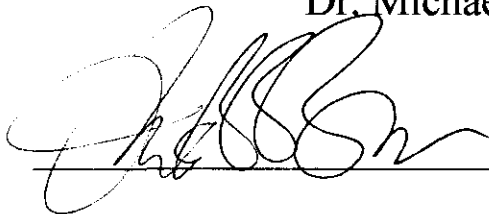
Her Final Assignment: Internship

An Honors Thesis (HONRS 499)

by

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Abstract

As a Criminal Justice major at Ball State University I was given the opportunity to participate in an internship during my final semester. I gladly took on the responsibility of maintaining a full-time job in the law firm of DAGUE & BUCK, LLP. My internship was exciting, eventful, wonderful, and also very challenging. My project focuses on what I experienced during my first exposure to a full-time job in a Criminal Justice agency. I worked 40 hours a week as a law clerk for two of Muncie's finest lawyers in the field of Family Law, and was exposed to every aspect of being a lawyer. This experience greatly helped prepare me for law school, and also gave me a head start in law classes such as legal research.

An internship is an exciting and anxious time in an undergraduate's life, and it symbolizes the capstone of hard work and learning. My project will help future interns know what to expect in similar situations, from the good things to the bad things, and all the small things in between. Also, it will shed some light on the inner workings of the legal field that confuses or overwhelms so many people.

Acknowledgments

- I am forever indebted to the kindness and wisdom bestowed on me by Ms. Linda Clark Dague, Esq. and Mrs. Mary Louise Buck, Esq., the two attorneys I had the great honor of working with this semester. Your knowledge, caring, understanding, and willingness to help me are things that I will never forget. You were both more wonderful than I ever could have hoped for! Thank you for everything!

- I would like to thank Dr. Michael Brown for advising me throughout my internship. His words of wisdom and his knowledge gave me courage and confidence to continue on and take an awesome opportunity and turn it into an amazing, unforgettable, experience.

- I would have been completely lost without the help of Mari Glaser, legal secretary, at DAGUE & BUCK, LLP. She always took the time to answer my questions and she made my job much easier. She is one of the nicest people I have ever had the opportunity to work with.

- Thanks also goes to Wilma Robinson and T.J. Warner, office staff at DAGUE & BUCK, LLP. It was a great experience working with both of them, and they both helped me in many ways.

- My fiancée, Danny McGuire, deserves thanks for being there for me this semester as I struggled with many of the responsibilities and stresses of handling a full-time job. He helped me in many ways and was always there for me.

Her Final Assignment: Internship

Laura G. Abresch

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Senior Honors Thesis

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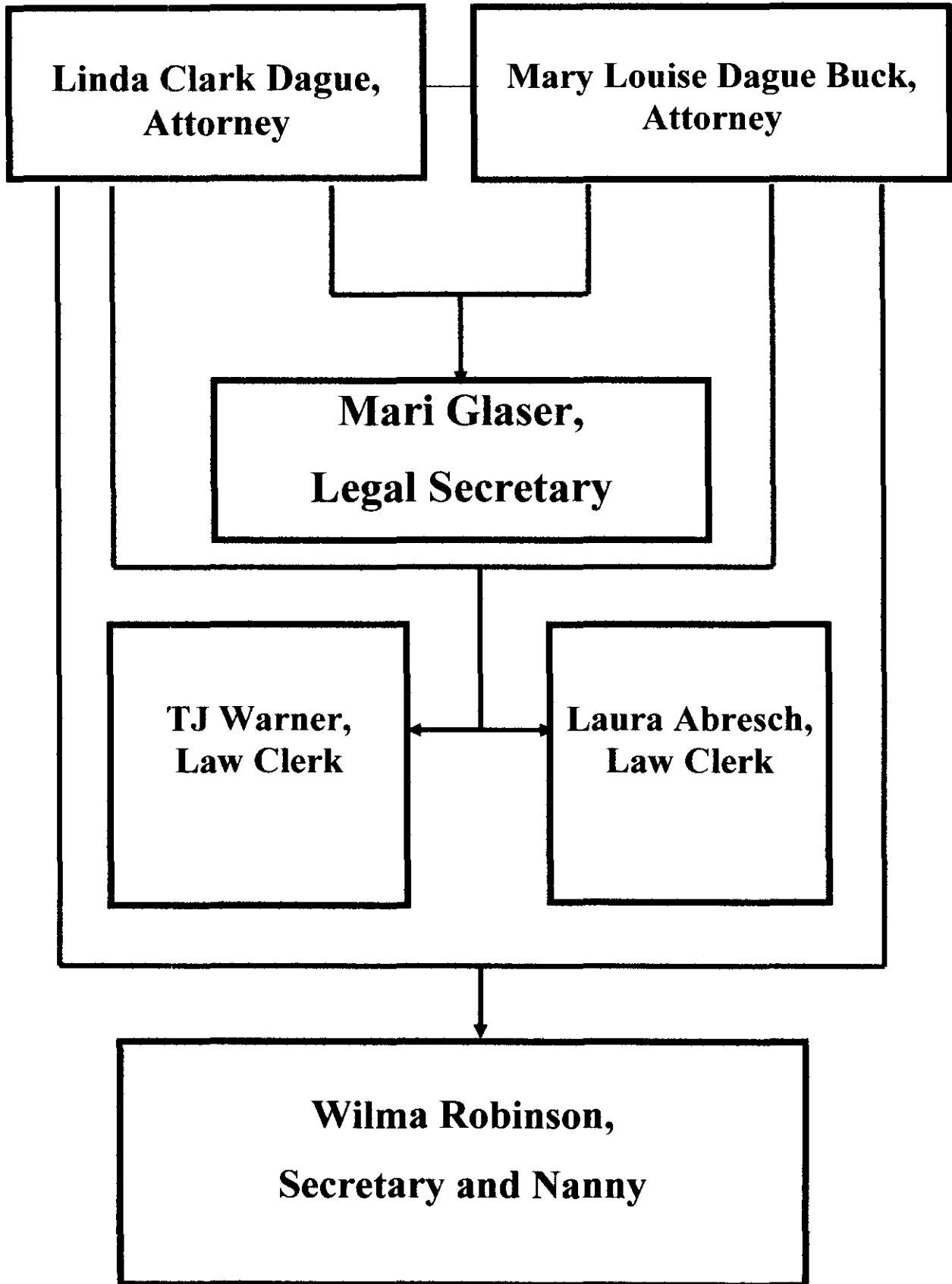
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Table of Organization



Administration

Table of Organization

DAGUE & BUCK, LLP is a rather small law office, so the table of organization is simple. Linda Clark Dague and Mary Louise Dague Buck are attorneys and law partners; they are also mother and daughter. Linda has been practicing law since 1983, and Mary Louise has been practicing for about seven (7) years. Although they work in the same law practice, and are equal partners, they maintain completely separate cases and clients. Though they have individual caseloads, they are somewhat accountable to each other because it is a limited liability corporation (LLP). They sometimes work together on cases by asking each other questions about a certain draft of a document, legal precedent, etc..., but they are not involved directly in each other's caseload.

The next level on the table of organization belongs to Mari Glaser, the legal secretary. Mari does any and all work that the lawyers need her to do. Her job involves preparing numerous documents, filing the documents at the courthouse, making phone calls, preparing the billing statements, dictating letters, answering the phone, and making sure the lawyers' timesheet entries are entered into the computer. Mari's position is priceless to the attorneys because she is there for them every day, all day for whatever they need. She does a very large amount of legal work. Mari is directly accountable to the attorneys.

Next are TJ Warner, a part-time law clerk, and this intern, Laura G. Abresch. As law clerks we do any legal work that Linda or Mary Louise gives us. We are not directly accountable to Mari Glaser; however, if both the attorneys are busy she is a great person to answer questions regarding our work; she is very helpful. Both TJ and this intern are directly accountable to the attorneys.

Wilma Robinson is the other employee in the law firm; she is at the bottom of the table of organization because she does not know how to use a computer and does not do any legal work. She is accountable directly to the attorneys. Her main duties are filing, answering the telephone and taking care of Angela, Mary Louise's two-year-old child.

Since the law firm is relaxed and informal, there is not a definite way of distributing work to the employees. Oftentimes, it is given to the person who is not busy, or who happens to be walking by the office. We each are capable of doing each other's work, and each of us has done what the other is doing, for the most part. One exception to this rule is that Mari is the only one that knows how to do the billing, time sheets, and dictation.

Purpose – Mission of Agency

DAGUE & BUCK, LLP was created in October 2000 by the two partners, Linda Clark Dague and Mary Louise Dague Buck. Prior to the creation of their new firm they were both partners at the oldest law firm in Indiana, WARNER, WALLACE, McLAREN, DAGUE, & BUCK, dating back to the 1800s. Their office was located downtown and was conveniently accessible to the courthouse. After the dissolution of the old firm, the oldest partner retired, Bruce McLaren left private practice, Dave Wallace stayed in the same location but has a different law practice, and Linda and Mary Louise formed their own practice. Many items of furniture came to the new office with Linda and Mary Louise. They have only been practicing as DAGUE & BUCK, LLP for two and a half years, so there is not much history.

The firm has no set mission statement, but it does have a mission. The mission of the law firm is to provide legal services to the people that need them. The firm always has the best interests of the clients in mind, and the attorneys are there to serve them. Without clients, the attorneys would not be in business, so it is very important for them to do everything they can to

help their clients to the best of their ability. One would think that the mission would be to win every case, but that is not so. Every case cannot be won, but no matter what, Linda and Mary Louise try their best for their clients, and in the end the court makes the decisions. Many times a decision will turn out to be unfavorable to the client(s), but that is part of law. You're not going to win all the time. The goals of the firm are met through maximum effort on the attorneys' behalf, and by Linda and Mary Louise giving their clients the attention and respect they deserve, no matter what kind of case it is.

Chain of Command

Because the law firm is small, the chain of command is very easy to follow. Linda and Mary Louise are at the top, and they are accountable to each other, in a limited way. Mari Glaser, the legal secretary is accountable only to both of the attorneys. She is a knowledgeable person, and is able to answer most questions that another employee has, but she is not in command over the law clerks or Wilma. Next, the law clerks are accountable only to the attorneys, and get their work assignments only from the attorneys. Wilma is also accountable only to the attorneys. The attorneys approve any and all work that is done by any of the employees in the office. There is never any confusion over the chain of command because it is very simple. Once a person has been in the office for a few hours it is easy to see how work is distributed and who is in charge. Since the employees are not accountable to each other there is no bickering or stepping on toes; this makes the atmosphere much more enjoyable for everybody.

Number of Personnel

There are four (4) employees in the firm. One legal secretary, two law clerks, and one secretary/nanny. Mari does everything in the office from preparing documents, filing, copying, answering the telephone, making calls, mailing, and going to the courthouse. The law clerks do some secretarial work such as answering the telephone, filing, and copying; however, that is not their main duty. Wilma divides her time between the filing room and the child's nursery. Although we all take turns helping with Angela, Wilma does most of the routine childcare such as straightening the room, getting Angela juice, and making sure and she's cleaned up.

Ranks/Title of Personnel

Even though the law firm is relative small, with only two (2) attorneys and five (5) employees, there are still ranks and titles that are used. A person's rank/title does not necessarily imply that they are restricted to certain duties, tasks, or assignments; however, it does give a general idea of what that person does. Linda Clark Dague and Mary Louise Dague Buck both have the title of Attorney, and they are ranked at the very top of the office hierarchy. Anything that another office employee does is handed down directly from one or both of them.

The other titles used in the firm are legal secretary, law clerk, and secretary/nanny. Mari Glaser, the legal secretary is ranked directly below the attorneys, this is because she has the most variety of responsibility, and she is also held accountable for many important things that go on in the office. The next title/rank is law clerk. Both T.J. Warner and this intern are law clerks; law clerks are next in ranking because they do not have as much responsibility as the legal secretary. They are directly accountable to the attorneys, and basically do whatever they ask. The law clerks' tasks vary quite a bit, and we use computers and all office equipment everyday.

The next title/rank is secretary/nanny, and this belongs to Wilma Robinson. She is at the bottom of the ranking because she only works four (4) days a week, and often much less than that. Also, she does not use a computer. Her tasks deal mostly with filing, answering the phone, and taking care of Angela.

Training Activities Performed

There is training that is done at the office, however, much of the learning process for a new employee/intern is just to get in there and see how things are done.

The training that is done at the office does not take the shape of training videos or anything of that nature. Observation is the key to learning at this job; many times you will watch somebody perform the task or look at an example of how a job was done in the past, and then you would do it on your own. Because of the multiple editings that are done on most documents, it is not a necessity that employees have very good training right from the start. The attorneys will always double check everything to make sure that it has been done right before it leaves the office, and once a person does the job more often they will learn how to do it right the first time.

This intern was trained on how to prepare and file documents at the Justice Center, how to take a proper phone message, how to file bills in the filing cabinet, how files were organized so that this intern could file them correctly and also how to pull them off the shelves. This intern also received training on how to use the copy machine, postage machine, typewriter, and FAX machine.

Also, this intern had a short training session on how to use the program that helps with filling out Social Security Disability Forms. This was a very useful program, and this intern was glad that she had the chance to learn how to use it.

The attorneys continuously receive training by going to seminars and other continuing education functions. Some of these training activities take place in Indianapolis, and other in Muncie. Some groups that host these seminars include Indiana Continuing Education Forum and Muncie Bar Association. The attorneys must complete thirty-six (36) hours of continuing education over a three (3) year period, and at least three (3) of these hours must deal with professional ethics.

Agency – Community Relations

The law firm's relationships and interactions with the community are very important. The law firm and its attorneys need to have a positive relationship with the community because one of the largest ways to gain clients is through referrals. The more people that you know, and have a good relationship with, the more business you will get through referrals.

Linda Dague Clark and Mary Louise Dague Buck both have very strong ties to the Muncie community. They make an effort to get involved in the community and maintain positive contacts. Both attorneys are members of the Muncie Bar Association, with Linda being a past president. Linda is a member of the Muncie Central High School Alumni Association, and also is member of the High Street United Methodist Church, among many other activities and past positions. Mary Louise Dague Buck is a member of the Mortar Board Alumni of East Central Indiana, she is on the Indiana State Bar Association Membership and Membership Benefits Committee, and also attends High Street United Methodist Church. Both attorneys are members of the Altrusa Club in Muncie.

Their good community contacts help bring business into the office all of the time. Through their contacts, both attorneys seem to know everybody in town, and that is good for their business.

Research Activities

The law firm does not really conduct much research except for research done on specific cases. There are no statistical reports that the law firm keeps.

The kind of research that is done is usually connected with a case, and deals with questions of the law. Many times this intern has done research on specific cases where she has had to look for a specific answer in Indiana statutes, or online. Often, an attorney will want to know case law; in that instance this intern will use LexisNexis online and Shepard's Check-A-Citation to find out how a law has been ruled on in the past, and if the law is still currently being used in the same manner. This kind of research is important, especially in relation to case law, because if a law or ruling is out of date, it has no value for precedent and will not help the attorney's case in court. However, if a ruling is currently still upheld it will be very beneficial to the attorney's case because judges almost always rule in favor of precedent. Looking up statutes is very important also because reading exactly what the law says will enable you to better answer questions that arise involving the interpretation of that law.

The law firm itself is included in outside sources of statistical information, such as the Martindale-Hubbell Legal Directory which ranks lawyers around the country. Just recently Mary Louise Dague Buck received her first ranking, and she was very excited. A lawyer must be practicing for a minimum of seven (7) years before they can be ranked. Many lawyers have been practicing much longer than that and still have not been ranked. A lawyer gets ranked by the Martindale-Hubbell after the other local attorneys fill out surveys about the attorney and send

them in. It is a great accomplishment to be ranked, and it also good for business because the directory is used for other lawyers to give referrals. The better a ranking you have, the better chance you'll get referrals.

Interfaces within and outside the agency (agencies and persons)

The law firm and its employees interact with other agencies and agency personnel on a daily basis.

The Justice Center and it's various employees see an employee from DAGUE & BUCK, LLP at least once a day because there are always documents to be filed, copies to be certified, and mail to be picked up every day. Oftentimes there will also be mail that is taken to the Justice Center and left in another attorney's mailbox. Usually the Justice Center staff recognizes the firm's staff and knows who you are right away.

The firm also interacts with multiple attorneys and the attorneys' staff everyday; usually in the form of correspondence, but also on the telephone. The contact is usually made in regard to cases that are being worked on, but also for other things too, such as the Muncie Bar Association or another activity.

The firm has regular contact with the Recorder's office, the Assessor, and pretty much any office in the County Building. Reasons for contact can include mistakes in legal descriptions, support records, and deeds. The Social Security Office is very frequently contacted because of the high volume of Social Security cases that Linda receives. T.J. usually handles all contact with the local Social Security office, but this intern has been sent there on two occasions. T.J. hand delivers letters, copies the SSA's case files, and other things relating to the cases. Contact is also made with the BMV, regarding registered vehicles, suspended licenses, etc...

Sources of Authority and Funding

The source of authority for the law firm comes from the Indiana Supreme Court and is listed the Indiana Rules of Court, under Admission and Discipline, Rule 3, Section 1, and is also discussed in Rule 13, 15, 17, and 21. Rule 3, Section 1 says, “The Supreme Court shall have exclusive jurisdiction to admit attorneys to practice in Indiana. Admission by the Court shall entitle attorneys to practice in any of the courts of this state” (page 280). Rule 13 discusses educational requirements. Rule 15 discusses the bar examination requirements; an attorney must pass the Bar Exam in Indiana to practice in Indiana. If a person fails, they may retake the test twice, and then to retake it again a special appeal must be filed before another retake is granted. Rule 17 discusses the bar exam itself. Rule 21 details the admission to the bar and the oath all attorneys must take. The authority of and rules for attorneys are detailed in this book.

The funding for the law firm is gained primarily through funds provided by the clients for the attorneys’ work. The law firm has two (2) accounts; one for its money, and another for the client’s money. The fund for the clients’ money is called the Trust account, and it must be detailed down to the last penny; this money is only used for paying money to the clients, or holding it for them for some reason. An attorney can get disbarred for messing around with the trust account, and not detailing it very well; it is unethical. The firm account holds all the other money for the firm for things such as paying employees, office maintenance, supplies, filing fees, etc... All of the money deposited into this firm account comes from payments from clients. Without the payment of clients, the firm would not be able to keep its doors open for business. This is why it is important to try to screen your clients before you agree to take their case to make sure they have an intention of making an effort to pay you further down the road.

SERVICES

Records

DAGUE & BUCK, LLP has many records that are kept in the office, these include billing records, phone memo records, case file records, closed case records, correspondence records, and time sheet records.

The billing records are stored in a filing cabinet, in the computer, and also another copy is placed in the case file for every case. The billing records are kept so that it is possible to see exactly what a client was charged, and they help if any problems arise. For example, if an attorney has to sue a client because of non-payment, the attorney will have all of the bills that were sent to that client so that it can be easily proved that they were charged a certain amount of money, and it proves that monthly statements were sent.

Phone memo records are kept for all telephone calls that the attorneys make in relation to their current cases. The phone memo records are placed in the case files, and these records are very important and useful for finding additional information about a case. Phone memos are also kept for people that call in that may become potential clients. If an attorney has a telephone conversation that they think might be helpful down the road, they place the phone memo in a file and it stays there for one year, just in case that person comes in and decides to hire the attorney.

Records of all activity in a case are kept in the case file. A case file is a binder with all activity and information ever gotten during a case. Some of these case files are very large and will take three binders to hold all the information; they often have to be organized because they're so big. This is the only way to keep clients' cases separate and organized. They use a very good system at this agency; it is easy to follow and well-organized.

No files are ever discarded, and this results in a closed-file storage room. When a case is “closed” the important documents are saved and moved to inactive storage. The file is assigned a number, and a card with that corresponding number is placed in a file drawer in the copy room. This results in easy access to closed files because they are numbered and all you have to do is get the file number from the card and find the file in the storage room. Cases are pulled from inactive storage at least once a week, and that makes it easy to see that it is important that files are never thrown away or discarded. Even old files are very important.

Records are kept of all correspondence that goes out of the office. All letters are copied on yellow paper and put in the case file. This record keeping is extremely helpful because with just a quick glance you can check on things you have done on the case, and things that are still left to be done. If not for copies of all the correspondence you would always be wondering if you had forgot something.

Records of all timesheets are also stored in the office; this helps the attorneys to see exactly what they’ve spent their time on, and it is also how the billing is determined. The timesheets are essentially the way of figuring out what funding will be coming into the office; therefore, it is very important to have these records.

Equipment and Supplies

The agency has a lot of equipment and supplies, and all are used on a daily basis for various types of office functions.

There are five (5) computers in the office, each with a printer attached, and they are used all day, everyday by everyone in the office except Wilma. The computers are used for word processing, billing, research, and file keeping. There are also five (5) telephones, and it is

obvious that a telephone is a necessity in the legal business. The telephones ring pretty much all day, and it is the responsibility of anyone who is available to answer the phone and take messages.

The typewriter is also used constantly throughout the day; it is indispensable for making labels, mailing packages, and filling out various forms. The postage machine is a great office supply to have because you don't have to deal with stamps, and it is very easy to use.

The office simply could not function without the copier machine; it gets almost as much use as the computers, and in a law firm there is no value that can be placed on a copier machine because it provides a function that is on demand throughout the day. The FAX machine gets used quite a bit by the office staff, and it is very handy for getting in touch with people far away very quickly.

The paper shredder gets used quite a bit and it is necessary in a law office because confidential documents cannot simply be thrown away, they have to be destroyed so that the information on them is essentially gone forever.

Office supplies that are used constantly every day include the 3-hole punch, computer paper, cloth paper, staples, paper clips, ink cartridges, post-it notes, binder clips, folder binders, pens, "sign and date here" stickers, envelopes (every size), mailing labels, letterhead, and legal pads.

Mary Louise does all the re-ordering of the supplies, and she does a very good job of keeping up with the demand. There is rarely a time that any office supply is in need and not available. Orders are made to the supply company on a frequent basis, and supplies are kept stocked up very well.

Facilities

The law firm is not very large, but it is big enough to serve the purpose with a fair degree of comfort. A waiting area is available for clients to sit while they wait, and there are always magazines and the current daily newspaper to read while waiting. There are also legal brochures and a few conversation pieces on a desk that they may look at while they wait.

On the left side of the waiting area, as you face away from the door, is Linda's office. She has a very large window in her office that covers one whole wall and this faces the parking lot. Usually she has her blinds open, and she can see everyone who enters or leaves the office. She has another small window in her office that faces the waiting area, but she usually has the blinds on this window drawn to provide some privacy. Linda's office has three (3) very comfortable leather chairs for her clients, a large desk for her, and a large, high-backed leather chair for her; it also has a computer and a few tables that hold files, legal textbooks, and various other files that she has in her room.

To the right side of the waiting room is the room for all the staff. It is open with a few half-walls with very large, useful ledges. It also has four (4) desks, three (3) computers, two (2) large filing cabinets, a large conference table, and wall-to-wall bookshelves on two (2) walls that contain the majority of the legal textbooks.

Mary Louise's office is just off of the main staff room, and this office has two (2) doors; it also has her desk, computer, filing cabinet, and two (2) client chairs.

The filing room is just opposite the staff room and it has large wall-to-wall shelves for all the files, a typewriter, copier machine, postage machine, paper shredder, and various office supplies that are used daily. Further down the hall is the nursery in which Angela spends a lot of her time. It has a television, couch, chair, playpen, refrigerator, desk, and table for kitchen-type supplies. In the hallway outside of Angela's nursery there is a large shelving unit that houses all

of the office supplies. The storage room is at the back of the building and in it there are all of the closed files. Directly next to the storage room, on the left, is a small bathroom, and next to that bathroom is another bathroom that is larger and has a shower in it. Either of these bathrooms can be used by any of the office staff or clients.

Complaints

If there are any complaints the attorneys are responsible for handling them. Although, sometimes a client will call in and complain to the person that is taking the phone call; when this happens the client is told that their message will be given to the appropriate attorney, and it is then their responsibility to deal with the client. Linda usually gets upset when a client calls and is rude to the office staff because she does not like that at all.

Formal employee complaints are also handled directly by the attorneys. Since this intern has worked at the law office there has only been one occasion where an employee complained about how things were being done, and the problem was quickly addressed. The attorneys mention to the staff once in awhile that if we have any suggestions at all, or there is any piece of office equipment that we would like to have, let them know right away and they will try to get it for us.

Operations

This agency exists to resolve legal issues that arise between citizens and the court system. The main operation of the agency revolves around helping its clients. The typical kinds of legal issues that come into the office are divorces, estates, disability disputes, real estate transfers, adoptions, subrogations (collections), and guardianships. Sometimes a contested child support case will come in, and even more rarely a contested child custody case will be taken on by Linda.

The process of bringing in business usually begins with a phone call; clients rarely walk in to make an appointment. If a client calls and talks with an attorney about their case and the attorney agrees to represent him/her, then an appointment will be made. Both attorneys keep their own calendars, so they set their own appointments. During a client meeting the attorney advises the client of what needs to be done, and informs them of information they need to gather; sometimes after a meeting the client and attorney will decide they won't work together, and this usually results in the attorney making a referral to another attorney that they feel would be better suited to handle the case. If the attorney decides to take the case the necessary information is gathered in the initial meeting, and both parties walk away with certain responsibilities. After a client meeting, the attorneys will have a plan of action and will either start working on the case themselves, or edit forms for the staff to prepare. Usually a case is started by filing an Appearance by Attorney in a Civil Case, and after that other documents can be filed at the courthouse under the same cause number. Cause numbers tell a lot about a case, for example a cause number that looks like this: 18C05-0304-DR-14 would mean that in Delaware County Circuit Court No. 5 in April, 2003, and Divorce was filed and it was the 14th divorce filed that year.

Documents typically filed include pleadings, motions, orders, summons, notices, petitions, and many others. The type of documents filed, and the number of them, depend on what kind of case it is, and whether it is a contested issue or an agreed issue.

All activity of documents filed with the court, and all public activity on a case is registered by the Justice Center on a court docket, and the attorney gets a copy of the docket in her mailbox. Throughout the duration of a case many things need to be filed, such as exhibits, inventories, interrogatories, support modifications, agreed entries, etc. Again, this all depends on what kind of a case it is, and how complicated, but there are usually many stages of filing documents in every case. There is also frequent contact between attorney and client, and also between the attorney and opposing attorney. During a case, there may be a hearing or hearing(s) held to resolve issues between parties, but the majority of the lawyers' time is not spent in court. If there is a hearing, both attorneys will present their side and the judge will usually take the issue under advisement and tell the attorneys of his/her decision at a later date. Hearings can also be held with just one attorney and a judge; this usually happens when a hearing is just a formality that must be gone through so that the decisions can be made public record.

Once all issues have been resolved, and all the necessary documents have been filed, and the attorneys have been paid, a case is closed and moved to inactive storage where it will remain unless and until it is needed again for some reason.

Evaluation of the Internship Experience

Narrative of Overall Internship Activities

This intern performed many activities during the internship which included preparing pleadings, preparing inventories, legal research, preparation of Social Security Disability cases in all stages, courthouse filing, and client contact.

This intern had many opportunities to sit in on client meetings, and was able to observe ways to improve her social skills with clients. This intern also had several telephone conferences with Social Security Disability clients, some which lasted almost two (2) hours, and this really gave this intern a chance to practice actual lawyering skills. This intern really enjoyed this type of client contact and thought that it was very beneficial to her.

This intern also had the opportunity to go to the Justice Center and County Building on several occasions, and this was very interesting to this intern. To see how everything worked behind the scenes, and also to find out that there are so many places to get information was really amazing to this intern. Sitting in on the hearings was really neat too, because it was very different than what this intern had expected. The hearings were very informal, and nobody was shouting and making huge objections like is shown in some television shows. Some of the most enjoyable times for this intern were spent at the Justice Center.

This intern also engaged in all typical office duties such as filing, copying, faxing, using the typewriter, mailing, and organizing.

That is about the extent of the activities that this intern performed, but the impact of these activities is very extensive.

Internship Impact

This intern was able to witness how cases are processed and handled, from the beginning to the end, and this information was very valuable to this intern as a future lawyer. This intern was able to witness things that go on behind closed doors that many people do not know about, such as negotiations between attorneys and courthouse gossip in the morning when all the attorneys are present. It is very valuable to this intern to finally see what the “real” work of an attorney is like; it is quite different than what this intern had expected.

This intern has gained valuable lessons during this internship, with the most important being that organization and details can never be over the top. Organization is probably one of the biggest factors in being a successful lawyer, and it is half the battle of resolving a case. There are so many things that need to be organized, and on the surface it might seem excessive, but sooner or later the organization becomes much appreciated. Details are also very important, even the smallest detail or legal language left out can change the whole meaning of a document. Because of the necessity for very detailed work, there are many revisions done to almost every type of work in the office; therefore, one must realize that hardly anything will be done right the first time, and a lot of paper will be wasted during the process of getting everything right.

This intern learned more than she ever imagined she would about legal language and laws; this information will be invaluable to this intern as she begins law school next fall. This intern was told many times that she was witnessing things that most law school students would not even see until they had been practicing for a few years, and that made the impact of this internship really hit home to this intern.

This internship also really helped this intern learn a lot about word processing programs and other programs on the computer. There are a lot of neat things that can be done with Microsoft Works and Microsoft Word that this intern had never known about. This information

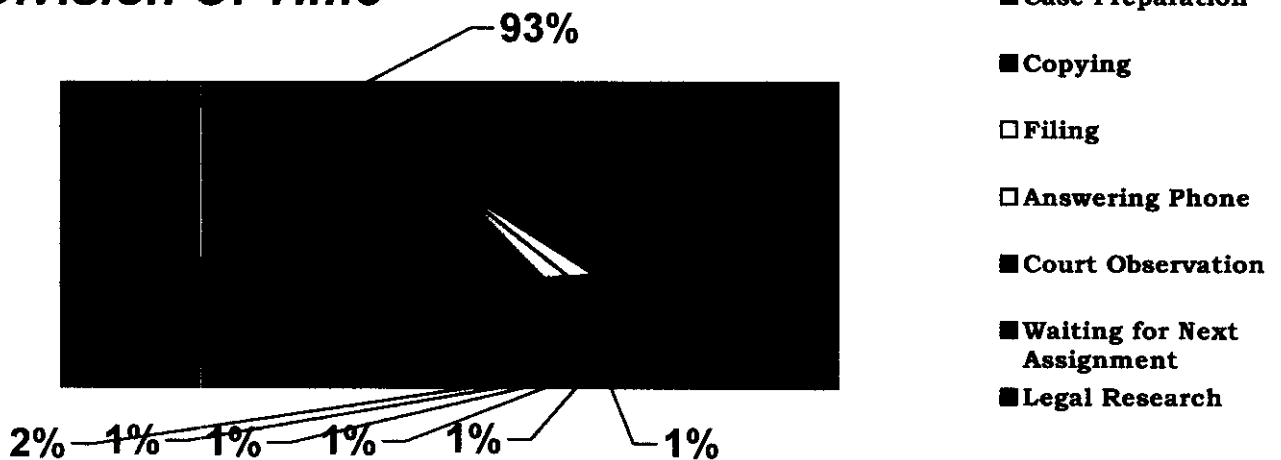
is very valuable to this intern because it will allow this intern to save time in law school and as a future lawyer.

This internship will impact this intern even into her lawyering years, for the simple reason that a person learns by example, and since this internship has been my first experience with the legal profession many things that I learned here will stick in my mind as the way things are supposed to be done. Many times a person will never stray from the way they were first taught to do things, and for that reason, this intern thinks that this internship will impact her legal work forever.

Division of Time

The majority of this intern's time, 93%, was spent on case preparation and paperwork such as preparing pleading, documents, summarizing records, writing letters, mailing correspondence. About 1% of this intern's time was spent answering telephone calls, and another 1% of this intern's time was spent making copies. Court filing, court observation, each accounted for another 1% of this intern's time, and 2% of this intern's time was spent on legal research. Another 1% of this intern's time was spent waiting on her next assignment.

Division Of Time



Satisfactory Aspects of the Experience

Most of this intern's internship experience was satisfactory, and much of it was even fun! This intern really enjoyed getting to work in an office full of very friendly people, and also really liked getting to observe being a lawyer from a woman's perspective. The people in the office made the experience very good.

This intern enjoyed the opportunities she was given to interact directly with clients, this made the experience much more enjoyable for this intern because it gave her a face to match with the cases she was working on. Another thing this intern really enjoyed about the client contact was that Linda usually knows her clients very well, and is friends with many of them, and often times I would be in a client meeting and they would tell me stories about when they were younger, or tell stories about people they knew, funny incidents, etc... It is really enjoyable to be at work and still feel like you're out chatting with friends.

Some of the most positive aspects of this experience for this intern were the trips to the courthouse. Whether it be for filing documents, attorney negotiations, or hearings, this intern always had fun at the courthouse. It was very beneficial for this intern to see the interactions between attorneys and judges "behind the scenes." The judges and attorneys surprised this intern with their behavior because they were much more friendly than she had imagined they would be. This intern was also surprised with the amount of gossip that goes on behind closed doors. Not every attorney engages in this kind of behavior, but a lot of them do. Also, many attorneys are more than willing to tell you how much they don't like what they do (even though they really do like it), and they always want to give you advice. Some of the best times of this internship were spent talking to other lawyers or judges at the courthouse - it was very fun.

The most positive aspect of this internship was the opportunity for this intern to completely familiarize herself with every aspect of being a lawyer. This intern got to learn how

to prepare pleadings, file them, write correspondence, organize cases, learn legal language, and so many other things. Now, when this intern thinks of her future as a lawyer there is more knowledge and fewer unanswered questions.

Limitations of the Experience

There were very few limitations for this intern. The major limitation, obviously, was that the intern did not receive a paycheck. Although this intern completely understands that interns usually are not paid, it was still a drawback to the experience because this intern had to have another job.

This intern thinks that she could have been allowed to go file documents at the courthouse more often. This intern is thankful that she was allowed to go as many times as she did, but since she enjoyed it so much it would have been great to be able to go more often. Many times this intern did not get to go because she had to be at the office to answer the phones.

Lastly, a limitation to this experience was that she was not kept busy all the time, and sometimes had to fill her time with doing things such as printing envelopes and other small tasks that she found for herself to do. Although this was a drawback, this intern understands that it is not possible for her to have an assignment every minute of the day. There were a few weeks, however, that this intern seemed to have an exceptional amount of down time. Things picked back up after awhile though.

Meaningfulness

This intern has only received positive rewards from this internship, and she has learned a great deal from it. This internship came at a great time because this intern essentially came to

the job with a clean slate and no experience, and was therefore impressed upon very easily. This intern feels that she picked up on things very quickly and performed her job as well as can be expected.

This internship was very meaningful to this intern and will always have a special place in her heart because it was her first exposure to the world of lawyering, and women lawyers. This intern feels that she will always remember her days at the internship because they were so special to her.

Internship Experience Rating

This internship experience was absolutely wonderful and this intern cannot think of another place she would have like to be. On a scale of one to ten, this internship would be a nine (9). If not for the fact that it was unpaid and this intern had to work two (2) jobs, it would be a 10. The volume and quality of knowledge that this intern gained is so valuable, and will always be appreciated.

Knowledge and Skills Learned

This intern was able to learn many things, large and small, during this internship. Among the most important, this intern was able to familiarize herself with legal language. This intern believes that learning the language is half to battle to understanding the law. Since this intern has had an opportunity to learn so many legal terms it has made many things make much more sense, and it surely will help during this intern's time at law school.

This intern was also able to sharpen her legal research skills. Now this intern knows exactly why statute numbers are written the way they are, and also has learned a lot about how

legal topics are indexed. This was a very tricky thing to get used to because the legal indexes are not organized the way a person would naturally think they are. Learning how indexes work is valuable to a person doing legal research because it really speeds things up if you know where to look.

One of the most valuable skills learned was how to interact properly with clients. An attorney needs to be friendly but at the same time you can't let your client try to tell you what to do; after all, they are coming to you for help and advice. Also, as an attorney you have to realize that you cannot work on everyone's case at the same time, so it is essential to learn how to give your clients a realistic time frame of when things will happen, and don't just tell them what they want to hear. Positive client interaction is a very large part of a successful firm because a lot of business can be gained through referrals. Just try to be fair, ethical, friendly, and realistic and things should work out all right.

This intern thinks that the knowledge she gained about running an office is invaluable. There are so many hints and tricks and ideas that this intern picked up, it would take forever to name them all. If someday this intern has her own practice I'm sure she will put a lot of ideas that she's experienced at DAGUE & BUCK, LLP into her office.

Background Courses

Skills and Concepts Gained through CJC Courses

Almost every CJC course taken prior to this internship has been related to this experience in some way; however, two (2) courses were the most beneficial to this intern: Introduction to Courts, and Introduction to Corrections.

Introduction to Courts was very helpful to this intern as she entered this experience because it provided her with a basic knowledge of the court system works, and what its function is. Also, in this intern's Introduction to Courts class she was required to go to the Justice Center and watch a few trials; because of this assignment this intern had a good understanding of what the Justice Center looked like, and what to expect once she was inside there. Most of what this intern knew about the court system was learned in Introduction to Courts, and the information was very valuable to this intern because it gave her confidence to know that she understood what the court system was all about, and she didn't have to ask a lot of questions.

Introduction to Corrections was also a useful course in preparing this intern for the internship experience. There are many times where the defendant, or respondent, on a case will be in jail or prison, and therefore the corrections system plays a part in daily office activity. It helped this intern to know that she understood the different levels of corrections. Although the topic of corrections was not deeply discussed during the internship, it was frequently a part of daily office work, such as trying to track down a former prisoner to get service on them, etc..., and this intern felt comfortable that she knew what was going on. For example, this intern knew the difference between probation and parole; this might seem trivial but a lot of people do not know the difference. Both of these classes helped prepare this intern for the experience and helped in various ways.

How the Intern Could Have Made the Experience More Meaningful

This intern does not feel that there are many things she could have done to make the experience more meaningful. This intern always made an effort to seek additional assignments and ask the other employees if she could help in any way. This intern always made an effort to be cheerful and get along with the other employees, and this intern tried her best to make everyday new and exciting. There were a few times when this intern did feel herself getting tired and lacked the motivation to go back after lunch break, but this was more from tiredness than not enjoying herself, and everyone has days like that once in awhile. Overall, this intern thinks that she did a good job with ensuring that she had a great experience!

Summary of Experience

DAGUE & BUCK, LLP was indeed a great place for this intern to be placed as she gained her first experience in the world of being a lawyer. The office staff and attorneys were great to work with and always very nice and helpful.

The office itself was always very comfortable and relaxed, not a tense atmosphere at all, and every effort was made to ensure that the employees had everything we needed/wanted.

The ability for this intern to physically be placed in her future occupation and learn so many things about running a successful law practice was amazing to this intern. She learned things that will stick with her for years to come, if not forever. Also, this intern was able to be friends with two very intelligent and nice lawyers that gave this intern much appreciated advice that will be taken to heart and will surely benefit this intern in law school and in the future as a lawyer. Getting positive feedback on work that this intern had done is such a rewarding experience because it makes the effort worthwhile. Both attorneys made an effort to tell this intern when she had done something especially well, and made her feel that she really was doing a good job for them, and this intern really appreciated that because it was nice to hear good things from them. This intern really holds both attorneys in high regards and only hopes that she can be like them sometime in the future.

This experience was the greatest experience of this intern's time at Ball State University. It held the most responsibility, but also had the greatest rewards. There is no class, lecture, seminar or speaker that could take the place of all that this intern learned at DAGUE & BUCK, LLP, and when this intern thinks back on this experience she is amazed at how much she has learned and how many things she has done. It is really awesome!

This internship directly influenced this intern's career plans because it helped her shape and mold her ideas about being a lawyer and gave her experience in working with several different types of cases; this will help this intern decide what kind of things she would like to do in her career in Family Law. This intern knew that this internship would either confirm her desire to practice Family Law, or it would completely change her mind. It definitely confirmed that this is the right career choice for this intern, and she is even more eager to begin this career than she previously was.

It is so exciting to be given an opportunity as wonderful as this was, and it is this intern's hope that the memories and knowledge of this experience will stay with her for a very long time and continue to be beneficial to this intern as she goes through law school and becomes a lawyer.

Works Cited

Indiana Rules of Court: State, 2002. West Group: Indianapolis, 2002. pp. 279-291

APPENDICES

