

**AMERICAN BAR ASSOCIATION LAW
STUDENT DIVISION**

2020 - 2021

CLIENT COUNSELING COMPETITION

**SUPPLEMENTAL VIRTUAL
RULES AND HOST SCHOOL
INSTRUCTIONS**



Revised December 2020



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Client Counseling Competition Virtual Format Changes and Conditions Supplemental Rules and Host Instructions

These supplemental rules and procedures **are not exhaustive and must be used in conjunction** with the general Rules and Host School Instructions. Some parts of the general host school instructions will not apply, for example, the need to provide snacks and drinks to competitors. Where there is a conflict between the general rules or host school instructions and these supplemental rules, please follow these rules. If you have any questions, please contact the ABA or members of the Client Counseling subcommittee.

There are two main parts to this document: (1) competitor rules and suggestions, and (2) host school instructions. We suggest everyone read both parts.

SUPPLEMENTAL RULES AND PROCEDURES FOR COMPETITORS

1. Team members must compete alone on their own computers and may not be in the same room with any other person.
2. Team members may not use screen share or the white board.
3. Only two team members may compete in any round. The non-competing team member may join the Zoom room as an observer.
4. The two competing team members may communicate with each other via the private chat feature in Zoom or other means such as text or instant messages. The two competing team members **MAY NOT** communicate with anyone other than each other during the round. This rule includes prohibiting the two competing team members from communicating with the non-competing team member during the round.
5. Teams and coaches should read the Procedures for Ambassadors attachment toward the end of this document for the structure of each round.

Technical Rules for Teams

1. This is an online competition. It involves the use of Zoom technology. Teams are responsible for having sufficient equipment, technology, and Internet bandwidth to participate throughout the competition. Judges have discretion to allow up to two minutes for technology accommodations.
2. Every competition room will have a designated Host Ambassador, provided by the Host school, to run technology, answer technology questions, manage the waiting room, and manage breakout rooms.
3. Each participant will be allowed a maximum of one device (computer or tablet) logged in. Separate phone audio through the call-in function is permitted, only if necessary.

However, each person should have a second device (computer, tablet, or phone) that can be used as a backup device.

4. Each team may identify no more than three observers (this includes coaches and non-competing team members) who will be allowed to observe the round. The observers should not turn on their video or audio and may not communicate with anyone in the round while the round takes place.
5. Teams may use laptops, phones, or tablet computers to access the Zoom accounts, for case presentation, and for their notes.
6. Each student competitor should secure a physical space that will allow them to compete alone and uninterrupted during the competition.
7. No student may compete in the same room with any other team member or in the same room as a coach or any other person.
8. Competitors may use texting or private chat in order to communicate each other during their rounds, just as they would be able to communicate through notes if they were in person; they may not communicate with any other person during a round. This prohibition applies to the non-competing team member.
9. Use of virtual tools is prohibited; competitors may not use either screen share or whiteboard.
10. Teams may set up their individual physical spaces however they like except they may not have anything on screen or in the background that identifies their school, state, or region. They may use virtual backgrounds.
11. In addition to the regular judging standards, judges will be instructed to assess the ability of the team to interview and counsel effectively in a remote format. Rather than ignoring that they are on Zoom, judges will be instructed to consider if they are using the tools to be as effective as they can be and to establish rapport in the new virtual world in which we find ourselves.
12. Team members and coaches must participate in a mandatory technology orientation.
13. **CERTIFICATE OF COMPLIANCE REQUIRED:** Within fifteen minutes **after each round** is finished, Teams **must complete a certificate of compliance** by emailing the tournament host the following: We, team _____ certify that we complied with all rules of the Client Counseling Competition during the _____ round.

SUGGESTIONS FOR TEAMS

1. Limit competing bandwidth use during time of connection
2. Keep equipment plugged into a charger rather than relying on battery
3. Keep connection information (both for Internet and backup phone connection) at hand so can quickly reconnect if necessary
4. Competitors should connect online and have backup phone connection available in case connectivity is lost.
5. Mute phones, email sound notifications, alarms, etc.

6. Make sure there is adequate lighting on faces and NOT in front of a window or backlighting.
7. Competitors may use headsets to minimize noise distractions.
8. Use gallery view and turn off non-video participants.

SUPPLEMENTAL HOST SCHOOL INSTRUCTIONS

Hosts should watch the Host Orientation Video BEFORE planning the competition. You must sign up for one host Zoom meeting in December or January.

Hosts should watch the Judges and Clients Orientation videos BEFORE the competition. You will need to send the link to your judges before the competition and show the video during orientation to the judges and clients. Some aspects and comments will not be relevant due to the virtual format. There will be a written supplement you must send to your judges and clients along with the video link and review with them during orientation.

Hosts should watch the tabulation and tie-breaking protocol videos BEFORE the competition.

TOURNAMENT SCHEDULE

1. All regional competitions will be synchronous
 - a. Host schools will have the choice to follow **Option A:** the normal one- or two-day schedule as outlined in the general Host School Instructions OR **Option B:** set aside two or two and one-half days for an expanded option offered this year:
 - i. Thurs evening/Friday/Saturday or Friday evening/Saturday/Sunday
 - ii. Friday/Saturday or Saturday/Sunday
 - iii. A host school may also decide not to hold the two days consecutively if for scheduling reasons they prefer to skip a day.
 - iv. Hosts must notify the ABA of their tournament schedule no later than January 4. Hosts should send the schedule to teams competing in their region as soon as possible.
2. SCHEDULE and TIME (see attached schedules)
 - a. Total Time for Option A:

See the schedules attached to the general Host School Instructions for Option A: the normal one- or two- day schedule where teams rotate to three rooms during a 3 ½ - 4 hour preliminary round. ***This option requires the host to run as many Zoom rooms as there are teams competing.***
 - b. Total Time for Option B:

Preliminary Round: Time is 4.0 hours for each Profile and will take a total of 12 hours for the three profiles, plus breaks. ***This option only requires four Zoom***

rooms for a twelve-team region or three Zoom rooms for a nine-team region, but this option takes longer than Option A.

- c. Significant Changes to the Preliminary Round Structure for Option B.
 - i. Each of the three Profiles will be done separately, in a separate flight with all the teams doing the profiles in the same order; each will be in a separate 4 hour time block
 - ii. Competitors will necessarily have “down time” between the times when they compete in each Flight. Host schools must be very clear with the teams when they are to “reappear” for the next flight.
 - iii. Hosts can choose to do all three flights of the Preliminary Round in one day, over 12 hours, or they can do one flight/one profile in the evening (4 hours) and two the next day (8 hours).
 - 1. FLIGHT ONE (4 hours): 4 Zoom rooms with 3 teams each, all performing in Profile 1 for a twelve-team region OR 3 Zoom rooms with 3 teams each, all performing in Profile 1 for a nine-team region;
 - 2. FLIGHT TWO (4 hours): 4 Zoom rooms with 3 teams each, all performing in Profile 2 for a twelve-team region OR 3 Zoom rooms with 3 teams each, all performing in Profile 2 for a nine-team region;
 - 3. FLIGHT THREE (4 hours): 4 Zoom rooms with 3 teams each, all performing in Profile 3 for a twelve-team region OR 3 Zoom rooms with 3 teams each, all performing in Profile 3 for a nine-team region.

- d. The times for the semi-final and final rounds remain the same for both options. For both options, the semi-final and final rounds will take a combined total 8 hours of competition.
 - i. Semi-final Round is 2 ½-3 hours: 3 Zoom rooms with two teams each, performing the semi-final Profile (Profile 4.)
 - ii. One hour break after selection of Final Round Competitors
 - iii. Final Round is 3 ½-4 hours: 1 Zoom room with three teams, performing the final round Profile (Profile 5.)

RUNNING THE PLATFORM

For each room, we recommend one Zoom meeting link with the use of a waiting room. There will need to be an Ambassador (meeting host) assigned for each room who will let the competitors in from the waiting room, one team after another. Each team is allowed three additional observers. Observers can be coaches, non-competing team members, or friends of the team. The observers must always keep their video and audio off and must exit the room when the team leaves. Observers may not communicate with the competing team, the judges, or the client.

1. Team members must change their screen name to read [First initial] [Last name] [Team letter] For example: **J. Smith Team C**.
2. The person playing the client should change their screen name to be that of the mock client.
3. Observers must change their screen name to read [Team letter] only. For example: **Team D**. Observers should not list first or last names.
4. NO competitor, coach, non-competing team member or any other observer may indicate their school affiliation. This includes, but is not limited to: screen name, backdrop, words or actions.

Preliminary Round for Option A:

1. Host will run all three profiles simultaneously.
2. Host must run as many Zoom rooms as there are teams—twelve rooms for a twelve-team region; nine rooms for a nine-team region. The Zoom rooms run simultaneously. Time is approx.. 4.0 hours.
3. Three teams will participate in each of the Zoom rooms; three judges per room which is a total of 36 judges and 12 people playing clients for a twelve-team region (four clients for each profile) or a total of 27 judges and 9 people playing clients for a nine-team region (three clients for each profile).

Preliminary Round for Option B:

1. Host will run three flights sequentially with one Profile per Flight
2. For each flight: Host must run FOUR different Zoom rooms simultaneously for a twelve-team region; THREE different Zoom rooms for a nine-team region. Time is approx. 4.0 hours for each flight.
3. Three teams will participate in each Zoom room; three judges per room which is a total of 12 judges per flight and 4 people per flight playing the same client for a twelve-team region or 9 judges per flight and 3 people per flight playing the same client for a nine-team region.
4. New considerations if using Option B:
 - a. If a judge is going to judge more than one flight/profile, they MUST NOT judge any of the same teams twice.
 - b. If a person is going to play more than one client in more than one flight, they MUST NOT see any of the same teams twice.

Semi Final Round for both Option A and Option B:

1. Host has to run THREE different Zoom Rooms simultaneously. Time is approx. 3.0 hours for the Round.

2. There will be 6 teams with two teams per room; three judges per room for total of 9 judges; 3 people playing the same client profile.

Final Round for both Option A and Option B:

1. Host will Run ONE Zoom Room. Time is approx. 4.0 hours for the Round.
Three Teams; three judges, one person playing client for all three teams.

5. Host Schools will need to provide a designated Host Ambassador for each Zoom room to run technology, answer technology questions, manage the waiting room, and manage breakout rooms. A sample “**Procedures for Ambassadors**” is copied below. Hosts should conduct a training for room Ambassadors.

ZOOM ROOM REQUIREMENTS

1. The time zone of the host will be used for the tournament schedule.
2. No one, including hosts, judges, competitors, and coaches may record or live stream the rounds. The national final round will be recorded and made available.
3. The host will create a Zoom meeting for each hearing room per round of competition and provide the link to the competitors. Teams are responsible for making sure the host has the correct contact email(s) for the team. Each participant will need a basic Zoom account to join the competition.
4. The host will enable the waiting room and chat room feature, but will disable the screen share, and whiteboard.
5. The host will create two breakout rooms in each Zoom room during the preliminary and semi-final rounds: one for the client, and one for the judges. The client and judges can utilize these breakout rooms during breaks. Coaches and teams will not be allowed in the breakout rooms during the preliminary and semi-final rounds.
The host will create five breakout rooms in the final round Zoom room: one for the client, one for the judges, and one for each team following the final round sequestration rules.
6. Technical Requirements for Host Schools
 - a. Host Schools should secure adequate Zoom licenses to run the virtual competition.
 - b. Host Schools will need individual Zoom rooms for the following:
 - Competition Headquarters (a community room used for orientation of teams and coaches, announcement of results, and left open during the competition for questions or emergencies)
 - Judges’ Registration and Briefing

- Adequate number of rooms to run the preliminary, semi-final, and final rounds
- c. Host Schools may wish to have their IT department on call during the competition to assist in any technical difficulties.

7. Host Schools will need a gmail account in order to access Google Docs, where the ABA will provide all electronic materials for the competition.

8. Judges' Score Sheets for each round will be submitted electronically this year and will automatically feed into a Google Docs Master Score Sheet. The Host School will need access to Google Docs throughout the competition to access the Master Score Sheet.

ATTACHMENTS

- 1. Sample Procedures for Ambassadors**
- 2. Sample team pairings for Option B twelve-team region**
- 3. Sample team pairings for Option B nine-team region**

NOTE: Sample team pairings for Option A twelve-team and nine-team regions are in the general host school instructions.

Sample Procedures of Ambassadors

Hosts should use this guide for training room Ambassadors prior to the competition.

1. The Ambassador should start the Zoom room at least thirty minutes before the competition round is scheduled to begin.
2. The Ambassador should have a list of names of all competitors and observers (and their school letter) and the names of the judges and clients assigned to that particular round of competition. The Ambassador should also have a contact phone number for the tournament host who should be available during the entire round. The client will be interviewed three times by different teams.
3. As people enter the waiting room for the first interview, the Ambassador should let the competitors and observers into the main room. The judges and client should be left in the waiting room until the next step is completed.
4. The Ambassador should verify that the screen names for each competitor and observer are correct. Team members must change their screen name to read [First initial] [Last name] [Team letter] For example: **J. Smith Team C**. Observers must change their screen name to read [Team letter] only. For example: **Team D**. Observers should not list first or last names.
5. The competitors should turn on their cameras and microphones and leave them on for the duration of the round. The observers must turn off their cameras and microphones and leave them off for the duration of the round.
6. Once the competitors and observers are set, the Ambassador should check the waiting room to make sure all judges and the client have arrived and verify that the person playing the client has renamed themselves to use the client profile name. When they are all present, the Ambassador should let the judges and client into the main room. The judges and client should keep their cameras on for a conflicts check and then turn their camera off and microphone off. The client will turn their camera and microphone on when called into the interview by the team.
7. After everyone is ready, the Ambassador begins with:

"Hello Judges, Client, Competitors, and Observers,

My name is _____ and I will be your Zoom Room Ambassador for today. I will be here for any technical needs such as:

- hosting the videoconference
- running the breakout rooms for breaks and deliberations
- monitoring non-competitors from turning their mics and videos on
- preventing any recording

- keeping track of time for the judges. Competitors are responsible for keeping their own time.
- pausing the interview if someone gets dropped and resume when they are back. We will not pause the interview for more than two minutes.

I will leave my camera off during the competition but will be present so please just say my name or Ambassador, and I will help with any technical assistance.

Please check to make sure you are in GALLERY MODE and that you have checked the box to HIDE NON-VIDEO PARTICIPANTS.

First, judges and client, do you know either of the competitors? Competitors, do you know any of the judges or client? IF YES, CONTACT THE TOURNAMENT HOST. If no, continue:

I want to quickly review a few rules with you:

- You cannot record any portion of the competition
- You cannot reveal what school you represent at anytime
- Only three observers per team is permitted and the observers must turn off their video and change their name to team letter only
- Competitors are to remain seated
- Breakout rooms will be provided for the judges to use during scoring (prior to judges' feedback) and for the client to take a break between interviews.
- Competitors may not communicate with anyone other than their one partner during the round.

Now, we are ready to begin. Good luck teams." [The Ambassador should turn off their camera and microphone. A 45 minute interview takes place which includes the team members interviewing a client and discussing the case between themselves]

8. After the interview is finished, the Ambassador should send the client to a breakout room.
9. The Ambassador should allow the judges to provide oral feedback to the team. The client should remain in the breakout room during this time. Each judge should take about five minutes and the Ambassador should gently remind them when their time is up.
10. After feedback, the Ambassador should ask the team and observers to leave the Zoom meeting. The Ambassador should send the judges into their breakout room until the next team arrives.
11. The second team should be in the waiting room. The Ambassador should bring the team and their observers into the main room and complete steps 3 and 4 above.

12. **Before** bringing the judges and client into the main room, the Ambassador should read the script in step six above to the team and observers, **EXCEPT** save the bolded sentence about conflicts until the judges and client are in the room.
13. Once the competitors and observers are set for the second interview, the Ambassador should bring the judges and client into the main room. The judges should keep their cameras on and their microphones off. The client should keep their camera on for a conflicts check and then turn their camera off and microphone off until called into the interview by the team.
14. The Ambassador should go through the conflicts check from step 6 above.
15. Once the conflicts check is completed, the Ambassador should turn off their camera and microphone while the 45 minute interview and wrap-up of the second team is conducted.
16. Once the second interview is finished, the Ambassador should Repeat steps 7, 8, and 9 from above.
17. The third team should be in the waiting room. The Ambassador should bring the third team and observers into the main room and complete steps 3 and 4 above.
18. **Before** bringing the judges and client into the main room, the Ambassador should read the script in step six above to the team and observers, **EXCEPT** save the bolded sentence about conflicts until the judges and client are in the room.
19. Once the competitors and observers are set for the third interview, the Ambassador should bring the judges and client into the main room. The judges should keep their cameras on and their microphones off. The client should keep their camera on for a conflicts check and then turn their camera off and microphone off until called into the interview by the team.
20. Once the conflicts check is completed, the Ambassador should turn off their camera and microphone while the 45 minute interview and wrap-up of the third team is conducted.
21. Once the third interview is finished, the Ambassador should repeat steps 7 and 8 from above.
22. After feedback by the judges, the Ambassador should ask the team and observers to leave the Zoom meeting. The judges will stay in the main room. The client will stay in the breakout room.
23. At this point, only the judges and Ambassador should be in the Zoom room. The Ambassador should ask the judges to complete and submit their score sheet. The judges may talk among themselves, but they must each submit their own score sheet. The judges may want to speak with the client. If so, the Ambassador should bring the client into the main room from their breakout room. Once the judges are finished speaking with the client, the Ambassador should tell the client they should leave the Zoom room. The Ambassador should not discuss the round with the judges or clients. The Ambassador should not provide any thoughts or recommendations about the teams. The Ambassador should remain silent except to facilitate bringing the client into the room and answering any questions about how judges submit their score sheet.

24. The host should have emailed the judges an electronic score sheet. The judges should complete the score sheet and click on submit at the bottom of the score sheet. The Ambassador should ask the judges to stay until the Ambassador has verified that the score sheet was received by the host.
25. After the Ambassador verifies with the host that all the score sheets have been submitted, the Ambassador should thank the judges and client and end the zoom meeting.
26. The Ambassador can now close the Zoom meeting. (THANK YOU TO OUR AMBASSADORS!)

AMBASSADORS NOTE: Use the above procedures with the following changes for the semi-final and final rounds:

Semi-Final round: There are only two interviews; not three.

The judges will give feedback to each team after each interview, just like the preliminary rounds, following the procedure above.

In the semi-final round, only one judge submits a score sheet reflecting the decision of the majority of the judges. Following the procedures above regarding allowing the judges to speak to the client if they wish, the judges together shall, by a majority vote, decide which team performed best and second best in light of the judging standards. One judge should submit the final round score sheet for the entire panel. The Ambassador should verify the score sheet has been submitted before thanking and releasing the judges.

Final round: All three teams must come at the beginning of the final round. The Ambassador should go over all beginning instructions outlined in the procedure above, including conducting a conflicts check with all teams present. In addition to the breakout rooms for the judges and the client, the Ambassador should create separate breakout rooms for each team and no more than two coaches. This is a total of five breakout rooms. After the conflicts check, the teams and coaches must wait in their breakout room except during their time to interview the client. The Ambassador will bring all teams into the main room after the third interview for feedback. See sequestration for the final round in the general host school instructions. Alternatively, coaches may choose to observe the entire final round rather than sit with their team in the breakout room.

There is NO LIMIT on the number of observers for the final round. Observers should follow the procedures for observers above. If a coach decides to watch the final round, they may not accompany their team to the breakout room, even after their team finishes interviewing.

The interviews in the final round take place back-to-back. There is no feedback between interviews. All teams are provided feedback together at the conclusion of the third interview.

The Ambassador should send the judges and client should be sent to their breakout rooms after the third interview, but before feedback. Together, in their breakout room, the judges shall, by a majority vote, decide which team performed best, second best, and third best in light of the judging standards. The Ambassador should go to the judges' breakout room at the start of the deliberations and ask if they wish to speak to the client. If so, the Ambassador should move the client from their breakout room to the judges' breakout room. The Ambassador should instruct the client they may leave the Zoom after speaking with the judges or return to the main room if they want to hear the results. One judge should submit the final round score sheet for the entire panel. The Ambassador should instruct the judges to return to the main room to provide feedback once the score sheet has been submitted. The host will join the Zoom and announce the results at the conclusion of the feedback.

American Bar Association
Law Student Division

CLIENT COUNSELING COMPETITION

**Option B: Twelve-hour preliminary round in one day
Preliminary Round Pairing Schedule for a
12-Team Regional Competition**

<u>Profile 1</u>	<u>Sample Schedule</u>	<u>Your Schedule*</u>	<u>Room 1</u>	<u>Room 2</u>	<u>Room 3</u>	<u>Room 4</u>
Preliminary Round 1	9:00 am – 10:00 am		Team A	Team D	Team G	Team J
Preliminary Round 2	10:15 am – 11:15 am		Team B	Team E	Team H	Team K
Preliminary Round 3	11:30 am – 12:30 pm		Team C	Team F	Team I	Team L
<u>Profile 2</u>						
			<u>Room 5</u>	<u>Room 6</u>	<u>Room 7</u>	<u>Room 8</u>
Preliminary Round 1	1:00 pm – 2:00 pm		Team L	Team B	Team F	Team E
Preliminary Round 2	2:15 pm – 3:15 pm		Team A	Team I	Team C	Team G
Preliminary Round 3	3:30 pm – 4:30 pm		Team D	Team K	Team H	Team J
<u>Profile 3</u>						
			<u>Room 9</u>	<u>Room 10</u>	<u>Room 11</u>	<u>Room 12</u>
Preliminary Round 1	5:00 pm – 6:00 pm		Team I	Team H	Team C	Team K
Preliminary Round 2	6:15 pm – 7:15 pm		Team F	Team J	Team L	Team D
Preliminary Round 3	7:30 pm – 8:30 pm		Team A	Team B	Team E	Team G

*In each Preliminary Round, four competition rooms will be in active competition. The schedule above is provided as an example but your own competition schedule will depend on whether you are conducting a two-day or two and a half-day competition and whether you are starting in the morning or in the afternoon. You can adjust the schedules but you may not change the duration or the Rounds or the Team Pairings. The semi-final and final rounds should be conducted on a day after the preliminary rounds.

If schools have two teams in the competition, those teams should be assigned by random drawing to be Teams A & G, Teams B & E, Teams, C & I, Teams D & J, Teams F & K, and/or Teams H & L.

If schools have three teams in the competition, those teams should be assigned by random drawing to be Teams C, E, & I, Teams B, D, & J and/or F, H, & L

Top six point leaders go to semifinal round

The judges and clients stay in the same room for the entire preliminary rounds. The teams will compete in three different rooms, each room with a different client profile.

American Bar Association
Law Student Division

**CLIENT
COUNSELING
COMPETITION**

**Option B: Twelve-hour preliminary round in two days
Preliminary Round Pairing Schedule for a
12-Team Regional Competition**

Profile 1, Day 1	Sample Schedule	Your Schedule*	Room 1	Room 2	Room 3	Room 4
Preliminary Round 1	5:00 pm – 6:00 pm		Team A	Team D	Team G	Team J
Preliminary Round 2	6:15 pm – 7:15 pm		Team B	Team E	Team H	Team K
Preliminary Round 3	7:30 pm – 8:30 pm		Team C	Team F	Team I	Team L
Profile 2, Day 2						
			Room 5	Room 6	Room 7	Room 8
Preliminary Round 1	9:00 am – 10:00 am		Team L	Team B	Team F	Team E
Preliminary Round 2	10:15 am – 11:15 am		Team A	Team I	Team C	Team G
Preliminary Round 3	11:30 am – 12:30 pm		Team D	Team K	Team H	Team J
Profile 3, Day 2						
			Room 9	Room 10	Room 11	Room 12
Preliminary Round 1	1:30 pm – 2:30 pm		Team I	Team H	Team C	Team K
Preliminary Round 2	2:45 pm – 3:45 pm		Team F	Team J	Team L	Team D
Preliminary Round 3	4:00 pm – 5:00 pm		Team A	Team B	Team E	Team G

*In each Preliminary Round, four competition rooms will be in active competition. The schedule above is provided as an example but your own competition schedule will depend on whether you are conducting a two-day or two and a half-day competition and whether you are starting in the morning or in the afternoon. You can adjust the schedules, but you may not change the duration or the Rounds or the Team Pairings. The semi-final and final rounds should be conducted on a day after the preliminary rounds.

If schools have two teams in the competition, those teams should be assigned by random drawing to be Teams A & G, Teams B & E, Teams, C & I, Teams D & J, Teams F & K, and/or Teams H & L.

If schools have three teams in the competition, those teams should be assigned by random drawing to be Teams C, E, & I, Teams B, D, & J and/or F, H, & L

Top six point leaders go to semifinal round

The judges and clients stay in the same room for the entire preliminary rounds. The teams will compete in three different rooms, each room with a different client profile.

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