

A Better Internet for Legal Help



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Autumn 2016

Our Driving Questions

How can Search Engines be better front doors to the legal system?

Given how many people try to solve their problems by going to Google, Bing, Yandex, or Yahoo

How do we serve correct legal info, options, and actions to people who need help?

Given that courts' and governments' websites are most often poorly designed and difficult to navigate, despite people's clear preferences for this official information over for-profit sources, or generic descriptions

How do we get legal support to people on their terms, in engaging ways?

Using a user-centered design methodology, how do we understand the legal system from lay-people's point of view, so we can make it work for them, on their terms.

Our Aims

1

Create a standard
mark-up schema
for legal issues,
processes, and
services

2

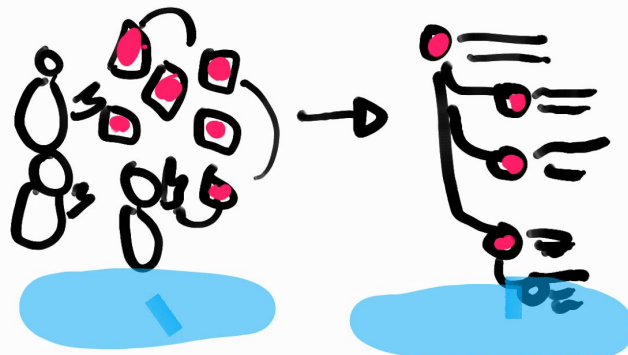
Get official, public information served up to lay people directly on search engine/social media pages

3

Involve leading
tech platforms in
civic and legal help

How We'll
Do This

Design
Thinking
to develop
ONTOLOGIES,
SCHEMA,
AND
STANDARDS



our Stakeholders

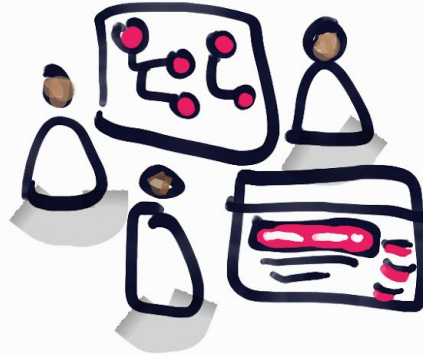


People
with Legal
HELP Needs

STANFORD
CORE
GROUP



web Masters
@ Courts &
state Legal HELP



Search engine
& social MEDIA
EXPERTS

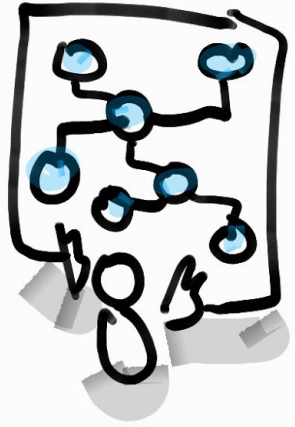
BLUEPRINT

for

BETTER

LEGAL HELP

INTERNET

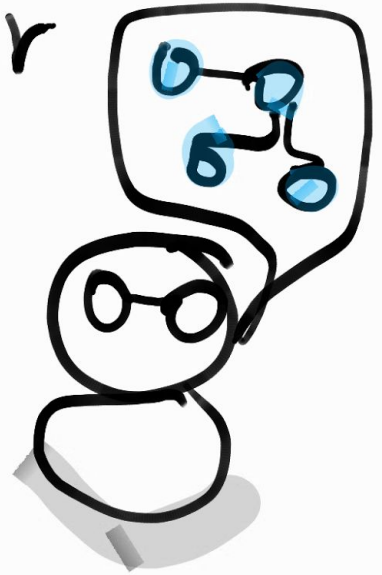


Create
Markup schema
for

LEGAL ISSUES, RULES,
PROCEDURES & SERVICES
that Schema.org
will implement



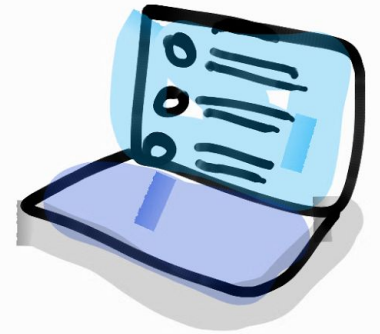
LINK the FOLKSONomy
with the OFFICIAL
ONTOLOGY, so the
way people phrase their
problems link to how
Providers model it



Get
WEBMASTERS
to ENCODE
their content
w/ this MARKUP,
so SEARCH ENGINES can
MAKE BETTER SENSE OF IT



Design USER-FRIENDLY
LAYOUT of
SMART SEARCH RESULTS
for Legal HELP
queries



Questions
for today

What's a more effective Search Results page design for legal help?

We have some initial sketches -- but we want your feedback, your input, and your concepts!

RULES

Steps to take

Services

you are dealing with a
Family Law issue.

you can get help by _____
_____ if you _____.

(Red note)

Clearing Your Criminal Record



Customize to your correct location (jurisdiction):

zip code City County State

1. Learn the basics

Understand legal options, and what you might be eligible for

2. See the steps

See the process you have to follow, the documents you have to submit

3. Find help to do it

Find legal help service to help you — free help, private lawyers, and technology tools

[See more](#)

[Is Your Criminal Record Keeping You From Working? - CTLaw...](#)

ctlawhelp.org/criminal-record-keeping-you-from-working

Getting a job is hard, and it can be even harder if you have a criminal record. Many employers ... Can I correct a mistake or get information taken off my record?



Clearing Your Criminal Record



Customize to your correct location (jurisdiction):

zip code City County State

What does this mean? Lorem ipsum lorem ipsum lorem ipsum lorem ipsum Lorem ipsum lorem ipsum lorem ipsum lorem ipsum Lorem ipsum Lorem ipsum lorem ipsum lorem ipsum Lorem ipsum lorem ipsum Lorem ipsum lorem ipsum Lorem ipsum lorem ipsum

Are you eligible to do it? Lorem ipsum lorem ipsum lorem ipsum lorem ipsum Lorem ipsum lorem ipsum lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum Lorem ipsum

Who can help you to do it?

<p>Free & Low-cost help</p> <p>Can you use this?</p> <p>What they can offer:</p> <p>Get connected.</p>	<p>Private Attorneys</p> <p>Can you use this?</p> <p>What they can offer:</p> <p>Get connected.</p>	<p>Do-it-Yourself</p> <p>Can you use this?</p> <p>What they can offer:</p> <p>Get connected.</p>
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Understand more Step by Step of what to do. Links out to the Official Government Websites, Official Forms, LawHelp.Ca resources

[See more](#)

Is Your Criminal Record Keeping You From Working? - CTLaw...

ctlawhelp.org/criminal-record-keeping-you-from-working

Getting a job is hard, and it can be even harder if you have a **criminal record**. Many employers ... Can I correct a mistake or get information taken off **my** record?



All News Images Videos Apps More ▾ Search tools



About 204,000,000 results (0.39 seconds)

Zika Virus | CDC - Centers for Disease Control and Prevention

www.cdc.gov/zika/ ▾ Centers for Disease Control and Prevention ▾
US States. Travel-associated **Zika virus** disease cases reported: 472; Locally acquired vector-borne cases reported: 0; Total: 472. Pregnant: 44; Sexually ...

Areas with Zika

Countries and territories with active Zika virus transmission...

Symptoms

Most common symptoms are fever, rash, joint pain, or red ...

[More results from cdc.gov »](#)

(Zika) and pregnancy

Information on Zika virus. Provided by ... Zika and Pregnancy.

Zika Virus in Mexico

Local transmission of Zika virus infection (Zika) has ... Zika Virus ...

In the news

The Zika Virus?

PHD Comics - 7 hours ago

New to PHD? Read the 200 Most Popular Comics or read this guide. email this comic to a friend! 5/9/2016. List all comics. list all comics. print this comic ...

This state-of-the-art Zika virus test is also really, really cheap

MarketWatch - 2 hours ago

How do natural disasters affect the spread of mosquito-borne diseases like Zika virus?

AccuWeather.com - 39 mins ago

[More news for zika virus](#)

WHO | Zika virus

www.who.int/mediacentre/factsheets/zika/en/ ▾ World Health Organization ▾
Apr 15, 2016 - **Zika virus** disease is caused by a virus transmitted primarily by Aedes mosquitoes. People with **Zika virus** disease can have symptoms that can include mild fever, skin rash, conjunctivitis, muscle and joint pain, malaise or headache.

WHO | Zika virus and complications: Questions and answers

www.who.int/features/qa/zika/en/ ▾ World Health Organization ▾

Zika fever

ABOUT

SYMPTOMS

TREATMENTS

Fever
Rash
Joint pain
Red eyes



Spread through mosquito bites

A disease caused by Zika virus that's spread through mosquito bites.

Public health alert

The CDC has issued an alert for travel to areas where Zika virus is spreading. Travelers who are pregnant or considering pregnancy should consult a doctor.

cdc.gov/zika



Extremely rare

Fewer than 1,000 US cases per year

Requires a medical diagnosis

Lab tests or imaging often required

About 133,000,000 results (0.80 seconds)

 2016 election
How to vote 

[HOW TO](#) [REQUIREMENTS](#) [WHEN TO VOTE](#)

State
California ▾

Voting requirements

- Be registered to vote in California. [Check if you're registered to vote.](#)
- Be a US citizen
- Be a resident of California

[More](#)

ID requirements

If you've voted in California before, you don't need to show ID




If you're a first-time voter, registered by mail, and didn't include your driver's license number, California ID number, or the last 4 digits of your Social Security number on your registration, you need to include a copy of accepted ID with your mail-in ballot and you may be asked to provide ID if you vote in person

Acceptable forms of ID include a current and valid photo ID that includes your name and photograph. Examples:

- Driver's license or ID card of any state
- Passport
- Employee ID card

[More](#)

More voting info

 How to register	 Where to vote	 2016 ballot
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En español [Feedback](#)

[What to Bring to Your Polling Place | California Secretary of St...](#)
[www.sos.ca.gov/.../voting.../voting.../what...](#) ▾ Secretary of State of California ▾
However, if you are **voting** for the first time after registering to **vote** by mail and did ... In this case, be sure to **bring** identification with you to your polling place or ...

[Where and How to Vote | California Secretary of State](#)

Edit Profile

FAVORITES

- News Feed
- Messages
- Ads Manager
- Events 4
- Election 2016
- Groups at Stanford
- Buy and Sell Groups

PAGES

- 20+
- 20+
- Create Page

GROUPS

- 2
- 3

FRIENDS

- Palo Alto, California...

APPS

- Live Video
- Games
- On This Day 5
- Photos
- Notes
- Games Feed 20+

INTERESTS

- Following

EVENTS

- 7
- 11
- +

FUNDRAISERS

- Create Fundraiser
- Find Fundraisers




Get Ready For Election Day

This is not an official vote


U.S. President

You favorited



Hillary Clinton

Only you can see this



Hillary Clinton

About Candidate

Favorited

Want to Come Back Later?

Email yourself a link to your plan to make it easy to find later.

Email Link

U.S. Senator

You favorited



- Your official ballot may have more on it and be in a different order. Visit your state's elections website for official info: California Secretary of State
- Ballot information provided by the Center for Technology and Civic Life. See any missing or incorrect information? Report an error to CTCL.
- Questions about this? Learn More
- Viewing info for 529 Ave, Edit Address

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What's a user-friendly schema of some key legal help issues?

Again, we've got a first draft of a mark-up schema on a collaborative platform, but we want to do a brainstorm with you to see if we're covering the concepts we'll need to mark up (and choose which legal help issues to pilot)



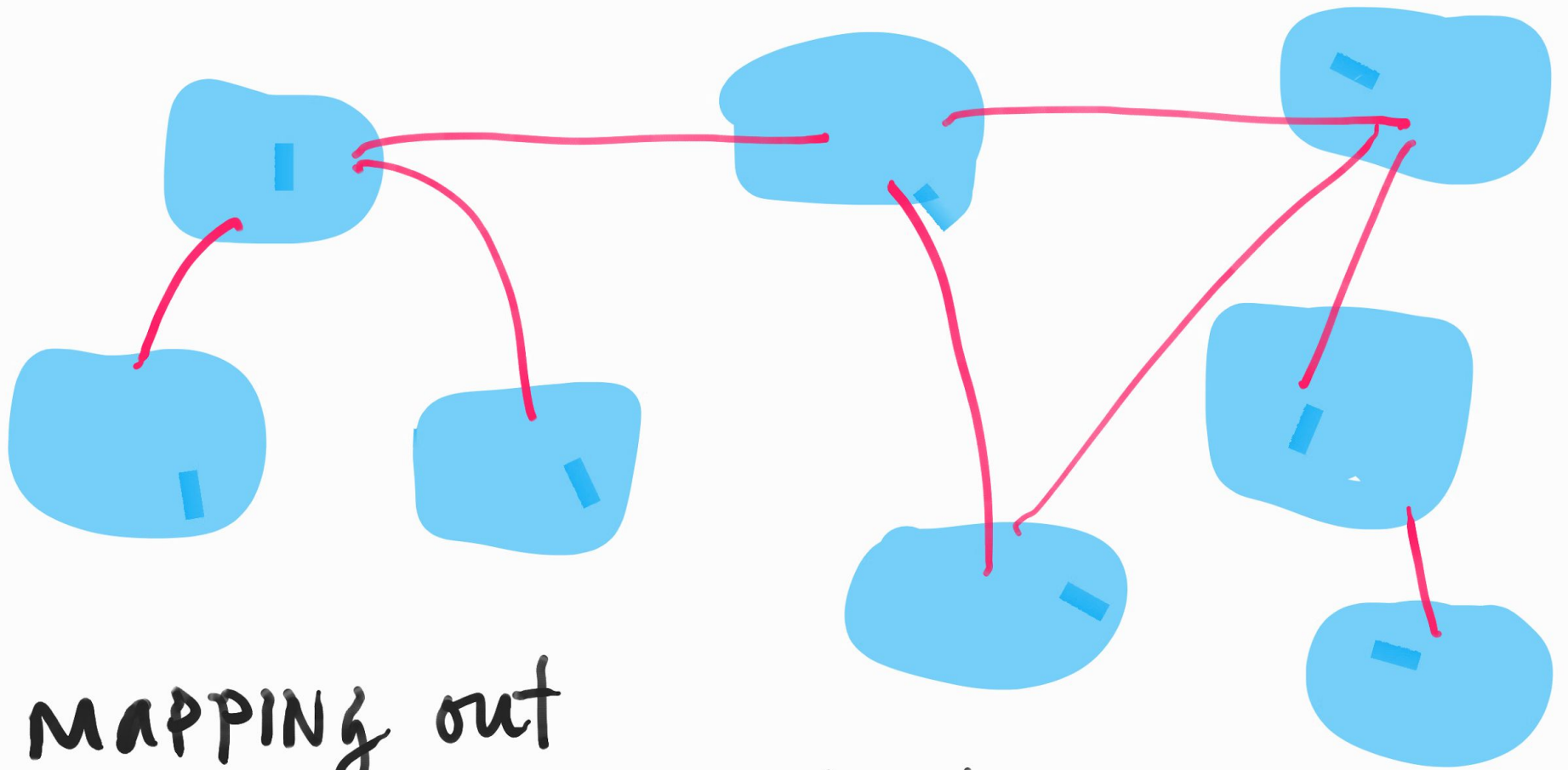
ONTOLOGIES!

ONTOLOGIES!

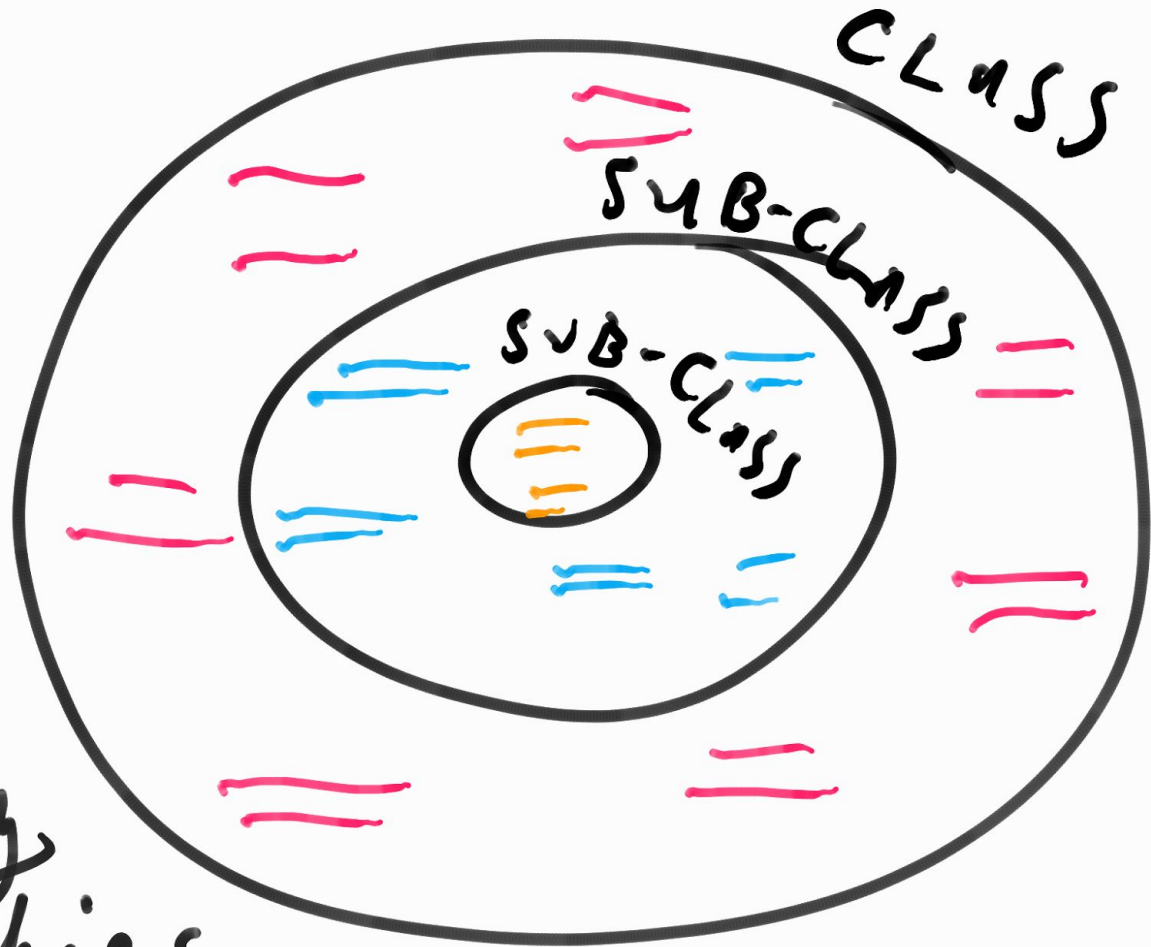
ONTOLOGIES!

ONTOLOGIES!

What are the
"INGREDIENTS"
in a LEGAL?
PROCESS



MAPPING out
Core Terms AND Relationships



creating hierarchies



CRIM record user

- What goes on my criminal record?
- In California, who can see my record?
- Am I eligible to clean my record?
- Do I have a criminal record?
- How can I clean my record?
- Do I have any warrants out for me?
- How much does it cost to clean my record?
- What is my criminal record?

Housing user

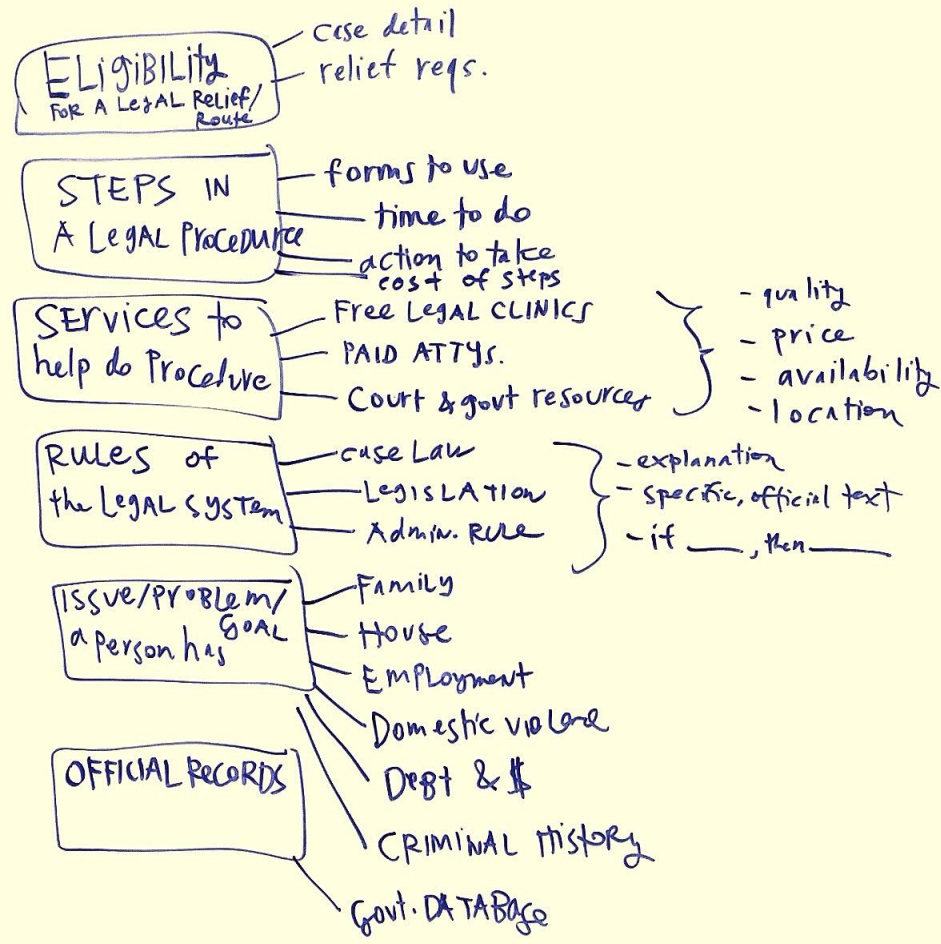
- Is it LEGAL to be evicted without doing anything wrong?
- How much rent for a house to help that on evictions?
- Am I being evicted what should I do?
- What should I do if I have rats?
- Is there free help for evictions?
- What are my chances of fighting an eviction successfully?
- Can I sue my landlord for no heat?

Domestic violence user

- Where is free help for domestic violence?
- What can I do if I'm being abused?
- What happens if someone violates a restraining order?
- How do I get a restraining order?
- How do I get divorced?
- Is there no-fault divorce in California?
- How long does it take to get divorced?
- Who are good divorce lawyers?
- How much is an average divorce?

Divorce user

- How do I get divorced?
- Is there no-fault divorce in California?
- How long does it take to get divorced?
- Who are good divorce lawyers?
- How much is an average divorce?



Thank you!

Margaret Hagan

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Stanford d.school/Law School

<http://legaltechdesign.com>

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