A Better Legal Internet
For Preventative Legal Help

Stanford Legal Design Lab
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Our project's **big challenge focus**

The legal system's touchpoints and processes are **poorly designed for lay people.**

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

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

How do we make the Internet a welcoming, directive **front door to the legal system?**

What **we've been doing** since last update

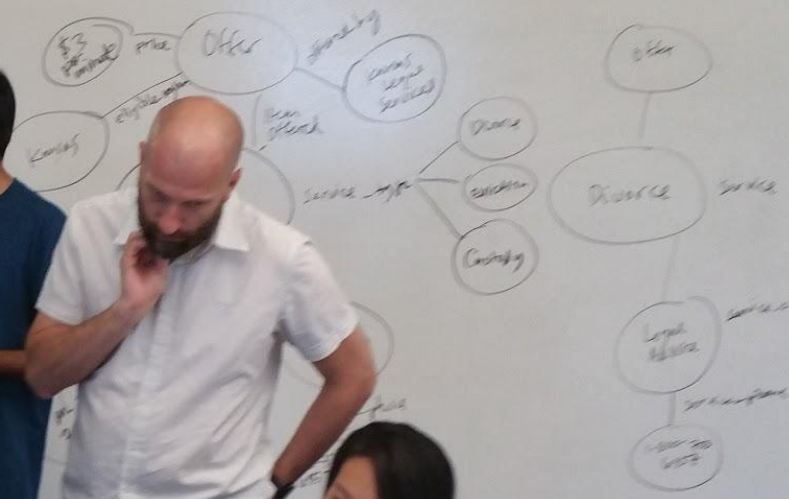# **Improving the supply** of legal help information

Describe ORGs → make sure you don't start describing Service Offerings when describing org. separate things!

Describe SERVICES

- Overarching Org
- Sub-units
- URL/URI id
+ Name
+ Address (use Geonames)
+ AreaServed: (use Geocodes names)
+ parent/sub
+ ContactPoint (use phone/email) "start here"
+ Funder (for orgs giving $) ← can include multiple funders
+ Sponsor (for orgs not giving $)
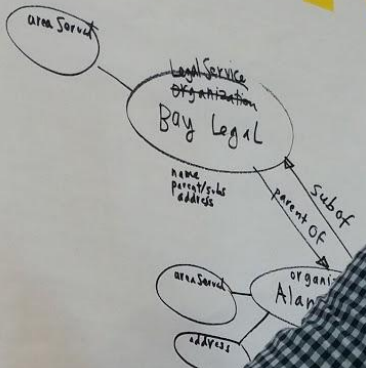+ member Of (for an alliance of org.

- Consumer Cente
- Health Line

How to implement?

- Generate for main org
- Put on main org pge
- Make variation for sub-orgs (how much does sub-org inherit?)
- Put sub-org code on the page that refers to it

+ Award (for honors and recognitions)
+type [LegalService, NGO] [Gov'tLegals] [Gov

Service
service
service
servicephone
723

area Served
LegalService Organization
Bay Legal
name parent/subs address
sub of
parent OF
area Served
organiz Alan
address

How can we make the Internet a better place for people to find legal help?

Make legal help online more accessible, navigable, and engaging.

A Better Legal Internet helps those who provide legal help online, to connect better to their target audience. Our vision is of a user-friendly web, that connects lay people with crucial information, forms, procedures, and services to help them deal with legal issues.

Who is this site for?

Webmasters of Court and Legal Help sites

If you maintain a website or app that is communicating legal help information to laypeople, this site is to help you better design the technology and the information.

We will help you understand best practices for your site, and give you free resources to improve its usability and user-engagement.

Social Entrepreneurs and Experimenters

If you are developing new types of legal services on digital platform, this site can help you think through good ways of laying out information, providing quality user experience, and imagining better ways of getting key information to people who need it.

How to use this site?

1 Review

2 Redesign

3 Markup
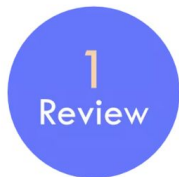
Review your existing online materials to see how they measure up to key usability, visual, and behavioral design standards.

Use our standardized design resources to make your sites and apps more visual, more intuitive, and more user-friendly.

Mark up your content with structured tags, that will make your content machine readable and more searchable.

http://betterlegalinternet.com
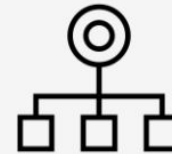
Our Review at a Glance

Is your layout easy to navigate?

1. Mobile Responsive

2. Clean Composition

3. Strong Hierarchy

4. Staging Information

Is it accessible to different people?

5. Reading Level

6. Disability-friendly

7. Speed to Load

8. Multiple Languages

Is your content shining through?

9. Unburied Materials

10. No Resource Dumps

11. Use of Visuals

Issue Icons

Use these icons to convey major legal issue areas.

Schema.org markup generator for legal help sites

Use this tool to enter your legal help and court information in, and get Schema.org markup you can embed on your website, so search engines can find you better

1. Enter your organization and service information here.
Not too complicated

1 Tell us about your organization

What type of organization? ▾

Your Name?

Your Logo (insert url)

What days business hours are you open?

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

2 Tell us about your location

3 More details about your service

2. See the Schema.org markup we generate for you.
It's automatic!

```
<script type='application/ld+json'>
{
    "@context": "http://www.schema.org",
    "@type": "Organization",
}
</script >
```

COPY

3. Copy the markup from here, and paste it into your website's back-end.
Search engines will use it find this info and use it better.

Where should I paste the markup created above?

Our **forward direction**

1. Developing **Legal Help AI**

2. Testing different Preventative **Legal Help Interventions**

1.

Developing a Legal Help Classifier to spot people's legal issues from their natural language

FAMILY PROBLEMS: Divorce, Child Custody, Child Support Payments etc.

Edit   Delete

@lstm How to become legal guardian .   Search

Refine Search ▼

☐ Export to CSV   ☐ Delete

☐	Qu	Text ▾▴	Emot...	Simi...	Open ▾▴	De
☐	...	from the human rights commission .	pisse...	83.1...	5inthemorn...	...
☐	...	from the human rights commission .	relaxed	83.1...	aaronjasper	...
☐	...	from the human rights commission .		83.1...	0----------x	...
☐	...	how to let someone out of a checkmate with a bishop ...	giggly	82.4...	28daysinde...	...
☐	...	the opposite of optimism is skepticism .	hungry	81.0...	aazzaadeh	...
☐	...	for the american ideal .	restless	80.6...	absolutcalm	...
☐	...	gblt rights and education and foreign policy .	apath...	80.4...	21st-medici	...

Run Join Query

Recent Searches

@lstm How to become legal guardian .

How to become legal guardian

@lstm I'm a single parent now .

I'm a single parent now

@lstm I want to leave with

2.
Testing different interfaces + experiences that communicate preventative legal help information

Would people respond better to Legal Help information **after searching on Google** for a problem?

About 133,000,000 results (0.80 seconds)

Legal Issue
Criminal Record Expungement

THE BASICS	OPTIONS	HOW TO

State
California ▾

Identify the right jurisdiction to deal with

- For most cases in the US, this will be the county in which you were convicted

- If you were convicted in a federal court, this will be the federal government

- If you were convicted in a military court, this will be the military branch

More

Determine your type of conviction, to see your options

If the jurisdiction of your criminal record is California, then your options for clearing it will depend on what exactly your conviction was.

Misdemeanor conviction, Still on Probation	You may be able to request early release from Probation and File a Petition for dismissal of the conviction. How to?
Misdemeanor conviction, Probation Complete	You may be able to file a petition to have the conviction dismissed. This will expunge (clean) your record. How to?
Misdemeanor/ Infraction conviction, No Probation Given	You may be able to file a petition to have the conviction dismissed. This will expunge (clean) your record. How to?

More

Versus **posting on Twitter about a problem** they're having?

Legal Help Bot
@LegalHelpbot

Hi, I'm a Legal Help bot, run by a legal aid group.

I noticed your recent tweets. It seems you might have a problem around housing that the legal system might help you solve.

I'm built to help you connect to free or affordable services, that can help you deal with your housing problem.

Would you like me to tell you more about help you could get in your local area?

Reply Yes, and I'll tell you more.

Sep 25

GIF   Send

Versus **other Internet-connected contexts:**
- In a **Smart Car** that overhears you talking about a problem
- On **Facebook**, when you're chatting or posting
- At home, with your **Smart Assistant (Alexa**, etc.) listening in

Our research team is **simulating these future tools + contexts**, to see where 'Preventative Legal Help' messages are most **welcomed, trusted, and impactful.**

Within the next year, we hope to both have

- Working artificial intelligence to **diagnose legal issues from natural language**
- Have **vetted interventions,** to engage people with legal help on the Internet/with smart tools

Thank you!

Write with questions
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