

# Research Results

Synthesis & Findings



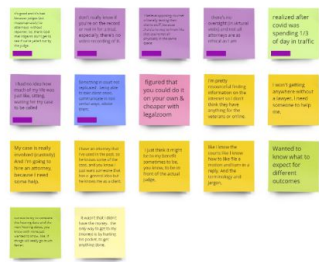
Users interviewed



DOING



THINKING



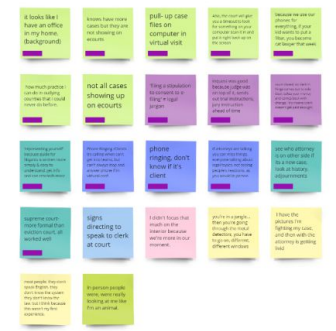
FEELING



HEARING



SEEING



PEOPLE GOING ABOVE AND BEYOND



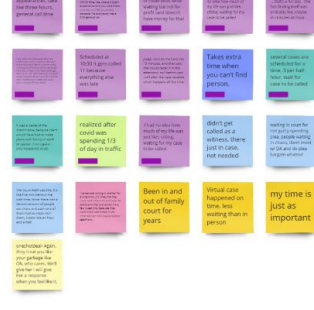
NOT PREPARED



QUICK



WAITING



PRE TRIAL INFO



DIRECTIONS



EXPENSIVE



SUBPOENAED



GOOD COMMUNICATION





INSIGHTS

NEEDS

|    |  |  |
|----|--|--|
| 1  | People spend less time waiting for virtual conferences to start than in-person   | <b>Users need to not have their time wasted</b>  |
| 2  | Navigating the website is frustrating and takes many clicks  | <b>Users need to easily get information</b>  |
| 3  | In-person experience provides an interpersonal communication that is not replicated online   | <b>People need to communicate a personal level virtually.<br/>People need to see &amp; read non verbal communication virtually</b> |
| 4  | Users want to tell thier side of the story   | <b>Users need to feel like they are heard</b>  |
| 5  | Court Users feel they are at a disadvantage virtually  | <b>Users need to feel like they are seen as people</b>   |
| 6  | Court users are confident in their knowledge and skills to do simple or familiar legal actions and knew their limits.                                      | <b>Users need the tools to complete simple and familiar legal actions</b>  |
| 7  | Minority court users feel looked down on and judged in housing & criminal court  | <b>Users need empathy from staff<br/>Users need to know they are being treated fairly</b>  |
| 8  | Attorneys feel judges and opposing attorneys sometimes take advantage of virtual conferences when no court reporter is present or no one is watching them. | <b>Attorneys need virtual hearings to have the same accountability as in person hearings</b>                                       |
| 9  | Clients who miss the virtual hearing are counting on the attorney to represent them  | <b>Users need to trust attorney to represent them</b>  |
| 10 | Attorneys have more time during the day to be productive with virtual conferences and flexiblity in schedule   | <b>Attorneys need a flexible schedule to better accomodate clients</b>   |
| 11 | Users take alternate methods of navigating the site and finding information because they can't find information on the site                                | <b>Users need navigation on the website to be intuitive</b>  |

## Summary

- Secondary Research identified demographics for the courts and court users
- Secondary Research identified current news, trends and future outlook for NYS UCS
- Secondary Research identified indirect competitors and other organizations that provide similar services
- Primary Research identified users experiences with the court website, and in-person and virtual court visits

## Research Goals Completed

### Research Goals

- Identify demographic of court users **COMPLETED**
- Identify what are the most use cases for the court & court website. **COMPLETED**
- Research court users experience and how they feel while conducting court business. **COMPLETED**  
What needs do they have? What are the challenges they face?
- Research court users & court professionals experience with virtual court /e-filing / **COMPLETED**  
e-courts. What needs do they have? What are the challenges they face?

### Assumptions - Revisited

- Court users prefer to conduct court business online than in person  
**PARTIALLY VALIDATED. Users liked the convenience of online conferences but some felt like they would have a better chance fighting their case in person. Research indicates some users may prefer to do paperwork online rather than come into court.**
- People miss time from work going to court for something that could be done online  
**PARTIALLY VALIDATED. Some users did miss time from work for court business, but it did not come up as an issue**
- People go to court because figuring it out online is hard  
**VALIDATED. Users who can't figure out info online have to get it another way by making phone calls, or going to court, or hiring an attorney**
- People hire legal representation for minor issues because they don't know how to do it or don't have time for it  
**NOT VALIDATED. I hadn't defined a 'minor issue', but users self represented themselves and hired an attorney when they felt overwhelmed by the case or wanted a divorce to go faster, or qualified for free legal representation and the examples users gave felt like more than 'minor issues'**
- People don't know which court to go to  
**NOT VALIDATED. Users interviewed knew where the courthouse was or family did.**
- E-filing a form with input files is more efficient than using a scanned pdf  
**PARTIALLY VALIDATED. Attorneys have been using NYSCEF in Supreme Courts for years no issue, not enough interviewees used both systems to have a comparison. However I did learn what the systems do, and Clerks site NYSCEF as the main program that does all filing functions, and EDDS as doing only 1 function of what NYSCEF does.**

## Research Questions - Revisited

- Would people prefer to use court remotely rather than online?  
**PARTIALLY VALIDATED. This had mixed results, see previous page**
- What information do court users & professionals want that they don't have?  
**COMPLETED - Case status, court openings/ closures, outcomes of similar cases, contact info for courts, contact info for parties involved in the case, general info on how to file types of cases, info on how court proceedings would work, instructions on how login & use video conferencing etc.**
- What has been in person that could be done online?  
**COMPLETED - We are learning a lot that was done in person can be done online, and continue to find ways to do more**
- Who can we help by providing a better online experience?  
**COMPLETED - Everyone can benefit from getting information easier online, and it can free up time of court staff from answering simple questions. Self represented litigants especially will benefit from this.**
- What problems can we solve for people digitally?  
**COMPLETED - Have identified some problems we can solve digitally such as getting information filing papers online, and communication between users and the courts.**