



**Legal Services Corporation
Technology Initiative Grant (TIG) Program
Evaluation Plan Form – Example 2**

Grantee name: Ubiquitous Legal Services
Submission date: May 7, 2010

TIG Grant number: 100E2

Contact person: John Q. Lawyer
Email address: johnnyq@justice.org

Phone number: 800-234-6969

Project Goal: Use A2J author and HotDocs to create guided interviews and court form templates that improve the ability of low income people to easily, effectively and efficiently produce and file court forms without the assistance of an attorney.

Project Objective: Use A2J Author and HotDocs to create guided interviews and court form templates that enable *pro se* litigants to easily produce accurate pro se pleadings. Produce 10 guided interviews and 12 interactive court forms in the following substantive law areas: Fee Waiver, Small Claims, Evictions, Protection Orders and Divorce without Children.

Strategies / Activities:

- Identify forms/interviews to automate
- Staff assignments to dedicate time to help develop forms and guided interviews
- Work with courts to ensure that interviews/forms are accurate, consistent with court requirements and will be acceptable to the courts.
- Conduct usability testing with self help centers at courts and other groups, of templates to ensure users (clients and/or advocates) can easily understand and use the interviews/forms.
- Modify templates to address any problems identified in usability testing
- Publish forms/interviews on statewide website.

Evaluation Data:

- List of interviews and automated court forms produced.
- Court confirmation that forms are accurate, consistent with court requirements and acceptable for use
- Description of usability testing

- Results of usability testing
- Description of notable changes made to forms and interviews following initial testing
- List of forms/interviews published on statewide website
- User interviews/surveys with:
 1. Users
 2. Court staff
 3. Legal advocates
 4. Law students
- User feedback from the website
- Field observation data

Project Objective 2: Increase the availability and use by low-income persons of automated forms

Strategies / Activities:

- Partner with courts and other stakeholders to develop and implement outreach initiatives to:
 1. Foster courts' acceptance of the forms
 2. Maximize clients' use of forms
 3. Promote the project
 - Partner with public libraries, courthouses and other groups to increase access points where clients can:
 1. Access and complete forms
 2. Receive assistance in completing forms
-

Evaluation Data:

- Copy of outreach plan
- Description of outreach activities
- Statistics from national server on number of times different forms have been accessed and/or downloaded
- List of judicial districts that have accepted the automated forms
- List of new access points (with description of services available to clients)