

# LawHelp Interactive™

## Computer Station Best Practices



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# Table of Contents

<input type="checkbox"/> Slide 3	Introduction
<input type="checkbox"/> Slide 4	Best Practices
<input type="checkbox"/> Slide 5	Best Practices
<input type="checkbox"/> Slide 6	Best Practices
<input type="checkbox"/> Slide 7	Best Practice Do's
<input type="checkbox"/> Slide 8	Best Practice Do's
<input type="checkbox"/> Slide 9	Not Recommended Example
<input type="checkbox"/> Slide 10	Not Recommended Example
<input type="checkbox"/> Slide 11	Not Recommended Example
<input type="checkbox"/> Slide 12	Practice Don'ts
<input type="checkbox"/> Slide 13	Practice Don'ts
<input type="checkbox"/> Slides 14 - 21	Appendix



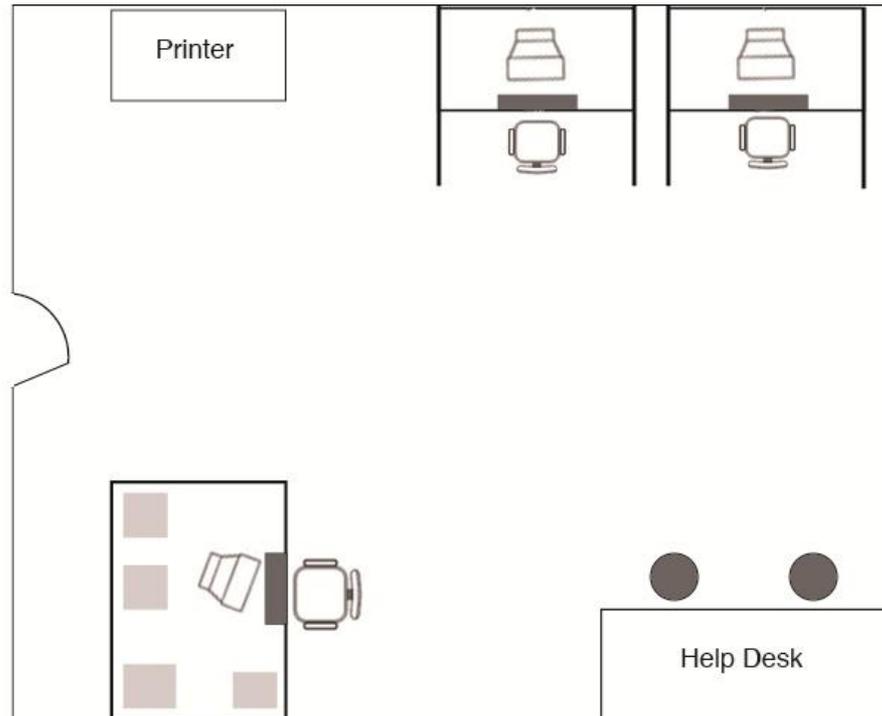
# Introduction

- A study showed that ergonomic furnishings costing approximately \$500,000 contributed more than \$620,000 in improved productivity.
- Similarly, applying good design principles will lead to greater adoption and usage of LHI.
- Litigants will be better able to help themselves.
- Advocates will be able to serve more litigants.

Source: Study conducted by Response Design Corporation, <http://www.responsedesign.com/store/10042.pdf>



# Best Practices - 2 Computers, 1 Staff



This is a floor plan (vertical view) of two computers and one court staff. The benefits of this set up are increased productivity and better data protection.



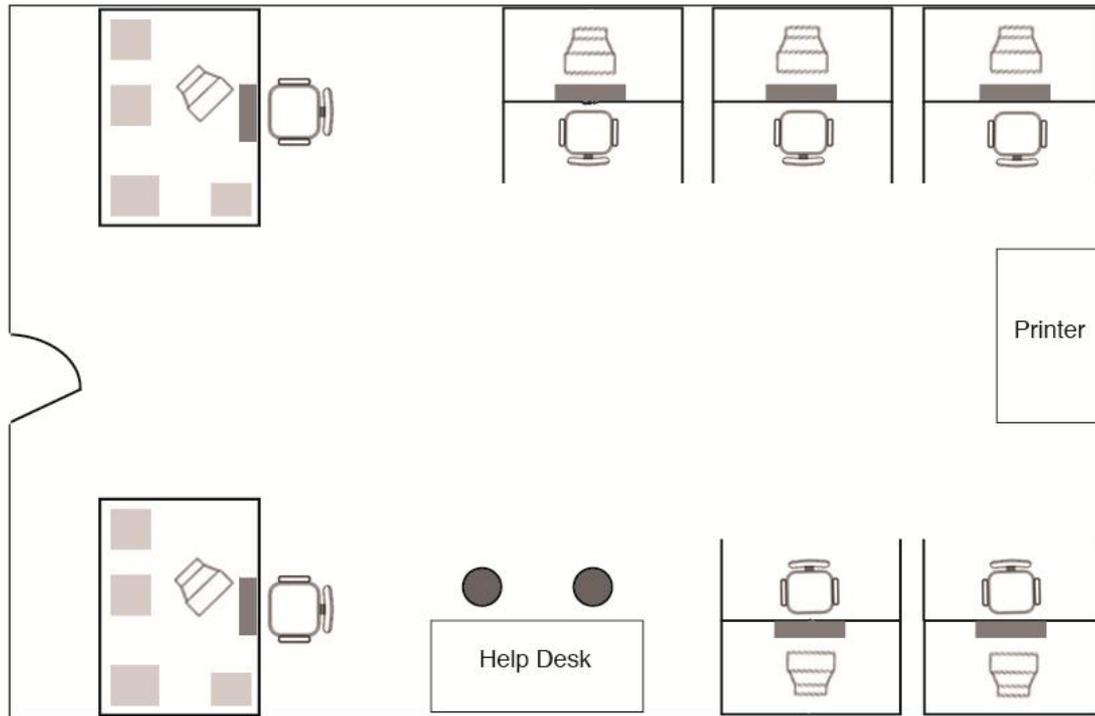
# Preliminary Notes

- The recommendations here are under *ideal conditions*, and we realize not every organization will be able to provide this kind of setting.
- The guiding principles boil down to:
  - Minimizing distractions**
  - Ensuring/supporting completion of forms**
  - Helping users of computers feel secure in the use of the tool**

Some of these recommendations can be implemented gradually, as resources allow. These recommendations are for groups setting up legal self help centers which can include law libraries, libraries, police departments, victims centers, shelters, legal aid, and courts.



# Best Practices - 5 Computers, 2 Staff



This is a floor plan (vertical view) of five computers and two court staff. The benefits of this set up are increased productivity and better data protection.



## Considerations Beyond Physical Lay Out

### **Before a group sets up a computer or bank of computers to let the public create their own forms, consider these points:**

People go to courts to look for forms. Placing work stations in courthouses greatly facilitates use of online forms. Law Libraries are also a good option.

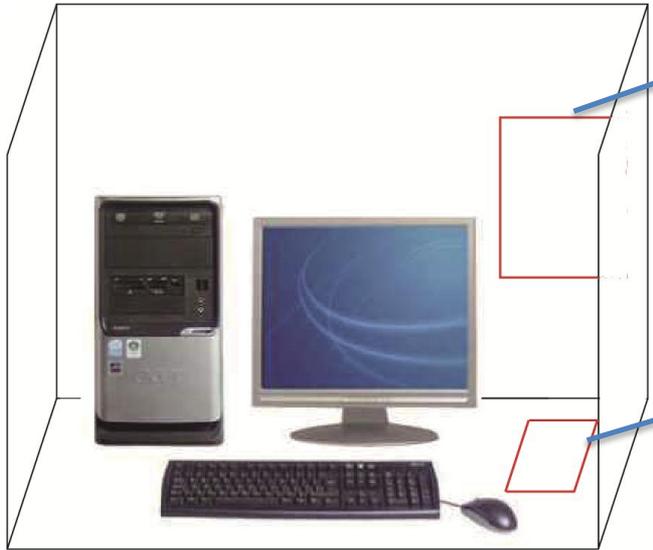
Computer Workstations require:

- a) Internet Access: online forms are housed on an external website.
- b) Adobe Flash Player: if the form is using the optional A2J Author interface.
- c) Word or Word Viewer: Word documents are created for the litigant. If Word is not available, Word Viewer can be downloaded for free from:  
<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=4>.
- d) Printer: Preferably, the printer should be close to the computer terminal.
- e) Speakers or headsets: if the forms have sound
- f) Timer program: you might want to set up a timer to close the program and Word document after a period of inactivity to protect privacy.
- g) You might want to install on the computer “kiosk” software for extra security so that files can not be saved on the c drive, etc.

Derived from NY Courts Access to Justice Programs, “How to Guide: Forms in Court Houses”.



# Best Practices - Front View of Computer Space



**Computer Instructions for LHI Forms**

**To get started:**

- (1) Choose a topic (e.g. Housing, Civil or Small claim).  
Then click on the LHI program you need.  

- (2) Click on the button "Proceed".  

- (3) Read "Term of Use", then click on the checkbox to accept "Term of Use" and click on "Continue" to start answering questions.  

- (4) Begin the program.  


**Once you're done:**

- (1) Click on "Get Document".  

- (2) Click on "Open".  

- (3) Read it over to make sure everything is right.  
To print the form, click on "File", then "Print".  

- (4) Click on "X" to close the document and form.  
  


Note: If you intend to register, please do so before beginning form. If you go directly to the form and try to register after completion of form, you will lose all information.  
This document was derived from the instructions NY Courts provides to DIY form users. We thank the court for sharing it.

This is a detail plan (front view) of the computer space and the signage in the computer space. The benefit of the signage is a reduced learning curve for the litigant.

Note: Find the larger version of “**Computer Instruction for LHI Forms**” in the Appendix and open it in “Slide View”.



# Best Practice Do's

- 1. Do** set up the LHI Center in a private room or semi private space.
  - ✓ **LITIGANT BENEFITS:** Less distraction leading to better concentration and better protection of personal information.
- 2. Do** assign at least one court staff to help users.
  - ✓ **LITIGANT BENEFITS:** Assistance leads to easier completion of LHI forms.
- 3. Do** make sure all hardware (computer screen, keyboard, mouse, headsets, printers) is in good working order.
  - ✓ **LITIGANT BENEFITS:** Less time is wasted with hardware issues and more time is available to complete LHI forms.
- 4. Do** include instructions for getting started and acquiring the document.
  - ✓ **LITIGANT BENEFITS:** Reduce the time to get started and to complete forms.

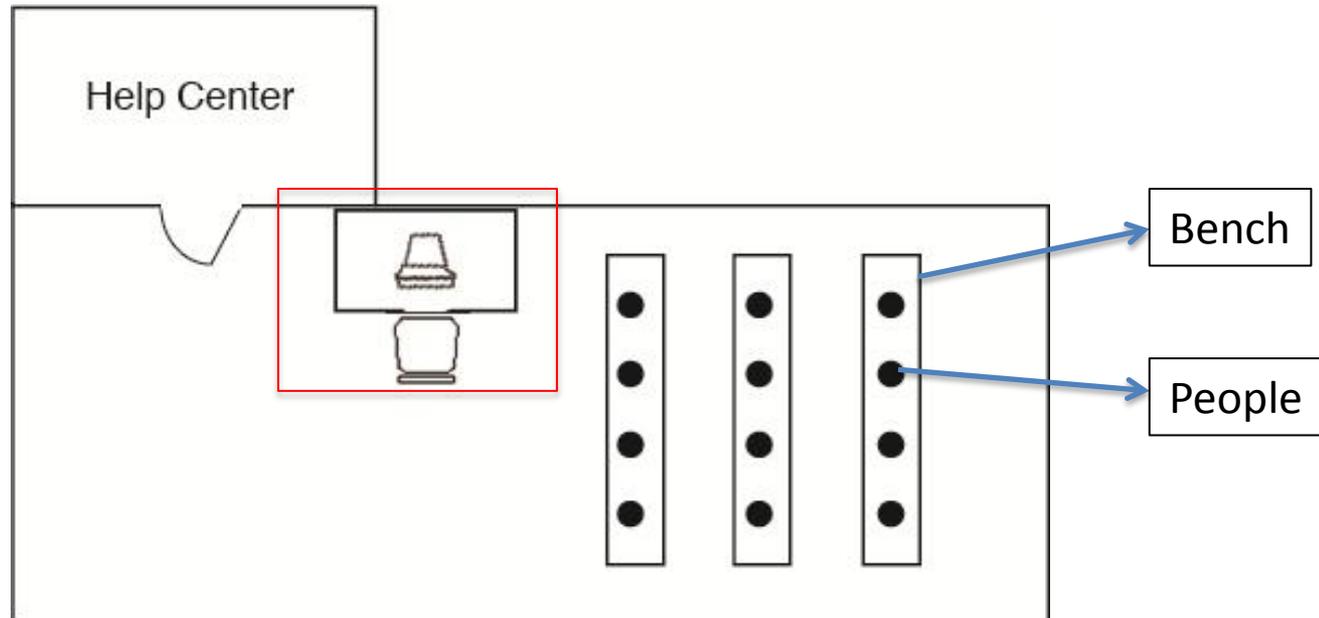


# Best Practice Do's

5. **Do** include a warning to close the completed form when work is finished.
  - ✓ **LITIGANT BENEFITS:** Leads to improved privacy protection.
  
6. **Do** keep the computers away from the doors and active areas.
  - ✓ **LITIGANT BENEFITS:** Leads to improved privacy protection.

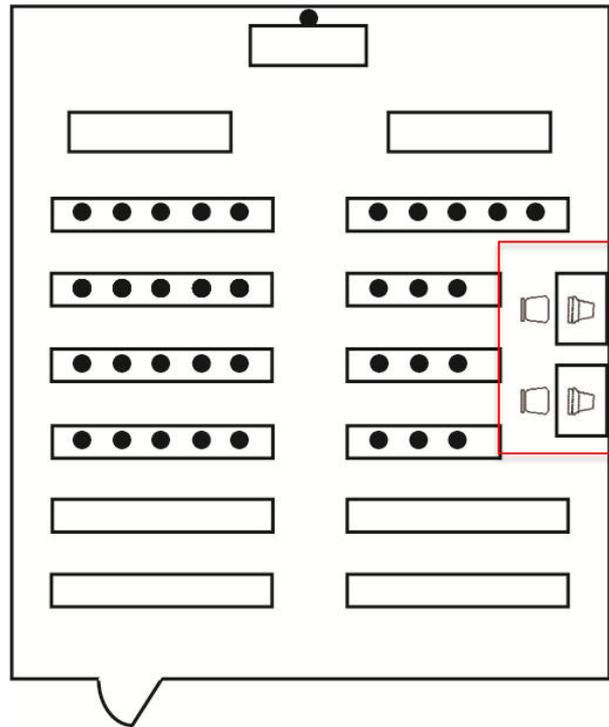


# Not Recommended - Example 1



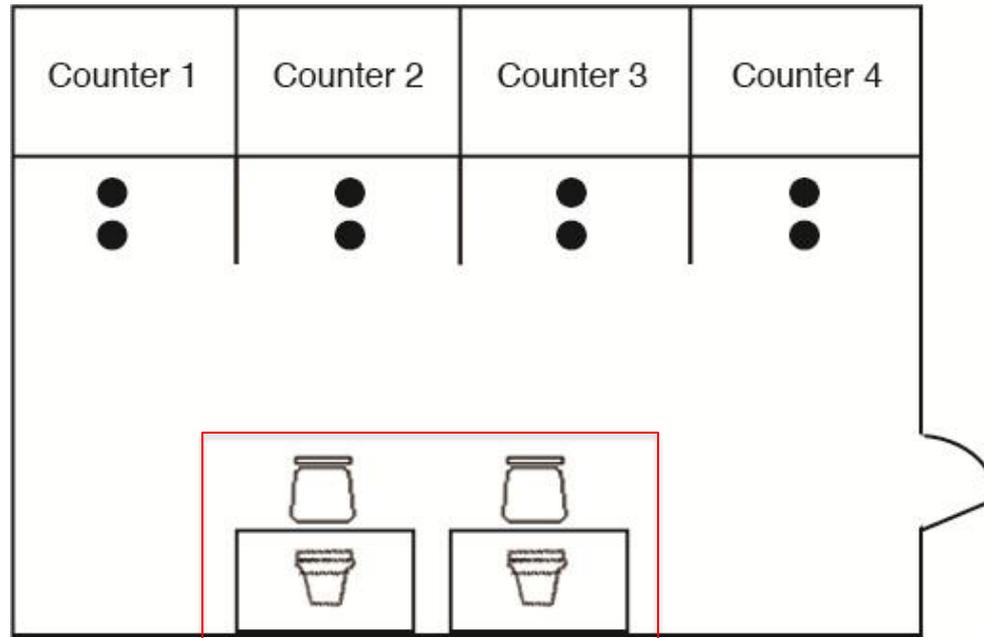
This is a floor plan of a computer setup in a hallway. Litigants have to go to another room behind a door for an advocate's help. The litigant is forced to leave behind an open screen with private information in a public hallway.

# Not Recommended - Example 2



This is a floor plan of computers set up in a courtroom. It's a poor example because there are people in the courtroom and there are no advocates to assist.

# Not Recommended - Example 3



This is a floor plan of computers set up next to the clerk's filing counters. It's a poor setup because many people wait in front the counters and near the litigants.

# Practice - Don'ts

- 1. Do not** leave headsets in poor working condition or unavailable to the users.
  - ✓ **PROBLEM:** Not providing equal access to disabled and elderly people.
- 2. Do not** set up the computer station in active areas.
  - ✓ **PROBLEM:** Distraction leading to poor concentration and protection for personal information.
- 3. Do not** set up the LHI center without trained advocate assistance.
  - ✓ **PROBLEM:** The lack of assistance leads to confused and frustrated users.
- 4. Do not** forget to provide instructions on how to use the program.
  - ✓ **PROBLEM:** The lack of instructions in concert with the complex process leads to difficulties.



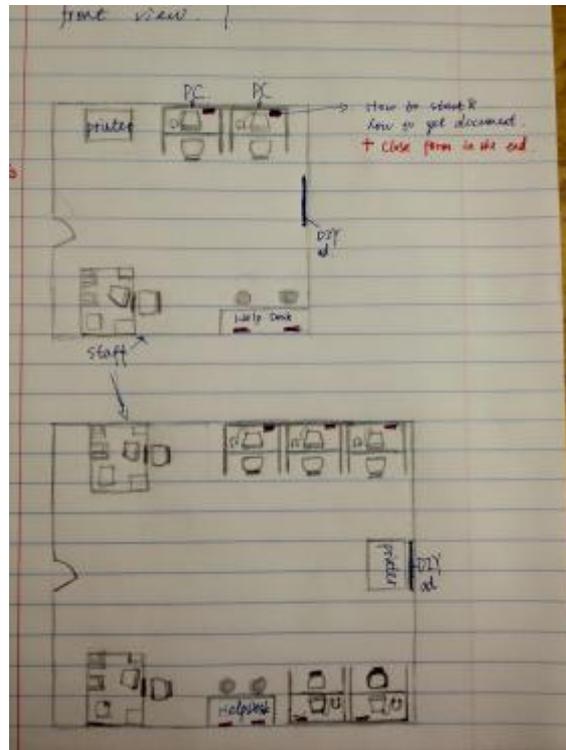
# Practice - Don'ts

5. **Do not** set up computers next to a door.
  - ✓ **PROBLEM:** A door is a barrier and a thoroughfare and leads to decreased access to assistance, as well as distraction and compromised privacy.
  
6. **Do not** put computers on one desk or separate desks without partitions for non-group events.
  - ✓ **PROBLEM:** Easily viewed computer screens leads to compromised privacy.



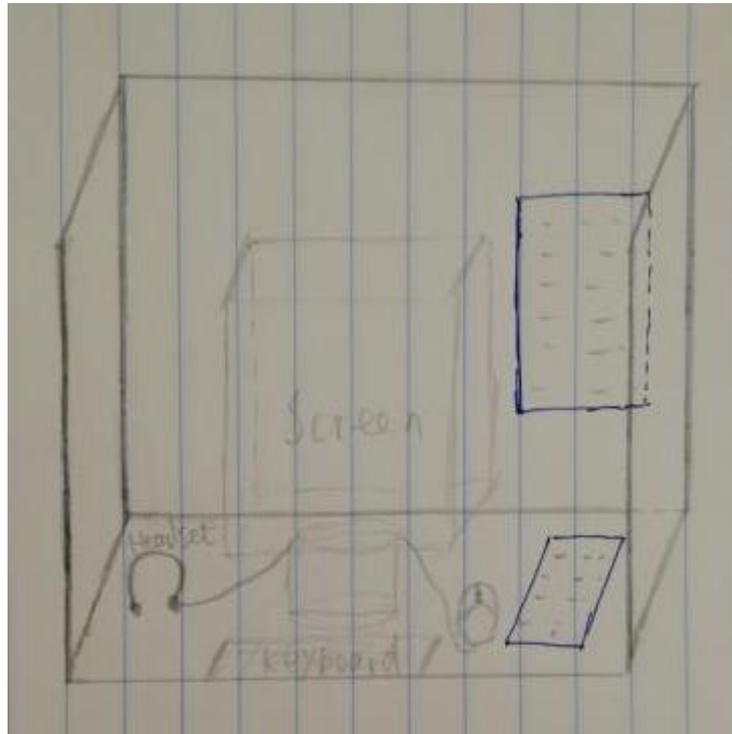
# Appendix

## Handwriting - best practices (vertical view)



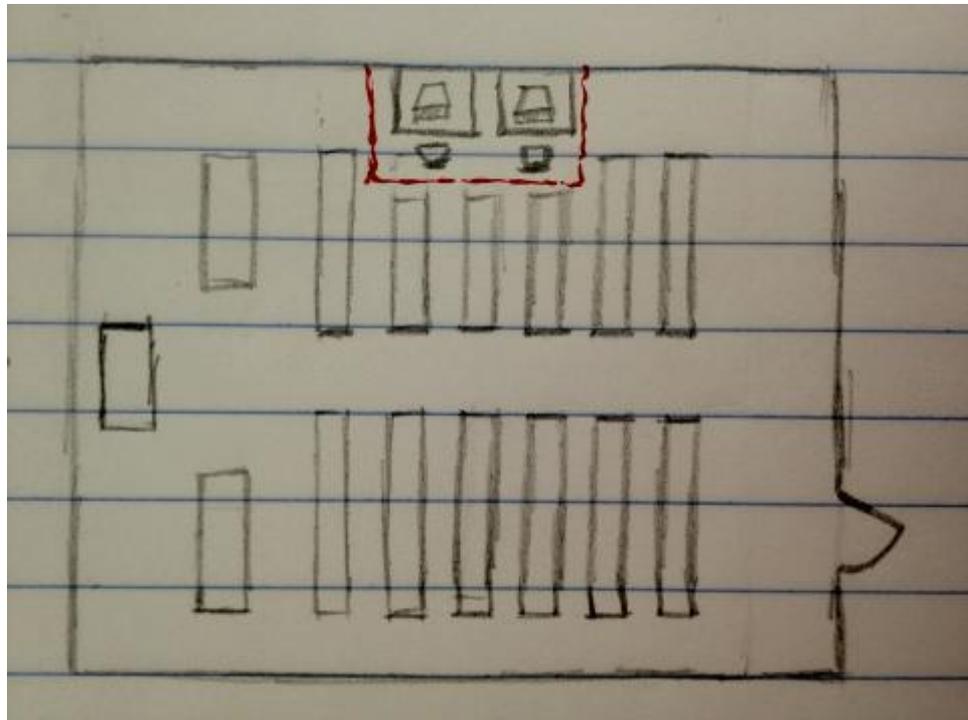
# Appendix

Handwriting - best practices (front view of computer space)



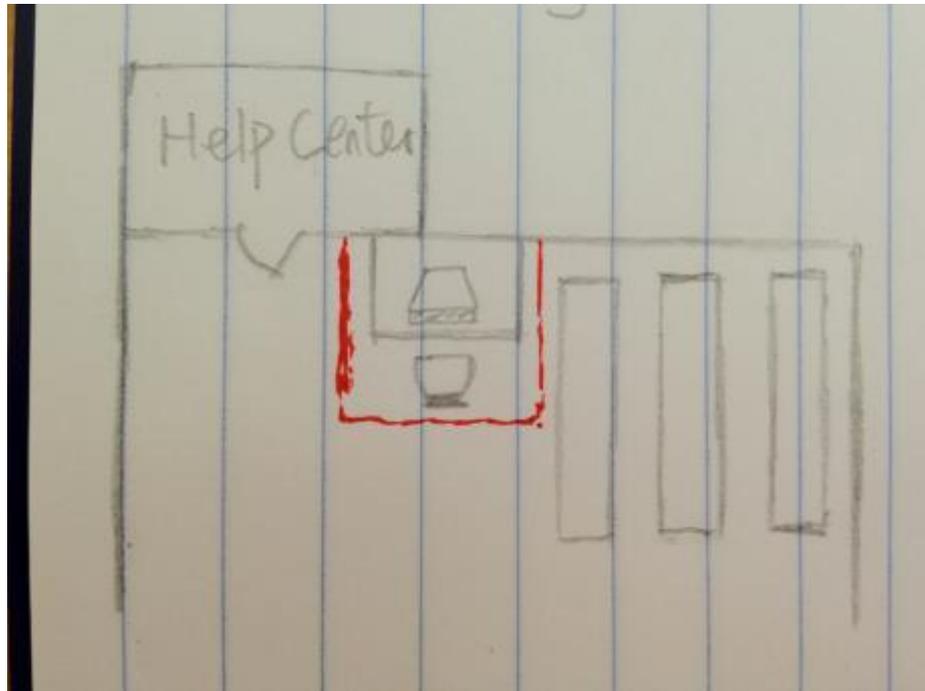
# Appendix

Handwriting - not recommended practice (in the courtroom)



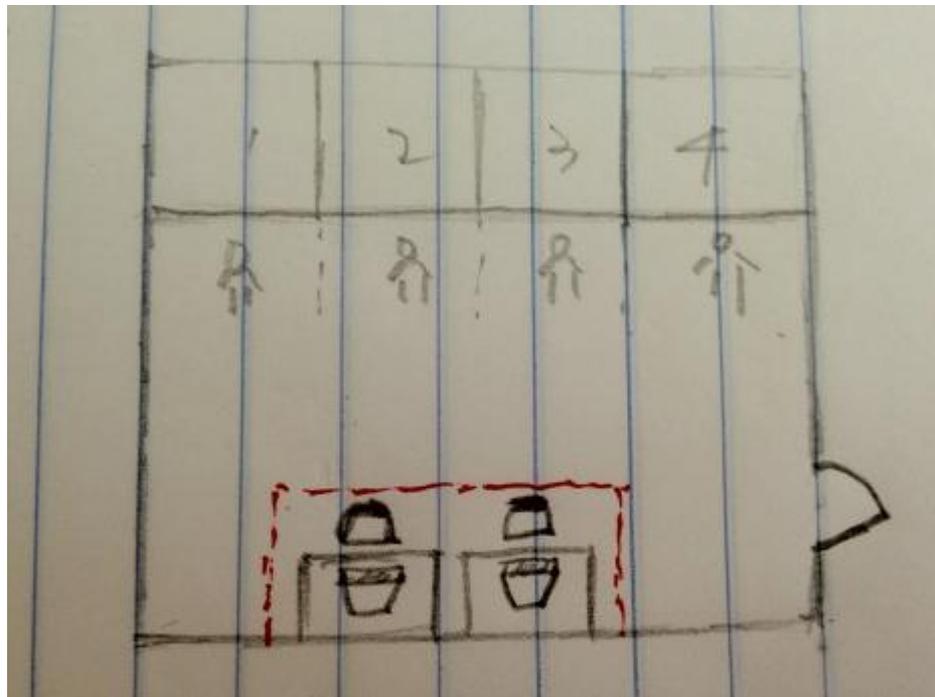
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Handwriting – not recommended practice (in the hallway)



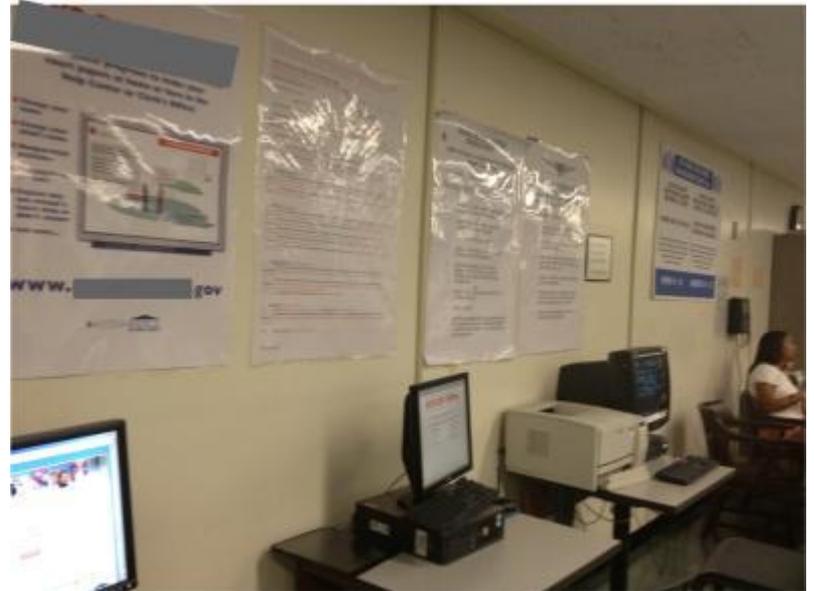
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Handwriting – not recommended practice (next to the counters)



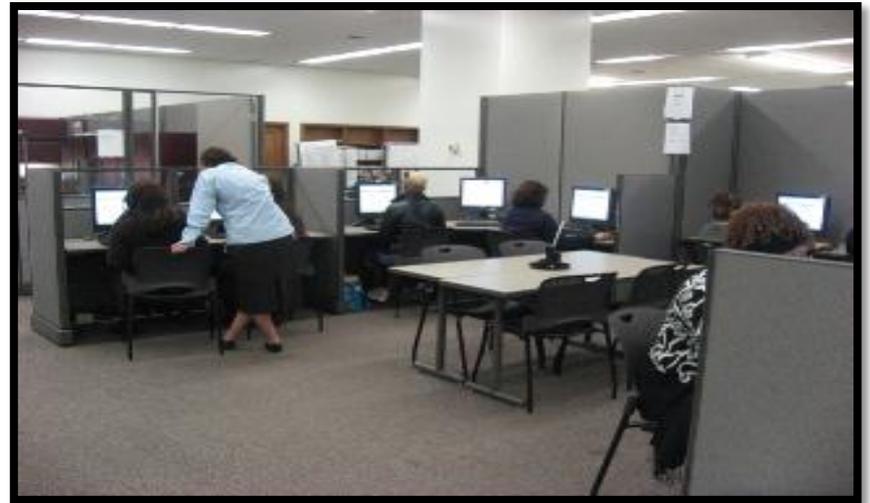
# Appendix

Pictures of the computer space in the courts



# Appendix

Pictures of the computer stations in the courts



# Appendix

## Computer Instructions for LHI Forms

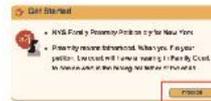
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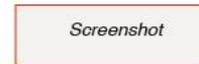


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