





- 1. Form Design On Demand
- 2. Plain Language On Demand
- 3. Accessibility On Demand
- 4. User Testing On Demand
- 5. Form Review & Revision On Demand
- 6. Doc Assembly & Form Automation Today





# Document Assembly & Form Automation

Quinten Steenhuis

## Forms Camp Logistics



Campers are muted and off camera.



Webinar is being recorded and will be available at ncsc.org/webinars and on the Forms Camp page at ncsc.org/formscamp2022.

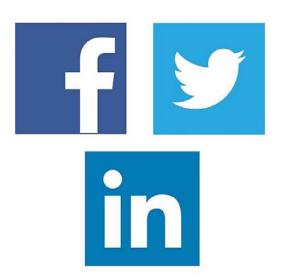


Use the Q&A box for questions.



Materials from will be posted on the Forms Camp page at ncsc.org/formscamp2022

## Connect with NCSC



Follow @StateCourts

#NCSCWebinar #FormsCamp2022

## Lonni Summers

lsummers@ncsc.org

www.ncsc.org/formscamp2022



# The Document **Assembly Line**

From Paper to Webform, Made Easier

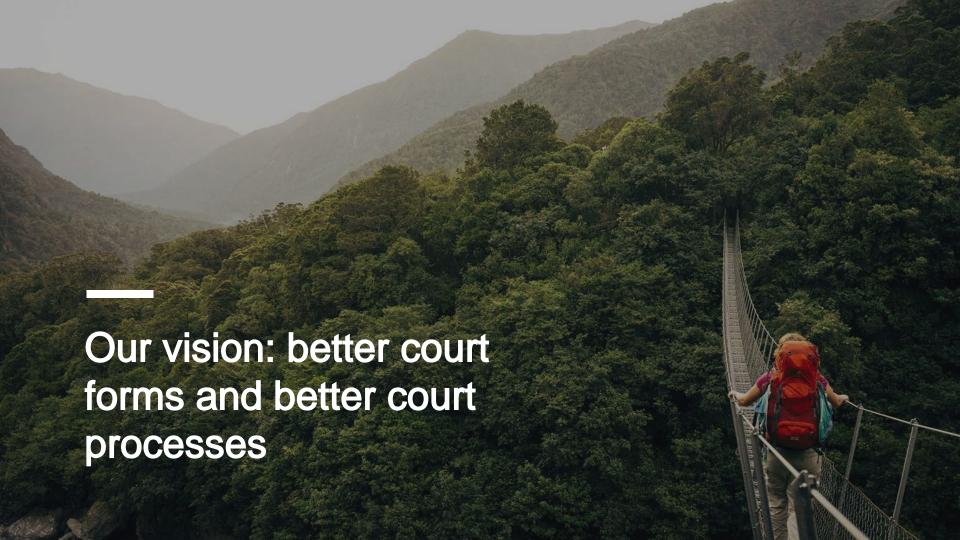


@suffolkLITlab





SUFFOLK UNIVERSITY LAW SCHOOL



## Find and file court forms online during the emergency

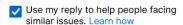
This site offers a way for you to reach the court during the COVID-19 crisis. It provides court forms and self-help materials for areas of urgent legal need. Describe your issue here, and our issue spotter will look for helpful resources. You can also browse forms below by category.

#### What seems to be the problem?

0 words

Share your story here

Reply should be at least 5 words long. Longer replies get better results. Do **NOT** include identifying information like your name or address.



Find Help

#### **Browse Court Forms by Category**



Housing



Domestic Violence



Appeals



Family Law



Guardianship



Employment / Unemployment



Consumer & Debt



Health and Mental Health



Income and Benefits



Immigration



Safety of Others



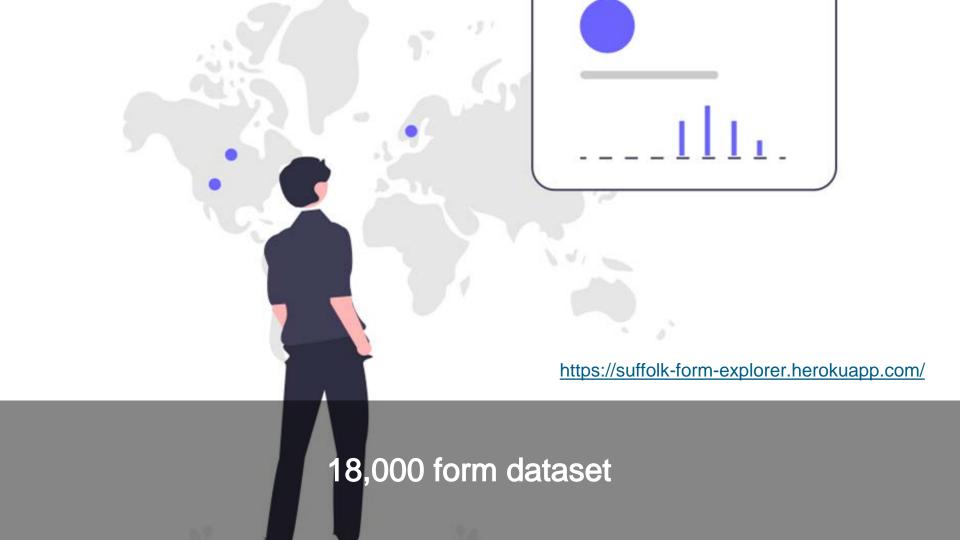
Other

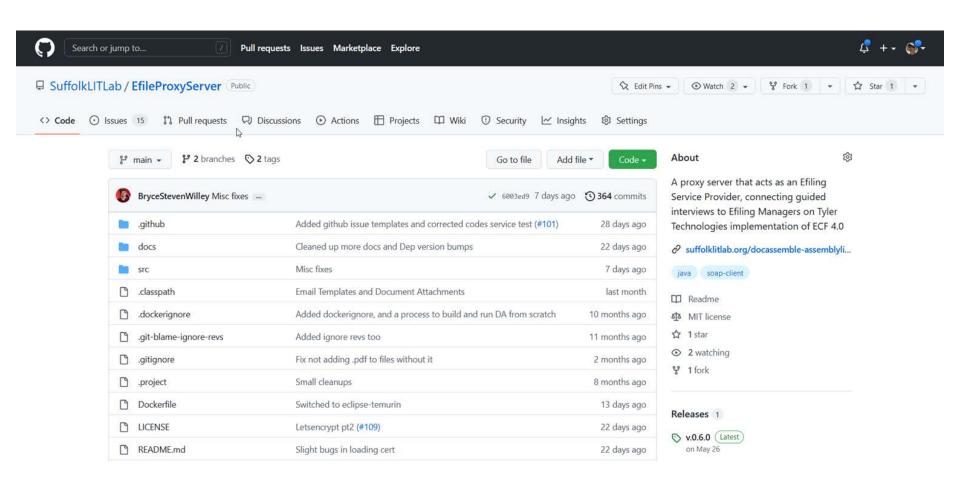
## Go from paper court form to beautiful web app with ease

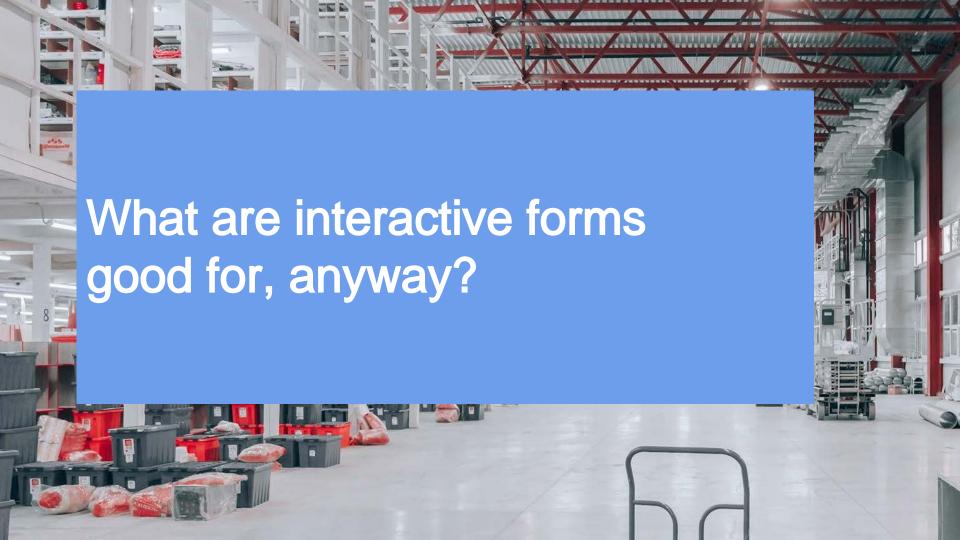


**Get Started** View our work O Star 21

> Just want to write better guided interviews? Check out our style guide.

























- English
- Español
- Português
- Kreyòl Ayisyen

1

#### You deserve a safe and decent home

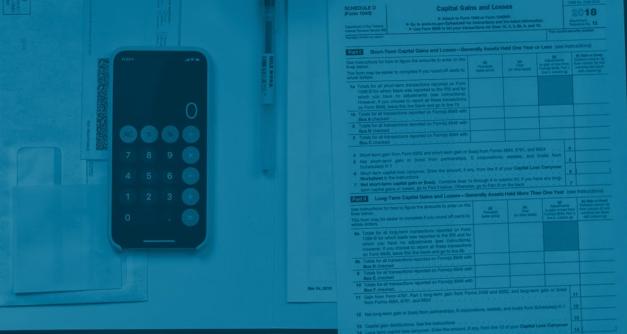
Everyone has a right to a safe home—without any bad housing conditions. This website will help you find out if your home is safe according to the state sanitary code. It will help you get the repairs that you need.

**Get Started** 



# Making your forms better

# Does readability apply to forms?



## Readability scores measure...

- Word length (syllable count)
- Sentence length
- Term frequency / popularity in English language
- Accuracy depends on a large chunk of text (100 words or more)

To keep other people from seeing what you entered on your form, please press the Clear This Form button at the end of the			
	JV-125		
CHILD'S NAME:	CASE NUMBER		

#### CAUSED ANOTHER CHILD'S DEATH THROUGH ABUSE OR NEGLECT § 300(f)

The child's parent or guardian caused the death of another child through abuse or neglect.

(State supporting facts concisely and number them f-1, f-2, f-3, etc.):

Grade level: 5.5

Form Approved for Optional Use
Judicial Council of California
JV-125 [Rev. January 1, 2007]

TH

CAUSED ANOTHER CHILD'S DEATH THROUGH ABUSE OR NEGLECT § 300(f) Welfare & Institutions Code, § 300; Cal. Rules of Court, rule 5.504 www.courtinfo.ca.gov Approved, SCAO

Page 1 of 1

Form MC 02, Rev. 12/21 MCR 2.117, MCR 3.915(C), MCR 3.916(B)

For your protection and privacy, please press the Clear This Form button after you have printed the form

Save This Form



				J	IS Code: AT
STATE OF MICHIGAN JUDICIAL DISTRICT JUDICIAL CIRCUIT	APPEARANCE		CASE NO. and JUDGE		
COUNTY PROBATE					
Court address				Court to	elephone no
Plaintiff(s)/Petitioner(s)			Defendant(s)/Responden	nt(s)	
		V			
In the matter of					

TO: Clerk of the court/Register, all attorneys of record, and unrepresented parties: Specify names and addresses.

#### Grade level: 11.5

I appear on behalf of		as
attorney guardian ad litem and request copies	s of all papers filed in this case.	
Appointed Retained by		
I certify that I represent no other interest whatsoever of any p	party to this cause, except as follows:	
Date 8	Signature	
Date	Syliatio	
Name (type or print) Bar no.	Address	
Firm name	City, state, zip Telepi	hone no

Court
Additional co

Additional copies to all attorneys of record and unrepresented parties

#### APPLICATION TO EXCUSE MANDATORY DIVORCE MEDIATION

Applies to new contested divorce cases only. Do not use for paternity cases or divorce modifications.

Please complete this application to excuse mandatory divorce mediation to determine if your divorce mediation session can be excused for good cause by the Administrative Office of the Courts Divorce Mediation Program. The applicant must sign the form even if prepared by a third party.

	Case #	t:	Judge/Commissioner:	City Where Petition was filed:	Date Petition was Answered:	
		PETITION		DECD	I G	
Full Name	:	PETITION	<u>. K</u>	RESPONDENT Full Name:		
Street Address:						
City, Stat	e, Zip:			City, State, Zip:		
Date of Bi	irth:			Date of Birth:		
				E-mail Address:		
Phone Nu	mber(s):			Phone Number(s):		
Attorney*	s Name:			Attorney's Name:		
Attorney'	s Address:			Attorney's Address:		
Attorney'	s City, Stat	e, Zip:		Attorney's City, State, Zip:		
Attorney*	s Phone: _			Attorney's Phone:		
Attorney'	s E-mail: _			Attorney's E-mail:		
YES YES YES	NO NO	case #:  Is there a history or allegation of domestic violence?  Can you safely be contacted at the phone number or address listed above? If not, how can you be contacted?  Is there a history of mental incapacitation regarding either party? If yes, who?  What type?  Is it currently being treated?				
P	lease exp	olain your reason f	or requesting to be excu	sed from mandatory divorce medi	ation on the lines below.	
Lucif	under **	a consilier of		OF VERIFICATION	an and sound	
	under th		jury that the information	provided on this application is tr	rue and correct	
RETUR				Tel: (435) 986-5754 Email: divorceinfo@u	utcourts.gov	

02/28/17

Grade level: 235

### What makes forms different?

- Litigants answer questions on forms
- Answers can be in different forms
- Text all tends to be short labels, not narrative
- Requested information can be easy or hard to provide, and neutral or very sensitive

## Kinds of answers on forms

Fill in the blank	Name, address, phone number	
Gathered	Case number, credit card number	
Third-party	Ex-spouse's income	
Created	Do you want a jury trial? Why do you need protection from abuse?	

How can I get started automating forms?

## What do you need to know?

- Who will create, maintain, and host the interactive forms?
- What forms will you automate?
- How can you make your forms good?
- What tools can you use?

### **Court -hosted forms**

- Court is a trusted source
- Data remains private
- Appropriate funding role

### But:

- "Neutrality" can make "good" forms hard
- Many stakeholders slow projects down

## Nonprofit hosted forms

Free to build "good" interactive forms

#### But:

- May be stuck with a "bad" source form
- Need to gain user trust
- User acquisition (SEO) can be hard
- Funding can be projectbased and not sustainable

## Prioritizing forms to automate

- Use our form explorer and ranking work
- Measure impact of automation
  - Volume
  - Difficulty
  - Data quality of paper process

## Making "good" interactive forms

- Focus on processes, not forms
- Adopt a style guide
- Share and reuse effective questions



#### Get started with the Weaver

► How does it work?

Use the Weaver to rapidly build a draft automation for your court or other legal form.



#### Upload a form to automate

Upload an existing form and answer simple questions to build a draft automation.

Upload and start buildin



#### Build from scratch

Follow our guided process to build a custom automation *without* an existing form.

Start building



#### Start with a form from the library

Start your project with our library of 18,000 official state court forms.

Find my form

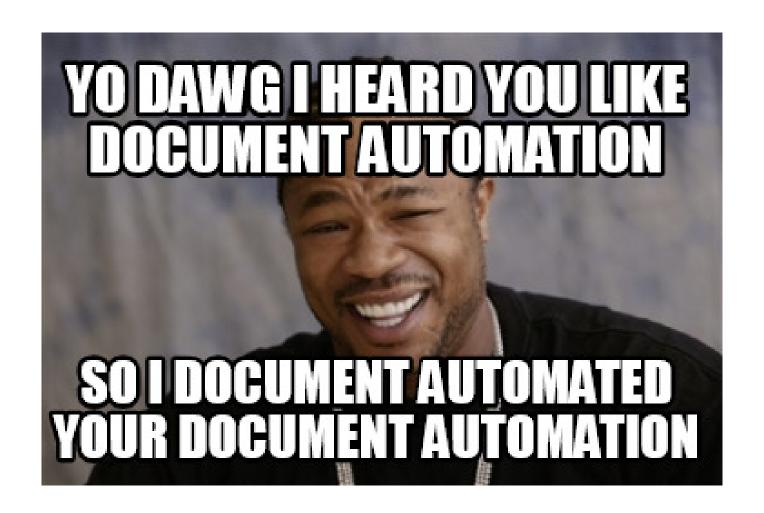


#### Load a previous project

Already started a project? Open it and keep working on it here.

Continue automating

B







#### Are you feeling lucky?

You can go straight to a runnable prototype of "Account" for Massachusetts, or you can customize this prototype.

Customize I'm feeling lucky









Our work
courtformsonline.org
suffolklitlab.org/formexplorer
suffolklitlab.org/doc-assembly-line

Further reading
Forms that Work
Jarrett and Gaffney (2009)
How to write good questions
LIT Lab, https://bit.ly/3R1Calq