

## Tables

2.1 Use of digital technology by type in the UK in 2021	<i>page</i> 54
2.2 Business models in BigLaw and PeopleLaw compared	60
3.1 Sample vectors in a BoW model	77
4.1 A hierarchy of study designs	104
9.1 Comparison of different estimations of visitors to legal help websites	216
9.2 Estimated visitors to commercial legal help websites in a month	217
9.3 Estimated visitors to national public interest legal help websites in a month	218
9.4 Estimated visitors to statewide legal help portals, including most highly visited sites	219
9.5 Proportion of estimated acted-upon justice problems to statewide portal visits	220
11.1 Five phases of ODR	270

