A2J Lab (University of Tennessee), 29, 37	and commercial sensitivity, 61
AACER, 338	creates new tasks for humans, 50
Above the Law, 33	and empathy, 54
ABS (alternative business structures), 24	human capital challenges, 52
access to justice, See also legal aid, See also legal	impacts of, 50-52
help on the Internet, See also Michigan	for litigants, 349
courts, See also unrepresented persons in	machine learning, 72-74
virtual hearings	reasoning by analogy, 166
barriers to, 308	training, 49
COVID-19 as needed disruption for, 307-8	value lock-in, 169
legal tech and, 24	Ashley, Kevin, 159
online dispute resolution, 286	Atticus Project, 89
online dispute resolution and, 37, 255-56	attorney's screening and selection decisions, and
outcome prediction tools, 158, 172	outcome prediction, 165
traditional, 293	attorneys. See lawyers
accessibility. See fairness/satisfaction, See plaintiff-	auto accident claims adjustment. See Colossus
defendant balance, See remote testimonial	Avvo, 41
fact-finding	
advice clinics, 375	Bag-of-Words (BoW) model, 77-84
affirmative defenses, online dispute resolution and,	balance in cases. See plaintiff-defendant balance
267	benchmark data, 88–89, 131–32
aggregation. See multidistrict litigation (MDL),	BERT, 78
See websites for multidistrict litigation	bias
Ahrefs, 215	fairness of court system and, 372-73
Airbnb, 280–81	online dispute resolution and, 262, 266
alternate dispute resolution. See online dispute	technology-assisted review and, 88
resolution (ODR)	truth-detection and, 101
analog stage of legal profession, 352	BigLaw and in-house counsel. See also
analogical reasoning algorithms, 171	convergence between BigLaw and
antitrust issues, LegalZoom and, 39	PeopleLaw
appearances, what constitutes for court, 242-43	cost-cutting by, 34
Article III judges, 347	defined, 25
caseloads, 356	legal tech in, 33-35
artificial intelligence (AI). See also natural language	overview, 46–48
processing (NLP), See also specific technologies	regulation of legal services and, 26–28
cementing of previous patterns, 168	Black Americans, 372, See also bias

black-box lawyers, 299 convergence in business models, 45 Bloomberg Law, 162 Cornell's Legal Information Institute (LII), 217 Blue J. Tax, 162 The Cost Disease (Baumol and Bowen), 351 bodily injury claims. See Colossus counseling quality, 299 body language, 241, 245-46 court appearances, 41 brief advice services, 375 court rules, reform of, 322 Building a 21st Century Digital Government court-connected online dispute resolution. See directive, 311 online dispute resolution (ODR) bulk electronic case records, 382-83 CourtQuant, 162 Burch, Elizabeth, 175, 178 courtroom access through technology, 289 business model integration courts. See also data, See also Michigan courts, tensions, 52 See also online dispute resolution (ODR), See also PACER, See also remote testimonial business of law technology, 50 fact-finding Cabell, James Branch, 349 caseload growth, 355 Canadian real estate tax disputes, 159 common taxonomy between, 380-81 Case Management/Electronic Case Files (CM/ as debt collection forums, 267-68 ECF), 330, See also PACER decentralization of, 309 cell phone issues, 243, See also remote testimonial disruptive innovation and, 254-55 fact-finding, See also unrepresented persons legal financial obligations, 263-64, 310-11 legal tech in, 37 in virtual hearings chatbots, 55-56 poverty and entanglement with, 377-78 Chicago Lawyers: The Social Structure of the Bar, 46 pre-trial procedures, impact of, 134, 334 civil disobedience, 283 technological competence, 362 Civil Justice Data Commons (CJDC), 371-72, 383-88 unification, benefits of, 311-12 civil justice gap, 155 COVID-10 Civil Resolution Tribunal (CRT), 271-74, 276 online hearings, 364 client security, and legal tech, 358-59 CRT (Civil Resolution Tribunal), 271-74, 276 cloud computing, privacy, 354 culture of compliance, preventative justice as, CM/ECF (Case Management/Electronic Case 279-80, 283 Files), 330, See also PACER data. See also training data cognitive depletion, 245 Colossus, 138-42, 147-49, 152 barriers to access, 379-83, 386 commercial sensitivity and artificial intelligence benchmark data, 88-89, 131-32 bulk electronic case records, 382-83 (AI), 61common law system, harm caused by outcome Civil Justice Data Commons, 371–72, 383–88 prediction, 169 demographic data, 381-82, 387 compensation, technology-resistant fields, 351 input data, 79 computational stage of legal profession, 353 lack of data about courts, 368-86 computationally driven litigation outcome linkages for fuller data, 376-78, 381 prediction. See outcome prediction machine-readable pleadings, 379-80 Computer Science Corporation. See Colossus plaintiff-defendant balance and, 151-52 Conference of Chief Justices, 308 poisoning of, 122-23 practical obscurity of, 341 confidentiality, 341-42 Conrad, Felicity, 36 research and, 328 Constitutional right to face accuser, 97 under-representation of datasets, 121 content moderation, preventative justice and, 281 data analytics, access to legal documents, 350 continuous active learning (CAL), 115 data commons, 371-72, 383-88 contract analytics tools, 67 data poisoning, 122-23 convergence between BigLaw and PeopleLaw. dataset under-representation, 121 See also BigLaw and in-house counsel, debt collection forums, courts as, 267-68, 368 See also PeopleLaw default, 234-35 meeting client needs and, 58-62 defendants, level playing field for. See plaintiffdefendant balance overview, 68-69

defenses, online dispute resolution and, 267 dehumanization and depersonalization concerns non-verbal cues, 246 remote testimonial fact-finding and, 103–4 unrepresented persons in virtual hearings, 230, 243	fairness/satisfaction. <i>See also</i> bias lack of data about, 369 online dispute resolution and, 260–61 perception of, 327 poverty and, 375–78 representation and, 373–75
Dentons, 163	unrepresented persons in virtual hearings, 248
Denvir, Catrina, 205	
design options, cost/benefit analysis of, 251–52	Family Law Clinic, Duquesne University School of Law, 163
digital divide, 229–32 digital epidemiology, 206	Federal Judicial Center, website design guidance,
	193 Federal Rules of Civil Procedure (FRCP) 114, 125
digital literacy, 232	Federal Rules of Civil Procedure (FRCP), 114, 127 Federal Rules of Evidence (FRE), 128
digital stage of legal profession, 352	
digital technology	fee-splitting, 40–41
double-edged sword, 59	Ferguson Police Department, 263
dignity harms, 168, 260–61	few-shot learning, 132
discovery. See also document review, See also	field studies, lab studies compared, 106
technology-assisted review (TAR)	First Amendment, PACER access and, 342
abuse of, 145–47	Five Safes framework for data commons, 384
antitrust issues, 114	Fort Collins ODR system, 264–66
process overview, 113–14	France, 360
proportionality requirement, 144–45, 153–54	$C \rightarrow M$
dispute resolution. See online dispute resolution	Galanter, Marc, 149, 350
(ODR), See settlement	gaze awareness, 241, 245–46
disruptive innovation, 252–53	Gelbach, Jonah, 163, 170
Docket Alarm, 162	gender bias, 101, 372
document review, 35, 80, <i>See also</i> technology- assisted review (TAR)	General Data Protection Regulation (GDPR), 171 right to an explanation, 165
document segmentation issues, 85-86	Georgia
document structure analysis, 86-87	resident attorneys, 156
DocuSign, 67	German civil procedure, 129
due diligence document review, 35	global metrics obfuscation in TAR, 124
Duquesne University School of Law	Google, 208, 222
Family Law Clinic, 163	Google Analytics, 215–18
	government funding, 263–64
eBay, 290	GPT-3, 78, 82–84
e-filing, 317, 380	gut instincts, trusting of, 105
election information seeking, 222	
Elevate, 52	Hadfield, Gillian, 157
Elisa B. v. Superior Court, 167	have-nots
empathy, virtual hearings and, 241, 244	and online dispute resolution, 291
endogenous law, 170	haves versus have-nots. See plaintiff-defendant
Engstrom, David Freeman, 163, 170	balance
eviction, 374, 378	haves, and privilege, 291
Eviction Lab, 372	health assistance-seeking behavior, 202–3, 206, 222
exhibits, remote hearings and, 243	hearings. See remote testimonial fact-finding
expert witnesses, technology-assisted review and,	Heinz, John, 30
129	hidden stratification, 121–22
Expungement Generator, 163	hyper-personalization, 241
eye contact. See gaze awareness	/F F
-7	infodemiology, 206
face-to-face meetings prior to virtual interaction,	infoveillance, 206
247	innovation, transformative nature of, 251–84
fact-finding. See remote testimonial fact-finding	input data, 79
0	1 """, / /

insurance companies. See Colossus	functions of, 288–89, 295–96, 299
Integrated Database (IDB), 335-37	incomes of, 30–32
interactive forms, regulation of, 37–40	models of prior cases, 297
Internet access disparities, 230–31	monopoly by, 21–24, 39
	numbers of, 25
JDW (Judicial Data Warehouse), 312	perception of unrepresented persons in virtual
judges	hearings, 247–48
Article III judges, 347	replication/obfuscation/translation versus
attitude of openness, 345-48	representation, 301
aversion to public scrutiny by, 346-47, 359-61	as simple algorithms, 299
caseloads, 356	social production in virtual hearings, 240-42
data access and, 383	societal cost/benefit of using, 373-75
deception detection and, 100	translation function, 303
guidance for website design, 182	willing and able to offer representation at prices,
and identity in filings, 359-61	156
MDL communication with litigants, 182	lawyers, categories of
perception of unrepresented persons in virtual	BigLaw and in-house counsel, 26–28
hearings, 244–47	generally, 25
procedural management and plaintiff-defendant	legal aid, 28–30
balance, 153–54	PeopleLaw, 30–32
pro-defendant actions by, 134	plaintiff's side firms and settlement mills,
resistance to change by, 322–23, 357–58	32-33
risk to life, 361	lay-to-legal-framing translation, 67
role in regulation of legal services, 22	legal advice, regulation of legal services and, 40-41
salaries, 356–57	legal advisory business model, 51
and technology, 362–66	legal aid. See also access to justice, See also legal
technology-assisted review and, 117–18, 128–29,	help on the internet
153-54	advice clinics, 375
judicial activism concerns, 322	allocation of representation, 374
Judicial Data Warehouse (JDW), 312	legal tech in, 35–37
jury trials. See remote testimonial fact-finding	in Michigan, 313
Justia, 359	regulation of legal services and, 28-30, 42
Justice for All Taskforce, 317–18, 320–22	legal endogeneity, 155–72
justice gap. See unmet legal needs	legal financial obligations, 263-64, 310-11
justice problems, number of, 213–14, 286–304,	legal help on the Internet. See also specific sites
See also unmet legal needs	analytics about, 214–18
justice tech, 36	appropriateness of, 205
, , , ,	commercial sites, 203, 210–19, 221–22
keyword searches, 115, 138	demand for, 286–304
k-nearest neighbor, 159	intermediary sites, 208–10
knowledge management systems, 49	jurisdiction and, 205–6
	local public interest sites, traffic to, 218
lab studies, field studies compared, 106	Michigan Legal Help, 313–14
label manipulation in TAR, 124	national public interest sites, traffic to, 217–19
Landscape of Civil Litigation study, 267	need for research on, 201–3, 206–8, 223–24
Laumann, Edward, 30	overview, 217–18, 223–24
law firm revenues, by practice areas, 47	provider sites, 208, 210–11
lawtech. See legal tech	public interest sites, 203, 210–11, 286
lawyer-client communication, MDL cases.	reform strategies for, 224
See also websites for multidistrict litigation	research on, 202, 204–6
lawyers. See also unauthorized practice of law (UPL),	SEO tools, 214–18, 222
See also websites for multidistrict litigation	statewide legal help portals, traffic to, 218–23,
ability to predict, 297	286–304
configure courts, 304	supply of, 204, 208–11, 223

393

trends in, 286–304	litigants
user preferences about, 205-6	and analytic tools, 365
Legal Information Institute (LII), 217	asymmetry of legal sophistication, 362
legal market, segmentation of, 21-22	autonomy in multi-district litigation, 173-95
legal navigators, 321, 325	explanation of options to, 299
legal ontology, 72, 81-84	selection of a lawyer, 295
legal operations business model, 51	trait obfuscation, 302
legal practice, evolution, 350–55	litigation as an arms race, 361
legal profession, barriers to entry, 351	litigation of losers concept, 136, 149–50
legal reasoning, 72, 81–84, 90, 166	litigation outcome prediction. See outcome
legal representation, benefits of, 296	prediction
legal services market, 21–25, 44, See also lawyers,	defined, 157
categories of	inputs, 157
legal tech, 49, See also specific technologies and	scholarship, 159
issues	
	uncertainty of outputs, 157 LoPucki, Lynn, 338, 342
access to judicial materials, 365	
access to legal documents, 350	Lynn , Judge Barbara, 164
barriers to adoption of, 326	1 · 1 ·
BigLaw and in-house counsel and, 33–35	machine learning
business model, 51	inability to reason by analogy, 166
challenges, 362–66	machine learning (ML), 72–74, 353, See also
constitutional considerations, 366	specific technologies
constraints, 56–57	MacKinnon, Catharine, 170
data needed for, 323, 325	Martin, Peter W., 335
defined, 73	Matterhorn ODR, 258, 271, 274–75, 290–92, 304
deployment, 55	McKinsey & Co., 148
discretion and judgment, 365	MDL. See multidistrict litigation (MDL), See
ethics and, 354	websites for multidistrict litigation
finance, 62–64	mediated communication theories, 239
fixed costs, 44–54	Michigan courts
future of, 41–42	access to justice efforts before COVID-19, 312-18
human capital, 64–65	COVID-19 as needed disruption for, 307–8, 318–20
legal aid and, 35–37	Justice for All Taskforce, 317–18, 320–22
limits of, 35	next steps for, 324–27
opportunities, 362–66	overview of, 309-12
practical value, 173	survey done by, 326–27
reasons for growth of, 23-25	Michigan Legal Help, 313–14
security, 358–59	Michigan State Bar Foundation (MSBF), 313
solo practitioners, 53-54	MiCourt, 316–17
startups, 34–35	MI-Resolve, 315, 319
and translation of client needs, 54-55	miscommunication, unrepresented persons in
legal tech provider	virtual hearings, 248–49
definition, 67	mistake detection, 102–3
LegalMation. See Walmart Suites	Mitchell, Melanie, 166
LegalZoom, 37–40	ML. See machine learning (ML)
leveling of business models, 44	mobile arraignment program, 324
leveling the playing field. See also plaintiff-	monopoly by lawyers, 21–24, 39, See also
defendant balance	unauthorized practice of law (UPL)
online dispute resolution, 286–304	Morgan & Morgan, 162
LexisNexis, 67, 162	internal case evaluation system, 164
LexMachina, 162	multidistrict litigation (MDL). See also websites
lies, human ability to detect, 96–103	for multidistrict litigation
limited scope representation, 375	advantages, 175
Lind, Alan, 260–61	attorney-client communication, 181
	101

multidistrict litigation (MDL). (cont.)	as interest-based, 273-75
denial of due process, 177	limited use of, 94
disadvantages, 175	merits of case and, 273-75
as formally conceived, 176	in Michigan, 314–16
litigant autonomy, 175	models of prior cases, 297
MDL statute-28 U.S.C. §1407, 173	next generation, 294–95
protection of clients, 176	next-gen version of, 284
research, 178–81	ODR 1.0, 288
	parties, unequal status of, 277-78
Nadler, Jerrold, 335	phases of, 269-77
National Center for State Courts, 325, 380	preventative justice and, 257, 278-84
National Open Data System (NODS), 371-87	representation gap, 293–94
natural language processing (NLP), 55-56	rights lost by use of, 277
Bag-of-Words model, 77–84	structure, 298
benchmark data for, 88-89	online hearings, 364
defined, 75	Open Courts Act of 2021, 343
document segmentation issues, 85-86	OpenAI and harmful biases, 171
document structure analysis, 86-87	outcome prediction. See also Walmart Suites
legal ontology and, 72, 81–84	commercial applications, 161
legal reasoning and, 72, 81–84, 90	and discovery of new claim types, 158
limits of, 42	existential problem, 165
machine learning improvements and, 72-74	as force multiplier, 158
online dispute resolution and, 261	and lawyer identity as a predictor, 163
outcome prediction and, 75, 80–84	low- and middle-income litigants, 163
overview, 70–72, 89–90, 354	machine learning and, 74
steps in, 77	natural language processing and, 72, 75, 80-84
top-down versus bottom-up, 75	online dispute resolution, 292, 296–99
training data for, 71, 78–79, 87–88	option identification, 299–301
next word prediction tasks, 78	organizational fixes, 171
NLP. See natural language processing (NLP)	performance, 163
NODS (National Open Data System), 371–87	rapid advance areas, 163
Nolo, 221	research design flaws, 161
non-verbal cues, 99–100, 241, 245–46	risk management, 158
7 77 7 17 12 1	scaling up, 166
Obama, Barack, 311	tax-oriented products, 164
ODR. See online dispute resolution (ODR)	unintended consequences, 166–70
ODR 1.0, 288	users, 171
Office of Justice Programs report, 309	Walmart Suites as, 136, 142–43, 149–50
online dispute resolution (ODR), 286–304,	outlier claims
See also simplicity hypothesis for ODR	and outcome prediction, 168
access to justice, 37, 255–56, 287	outsourcing, 138
architecture of, 269–83	······ 6/):
criticism of, 273-75, 277, 292-93	PACER
data collection, 301	access to court data as principle, 334-42
design, 300, 304	alternative data sources to, 335–38
design requirements, 284–85	call to action, 347–48
as disruptive innovator, 253–54	democracy requiring open access, 334–35, 348
eBay, 290	fee waivers for, 339–40
education of litigants, 303	fees for, 331–32, 343–44
fairness issues, 260–61	funding for, 329
fees for, 276–77	future of, 342–48
first generation, 290–94	infrastructure improvements needed, 344–45
flexibility, 302	openness and, 345–48
harmony at the cost of rights, 274	overview of, 328–48

privacy concerns, 341–42	queen, analogical example, 166
scholarship hindered by, 333, 338-41	
search function, 332, 344	racism, 101, 372, See also bias
unrealized potential of, 338–41	randomized control trials (RCT), 104-11
who uses, 332–33	recall and precision, 116, 123-25, See also fairness/
patent litigation analytics, 162	satisfaction
paywalls, 152, See also PACER	RECAP, 337
pelvic mesh litigation, 179	Rechtwijzer, 269, 271–72, 274
PeopleLaw. See also convergence between	
BigLaw and PeopleLaw	regulation of legal services. See also unauthorized
accessibility, 53	practice of law (UPL)
augmented lawyering, 56	BigLaw and in-house counsel, 26–28
decline of, 46	fee-splitting and, 40–41
defined, 25	generally, 21
legal tech constraints, 56–57	interactive forms, 37–40
legal tech in, 52	judicial role in, 22
overview, 46–48	legal advice, 40–41
regulation of legal services and, 30–32	legal aid, 28–30, 42
UK deregulation, 65–66	PeopleLaw, 30–32
Philadelphia, 163	plaintiff's side firms and settlement mills,
plaintiff-defendant balance. See also online	32-33
dispute resolution (ODR)	reforms in, 23, 42
Colossus and, 136, 139–42, 147–49, 152	remote testimonial fact-finding. See also
democratizing data and, 151–52	unrepresented persons in virtual hearings
digital technology and, 227, 232, 234–40, 243–44,	audio only versus audiovisual feeds, 96, 100–1
247	background to, 93–97
judicial procedural management and, 153–54	dehumanization concerns, 103–4
legal tech impact on, generally, 135–36	evaluation research on needed, 109–11
litigation of losers concept, 136, 149–50	as here to stay, 324–25
overview, 133–36	truth-detection and, 97–103
precedent, impact on, 149	repeat players. See plaintiff-defendant balance research. See also PACER
public option legal tech for, 153	
substantive or procedural law changes and, 150–51	with court data, 370
technology-assisted review and, 123, 136–39,	on judicial data, 365–66
144–47, 153–54 Walmart Suites and 126, 142, 42, 140, 50	on legal help on the Internet, 202, 204–6
Walmart Suites and, 136, 142–43, 149–50	on multidistrict legislation, 178–81
plaintiffs and multidistrict litigation (MDL), 180	need for, 109–11 data needs for, 328
plaintiff's side firms and settlement mills, 32–33	randomized control trials, 104–11
poor clients, and investment in R & D, 164 poverty, 375–78	field studies, lab studies compared, 106
practical obscurity of data, 341	on video-conference hearings, 232–39, 248
precision and recall, 116, 123–25	Rhode, Deborah, 24, 32, 43
prediction exercises, machine learning and, 74	risk management, outcome prediction tools, 158
predictive models, training, 158	Rocket Lawyer, 37–38, 40
preventative justice, online dispute resolution and,	Rostain, Tanina, 172
257, 278–84	Rules of Professional Conduct, 114, 128
privacy concerns, 341–42	Salesforce, 67
procedural skepticism, 262	sample manipulation in TAR, 125
process, importance of. See also fairness/	Sandefur, Rebecca L., 204
satisfaction	Schultze, Stephen, 341
proportionality requirement, 144–45, 153–54	search engines, 208, 222, See also legal help on the
public health research, 206	internet
public option legal tech, 153	search terms, 115, 138
public policy choices, impacts of, 228	security, and legal tech, 358–59
i i ' i '	

seed sets in technology-assisted review, 115, 120-23,	benchmark data for, 131–32
137, 146, 152	data poisoning, 122–23
self-representation, frequency of, 312, See also	dataset under-representation, 121
access to justice, See also legal aid, See also	future of, 126–32
unrepresented persons in virtual hearings	global metrics obfuscation, 124
self-represented litigants, 158	hidden stratification, 121–22
settlement	history of, 115–18
Colossus and, 138–42, 147–49	judicial role in, 117–18, 128–29, 153–54
data availability about, 151–52	label manipulation, 124
online dispute resolution and, 272-73	overview, 113–19, 137–39
technology-assisted review and, 145	possible benefits of, 136
settlement mills. See plaintiff's side firms and	proportionality and, 144–45
settlement mills	recall and precision, 116
sexual harassment doctrine, 170	rule changes for, 127–30
Shavitz, Gregg, 159	safeguarding of, 125–26
signal-to-noise ratio, 170	sample manipulation, 125
Similarweb, 215–18	seed sets for, 115, 120–23, 137, 146, 152
Simmons & Simmons, 51	technical systems to regulate, 130–32
simple active learning (SAL), 115, 119	validation stage, 123–26
simplicity hypothesis for ODR	techno-optimism, 172
falseness of, 252	telephonic hearings. See remote testimonial fact-
overview, 257–63	finding Ton State to Bottor Case Management: A Cuide for
private enforcement and, 266–68	Ten Steps to Better Case Management: A Guide for Multidistrict Litigation Transferee Court
public enforcement and, 263–66, 281	
transparency issues, 269	Clerks (JPML, FJC), 192 testimonial fact-finding. See remote testimonial
small firms. See PeopleLaw smartphone-dependent Internet users, 230,	fact-finding
See also remote testimonial fact-finding,	Thomson Reuters, 67
See also unrepresented persons in virtual	top-ranked sampling, 119
hearings	training data. See also technology-assisted review
Smartsettle, 272	(TAR)
social media platforms, 209	availability of, 87–88
solidification of existing power by computers, 169	human manipulation of, 138, 141
solo this supposed to be practitioners. See	natural language processing and, 71, 78–79,
PeopleLaw	87–88
special masters, 128	seed sets in technology-assisted review, 116,
stare decisis, and outcome prediction tools, 170	120–23, 137, 146, 152
state courts, data management, 164	transparency issues
stereotypes, truth-detection and, 101	Civil Justice Data Commons and, 384, 386
Stone, Harlan Fiske, 347	online dispute resolution and, 269, 273, 278, 284
stopping point for TAR, 119	technology-assisted review, 117–18
storefront legal clinics, 200	triage
structural racism. See bias	legal aid groups, 300
Susskind, Richard, 93	online dispute resolution (ODR), 301
	trials, decreasing number of, 134
TAR Wars, 118, See also technology-assisted review	truth-detection, 96–103
(TAR)	TurboTax, 253, 283
technological capital, 249	Tyler, Tom R., 260–61
technology maintenance, 231	
technology providers, unauthorized practice of	US Sentencing Commission, 337
law, 47	Uber, 252
technology-assisted review (TAR)	UK deregulation
abuse of, generally, 119–26, 145–47	PeopleLaw, 65–66

unauthorized practice of law (UPL) artificial intelligence and, 355 BigLaw and in-house counsel, 27–28 drafting documents and court appearances, 41 enforcement issues, 23–24 interactive forms and, 38–40 lawyers protected by, 22–23 legal aid, 28–30 Page J. J. av. 25	validation stage of TAR, 123–26 value lock-in, machine and deep learning methods, 169 verbal cues to deception, 100 video hearings. See remote testimonial fact- finding, See unrepresented persons in virtual hearings Virtual Courtroom Directory, 318–19
PeopleLaw, 32 plaintiff's side firms and settlement mills, 33	virtual helpdesk, 325 voice assistants, 209
reforms for, 321, 325	voting information seeking, 222
strength of prohibition against, 21	<u> </u>
uncertainty sampling, 119	wage and hour lawsuits, 158, 168
underrepresentation of datasets, 121	Walmart Suites, 136, 142-43, 149-50
UnitedLex, 52	websites. See legal help on the internet, See
unmet legal needs. See also legal aid, See also	specific sites
legal help on the internet	websites for multidistrict litigation, 176, 181–91
amount of, 199, 307	curation, 182
civil, 155	guidance for site content, 192
increasing legal awareness to help with, 200–1 poor Americans, 24	information to facilitate remote attendance, 188
reasons for, 199–200	intended audience, 191
unrepresented persons in virtual hearings. See also	jargon and legalese, 187
online dispute resolution (ODR), See also	litigant-focused content, 186
remote testimonial fact-finding	recommendations for, 182
"doing" unrepresented status, 227–29	searchability and identifiability, 185
audio only versus audiovisual feeds, 227, 230,	Timeliness, 189
232, 242–43, 248–50	Weizenbaum, Joseph, 169
digital divide and, 229–32	Wellborn, Olin Guy, II, 102
overview, 225–50	Westlaw, 162
perception and social construction of, 243-50	white Americans, 372
representational asymmetries for, 232, 234,	Why the Haves Come Out Ahead (Galanter), 149
236–39	Williams, Margaret, 175, 178
research on, 232–39, 248	Wilson Sonsini, 51
social production of unrepresented persons 228	Winner, Langdon, 225, 239
social production of unrepresented persons, 228, 239–43	workflow automation platforms, 49
technological asymmetries for, 234–39 unstructured text, 75, <i>See also</i> natural language	Yeazell, Stephen, 151–52
processing (NLP)	Zantac MDL, 181–91
UPL. See unauthorized practice of law (UPL)	zero-shot learning, 132
upper-body nonverbal cues, 241, 245–46	Zoom fatigue, 245
	.,

