

**Legal Services Program
Technology Initiative Grant (TIG) Program
Evaluation Plan Framework**

NOTE: This form provides an example of the type of information that should be included on the LSC evaluation plan framework form. It reflects some of the evaluation activities conducted by the Legal Aid Society of Orange County for its Interactive Community Assistance Network (ICAN!) project. Note that this is only an example. Different projects will have varying goals, activities, questions and data. Also, the information provided on this form does not include all of the evaluation questions and data LASOC used to evaluate this project. For questions about this form contact Bristow Hardin at LSC, hardinb@lsc.gov. For questions about the ICAN! Project contact Bob Cohen at LASOC, bcohen@legal-aid.com.

Project Goal(s)	Strategies / Activities to Achieve Goals	Evaluation Questions	Evaluation Data
<p>Use proven, existing technology to increase the number of persons receiving legal services. Specifically:</p> <ul style="list-style-type: none"> • Develop a system that enables low-income people to effectively represent themselves (i.e., act as pro se litigants). • Develop a system that is useful to and used by self-represented litigants 	<p>Identify / specify legal areas to be covered.</p> <p>Develop software systems to create court forms and instructional materials</p> <p>Identify / develop useful, user friendly systems. Systems will:</p> <ul style="list-style-type: none"> • Provide forms and guidance materials at appropriate reading levels • Include multimedia presentations (e.g., video, text, audio) • Automatically create forms in response to information provided by clients • Provide services using touch screen technologies in kiosks • Provide on-site user assistance <p>Maximize client access by locating kiosks in court houses</p> <p>Develop partnerships with courts & district attorneys. Ensure system meets partners' needs.</p>	<p>What legal areas does system cover?</p> <p>Does software create forms effectively and efficiently?</p> <p>Do forms conform to judicial standards?</p> <p>Do users find system helpful? Would they recommend it to others?</p> <p>Do users find system easy to use?</p> <p>Does number of pro se filings increase?</p> <p>Does system serve low-income people?</p> <p>Do pro se litigants produce more readable, better prepared and more useable pleadings?</p> <p>Does system enable pro se litigants to better prepare for litigation and achieve better results?</p> <p>Do court judges and court personnel find that system makes their jobs easier?</p>	<p>Listing of areas / issues covered</p> <p>Results of pre-tests (beta tests) and field tests</p> <p>Assessments by attorneys and court personnel</p> <p>User interviews and surveys data</p> <p>Field observation data</p> <p>Court filings data</p> <p>Data from Interviews with and surveys of judges and court personnel</p> <p>Data from GIS analysis of % of those served from areas with high concentrations of low income populations.</p>

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For further information about this form contact Bristow Hardin at LSC, 202-295-1553, hardinb@lsc.goc.

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