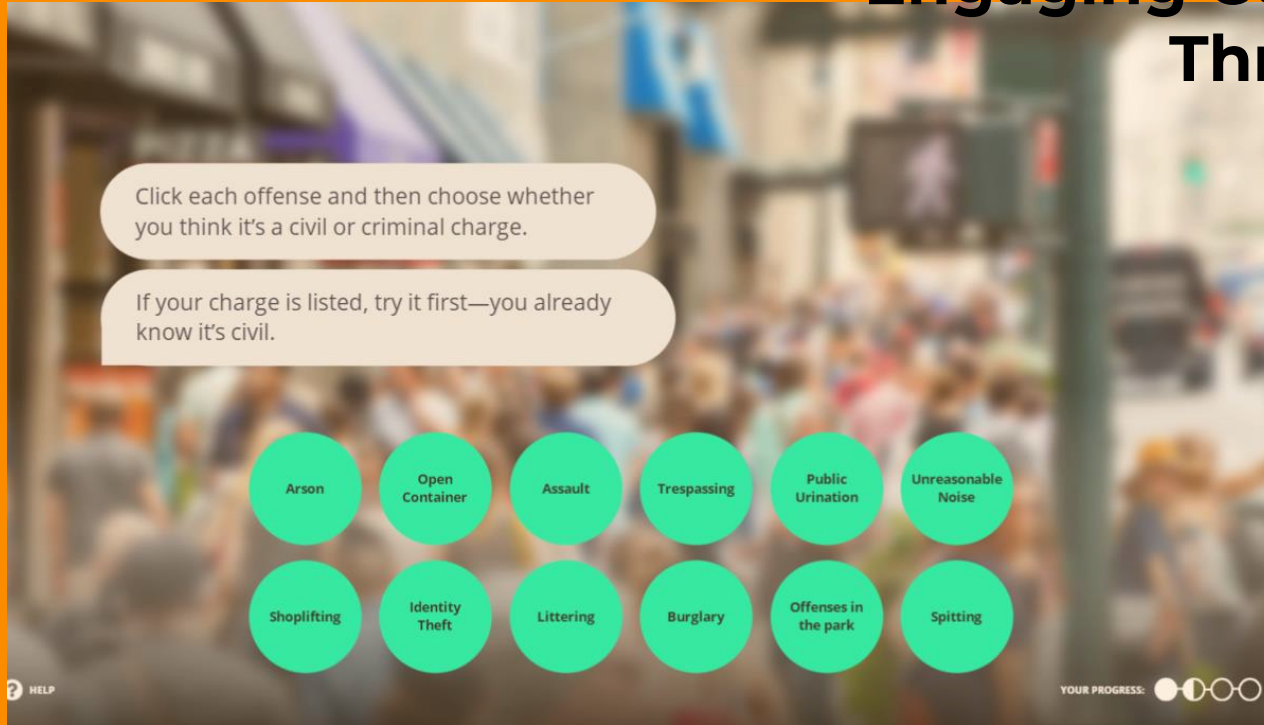


Technology and Justice: Engaging Court Participants Through E-learning



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Agenda

1. Criminal Justice Reform Act (CJRA)
 2. E-learning & Procedural Justice
 3. Planning - the Details
 4. Designing
-

Criminal Justice Reform Act (CJRA)

Background

Support safer neighborhoods, reduce arrests, and lessen the impact of low-level enforcement

Offer New Yorkers issued civil summons the option to perform community service instead of paying a fine

Common Violations

Public consumption of alcohol

Public urination

Unauthorized presence in the park after dark

Littering / spitting

Unlawful vending

Resolving Tickets

- Can pay the fine online or in person
- Can come in for a hearing
- In violation and do not want to / cannot pay the fine → community service



Community Service Options

- Individual counseling
 - Facilitated session on civic engagement
 - On-site community service
 - Digital / e-learning module
-

Digital module - when it helps

- Implementable in multiple languages
 - Avoids wait
 - Different learning styles
 - Cost effective
-

Digital module - when it doesn't help

- Listening - offering specific resources
 - Group session benefits
 - Giving voice
-

E-learning and Procedural Justice



Understanding

Understanding

- The process
 - Why? Community impact
 - Resources in New York City
-

RESPECT

RESPECT

RESPECT

RESPECT

RESPECT

RESPECT

RESPECT



RESPECT

RESPECT

Respect

- Language used
 - Explaining clearly
 - Approach - understanding a variety of life circumstances
-

VOICE



Voice

Difficult!

- Asking multiple choice questions
 - Considering their perspective
-

NEUTRAL

Neutrality

- Offered to everyone who is eligible
 - E-learning itself is constant
 - The consequences of violation
-

Feedback - Users

I'm going to walk out of here in a very good mood.

I didn't know that it was illegal to ride bikes in the park unless there are designated bike lanes, and I'm a biker!

Wow, I just learned something. I didn't realize other people besides police officers can write summonses.

Very user friendly, without a doubt.

Procedural Justice and Tech

Technology provides additional opportunities for Procedural Justice.

Planning - the Details

WHO HOW WHAT
WHEN WHY
WHERE

The image shows a brick wall with a central rectangular area painted in a dark blue color. Overlaid on this blue area are the six W questions: WHO, HOW, WHAT, WHEN, WHY, and WHERE. The words are written in a white, hand-painted, blocky font. The word 'HOW' is positioned at the top, 'WHAT' is to its right, 'WHEN' is below 'WHO', 'WHY' is below 'WHAT', and 'WHERE' is at the bottom center. A large, white, stylized question mark is placed in the center of the blue area, overlapping the words 'HOW', 'WHAT', and 'WHY'.

Who?

- Demographics?
 - Technical literacy?
 - Abilities?
 - Languages?
 - Cultural backgrounds?
 - Feelings / attitudes?
 - Knowledge about criminal and civil justice process?
-

When (phase one)?

- After coming in-person to OATH
 - Potentially after having hearing to contest violation
 - After doing intake with intake coordinator
 - Physically located near the intake coordinator
 - Concludes with check-in with intake coordinator
-

When (phase two)?

- After receiving a summons, they can do it at home, at a library, community center, etc.



Lessons learned

1. Accessibility
 2. Mobile
 3. “Fun” feeling game vs respectful
-

Things to Consider.... Online?

Pros:

- Lack of commuting
- Can be done anytime (work, child care, etc)

Cons:

- Support and compatibility
 - Loss of in-person benefits
-

Things to Consider.... Pricing?

- Number of interactive “trees”
 - Level of animation - photos, animation, still versus moving
 - Languages
 - Length
 - Compatibility
 - Mobile-friendly
-