

# **Report: Turning on the Lights: How the Massachusetts Trial Court Could Deploy a Virtual Court Service Center to Assist Self-Represented Litigants (MA Appleseed 2019)**



This report was prepared in partnership with the Mass. Trial Court to inform the development of a virtual self-help center to supplement the work done by its court service centers. This report will be valuable to any jurisdiction working to better serve SRLs. It includes a robust literature review, analysis of input from numerous stakeholders (survey tools are included), and recommendations for how to increase human help and optimize technology. A must read for anyone working in court based self-help.

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**Document Author:**

- Massachusetts Appleseed
- Deb Silva
- Julia Schutt
- Jake Hofstetter

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Files

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Table of Contents