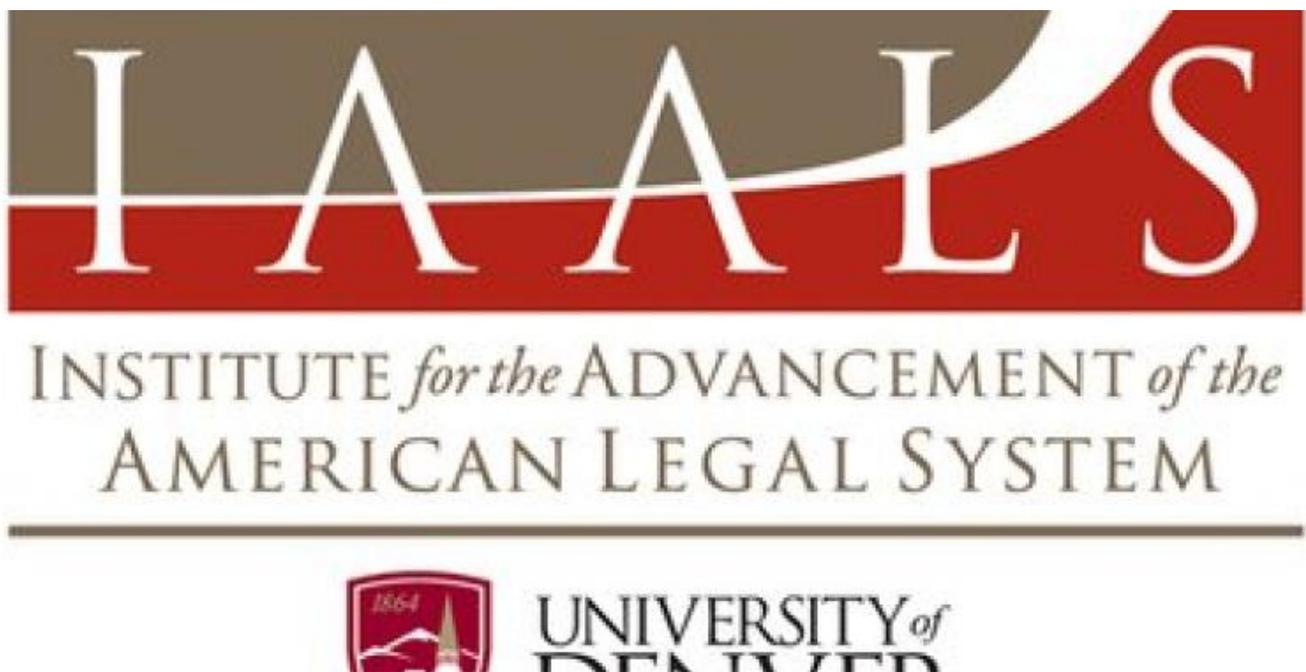# Report: Listen > Learn > Lead: A Guide to Improving Court Services through User-Centered Design (IAALS 2019)

This report was published as part of IAALS's Court Compass project and provides a guide to leveraging design sprints to engage court users. The following is an excerpt from the report:

"IAALS, the Institute for the Advancement of the American Legal System, is a national, independent research center at the University of Denver dedicated to facilitating continuous improvement and advancing excellence in the American legal system.

IAALS launched the Court Compass project to explore user-friendly, streamlined, and accessible solutions that help people through the divorce and separation process—even when they cannot afford or choose not to hire an attorney.

The project directly incorporated court user feedback in the process of designing family justice system solutions through in-person design sprints with self-represented litigants and other court system stakeholders. These design sprints facilitated the testing and refining of new processes and services in real time.

This guide is an overview of the design sprint process used in the Court Compass project and a broader reference on how to use this process for court process reform in areas beyond divorce and separation.

This guide's intended audience includes those who work on serving the public and delivering justice to court users, such as courts, self-help centers, legal aid organizations, community service providers, universities, startups and technology companies, and others."

The [Listen > Learn > Lead: A Guide to Improving Court Services through User-Centered Design (IAALS 2019)](#) report is attached.

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