

GenAI & Access to Justice

FOLLOW-UP REPORT & SUMMARY NOTES

2024

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DEAN'S FORUM
ON ACCESS TO JUSTICE AND DISPUTE RESOLUTION

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FOLLOW-UP REPORT

A. INTRODUCTION

The 12th Annual Dean’s Forum [“Forum Day”] was held Monday, March 11, 2024, in boardroom 254 at the College of Law, University of Saskatchewan. This Forum explored the potential impact of Generative Artificial Intelligence [“GenAI”] on access to justice. The six students enrolled in Innovation in Justice: The Dean’s Forum on Access to Justice and Dispute Resolution were split into two groups of three: Group 1 consisted of Hannah Jorgenson, Laura Olsen, and Lisa Wanlin; Group 2 consisted of Griffin Moody, Hassan Sajjad, and Samuel Riendeau.

Group 1 developed a handbook for the public related to responsible use of GenAI when navigating a legal problem, as well as an accompanying report for stakeholders. Group 2 developed a handbook for legal service providers. This follow-up report will focus on emerging themes from Forum Day related to Group 1’s presentation, activity, and deliverables, as well as summarize the feedback received from stakeholders for Group 1’s work. Also included in this report is Group 1’s slide deck [see Appendix A] and a list of some of the GenAI legal tools that were discussed during Forum Day [see Appendix B].

B. SUMMARY OF AGENDA, HANDBOOK & REPORT

AGENDA

Forum Day began with opening remarks from Brea Lowenberger, Access to Justice Coordinator, Director of CREATE Justice; Martin Phillipson, Dean of Law; and Deputy Minister Dennis Cooley, who provided opening remarks as Co-Chair of the Dean’s Forum. Following opening remarks, the stakeholders did a roundtable style introduction where each attendee shared their name and their associated organization. Following the introductions, Group 1 gave a presentation from 9:35 am – 10:00 am and facilitated a question period from 10:00 am – 10:30 am. The stakeholders were extremely engaged in the presentation and asked thoughtful questions which gave the presenters an opportunity to expand upon their research findings. Attendees enjoyed a coffee break from 10:30 am – 10:45 am and reconvened to participate in Group 1’s activity, which related to an individual living on social assistance who was dealing with a housing issue. Attendees were asked to put themselves in the position of “John” and try to solve all or part of his legal problem with limited resources. This generated a fulsome discussion related to barriers to justice as well as highlighted that GenAI tools exist right now, and gave the attendees an opportunity to consider the extent that presently available GenAI is helpful. Attendees identified that it would be helpful for a GenAI program to be developed that addressed some of the most common legal needs of Saskatchewan residents, for example, in the area of residential tenancies. This group discussion and activity debrief lasted until 11:50 am, at which time the attendees took a lunch break.

Group 2 facilitated the remainder of the day from 12:50 pm – 3:50 pm. From 12:50 pm – 1:35 pm, Group 2 delivered the first half of their presentation. From 1:35 pm – 2:35 pm, Group 2 led their activity which split the attendees into two teams and had them use two different methods to solve two different legal questions based on a fact scenario. One method was GenAI, and the other method was a “traditional lawyer search” being CanLII in most cases. During the debrief, both groups shared that they favoured the traditional lawyer search and addressed some pain points of using GenAI (specifically publicly available models, such as ChatGPT 3.5 and Microsoft Copilot) to do legal research. The attendees enjoyed another coffee break from 2:35 pm – 2:50 pm at which point Group 2 facilitated the rest of their presentation which focused on using GenAI in workplaces to improve workflow and efficiency. Stakeholders were engaged in this discussion and seemed optimistic at the notion of being able to implement GenAI into their own workspaces in responsible and productive ways.

Both groups asked attendees to complete a feedback survey to conclude the day. Dean Martin Phillipson gave closing remarks using the “Martin” AI system created by Group 2.

HANDBOOK & REPORT

Group 1’s handbook and report were sent to attendees in advance of Forum Day. Hard copies of the handbook were also provided to attendees upon arriving to Forum Day. The handbook was developed for public use, meaning the intended audience of the handbook is people without legal background or knowledge. This was an important pillar of our discussion and the attendees provided helpful feedback on ways to improve the handbook with the public in mind.

Some feedback included recommended additions to the “Cheat Sheet” on page 7 of the handbook, including information about child support and domestic violence. It was also noted that the cheat sheet and prompt engineering information in general could be expanded to include more pages with the understanding that prompt engineering plays a tremendous role in outputs from GenAI. Additional feedback suggested the inclusion of more examples of prompt engineering in order to promote accessibility of the handbook and foster effective practices. For example, one attendee asked GenAI a series of questions during the morning group activity related to court procedure expectations and questions to ask during a hearing or proceeding.

C. FEEDBACK & KEY DISCUSSION THEMES

FEEDBACK

Groups 1 and 2 collected feedback from attendees via an online survey hosted on SurveyMonkey. QR codes were available throughout the boardroom and attendees were given 5 minutes at the end of Forum Day to submit feedback. Questions asked for feedback from attendees on areas of improvement on the handbooks and quality of the presentations. Overall, feedback was overwhelmingly positive. Some areas

of improvement include the following, listed below. *Note: the feedback below was taken directly from the anonymous feedback survey.*

- “Add in specific examples of prompts, and prompt improvements. Emphasize its strengths as a coach.”
 - Additional feedback on this point: prompt engineering examples can include asking questions such as, “how do I question my landlord at an Office of Residential Tenancies hearing?” which will generate a coaching-style response from ChatGPT that provides a list of best practices. Compare this to the prompt question, “what questions should I ask my landlord at an eviction hearing at the Office of Residential Tenancies in Saskatchewan?” which will provide a list of question themes and two example questions below each theme.
- “Loved how accessible they look and read.”
- “Perhaps invite a representative from Family Justice Services to provide their feedback.”
- “The cheat sheet is amazing! Please add additional key words and areas of legal practice.”
 - Additional feedback on this point: one attendee noted specifically the absence of child support and domestic violence on the cheat sheet (see page 7 of Group 1’s handbook).
- “I think that the risks of AI (especially hallucinations and incorrect answers) can't be emphasized enough. This is especially because it has been shown that lawyers themselves don't realize that wrong answers can occur. Maybe a bunch of bold red warnings are needed in their handbook to bring this home.”
- “It was important for everyone around the table to understand that, like it or not, the public and profession is and will continue to engage GenAI. It is important that we learn how to do so in a productive and secure way.”
- “Adding other legal AI tools that might be relevant to supporting the client's legal journey like Steps to Justice.”
- “Cheat sheets are always a great feature, as are further resources, and best may be the prompt question tips given the importance of the best prompts.”
- “We can make it available to clients who are coming in to use services. I will distribute it to a few different areas for consideration. May have limited ability to promote directly. Will be helpful if it is on the PLEA website or somewhere clients can be pointed to.”
- “I do wonder how to be specific in the prompts but not give too much personal information. I also wonder how to fact check-or if the public would know what that means (it is really source/citation checking).”
- “Clear-understandable. I liked pages 2 and 3-what it’s good at and what it is not good at.”
- “The handbook is informative about GenAI. The Handbook will be helpful for members of the public with legal problems who use GenAI to research that problem.”
- “The colour, large font size, and bolded text make the handbook easy to use. Is the handbook too wordy? Could additional images or infographics be incorporated to reduce the amount of text? What grade level is the text written at? Will members of the public with limited literacy skills have trouble reading the book?”

- “The handbook effectively informs the reader about GenAI. My question is: How does GenAI fit into a holistic process of information discovery about the law? Those with legal problems will likely search a variety of online and offline resources to learn more about the law (Google, Wikipedia, friends, PLEA, etc.). What critical thinking and media literacy skills should one keep in mind while using online tools to learn about the law (author, source, credibility, currency, jurisdiction, etc.)? Likely, GenAI is only one of many sources consulted. Can the handbook list common sources of credible Saskatchewan legal information? At what point during the information discovery process would GenAI be most helpful? I suggest at an intermediate stage – after one has familiarized themselves with basic information or terminology from a credible source like PLEA. This basic familiarity appears to be crucial to enable a member of the public to provide the GenAI with prompts that are specific enough for the GenAI to produce helpful information. Next, when does one stop using GenAI and move on to another source of information or assistance? How does one know when they have learned all they can from GenAI? Where do they go next? When does one stop searching for legal information (using GenAI or another source) and proceed to seek legal assistance? Can the handbook provide a note about the importance of seeking professional help?”

In addition to the constructive feedback, some respondents asked questions related to getting the handbooks out in circulation.

- “Ownership... if you put it out into the world, who will take responsibility for it? And update it?”
- “What is the proposed next step?”
- “Happy to spread our channels – in particular to mediators and arbitrators across the province.”
- “I will circulate to our legal directors and lawyers for review and hold a meeting to discuss how we might use this to develop our own service delivery mode from eligibility applications to legal research tools.”
- “I think other students should see it.”
- “I would love to see these students share and present to all faculty and students on these topics.”
- “SALI would like to review this handbook. Would you be willing to meet with SALI to discuss how to operationalize or improve the handbook?”

For contingency planning purposes, Group 1’s handbook was created via Canva and a link has been given to Brea Lowenberger that allows editing capabilities.

KEY THEMES

Overall, the attendees and Dean’s Forum students engaged in lively discussions throughout Forum Day. The most significant standout points include the following:

- That the use of GenAI technology in the legal system will not solve existing systemic barriers to accessing and/or technology.

- GenAI can have a meaningful impact on access to justice for segments of the population who can access technology. Justice stakeholders must pay particular attention to barriers to justice when incorporating GenAI.
- Members of the public are already using GenAI for many tasks, likely including for legal information. The handbook was developed as a means to better educate and serve the public if they choose to do so.
- While there are risks to using GenAI to navigate a legal issue, GenAI can potentially enable individuals to effectively learn about the law and how it applies to them. Quality of GenAI outputs will depend on prompt questions, interactions with the technology, and ability to fact check, among other variables.
- There are opportunities for existing organizations to incorporate new technology, including GenAI or AI tools within their own websites or internal workflows, that can positively impact efficiency.

D. SUMMARY OF DISCUSSIONS

LARGE GROUP DISCUSSIONS

Following our initial presentation, the team engaged in an open discussion with the attendees. The attendees were involved and offered great insights into the project and how future work on the project can be guided.

It was noted by one participant that the students as well as many of the attendees have some legal knowledge and expertise. It was further noted that our legal training informs our approach to legal problems and it can be hard to deprogram that from our thought process. This led to a discussion on the importance of trying to place ourselves in the shoes of the average person and using accessible language. It was identified that the groups who would most benefit from our handbook and GenAI for assistance with a legal process are people who may be outside of legal aid qualifications; tenancy issues; divorce; evictions; dialogue or information; to help individuals know what to say or how to say it. GenAI assistance could help build comfort prior to entering a legal scenario such as a court proceeding.

One attendee asked who can use GenAI and who is the target of our handbook. It was discussed that use of GenAI tools operates on the presumption of access to the internet and literacy. It was acknowledged that many people who face systemic barriers will not have this access. Another attendee stated that they can see how people would go to family, friends, social workers, etc., and maybe such workers may be inclined to use this tool. Trusted intermediaries play an important role in the access to justice crisis and could assist certain populations with using GenAI for assistance with a legal matter. Group 1 noted that it is important to be aware of existing access to technology issues and ensure that we are not creating systems where access to technology is a requirement to participate in the legal system.

It was also identified that the use of GenAI may challenge the legal system in ways beyond using GenAI for legal assistance, such as the potential for deep fakes to be submitted as evidence, particularly by self-

representatives who do not have the same ethical constraints as lawyers. It was noted by the team and some attendees that regulation of GenAI in general is critical.

Another participant asked, “where do GenAI tools fit in the process of information learning? It seems like the information you get from ChatGPT is only as good as the prompts that you give it. Is ChatGPT the first place for people to go? Or should it be an intermediate step?” The team noted that the handbook was based on the idea that many people would go to ChatGPT first. It was also noted that Microsoft Copilot had the ability to cite to the PLEA website. This led to a discussion around other GenAI legal programs that are out there, and many participants indicated a willingness to try out some of these programs.

It was also asked if there are harms to using GenAI and if there was a net benefit to using GenAI. Some concerns around the potential for hallucinations or getting a hallucinated case were also noted by attendees. The team noted that striking a balance is important and that baseline legal information can be difficult to find. There may also be barriers around technological literacy for some users. However, many people will benefit from GenAI, and it is a good first step to orienting oneself with a legal problem and outlining process and procedures. It was also noted that GenAI is a rapidly changing technology. Differing abilities such as visual impairment or other types of disabilities may also serve as an inhibitor to using GenAI tools.

Another attendee asked if ChatGPT was aware of other legal process options besides litigation, such as mediation, arbitration, or negotiation. The team noted that ChatGPT would provide an itemized list of legal options to prompt questions such as “I want to get a divorce” and included options such as communication and mediation. Itemized lists are a great starting point for addressing a legal matter.

It was noted that GenAI technology is rapidly developing and could be the new version of Google in the sense that it could be the new way that people are going to find information online. However, in some respects, GenAI is better because it can present you with information more specific to your particular situation. The team noted that our hope with the handbook is to be at the public library, for the public to consult for legal issues and other things. GenAI will bring with it big changes, but we want to use it to help people inside and outside of the legal realm.

The consensus overall was that the legal system should respond to the development of GenAI technology and that GenAI continues to develop at a fast pace. Some concerns were raised around who is able to access the technology and that our most vulnerable populations would face the most challenges. However, there is potential for GenAI to be an effective legal tool for many.

ACTIVITY: SELF-REPRESENTATIVE SCENARIO

Discussions among the attendees about part 1 of the scenario found that the use of GenAI had potential to assist John Doe with the eviction hearing process, but John faced significant barriers to justice, including very limited access to technology. Many of the attendees tested out GenAI technology such as ChatGPT during the activity.

In the first part of the activity, attendees were asked to think about ways GenAI could help John prepare for his eviction hearing. Attendees noted that GenAI could help John find places to access the internet or Wi-Fi such as the public library or cafes. John could type the hearing notice into ChatGPT to be able to understand it better, as it was noted that the hearing notice was full of legalese.

The attendees identified a number of barriers to justice experienced by John that could impact his ability to use GenAI. John would need to rely on public internet to use GenAI. It was noted that the public library has 15-minute time limits to use the computer and time slots are often booked up in advance. A systemic issue identified was being paid from a government program and having to rely on the program to pay rent. John has a very limited phone plan and did not have resources to have data. He also had limited minutes and needed to use a phone to take part in the hearing. It was noted that there was a very real possibility John would be evicted and may not receive his security deposit, which would limit his ability to find a new place. It is likely John did not have a driver's licence which would mean he cannot set up an account on the Office of Residential Tenancies Portal. John's challenges to access technology created barriers to participating in the hearing. Attendees pointed out that we should not make assumptions about John's digital literacy, despite barriers to access. The importance of support systems and trusted intermediaries was also discussed.

In part 2 of the activity, John gets access to supports that facilitate his ability to use GenAI. The attendees concluded that the use of a GenAI Chatbot helped John successfully file a claim and submit evidence for his hearing. The attendees identified other ways John could use GenAI to assist with his hearing such as using ChatGPT to get sample questions for examination or to find places he can access a printer or scanner. It could also summarize relevant provisions of legislation.

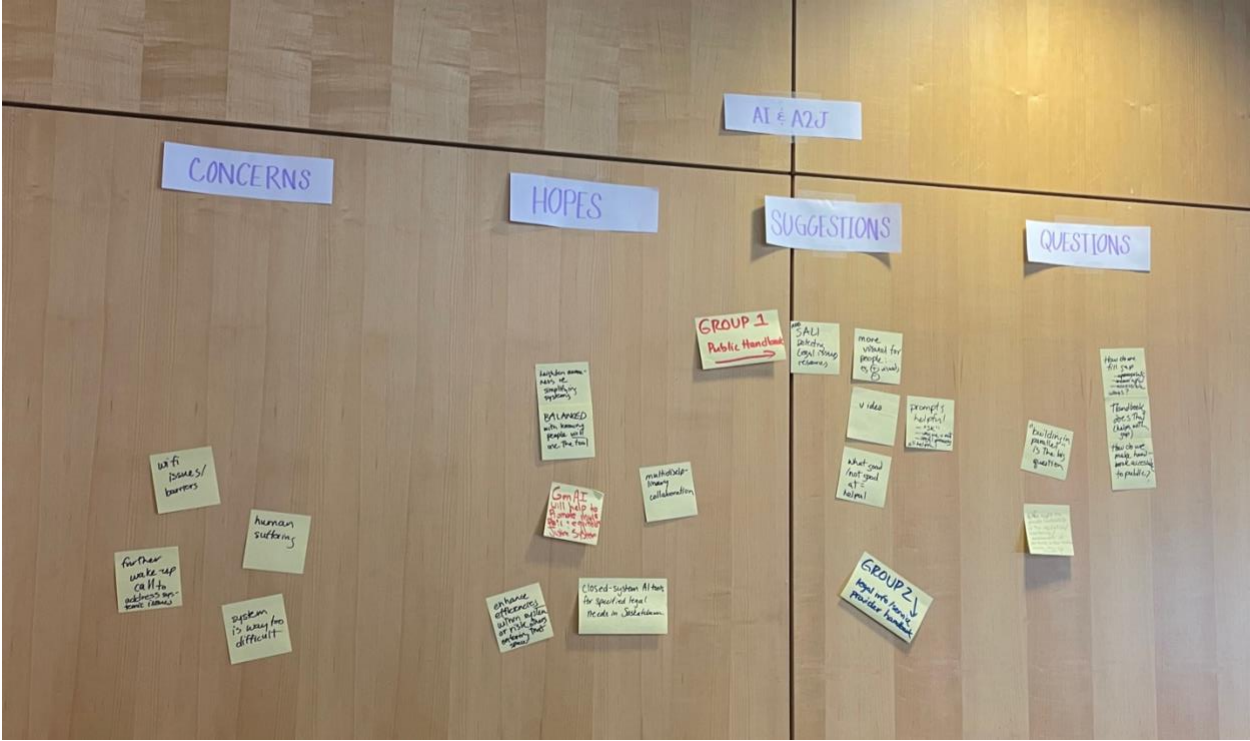
It was concluded that GenAI could be a helpful tool throughout the hearing process. However, GenAI will not fix already complicated legal system designs or barriers to accessing technology. It was acknowledged that any justice system technological tools ought to be user friendly.

DEBRIEF

The morning session concluded with a discussion of how the justice system can move forward. There were some concerns raised around individuals getting incorrect legal information from GenAI tools. Other attendees thought GenAI, and the handbook were helpful tools that individuals could utilize for legal assistance. One attendee viewed "AI as a band aid to navigate an impenetrable system. Maybe the system should be made better...we should use tech to make the system more navigable. Really, AI is a band aid for systems that do not function very well." However, it was also discussed that current developments in GenAI can help fill existing gaps. The discussion concluded that the handbook could also be used to guide other resources on the use of GenAI such as a legal tool and this could be taken up as a project by stakeholders.

Throughout the group discussions, Brea Lowenberger used sticky notes to write down key points raised by stakeholders and placed those on a wall central to the boardroom. This wall was intended to highlight

concerns, hopes, suggestions, and questions experienced by the stakeholders throughout the day. Groups 1 and 2 thought this exercise would complement the group discussion and help identify diverse voices and opinions on the topics of the day. A photo of this “Policy Wall” is included below [Figure 1].



[Figure 1]

E. NEXT STEPS & RECOMMENDATIONS

Some attendees found that it is in the public’s best interests that the legal system is adapting to new technologies, such as GenAI. Attendees asked questions on who would be in charge of making sure the information in the handbook would be kept up to date. Some attendees noted that they wanted to see our handbook made available to the public and see copies located at community organizations.

Group 1’s handbook was user-tested on Forum Day. Based on feedback received at the conclusion of Forum Day, Group 1 recommends the following:

- That the handbook be updated to reflect the feedback given on Forum Day.
- That the updated handbook is distributed to access to justice organizations throughout Saskatchewan.
- That the handbook be converted into a video format with narration and uploaded to YouTube for ease of access and distribution.
- That future Dean’s Forum students build upon the reports and handbooks developed by the 2024 Dean’s Forum team.

- That the prompt engineering content within the handbook be expanded to highlight the importance of engaging with GenAI and refining your prompt questions in conversational ways to produce more helpful outputs.
- That educational opportunities be offered to Saskatchewan lawyers related to the responsible use of GenAI in practice.
- That law firms review their client billing model if a client is seeking legal advice after having conducted preliminary work via GenAI or other research methods, with the goal of empowering and encouraging some agency in the public to navigate their legal issue(s) independently with critical touchpoints of professional legal assistance. This proposed new model ought to help the client where needed in an affordable and accessible delivery model.

F. CONCLUSION

In summary, the 2024 Dean's Forum was filled with thoughtful discussions and a willingness to engage and experiment with GenAI. There was an overall tone of optimism and an acknowledgement of limitations of GenAI to address already existing barriers to justice such as access to technology. We are grateful to each attendee for their meaningful contribution during the 2024 Dean's Forum. We look forward to seeing, and being part of, these exciting changes to the legal system in Saskatchewan.

Navigating a Legal Issue with Artificial Intelligence

A HANDBOOK FOR THE PUBLIC

2024

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Definitions

Public: Residents of Saskatchewan who are not legal professionals.

Handbook: A guide written in plain language that outlines best practices, risks, shortcomings, and potential uses of GenAI when used to help understand a legal problem.

Everyday Legal Problems: “Problems that arise out of the normal activities people engage in or the situations they encounter which may be resolved through legal action and/or processes.”

Trusted Intermediary: Intermediaries are individuals (or organizations) that help to connect two other individuals (or organizations). They are not themselves “legal” actors, but they can be an important link between individuals with a legal problem and a legal professional who is able to assist them.

Unmet Legal Need: “A situation that arises when a justice-related problem exists and legal support is required to resolve it, but the legal support is not sufficiently available to address an individual’s or group’s deficit in legal capability—resulting in neglect or inappropriate management of the problem.”

Navigate a legal process: To learn about one’s legal position, the process required in order to take legal action, and the possible outcomes.

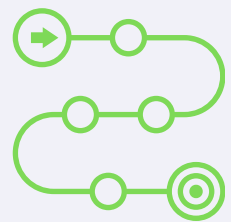
GenAI: A type of artificial intelligence that is capable of producing new content in a variety of forms, inclusive of text and images, based on its ability to conduct a large-scale analysis of data accessed online. GenAI does not “think”, but rather predicts patterns in language.

Large Language Model or “LLM”: “A large language model (LLM) is a type of machine learning model that can perform a variety of natural language processing (NLP) tasks such as generating and classifying text, answering questions in a conversational manner, and translating text from one language to another. The label “large” refers to the number of values (parameters) the language model can change autonomously as it learns. Some of the most successful LLMs have hundreds of billions of parameters.”

Prompt Engineering: The practice of designing inputs for generative AI tools that will produce optimal outputs.

Our Project

Creation of a handbook for public use if an individual choose to rely upon GenAI to help them navigate a legal issue. Our recommended usages include:



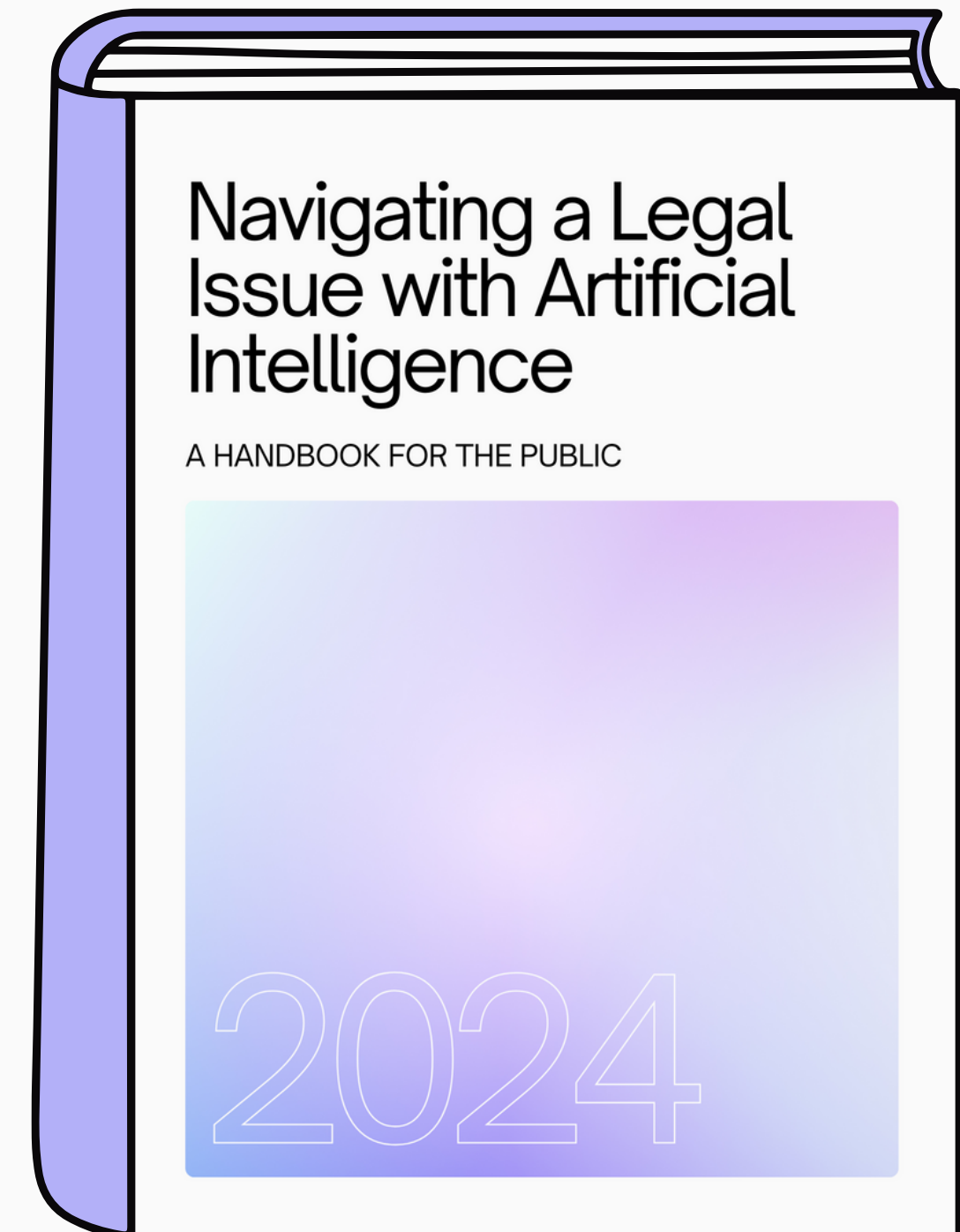
Learn About a Legal Process



Start A Legal Process



Participate in a Legal Process



Research Methodology

1. Building on the work of **previous Dean's Forums**
2. Comprehensive **literature review** on the topic of GenAI and access to justice [see Appendix A in report]
3. **Used GenAI** to try to navigate hypothetical legal problems [see Appendix B in report]
4. Consultation process totalling **interviews with 14 stakeholders** in the legal profession



Learning from Consultations



The transformative power of AI is likened to the advent of a computer, promising accessibility & comprehension of legal processes.



AI is the answer... but what was the question?



When you are already struggling, complicated legal processes are hard to navigate.



We encourage an ‘and-and-and’ approach that sees justice delivered through many routes...



How do we create this so that it is usable to EVERYONE? We have to ask, ‘who is our audience?’



AI technology is like self driving cars- can be helpful but there is a lot that still needs to be done in order for it to work safely and be trusted.

What is GenAI?

Generative Artificial Intelligence, or “GenAI”, is a fast-growing technological tool that is capable of generating text and other content in response to prompts.

Popular GenAI systems including ChatGPT and Microsoft Copilot are called large language models (LLM), meaning they **design their outputs based on predictive patterns within large quantities of data.**

Some GenAI tools are currently available to the public for no cost. From an access to justice lens, we examined whether these can be used to help people learn about, and even tackle, a legal issue on their own.

GenAI systems, including ChatGPT, are accessible so long as you have a device and internet connection. There are many helpful ways to use GenAI, but there are also some associated risks.

Our handbook outlines some helpful tips and examples, as well as highlights some of the risks, for using GenAI to help navigate a legal issue.

Opportunities

1. Legal Assistance and Information
2. Document Automation and Form Completion
3. Document Preparation and Automation for Self-Representatives
4. Language Translation Services
5. Predictive Analytics for Legal Outcomes
6. Dispute Resolution Platforms
7. Legal Research Assistance
8. Legal Information and Guidance
9. Accessibility Improvements
10. Early Case Assessment
11. Courtroom Etiquette Guidance
12. Reduced Wait Times

Risks

While GenAI can be a helpful tool in navigating your legal issue, it is important to be aware of some of the risks that come with using and relying upon GenAI.

1. Privacy & Confidentiality
2. Jurisdiction & Accuracy of Information
3. Incomplete Information
4. Hallucinations
5. Bias of Information
6. Digital Divide

Prompt Engineering means “the practice of designing inputs for GenAI tools that will produce optimal outputs.” Prompt engineering can impact the quality of legal information you get from a GenAI system. Look at the following examples:

Vague Question

I just got evicted!
What do I do?

Here are some general steps...

I don't think this is fair or legal!?

Specific Question

What are the reasons landlords can evict tenants in Saskatchewan?

In Saskatchewan, a landlord can evict a tenant for the following reasons...

I don't think any of those apply to me. How can I dispute an eviction in SK?

Prompt Engineering: Best Practices

The following tips are recommended when inputting prompt questions.

1. Be Specific and Clear: Make sure your question is easy to understand. Avoid language that is unclear or overly broad.

2. Give Details: Include relevant background information and context to help the GenAI tool to understand the legal issue. Make sure to describe the facts accurately.

3. Consider Your Privacy: You cannot “unshare” information you give to GenAI. The information you share with GenAI is not part of attorney-client privilege, and is not protected once it is inputted. Don’t share sensitive or confidential information in prompts.

4. Use Legal Words: If you know some of the legal terms that apply to your situation, it is a good idea to use them to help the GenAI system search for relevant information. These legal words might include “eviction”, “divorce”, “estate”, “incorporation”, “termination”, “criminal charge”, or “immigration”. You can also use phrases such as “grounds for divorce” or “grounds for termination” to help your search.

5. Ask for Clarification: If you get a response that is unclear or needs further explaining, you can ask for clarification or more details.

6. Experiment with Different Phrasing: You can change the wording of your prompt to try to help the GenAI system give you a more helpful response.

7. Understand Limitations: Be aware of the limitations of GenAI. While it can provide information and context, it does not have real-time access to all laws or the ability to provide the most up-to-date legal information.

8. Adjust “Creativity” of the GenAI: You can adjust the level of “creative language” that GenAI systems use in their responses, which will help the system to respond with facts instead of creative writing. For ChatGPT, you can say “set creativity to 0”.

9. Fact Check: Use the responses as a starting point, but always verify legal information before acting on it.

Cheat Sheet: What law applies?

Legal Issue	Jurisdiction	Relevant Statutes
Divorce/separation and spousal support	Federal + Provincial	Provincial: <i>The Family Property Act; The Family Maintenance Act; The Child and Family Services Act</i> Federal: <i>Divorce Act</i>
Criminal charges	Federal	<i>Criminal Code</i>
Evictions/residential tenancies	Provincial	<i>The Residential Tenancies Act</i>
Wills and estate planning	Provincial	<i>The Wills Act</i>
Property/real estate	Provincial	<<>>
Immigration/refugee	Federal	<<>>
Aboriginal/Indigenous	Federal	<i>Constitution Act, 1867</i>

Tip: Statutes are written in legalese and can be difficult to understand. You can ask GenAI to explain any of these laws to you in simple terms, and you can ask it to elaborate on specific sections that apply to you.

What about case law? Case law or “common law” legal principles also apply to legal decision making and outcomes in Canadian provinces and territories. Unfortunately, as of the writing of this handbook, GenAI systems that are publicly available are not capable of finding case law or doing legal research for the user.

Thank you!

Please join us for a short group activity.

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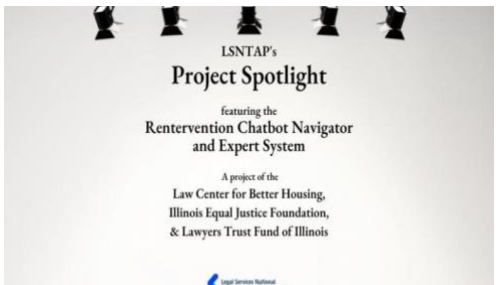
DEAN'S FORUM
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Learned Hands game to label people's legal issues: Learned Hands is an online game to build labeled datasets, machine learning models, and new applications that can connect people online to high-quality legal help. Playing the Learned Hands game lets you label people's stories with a standardized list of legal issue codes. It's a mobile-friendly web application that you're welcome to come play and earn pro bono credit with. The game produces a labeled dataset of people's stories, tagged with the legal issues that apply to their situation. This dataset can be used to develop AI tools like classifiers to automatically spot people's issues.



UptoCode: Through a series of guided interviews, the free service helps tenants do the following: discover their rights under the law; report problems to their landlord, a city housing inspector, or the court; and get a court order to enforce repairs or to get compensation for illegal landlord actions. Additionally, tenants can find answers to their questions, read the code, and document the issues with their home.



Rentervention Chatbot Navigator and Expert System: The concept behind the model combines automated guidance, using chatbots, document automation, and AI-based workflow tools, with human interventions, through telephone calls, clinics, limited-scope assistance, and referrals to legal aid or pro bono lawyers, in a single "vertically integrated" service path. Rather than going from agency to agency seeking help, the user would have one starting point – accessible by smartphone, tablet, or computer – and be guided to the appropriate resources. This offers users access to brief advice from volunteer attorneys, education about their rights, connections to community resources, and assistance with landlord notifications.



Represent: Online simulation game for self-represented tenants (Northeastern University and local legal aid groups in New England), that prepares tenants for what to expect at housing court. The idea was two fold; (1) use gaming technology to provide self-represented parties with some foundational advocacy experience before doing it for real; and (2) use a highly collaborative design process that contributes to building a community of support around the needs of self-represented parties.



JusticeBot: JusticeBot uses artificial intelligence (AI) to provide legal information to litigants. Based on the information provided by users, JusticeBot finds similar court decisions and helps identify the law applicable to the dispute in question. Thus, JusticeBot improves access to justice by helping users know their rights and the case law relevant to their situation. Currently, JusticeBot is used in the field of housing law: it allows Quebec landlords and tenants to know their rights and obligations.