A   ADDITIONAL USE CASES

We describe two additional use cases that demonstrate the utility of *F2Q*: eviction and small claims.

A.1   Eviction

The eviction use case aims to help a client coming to the help center deal with their eviction cases (as either a tenant or a landlord), such as:

- Stopping being evicted by a landlord;
- Getting their deposit back after being evicted;
- Evicting someone from their house;
- Dealing with the possessions of a tenant who has been evicted;
- Dealing with eviction-related court papers;
- Getting help with an upcoming hearing.

Fig. 5 (left) shows the complete flowchart designed using the designer tool based on input provided by a collaborating legal expert; it contains 10 scenarios after the initial question.
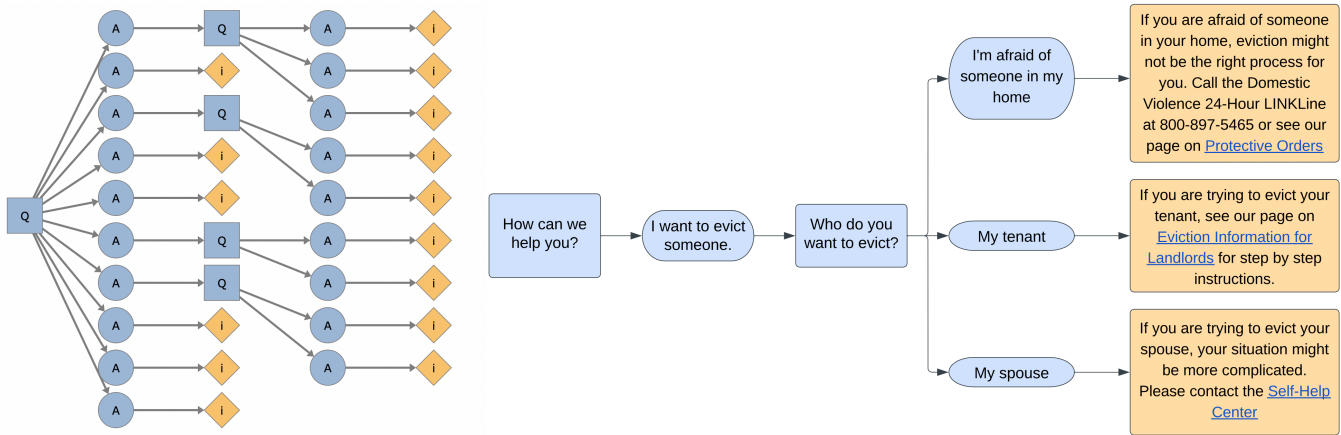

Figure 5: Eviction case: the flowchart design (left) and a snapshot of the questionnaire (right).

Fig. 5 (right) demonstrates a snapshot (a subgraph) of the flowchart with contexts, starting with the question "How can we help you?". If a client selects the answer "I want to evict someone", they will be asked to select who they want to evict. Based on the client's answer, the system will provide corresponding information for what they could do next. For example, if the client wants to evict a tenant, a link to the page "Eviction Information for Landlords" will be provided for further instructions. In this way, a client will be able to quickly get the information they need, instead of sorting through an overwhelming amount of information available on a typical legal help website.

Fig. 6 (left) shows the client-facing interactive eviction questionnaire. It starts with a top-level question of the flowchart, and shows a snapshot of 7 of the 10 questions.

A.2   Small Claims

The small claims use case is related to filing small claims. A small claims court is a special court where disputes are resolved quickly and inexpensively, as long as the claim is within a specific limit. In the State of Utah, the limit is $15,000 or less. This small claims questionnaire designed by a legal expert helps a client figure out, for example,

- Whether they should file a small claim or not;
- How they can file a small claim;
- Who they could sue using the small claims;
- How to deal with an online dispute resolution (ODR).

Fig. 7 (left) shows the flowchart designed using *F2Q*. Fig. 7 (right) displays a case where the system provides information depending on whether the client wants to sue a business or not. Fig. 6 (right) shows the corresponding top-level client-facing questionnaire according to the flowchart.

B   COMPLETE QUESTIONNAIRE DESIGN

For completeness, we present the questionnaire design of the four use cases in their entirety using *F2Q*. Fig. 8, Fig. 9, Fig. 10, and Fig. 11 are flowcharts with context associated with eviction, debt collection, small claims, and protection cases, respectively. They are based on input from a collaborating legal expert.

Legal Help - Eviction

How can we help you?

I want to evict someone.

What do I put in the eviction notice? I just want them out. / Which eviction notice do I use?

I just got these papers, what do I do? / What do I do with my eviction papers? / How do I file an answer?

I got an eviction notice. The rental had mold and they never made repairs. / I got an eviction notice but am withholding rent.

I tried to pay but my landlord would not take my rent. / The landlord wouldn't accept my rent.

How do I get my stuff back? / I need my stuff back / I was evicted and my landlord won't give me my stuff back

Legal Help - Small Claims

How can we help you?

I need to file a complaint against someone / How do I sue someone? / I got ripped off and need help / I need to sue someone / I want to sue someone for $20,000. / I want to sue someone for more than the limit in small claims / Should I sue in small claims or district court? / Can I sue in small claims court to get my ____ back?

Where do I file my case? / I bought things online and never got them. Where do I sue? / Where do I file? / Where do I file if I am suing a business with multiple locations? / Who do I serve if I am suing a business?

Should I sue the company or the person I dealt with?

I want to sue the government and a government employee.

Do I have to do ODR? / Do I have to participate in ODR? / Can I get out of ODR?"/ I want to opt out of ODR/ Can I opt out of ODR?

I did not receive a court notice / I could not connect for the hearing.

Figure 6: The user interface of the eviction questionnaire (left) and the small claims questionnaire (right).
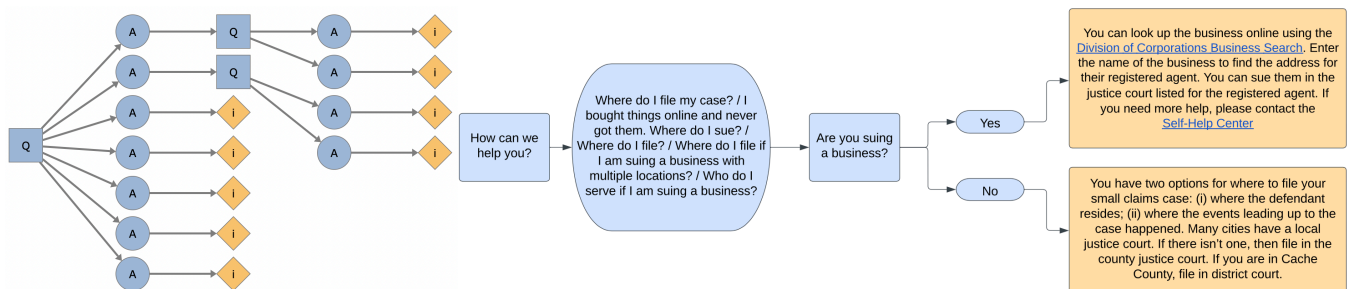

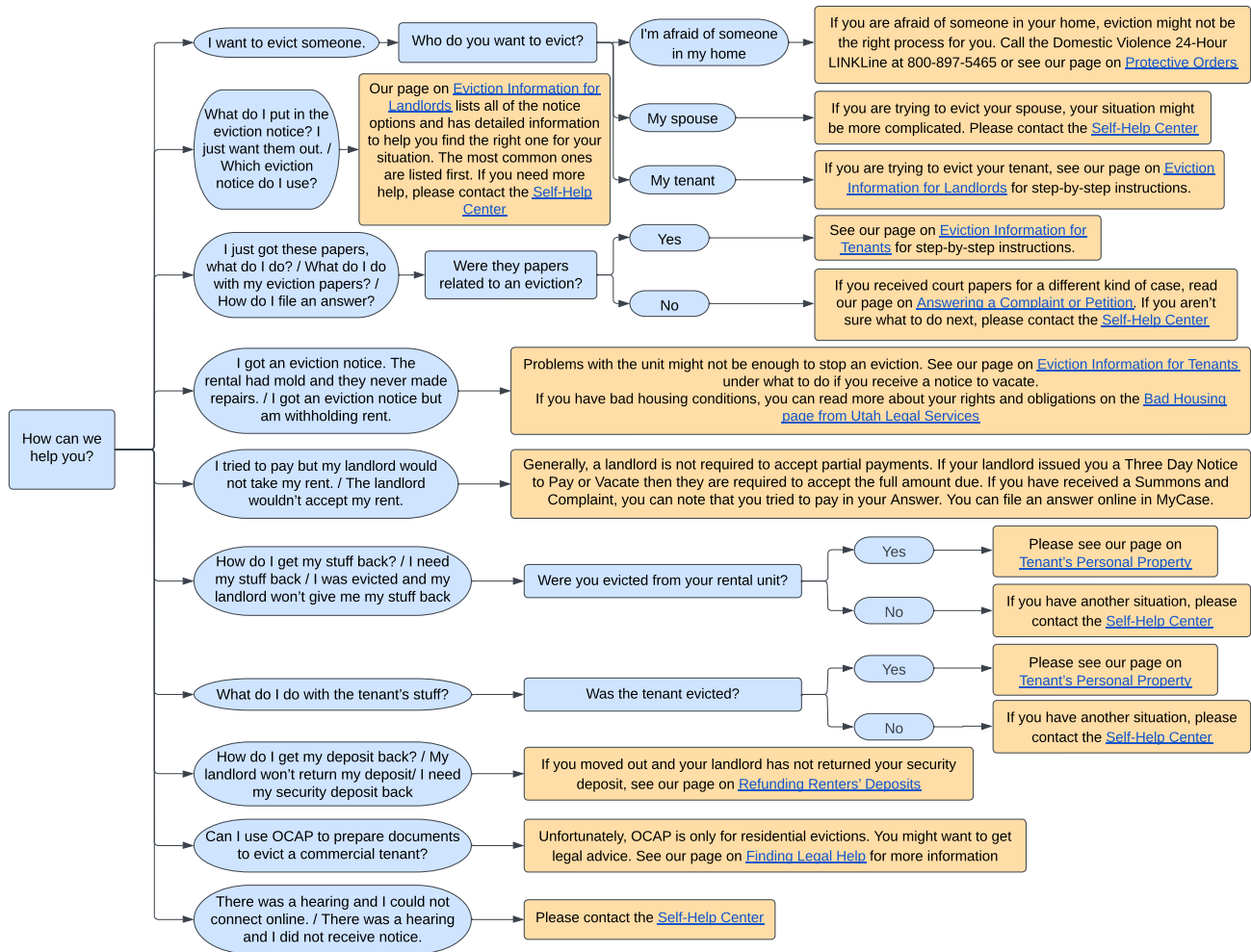Figure 7: Small claims case: the flowchart design (left) and a snapshot of the questionnaire (right).

Figure 8: The flowchart with context for the eviction questionnaire.

How can we help you?

Why is my paycheck being garnished? / Why are they taking my money? / My paycheck is being taken.
→ Your paycheck can be garnished when someone wins a judgment against you. Read more about garnishment and your options on our Garnishment and Debtor's Rights page

How do I fight this case? / How do I challenge this? / What do I do to fight this? / What are my rights in this case? / I got a summons and complaint. What should I do? / What do I do with the papers I just got? / How do I answer the complaint?
→ Where are you in the process?
- This is a new case and there is not a judgment. → If this is a new case and there is not a judgment, read the complaint. If you disagree with it then you can file an Answer. This tells the court what parts of the complaint you disagree with and helps protect your right to have a trial. You can file your Answer online in MyCase.
- There is a judgment against me but I haven't filed anything in the case. → If there is a judgment against you but you haven't filed anything in the case, you file a Motion to Set Aside the Judgment. This asks the court to undo the judgment entered against you. You can file a Motion to Set Aside in MyCase
- I'm not sure. → If you aren't sure what to do next, please contact the Self-Help Center.

Should I contact the creditor? / Should I try to settle this with the creditor? / Can I just call the creditor?
→ It's your choice. You can try, but whether or not they can help depends on who is suing you. Read the complaint carefully. Is the creditor the one suing you?
- Yes → If yes, you can try contacting them to see if they will settle the case. They might require you to talk with their lawyer. You should be able to find the lawyer's phone number on the summons and complaint. If you aren't sure what to do next, please contact the Self-Help Center
- No → If not, then it's more complicated. Sometimes the creditor will sell the debt that you owe to someone else. If that happens, the original creditor might not be able to help you. If you want to settle your case, you can try contacting the lawyer representing the company that is suing you. You should be able to find the lawyer's phone number on the summons and complaint. If you aren't sure what to do next, please contact the Self-Help Center

I want to pay this, but I don't have the money right now. What should I do? / I agree I owe the money. I just want this to go away.
→ Do you agree with the amount that you are being sued for?
- I agree I owe the full amount taht I'm being sued for. → If you agree you owe the full amount that you are being sued for, you can try contacting the plaintiff to see if they will settle the case. However, they don't have to respond to you and they aren't required to work out a payment plan with you. If the creditor wins and gets a judgment against you, they can garnish up to 25% of your disposable earnings.
- I disagree with parts of the complaint. → If you disagree with parts of the complaint, you can file an Answer. This tells the court what parts of the complaint you disagree with and helps protect your right to have a trial. You can file your Answer online in MyCase.
- I'm not sure. → If you aren't sure what to do next, please contact the Self-Help Center.

My ex was supposed to pay this. What do I do?
→ Please contact the Self-Help Center.

They got a judgment against me and I was never served. / I never got the papers and didn't find out about this until my paycheck was garnished. / They're taking my money but I never got court papers.
→ If there is a judgment against you but you haven't filed anything in the case, you can file a Motion to Set Aside the Judgment. This asks the court to undo the judgment entered against you. You can file a Motion to Set Aside in MyCase.

I sent an answer to the attorney but they still got a judgment against me. / I sent in an answer but they got a judgment
→ Please contact the Self-Help Center.

I missed the hearing because I could not connect online. / I couldn't get to my hearing / I missed my hearing / I never received the notice of hearing.
→ If you missed a hearing and a judgment was entered against you, you can file a Motion to Set Aside the Judgment. This asks the court to undo the judgment entered against you. You can file a Motion to Set Aside in MyCase. If you aren't sure what to do next, please contact the Self-Help Center

How can I make sure this is my debt? / Is this my debt? / How do I know I owe this?
→ If your debt was sold to another company, that company is required to send you a notice telling you how much you owe and the name of the original creditor. If you didn't receive a validation notice, you can file an Answer and tell the court that you didn't receive the validation notice. You can file your Answer online in MyCase.

I tried contacting the creditor to pay this but no one answered. Why did they file against me?
→ The plaintiff doesn't have to respond to you and they aren't required to work out a payment plan with you. If the creditor wins and gets a judgment against you, they can garnish up to 25% of your disposable earnings. What you do next depends on where you are at in the process. Where are you in the process?
- This is a new case and there is not a judgment. → If this is a new case and there is not a judgment, read the complaint. If you disagree with it, then you can file an Answer. This tells the court what parts of the complaint you disagree with and helps protect your right to have a trial. You can file your Answer online in MyCase.
- There is a judgment against me but I haven't filed anything in the case. → If there is a judgment against you but you haven't filed anything in the case, you can file a Motion to Set Aside the Judgment. This asks the court to undo the judgment entered against you. You can file a Motion to Set Aside in MyCase.
- I'm not sure. → If you have already filed something and aren't sure what to do next, please contact the Self-Help Center

How do I stop the garnishment right away? I do not have money to pay rent or buy food after the garnishment. / I need to stop the garnishment now.
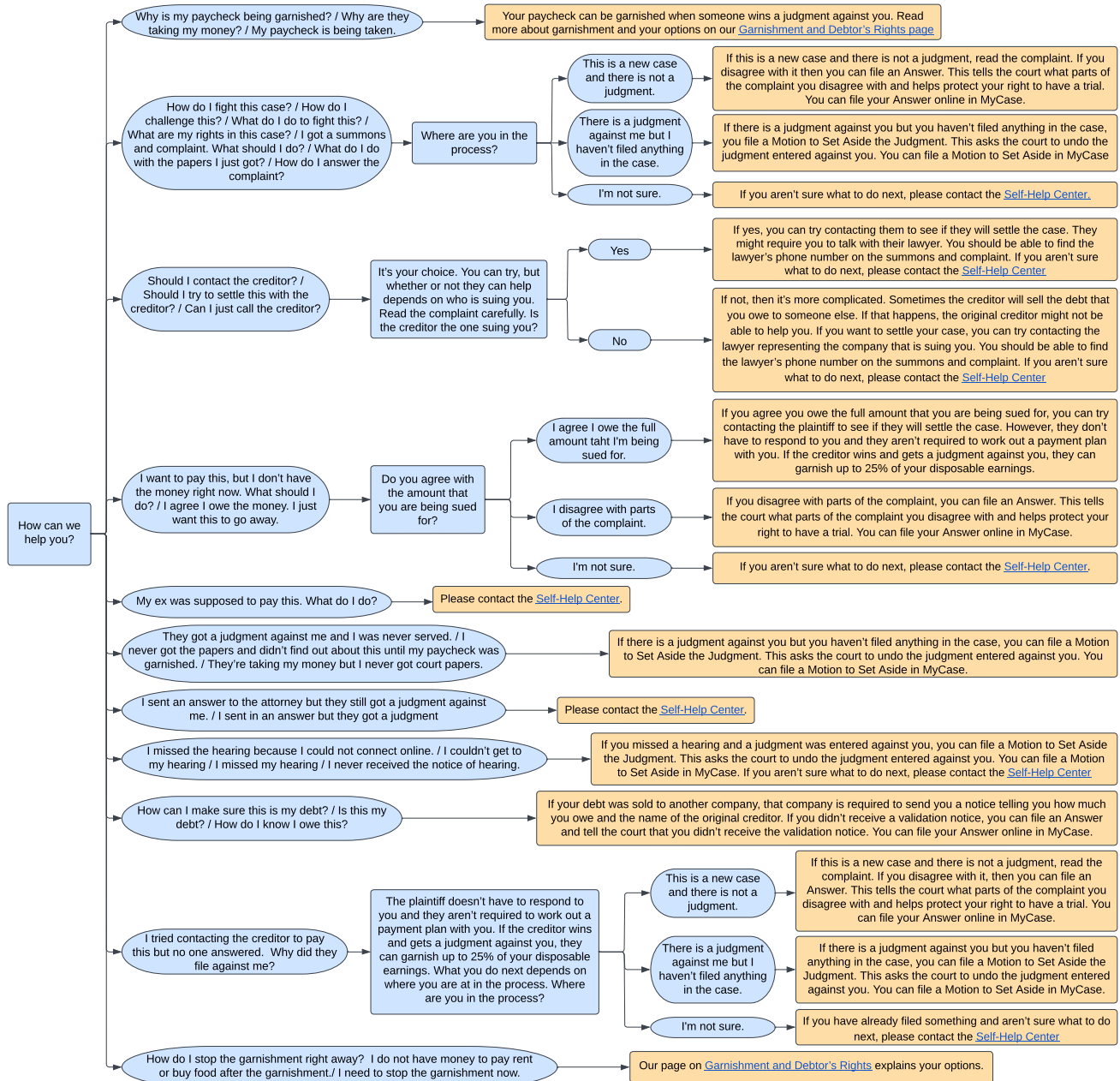→ Our page on Garnishment and Debtor's Rights explains your options.

Figure 9: The flowchart with context for the debt collection questionnaire.
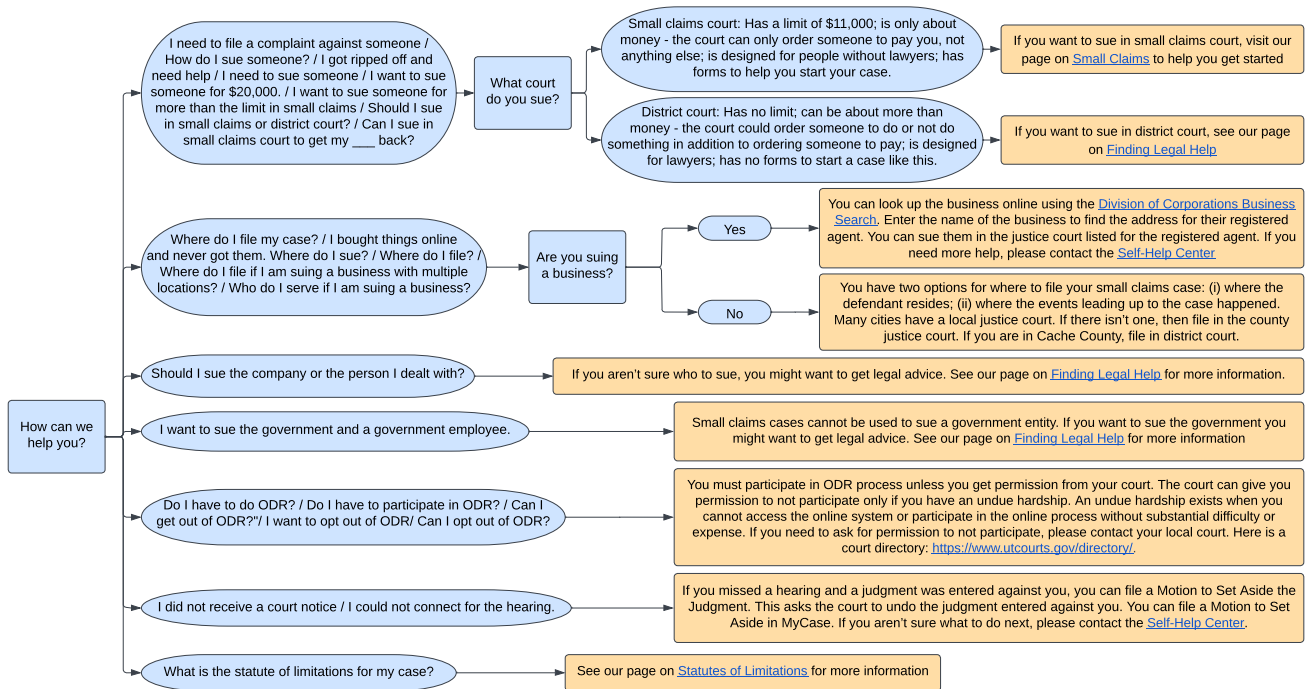
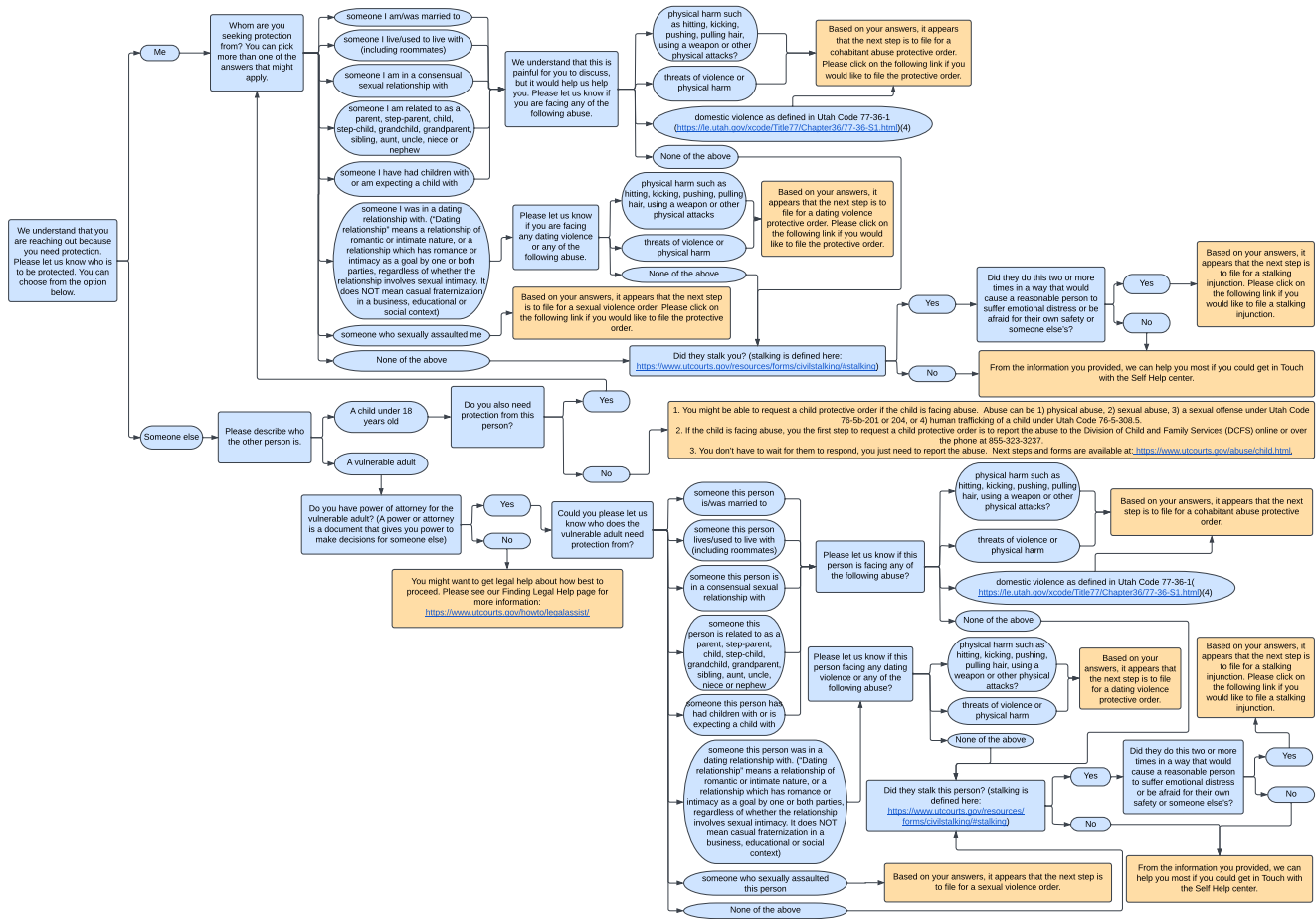Figure 10: The flowchart with context for the small claims questionnaire.

Figure 11: The flowchart with context for the protection questionnaire.