

Tech Tools

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Agenda

- Why?
- Discussion
- Artificial Intelligence (AI)

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Thinking about technology in
your court...

Why?

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Question 1

How would you describe your court?

1. Low-Tech
2. Medium-Tech
3. High-Tech

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Group Discussion 1

- Find a group that identifies as the same tech-level as your court.
- What are your top 3 tech wins?
- What are your top 3 tech questions?
- What are your top 3 tech needs?

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Question 2

What case management system do you use?

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Group Discussion 2

- Find a group that uses the same case management system that you do.
- Write down contact information for 3 people in your group!
- What is the best thing that your case management system does?
- What are your top 3 pain points with your system?

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Question 3

How do you primarily communicate with the public?

1. Phone
2. In – person
3. Website/social media
4. All of the above

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Full Group Discussion 3

- Let's discuss together!

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Court Communication

- Phone – *Phone tree?*
- Mail
- Email – *Auto generated?*
- Website (*Do you have access to update it?*)
- Social media
- In-person communication
- Communication from your database/case management system
- Court signage
- Physical handouts at court
- Text messages

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Best Practices For All Types Of Communication – Easy To Understand

- Clarity: Use simple, straightforward language to ensure comprehension, avoiding legal jargon unless absolutely necessary.
- Average reading level for Americans is 6th grade
- Examples of common legalese we see:
 - *ex parte*, *citation*, *writ*

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Best Practices For All Types Of Communication – Professional Tone

- **Professional Tone:** Maintain a respectful, formal tone that reflects the court’s authority and neutrality.

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Best Practices For All Types Of Communication

- **Consistent:** Ensure that messaging across all modes is aligned in tone, language, and information provided.
- **Accessible:** Comply with ADA requirements and offer translations or resources in languages commonly spoken in your community
- **Neutral:** Remember to remain neutral in your communication
- **Accuracy:** Double-check all content for errors, ensuring information is factual and up-to-date.

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How can technology be used to make communication more streamlined?

- What types of technology (software or hardware) do you use?
- What tips do you have for other courts?
- What are some issues you face when implementing technology (other than a lack of \$\$\$)?

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Recycling Old Tech to Look High-Tech Example

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Artificial Intelligence

- What is AI?

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AI Definition

- AI, or artificial intelligence, is the ability of computer systems to perform tasks that normally require human intelligence, such as ***learning, problem-solving, and decision-making***

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What is AI Used for in Courts?

- Document Management
- Transcription/Translation
- Workflow & Case Management
- Public Access and Assistance
- HR Support
- Legal Research

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Main Categories of AI Used in Courts

- Generative
- Machine Learning
- Natural Language Processing

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Large Language Models (LLM)

- A type of artificial intelligence that has been trained on massive amounts of text to understand and generate human-like language.
- It doesn't "think" like a person but predicts the most likely words based on patterns it has learned.

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LLM Pros

- Like an advanced auto-complete
- It is like having an assistant who has read way more than any one person could have (and remembered it)!
- Save time
- Help with administrative tasks

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LLM Cons

- Not perfect
- Can get things wrong
- Most can pull from anything on the internet
- Shouldn't share privileged or private information with them – they remember it!

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Common LLMs

- Chat GPT
- Google Gemini
- Microsoft Co-Pilot
- Perplexity
- Claude

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What should you use an LLM for?

- Summarizing content
- Drafting letters or basic orders
- Drafting internal court procedure documents
- Early research – check sources!
- What else?

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Tips for Generating Prompts

- Be clear and specific
- Break down tasks into small steps
- Add context, constraints, and tone
- State goal directly – action verbs
- Specify how you want the output
- Follow up with additional questions and/or ask the tool to ask you questions to complete the task
- Use examples (links, documents, etc.)

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Chatbots

- A computer program designed to simulate conversation with human users, generally over the internet.
- These are often available on websites or kiosks to get a user to the correct information.

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Chatbot Examples & Resources

- <https://texaslawhelp.org/>
- <https://www.jud11.flcourts.org/>
- <https://www.ncsc.org/resources-courts/court-chatbots-how-build-great-chatbot-your-courts-website>

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Common Chatbot Questions for Courts

- How do I file a civil case?
- How do I file an eviction case?
- How do I file an answer?
- How do I appeal?
- What are your office hours?
- What are my options to pay a traffic ticket?
- What is Deferred Disposition?
- Can I take defensive driving?
- What do I bring to trial?
- Can I reschedule my court date?
- Can I talk to the Judge?

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Key Takeaways

Technology

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Tech in Courts

- Here to stay, so we might as well use it!
- Use tech to help you work smarter, not harder.
- People are still very important – especially when it comes to access to justice.
- Talk to each other – peers are such a good resource!
- Things are constantly changing, so stay informed.

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Thank You

- Amber Myers
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- You will receive an email after the class with resources!

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