TRANSFORMING THE LEGAL IMMIGRATION JOURNEY:

STRATEGIES FOR A SATISFYING EXPERIENCE

A Secondary Research Report
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Harrisburg, PA
2023

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Section 1:

Introduction
About the Project

In this design research, my focus is on understanding the behaviors of individuals seeking immigration legal services. My goal is to identify their most significant challenges, needs, and aspirations during their quest for legal aid, and to understand their experiences while awaiting a resolution. By gaining these insights, my aim is to significantly improve the entire process, aiming to make it more user-friendly, efficient, and satisfying for the clients.

Research Questions

The following research questions guide my literature review strategy, they help identify the relevant primary sources that should be adopted in my research, and which data needs to be extracted from each study.

Here are a few research questions that guided the literature review on this topic:

- What are the key challenges and needs individuals face when seeking immigration legal services?
- Which factors influence how people choose who to hire?
- What are people expecting from their lawyer?
- How do individuals experience the process of hiring and working with immigration lawyers, and what are their levels of satisfaction?
- What strategies have been proven effective in improving the user experience in immigration legal services?
- How do cultural, socioeconomic, and language factors affect the experience of individuals seeking immigration legal services?
- What technological innovations have been employed to improve the process and experience of seeking immigration legal services, and what has been their impact?
- What gaps exist in the current body of literature regarding the experience of individuals seeking immigration legal services?
- How does the waiting period for a resolution impact the client's experience and satisfaction in the process of seeking legal immigration services?
- What legal and ethical considerations influence the delivery of immigration legal services, and how do they impact the user experience?
- What best practices have been identified in the literature for enhancing the client experience in immigration legal services?

Overview of search strategy

For my research strategy, I have used Google Scholar, and Harrisburg University of Science and Technology's library resources.

Keywords

Immigration legal services

Legal services user experience

Immigration lawyer-client relationship

Challenges in immigration legal services

Client satisfaction in immigration legal services

Cultural, socioeconomic, and language factors in immigration law

Technological innovations in immigration legal services

Legal ethics in immigration services

Waiting period in immigration cases

Best practices in immigration legal services

Client expectations in immigration law

Access to immigration legal services

Immigration law process

Immigration legal services policies and regulations

Client advocacy in immigration law

Client communication in immigration legal services

Digital transformation in immigration legal services

Legal services for immigrants

Barriers to immigration legal services

I have decided to review articles, books and reports related to the topic during 1990 – 2021.

Section 2: Literature Review

<mark>Annotated Bibliography 1:</mark>

Title: What Clients Know: Client perspectives and legal competence

Moorhead, R., Sherr, A., & Paterson, A. R. P. (2003, March 1). What Clients Know: Client perspectives and legal competence. International Journal of the Legal Profession; Taylor & Francis. https://doi.org/10.1080/0969595032000130332

Summary:

The paper of (Moorhead et al., 2003) discusses the critical role of lawyer-client relations in assessing the quality and competence of legal services. It explores the common disconnect between lawyers and clients, as well as clients' frequent feelings of dissatisfaction, suggesting the need for enhanced communication, alignment, prioritization of client needs, and client involvement.

However, it challenges the notion that client satisfaction is the only indicator of legal competence. While the rising consumerism trend has increased emphasis on client satisfaction, the paper warns that overemphasizing client viewpoints might neglect important technical aspects of legal practice. Through exploring various theoretical perspectives, the paper highlights the negotiation and power dynamics in the lawyer-client relationship, the influence of lawyers on case outcomes, and the problematic isolation of clients.

While client satisfaction surveys are often used to measure legal competence, the paper reveals potential flaws, such as the weak connection between client satisfaction and actual service quality, and the ceiling effect, which might lead to inaccurate assessments.
The paper also investigates the numerous factors that influence client satisfaction, including the use of multiple advisers, perceived case delays, the visibility of the lawyer's effort, and the case outcomes.

Despite the importance of the client's perspective, the paper stresses the need for a balanced approach. It raises concerns about clients' ability to evaluate legal services and accurately choose their representation.

Finally, the paper advocates for a nuanced view, balancing client perspectives with professional and objective quality assessments. It warns against the possible negative impacts of overemphasizing consumerist perspectives and supports the implementation of professional and objective quality assurance methods to maintain and enhance legal competence in a competitive environment.

Relevance:

Improving Lawyer-Client Relationship: Addressing issues of condescension, neglect, and prioritizing lawyers' interests can foster better communication, trust, and collaboration with clients.

Client-Centered Lawyering: Prioritizing the needs and perspectives of clients in legal services empowers them as active participants, leading to increased satisfaction and engagement.

Balancing Client Alignment and Professional Values: Ethical considerations are important in balancing client needs and upholding professional values to maintain the integrity of legal professionals.

Valuing Client Perspectives: Client feedback indicates service quality, highlighting areas for improvement and enhancing the overall quality of legal services.

Using Client Satisfaction Surveys: Surveys measuring client satisfaction provide insights into legal competence, emphasizing factors like effective communication and emotional support.

Redefining Competence Standards: Shifting towards client-centered approaches and redefining competence standards can create a more client-focused legal experience that aligns with client expectations.

Empathy and Personal Connection: Showing genuine concern and offering positive courses of action, even with limited advice, significantly influence client satisfaction.

Differences in Lay and Professional Views: Clients prioritize empathy and positive action, while professionals focus on the accuracy and robustness of advice, leading to different perceptions of legal competence.

Effectiveness in Addressing Legal Problems: Establishing rapport with clients should be coupled with effective resolution of legal problems to ensure quality advice.

Client Ability to Assess Competence: The study questions lay clients' accurate assessment of basic legal competence, raising concerns about protecting their rights and interests.

Evaluation of Legal Services: Clients evaluate legal services based on personal warmth and technical competence, including factors like staff knowledge and prompt response.

Understanding Time Allocation: Clients may need to accurately evaluate sufficient time allocation, which can lead to dissatisfaction despite meeting their legal needs.

Impact of Multiple Advisers: Clients prefer a single adviser to avoid discontinuity, but involving multiple advisers can improve service quality and outcomes, challenging the perception that multiple advisers decrease competence.

Communication about Adviser Roles: Explaining the necessity and roles of multiple advisers is crucial for maintaining client satisfaction.

Perceived Delay and Case Length: Managing client expectations about case duration is essential to prevent dissatisfaction due to perceived delays, as case length weakens satisfaction.

Visible Effort and Client Satisfaction: Client satisfaction is not solely dependent on the time spent by a lawyer on a case.

Handling Complaints: Effective resolution of complaints is linked to higher client satisfaction and better case handling.

Correlation Between Case Outcomes and Satisfaction: While better case outcomes contribute to satisfaction, other factors like managing multiple advisers and providing advice on case duration significantly impact client satisfaction.

Influence of Expectations and Bias: Varying expectations between clients and lawyers can lead to biases in client satisfaction, necessitating consideration of outcome-related impacts and potential biases in measuring quality.

Key words:

Lawyer-client relations, legal competence, quality of legal services, client dissatisfaction, communication, alignment, prioritization of client needs, client involvement, client satisfaction, theoretical perspectives, lawyer-client relationship, case outcomes, client isolation, factors influencing client satisfaction, multiple advisers, perceived case delays, visible effort, professional assessments of quality.

Quotes:

"The success of lawyer-client relations are crucially determined by outcomes, but also by the acceptability of the processes of engagement." (P. 8)

"Clients will judge competence on the way that they are handled, but also on outcomes" (P. 29)

"It remains important to include client perspectives in any model of legal competence. Client perspectives would focus on social processes and service competencies rather than specifically legal aspects of lawyer-client relations, but process issues are an important element in the justice model." (P. 29)

==Annotated Bibliography 2:==

Title: *Information seeking, technology use, and vulnerability among migrants at the United States–Mexico border*

Bryce Clayton Newell, Ricardo Gomez & Verónica E. Guajardo (2016) Information seeking, technology use, and vulnerability among migrants at the United States–Mexico border, The Information Society, 32:3, 176-191,
To link to this article: http://dx.doi.org/10.1080/01972243.2016.1153013

SUMMARY:
The study conducted by (Clayton et al., 2016), based in Nogales, Mexico, investigated how undocumented migrants gather and use information while preparing to cross the US-Mexico border. Interviews were conducted with migrants and aid workers to understand their perception of safety tools and humanitarian aid. The research found that the primary source of information for migrants was word of mouth, despite the common use of cellphones for communication, which often increased vulnerability to crime. Some migrants used social media platforms like Facebook for information gathering and to maintain connections, demonstrating an interaction with information technologies.

The study also explored the migrant perception of humanitarian efforts such as food and water supplies on migratory trails and the Transborder Immigrant Tool, a GPS program that guides migrants to water caches. While the initiatives were viewed positively, some migrants were concerned about increased Border Patrol surveillance around these water stations. The use of a cell-phone-based tool received mixed reactions, with concerns mainly around potential tracking by the U.S. Border Patrol.

In discussing their ideal solutions to the border situation, most migrants wished for temporary work permits for legal and safer border crossings, and improved conditions in their home countries. While technology was not frequently mentioned as part of their ideal solutions, there was a call for human assistance and a safe way to cross the border. The study suggests that further research is needed on technology usage during migration and the emerging role of social media tools.

RELEVANCE:

Word of mouth is the primary source of information for migrants, with the process heavily dependent on trust due to the precarious conditions at the border.

Although cell phones can be useful for communication, they also increase the vulnerability of migrants to crimes such as extortion and abuse.

The use of social media platforms like Facebook is emerging as a way to maintain connections and gather information, albeit their security can also be compromised.

Despite awareness of humanitarian aid efforts along the migration route, few migrants have directly encountered these resources, and there is some distrust regarding their safety.

Technology-based solutions like the Transborder Immigrant Tool receive mixed reactions from migrants, with the fear of being tracked by Border Patrol and a lack of trust acting as barriers to adoption.

When envisioning ideal solutions to the border situation, the most common wish among migrants was for temporary work permits for safer, legal crossings, rather than advanced technological solutions.

These findings demonstrate the complexities of the migration experience and the interplay of information, technology, and trust in this context. They underscore the potential, yet also the risks, of technology in the migrants' journeys and highlight the need for further research on these issues.

Furthermore, the findings of this study contribute to the broader understanding of migration and information challenges, illustrating the multi-faceted reality faced by migrants and the intricate, informal networks they rely upon in their quest for a safer and better life.

Title: *Do rich and poor behave similarly in seeking legal advice? Lessons from Taiwan in comparative perspective*

Huang, K. C., Lin, C. C., & Chen, K. P. (2014). Do Rich and Poor Behave Similarly in Seeking Legal Advice? Lessons from Taiwan in Comparative Perspective. *Law & Society Review*, *48*(1), 193-223.

Summary:

This study investigates the role of income in seeking legal advice among socioeconomically disadvantaged individuals, using data from the 2011 Taiwan Survey. The research finds that income significantly affects the chances of obtaining legal advice rather than non-legal advice. Conversely, education influences seeking non-legal advice. The severity of the problem has a larger impact on seeking legal advice than income, but income still plays an important role. The study calls for more publicly funded legal services and raising awareness to improve access to justice for the disadvantaged.

The study also needs to be more consistent in previous research on the relationship between income and legal advice-seeking. It shows that legal aid availability can disrupt a linear relationship between income and the success rate of obtaining legal advice.

The survey data also revealed Taiwan's legal system's influence by Germany, Japan, and the U.S. and how it supports low-income individuals through the Legal Aid Foundation. The survey used face-to-face interviews to collect data from 5,601 randomly selected adults about their experiences with civil justice issues.

The study found that most respondents used self-help strategies, while about a third sought formal or professional advice. Income level showed a U-shaped relationship with overall advice-seeking, with both high and low-income individuals more likely to seek advice. Legal advice followed a U-shaped pattern related to income, while non-legal advice did not show a consistent pattern.

Statistical analysis revealed that the severity and importance of the problem, personal characteristics, and prior experiences with courts significantly influenced advice-seeking decisions. Individuals with disabilities were more likely to seek legal advice and higher household incomes were associated with seeking legal advice, except for those with annual incomes below USD 10,000.

The study highlighted the importance of accessible legal services for complex areas of law and the need for public funding. It also underscored the inequality in access to legal services, with lower-income individuals facing greater obstacles. The research further revealed the effectiveness of Taiwan's social security system in assisting people with disabilities and suggested the need for

more publicly funded legal advice services in rural areas. It concluded that higher-income individuals have better access to legal services, while the current legal aid system needs improvement for people experiencing poverty.

Relevance:

The study by Huang et al. (2014) on income's influence on seeking legal advice in Taiwan is relevant to understanding immigrant behavior seeking legal advice in the United States. It reveals that income significantly affects the ability of socioeconomically disadvantaged individuals to obtain legal advice, emphasizing the need for publicly funded legal advice services to address income disparities and enhance access to justice. The study also discusses conflicting findings from previous research, highlighting the complexity of factors involved in advice-seeking behavior. Overall, the study contributes to understanding the impact of income on seeking legal advice and the importance of legal aid programs.

Keywords:
Legal advice, income, socioeconomic disadvantage, equal access to justice, education level, problem severity, non-legal advice.

Theories:
1. **Socioeconomic Status and Access to Legal Services:** This theory posits that one's socioeconomic status, particularly their income, significantly impacts their ability to access legal services.
2. **Severity of Problem and Legal Assistance:** This theory posits that the severity of an individual's legal problem influences their likelihood of seeking legal advice.
3. **Education Level and Advice-Seeking:** According to this theory, an individual's level of education affects their likelihood of seeking non-legal advice rather than legal advice.
4. **The Role of Public Awareness in Access to Legal Services:** This theory asserts that raising public awareness about the availability of legal aid services can improve access to justice for disadvantaged individuals.
5. **Importance of Legal Aid:** This theory emphasizes the role of legal aid in ensuring that all individuals, regardless of their income, have equal opportunity to vindicate their legal rights.
6. **Influence of Cultural and Demographic Factors:** This theory suggests that cultural and demographic factors, can also affect individuals' advice-seeking behavior and access to legal services.
7. **Experience with Legal System:** This theory posits that individuals' past experiences with courts and lawyers increase their likelihood of seeking legal advice for future issues, independent of their income.

Quotes:

"The influence of income on advice seeking behavior largely depends on two key factors: first, whether such advice is costly, and, second, whether legal aid is comprehensive enough. If advice

is free of charge, then income should not hinder the search for it. Other capabilities, such as knowledge about accessing freely provided advice, should play a greater role." (P. 194)

"Out of the respondents, 6.6% sought advice from legal advisors and 17.7% from non-legal sources. Methods of acquiring advice varied, but in general, legal advice required travel more often than non-legal advice. Specifically, 70.4 percent of all respondents reported that they had adopted some kind of self-help strategy, including looking up information in books, seeking information on the internet, and talking to family members, colleagues, or friends." (P.)

"The study found a strong pattern indicating that wealthier individuals are more likely to seek legal advice than those with lower incomes." (P.)

"Future research should focus on how to maximize the efficacy of limited legal aid budgets to promote equal access to justice." (P.)

"The study shows that income plays a significant role in accessing legal advice for civil justice issues in Taiwan. Higher-income individuals have better access to legal services, while the current legal aid system falls short for the poor. Problem severity is a key factor in seeking advice, and individual demographics and socioeconomic status also affect advice-seeking behavior. The study highlights the contrasting impact of income and education on obtaining legal and nonlegal advice, revealing areas for improvement in the system." (P.)

Annotated Bibliography 4:

Title: *Refugees and asylum seekers A review from an equality and human rights perspective*

Aspinall, Peter J. and Watters, Charles (2010) Refugees and asylum seekers: a review from an equality and human rights perspective. Research Report 52. Equality and Human Rights Commission, 163 pp. ISBN 978-1-84206-264-7.
Link: https://kar.kent.ac.uk/24337/1/refugees_and_asylum_seekers_research_report.pdf

SUMMARY:

The terms 'asylum seeker' and 'refugee' are distinct within the migration context. An asylum seeker refers to someone who has applied for asylum and is awaiting a decision, including those whose applications have been denied. A refugee, on the other hand, is an individual who has been granted recognized refugee status or other forms of protection.

The issue of migration encompasses various interconnected aspects, including asylum and refugee measures, which are increasingly integrated with broader immigration policies. However, public

perception and media often confuse terms such as refugee, asylum seeker, and migrant, adding to the complexity of the topic.

The UK's recent laws and guidelines reflect the challenges in managing migration, particularly the misperception of asylum-seeking as deceitful or criminal, which contributes to a culture of mistrust.

When asylum seekers enter the UK, they encounter the legal and criminal justice systems, undergoing various checks and processes defined by legislation. It is crucial to monitor these procedures to prevent human rights violations and avoid returning individuals to situations of persecution.

Stricter laws on illegal employment, including increased penalties and enforcement, require evaluation to assess their impact on legal foreign workers and whether they influence employers' cautiousness in hiring decisions.

Limited data exists on how asylum seekers and refugees interact with the criminal justice system, but evidence suggests instances of harassment and racism targeting these groups, with insufficient information on hate crimes.

Specific challenges arise for certain groups, such as women who have faced gender-based persecution and individuals persecuted based on their sexual orientation or transgender status, within the asylum process. Concerns relate to the lack of a gender-sensitive approach and inadequate guidance for handling claims related to sexual orientation or transgender identity.

Public perceptions of asylum are often misinformed and negative, with confusion surrounding different categories of migrants. Addressing these issues may require targeted interventions, particularly in geographically concentrated areas where dispersal of asylum seekers occurs.

Despite the difficulties, many refugees and asylum seekers strive to integrate and establish strong networks within their communities. English language tuition plays a crucial role in this process, especially for vulnerable groups such as women, older individuals, disabled refugees and asylum seekers, and those with caregiving responsibilities who may face additional integration barriers.

Overall, asylum seekers and refugees intersect with the legal and criminal justice systems in various ways, including negative involvement as well as utilizing these systems as service users. Key areas of this interaction include entry regulations, fraudulent procurement of asylum support, illegal employment, hate crimes, gender-specific issues, and issues specific to sexual orientation and transgender individuals.

RELEVANCE:

This study sheds light on how asylum seekers and refugees navigate the legal and criminal justice system. While the focus is on the UK, the findings are relevant to understanding immigrants in the USA. Key takeaways include:

- Understanding the differences between asylum seekers and refugees helps identify their specific challenges and needs.
- Examining broader immigration policies provides a comprehensive understanding of immigrant behaviors and preferences.
- Public perception and media influence significantly impact how immigrants are perceived and integrated.
- Monitoring biometric data collection and age assessment practices ensures protection of human rights.
- Stricter laws on illegal working and employer penalties can affect the employment prospects of refugees and foreign nationals.
- Limited data exists on hate crimes against newly arrived migrants, highlighting the need to address discrimination and promote inclusivity.
- Gender-specific and LGBTQ+ issues within the asylum process require attention to ensure fair treatment and support for marginalized groups.

Although the study focuses on the UK, these insights can inform the understanding of immigrants in the USA. They provide a basis for exploring similar dynamics in the US legal and criminal justice system, public perception, and the impact of immigration policies.

Annotated Bibliography 5:

TITLE: *How to increase online trust and user experience for legal services*

Whittle, D. (2020, July). How to increase online trust and user experience for legal services. In *Proceedings of the 33rd International BCS Human Computer Interaction Conference 33* (pp. 38-42).

LINK: https://www.scienceopen.com/document_file/163a2f26-62ab-464e-9ac6-8b7c9329df23/ScienceOpen/038_Whittle.pdf

SUMMARY:

This research examines online trust and the factors influencing it in the context of legal websites. It applies heuristics derived from a systematic literature review to evaluate 40 UK legal sites and create five mock legal websites with different design features. The study aims to measure the effectiveness of these sites in building trust by testing them with solicitors and end-users.

The research highlights the importance of trust in online businesses, particularly in transactions involving uncertainty and sensitive information. The eight identified heuristics provide valuable insights into building trust online, including factors such as image content, trust transfer, visible trust features, user-friendly design, proof of ability, modern and visually appealing site design, multi-channel approach and SEO, security and availability, and benevolence.

The evaluation of legal sites reveals both positive and negative aspects. The top legal sites demonstrated effective use of engaging images, accurate contact information, and prominently displayed trust features like awards and regulation. They had strong branding, clear communication, user-friendly navigation, and modern staff profiles with qualifications and case histories. These sites prioritized SEO, security, and demonstrated benevolence through mentoring, fundraising, and free advice resources.

On the other hand, the worst legal sites exhibited various issues that negatively impacted user experience and trust. These issues included disconnected text and image content, negative or inappropriate images, missing personnel images, blurry images, complex legal terms, excessive links and buttons, lack of staff profiles, outdated designs, poor SEO, questionable color palettes, and inadequate security measures. Firms lacking benevolence failed to demonstrate social responsibility and transparent pricing.

The study concludes that there is room for improvement in legal sites, particularly in terms of image content, highlighting staff abilities, security, and demonstrating benevolence. The research also emphasizes the importance of SEO and user testing of trust heuristics.

RELEVANCE:

This study provides valuable insights into understanding the behaviors and preferences of immigrants in the USA regarding online trust. It examines the factors that contribute to trust in legal websites, such as image content, trust transfer, visible trust features, user-friendly design, proof of ability, modern site design, multi-channel approach and SEO, security and availability, and benevolence. By applying these factors, websites can be designed to resonate with immigrants and foster trust in legal services. Overall, this research serves as a foundation for improving the online experiences of immigrants seeking legal assistance in the USA.

To build trust in online platforms, consider the following key factors:

Image content: Use positive and high-quality images featuring people, while avoiding negative or missing images.

Trust transfer: Demonstrate legitimacy through real contact information, office addresses, staff images, and premises, bridging the gap between the physical and online aspects of the business.

Visible trust features: Incorporate third-party recommendations, accreditations, awards, strong branding, and customer reviews to reduce user risk and enhance trust.

User-friendly design: Ensure easy navigation, a positive user experience, and an intuitive interface that promotes trust and encourages repeat business.

Proof of ability: Provide evidence of expertise, such as CVs, qualifications, and case histories, to reduce client risk and build trust.

Modern and visually appealing site: Employ a visually appealing and modern design, as it influences secure behavior and correlates with customer satisfaction and loyalty.

Multi-channel approach and SEO: Offer various channels for engagement and optimize the site for search engines to improve online visibility and accessibility.

Security and availability: Ensure the site's security and availability, emphasizing security features and privacy statements to convey trustworthiness.

Benevolence: Demonstrate care and concern for customers by offering free advice or other benevolent actions, enhancing trust in the platform.

Keywords:

Online trust, Factors influencing trust, User-friendly design, Trust features in legal sites, Trust issues in legal sites

Annotated Bibliography 6:

Title: *Legal advice from nonlawyers: consumer demand, provider quality, and public harms*

This article argues for the expansion of non-lawyer legal services, stating that they are in high demand due to their perceived affordability, flexibility, and casual approach. Evidence from multiple countries shows that these services can be just as effective, if not more, than traditional legal services for some legal issues. However, existing restrictions limit non-lawyer practice, reducing consumer choice and limiting access to quality legal aid. The article also notes that even when free lawyer services are available, consumers may still prefer non-lawyers due to factors like responsiveness and their ability to understand processes.

Regarding non-lawyer competence and effectiveness, the article points out that various factors, such as work product quality, consumer satisfaction, consumer complaints, case outcomes, and expert reviews, can be evaluated. Legal services, both lawyer and non-lawyer, can be effective if they help users complete necessary legal steps. Consumer satisfaction with non-lawyer services is typically high due to factors like flexibility, accessibility, and personalized attention.

Although both lawyers and non-lawyers can make mistakes, complaints tend to be more about neglect or unresponsiveness rather than legal errors. Studies show that non-lawyers can perform as well or better than lawyers in certain contexts, especially if they have specialized expertise in specific areas. But, they may need to be equipped to handle complex legal issues.

The article concludes that current restrictions on non-lawyer practice have multiple negative impacts, including limiting access to justice, impeding community initiatives, and inhibiting legal tech development. The solution is to expand non-lawyer practice and include a range of providers in the legal system to meet consumers' needs. This will require a willingness to rethink established norms and embrace change.

RELEVANCE:

The study explores legal advice from nonlawyers and its relevance for understanding immigrants' behaviors and preferences in the USA. It examines consumer demand, non-lawyer advice quality, and current restrictions' negative effects. Immigrants often face unique legal challenges, and the study shows that they value and choose legal services from non-lawyer providers. However, existing restrictions limit access to legal expertise, especially for immigrants, due to high costs and need for more diversity in providers. These limitations have negative consequences for consumer choice and grassroots activities. Recognizing the demand and competence of non-lawyer providers is crucial for developing effective policies and services for immigrants. Expanding access to non-lawyer assistance and diversifying providers can improve affordability and accessibility. The study's findings contribute to creating a more just and accessible legal system for immigrants and the wider population.

The competence and quality of legal advice given by non-lawyers are comparable to that of lawyers. Various studies have looked into the quality of work, consumer satisfaction and complaints, case outcomes, and expert reviews to evaluate non-lawyers performance.

'Effectuation' implies that legal services are effective if they help users navigate the legal process. Paper or digital forms like court forms or interactive website forms can help individuals without representation to present their cases correctly, improving access to legal processes.

Consumer satisfaction is generally high with non-lawyer services such as paralegals, notaries, or legal aid agencies. This satisfaction comes from factors like flexibility, accessibility, and personalized attention.

Consumer complaints and malpractice claims offer insight into mistakes made by legal professionals. However, these tend to focus more on neglect or unresponsiveness rather than legal errors. Complaints against notaries, often used by immigrants, may be underreported due to fear.

Studies show that non-lawyer advocates can perform as well as or even outperform lawyers in certain legal scenarios. Specialized knowledge in a particular area is often more crucial than general legal training when comparing the two. However, in complex legal matters, lawyers are likely to be more successful.

Expert reviews have found that non-lawyers can outperform lawyers in certain areas, such as routine paperwork involved in divorces or will writing. However, lawyers tend to perform better in more complex legal matters. So, while non-lawyers can provide effective representation in specific areas, their efficacy may vary based on the complexity of the issue.

KEYWORDS:

Legal Advice, Consumer Demand, Nonlawyer Competence and Effectiveness,

Public Harms:

QUOTES:

"Many refugees and asylum seekers actively try to integrate into their communities and establish strong networks, while others feel isolated and prone to harassment."

"The study suggests regulators interested in consumer protection consider this evidence in decision-making about expanding legal advice provision and its regulation, as consumers will likely face increasing choices for legal service providers in the future."

"Litigants can use the services of lay people to accompany them to court and "provide moral support," "take notes," "help with case papers," and "give advice on any aspect of the conduct of the case;" these nonlawyer assistants are often known as McKenzie Friends……People choose to work with McKenzie Friends because they are "cheaper than lawyers," "flexible, available and informal," and seen as "allies."

"People who had sought the services of a lawyer contacted more than one law firm in that search. People found lawyers through referrals from family and friends and through their own search on the internet and in paper directories like the phonebook.68 And while price was one element in their consideration, the most common things clients reported looking for from lawyers were timely response and help understanding processes and next steps."

"Providing the services of fully qualified lawyers for every civil justice problem experienced by Americans would not be impossible—we find ourselves able to spend much larger amounts on things like roads, healthcare, and the military—but it is unlikely to happen. Fortunately, as the evidence reviewed here shows, providing fully qualified lawyers in every instance is unnecessary to achieve access to justice. Continuing restrictions on nonlawyer advice provision effectively shut out millions of people from competent help."

Annotated Bibliography 7:

TITLE: Barriers and Successes in U Visas for Immigrant Victims: The Experiences of Legal Assistance for Victims Grantees

Hass, G., Yang, E., Monahan, K., Orloff, L., & Anver, B. (2014). Barriers and successes in U visas for immigrant victims: The experiences of legal assistance for victims grantees. *Arts Social Sci J S*, *1*, 2.

LINK

SUMMARY:

Title: WHAT DO CLIENTS WANT? WHAT DO LAWYERS DO?

Mather, L. (2003). What do clients want-what do lawyers do. *Emory LJ*, *52*, 1065.

https://digitalcommons.law.buffalo.edu/cgi/viewcontent.cgi?article=1739&context=journal_articles

Summary:

The discussion in this section revolves around the role of lawyers in representing their clients and the empirical research conducted on lawyers and clients in various legal practice areas. It emphasizes the contrasting perspectives regarding whether lawyers should prioritize clients' wishes or exercise independent judgment.

The article explores the ambivalence in the academic literature and the interpretation of ethical rules that can support either a client-centered or independent role for lawyers. It highlights the vague and contradictory nature of these rules, offering limited guidance on professional behavior.

The concept of a client-centered approach emphasizes client autonomy and self-determination, where lawyers assist clients in making their own decisions by providing support and relevant information. This approach aims to reduce conflicts of interest, increase client satisfaction, and enhance case outcomes. However, critics argue that lawyers inevitably influence clients' objectives and that lawyers' independent judgment and expertise are crucial.

The article suggests that the role lawyers should play in representing their clients is not solely an individual decision but is constructed collectively within communities of practice. Professional norms and standards are shaped by the nature of the client, the area of law practice, and the organizational setting of practice.

Empirical research on lawyers and clients, particularly in criminal defense, has revealed variations in the approach taken by lawyers. Private attorneys tend to adopt an independent role and often persuade clients to accept their recommendations, especially in negotiating plea bargains. Public defenders face challenges due to clients' skepticism and lack of trust, and their responses vary, with some adopting a collaborative role while others maintain a more directive approach.

Overall, the information presented underscores the complexity and variability in the lawyer-client relationship and the ongoing debate about the appropriate role for lawyers. It provides insights into different perspectives and practices in representing clients, offering valuable considerations for a project aimed at enhancing the legal experience.

Relevance:

CLIENT-CENTERED APPROACH IN LEGAL REPRESENTATION. This approach emphasizes client autonomy and self-determination, where lawyers assist clients in making their own decisions by providing support and relevant information. Understanding the challenges and needs of individuals seeking immigration legal services should involve considering the importance of client-centered representation, reducing conflicts of interest, increasing client satisfaction, and enhancing case outcomes. This insight can guide your research in exploring how individuals seeking immigration legal services perceive and value client-centered approaches, and how such approaches can effectively address their challenges and meet their aspirations in navigating the complex immigration process.

Key words and/or theories:

1.Quotes:

Title: THE LAWYER AS FRIEND: THE MORAL FOUNDATIONS OF THE LAWYER-CLIENT RELATION

Charles Fried, The Lawyer as Friend: The Moral Foundations of the Lawyer-Client Relation, 85 Yale L.J. 1060 (1976). Permanent link http://nrs.harvard.edu/urn-3:HUL.InstRepos:23903316

Abstract:

The question of whether a good lawyer can also be a good person troubles lawyers and law students. They grapple with the conflict between loyalty to their clients and the pursuit of the common good. They are concerned that their loyalty to clients, even those with questionable motives, may clash with their commitment to high moral principles. They also worry about the moral implications of using the law to the detriment of the weak or innocent. This essay explores the compatibility between the traditional role of lawyers and the ideal of moral purity, emphasizing that the focus is on moral considerations rather than the specific rules and codes governing lawyers' conduct. The inquiry is centered on whether lawyers who adhere to the traditional role can lead a professional life that is morally praiseworthy and deserving of respect.

The Challenge to the Traditional Conception
The Two Criticisms
Two common criticisms of the traditional role of lawyers target both its objectives and its methods. The first criticism argues that the ideal of professional loyalty to the client often leads to the allocation of the lawyer's time, passion, and resources in ways that do not necessarily serve the greatest good for the greatest number. This criticism is not limited to lawyers but also applies increasingly to doctors. Both professions prioritize the principle that the professional's primary loyalty is to their client or patient. Consequently, a "good" lawyer may dedicate significant energy and resources to an existing client, even if it could be shown that others would benefit more. This professional ideal permits a level of care for the client that goes beyond what an efficient distribution of limited resources would suggest.

However, the same professional ideal has little to say about the initial choice of clients. While it may be commendable for a lawyer or doctor to select clients from disadvantaged backgrounds, the professional ideal does not require such systematic choices. The selection of clients remains largely a matter of chance or personal choice. Once a client is chosen, the professional ideal demands primary loyalty to that client, regardless of their circumstances or needs. Critics argue that it is both wasteful and morally problematic that some of the most talented lawyers focus on specialized areas, such as corporate finance or intricate estate plans, while important legal needs of the public and marginalized groups are neglected. This perceived immorality is compounded when the privileged clients who receive lavish attention use it to avoid their obligations to society and maintain their legal dominance over those whose needs should be prioritized.

The second criticism specifically targets lawyers and concerns the means by which their loyalty to clients may be exercised. It addresses tactics that result in advantages for the client at the direct expense of an identified opposing party. Examples include discrediting a nervous but likely truthful witness or exploiting the vulnerability or ignorance of an adversary in a negotiation. While related to the first criticism, this second criticism focuses on the harm caused to the adversary rather than the misallocation of resources. The lawyer is accused of harming the identified opponent rather than benefiting the appropriate, albeit unidentified, individuals.

Overall, these criticisms raise concerns about the ethical implications of the traditional role of lawyers, both in terms of resource allocation and the tactics employed to benefit clients.

The article discusses two criticisms related to the traditional role of lawyers. The first criticism involves dilemmas where a lawyer's loyalty to their client may conflict with the greater good. This is comparable to situations faced by doctors, such as deciding on costly treatments that could strain the patient's family or burden the healthcare system. Similarly, lawyers advising clients on how to avoid fair taxes or regulations in the public interest face ethical dilemmas.

The second criticism pertains to actions that may be offensive to specific individuals. Examples include a lawyer remaining ambiguous about a higher offer for a property to mislead the buyer or using technical defenses to avoid a client's admitted debt. Additionally, there are cases where furthering a client's interests requires a lawyer to do things personally offensive to them, such as lying or cross-examining a truthful rape victim about her chastity. These scenarios highlight the moral difficulties faced by lawyers, as they may harm society or treat others in ways that appear demeaning and dishonorable.

In summary, these cases exemplify both criticisms of the traditional conception of the lawyer's role: the potential harm caused to society and the use of means that seem morally questionable in the pursuit of a client's interests.

The Lawyer as Friend
The Thesis

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