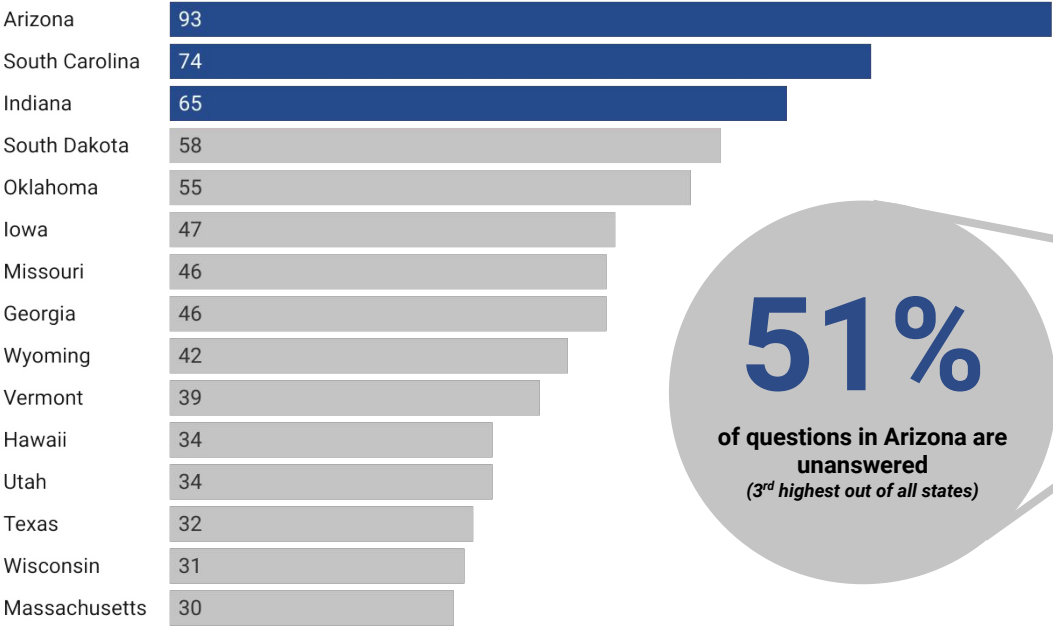


Improving Online Legal Consultation: Strategies for Enhanced Client Assistance

 **Gaucho Data (A10)**

Grant Cai, Henry Ma, Jessie Zhou,
Siddharth Chatteraj, Stella Jia

Clients per Attorney by State

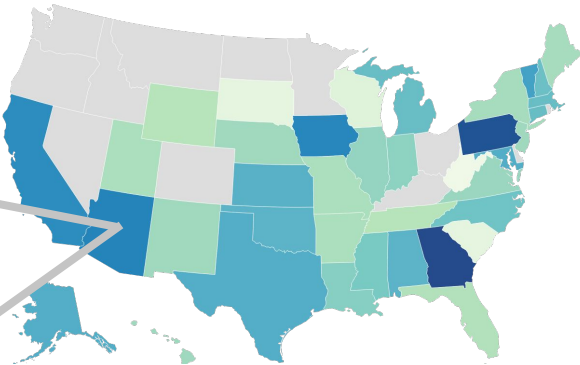


51%
of questions in Arizona are
unanswered
(3rd highest out of all states)

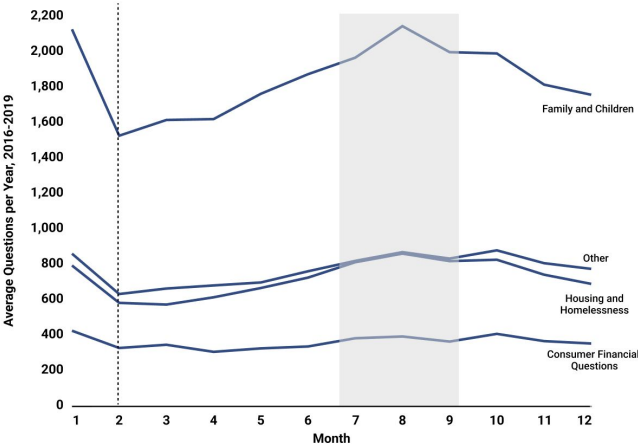
36% of questions go
unanswered nationwide

Percentage of Unanswered Questions in ABA Online Legal Counseling by U.S. State

Gray represents states that do not participate in the ABA Free Legal Answers service.



Most Popular Categories Asked by Clients per Month in U.S.



Clients per County in Arizona

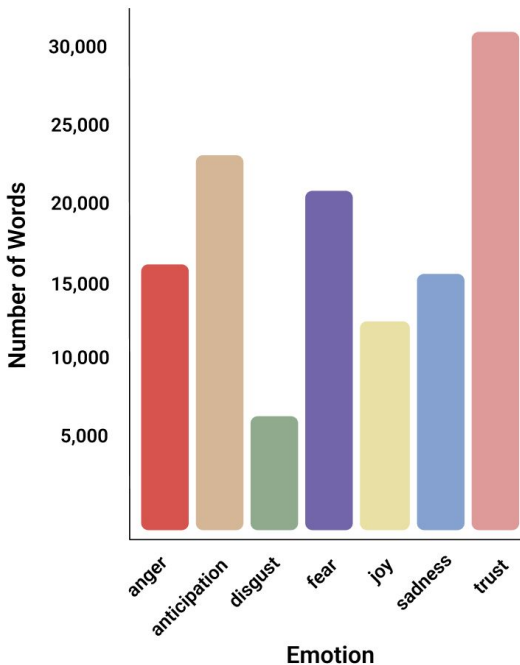


Maricopa County:

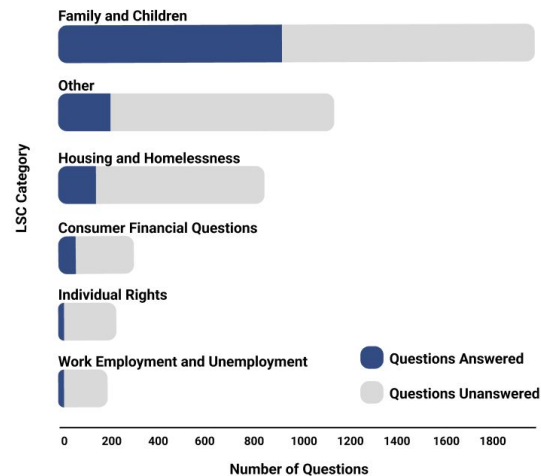
4x the population of Pima County

6x the number of clients

Presence of Emotions in Client Questions of Arizona ABA Forum



Proportion of Questions Answered for Each Legal Service Corporation (LSC) Category



Most Popular Categories Asked by Clients per Month in Arizona

