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## The Delaware Courts unveil upgraded, more user-friendly and mobile device-friendly website

courts.delaware.gov

Today, the Delaware Judiciary unveiled a new, modern and fully responsive website for the Delaware State Court system, <u>courts.delaware.gov</u>. The new site is designed to be more visually pleasing and more user-friendly, particularly for those who visit the site on a mobile device.

"The Judiciary has had a long-standing commitment to increasing public access, where we can do so consistent with the best interests of litigants and the public, and providing better information to litigants, the bar, and the public about how the court system works and how they can get help when they need it. This improved website is another demonstration of that commitment. As important, it illustrates the importance all Branches of government place on serving the public. Our colleagues at the Department of State were instrumental in helping us with the design, just as we were honored to help them with the <a href="CorpLaw.Delaware.gov">CorpLaw.Delaware.gov</a> website. By working together, we use taxpayer dollars in the most efficient way, and we are truly grateful to Secretary Bullock and his excellent staff," said Delaware Supreme Court Justice Leo E. Strine, Jr.

The site renovation is the product of nearly a year of cooperative effort between the Delaware Courts and the Delaware Secretary of State's Office, as well as a great deal of behind the scenes work by the Administrative Office of the Courts and staff members in all six of Delaware's courts. The state web design staff in the Secretary of State's Office – known as the Government Information Center (GIC) — worked side-by-side with the technical support arm of the Administrative Office of the Courts – the Judicial Information Center (JIC) – to redesign 1,200 web pages and about a dozen web applications. The pages and applications were then reviewed and tested by court staff. By partnering with the Delaware Secretary of State's office, instead of hiring an outside vendor, the Delaware Judiciary was able to achieve the complete makeover and upgrade of its website at a significant cost savings.

"Delaware Department of State and the Government Information Center were happy to support this important upgrade of the Delaware Courts website. The new and modern design, paired with mobile responsive pages, make the site very user friendly and welcoming, and make information easier to navigate for the public," said Secretary of State Jeffrey W. Bullock.

The upgraded Delaware Courts website has a cleaner, more visually-pleasing layout along with updated graphics and photos. Furthermore, the website has been rebuilt using the state-of-the-art programming language — HTML 5 — giving it improved functionality, making it responsive to mobile devices and ensuring that it is as easy to view and navigate on a smartphone and tablet computer as it is on a desktop computer. Increasingly across most websites, users are accessing online information on their mobile devices.

All the content from the old website remains available on the new site, but it is now better indexed and organized to make important information easier to find. New search functions have been added along with a "footer" menu at the bottom that acts as a table of contents for the entire site. The site has also been designed with four new user portals to reflect the different constituencies that frequent the Delaware Court System including the public, attorneys, the media and those called for jury duty. A new page has been designed for each group that assembles the most commonly used and requested information for each group in one place. Based on web metrics and input from court personnel, other pages were redesigned to highlight information and services that were most often used by website visitors.

The Delaware State Courts unified website dates to 2004 and this upgrade was the first major overhaul of the site since 2009. The website at <u>courts.delaware.gov</u> is visited over 300,000 times every month, totaling nearly 4 million page views every year.

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