# Research proposal and plan (draft)

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## **Instructions:**

**Submit a research proposal that includes a plan for your research. Explain what you are proposing to research and justify why this needs to be researched. Outline your plan (e.g. methods, collection and analysis of data, etc.) for researching your chosen topic/issue/question. The research plan is a DRAFT and may change over time.**

**Project Name: Taproot Law – Enhancing User Experience for Taproot Law’s Mobile Application**

**Project Collaborator(s):**

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**· Chris Emerson**

**· Victoria Travier**

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**· Kyle Bretzius**

**Introduction**

**After a detailed discussion with Erica Payne, key insights emerged about Taproot Law’s commitment to making legal services more accessible and affordable, particularly for populations that may prefer low-tech to no-tech solutions. Taproot Law emphasizes human-centered interaction, efficient client onboarding processes, and a focus on specific legal needs such as real estate and probate. We are exploring digital and low-tech solutions to achieve these goals, while also addressing challenges related to internet accessibility, cost considerations, and the delivery of legal documents.**

**Research Objective**

**To explore and validate innovative solutions that align with Taproot Law’s mission to provide accessible and affordable legal services, with a particular focus on elderly populations and individuals with limited internet access. These solutions may include a mobile app, digital products, and low-tech or no-tech alternatives.**

**What we are proposing to research**

**We propose to research the feasibility, effectiveness, and user acceptance of various service delivery models, including a mobile app, printed materials, and legal workshops. This research will focus on identifying the best ways to meet the legal needs of Taproot Law’s clientele while considering their preferences for technology, affordability, and accessibility.**

**Methods**

**- Secondary Research: Review existing data on internet accessibility in targeted areas like Marquette and investigate successful legal service delivery in similar demographics.**

**- Primary Research:**

**o User Interviews: Conduct interviews with Taproot Law’s current and potential clients, with a focus on elderly populations.**

**o Usability Testing: If a digital solution (such as mobile app) is considered feasible, conduct usability testing with participants to identify design and functionality issues with a low-fidelity prototype. For low-tech solutions, test the effectiveness of printed materials and workshops.**

**o Surveys: Utilize post-interaction surveys to collect quantitative and qualitative feedback on the proposed solutions, preferably through the Qualtrics Platform.**

**- Data Collection**

**o Collection Dates: Begin data collection on March 6th, 2024, with preliminary findings from secondary research and initial user interviews.**

**o Usability Testing Locations: Minskoff Pavillion, Bessey Hall, MSU Libraries, STEM Building, with each team allocated 30 minutes per location.**

**o Analysis Tools: Use Qualtrics for survey data collection and analysis.**