User Journey Map

PERSONA REPRESENTED: **John Miller** | MAIN GOAL OF THIS PARTICULAR JOURNEY: **Create a thorough separation agreement that him and his partner can agree on.**

STAGES

Relationship Breakdown → Information Gathering → Decision Making → Resolution

ACTIONS

- John and his ex-partner decide to end their relationship. He moves out of the home into his friend's condo. Their child stays with his ex-partner.
- John talks to his family and friends for advice on what to do, and suggestions on where to look for legal information and advice. He also does research online, using keywords such as "spousal support", "child support", "dividing property with ex-spouse" and "divorce".
- John talks to ex-partner about research findings and discusses possible options for resolution, including doing it themselves, mediation and negotiation.
- John and his partner attempt to do it themselves, but constantly end up in disagreement and emotional conflict creating their separation agreement.
- John decides to file a court case to solve their dispute about child custody and access, amongst other issues that need to be included in their separation agreement
- John prepares and serves his application, and then files his court documents with a clerk at the Waterloo Region Courthouse.
- John chooses to do the mandated online FLIP over the in-person. The clerk hands him the online notice.
- John clicks the option for the mandatory FLIP, and goes through the entire program in one sitting.
- John sends his proof of completion to his lawyer to file in his continuing court record.
- John and his ex-partner go to their first court date.
- John and his ex-partner go to their case conference.
- John and his ex-partner decide to resolve their dispute outside of court using mediation.
- John and his ex-partner resolve their dispute successfully using mediation services.

THINKING

- How are we going to go about dividing up time with our son? How much spousal support am I going to have to pay my partner?
- These websites are vague and confusing. Everyone is telling me something different. I think I have a good enough understanding.
- I'm glad my partner talked to her lawyer friends. I understand a lot more now. There are so many alternative options to court...
- I can't agree with her on anything. She is being so unfair. I deserve more time with our son, and I'm not giving her that much spousal support
- She won't cooperate with me so I'm going to file a court case. I need this to be over.
- I can't believe I had to leave work early to file these documents...
- I already know what I need to know from my lawyer. I don't have time to go in-person. My job is too busy. I'll just take it online and get it over with...I only understand 75% of the notice...
- Okay according to this program agenda I need to take one and half hour to complete. I don't know if this will let me save and come back but I rather not risk it especially since its timed.
- Interesting...I have to print my email and take it to the court to file. I'm just going to forward it and get my lawyer to file it because I don't have time to go to my courthouse.
- I think we should not resolve in court. It is so draining and so expensive...I have to talk to my partner about this. I guess the resources I looked at didn't describe mediation effectively...
- I'm glad my partner is finally cooperating with me. Resolution in court was taking a toll on my mental health.

FEELING

- Stressed
Worried
Sad
- Overwhelmed
Frustrated
- Relieved
Reassured
- Angry
Distressed
- Impatient
Upset
- Annoyed
Impatient
- Annoyed
Impatient
- Impatient
Indifferent
Confused
- Confused
Impatient
- Confounded
Hopeful
- Relieved
- Relieved
Contented

OPPORTUNITIES

- MAG could look into hosting information from the MIP on ontario.ca for people who are looking to research before starting the separation and divorce process.
- An online filing system could be explored for people who are very busy and cannot come in person to file their court documents.
- The content of the notice needs to be changed to plain language for better understanding. Some content needs to be removed because it is not useful to the user at that point in their journey.
- We should consider how users can save their progress and come back to complete the program rather than making users complete in one sitting.
- Explore changing the process so this proof of completion can be filed online so people do not have to go in person or pay their lawyers.