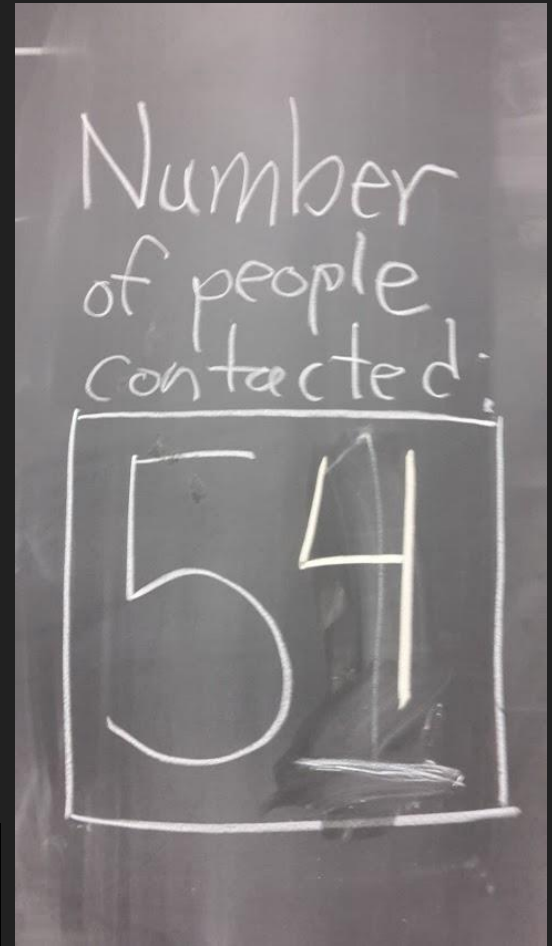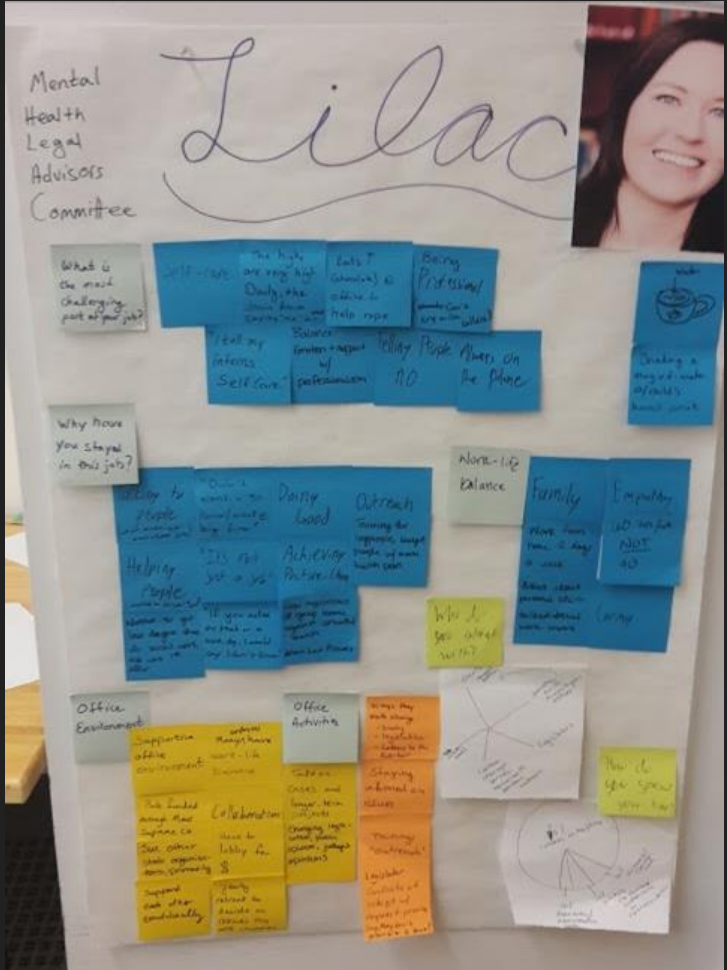# Our Semester's Journey Designing with Lawyers in Legal Aid and Public Defense
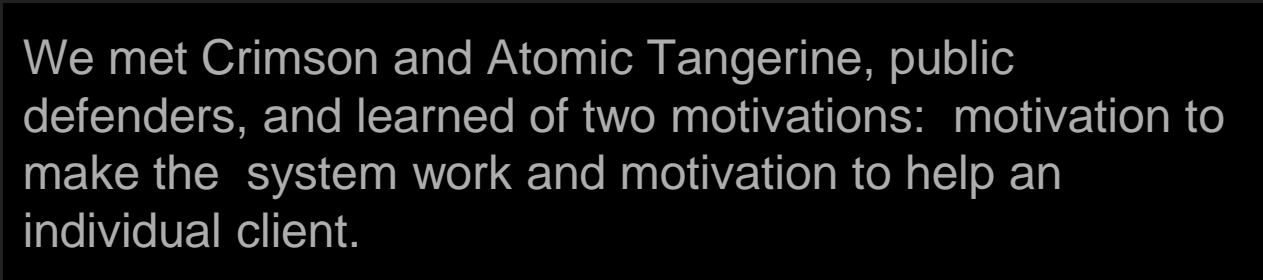
Team: Justin Kunimune, Emma Price, Connor Chin, March Saper, Coleman Ellis

We got our user group, set our learning goals and started contacting people.

We met Lilac, an intake attorney at a state-funded advocacy group in Boston, and learned about the second-hand trauma that many attorneys in legal aid experience.

We met Crimson and Atomic Tangerine, public defenders, and learned of two motivations: motivation to make the system work and motivation to help an individual client.

We realized we were starting to have design ideas and put them in a parking lot for later.

We mapped out the legal aid system in the Boston area to understand it better.
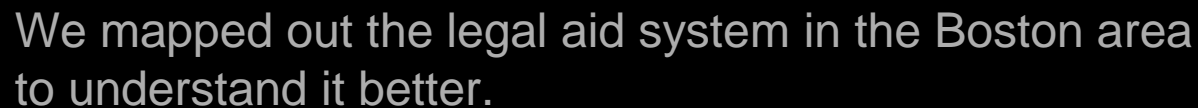
We met with more people who work in the legal aid/public defense space and eventually conducted 11 interviews.

We created a journey map, big 5 trait map and word + mood card framework to better understand our user group
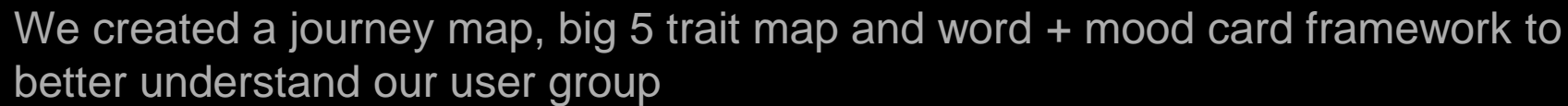
Helping clients is a driving passion but causes 2nd hand trauma

Those who maintain direct client contact are often emotionally connected to clients but analytical to support them.

"Lawyers educate and inform their clients, but in the it's the client's choice"

FEELS SOME BURNOUT, BUT THEIR PASSION KEEPS THEM THERE.

Many have stayed in same job, but find daily changes interesting

Want to fight for their clients but feel like the system is stacked

There is a strong interest in social work, but they feel law is more powerful

System-focused people tend to be more compartmental-ized.

We collected insight statements from all of our frameworks.

We created 3 personas from our interviews and frameworks: Supportive Sarah, Justice Jim and Tired Tracy

After our first design review and more reflection, we realized Tired Tracy was actually Translator Tracy.
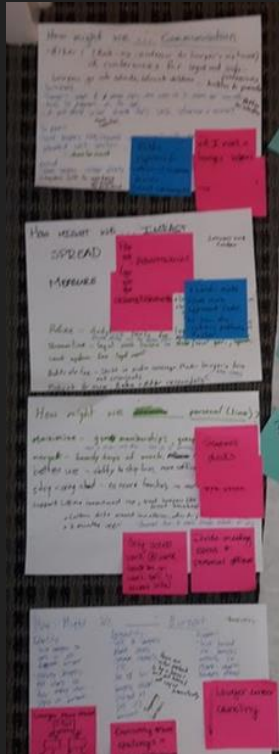
We began ideating design solutions using several methods including mind maps and association brainstorming.

We chose preliminary directions, went on our 1st codesign and learned how much lawyers in legal aid / public defense value their professional reputation.
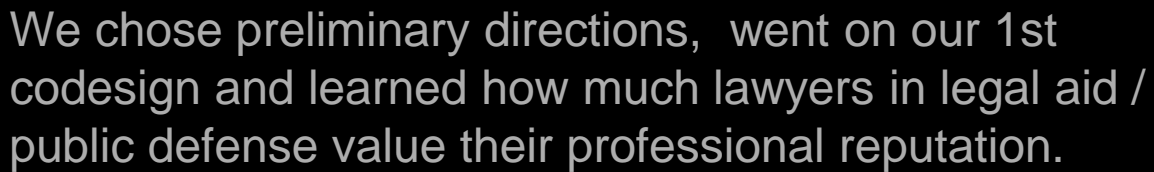
We went on our 2nd and 3rd codesigns and learned that sometimes the client is the best investigator in their own case and that it is important they be seen as a person.

We also heard about the difficulty of prioritizing self care in a job that induces second-hand trauma.

With these further insights, we converged on opportunity areas and shaped them using our personas, insight statements and design principles.

We developed 9 ideas, three each within the categories of emotional support, client + system interaction and removing inefficiencies.

At our second design review we presented three compelling future visions: an interactive pamphlet for clients, a decoration for recognizing accomplishments and a website for aggregating and searching for data.
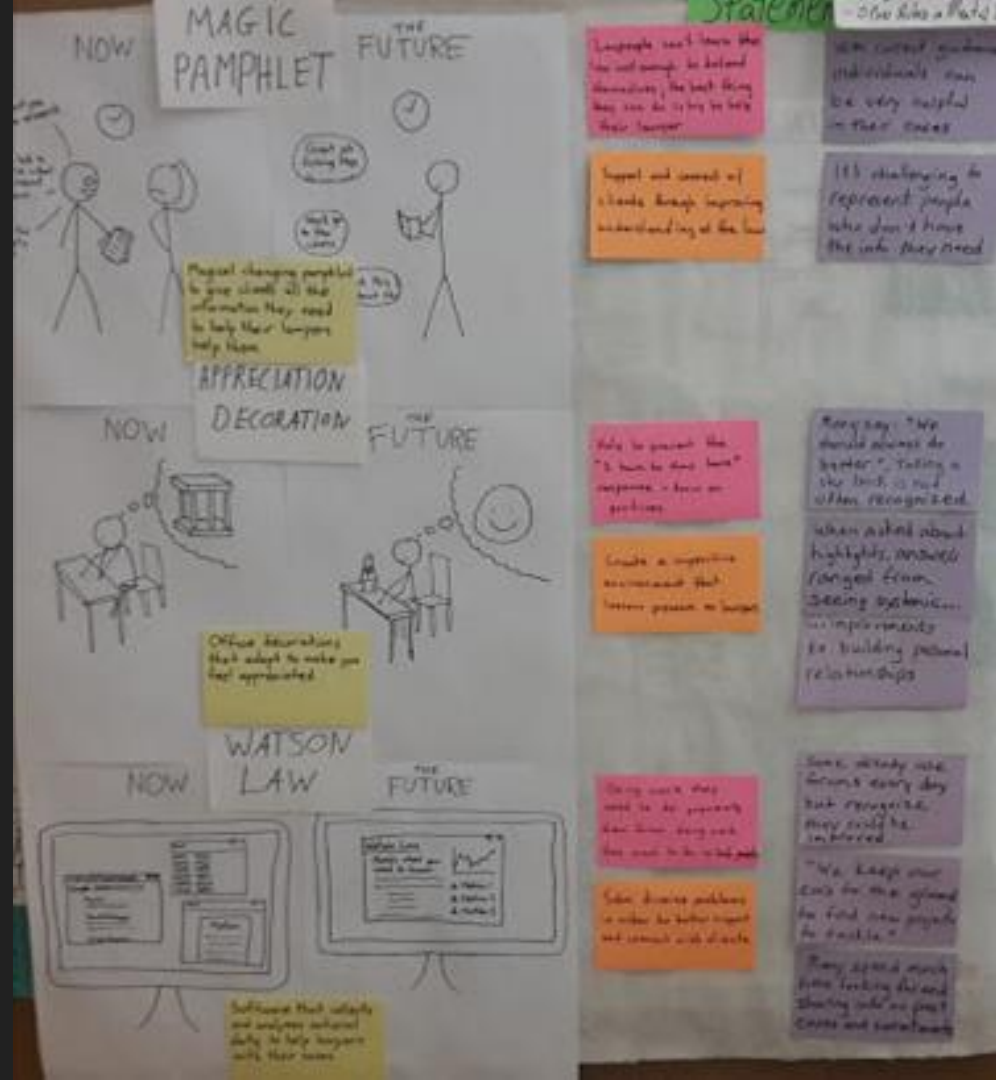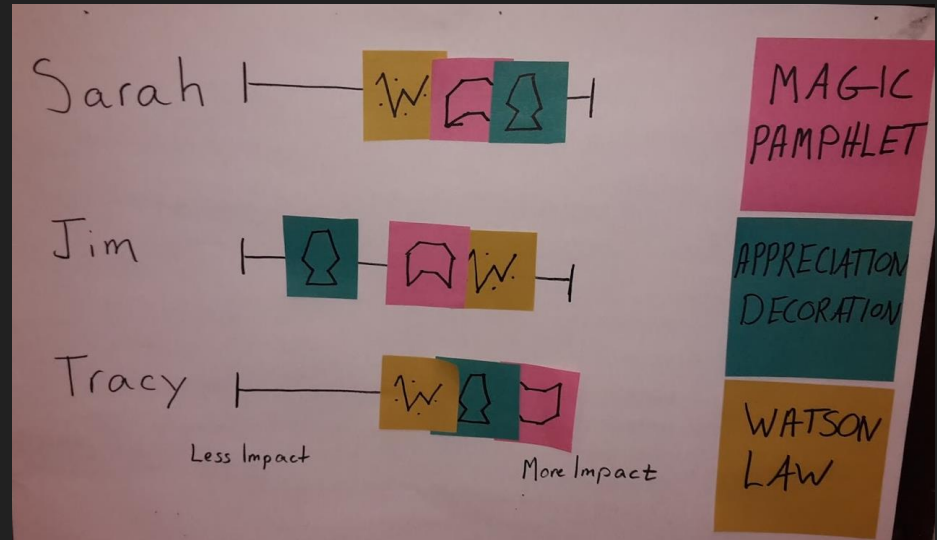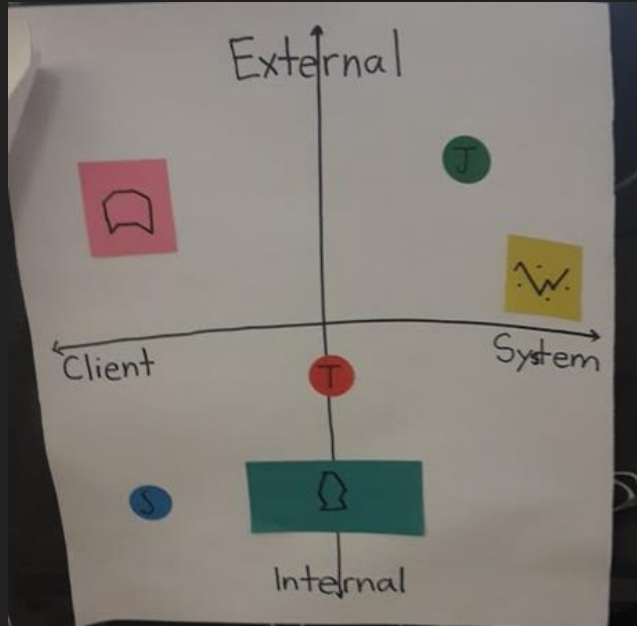
We evaluated our three directions in relation to our personas and chose our direction: appreciation and emotional support.
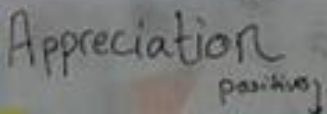
Then, we explored widely.
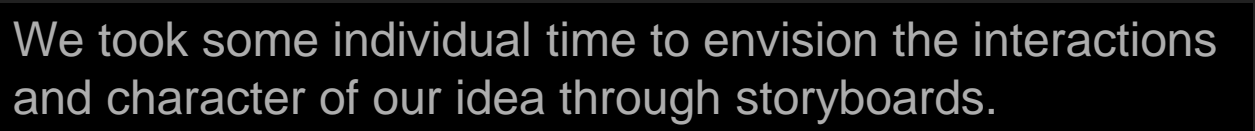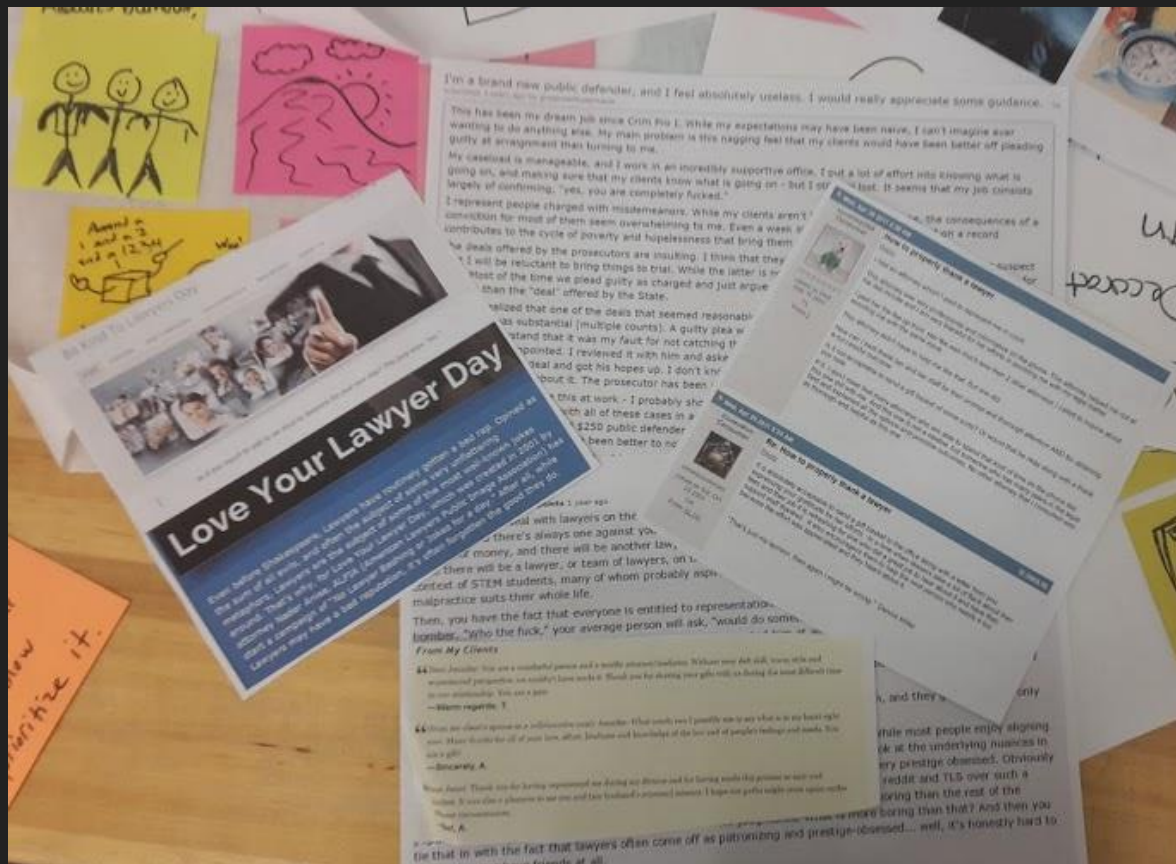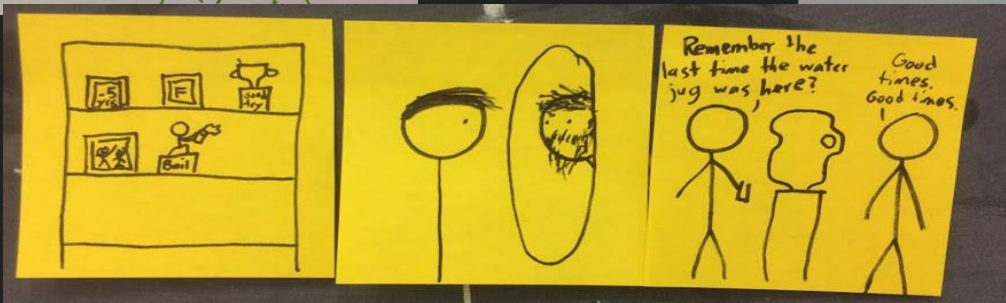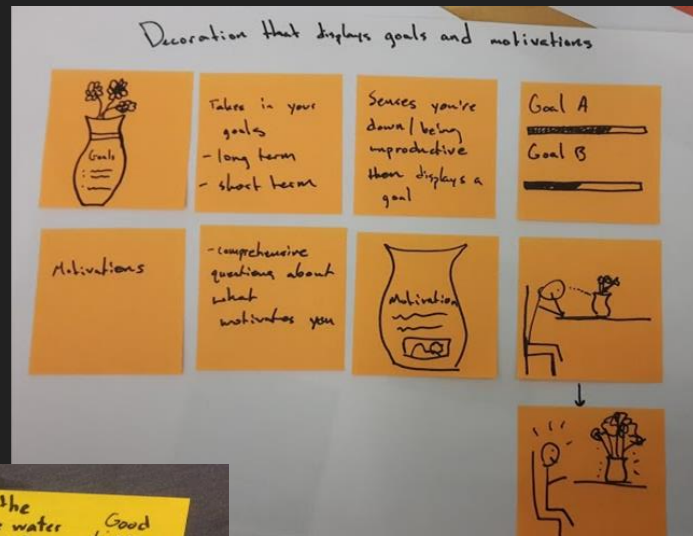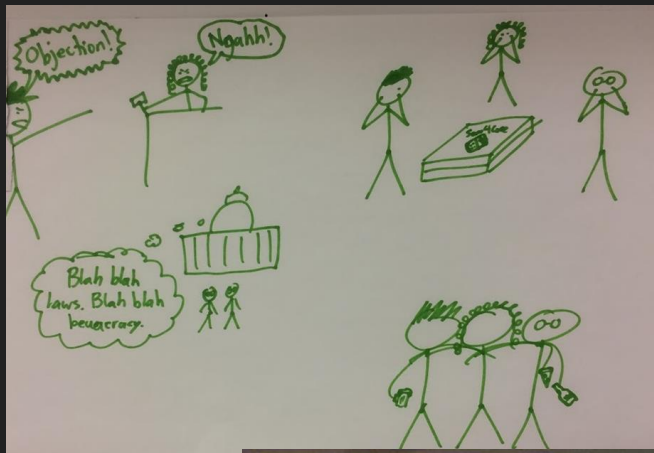
We took some individual time to envision the interactions and character of our idea through storyboards.

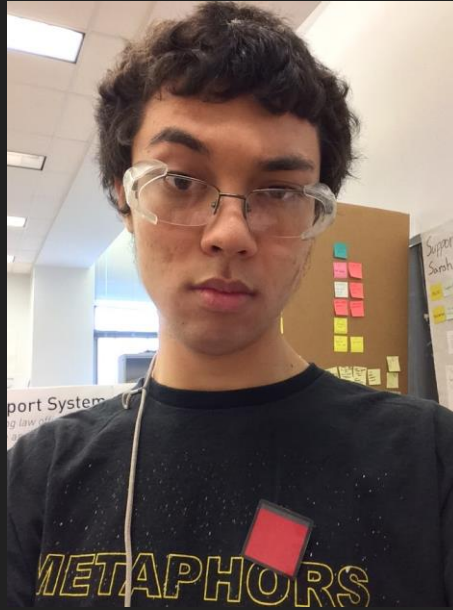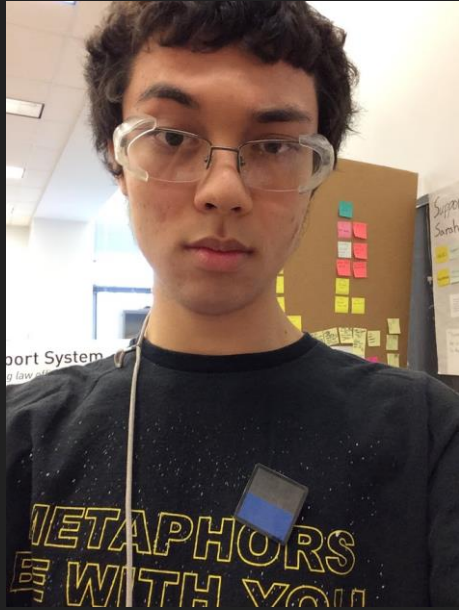We also examined trends in lawyer appreciation and workplace culture.

Then we combined the best of our individual ideas and roleplayed the interactions we wanted to facilitate.
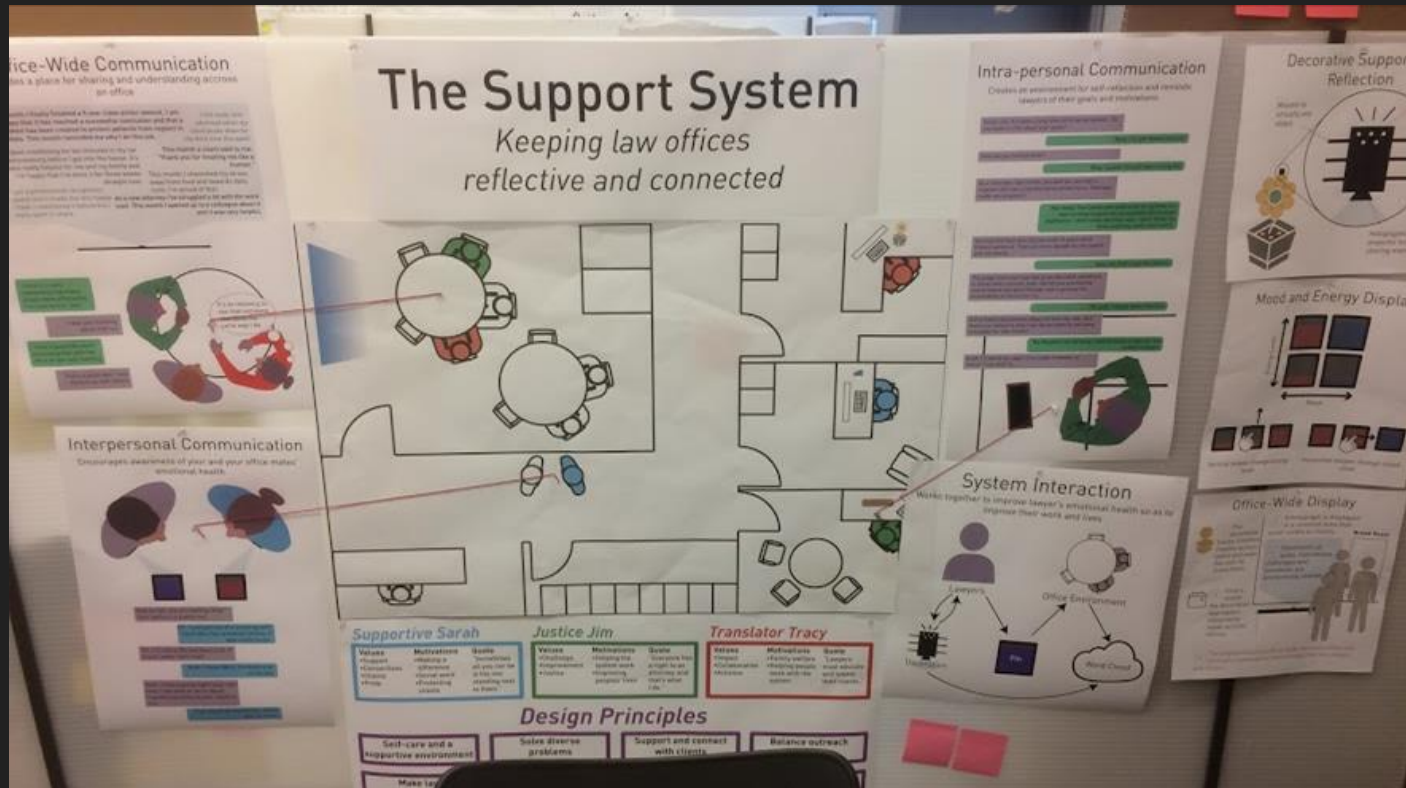
We used feedback from our instructors and others who visited our space to polish our design idea.

Making physical representations of the products involved in our idea helped us make choices about size.
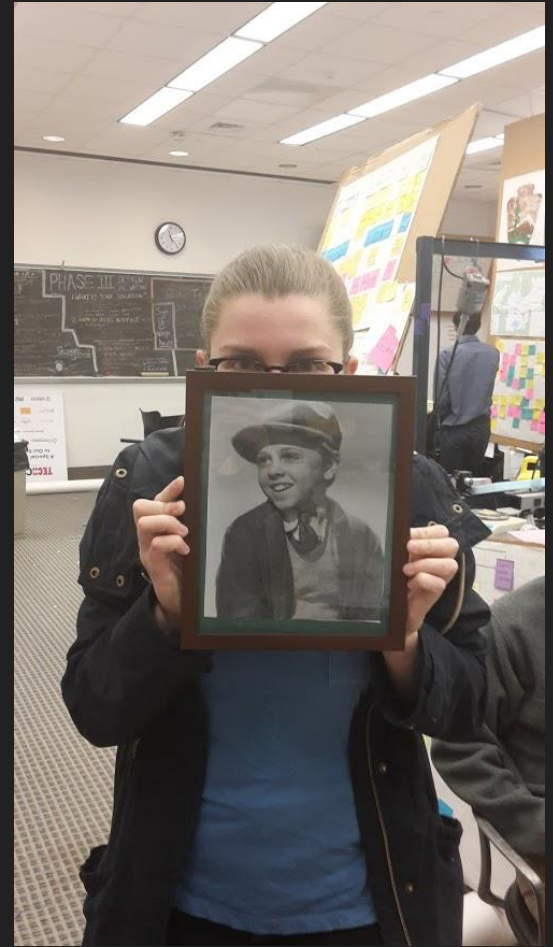
Finally, we prepared for one last design review.