

GROUP 15 SAMANTHA WANAMAKER

Legal Aid Society of San Diego

**Information Architecture
Redesign**

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Project Overview

The Legal Aid Society of San Diego is a non-profit that provides free legal services to lower income San Diego residents. The LASSD provides services to many areas such as health, housing, and economic hardships, but their information is arranged in a way where it is hard to find what you need.

A majority of the site's users gain access through their phone's browsers. This creates frustrations as most of the page is taken up with navigation guides such as the hamburger menu, breadcrumb navigation menu, and another navigational menu on the bottom of the page. They also have users go through multitude of pages before arriving at the page they want. The categories are also not clearly labeled, causing users to go through multiple categories to see if it contains the information they need. There are also hidden pages such as appointment and contact forms that can only be found on certain pages.

Objective

The goals for this project would be to rearrange the navigation so that there would be no need for multiple navigation bars, rearrange the information on the pages so it is one fluid page instead of multiple boxes of information, and make sure users do not have to go through multiple pages to arrive at the information they need. This will be achieved through accessing the current information architecture, finding areas that need improving and testing those assumptions.

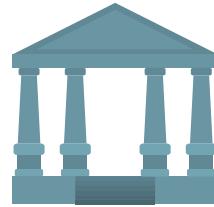
Personas

There are many services offered on the site, but the two main use cases are finding information requiring legal representation or applying for a position at the firm.



Denise

Denise needs information in figuring out which health coverage program is right for her and help in applying for those benefits.



Pamela

Pamela is retired and would like to spend her time volunteering at the firm.

Content Items

Some of the major content that users need to access are:

- Services provided by the firm and how to access these services
 - Health
 - Housing
 - Support for families
 - Economic stability
 - Safety and stability
 - Free clinics
- Jobs provided at the firm
- Donations to the firm
- Publications

Content Creation Milestones

Content Inventory

A qualitative assessment of the content on the site

User testing for organizational and categorical flow

Card Sort

Treejack Testing

Evaluating the findability of topics

Depict the layout and relationship of items on the site

Site Map

Content Inventory

The content inventory focused on primary, secondary, and tertiary level navigation, with some quaternary items. The major and obvious problem was the multiple navigation system. The top and side navigation worked in the same way with the same content listed, so I noted it once on my inventory and focused on using the top navigation. There was information with links that took users to the same page on almost every page; this was also listed once in the inventory instead of repeated. Some pages were listed under multiple secondary navigation pages. There were many external links and PDFs scattered throughout the pages with minimal organization, which I noted on my inventory. There were some important pages (e.g. outreach form) which were given small links and hidden. Some pages required multiple clicks to reach.

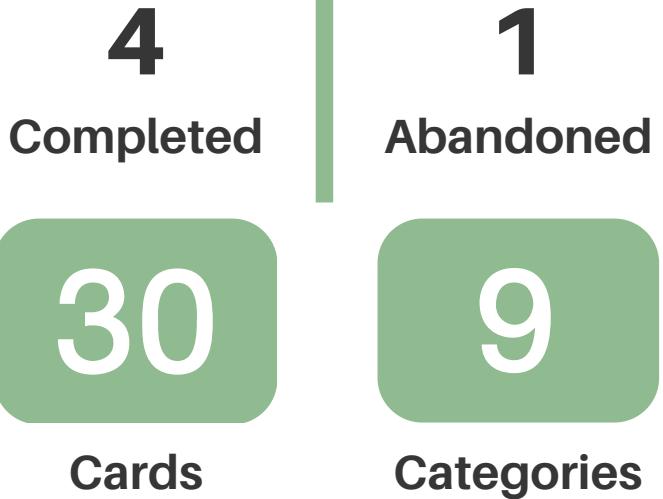
ID	First	Second	Third	Fourth	URL	Notes	PDF	External Links
0.00	Home				https://www.lasd.org/	Home page		
0.01		Search				Search bar on header		
1.00	What we do				https://www.lasd.org/what-we-do	list of their services		
1.01	Breadcrumbs					Home/What We Do On every page		
1.02	SideBar Navigation					Same navigational items contained in the header navigation		
1.03	Southeast San Diego Office				https://www.lasd.org/get-help/southeast-san-diego-office	Phone number and address for the southeast office, contains link to Google Maps repeated on every page under what we do		
1.04	Midtown Office				https://www.lasd.org/get-help/midtown-san-diego-office	Phone number and address for the midtown office, contains link to Google Maps repeated on every page under what we do		
1.05	North County Office				https://www.lasd.org/get-help/north-county-san-diego-office	Phone number and address for the north county office, contains link to Google Maps repeated on every page under what we do		
1.06	Help Form				https://www.lasd.org/contact/help-form?field_form_source=438	Form to submit a message		
1.07	Health				https://www.lasd.org/area/health	page with listing of health services; header and side nav repeated on every page under what we do		
1.07.1		Access to Health Care			https://www.lasd.org/area/access-health-care	sections on what we do; what coverage is right for me; links to helpful websites; header and side nav	Yes	Yes
1.07.2		Behavior Health			https://www.lasd.org/area/mental-health	information; links to webs site	Yes	Yes
1.08	Housing							
1.08.1		Eviction				Information related to eviction	Yes	
1.08.1.1			Free Clinic		https://www.lasd.org/area/free-clinics	training/information session		
1.08.2		Problems or Questions about Public Housing			https://www.lasd.org/area/problems-or-questions-about-public-housing			
1.08.3		Housing Discrimination			https://www.lasd.org/area/housing-discrimination	information about housing discriminations, videos	Yes	Yes
1.08.4		All Housing			https://www.lasd.org/area/all-other-housing		Yes	Yes
1.08.4.1			Free Clinic		https://www.lasd.org/content/eviction-clinic	training/information session		
1.08.5		Sources of Income Discrimination			https://www.lasd.org/sourceofincome	information of the illegal discrimination on rental housing based on income		
1.09	Support for Families				https://www.lasd.org/area/support-families	list of services related to family support		
1.09.1		CalWorks/CalFresh			https://www.lasd.org/area/calworks-calfresh	information of how to apply for food stamps or other welfare programs; how to prepare for appointments	Yes	Yes
1.09.2		Child Custody/Visitations/Divorce			https://www.lasd.org/area/child-custody-visitation-divorce	list of services they provide for this area; answers to some FAQs	Yes	Yes
1.09.2.1			Pro Bono/Volunteer Opportunities		https://docs.google.com/presentation/d/1tLcdUUDg4Vq7V4Wc8oY-B24dP75dJvBwBf0j9fO4-ecHtdgdoQ	List of Volunteer opportunities		
1.09.3		Housing			https://www.lasd.org/area/housing	a link to the housing section		
1.09.4		Children with Special Needs			https://www.lasd.org/content/children-special-needs	what kind of legal help you can get for childrens with special needs		
1.09.5		In Home Supported Services for Pro Bono Project			https://www.lasd.org/content/home-supportive-services-pro-bono-project	who can get help, what kind of help		

Figure 1 Content Inventory

Card Sort Hybrid 1

The first card sort was not very effective in providing insight into content organization.

- The results varied across participants
- Some of the cards were not clear
 - Participants were not familiar with some of the terms such as "In-Home Supportive Services" or "CalFresh/CalWorks"?
- The categories, most which were the same as the ones listed on the site, left it open to interpretation
 - The "Jobs" section was meant to be a category to house jobs or volunteer opportunities offered by the firm, not for cards that would help find jobs



Takeaways:

- Create better category titles that are more clear in their meaning
- Add in definitions for terms so that participants can make better informed selection during sorts

Name	About	Economic Stability	Family Support	Free Clinic	Health	Housing	Jobs	Safety and Stability	Not standardized
Access to Health Care					3			1	
All Other Housing						3		1	
Bankruptcy Self Help Center	3	1							
Behavioral Health					4				
CalWorks/CalFresh	1				1			1	
Child Custody/Visitations/Divorce				4					
Children with Special Needs			3		1				
Civil Harassment Restraining Order				1		1			2
Conservatorship	2	1	1						
Consumer Protection		2						2	
Domestic Violence Restraining Order				2	1			1	
elder Abuse Restraining Order	1			1		1			1
Eviction						4			
Eviction Clinics					1		1	1	1
Federal Tax	4								
Fellowships				1				3	
Free Clinics					3				1
Get Involved	2							2	
Housing Discrimination						4			
Immigration		1	2						1
In Home Supported Services for Pro Bono Project				3					
Mission Statement	4								
Pro Bono					1	1	2		
Problems or Questions about Public Housing							4		
Restraining Order Clinics					1		1		2
Sources of Income Discrimination			2				1	1	
SSI	1	1							1
Volunteer Attorneys	1							2	
WIC	5					1			

Figure 2 Card Sort 1

Card Sort Hybrid 2

The second card sort focused primarily on the services offered by the firm, as that is where the majority of the content resided.

- The results showed that participants sorted most cards into similar categories
- There were six cards which users had trouble placing
 - CalFresh/CalWorks
 - Consumer Protection
 - Housing Discrimination
 - Immigration
 - In-Home Supportive Services
 - Income Discrimination

6 Completed
0 Abandoned

19

Cards

6

Categories

Takeaways:

- Create new categories or rename items for clarity for those that participants had trouble with
- There were two new categories created after this sort: "Immigration" and "Consumer Protection"
 - These two categories are meant to only contain one item each, as I could not come up with a category that better encompassed these two terms or a way to distribute and combine the other items

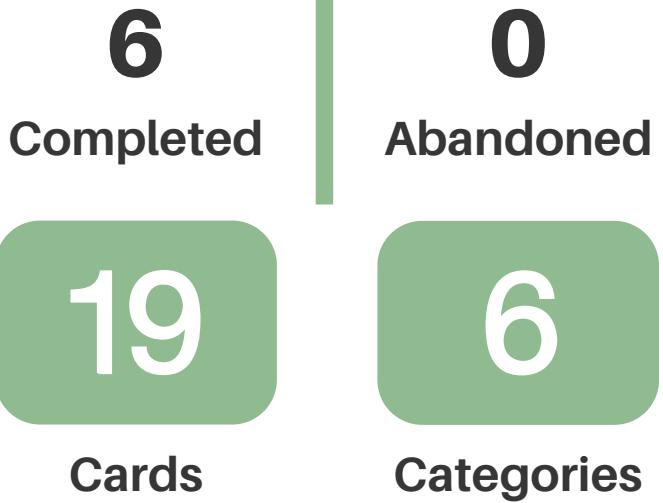
Name	Economic Stability	Family Support	Health	Housing	Not Sure	Safety
Access to Health Care			6			
Bankruptcy	6					
Access to Behavioral Health		1	5			
CalWorks/CalFresh (food/cash assistance)	2	3	1			
Child Custody		5				1
Children with Special Needs		6				
Civil Harassment Restraining Order						6
Conservatorship		6				
Consumer Protection	4					2
Domestic Violence Restraining Order						6
Elder Abuse Restraining Order						6
Eviction				6		
Federal Tax	6					
Housing Discrimination		1	4	1		
Immigration	3	1				2
In Home Supported Services (homemaker and personal care assistance)		3	2	1		
Public Housing FAQ				6		
Income Discrimination	4	1				1
SSI (Supplemental Security Income)	5	1				

Figure 3 Card Sort 2

Card Sort Hybrid 3

The third card sort placed the other items and categories from the site along with the new items and categories created from the second card sort.

- The results showed a consolidation of where participants sorted the items
- The new categories, "Immigration" and "Consumer Protection", contain only one item each
- The "Publications" category seemed to have caused a little confusion
- The renamed categories "About the Firm" and "Jobs at the Firm" seemed to help participants sort the items that were causing confusion in the first card sort



Name	About the Firm	Consumer Protection	Economic Stability	Family Support	Health	Housing	Immigration	Jobs at the Firm	Not Sure	Publications	Safety	Free Clinics
About the Firm	6				1	5						
Access to Behavioral Health						6						
Access to Legal/Care												
Annual Reports of the Firm	2			5								4
Bankruptcy	1			3	2	1						
CalWorks/CalFresh (food/cash aid)												
Child Custody						6						
Children with Special Needs						6						
Civil Harassment Restraining Order												
Conservatorship												6
Consumer Protection		6					6					
Domestic Violence Restraining Order											6	
Donations	2			1					3			
Elder Abuse Restraining Order											6	
Eviction						6						
Federal Tax												6
Fellowships (Training and intern positions)	1								5			
Form to Request Outreach/Training from the Firm	5									1		
Free Clinics												
History of the Firm	6											
Housing Discrimination						6						
Immigration							6					
In Home Supported Services					5							
Immigration Information				1	3				1	1		
Law City Position							6					
Mission Statement of the Firm	6									5		
PDF Samples	1											
Pro Bono Positions									6			
Public Housing FAQ						5				1		
SSI (Supplemental Security Income)					6							
Volunteer Attorney Positions							6					

Figure 4 Card Sort 3

Treejack Testing

Tasks:

1

You have applied to receive government assistance for food purchases (Cal Fresh), but you were denied. You want to request a hearing, but are not sure how to begin the process. Where would you go to find more information?

2

You would like to gain the authority to manage your uncle's financial affairs as he cannot manage them himself due to mental limitations. You have found out that this is a court process called conservatorship. Where would you go to gain more information about this proceeding?

3

You have witnessed your grandmother being abused by a caregiver at her nursery home. You want to find more information on what to do to get a restraining order against the caregiver for your grandmother.

4

You are a permanent resident and would like help in your naturalization process to become a U.S. citizen. Where would you find this information?

5

You are a retired attorney that wants to volunteer their time to the firm. Where would you go to find volunteer opportunities?

Treejack Testing 1

This test was done after the first card sort. It was of no surprise that the result and comments showed confusion from the participants. The success rates for all the tasks were low (70%) and one participant skipped the first task. Participants also seemed to backtrack and clicked through the navigation before selecting their choice. This showed that there really needed to be a more in-depth look into the categories I created and to go back to the card sort to create a better layout for my items. There were also issues of participants not being familiar with the terms as well.

6

Participants

70%

Success Rate

57%

Directness Rate

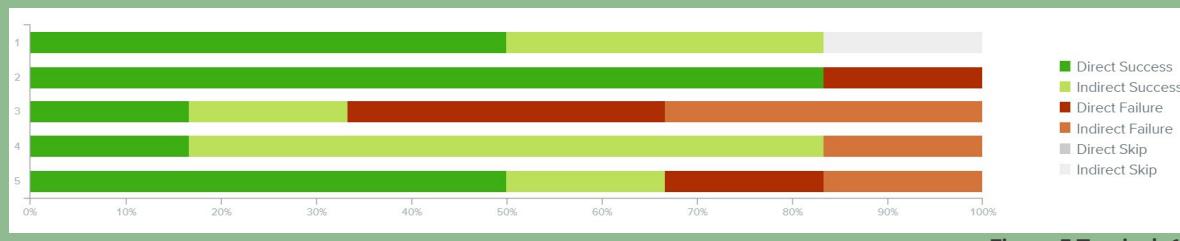


Figure 5 Treejack 1

Treejack Testing 2

The next treejack test made from the data gathered from the second and third card sort had much better success rates. The same tasks were used to measure improvements to the navigation layout. However, participants still struggled with the navigation, especially for the first task. This turned out to be the task involving "CalFresh/CalWorks" which was a problem item in the card sort as well. This was something that needed to be addressed next.

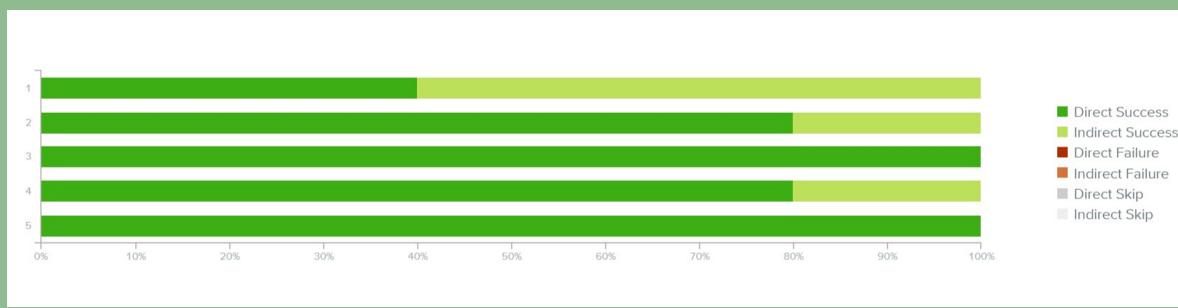
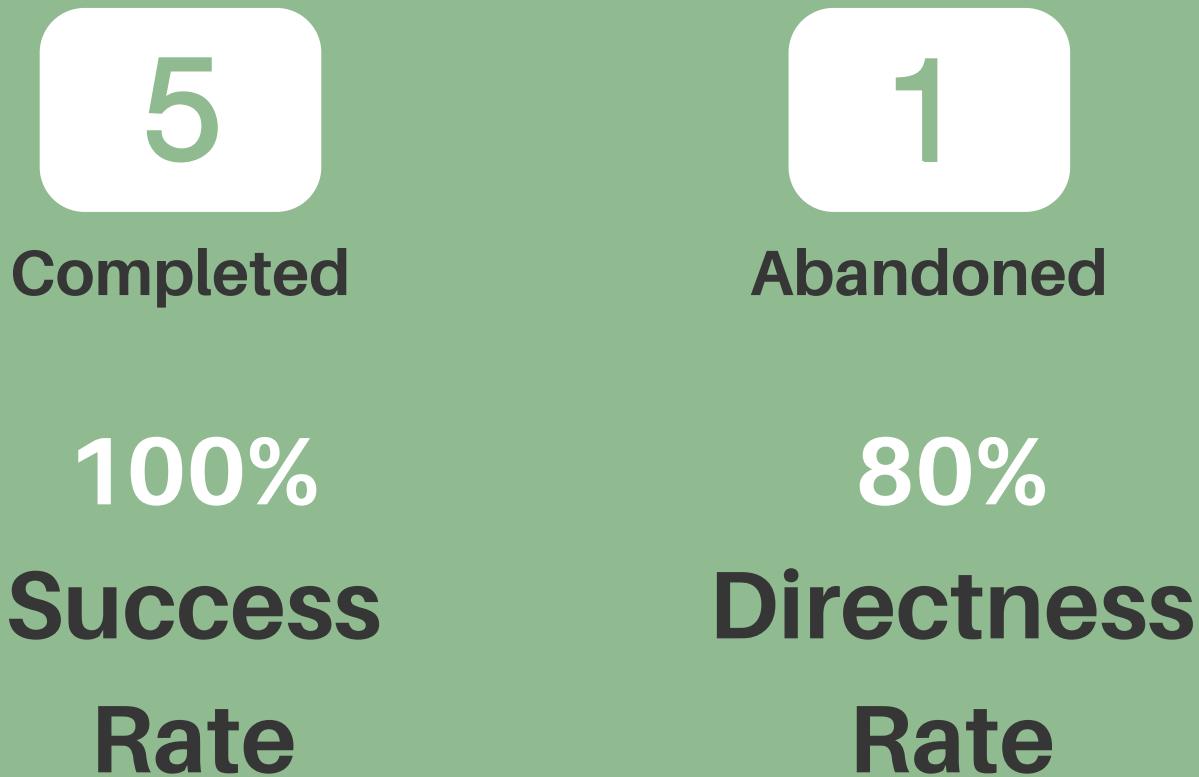


Figure 6 Treejack 2

Treejack Testing 3

This test was focused on the "CalFresh/CalWorks" item that caused confusion in the previous test. Based on the results from the treejack and the card sort, this item was divided into two, with an emphasis on food aid. "CalFresh" was placed in "Family Support" category. "CalWorks" was given the emphasis of cash aid and placed in the "Economic Support" category.

Tasks:

1

You are having trouble acquiring food and would like to apply to CalFresh, a public assistance program to receive a food stipend. You would like to seek help from the law firm in the application process. Where would you go to find more information?

2

You want to apply to CalWorks, a public assistance program, to receive cash benefits, but you are having a hard time with the process and would like to seek help from the law firm. Where would you go to find more information?

5

Participants

100%
Success 90%
Directness
Rate Rate

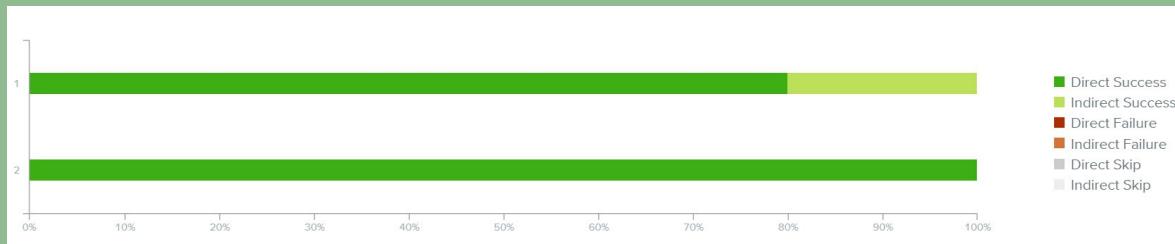
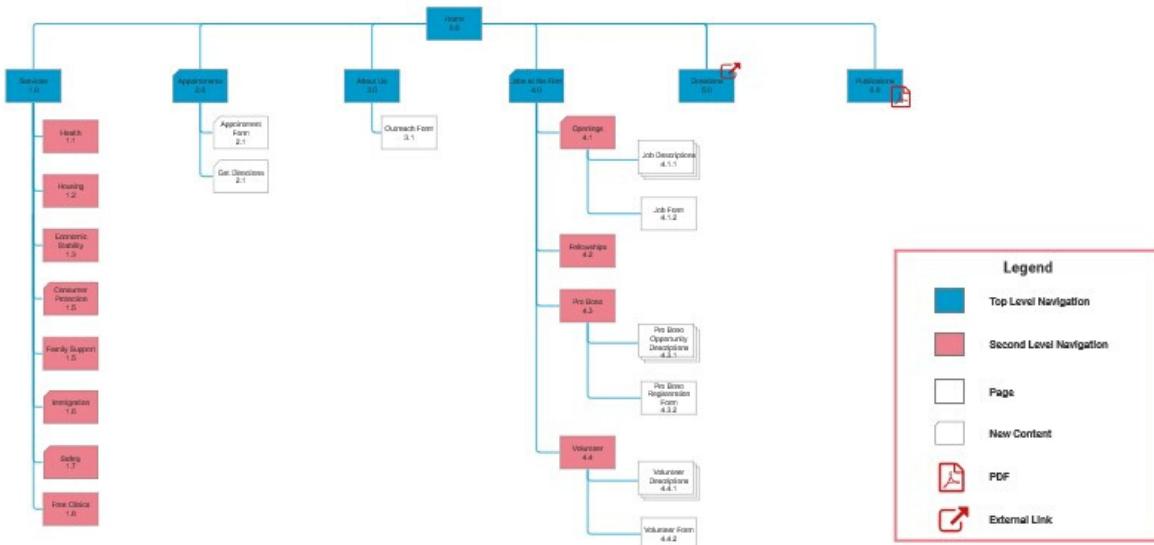


Figure 7 Treejack 3

Sitemap

Below is the final sitemap created from all the data gathered from the card sort and treejack testing. The overview has six top level navigation. Since the second level navigation for "Services" contains eight categories, it was expanded in a separate page.

LASSD Design: Overview



LASSD Design: In-Depth

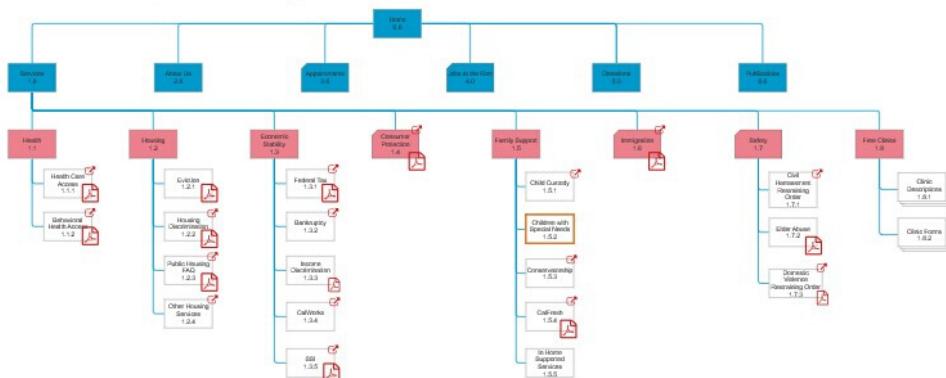


Figure 8 Sitemap

Chalkmark

Tasks:

1. You need help with your Supplemental Security Income (SSI) claim. Where would you go to find more information about this topic?
2. You have a mentally incapacitated uncle whose parents recently passed away. They left your uncle money in order for him to be taken care of. You want to file for a conservatorship in order to take guardianship of your uncle to help manage his finances. You're not sure how to start this process and would like to see if LASSD can help you. Where would you go to find more information?
3. You want to make an appointment to see a legal representative. Where would you go?
4. Where would you go to learn more about how to file a restraining order against your neighbor that has been stalking you?

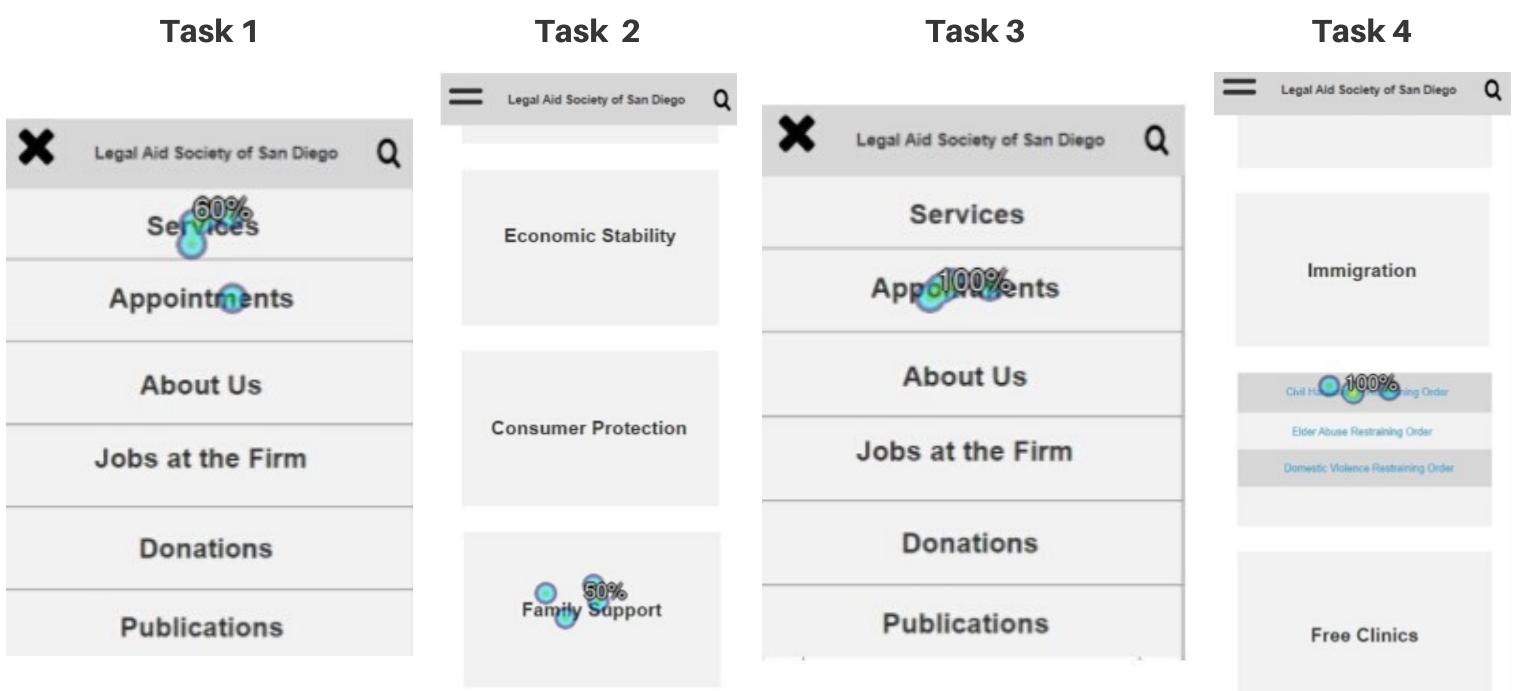


Figure 10 Chalkmark

All tests had high success rates. Majority of the participants clicked on the text. In the wireframe, the entire box area where the text is contained is clickable, but some text might benefit from having a larger font so users do not feel like they have to aim to click.

Wireframe

The wireframe was created with the sitemap in mind. The biggest difficulty was finding a way to present all of the items in the "Service" categories without having the user go through multiple pages or clicking through the navigation panel. The solution was to create a "Service" page that contained cards with category titles. Clicking on the card would "flip" it over showing the individual items under the category. This way the user can look through multiple cards, if they have to, without having to click through pages to find their items.

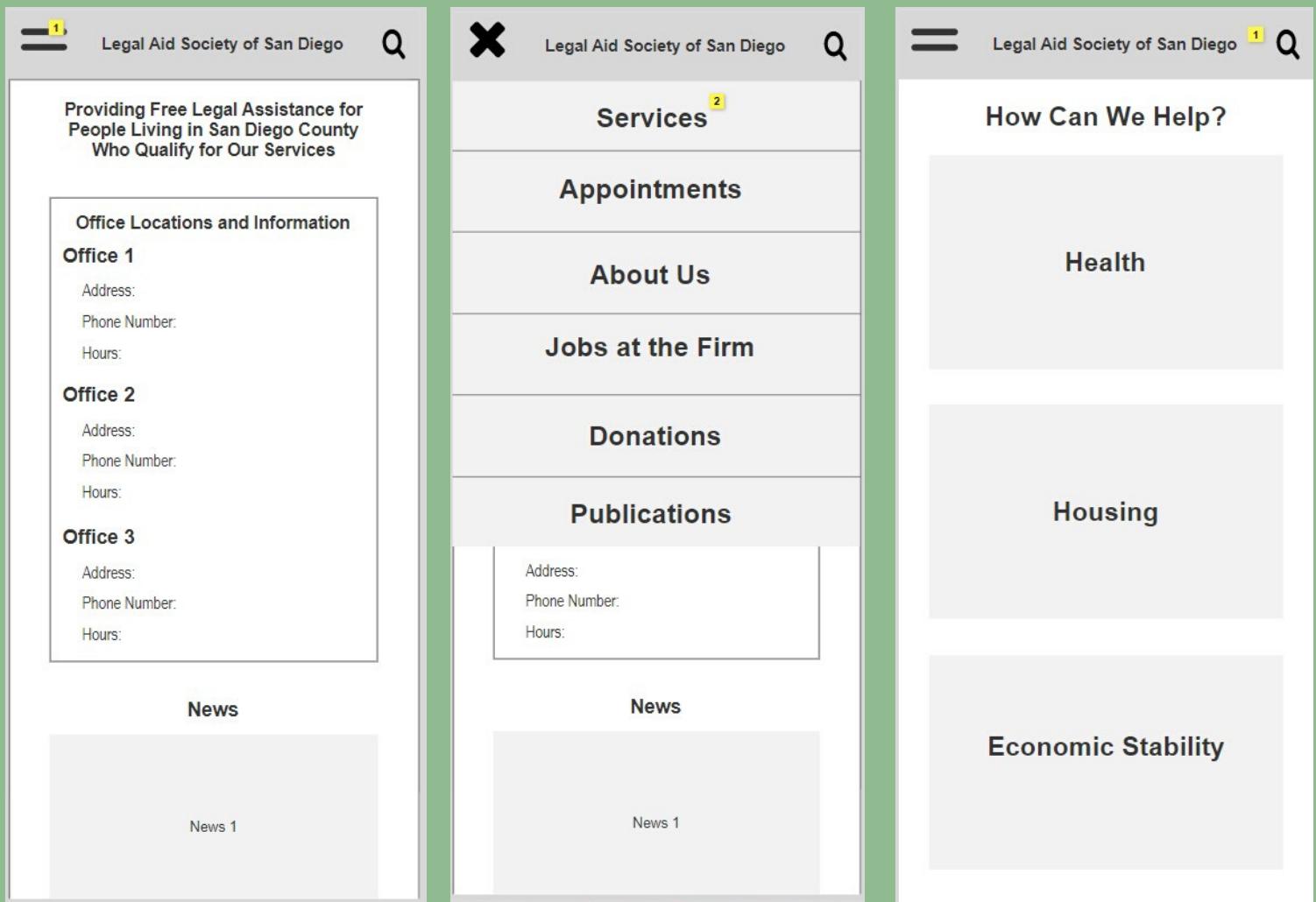


Figure 9 Wireframes 1

Wireframe cont.

Primary Task 1:

Imagine that you have a mentally incapacitated uncle whose parents recently passed away. They left your uncle money in order for him to be taken care of. You want to file for a conservatorship in order to take guardianship of your uncle to help manage his finances. You're not sure how to start this process and would like to see if LASSD can help you and make an appointment to see a legal representative.

Primary Task 2:

Imagine that you are recently retired and are looking to fill your newfound free time. You learn of the non-profit law firm and would like to dedicate your time helping in anyway you can. Where would you go to find volunteer opportunities?

View the appendix for wireframes

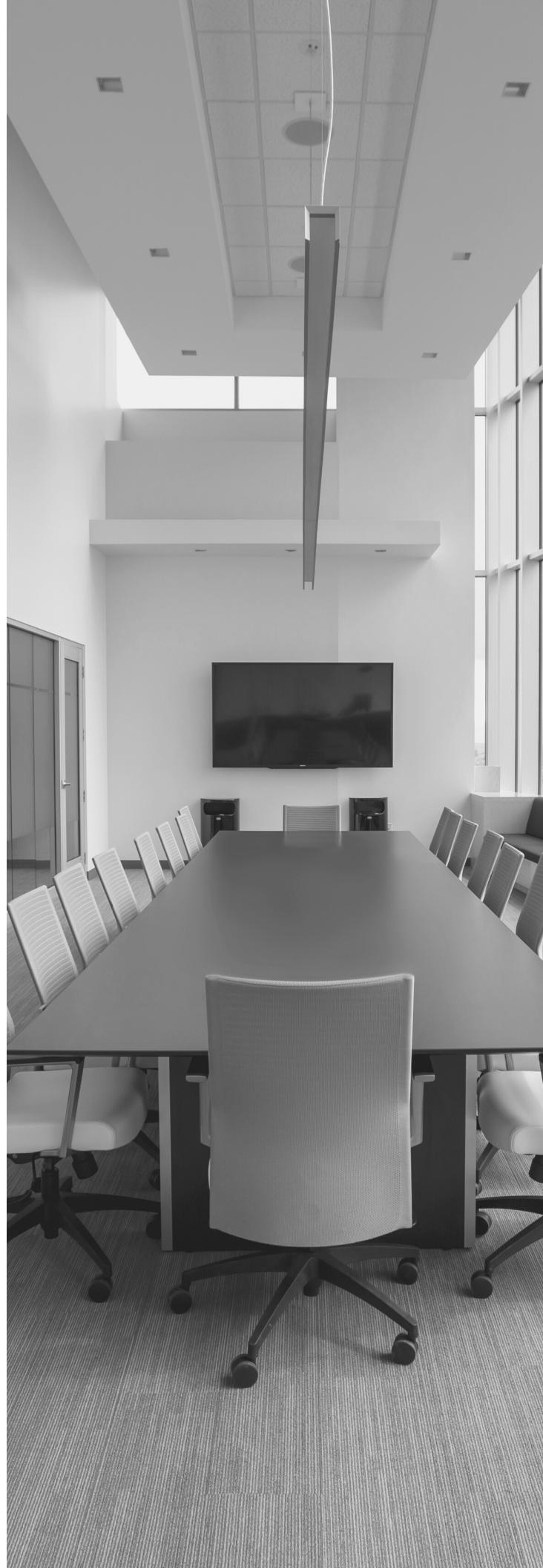
Retrospective

Things learned and improvements to strive for.

There was a lot of trial and error throughout this process. In theory, the individual steps seemed easy to do, but I messed up several times even setting up a card sort. A lot of thought and careful planning has to go into setting up the tests. I realized that wording and intent of a term is sometimes hard to convey, especially for law terms that have rigid definitions.

I was also surprised a lot of the time in where users showed struggle with sorting certain cards or finding a certain page. It shows that no matter how well you think you've organized something, it doesn't always work for other people.

There were certain areas I would have liked to explore more deeply, especially the "Publication" section that I didn't have the time to go more into detail with. I think the sections under service could also be organized a little better, maybe with more precise category and page labels. I had a little difficulty creating categories that went beyond what was already offered on the site. I would like to see if I could create different categories that could possibly combine some items or category titles that can better translate the intent behind it.



APPENDIX



19

CONTENT INVENTORY

20

CARD SORT 1

21

CARD SORT 2

22

CARD SORT 3

23

TREEJACK 1

25

TREEJACK 2

27

TREEJACK 3

28

SITEMAP

30

CHALKMARK

31

WIREFRAME 1

32

WIREFRAME 2

34

WIREFRAME 3

Content Inventory

ID	First	Second	Third	Fourth	URL	Notes	PDF	External Links
0.00	Home				https://www.lassd.org/	Home page		
0.01	Search					Search bar on header		
1.00	What we do				https://www.lassd.org/what-we-do	list of their services		
1.01	Breadcrumbs					Home/What We Do On every page		
1.02	SideBar Navigation					Same navigational items contained in the header navigation		
1.03	Southeast San Diego Office				https://www.lassd.org/get-help/southeast-san-diego-office	Phone number and address for the southeast office, contains link to Google Maps repeated on every page under what we do		
1.04	Midtown Office				https://www.lassd.org/get-help/midtown-san-diego-office	Phone number and address for the midtown office, contains link to Google Maps repeated on every page under what we do		
1.05	North County Office				https://www.lassd.org/get-help/north-county-san-diego-office	Phone number and address for the north county office, contains link to Google Maps repeated on every page under what we do		
1.06	Help Form				https://www.lassd.org/contact/help-form?field_form_source=439	Form to submit a message		
1.07	Health				https://www.lassd.org/area/health	page with listing of health services; header and side nav repeated on every page under what we do		
1.07.1	Access to Health Care				https://www.lassd.org/area/access-health-care	sections on what we do; what coverage is right for me; links to helpful websites; header and side nav	yes	yes
1.07.2	Behavior Health				https://www.lassd.org/area/mental-health	information links to webs sites	yes	yes
1.08	Housing							
1.08.1	Eviction					Information related to eviction	yes	
1.08.1.1	Free Clinic				https://www.lassd.org/area/free-clinics	training/information session		
1.08.2	Problems or Questions about Public Housing				https://www.lassd.org/area/problems-on-questions-about-public-housing		yes	
1.08.3	Housing Discrimination				https://www.lassd.org/area/housing-discrimination	information about housing discriminations, videos	yes	yes
1.08.4	All Housing				https://www.lassd.org/area/all-other-housing		yes	
1.08.4.1	Free Clinic				https://www.lassd.org/content/eviscon-clinic	training/information session		
1.08.5	Sources of Income Discrimination				https://www.lassd.org/sourceincome	information of the illegal discrimination on rental housing based on income		
1.09	Support for Families				https://www.lassd.org/area/support-families	list of services related to family support		
1.09.1	CalWorks/CalFresh				https://www.lassd.org/area/calworks-calfresh	information of how to apply for food stamps or other welfare programs; how to prepare for appointments	yes	yes
1.09.2	Child Custody/Visitation/Divorce				https://www.lassd.org/area/child-custody-visitation-divorce	list of services they provide for this area; answers to some FAQs	yes	yes
1.09.2.1	Pro Bono/Volunteer Opportunities				https://docs.google.com/spreadsheets/d/1Lc4wUD4Yq7V4WeBXYO-B2z4Rf54d1aR0jF09tOA/edit#gid=0	List of Volunteer opportunities		
1.09.3	Housing				https://www.lassd.org/area/housing	a link to the housing section		
1.09.4	Children with Special Needs				https://www.lassd.org/content/children-special-needs	what kind of legal help you can get for childrens with special needs		
1.09.5	In Home Supported Services for Pro Bono Project				https://www.lassd.org/content/home-supportive-services-pro-bono-project	who can get help, what kind of help		
1.10	Maintaining Economic Stability				https://www.lassd.org/area/maintaining-economic-stability	list of services related to economic stability		
1.10.1	Consumer Protection				https://www.lassd.org/area/consumer-protection	list of problems the firm can help with; list of consumer news; links to self self documents; places to get more information	yes	yes
1.10.1.1	Free Clinics				https://www.lassd.org/content/eviction-clinic	training/information session		
1.10.2	CalWorks/CalFresh				https://www.lassd.org/area/calworks-calfresh	takes you to the calfresh/calworks page		
1.10.3	SSI				https://www.lassd.org/area/ssi	what we do; information and training for providers; get involved; community resources	yes	yes
1.10.4	Federal Tax				https://www.lassd.org/area/federal-tax	stimulus check information; what we do; FAQ on filing taxes; how to prepare for appointment; self help forums; educational videos		
1.10.5	Bankruptcy Self Help Center				https://www.lassd.org/content/bankruptcy-self-help-center	how to get help; stimulus check information	yes	yes
1.10.5.1	Free Clinic				https://www.lassd.org/content/eviction-clinic	training/information session		
1.11	Safety and Stability				https://www.lassd.org/area/safety-and-stability	list of services related to safety and stability		
1.11.1	Immigration				https://www.lassd.org/area/immigration	what we do; how to prepare for your appointment; questionnaires to help with your appointment; other places to get help	yes	yes
1.11.2	Conservatorship				https://www.lassd.org/area/conservatorship	types of conservatorship they can help with; what we can do; assistance with related problems		
1.11.3	Child Custody/Visitation/Divorce				https://www.lassd.org/area/child-custody-visitation-divorce	child custody case		
1.11.4	Domestic Violence Restraining Order				https://www.lassd.org/area/domestic-violence-restraining-order	what we can do; preparing for your visit to the clinic; self help documents; educational videos; domestic violence information; online safety tips		
1.11.5	Elder Abuse Restraining Order				https://www.lassd.org/area/elder-abuse-restraining-order	what we can do; preparing for your visit to the clinic; self help documents; elder abuse information		
1.11.5.1	Free Clinic				https://www.lassd.org/content/eviction-clinic	training/information session		
1.11.6	Civil Harassment Restraining Order				https://www.lassd.org/area/civil-harassment-restraining-order	what we can do; preparing for your visit to the clinic; self help documents; civil harassment information		
1.11.6.1	Free Clinic				https://www.lassd.org/content/eviction-clinic	training/information session		
1.11.7	Restraining Order Clinics				https://www.lassd.org/content/restraining-order-clinics	how to get help		
1.11.7.1	Free Clinic				https://www.lassd.org/content/eviction-clinic	training/information session		
1.12	Free Clinics				https://www.lassd.org/content/eviction-clinic	training/information session	yes	
2.00	Get Help				https://www.lassd.org/get-help	office location; phone numbers; hours of operation		
3.00	About				https://www.lassd.org/about	about page		
3.01	History				https://www.lassd.org/about/history	history of LASSD		
3.02	Mission Statement				https://www.lassd.org/about/mission-statement	mission statement		
3.03	What is CCHEA				https://www.lassd.org/about/what-is-cchea	explanation of what CCHEA is		
4.00	Get Involved				https://www.lassd.org/get-involved	get involved page		
4.01	Pro Bono				https://www.lassd.org/pro-bono	pro bono page		
4.01.1	PRO BONO PROGRAM PARTNERS, FUNDERS & SUPPORTERS (2014-2015)				https://www.lassd.org/pro-bono-program-partners-funders-supporters-2014-2015	lists of partners and supporters	yes	
4.02	Volunteer Attorneys				https://www.lassd.org/volunteer-attorneys	what you can do as a volunteer attorney		
4.02.1	Pro Bono Attorney Application				https://www.lassd.org/content/pro-bono-attorney-application	Form to submit application form for pro bono attorney		
4.03	Fellowships				https://www.lassd.org/fellowships	page to fellowships	yes	
4.03.1	Support for Families				https://www.lassd.org/area/support-families	previously listed page with same title		
4.03.2	Housing				https://www.lassd.org/area/housing	previously listed page with same title		
4.03.3	Maintaining Economic Stability				https://www.lassd.org/area/maintaining-economic-stability	previously listed page with same title		
4.03.4	Safety and Stability				https://www.lassd.org/area/safety-and-stability	previously listed page with same title		
4.03.5	Health				https://www.lassd.org/area/health	previously listed page with same title		
4.04	Law Clerks				https://www.lassd.org/law-clerks	volunteer opportunities for law students		
4.04.1	Law Student Volunteer Application				https://www.lassd.org/content/law-student-volunteer-application	Form to submit application form for law student volunteer		
4.05	Other Volunteers				https://www.lassd.org/other-volunteers	other volunteers page		
4.04.1	Team Volunteer				https://www.lassd.org/content/team-volunteer	Form to submit application form for team volunteer		
5.00	Donate				https://www.lassd.org/donate	donations page		
6.00	Jobs				https://www.lassd.org/jobs	jobs page	yes	
7.00	Publications				https://www.lassd.org/publications	list of publications such as annual CCHEA reports, newsletters, and brochures	yes	

Card Sort 1

Categories

About
 Economic Stability
 Family Support
 Free Clinic
 Health
 Housing
 Jobs
 Safety and Stability
 Not standardized

Cards

Access to Health Care
 All Other Housing
 Bankruptcy Self Help Center
 Behavioral Self Help Center
 Behavioral Health
 CalWorks/CalFresh
 Child
 Custody/Visitations/Divorce
 Children with Special Needs
 Civil Harassment Restraining Order
 Conservatorship
 Consumer Protection
 Domestic Violence Restraining Order
 Elder Abuse Restraining Order
 Eviction
 Eviction Clinics
 Federal Tax
 Fellowships
 Free Clinics
 Get Involved
 Housing Discrimination
 Immigration
 In Home Supported Services for Pro Bono Project
 Mission Statement
 Pro Bono
 Problems or Questions about Public Housing
 Restraining Order Clinics
 Sources of Income Discrimination
 SSI
 Volunteer Attorneys
 What is CCHEA

Name	About	Economic Stability	Family Support	Free Clinic	Health	Housing	Jobs	Safety and Stability	Not standardized
Access to Health Care					3			1	
All Other Housing						3		1	
Bankruptcy Self Help Center	3	1				4			
Behavioral Health									
CalWorks/CalFresh	1					1		1	
Child Custody/Visitations/Divorce					4				
Children with Special Needs					3	1			
Civil Harassment Restraining Order					1	1			2
Conservatorship	2	1							
Consumer Protection					2			2	
Domestic Violence Restraining Order					2	1		1	
Elder Abuse Restraining Order	1			1		1			1
Eviction							4		
Eviction Clinics						1	1	1	1
Federal Tax	4								
Fellowships					1			3	
Free Clinics						3			1
Get Involved	2							2	
Housing Discrimination								4	
Immigration					1	2			1
In Home Supported Services for Pro Bono Project					3				
Mission Statement	4								
Pro Bono						1	1	2	
Problems or Questions about Public Housing								4	
Restraining Order Clinics						1		1	2
Sources of Income Discrimination					2		1	1	
SSI	1	1						1	1
Volunteer Attorneys	1							2	
What is CCHEA	2					1			

Card Sort 2

Categories

Economic

Stability

Family

Support

Health

Housing

Not Sure

Safety

Cards

Access

to Health Care

Bankruptcy

Access to Behavioral Health

CalWorks/CalFresh (**food/cash assistance**)

Child Custody

Children with Special Needs

Civil Harassment Restraining Order

Conservatorship (**A Conservatorship is a court proceeding in which a Judge appoints a family member, friend or other responsible person (conservator) to care for another adult (conservatee) who cannot care for themselves and/or their finances.**)

Consumer Protection

Domestic Violence Restraining Order

Elder Abuse Restraining Order

Eviction

Federal Tax

Housing Discrimination

Immigration

In Home Supported Services (**homemaker and personal care assistance**)

Public Housing FAQ

Income Discrimination

SSI (**Supplemental Security Income**)

The green shows items that were placed unanimously by all participants or almost unanimous in a single category. The yellow items shows items that participants had trouble with and the red indicate cards that were placed in the "Not Sure" category.

Name	Economic	Stability	Family	Support	Health	Housing	Not Sure	Safety
Access to Health Care						6		
Bankruptcy					6			
Access to Behavioral Health					1	5		
CalWorks/CalFresh (food/cash assistance)			2	3	1			
Child Custody					5			1
Children with Special Needs					6			
Civil Harassment Restraining Order					6			6
Conservatorship					6			
Consumer Protection				4				2
Domestic Violence Restraining Order								6
Elder Abuse Restraining Order								6
Eviction						6		
Federal Tax					6			
Housing Discrimination					1	4	1	
Immigration				3	1		2	
In Home Supported Services (homemaker and personal care assistance)					3	2	1	
Public Housing FAQ						6		
Income Discrimination				4	1			1
SSI (Supplemental Security Income)	5			1				

Card Sort 3

Categories

About the Firm
 Consumer Protection
 Economic Stability
 Family Support
 Health
 Housing
 Immigration
 Jobs at the Firm
 Not Sure
 Publications
 Safety
 Free Clinics

About the Firm
 Access to Behavioral Health
 Access to Health Care
 Annual Reports of the Firm
 Bankruptcy
 CalWorks/Calfresh (**food/cash aid**)
 Child Custody
 Children with Special Needs
 Civil Harassment Restraining Order
Conservatorship (A Conservatorship is a court proceeding in which a Judge appoints a family member, friend or other responsible person (conservator) to care for another adult (conservatee) who cannot care for themselves and/or their finances.)
 Consumer Protection
 Domestic Violence Restraining Order
 Donations
 Elder Abuse Restraining Order
 Eviction
 Federal Tax
Fellowships (training and intern positions)
 Form to Request Outreach/Training from the Firm
 Free Clinics
 History of the Firm

Cards

Housing Discrimination
 Immigration
 In Home Supported Services
 Income Discrimination
 Law Clerk Position
 Mission Statement of the Firm
 PDF pamphlets
 Pro Bono Positions
 Public Housing FAQ
SSI (Supplemental Security Income)
 Volunteer Attorney Positions

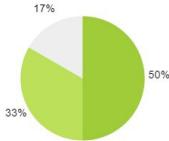
The green shows items that were placed unanimously by all participants or almost unanimous in a single category. The orange items shows items that participants had trouble with.

Name	About the Firm	Consumer Protection	Economic Stability	Family Support	Health	Housing	Immigration	Jobs at the Firm	Not Sure	Publications	Safety	Free Clinics
About the Firm	6											
Access to Behavioral Health					1	5						
Access to Health Care						6						
Annual Reports of the Firm	2											4
Bankruptcy	1		5									
CalWorks/Calfresh (food/cash aid)		3		2	1							
Child Custody					6							
Children with Special Needs						6						
Civil Harassment Restraining Order												6
Conservatorship						6						
Consumer Protection							6					
Domestic Violence Restraining Order		6										6
Donations	2		1						3			6
Elder Abuse Restraining Order												6
Eviction							6					
Federal Tax			6									
Fellowships (training and intern positions)	1								5			
Form to Request Outreach/Training from the Firm	5								1			6
Free Clinics												
History of the Firm	6					6						
Housing Discrimination							6					
Immigration								6				
In Home Supported Services					1	3	5				1	1
Income Discrimination												
Law Clerk Position											6	
Mission Statement of the Firm	6											
PDF pamphlets	1										5	
Pro Bono Positions											6	
Public Housing FAQ							5				1	
SSI (Supplemental Security Income)						6						
Volunteer Attorney Positions												

Treejack 1

Task 1

Services > Economic Stability > Cal Works/Cal Fresh



Category	Direct	Indirect	Count	Percentage	Total
Success	3 ↗	5 ↗	50%	83%	83%
Fail	0 ↗	0 ↗	0%	0%	0%
Skip	0 ↗	1 ↗	0%	17%	17%

[View the pietree](#)

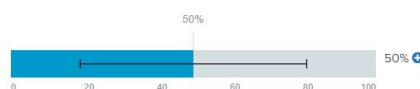
Time taken



Success

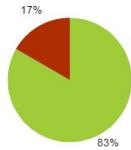


Directness



Task 2

Services > Housing > Housing Discrimination



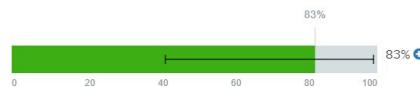
Category	Direct	Indirect	Count	Percentage	Total
Success	5 ↗	5 ↗	83%	83%	83%
Fail	1 ↗	1 ↗	17%	0%	17%
Skip	0 ↗	0 ↗	0%	0%	0%

[View the pietree](#)

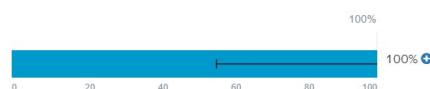
Time taken



Success

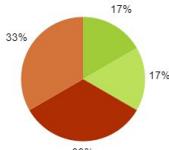


Directness



Task 3

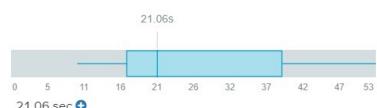
Services > Safety > Elder Abuse



Category	Direct	Indirect	Count	Percentage	Total
Success	1 ↗	2 ↗	17%	33%	33%
Fail	2 ↗	2 ↗	33%	33%	67%
Skip	0 ↗	0 ↗	0%	0%	0%

[View the pietree](#)

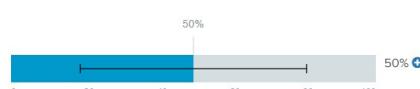
Time taken



Success



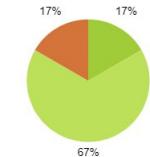
Directness



Treejack 1 cont.

Task 4

Services > Family Support > **Immigration**



	Direct	Indirect	1 T	5 T	17%	83%
Success			1 T	5 T	17%	83%
Fail	0	1 T	0	1 T	0%	17%
Skip	0	0	0	0	0%	0%

*percentages do not total 100 due to rounding

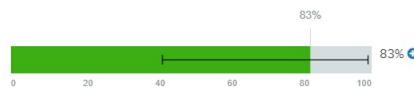
View the pietree

Time taken

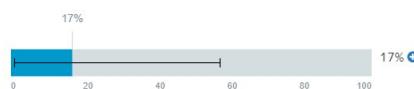


6
OVERALL

Success

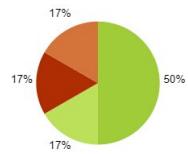


Directness



Task 5

Jobs at Firm > **Pro Bono**

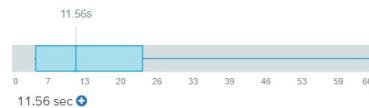


	Direct	Indirect	3 T	4 T	50%	67%
Success			3 T	4 T	50%	67%
Fail	1 T	1 T	1 T	2 T	17%	33%
Skip	0	0	0	0	0%	0%

*percentages do not total 100 due to rounding

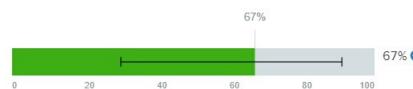
View the pietree

Time taken

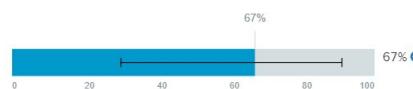


5
OVERALL

Success



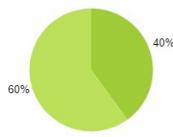
Directness



Treejack 2

Task 1

Services > Economic Stability > CalFresh/CalWorks



	Direct	Indirect	T	T	40%	60%	100%
Success	2	3	5	5	40%	60%	100%
Fail	0	0	0	0	0%	0%	0%
Skip	0	0	0	0	0%	0%	0%

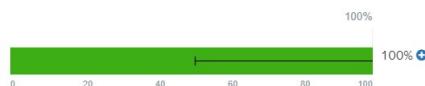
[View the pietree](#)

Time taken

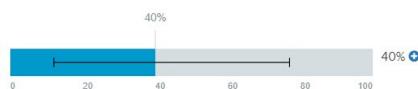


8
OVERALL

Success

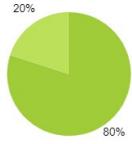


Directness



Task 2

Services > Family Support > Conservatorship



	Direct	Indirect	T	T	80%	20%	100%
Success	4	1	5	5	80%	20%	100%
Fail	0	0	0	0	0%	0%	0%
Skip	0	0	0	0	0%	0%	0%

[View the pietree](#)

Time taken



10
OVERALL

Success



Directness



Task 3

Services > Safety > Elder Abuse Restraining Order



	Direct	Indirect	T	T	100%	0%	100%
Success	5	0	5	5	100%	0%	100%
Fail	0	0	0	0	0%	0%	0%
Skip	0	0	0	0	0%	0%	0%

[View the pietree](#)

Time taken



10
OVERALL

Success



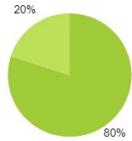
Directness



Treejack 2 cont.

Task 4

Services > Immigration > **Immigration**



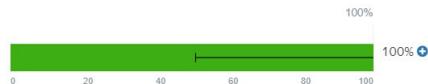
	Direct	Indirect	4 ↴	5 ↴	80%	20%	100%
Success			1 ↴	5 ↴			
Fail	0	0	0	0	0%	0%	0%
Skip	0	0	0	0	0%	0%	0%

[View the pietree](#)

Time taken



Success



Directness



Task 5

Jobs at the Firm > **Volunteer Attorney Positions**



	Direct	Indirect	5 ↴	5 ↴	100%	0%	100%
Success			0	5 ↴			
Fail	0	0	0	0	0%	0%	0%
Skip	0	0	0	0	0%	0%	0%

[View the pietree](#)

Time taken



Success



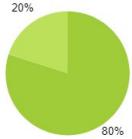
Directness



Treejack 3

Task 1

Services > Family Support > CalFresh



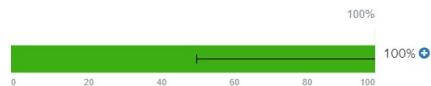
	Direct	Indirect	4 ↗	5 ↗	80% 20%	100%
Success	1 ↗	0	4 ↗	5 ↗	80% 20%	100%
Fail	0	0	0	0	0% 0%	0%
Skip	0	0	0	0	0% 0%	0%

[View the pietree](#)

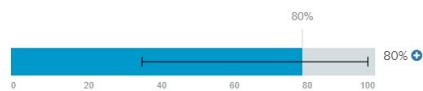
Time taken



Success



Directness



Task 2

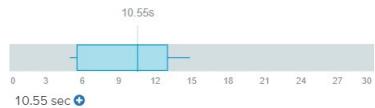
Services > Economic Stability > CalWorks



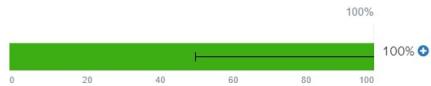
	Direct	Indirect	5 ↗	5 ↗	100% 0%	100%
Success	0	0	5 ↗	5 ↗	100% 0%	100%
Fail	0	0	0	0	0% 0%	0%
Skip	0	0	0	0	0% 0%	0%

[View the pietree](#)

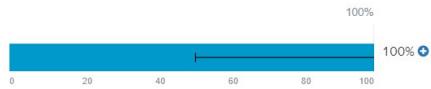
Time taken



Success

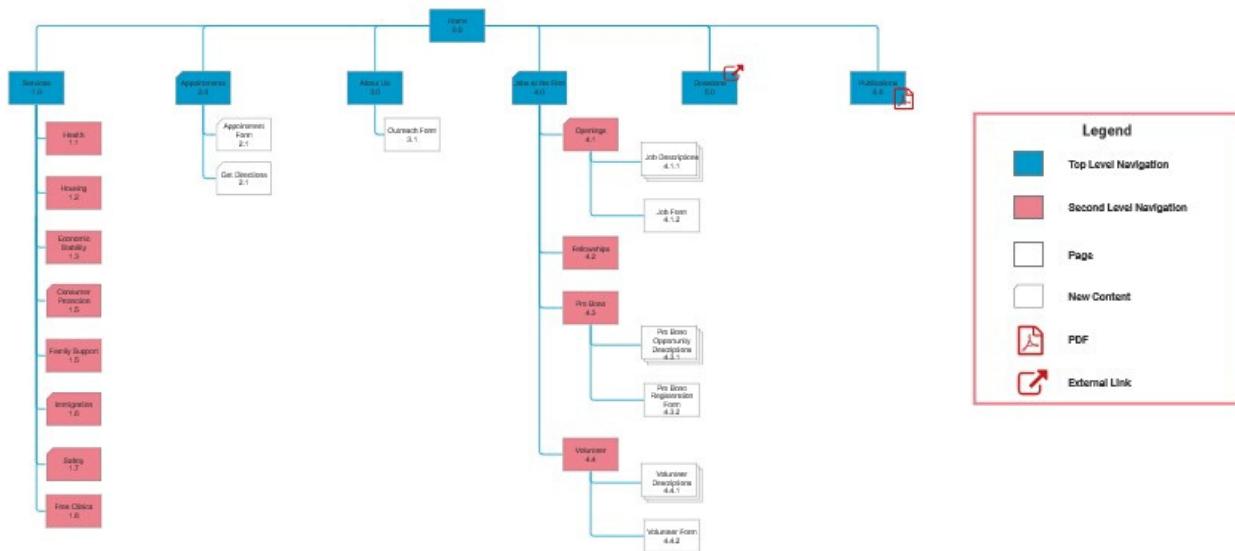


Directness



Sitemap

LASSD Design: Overview



0.0 Home Page
This is the entry point of the website. It will display the phone numbers of the firm and some information about the services they provide.

1.0 Services
Allows users to locate the type of service they need legal help for. The listed services (1.1-1.8) are second level categories and will contain more specified services.

2.0 Appointment
Allows users to schedule an appointment with the closest office location to them through a form (2.1) or through the phone. The user is able to also get the directions to the office location (2.2).

3.0 About Us
Contains the mission statement, the firms history, and help centers that the firm supports. Also allows users to fill out a form to request outreach training from the firm (3.1).

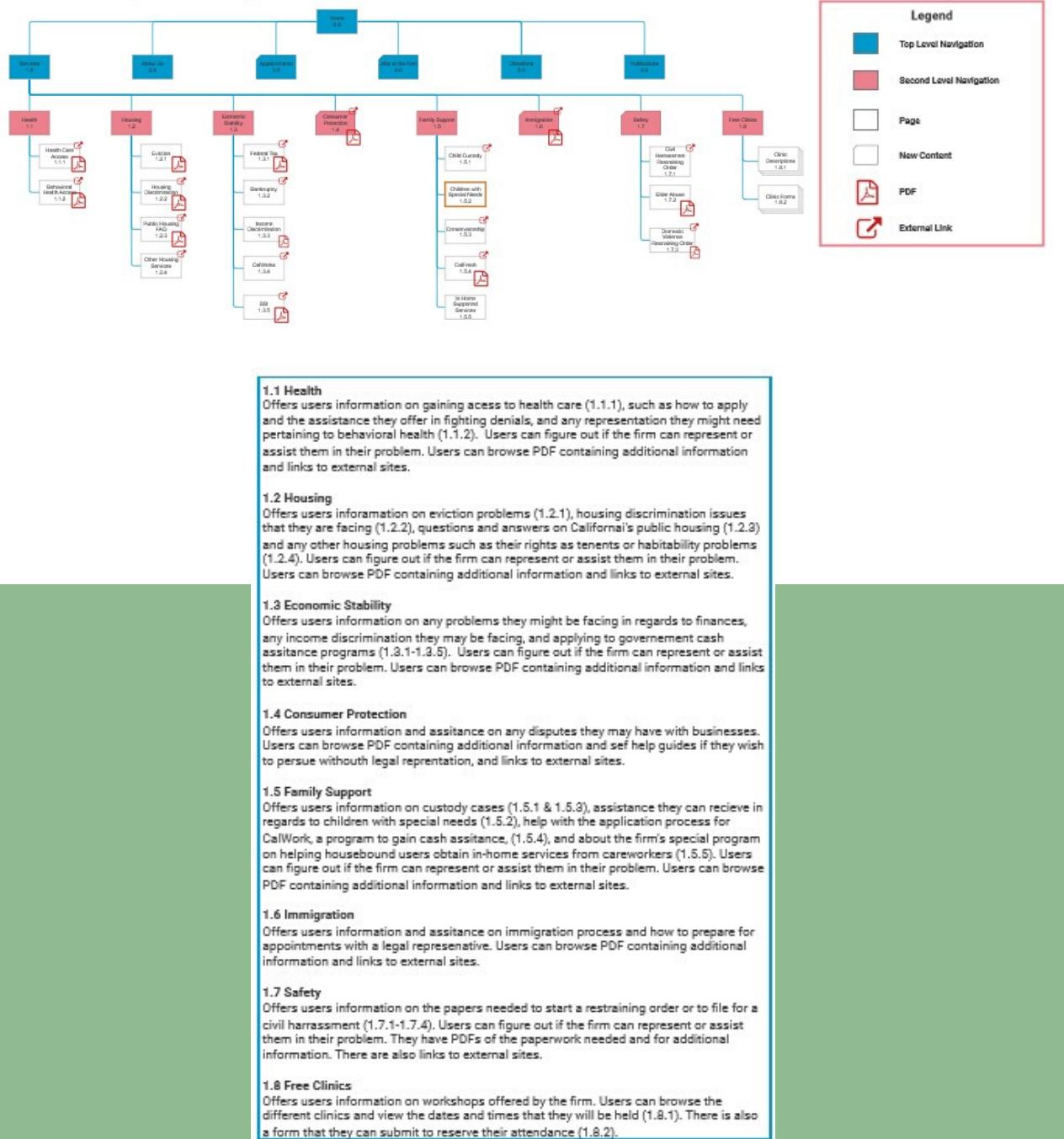
4.0 Jobs in the Firm
Allows users to browse jobs (4.1), fellowships (4.2), pro bono (4.3), and volunteer (4.4) opportunities offered by the firm. The openings page will display the the jobs available (4.1) and their descriptions (4.1.1) and a submission form to attach resumes and cover letters (4.1.2). The pro bono page will allow users the view opportunity descriptions (4.3.1) and submit a form to register (4.3.2). The volunteer page will have similar capabilities (4.4.1 & 4.4.2).

5.0 Donation
Allows users to donate to the firm through external services like Paypal and Amazon smile. There is also information presented to the users on how to donate through mail, stocks, employer matching programs, or by leaving a bequest.

6.0 Publications
Allows users to download PDFs of brochures created by the firm in multiple languages as well as the firms annual reports.

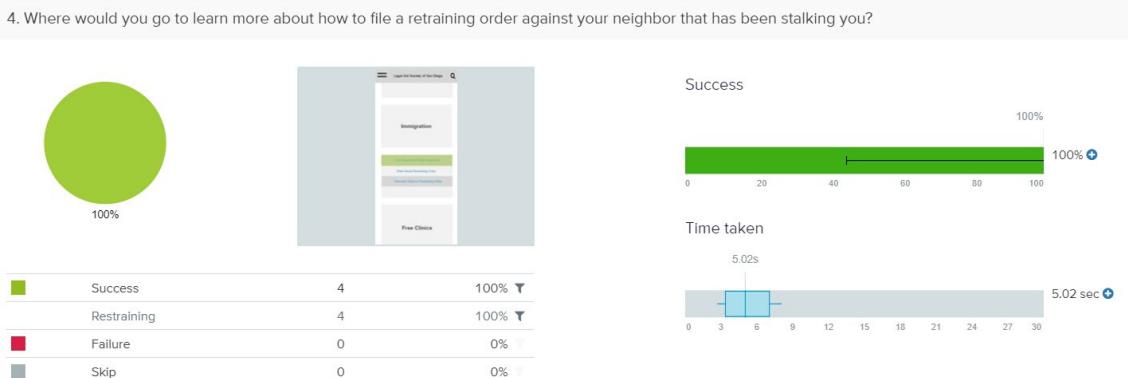
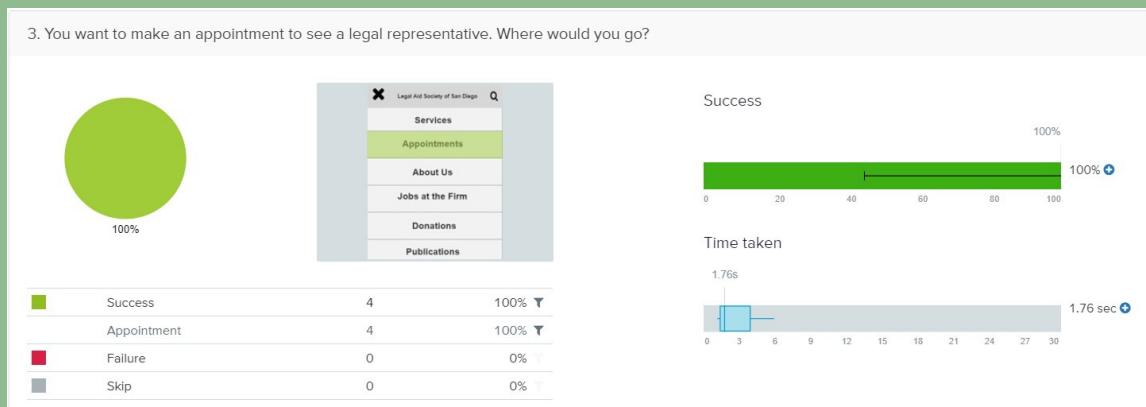
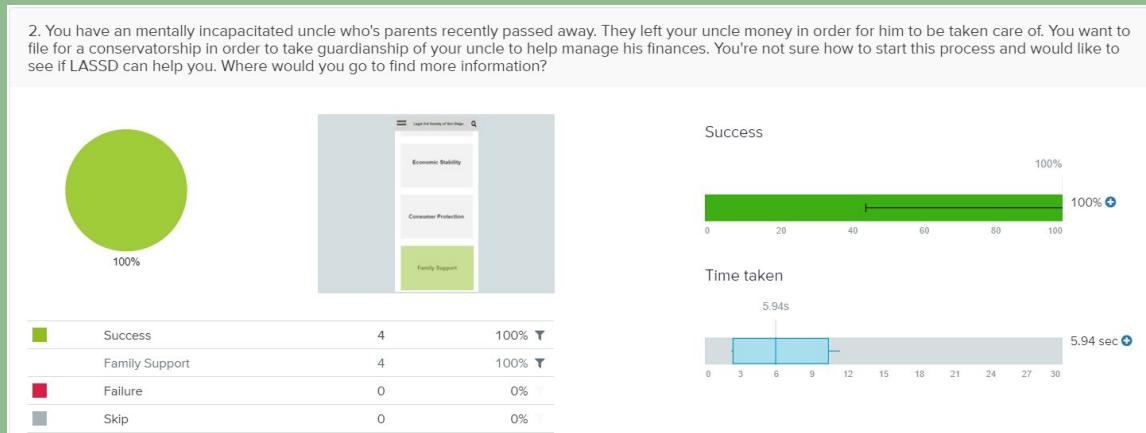
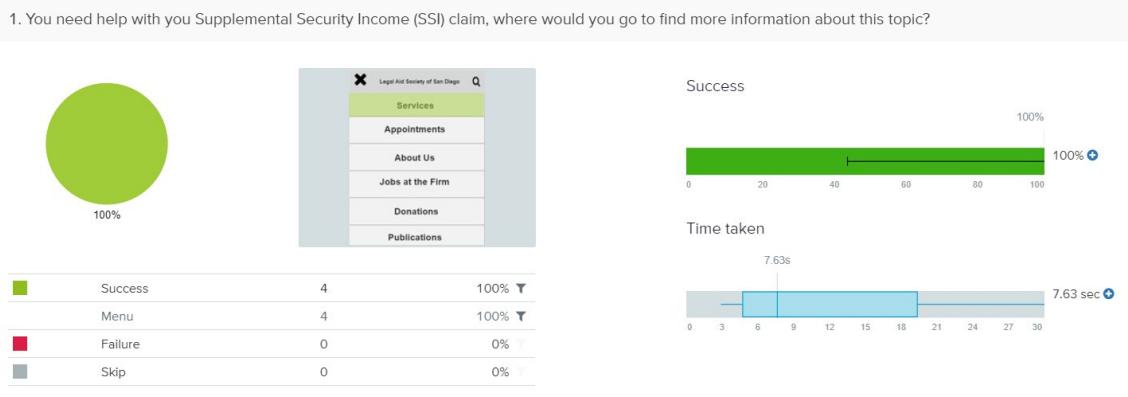
Sitemap cont.

LASSD Design: In-Depth



Chalkmark

The downloaded heat map showed a participant clicked on a different area, but it wasn't recorded in the web analysis.



Wireframe 1

Preliminary wireframes

The image displays three wireframes for the Legal Aid Society of San Diego website, arranged horizontally. Each wireframe has a light gray header bar with the organization's name and a magnifying glass icon.

- Wireframe 1 (Left):** This wireframe shows a sidebar on the left containing contact information for three offices. The sidebar includes sections for "Office Locations and Information", "Office 1", "Office 2", and "Office 3", each with address, phone number, and hours fields. Below the sidebar is a "News" section with a single item labeled "News 1".
- Wireframe 2 (Middle):** This wireframe features a main content area titled "How Can We Help?". It contains three large, light-gray rectangular boxes labeled "Health", "Housing", and "Economic Stability".
- Wireframe 3 (Right):** This wireframe displays a vertical navigation menu on the right side. The menu items are "Services" (with a yellow notification badge), "Appointments", "About Us", "Jobs at the Firm", "Donations", and "Publications". Each menu item is associated with a small rectangular box containing address, phone number, and hours information. Below the menu is a "News" section with a single item labeled "News 1".

Wireframe 2

Task 1 <https://91zbun.axshare.com>

Home Page:

This is the page the user is brought to when first accessing the site. It contains addresses, phone numbers, and hours of the offices and any relevant news information contained as well. For the task, the user will click on the hamburger menu (marked 1).

Drop Down Menu:

Here users can navigate to the different items on the site. The user will click on "Services" (denoted 2).

The wireframe shows two views of the Legal Aid Society of San Diego website. On the left is the 'Home Page' (marked 1), which features a city skyline, a search bar, and a main content area with office locations and news. On the right is the 'Drop Down Menu' (marked 2), which is a vertical list of links: Services, Appointments, About Us, Jobs at the Firm, Donations, and Publications. Each link has a corresponding 'Office' section below it.

Home Page

Drop Down Menu

The wireframe shows two views of the services page. On the left is the 'Services Page' (marked 3), which lists three categories: Consumer Protection, Family Support, and Immigration. On the right is the 'Family Support Card' (marked 4), which shows a blue overlay with sub-categories: Child Custody, Children with Special Needs, Conservatorship, In Home Supportive Services, and CalFresh. The main 'Immigration' category is also visible.

Services Page

Family Support Card

Services Page:

The "Services" page presents the user with the different categories that they can look through. The user will click on "Family Support" (marked 3).

Family Support:

The card will "flip over" and present the different items under the category. The user will click on "Conservatorship" (marked 4).

Wireframe 2 cont.

Task 1

Conservator Page:

This page presents the user with the information regarding conservatorship including any PDFs or external links with additional information. The user can click on "Make an Appointment" (marked 5) to make an appointment to see a legal representative. The user can also access the appointment page from the menu (marked 6).

The wireframe shows the Conservatorship section of the Legal Aid Society of San Diego website. It includes a header with the organization's name and a search bar. Below the header is a main title 'Conservatorship'. Underneath it is a sub-section titled 'Type of Conservatorship We Help With' containing placeholder text. Another sub-section, 'Steps to Take', also contains placeholder text. A 'Documents' section follows, with two links: 'Link to PDF1' and 'Link to PDF2', and a link to an 'External Site'. At the bottom is a large blue button labeled 'Make an Appointment' with a circled number '5' to its left.

Conservator Page

The wireframe shows the 'Services' menu of the Legal Aid Society of San Diego website. It lists several options: 'Appointments' (marked 6), 'About Us', 'Jobs at the Firm', 'Donations', and 'Publications'. Each option has a corresponding sub-page below it. A 'Documents' section is also present at the bottom, with three links: 'Link to PDF1', 'Link to PDF2', and 'Link to External Site', and a blue 'Make an Appointment' button with a circled number '2' to its right.

Conservatory Page
Menu

The wireframe shows the 'Make an Appointment' form on the Legal Aid Society of San Diego website. It includes fields for Name, Phone, Email, Purpose for Appointment, and a Message area. Below these fields is a button 'Available Date and Time' with a calendar icon. At the bottom is a large blue 'Make Appointment' button with a circled number '7' to its left.

Appointment Page

The wireframe shows the confirmation page for an appointment. It displays the message 'Your appointment is on:' followed by the date and time 'MM/DD/YY 00:00'. Below this is a 'Contact:' section with placeholder text and a link 'Click Here to get Directions'. At the bottom is a blue 'Make Appointment' button with a circled number '8' to its left.

Confirmation Page

Confirmation Page:

The user is brought to the confirmation page (marked 8), where they can view the time and date they have selected for the appointment and also a button that will open up their phone's map app to present the user with direction to the firm.

Wireframe 3

Task 2 <https://91zbun.axshare.com>

Home Page:

This is the page the user is brought to when first accessing the site. It contains addresses, phone numbers, and hours of the offices and any relevant news information contained as well. For the task, the user will click on the hamburger menu (marked 1).

Drop Down Menu:

Here users can navigate to the different items on the site. The user will click on "Jobs at the Firm" (denoted 2).

The wireframes show the Home Page and the Drop Down Menu. The Home Page features a header with the Legal Aid Society of San Diego logo and a search bar. Below the header is a city skyline image. A main content area includes a sub-header 'Providing Free Legal Assistance for People Living in San Diego County Who Qualify for Our Services', followed by sections for 'Office Locations and Information' with details for 'Office 1', 'Office 2', and 'Office 3'. At the bottom is a 'News' section. A numbered callout (1) points to the hamburger menu icon in the top-left corner of the Home Page header. The Drop Down Menu is a vertical list of links: 'Services', 'Appointments', 'About Us', 'Jobs at the Firm' (which is highlighted in blue), 'Donations', and 'Publications'. A numbered callout (2) points to the 'Jobs at the Firm' link. Both pages have a 'News' section at the bottom.

The wireframes show the Jobs Page and the Jobs Page Cont. The Jobs Page has a header with the Legal Aid Society of San Diego logo and a search bar. It lists four categories: 'Openings', 'Fellowships', 'Pro Bono Attorney', and 'Volunteer'. A numbered callout (3) points to the 'Jobs at the Firm' link in the header of the Jobs Page. The Jobs Page Cont. shows a continuation of the job categories: 'Fellowships', 'Pro Bono Attorney', and 'Volunteer'. A numbered callout (4) points to the 'Volunteer' link in the header of the Jobs Page Cont.

Home Page

Jobs Page:

The user will be presented with the jobs page with displays the different types of position available at the firm (denoted 3). There are job openings, fellowships for law students, pro bono attorney positions, and volunteer positions. The user will scroll down and click on volunteer (denoted 4).

Drop Down Menu

Wireframe 3 cont.

Task 2

Volunteer Opportunities:

This page presents the different volunteering opportunities listed by the firm. It contains a short blurb describing the position. The user will click on the position they are interested in; in this case "Volunteer 1" (denoted 5).

Volunteer Description:

The page provides the application deadline, job location, a description of the position and the requirements regarding the position. The user is also given a list of what they need to send in. User will click "Apply Here!" (denoted 6).

Legal Aid Society of San Diego

Volunteer Opportunities

5 → **Volunteer 1**

Short Blurb:
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan.

Volunteer 2

Short Blurb:
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan.

Volunteer 3

Short Blurb:
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan.

Volunteer 4

Short Blurb:

Legal Aid Society of San Diego

Volunteer 1

Application Deadline:

Job Location:

Description:

Requirements:

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet.
- Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor.
- Sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Nam fermentum, nulla luctus pharetra vulputate, felis tellus mollis orci, sed rhoncus pronin sapien nunc accuan eget.

Required Attachments:

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet.
- Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor.
- Sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.

6 → **Apply Here!**

Volunteer Page

Volunteer Description

Legal Aid Society of San Diego

Volunteer 1 Application

Required Attachments:

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet.
- Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor.

Add attachments

Additional messages

7 → **Submit**

Legal Aid Society of San Diego

Application Submitted!

8 → **Go back to volunteer page**

Application Page

Confirmation Page

Application Page:

This page allows user to attach or upload the required documents as listed and any additional comments they may have. The user will click "Submit" (denoted 7).

Confirmation Page:

This page shows that the application was submitted successfully. The user can go back to the list of volunteer opportunities by clicking the button (denoted 8).