



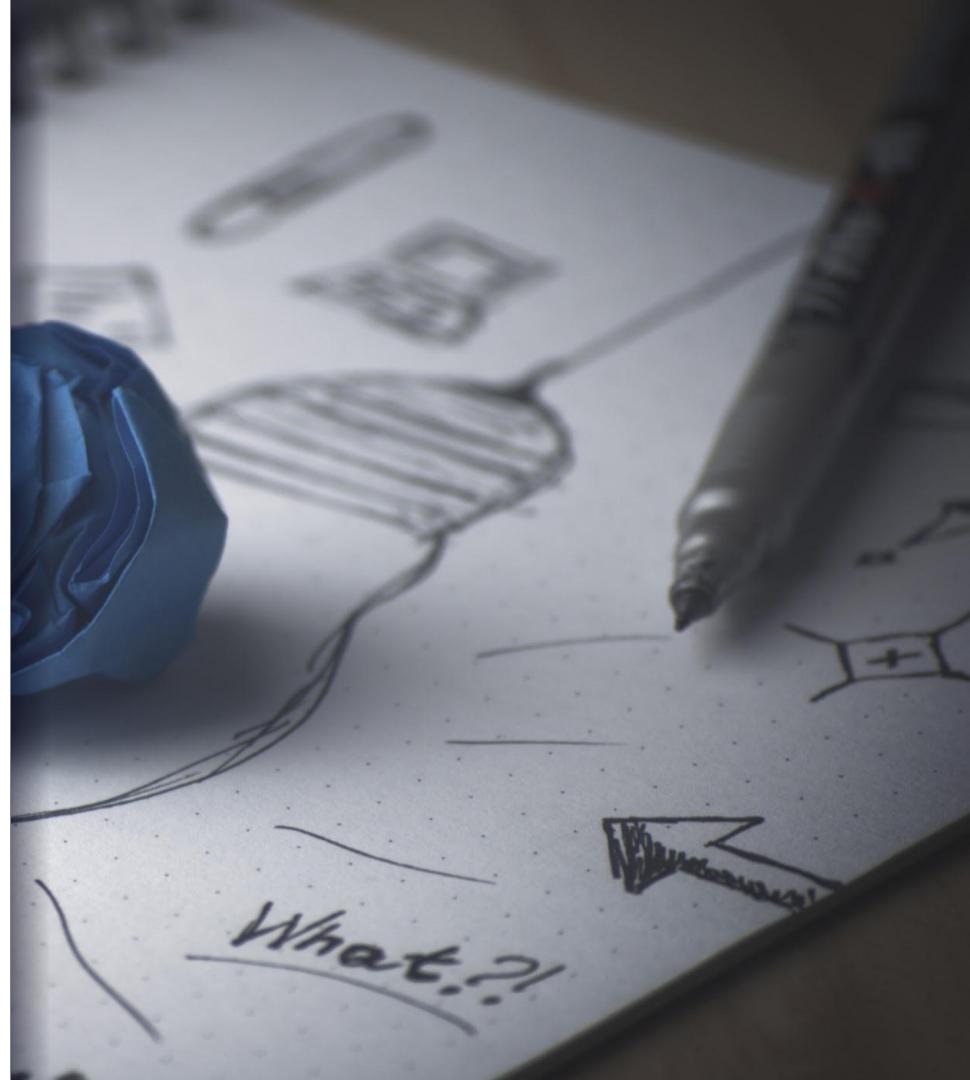
Mass Legal Help

Final Findings & Recommendations

Presented by

Kate Coates | Erica McCoy | Suzanne Royer

IDIA 630: Information Architecture, Spring 2017



“

Only **1 in 3** people who
qualify for legal help
actually receive it.

Overarching Goals

1. Make content findable.

Users need to be able to quickly and easily find what they are looking for in times of crisis.

2. Make content accessible.

All content needs to be compliant with accessibility best practices in order to reach an inclusive audience.

3. Support user action.

Users need to clearly understand the content they are accessing and be provided with enough information to easily take action.

The Users



Abused Mother

“My children mean the world to me. But now that we've left our home, **how will I afford to raise my kids on a waitress's salary? I just need a little help getting on my feet.**”

- Tawney Raines



Struggling Immigrant

“It is hard to start over. I came to America seeking safety and to give my daughter more opportunity than I had. **I need to be able to provide for her and make ends meet.”**

- Latoya Aman

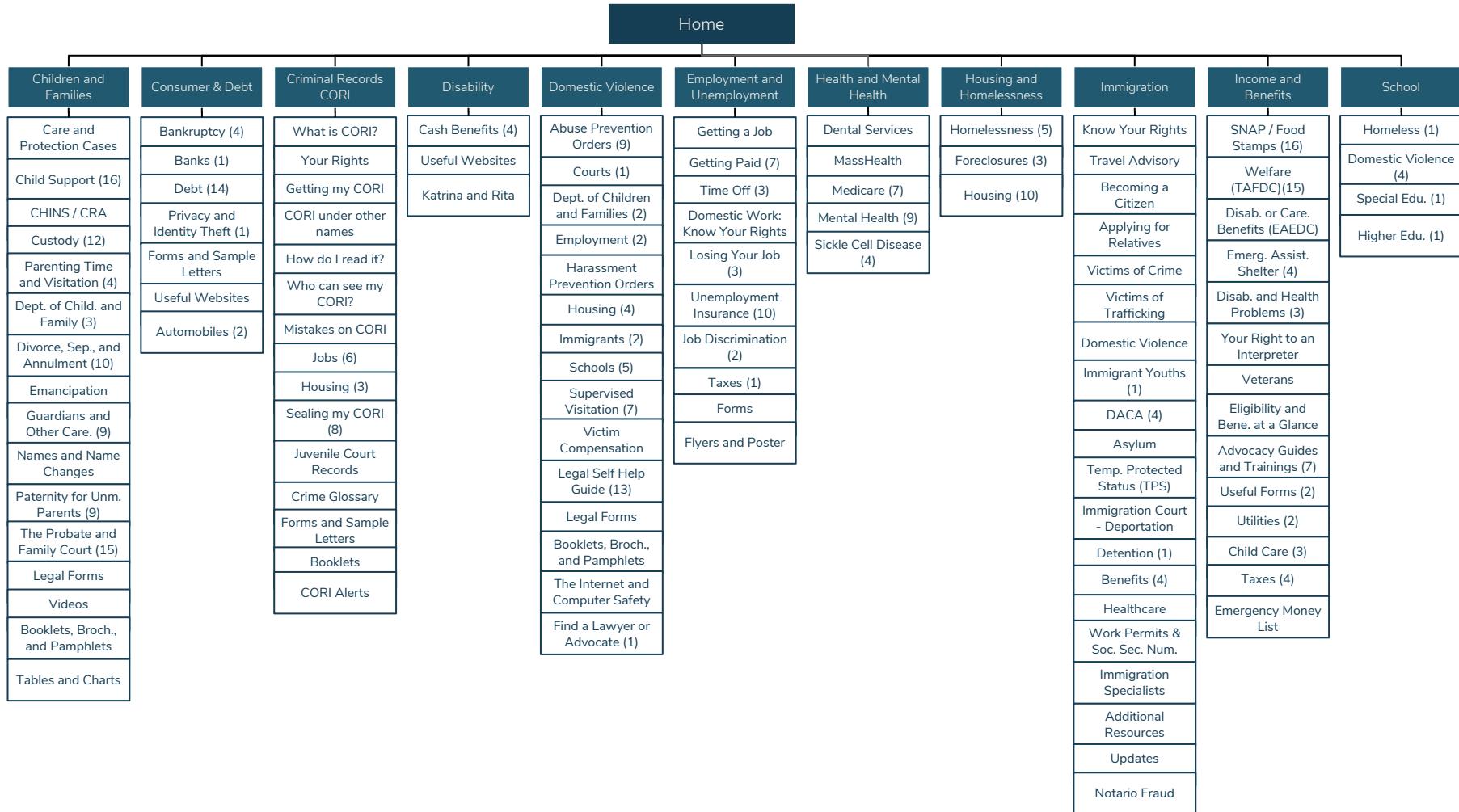


Jobseeking Ex-Con

“I try to tell people, 'Listen, **I made a mistake.** I was young, and I'm sorry. I need a job, **just give me a chance.**' But it seems like it falls on deaf ears all the time.”

- Mike Williams

The Current Site



Current Successes

Comprehensive

- Extensive amount of information, resources, and tools
- Visibility of breadth and depth

Balances Authoritative Voice and Empathetic Tone

- Content written by lawyers lends credibility
- Care, attention, and empathy conveyed via tone

Consistent Look and Feel

- Major navigation categories clearly visible from every page
- Important information resides above fold on homepage; doesn't require a scroll

PROCESS	Determine Need	Search	Engage	Take Action
USER GOALS	START Tawney has recently left her abusive husband and wants to file for a divorce and seek full custody of their children. She also needs to find permanent housing and a better paying job with healthcare to support her children.	Find information on housing for domestic abuse victims.	Determine the benefits she and her children are eligible for and how to apply for them.	Abandons site and calls abuse hotline. END
TOUCH POINTS AND EMOTIONAL RESPONSE	<ul style="list-style-type: none"> Wants information on how to protect children and herself. Wants to get help with finding a place to live. Wants to see if she qualifies for any benefits / assistance during this transition. 	<ul style="list-style-type: none"> Visits www.masslegalhelp.org to find the information. Unsure whether to start with Domestic Violence or Housing, she clicks on the former. Searches for guidance on steps she needs to take. Confused and frustrated, she doesn't know where to go or what to do. Scrolls down and clicks on Housing link. 	<ul style="list-style-type: none"> Scans content and continues to question why links below content address non-citizens before citizens. Clicks on Victims or Witnesses of Domestic Violence Who Are Not Citizens to find out if she misinterpreted link's meaning. Discovers she is in the right place. Scrolls down and reads about eligibility requirements for housing program paid for by the federal government. 	<ul style="list-style-type: none"> Jots down reminder to tell hotline rep that she and her children are eligible for federal housing assistance.
USER THOUGHTS	<ul style="list-style-type: none"> How do I avoid employment discrimination based on my criminal record? What does my potential supervisor actually see about my history? What help is out there for finding a new job? 	<ul style="list-style-type: none"> I have no idea where to start, so I need a step-by-step process telling me what I'm supposed to do and when. Where can I find that? Why is there a long list of related topics in alphabetical order? That's not going to tell me what I should do and when. Why does the first link under Housing pertain to non-citizens? 	<ul style="list-style-type: none"> Okay, cool. This page is also for citizens, so I'm on the right page. Good info here, but where do I actually go to start the federal housing application process? Ugh! There's so much text on this page, I can't find it... Well, maybe I'll just have to resort to calling one of the hotline phone numbers on the sidebar. Almost missed them because they're where I'd expect ads to be. 	<ul style="list-style-type: none"> The site did have some helpful information but I don't just want to read about the federal housing program. I also want to apply for it. Unfortunately, there was no way to do that.
OVERALL USER EXPERIENCE	<p>Positive</p>  <p>Neutral</p> <p>Negative</p>			



“There is a lot of good information on this site, but it was overwhelming to sift through it all, and time consuming to get even just one of my goals met.”

-Tawney Raines



“There is a lot of information but I struggled to find the benefits I qualified for without having to go to each page separately.”

-Latoya Aman



“I can find what I need but the bits of what I’m looking for are all over the place.”

-Mike Williams

The Competition

Competitor Analysis

GOV.UK

Welcome to GOV.UK

The best place to find government services and information
Simpler, clearer, faster

Search GOV.UK

Benefits

Includes tax credits, eligibility and appeals

Disabled people

Includes carers, your rights, benefits and the Equality Act

Births, deaths, marriages and care

Parenting, civil partnerships, divorce and Lasting Power of Attorney

Business and self-employed

Tools and guidance for businesses

Childcare and parenting

Includes giving birth, fostering, adopting, benefits for children, childcare and schools

Citizenship and living in the UK

Voting, community participation, life in the UK, international projects

Universal Reviews

Los in Book Person

Popular

University

Reviews

Los in Book Person

Money

Includes

Driving and transport

Includes vehicle tax, MOT and driving licences

Education and learning

Includes student loans, admissions and apprenticeships

Employing people

Includes pay, contracts and hiring

Passpo

Includes advice by

Visas a

Visas, as

Workin

Includes

Environment and countryside

Includes flooding, recycling and wildlife

MassLegalHelp

Promoting justice in Massachusetts with legal information

Search

Children and Families

Consumer & Debt

Criminal Records CORI

Disability

Domestic Violence

Employment and Unemployment

Health and Mental Health

Housing and Homelessness

Immigration

Income and Benefits

School

Need legal information?
We can help.

Massachusetts legal aid programs put together this website to help you find practical information about your legal rights in Massachusetts.

GET INFORMATION

SEARCH OUR WEBSITE

en español

Tiếng Việt

На русском языке

Português

Kreyòl Ayisyen

繁體中文

Need a lawyer?

You may be eligible for legal aid.

MassLegalHelp can help you find legal aid in your area.

FIND LEGAL AID

What's New

- Advisory for nationals entering the U.S.
- You may be able to seal past marijuana cases immediately
- Take Action to Protect HealthCare in Massachusetts!
- Using MassLegalHelp in Adult Literacy/ESL Classrooms
- Your Right to an Interpreter at Court

Search this web site:

Custom Search

GO

About Us | Contact us | Find Legal Aid | Disclaimer | Help | Jobs | Privacy Policy | Mass Legal Services | Legal Aid | Basic Legal Information | DIY Child Support Forms | Videos | Tell a Friend

Information

ORMATION

ation and resources including articles, videos, and forms in the following areas.

Safety

House & Apartment

Money & Debt

In Family & Safety

Popular title in House & Apartment

- My landlord is trying to evict me
- Getting a security deposit back
- Being sued for mortgage foreclosure

Explore all House & Apartment

Popular title in Money & Debt

- Suing someone for \$10,000 or less
- Car repossession
- Chapter 7 bankruptcy

Explore all Money & Debt

Work

School & Education

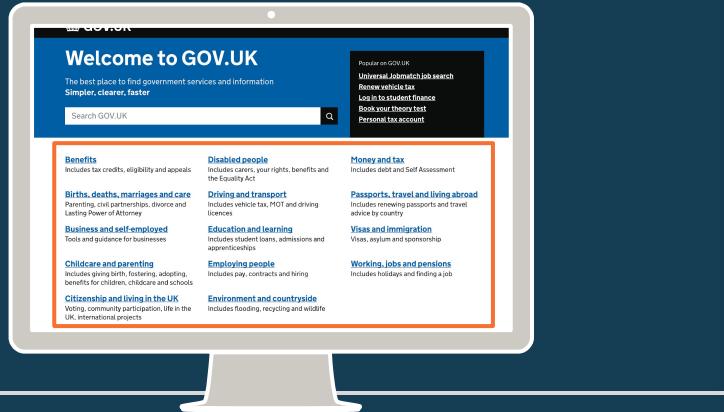
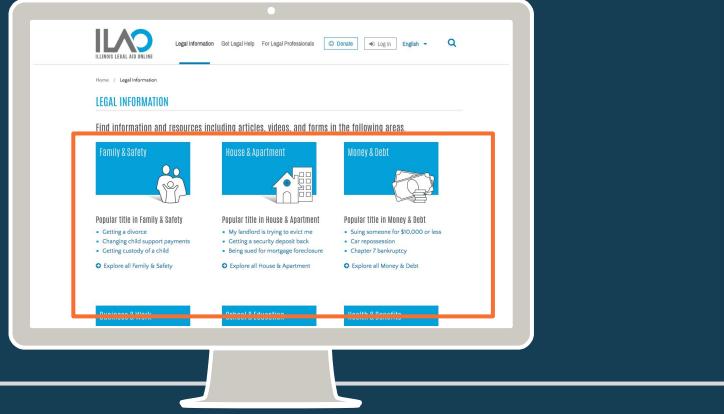
Health & Benefits

Illinois Legal Aid

GOV.UK

Mass Legal Help

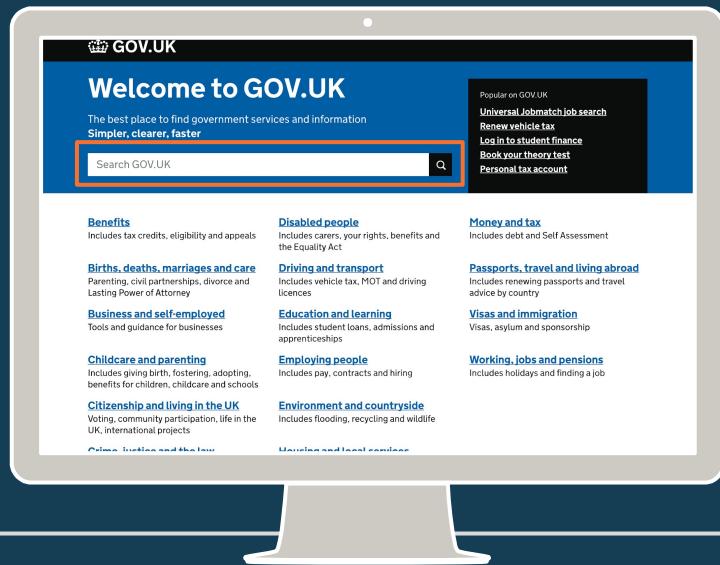
Illinois Legal Aid



Competitor Successes

Greater emphasis on homepage main navigation categories

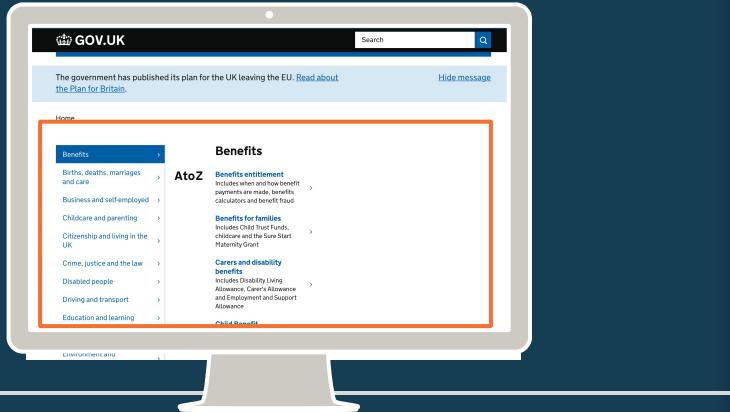
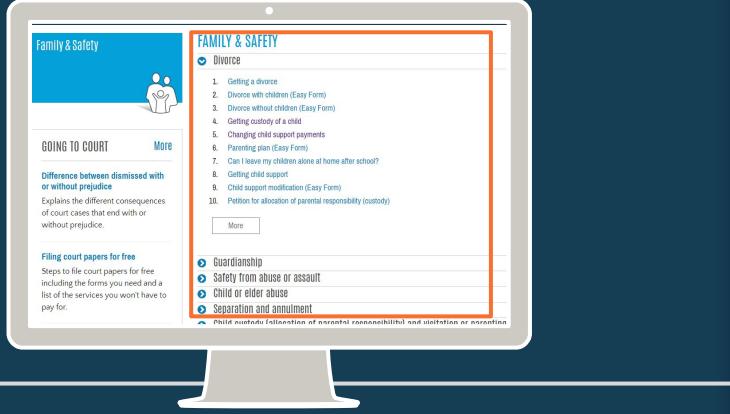
Clear and simple focus on main navigational categories, with room for additional descriptive information (Illinois Legal Aid)



Competitor Successes

Greater emphasis on homepage search bar

Faster access to information from the content-rich site when starting from homepage (gov.uk)



Competitor Successes

Progressive disclosure

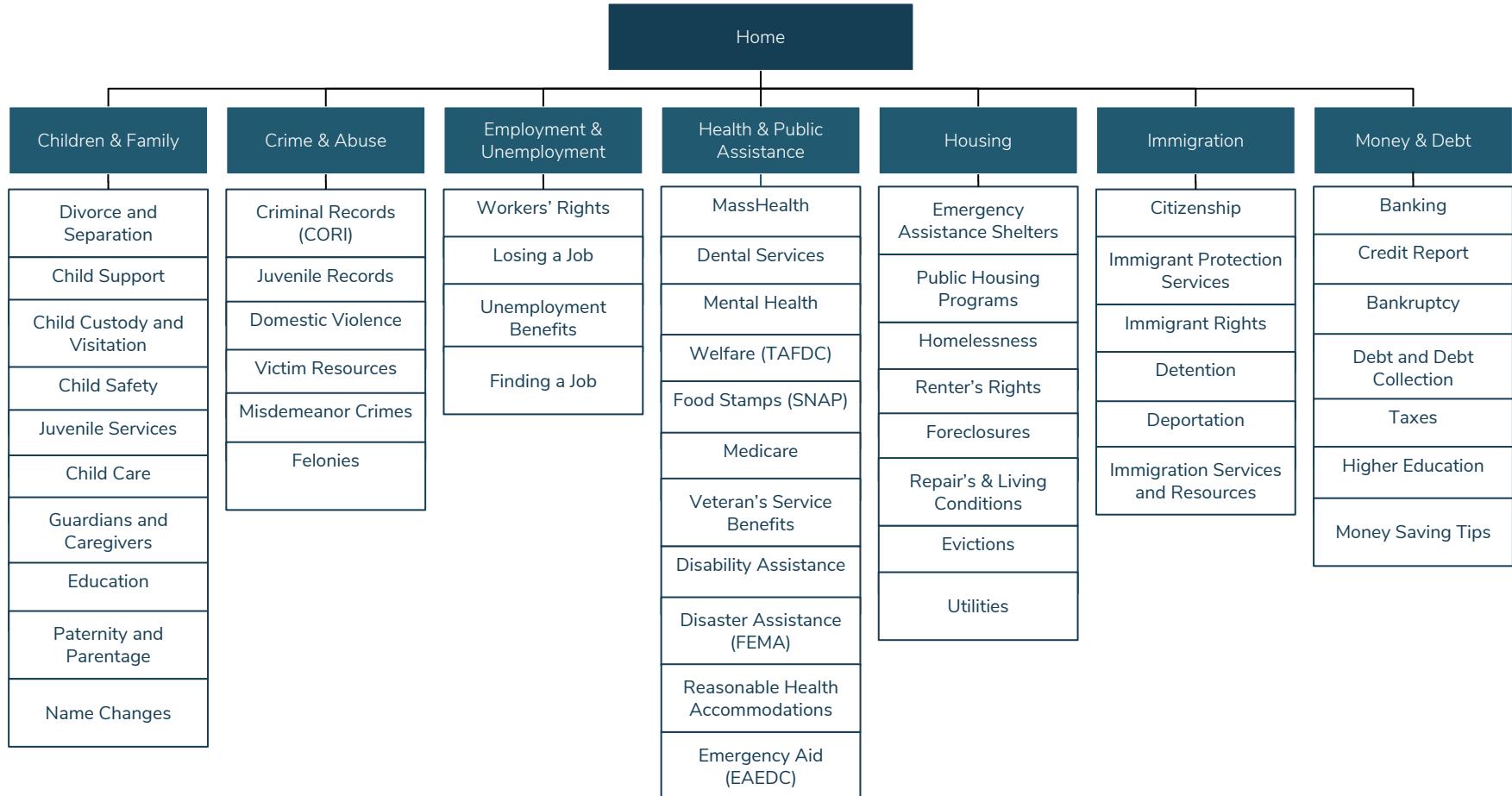
Efficiently directs users to next steps or more information (Illinois Legal Aid and gov.uk)

Findings & Recommendations

Making content findable...

via Navigation

Users need to be able to quickly and easily find what they are looking for in times of crisis.



Mass Legal Help

Help English Search

Hello, how can we help you today?

Search the site

FIND LEGAL AID ASK A LAW LIBRARIAN ABOUT OUR WORK

CHILDREN & FAMILY
Most popular
[Child Support](#)
[Child Custody & Visitation](#)
[Divorce & Separation](#)
[Explore all Children & Family](#)

CRIME & ABUSE
Most popular
[Domestic Violence](#)
[Criminal Records \(CORI\)](#)
[Victim Resources](#)
[Explore all Crime & Abuse](#)

EMPLOYMENT & UNEMPLOYMENT
Most popular
[Unemployment Benefits](#)
[Workers' Rights](#)
[Finding a Job](#)
[Explore all Employment & Unemployment](#)

HEALTH & PUBLIC ASSISTANCE
Most popular
[MassHealth](#)
[Medicare](#)
[Welfare \(TAFDC\)](#)
[Explore all Health & Public Assistance](#)

HOUSING
Most popular
[Public Housing Programs](#)
[Homelessness](#)
[Evictions](#)
[Explore all Housing](#)

IMMIGRATION
Most popular
[Citizenship](#)
[Immigrant Rights](#)
[Deportation](#)
[Explore all Immigration](#)

MONEY & DEPT
Most popular
[Banking](#)
[Debt & Debt Collection](#)
[Taxes](#)
[Explore all Money & Debt](#)

ASK A LAW LIBRARIAN

Top tier navigation reinforced on the homepage along with links into the most popular second tier topics.

If the user is still confused when they reach the bottom of the page, additional links are there to assist.

NAVIGATE

- [Children & Family](#)
- [Crime & Abuse](#)
- [Employment & Unemployment](#)
- [Health & Public Assistance](#)
- [Housing](#)
- [Immigration](#)
- [Money & Dept](#)

ABOUT US

- [Our Work](#)
- [Our People](#)
- [Jobs & Internships](#)

RESOURCES

- [Contact us](#)
- [Find Legal Aid](#)
- [Mass Legal Answers Online](#)
- [Privacy Policy](#)

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ASK A LAW LIBRARIAN

The screenshot displays the 'Mass Legal Help' website's 'Children & Family' section. The top navigation bar includes links for Help, English, Search, and various legal categories: Children & Family, Crime & Abuse, Employment & Unemployment, Health & Public Assistance, Housing, Immigration, and Money & Debt. The 'Children & Family' link is underlined, indicating it is the current category. Below the navigation is a breadcrumb trail: Home / Children & Family. The main content area is titled 'CHILDREN & FAMILY'. It features a sidebar with 'Top Resources' including 'Do-it-Yourself Court Forms', 'Child Support Guidelines', 'Complaint for Annulment', and 'Affadavit of Indigency'. The main content area lists several categories: 'Divorce & Separation' (which is highlighted with an orange box and an arrow pointing to a third-tier navigation box), 'Child Support', 'Child Custody & Visitation', 'Child Safety', 'Juvenile Services', 'Basic Information', 'Divorce & Alternatives', 'Requesting an Order', 'Alimony', 'Q&A', 'Do I need a lawyer?', 'How do I file for divorce?', and 'Should I separate or divorce?'. A 'VIEW MORE' button is located at the bottom of the sidebar. A 'ASK A LAW LIBRARIAN' button is at the bottom right of the main content area.

Third tier navigation is available upon click on second tier navigation.

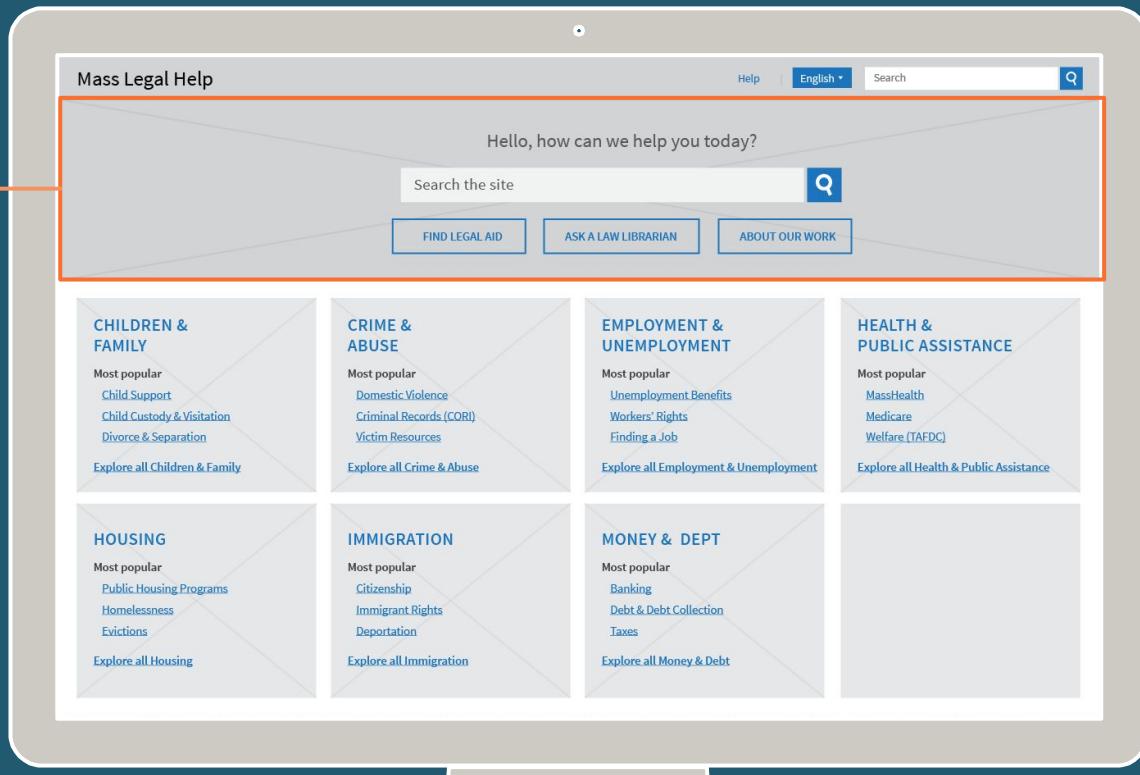
1

Making content findable...

via Search

Users need to be able to quickly and easily find what they are looking for in times of crisis.

Make search prominent on the homepage to accommodate quick look up.



The screenshot shows the Mass Legal Help homepage. At the top, there is a navigation bar with links for 'Help', 'English', and a search bar. Below the navigation is a large search bar with the placeholder text 'Hello, how can we help you today?'. The search bar is highlighted with a thick orange border. Below the search bar are three buttons: 'FIND LEGAL AID', 'ASK A LAW LIBRARIAN', and 'ABOUT OUR WORK'. The main content area is divided into eight categories arranged in a 2x4 grid:

- CHILDREN & FAMILY**
Most popular:
 - [Child Support](#)
 - [Child Custody & Visitation](#)
 - [Divorce & Separation](#)[Explore all Children & Family](#)
- CRIME & ABUSE**
Most popular:
 - [Domestic Violence](#)
 - [Criminal Records \(CORI\)](#)
 - [Victim Resources](#)[Explore all Crime & Abuse](#)
- EMPLOYMENT & UNEMPLOYMENT**
Most popular:
 - [Unemployment Benefits](#)
 - [Workers' Rights](#)
 - [Finding a Job](#)[Explore all Employment & Unemployment](#)
- HEALTH & PUBLIC ASSISTANCE**
Most popular:
 - [MassHealth](#)
 - [Medicare](#)
 - [Welfare \(TAFDC\)](#)[Explore all Health & Public Assistance](#)
- HOUSING**
Most popular:
 - [Public Housing Programs](#)
 - [Homelessness](#)
 - [Evictions](#)[Explore all Housing](#)
- IMMIGRATION**
Most popular:
 - [Citizenship](#)
 - [Immigrant Rights](#)
 - [Deportation](#)[Explore all Immigration](#)
- MONEY & DEPT**
Most popular:
 - [Banking](#)
 - [Debt & Debt Collection](#)
 - [Taxes](#)[Explore all Money & Debt](#)
- (Empty space)

Mass Legal Help

Help

English

Search



Children & Family

Crime & Abuse

Employment & Unemployment

Health & Public Assistance

Housing

Immigration

Money & Debt

Search

Search

Cri

Crime

Criminal

Criminal Record

CORI

Criminal Offender Record

Search

records are called CORI - Criminal Offender Record Information.

formation Services (DCJS) website. Or call DCJS at 617-660-4600 (for ...

Sealing my CORI - MassLegalHelp

After the records are sealed, most employers, landlords and others will not be able to see the records when they do a CORI check. When you apply for a job after ...
www.masslegalhelp.org/cori/sealing

Mistakes on CORI - MassLegalHelp

What kinds of mistakes can show up on my CORI? Mistakes about your personal information may include: mistakes in spelling your name; listing a name that is ...
www.masslegalhelp.org/cori/mistakes

Know Your CORI Rights

File Format: PDF/Adobe Acrobat
Booklet 1: How to Get a Copy of Your Criminal Record (CORI). Booklet 2: How to Seal Old Criminal Cases. Booklet 3: Sealing Cases that Ended Without a ...
<https://www.masslegalhelp.org/cori/.../know-your-cori-rights.pdf>

MassLegalHelp | Promoting justice in Massachusetts with legal...

Children and Families · Consumer & Debt · Criminal Records CORI · Disability · Domestic Violence · Employment and Unemployment · Health and Mental Health ...
www.masslegalhelp.org/

What is CORI? - MassLegalHelp

CORI stands for Criminal Offender Record information. There is CORI on you if you have ever been charged with a crime in a Massachusetts court. Your CORI ...
www.masslegalhelp.org/cori/what-is-it

1 2 3 4 5 6 7 8 9 10

ASK A LAW LIBRARIAN

Ensure autocomplete works within the search field.

Pull page links up to above the fold of the page to enhance precision.

Maintain order by relevance for returned search results.

Mass Legal Help

Help

English

Search



Children & Family

Crime & Abuse

Employment & Unemployment

Health & Public Assistance

Housing

Immigration

Money & Debt

Search

Search

Criminel

Search

Did you mean: [Criminal](#)

No results found

- Check if your spelling is correct.
- Try other words with similar meaning.
- Remove quotes around phrases to match each word individually.

Continue to reveal proper spellings but also replace form field with correct spelling when link is clicked.

Offer starting points for moving forward when search yields no results.

Making content accessible...

via Section 508 & WCAG 2.0

All content needs to be compliant with accessibility best practices in order to reach an inclusive audience.

Enhancing Accessibility via WCAG 2.0

Perceivable

- Text alternatives for non-text content
 - Consistent use of null text for decorative images (icons)
 - Avoid use of images as text
 - Provide easy access to text transcripts for web-based video
- Logical structure and meaningful order
 - Check heading order
 - Review use of valid / semantic markup
- Contrast ratio between text and background is at least 4.5:1
 - Reassess 'Site Search' in the sidebar (2.65:1)
 - Reassess breadcrumb, footer, and light grey text (2.85:1)

Enhancing Accessibility via WCAG 2.0

Operable

- Functionality available from a keyboard
- Visible and clear focus
 - Design visual indication for hover / focus states on buttons
 - Ensure consistent use of hover / focus states for links
- Link's purpose is clear from its context

Enhancing Accessibility via WCAG 2.0

Understandable

- Labels on form elements
 - Review use of labels on search input and text color drop down
- Consistent and predictable behavior with links
 - Consistency in opening links in same vs new browser
 - Address 2,600+ broken links
- Consistent navigation
- Content is simple, clear and readable
 - Be conscious of acronyms, ambiguous, or unknown words
 - Reduce longer words and sentences
 - Keep line length at 80 characters or less

Enhancing Accessibility via WCAG 2.0

Robust

- Valid and semantic code
 - Review errors stemming from missing labels, use of obsolete tags, and use of unicode characters
- Test with screen reader
 - NVDA, Dragon Naturally Speaking, JAWS

Making content accessible...

via Mobile Optimization

All content needs to be accessible from both desktops and mobile devices.

Devices Used for Access

65.74% Mobile

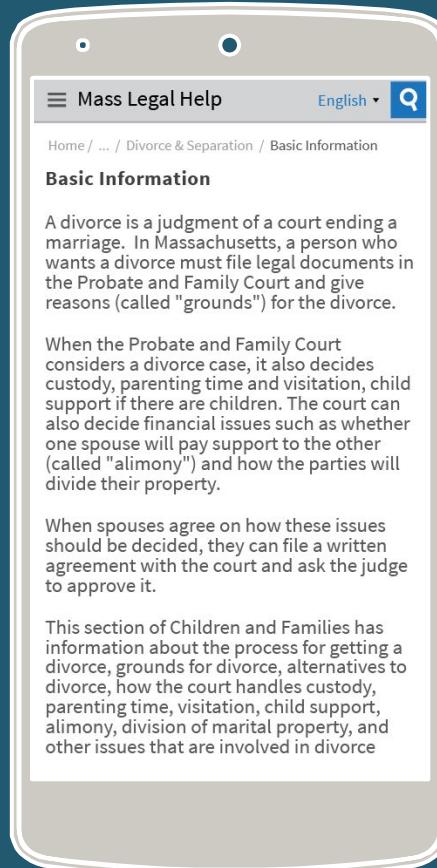
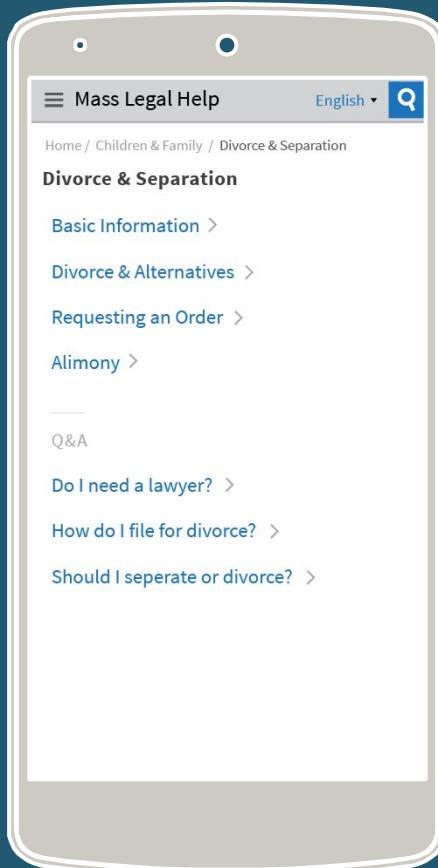
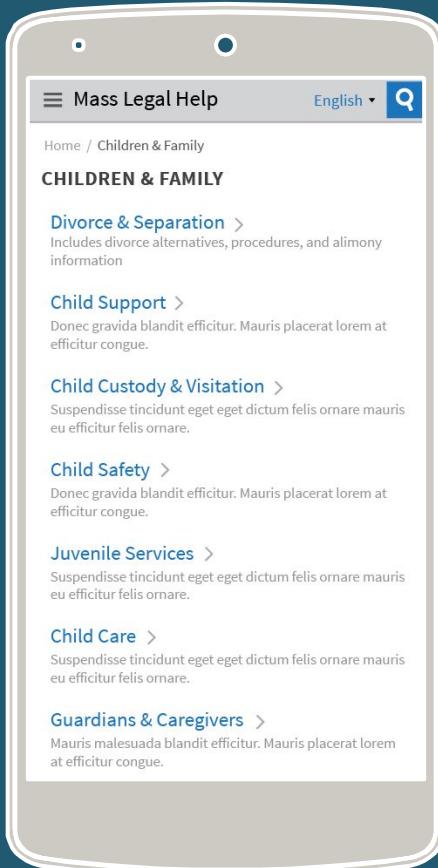
29.73% Desktop

4.53% Tablet

Make search prominent on the homepage to accommodate quick look up.



Allow quick access to the major categories with a brief description of what's inside each category.



Making content accessible...

via Language Preferences

All content needs to be accessible in the user's preferred language.

Primary Languages

90.24% English

3.78% Spanish

3.49% Portuguese

0.46% Vietnamese

0.41% Other

Mass Legal Help

Help English Search

Hello, how can we help you today?

Search the site

FIND LEGAL AID ASK A LAW LIBRARIAN ABOUT OUR WORK

CHILDREN & FAMILY
Most popular
[Child Support](#)
[Child Custody & Visitation](#)
[Divorce & Separation](#)
[Explore all Children & Family](#)

CRIME & ABUSE
Most popular
[Domestic Violence](#)
[Criminal Records \(CORI\)](#)
[Victim Resources](#)
[Explore all Crime & Abuse](#)

EMPLOYMENT & UNEMPLOYMENT
Most popular
[Unemployment Benefits](#)
[Workers' Rights](#)
[Finding a Job](#)
[Explore all Employment & Unemployment](#)

HEALTH & PUBLIC ASSISTANCE
Most popular
[MassHealth](#)
[Medicare](#)
[Welfare \(TAFDC\)](#)
[Explore all Health & Public Assistance](#)

HOUSING
Most popular
[Public Housing Programs](#)
[Homelessness](#)
[Evictions](#)
[Explore all Housing](#)

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[Deportation](#)
[Explore all Immigration](#)

MONEY & DEPT
Most popular
[Banking](#)
[Debt & Debt Collection](#)
[Taxes](#)
[Explore all Money & Debt](#)

Add language preference drop down that is easily accessible from any page.

High-Priority Content per Language

English	Spanish	Portuguese
Housing	Domestic Violence	Domestic Violence
Income and Benefits	Housing	Employment and Unemployment
Domestic Violence	Income and Benefits	Children and Families

The screenshot shows a web browser displaying the 'Mass Legal Help' website. The top navigation bar includes links for Children & Family, Crime & Abuse, Employment & Unemployment, Health & Public Assistance, Housing, Immigration, and Money & Debt. A 'Spanish' button is highlighted with a red box. A search bar and a magnifying glass icon are also present. The main content area shows a breadcrumb trail: Home / Children & Family / Divorce & Separation / Alimony. A red box highlights a warning message: '⚠ Alert: This page is not available for translation in your preferred language. You have the [right to a free interpreter](#) if you need legal assistance regarding the content you are trying to access.' To the right, a 'Resources' sidebar is shown with three items: 'Complaint for Annulment' (link to a PDF), 'Certification Vital Statistics Divorce or Annulment Statistical Form' (link to a PDF), and 'Affidavit of Indigency' (link to a PDF). A blue 'ASK A LAW LIBRARIAN' button is located at the bottom right of the sidebar. The main content area contains text about alimony, Q&A links, and a note about a new law.

Mass Legal Help

Help Spanish Search

Children & Family Crime & Abuse Employment & Unemployment Health & Public Assistance Housing Immigration Money & Debt

Home / Children & Family / Divorce & Separation / Alimony

⚠ Alert: This page is not available for translation in your preferred language. You have the [right to a free interpreter](#) if you need legal assistance regarding the content you are trying to access.

Alimony

Content Owner: Attorney Jeffrey L. Wolff | Last updated: June 2014

Alimony is money a judge orders one spouse to pay the other when a couple divorces. The money is to help support the spouse who gets it. Judges do not order alimony in every divorce.

Now there are 4 different kinds of alimony. Each kind has rules about: the length of marriage it applies to, how long it can last, what can end it, and if it can be changed.

On March 1, 2012 a new alimony law went into effect in Massachusetts. Alimony orders and written agreements about alimony made before March 1, 2012 remain in effect.

Important: If the judge did not order alimony when you divorced, you may be able to go back to court later to ask for alimony. But if you have a divorce agreement, it might say you cannot go to court later. Talk to a lawyer.

Q&A

[How does a judge decide?](#) [Can alimony be ended?](#) [What if I need alimony while in divorce?](#)
[Can alimony be changed?](#) [Do I pay taxes on alimony?](#) [What are the types of alimony?](#)

Resources

Complaint for Annulment PDF
Form to request declare a marriage to have had no legal existence.

Certification Vital Statistics Divorce or Annulment Statistical Form PDF
Form to be filed with all complaints / petitions for divorce and/or annulment.

Affidavit of Indigency PDF
Form to request the state to pay court fees and costs if you cannot afford to pay them.

ASK A LAW LIBRARIAN

Alert is displayed when a page is not available in the user's selected language.

Supporting user action...

via Progressive Disclosure

Users need to clearly understand the content they are accessing and be provided with enough information to easily take action.

Mass Legal Help

Help English Search

Hello, how can we help you today?

Search the site

FIND LEGAL AID ASK A LAW LIBRARIAN ABOUT OUR WORK

CHILDREN & FAMILY

Most popular

- Child Support
- Child Custody & Visitation
- Divorce & Separation

Explore all Children & Family

CRIME & ABUSE

Most popular

- Domestic Violence
- Criminal Records (CORI)
- Victim Resources

Explore all Crime & Abuse

EMPLOYMENT & UNEMPLOYMENT

Most popular

- Unemployment Benefits
- Workers' Rights
- Finding a Job

Explore all Employment & Unemployment

HEALTH & PUBLIC ASSISTANCE

Most popular

- MassHealth
- Medicare
- Welfare (TAFDC)

Explore all Health & Public Assistance

HOUSING

Most popular

- Public Housing Programs
- Homelessness
- Evictions

Explore all Housing

IMMIGRATION

Most popular

- Citizenship
- Immigrant Rights
- Deportation

Explore all Immigration

MONEY & DEPT

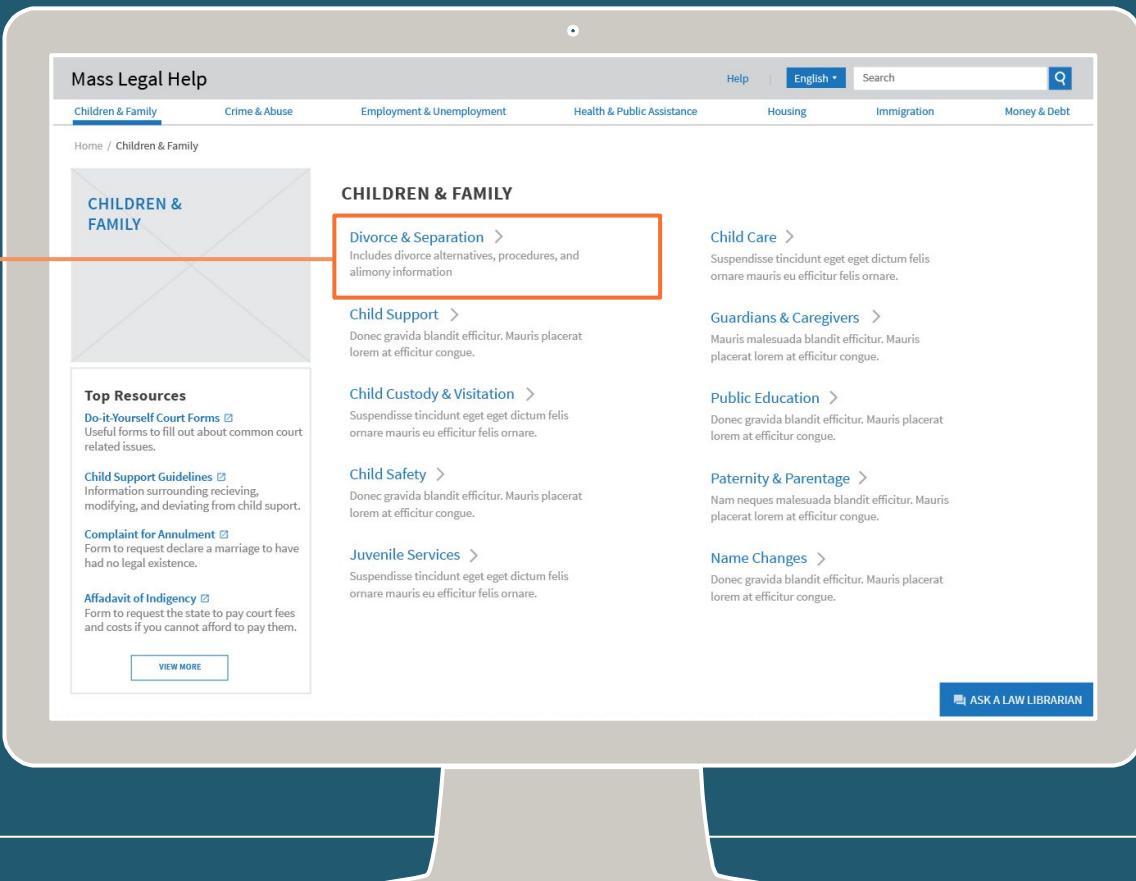
Most popular

- Banking
- Debt & Debt Collection
- Taxes

Explore all Money & Debt

Show only top three most popular subcategories up front to allow easy entry for common topics.

Add short descriptions to each category to provide brief preview of what is contained within that section prior to click.



Mass Legal Help

Help | English | Search | Q

Children & Family | Crime & Abuse | Employment & Unemployment | Health & Public Assistance | Housing | Immigration | Money & Debt

Home / Children & Family

CHILDREN & FAMILY

Divorce & Separation >
Includes divorce alternatives, procedures, and alimony information

Child Support >
Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

Child Custody & Visitation >
Suspendisse tincidunt eget eget dictum felis ornare mauris eu efficitur felis ornare.

Child Safety >
Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

Juvenile Services >
Suspendisse tincidunt eget eget dictum felis ornare mauris eu efficitur felis ornare.

Child Care >
Suspendisse tincidunt eget eget dictum felis ornare mauris eu efficitur felis ornare.

Guardians & Caregivers >
Mauris malesuada blandit efficitur. Mauris placerat lorem at efficitur congue.

Public Education >
Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

Paternity & Parentage >
Nam neques malesuada blandit efficitur. Mauris placerat lorem at efficitur congue.

Name Changes >
Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

VIEW MORE

ASK A LAW LIBRARIAN

Mass Legal Help

Help | English | Search

Children & Family | Crime & Abuse | Employment & Unemployment | Health & Public Assistance | Housing | Immigration | Money & Debt

Home / Children & Family

CHILDREN & FAMILY

Divorce & Separation >

Includes divorce alternatives, procedures, and alimony information

Child Support >

Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

Child Custody & Visitation >

Suspendisse tincidunt eget eget dictum felis ornare mauris eu efficitur felis ornare.

Child Safety >

Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

Juvenile Services >

Suspendisse tincidunt eget eget dictum felis ornare mauris eu efficitur felis ornare.

Top Resources

Do-it-Yourself Court Forms ⓘ
Useful forms to fill out about common court related issues.

Child Support Guidelines ⓘ
Information surrounding receiving, modifying, and deviating from child support.

Complaint for Annulment ⓘ
Form to request declare a marriage to have had no legal existence.

Affadavit of Indigency ⓘ
Form to request the state to pay court fees and costs if you cannot afford to pay them.

VIEW MORE

Basic Information >

Divorce & Alternatives >

Requesting an Order >

Alimony >

Q&A

Do I need a lawyer? >

How do I file for divorce? >

Should I seperate or divorce? >

ASK A LAW LIBRARIAN

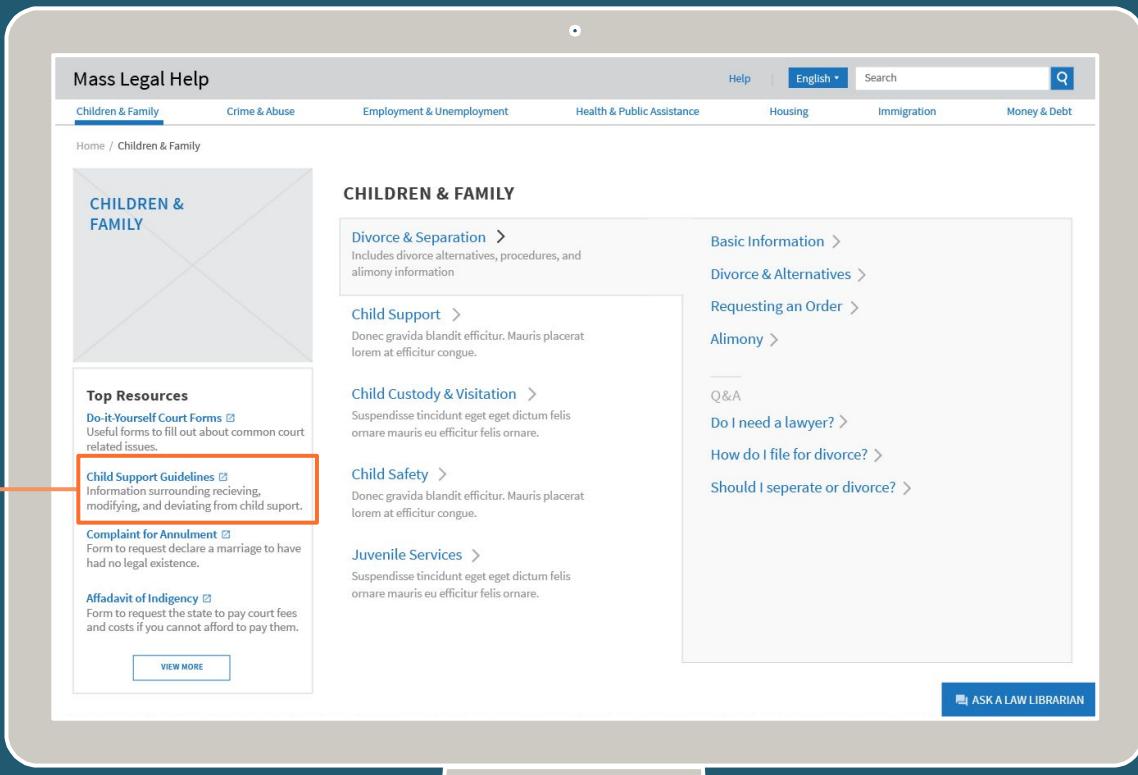
Clicking on a category provides a list of what topics are contained within that category.

Supporting user action...

via Contextual Resources

Users need to clearly understand the content they are accessing and be provided with enough information to easily take action.

Include most relevant links within the top level (i.e. Children & Family) category up front with a link to view **all** relevant resources.



Mass Legal Help

Help | English | Search | Q

Children & Family | Crime & Abuse | Employment & Unemployment | Health & Public Assistance | Housing | Immigration | Money & Debt

Home / Children & Family

CHILDREN & FAMILY

Top Resources

- [Do-it-Yourself Court Forms](#) ⓘ
- [Child Support Guidelines](#) ⓘ
- [Complaint for Annulment](#)
- [Affadavit of Indigency](#)

[VIEW MORE](#)

CHILDREN & FAMILY

[Divorce & Separation](#) >
Includes divorce alternatives, procedures, and alimony information

[Child Support](#) >
Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

[Child Custody & Visitation](#) >
Suspendisse tincidunt eget eget dictum felis ornare mauris eu efficitur felis ornare.

[Child Safety](#) >
Donec gravida blandit efficitur. Mauris placerat lorem at efficitur congue.

[Juvenile Services](#) >
Suspendisse tincidunt eget eget dictum felis ornare mauris eu efficitur felis ornare.

Basic Information >

[Divorce & Alternatives](#) >

[Requesting an Order](#) >

[Alimony](#) >

Q&A

[Do I need a lawyer?](#) >

[How do I file for divorce?](#) >

[Should I separate or divorce?](#) >

[ASK A LAW LIBRARIAN](#)

Mass Legal Help

Help English Search

Children & Family Crime & Abuse Employment & Unemployment Health & Public Assistance Housing Immigration Money & Debt

Home / Children & Family / Divorce & Separation

Divorce & Separation

Content Owner: Massachusetts Law Reform Institute | Last updated: June 6, 2016

A divorce is a judgment of a court ending a marriage. In Massachusetts, a person who wants a divorce must file legal documents in the Probate and Family Court and give reasons (called "grounds") for the divorce. When the Probate and Family Court considers a divorce case, it also decides custody, parenting time and visitation, child support if there are children. The court can also decide financial issues such as whether one spouse will pay support to the other (called "alimony") and how the parties will divide their property. When spouses agree on how these issues should be decided, they can file a written agreement with the court and ask the judge to approve it.

This section of Children and Families has information about the process for getting a divorce, grounds for divorce, alternatives to divorce, how the court handles custody, parenting time, visitation, child support, alimony, division of marital property, and other issues that are involved in divorce cases.

Basic Information > Requesting an Order > Q&A
Divorce & Alternatives > Alimony > Do I need a lawyer? >
How do I file for divorce? > Should I separate or divorce? >

Resources

Staying Healthy - A Guide to Keeping Health Insurance After Divorce  Short description of the items contained within this category goes here.

Complaint for Divorce 
Form to request paternity rights.

Complaint for Separate Support 
Form to request that your spouse continue financial support during and after a legal separation.

Complaint for Support of Spouse or Child 
Form to request child support or alimony following a divorce.

Complaint for Annulment 
Form to request declare a marriage to have had no legal existence.

Complaint to Establish Paternity 
Form to request paternity rights following a divorce.

Affidavit of Indigency 
Form to request the state to pay court fees and costs if you cannot afford to pay them.

[VIEW MORE](#)

 [ASK A LAW LIBRARIAN](#)

Arrange all category specific resources in order of most relevant.

In Summary

Proposed Roadmap

Phase 1: Short-term Goals (1-6 months)

- Remove or correct all broken links to improve ability for users to find the information that they are looking for.
- Ensure sidebar items are consistent throughout each top tier category (i.e. within Consumer & Debt and its subpages).
- Address WCAG 2.0 accessibility findings to ensure equal and consistent access for all users.

Proposed Roadmap

Phase 2: Mid-term Goals (6 months - 1 year)

- Rearrange navigational organization to enhance findability through a more intuitive organizational structure.
- Combine page content where possible to avoid pages with only a few brief sentences and reduce content overlap.
- Display “Ask a Law Librarian” link prominently only during applicable timeframes (M-F, 9am-4pm).

Proposed Roadmap

Phase 3: Long-term Goals (1+ year)

- Revisit the visual layout of the site to accommodate progressive disclosure, as suggested in our proposed wireframe layout.
- Ensure site is mobile-friendly as this is user's primary means of access.
- Add visible search field to upper right header on all pages & remove additional search boxes throughout the site.

Success Stories



Hopeful Mother

“I was amazed at how quick and easy it was to find what I needed.

With Mass Legal’s help, I’m confident I can be a good single mother.”

- Tawney Raines



Optimistic Immigrant

“The Mass Legal Help website made it **easy to find the assistance I needed get on my feet** and begin to make a life in the U.S. They made me **feel ready to apply for citizenship status** when the time comes.”

- Latoya Aman



Confident Ex-Con

“Through the Mass Legal Help site **I learned about STRIVE Boston’s** mission. I reached out to them and they **helped me quickly get my foot in the door** for a job interview.”

- Mike Williams



Thank you very much
for your time!

Kate Coates
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Erica McCoy
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Suzanne Royer
suzanne.royer@ubalt.edu

Appendix

The Mass Legal Help website aims to...

Provide free information, tools, and resources to low-income and disadvantaged, low-literate, limited English-proficient MA residents in crisis to help them understand their legal rights and deal with their civil legal issues.

USER INTENT

- Why do users come to this site?
 - In crisis, need quick and easy access to legal aid information, tools, and resources, via mobile device to deal with civic legal issues
- What are the high-priority areas?
 - Different content goals depending on the language spoken.

English - 91%

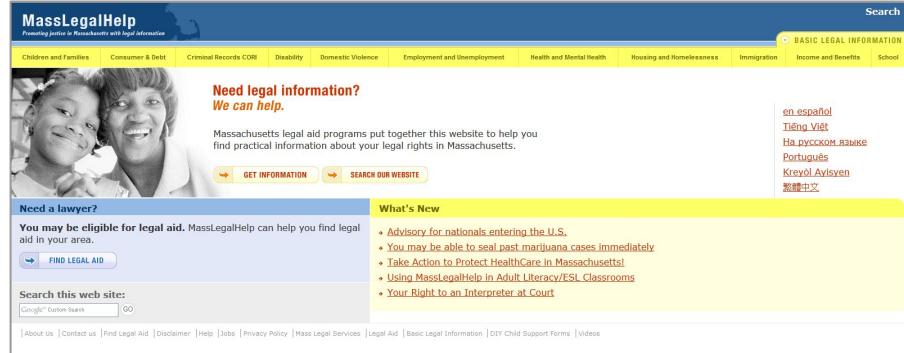
Child Custody, Housing and Homelessness, and Divorce

Spanish - 3%

Housing, Child Support, and Income & Benefits

Portuguese - 3%

Unemployment Insurance, Child Custody, and Child Support



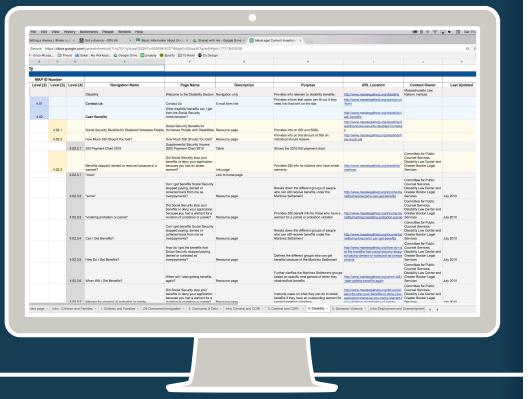
Our Process

1. Conduct a content inventory
2. Develop user personas
3. Conduct a competitive analysis
4. Revise existing information architecture
5. Test proposed IA with a card sorting exercise
6. Refine information architecture based on cardsorting feedback
7. Analyze search within the website
8. Conduct tree testing of new vs old site architecture
9. Develop user journeys
10. Create wireframes / mockups

Content Inventory

The process and the result of cataloging
the entire contents of a website.

Investigating Current Architecture



Successes

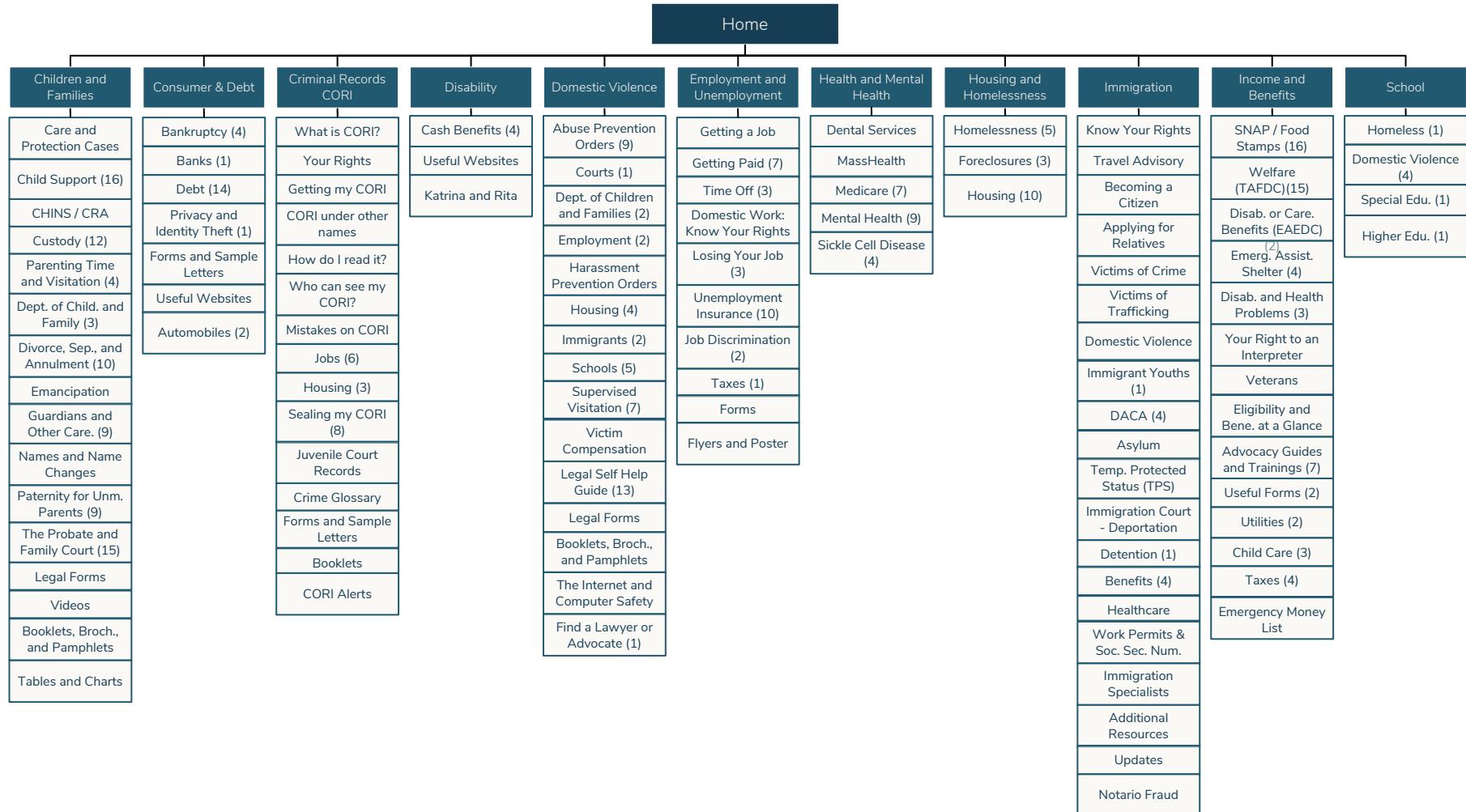
- Clear attempt to break up an overwhelming amount of content into high-level categories.
- Similar categories can be found across other legal aid type sites, like gov.uk and Illinois Legal Aid.

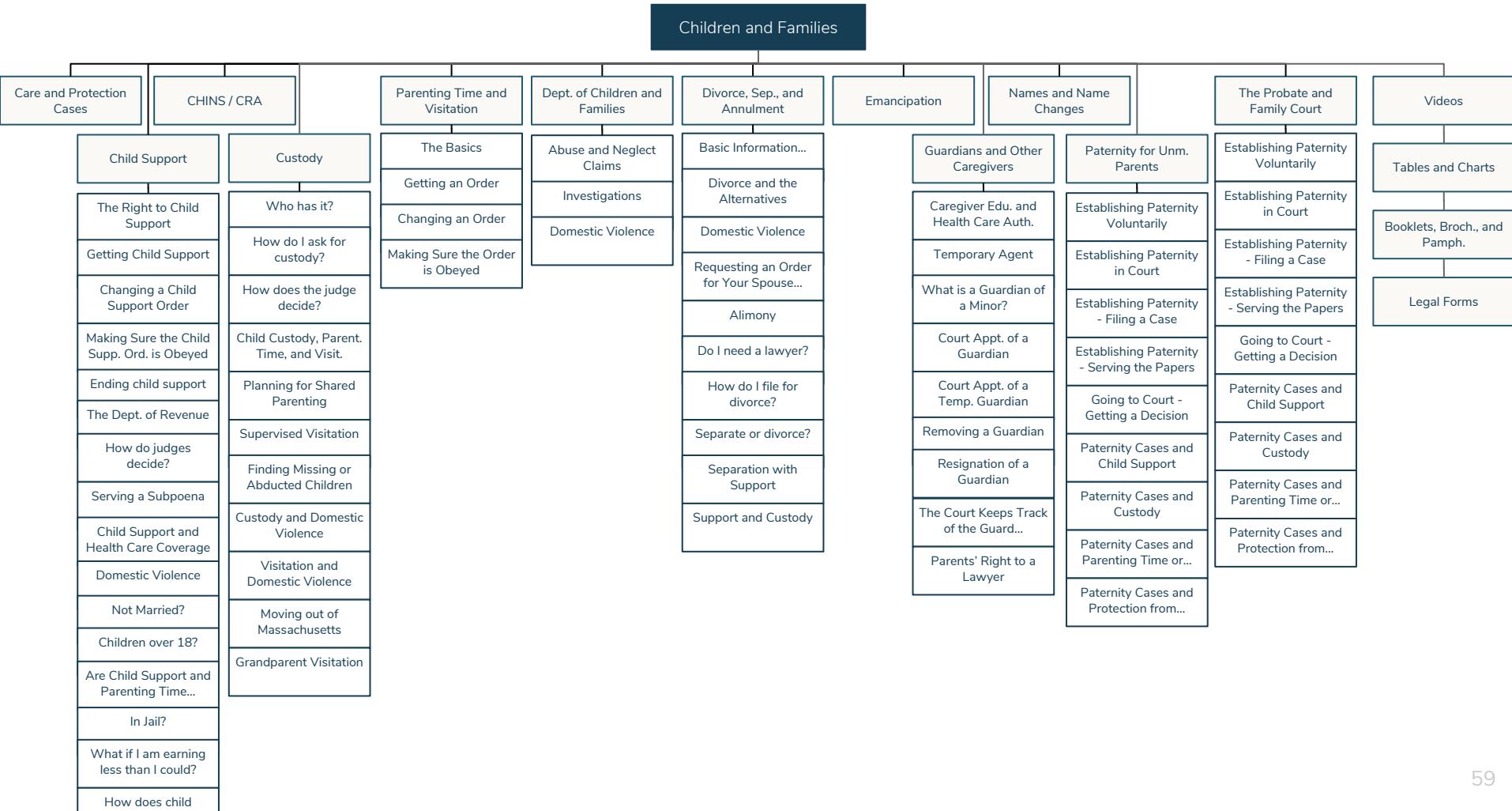
Shortcomings

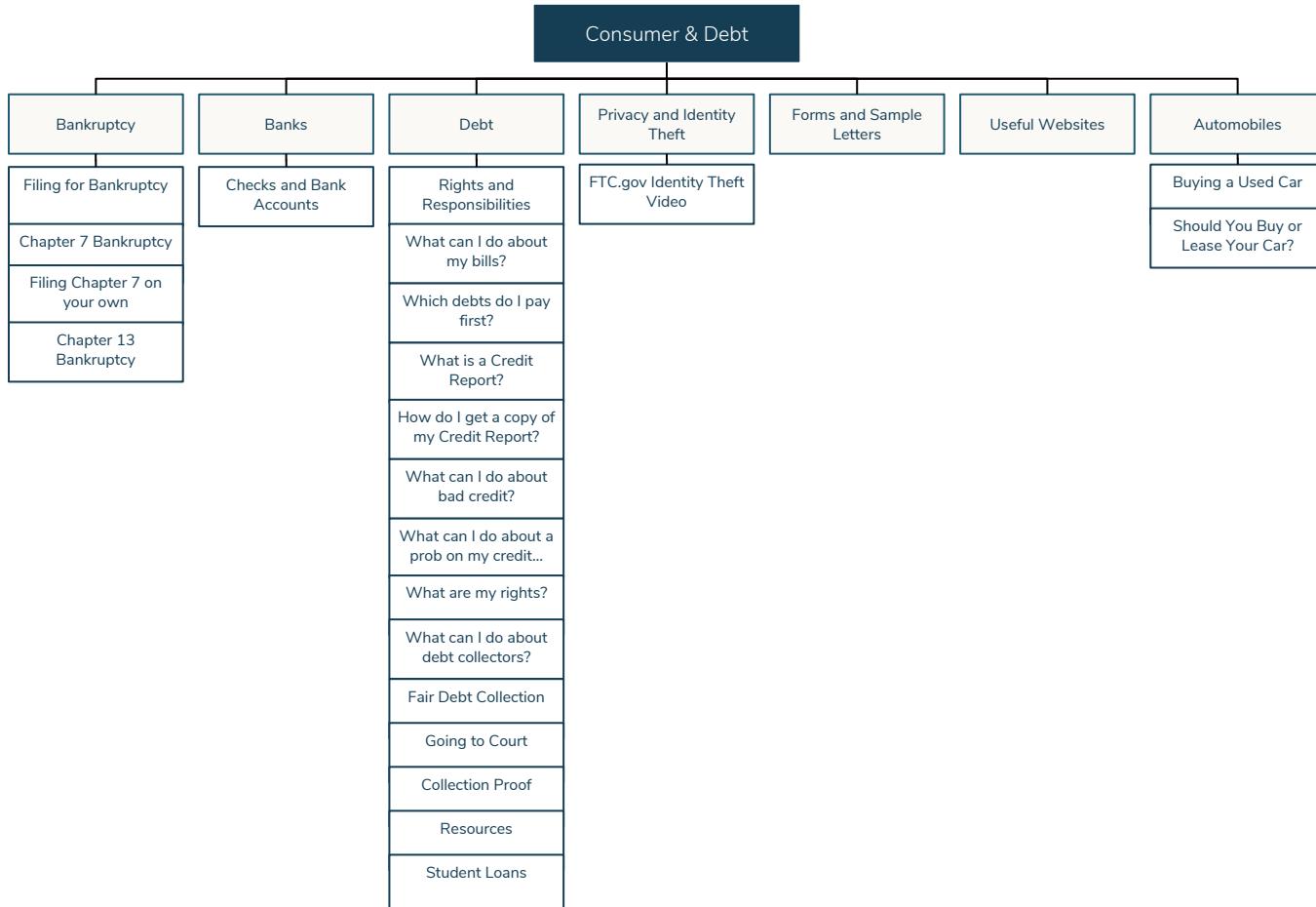
- It is difficult to determine exactly what content will be found within each category from the navigation alone, forcing users to click into an item before being presented with a list of topics to choose from.
- There are a lot of areas where content can conceivably overlap, like that found within the School category, making it difficult to determine where to find desired information.
- Some content, like Sickle Cell Disease, seems oddly specific to be called out at such a high level (viewed by 0.04% of all users).

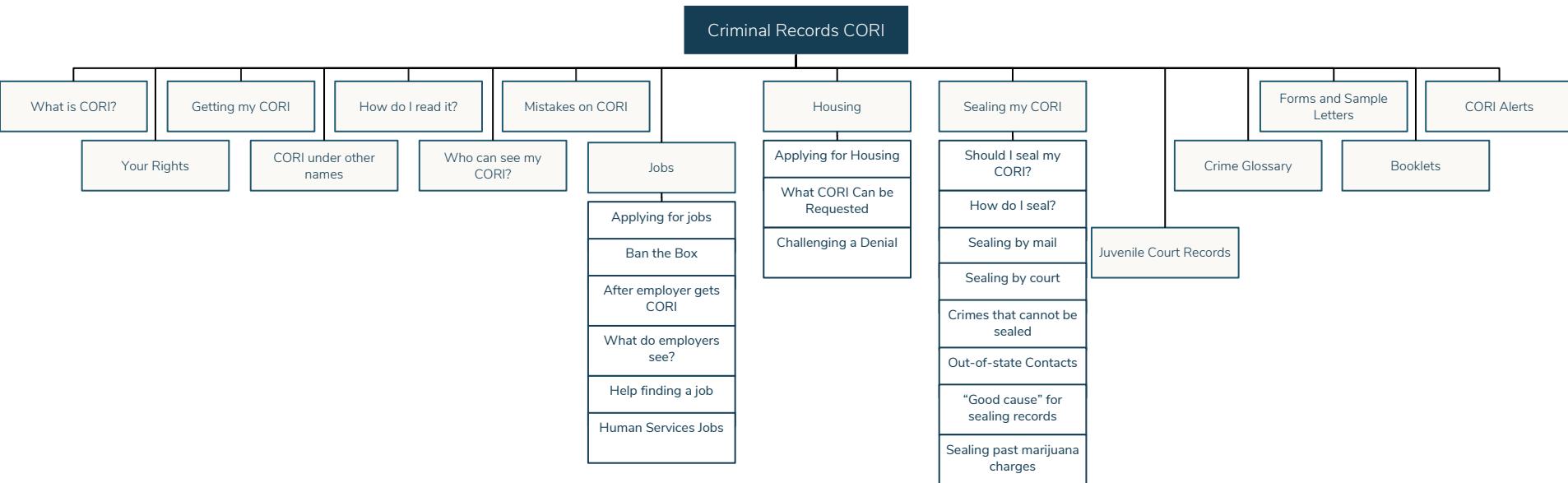
Takeaways

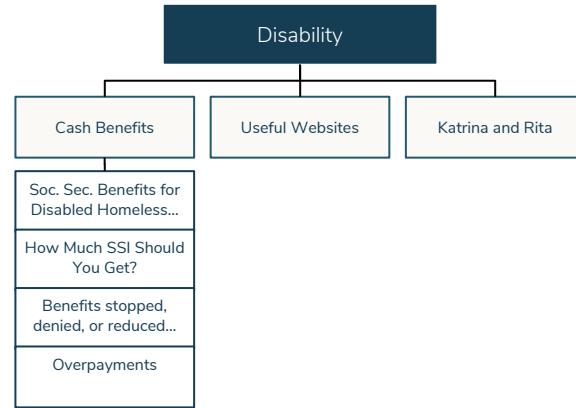
- Determine if there is a clearer, more concise manner in which to break up content groupings that still remains consistent in language with other legal aid sites.
- Instead of hiding content behind the main navigation, leverage a method of navigation that allows the user to preview popular titles (Illinois Legal Aid) or that provides a one sentence description of the content that can be found within each grouping (gov.uk).
- Consider contextual linking to navigate to content that may not be as pertinent to a larger user group.

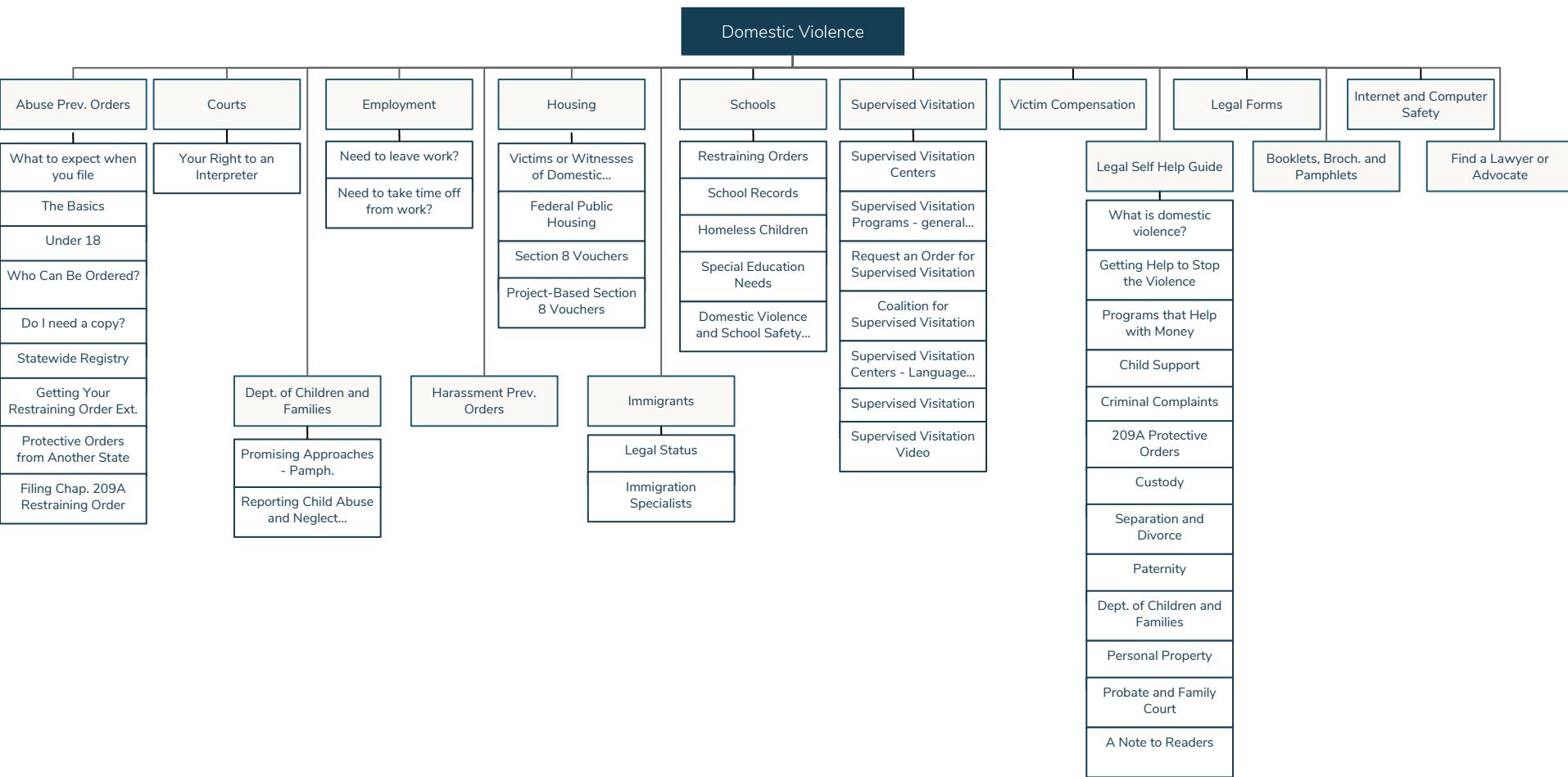


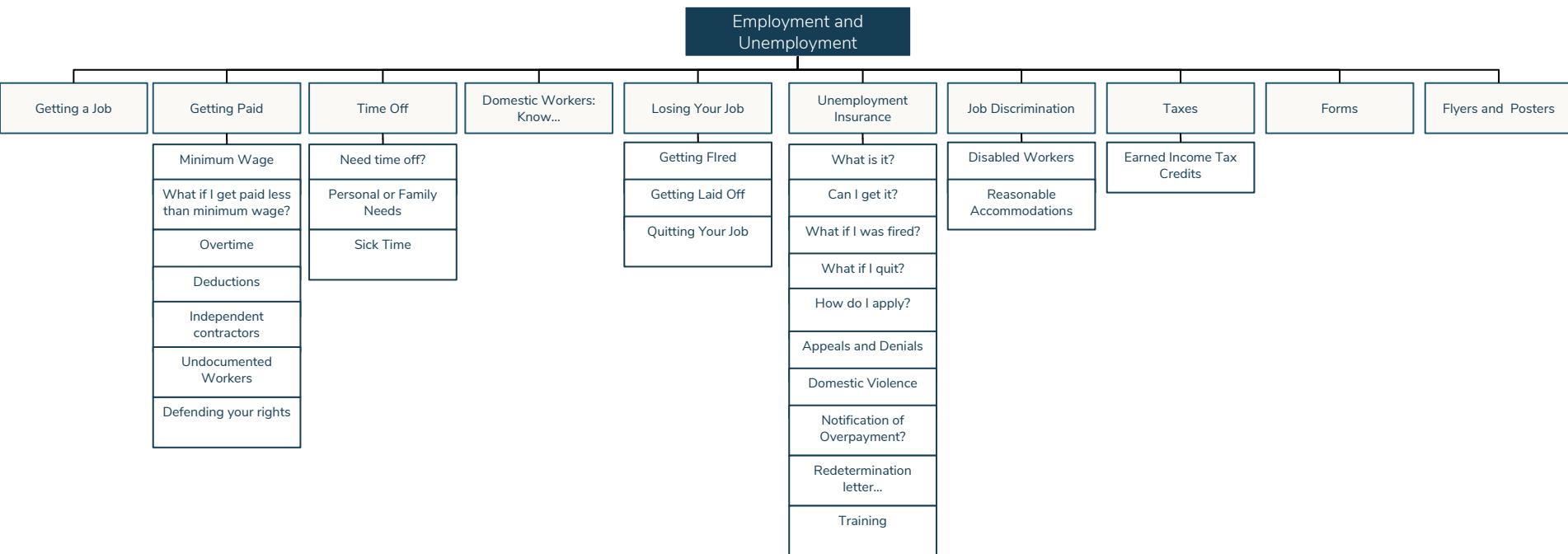


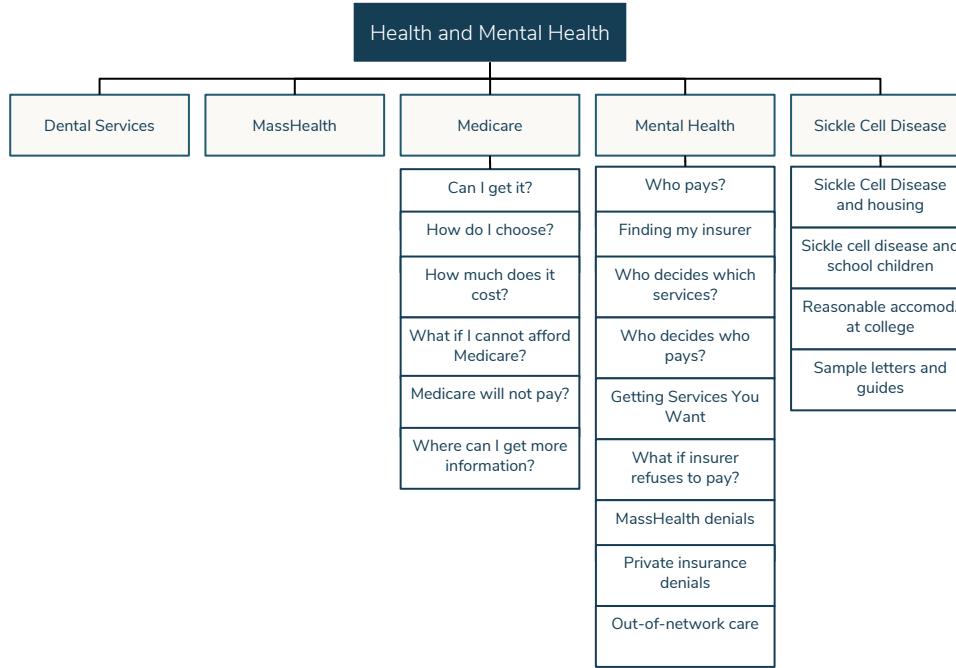


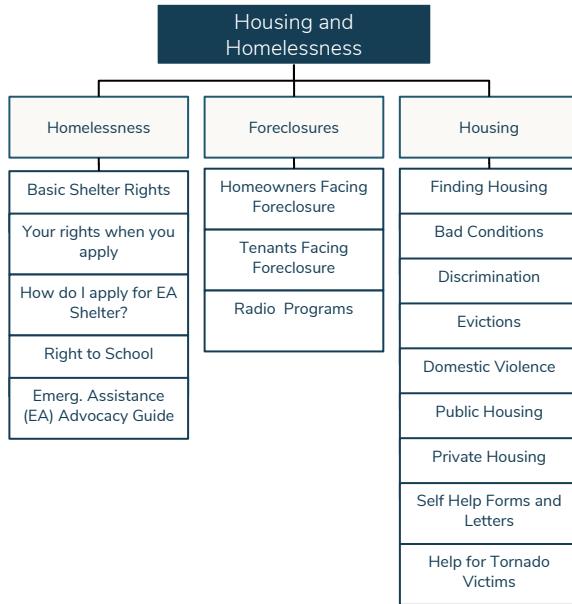




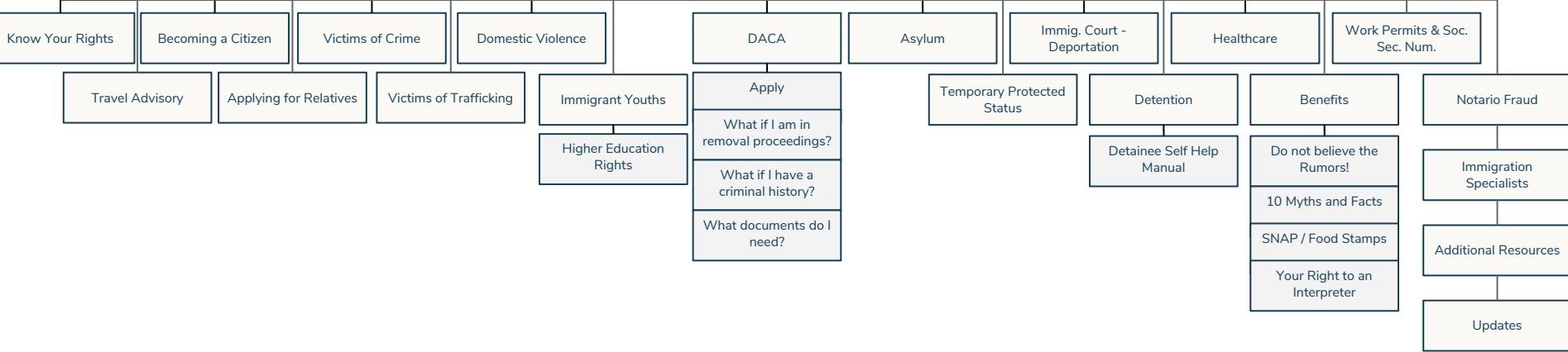




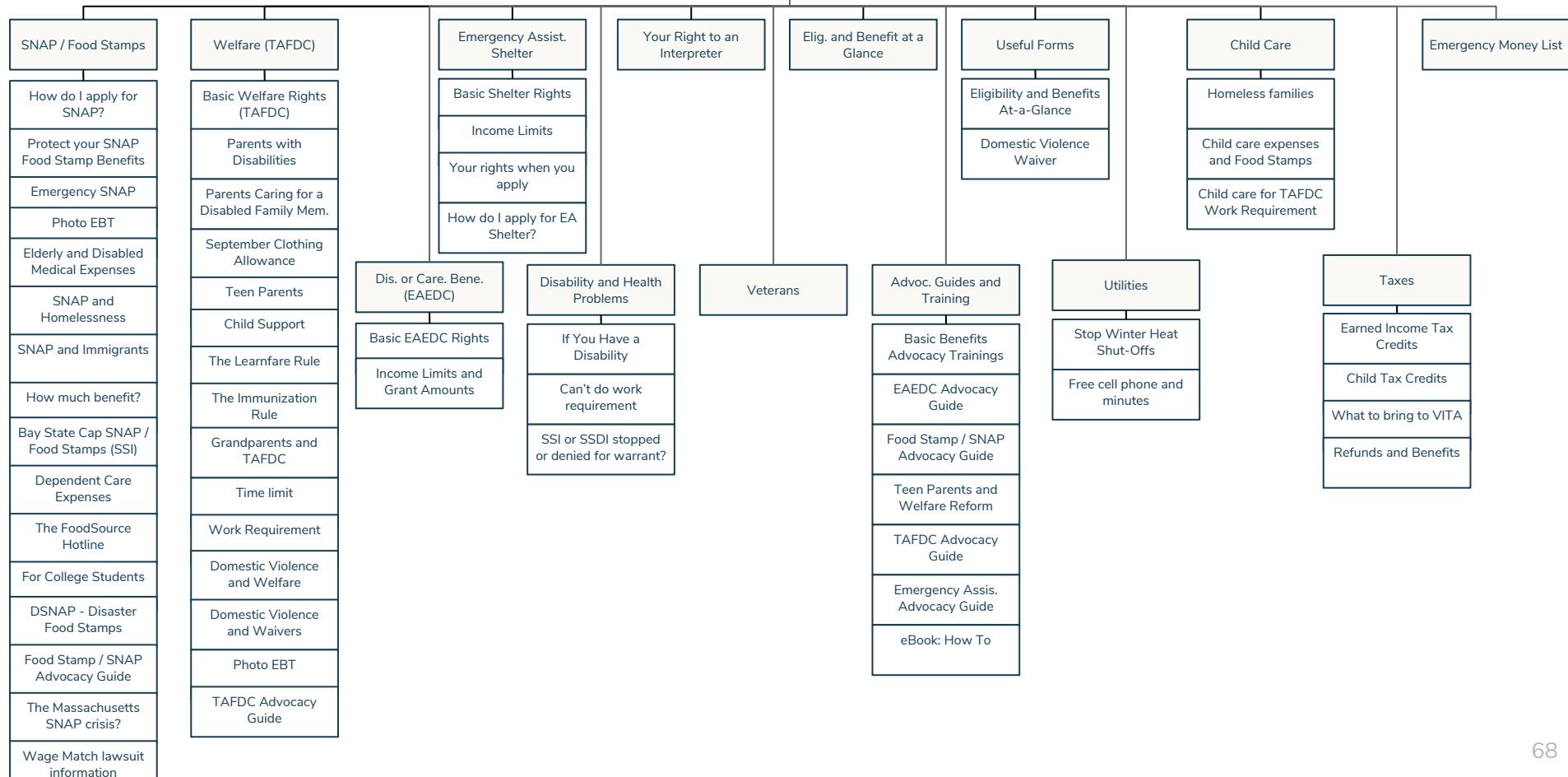




Immigration



Income and Benefits



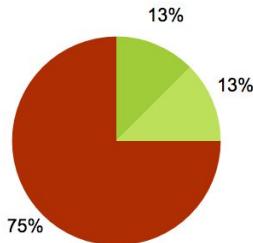


Current Architecture Tree Test

Tree testing tells you how easily people can find information on your website, and exactly where people get lost.

1. You have a former track record of alcoholism and a domestic abuse conviction; you are trying to get your life back on track and need assistance searching for a job.

Criminal Records CORI > Jobs > [Help finding a job](#)



	Success	Direct	1	1	13%	25%
	Fail	Indirect	2	0	13%	75%
	Skip	Direct	6	0	75%	0%

*percentages do not total 100 due to rounding

Success

Directness

Time Taken

3

OVERALL



View the Pietree

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You have a former track record of alcoholism and a domestic abuse conviction; you are trying to get your life back on track and need assistance searching for a job.

Radial

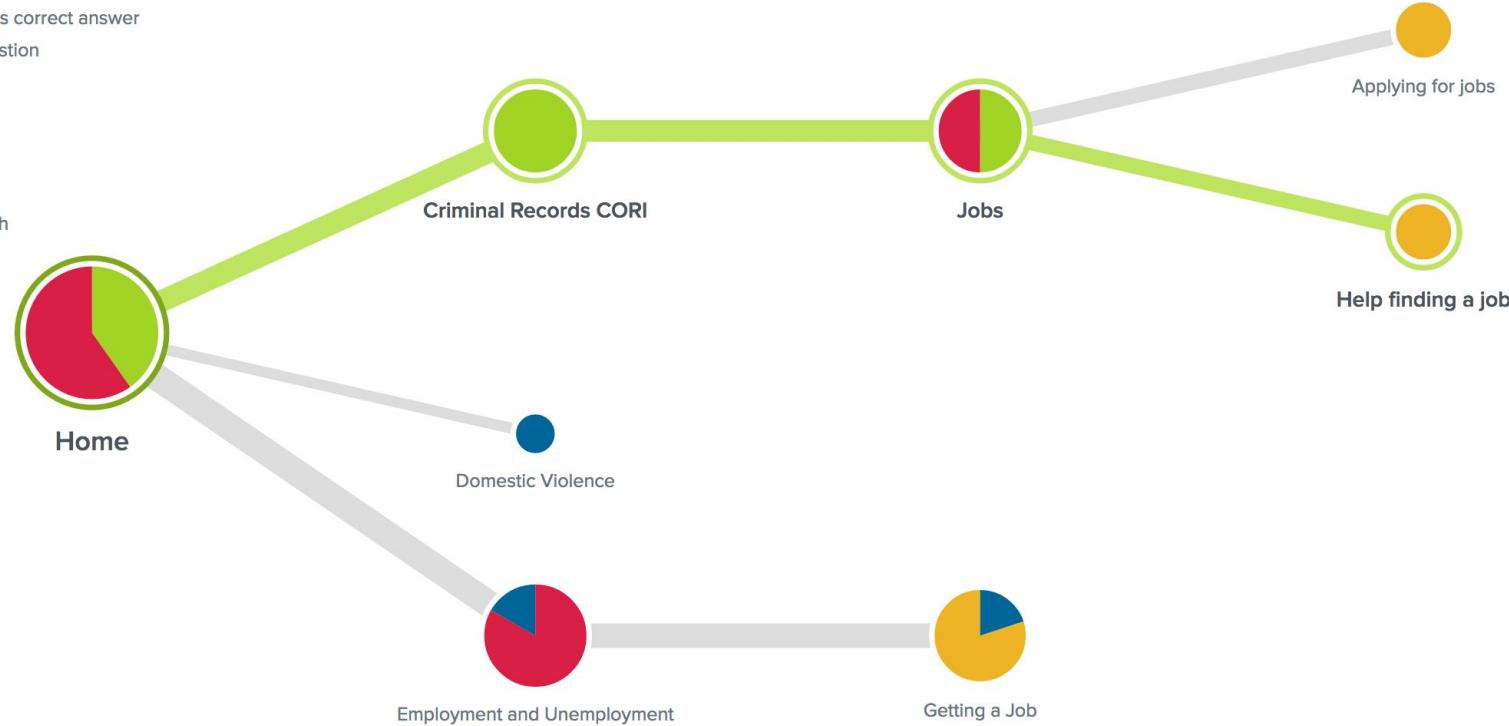
Horizontal

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

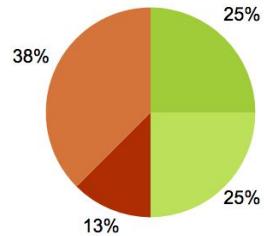
Lines

- Root node
- Correct path
- Incorrect path



2. You are currently between jobs and you want to know if you qualify for any kind of public benefits or assistance while you are unemployed.

✓ Employment and Unemployment > Unemployment Insurance > **Can I get it?**



	Success	Direct	2	4	25%	50%
	Fail	Indirect	2	4	25%	50%
	Skip	Direct	0	0	0%	0%

*percentages do not total 100 due to rounding

[View the Pietree](#)

Success



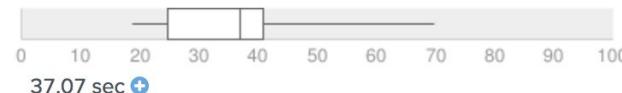
3

OVERALL

Directness



Time Taken



[Show task questions](#)

Task 2.

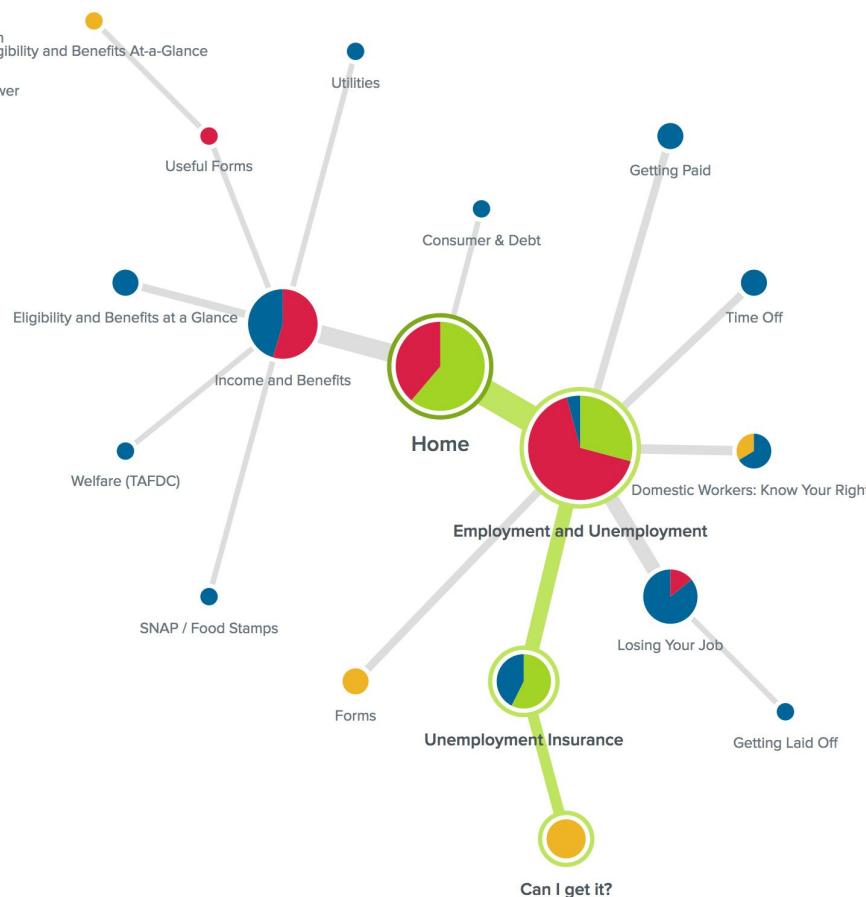
You are currently between jobs and you want to know if you qualify for any kind of public benefits or assistance while you are unemployed.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

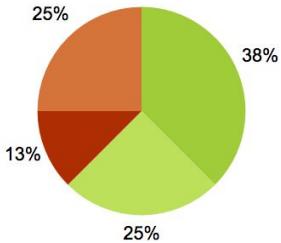
Lines

- Root node
- Correct path
- Incorrect path



3. You want to know your rights regarding potential employers asking questions about your past convictions.

- Criminal Records CORI > Jobs > **After employer gets CORI**
- Criminal Records CORI > **Your Rights**



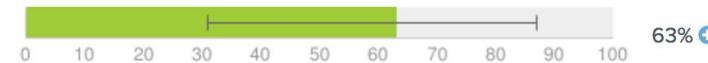
	Success	Direct	3	5	38%	63%
	Fail	Indirect	2	2	25%	25%
	Skip	Direct	0	0	0%	0%

*percentages do not total 100 due to rounding

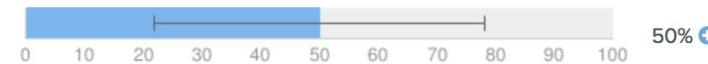
[View the Pietree](#)

[Show task questions](#)

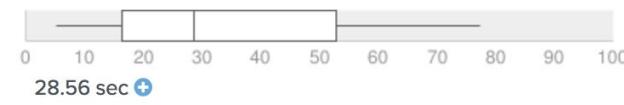
Success



Directness



Time Taken



4

OVERALL

Task 3.

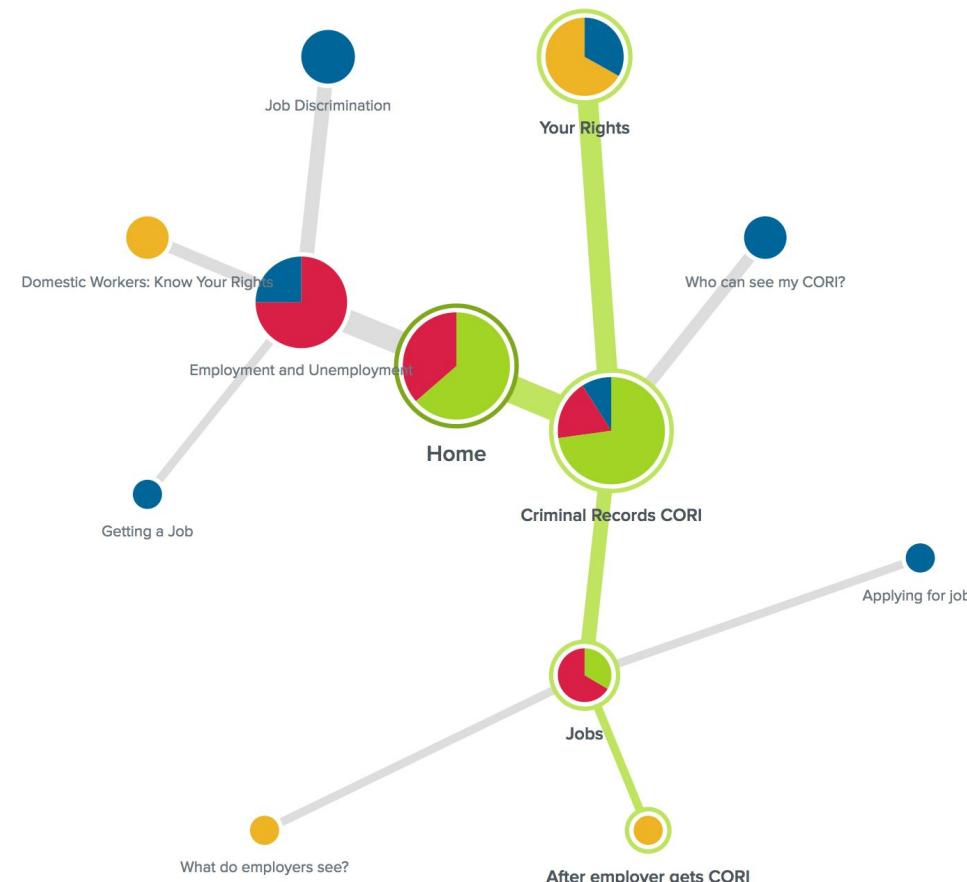
You want to know your rights regarding potential employers asking questions about your past convictions.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

Lines

- Root node
- Correct path
- Incorrect path



4. You are a green card holder but want information about how long you need to be a U.S. resident before you can apply for citizenship.

✓ Immigration > **Becoming a Citizen**



	Success	Direct	7	8	88%	100%
	Fail	Indirect	1	0	0%	0%
	Skip	Direct	0	0	0%	0%

*percentages do not total 100 due to rounding

[View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken



10

OVERALL

You are a green card holder but want information about how long you need to be a U.S. resident before you can apply for citizenship.

Radial

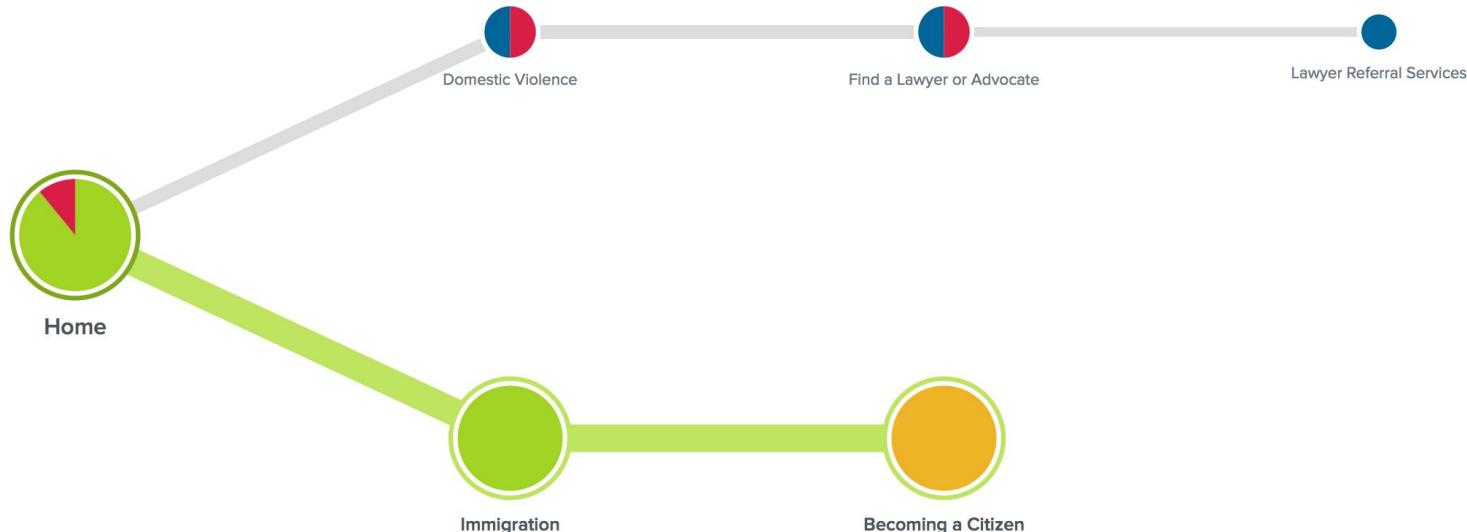
Horizontal

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

Lines

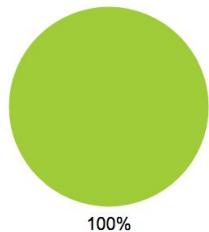
- Root node
- Correct path
- Incorrect path



5. You want to know if you can get food stamp benefits despite your status as a green card holder.

✓ Immigration > Benefits > **SNAP/Food Stamps**

✓ Income and Benefits > SNAP / Food Stamps > **SNAP and Immigrants**



 Success	Direct	8 	8 	100% 0%	100%
 Fail	Direct	0 	0 	0% 0%	0%
 Skip	Direct	0 	0 	0% 0%	0%

 [View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken

10

OVERALL



You want to know if you can get food stamp benefits despite your status as a green card holder.

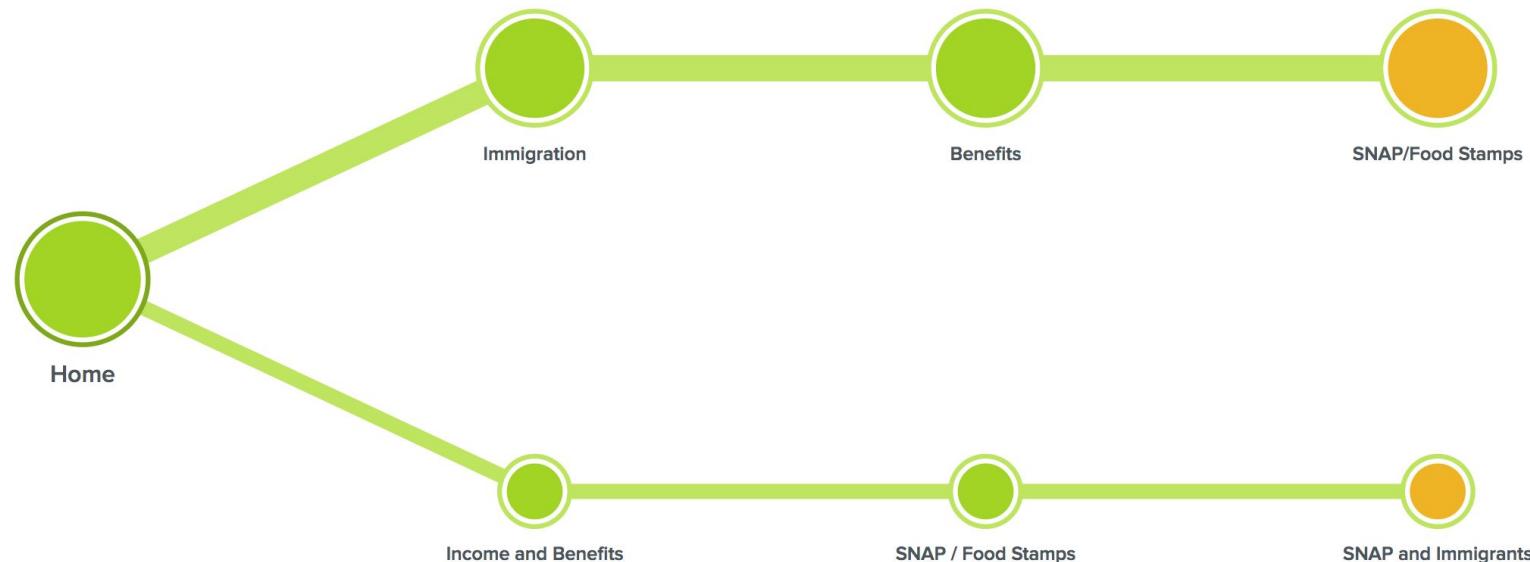
 Radial Horizontal

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

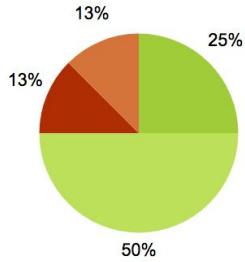
Lines

- Root node
- Correct path
- Incorrect path



6. You recently immigrated to the U.S. and you need assistance finding affordable housing for you and your child.

✓ [Housing and Homelessness](#) > [Housing](#) > [Finding Housing](#)



	Success	Direct	2	25%	75%
		Indirect	4	50%	
	Fail	Direct	1	13%	25%
		Indirect	1	13%	
	Skip	Direct	0	0%	0%
		Indirect	0	0%	

*percentages do not total 100 due to rounding

[View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken

5

OVERALL



Task 6.

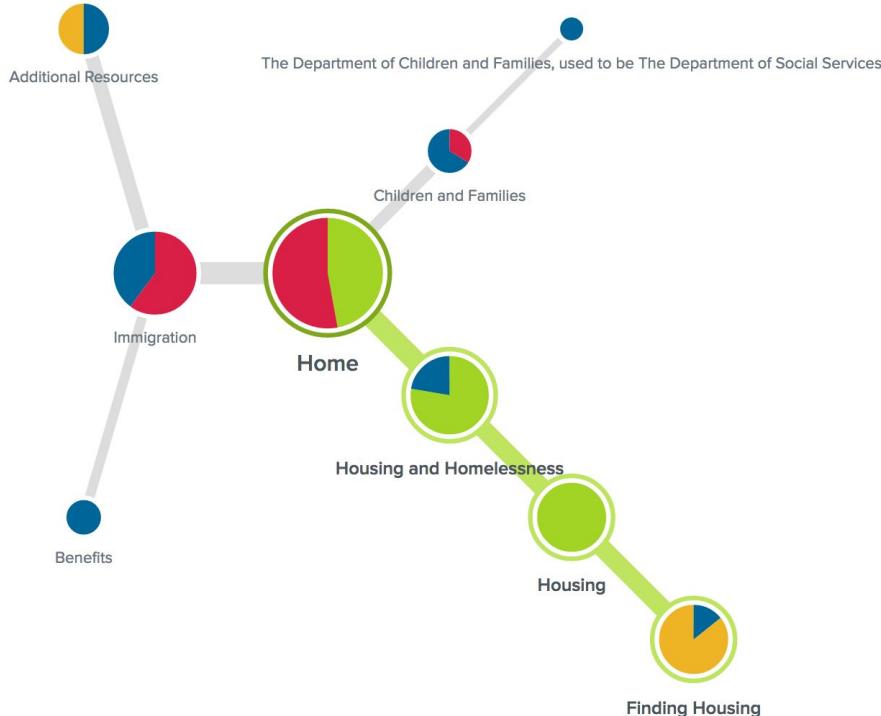
You recently immigrated to the U.S. and you need assistance finding affordable housing for you and your child.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

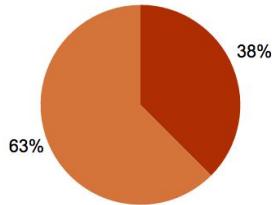
Lines

- Root node
- Correct path
- Incorrect path



7. You want to file for divorce from your physically abusive spouse.

✓ [Children and Families > Divorce, Separation, and Annulment > How do I file for divorce?](#)



█	Success	Direct	0	0	0%	0%
		Indirect	0	0	0%	0%
█	Fail	Direct	3	8	38%	100%
		Indirect	5	5	63%	
█	Skip	Direct	0	0	0%	0%
		Indirect	0	0	0%	0%

*percentages do not total 100 due to rounding

 [View the Pietree](#)

[Show task questions](#)

Success



1
OVERALL

Directness



Time Taken



Task 7.

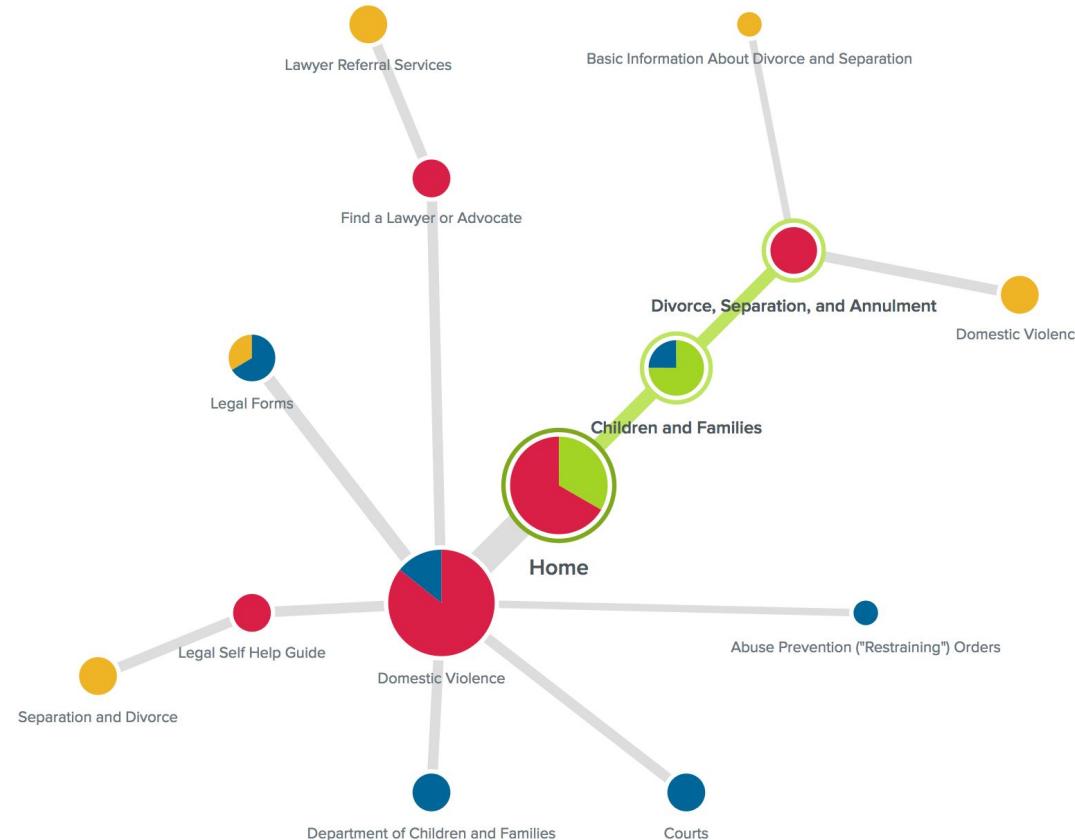
You want to file for divorce from your physically abusive spouse.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

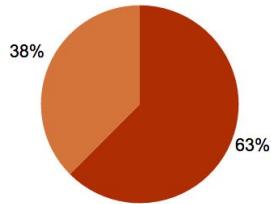
Lines

- Root node
- Correct path
- Incorrect path



8. You are filing for divorce from your abusive spouse, and you want to retain sole legal custody of your children.

- ✓ Children and Families > Custody > [How do I ask for custody?](#)
- ✓ Children and Families > Custody > [How do I show the judge?](#)
- ✓ Children and Families > Custody > [Child Custody, Parenting Time, and Visitation](#)



	Success	Direct	0	0	0%	0%
		Indirect	0	0	0%	0%
	Fail	Direct	5	8	63%	100%
		Indirect	3	3	38%	
	Skip	Direct	0	0	0%	0%
		Indirect	0	0	0%	0%

*percentages do not total 100 due to rounding

[View the Pietree](#)

[Show task questions](#)

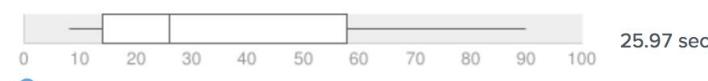
Success

Directness

Time Taken

1

OVERALL



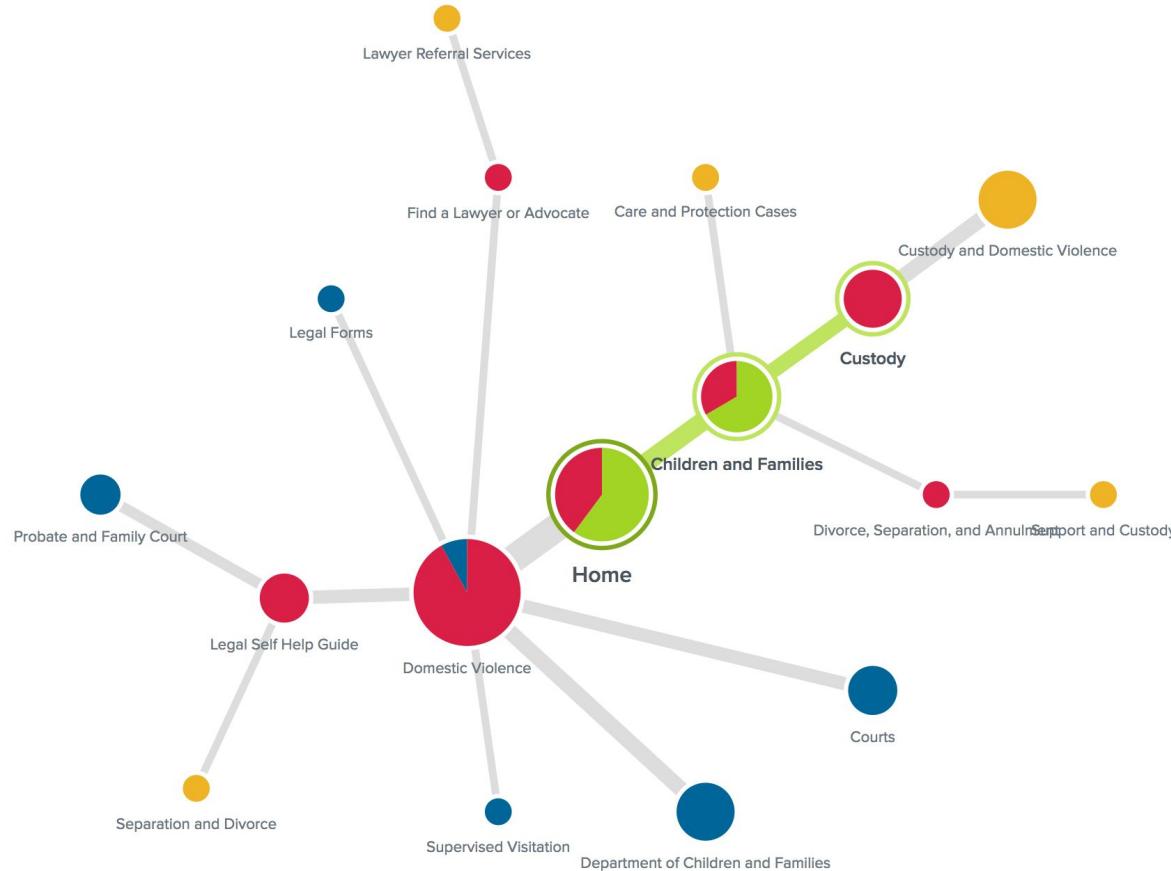
You are filing for divorce from your abusive spouse, and you want to retain sole legal custody of your children.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

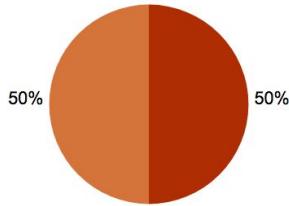
Lines

- Root node
- Correct path
- Incorrect path



9. You need to get away from your abusive spouse but you have nowhere for you and your children to stay.

- ✓ [Housing and Homelessness > Housing > **Finding Housing**](#)
- ✓ [Income and Benefits > Emergency Assistance Shelter > **Basic Shelter Rights**](#)
- ✓ [Income and Benefits > Emergency Assistance Shelter > **How do I apply for EA Shelter?**](#)



	Success	Direct	0	0	0%	0%
		Indirect	0	0	0%	0%
	Fail	Direct	4	8	50%	100%
		Indirect	4	4	50%	50%
	Skip	Direct	0	0	0%	0%
		Indirect	0	0	0%	0%

[View the Pietree](#)

[Show task questions](#)

Success



1

OVERALL

Directness



Time Taken

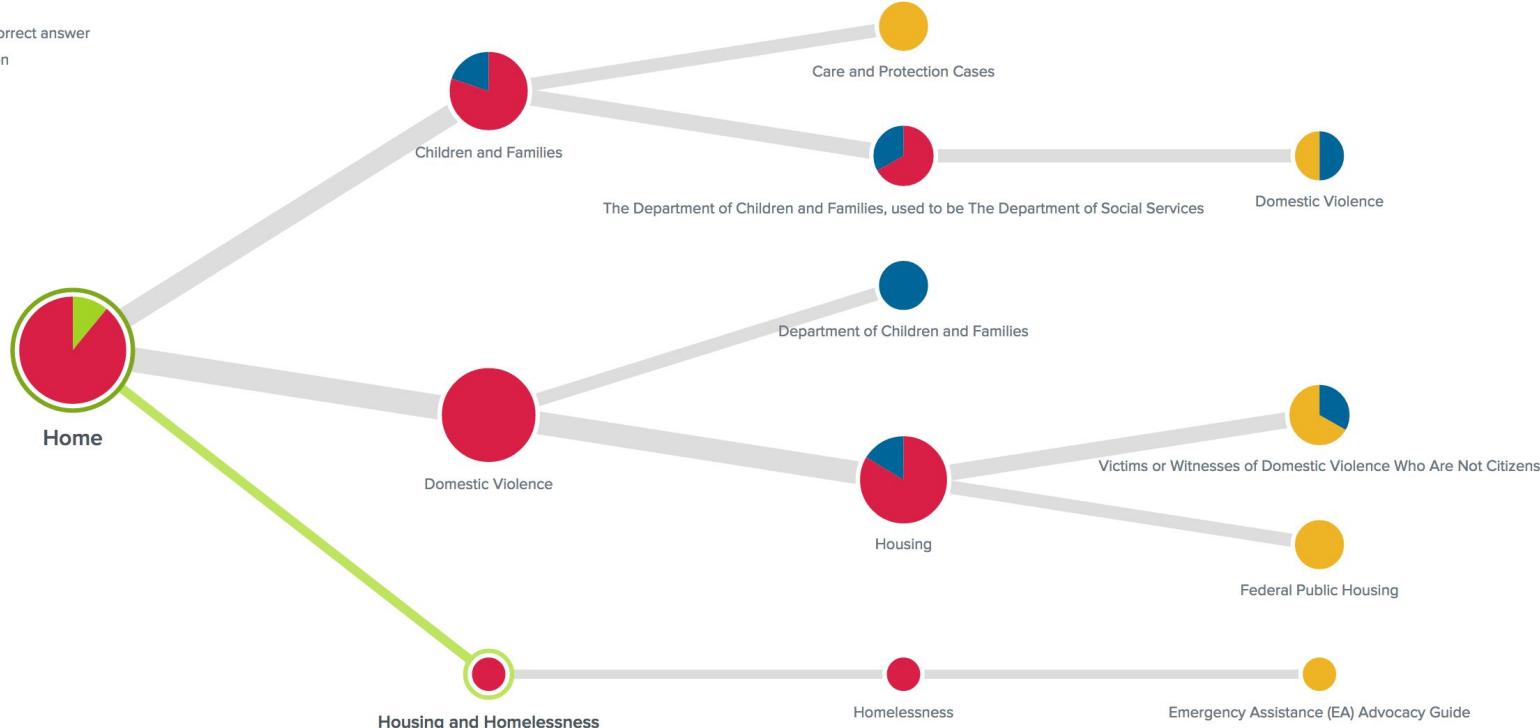


Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

Lines

- Root node
- Correct path
- Incorrect path



Personas

A written representation that encompasses the various needs, goals, and behavior of your website's intended users.



Tawney Raines

Age

20 years

Education

Some high school (11th grade)

Occupation

Part-time waitress at a diner

Family Status

Married with 2 children (4 yrs and 3 months)

Language

English

Motivations

The night Tawney fled home, her husband Eddie had punched and strangled her, and threatened to harm their infant daughter next. This time in the emergency room, she confided in one of the nurses. Estranged from her family, Tawney explained she and her children had no safe place to stay and were planning on sleeping in her car. Realizing she couldn't afford to raise her kids on a waitress's salary, Tawney admitted she had no idea what she was going to do for the long term. Immediately, the nurse called the crisis intervention center. That day, Tawney obtained a 209A protective order with temporary custody of the couple's children. Now she and her kids are in a shelter, and she's been given enough food vouchers to last through the week. Tawney just needs a little help finding the necessary resources to move forward.

Primary Goals

- File for divorce and seek full custody of their children
- Find a permanent home for her and her children
- Find a decent-paying job with healthcare to support her children

“My children are everything to me. How will I afford to raise them?”



Latoya Aman

Age
28 years

Education
High School

Occupation
In-home Nanny

Family Status
Widowed; Single parent; Daughter, age 3

Language
Arabic; English (as a second language)

Motivations

Seeking a better life for herself and her young daughter from a politically distraught country, Latoya was initially admitted to the U.S. as a refugee. She has gone through the steps necessary to obtain a Green Card, thus establishing permanent residency in the U.S., and she is now looking to apply for full citizenship status. In the meantime, Latoya earns a meager income providing child care and cleaning services for a family outside the city. While the job requires Latoya to travel via public transit an hour each way, the family does allow Latoya to bring her daughter, saving her from having to find her own child care. However, the job does not provide benefits and just covers basic food and living expenses. Struggling to save for an affordable apartment, Latoya instead splits rental costs with two other families, all of them sharing a single-family home. With no benefits and little savings, she is worried about her or her daughter becoming sick or injured. She also longs for a place of her and her daughter can call their own. Latoya hopes becoming a citizen will open up more opportunities, but that will likely mean finding childcare. She wishes starting a new life in a new country wasn't so overwhelming.

Primary Goals

- To obtain full U.S. citizenship status.
- To receive public benefits, particularly health care.
- To find better employment and child care.

“I came to America for a better life and to give my daughter more opportunity than I had, but I still need to be able to provide for her and make ends meet.”



“There is a lot of information but I struggled to find the benefits I qualified for without having to go to each page separately.”

-Latoya Aman

PROCESS	Information Need	Information Seeking	Information Engagement	Actions Identified
USER GOALS	<p>START Latoya earns enough to cover basic living costs and struggles to save for her own apartment. Additionally, with no health care, Latoya worries about what will happen if her or her daughter becomes sick or injured.</p>	Find information about public benefits and assistance, specifically benefits she may qualify for.	Determine the benefits she is eligible for and learn what she needs to do to apply.	Abandons www.masslegalhelp.org in favor of the screening flow on www.mass.gov . END
TOUCH POINTS AND EMOTIONAL RESPONSE	<ul style="list-style-type: none"> Wants to know if she would be able to qualify for public benefits assistance to help offset living costs and therefore save money for a place of her own. Wants information on Health Care for her and her daughter. 	<ul style="list-style-type: none"> Visits www.masslegalhelp.org to find information regarding public benefit assistance. Navigates through website to find where public benefits information can be obtained (Income and Benefits). Looks through list of different benefits and assistance information to determine where to go next. Views Eligibility and Benefits at a Glance. Decides to view information on each benefit individually. 	<ul style="list-style-type: none"> Views information on each benefit individually, starting with SNAP: <ul style="list-style-type: none"> SNAP / Food Stamps > SNAP and Immigrants > 9 myths and facts > Am I eligible if I am a legal immigrant > Appendix D > (back) > How does my work history help > How do I apply > apply online > (Mass.gov) Screening flow 	<ul style="list-style-type: none"> Walks through screening flow on www.mass.gov to determine benefits assistance.
USER THOUGHTS	<ul style="list-style-type: none"> What are the different types of public benefits assistance? Do I qualify for public benefits assistance; What benefits do I qualify for? How do I apply? 	<ul style="list-style-type: none"> Where do I go to find benefits information? Do I have to look at each benefit individually? Is there a summary of the different benefits so I can see everything in one place? I'm not sure I understand what this chart means. I'll have to look at everything individually. What about healthcare? Is that information somewhere else? 	<ul style="list-style-type: none"> How do I know if I qualify for SNAP? I see there is a separate section for SNAP and Immigrants. I have Green Card but I'm not sure what some of this means and I don't have time to go to the DTA Office to see if I qualify. I'm going to see if there is another way to apply. This website is nice! There is a screening feature to see what I qualify for. 	<ul style="list-style-type: none"> This tool was really helpful in letting me know what benefits I can get. I wish I had found it right away.
OVERALL USER EXPERIENCE	<p>Positive</p> <p>Neutral</p> <p>Negative</p>			



Mike Williams

Age
32 years

Education
High School Diploma

Occupation
Unemployed / Former construction worker

Family Status
Single; Previously lived with girlfriend

Language
English

Motivations

After graduating high school, Mike immediately entered the workforce, working long-hours as a construction worker to provide for himself and his girlfriend. Shortly into starting his job, Mike developed alcoholism which sent his life into a tailspin. His struggling relationship quickly devolved, ending with domestic abuse charges. He was convicted and sentenced to pay \$1,000 in fines. Granted probation in lieu of imprisonment, Mike was forced to pay over \$3,500 out-of-pocket for the required Certified Batterer's Program. Though he was personally committed to turning his life around, Mike couldn't seem to hold down a job long enough to provide a buffer in the bank. Now 32, he is once again unemployed and looking for his next paycheck. He always tries to avoid talking about his criminal record from back in his past because too often it has led to him not being hired. He wishes his past wouldn't prevent him from becoming successful.

Primary Goals

- To avoid job discrimination based on his criminal record
- To find a job that he can hold down on a longer-term basis
- To help financially support himself during his job search

“Listen, I made a mistake. I was young and stupid and I'm sorry. I need a job, just give me a chance.”

PROCESS	Determine Need	Search	Engage	Take Action
USER GOALS	<p>START Mike is recently unemployed and worrying that his criminal record is preventing him from landing a new job. On top of that, his savings are running down and money's getting tight.</p>	Find information about the CORI and its relationship to his job search.	Determine what information is needed to answer his questions.	Utilizes outside resources to quickly organize his findings. END
TOUCH POINTS AND EMOTIONAL RESPONSE	<ul style="list-style-type: none"> Yellow: Wants to know his rights regarding potential employers reviewing his criminal background report. Yellow: Wants to get assistance with his job search. Yellow: Wants to see if he qualifies for any benefits / assistance during his job search. 	<ul style="list-style-type: none"> Yellow: Visits www.masslegalhelp.org to find the information. Yellow: Seeing Criminal Records CORI first in the top navigation, he clicks it. Yellow: Looks through the long list of provided navigational links to determine where to go next. Yellow: Clicks on "Jobs" to dive into job specific information. Red: Unsure whether to start with the top links or the bottom links. 	<ul style="list-style-type: none"> Yellow: Unsure where to start he clicks each page individually starting with "Laws that stop employers from discriminating...". Red: Link takes him back to homepage so he retraces steps back. Red: Clicks "Things employers are allowed to ask..." and it takes him to the bottom of a different page. Scrolls up. Red: Clicks through supplemental links to continue to build his knowledge base. 	<ul style="list-style-type: none"> Red: Jots down relevant info in an email to keep track of everything, including the phone numbers to call to help find him a job.
USER THOUGHTS	<ul style="list-style-type: none"> How do I avoid employment discrimination based on my criminal record? What does my potential supervisor actually see about my history? What help is out there for finding a new job? 	<ul style="list-style-type: none"> I don't care about marijuana, why is that the only thing that is on my screen until I scroll down? I know what a CORI is. Why is there so much fluff up front explaining it? Many of these categories seem like they'd have the info I'm looking for. Why is it all in separate places? Are the links at the top different than the links on the bottom? 	<ul style="list-style-type: none"> Why did that link just take me back to the homepage? That's exactly what I wanted to see. Why did that link scroll me to the bottom of the page? Is this a new page or the same one? There is good information in here but why do I have to click through so many pages to cherry pick what's relevant? The info I'm looking for isn't so dissimilar to begin with. 	<ul style="list-style-type: none"> This site is really helpful but not very organized. It's frustrating that I have to organize it myself as I go. I'm glad that I now compiled a resource to use in the future.
OVERALL USER EXPERIENCE	<p>Positive</p>  <p>Neutral</p> <p>Negative</p>			



"I can find what I need but the bits of what I'm looking for are all over the place."

-Mike Williams

Competitive Analysis

Evaluation of competitors strategies to determine strengths
and weaknesses relative to your own website.

Competitive Analysis

Homepage



GOV.UK

Welcome to GOV.UK

The best place to find government services and information
Simpler, clearer, faster

Search GOV.UK

Benefits
Includes tax credits, eligibility and appeals

Disabled people
Includes carers, your rights, benefits and the Equality Act

Births, deaths, marriages and care
Parenting, civil partnerships, divorce and Lasting Power of Attorney

Business and self-employed
Tools and guidance for businesses

Childcare and parenting
Includes giving birth, fostering, adopting, benefits for children, childcare and schools

Citizenship and living in the UK
Voting, community participation, life in the UK, international projects

Disabled people
Includes carers, your rights, benefits and the Equality Act

Driving and transport
Includes vehicle tax, MOT and driving licences

Education and learning
Includes student loans, admissions and apprenticeships

Employing people
Includes pay, contracts and hiring

Environment and countryside
Includes flooding, recycling and wildlife

Money
Includes advice by phone

Passport
Includes advice by phone

Visas and immigration
Visas, as well as advice by phone

Working
Includes advice by phone

MassLegalHelp
Promoting justice in Massachusetts with legal information

Search

BASIC LEGAL INFORMATION

Children and Families | Consumer & Debt | Criminal Records CORI | Disability | Domestic Violence | Employment and Unemployment | Health and Mental Health | Housing and Homelessness | Immigration | Income and Benefits | School

Need legal information? We can help.

Massachusetts legal aid programs put together this website to help you find practical information about your legal rights in Massachusetts.

en español **Tiếng Việt** **На русском языке** **Português** **Kreyòl Ayisyen** **繁體中文**

Need a lawyer?

You may be eligible for legal aid. MassLegalHelp can help you find legal aid in your area.

What's New

- Advisory for nationals entering the U.S.
- You may be able to seal past marijuana cases immediately
- Take Action to Protect HealthCare in Massachusetts!
- Using MassLegalHelp in Adult Literacy/ESL Classrooms
- Your Right to an Interpreter at Court

Search this web site:

About Us | Contact us | Find Legal Aid | Disclaimer | Help | Jobs | Privacy Policy | Mass Legal Services | Legal Aid | Basic Legal Information | DIY Child Support Forms | Videos | Tell a Friend

Illinois Legal Aid

Legal Information | Get Legal Help | For Legal Professionals | English

FORMATION

ation and resources including articles, videos, and forms in the following areas.

Safety **House & Apartment** **Money & Debt**

In Family & Safety

- My landlord is trying to evict me
- Child support payments
- Body of a child

Family & Safety

- Explore all House & Apartment

Popular title in House & Apartment

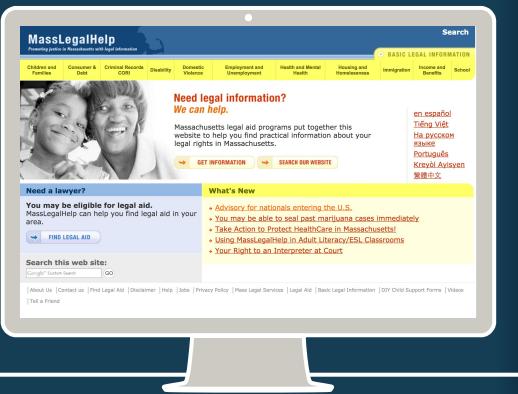
- Suing someone for \$10,000 or less
- Car repossession
- Chapter 7 bankruptcy

Explore all Money & Debt

Work **School & Education** **Health & Benefits**

Competitive Analysis

Homepage



Mass Legal Help

Successes

- Language options are prominent, unlike gov.uk.
- All important information resides above the fold. Doesn't require a scroll.
- Call out of recent news up front provides dashboard for quick updates.

Shortcomings

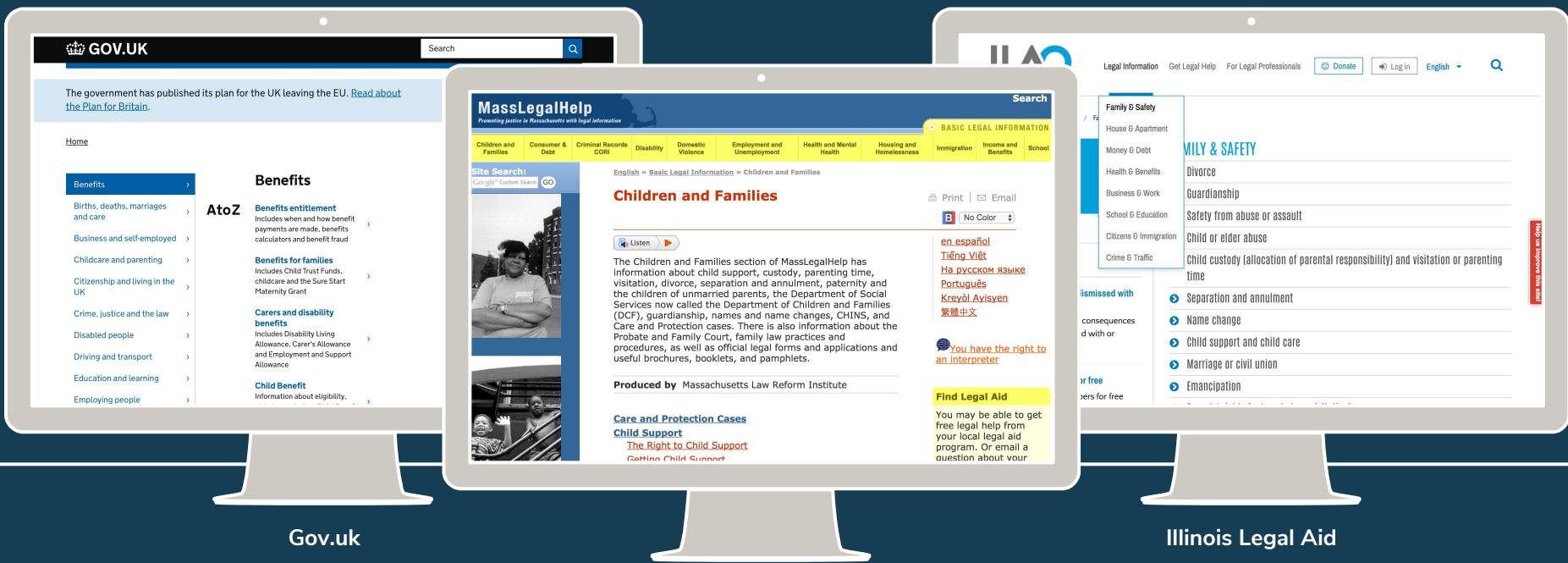
- Primary search in upper right does not have an input area which breaks familiar conventions seen in gov.uk and Illinois Legal Aid.
- Lack of hover states on navigation items make it hard to tell if it's interactive.
- "Basic Legal Information" tab appears to be an interactive element but it isn't.

Takeaways

- Placing greater emphasis on the search bar on the homepage in a similar way to the gov.uk website could help individuals find information faster within the content rich site when starting from the homepage.
- Standardizing the the search feature to one sole, prominent placement in the upper right would better adhere to user expectations from other sites.
- Focusing more visual emphasis on the main navigational categories in a similar way to Illinois Legal Aid and gov.uk could provide clear and simple focus on the site's content with room for additional descriptive information about the categories themselves.

Competitive Analysis

Navigation



Gov.uk

The government has published its plan for the UK leaving the EU. [Read about the Plan for Britain.](#)

[Home](#)

Benefits

- Births, deaths, marriages and care
- Business and self-employed
- Childcare and parenting
- Citizenship and living in the UK
- Crime, justice and the law
- Disabled people
- Driving and transport
- Education and learning
- Employing people

Benefits

AtoZ

- Benefits entitlement**
Includes when and how benefit payments are made, benefit calculators and benefit fraud
- Benefits for families**
Includes Child Trust Funds, childcare and the Sure Start Maternity Grant
- Carers and disability benefits**
Includes Disability Living Allowance, Carer's Allowance and Employment and Support Allowance
- Child Benefit**
Information about eligibility.

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Search

Children and Families

Site Search: Google Custom Search GO

Children and Families

The Children and Families section of MassLegalHelp has information about child support, custody, parenting time, visitation, divorce, separation and annulment, paternity and the children of unmarried parents, the Department of Social Services now called the Department of Children and Families (DCF), guardianship, names and name changes, CHINS, and Care and Protection cases. There is also information about the Probate and Family Court, family law practices and procedures, as well as official legal forms and applications and useful brochures, booklets, pamphlets.

Produced by Massachusetts Law Reform Institute

Care and Protection Cases

Child Support

[The Right to Child Support](#)

[Getting Child Support](#)

Illinois Legal Aid

Legal Information Get Legal Help For Legal Professionals [Log in](#) English [Q](#)

MILY & SAFETY

Divorce

Guardianship

Safety from abuse or assault

Child or elder abuse

Child custody (allocation of parental responsibility) and visitation or parenting time

Dismissed with

- Separation and annulment
- Name change
- Child support and child care
- Marriage or civil union
- Emancipation

Find Legal Aid

You may be able to get free legal help from your local legal aid program. Or email a question about your

Mass Legal Help

Competitive Analysis

Navigation



Mass Legal Help

Successes

- Major categories are clearly visible from every page
- Breadcrumbs indicate current location, path taken, and means to retrace steps

Shortcomings

- Left navigation
 - Providing too many choices overwhelms visitors, especially low-literacy readers/users
 - Bolded text impedes ability to decipher hierarchy
 - Redundant links below content area on all pages
- Bottom navigation - difficult to predict differences between: Find Legal Aid vs. Mass Legal Services vs. Legal Aid vs. Basic Legal Information
- Page links appear in red (unconventional) (Michigan's Level 2 links are also in red)

Takeaways

- Instead of including links on left and below page content for level 2 and 3 topics, use progressive disclosure to gradually uncover options as Illinois Legal Aid's approach
- Change location of main categories at top to drop-down menu options (similar to Illinois Legal Aid) and include in content portion of homepage (Michigan Legal Aid and gov.uk)
- Remove inline links from content
- Replace red links with conventional blue underlined links; include color change for hover and clicked states

Competitive Analysis

Search

Gov.uk

The government has published its plan for the UK leaving the EU. [Read about the Plan for Britain.](#)

Search results for

Immigration Q

Filter by: 5,155 results found

Organisations UK Visas and Immigration

UK Visas and Immigration UKVI

The home of UK Visas and Immigration on GOV.UK. UK Immigration is responsible for making millions of decisions about who has the right to visit or stay in the country, on national security and a culture of customer satisfaction.

Immigration Rules

7 April 2017, Manual, Home Office

A collection of the current Immigration Rules.

Tax credits calculator

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Search

CORI SEARCH

About 1,140 results (0.68 seconds)

Criminal Offender Record Information (CORI) - MassLegalHelp

Massachusetts state courts keep records of what happens in every criminal case. These records are called CORI - Criminal Offender Record Information. www.masslegalhelp.org/cori

How do I get a copy of my CORI? - MassLegalHelp

Download the Personal CORI Request Form from the Department of Criminal Justice Information Services (DCJIS) website. Or call DCJIS at 617-660-4600 for ... www.masslegalhelp.org/cori/get-a-copy-of-my-own

Sealing my CORI - MassLegalHelp

After the records are sealed, employers, landlords and others will not be able to see the records when they do a CORI check. When you apply for a job after ... www.masslegalhelp.org/cori/sealing

Know Your CORI Rights

Illinois Legal Aid

Legal Information | Get Legal Help | For Legal Professionals | Donate | Log in | English Q

1 results for retirement

SEARCH RESULTS FOR RETIREMENT

retirement Enter terms

Search

Did you mean requirement

T TYPE:

y (0)

Search results

1. Estate planning for retirement benefits 2015 edition

Includes naming a trust as a beneficiary, charitable giving, creditor protection, and postponement planning. Business & Work Estate planning for retirement benefits 2015 edition ...

2. Social Security Retirement and disability benefits

Español Explains the qualifications, including amount of time worked, for receiving Social Security benefits. Your eligibility for some types of Social Security benefits is

Competitive Analysis Search



Successes

- Results are returned quickly
- Indicates total number of results found
- Original term remains in search box at top of page
- Entering part of a word (i.e., "chi") often yields correct results (not so for Michigan)

Shortcomings

- Current approach is biased in favor of recall over precision
- Search box is missing at top right
- No search zones exist (also not true of gov.uk nor Illinois Legal Aid)
- Does not support a faceted search

Takeaways

- Provide faceted search capability by legal issue, content type, counties (similar to Illinois Legal Aid and Michigan Legal Help)
- Offer section-specific search to narrow results
- Offer autosuggest (Did you mean xyz?) and autocomplete options (similar to Illinois Legal Aid)

Competitive Analysis Internal Page

Gov.uk

The government has published its plan for the UK leaving the EU. [Read about the Plan for Britain](#).

Home > Benefits > Benefits entitlement

Benefit cap

1. Overview

2. [Benefits affected by the cap](#)

3. [Benefit cap amounts](#)

1. Overview

There's a limit on the total amount of benefit that most people aged 16 to 64 can get. This is called the benefit cap.

How much you get for [certain benefits](#) may go down to make sure the total you get isn't more than the [cap amount](#).

You're not affected by the cap if you or your partner work, and either of the

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Search

Site Search: Go

Children and Families Consumer & Debt Criminal Records CORI Disability Domestic Violence Employment and Unemployment Health and Mental Health Housing and Homelessness Immigration Income and Benefits School

English » Basic Legal Information » Consumer & Debt » Debt » Rights and Responsibilities

Your Rights and Responsibilities

[Listen](#)

Your responsibilities

You must pay back the money you owe. Even if you have disabilities, or you have no money, you still owe the money. You must pay your debts when you can.

A creditor may sue you even if you have disabilities or you have no money.

The only way to stop owing the money is:

1. Pay the debt, or
2. Get a court to order that you do not owe the money. The court may decide you do not owe the money if:
 - o You file for bankruptcy and the court orders a "discharge;"
 - o You were under 18 when you agreed to buy something on credit or borrowed money;
 - o You were forced to agree to the debt; or
 - o You did not understand that you were borrowing money.

Find Legal Aid

You may be able to get free legal help from your local legal aid program. Or email a question about your own legal problem to a lawyer.

- + [Find Legal Aid](#)
- + [Mass Legal Answers Online](#)

[Ask a Law Librarian](#)

Illinois Legal Aid

Legal Information Get Legal Help For Legal Professionals [Donate](#) [Log in](#) English

Family & Safety / Get a divorce

GET A DIVORCE

[Get a divorce](#)

4.5 4.5 4.5 4.5 4.5 Average: 3.7 (30 votes)

If a person wants to end a marriage, that person can file a divorce with the court. In a divorce, the court will terminate the marriage and all legal benefits related to that marriage. A divorce can be by common consent or disputed.

A disputed divorce, called "contested divorce" in English is when the spouses do not agree on:

- Get a divorce
- With whom will the children live
- Child support (known as child support)
- How property must be distributed
- Who should pay certain debts
- If you have to pay spousal support.

A common divorce settlement known as "uncontested divorce" is when both agree on all these matters. A divorce by common consent is much faster than a disputed divorce.

User experience audit in progress

Competitive Analysis

Internal Page



Mass Legal Help

Successes

- Presents content in a question and answer format to assist users in engagement and understanding.
- Provides an option to listen to the content rather or adjust color contrast, neither of which is provided gov.uk or Illinois Legal Aid.
- Contextual linking provides an understandable means to get to additional information.
- Author and updated date give content relevance and a strong feeling of legal expertise.

Shortcomings

- Pages are long and text-heavy, requiring significant scrolling to parse through content which is overwhelming to users looking to get quick answers in times of difficulty or crisis.
- Lack of quick links to relevant forms or defined callouts to related resources which both gov.uk and Illinois Legal Aid utilize to aid the user in easy navigation.

Takeaways

- Consider alternative methods for chunking content to avoid busy, cluttered pages.
 - Break content into smaller chunks of information and provide a clear callout to related information, as exhibited by Illinois Legal Aid.
 - Break content into actionable steps, providing an easy way to walk through all content or skip to specific information, as employed by gov.uk.
- Embrace more whitespace, as employed by gov.uk and Illinois Legal Aid, to help make content feel less overwhelming and easier to read.

Revise Existing Architecture

First drafts of our proposed IA were determined from analysis of existing content and a high-level open card sort.

Proposed Architecture

Children & Family	Crime & Abuse	Housing	Immigration
<ul style="list-style-type: none">Separation / Divorce<ul style="list-style-type: none">AlimonyChild SupportChild Custody & VisitationPaternity & ParentageGuardians / Caregivers<ul style="list-style-type: none">Caregiver AuthorizationTemporary AgentCaregiver Removal / ResignationFamily Safety<ul style="list-style-type: none">Care & Protection CasesChildren Requiring Assistance (CRA)Abuse & NeglectName ChangesLegal Rights of Minors<ul style="list-style-type: none">Emancipation	<ul style="list-style-type: none">Criminal Records (CORI)<ul style="list-style-type: none">Defenses to CrimesCriminal Rights<ul style="list-style-type: none">EmploymentHousingSealing a RecordJuvenile RecordsMisdemeanor CrimesFeloniesVictim Services<ul style="list-style-type: none">Domestic Abuse<ul style="list-style-type: none">Restraining OrderIdentity TheftJob Discrimination & HarassmentAbduction / Missing PersonsDiscrimination	<ul style="list-style-type: none">Housing<ul style="list-style-type: none">ForeclosuresEvictionsRentingUtilitiesPrivate vs Public HousingHomelessness<ul style="list-style-type: none">Shelter RightsApplying for ShelterChildren<ul style="list-style-type: none">Education RightsEmergency Assistance Shelters	<ul style="list-style-type: none">CitizenshipProtection Services<ul style="list-style-type: none">AsylumTemporary Protection Status (TPS)Immigrant Benefits<ul style="list-style-type: none">Victims of Criminal Activity VisasWork AuthorizationDetentionDeportation<ul style="list-style-type: none">Deferred Action for Childhood Arrivals (DACA)Immigration CourtImmigration Resources<ul style="list-style-type: none">Translation ServicesLegal ServicesImmigrant Centers

Proposed Architecture, part 2

Money & Debt	Employment	Health	Public Benefits & Assistance
<p>Banking</p> <ul style="list-style-type: none">Bank AlternativesOpening Accounts <p>Bankruptcy</p> <p>Debt</p> <ul style="list-style-type: none">Rights & Responsibilities<ul style="list-style-type: none">Homestead ProtectionCreditor ProtectionCredit ReportDebt Collection<ul style="list-style-type: none">CourtRepossession <p>Taxes</p> <p>Money Saving Tips</p> <ul style="list-style-type: none">Automobiles	<p>Workers Rights</p> <ul style="list-style-type: none">Minimum wageOvertimeDeductionsLeave & PTO <p>Unemployment</p> <ul style="list-style-type: none">Losing your jobNot-working InsuranceJob resources <p>Teleworking</p>	<p>Medicare</p> <p>MassHealth</p> <p>Dental Services</p> <p>Mental Health</p>	<p>Veterans' Service Benefits</p> <p>Disability Assistance</p> <ul style="list-style-type: none">Supplemental Services Income (SSI)Emergency Aid (EAEDC) <p>Welfare (TAFDC)</p> <p>Food Stamps (SNAP)</p> <p>Child Care</p> <p>School</p> <ul style="list-style-type: none">Education RightsSchool RecordsHigher Education <p>Disaster Assistance (FEMA)</p>

Cardsorting

Card sorting is a research technique for discovering how users understand and categorize information.

Our Process

Informal Open Sort

- 25 classmates

Hybrid Sort via OptimalSort

- 8 categories
- 41 cards
- 12 participants

Feedback

Overall, our attempts resonated well, with only 7 out of 41 cards proving to be somewhat contentious:

Key: Underlined= our intended placement

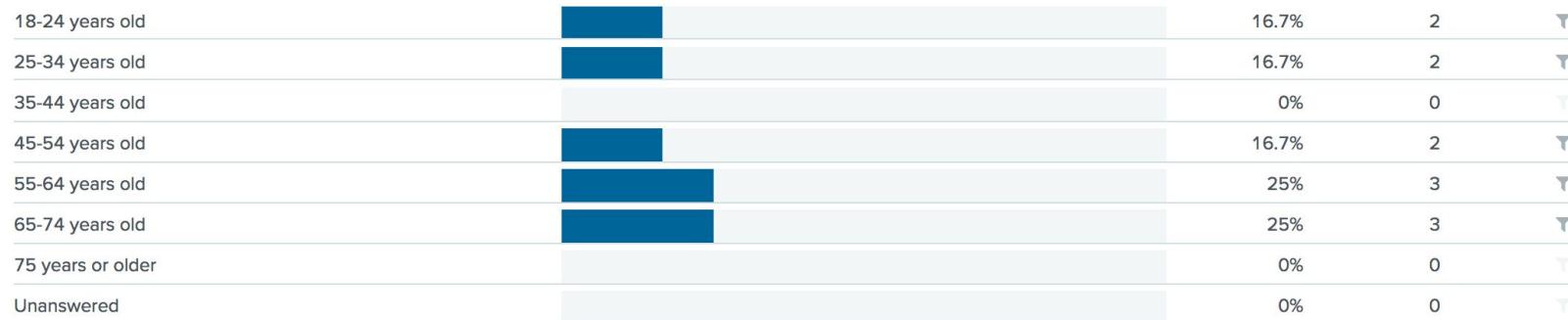
- **■ 50% User Agreement**
 - Legal Rights of Minors: Children (5) | Crime/Abuse (3)
- **■ ~70% User Agreement**
 - Emergency Assistance Shelters: Public Benefits (7) | Housing (4)
 - Disability Assistance: Public Benefits (7) | Health (4)
 - Protection Services: Crime/Abuse (7) | Public Benefits (3)
- **■ 75% User Agreement**
 - Medicare: Health (7) | Public Benefits (3)
 - Unemployment: Employment (9) | Public Benefits (3)
 - Victim Services: Crime/Abuse (9) | Public Benefits (3)
- **■ Above 80% User Agreement**
 - 34 cards total
 - ~80% User Agreement: 6 cards including Child Support, Child Custody, Homelessness, etc.
 - ~90% User Agreement: 8 cards including Child Care, Detention, Food Stamps (SNAP), etc.
 - 100% User Agreement: 18 cards including Criminal Records, Debt, Deportation, Housing, etc.

Having gathered this feedback from our sessions, we decided to make a few changes to our architecture, focusing primarily on the yellow and red areas.

Your Questionnaire

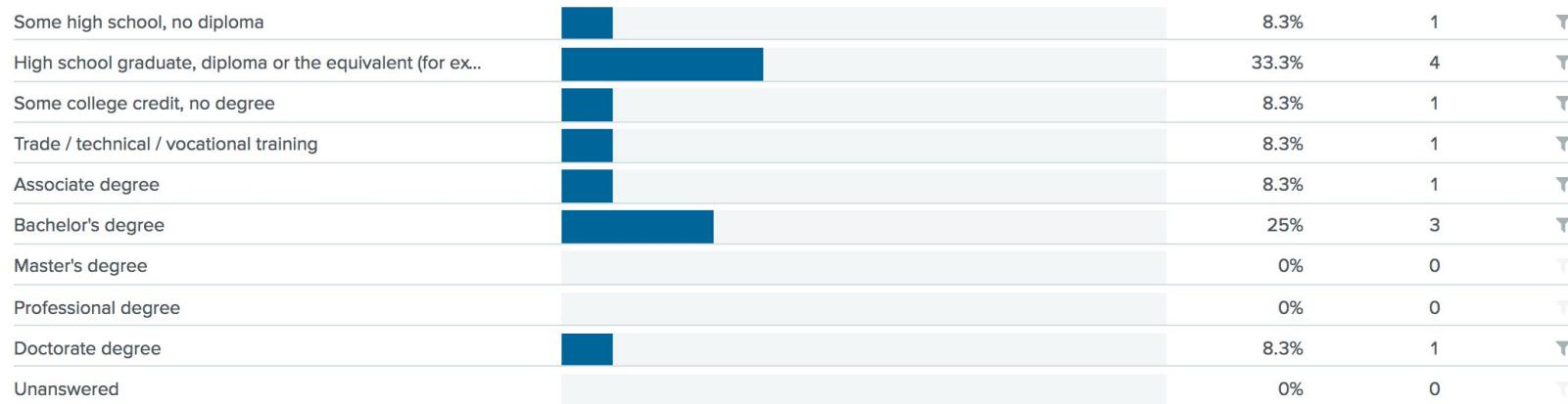
1 What is your age?

Dropdown select



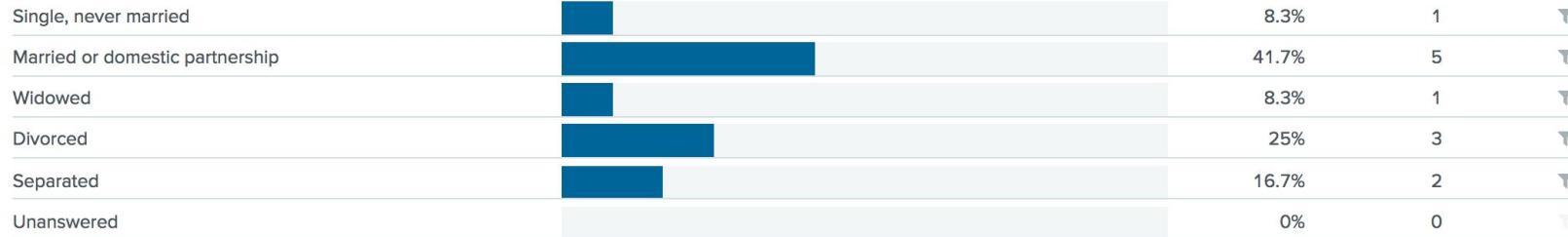
2 What is the highest degree or level of school you have completed? If currently enrolled, highest degree received.

Dropdown select



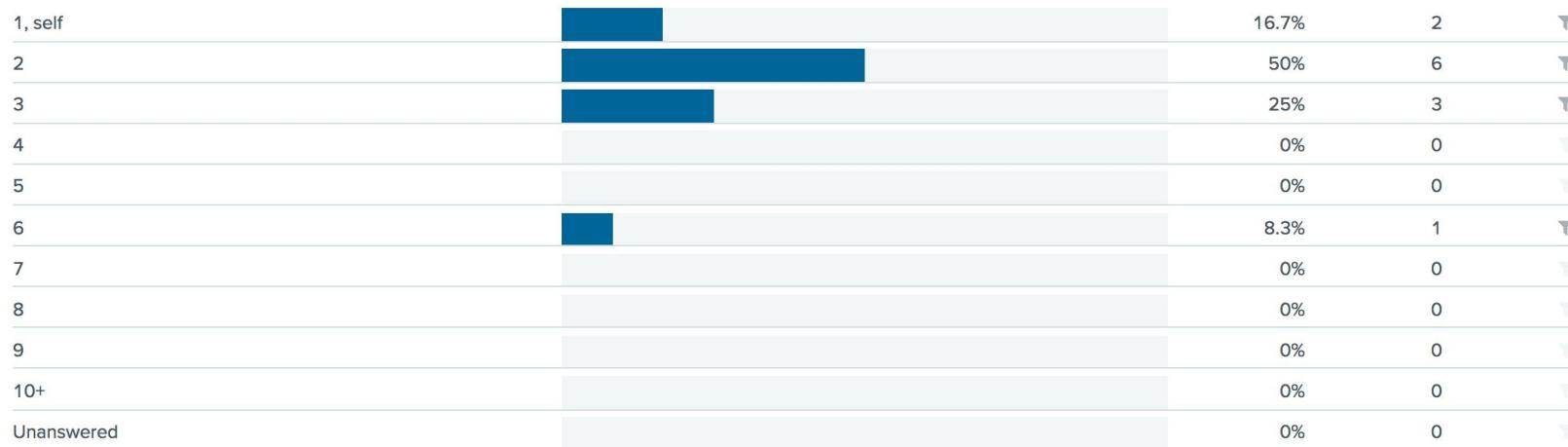
3 What is your marital status?

Dropdown select



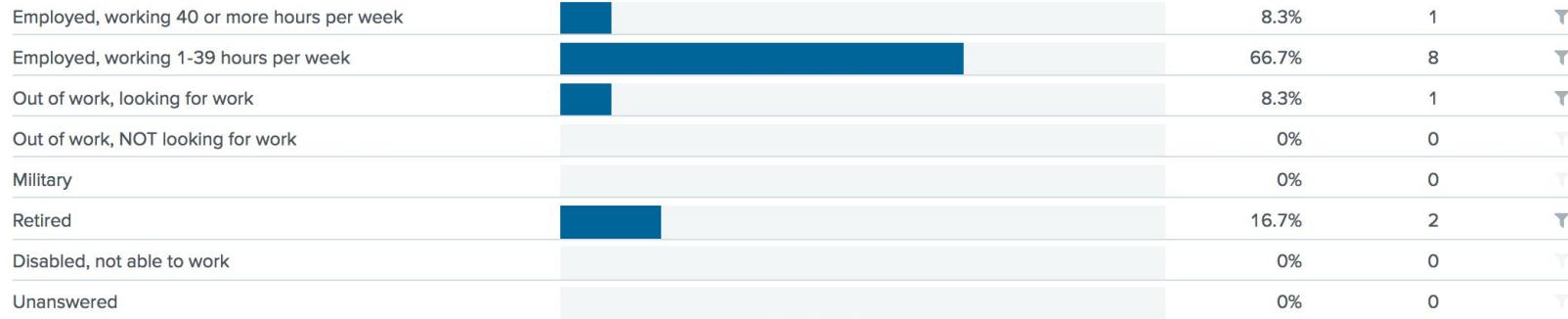
4 Including yourself, how many people live in your household?

Dropdown select



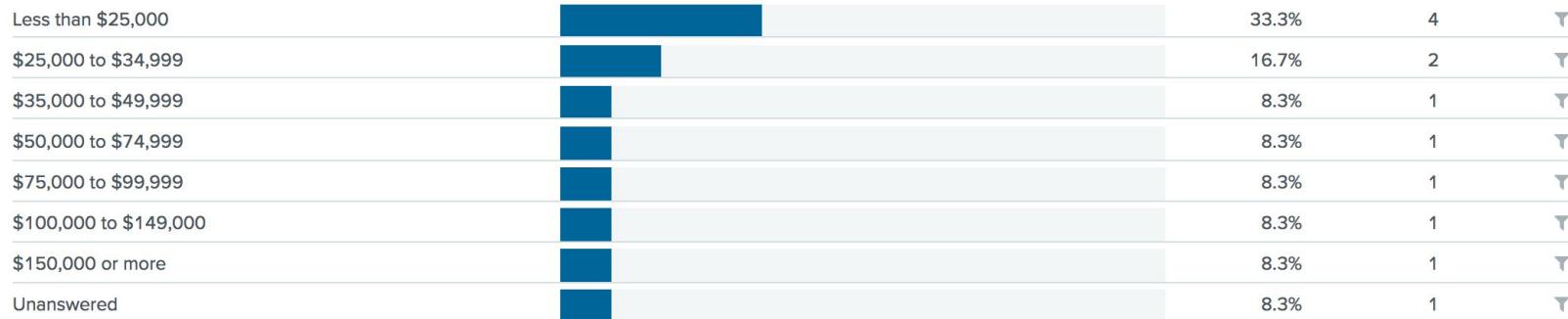
5 Which of the following best describes your employment status?

Dropdown select



6 What was your average household income before taxes?

Dropdown select

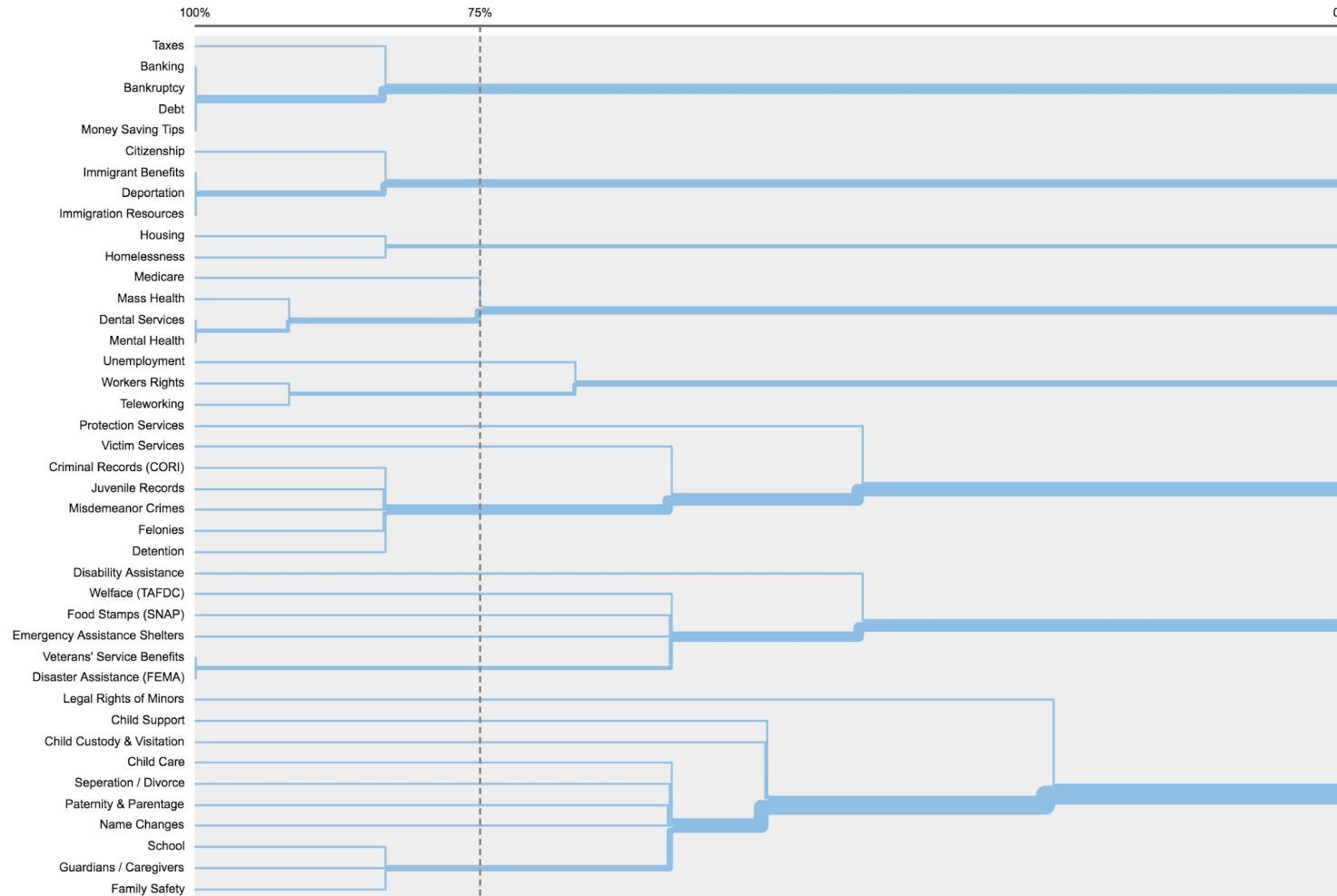


Standardization Grid

	Children & Family	Crime & Abuse	Employment	Health	Housing	Immigration	Money & Debt	Public Benefits & ...
Banking							12	
Bankruptcy							12	
Child Care	11				1			
Child Custody & Visitation	10	1						1
Child Support	10							2
Citizenship						10		1
Criminal Records (CORI)		12						
Debt							12	
Dental Services				12				
Deportation						12		
Detention	1	11						
Disability Assistance			1	4				7
Disaster Assistance (FEMA)								12
Emergency Assistance Shelters					4			8
Family Safety	12							
Felonies		12					1	11
Food Stamps (SNAP)								
Guardians / Caregivers	11							
Homelessness						10		
Housing					12			2
Immigrant Benefits							12	
Immigration Resources						12		
Juvenile Records		11						
Legal Rights of Minors	5	3	1					1
Mass Health				11				1
Medicare				9				3
Mental Health					12			
Misdemeanor Crimes		12						
Money Saving Tips							12	
Name Changes	8							3
Paternity & Parentage	10							2
Protection Services	1	7						3
School	10							
Separation / Divorce	11							1
Taxes			1		1		10	
Teleworking			12					
Unemployment			9					3
Veterans' Service Benefits								12
Victim Services		9						3
Welfare (TAFDC)				1			1	10
Workers Rights			11					1

Actual Agreement Method

The Actual Agreement Method works best with 30 or more participants and will depict only absolutely factual relationships. We call this the Skeptical Dendrogram.

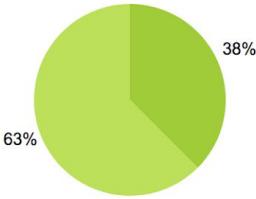


Proposed Architecture Tree Test

Tree testing tells you how easily people can find information on your website, and exactly where people get lost.

1. You have a former track record of alcoholism and a domestic abuse conviction; you are trying to get your life back on track and need assistance searching for a job.

- ✓ Crime & Abuse > **Criminal Offender Rights**
- ✓ Employment & Unemployment > **Finding a Job**



	Success	Direct	3	5	8	38%	63%	100%
	Fail	Direct	0	0	0	0%	0%	0%
	Skip	Direct	0	0	0	0%	0%	0%

*percentages do not total 100 due to rounding

[View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken

8

OVERALL



38% Success → 100% Success

Task 1.

You have a former track record of alcoholism and a domestic abuse conviction; you are trying to get your life back on track and need assistance searching for a job.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

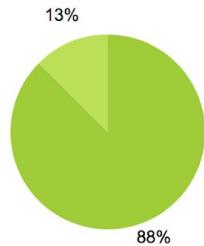
Lines

- Root node
- Correct path
- Incorrect path



2. You are currently between jobs and you want to know if you qualify for any kind of public benefits or assistance while you are unemployed.

Employment & Unemployment > **Unemployment Benefits**



	Success	Direct	7	8	88%	100%
	Fail	Indirect	1	0	13%	
	Skip	Direct	0	0	0%	0%

*percentages do not total 100 due to rounding

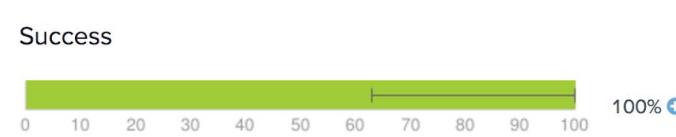
View the Pietree

[Show task questions](#)

Success

Directness

Time Taken



10

OVERALL

50% Success → 100% Success

Task 2.

You are currently between jobs and you want to know if you qualify for any kind of public benefits or assistance while you are unemployed.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

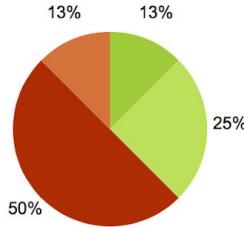


Lines

- Root node
- Correct path
- Incorrect path

3. You want to know your rights regarding potential employers asking questions about your past convictions.

- ✓ Crime & Abuse > **Criminal Records (CORI)**
- ✓ Crime & Abuse > **Criminal Offender Rights**



	Success	Direct	1	3	13% 25%	38%
	Fail	Indirect	2	5	50% 13%	63%
	Skip	Direct	0	0	0% 0%	0%

*percentages do not total 100 due to rounding

View the Pietree

Show task questions

Success



Directness



Time Taken



3

OVERALL

63% Success → 38% Success

NOTE: For the final IA recommendation we decided to remove Criminal Offender Rights as a subcategory of Crime & Abuse as it was observed that most users were looking for this information under Employment & Unemployment > Worker's Rights

Task 3.

You want to know your rights regarding potential employers asking questions about your past convictions.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

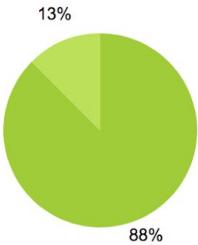


Lines

- Root node
- Correct path
- Incorrect path

1. You are a green card holder and want more information about how long you need to be a lawful permanent resident before you can apply for citizenship.

[Immigration](#) > [Citizenship](#)



	Success	Direct	7	▼	8	▼	88%	13%	100%
	Fail	Direct	0	▼	0	▼	0%	0%	0%
	Skip	Direct	0	▼	0	▼	0%	0%	0%

*percentages do not total 100 due to rounding

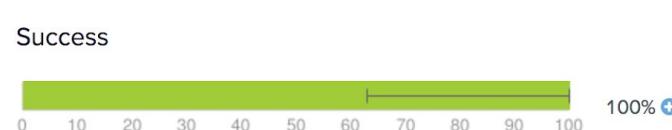
[View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken



10

OVERALL

100% Success → 100% Success

Task 1.

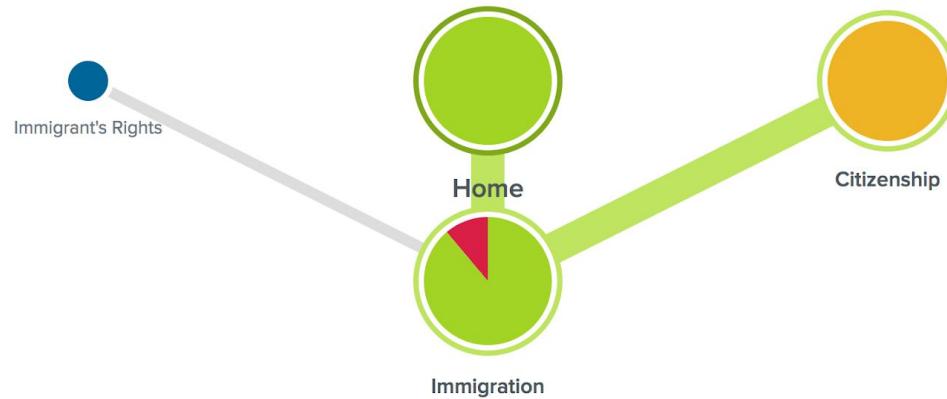
You are a green card holder and want more information about how long you need to be a lawful permanent resident before you can apply for citizenship.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

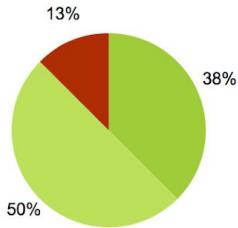
Lines

- Root node
- Correct path
- Incorrect path



2. You want to know if you can get food stamp benefits despite your status as a green card holder.

✓ Health & Public Assistance > **Food Stamps (SNAP)**



	Direct	Indirect	Success	Fail	Skip
Success	3	4	7	1	0
Fail	38%	50%	88%	13%	0%
Skip	0	0	0%	0%	0%

*percentages do not total 100 due to rounding

 [View the Pietree](#)

[Show task questions](#)

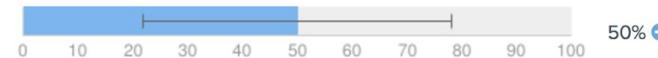
Success



7

OVERALL

Directness



50% 

Time Taken



32.43 sec

100% Success → 88% Success

NOTE: For the final IA recommendation we determined that it may not be intuitive to immigrant users to look under Immigration for public benefits and assistance. However, testing indicates that about a quarter of users would still look under Immigration first. We believe providing a resource link to Health & Public Benefits from the Immigration section would remedy this and better serve all users.

Task 2.

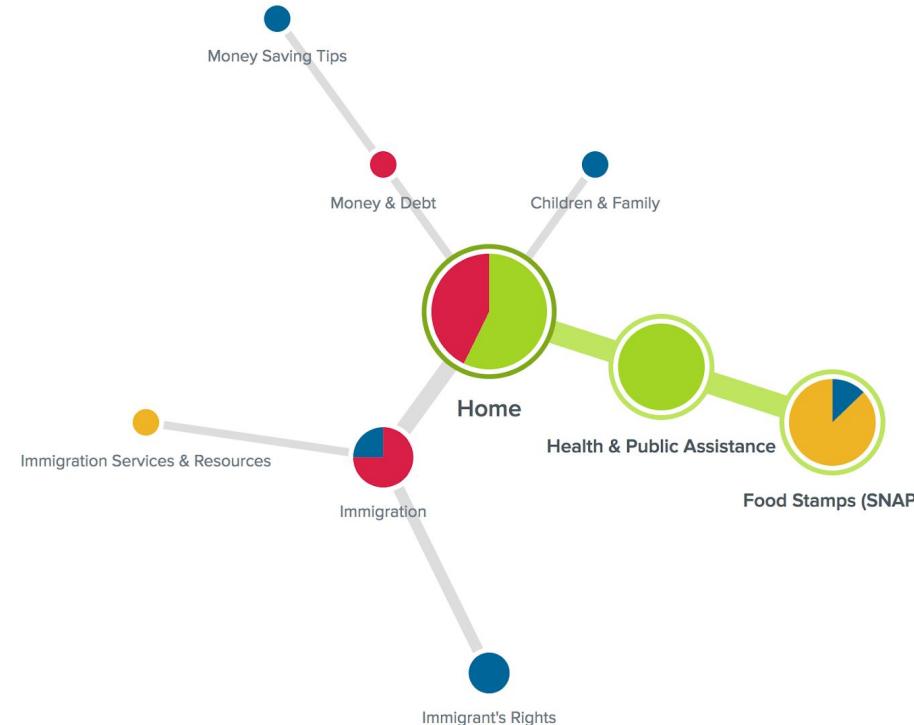
You want to know if you can get food stamp benefits despite your status as a green card holder.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

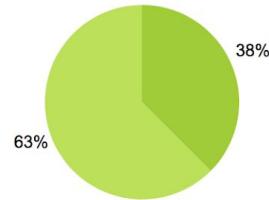
Lines

- Root node
- Correct path
- Incorrect path



3. You want to know if you are eligible for housing assistance for you and your child despite your citizenship status.

[Housing](#) > [Public Housing Programs](#)



	Success	Direct	3	▼	8	▼	38%	63%	100%
	Fail	Direct	0	▼	0	▼	0%	0%	0%
	Skip	Indirect	0	▼	0	▼	0%	0%	0%

*percentages do not total 100 due to rounding

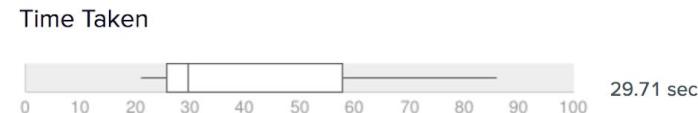
[View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken



8

OVERALL

75% Success → 100% Success

Task 3.

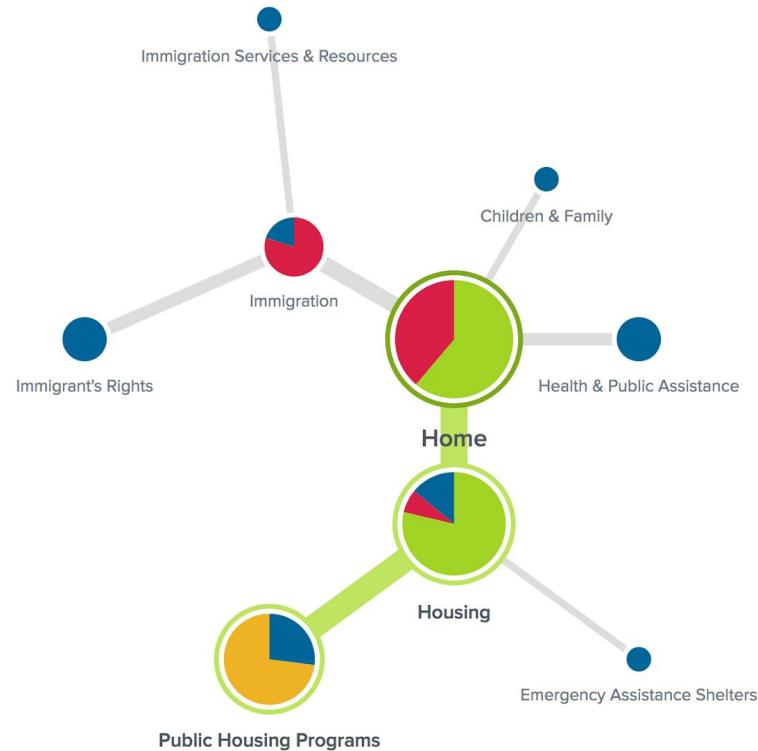
You want to know if you are eligible for housing assistance for you and your child despite your citizenship status.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

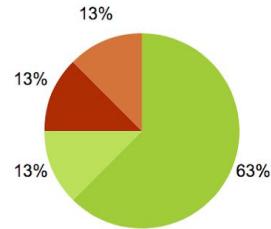
Lines

- Root node
- Correct path
- Incorrect path



1. You want to file for divorce from your physically abusive spouse.

✓ *Children & Family* > *Divorce & Separation*



	Success	Direct	5	5	63%	75%
	Fail	Indirect	1	1	13%	25%
	Skip	Direct	0	0	0%	0%
	Skip	Indirect	0	0	0%	0%

*percentages do not total 100 due to rounding

[View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken



6
OVERALL



0% Success → 75% Success

Task 1.

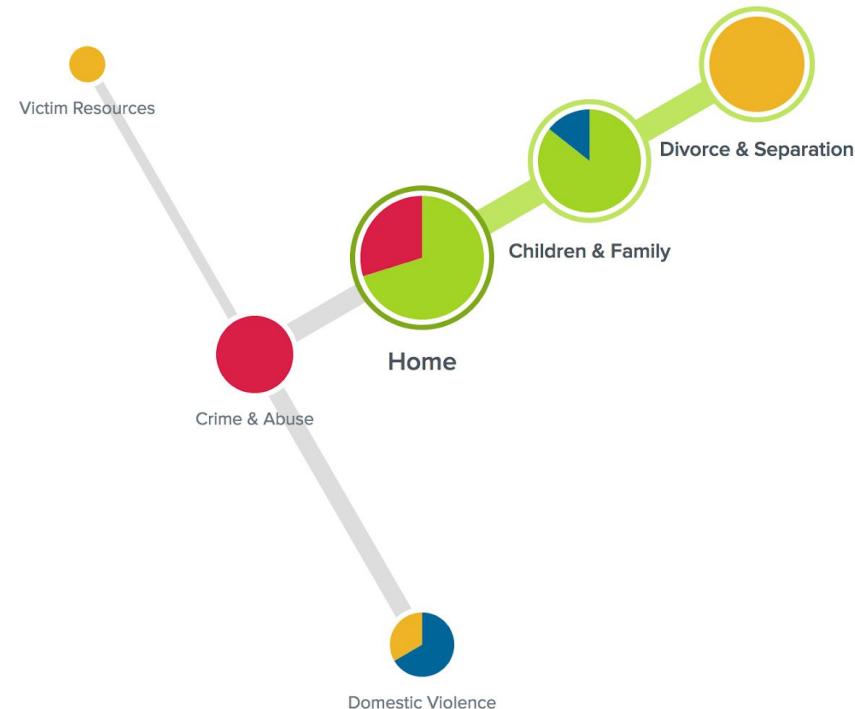
You want to file for divorce from your physically abusive spouse.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

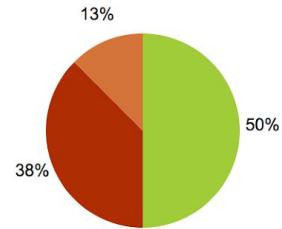
Lines

- Root node
- Correct path
- Incorrect path



2. You are filing for divorce from your abusive spouse, and you want to retain sole legal custody of your children.

Children & Family > **Child Custody & Visitation**



	Success	Direct	4	4	50%	50%
	Fail	Indirect	0	0	38%	50%
	Skip	Direct	0	0	13%	0%

*percentages do not total 100 due to rounding

[View the Pietree](#)

[Show task questions](#)

Success

Directness

Time Taken

4

OVERALL



0% Success → 50% Success

Task 2.

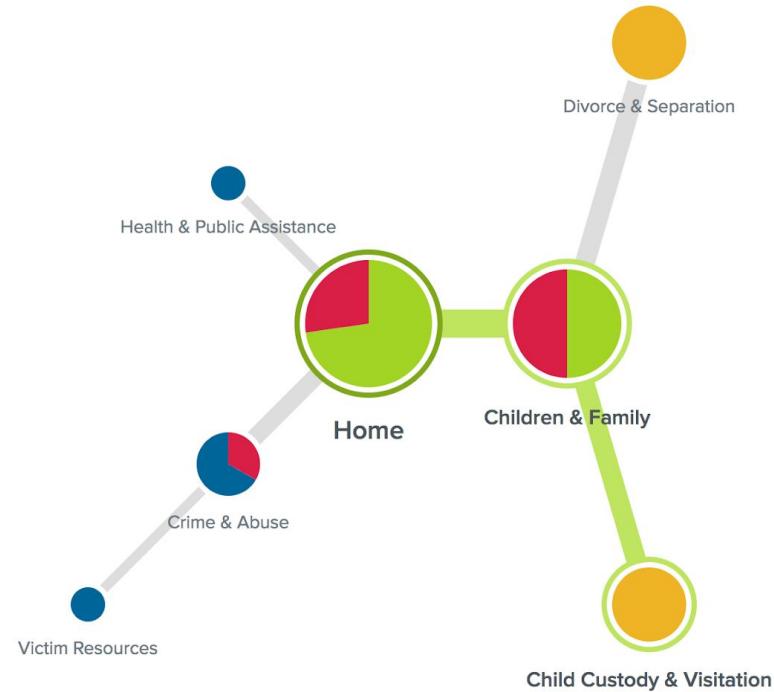
You are filing for divorce from your abusive spouse, and you want to retain sole legal custody of your children.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

Lines

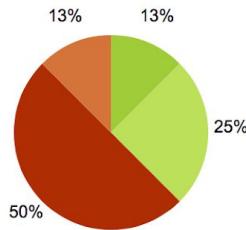
- Root node
- Correct path
- Incorrect path



3. You need to get away from your abusive spouse but you have nowhere for you and your children to stay.

[Housing > Emergency Assistance Shelters](#)

[Housing > Public Housing Programs](#)



	Success	Direct	1 ↴	3 ↴	13% 25%	38%
	Fail	Direct	4 ↴	5 ↴	50% 13%	63%
	Skip	Direct	0 ↴	0 ↴	0% 0%	0%

*percentages do not total 100 due to rounding

[View the Pietree](#)

[Show task questions](#)

3

OVERALL

Success



Directness



Time Taken



0% Success → 38% Success

Task 3.

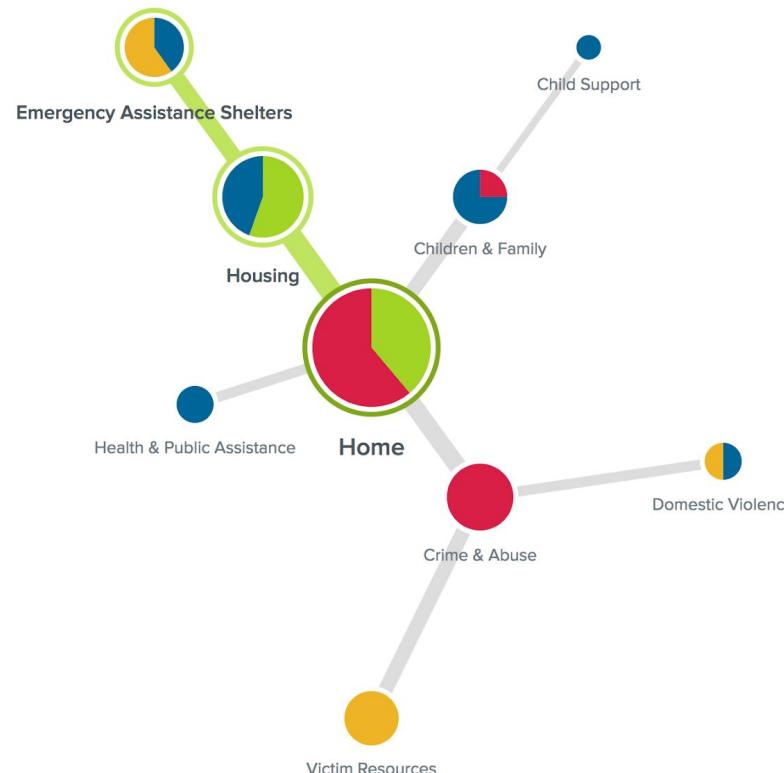
You need to get away from your abusive spouse but you have nowhere for you and your children to stay.

Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

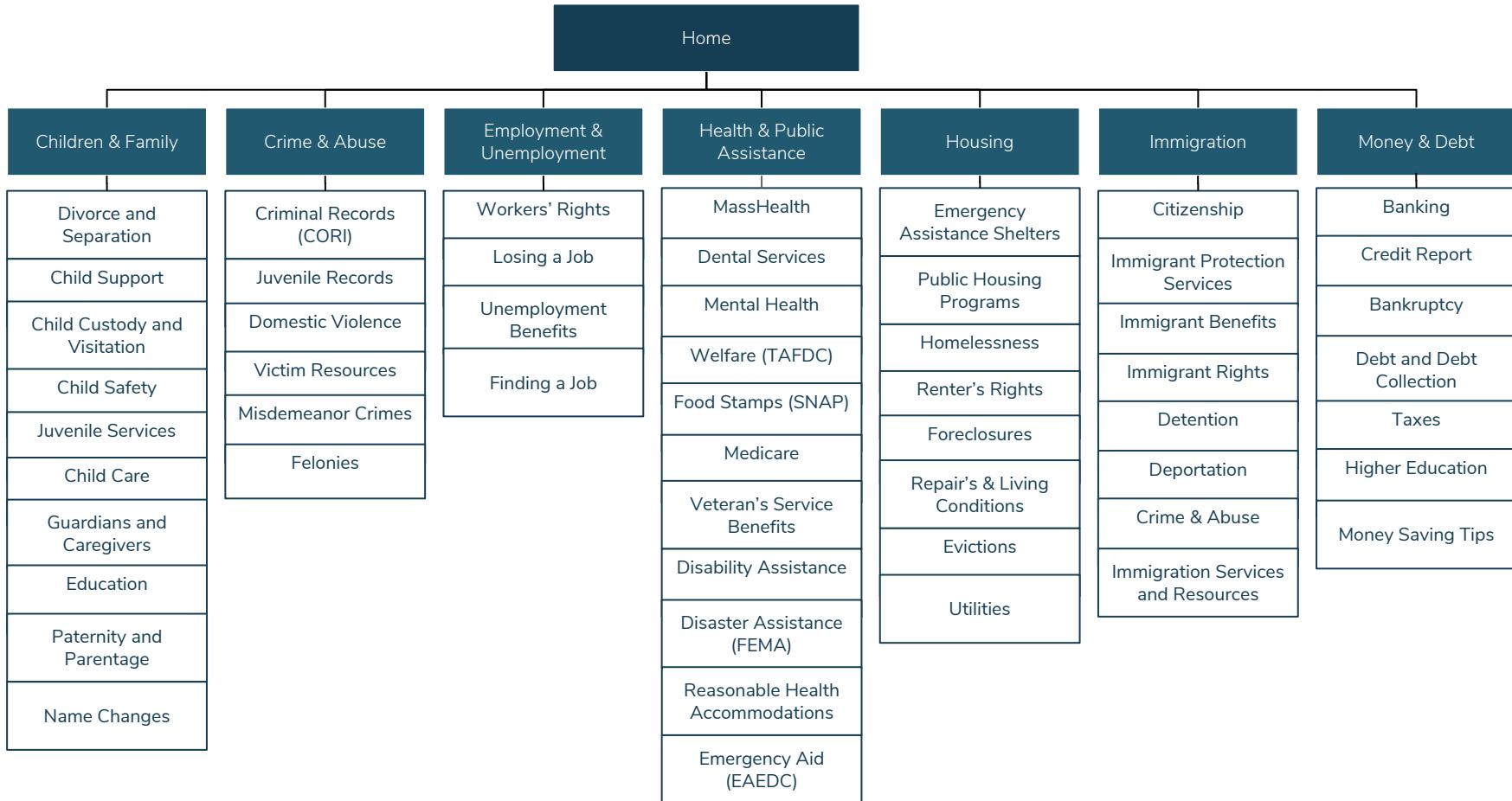
Lines

- Root node
- Correct path
- Incorrect path



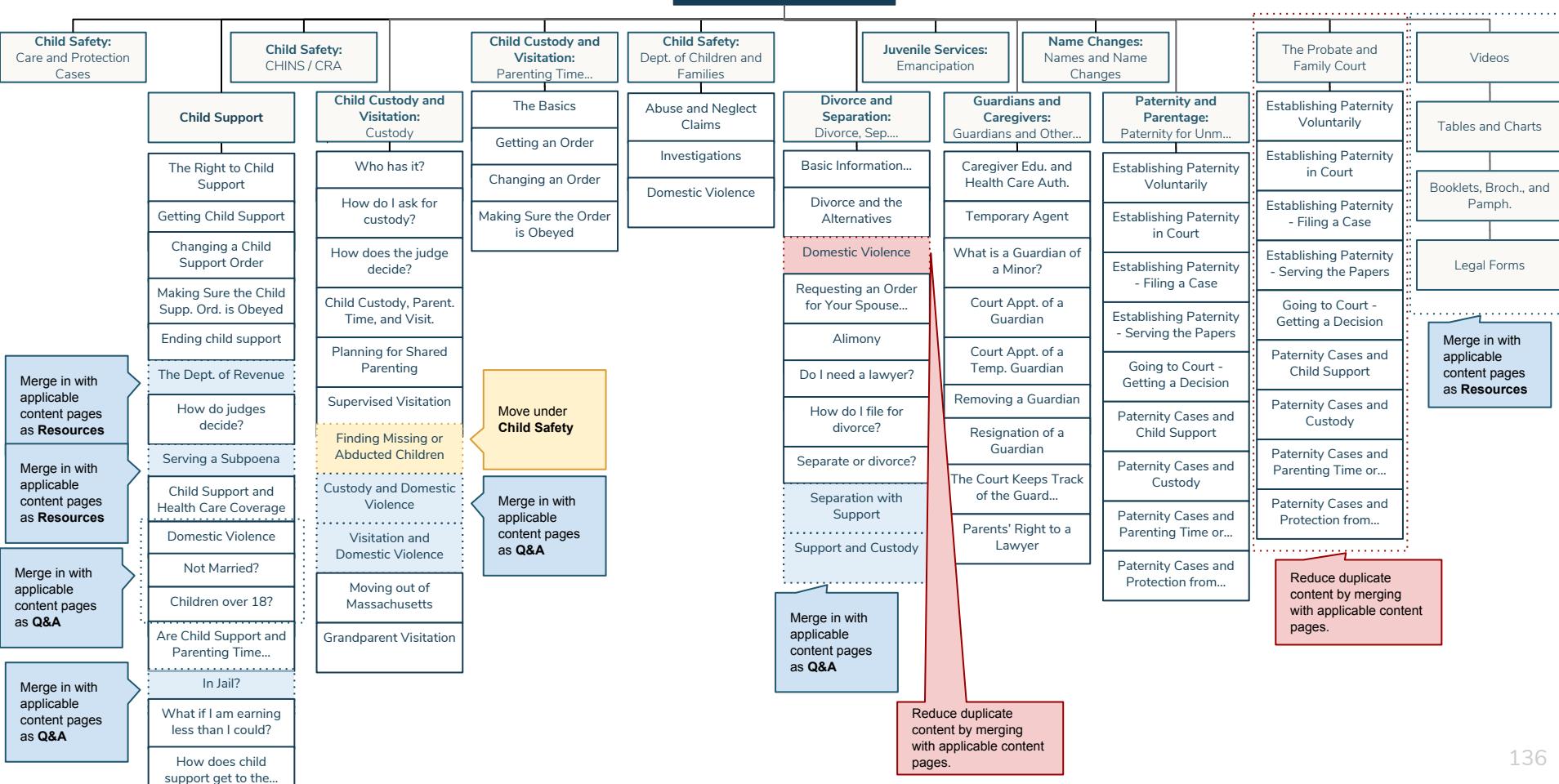
Refine Proposed Architecture

Final refinements based on feedback taken
from our Cardsorting and Tree Testing results.

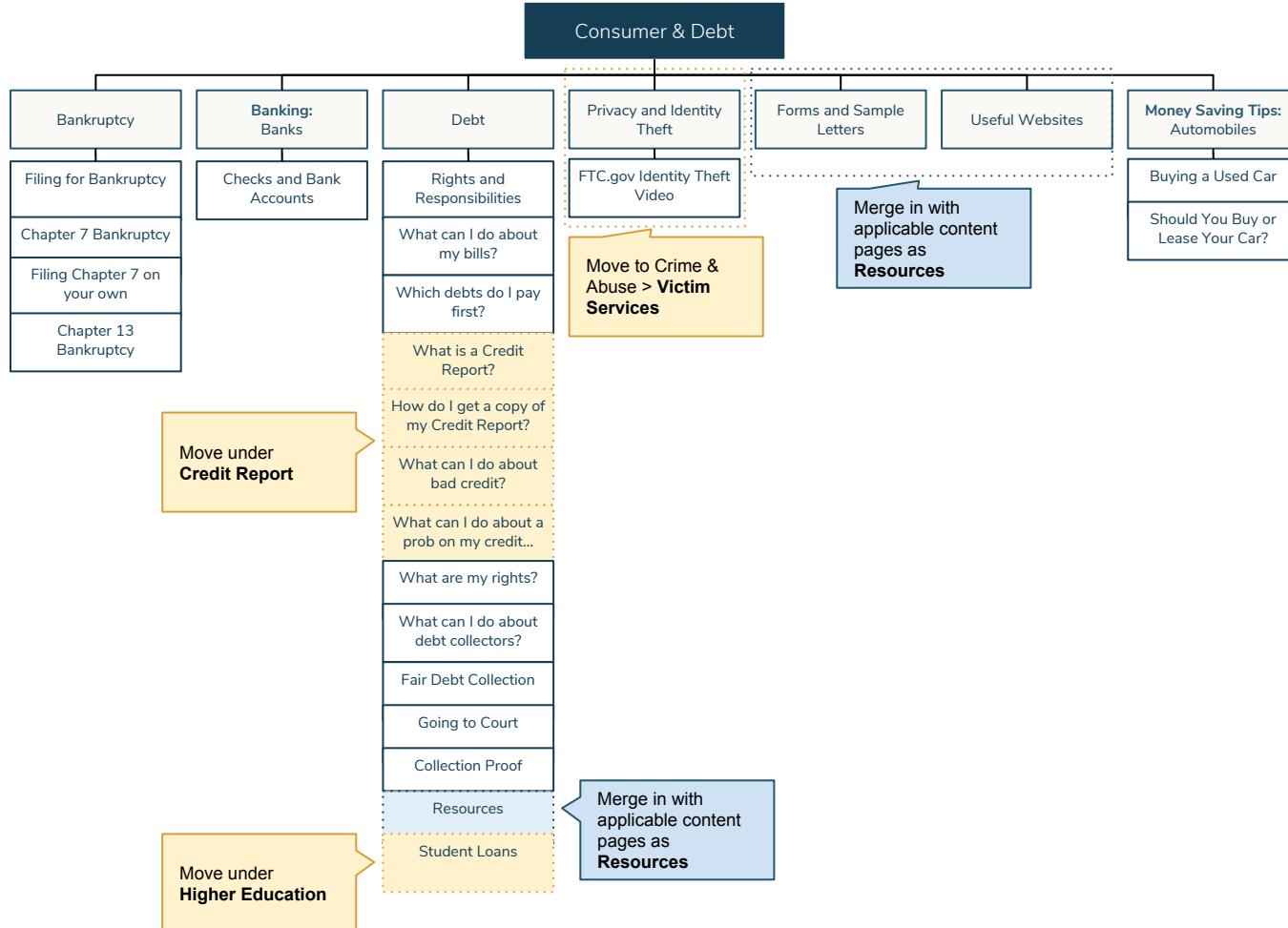


Proposal for Updates to Existing IA:
Children & Family

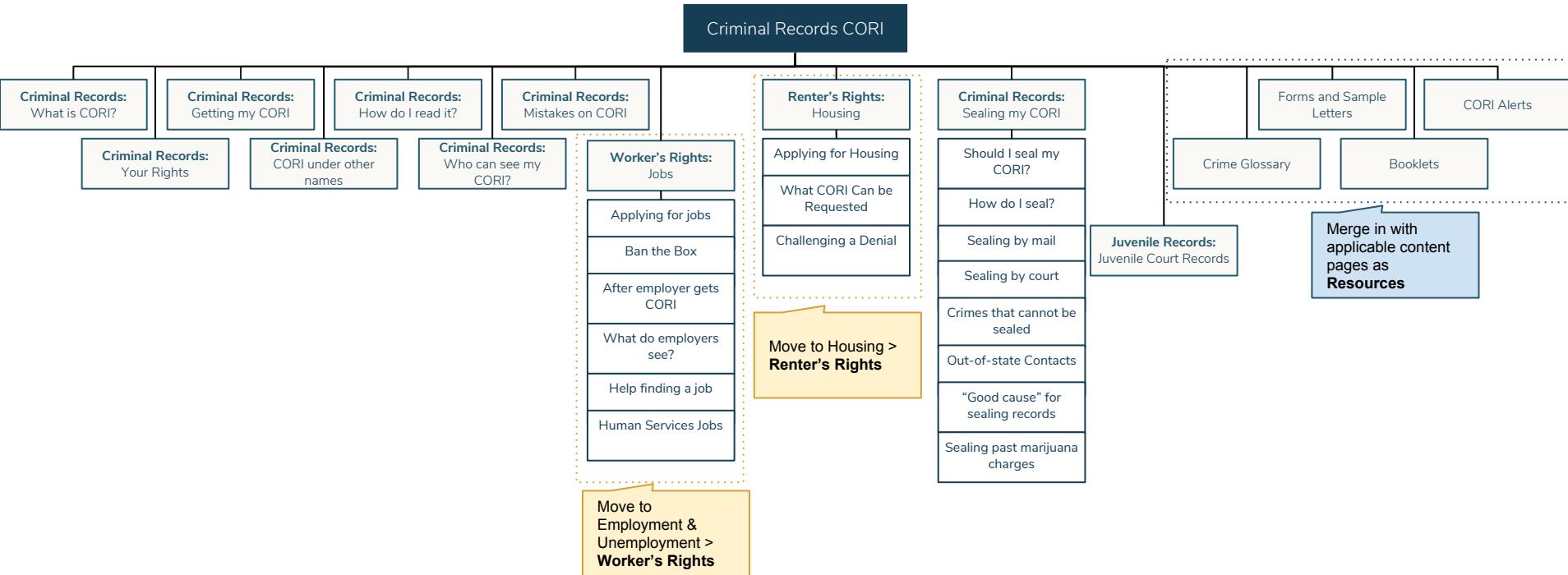
Children and Families



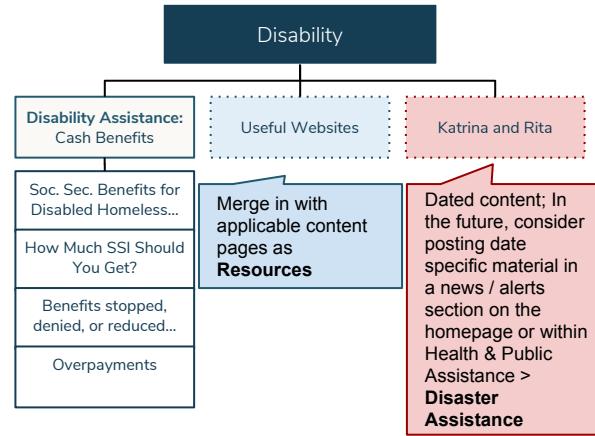
Proposal for Updates to Existing IA:
Money & Debt



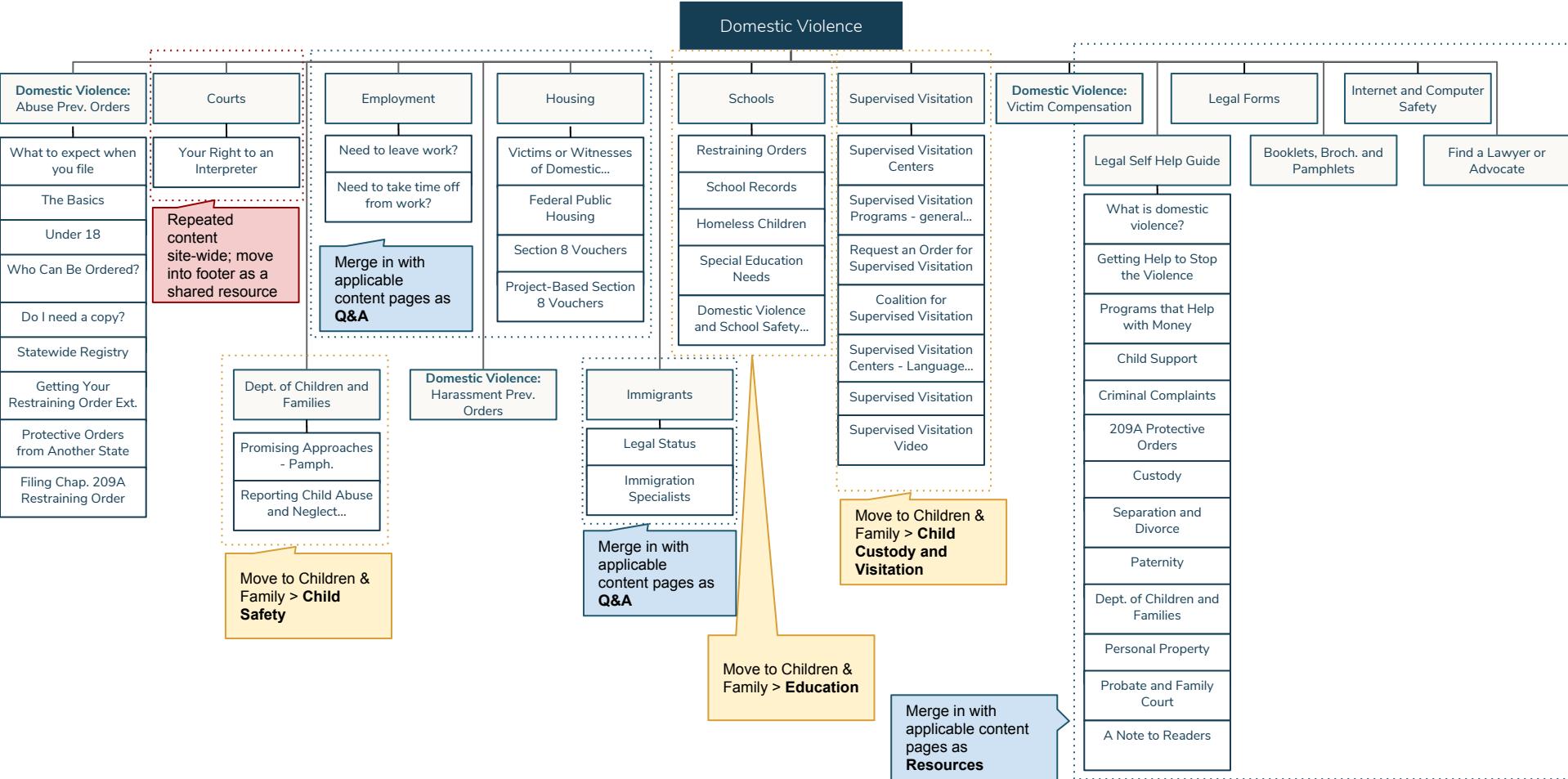
Proposal for Updates to Existing IA:
Crime & Abuse



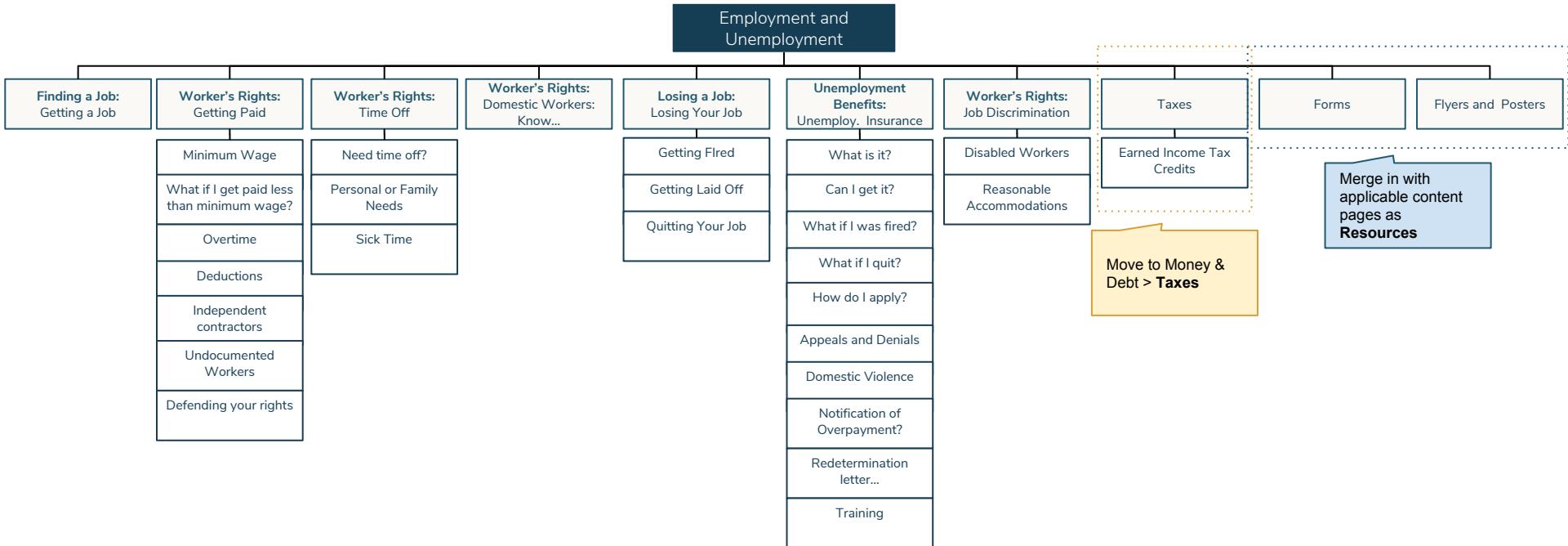
Proposal for Updates to Existing IA:
Health & Public Assistance



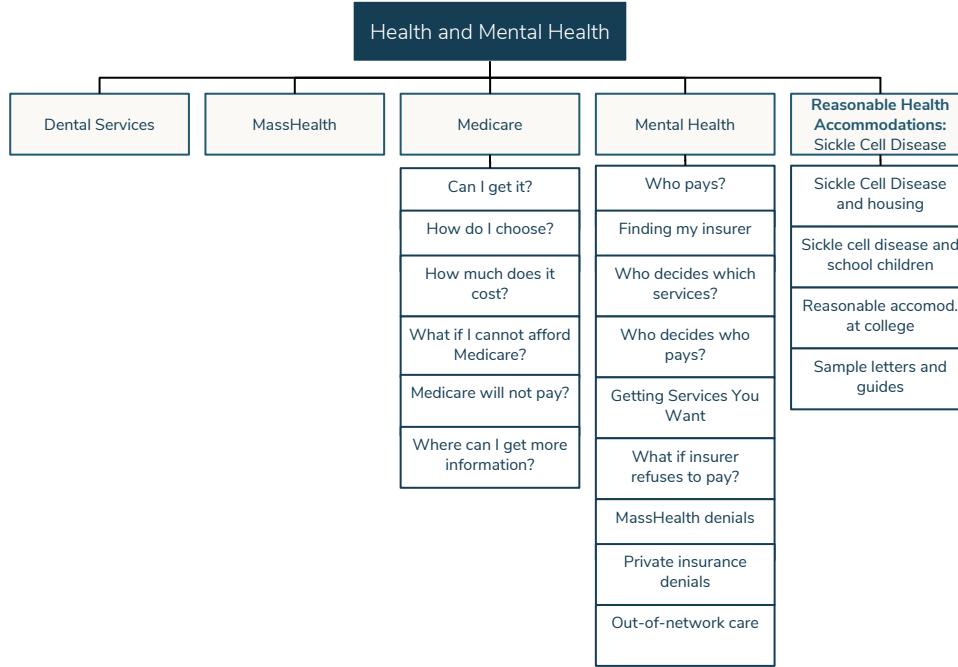
Proposal for Updates to Existing IA:
Crime & Abuse



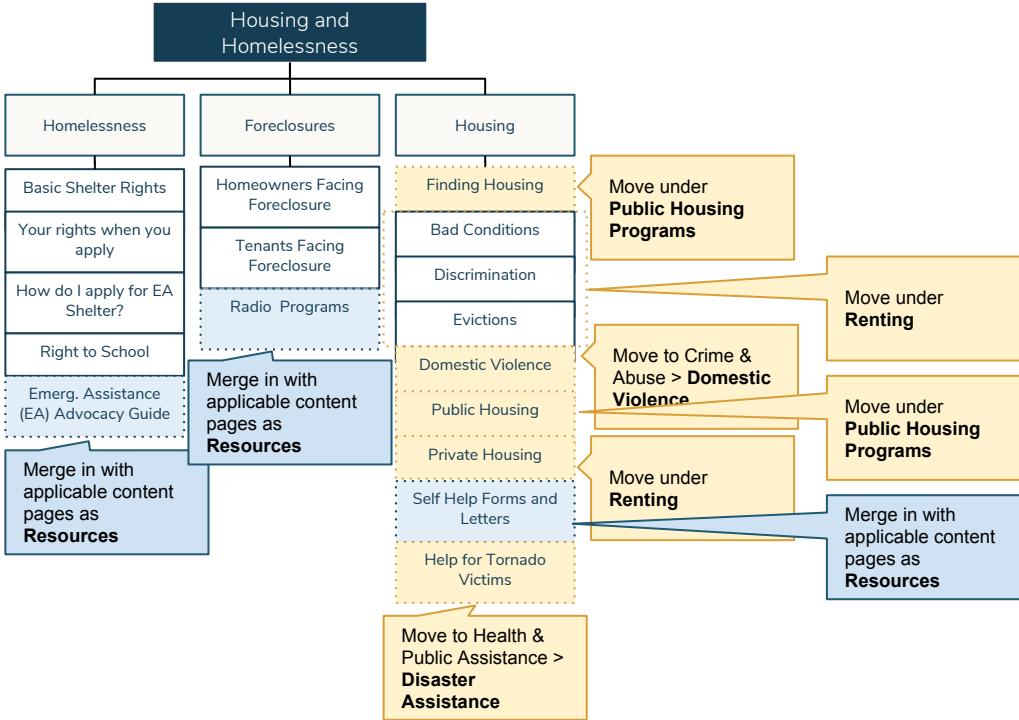
Proposal for Updates to Existing IA:
Employment & Unemployment



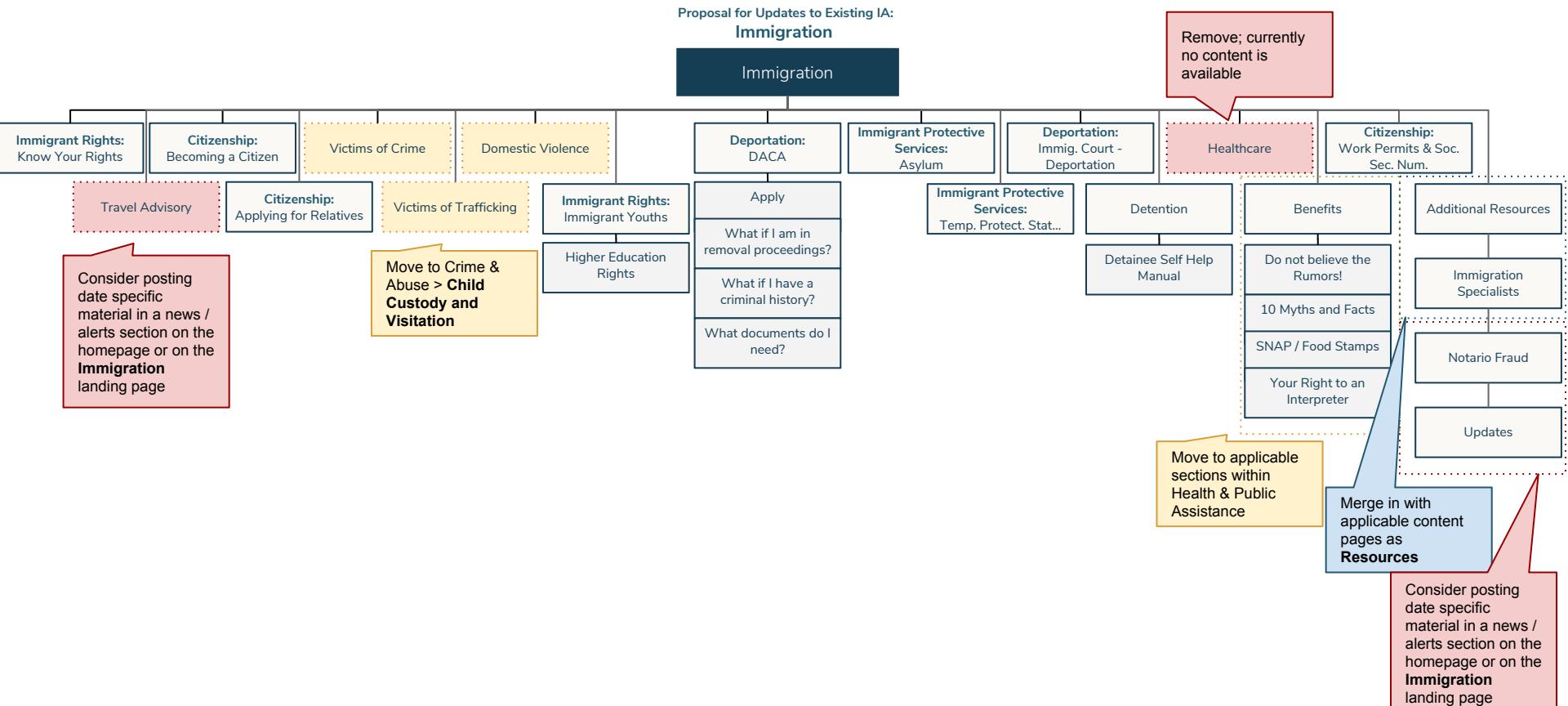
Proposal for Updates to Existing IA:
Health & Public Assistance

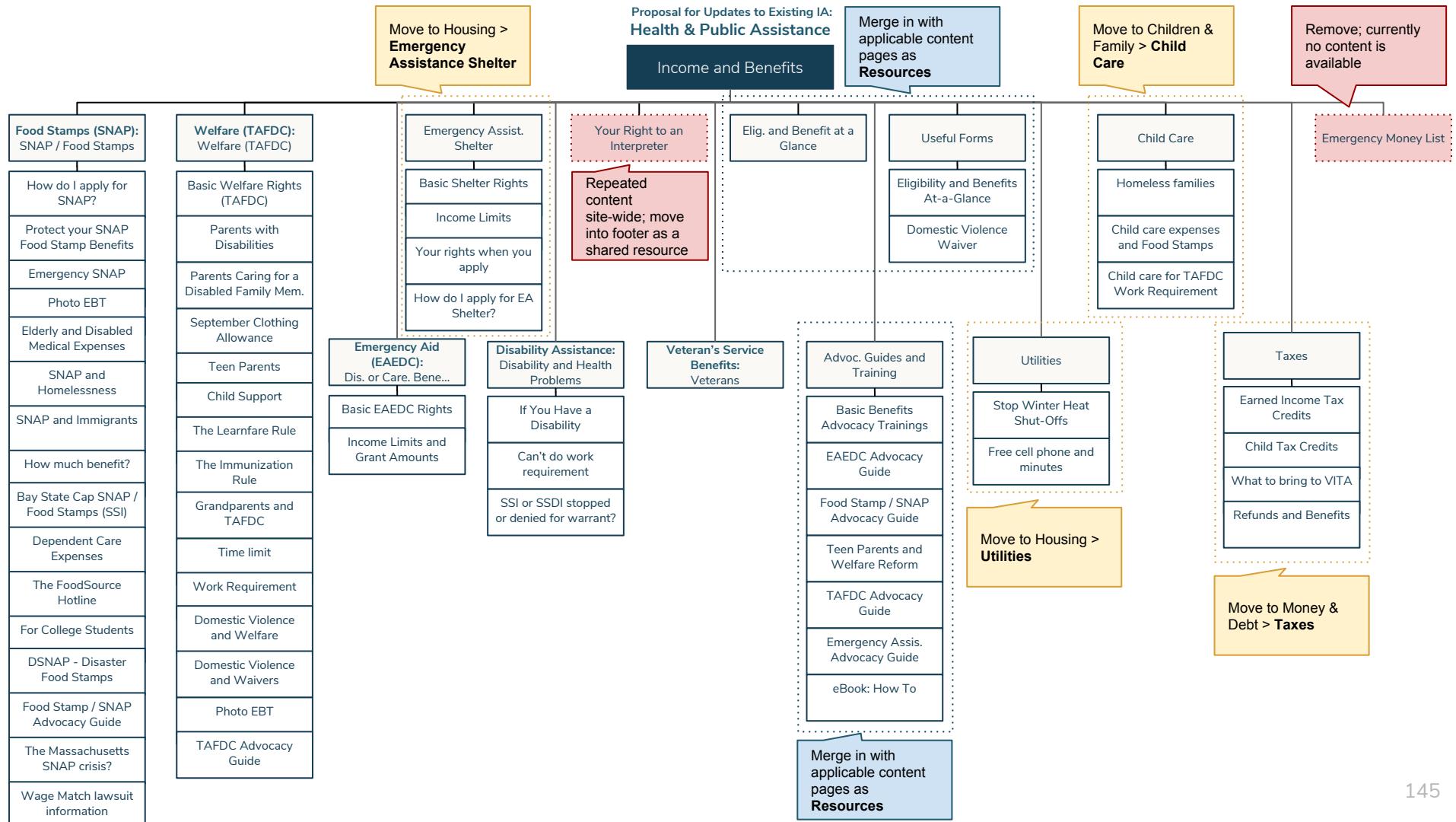


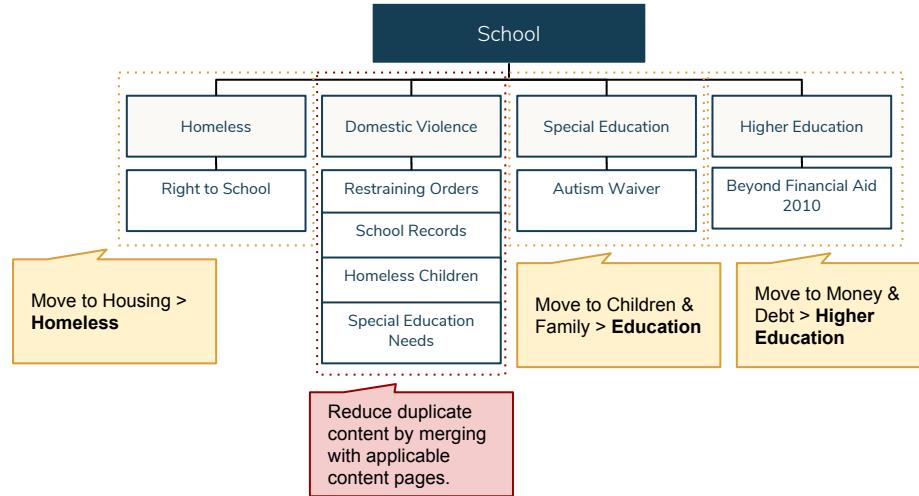
Proposal for Updates to Existing IA:
Housing



Proposal for Updates to Existing IA:
Immigration







Search Analysis

Review of the current search capability in comparison with
the principles of effective search best practices.

CRITICAL ROLE OF SEARCH

Search plays a critical role in fulfilling site and user goals by making information quickly and easily findable

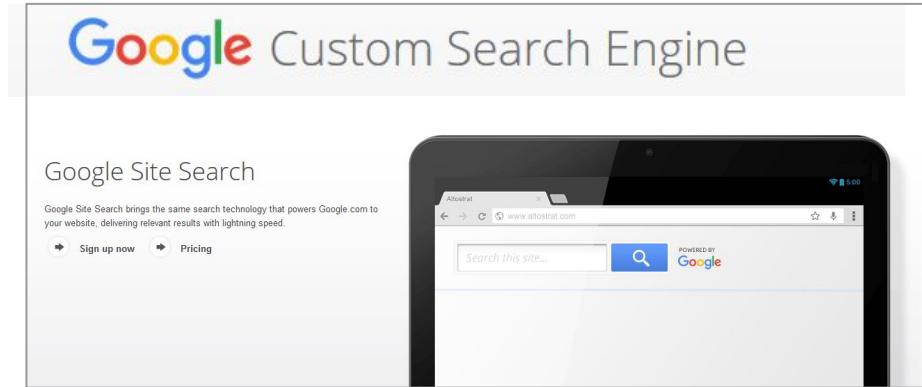
- Fulfill site goal: Make information findable
 - Challenges:
 - Thousands of pages of information
 - Information architecture is very broad and very deep
- Fulfill users' goal: Quick and easy access
 - Demographics (low-income, low-literate, and limited English proficiency) require easy access
 - Emotional state (in crisis) requires quick and easy access

Making information quickly and easily findable
must be priority of search process
to fulfill site and user goals

EXISTING SEARCH INTERFACE

Google Custom Search Features

- Highly-relevant results
 - Google.com relevance
 - Synonyms
 - Spell Check
- Turnkey Integration
 - Ad-free results
 - Customizable design
 - Speaks multiple languages



Source: <https://enterprise.google.com/search/products/gss.html>

ACTIONABLE RESULTS

2,038

Unique Searches

divorce / Divorce

alimony / Alimony

eviction

security deposit

forms

motion to dismiss / motion

bankruptcy

ssi

87% Continue and 13% Exit

SEARCH RESULTS OVERVIEW

Successes:

- Original term remains in the search box at the top of the page.
 - Maintains context and makes it easy for users to access for follow-up searches.
- Indicates total number of results found.
 - Scopes results to 10 per page and provides pagination to additional results which keeps the information from becoming overwhelming..
- Results are returned quickly.
 - The less users have to wait, the better the user experience.
- Results are displayed in a list format.
 - Logical and intuitive structure.
 - Large, bold titles make results easy to scan.
- Page is clean and free of additional distractions.

medicaid

About 118 results (0.40 seconds)

The Children's Autism Medicaid Waiver - MassLegalHelp
The Children's Autism Medicaid Waiver is a way for the federal government to pay Massachusetts 1/2 the cost of intensive in-home services (such as ABA and ...
www.masslegalhelp.org/.../childrens-autism-medicaid-waiver-alert

9 myths and facts about SNAP Benefits and immigrants
Myth. You have to be a U.S. citizen to get SNAP Fact. Some legally present immigrants can get SNAP. If you are an "eligible immigrant," you may qualify.
www.masslegalhelp.org/.../food-stamps-immigrants-myths-and-facts

Social Security Benefits for Homeless People with Disabilities
at least one year. SSI and SSDI come with health care benefits. With SSI, you get Medicaid (MassHealth). With SSDI, you get Medicare, after a waiting period.
www.masslegalhelp.org/disability/.../social-security-disabled-homeless

Discounts on Utilities for People with Low Income - MassLegalHelp
... Elderly, Disabled and Children). SSI (Supplemental Security Income), SNAP/Food Stamps., Fuel Assistance (also called LIHEAP), or **Medicaid/MassHealth**
www.masslegalhelp.org/housing/utilities-discounts

 **Health and Mental Health - MassLegalHelp**
MassHealth is Massachusetts' Medicaid program. If you have a medium income and you buy your own health insurance, your health insurance plan should cost ...
www.masslegalhelp.org/health/mental-health

What if I cannot afford Medicare? - MassLegalHelp
Several programs can help you pay different Medicare costs. Your income and resources must be low enough to use these programs. Resources are things you ...
www.masslegalhelp.org/health/cannot-afford-medicare

Tax Refunds, Earned Income Tax Credits (EITC/EIC) and Benefits
Did you file your taxes and get money back? Congratulations! Let's figure out how to make the most of that money. The good news is that getting a tax refund or ...
www.masslegalhelp.org/income-benefits/tax-refunds-benefits

Emancipation and the Legal Rights of Minors in Massachusetts
Some minors who are pregnant or teen parents are eligible for cash (TAFDC), food stamps, and medical (**Medicaid**) benefits on behalf of their babies. However ...
www.masslegalhelp.org/children-and-families/emancipation

Teen Parents: Your Rights Under Welfare Reform - MassLegalHelp
If you are under age 20 and pregnant or a parent, you must be in school full-time or have graduated from school. If you are under age 18 years, you must also ...
www.masslegalhelp.org/income-benefits/teen-parents

SNAP for Legal Permanent Residents - MassLegalHelp
1 - I have a "green card." Can I get SNAP? If you have a green card, you are a Legal Permanent Resident or an "LPR." Many LPRs who are low income can get ...
www.masslegalhelp.org/.../food-stamps-for-legal-permanent-residents

1 2 3 4 5 6 7 8 9 10

powered by Go

SEARCH ZONES

Successes:

- Few unnecessary navigation pages are present in search results
 - Few extra pages to obstruct users' ability to find most useful result

Shortcomings:

- No search zones are set up (in general)
 - One-size-fits-all indexing of all content on site
 - Yields a large retrieval set with many irrelevant results
 - Slows the search process and makes it more difficult
- No section-specific search to narrow results
 - No silos of homogenous content indexed to yield smaller retrieval set of more relevant search results
- Does not support a faceted search
 - No capability to further refine search easily and gradually with each step

MassLegalHelp
Promoting justice in Massachusetts with legal information

Search
ESCAPE

BASIC LEGAL INFORMATION

Children and Families Consumer & Debt Criminal Records CORI Disability Domestic Violence Employment and Unemployment Health and Mental Health Housing and Homelessness Immigration Income and Benefits School

Site Search: Google Custom Search GO

English » Basic Legal Information » Domestic Violence

Domestic Violence





 Listen 

"Domestic violence" refers to many kinds of abuse committed by a member of a family, a household, or an intimate partner against another member of the family, household, or against the intimate partner. "Domestic Violence" also refers to many forms of abuse committed by one person against another in certain dating relationships or engagements.

You can seek a court order to protect you if your abuser

- harms you physically,
- tries to harm you physically,
- makes you afraid that serious physical harm is going to happen to you, or
- threatens, pressures or forces you to have sex.

This court order is to protect you from further harm. It is called an "abuse prevention order," a "restraining order," or a "209A."

"Domestic violence" is sometimes called "battering," and it also refers to abusive patterns of power and control in family, household, and intimate partner relationships.

Know Your Rights: Domestic Violence, published by the American Bar Association, says that "Domestic violence is a pattern of many behaviors directed at achieving and maintaining power and control over an intimate partner, such as physical violence, emotional abuse, isolation of the victim, economic abuse.

Print | Email

B No Color

en español
Tiếng Việt
На русском языке
Português
Kreyòl Ayisyen

You have the right to an interpreter

Who to call for help

- Call 911 if you are in danger right now.
- If you are not in immediate danger, you can phone SafeLink 1-877-785-2020,
- Casa Myrna Vasquez 1-800-992-2600, or
- see Jane Doe's list of Massachusetts domestic violence programs.

PRECISION VS. RECALL

Successes:

- Clear indication of number of results found
- Some search results are valid

Shortcomings:

- Current approach leans toward recall
- Recall impedes fulfillment of site and user goals
 - Example screen print: Yields too many results: 2,000+
 - Includes irrelevant results
 - 50% of results on first page were irrelevant, which includes top 2 results

Precision would better serve their users

- Yields fewer, more high-quality/relevant results
- Quick and easy access to information (site and user goal)
- A more efficient experience; better use of their time

Recall yields too many search results (over 2,000)

50% of results on first page are irrelevant, despite correct keyword in description

form

SEARCH

About 2,310 results (0.61 seconds)

[Basic Information About Divorce and Separation - MassLegalHelp](#)

The court **forms** tell you what information is required. See How much will it cost to file my divorce? and I cannot afford the fee, can I still file for divorce? ...
www.masslegalhelp.org/children-and.../divorce-separation-basic-info

[Housing - MassLegalHelp](#)

Foreclosures, discrimination, domestic violence, evictions, finding housing, private housing, public housing, utilities and self-help **forms** and letters.
www.masslegalhelp.org/housing

[Legal Forms - MassLegalHelp](#)

Complaint for Modification - Child Support - sample This is a copy of the Probate and Family Court Complaint for Modification **Form**. It has been filled out for an ...
www.masslegalhelp.org/children-and-families/forms

[Tenants' Rights in Massachusetts: Private Housing | MassLegalHelp](#)

Mar 13, 2006 ... In each chapter, reference is made to sample letters and court **forms**. To get these **forms** see the list below or go to Self Help **Forms** where these ...
www.masslegalhelp.org/housing/legal-tactics1

[Forms - MassLegalHelp](#)

Before you use any of these court **forms**, read about Child Support in Massachusetts and watch the videos to find out about how and when to use the right **form**.
www.masslegalhelp.org/legal-forms

[Legal Forms - MassLegalHelp](#)

Complaint for Protection from Abuse (page 1): This **form** is actually three pages. The first page has blanks for you to fill in with names and basic information.
www.masslegalhelp.org/domestic-violence/legal-forms

SPELLING

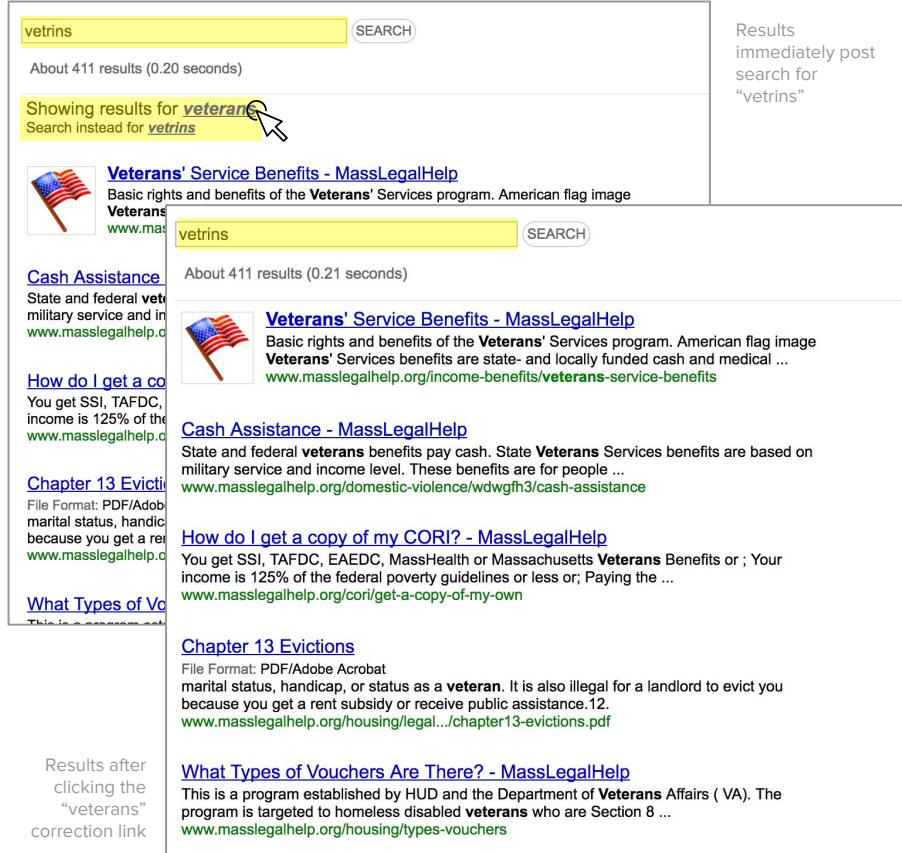
Successes:

- Accounts for misspellings and automatically transitions search results to intended results, averting returns of “no results”

Shortcomings:

- Upon clicking the correctly spelled word, it fails to replace it in the main search bar (aka, doesn’t restate the query)
 - Distances site from expected Google paradigm of auto replace in search bar upon click of the link
 - Leads to next search being misspelled without manual correction
 - Click of correct link implies a change has been made when it really hasn’t

Results immediately post search for “vetrins”



vetrins

About 411 results (0.20 seconds)

Showing results for [veterans](#) 

Search instead for [vetrins](#)

Veterans' Service Benefits - MassLegalHelp
Basic rights and benefits of the **Veterans' Services** program. American flag image
Veterans
www.masslegalhelp.org/income-benefits/veterans-service-benefits

vetrins

About 411 results (0.21 seconds)

Cash Assistance - MassLegalHelp
State and federal **veterans** benefits pay cash. State **Veterans** Services benefits are based on military service and income level. These benefits are for people ...
www.masslegalhelp.org/domestic-violence/wdwgfh3/cash-assistance

How do I get a copy of my CORI? - MassLegalHelp
You get SSI, TAFDC, income is 125% of the federal poverty guidelines or less or; Paying the ...
www.masslegalhelp.org/cori/get-a-copy-of-my-own

Chapter 13 Evictions - MassLegalHelp
File Format: PDF/Adobe Acrobat
marital status, handicap, or status as a **veteran**. It is also illegal for a landlord to evict you because you get a rent subsidy or receive public assistance.12.
www.masslegalhelp.org/housing/legal.../chapter13-evictions.pdf

What Types of Vouchers Are There? - MassLegalHelp
This is a program established by HUD and the Department of **Veterans** Affairs (VA). The program is targeted to homeless disabled **veterans** who are Section 8 ...
www.masslegalhelp.org/housing/types-vouchers

Results after clicking the “veterans” correction link

CONTROLLED VOCABULARY

Successes:

- Google custom search accommodates for the need to include synonym rings

Shortcomings:

- In order to automatically accommodate a controlled vocab, synonyms need to be manually added into the Google custom search system. This does not appear to have been done.
 - Example:** “Document,” “certificate,” and “paper” could be synonyms used to enhance search.
 - Site owner entered synonym rings need to be used, periodically updated, and effectively maintained to ensure their accuracy and comprehensiveness.
- A past Google convention of using a tilde (~) in front of a term to manually prompt searching for synonyms no longer works
 - Around 2013 Google determined that it was not worth the time and money to maintain this functionality, however its disappearance limits ability for power users to get closer to exactly what he/she wants

The image shows two separate Google search results pages for the terms 'certificate' and 'document' on the website MassLegalHelp.org.

Search for 'certificate':

- Search term: certificate
- Results: About 301 results (0.25 seconds)
- Top result: [Basic Welfare Rights \(TAFDC\) - MassLegalHelp](#)
For example, if you do not have your child's birth certificate, DTA must let you prove your child's age and relationship to you with another paper like a baptismal ...
- Second result: [Answerin](#)
A Certificate copy of the www.masslegalhelp.org
- Third result: [Paternity](#)
The husband are married www.masslegalhelp.org
- Fourth result: [MassLegalHelp](#)
Questions and a public benefits, www.masslegalhelp.org
- Fifth result: [What pro](#)
You are not identity and www.masslegalhelp.org
- Sixth result: [What if I need](#)
Sometimes you sign the do www.masslegalhelp.org
- Seventh result: [What Type](#)
... additional Certificate www.masslegalhelp.org
- Eighth result: [The Process](#)
File Format: PDF
In addition, the I statement is the https://www.mas
- Ninth result: [Forms and S](#)
Motion for order documents. Re www.masslegalhelp.org
- Tenth result: [Emancipation and the Legal Rights of Minors in Massachusetts ...](#)
Overview. Emancipation ends the parents' rights to control his or her minor child or to participate in any decision-making about the child. If a child is emancipated ...
- Eleventh result: [How to Fill Out a Financial Statement - MassLegalHelp](#)
The form must be filed on pink paper, whether or not you fill it out electronically. Each Probate and Family Court has copies of Financial Statement forms on pink ...
- Twelfth result: [What if I need to have something notarized? - MassLegalHelp](#)

Search for 'document':

- Search term: document
- Results: About 810 results (0.29 seconds)
- Top result: [Basic Information About Divorce and Separation - MassLegalHelp](#)
If you are being pressured to sign any document, walk away and consult your own attorney.
- Second result: [paper](#)
About 620 results (0.51 seconds)
- Third result: [Basic Information About Divorce and Separation - MassLegalHelp](#)
You file different kinds of papers in court if you are seeking separate support, support, divorce where your spouse was at fault, or divorce where neither spouse ...
- Fourth result: [Serving the papers - MassLegalHelp](#)
Sometimes you file your case, you have to "serve" the court papers. It is not enough to call the person on the phone and tell him about the case. The court will need ...
- Fifth result: [Basic Welfare Rights \(TAFDC\) - MassLegalHelp](#)
If you cannot get a specific paper that DTA asks for, DTA must help you get it or let you use a different paper. For example, if you do not have your child's birth ...
- Sixth result: [www.masslegalhelp.org/income-benefits/welfare-rights](#)
- Seventh result: [Emancipation and the Legal Rights of Minors in Massachusetts ...](#)
Overview. Emancipation ends the parents' rights to control his or her minor child or to participate in any decision-making about the child. If a child is emancipated ...
- Eighth result: [www.masslegalhelp.org/children-and-families/emancipation](#)
- Ninth result: [How to Fill Out a Financial Statement - MassLegalHelp](#)
The form must be filed on pink paper, whether or not you fill it out electronically. Each Probate and Family Court has copies of Financial Statement forms on pink ...
- Tenth result: [www.masslegalhelp.org/.../probate-and-family-court-financial-statement](#)

STEMMING

Successes:

- Stemming is automatically accounted for within the search, including variants of searched term's "root".

signed

About 620 results (0.35 seconds)

[Basic Information About Divorce and Separation - MassLegalHelp](#)
A "separation agreement" is a written agreement **signed** by the husband and wife . If you complete a "Separation Agreement" (discussed in more detail in ...
www.masslegalhelp.org/children-and.../divorce-separation-basic-info

[Read the Lease Carefully - MassLegalHelp](#)
If you do plan to sign a written lease, read it carefully. A landlord may try to rush you into **signing** a lease. She may say that all leases are "standard" and that you ...
www.masslegalhelp.org/housing/private.../read-the-lease-carefully

[Serving the papers - MassLegalHelp](#)
It is only **signing** a receipt for the papers. Ask him to send the **signed**, notarized summons back to you. Make a copy of the **signed** summons and give the original ...
www.masslegalhelp.org/domestic-violence.../serving-papers

[What if I need to have something notarized? - MassLegalHelp](#)
your identity, and; that you are **signing** the document of your own free will. For proof of identity, you can use a Massachusetts I.D. card, driver's license, passport, ...
www.masslegalhelp.org/children-and-families/probate.../notary

[Emancipation and the Legal Rights of Minors in Massachusetts ...](#)
Overview. Emancipation ends the parents' rights to control his or her minor child or to participate in any decision-making about the child. If a child is emancipated ...
www.masslegalhelp.org/children-and-families/emancipation

[Illegal Rent Increase - MassLegalHelp](#)
For example, if you **signed** a one-year lease that runs from September 1, 2008 to August 31, 2009, your landlord cannot raise your rent in January 2009.
www.masslegalhelp.org/housing/private.../ch5/illegal-rent-increase

THESAURUS

Successes:

- System sometimes recognizes like terms automatically
 - Example: CORI vs Criminal Offender Record Information

Shortcomings:

- The results differ when an acronym is searched versus the entire title
 - Example: CORI returns 1,140 results in 0.64 seconds whereas Criminal Offender Record Information returns only 80 results in 0.30 seconds.

CORI

About 1,140 results (0.64 seconds)

 [Criminal Offender Record Information \(CORI\) - MassLegalHelp](#)
Massachusetts state courts keep records of what happens in every criminal case. These records are called **CORI - Criminal Offender Record Information**. www.masslegalhelp.org/cori

[How do I get a copy of my CORI? - MassLegalHelp](#)
Download the Personal CORI Request Form from the Department of **Criminal Justice Information Services** (DCJIS) website. Or call DCJIS at 617-660-4600 (for ... www.masslegalhelp.org/cori/get-a-copy-of-my-own

 [Criminal Offender Record Information \(CORI\) - MassLegalHelp](#)
Massachusetts state courts keep records of what happens in every criminal case. These records are called **CORI - Criminal Offender Record Information**. www.masslegalhelp.org/cori

[How do I get a copy of my CORI? - MassLegalHelp](#)
Download the Personal CORI Request Form from the Department of **Criminal Justice Information Services** (DCJIS) website. Or call DCJIS at 617-660-4600 (for ... www.masslegalhelp.org/cori/get-a-copy-of-my-own

[Know Your CORI Rights](#)
File Format: PDF/Adobe Acrobat
What can most employers do with my CORI? Is it true people now ... https://www.masslegalhelp.org/cori/.../know-your-cori-rights.pdf

[Mistakes on CORI - MassLegalHelp](#)
If a case on your CORI record is not accurate, you can request that it be ... https://www.masslegalhelp.org/cori/.../mistakes

[Mistakes on CORI - MassLegalHelp](#)
What kinds of mistakes can show up on my **CORI**? Mistakes about your personal information may include: mistakes in spelling your name; listing a name that is ... www.masslegalhelp.org/cori/mistakes

[Criminal Records and Applying for Jobs - MassLegalHelp](#)
This information helps make sure it is your CORI the employer will get. See [Mistakes on CORI](#) for more information.

LANGUAGE

Successes:

- The set language value for the search changes based on user language selection in sidebar
- The entire site, including search, defaults to English (the site's most highly used language) but still returns non-English terms in search.
 - This boosts results in English but does not filter out results in other languages if a non-English word is searched for.

Shortcomings:

- Not all languages are supported
 - Haitian Creole is one language that the site notes its need to support however the search does not support it
- Require manual change of language prior to search query submission
 - Dynamically changing the coded language value via javascript, could allow primary language to change based on user's IP address and/or their default browser language settings, saving the users a step.

[en español](#)

[На русском языке](#)

[Português](#)

[繁體中文](#)

[English](#)

abuso

About 7 results (0.25 seconds)

MassLegalHelp | Promoting justice in Massachusetts with...
Questions and answers on rights and responsibilities of Massachusetts public benefits, health care, family law, employment.
www.masslegalhelp.org/

[Português](#) » [Sobre Nós](#) » [Busca](#)

Busca

Google™ Pesquisa Personalizada



[Tiếng Việt](#) » [Tìm kiếm](#)

Tìm kiếm

Google™ Tim kiêm Tuy Chinh



[How to ask for a child support order in a 209A restraining order](#)
Marcar la casilla 7 de la página 1 de la Querella para Protección Contra el Abuso y llenar todos los formularios adicionales que se requieran. Entender que ...
www.masslegalhelp.org/domestic.../ask-for-child-support-in-209a

[Beneficios de Seguro Social Para Gente Sin Hogar Con ...](#)

File Format: PDF/Adobe Acrobat
Yo Tengo una Historia de **Abuso** de Sustancia? Si, **Abuso** de sustancia solamente ya no esta considerada una discapacidad, pero usted po- dría calificar para ...
www.masslegalhelp.org/income-and.../homeless-w-disabilities.pdf

[Massachusetts Department of Transitional Assistance](#)

File Format: Microsoft Word
Outro, como uma hospedagem em abrigo por violência familiar, programa de tratamento de **abuso** de substâncias psicoativas. Nome: Declaração adicional ...
www.masslegalhelp.org/.../tesi-shelter-interruption-statement_portu.doc

La VIOLEHCI

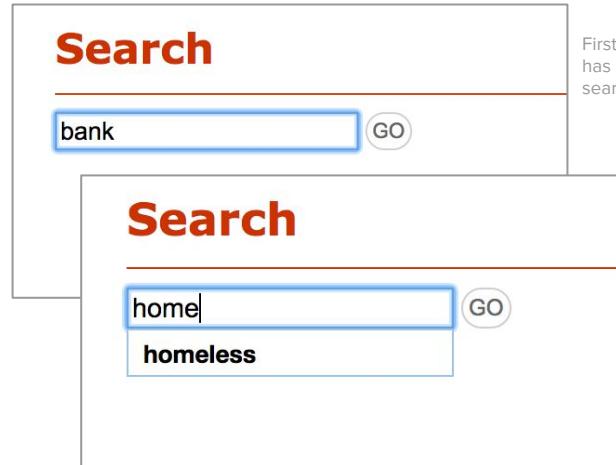
QUERY SUGGESTIONS

Successes:

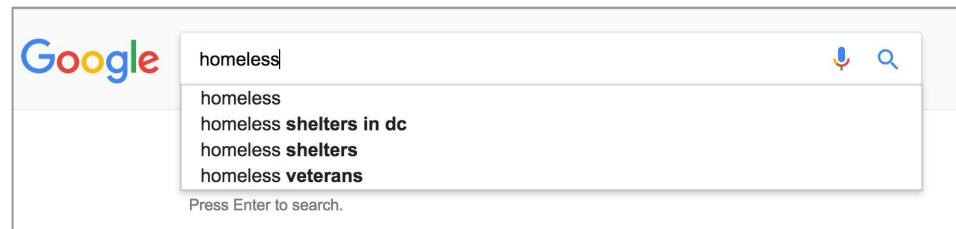
- Reminds user of previously entered terms that also include the characters currently entered
 - These are entirely user specific.

Shortcomings:

- There are no additional suggestions offered to help complete a user's search query
 - Consider including suggesters as the user starts typing to give people a chance to refine their search before it is performed, such as:
 - **Spelling assistance:** Suggest proper spellings.
 - **Autocomplete:** Automatically allow users to see lists of useful content-based queries as they start typing in the search box.
 - **Promotions:** Highlight a URL so it is displayed whenever a user searches for a specific keyword. Promotions can include URLs outside of the site too which can be used for searching linked site documents.
 - **Etc.**



Standalone Google example:



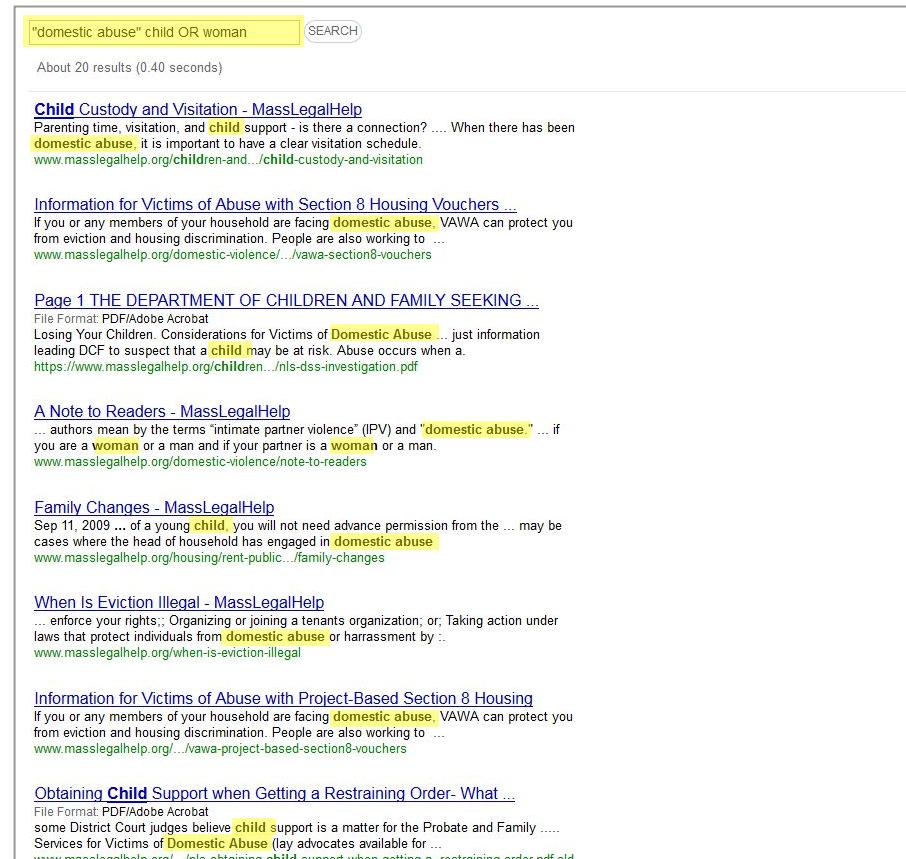
BOOLEAN SEARCH

Successes:

- Search utilizes behind the scenes "site:"[URL] "phrase" to only show matching results found on the mass legal site itself.
- Defaults to "AND" searches automatically
 - Prevents user from needing to manually enter "AND"
- Uses typical google boolean logic that some users are already familiar with.
 - **Example:** To find one keyword or another use "OR" (all caps or request will be ignored).
 - **Example:** To search a phrase wrap it in quotation marks.

Shortcomings:

- If someone is unfamiliar with Google's boolean search logic, the user is left without internal resources.
 - Reference material does exist outside of the site:
http://www.webopedia.com/quick_ref/Google_Search_tips.asp



"domestic abuse" child OR woman

About 20 results (0.40 seconds)

Child Custody and Visitation - MassLegalHelp
Parenting time, visitation, and child support - is there a connection? When there has been **domestic abuse**, it is important to have a clear visitation schedule.
www.masslegalhelp.org/children-and-child-custody-and-visitation

Information for Victims of Abuse with Section 8 Housing Vouchers ...
If you or any members of your household are facing **domestic abuse**, VAWA can protect you from eviction and housing discrimination. People are also working to ...
www.masslegalhelp.org/domestic-violence/.../ava-section8-vouchers

Page 1 THE DEPARTMENT OF CHILDREN AND FAMILY SEEKING ...
File Format PDF/Adobe Acrobat
Losing Your Children. Considerations for Victims of **Domestic Abuse**... just information leading DCF to suspect that a **child** may be at risk. Abuse occurs when a.
[https://www.masslegalhelp.org/children.../nls-dss-investigation.pdf](http://www.masslegalhelp.org/children.../nls-dss-investigation.pdf)

A Note to Readers - MassLegalHelp
... authors mean by the terms "intimate partner violence" (IPV) and "**domestic abuse**." ... if you are a **woman** or a man and if your partner is a **woman** or a man.
www.masslegalhelp.org/domestic-violence/note-to-readers

Family Changes - MassLegalHelp
Sep 11, 2009 ... of a young **child**, you will not need advance permission from the ... may be cases where the head of household has engaged in **domestic abuse**.
www.masslegalhelp.org/housing/rent-public.../family-changes

When Is Eviction Illegal - MassLegalHelp
... enforce your rights.; Organizing or joining a tenants organization; or, Taking action under laws that protect individuals from **domestic abuse** or harassment by ...
www.masslegalhelp.org/when-is-eviction-illegal

Information for Victims of Abuse with Project-Based Section 8 Housing
If you or any members of your household are facing **domestic abuse**, VAWA can protect you from eviction and housing discrimination. People are also working to ...
www.masslegalhelp.org/.../ava-project-based-section8-vouchers

Obtaining Child Support when Getting a Restraining Order- What ...
File Format PDF/Adobe Acrobat
some District Court judges believe **child support** is a matter for the Probate and Family Services for Victims of **Domestic Abuse** (ay advocates available for ...
www.masslegalhelp.org/.../nls-obtaining-child-support-when-getting-a-restraining-order.pdf-old

“NO RESULTS”

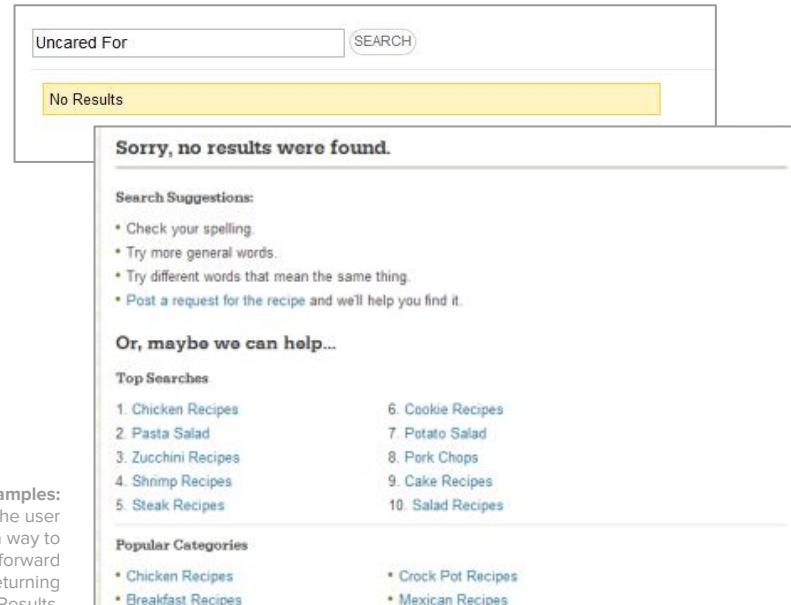
Successes:

- Clear indication that no results were found.
- Original term remains in the search box.
 - Maintains context and makes it easy for users to modify their search.

Shortcomings:

- Offer starting points for moving forward.
 - Provide synonyms or related words for queries that do return results.
 - Include search tips.
 - List popular terms the user can choose from, or even offering a list of frequently visited pages.

Examples:
Provide the user with a way to move forward after returning No Results.



The screenshot shows a search interface with a search bar containing 'Uncared For' and a 'SEARCH' button. Below the search bar, a yellow box highlights the text 'No Results'. A large, bold message 'Sorry, no results were found.' is displayed. Below this, a section titled 'Search Suggestions' lists: 'Check your spelling', 'Try more general words.', 'Try different words that mean the same thing.', and 'Post a request for the recipe and we'll help you find it.' A section titled 'Or, maybe we can help...' follows, with 'Top Searches' including: 1. Chicken Recipes, 2. Pasta Salad, 3. Zucchini Recipes, 4. Shrimp Recipes, 5. Steak Recipes, 6. Cookie Recipes, 7. Potato Salad, 8. Pork Chops, 9. Cake Recipes, and 10. Salad Recipes. A 'Popular Categories' section lists: 'Chicken Recipes', 'Breakfast Recipes', 'Crock Pot Recipes', and 'Mexican Recipes'.

65%

of users are mobile users

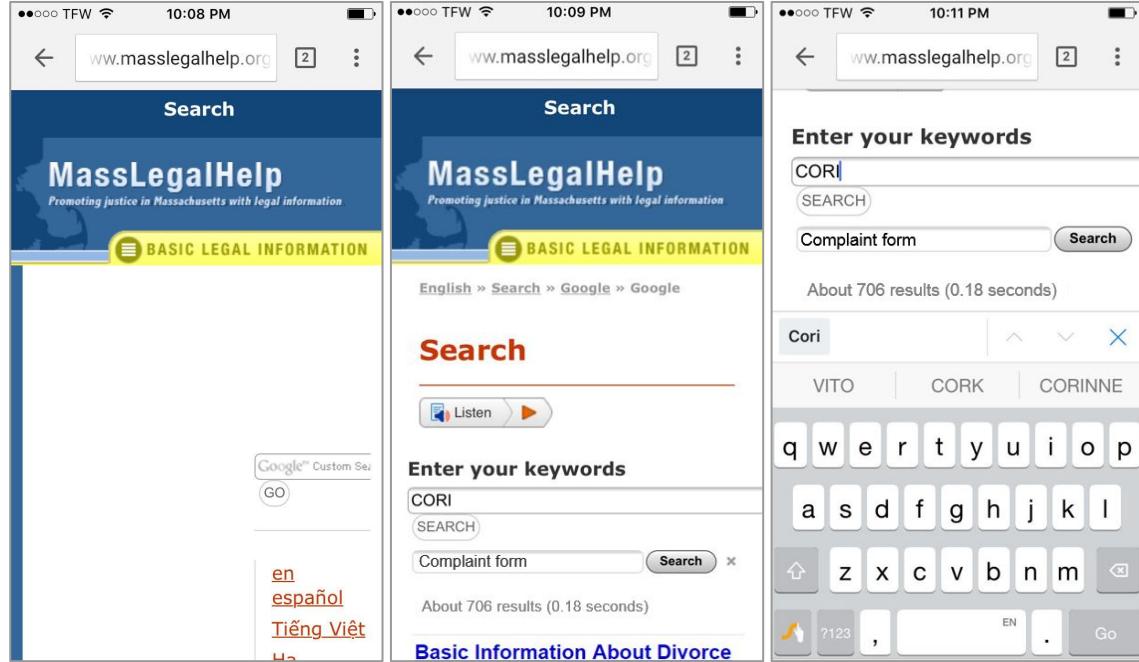
MOBILE EXPERIENCE

Successes:

- Maintains integration with Google custom search
- Auto-suggest / auto-complete helps to reduce spelling mistakes
 - Typing error about every 5th character on mobile
- Simple design is straightforward and looks easy to use

Shortcomings:

- Responsive design
 - Search box/content is misaligned
- 2 search boxes provide false impression of a filtered search
- Voice search yields poor results
 - Not enough support for natural language and complex queries
- Recall is used, not precision
 - Mobile's limited bandwidth requires efficiency / precision

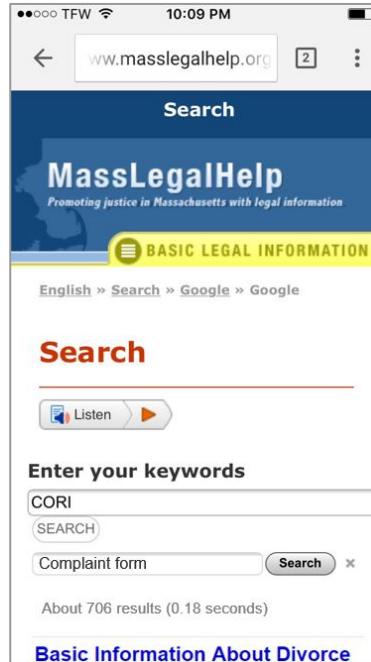


MOBILE SEARCH

Improving Mobile Search:

- Larger text boxes
- One search button, larger
- Faceted search option
 - By type of content
- Section-specific search
 - For each major section
- Precision
 - Fewer, more relevant results

Facets, section-specific search, and precision all make better use of mobile's limited bandwidth



10:09 PM
www.masslegalhelp.org

Search

MassLegalHelp
Promoting justice in Massachusetts with legal information

BASIC LEGAL INFORMATION

English » Search » Google » Google

Search

Enter your keywords

CORI

SEARCH

Complaint form

Search

About 706 results (0.18 seconds)

Basic Information About Divorce

Current Mobile Search



10:09 PM
www.masslegalhelp.org

Search

MassLegalHelp
Promoting justice in Massachusetts with legal information

BASIC LEGAL INFORMATION

English » Search » Google » Google

Search

CORI

Search

Forms

Information

Forms

Tools

About 8 results (0.10 seconds)

Topic Search with Facet Option



10:09 PM
www.masslegalhelp.org

Search

MassLegalHelp
Promoting justice in Massachusetts with legal information

BASIC LEGAL INFORMATION

English » Search » Google » Google

Search: Disability Section

Benefits

Search

Forms

Information

Forms

Tools

About 3 results (0.02 seconds)

Section-Specific Search with Facets

Search Analysis References

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Leggett, D. (2009). Create effective search results pages. *UX Booth*. Retrieved from <http://www.uxbooth.com/articles/create-effective-search-result-pages/>.

Nudelman, G. (2009). Starting from zero: winning strategies for no search results pages. *UX Matters*. Retrieved from <http://www.uxmatters.com/mt/archives/2009/02/starting-from-zero-winning-strategies-for-no-search-results-pages.php>.

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Russell-Rose, T. (2013). Designing search: results pages. *UX Magazine*. Retrieved from <http://uxmag.com/articles/designing-search-results-pages>.

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Summers, K. (2017). *Facets & search engine optimization* [PowerPoint slides].

Whitenton, K. (2014). 3 guidelines for search engine “no results” pages. *Nielsen Norman Group*. Retrieved from <https://www.nngroup.com/articles/search-no-results-serp/>.

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Accessibility Findings

Evaluation of HTML content using WebAim's WCAG 2.0
Checklist to determine accessibility conformance.

Page Name	URL	Why this page?	Your name	Perceivable: Text Alternatives	Perceivable: Time-Based Media	Perceivable: Adaptable
Options If Your Landlord Refuses to Make Repairs	http://www.masslegalhelp.org/options-if-your-landlord-refuses-to-make-repairs	Heavy pageviews in google analytics (3rd most trafficed page), multiple types of content, longer article, includes uncommon checklists	Randall	Alt image text is used inconsistently and not all images have appropriate alt text. Some unmeaningful images use alt="" but others do not. Form inputs from checklists are missing fieldsets and labels.	The web content itself serves as the alternative for time based media	Semantic HTML is used incorrectly and tables are used to format non tabular data. Input labels are not correctly implemented. The resulting code does not imply the correct reading/navigational order
Getting Your Restraining Order Extended	http://www.masslegalhelp.org/domestic-violence/ro-extended	Large amount of links to other resources are on this page.	Ta-Shire	Not all images have appropriate text. You have a right to an interpreter anchor image is missing alternative text. Most decorative images are set to null.	The pre-recorded audio is an alternative for time-based media that presents equivalent information for web content. There is no video content and there is no sign language video.	Semantic markup is acceptable. No table or form input. The reading and navigation order is logical and intuitive. Instructions do not rely on shape, size, visual location or sound. Some elements are missing a label. Tabular information may be missing table markup. Visual lists may not be properly marked. Using ALT text which duplicates link text in the same link or following link results in screen readers stuttering as the same text is read out twice.
Immigration Specialists	http://www.masslegalhelp.org/immigration/specialists	Important contact info organized in a table	Kaydee	Missing label - dropdown to select colors has no label to identify it/its purpose.	No time-based media on this page	Semantic markup is used appropriately. While tables are primarily intended for presentation of tabular information or data, they are often used to control page layout and formatting. Layout tables can introduce reading and navigation order issues and must not contain header

Please refer to "Information Architecture Spring 2017: Accessibility MLRI" excel document

Broken Link Report for www.masslegalhelp.org

Generated on 24 Feb 2017 13:09 GMT

Scanned 5,222 web pages. Found 2,605 problematic links.

 CSV (Excel) report

Page 1 / 3 

#	Broken Link (available field)	Page where found	Server response
1	http://masslegalhelp.org/spanish	url 800	403
2	http://masslegalhelp.org/russian	url 800	403
3	http://masslegalhelp.org/portuguese	url 800	403
4	http://masslegalhelp.org/haitian-creole	url 800	403
5	http://masslegalhelp.org/chinese-tr	url 800	403
6	http://masslegalhelp.org/vietnamese	url 800	403
7	>">http://www.mass.gov/?pageID=reposubtopic&L=4&L0=Home&L1=Crime+Prevention+N26+Personal+Safety&L2=>>	url 800	404
8	http://www.mass.gov/etools/provider/insurance/masshealth/aca/the-aca-and-masshealth-member-related-faq.htm	url 800	404
9	http://bettermasshealthconnector.org/leave/	url 800	500
10	http://bettermasshealthconnector.org/get-help/	url 800	500
11	http://www.massresources.org/health-care.html	url 800	502
12	http://www.masslegalhelp.org/masslegislature.gov/Laws/GeneralLaws/Part/TitleXIV/Chapter93a	url 800	404
13	http://www.masslegalhelp.org/consumer/identity-theft/video-snippet	url 800	403
14	http://www.masslegalhelp.org/domestic-violence/chapter1-whats-next	url 800	404
15	http://www.masslegalhelp.org/domestic-violence/chapter1-whats-next	url 800	404
16	http://www.masslegalhelp.org/domestic-violence/supervised-visitation-video2	url 800	403

Findings & Recommendations

Detailed summary of our final findings and recommendations for the MassLegalHelp website.

Overarching Goals

1. Make content findable.

Users need to be able to quickly and easily find what they are looking for in times of crisis.

2. Make content accessible.

All content needs to be compliant with accessibility best practices in order to reach an inclusive audience.

3. Inform users' desired actions.

Users need to clearly understand the content they are accessing and be provided with enough information to easily take action.

Enhancing Findability via Navigation

- Reduced number of categories
 - From 11 top-level categories to 7
 - From 100 second-level groupings to ~ 53
- Increased findability success rate from 46% to 76%
- Reinforced top tier navigation on homepage and links to most popular second tier topics
- If the user is still confused when they reach the bottom of the page, additional links are there to assist.
- Include second tier and reinforce third tier navigation in upper navigation bar.
- Third tier navigation available upon click on main content area pages.

Enhancing Findability via Search

- Make search prominent on homepage
- Rely on precision over recall
 - Provide clear indication of the number of search results and number of pages by bringing the page count above the fold
- Sort content by relevance
- Provide related search offerings
- Consider additional ways to refine search results:
 - Add Filters to allow users to sort by relevance, popularity, date, etc.
 - Query suggestions (automatic suggestions added to the search upon entering text)

Enhancing Accessibility via Mobile Optimization

Areas of Opportunity for Enhancement

- Responsive design
 - Adding more mobile breakpoints at widths narrower
- Progressive disclosure
- Larger text boxes
- Limit to one Search button

Enhancing Accessibility via Language Preferences

- Focus on primarily on English content and give higher priority to both Spanish and Portuguese content next.
- Clearly display user's selected language preference.
- Avoid adding or removing content based on language preference.

Inform Actions via Progressive Disclosure

- Reduce existing 5,000+ pages on Mass Legal Help site
 - Combined content
 - Removed redundancies
 - Removed contextual linking
- Manage information complexity
- Prominently display top three most important or popular subcategories with option to access additional subcategories
- Provide short descriptions of each category so users can preview to determine if relevant to the user's needs / interests
- Provide just enough info for users to be able to take action

Inform Actions via Contextual Resources

- Currently there are 2,605 broken links out of 5,222 web pages scanned
- Include most visited links within the top level category up front with a link to view all relevant resources.
- Arrange all category-specific resources in order of most viewed to least viewed, using Google metrics.

Wireframes

Visual representation of our proposed recommendations
for the MassLegalHelp website.

Hello, how can we help you today?

[FIND LEGAL AID](#)[ASK A LAW LIBRARIAN](#)[ABOUT OUR WORK](#)

CHILDREN & FAMILY

Most popular

[Child Support](#)
[Child Custody & Visitation](#)
[Divorce & Separation](#)

[Explore all Children & Family](#)

CRIME & ABUSE

Most popular

[Domestic Violence](#)
[Criminal Records \(CORI\)](#)
[Victim Resources](#)

[Explore all Crime & Abuse](#)

EMPLOYMENT & UNEMPLOYMENT

Most popular

[Unemployment Benefits](#)
[Workers' Rights](#)
[Finding a Job](#)

[Explore all Employment & Unemployment](#)

HEALTH & PUBLIC ASSISTANCE

Most popular

[MassHealth](#)
[Medicare](#)
[Welfare \(TAFDC\)](#)

[Explore all Health & Public Assistance](#)

HOUSING

Most popular

[Public Housing Programs](#)
[Homelessness](#)
[Evictions](#)

[Explore all Housing](#)

IMMIGRATION

Most popular

[Citizenship](#)
[Immigrant Rights](#)
[Deportation](#)

[Explore all Immigration](#)

MONEY & DEPT

Most popular

[Banking](#)
[Debt & Debt Collection](#)
[Taxes](#)

[Explore all Money & Debt](#)

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[Mass Legal Answers Online](#)
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CHILDREN & FAMILY

Top Resources

[Do-it-Yourself Court Forms](#)

Useful forms to fill out about common court related issues.

[Child Support Guidelines](#)

Information surrounding receiving, modifying, and deviating from child support.

[Complaint for Annulment](#)

Form to request declare a marriage to have had no legal existence.

[Affadavit of Indigency](#)

Form to request the state to pay court fees and costs if you cannot afford to pay them.

[VIEW MORE](#)

CHILDREN & FAMILY

[Divorce & Separation](#) >

Includes divorce alternatives, procedures, and alimony information

[Child Support](#) >

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[Child Custody & Visitation](#) >

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[Child Safety](#) >

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[Juvenile Services](#) >

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[Child Care](#) >

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[Guardians & Caregivers](#) >

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[Public Education](#) >

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[Paternity & Parentage](#) >

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[Name Changes](#) >

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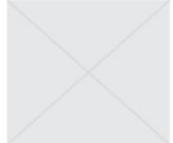
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Divorce & Separation

Content Owner: Massachusetts Law Reform Institute

Last updated: June 6, 2016



A divorce is a judgment of a court ending a marriage. In Massachusetts, a person who wants a divorce must file legal documents in the Probate and Family Court and give reasons (called "grounds") for the divorce. When the Probate and Family Court considers a divorce case, it also decides custody, parenting time and visitation, child support if there are children. The court can also decide financial issues such as whether one spouse will pay support to the other (called "alimony") and how the parties will divide their property. When spouses agree on how these issues should be decided, they can file a written agreement with the court and ask the judge to approve it.

This section of Children and Families has information about the process for getting a divorce, grounds for divorce, alternatives to divorce, how the court handles custody, parenting time, visitation, child support, alimony, division of marital property, and other issues that are involved in divorce cases.

[Basic Information >](#)[Requesting an Order >](#)[Q&A](#)[Divorce & Alternatives >](#)[Alimony >](#)[Do I need a lawyer? >](#)[How do I file for divorce? >](#)[Should I separate or divorce? >](#)

Resources

[Staying Healthy - A Guide to Keeping Health Insurance After Divorce](#)

Short description of the items contained within this category goes here.

[Complaint for Divorce](#)

Form to request paternity rights.

[Complaint for Separate Support](#)

Form to request that your spouse continue financial support during and after a legal separation.

[Complaint for Support of Spouse or Child](#)

Form to request child support or alimony following a divorce.

[Complaint for Annulment](#)

Form to request declare a marriage to have had no legal existence.

[Complaint to Establish Paternity](#)

Form to request paternity rights following a divorce.

[Affidavit of Indigency](#)

Form to request the state to pay court fees and costs if you cannot afford to pay them.

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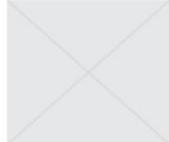
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Alimony

Content Owner: Attorney Jeffrey L. Wolf | Last updated: June 2014



Alimony is money a judge orders one spouse to pay the other when a couple divorces. The money is to help support the spouse who gets it. Judges do not order alimony in every divorce.

Now there are 4 different kinds of alimony. Each kind has rules about: the length of marriage it applies to, how long it can last, what can end it, and if it can be changed.

On March 1, 2012 a new alimony law went into effect in Massachusetts. Alimony orders and written agreements about alimony made before March 1, 2012 remain in effect.

Important: If the judge did not order alimony when you divorced, you may be able to go back to court later to ask for alimony. But if you have a divorce agreement, it might say you cannot go to court later. Talk to a lawyer.

Q&A

[How does a judge decide?](#)[Can alimony be ended?](#)[What if I need alimony while in divorce?](#)[Can alimony be changed?](#)[Do I pay taxes on alimony?](#)[What are the types of alimony?](#)

Resources

[Complaint for Annulment](#)

Form to request declare a marriage to have had no legal existence.

[Certification Vital Statistics Divorce or Annulment Statistical Form](#)

Form to be filed with all complaints / petitions for divorce and/or annulment.

[Affidavit of Indigency](#)

Form to request the state to pay court fees and costs if you cannot afford to pay them.

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Search

Search

[Crime](#)[Criminal](#)[Criminal Record](#)[CORI](#)[Criminal Offender Record](#)

records are called CORI - Criminal Offender Record Information.

formation Services (DCJIS) website. Or call DCJIS at 617-660-4600 (for ...

[Sealing my CORI - MassLegalHelp](#)

After the records are sealed, most employers, landlords and others will not be able to see the records when they do a CORI check. When you apply for a job after ...
www.masslegalhelp.org/cori/sealing

[Mistakes on CORI - MassLegalHelp](#)

What kinds of mistakes can show up on my CORI? Mistakes about your personal information may include: mistakes in spelling your name; listing a name that is ...
www.masslegalhelp.org/cori/mistakes

[Know Your CORI Rights](#)

File Format: PDF/Adobe Acrobat
Booklet 1: How to Get a Copy of Your Criminal Record (CORI). Booklet 2: How to Seal Old Criminal Cases. Booklet 3: Sealing Cases that Ended Without a ...
<https://www.masslegalhelp.org/cori/.../know-your-cori-rights.pdf>

[MassLegalHelp | Promoting justice in Massachusetts with legal ...](#)

Children and Families · Consumer & Debt · Criminal Records CORI · Disability · Domestic Violence · Employment and Unemployment · Health and Mental Health ...
www.masslegalhelp.org/

[What is CORI? - MassLegalHelp](#)

CORI stands for Criminal Offender Record information. There is CORI on you if you have ever been charged with a crime in a Massachusetts court. Your CORI ...
www.masslegalhelp.org/cori/what-is-it

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- Check if your spelling is correct.
- Try other words with similar meaning.
- Remove quotes around phrases to match each word individually.

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Basic Information

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