

Donnelyn Morrison & Brenna Triffo
University of Saskatchewan, College of Law



Introduction

The 13th annual Dean's Forum on Access to Justice and Dispute Resolution was held on March 12, 2025 at the University of Saskatchewan College of Law. This year's Dean's Forum had students separated into two groups, with each group exploring a topic. The topics were: (1) "Before you live together, read this"; and (2) "Before you separate, read this." The focus of this follow-up report is the second topic, "Before you separate, read this."

Our project was focused on designing a process-map for self-represented litigants navigating through the family justice system. In recognition of this goal, we broke our project into two main phases. First, we explored legal design and legal education, with the intention of developing some "best practices" for legal design that could be transferable to other areas of law. Second, we took those best practices and applied them to the creation and design of a family justice system process map for self-represented litigants.

This follow-up report will provide the following summaries: First, we will summarize our agenda for the portion of the day that focused on our project; second, we will provide a summary of our policy paper and resource; and third, we will provide a summary of our small group discussions, large group discussions, the themes that emerged from both, and some suggestions for next steps and future implementation. Lastly, this report also includes our presentation slides from the Dean's Form Day.

Summary of Agenda

This year's Dean's Forum was broken into two parts. Group one presented in the morning, and our group, Group 2, presented in the afternoon.

Our agenda was broken down as follows:

12:50 – 1:00

- Regroup in Main Boardroom (Room 254)

1:00 PM – 1:45 PM

- Group 2 Presentation

1:45 PM – 2:00 PM

- Introduction of Engagement Activity and Breakout Room Assignments

2:00 PM – 2:15 PM

- Coffee Break

2:15 PM – 3:00 PM

- Engagement Activity(in breakout rooms)

3:00 PM – 3:45 PM

- Reflections on Engagement Activity (in Boardroom (Room 254))

3:45 PM – 4:00 PM

- Closing Remarks

Our portion of the day began at 1:00PM, after participants had a lunch break and explored the Create Justice Poster Competition that took place in the College of Law on March 12. After settling in the boardroom, we kicked off our presentation by providing an introduction to our project and the agenda for the afternoon. Our presentation went over our project at a high level and introduced forum participants Margaret Hagan's legal design principles along with some additional design considerations from Hagan and consultations. Next, we went through our consultations and our first drafts of our resource. After this, we broke down some key themes that emerged from testing our resource before introducing our final resource. We opened the floor to participants to share some initial thoughts on the resource.

Upon completion of the substantive portion of our presentation, we introduced our engagement activity, and allowed them a few moments to read their instructions and ask questions. All participants were broken into five groups, and each group contained , a student recorder, and a facilitator for the group. Groups were assigned a specific scenario that each contained a self-represented litigant who was navigating, or was at the beginning stages of navigating, through the family justice system in Saskatchewan. Groups were asked to navigate through the resource from the perspective of the self-represented person introduced in their scenario and then asked to provide specific points of feedback based on their own expertise.

Before the engagement activity began, there was a brief coffee break with some refreshments and light snacks. The engagement activity took about forty-five minutes to complete. After groups completed their engagement activity, we regrouped in the boardroom. Groups were asked to share specific points of feedback and their overall reflections on the activity. Through this discussion, key themes and opportunities for further development of the resource emerged.

The day ended with some closing remarks from Dean Phillipson, and all participants were asked to fill out a feedback form.

Summary of Policy Discussion Paper & Resource

Our paper looks at how the principles of legal design, specifically those championed by Margaret Hagan, informed our task of creating a process map for a self-represented litigant in the family justice system in Saskatchewan. Although we have very strong publicly available resources in the province, there is a gap in having a centralized

resource that can act as a visual guide for those who are navigating the system on their own.

Our paper begins by establishing the problem that we aim to address with the map. It then moves into a description of the principles of legal design, with a focus on Hagan's "6 Fundamental Principles for Good Legal Design."

We then reflect on the results of our consultations, which resulted in three main themes that would inform our final product: Emphasis on the Use of Early Family Dispute Resolution Methods; Having Full Process Transparency and Preparation; and Maintaining In-Person Supports.

After introducing our individual first drafts, we describe how we user-tested our maps with a small group of law students. After gathering feedback from them, and consolidating this feedback into some key themes, we came together to create our final version of the process map, which is reproduced in our policy paper. We take the reader through how we came to make our final design and content choices, focusing specifically on the "6 Fundamental Principles of Good Legal Design" from Hagan.

To conclude, we highlight the next steps towards implementing a version of this map that could be used effectively by willing organizations. Our hope is to see a modified version of the map used alongside the many resources already available for self-represented litigants. Ideally, we would like to see the map go through additional development, with regard to improved software and website design, in order to make it more functional and accessible, and potentially more interactive and customizable for the user. We would also encourage further research on other legal issues and areas of the law that would benefit from process mapping, based on the principles of legal design outlined in the policy paper, in order to be translated into a more user-centered resource.

Summary of Discussion Themes

Discussion occurred both in the engagement activity small groups as well as in the large group debrief. The themes that emerged in both the small group engagement activity and the large group debrief overlapped. As such, we have consolidated the feedback we received into the four main themes that emerged.

Balance Between Access to Information and Emotional Overload

A lot of groups indicated that the map needs to be simplified more. However, the family law process itself can be inherently confusing. This raises a fundamental tension within the project that we grappled with when creating the resource: Is it better to provide a realistic depiction of the process with all the information that a user would need, or is it better to provide a high-level overview of the process without the details?

Some forum participants noted that it is important to balance access to information, which empowers end users¹, with the need to ensure that resources are simple enough so as not to be emotionally overwhelming for users.² It was noted by some participants that this is a difficult task.

Several participants suggested that one option for improving accessibility is through the use of drop-down boxes, hover-overs, or additional QR codes which, when scanned, would take you to a video of explaining each step in the process. These options would eliminate some of the information being present on the face of the map itself. Relatedly, it was noted that the terminology utilized by the map could still benefit from additional simplification and some terms, such as “pleadings” warranted definitions.

An additional suggestion was to make it more clear on the face of the map who this resource applies to and who it does not apply to. Users need to be at a certain point in their journey through the family justice system before a map such as this would be helpful. Trying to utilize a map such as this before they are ready could be more overwhelming than helpful.

Further, as anticipated, many forum participants noted that this map should be used in conjunction with in-person legal assistance, whether that assistance be at a legal clinic, through a lawyer, the Family Law Information Center, or any other avenue through which legal advice and information can be obtained in Saskatchewan. Using this resource in conjunction with legal assistance allows for the break-down of information, the provision of additional information insofar as it is needed, the customization of the user-experience, and the personalization of the map.

Lastly, it was suggested by some participants that users may benefit from this map existing in two different forms: a simple map and a more complex map. Having two different options for obtaining information, paired with a glossary of terms, may help alleviate information overload, while still providing users with access to the information that they need at their own pace.

“Exit Points” & “Entrance Points”

Several participants noted that the linear appearance of the map is misleading, as the process is not linear. By presenting the process in a linear fashion, with all the steps included, users may be under the false impression that by entering into the family law system, they will be “stuck” on a pathway that will *always* lead them to a trial. Even though

1 The fact that legal design should empower the end-user is a fundamental principle of good legal design. See Margaret Hagan, *Law by Design* (published online: lawbydesign.co/) at ch 4.

2 This is another principle of good legal design; resources should be simple on the front, and smart at the back. Too much information can hinder engagement. See *ibid*.

our map included a disclaimer aimed at preemptively addressing this concern, it became clear that more was needed to prevent the map from misrepresenting the process. Ultimately, this theme closely aligns with the above theme, that is, how can a visual resource, such as a process map, match up with the reality that this is not necessarily an “A-Z process.” Forum participants provided a few suggestions for improvement in this area.

First, it was discussed providing a clearer indication as to the “entrance points” and “exit points” in the map. Adding in the “on-ramps” and “off-ramps” would reflect the reality that very few family law cases make it all the way through the process to a trial. Visually, this could take the form of upward pointing lines which indicate at which points you could “exit” the map and move into family dispute resolution or other alternative methods of solving disputes. Further, to better display that that family dispute resolution can occur throughout the process, it was suggested that we could move it out of the process map and place it above. Like the above theme notes, modifications such as this could be made easier through technology and advanced online design.

Secondly, some forum participants noted that future iterations of the map could also place emphasis on what percentage of files make it through the process. Integrating statistics into the map would be intended to provide a sense of calm to users, indicating to them that it is unlikely that their family law matter will make it through the entire process.

Lastly, the possibility of having two different maps was again raised. One map would track the “traditional” court process, similar to the resource that we created; while the other map would track the “alternative” route, or non-court route. Many forum participants noted that it is important to let users know that there is another way to solve disputes.

Integration with Other Areas of Law

Some participants expressed a desire to have the process map intersect with other areas of law that are often related to Family Law. In many of the scenarios that we provided in our engagement activity, there were additional legal issues that came up for the individual that could be addressed. Knowing rights around housing will be relevant for a majority of people throughout this process, and will often be more urgent than looking ahead to the formal family process. Immigration questions may also arise when dealing with newcomers going through this process. A major topic that intersects with family law is also that of inter-personal violence (IPV). Having more information on what this looks like, and the supports available for those going through this, will also be very relevant and often more urgent as well.

The reality is that many individuals may be experiencing multiple legal issues by the time that they are navigating through the family law system. While adding additional

information would add to the complexity of the map, it may be worth exploring how the systems can be better integrated and how this could be reflected in the map to give the user more information on their rights and options. The map can indicate to them the other things they may have to think about that are concurrent to the family law process.

This addition would also require reflection on finding a balance between providing essential information and not wanting to further overwhelm or confuse the user. Finding a way to customize the map to the specific needs of each person's unique observation would be a solution to this potential issue.

Refinement of Included Supports & Information

A final point from the day was that of refining the supports that were included in the process map. Forum participants noted that there were points in the map where additional information should be included and that overall, the information included should be easier to access. Some ideas were to potentially break the map into two separate processes: one for pre-court and one for the court process; or to further separate the "Before you Start" step into two branches. The first branch would include the *information one needs*, and the second branch would include where the user could *go for advice* and the *type of advice* one would need.

Our map relied on several existing resources, in particular the many Self-Help Kits provided by Family Justice Services. A common comment from the day was to make it more clear how and where people can access these, as they are not as readily available as many of the other resources we linked to, which were largely available online (for example, we included many links to PLEA's family law website).

More resources were also identified as potential inclusions in the map. There were some gaps with regard to financial information and where one can get assistance with this, as well as more references needed to family and personal counselling, with a focus on those who may be experiencing IPV. In addition, even though our map was designed with a view towards self-represented litigants, including those who do not qualify for legal aid, individuals should also be informed as to their potential legal aid eligibility in case they were unaware.

Relatedly, participants identified that future development of this resource could include a fully filled in version, which is specifically designed for self-represented litigants, and another "fill in the blank" version, which could be used by lawyers as an accompaniment to personal consultations. This version could be tailored to each person's individual needs / situation.

Action Items & Next Steps

- There was a strong interest in building on this version of the map and expanding on the content to make it more accurate and usable. Proposed next steps from some participants included referring the resource to the Family Justice Community of Practice and/or launching a sub-group of interested members from the Forum. Some participants also expressed an interest in completing their own edits to the map and using it.
- The day also led to discussions on future collaborative projects to create more visual guides, such as video explanations to work alongside the steps in a process map.

Resource

To download our resource, click here:

https://www.canva.com/design/DAGgPDJehZ8/KfERevY8S_OZhZRW8JB6oQ/view?utm_content=DAGgPDJehZ8&utm_campaign=designshare&utm_medium=link2&utm_source=uniquelinks&utlId=h0c006076db

To edit our resource, follow the below instructions:

Step 1: Sign up for a free Canva Account: www.canva.com

Step 2: Access a editable version of the map here, but **do not edit on this template as this is a live link** (see step 3 below): https://www.canva.com/design/DAGiNu-LV34/uQwFLcYs8364Z_punFbOkq/edit?utm_content=DAGiNu-LV34&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton

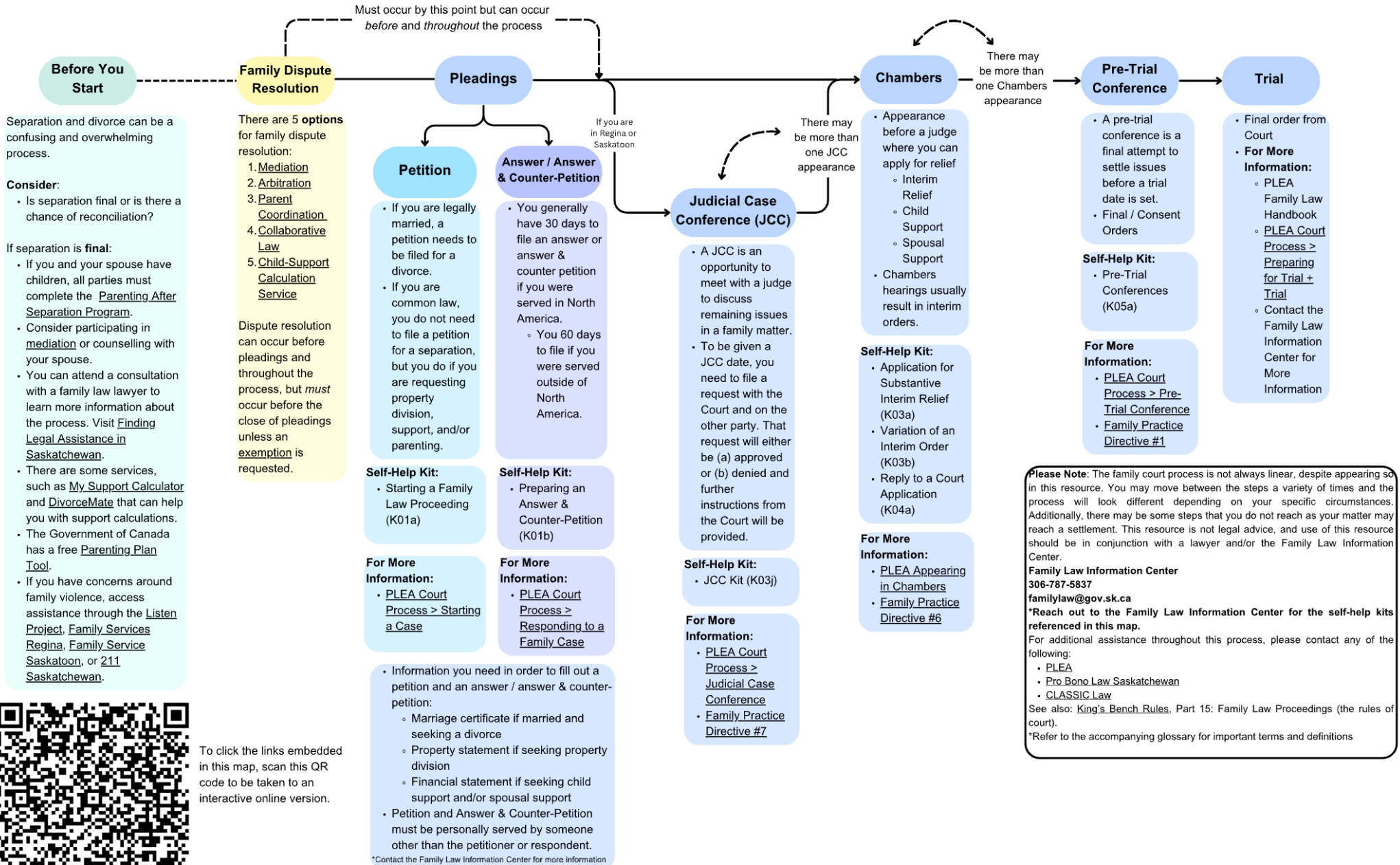
Step 3: **Do not** edit on the map directly, as this will change the map for other's who are hoping to create their own version. **Copy / paste the entire map into a new page in your Canva account using the Canva "Whiteboard" feature.** To copy the map, select the portions you want to copy by clicking and dragging your cursor over the map.

Step 4: Once you have copied and pasted the map into your own account, you are able to freely edit it!

This version has slight modifications from the version presented on Dean's Forum Day.

As long as the owner's Canva account stays active, the above links will be accessible. To address concerns around losing access, we encourage interested participants to download the resource, or copy/paste the resource into their own Canva account.

Saskatchewan Family Law Process Map



To click the links embedded in this map, scan this QR code to be taken to an interactive online version.

*Contact the Family Law Information Center for more information

Saskatchewan Family Law Process Map

Glossary of Terms

Affidavit	An affidavit is a written statement that is sworn to be true.
Answer / Counter-Petition	If you have been served with a petition, you are referred to as the Respondent. If you do not agree with what the Petitioner is asking for, and you would like to ask for your own orders, you will file an Answer / Counter-Petition.
Arbitration	Arbitration is a type of family dispute resolution. The parties to a dispute agree to appoint an arbitrator rather than have the court make decisions. Parties can also agree to have future disputes concerning a family law order or agreement dealt with by arbitration. Unlike a mediator, an arbitrator is given the power to make decisions about how to resolve the dispute. These decisions are called awards.
Chambers	Chambers is where an application is heard before a judge. Family Chambers usually deals with issues that cannot wait for a resolution at a pre-trial or trial, such as issues around support and parenting. Chambers matters are started with a Notice of Application or an Application for Variation. Typically, the types of orders granted at Chambers are interim orders.
Child-Support Calculation Service	The child-support calculation service is a unique form of early dispute resolution. The child-support calculation service will administratively calculate child support, specifying the amount and the start date of the payments. To utilize this service, parties must meet the eligibility requirements set out in this link . This service will not apply if there is a previous agreement for child support or a court order for child support already in place
Collaborative Law	Collaborative law is a non-adversarial approach to separation that is client-centered. Collaborative law assists people with the issues that they identify as important. Collaboratively-trialed lawyers are there to assist the individuals in identifying key issues and communicate constructively. The Collaborative process is unique in that it can take an interdisciplinary approach by involving other specialists who are also collaboratively trained. All parties involved in the collaborative process sign a participation agreement which sets out the parties intention to agree to the way they will work together. This agreement also disqualifies the professionals from assisting the parties should the matter proceed to court.
Common-Law	Cohabitated as spouses for a period of time that is not less than two years, or are in a relationship of some permanence if they are the parents of a child.
Consent Order	A consent order is a court order that reflects an agreement made between the parties.
Family Dispute Resolution	Family dispute resolution is a process through which parties can attempt to resolve disputes outside of the court system. All family matters that come to a family court in Saskatchewan are required to attempt family dispute resolution by the close of pleadings before they may proceed further. There are a number of dispute resolution processes that are available (mediation, arbitration, collaborative law, parenting coordination, child-support calculation service). In rare cases, parties may be exempted from dispute resolution.
Final Order	A final order is a decision by the judge that is binding on all parties. Typically, final orders are issued at pre-trial conferences (consent order) and/or at a trial. In limited circumstances, a final order can be varied.
Family Violence	Family violence is any behaviour by a family member towards another family member that: -is violent -is threatening -forms a pattern of coercive and controlling behaviour -causes a family member to fear for their safety or the safety of another individual The behaviour does not need to be criminal for it to be considered family violence.

Interim Order	If you need court orders in the near future you can ask for interim orders. This can be done after a Petition has been issued and served. If you are not the party that started the case with a Petition you must file an Answer and Counter-petition before you apply for interim orders. You request interim orders by filing and serving an Application for Substantive Interim Relief, an Affidavit and Draft Orders. The Application sets out what interim orders you want. The Affidavit provides the court with the evidence you have to support your case. The Draft Orders set out the orders you want the court to make. These cases are decided in Chambers. They can be decided on the parties' Affidavit evidence only.
Judicial Case Conference (JCC)	A judicial case conference is a meeting between a judge and the parties to a family law proceeding. Judicial case conferences are only available if your family law matter is in Regina or Saskatoon. If the parties are represented, their lawyers may appear on their behalf. At a JCC, the judge may identify issues between the parties and inquire as to what outcome the parties are hoping for, inquire as to what steps have been taken to reach a resolution outside of court, ensure all requirements are met, grant leave to file an application in Chambers and set a hearing date. This list is not exhaustive, and the judge has the authority to engage in any matter that they believe may help the parties to reach a resolution.
Mediation	Mediation is an dispute resolution process in which a neutral and independent third person, called a mediator, helps people who have a dispute find a way to resolve it. Mediation is not couples counselling or therapy. Problems that can be solved through mediation include such things as: -who, if anyone, will stay in the family home -where the children will live -how the parties and any children will be supported -how property will be divided The parties themselves are still responsible for making decisions about how to settle matters but the mediator may help the parties find common ground or consider things in a different light. A mediator cannot make an order or force the parties to agree.
Parenting Coordination	Parenting coordination is a form of family dispute resolution that can only be used if there is already an agreement or court order concerning parenting arrangements. If there is, the parties can agree to use a parent coordinator to try to resolve issues around that order or agreement. Both parties are required by law to give the parenting coordinator any information the coordinator requests to help with parenting coordination. Parenting coordinators can help build consensus between the parties by doing things such as: -Creating guidelines about how the agreement or order will be implemented. -Creating guidelines about communication between the parties. -Identifying and creating strategies for resolving conflicts between the parties. Providing information about resources for improving communication or parenting skills.
Petition	A petition is the document that begins a family law case in Saskatchewan. If you file a petition, you are referred to as the petitioner. Petitions can ask for a number of different things, such as child support, a divorce, an order for parenting, spousal support, and property division. Petitions also contain information regarding both parties.
Pre-Trial Conference	A pre-trial conference is a final attempt to settle issues before a trial date is set. At a pre-trial conference, parties will sit down with a judge and go through settlement options. Usually, a pre-trial conference is half a day to a full day long. Sometimes at a pre-trial conference, some of the issues are settled while others remain unresolved, limiting the scope of what will be heard at trial. The orders that are granted at a pre-trial conference are consent orders and are usually final. The pre-trial conference judge will be different than the trial judge. Parties need to file a pre-trial brief before attending the pre-trial conference, which lays out the issues in dispute, the relevant laws relating to the issues, and evidence that will be presented at trial.
Trial	The trial is the final step of the process. It is typical for parties to settle before reaching the trial step. At a trial, the Petitioner presents their case first, and then the Respondent presents their case. After hearing all of the evidence of both parties, a judge will make a decision and issue a final order.

Definitions developed from the following resources:

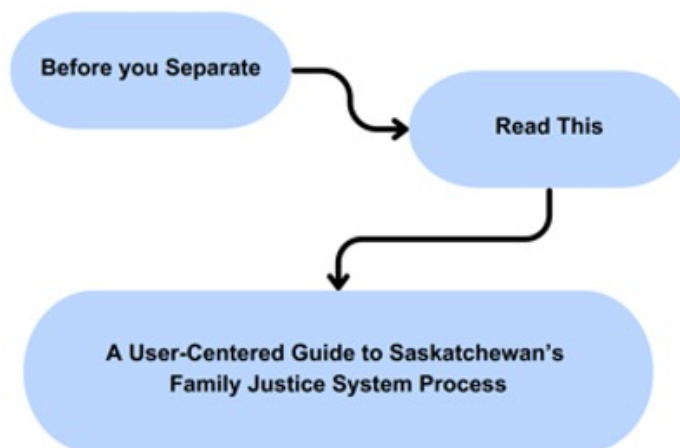
- PLEA
- Courts of Saskatchewan
- Family Practice Directive #7
- Government of Saskatchewan Child Support Service
- Government of Saskatchewan Early Family Dispute Resolution
- CPLEA
- Collaborative Professionals of Saskatchewan, Inc.

Conclusion

In conclusion, the 13th meeting of the Dean's Forum produced two tangible resources that are reflective of legal design principles and have the potential to be quickly put to use with a few modifications. For our process map, specifically, there was a great discussion on where to take the map next and how to refine it to be an effective tool for self-represented litigants in the family justice system. We are proud to have contributed to the strong resources that are made available in Saskatchewan and hope to see the process map continue to develop to a point of effective use.

Presentation Slides

See below.



Donnelyn Morrison & Brenna Triffo

Prepared for the 13th Meeting of the Dean's Forum on Access to Justice and Dispute Resolution

1

Agenda

- 12:50 – 1:00
 - Regroup in Main Boardroom (Room 254)
- 1:00 PM – 1:45 PM
 - Group 2 Presentation
- 1:45 PM – 2:00 PM
 - Introduction of Engagement Activity and Breakout Room Assignments
- 2:00 PM – 2:15 PM
 - Coffee Break
- 2:15 PM – 3:00 PM
 - Engagement Activity(in breakout rooms)
- 3:00 PM – 3:45 PM
 - Reflections on Engagement Activity (in Boardroom (Room 254))
- 3:45 PM – 4:00 PM
 - Closing Remarks



Image Source: Canva

2

Our Project

- ***Before you separate, read this***

- We were tasked with **researching** legal design, **prototyping** a process map for the family justice system, and **user-testing** our version of the map.

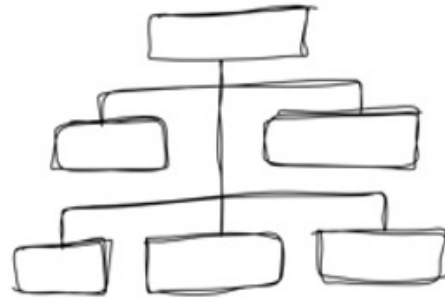
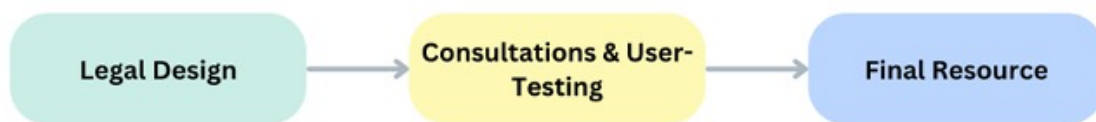


Image Source: Canva 3

Our Project



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Introduction

- Family Law is currently the **second most common legal problem** among individuals accessing community-based organizations, while **access to legal information and education** is the strongest need among this group
- SRLs are reliant upon **publicly available resources** to guide them through this complex and overwhelming process
- We have very strong available resources, but a gap exists in having a **centralized process map**
- Refer to pages 4-5 of our policy paper

5

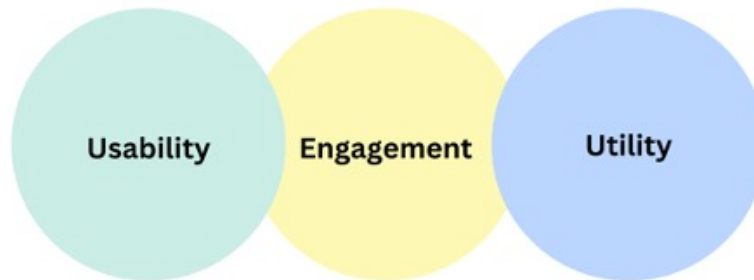
What is
LEGAL DESIGN?

*“Legal design is the application of **human-centered design** to the world of law, to make legal systems and services more **human-centered, usable, and satisfying.**”*

Refer to pages 6-11 of our policy paper

6

Design



*“Legal design is a way of assessing and creating new legal services, with a focus on how **usable**, **useful**, and **engaging** these services are.”*

Refer to pages 6-11 of our policy paper

7

How Will Design Help?

- The stress of navigating a complex and complicated legal system pairs with the stress and emotions of the legal situation an individual is facing.
- Stress activates the **amygdala**, placing individuals in a state of **fight, flight or freeze**. This impairs **judgment**.
- People in this state do not take in information as clearly.
- Hagan has suggested that “**showing**” through resources like process maps may **relieve user stress** and improve confidence, as knowing the steps they can take through their journey provides a sense of **control**.



Image Source: Canva

8

Margaret Hagan's Six Fundamental Principles for Good Legal Design

Refer to page 9 of our policy paper

9

1. **Make the users of legal services more empowered and intelligent**

- Allow the user to understand what is going on
- Give them the tools they need to comprehend the legal system
- An oversight of the process they are working through

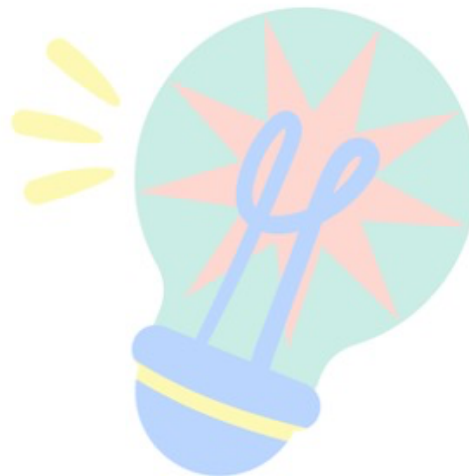


Image Source: Canva

10

2. Provide process-based views of legal work

- Show how the process works step-by-step, like a game
- Display start and endpoints, and diverging pathways
- Use the metaphor of a “journey”

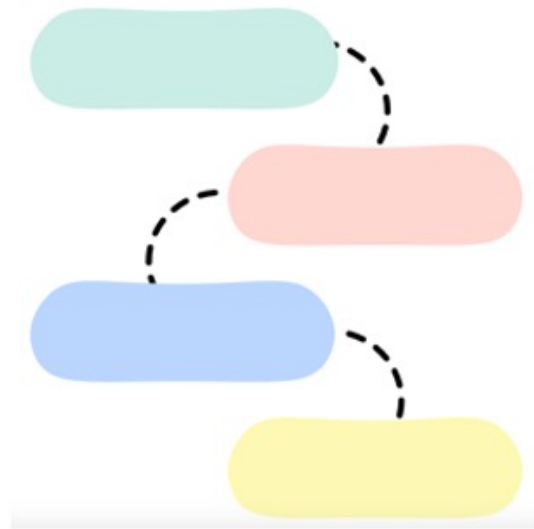


Image Source: Canva

11

3. Foster a collaborative relationship between the person and the advocate

- Hagan has found, through user-research, that many people want to play a larger role in their own advocacy.
- Good legal design would allow for a two-way relationship
- It should also allow for transparency and dignity in the relationship between person and advocate.



Image Source: Canva

12

4. Always give the "birds-eye view" that swoops in

- Hagan has noted that when people mention being informed, they always mention having a map
- They want to see a zoomed-out version of their process (Google maps)
- Good legal design will provide perspective on both the system they are engaging with and the paths available to them.



Image Source: Canva

13

5. Be simple on the front, and smart at the back

- Hagan notes that any tool should give a guided and limited path to follow
- Too many options can impact engagement
- You can still present the non-default choices and the fine details in links and stages, but don't dump all this on the user at once.



Image Source: Canva

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6. Provide multiple modes that let people customize the experience

- People take in information in different ways (for example, some people like to read while others are more visual)
- Some people are more comfortable with technology than others
- Good legal design will make the content available in multiple modes and will make content available on multiple platforms

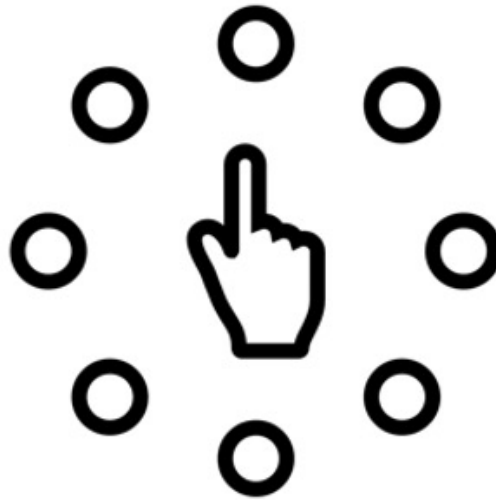


Image Source: Canva

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Additional Considerations

- Utilize white-space
- Be simple with fonts, colours, and ***emphasis***
- It needs to be readable (aligned, large font, composed from left corner down and over)

Refer to pages 8, 10 of our policy paper



Image Source: Canva

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Consultation and Research: Key Themes

- Resources must be focused on the end-user.
- Information should not be overwhelming, both in terms of its visual appearance and the amount of information that is conveyed in a single resource.
- Transparency is important; individuals should be fully informed of the process.
- Resources should be mindful of the stress that is inherent in the process.

Refer to page 10-11 of our policy paper

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Consultations

- Carly Romanow (Pro Bono Law Saskatchewan)
- Justice Cara Haaf
- Joel Janow, Cherie Jarock, and Jocelyn Gagne (PLEA)
- Chantelle Johnson (CLASSIC)
- Charmaine Panko (Panko Collaborative Law and Mediation)
- Dr. Judy Jaunzems-Fernuk (University of Saskatchewan)
- Carly Sigda-Holyoak (Family Justice Services)

• Refer to pages 12-15 of our policy paper

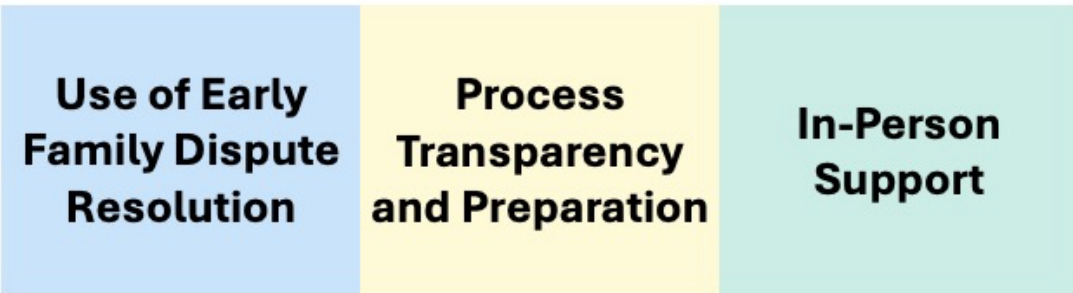


Image Source: Canva

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Consultations

Three clear themes emerged from our consultations:



Refer to page 18 of our policy paper

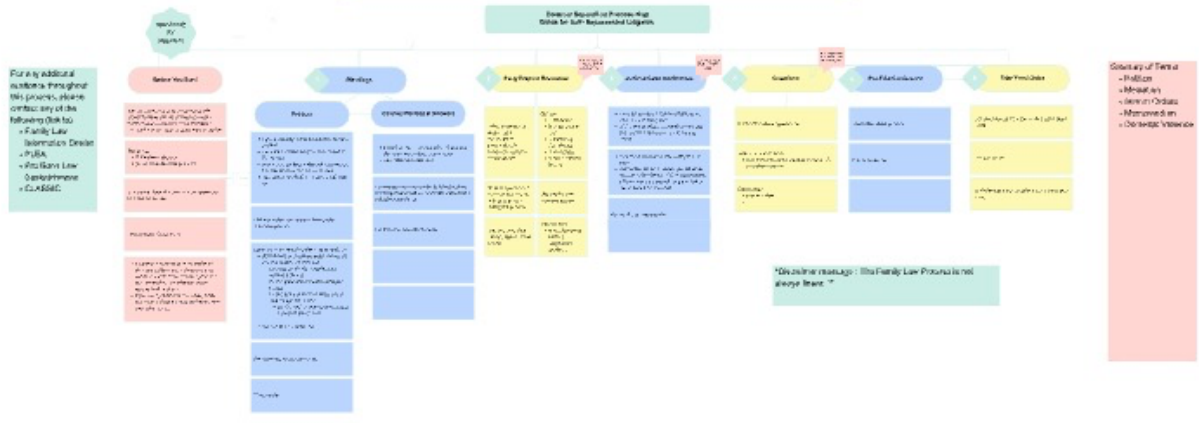
19

First Drafts

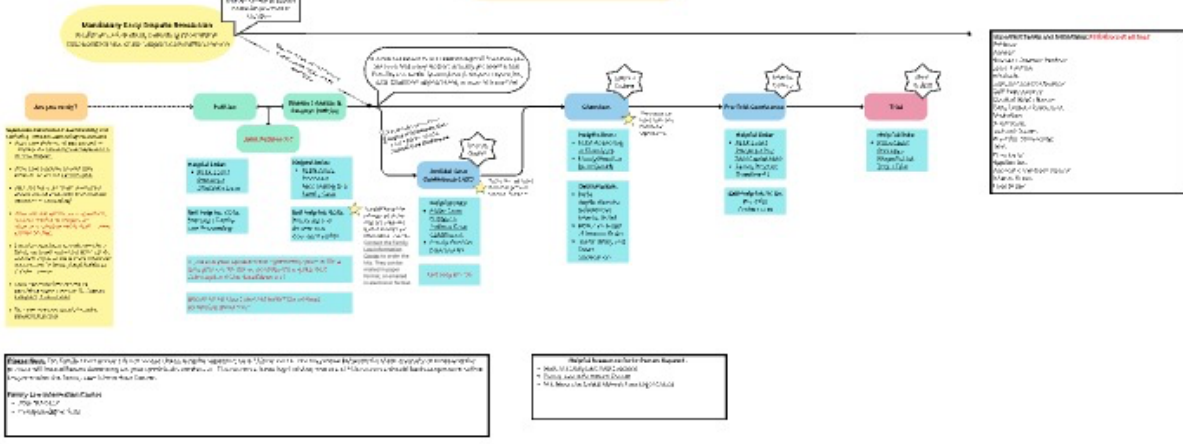
We both attempted to create a process map on our own, using the principles of design and the information we acquired through our consultations with stakeholders.

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Family Law Process in Saskatchewan



Court of King's Bench Family Law Process



User Testing

- We user-tested both of our maps with seven 2L and 3L students; as well as with stakeholders who we previously consulted with.
- We asked guiding questions in order to position themselves as a self-rep who was just about to enter the family justice system
- Refer to Appendix B for our user-testing questions

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User-Testing Feedback

Addition of a Glossary	Emphasize Family Dispute Resolution	Keep the Map as Streamlined as Possible
On both of our draft maps, we had left open space for a glossary of terms. Our testers strongly encouraged that we include a glossary for those who are using the maps.	Many of our testers recommended that we place a stronger emphasis on family dispute resolution. Testers liked that links were provided but asked us to also include definitions.	Some testers highlighted certain words could be simplified, or certain areas that needed more / less detail. Users preferred a simplified map, and noted that any missing details would ideally be covered by in-person assistance.

Refer to page 18 of our policy paper

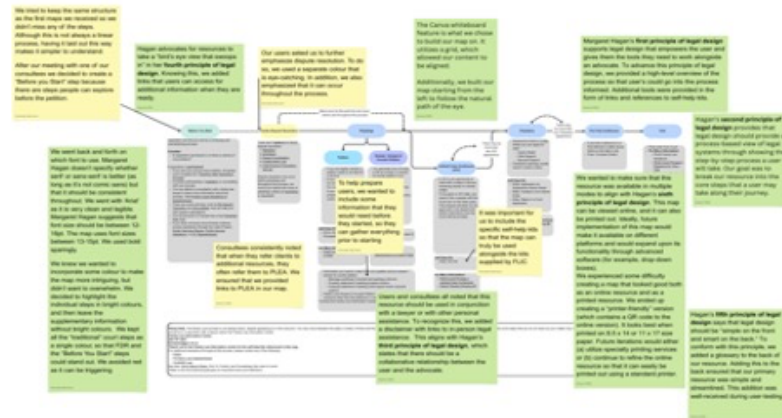
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Final Draft

- Please refer to page 19 & 20 in our paper
- You can also scan this QR code if you would like to follow along on your device.



Our Design Choices



https://www.canva.com/design/DAGc0u58z8E/UNwQKHkF8HFA4wwkBRtW/view?utm_content=DAGc0u58z8E&utm_campaign=designshare&utm_medium=link2&utm_source=uniquelinks&utm_id=hb8e9150103

Refer to page 21 of our policy paper

Next Steps

- Process map to be **used alongside current resources** as a guide for self-represented users of the family law system
- Potentially **building upon our map** by adding additional functionalities through advanced software
- Consider how the principles for legal design set-out in this policy paper and reflect upon which **other legal processes** would **benefit from process mapping**.

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Activity

- For our activity, we would like to **test** our resource.
- We created specific user personas and paired them with a brief backstory.
- Each group will receive a printout containing information about your user. For this activity, we hope that forum members will “step into the role” of the unique self-represented litigant you have been assigned, while also drawing on your unique expertise with regard to suggestions for improvement.
- Some guiding questions for reflection are provided to help guide your discussions.

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Instructions

Step 1: Break into groups and travel to your assigned breakout rooms.

Step 2: Designate an assigned reporter and an assigned notetaker for the group.

Step 3: As a group, take a moment to read your scenario and step into the role you have been assigned. Try to forget everything you know (insofar as is possible!). Take a moment to analyze the map (both the online version and the printed version).

Step 4: Use the process map to reflect on the guiding questions provided from the perspective of your self-represented litigant.

- *Do not feel limited to the guiding questions provided. Any and all feedback is welcome.*

Step 5: Report back to Room 254 to share your reflections with the larger group.

**these instructions are also provided in your materials.*

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Groups and Breakout Rooms

Group 1: Room 76	Group 2: Faculty Lounge	Group 3: Room 254	Group 4: Room 211	Group 5: Room 85
Facilitator: Sarah Nordin	Facilitator: Charmaine Panko, KC	Facilitator: Melissa Steele	Facilitator: Kim Newsham, KC	Facilitator: Michaela Keet
<ul style="list-style-type: none"> • Brock Wourms Rowe • Alanna Bugera • Beau Atkins • Heather Heavin • Chantelle Johnson 	<ul style="list-style-type: none"> • Donnelyn Morrison • Dr. Judy Jaunzems Fernuk • Pamela Kovacs • Clair McCashin • Jayne Mallin 	<ul style="list-style-type: none"> • Michele Rajput • Joanne Khan • Lora Bansley • Chris Lafleur • Nicole Saurer, KC 	<ul style="list-style-type: none"> • Brenna Triffo • Justice Haaf • Leah Howie • Joel Janow • Max Bilson, KC 	<ul style="list-style-type: none"> • Avery Gray • Tim Brown • Brenden Prokopchuk • Chief Judge Metivier • Dean Martin Phillipson

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Reflections on Activity

We invite each group to **share a bit about their self-represented person** (*who are they and what were their specific obstacles*) and **their reflections from the activity.**

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Our Reflection

- We found the experience of creating the map **daunting**
- The family law court process is **complex and overwhelming** and it was difficult to know where to start
- We gained an understanding of how challenging the process of **representing yourself** in a family matter is.

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**Thank you for
engaging in our
activity, supporting
our project, and
listening to our
presentation!**

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