



UX DISCOVERY FOR NEVADA'S NEW DOMESTIC VIOLENCE PROTECTION ORDER PORTAL



OVERVIEW

For many years, Nevada ranked first in the nation for domestic violence (DV) fatalities. In the Fall of 2023, UX4Justice partnered with the Nevada Supreme Court's Administrative Office of the Courts on a user experience (UX) discovery project to advance the creation of a new statewide domestic violence protection order (DVPO) portal. The court had created some resources, but was interested in how to package them within a comprehensive portal to create a DVPO e-filing experience that best served survivor needs.

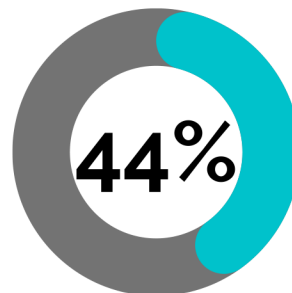
The UX4Justice research team conducted landscape analysis research and interviews with diverse system actors who interface with the DVPO process in Nevada to understand the needs, pain points, barriers, and opportunities in the current system. After surfacing and defining problems and brainstorming creative user-centered solutions, the team iteratively co-designed and usability tested early-stage prototypes of solutions that could provide answers for the design challenge: **"How might we empower domestic violence survivors in rural Nevada to easily and safely file petitions for domestic violence protection orders?"**



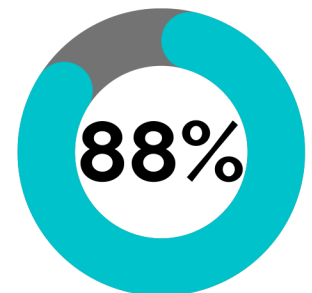
What is a UX Discovery?

A "discovery project" is an early-stage research phase in the UX design process that involves understanding user needs, framing the problems to be solved, and gathering enough qualitative data to gain insight into the initial UX design direction for the solution.

The Justice Crisis for DV Survivors



43.8% of women - and 32.8% of men - in Nevada experience DV in their lifetimes.



Percentage of DV survivors nationwide who do not receive any or enough legal help for their legal issues.



OBJECTIVES

1 Understand DV survivors' and advocates' experiences with DVPOs

2 Discover common challenges and surface insights for solutions

3 Design an interactive prototype and iteratively test solutions

4 Share data-driven recommendations for immediate implementation



PROCESS

1

Empathize

Landscape research and in-depth interviews with a diverse set of system actors from across the state who interface with the DVPO process,

2

Define and Ideate

Data analysis surfaced and defined problems to solve and creative solutions to address specific user needs were brainstormed and developed.

3

Prototype Design

Insights from concept testing with system actors provided direction for the design of an interactive prototype that aimed to address DV survivor and advocate needs.

4

Usability Testing

Two rounds of moderated observation-based usability testing with DV advocates using iterative prototype designs refined the user experience.

5

Recommendations

A comprehensive report detailing the research process, findings, insights, and data-driven actionable recommendations and a final prototype were delivered.



RECOMMENDATIONS

1

PRIORITIZE SURVIVOR SAFETY & WELLBEING

Specific recommendations were shared for the development of content and features that maximize safety, prioritize immediate needs, and minimize cognitive load to make the comprehension of legal information and decision making during a traumatic event easier for survivors of domestic violence.

2

PROVIDE PROCESS & STATUS TRANSPARENCY

Actionable design recommendations were shared to keep survivors informed about the protection order process by highlighting process steps and deadlines, and to make it easier for them to understand the impact of decisions on future outcomes.

3

ADDRESS ACCESS TO JUSTICE & TECHNOLOGY BARRIERS

For an online tool to successfully help address the justice crisis, it must mitigate existing barriers to access to justice and technology as much as possible while also avoiding the creation of any new barriers for its users. Recommendations were shared to address access to justice and tech barriers specific to Nevada's population and system.

4

AREAS FOR FUTURE RESEARCH

In addition to the immediately actionable recommendations above, the research team recommends that additional iterative UX research be conducted. This discovery project was the beginning of a user-centered design process, and additional rounds of usability testing with domestic violence advocates and people who have survived domestic violence are recommended as the protection order portal is developed and launched in Nevada.