CITY TECH COLLABORATIVE

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CUTgroup Cleveland:
unBail App Usability Test

September 2020

AGENDA

AGENDA ITEM	DISCUSSION
Project Background and Testing Overview	• Recap of CUTgroup and unBail engagement • Overview of test plan • Tester demographics
Results Summary	• Summary of findings
Testing Detail	• Homepage review • Tasks • Final tester thoughts
Recommendations	• Recommendations for app based on findings

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PROJECT BACKGROUND AND TESTING OVERVIEW

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PROJECT BACKGROUND

Wireframe Testing gathers feedback on a simple visual representation of an interface, early in the design and development process

Context

unBail created an app to help defendants in both municipal and county court systems facing felony or misdemeanor charges navigate their pre-trial information. The app is also meant to serve family members and friends of a defendant who is being held in jail while awaiting trial.

City Tech and CUTgroup Cleveland are working together to test the wireframes of this app.

Goals and Outcomes

Facilitate moderated remote tests of unBail's wireframe and gather usability feedback from testers. These feedback will help define recommendations for development.

User Profile

Testing group will match this profile

- Cleveland residents

- Majority of testers will have had experience with municipal or county court systems through their own charges or through family and friends

- Able to speak to experience with criminal legal system

- No digital skills requirement

TEST PLAN AND TESTING

Testers were paired with proctors and had 45 minutes to review the app and complete tasks

TEST PLAN

Recruitment

- **Location:** City of Cleveland residents

- **Criminal record background :** The primary audience for the app is defendants, as well as their friends and family. Testers with this experience will be prioritized.

Testing

- **Introduction and background:** Collect profile information, understand how the participant currently receives their information, how they navigate the system, what pain points they face, and what tools or resources they feel would be most helpful to work through this process

- **Homepage overview:** Tester gives initial impressions of the app

- **App tasks:** Completion of key tasks to assess how well the tester can navigate the app and find and understand information

- **Wrap-up and final thoughts:** Tester will comment on overall user experience

Tester Experience: Tests were conducted remotely over Zoom. Testers were paired 1:1 with proctors for the duration of the 1hr test. Proctors were able to see the tester actions via share screen.

Test Platform: Testers used the latest version of the wireframe to complete the testing. Wireframe was linked and opened in a browser.

Testing Medium: The test was completed remotely, primarily on laptops, desktops, or tablets. Two testers were navigating using borrowed equipment and one tester used their mobile device.

Test Data: Proctors kept detailed records of testers' actions, as well as directly asked testers to describe their experiences. Full Zoom calls were recorded for reference.

TESTER DEMOGRAPHICS
We recruited a diverse group of testers
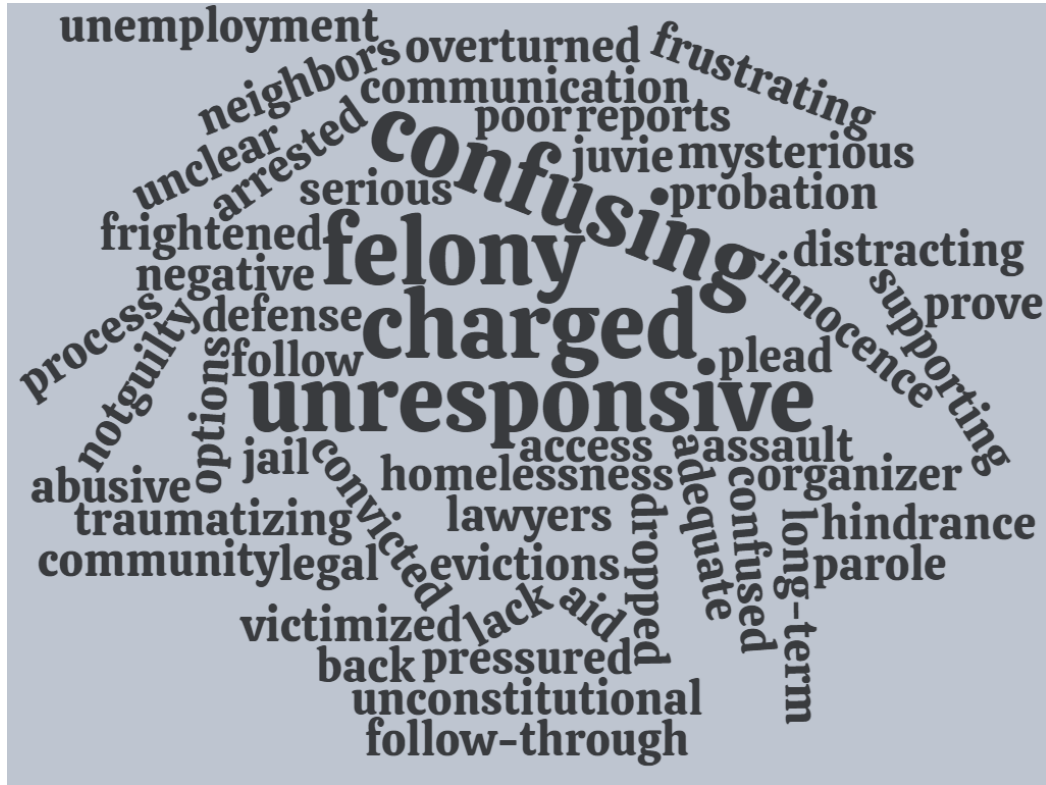
Location: 13 testers from 12 ZIP codes

Familiarity with Criminal Legal System:

» All but one tester had familiarity with the criminal legal system

» 6 testers had been convicted of a felony or misdemeanor in either municipal or county court

» 11 of the 13 testers had a family member or friend held in jail while awaiting trial

» Only one tester did not have a personal conviction or a friend/family member who had been held in jail

Digital Skills Experience: All testers self assessed that they were comfortable using technology for their daily tasks, with 85% stating they were very comfortable

TESTER CRIMINAL LEGAL SYSTEM EXPERIENCE

Many testers expressed frustration in their past experiences navigating the criminal legal system

Testers responses to their experience with the criminal justice system highlight some of the difficulties they have faced

- Testers noted generally poor past experiences with the criminal legal system

- Many found the process confusing, whether trying to understand their status or navigating for friends and family

- 7 of 13 of testers don't currently access pre-trial information, whether because they haven't tried or have not had to

  » Those who have tried to access this information did so through a combination of court websites and law offices/attorneys

  » While some did not have issues accessing information, others found the process very difficult. Most wished there was an easier way, whether through a better interface or a real person to talk to

RESULTS SUMMARY

SUMMARY OF RESULTS

Testers found the app mostly easy to use, but were not always to able to find what they were looking for

USABILITY

Aesthetics and Ease of Use

- On a 1-5 scale with 1 being "Very Difficult" and 5 being "Very Easy", testers rated the wireframe an average of 4 for ease of use

- Testers were able to complete most tasks, but not always on the first try. The main roadblock seemed to be lack of clarity in the icons across the bottom of the wireframe.

- Most testers found the home page categories the easiest to use. Without more description, the icons across the bottom of the app were not intuitive.

- Most testers agreed that the layout was easy and clear, though some wished the colors would be different.

CONTENT

App Purpose and Audience

- Testers had some questions about when and by whom this app would be used. One tester pointed out that this may not be accessible to someone who is currently incarcerated.

- Testers expressed interest in the app providing more information about how they fit into the process. Personalization and movement along the timeline was a big desire.

Information Availability

- Testers thought the app offered very unique information that was difficult to access elsewhere

- Since the setup is a timeline, a few testers suggested organizing information as relevant to the timeline. One tester also requested resources for pre-and post-trial.

- Many testers requested additional resources on the resource page, including food and job resources. Free resources would be helpful to include, as well.

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TESTING DETAIL

HOMEPAGE REVIEW

Testers were asked to review the homepage of the wireframe and give first impressions

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USABILITY

- **Testers generally liked the aesthetics:** they mostly commented positively on the layout and format. They liked seeing the different sections that they could click on before navigating the entire site.

- 10 of 13 users stated that they **would click Arrest and Booking first**. Many said they would choose this path because it came first or because it highlighted.

- The order felt **chronological and testers liked that they were walking through a timeline**, making the navigation easier. There was some concern about users not having relevant experiences for all steps and how to proceed if you had to start in an odd section.

- Testers commented that the site seemed to **follow some accessibility guidelines**, including legible font, print format, and colors. Additional features could be added to further help users with visual impairments.

CONTENT

- Testers like the ease of the content but would like something more **personalized to show where they are in the process**. One tester suggested a visual cue, like a pie chart, and a few others suggested a short onboarding process.

- Some testers noted that there may be **confusion around the terminology** and there needed to be better explanations or a simplification of the terms in the main menu

A lot of times on things like this, it's good to use certain words and a second option on those words…. Indictment and Arraignment - could have a help icon next to word to get definition. That's where stuff gets tricky - the rhetoric - I want to be involved, but it's hard to translate the terminology.

- djmoore58

"

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TESTERS WERE OBSERVED COMPLETING 5 TASKS

For each task, we recorded how the tester navigated the task, as well as the user search experience

Task 1: How would you find your case number?

Task 2: Where would you find your rights during an arrest?

Task 3: Where would you go to understand who is involved in an arraignment?

Task 4: Where would you go to read or send messages?

Task 5: How would you get more information on counseling services?

TASK 1: FIND YOUR CASE NUMBER

⬈ NAVIGATION

- Only 5 of 13 testers were able to find their case number without any help

- There was not a single common path – those who found it clicked through multiple paths before landing on it

- No tester was able to find this on their first try

💬 KEY FEEDBACK

- Many testers felt that this was very important component and should be displayed more prominently

- This information was ultimately located under the help section, but many testers felt a question mark icon would indicate where to go for help or find resources about the app and did not expect to go there

- Many thought this should be under "Arrest and Booking" or "Indictment"

- Once they found "Case Info", many testers thought it was a useful section. Some mentioned they would have liked to better understand the actions in the case where they are in the timeline. Others noted they would like to get more information on the lawyers and judges.

← **Case Information**

Case Number   CR-19-

Judge   Cassandra Collie

Lawyer   Fred

"

Is this a trick question?

- phi9

"

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TASK 2: FIND YOUR RIGHTS DURING AN ARREST

NAVIGATION

- 12 of 13 testers were able to complete this task

    » 8 of the 12 testers found the information on the first try

    » Of the testers able to find their rights on the app, 11 found the information under Arrest & Booking. The remaining tester found it under FAQ but felt the information should have been displayed more prominently.

    » The tester who was unable to complete the task went to "HOME > Arrests > What Happened" but had trouble finding another path.

- Most testers thought this was an easy task, and some remembered seeing it as they were working to complete the first task

KEY FEEDBACK

- Testers felt that it may be useful to include how to consult a lawyer more prominently and in an earlier section. This is important information to have at the beginning of one's case.

- The testers continue to feel that the help section seemed like it should contain information about the app and tech support. However, if this section were to help about the case, tester wanted additional resources like how to find bail bondsman and advocates.

# TASK 3: UNDERSTAND WHO IS INVOLVED IN ARRAIGNMENT

✈ NAVIGATION

- All testers found this on the first try using the navigation: "Arraignment" -> "Who is Involved"
  - One tester clicked around within Arraignment before going directly to "Who is Involved" because they were looking for confirmation that "Arraignment" meant what they thought it did
- All testers thought this task was easy to very easy to find

💬 KEY FEEDBACK

- Testers found this to be the easiest task in the test so far
- Testers felt that since arraignment was directly on the main page, it was straightforward where to look
  - One tester made the point that finding this does assume the user knows what an arraignment is, which may not always be the case
- Some testers commented that the tabs were easy to navigate because they had descriptions. They would be more likely to use the tabs before the icons.
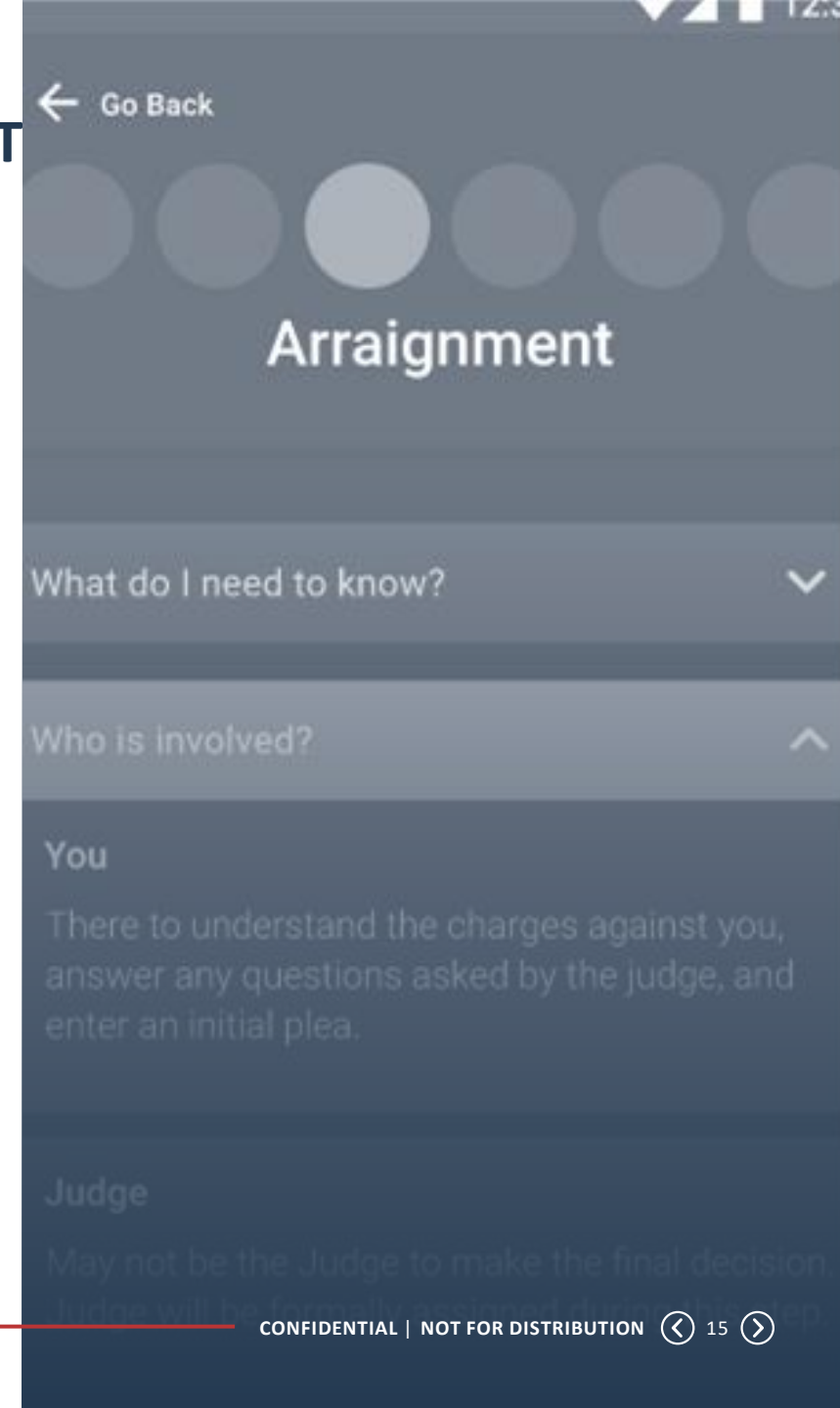
TASK 4: READ OR SEND MESSAGES

✈ NAVIGATION

- All testers found this on their first try

- Testers commented this was easy to find as the messaging icon is universal

💬 KEY FEEDBACK

- Testers were excited that they could talk directly to their lawyer through this app, but were concerned that their messages may not be read

- Some testers wanted this section to include the option to chat with a person to answer any quick questions

- Testers wanted a better connection between the contacts from the resources page. One tester suggested a link to messages from the connections/resources page while another suggested having a Contacts section directly on this page to better understand who messages can be sent to.

- It was unclear to the testers who they could message and how they would access them – would they be able to type in any email, is it only app users, etc.

TASK 5: GET INFORMATION ON COUNSELING SERVICES

NAVIGATION

- All but one tester was able to find this information but less than 40% of testers found it immediately on the first try
- Some testers stated this was easier to find, given that they had explored the site thoroughly at this point
- The tester who was not able to complete this task went to the help page, but got stuck in their case info

KEY FEEDBACK

- Most testers able to find this information thought the people icon used for resources was not clear or obvious. Some thought it indicated their personal profile or information about people.
- If testers hadn't already explored the "Help" section, many thought this information would be in that section
- Testers continued to want they wanted to see their connections within the messaging section
- Many testers commented that the resources page was overwhelming. There were a lot of resources, but the organization wasn't clear. It was also unclear who the audience for the resources were for – there may be resources that can't be used by some users
- Other suggested resources: Food, mental health, job, financial

FINAL TESTER IMPRESSIONS

Overall, testers found the app easy to use and a source of unique information, but had a few suggestions

Ease of Use:

On a 1-5 scale with 1 being "Very Difficult" and 5 being "Very Easy", testers rated the app an average of 4 for ease of use. The easiest information to find during the test was rights during an arraignment, but only half of the testers answered this in the summary. The most common answer around the hardest information to find was the case information.

Likeliness to Use:

61% of testers said that they were "Very Likely" to use the app if it existed because the information is important, accessible, and there are not many other sources for it. The 31% who said they would be "Somewhat Likely" to use the app thought it would depend on their individual needs at the time and were not sure it would provide specific options for or help them track their progress in their case. The one user not likely to use the app was thrown off by how difficult it was to find the case information. They also were not sure about the timing of when to use it.

Overall Impressions:

Testers generally liked the ease of the layout but wanted a few tweaks to more easily access important information and better understand how they fit into the case timeline. The testers wanted the most important information to be more prominent and potentially even moved to the homepage or the top of the app. Testers also expressed their desire to see themselves and their case more prominently in the app through personalization. Some testers suggested the ability to tweak settings like colors for a more personalized feel.

FINAL TESTER IMPRESSIONS

Overall, testers found the app easy to use and a source of unique information, but had a few suggestions

Other Desired Refinements:

- Because of the amount of information on the app, it might be helpful to have an onboarding section, a quick set of instructions at the beginning, or a "What do you want to do?" prompt on main screen

- To address issues of following their case with the timeline, testers suggested the addition of a "You Are Here" marker, personalized to their case

- Some testers said the app felt too academic and wanted the language to be simplified or defined better

- To help with any questions that arise while using the app, testers were interested in the ability to contact a helpdesk-type person

Suggested App Names:

- Arrest and Find
- Trial Help
- Court Case
- Know Your Rights

- Your Legal Information
- No Bars
- So You've Been Arrested?
- Justice App

> " Besides pulling some personalized info to the Home page, I really like the layout.
>
> The timeline and the sections are not an overwhelming amount of sections. I feel like in a few clicks I can find everything I want.
>
> If the app Home page was also an easy website that would be my preference. Then even if I don't have a case, I could use it to learn about the criminal justice system. "
>
> *- josh_cle*

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RECOMMENDATIONS

KEY RECOMMENDATIONS

Overall, the testers liked the app, but refining some organization and adding a few resources would improve the user experience and value

USABILITY

1. **Information should be organized according to case timeline.** Most testers viewed the app as a timeline and thought they would navigate it chronologically. Given this, important information needed for the entire case, such as case number, should be included early on. Testers also stated liking the menu on the homepage and using it more than icons.

2. **Include dedicated location for case and profile information.** Testers wanted to easily reference their case and profile information as they felt that would be important throughout the case

3. **Update bottom row icons to be more representative and identifiable, as well as add labels and definition to icons and categories.** Testers commented that it was difficult to predict what the icons represented without clicking through them. It would be helpful to include hover labels and potentially refined icons. Similarly, testers were concerned about not understanding main page categories.

4. **Categorize resources and include audience/user details**. Testers were excited about the number of resources available, but also felt the page was overwhelming. It was also difficult to quickly understand which resources were relevant to them and their case.

CONTENT

5. **Provide additional resources that would help outside of just navigating their case information.** Testers were interested in additional resources for post trial. Specific requests included financial and educational resources, as well as positive next steps to pursue in the future.

6. **Include more information about the purpose of the app, intended audience, and when and how to use.** Testers understood the information on the app but wanted some more clear onboarding as to who should use what sections, when, and how.

7. **Provide personalization to help user understand their place in the case's timeline.** Many testers viewed the app as a timeline, but had a hard time placing themselves and their experiences within the timeline. When using the app, many expressed that it would be helpful to know what section to utilize based on where their case is.

THANK YOU

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