



UTAH COURTS SELF-HELP CENTER WEBSITE USER EXPERIENCE (UX) EVALUATION



OVERVIEW

One of the recommendations UX4Justice made in the 2020 Utah ODR User Experience (UX) Evaluation was to update the URL to be short and simple and add a QR code to the legal documents. **In May 2021, the Utah State Courts adopted mandated court forms that contain simplified URLs and QR codes that direct readers to three pages of the Utah State Court's Self-Help Center website.** With the change driving an increase in visitors to the Self-Help Center website, it was the perfect time for UX4Justice to team up with Utah again.

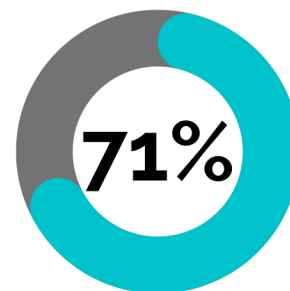
For this project, **UX4Justice focused on evaluating and redesigning the three web pages** (Answering a Complaint or Petition, Motions, and Finding Legal Help) that are now linked on the court-mandated forms. The aim was to understand the user experience related to receiving the documents and visiting the website, so the pages could be redesigned to make it easier for self-represented litigants to navigate, understand, and take necessary action.



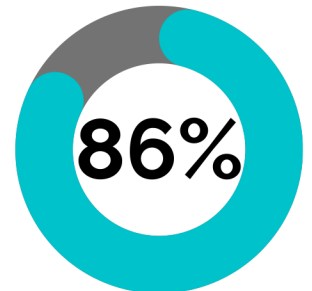
Research Questions

Can users understand the summons, complaint, and motions documents?
Can users transition from the documents to the website? Once online, can users find the right form and the information they need to submit it, file their desired response to the motion, and find appropriate legal help?

Justice Gap Statistics



Percent of low-income households experienced at least one civil legal problem in the last year.



Percent of civil legal problems that received inadequate or no legal help.



OBJECTIVES

1 Understand users' pain points with current experience and website

2 Discover real user challenges and surface insights for solutions

3 Design new Answers, Motions, and Finding Legal Help pages

4 Test prototype with users, and summarize recommendations



PROCESS

1

Interviews

Semi-structured interviews with participants who had experienced debt collection litigation in Utah to understand their needs and pain points in the process.

2

Accessibility Check

An accessibility review of the Utah State Court's Self-Help Center website using the Web Content Accessibility Guidelines (WCAG) to consider users with a wide range of needs in our solution designs.

3

Usability Testing

Conducted moderated observation-based usability testing using the "think-aloud" method to identify pain points involved in completing a critical set of tasks on the website.

4

Prototype Design

Insights from usability testing and interviews drove the design of an interactive prototype of the three website sections that attempted to address identified issues.

5

Test & Iterate

Observation-based usability testing of the prototype provided data on how well initial solutions worked, and generated ideas for new solutions that were included in a prototype redesign.



RECOMMENDATIONS

1

MAKE LEGAL CONTENT EASIER TO UNDERSTAND

Reduce cognitive load and increase non-lawyers' confidence when interacting with website.

- Create simple and clear landing pages for each URL, and topic-specific inside pages
- Reduce jargon and provide a definitions for necessary legal terminology
- Break complex processes into numbered step-by-step instructions
- Simplify and clarify options to respond and related deadlines

2

INVITE ENGAGEMENT

Clarify the legal process, legal options, and how to participate in the case.

- Make links accessible and easy to identify
- Guide users to correct forms for their specific needs, and provide explanations for each section to make forms easier to understand, complete, and submit
- Provide clear calls to action for each step in the process
- Make assistance easy to access anywhere on the site
- Succinctly define help options to make it easier for users to quickly determine what kind of help they can use
- Provide a blank answer form in the mail, and possibly provide example forms

3

CONDUCT ADDITIONAL RESEARCH ON DOCUMENT DESIGN

Format documents to make it easier for non-lawyers to scan, understand, and act.

- Implement best practices in document design to make documents easier to understand
- Highlight critical information and required actions to make it easier to scan and take action
- Reduce legal jargon and provide a definitions for necessary legal terminology