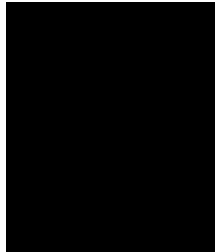
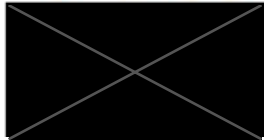


User Research Report

User Research Findings & Recommendations



User Research Background

Goals

- Understand what needs or circumstances drive user traffic to the [REDACTED] website.
- Understand demographics about end users such as their existing relationship with [REDACTED] their familiarity with the site, etc.
- Understand in what ways the current site experience meets needs well and in what ways it does not.

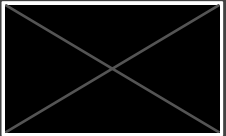
Formats

- a) Written surveys aimed at end users and internal SME / 'focus group' users
- b) Tree testing to validate and test the information architecture being considered by [REDACTED]

Note: Q&A sessions with project stakeholders focused on existing and target functions, and opportunities for improvement in the site including pain points for end users and administrators, also took place. Additionally, [REDACTED] analyzed Google Analytics and other states' sites for context.

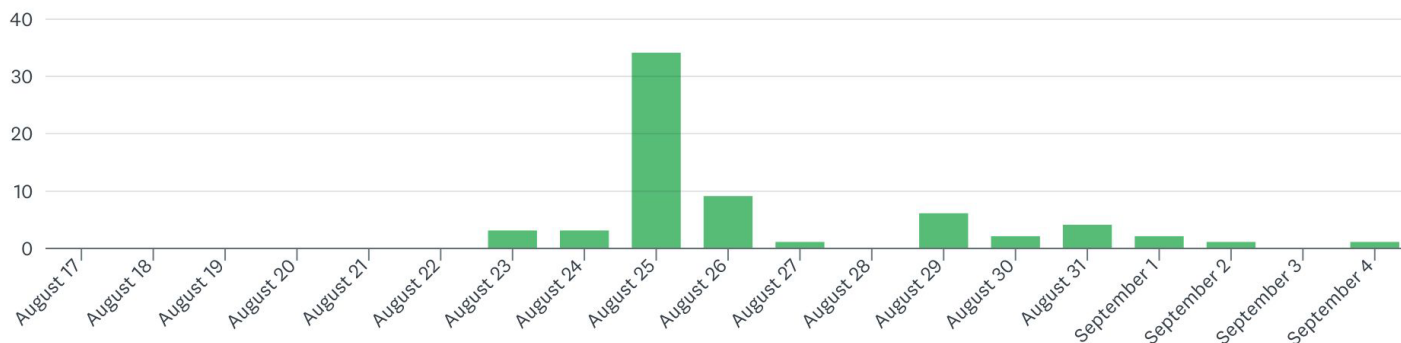
End User Surveys

Analysis and Recommendations

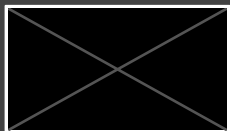


Survey Engagement

The survey received its first response on August 23, 2022. There was a spike in responses on August 25, which might have surrounded the social media post created to invite users to the survey, however survey respondents indicated only 9 of the 66 (13.64%) follow [REDACTED] on social media.

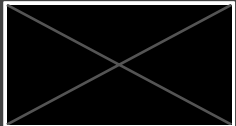
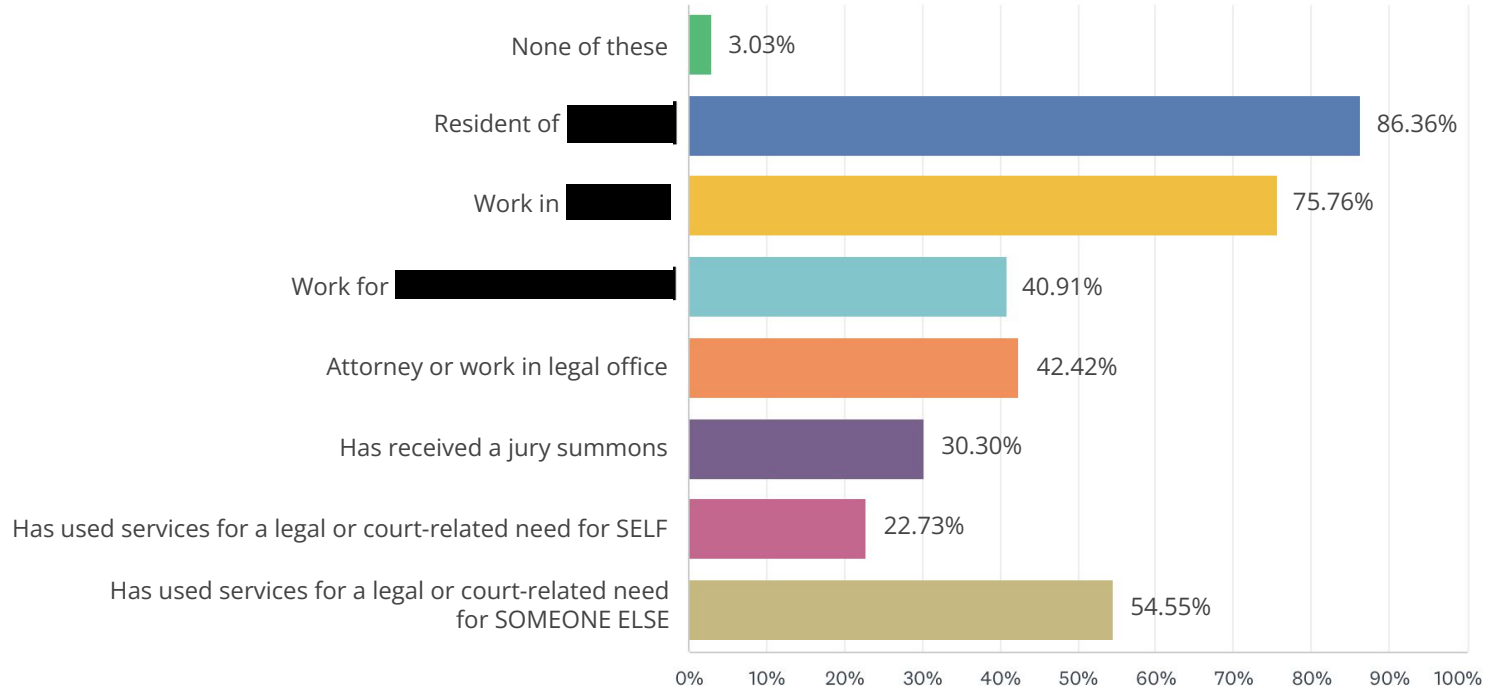


All 13 questions had a consistently high answer rate, with most being answered by 100% of participants. Free-text answer questions had a skip rate of ~17%.



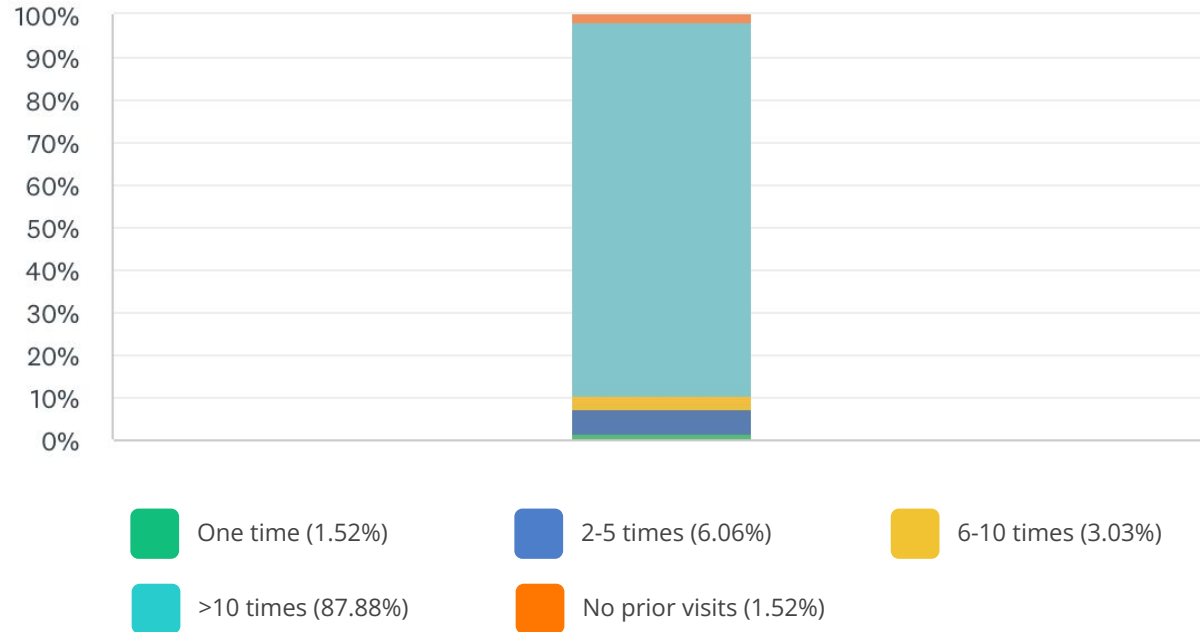
User Demographics

Respondents represented the following demographic traits.

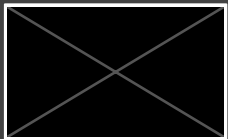


User History

Participants were asked about the frequency of their visits to the site.

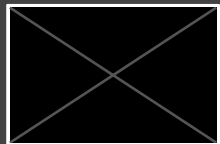
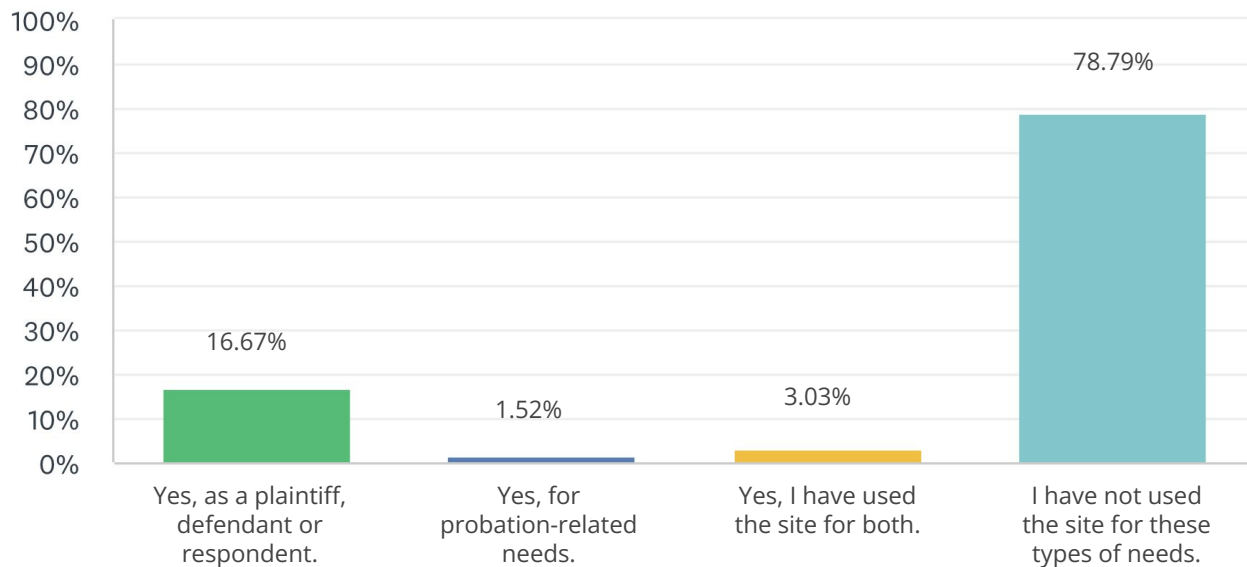


Further to this question, a separate question showed ~77% of participants had visited the site in the last week.



Context of Prior Use

Participants were asked whether they'd used the site to look for information relating to a court case in which they were involved personally as a plaintiff, defendant, or respondent, or for probation-related needs.



Information Sought

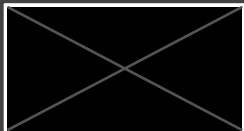
Participants were asked about what information they were looking for on their most recent visit. Common answers included:

- Various self-help topics including landlord/tenant issues and divorce) **(26%)**
- Forms **(25%)**
- Dockets **(14.5%)**
- Career openings, job postings, internships **(6%)**
- Supreme Court related information (opinions, committees, oral argument schedules) **(5%)**
- Jury-related information **(3%)**
- Press releases **(3%)**

Further to this question, a separate question showed **~67% of participants** indicated success in finding the information they were looking for. 10.61% indicated they did **not**, and 22.73% indicated they **partly** did.

One user said:

I am probably accessing the self-help tabs multiple times a week to get forms and better understand the law by reviewing the guided questions and/or written JDF directions (which always includes the statute). I will also frequently refer pro se parties to the self-help tab and include it as a resource in my written correspondence.



User's Ratings of the Current Site

Participants were asked a series of 1-5 rating questions relating to a) the findability of content, b) clarity of content, and c) general use of use.

Findability of Content

2.7



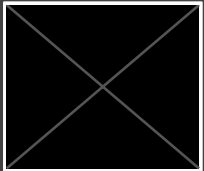
Quality of Content

3.2



General Ease of Use

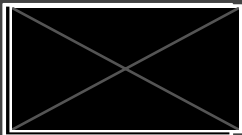
2.9



What Users Like

There were a lot of positive sentiments expressed about various offerings of the site and its content presentation.

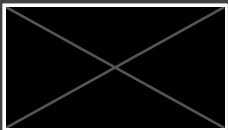
- ✓ ☒ Lots of information
- ✓ ☒ Access to current forms, especially organized by category
- ✓ ☒ Explanations on the self help section
- ✓ ☒ [REDACTED] flag colors used in the design
- ✓ ☒ Accessible in that there are no evident paywalls or other restriction on content
- ✓ ☒ Courthouse locations and directions
- ✓ ☒ Educational resources
- ✓ ☒ Information about Webex court appearances
- ✓ ☒ Access to Supreme Court and Court of Appeals decisions
- ✓ ☒ Good font used



What Users Dislike

There were also things users disliked about the site.

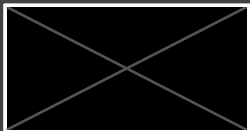
- ❌ Difficult to navigate
- ❌ Search does not work well
- ❌ Overwhelming homepage
- ❌ Duplicated content
- ❌ Can be hard to locate the correct form
- ❌ Language can be hard to understand, and lists aren't always alphabetically ordered
- ❌ Forms aren't easily completed digitally (weird formatting in Word, PDFs aren't 'fillable' format)
- ❌ Content feels buried, it has gotten messy and in need of 'clean up'
- ❌ Seems heavily geared towards plaintiffs / petitioners
- ❌ Docket search doesn't always return expected results
- ❌ Access to information for pro se parties is hard
- ❌ Some page information is too sparse
- ❌ Attorney look-up is hard to find
- ❌ Judicial officers missing bios and pictures



What Users Would Like to See

Desired improvements to the site named by these users were:

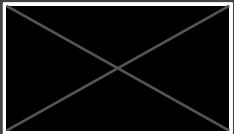
- ease of access to pro se resources, forms and information, including possibly a dedicated pro se page.
- public efilng for all types of cases
- easier to find paperwork in each case filing area
- a function within the forms that allows you to search by keyword
- more FAQ for all case types
- information on how to enter a money judgement for money cases
- more ease to reach a live person to ask a question.
- language that is more friendly to the public.
- ability to see more information in my/others court case
- unpublished COA opinions
- **expansion of the self help section.**
- access to court filings
- administrative Orders for each county.
- easier to get to the docket search (from the homepage)
- a list of clinics without having to access a PDF
- **better search engine**
- **fillable PDFs**
- less sandboxed data
- **automatic translation of the website as a whole in multiple languages**
- **list all the forms together.**
- **better organization of content.**
- the interpreter's page should be accessible from the main page
- email addresses and phone numbers for all divisions/courtrooms available online
- branching/logic based survey options that guided a pro se party directly to the forms and directions they needed based on how they answered their questions
- more resources for Defendants and Respondents in civil cases.
- eviction dashboard
- tutorial or tour on website function
- updated rosters of CFI, PC/DM's, etc. for each judicial district



How This Impacts Design and Implementation

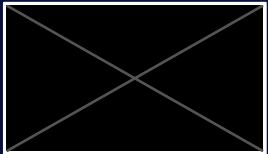
This end user research informs the design and implementation recommendations in the following ways:

- Keep Self-Help in the main nav but revisit its organization, specifically around how to make Forms easier to reach such as via a form look-up tool in addition to category-based content. Possibly feature Self-help on the homepage.
- Homepage design that allows high-priority pages like docket search to be featured.
- Implement an improved search function.
- Updated menu and navigational structure, using data from tree testing to guide navigation decisions. UX attention on menu presentation, interaction, and interior nav treatments to ensure greater findability and usability.
- Consolidation of pages for fewer clicks, and reduction of duplicated pages.
- Dedicated space in the navigation for attorneys.
- Greater emphasis and standardization around the placement of courthouse locations.
- Homepage design that balances being hard-working to offer a lot of content and functionality, without overwhelming the user with text or links.



Focus Group Surveys

Analysis and Recommendations



Appellate Courts Survey Highlights

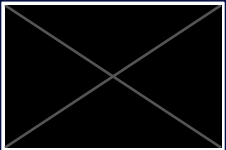
A total of 15 participants responded to the survey. The free text questions that asked 'How can we improve...' were skipped approximately 50% of the time.

With respect to current **organization** of appellate content:

- 0% are very satisfied
- 46.67% are somewhat satisfied
- 26.67% are neither satisfied nor dissatisfied
- 26.67% are somewhat dissatisfied
- 0% are very dissatisfied

With respect to current **scope** of appellate content:

- 20% are very satisfied
- 20% are somewhat satisfied
- 33.33% are neither satisfied nor dissatisfied
- 26.67% are somewhat dissatisfied
- 0% were very dissatisfied



Feedback to Case Announcements

Satisfaction with Case Announcements page

73%

Very satisfied or
satisfied

13.33%

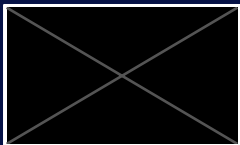
Neutral

13.33%

Dissatisfied

When asked how we can improve the Case Announcements page, participants responded:

- Hard to find a case unless you know the date it was announced.
- Ability to search published opinions should be improved - it is clunky using google.
- Make it easier to find the court's opinions.
- It would be nice if it was searchable by keyword or by date range.
- Hard to find for pro se parties unless you know where to look.



Feedback to Live Streaming page

Satisfaction with Live Streaming page

66.66%

Very satisfied or
satisfied

20%

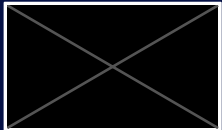
Neutral

13.33%

Dissatisfied

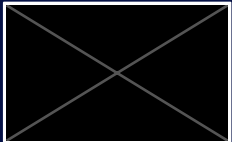
When asked how we can improve the Live Streaming page, participants responded:

- One-step to find website may be helpful.
- The referral out to ompnetwork with youtube seems odd as opposed to embedded but it's functional.
- You have to page down repeatedly to find a case you want to review after it is archived. You should be able to search for a case for oral argument date or case number.
- Nice if the live streaming and oral argument docket pages were combined. I check the docket page to get case numbers and see what case names are because I need the number to find the correct session on the live streaming page. Could be combined.
- Several steps to navigate to this page.



How to meet the needs of site visitors looking for appellate content

- Looking for archived videos of oral arguments is a several step process. Should be more prominent and easier to reach.
- Provide a robust, user-friendly search function for notices of appeal, published opinions, and unpublished opinions.
- Add a link to appellate rules.
- Create easier links to get to the COA page. Use a cleaner design. Forms layout in particular seems cluttered.
- Make it more user friendly by using different colors, headings, etc. to attract users.
- I think the [REDACTED] Revised Statutes should also be found or tabbed in a different location. The statutes are under Information for Attorneys, makes it difficult for pro se parties to locate, they don't even think to look there.
- More user friendly when looking for a specific case. Job/career information is hard to find.
- The content isn't terrible but the site is a little dated. At this point I'm so familiar that it's hard to tell what someone would have trouble with who had a fresh perspective.
- Easier navigation and searchability.
- Pro se parties have a hard time finding what they are looking for when all the links are in random locations.



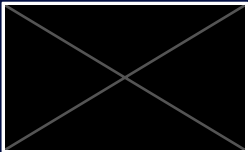
Most important functions or information in the area of appellate

Certain functions and types of information were cited repeatedly by this user group:

- Case announcements (mentioned 75% of the time)
- Oral argument information and videos (mentioned 50% of the time)
- Forms (mentioned 42% of the time)
- Live streaming (mentioned 33% of the time)

Other mentions include:

- [REDACTED] Revised Statutes
- Original proceeding page
- Published opinions
- Proposed and adopted rule changes for SC
- Chief Justice directives
- Contact us
- Archived arguments



Additional user needs to consider

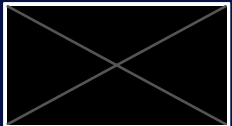
Participants highlighted certain types of users that should be kept in mind during this process, including:

- Pro se individuals
- Average general public users, especially those who aren't lawyers and don't understand the legal system
- Those with accessibility requirements
- Ease of use for administrators

Key excerpts:

People get confused that there is a tab for self help forms at the top of the page and the forms and policies tab on the side of the page. I think for appellate forms the one on the side is more simplified.

The way the docket is put on the web page is confusing and unhelpful except for the AG and PD office. The public is often confused by the information and sometimes thinks it is evidence of a conspiracy. Cleaner and clearer would help there.



Trial Courts Survey Highlights

A total of 8 participants responded to the survey.

With respect to current **organization** of trial courts content:

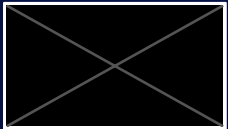
- 12.50% are very satisfied
- 37.50% are somewhat satisfied
- 25% are neither satisfied nor dissatisfied
- 25% are somewhat dissatisfied
- 0% are very dissatisfied

With respect to current **scope** of trial courts content:

- 12.50% are very satisfied
- 37.50% are somewhat satisfied
- 25% are neither satisfied nor dissatisfied
- 25% are somewhat dissatisfied
- 0% are very dissatisfied

What should be added to county or district pages?

- More information regarding probation programs.
- Fix / update outdated information such as references to staggering reporting schedules.



Feedback to Self Help section

Satisfaction with self help section

37.50%

Satisfied

37.50%

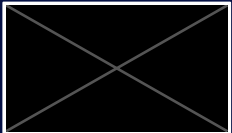
Neutral

25%

Dissatisfied

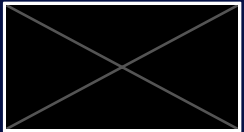
When asked how we can improve the self help section, participants responded:

- Money section is confusing for small claims to be redirected. The record sealing section is confusing for pro se parties when they are trying to determine if they can seal their case. Many steps to find the motion concerning parenting time disputes or contempt for domestic relations cases.
- Better navigation through forms. General motions hard to find.
- Add a probation tab.
- Put English and Spanish forms in one place. Make the categories match the dropdown or when viewing all forms.
- Self help should be separate from forms.
- Better design and use of page space.



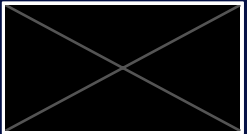
How to meet the needs of site visitors looking for self help content

- Clarify the information regarding unsupervised probation. Clients don't understand requirements and warrants can be issued. Ability to update address online. Resources for sentenced individuals - community service, treatment providers, etc.
- Difficult to find each districts' local information and resources. Would be nice if somewhere on the homepage there were more obvious links to district pages.
- Have a victim information tab in probation under resources or help.
- Very cluttered and difficult to locate information independently.
- Offer all information in Spanish and other languages upon request of an interpreter.
- Better search.



Most important functions or information in the area of trial courts/county content

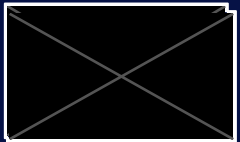
- Contact information
- Court payments
- Jury information
- Family forms and resources like parenting classes, family law
- Forms and self-help resources
- Customization of pages by administrators



Additional user needs to consider

Participants highlighted certain types of users that should be kept in mind during this process, including:

- Access to rules and statutes for pro se parties.
- Easier access to child support calculator.
- Hard to navigate for those with little involvement in criminal justice system.
- Make counties sites more obvious and easier to find.
- Feature to submit request to update information.
- A link or information on how attorneys are to access probation records.
- Less cluttered, with a cleaner layout.
- Uniformity - standardization on county pages.



Jury Commissioners Survey Highlights

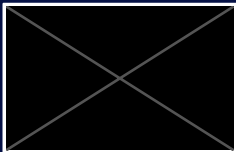
A total of 12 participants responded to the survey.

With respect to current **organization** of jury content:

- 16.67% are very satisfied
- 66.67% are somewhat satisfied
- 0% are neither satisfied nor dissatisfied
- 16.67% are somewhat dissatisfied
- 0% are very dissatisfied

With respect to current **scope** of jury content:

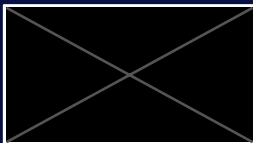
- 16.67% are very satisfied
- 66.67% are somewhat satisfied
- 0% are neither satisfied nor dissatisfied
- 16.67% are somewhat dissatisfied
- 0% are very dissatisfied



Focus on Jury Service Certificate

Generally participants in the survey felt the Jury Service Certificate is user-friendly and did not have constructive feedback (58%). The remaining suggested:

- Does not look right when printed.
- Difficult to find; we have to have an instruction sheet to take with them.
- Would like to see a list of the dates the juror reported, not just the number of days. Some employers are not requiring dates.
- Employers expect it to be signed.
- Wish it wasn't tied to payment screen in jPOD.
- Would be nice to be able to update the certificate daily for empaneled jurors.



Focus on Jury Postponement or Jury Disqualification forms

- Users have mentioned they aren't able to find a category that fits their situation, such as when a deceased juror has been mailed a summons.
- Clarify that if they put 'set after this date' we will do that and not clear it with them.
- Additional categories such as active duty military and out of state student.
- Option to attach documents - doctors' notes, and driver's licenses - **mentioned in approximately 50% of responses to this question.**
- Submit/email the form to the jury commissioner via the website.
- Jurors should be able to select their own date on a calendar that will update in JPOD when they postpone.

Satisfaction
with
Reporting
Schedule

50%

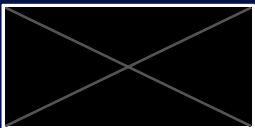
Very satisfied or
satisfied

16.67%

Neutral

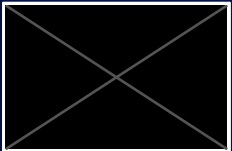
33.33%

Dissatisfied



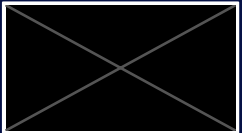
How to meet the needs of site visitors looking for jury content

- 'I am available after' on the postponement section is confusing. 'I am available on the following dates' would be better.
- More information about one-time postponement. Many jurors do not understand they can only have a one-time postponement.
- Would be helpful to highlight the link to the reporting schedule more visibly.
- Cumbersome to get to the page where they find out if they are called or not. One click once they hit the county page would be better.
- What should be included in the doctor's note, possible penalties for not showing up, better flow of information, fewer words, graphics.
- Add no upper age limit to FAQs. Add average trial length is 1-3 days but many can be longer.
- Less steps to reach reporting schedule.
- Too much unnecessary information and people are unable to find what they're looking for.
- Offer a historic reporting schedule for jurors to check online if their juror number was required or not. Update the blank juror questionnaire on the summons.



Most important functions or information in the area of jury

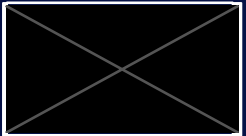
- Easier navigation
- Auto-receipt after submission of request
- **Reporting schedules and postponement requests**
- Disqualification process
- **FAQs**
- Lost summons information
- **Juror service certificate**
- **Jury commissioner contact information**
- **Reporting dates / times**



Additional user needs to consider

Participants highlighted certain types of users that should be kept in mind during this process, including:

- Ease of navigation would benefit older and other less-tech-savvy users
- Self service enabling a user to locate their reporting date and juror number by entering name, DOB, etc. to avoid having to call or email
- ADA accommodation form information
- Clarify no age limit
- More interactions



SCAO Survey Highlights

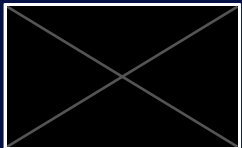
A total of 5 participants responded to the survey. The free text questions that asked 'How can we improve...' were skipped approximately 50% of the time.

With respect to current **organization** of SCAO content:

- 0% are very satisfied
- 40% are somewhat satisfied
- 20% are neither satisfied nor dissatisfied
- 20% are somewhat dissatisfied
- 20% are very dissatisfied

With respect to current **scope** of SCAO content:

- 0% are very satisfied
- 40% are somewhat satisfied
- 0% are neither satisfied nor dissatisfied
- 40% are somewhat dissatisfied
- 20% were very dissatisfied



Feedback to Self Help section

Satisfaction with self help section

60%

Satisfied

20%

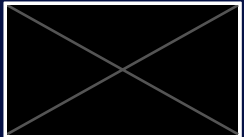
Neutral

20%

Dissatisfied

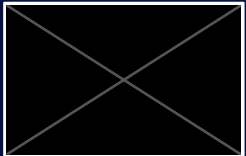
When asked how we can improve the self help section, participants responded:

- Self-help will eventually be replaced by a SPIA website. Only need to focus on forms.
- More user friendly navigation, decluttering, and consistency in how you access. Retitle some sections to it is clearer.
- Use different layouts so you don't have a long running list of information (as self help resources is now).
- Not very intuitive or obvious. Outdated content / links.
- Plain language, online document assembly options.
- People with no prior experience and who are emotionally charged are overwhelmed.



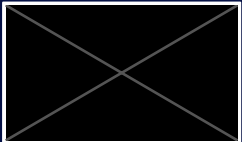
How to meet the needs of site visitors looking for SCAO content

- SCAO is not labeled clearly. People don't know to go there for information. Use icons with names of divisions and programs within divisions. Describe what each division does better. Use better visuals and easier navigation. A better homepage presentation and more visually appealing. Better layouts. Use pictures.
- Provide short micro-length videos that could be easily edited when things change. Use best practices for content creation. End user should be the main focus and content should be consistent across the individual pages.
- Offer spanish throughout and 2-3 other widely used languages in the state.
- A rural area's courthouse may have different services than in an urban area.



Most important functions or information in the area of SCAO, and other user needs to consider...

- **Org chart and description of department / division.**
 - Court forms, instructions, locations and hours.
 - Tax offset, data requests
-
- People with disabilities, non-english speakers
 - Plain language
 - Contact information for districts / counties



IA Tree Tests

Analysis and Recommendations

