User Testing Court Forms

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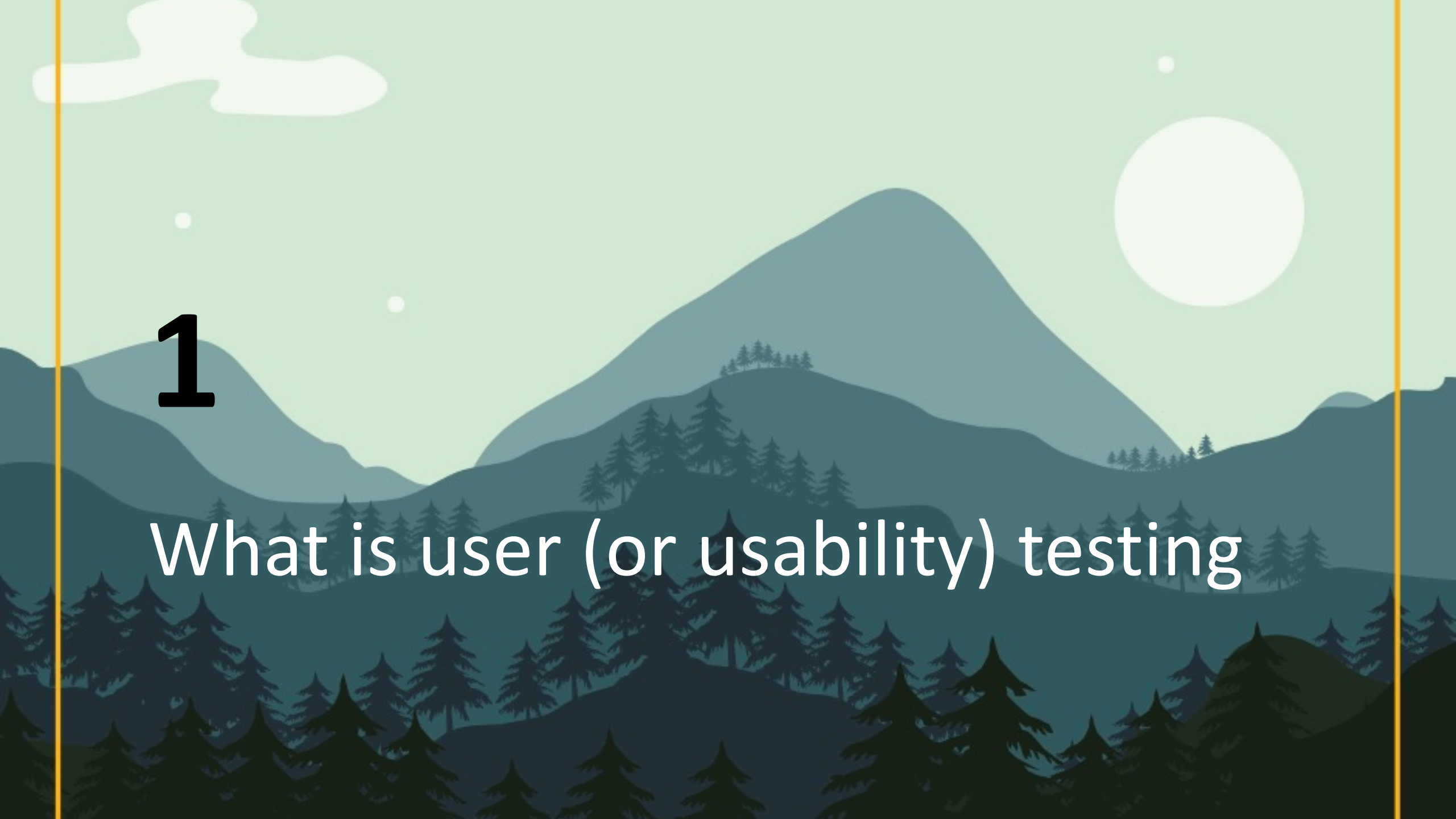
Today's Session

1. What is user (or usability) testing
2. Why it's a must
3. How to user test
4. Using what you learn
5. Let's demo


1
What is user (or usability) testing

User Testing

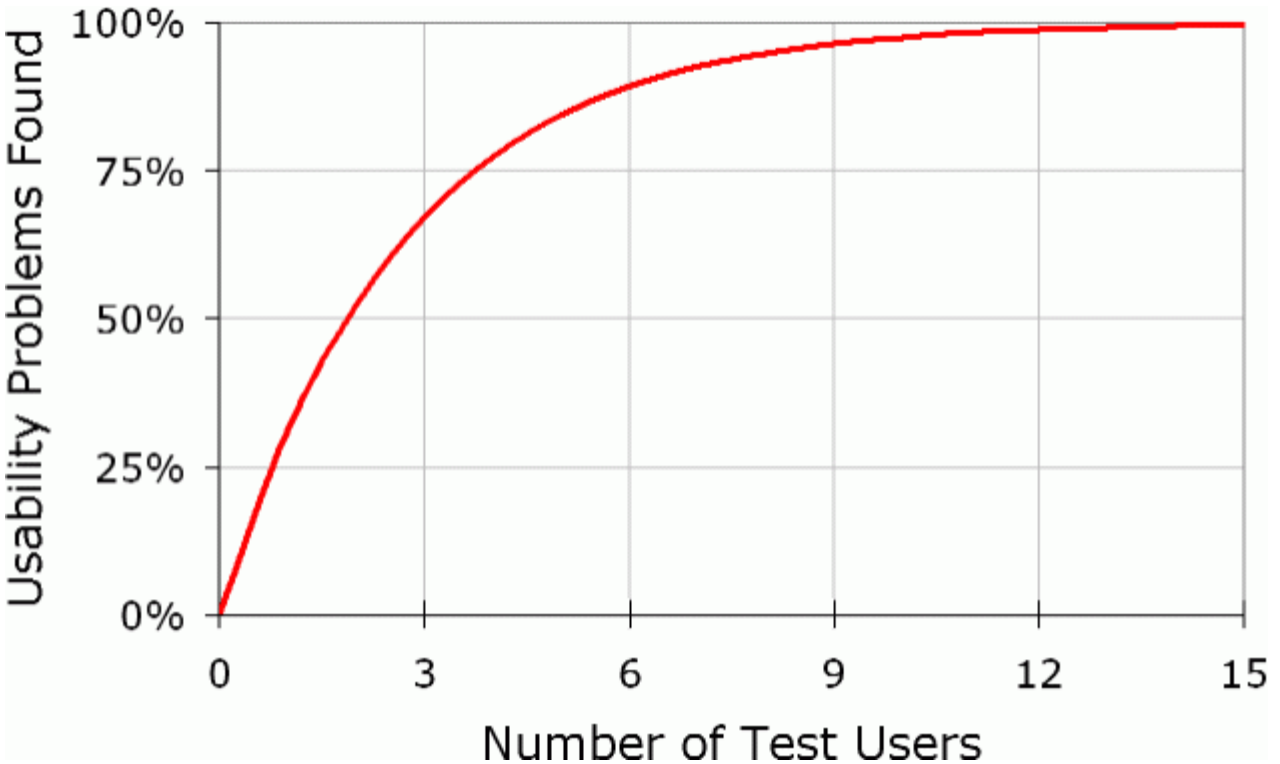
Testing the usability of the form.

It is the process of providing your end user with the form and asking them to complete it.

Tests different factors like:

- Satisfaction
- Credibility
- Errors
- Pain Points
- Task Time

You only need 5 users—84% capture rate



Nielsen, Jakob. “Why you only need to Test with 5 Users” :https://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/

Who is the end user?

Ask yourself, what are the characteristics of the target audience?

Court User

But can we narrow that down?

Are they a person who has

- Trouble reading ✓
- Trouble writing ✓
- A disability

- No legal background ✓
- Familiarity with technology
- Limited-English Proficient

Don’t test to the 10%

Are they a person who has

- Trouble reading
- Trouble writing
- A disability

- No legal background ✓
- Familiarity with technology
- Limited-English Proficient

2
Why it’s a must

Why?

Who is drafting the form?

Drafter

Do they have:

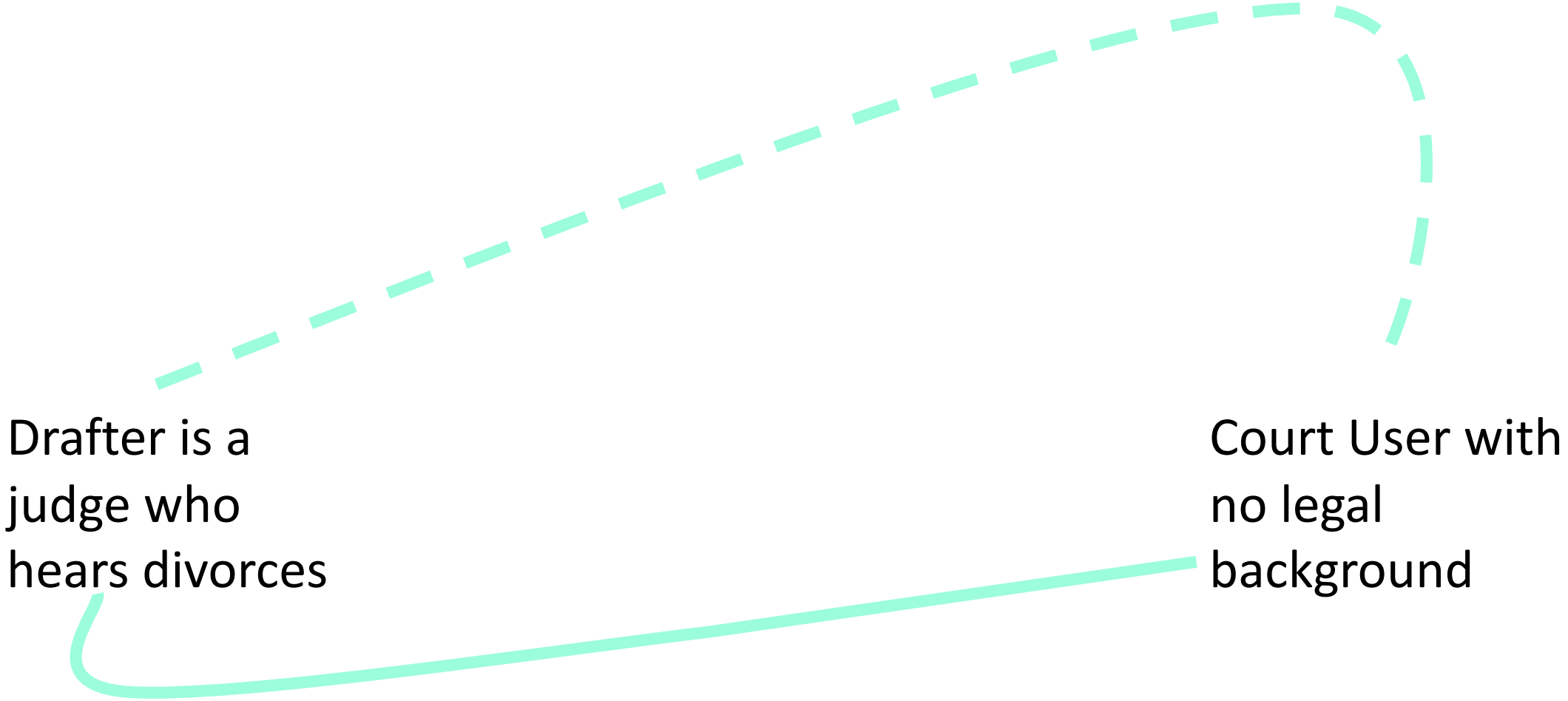
- A law degree ✓
- Legal experience ✓
- An understanding of the process ✓
- Experience w/court culture ✓
- Familiarity with technology ✓
- Strong language skills ✓

Assumptions Galore

Drafter is a judge who hears divorces

Court user with no legal background

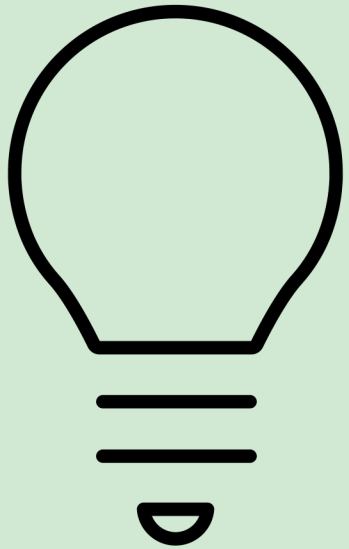
User Testing Creates a Vital Feedback Loop



3

How to user test

What are you testing?



What are you testing?

The ability to fill out the form correctly?

A use of a particular term or design choice over another?

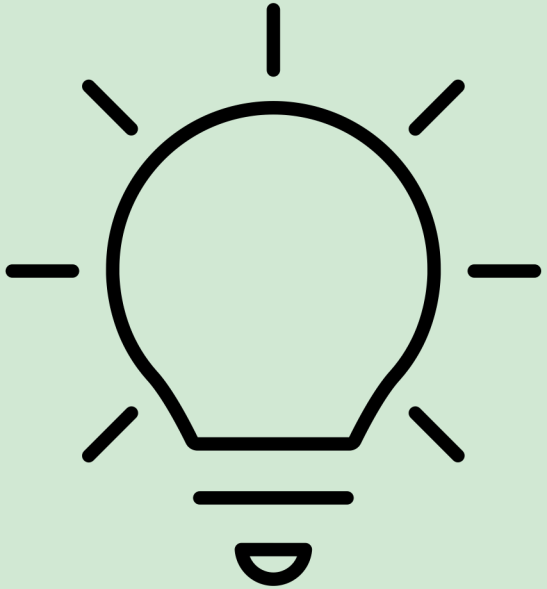
Does the user know what to do next with the form?

How long does the form take?

How confident does the form make the user feel?

What terms did the user not understand?

Method



1. Prep Scenario and Form Set

Section 1 of 2

User Testing: Notice of Election

Form description

Email *

Valid email

This form is collecting emails. Change settings

You are Tracy Tenant. You moved out of your apartment, but your landlord did not return your security deposit. You left the apartment in good condition and want your security deposit back. The apartment was located at 66555 S. United Parkway, Chicago, IL 60699, which is in Cook County, IL. You asked your landlord to return your money, but your landlord refused to give it to you. You filed a lawsuit in small claims court and asked for the return of the security deposit, $850.00. In the trial court, the landlord filed a motion to dismiss saying your complaint was legally defective and too late. The judge granted the landlord's motion and dismissed your case with prejudice. You filed an appeal of the judge's ruling to the First District Appellate Court. Unfortunately, the Appellate Court affirmed the trial court and your complaint was still dismissed. Next, you filed a Petition for Leave to Appeal to the Illinois Supreme Court. The Illinois Supreme Court allowed your appeal on December 1, 2021, and will decide if you get your security deposit back.

Your former landlord's name and address:
Larry Landlord; 1234 E. Washington Blvd, Suite 29, Chicago, IL 60699

HOW TO FILE A NOTICE OF ELECTION

What is a *Notice of Election*?

If the Supreme Court allows a *Petition for Leave to Appeal*, you must use the *Notice of Election* to tell the Supreme Court and your opponent whether you will: (1) file a *Brief* or (2) rely only on your *Petition for Leave to Appeal* (if you are the appellant). If you are the appellee, and you filed an *Answer to Petition for Leave to Appeal*, you must also use the *Notice of Election* to say whether you will file a *Brief* or rely only on your *Answer*.

Who can use the *Notice of Election* form?

When the Supreme Court allows a *Petition for Leave to Appeal*, the appellant must file a *Notice of Election*. If the appellee filed an *Answer to Petition for Leave to Appeal*, the appellee must also file a *Notice of Election*.

When do I file the *Notice of Election* form?

- The appellant must file a *Notice of Election* within 14 days after the Supreme Court allows their *Petition for Leave to Appeal*.
- If the appellant chooses to file a *Brief*, the appellee must file a *Notice of Election* within 14 days after the appellant's *Brief* is due.
- If the appellant will rely only on their *Petition for Leave to Appeal*, the appellee must file a *Notice of Election* within 14 days after the due date for the appellant's *Notice of Election*.
- NOTE: If the appeal involves parental responsibility or parenting time (custody or visitation) or relocation of a child, the Notice of Election forms must be filed within 7 days instead of 14 days of the due dates listed above.

Where can I find the forms I need?

- You can find the forms you need at: http://www.illinoiscourts.gov/Forms/approved/.
- You can also ask the Supreme Court Clerk for a copy

What costs will I need to pay to file my *Notice of Election*?

None.

How do I fill out the *Notice of Election* form?

Case Name

- Check the top box if the appeal involves parental responsibility or parenting time (custody/visitation rights) or relocation of a child.
- Enter the Supreme Court case number.
- Provide the name of the appellate court case. If the case was given a name beginning with "In re" (e.g., "In re Marriage of Jones"), enter that name. Then,
- identify which party is the appellant in the Supreme Court by checking the appropriate boxes below the party's name. The appellant is the party who started the appeal in the Supreme Court. Next, identify which party is the appellee by the checking the appropriate box under the party's name. The appellee is the party responding to the appeal.
- Enter the district of the appellate court that decided the first appeal, and enter the appellate court case number.
- Enter the trial court county, case number, and judge's name.
- Add your:
  1) Name;
  2) Address;
  3) Phone number; and
  4) Email. **NOTE:** inser
  agree to receive court

Notice of Election

- Check the box to show
  appellant or the appell
- If you are the appellan
  whether you will file a
  your *Petition for Leave*
  arguments in the appe
  Petition for Leave to A
  whether you request o
- If you are the appellee
  whether you will file a
  Petition for Leave to A
  in the appeal. If you w
  Petition for Leave to A
  whether you request o
- Sign the form and prov
  number. You may also
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  important documents.
  your email address onl
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Table of Contents to the R

- NOTE: Fill out this sec
  appellant AND you wil
  Leave to Appeal (you
- Add a Table of Conter
  To do this, attach the
  the trial court clerk tha
  law record. If the trial
  table of contents, then
  1. List what is in the
     documents filed in
     of each document

ISC-I 3906.1

Find Illinois Supreme Court approved forms at: illinoiscourts.gov/Forms/app
Page 1 of 3

Instructions ▾	THIS APPEAL INVOLVES A MATTER SUBJECT TO EXPEDITED DISPOSITION UNDER RULE 311(a). Case No.:
Check the top box if your case involves parental responsibility or parenting time (custody/visitation rights) or relocation of a child.	IN THE SUPREME COURT OF ILLINOIS
Enter the Supreme Court case number.	In re Plaintiff/Petitioner *(Full Name of Party)* ☐ Appellant ☐ Appellee v. Defendant/Respondent *(Full Name of Party)* ☐ Appellant ☐ Appellee
If the case name in the appellate court began with "In re" (for example, "In re Marriage of Jones"), enter that name. Otherwise, enter the names of the parties as they looked in the appellate court documents. Below each party's name, check either **Appellant** (if the party filed the appeal in the Supreme Court) or **Appellee** (if the party is responding to the appeal.)	Appeal from the Appellate Court, ____ District No. ____ Appeal from the Circuit Court of ____ County Trial Court Case No.: Honorable Judge, Presiding
To the far right, enter the number of the appellate district, appellate court case number, trial court county, trial court case number, and trial judge's name.	

Enter your:
1) Name; 2) Address;
3) Phone number; and
4) Email. **NOTE:** enter your email address only if you agree to receive court documents by email.

NOTICE OF ELECTION

Your Information

Name: _____ (First / Middle / Last)

Address: _____ (Street, Apt # / City / State / ZIP)

Phone: _____ Email: _____

ABA-B 2103.1

Find Illinois Supreme Court approved forms at: illinoiscourts.gov/Forms/approved/
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(01/20)

Testing Two Versions of the Same Form

A/B Testing

2. Draft Survey

1) When will you file your Notice of Election?

Short answer text

2) Where will you file your Notice of Election?

Short answer text

3) If your only written argument will be your Petition for Leave to Appeal, what else will you need to file with your Notice of Election?

Short answer text

4) If you will file an additional Brief, do you need to file anything else with your Notice of Election?

Short answer text

How easy/hard or clear/confusing was knowing what the form was for?

- Very Easy
- Fairly Easy
- Kind of Hard
- Very Hard

How easy was it to understand and complete the form?

- Very Easy
- Fairly Easy
- Kind of Hard
- Very Hard

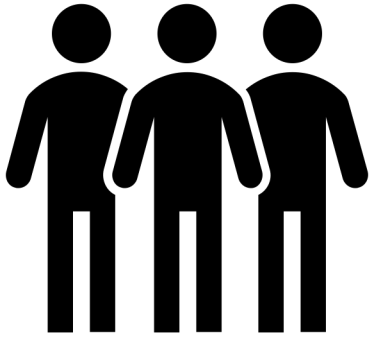
Did the instructions on the left side of the forms make sense to you?

- Yes
- No

3. Decide Mode

Moderated

In person



Zoom

Unmoderated

Betatesting.com

UsabilityHub.com

Usertesrting.com

Userlytics.com

3. Find participants

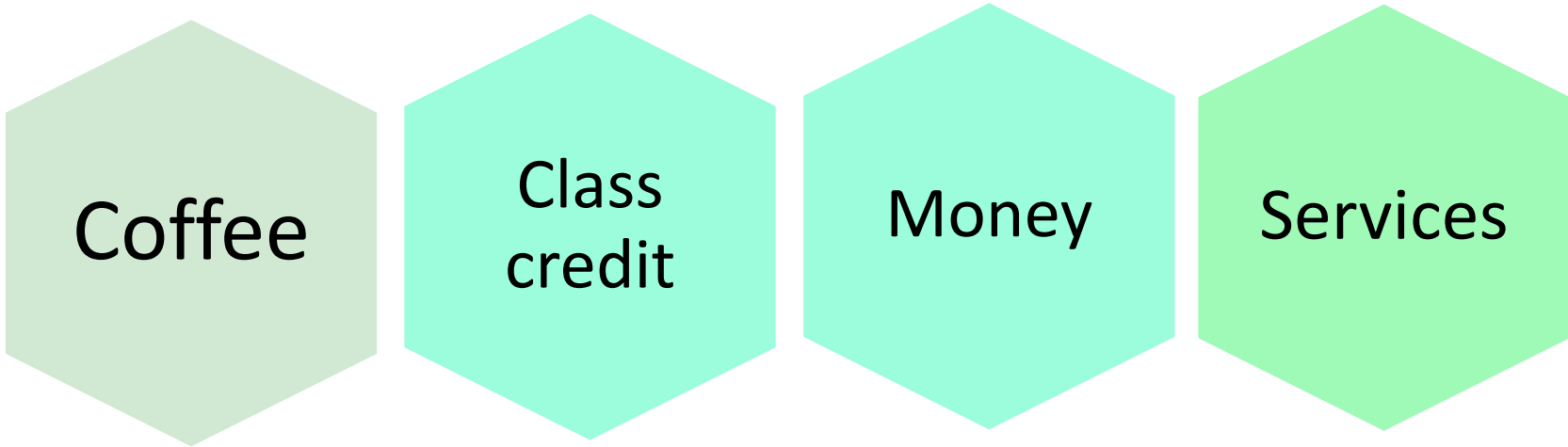
End User

4. The actual doing—set expectations

1. Introduce yourself
2. Give the larger context of the forms
3. Time allotted for the testing
4. Explain how they will give feedback
    1. On the form itself
    2. Survey
    3. Discussion
5. Ask them to be as realistic as possible
    1. We want you to make mistakes…

5. Respect their time:

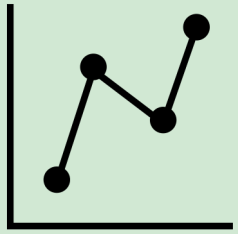
Reimburse

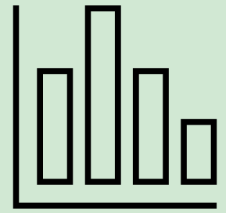


4
Using what you learn

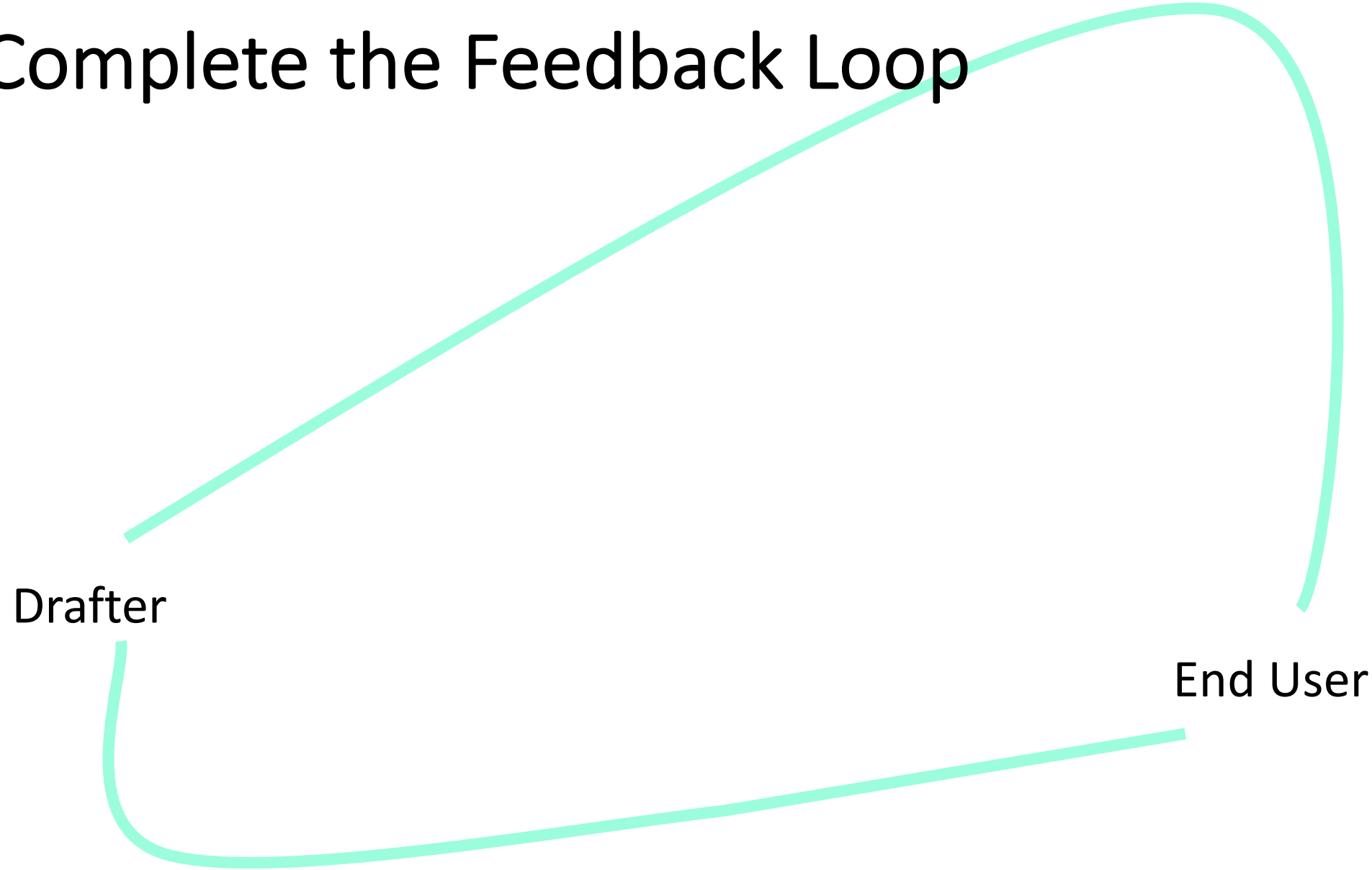
Give me that data

- Satisfaction
- Credibility
- Errors
- Pain Points
- Task Time





Complete the Feedback Loop



4
Let’s Demo

Set expectations

1. Introduce yourself
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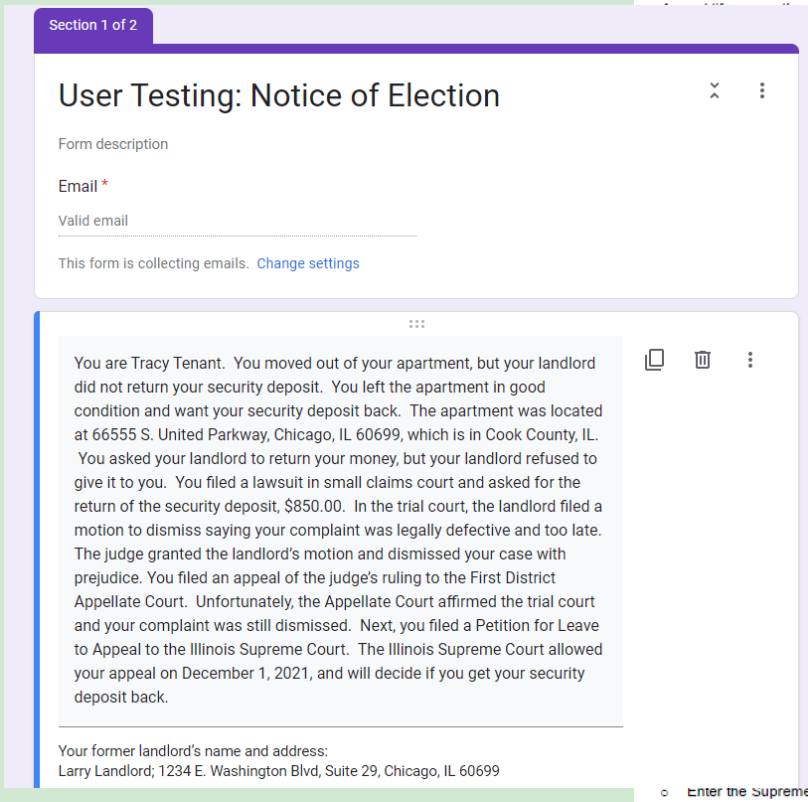
    3. Discussion
5. Ask them to be as realistic as possible

The Product



Section 1 of 2

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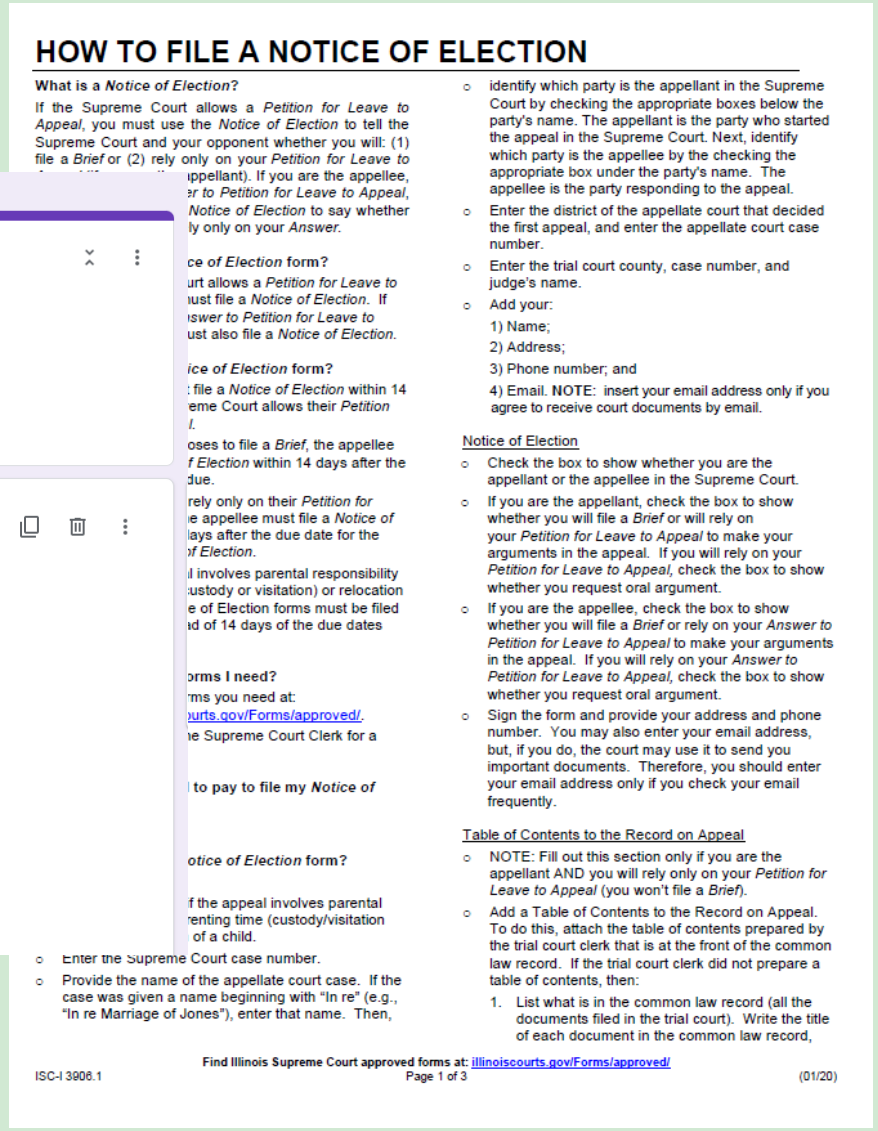

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ce of Election form?

urt allows a *Petition for Leave to* ust file a *Notice of Election*. If swer to Petition for Leave to ust also file a *Notice of Election*.

ice of Election form?

file a *Notice of Election* within 14 eme Court allows their *Petition* *l*.

oses to file a *Brief*, the appellee *f Election* within 14 days after the due.

rely only on their *Petition for* e appellee must file a *Notice of* lays after the due date for the *f Election*.

l involves parental responsibility custody or visitation) or relocation e of Election forms must be filed d of 14 days of the due dates

orms I need?

rms you need at:
urts.gov/Forms/approved/.
e Supreme Court Clerk for a

to pay to file my *Notice of*

otice of Election form?

f the appeal involves parental renting time (custody/visitation of a child.

- Enter the Supreme Court case number.
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- Add your:
  1) Name;
  2) Address;
  3) Phone number; and
  4) Email. **NOTE**: insert your email address only if you agree to receive court documents by email.

Notice of Election

- Check the box to show whether you are the appellant or the appellee in the Supreme Court.
- If you are the appellant, check the box to show whether you will file a *Brief* or will rely on your *Petition for Leave to Appeal* to make your arguments in the appeal. If you will rely on your *Petition for Leave to Appeal*, check the box to show whether you request oral argument.
- If you are the appellee, check the box to show whether you will file a *Brief* or rely on your *Answer to Petition for Leave to Appeal* to make your arguments in the appeal. If you will rely on your *Answer to Petition for Leave to Appeal*, check the box to show whether you request oral argument.
- Sign the form and provide your address and phone number. You may also enter your email address, but, if you do, the court may use it to send you important documents. Therefore, you should enter your email address only if you check your email frequently.

Table of Contents to the Record on Appeal

- NOTE: Fill out this section only if you are the appellant AND you will rely only on your *Petition for Leave to Appeal* (you won't file a *Brief*).
- Add a Table of Contents to the Record on Appeal. To do this, attach the table of contents prepared by the trial court clerk that is at the front of the common law record. If the trial court clerk did not prepare a table of contents, then:
  1. List what is in the common law record (all the documents filed in the trial court). Write the title of each document in the common law record,

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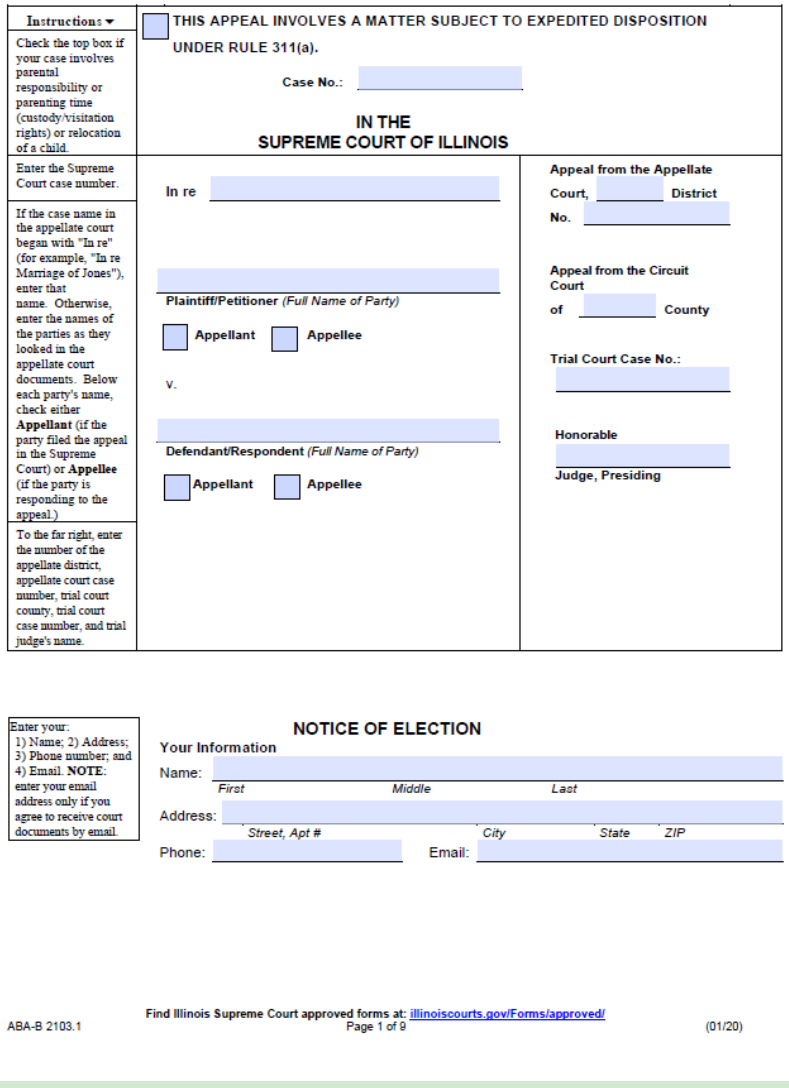

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To the far right, enter the number of the appellate district, appellate court case number, trial court county, trial court case number, and trial judge's name.	

Enter your:
1) Name; 2) Address; 3) Phone number; and 4) Email. **NOTE**: enter your email address only if you agree to receive court documents by email.

NOTICE OF ELECTION

Your Information

Name: ____ (First / Middle / Last)

Address: ____ (Street, Apt # / City / State / ZIP)

Phone: ____ Email: ____

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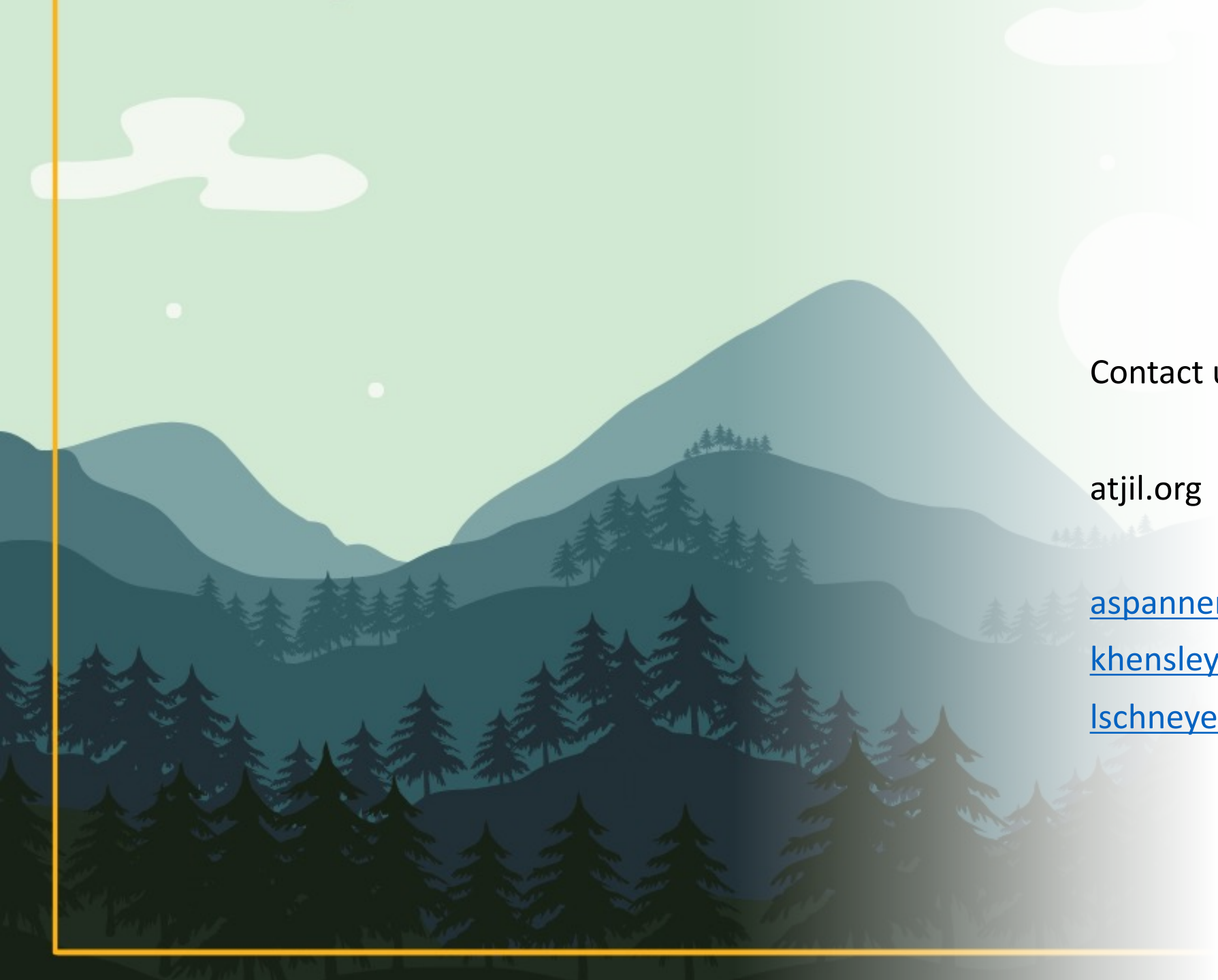

Contact us!

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lschneyer@illinoiscourts.gov