

Proctor Guide

In preparation for CUTGroup Cleveland test of unBail's app wireframe

Test Dates: Week of July 20th, individual testing times to be scheduled based on availability

Location: Virtual via Zoom, individual links to be sent to each proctor/testing team

Test Goals

City Tech and CUTgroup Cleveland are working together to test unBail's app wireframe design to gather feedback on a simple visual representation of the interface. Testing wireframes offers feedback early in the design and development process and will define recommendations for development.

unBail's app is working is 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.

Testers were asked about their experience with the criminal justice system when recruiting, to help us engage the right mix of users who have had experience trying to navigate the information this app is presenting.

Important Information

Please have these sites bookmarked on your computer for easy access.

App Wireframe: <insert wireframe link> (Testers use for test, Proctors to review and have handy for reference)

WuFoo Notetaking Form: bit.ly/unBail-test (Proctors use for taking notes)

Zoom: Personalized link to be shared in advance of test

Test Format

- Each proctor will be 1:1 with a tester via Zoom.
- Please follow the proctor guide and ask the tester to answer the requested questions and complete the required tasks.

- Please note responses on WuFoo notetaking form. Note that there are some questions on the WuFoo form that you do not have to ask the tester but you should fill out (e.g. “Did the tester try to use a search bar.”)
- Please keep track of the total time, as we only have an hour total to complete the test and related questions. We have given guidelines for individual sections, but you do not have to strictly adhere to them as long as the total time is less than one hour.

Test Steps

- Introduction and background (10-15 minutes)
- Home Screen Review (5 minutes)
- Navigation and Tasks (20 minutes)
- Wrap-up (10-15 minutes)

Introduction and Background

10-15 minutes

During this time, you will introduce yourself, record a username, and ask the tester some background questions. All answers must be recorded in the WuFoo form.

Before you move on to the next section, you will ask the tester to share their screen via Zoom.

Instructions

1. Introduce yourself and remind the tester that call is being recorded for reference and y that we will adhere to the privacy policy and consent forms for use of the meeting recording. Confirm that the meeting is being recorded and if not, start the recording.
2. Tell the tester the purpose of the test:
The goal of this project is to get feedback on wireframe of a new app that will help defendants navigate their pre-trial information and help serve family/friends while the defendant is awaiting trial.
3. Record their name and email address. Have them choose a tester name. This is just a pseudonym that we will use to keep from identifying them. Remind the tester that we are going to publish the results of this test, but we will not associate their name or email address with the results.
4. Ask the tester the following background questions:

Please note that they may have answered some of these during the initial screening. If you would like, you can let them know that you are aware they have answered some of them online before, but we just want to answer them for completeness.

- What has been your experience with the criminal justice system? *(free response)*
 - How do you currently access pre-trial information? *(free response)*
 - What is working well with the current method that you use? What have been your pain points with the system? *(free response)*
 - What resources would be most helpful to navigate this process? *(free response)*
 - How comfortable are you using technology for your daily tasks? *(3 point Likert Scale, give choices from WuFoo Form)*
 - How do you learn to use new devices/technology? *(multiple choice checkboxes with ability to select multiple selection, give choices from WuFoo Form)*
5. Ask the tester to share their screen via Zoom in preparation for the test. If they are not familiar with Zoom, please walk them through the process.

Capturing information

- Use [this WuFoo note-taking form](#) to capture tester responses and feedback
- You do not need to see a tester's screen for this section, but make sure their screen sharing is enabled before moving to the next section.

Home Screen Review

5 minutes

The goal of this section is to get the user's first impressions of the app

Instructions

1. Ask the tester to open the wireframe [<insert link>](#) on their computer (if they do not have the link bookmarked, it will be available in the reminder email that they received).
2. Prompt the user to review the app based on the homepage. They may scroll and hover over items but tell them not to click.
3. Ask the tester the following questions:



- Review the first page of the app and tell us the first three things you notice, without clicking (*free response, check form instructions for additional prompts.*)
- What are your overall impressions? (*free response*)
- What is the first thing that you want to do or click, based on the main view? (*free response*)
- What is one thing you want to do with this app? (*free response*)
- Based on only your main view, do you feel like you can easily do this one thing with the app? (*free response*)

Capturing information

- Before the start of this section, make sure that the tester is sharing screen and you are able to clearly see it.
- You should have started recording the Zoom meeting in the previous section. Confirm that this is still active.
- Use [this WuFoo note-taking form](#) to capture tester responses and feedback

Tasks

20 minutes

For this section, you will note how the participant is navigating through the presented tasks and interacting with the app. Please note that for some of these tasks, the tester may have and answer without navigating. Please have them confirm through navigation and note.

Instructions

1. Before starting the tasks, please explain activity to the participant:
The next activity will be to complete tasks on the app. This will allow the developer to understand what is easy and difficult for you to complete, as well as anything that can be updates with the app to make it more useful.
2. Have the tester complete the activities on the app in the order that they are presented. They should be able to complete all tasks in the time allotted.

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 a message?

Task 5: How would you find out more about Counseling services?

3. While the users are completing each task, take detailed notes on where they are navigating/how they find the answer to the questions and any questions/comments they may have along the way. For each task, note how the participant accessed the information, how easily the participant could find the requested information, and feedback from the participant on the experience completing the requested task.

If tester responds to these tasks with a verbal answer, please ask them to navigate through. If their verbal answer is incorrect and they discover it while navigating, please note their incorrect answer and the follow-up navigation.

The [WuFoo form](#) will include space for responses, but we understand that this might require additional note taking. If you need additional space for notes, please keep them in a Word document, as mentioned under “Capturing Information”.

Capturing Information

- Screen recording should still be enabled on Zoom, capturing the computer screen
- Use [this WuFoo note-taking form](#) to capture tester responses and feedback. Despite the screen recording, your notes will be the primary sources of information.
- If you need additional space to take notes, please open up a new Word file and save the with the following naming convention: **Computer Number_Testers Last Name_Proctors Last Name_Additional Notes**(e.g. 01_Jones_Smith_Additional Notes). Please organize notes by task.

Wrap-up

10-15 minutes

This section will capture the tester’s overall thoughts on the app and the process. You will also thank the tester for their time and remind them when the funding transfer will appear.

Instructions

1. Ask the tester the following questions about their experience.
 - Based on today’s (limited) experiences, how easy or difficult did you think it was to use this app? (*Likert Scale, give choices from the WuFoo Form*).
 - What did you think was the easiest information to find? (*free response*)
 - What did you think was the most challenging information to find? (*free response*)
 - What improvements would you make to this app to make it easier to use or something you would use again? (*free response*)

- Based on today's (limited) experiences, how likely would you be to use this app if it existed? (*Likert Scale, give choices from the WuFoo Form*). Why? (*free response to record any additional thoughts*)
 - What did you like about the app? What would you like to see changed on it? (*free response*)
 - Was there something you wanted to see on the app that wasn't there? (*free response*)
 - If you could create your own wireframe of the features and layout you would want, what would you include? (*free response*)
 - Do you think this app could be a useful resource for other people who are involved in the criminal justice system? (*Likert Scale give choices from the WuFoo Form*).
 - What would you expect the name of this app to be? (*free response*)
2. Quickly ask the CUTgroup questions at the end of the form, which also includes a question that allows them to comment on the online/remote test-taking experience
 3. Thank the tester for their time and remind them that we will be doing a bulk funding transfer once all of the tests are complete. They are now free to leave the meeting.
 4. Save your WuFoo Form with responses. Pull up a new blank form (bit.ly/unBail-test) in preparation for the next test. If you have taken additional notes, please save those.
 5. Stop Zoom recording and save the video to the cloud with the following naming convention: **Tester Last Name_Proctor Last Name** (e.g. Jones_Smith).
 6. Take a minute to give yourself a pat on the back for doing a great job!