

# unBail/CUTgroup Cleveland

## Remote Test Plan

Last Revised on July 8, 2020

### Overview

This working document outlines the plan for testing the unBail app's wireframe design. Testing wireframes offers feedback early in the design and development process and will define recommendations for development.

After incorporating user feedback from the wireframes, there is potential for a follow-up phase to focus on usability testing a beta version with end users to ensure that the app is functional, accessible, and user-friendly before launch. This document will only outline the initial wireframe testing.

The original testing was planned to take place in person in mid-March 2020, but due to COVID-19, the test is now being planned as a remote test in July 2020

### Revised Timeline

Planning

Jan 1 – Mar 11

**CUTgroup Cleveland/City Tech activities:**

- Finalize user privacy policy
- Confirm logistics such as test date, space, etc.
- Recruit CUTgroup participants
- Outline task scenarios for test design
- Review test pages and finalize test design
- Design a proctor guide and train proctors

**unBail activities:**

- Create wireframe content
- Give CUTgroup Cleveland/City Tech access to test site and in progress content
- Finalize wireframe content
- Work with City Tech to finalize test design and testing groups

#### Original Recruitment

Feb 20 – Mar 6

**CUTgroup Cleveland/City Tech activities:**

Recruit ~20-25 CUTgroup participants for a wireframe test

Recruit 5-8 proctors to assist during the test

#### Updated Recruitment

Jul 1 – Jul 10

**CUTgroup Cleveland/City Tech activities:**

Recruit ~20 CUTgroup participants for a remote wireframe test

Recruit 5-8 proctors to assist during the test

#### Test

Jul 20-25

**CUTgroup Cleveland/City Tech activities:**

Facilitate moderated remote tests of wireframe with ~20-25 participants

#### Recommendations

Aug 15

**CUTgroup Cleveland/City Tech activities:**

Provide user feedback and recommendations on testing

## Recruitment Methodology

We will recruit Cleveland residents from the existing pool of CUTgroup Cleveland members, as well as through partner organizations who are familiar with the specific population needed for this test. We will aim for a diverse testing group.

The primary audience for the app is defendants in both municipal and county court systems facing felony or misdemeanor charges. The app is also meant to serve family members and friends of a defendant who is being held in jail while awaiting trial. Asking the participants about their experience with the criminal justice system when recruiting will allow us to engage the right mix of users who have had experience trying to navigate the information this app is presenting.

There is no digital skills requirement for the test group, but we will ask questions during the test to better understand participants' current familiarity with and use of technology.

## Date & Locations

**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

## Wireframe Testing Activity

### Outline

**Introduction and background:** This section will 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 (10-15min)

**Home screen overview:** This will allow the participant to give initial impressions of the app (5min)

**Navigation and Tasks:** Completion of key tasks to assess how well the user can navigate the site and find and understand information (20min)

**Wrap-up and final thoughts:** Participant will comment on overall user experience (10-15min)

### Introduction and Background (10-15min)

#### **Introduction and Profile Information**

Name, Email, Tester Profile Name, Device

#### ***Background***

What has been your experience with the criminal justice system?

How do you currently access pre-trial information?

What is working well with the current method that you use? What have been your pain points with the system?

What resources would be most helpful to navigate this process?

How comfortable are you using technology for your daily tasks? How do you learn to use new devices/technology?

## Home Screen Review (5min)

Review the app and tell us the first three things that you notice.

What are your overall impressions?

What is the first thing that you want to do or click, based on the main view?

What is one thing you want to do with this app? Do you feel like you can easily do it?

## Tasks (20min)

**For each task, we will note:**

How the participant accessed the information

How easily the participant could find the requested information

Feedback from the participant on the information available at the endpoint

Feedback from the participant on their experience completing the requested task

**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?**

## Wrap-up (10-15min)

Overall, did you have any challenges or concerns doing this test remotely and/or over Zoom?

Based on today's (limited) experiences, how easy or difficult did you think it was to use this app?

What did you think was the easiest information to find?

What did you think was the most challenging information to find?

What improvements would you make to this app to make it easier to use or something you would use again?



Based on today's (limited) experiences, how likely would you be to use this app if it existed? (1-3 scale)

What did you like about it? What would you like to see changed on it?

Was there something you wanted to see on the app that wasn't there?

If you could create your own wireframe of the features and layout you would want, what would you include?

Do you think this app could be a useful resource for other people who are involved in the criminal justice system?

What would you expect the name of this app to be?