

# 202007 CUTgroup Cleveland: unBail wireframe

Thanks for participating in our test of the wireframe version of unBail's app.

Proctored by

## Tester Information (5min)

Remind tester that we are going to publish the results of this test, but will not associate their name or email address with the results.

Name \*

First

Last

Email \*

Ethnicity \*

Have you ever been convicted of a felony or misdemeanor in either municipal or county court?

- ☒ Yes
- ☐ No
- ☐ Prefer not to answer

Do you or have you ever had a family member or friend held in jail while awaiting trial?

- ☒ Yes
- ☐ No
- ☐ Prefer not to answer

Choose a testing profile name \*

## Background (5–10min)

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(s) that you use to access pre-trial information?

What have been your pain points with the current method(s) that you use to access pre-trial information?

What resources would be most helpful to navigate the pre-trial process?

How comfortable are you using technology for your daily tasks?

- ☒ Very comfortable
- ☐ Somewhat comfortable
- ☐ Uncomfortable

When getting a new device (ex: phone/computer) or other technology you have never used before, how do you learn how to use that piece of technology?

Check all that may apply. \*

- ☐ Experiment or learn alone
- ☐ Read a manual
- ☐ Look up resources/how-to's online
- ☐ Ask a family member for help
- ☐ Ask a professional for help
- ☐ Take a class
- ☐ Other

If other, please specify

---

### Home Screen Review (5min)

Review the first page of the app and tell us the first three things you notice. You may scroll, but please don't click. \*

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?

Based on only your main view, do you feel like you can easily do this one thing with the app?

## Tasks (20min)

We will now have you complete some tasks and hear about your experience

### Task 1: How would you find your case number?

How did the tester navigate to this? \*

- ☐ "Help" (Question Mark icon, bottom row, 4th icon) -> "Case Information"
- ☐ Other

Did the tester try to answer verbally? \*

- ☒ Yes
- ☐ No

Did the tester find this on the first try? \*

- ☒ Yes
- ☐ No

Did the tester try to use a search bar? \*

- ☒ Yes
- ☐ No
- ☐ The tester did not come across a search bar

**Tester Prompt:** Tell us more about your search experience. Did you find what you were looking for? Was it easy or difficult? Why? Where there any major roadblocks? \*



**Tester Prompt:** What other information would you like to see listed under your case info?

---

## Task 2: Where would you find your rights during an arrest?

How did the tester navigate to this? \*

☐ "Help" (Question Mark icon, bottom row, 4th icon) -> "What are my rights during Arrest"

☐ Other

Did the tester try to answer verbally? \*

☒ Yes

☐ No

Did the tester find this on the first try? \*

☒ Yes

☐ No

Did the tester try to go to the "Arrest & Booking" section to find this information? \*

☒ Yes

☐ No

Did the tester try to use a search bar? \*

☒ Yes

☐ No

☐ The tester did not come across a search bar

**Tester Prompt:** Tell us more about your search experience. Did you find what you were looking for? Was it easy or difficult? Why? Where there any major roadblocks? \*



**Tester Prompt:** Is there anything else you would like to see under the "Help" section?

**Task 3:** Where would you go to understand who is involved in an arraignment?

**How did the tester navigate to this? \***

- ☐ "Arraignment" (third bar on home page) -> "Who is Involved"
- ☐ "Arraignment" (third circle across top of app) -> "Who is Involved"
- ☐ Other

**Did the tester try to answer verbally? \***

- ☒ Yes
- ☐ No

**Did the tester find this on the first try? \***

- ☒ Yes
- ☐ No

**Did the tester try to use a search bar? \***

- ☒ Yes
- ☐ No
- ☐ The tester did not come across a search bar

**Tester Prompt:** Tell us more about your search experience. Did you find what you were looking for? Was it easy or difficult? Why? Where there any major roadblocks? \*



**Task 4:** Where would you go to read or send a message?

How did the tester navigate to this? \*

- ☐ "Messages "(Conversation Bubble icon, bottom row, third icon)
- ☐ Other

Did the tester try to answer verbally? \*

- ☒ Yes
- ☐ No

Did the tester find this on the first try? \*

- ☒ Yes
- ☐ No

Did the tester try to use a search bar? \*

- ☒ Yes
- ☐ No
- ☐ The tester did not come across a search bar

**Tester Prompt:** Tell us more about your search experience. Did you find what you were looking for? Was it easy or difficult? Why? Where there any major roadblocks? \*



**Tester Prompt:** Is there any other information you would like to see under "Messages"?

---

Task 5: How would you get more information about Counseling services?

How did the tester navigate to this? \*

- ☐ "Resources" (People icon, bottom row, 3rd icon) -> "Counseling Services"
- ☐ Other

Did the tester try to answer verbally? \*

- ☒ Yes
- ☐ No

Did the tester find this on the first try? \*

☒ Yes

☐ No

Did the tester try to go to the "Help" section to find this information? \*

☒ Yes

☐ No

Did the tester try to use a search bar? \*

☒ Yes

☐ No

☐ The tester did not come across a search bar

**Tester Prompt:** Tell us more about your search experience. Did you find what you were looking for? Was it easy or difficult? Why? Where there any major roadblocks? \*

**Tester Prompt:** Are there any other resources you would like to see that are not included?

---

### Wrap-up (10–15min)

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

☐ 5 – Very Easy

☐ 4 – Easy

☐ 3 – Neutral

☐ 2 – Difficult

☐ 1 – Very difficult

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? \*

- ☐ Very Likely
- ☐ Somewhat Likely
- ☐ Not Likely

Why? \*

What did you like about the app? 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? \*

- ☐ Yes, both for people on trial and their families/loved ones
- ☐ Yes, only for people on trial
- ☐ Yes, only for the families/loved ones of people on trial
- ☐ No, this is not a useful resources

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

---

## CUTgroup Review

Was this your first CUTgroup test? \*

- ☐ Yes
- ☐ No

Do you like the CUTgroup? \*

- ☐ Yes
- ☐ No

What motivates you to be a part of CUTgroup



Did you like this CUTgroup test \*

- ☐ Yes
- ☐ No

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

How do you feel about using an online method of compensation (e.g. Paypal/Venmo) for an in-person test? Would you prefer a physical method (Cash/Gift Card)? \*

- ☐ I prefer online (Paypal/Venmo)
- ☐ I prefer physical (Cash)
- ☐ I prefer physical (Gift Card)

Powered By

**WUFOO**

by SurveyMonkey

See how easy it is to [create a form](#).