

Examples of the design options we explored for our prototypes and the reasons we discarded some

Design iteration based on research

Based on negative emotional reaction from users, the questions "Can we speak to them(organisation or person the dispute is against) before we speak to you?" has been removed. One user said this would create a panic and most likely, stop her submitting the form. One user said "this is creepy" and many others had long pause, didn't understand why this question was been asked.

Question that was removed after user testing

Based on negative emotional reaction from users, the questions "Can we speak to them(organisation or person the dispute is against) before we speak to you?" has been removed. One user said this would create a panic and most likely, stop her submitting the form. One user said "this is creepy" and many others had long pause, didn't understand why this question was been asked.

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**Can we speak to them before speaking with you?
(optional)**

If we speak to them first it can give us more time for conciliation to take place

☐ Yes ☐ No

Save and continue

We tested a version of the form without the task list pattern and had drop it as users clearly said that they preferred the version of form with the task list pattern. They said preferred the task list version because:

- they could save and come back to the form later**
- they really liked the completed tag, which stands out and users said that it gave them a sense of relief when they saw the completed tag.**
- they could see the sections that needed answering at a glance and did not have to wait through to go through all the pages, before they got visibility of all the sections. In the version with out the task list you must answer a question before moving to the next section. It can be reassuring to know all the sections in the form at a glance in the task list pattern. It helps to know what information you need to gather if you can see the sections at a glance.**

We had to discard the version with out the task list pattern

During user research we found users liked to see all the sections in the form. Without the task list pattern you must answer these before moving to the next section. It can be reassuring to know all the sections. It helps to know what information you need to gather if you know that questions.

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Provide information to start early conciliation

1. Enter your details

Your email address

COMPLETED

Your legal name

COMPLETED

Your address

COMPLETED

2. If anyone is helping you with your claim, this person will be your 'representative'. Please enter representative details if you have one

Representative's name

COMPLETED

Representative's contact details

COMPLETED

3. Enter details of who the claim is against

Organisation or person : Organisation

COMPLETED

Organisation legal name

COMPLETED

Organisation address

COMPLETED

Add another organisation or person

4. Enter details about the dispute

Reason for the dispute Wages owed or holiday pay

COMPLETED

How much money do you think you are owed?

OPTIONAL

When did you have this problem with the pay?

OPTIONAL

Why do you think you are owed this money?

OPTIONAL

Add another reason for dispute

Version with the task list pattern

Version with out the task list pattern

User were asked to test and compare, after testing both prototypes. One with the task list pattern and one without the task list pattern. Users clearly said that they preferred the version with the task list pattern.

More examples

Coming soon...