

Summary

1. User research activity in sprint 4
2. Research hypotheses and user research questions
3. Key findings
4. Anything surprising

Workstream 2 UR Team

- Ross Holloway - Lead
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User research activity in sprint4

- **9 user research sessions** - each 1 hour long
- **7 prototype usability tests with claimants with disabilities**
 - 1 claimant with Manual dexterity issues
 - 1 claimant with DCD Dyspraxia
 - 1 claimant with Autism
 - 1 claimant with Dyslexia and short term memory
 - 1 claimant with Asperger's
 - 1 claimant with Phobia of being in photos
 - 1 claimant with Dyscalculia, dyspraxia
- **1 prototype usability tests professional representative**
 - An Advice Worker with Disability in Action, who works occasionally with people raising disputes with Acas
- **1 expert review with an Early Conciliation Support Officer**
 - An Advice Worker with Disability in Action, who works occasionally with people raising disputes with Acas



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Key questions and topics from user testing in Sprint 4

1. Question: Does the design work for users with different disabilities and accessibility needs?

- Can these users navigate through the journey and successfully complete tasks just the same as users without disabilities or accessibility needs?
- Can these users carry out the task of accurately and complete data about their dispute that will enable automatic allocation and do so succinctly and efficiently?
- Can we help users with disabilities and/or accessibility needs provide the data that can help Acas carry out Early Conciliation?
- Are there any particular challenges with using this prototype faced by this set of individuals?
- Are there any behaviours or reactions that are different and/or notable when testing with this set of users?



Key questions and topics from user testing in Sprint 4

2. Question: Can we allow users to provide more complete information without encroaching on their legal right to make a notification providing only the minimum set of legally prescribed data?

- Can we make it clear where parts of the form are optional without either confusing users, misleading them that we do not want this information that we would ideally like them to provide, while at the same time not unethically persuading them to provide information, they would rather not?



Key questions and topics from user testing in Sprint 4

3. Hypothesis: Will moving the request to speak to the respondent be better received by users if it is moved in the journey to the point after which most users will have registered their dispute?

- Will the placement of this question cause less friction for users if they have been given an opportunity to provide accurate and complete information about their dispute?
- Do users understand why Acas would ask for this permission?
- Does the user understand that allowing Acas to contact the respondent can potentially be of to benefit them?
- Previously we have seen this question cause friction for users, and it is important that we do not place anything in the way of users raising a dispute where they feel they need to. Can we ask this question without risking users dropping out of the system?



Key questions and topics from user testing in Sprint 4

4. Hypothesis: Can the way we present input boxes and other layout elements help users provide the right amount of information so that Acas can allocate to a conciliator, and so that the conciliator has what they need for a first conversation?

- We know a pain point for conciliators is not having the right amount of information – the current form can lead to too little or too much information -, so can the elements we are trialing help users provide that 'Goldilocks' just write amount of information through framing the requests via:
 - Size of free text box of such a size to suggest providing succinct information – 1-3 short sentences or similar
 - Having a character limit appear in free text boxes
 - Using inputs other than free text boxes to request precise information



Key questions and topics from user testing in Sprint 4

5. Question: Can we present this journey to users as a linear journey without using the Task List Pattern?

- We have tested the Task List Pattern in sprints 2 and 3 and found it effective with users – this is an established GDS pattern so perhaps not surprising -, but in this sprint will do a compare and contrast.
- Do our users with disabilities and/or accessibility needs find the task list pattern a suitable way for them to complete the form?



Key questions and topics from user testing in Sprint 4

6. Question: Does the Start Page orientate users correctly for the tasks of submitting a notification for going to a tribunal and for requesting Early Conciliation with Acas?

- For Acas to help users in the best way users need to be prepared to:
 - Just obtain a certificate if that is what they have decided to do, in order to go to an employment tribunal
 - Help them have an understanding of what Early Conciliation is and have an understanding of Acas' role
 - That claimants or their representatives are prepared to engage with Early Conciliation with the aim of achieving a resolution

Key finding 1

1. Question: Does the design work for users with different disabilities and accessibility needs?

- All of our disabled users could use the prototype to complete the tasks we asked.
 - Just obtain a certificate if that is what they have decided to do, in order to go to an employment tribunal
 - Help them have an understanding of what Early Conciliation is and have an understanding of Acas' role
 - That claimants or their representatives are prepared to engage with Early Conciliation with the aim of achieving a resolution



Anything else surprising, or interesting

1. Some of the self-declared disabled users we tested with could also be reasonably considered to fall under the category **Assisted Digital**

- The user who has both dyslexia and short-term memory problems had very apparent problems with understanding what service Acas provided. For this person having a call out to the Help Line, and possibly having the form filled for them online.
- The user who had a phobia of having a photo taken of them was limited in their computer use by context – they could not have comfortably used a public use computer in a public library for example, as the library may have had security cameras and they would not have control over any cameras in the computer.
 - Also, for this user photo id or conference calling if asked to show their face would present a challenge , though not required for Early Conciliation.
 - This user in real life had progressed to a tribunal and was requesting a hearing by video, but with their camera off.



Thanks