# Examples of before and after showing how the team has responded to user research and usability testing

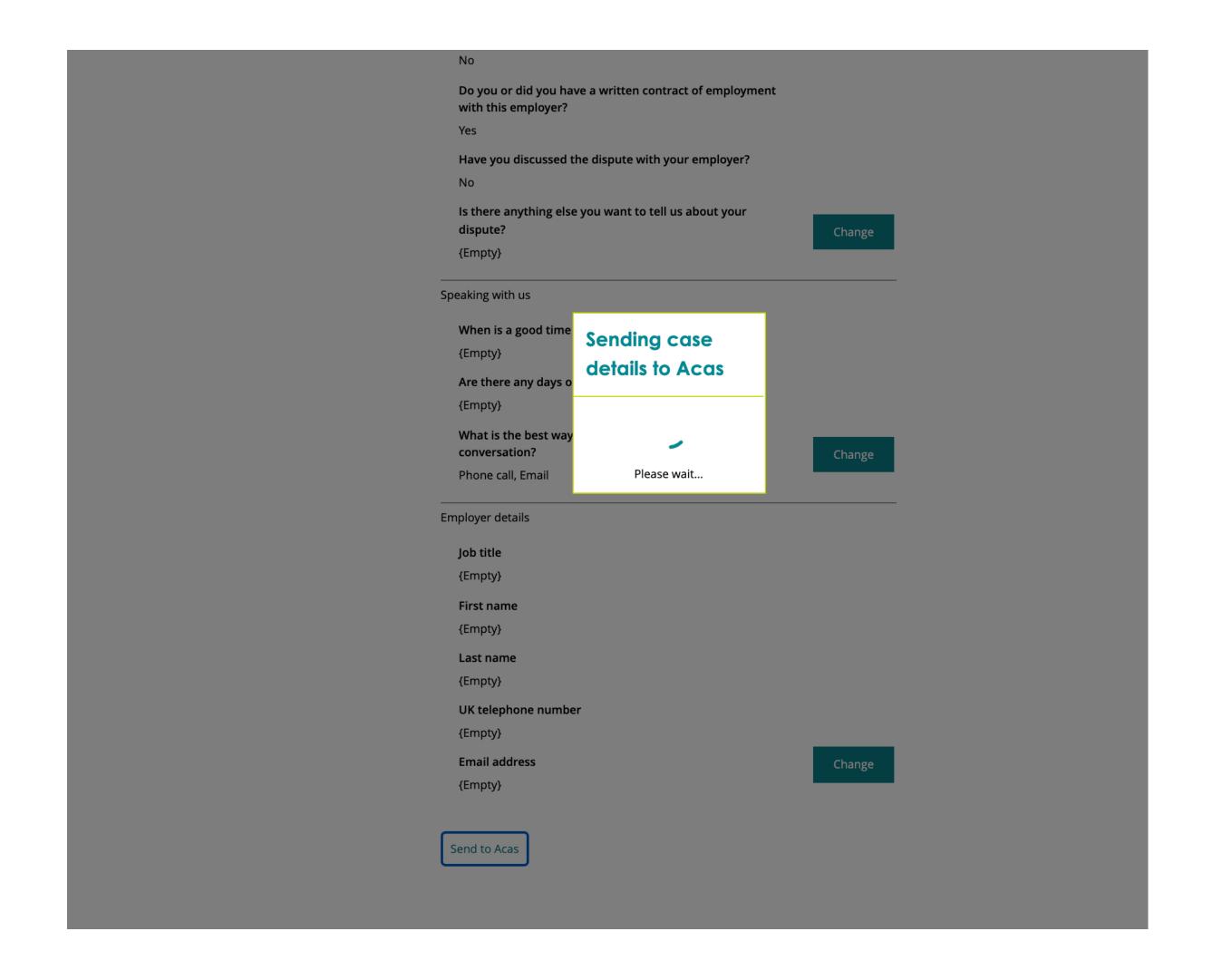
Design iteration based on research

# Problem one: Duplicate submission with incomplete data

When we spoke to early conciliation support officers and conciliators, they told us that every day, they get duplicate submissions from the same users and most of the time it is incomplete. That is, the same users were submitting the form multiple times. In fact, one of the early conciliation support offers said that on the day when we spoke to her, one user had submitted the same form 4 times. When asked how often this occurs? She said "90% of the time." When we were observing the early conciliation support officer take calls from the users, we saw first-hand how frustrated the users were when they would call in to say that they had submitted form two times, but the early conciliation support officer still did not have all the information. Then the officer had to collect the information all over again, over the phone. After the early conciliation support officer took the data from the user, she had to search for multiple incomplete entries, which the user had made, then close these cases and pick the reason as "duplicate" for closing the cases. They said the reason this was happening is that users were not sure if they had submitted the form when they were moving to form two as this confused the user.

# Before

Users were not sure if they had submitted the form when they were moving the second part of form ending up resubmitting the form end with multiple duplicate entries in the system with incomplete date





### dispute

You have now completed your early conciliation notification.

If your claim is against more than one person or organisation, you need to add information below about the first person or organisation you named in your claim.

Please answer the following questions and tell us briefly about your dispute, so that we can have an informed first conversation with you. If you answer these questions now, you will have more time to find a solution to your dispute before employment tribunal.

Anything you type here or tell us later is confidential and cannot be used at employment tribunal without your consent, as set out in section 18(7) of the Employment Tribunals Act

#### **Details for our first conversation**

Your conversation with Acas is not part of the employment tribunal process. We will only use the information you give to discuss your options with you, and we can only involve your employer in discussions if you give your permission.

Is this claim part of an existing claim?





#### What is the original claim reference number?

You will find the original acas claim reference number in the email or letter we sent confirming your original notification. The number will begin with R, for example R200000/19



## After

Now from the user's point of view there is only one form and now users can save and return to form if they want to. This was one of the recommendations in the previous assessment reports. Now, depending on what answers they give to the questions, they are taken to the relevant section of the form and only asked questions that are relevant to them.



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	

COMPLETED

COMPLETED

COMPLETED

COMPLETED

COMPLETED

COMPLETED

COMPLETED

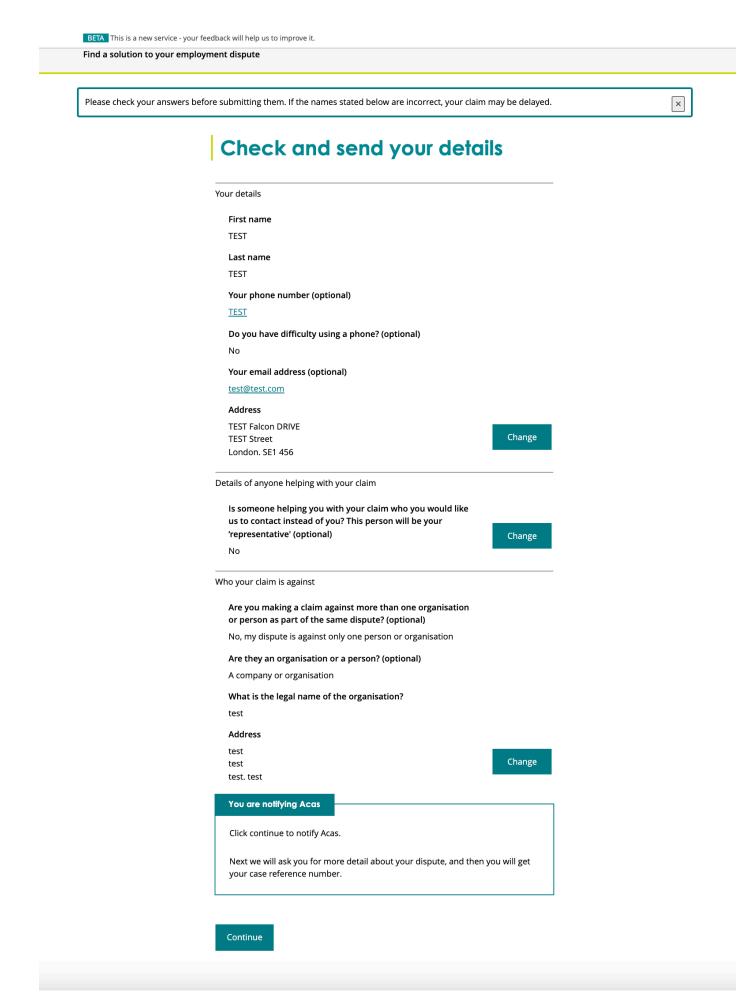
COMPLETED

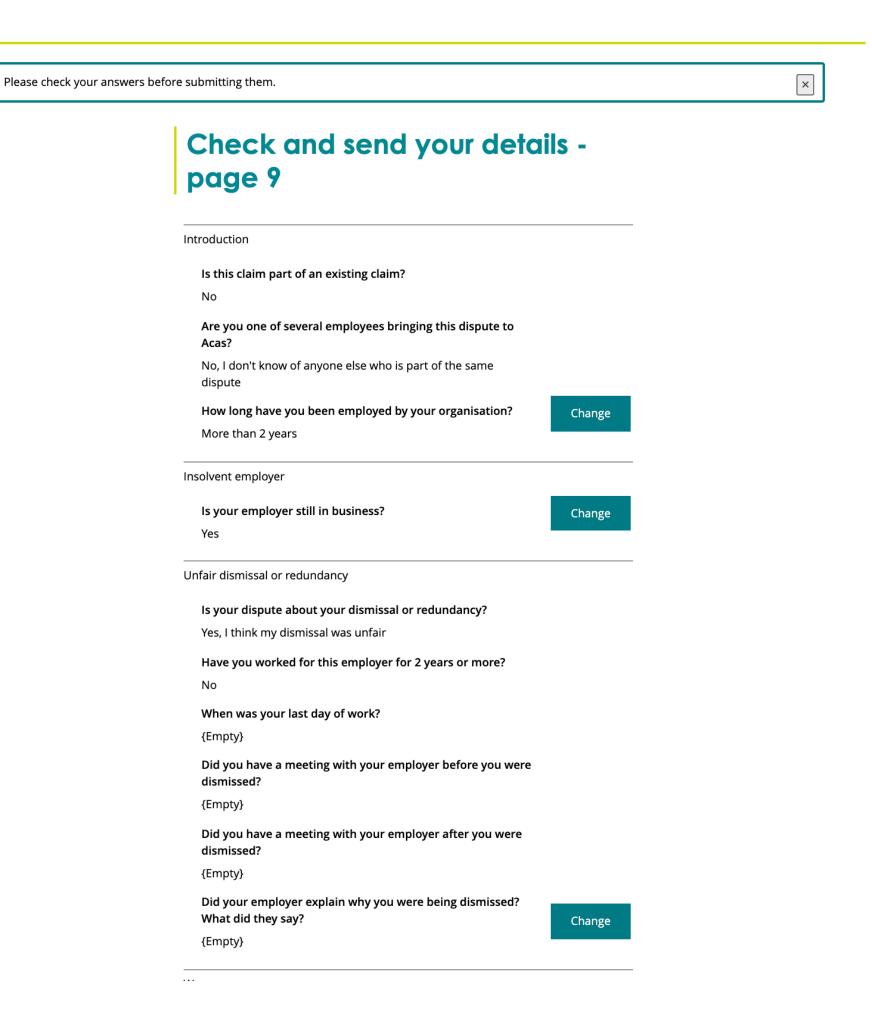
# Problem two: Form is take to long to review and submit form

Another problem was that the users said that they would stop midway while filling the form and be put off by how long the form was. One user said that she was put off for a week.

# Before

Users could not make changes individuals items by clicking on change. If they clicked on change they would end up having to go through the all the questions again. Plus they would have to go through two check my answers pages and the before they reached the second check my answers page, they would need to go through and additional 8 pages of questions after the first check my answers page.





# After

Now we are using GDS check my answers pattern to where users can make changes to the individual items in the form and return the check my answers page with having to go through all the questions in the form all over again. Additionally, now instead of asking yes or no to all the reasons for the dispute, we ask the user to select the reason for the dispute and only ask questions relevant to the reason. For example, if the reason for the dispute is "Wages or holiday pay" the user is asked only 3 questions instead of 11(3 in form one + 8 in form two) pages of questions, as is on the current form.

< Back

#### **Check your answers**

#### Your details

Your email name	sunilkathare@gmail.com	Change
Your legal name	Sunil Kathare	Change
Your address	Flat 68, Falcon Point Hopton Street London SE1 9JB	Change

#### Organisations or persons the claim is against

Organisations or persons	Organisation	Change
Name	JOHN LEWIS PLC	Change
Address	Flat 68, Falcon Point Hopton Street London SE1 9JB	Change

#### Now send your application

By submitting this you are confirming that, to the best of your knowledge, the details you are providing are correct.

Accept and send

	answers	
Your personal details		
Email address	sunilkathare@gmail.com	
Your legal name	Sunil Kathare	
Your address	Flat 68, Falcon Point Hopton Street London SE1 9JB	
Representaive detail	s	
Representaive name	Sunil Kathare	
Email	sunilkathare@gmail.com	
Phone	07545968480	
		<u> </u>
	sons the claim is against Organisation	
Organisations or persons	_	
Organisations or persons Name	Organisation	
Organisations or persons Name Address	Organisation  JOHN LEWIS PLC  Flat 68, Falcon Point Hopton Street London	
Organisations or persons Name Address  Case details	Organisation  JOHN LEWIS PLC  Flat 68, Falcon Point Hopton Street London	
Organisations or persons  Name  Address  Case details  Reason for dispute  How much money do you	Organisation  JOHN LEWIS PLC  Flat 68, Falcon Point Hopton Street London SE1 9JB	
Organisations or persons Organisations or persons Name Address  Case details Reason for dispute How much money do you think you are owed? When did you have this problem with the pay?	Organisation  JOHN LEWIS PLC  Flat 68, Falcon Point Hopton Street London SE1 9JB  Wages owed or holiday pay	

# Example of content changes based in user testing

We made many changes to content based on feedback from users after every user testing session.

# Before

This was the first version which tried under the question "Would you like to try the free early conciliation service?"

#### Early conciliation is:

- is quicker usually a maximum of 6 weeks compared to up to 1 year's wait for an employment tribunal
- is easier you can arrange calls or emails with your conciliator around your day
- is less stressful you do not have to speak with the employer directly as your conciliator can speak with you both separately
- is more flexible it gives a wider range of options for resolving the issue
- gives you more control over the outcomes you can agree with the employer

## After

Based feedback from professional representative we added warning "If early conciliation is not successful you can still go to the employment tribunal." to "Why try early conciliation?" under "Would you like to try the free early conciliation service?" question. We also add "It is free" as representative said that was the first thing claimants asked and it is very useful repeat it.

< Back

# Would you like to try the free early conciliation service?

No, I want the certificate to go the employment tribunal

# Why try early conciliation? it is free it is more flexible - it gives a wider range of options for resolving the issue it is quicker - usually a maximum of 6 weeks compared to up to 1 year's wait for an employment tribunal it is easier - you can arrange calls or emails with your conciliator aorund your day it is less stressful - you do not have to speak with the employer directly as your conciliator can speak with you both separately it gives you more control over the outcomes you can agree the employer If early conciliation is not successful you can still go to the employment tribunal.

Based feedback from professional representative we added warning "If early conciliation is not successful you can still go to the employment tribunal." to "Why try early conciliation?" under "Would you like to try the free early conciliation service?" question. We also add ' It is free" as representative said that was the first thing claimants asked and it is very useful repeat it. We also moved the"it is flexible as they said it was very useful for users to know that.

