

## **Complexity index**



The complexity index is a weighted composite of the individual scores below. Higher scores are more complex. The average form scores about 18.

# Estimated form completion time +

We estimate time to answer by considering field length, number of fields, the classification of the expected answer type for each field into one of slot-in, gathered, third-party or "created". See How we created our score.



### Suggestions

How to write good questions for forms and guided interviews.

#### Rewrite sentences to use the active voice

Passive voice is harder for people with lower literacy levels and Englishlanguage learners to understand. Try to rewrite these sentences to use the active voice.

- P. 8.1 The affiant in this action states that the defendant's residential address was verified within three months prior to the commencement of this action by at least one of the following three methods, as indicated below (check 1, 2 or 3): 1.
- Such other verification from defendant was obtained as follows: Date of this verification: 2.
- Letter sent by first-class mail to that address for the defendant that has not been returned to sender by the postal service, AND verifying the same address as current using a paid subscriberbased commercial online database AND: A municipal record, such as a street list or tax records, namely: OR A state motor vehicle registry record, namely: Neither a municipal record nor a state motor vehicle registry record is available.
- If any database or municipal or state record used shows more than one address for the defendant during the last 12 months, the basis for selecting the address(es) to be used for service is: Date of this verification: The affiant also states that the documents reflecting the verification method(s) indicated above are attached to this affidavit.
- If any database or municipal or state record used shows more than one address for the defendant during the last 12 months, the basis for selecting the address(es) to be used for service is: Date of this verification: The affiant also states that the documents reflecting the verification method(s) indicated above are attached to this

 $\checkmark$ 

affidavit.

#### Use simpler phrases and words

These phrases and words use complex phrasing or legal jargon. Try rewriting them to use the simpler replacement phrases we list below.

We refer to <u>plainlanguage.gov</u>'s list of common complex words and simple replacements. Apply judgement and read the words in context to make sure the replacements still make sense.

Original sentence	Revised sentence
Trial Court of Massachusetts COUNTY/COURT DIVISION PLAINTIFF DEFENDANT THIS FORM IS REQUIRED IN ALL CASES SUBJECT TO MASS.	Trial Court of Massachusetts COUNTY/COURT DIVISION PLAINTIFF DEFENDANT THIS FORM IS REQUIRED IN ALL CASES [depending on, under, keeping to] MASS.
P. 8.1 The affiant in this action states that the defendant's residential address was verified within three months prior to the commencement of this action by at least one of the following three methods, as indicated below (check 1, 2 or 3): 1.	P. 8.1 The affiant in this action states that the defendant's residential address was verified within three months before the commencement of this action by at least one of the [after, per, under] three methods, as indicated below (check 1, 2 or 3): 1.

#### Review and replace remaining difficult words

The words from your PDF below are not common English language words (they don't appear in the Dale-Chall word list). Consider replacing them with simpler words.

- correspondence
- defendant

 $\checkmark$ 

- period
- position
- affidavit
- residential
- database
- selecting
- attached
- affiant
- docket
- verified
- follows
- obtained
- action
- basis
- penalties
- perjury
- verification
- available
- vehicle
- namely
- trial
- methods
- commencement
- documents
- current
- online
- commercial
- municipal
- subscriber

- employer
- division
- receipt
- certified
- registry
- indicated
- plaintiff
- returned
- prior
- verifying
- reflecting
- cases
- required
- defendant's
- massachusetts
- using
- within

#### Reduce the number of words per page

Your form has an above average number of words per page. When there is too much text on a page, <u>litigants will read as little as 20% of the content</u>. Make sure the litigant focuses on the right information by keeping the text on each page short.

#### What we can't detect yet

This is an automated tool, and we can't detect everything that makes a form easy to use yet. Manually review your form for these good practices:

• Give priority to the fields the litigant needs to complete. Place insider information in less prominent places on your form.

 $\checkmark$ 

 $\checkmark$ 

- Use headings and whitespace to make it easy for the litigant to find important information and to group fields together.
- Don't ask questions you do not need the answer to. A <u>question</u> protocol can help. You can also <u>see what other states are doing</u> on forms with similar topics.
- Especially avoid traumatic questions that are not required or that repeat information you can get from another source.
- Consider adding a guided interview for especially complex forms that require litigant choices. Our <u>free tools</u> can help.
- If your budget and time allow, consider a <u>usability test</u>. Usability testing can be done with as few as 5 litigants and can help you identify problems with your form that are not detected by automated tools.

# **Detailed statistics**

### Percentage of difficult words +

We compare the vocabulary of this form to the 4000 most common English language words. (We use the Dale-Chall wordlist).

16.67%

### Percent passive voice +

We measure percentage of passive voice with <u>PassivePy</u>. Passive voice is harder to read than the active voice.

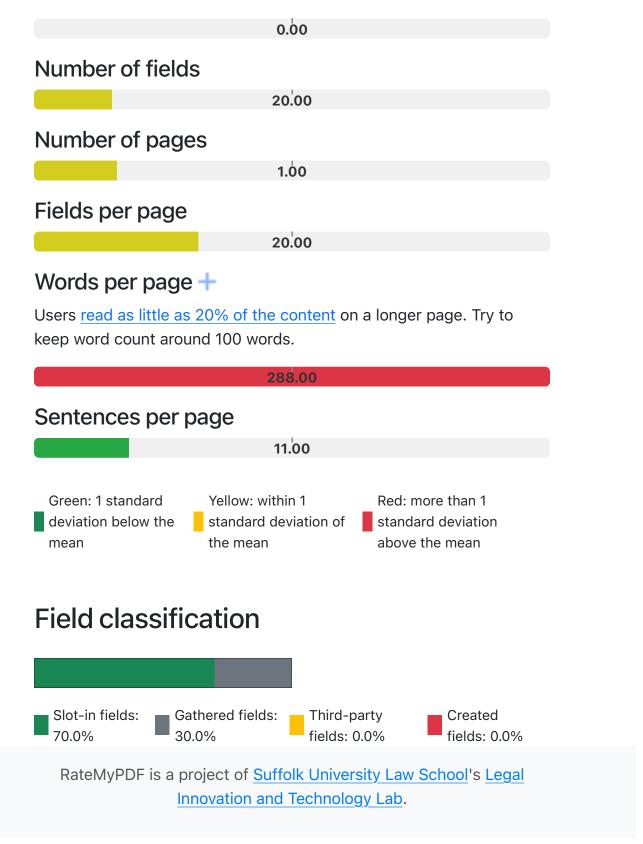
45.45%

### Reading grade level +

Reading Grade Level is an average of several scores, including Flesch-Kinkaid, Gunning-Fogg and Dale-Chall. Grade 8 means an 8th grader can read and understand most of the text. Note: this statistic is less accurate on forms than on longer narrative text but high grade level typically means a problem in your form.

### Number of legal citations +

We recommend leaving citations out of your court form. We measure citations with <u>EyeCite</u>, which often does not capture short form citations to state statutes.



#### About our score Assembly Line LIT Lab Form Explorer

Cite this website as: Quinten Steenhuis, Bryce Willey, and David Colarusso. 2023. Beyond Readability with RateMyPDF: A Combined Rule-based and Machine Learning Approach to Improving Court Forms. In Proceedings of International Conference on Artificial Intelligence and Law (ICAIL 2023). ACM, New York, NY, USA, 10 pages. https://doi.org/10.1145/3594536.3595146 (preprint copy)

feedback please!