

An aerial photograph of a large, dense crowd of people, likely at a public event or festival. The crowd is diverse in age and appearance, with many people wearing hats and casual summer clothing. The perspective is from directly above, showing the individual people and their interactions within the group.

Shannon Salter
Chair, BC Civil Resolution Tribunal

CCAT/DoJ/CIAJ Workshop Series: User-centred design on a shoestring
November 2021

Introduction: User testing on a shoestring

- These slides describe some of the inexpensive ways we do user-centred design and testing at the BC Civil Resolution Tribunal.
- While there are some wrong ways to do user testing, there is no one right way, so these are some ideas that may or may not work for your tribunal.
- These ideas are meant to help frame the CCAT CCAT/DoJ/CIAJ Workshop on November 24, 2021, and participants are encouraged to share their own experiences, ideas, questions and best practices as well.
- Hope to see you there!

Why do User Testing?

- Mitigates risk
- Reduces access barriers
- Optimizes staff time
- Saves money
- Builds trust



Helpful Hint: Lawyers & IT people great at lots of things but ***not*** guessing user preferences

User-Testing Increases Inclusivity: CRT Examples

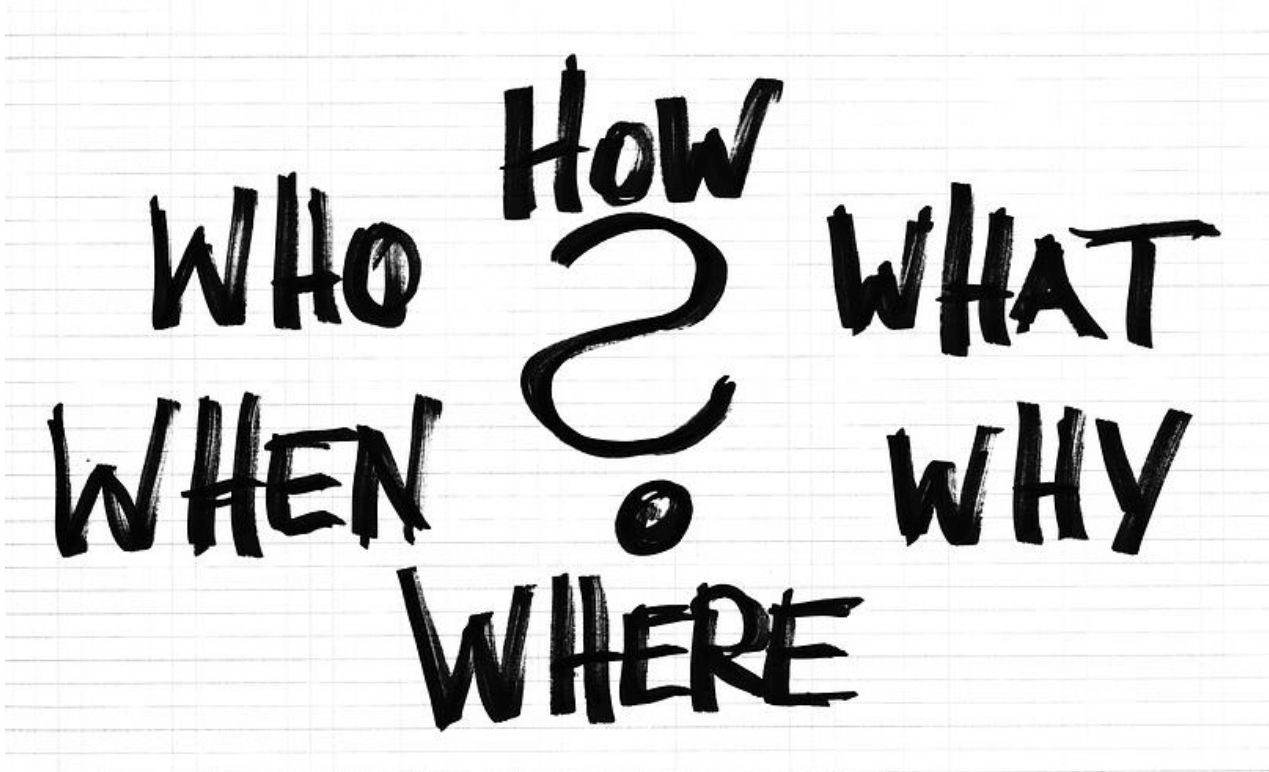


Barriers to User Testing



- Cost
- Fear of failure
- Time
- Lack of expertise
- Other?

Basics: User Testing on a Shoestring



Who?

Vulnerable Users

- Start with people with various barriers and their advocates.

General Public

- Expand to general public testing.

Legal Actors

- Finally, get input from lawyers, mediators, etc.

Beta

Don't do this the other way around. It won't work (ask me how I know)!

When?

- Before you start designing
- Before & during new feature development
- During dispute resolution process
- After process ends
- Follow-up later

What?

- Everything! Technology, but also...
 - Forms
 - Fees
 - Processes
 - Rules
 - Communication templates
 - Telephone info systems



What?



Civil Resolution Tribunal

HOW THE CRT WORKS

CRT Small Claims Rules Consultation

In the near future, the CRT will begin resolving low-value small claims



Civil Resolution Tribunal

HOW THE CRT WORKS

ABOUT THE CRT

Call for Feedback From Community & Legal Advocates



Our goal is to make the CRT as accessible as possible. That's why we're ensuring that any new CRT features, forms, or resources make things as easy as possible, even if it's difficult accessing our justice system.

We've sometimes had limited uptake in testing directly with people, so we're working on better ways to connect directly with these parties in the community and legal advocates to provide feedback with the new rules in mind. We know you work tirelessly to represent clients who are often people who experience multiple barriers to do with language, income, and other issues, among other circumstances.



Civil Resolution Tribunal

THE CRT PROCESS

ABOUT US

RESOURCES

FAQ

CONTACT US

BLOG

Public Consultation – Solution Explorer Content – August 2021



The Solution Explorer is the first step in the CRT process. It asks you a series of questions to help classify your dispute. It gives you free legal information, self-help tools, and options for what you can do about your dispute. If you can't resolve your dispute on your own, then the Solution Explorer takes you directly to the CRT application form.

As we mentioned in our June 2021 Continuous Improvement update, over the next few months our Solution Explorer team is reviewing the current content and making improvements.



We want your feedback!

We designed our Solution Explorer legal information before the CRT opened, for what we thought would be the most common civil claims in British Columbia. We consulted with the public, legal advocates, and other stakeholders at that time.

We update the Solution Explorer content regularly to make sure it is still up to date. But we'd like to hear **your** thoughts about:

- Any new topics you'd like us to add?
- Any topics you'd like us to expand or revise?
- Any other self-help tools you'd like to see in the Solution Explorer?

Solution Explorer Small Claims Beta Ends This Friday



A few months ago we invited you to try out the Solution Explorer. We've had a lot of people explore the small claims pathways and so much!

We'll be closing the Solution Explorer beta for small claims disputes that we can carefully review your feedback and make changes. The beta is back up and running as soon as possible.

(Posted on April 18, 2017 by Shannon Salter)

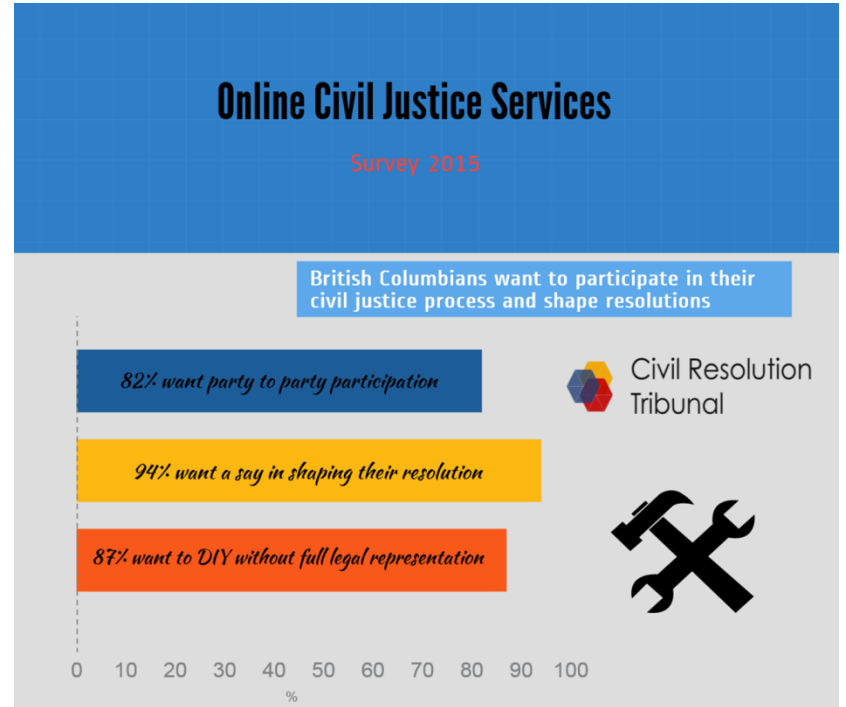
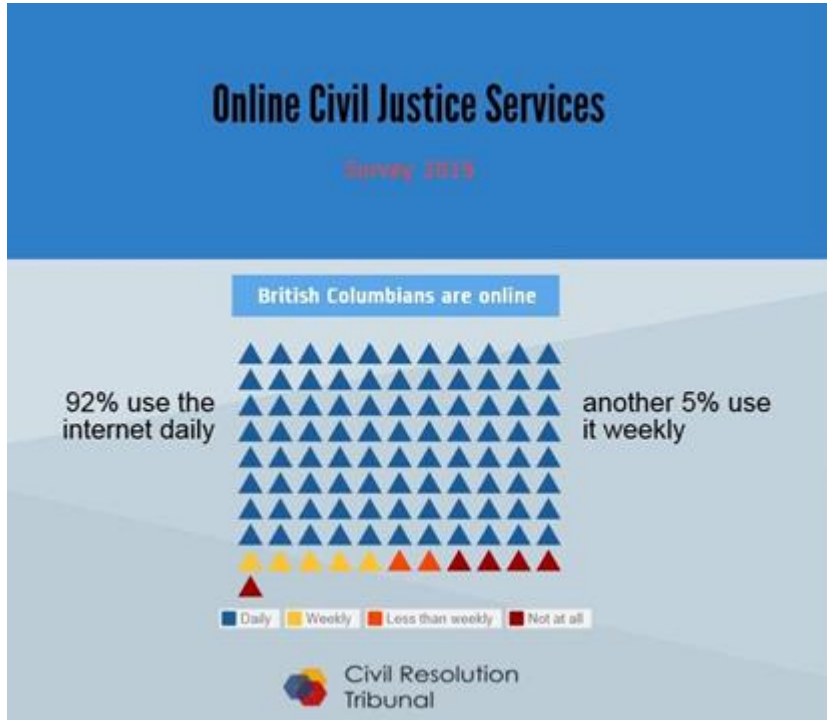


How?

- ✓ Surveys
- ✓ Interviews
- ✓ Observational testing
- ✓ Focus Groups
- ✓ A/B Testing
- ✓ Passive feedback

Let's talk about each of these, briefly...

Surveys

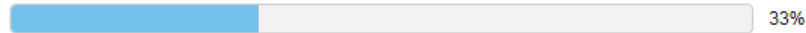


Surveys



Civil Resolution Tribunal

CRT Party Feedback



Introduction

The Civil Resolution Tribunal (CRT) is doing a survey on the service it provides. We're asking for your feedback on the CRT process, online application form, and the CRT staff.

Confidentiality and Anonymity

Your participation in this survey is completely voluntary. By completing the survey, you acknowledge and agree to the storage of survey data on servers located in the United States. However, all information provided will remain anonymous and be treated as strictly confidential. Please do not include any personal identification information (e.g. name, dispute number) on the questionnaire. Your survey response will not form part of your dispute file and any decision made by CRT is made independently by the tribunal member assigned.

Participant Satisfaction

Participant Satisfaction Survey – September 2021



The Civil Resolution Tribunal anonymously surveys people who have gone through the tribunal process. We use this feedback to improve the way we serve the public. We report the cumulative results every month on this blog.

We had 37 responses to our satisfaction survey in September 2021. We're pleased to report that participant satisfaction remains strong.

CRT Participant Satisfaction Aggregated Rates - September 2021

Professional: 94% agreed that CRT staff were professional in each interaction.

Easy to use: 86% felt the CRT's online services weren't difficult to use.

Informed: 78% agreed the CRT provided information that prepared them for dispute resolution.

Timely resolution: 75% felt their CRT dispute was handled in a timely manner.

Accessible: 86% didn't find the CRT process difficult to understand.

Fair treatment: 89% felt the CRT treated them fairly throughout the process.

75% would recommend the CRT to others.

Interviews

- Sit down with users and ask them to use website/fill out form/etc.:
 - What worked?
 - What didn't work?
 - How would you change it?
 - What do you wish we had asked you?



Observational User Testing

- Observe people using what you built (rather than asking them about it):
 - What worked?
 - What didn't?
- Look for themes
- Often more accurate than self-reporting
- Can be done through screenshare, or even on paper.



Civil Disputes

Loans and Debts

Quit

Save and exit

Your Exploration Information

42%

Access code: **cdGtWFhPC** [Email](#) [Print](#)

Information You Provided

1. I'm the borrower, or I guaranteed the loan
2. A bank, money lender, credit union, or credit card issuer loaned me the money

Additional External Resources

- > [Resolution Options Outside the Solution Explorer](#)
- > [How Can I Make my Claim with the CRT?](#)

What best describes your issue?

- I can't pay what I owe
- I don't owe the money
- I only owe some of the money
- I've already filed for bankruptcy
- I guaranteed a loan, and the borrower hasn't paid
- I have a problem with a collection agent
- I owe money on a purchase I made
- Something else

Not finding an option you were expecting? Help us improve our site and [tell us what's missing](#).

Back

Next



Inexpensive observational testing with a handful of users helped the CRT identify some really bad features in our Solution Explorer that we (lawyers and IT folks) all thought were great before testing!

Focus Groups

- Gather small groups to co-design with facilitator
- In person or remotely
- Focus on vulnerable users & their advocates first
- Outreach, flexibility & thank yous are key



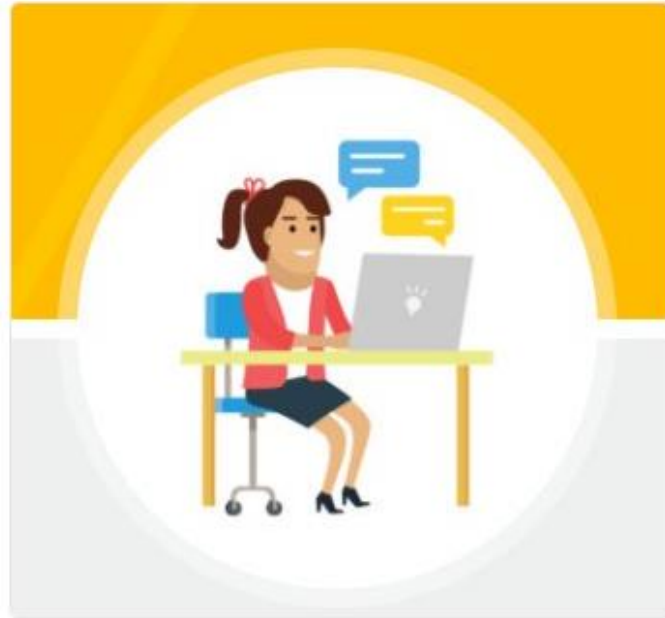
Focus Groups

You Retweeted



Shannon Salter @shannonnsalter · Jun 13

Calling community & legal advocates - let's co-design the Civil Resolution Tribunal's next steps to increase #A2J: civilresolutionbc.ca/call-feedback-...



Retweet icon followed by the number 15.

Heart icon followed by the number 10.





Application Progress

Complete these steps to apply. Unless otherwise indicated, all information entered will be shared with all people in the dispute.

Who Is Applying?

1. [Applicant](#)

Start

2. Applicant's Contact Person

What Happened?

3. Accident Details

What Do You Want?

4. Claim Types

5. Dispute-Related Expenses & Fees

6. Additional Details

Application Summary

APPLICATION FOR
Motor Vehicle Accident Injury

FEE
[CRT Fee Schedule](#)

STATUS
0 of 7 steps of application complete

This form was first co-designed with community advocates through screenshare prototype feedback sessions, and then tested with the public. This resulted in a simple, short, form.

A/B Testing



- Try different versions with different groups. Compare results.
- Or try a different version with one group. Compare to status quo.

A/B Testing: CRT Example



- The CRT is currently doing A/B testing to compare concurrent vs. consecutive exchange of evidence and submissions in a certain dispute type.
- Which one leads to:
 - Less duplicated evidence?
 - Fewer extensions?
 - Lower evidence volumes?

Passive Feedback

- 5-star ratings on webpage info
- Like/dislike buttons
- Helpful/Not helpful
- “Ask a Question”
- “Report a bug”



Suggested Resource

Rate this 

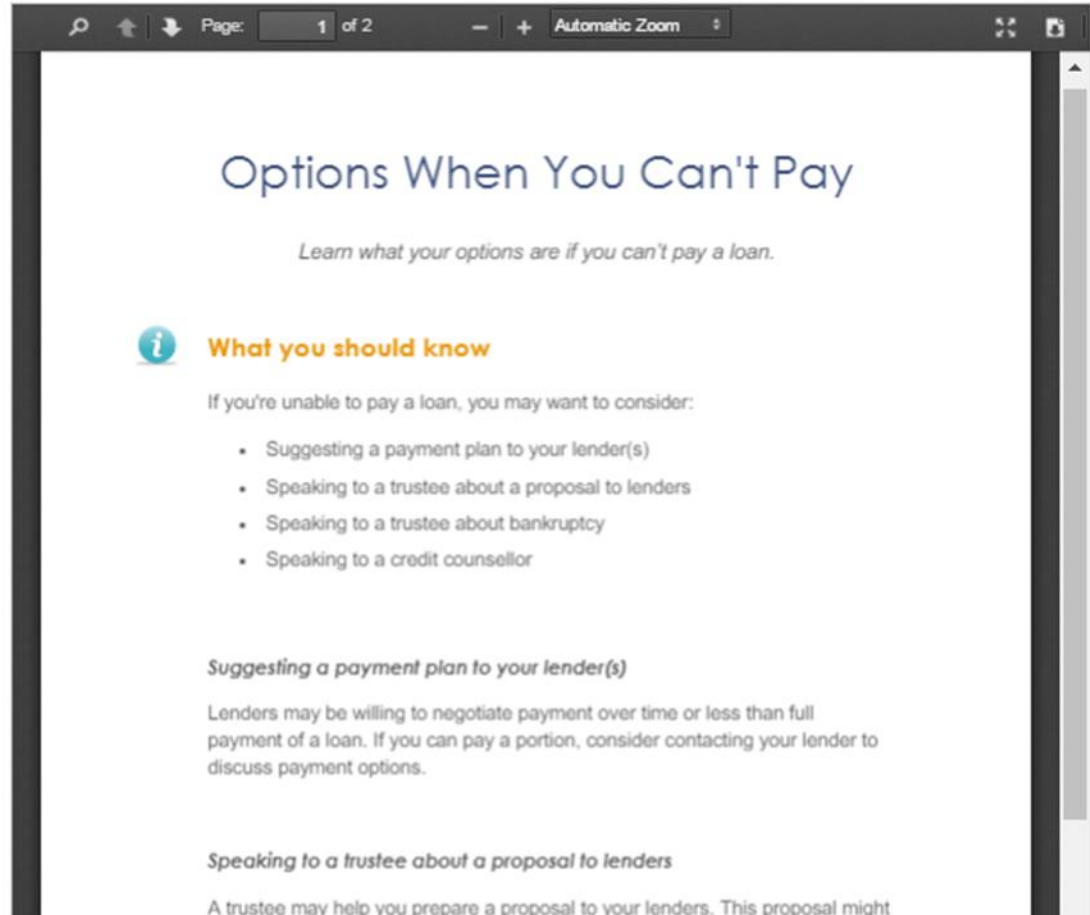
INFO: Options When You Can't Pay

Learn what your options are if you can't pay a loan.

 Email  Download  Print

 Back  Not helpful  Next 

This is a page from the CRT's Solution Explorer. The passive feedback options allow us to quickly learn if there are issues with a page that need to be addressed.



Page: 1 of 2 Automatic Zoom

Options When You Can't Pay

Learn what your options are if you can't pay a loan.

What you should know

If you're unable to pay a loan, you may want to consider:

- Suggesting a payment plan to your lender(s)
- Speaking to a trustee about a proposal to lenders
- Speaking to a trustee about bankruptcy
- Speaking to a credit counsellor

Suggesting a payment plan to your lender(s)

Lenders may be willing to negotiate payment over time or less than full payment of a loan. If you can pay a portion, consider contacting your lender to discuss payment options.

Speaking to a trustee about a proposal to lenders

A trustee may help you prepare a proposal to your lenders. This proposal might

Free/Cheap User Testing Tools



Google Analytics



grammarly



SurveyMonkey



zoom



WORDPRESS



Discussion Questions

1. Does your tribunal do user testing?
 - What do you test, and how?
 - How have you incorporated the results?
 - What has the impact been?
2. If you don't do user testing, what are the biggest obstacles? What information or resources would you need to overcome them?
3. Who are the key users of your tribunal? Which are the most vulnerable? What is the best way of reaching them to conduct user testing?
4. Which of your tribunal's processes, forms, rules, etc. do you think could benefit the most from user testing and design?

SOME THINGS IN LIFE SHOULDN'T BE HARD.

Resolve your small claims dispute
from your smartphone.



More Information

Email:

info@crtbc.ca

Twitter:

[@CivResTribunal](https://twitter.com/CivResTribunal)

[@shannonnsalter](https://twitter.com/shannonnsalter)

www.civilresolutionbc.ca

