

courtesy 

court, with support.

Alissa, Olivia, & Uma

Value Proposition: Court, with support.

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Problem: Being summoned to court can be a stressful and overwhelming process, especially when combined with a lack of resources and information. The consequences of failing to appear in court when summoned are disruptive, ranging from a fine to an arrest.

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Problem: Being summoned to court can be a stressful and overwhelming process, especially when combined with a lack of resources and information. The consequences of failing to appear in court when summoned are disruptive, ranging from a fine to an arrest.

Solution: Our app provides defendants with ways to track and confirm the logistics of their court dates (e.g. arranging transportation, legal representation, and more) to help people feel more confident leading up to their court hearing.

TODAY



1. heuristic
feedback



2. design
revisions



3. current
prototype



4. live
demo!



1. heuristic feedback

Heuristic Evaluation Overview

24 total violations of **severity 3-4**

- Number of implemented changes: 11
- Number of planned changes: 11

25 total violations of **severity 1-2**

- Number of implemented changes: 10
- Number of planned changes: 13

Most violated heuristics

- H3: User Control (5 violations)
- H4: Consistency and Standards (8 violations)
- H7: Efficiency of Use (5 violations)

H3 - User Control & Freedom

- No confirmation popup before posting to the message board
- No confirmation popup to make sure a user actually wants to make a call after clicking the “Call the courthouse” button
- No description in the signup flow of how the information collected will be used


● ○ ○

Welcome to Courtesy!


We're excited to help you get ready for court!

What's your first name?


When's your court date?

Where is your court appointment?

CONTINUE

 OR UPLOAD PICTURE OF SUMMONS

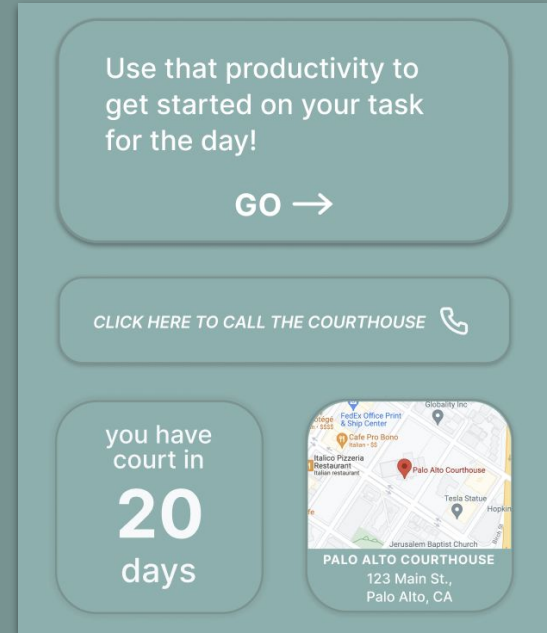
(old sign up screen)

H4 - Consistency & Standards

- Bottom nav bar confusing without labels
- No clear visual distinction between which home screen modules are clickable
- No sorting or filtering options of message board posts despite upvote/downvote ability



(old bottom nav bar)



(old home screen modules)

Other Critical Issues

- Users can't access resources related to a task after they've completed it
 - What if they want to change their plan & want to reconsider options?
- No error messages within signup flow if a user doesn't input mandatory information



2. design revisions

Design Fix: Setup Screens

Welcome to Courtesy!

We're excited to help you get ready for court!

What's your first name?

When's your court date?

Where is your court appointment?

CONTINUE

OR UPLOAD PICTURE OF SUMMONS

BEFORE



Welcome to Courtesy!

We're excited to help you get ready for court!

What's your preferred first name?

Next

Courtesy

When's your court date?

Back Next

Courtesy

What time is your court appointment?

Back Next

Courtesy

Where is your court appointment?

Back Next

Courtesy

Which of the following apply to you?

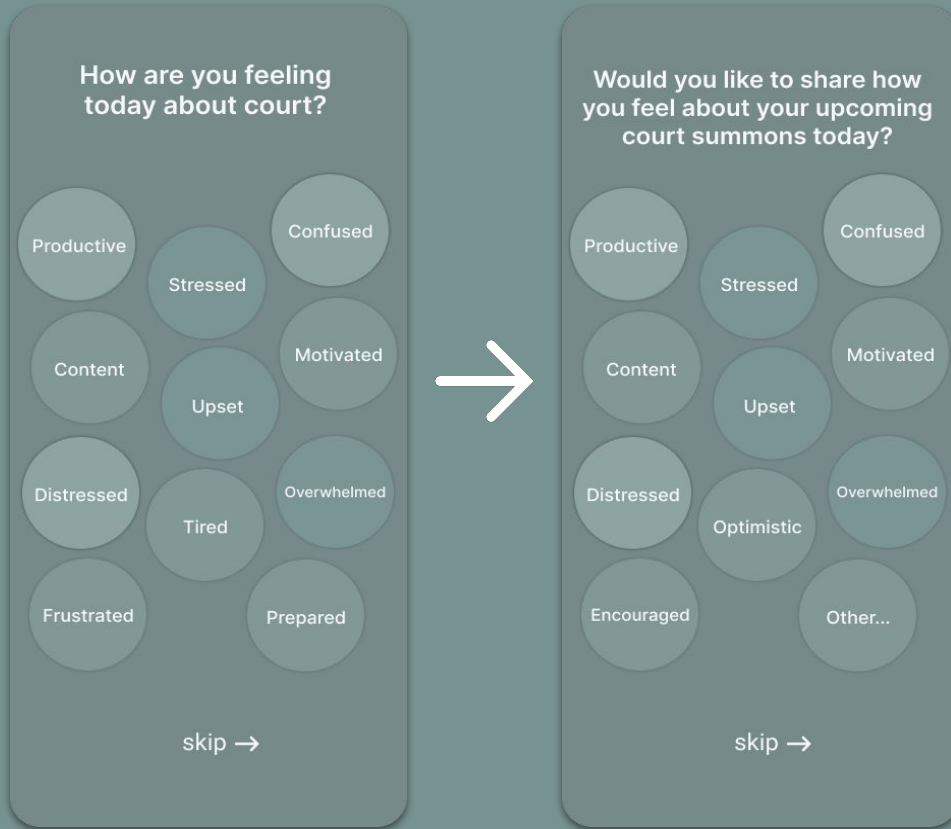
- I have children
- I have a car
- I know what legal representation I'll use

Back Submit

changes made:

- **Also asked for court time**
- **Uncurved text fields so they look less like buttons**
- **Made it so the checkboxes that are checked during setup time affect the tasks you are shown later on**
- **Split up into multiple screens for clarity and less clutter**

Design Fix: Mood Selector



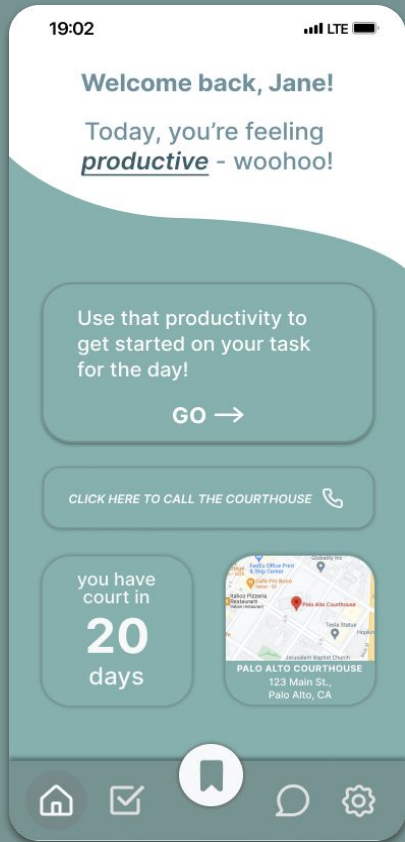
BEFORE

AFTER

changes made:

- **Adding more positive and distinct emotions**
- Rewording “How are you feeling today” to “Would you like to share...”
- Keeping selected mood for whole day
- Adding an “other” option

Design Fix: Home Screen



BEFORE



AFTER

changes made:

- **Added titles under icons**
- Got rid of drop shadows on modules that can't be clicked

Design Fix: My Plan Screen



BEFORE



AFTER

changes made:

- **Add court time**
- More clearly show the difference between done and not-done tasks for My Plan Screen
- Progress bar at the top

Planned Revisions

Home / Setup Screen:

- **Ask for permission to open the phone app**
- **Provide a popup about how user information will be used**

Message Board:

- Save user's posts to their profile
- Add options to sort posts

Tasks / My Plan

- **Add a way to clear a completed task**
- Add preliminary text that shows users what notes look like

Resources Screen

- **Flesh out the compare options page** by pointing out the best option for the user and/or allowing them to click on different bars in the graph

Make a Post Screen

- **Add confirmation page for posting**
- **Add character count limits for posts**

Misc.

- Add option for multiple court dates
- Aesthetic edits (color contrast, borders, wording, etc.)

Unaddressed Severe Violations

- Make a button that says “Change your emotion here”
 - No clean way to design this without causing clutter or redundancy (violation of H8). Various unaffiliated people said the underlining and italicizing of the mood word indicated that the mood is editable via clicking on the mood word.
- Add email option in addition to call option
 - Oftentimes there is no way to email the court— this lack of court resources and reciprocal communication is one of the big problems and causes of FTAs. So, we decided to leave the home screen as is, with just the “calling” module.

Progress Towards Usability Goals

Efficiency and Robustness: Making our app faster and less prone to errors

- Titles under icons make it faster for people to navigate to main pages
- Differentiating between buttons and non-buttons makes overall functionality much clearer
- Implementing the functionality of having different checkboxes affect the tasks one is given reduces redundancy and the possibility of being overwhelmed



3. current prototype

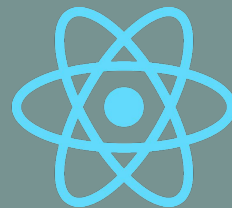
Tools Used

Design:

- Figma (exporting styles from our med-fi prototype)
- Adobe Illustrator (creating logo and images)

Implementation

- React Native (coding)
- Expo (simulating)



Implemented Tasks / Features

- Simple task done!
 - Check how many days you have remaining until court, the location, and your current court plan.
- Screens done:
 - Sign Up Flow
 - Home Screen
 - Navigation Framework
 - My Plan Page
- Conditional formatting of checkboxes → different tasks

Unimplemented Tasks / Features

- Moderate task
 - Explore options for a logistical task, and input a plan for yourself
 - Tasks page
 - Fleshing out resources pages information
- Complex task
 - Find and read other users' experiences with court and court preparation
 - Message Board Functionality
- Other
 - Settings functionality
- Reminder push notifications

Our Plan to Finish

1. Settings
2. Tasks
3. Message Board
4. Transferring Information Between Screens
5. Aesthetic Changes / Touch-ups

Wizard of Oz / Hard-coded Techniques

- Default Plans for Certain Needs (ie. "Found babysitter")
- Depending on Mood, Hard-Coded Home Screen Messages Using Dictionary
- Message board existing posts



4. live demo!

Summary

- Finished overall framework of the app
- 11+ significant changes based on heuristic evaluation, 10 more planned
- $\frac{1}{3}$ tasks complete, with scaffolding in place to finish the last 2