

Client Website User Interview

Appendix B

Scenarios for Client Users

Testers should be given the option of using the website (a) to seek information about their own problem or (b) to work on scenarios that address legal problems that often confront members of the client community. Possible scenarios are outlined below.

Regardless of the option testers select, interviewers should begin by:

1. Reiterating the objective of the exercise, i.e., to see how well the website meets users' needs and get feedback about how the website might be changed to better meet those needs.
2. Familiarizing the user with the test area, ask if they want any water, ask if they have any questions, etc.
3. Explaining that you cannot help them during the testing, because its object is to see how user friendly it is and how well it meets users' needs. Note that if they do reach an impasse, they can notify you and proceed to the next step.
4. Letting them take a few minutes to familiarize themselves with the computer and the site.

Suggested Test Scenarios

The following scenarios can provide testers with the necessary experience to assess the website usefulness and provide helpful information to grantees.

Family

You want to get a divorce. You do not feel your spouse is a threat to you. You have two children, aged 3 and 6 years old. You want custody of your children. You do not think your spouse has been an attentive parent, but feel that they might want custody as well. You own your house. You have a mortgage but no other major debts. Use the website to determine how you can obtain a divorce.

Landlord/Tenant

You have moved out of your apartment and want your security deposit back from the landlord. You left the apartment in better condition than it was when you moved in. You've called the landlord's office and asked for it but they haven't sent it. Use the website to determine what you should do.

Debt Collection

You've received a letter that says a department store is suing you to collect a \$350 debt. You don't have the money to pay this immediately, but you can pay some each month. Use the website to determine what you should do.