

Dissolution and Parenting Plan Web Site (HotDocs) Evaluation

Revised 6/2/2006

Question	Tools Used to Answer Question
To what extent does the intended audience use the Web site?	<ul style="list-style-type: none"> · Statistics (MontanaLawHelp.org, MontanaProBono.net, and NPADO)
To what extent does the intended audience like the Web site?	<ul style="list-style-type: none"> · Online Surveys · Statistics (MontanaLawHelp.org, MontanaProBono.net, and NPADO) · Usability Tests · Client Interviews · Staff Interviews
To what extent does the intended audience find the Web site useful?	<ul style="list-style-type: none"> · Online Surveys · Statistics (MontanaLawHelp.org, MontanaProBono.net, and NPADO) · Usability Tests · Client Interviews · Staff Interviews
To what extent do people feel capable of following through once the forms are completed?	<ul style="list-style-type: none"> · Online Surveys · Client Interviews · Staff Interviews
To what extent is the generation of forms faster than before?	<ul style="list-style-type: none"> · Timed Tests
To what extent are the forms accurate?	<ul style="list-style-type: none"> · Form Reviews
To what extent is there an increase in the ability of pro se litigants to pursue family law actions?	<ul style="list-style-type: none"> · Statistics (MontanaLawHelp.org, MontanaProBono.net, NPADO, and PRIME) · Online Surveys · Client Interviews · Staff Interviews · Clerk of Court Interviews
What were the costs of production?	<ul style="list-style-type: none"> · Budget Numbers

Tool Descriptions and Forms

Statistics (MontanaLawHelp.org, MontanaProBono.net, NPADO, and PRIME)

- What** Statistics collected through existing processes.
- Who**
 - Kate
- When**
 - For MontanaLawHelp.org, MontanaProBono.net, and NPADO statistics: periodically after launch.
 - For PRIME statistics: prior to completion of the LSC Final Project Report.

Online Surveys

What	Surveys completed by Web site visitors after they have answered all of the questions and before they generate their documents.
Who	<ul style="list-style-type: none">· Kate· Web Site Visitors
When	Beginning when the Web site launches.
How	Poverty Law Survey Tool
Forms	<ul style="list-style-type: none">· Dissolution and Parenting Plan Forms Feedback Survey

Dissolution and Parenting Plan Forms Feedback Survey

We need your help to make this Web site better. Please answer the following questions. Your answers are confidential.

1. What forms did you create?
 - a. Dissolution without Children
 - b. Dissolution with Children
 - c. Parenting Plan Only
 - d. I don't know.
2. How long did it take you to answer all of the questions?
 - a. Less than 30 minutes
 - b. 30 minutes – 1 hour
 - c. 1 hour – 2 hours
 - d. 2 hours – 3 hours
 - e. 3 hours – 4 hours
 - f. More than 4 hours
3. How was it to use the Web site?

Very	Easy	Hard	Very
Easy			Hard
4. How satisfied were you with the Web site?

Very	Satisfied	Somewhat	Not
Satisfied		Satisfied	Satisfied
5. How useful was the Web site?

Very	Useful	Somewhat	Not
Useful		Useful	At All
			Useful
6. Did you have any problems using this Web site?
7. What can we do to make this Web site better?

- b. I completed high school or have my GED./He or she completed high school or has a GED.
- c. I have some post high school training or education./He or she has some post-high school training or education.
- d. I have a college degree./He or she has a college degree.
- e. I have completed graduate studies or have a graduate degree./He or she has completed graduated studies or has a graduate degree.

Thank you for taking this survey. Your answers will help us make this Web site better.

Usability Testing

What	Observations of clients and staff using the Web site, followed by discussion with participants regarding their feelings about the Web site.
Who	<ul style="list-style-type: none"> · Kate · 3 clients · 2 staff members (Ellen, Amy)
When	June 13 to June 24
Notes	<ul style="list-style-type: none"> · Participants should vocalize thoughts during observation to help identify issues with the software. · Clients and staff should be part of existing cases to test the system to eliminate creation of extra work. (If not, scenarios are included below. If client participants need to use the scenarios below, reading through the list could be intimidating for low-literacy participants.)
Forms	<ul style="list-style-type: none"> · Scenarios · Usability Test User Introduction · Usability Test User Profile · Usability Test Interviewer Questions and Notes Sheet · Usability Test Interview Questions

Scenarios

Scenario 1: You live in Montana. You need a divorce. Your spouse left you over 5 years ago and now lives in Fargo, North Dakota. You have divided all of your personal property and don't have any bank accounts, personal property, or pensions. You have no bankruptcies or complicated tax issues and a small number of debts, only one of which is yours and your spouse's and on which you both are paying a small amount per month.

Scenario 2: You live in Montana. You need a divorce. You and your spouse don't get along anymore but only separated last week. Your spouse lives in an apartment across town, and you live in the house that you both own. You still need to get personal property back from your spouse, but you have divided all of your bank accounts, pensions, and so on. Neither of you have filed for a bankruptcy or have complicated tax issues, but you do have a number of debts, which you haven't agreed how to divide, but you can easily assign them to one person or the other and don't expect your spouse to complain.

Scenario 3: You live in Montana. You need a divorce. You and your spouse have lived in the same Montana apartment since your first child was born. (You and your spouse have three children together.) You need to retrieve some personal property, but otherwise, you have no debts, bank accounts or other property. You want your spouse to have supervised visitation because there is a history of violence against you. You haven't established child support yet, but you have found an attorney who will help you with the calculations. You currently receive Temporary Assistance for Needy Families (TANF).

Scenario 4: You, your children, and your spouse live in Montana. You and your spouse have lived apart for the past six months. You've decided to get a divorce, but you and your spouse both have apartments in the same building, so that the children can spend time with both parents. You don't have any debts or real property and have already divided your personal property, bank accounts, and so on. Your children are covered by the Children's Health Insurance Program (CHIP), but otherwise, you've never used any other government benefits, such as Temporary Assistance for Needy Families or foster care.

Scenario 5: You are not married but have a child, who is one year old and has lived in Montana for her entire life. The other parent isn't particularly involved, but you want to have a parenting plan just in case the other parent shows up, wants parenting time, and doesn't return the child. (The other parent lives a few towns over with his/her parents and has threatened to do this.) You've already established child support and get paid \$54.00/month. You don't want supervised visitation, but you want the times and dates that the other parent can take the child to be explicitly laid out.

Scenario 6: You are not married but have three children, who are minors and have lived in Montana for their entire lives. The other parent is good-hearted but a little disorganized and shows up whenever to visit the kids. You know that without a parenting plan, you can't prevent the other parent from taking the kids (because as parents you both have equal rights to have the kids with you) no matter how disruptive or unsettling the other parent's unannounced appearances are. The children love spending time with the other parent, and you want the children to develop a good relationship with the other parent; however, they are beginning to behave badly and you expect that it is associated with the other parent's impromptu visits. You want the children's time with the other parent to be generous, regular, and at specific times.

Usability Test User Introduction

Hello, I work for Montana Legal Services Association. We have a Web site that allows people to create forms for dissolutions and parenting plans. To make sure that this Web site serves those who need help, we are looking for people to test the Web site and tell us what they think about it.

To use the Web site, people need experience using a computer and mouse. Do you have experience using a computer and mouse? (User Response: Yes-Continue; No-Stop)

Would you be willing to test our Web site and tell us what you think about it? It will take up to two hours to test the Web site and another thirty minutes to provide some more information. Your feedback would help us make sure that the Web site meets the needs of community members as much as possible. Your answers are confidential. It is perfectly okay if you don't

3. If so, how fast did s/he do each task? Is that fast enough to satisfy him/her?
4. Where did s/he stumble? What problems did s/he have? Where did s/he get confused?
5. What words, help, or options do s/he look for that are not now on the site?

Usability Test Interview Questions

1. Participant Number:
2. Date

Thank you for participating in our testing. Now I want to know what you thought about the Web site. Particularly, I want to know what problems you had. We need to fix those problems so that others don't have the same problems.

3. Did you like the Web site? Why or why not?
4. Was the Web site clearly organized? Why or why not?
5. Was the Web site easy to use? Why or why not?
6. Were the words that the Web site used clear to you? Why or why not?
7. Were you able to answer all of the questions? If no, what did you have trouble with? What would have helped you?
8. Was the help on the Web site useful? Why or why not? What would have made it more helpful?
9. What did you like most about the Web site? Why?
10. What didn't you like about the Web site? Why?
11. Do you have any suggestions for improving the Web site?
12. Would you use this Web site again? Why or why not?
13. Will you tell others about the Web site so that they can use it? Why or why not?

Client and Staff Interviews

What	Interviews with clients and staff members regarding their feelings about the Web site.
Who	<ul style="list-style-type: none"> · Kate · 5 clients · 3 staff members (Tara, Sheri, Steven)

- When** Beginning when the Web site launch.
Forms · Client Interview Questions
· Staff Interview Questions

Client Interview Questions

1. Interviewer

2. Date

Thank you for taking the time to speak with me. This interview will take about fifteen minutes. The purpose of this interview is to help me learn more about your experiences using our Web site. Your suggestions will help us improve it. Your answers are confidential.

3. How did you learn about the Web site?

4. Where did you use the Web site?

5. Why did you use the Web site?

6. How was it to use the Web site? (Rate 1 to 4 with 4 being extremely easy and 1 being extremely difficult.)

1 2 3 4

7. How satisfied were you with the Web site? (Rate 1 to 4 with 4 being extremely satisfied and 1 being extremely unsatisfied.)

1 2 3 4

8. How useful was the Web site? (Rate 1 to 4 with 4 being extremely useful and 1 being not at all useful.)

1 2 3 4

9. Were you able to answer all of the questions? If no, what did you have trouble with? What would have helped you?

10. Were you able to generate documents? If no, what did you have trouble with? What would have helped you?

11. How long did it take you to create the forms? Was this too long?

12. Was the help on the Web site useful? Why or why not? What would have made it more helpful?

13. Do you now know what needs to be done to file for a dissolution or parenting plan?

14. What did you like most about the Web site? Why?

15. What didn't you like about the Web site? Why?
16. Do you have any suggestions for improving the Web site?
17. Do you think that you will use this Web site again or tell others about the Web site so that they can use it? Why or why not?

Staff Interview Questions

1. Interviewer

2. Date

Thank you for taking the time to speak with me. This interview will take about fifteen minutes. The purpose of this interview is to help me learn more about your experiences using our Web site. Your suggestions will help us improve it. Your answers are confidential.

3. How was it to use the Web site? (Rate 1 to 4 with 4 being extremely easy and 1 being extremely difficult.)

1 2 3 4

4. How satisfied were you with the Web site? (Rate 1 to 4 with 4 being extremely satisfied and 1 being extremely unsatisfied.)

1 2 3 4

5. How useful was the Web site? (Rate 1 to 4 with 4 being extremely useful and 1 being not at all useful.)

1 2 3 4

6. Were you able to answer all of the questions? If no, what did you have trouble with? What would have helped you?

7. Were you able to generate documents? If no, what did you have trouble with? What would have helped you?

8. How long did it take you to create the forms? Was this too long?

9. Was the help on the Web site useful and accurate? Why or why not? What would have made it more helpful? What was inaccurate?

10. What did you like most about the Web site? Why?

11. What didn't you like about the Web site? Why?

12. Do you have any suggestions for improving the Web site?

13. Do you think that you will use this Web site again or tell others about the Web site so that they can use it? Why or why not?

Timed Tests

What A comparison of how long it take staff to complete the paper-based forms with how long it takes staff to complete the Web-based forms.

Who · Kate
· 2 staff members (Sheri, Lisa)

When Prior to completion of the LSC Final Report

Form Reviews

What Reviews of at least ten forms to ascertain legal accuracy and quality of forms produced.

Who · 2 attorneys (Alison, Curt)

When Prior to completion of the LSC Final Report

Notes Review of these documents will ideally be part of the existing review duties in order eliminate the creation of extra work.

Forms · Form Review Survey

Form Review Survey

1. Reviewer Name
2. Date
3. Did the client complete all of the necessary questions?
Yes No
4. Does it appear that client understood the questions and gave appropriate answers? (Rate 1 to 4 with 4 being completely understood and 1 being didn't understand at all.)
1 2 3 4
5. Did the client complete the questions consistently? (Rate 1 to 4 with 4being completely consistent and 1 being extremely inconsistent.)
1 2 3 4
6. Would you feel comfortable letting a client file these papers with the court? (Rate 1 to 4 with 4 being completely comfortable and 1 being extremely uncomfortable.)
1 2 3 4

Budget Numbers

What Compilation of the costs of implementation.

Who · Kate

When · Alison/Lisa
Prior to completion of the LSC Final Report

Clerk of Court Interviews

What Interviews with Clerks of Courts regarding their feelings about the Web site.
Who · Kate
· Approximately 10 Clerks of Court chosen at random
When Beginning one month after Web site launch.
Forms · Clerk Interview Questions

Clerk Interview Questions

1. Name
2. Court
3. Interviewer
4. Date

Thank you for taking the time to speak with me. This interview will take about fifteen minutes. Your answers will help us improve the Dissolution and Parenting Plan Web site. Your answers are confidential.

5. Are you aware of the Dissolution and Parenting Plan Web site?
6. Have you looked at the Web site?
Yes No
 - a. What do you think of the Web site?
 - b. Is the information clear?
 - c. Is it helpful for you?
 - d. Is it helpful for the public?
7. Have you directed members of the public to the Web site? Why or why not?
8. Have you heard any comments from the public regarding the Web site? What have you heard?
9. Have people filed forms that came from the Web site?
Yes No
 - a. Approximately how many people have used the forms?

- b. Do you have administrative data that tracks the number of pro se filers?
- c. Has their ability to proceed with the case been different than other pro se litigants?
- d. Have the documents been easier or harder for you to process than those prepared in other ways?
- e. Have you taken more or less time working with these forms than those prepared in other ways?
- f. Have you had to return for additional data more or less forms?
- g. Do you have any information on whether cases involving these forms are easier or harder for judges to work with and/or whether the cases take more or less time in court?