



A Usability Analysis of King County Superior Court Website

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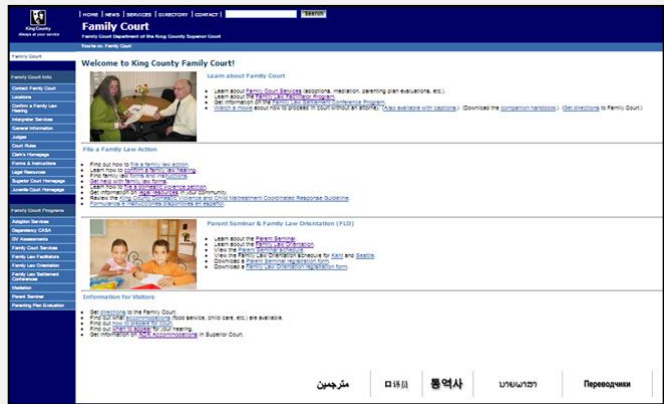
Problem

- Local courts noticed an increase in 'pro se' or self-represented litigation.
- Judges and administration commissioned a study to design the delivery of web-based information to better suit these users.

Methodology

- Mapping of the website & plotting of user journeys for multiple areas.
- Comparative analysis to examine multiple court systems.
- In person Usability tests to provide specific feedback on tasks including eviction, divorce, and juvenile justice.

BEFORE



AFTER



Recommendations

- Allow users to conduct tasks in fewer steps.
- Avoid duplications and make navigation clear.
- Create information hierarchies to facilitate organization.
- Create a Spanish resource page.
- Group resources by user.
- Prioritize urgent information.

Impact

- Court proceedings are streamlined, resulting in cost savings.
- Low income families have better ability to provide effective defense in court.
- Non-criminal cases achieve faster resolutions.
- Victims are encouraged to seek help quickly.
- Use of automated processes increases.



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