A Usability Analysis of King County Superior Court Website
Study by Katherine Hagan
Master of Science in Information Management Candidate 2013

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.

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.

k8hagan@uw.edu