

User Centered Evaluation of EQUALS, a Rule-based Legal Decision-aid

Padmaja Sasidharan¹, Claire Henderson¹, Graeme
Lockwood¹, Jeroen Keppens¹, Andrew JI Jones¹, Elaine
Brohan²

¹King's College London

²Adelphi Values, Adelphi Mill, Bollington, Cheshire

December 12, 2013

Overview

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

- Introduction
- Equals Legal Decision-aid
- Validation and Evaluation
- Conclusion

Introduction

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal Decision-aid

Motivation

Prototypes

Validation and Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

- Rule-based legal decision-aids
- Structured and well-defined statutes
- Legal advice
- Potential of such legal decision-aids when deployed

Equals Legal Decision-aid

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal Decision-aid

Motivation

Prototypes

Validation and Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

Objective

Decision support system

Domain

Mental health care

Advice

Employment

Equality Act 2010

- Disabled?
- Discriminated against?
- Entitled to reasonable adjustments?

Motivation

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

Why would people with mental health conditions need such a decision support system?

- Financial barriers
- Lack of knowledge about the legislation
- Fail to talk to lawyers
 - anticipating stigma and discrimination
 - assuming that their case will not be successful

EQUALS Legal Decision-aid's Prototypes

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

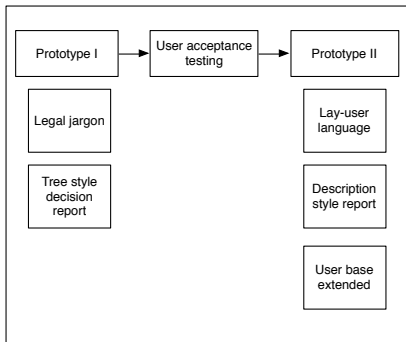
Focus Group

Noise

Conclusion

■ Decision-aid's Tasks

- ask questions
- find out whether the user has a possible claim to make under the Equality Act 2010
- generate an advice



Validation and Evaluation

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

- Validation
 - Case-law
 - Domain-expert
- User Acceptance Testing
 - 2 Rounds of tests
 - 11 participants (7 shared between Test-I and Test-II)
- Data
 - Video screen captures
 - Paper-based feedback questionnaires
 - Participants were interviewed by a mental health clinical researcher
- Focus group
 - Vocational health advisers
 - Occupational health physicians

Evaluation Criteria

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

Potential

- usability
- can the decision-aid help users learn about a legislation and make decisions relating to the legislation?

Feasibility

- whether lay-users would use it?
- if they would, how they would be affected by the decision-aid?

Usability

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation
Prototypes

Validation and
Evaluation

Evaluation Criteria
**Usability and
Feasibility**
Focus Group
Noise

Conclusion

- Easy, Quick, Relevant
- Benefit
- Recommendable and helpful

Usability

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

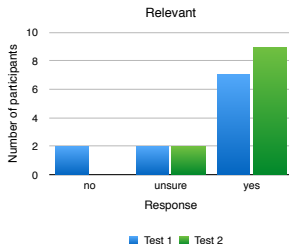
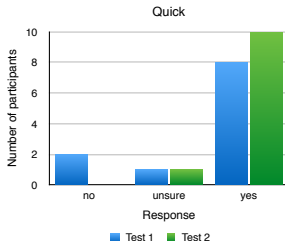
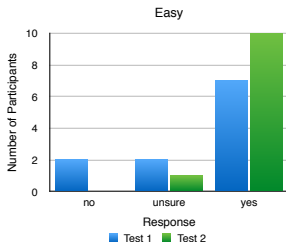
Usability and
Feasibility

Focus Group

Noise

Conclusion

■ Easy, Quick, Relevant



EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

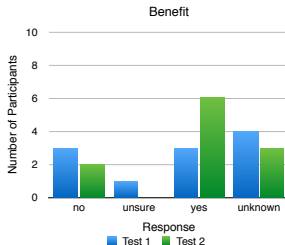
Focus Group

Noise

Conclusion

■ Benefit

- people who appeared as those who prefer to talk, and therefore preferred to talk to a human expert
- people who had a lot of problems to discuss, and therefore thought that the decision-aid did not collect all relevant information
- people who would never want to deal with legal proceedings



EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

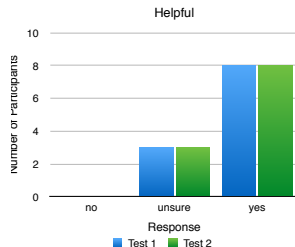
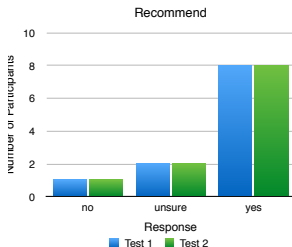
Focus Group

Noise

Conclusion

■ Recommendable and helpful

- provided information on the Equality Act 2010, which they did not know about before
- helped the participants to consider themselves as disabled because of their mental health conditions, and therefore informing them that they could be entitled for reasonable adjustments



Feasibility

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

■ Emotional stress

- In Test-I, Participant J had to take a break from using the decision-aid but resumed the session after a short break
- In Test-II, Participant J complained that (s)he found the decision-aid to be upsetting and that it wound him/her up.

■ Complete disagreement

- Participant 4 claimed the decision-aid as unnecessary and (s)he does not accept the Act labelling a person as disabled.

“ I have a medical condition which is completely separate to a mental health; Equality Act 2010, some of it itself is discriminative ”

Focus Group

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal Decision-aid

Motivation

Prototypes

Validation and Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

- Vocational advisers
- Occupational health physicians
- Positive aspects of deploying the decision-aid:
 - the web-based decision-aid could encourage people to take the next-step - seeking legal advice or open up communication with employer.
 - professionals will benefit from the decision-aid, when seeking advice for their clients
- They confirmed some adverse outcomes of deploying the decision-aid such as
 - the decision-aid could put people off requesting adjustments if they are not protected by the Equality Act 2010, though some employers might provide adjustments irrespective of that,
 - users could interpret the advice as actual legal advice

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

- Misinterpreted questions
- Trust
- Emotionally stressful
- Enough information

Conclusion

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

- Equals Legal Decision-aid
- Potential and Feasibility
- Domains where legal decision-aids could be useful
- Legal language

EQUALS

Padmaja
Sasidharan

Introduction

Equals Legal
Decision-aid

Motivation

Prototypes

Validation and
Evaluation

Evaluation Criteria

Usability and
Feasibility

Focus Group

Noise

Conclusion

Thank you.