

Usability

Can your readers fill out your forms, or find the information they need?

Highly usable documents are:

- as short as possible
- intuitively ordered, from the reader's perspective
- predictable

They:

- avoid cross-references and complex tables
- follow readability "real estate" guidelines
- use columns
- chunk text, using subheads
- are field tested with typical users to find the weak spots

Visual Accessibility

Certain design features help people read more easily. Here are terms you'll need to know:

Serif **Sans Serif** **Text Enhancement**
 a a Underline *Italics* **Bold**
Reverse Text ~~Strikeout~~

Case
 lower case ALL CAPS **White Space**
 Title Case Sentence case Justification
 SMALL CAPS Kerning K e r n i n g
 Leading Leading
 Leading

Chunking

Should I use mediation?
 Mediation is a non-adversarial, out-of-court alternative used to settle disputes. You and the other person with whom you have the dispute meet with a panel of volunteer mediators in a neutral location to discuss and attempt to resolve your dispute. If you want to use mediation, you need to contact a mediator or an agency that provides mediation services. The mediator will contact the other side and explain the process to them. If both sides agree, then a mediation session is scheduled.

VS.

What is mediation?
 Mediation is when a trained professional (a mediator) works with you and the other people in your case to find a solution without going to court.

Can I use mediation?
 Yes! In fact, this court says you must try to mediate first.

Where is the mediation?
 You will meet with the mediator in a private room in the courthouse. The mediator will meet with each side privately. Then, you will all meet together.

Readability =

- Visual Accessibility
- Usability
- Register
- Reading Interest
- Reading Persistence

Reading Interest & Reading Persistence

Interest: Capture your readers' interest right away – no preambles!

Persistence: Use navigation and intuitive ordering to keep them reading.

Tips...

- The **title** is (almost) everything. It should respond to the reader's natural question.
- Put the title in its natural **location**.
- Use highly readable fonts and meaningful graphics.

Register

The level of complexity of the words, phrases and reading grade level (RGL). Use familiar language and active voice. Examples:

- Modification → Change
- Subsequently → Then
- At the present time → Now
- The Court further orders → You must

This:

This Uniform Civil Affidavit of Indigency is an optional form for those who believe they qualify for financial relief. If the judge determines that you qualify for financial relief, the filing fee may be deferred; however it will not be forgiven. – 12th grade

Becomes:

If you cannot afford to pay the filing fees at this time, fill out this form. – 4th grade

Run a Spelling & Grammar check, to access the RGL.

Readability Statistics	
Counts	
Words	602
Characters	3050
Paragraphs	45
Sentences	26
Averages	
Sentences per Paragraph	1.2
Words per Sentence	16.3
Characters per Word	4.9
Readability	
Passive Sentences	3%
Flesch Reading Ease	43.9
Flesch-Kincaid Grade Level	11.0

OK