Christian Keller, Noah Crowe, Elizabeth Brightwell

For this set of tests we were able to get a variety of testers. We had college students, high schoolers, an adult, and a 3rd grader. We wanted to have a mixed set of experiences and knowledge, which these testers provided us. We tested on different platforms to ensure nothing went unnoticed. Our questions were as follows; “When was the center opened? Where is the suicide hotline link? What is the address of the Shenandoah location? What is outpatient therapy? What are the Red Oak hours? Who is Stephanie Gray? What is the phone number for the 24/7 support line?”. We thought that these questions provided us with an appropriate overview of the website and would show any problems that would need to be addressed.

This usability test offered us lots of insight. We knew the padding on the contact page was messed up at smaller sizes, but this definitely confirmed it. The information was still easy to find, but on mobile, our contact page is not acceptable. Every other page on the phone looked as it should, with HTML and CSS still intact. Everything was centered and looked presentable, and the user didn’t have problems completing our tasks. We need to do something about the contact page though (we were thinking of a four-column layout). On the desktop computer, our site still looks as good as we want it to. All HTML and CSS are intact, and our information was easy to navigate through.

There were no problems with our homepage. The users in this test completed the task, “When was the Center opened?”, with ease. We even received a compliment about the revolving image carousel. The contact page obviously has its issues, but mostly on mobile. The Health Care Team link is still broken in our navigation bar, so we need to decide what to do with that. The resources page looks good and we didn’t come across problems with it during the usability tests. Also, our Services page looks great, and there were no issues dealing with this either. Although we’re still deciding on keeping or removing the search bar, there were no problems with our About Us page, and the layout looks nice. Lastly, our nurses page looked great also, with no problems completing the task, “Find Stephanie Gray, one of the Center’s nurses.”

Overall we now realize that our site needs some changes and the outside opinions help. Once we are able to fix the changes identified on this page, such as the health care page and the navigation bar, our website will be near completion. This is exciting seeing the progress we’ve made so far and it’s encouraging to hear praise from others that interact with our site for the first time.