The Product

NAMI Central Texas website

What is the website all about?

We offer no-cost classes and support group programs for people affected by mental illness and their loved ones as well as education and training for schools, workplaces, faith communities and neighborhoods. NAMI Austin is a vital resource for individuals and families when they need a place to turn. (Be prepared to explain what NAMI is to those who may be unfamiliar.)

Usability Goals

The objective is to evaluate how easy or difficult it is to: navigate around the NAMI website, and to find the necessary information to accomplish a number of tasks normally done on the site. The tasks are therefore primarily focused around the organization of, and discoverability of features & content on, the site.

What is being tested

The new proposed IA Mock-up
Tree test link

Problem Questions

- How do first-time and returning users engage with the site?
- Can users accomplish their primary tasks with ease?
- Are users confused and/or overwhelmed by the names/titles of classes?
    - If yes, how well is my redesign solving this issue?
    - If no, which other issues do users face?
- What recommendations can I propose to resolve these?

Hypothesis

A reorganization of the IA to users' mental models will better enable them to browse & locate what they are looking for.

Key Evaluation Measures

- Task Success or Failure
  - Are users able to accomplish the given tasks?
- Confidence
  - How confident are users that they picked the right answer?

Useful Links

https://www.nngroup.com/articles/tree-testing/
https://www.optimalworkshop.com/101/tree-testing
https://www.simplypsychology.org/likert-scale.html

Recruiting Users

Criteria: Qualify | Disqualify

Aside from seeking adult English-speaking testers (18+), we seek those who are both new & returning NAMI website users, those who identify both with and without mental health conditions, and those who know people with mental health conditions. The only conceivable disqualification is if a tester expresses any kind of hostility to, say: the NAMI organization itself, people with mental health conditions, treatment centers, etc.

04/24/2019:

Screener Questions

Given the inclusive approach, these generally don't seem to apply.

Testing Process

Test Script

Hello. My name is Emilio/David/Isabel. I'm a student in the User Experience Design Program at Austin Community College and am currently taking a research methods class that is performing a usability study to evaluate the website design of NAMI Central Texas. (Be prepared to explain what NAMI is to those who may be unfamiliar –

<mark>see very top.)</mark> We're wondering if you would be willing to participate. We would be asking you to complete some basic website navigation tasks and, in so doing, are seeking to learn more about you and your experience interacting with the website.

Please realize that this session is not about competency, so don't worry about making any mistakes. There is no such thing as a mistake in this exercise. The scenarios are both for first-time and returning website users, so feel free to explore it as you might with any website.

During the session, I request that you try to to say things aloud as much as possible, such as: what you're seeing, what you're trying to accomplish, and what you're thinking. This will help me better understand where the navigation is lacking. Don't worry about clicking any "wrong" buttons or repeating a task multiple times; I need to see and hear your honest reactions.

If you have any questions along the way, let me know.

Capturing session:

With your permission, may I record our conversation, including what happens on the screen as I follow you? This will help my analysis of emerging problems. This session serves academic purpose only, and will not be shared anyone besides my instructor, classmates, and the NAMI team.

1. I am very familiar with NAMI.

Strongly disagree   Moderately disagree   Neutral   Moderately Agree   Strongly Agree

2. How would you define your relationship to NAMI Central Texas?
   - I am living with mental health condition seeking educational opportunities
   - I am a family member of someone living with mental health condition
   - I am a community member or group seeking presentations
   - I am a donor seeking to make a donation
   - I'm a volunteer seeking to learn more about volunteer opportunities
   - I don't have this relationship.

3. Do you know anyone with a mental health condition?
   - Yes
   - No
   - I don't know

4. If your answer to previous question was "Yes," can you share what that experience is like? *Multi-line text response.*

Tree Test Tasks

1. I'm looking for a class to learn how I can support my partner with a mental illness. Where do I go?
2. My child has a mental illness, where can I find classes for parents to learn more?
3. I have a mental illness and I'm looking to gain a better understanding of my condition and journey toward recovery. Is there a class for me?
4. I'm a middle school teacher looking to help students understand mental illness. Where can I request a presentation for our assembly?
5. Where would you go to learn information about what to do in a crisis for your loved one with mental illness?
6. I'm a caregiver of someone living with a mental illness seeking a support group. Where can I find this?
7. I'm an adult living with a mental illness searching for a free support group. Is there a group for me?

Post-Scenario Questionnaire

Keeping in mind that the goal of this session was to evaluate aspects of the website's navigation, with the information available,

1. I felt very confident about my choices:

Strongly disagree   Moderately disagree   Neutral   Moderately Agree   Strongly Agree

WHY?

2. Overall, I am satisfied with the ease of completing the tasks in this scenario.

Strongly disagree   Moderately disagree   Neutral   Moderately Agree   Strongly Agree

3. I think that I would need assistance to be able to use this website.

Strongly disagree   Moderately disagree   Neutral   Moderately Agree   Strongly Agree