

Sebastian's Notes:

- Elieen
 - 14352
 - 0 Home page
 - 30 seconds
 - 1-on-1 and useful links
 - 39 secd
 - IEP 1'24 second
 - 1- Be supported
 - Not sure confuse there
 - Not IEP
 - See educational resource
 - Not clickable
 - 2- Time to talk
 - Not sure where to find info
 - Not sure where to find
 - When to helpful info through it will have more general info
 - Actionable page
 - Be supported sounds like actionable
 - Didn't think about homepage
 - Useful infor is not actionable enough
 - Didn't realize there are so many reasonable
 - Useful info is generic, many something like Topic?
 - Add it to menuse
 - 1 upcoming event , 20 seconds
 - Most recent ones
 - New letter updated
 - 1 - Tip sheets 30 second
 - 1 helpful info
 - Not sure if I see
 - Look at the other ones not sure where it will be
 - Then back to helpful info
 - Then first one
 - Very confuse by why links takes you to different urls
 - Same website looks beeter
 - 1- be supported, a time to talk - 30 seconds
 - Menu is better
 - Usually there is nothing to do on homepage, people other orgs have this idea, hence we should have all the links to menus
 - Average to hard to find info
 - Won't be able to find info on this page
 - Nothing that alludes to educations on the nav
 - There are a lot of navigation, not sure what the difference is
 - What is be supported ?

- Helpful info is under be supported
 - Cognitive load is heigh
 - Yes will be able to all info next time
- Matthew
 - 12534
 - 5 - Resource page - 1:20 minte
 - Have the content tab scrollable
 - The page is too small to use the content box
 - 1 - get 1-on-1help 12 seconds
 - 2 Tip sheets -> 10 seconds
 - 1 click upcoming events -> 4 seconds
 - 2 clicks -> 21 seconds
 - Find the task valuouse
 - Confuse?
 - No, but the content tab is dumb
 - 1-on-1 help Dropdown is superfluous
 - Not aligned and the same color on the be supported
 - What the difference between home and about us
 - Yes will be able to find info
- Brian
 - 15324
 - What service - 50 s
 - 2. Resources, and 1-on-1 help,
 - Tip sheets 30 s
 - 2 clicks,
 - 3, open tip sheets
 - Intuitive
 - Upcoming events 13 s
 - 1 licks
 - 1-on 1 meetings 31s
 - Cannot click on 1-on-1 directly
 - IEP -> 1:20 s
 - 1, one on one help
 - Type info
 - User confused the drop down
 - Didn't look at the homepage, assume the homepage is not important. Don't have good experience on homepage
 - 2 helpful resources
 - Tip sheets, but not look at other content
 - Want to find search function, but didn't see search function
 - 1 click helpful research, 20 seconds
 - Not sure what IEP was, thought someone from FA to schedule
 - Doing task
 - Think the doable, fairly easy once you understand what to find.

- Wording of the questions
- Confuse
 - Widget not loading for ad blocker
 - Would dislike it if not readable from mouse
 - For organization need reorg
 - Search box should be on top

Jonathan's notes

Joe

1. Scrolled home page, went to blog, one on one help.
 - a. Service with resources and help for parents of kids with issues
 - b. 1:40
2. "Easy"
 - a. Went right to right place
 - b. Tried to click the scrolling home page pictures
 - c. 10 seconds
3. One click, knew exactly where to go, had an easy time with new events setup
 - a. <10 seconds
4. Clicked on Helpful resources, immediately went to IEP button
 - a. Under 10 seconds
5. Found them immediately.
 - a. I didn't see them when I was looking for the IEP, I just know where to look when I need a resource
 - b. Under 10 seconds
6. Easy time
7. About us being a drop down tab under home
8. Yes

Ali

1. Didn't know he could scroll at first, rolling pictures may have confused. Found the blurb, went to blog, was ready
 - a. Got who they service, and that they provide both help and resources.
 - b. 27 seconds
2. Went straight to 1 on 1 help, found with no issues
 - a. Mentioned he would most like to call, but the other interfaces were intuitive.
 - b. 16 seconds
3. Went straight to the right place, had a very easy time with the new events layout.
 - a. <10 seconds
4. Went straight to for organizations, didnt find it
 - a. Went back to home page, then blog, then back to home page
 - b. From home page went to new families page, scrolled til he found the education resource, then found it at the top.

- c. The subject may have misheard the question, but appeared to get lucky in finding the resource.
 - d. 76 seconds
- 5. Went straight to the resources page, found tip sheets at the top.
 - a. Learned where it was from the last question, and had an easy time finding it once he knew
 - b. <10 seconds
- 6. Easy
- 7. The For Organizations tab (and generally the drop downs between the tabs)
- 8. Yes

Lena

- 1. Scrolled and read
 - a. Went to new families page from home, read all tabs
 - b. "Website where PA parents can go when their child is struggling, and they have resources and counseling for the parent and the child"
 - c. 1:02
- 2. Tried clicking the home page a few times on the carousel, but it was unlinked
 - a. Found he supported, read a bit before scrolling down.
 - b. 0:14
- 3. Went straight to events, found but did not immediately click, probably was helped by the new layout
 - a. 0:16
- 4. Straight to helpful resources
 - a. Scrolled and clicked first try
 - b. "That was very easy!"
 - c. 0:10
- 5. Went straight to helpful resources, clicked first try
 - a. 0:12
- 6. Easy
- 7. Don't like the green color
- 8. Yeah, definitely