

Video Recordings:

Eric:

https://cmu.zoom.us/rec/share/gDGK0Q8ALiQ2Qf0heSS5jGF-3P61KtZxDkRLmDig3hoYITWUvm_KRWu7GnPuBnIC.bpSwDpu8bQc_CNCE

Access Passcode: v\$@Xk7c&

Oliver:

https://cmu.zoom.us/rec/share/Sv_TezhxC-tlGAUuiZ22XaZlysi2nIJgUKwudByu9gTSyGiklRABNtjHUUz9NePm.eJFSMz6EFn_f017v

Access Passcode: &L49W^bA

Kevin:

https://cmu.zoom.us/rec/share/IXMno6ev6NgYfz48AC0hm7m19YrS9qwbx-_ma3QIHKfmaww9HdGatOnYZCk0trH1.g0nfkMSRbqhVdpcx

Access Passcode: =wTDAv9f

Sebastian Notes:

- Kevin
 - 14235
 - Q1
 - 1 click Expect, want to navigate to about page, find it under home
 - See info about them,
 - Don't think it about parent is relevant
 - Help with those families experience mental health challenges,
 - Try to connect kids with parents
 - 1 click Reach the about page again to see services
 - It is very vague , don't know
 - Maybe provide resources, click on to learn back to main page
 - 2 click, go to have embedded things immediately go to service
 - Think they have providers, didn't reach paragraph, just go to table
 - It still vague
 - 4 mins
 -
 - Q2 + 4
 - 1 click Go to be supported -> i need help so here
 - I have these resources
 - Training, services, don't need other families
 - 2 click: See the free and confidential

- Contact them, need their help
 - 3 click Talk to them go to schedule
 - 4 click them learning lab and educations, might find info
 - Why Learning Lab? Just try to find another way, then go back to for families and find learning lab, did it second time because not sure what it does first
 - **Learning lab thogut it was for children, not for parents**
 - Education: cover over and maybe the image in representative of education
 - 2 mins
 - 6 click them find the educational researches
 - 7click, find a blog might be nice to say you are leaving
 - Them jump to another platform, and find a sheet
 - 3 mins
 - Then go to terms, search for IEP
- Q3
 - 1 lick upcoming events
 - See one upcoming event , expect to see more, no look ahead
 - Not sure how to regiester, don't know where to click, looking at bottom corner, then click on the picture because notice the url in button corser is the same
 - 1:30
- Q5
 - Trying to find tip sheets , click on the ones in the home page, but want to find more, the one in the home page is very annoy, click on left it goes back
 - 1 click on sheet in home page,
 - 2 click on all post, get to the sheet section,
 - Don't know the different between blog and tip sheet , want to see
 - 2:13 s
 - 3 click: Click on and find another tip sheet, and doesn't have the one that the homepage has
 - Don't know how to access it
 - 4 clicks Then maybe a time to talk is
 - 5 click Then go to for organization resources
 - Cannot find the portal to it
 - 4:34.
 - Then realize our stories is blog, thought it would be founding stories
- **Did you find doing the task mentioned easy, hard, or just average?**
 - **Medium , the tip sheet is confusing**
 - **Expect all things should be under for families**
 - **Event is easily**
- **Are there any parts of the website that confuse you?**
 - **The information architecture is disorganized and redundant**
 - **Hard to find things, drop down menu is good for discreet way**

- Expect about us under our stories
- Do you think you will be able to find the same information next time?
 - Depending on what information it is, upcoming events are easy, but imeded inside is hard, resources are all over the place.
 - Can't tell the distinction between resources in different part
- Oliver
 - 13425
 - 1.
 - Look at home page
 - 1- about us ,
 - Maybe about us in the menu
 - Click for family
 - Thought differ from home page
 - Go back to home page
 - 2 find service provider
 - Seems to be helping child with mental health issue, geer to orgs and families
 - Could be more clear, too many words, less words and bigger fonts
 - Too many links
 - Why click be supported if I were a family
 - Some sort of support
 - Counseling
 - 2:20 s
 - 3. Upcoming event
 - 1 click ,
 - Cannot find the image
 - Then realize the image is below, thought the image will be done here the background
 - Don't see any in the button
 - 1 click zoom
 - 4. IEP
 - 1 For families, learning lab
 - Can't find education, then not here
 - Think learning lab is for children
 - Then confused is not appear until hover,
 - Not hovering see images, and images means many things
 - Image for education also for works
 - Webinar clear can see it in image
 - 1 assume education, then find IEP
 - 1:01
 - 2. Schedule event
 - 1 click, be supported
 - Not sure which one to click
 - Not sure the difference between the four tabs

- Be names something else, can combine all four abs
 - 30 seconds
 - 5 tip sheet
 - Go through each tab and can't find it,
 - 1 click, resources, think it's for organizations
 - Hesitant to find it
 - 1 click, for families,
 - 1 click, terms and crynos
 - 1 click, to home page
 - Expect to see a tip sheet page
 - 1 click, stay connect and get involved, it's unclear, not sure what the page does
 - 1 click, our stories
 - 1 click, advice
 - 1 click ,
 - 1 click Go back to our stories , then more, then tip sheet
 - 3:05 mins
 - Very confusing to do
 - Tip sheet most confusing
 - Not named well, will not immediate go there for the first option,
 - In General, too many links and too many words , too many tabs in blogs
 - Too much info, too packed in, too many links
 - Find same information
 - Yeah, because has memory
 - Find it quicker
 - But not entirely sure
- Eric (15423)
- 1 what it does
 - start with home
 - read description
 - suite me well
 - it says tools and resources but not sure what it org offers
 - the purple rigons is too long, and see something else
 - 0:30
 - 5
 - read menus not sure where to go
 - 1 click, be supported
 - seems more indepth than just a few tips
 - 2 click, learn with us, seems to be related to tip sheet, but not notice its under for orgs
 - not sure is here
 - not sure what does for provider means, not sure what service provider means, and the services it can provide

- 3 click, learning lab, seems like it provide helpful info
 - image doesn't tell anything unless put mouse on top of it
- 4 th click, find the tips sheets
- 3:22 s
- 4
 - 1 click, service provider near your
 - the tab is the near, and many IEP is a service
 - other things doesn't sounds like
 - try to reach through the sheet and not sure what it means
 - realize it a super line list
 - then use the search tab, notice it's not here
 - search tab can be more obvious
 - 2 click, think "Join the Alliance "
 - the not sure, seems to provide service but i'm the one needing the service
 - then go through every single tab, then just contact them
 - 3 click, consent
 - 4 click, contact us
 - 5 click get involved , then
 - 5:24 mins
- 2
 - 1 click stay connected,
 - 2 click then share your story
 - confuse about the share your story
 - doesn't say what are you replying to
 - 3 click on reply, **assume it is the share story is schdule meeting**
 - there is a video and audio and text,
 - assume it is instant communication
 - thinking someone will reply
 - not sure how to go back to homepage , because it's a new tab
 - 1:56 s
 - 4 click, newsletter
 - 5 click, join us
 - a long term involved with the org, not what they want
 - 6 click, get involved, too general, just like event
 - 7 supported, time to talk
 - 3:45s
- 3
 - 1 click, up coming event
 - the purple part is blocking info, takes up space
 - not sure where to click
 - the image and text has the same info
 - 2 click info.
 - 1:14 s

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Did you find doing the task mentioned easy, hard, or just average?

- **Upcoming event is easy, but for tips is a bit confusing. None of the tab is helpful, the tip is harding**
- **IEP is really hard, scheduled time is fine, but stay connect is confusing.**
- **Feel like stay connected is more relevant, and talk to them**

Are there any parts of the website that confuse you?

- **Confused about service provider, still not sure what service provider means**
- **For family and be supported is confused, feel like means similar things**
- **For families tips and knowledge base, and be supported is action and interaction**
- **Feel like the two are very similar**

Jonathan Notes -

Jaiden 1 3 2 4 5 - high tech skills:28

1. Went right to homepage blurb
 - a. Basically its a resource for parents with mentally struggling kids that provides resources and helps them manage that
 - b. Didn't exactly know what kind of resources
 - c. 28 Seconds
2. Went right to the upcoming events tab
 - a. Spent a couple seconds reading over everything, was not immediately obvious to click the webinar sheet even after identifying it
 - b. 22 Seconds
3. Be Supported
 - a. No problem
 - b. 12 seconds
4. Looked at the homepage blurb about Learning lab and said out loud nope
 - a. Hovering over each tab, reading each individual one
 - b. Finally clicked learning lab after one min
 - c. Then to our stories
 - d. Looked for a search bar, found one on blog, didn't realize blog was a blog, went back to be supported
 - e. Went into learning lab, didn't find what he was looking for, gave up and left
 - f. Gave up after 2 minutes 14 seconds
5. Went to be supported, looking at all the dropdowns for info
 - a. Went to terms and acronyms
 - b. Checked out safer at home
 - c. Went back to learning lab, found tip sheets, almost by chance and may not have if he wasn't moving his mouse around wildly
 - d. Final timing 1 minute 9 second

6. Average difficulty on tasks
7. Yes, had a hard time finding stuff on the schools, didn't intuitively know what learning lab meant, didn't realize that the learning lab tiles were links until he happened to hover over them
 - a. As a side note, test subject was a black male and was uncomfortable with the naming of the title section 'dad gang'
8. Yeah, confident he could.

Betsy - 1 2 4 5 3

1. Home page not adjusting to tablet screen, can only see half of the blurb
 - a. Helping children (broad) with mental health issues
 - b. Knew who they were, but not what they did
 - c. 55 Seconds
2. Wanted to click on the for families button
 - a. Started with find a service provider
 - b. Went to the suggest a resource, got lost on the form
 - i. "Oh no no no, I didn't want that at all"
 - c. Realized its not there, went to be supported
 - d. Once she got where she needed to be it was easy
 - e. 1 minute 54 seconds
3. Went straight to learning lab
 - a. Hovered over each individual one, had a tough time finding stuff
 - b. Found top sheets, went there
 - i. Expected info from tip sheets
 - c. When she didn't find it on tim sheets, went back to be supported, didn't find anything
 - d. Frustrated, went to for organizations
 - e. Back to find a service provider
 - i. "I don't like this list"
 - ii. Doesn't understand that the website provides information too, looking for a provider to talk to about IEP
 - f. 3 minutes 14 seconds, gave up
4. Learning lab -> tip sheets -> open one up
 - a. Noticed it looking for IEP, knew how to get back easily
 - b. 39 seconds
5. Went straight to the upcoming event
 - a. "If you had said webinar I would have gone to learning lab because I know there are webinars there, but those are past events I guess"
 - b. Didn't know exactly where to click, didn't realize whole info sheet was a link
 - c. 28 seconds
6. Pretty easy - There's a lot of good content on here
7. Confused by find a service provider, its a massive overwhelming list and its the first thing you come across scrolling the tabs left to right

- a. Didn't like the airtable under safer at home either
 - i. Highlights the text instructions 'Yeah this, this isn't gonna work'
 - ii. And then couldn't understand anything in the air table
- 8. Yeah, will be able to find her way back

Virginia 1 2 3 4 5

- 1. Looked at the tabs, then scrolled down the home page
 - a. Services for parents with various challenges with their children
 - b. 1 minute
- 2. Read through the tab bar list, hesitated to click
 - a. Chose the phone one
 - b. 51 seconds
- 3. Straight to upcoming events
 - a. Knew to click through the image
 - b. 23 seconds
- 4. Well in that case I would look for Be Supported page, to try and get someone to show me how to do this.
 - a. Looked back over that page and said ok, this is what we're looking for.
 - b. "Gave up" after 2 minutes 9 seconds and reading all of be supported
- 5. Found the tip sheet scroll on the home page
 - a. 2 clicks, went to the blog, then back to the gallery
 - b. Felt lucky to have caught the scroll
 - c. 23 seconds
- 6. Easy time
- 7. Maybe the gallery on the home page
- 8. Yeah, they think they can

Joe 1 2 3 4 5

- 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 2 3 4 5

- 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