

Pre-test Notes:

https://docs.google.com/document/d/10IZC-YzJACOV7DinglKcamZ_-jkjrH_cGud9lpvvTG_Y/edit

Post-test notes:

https://docs.google.com/document/d/1rEc_5yUaf7YTlIXQfMAPEIP8b24yFvOXxJXv3FjSoZ0/edit?usp=sharing

Randomize Order:

1. General Understanding

Prompt: You are a parent with a child who is experiencing mental health issues. You come across this organization by doing a google search. Now you want to learn more about the org by browsing its website. Can you identify what services this organization provides, and how can it help you?

Goal Response: PA Parent and Family Alliance connects parents of children with identified or suspected social, emotional, behavioral, or mental health challenges with information and support from peer mentors.

2. Scheduling an appointment with the Family Alliance

Prompt: You would like to get some one on one support with someone going through a similar experience. You heard that PAPAFA offers such service/mentorship, please find and schedule an appointment for a one on one meeting. You may stop once you find the place to schedule the appointment, please don't actually schedule the appointment.

Goal Page: <https://www.paparentandfamilyalliance.org/contactusonline>

Quickest Path: Home -**Find information on a tipsheet**

> Be Supported -> Contact Us Online

3. Sign up for a webinar

Prompt: You want to see if this organization is hosting any events, if so, how can you join. Find information on an upcoming event.

Goal Page: <https://www.paparentandfamilyalliance.org/upcoming-events>

Quickest Path: Home -> Upcoming Event -> click on the image

4. Get information for school

Prompt: You're a parent whose daughter has been showing early signs of ADHD. You think you want to work with your child's school to set up an IEP (individualized education program), but don't know how to proceed. Please look for information on setting up an IEP.

Goal Page: Either IEP link on <https://www.paparentandfamilyalliance.org/education>

Quickest Path: Home > For Families > Learning Lab > Education > IEP resource

5. Prompt: You're told by a friend that there is a section of different tip sheets on the website that was very useful. Please locate the section with tip sheets and open up one such tip sheet.

Goal Page: Any tipsheet on [TipSheets \(paparentandfamilyalliance.org\)](https://www.paparentandfamilyalliance.org/tipsheets)

Quickest Path: Home > For Families > Learning Lab > TipSheets

General Impression

6. Did you find doing the task mentioned easy, hard, or just average?
7. Are there any parts of the website that confuse you?
8. Do you think you will be able to find the same information next time?