

Usability Testing – Interview format

[Happy Place \(info442-group4-happyplace.web.app\)](http://info442-group4-happyplace.web.app)

1. Your Gender Identity
 - a. **Male (He/Him)**
2. What year are you at UW?
 - a. **1st year Master Student**
3. Would you say you identify with an underrepresented group? This can have a variety of interpretations, but some examples might include being non-binary, being an ethnic minority, being a woman in STEM, etc. **Yes**
 - a. Would you feel comfortable sharing which one?
 - i. **Ethnic minority**
4. Have you ever experienced any struggles with your mental health while at university?
 - a. **Yes – during undergrad years (especially of senior year and winter quarter to summer quarter of sophomore year)**
5. (Show Homepage) Looking at this page, what are your assumptions on what you can do on this page?
 - a. **User understood that this was supposed to be a homepage full of all the main features and additional information about our webapp and th**
 - b. **Noticed that there's a button to the journaling and questionnaire feature**
 - i. **Assuming that this is the main features of webapp**
 - ii. **While there is a description of the questionnaire, they are hesitant about where this data is going to and what it's trying to accomplish by asking these questions**
 - iii. **Not sure what kind of questions to anticipate answering on questionnaire judging from homepage– thinks someone who is in a mental health crisis might feel weary towards it**
 - iv. **Concerns about the privacy of the journaling page and not sure if this means the journaling features allows you to – this prob means it wasn't clear judging from the homepage that this is supposed to be a private thing and the data wont be shared anywhere**
 - c. **Thinks the facts and stats + video is great but wishes it was a bit more succinct and highlighted the main points – sounds like they wish it was less wordy and more**
6. Do you have any opinions or first impressions of the homepage?
 - a. **Buttons don't look centered**
 - b. **Said that color choice reminds them of the outdoors – I'm assuming this meant it's soothing like nature**
7. How would you navigate to the journaling feature if you were interested in journaling
 - a. **Click on the nav bar that says journaling or click on the button on the homepage**
8. Try to create a journal entry and log it in.

- a. **User clicked the start journaling button and started typing and then clicked the submit button**
- 9. How would you navigate to the journaling feature if you were interested in journaling
 - a. **Click on the feature button that says start journaling**
- 10. How would you navigate to the questionnaire feature if you were interested in taking the questionnaire
 - a. **User clicked the Take the Questionnaire button**
- 11. How would you navigate to the resources section if you were interested in looking for resources and journal prompts when you're in non-urgent need for mental health help
 - a. **User clicked the Resources button on the nav bar**
- 12. Any impressions of the journaling feature?
 - a. **User thought the journaling was great as it visibly saved past responses and allowed for quick deletion.**
 - b. **User wished that a built-in time stamp or categorization feature existed.**
- 13. What are your thoughts about the resources available to you?
 - a. **User thought that a third urgent professional help that doesn't qualify for crisis could help.**
 - b. **User thought that the journaling questions/prompts were a bit inaccessible for individuals who want to journal but don't need additional resources**
 - c. **User thought that the available suggested resources were very plentiful and robust**
- 14. How do you feel about the questions being asked on the questionnaire page?
 - a. **User thought that some longer term questions could be added in (1 month+)**
 - b. **User thought that the questions didn't include individuals who have a good support system and aren't scared to seek help, but still struggle**
- 15. How did taking the questionnaire make you feel?
 - a. **User didn't understand the point of the questionnaire as it didn't lead to a specific resource/page to read**
 - b. **User didn't know where their answers were held and wondered if they could revisit past questions**
- 16. What were your impressions on the urgent resources page
 - a. **User thought that target audience visuals should be added so that users can quickly visually identify which resource is responsible for what**
- 17. Do you have any general thoughts about the website?
 - a. **User thought the website was great for online journaling and record keeping for those that are unable to keep a physical journal with them**
 - b. **User thought that the resources were great and abundant, though the user thought the three categories of help was confusing**
 - i. **User thought that visit would direct them to a website, not another page with more resources**
 - c. **User thought it was confusing how on the home page, the questionnaire button (non-nav bar) said take the questionnaire to get journal prompt questions but it only directed them to the resources page**

- i. User thought that taking the questionnaire would take them to the questions directly
- d. User thought it would be good to implement personalization features in the future to spruce up their journals in order to allow other users to truly own their journal