

Website Re-Design Recommendations

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Table 1: Website Re-design Recommendations from User Testing Sessions

Topic	Recommendation	Level of Importance	Responsibility
Why...? Group	<ol style="list-style-type: none">1. Place graphic content on the page.2. Add information on when next group is running.3. Change wording of “running virtually” as it is misleading (it’s a closed, schedule group, not an open group).4. Change link & move registration button so people going through coping with loss page get to why page	<ol style="list-style-type: none">1. Med2. Med3. Low4. Low5. Low	2. Amanda / Holly
Home page	<ol style="list-style-type: none">1. Add ‘Home’ button.2. Re-designing buttons for greater visibility3. Make main banner smaller as it takes up too much space, hiding important information.4. Make Here 24/7 banner more visible on mobile devices on home page	<ol style="list-style-type: none">1. High2. Med3. Low4. Low	4. Julia

Hidden content	<ol style="list-style-type: none"> 1. Very top navigation area blends into background – make more obvious (play around with colors). 2. Many clicks to find child resources – add hyperlinks to <i>Youth Resources</i> on pages that make sense. 3. Content under <i>Life Promotion</i> is hidden – change title or have information on home page button(s). - “Promoting Wellbeing” 4. Many clicks to find <i>Getting Help</i> page – add hyperlinks to this page on other pages or have this information on home page buttons. 5. Make it obvious that users can click on main tab pages – play around with hovering effects. 	<p>1– Low 2– Med 3 - Med 4 - Low 5 - Low</p>	<p>2 – Amanda & Julia 4 – Amanda & Julia</p>
Information is not enough or not helpful	<ol style="list-style-type: none"> 1. Take out / change “I think someone I know is at risk for suicide” link because its content is not useful... or change link content to correspond with page. 	<p>1 – Low 2 – Low</p>	<p>1 – Amanda & Julia</p>
Misleading or confusing content	<ol style="list-style-type: none"> 1. “Immediate Help” title is misleading as its only resource is 911 – add more immediate resources. 2. Change “How Can I Help Someone I Love?” to something broader (e.g., How Can I Help Someone I Care About?) - “How Can I Support Someone Else?” 	<p>1 – High 2 – Med</p>	<p>1 – Amanda & Julia</p>

Hyperlinks, Resources, and Information	<ol style="list-style-type: none"> 1. Delete or change dead links on <i>Mental Health and Wellbeing</i> page and <i>How Can I Help Someone I Love?</i> page. 2. Video duplication - “Understanding Mental Health, Mental Illness and Wellbeing” and “What is the Meaning of the Term Mental Health?” on Mental Health and Wellbeing page. 3. “Here 24/7” should be a hyperlink to the website. 4. “SafeTALK and ASIST training through LivingWorks” on <i>How Can I Help Someone I Love?</i> page should be (a) hyperlink(s). 5. Add more information and hyperlinks on these pages: <ul style="list-style-type: none"> - <i>How Can I Support Someone Else?</i> (e.g., <i>Beyond Blue</i>) - <i>How Can I Help Myself?</i> - <i>I Think Someone I Know is at Risk</i> - <i>Mental Health & Wellbeing</i> - “Get Help” section on <i>How Can I Support Someone Else?</i> - Getting Help – add list with phone numbers and hyperlinks. - More information under “Never Do It Alone” section on <i>How Can I Support Someone Else?</i> page (How do I do what is listed here? What do I say? Talk about stigma) + make “Someone I Know is at Risk” link more prominent. 6. Add 911 in sidebar, and double-check that every page has sidebar (add sidebar on pages that don’t have it) 7. Add <i>jack.org</i> as a resource (e.g., COVID-19 page) - suggested on <i>Mental Health & Wellbeing</i> page. 8. Add <i>Front Door</i> as a resource. 9. Build new page called Parents/ 	<p>1 – Med</p> <p>2 – Low</p> <p>3 – Low</p> <p>4 – Low</p> <p>5 – Med</p> <p>6 – Low</p> <p>7 – Low</p> <p>8 – Low</p> <p>9 – Low</p> <p>10 – Low</p>	<p>5 – Amanda & Julia</p> <p>8 – Amanda & Julia</p> <p>9 – Amanda & Julia</p>
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New pages or sections	<ol style="list-style-type: none"> 1. Include a section on “What to do if your feelings increase” - within a page that makes sense, a home page button, or do nothing if it’s not needed. 2. <i>Post social media content on the website and update weekly – like Twitter content at the bottom.</i> 3. Add “Where to start” page / post to outline a plan for individuals who are struggling and don’t know where to begin. 	1 – Low 2 – Low 3 – Low 4 – Low 5 – Low	1 – Amanda & Julia 3 – Amanda & Julia
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Add or change content	<ol style="list-style-type: none"> 1. Add links to language guideline documents. 2. Add family doctor / clinic as option on <i>How Can I Help Myself?</i> page – they have connections. 3. Restructure <i>For the Media</i> page to emphasize immediate suicide language guidelines. 4. Create graphics and play with website's visual design to appeal to youth as well. 5. Provide brief description of what each hyperlink and resource provide. 6. Content idea: "How can I do empathetic listening?" - add on <i>How Can I Help Someone Else?</i> page. 7. Create infographic or nicer list with <i>101 Ways to Cope with Stress</i> content (If creating an infographic, make it downloadable / saveable). 8. Re-organizing stress resources under life promotion. 9. Add brief description for "24/7" - <i>What is it? What can I expect when I call?</i> 10. Make top "24/7" tab more obvious – add "Are you in crisis? Call ____" and play around with background / text colors. 11. Information under each navigation tab should pop out more – play around with text and menu animations. 12. Change title "How Can I Help Someone Else" - it is vague and cold. 	<ol style="list-style-type: none"> 1 – Low 2 – Low 3 – Low 4 – Med 5 – Low 6 – Low 7 – Low 8 – Low 9 – Low 10 – Low 11 – Low 12 – Low 13 – Low 14 – Low 15 – Low 	<ol style="list-style-type: none"> 1 – Amanda 2 – Amanda & Julia 3 – Amanda & Julia 4 – Julia 5 – Amanda & Julia 6 – Amanda & Julia 9 – Amanda & Julia
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Reorganize content	<ol style="list-style-type: none"> Content under <i>Need Help?</i> and <i>Supporting Others</i> tabs is confusing – do analysis of content under each tab and reorganize / correlate it better. Information on adult resources can be added on <i>Getting Help</i> page because that is where users go first – Add hyperlink to <i>Adult Resources</i> page. 	1 – Med 2 – Low 3 – Low	1 – Amanda and Julia
Other	<ol style="list-style-type: none"> Have only essential mental health information on <i>Mental Health & Wellbeing</i> page, and secondary information on other pages under <i>Promoting Well-Being</i> tab (user went to <i>Mental Health & Wellbeing</i> page for depression and anxiety resources, but to the rest for tips). Idea for more internal member website traffic: create a portal on website where board and committee members can access information – not necessary now, but keep in mind for the future. User suggestion: <i>Facts and Figures</i> page should be catered to bloggers and <i>For the Media</i> page should be catered to journalists and other professionals. People are scared to talk on the phone, especially about their mental health – keep / add accessible online resources where needed. Add call 911 to sidebar information Remove ‘blog’ page from about us tab Have all hyperlinks leading to different websites open in a separate tab 	1 – Low 2 – Low 3 – Low 4 - Low	1 – Amanda and Julia 2 – Amanda and Julia 3 – Amanda and Julia 4 – Amanda and Julia

√ Other suggestions

- Remove main navigation pages – name will still be there, but not the content on the pages. All content within those pages can be put in corresponding sub-menu pages.
 - **Why?** It will limit the overwhelming number of pages and information on the website. Some of these pages are also not necessary, based on their content,

and can be incorporated in the sub-menu items. (e.g., The information on Need Help? Page is scarce and is already included in the sub-menu items)

Update: Amanda, Elisa, Jenna, Holly, and I all agreed