

Unmoderated Remote Usability Testing (URUT) Tasks

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Participant Tasks

You will explore our website, wrspc.ca, on your own time. You will attempt to complete the tasks and answer the questions in as much detail as you can within the survey link we have sent you. Please do not use the search engine, as we would like to see how clear our resources are to website visitors and whether certain content is buried.

If you would like, you can take a moment to look around the page and navigation area, so that you can get a better idea of the website content and structure.

1. *You are a parent. Explore our website and find information that might help you support a child who is struggling.*

How easy was it....? Likert scale 1-4

Text box: Did you have any frustrations or issues during this process? Do you think the information is useful?

2. *You are an adult who is not in immediate crisis, but is looking for mental health support options in Waterloo Region. Explore our website and find resources that could be accessed in this situation.*

Text box: Did you have any frustrations or issues during this process?

3. *You have a friend who lost a family member to suicide. You want to share information about our “Why...?” Support After Suicide Loss group with them. Find this information on our website.*

Text box: Did you have any frustrations or issues during this process?

4. *You are a journalist who is looking to learn what kind of language to use when reporting on suicide. Find information about safe language on our website.*

Text box: Did you have any frustrations or issues during this process?

5. *You’re looking for information on managing your own stress and promoting mental health. Where do you look?*

Text box: Did you have any frustrations or issues during this process?

6. *Go back to the home page, without clicking on your browser’s back button.*

Text box: Did you have any frustrations or issues during this process?

Optional (might influence them to say yes): Do you think a “Home” button within the menu would help?

7. *Final task: Take a few minutes to explore the website on your own. Visit various pages, click on buttons, and have fun with it!*

- How do you rate the website's visual design, such as the color theme, contrast, and visual structure (4 point scale – 1 very unattractive, 2 somewhat unattractive, 3 somewhat attractive, 4 very attractive)?
- How do you feel about the amount of content? (4 point scale – 1 too much, 2 a lot, 3 enough, 4 too little)
- How easy is the website to navigate when you are trying to find certain information? (4 point scale – 1 very hard, 2 hard, 3 easy, 4 very easy)

Text box: Any additional thoughts or recommendations.