Contextual Inquiry Notes

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TASKS

Task 1: Find our *"Why… Support After Suicide Loss"* group.

Task 2: Go back to the home page without clicking the browser's back button.

Task 3: You are a parent, and your child is struggling with mental health. Where could you find information and resources that could help you support your child?

Task 4: You are an adult who is not in immediate crisis, but you are looking for mental health support options in the Waterloo Region. Where could you find these resources?

Task 5: You are a journalist looking to learn about what kind of language to use when reporting on suicide. Where could you find information about safe language?

Task 6: You are looking for information on managing your own stress and promoting mental health. Where do you look?

Final open-ended questions: Were these tasks reflective of what people might be looking to do on our website? What else do you think people might be using our website for aside from the tasks we have given you?

Data Analysis Categories

1. Aesthetics
2. Things that work
3. Content / information
4. Navigation
5. Quick fixes
6. Other / emerging categories
7. Suggestions

Table 1: Contextual Inquiry Session #1

Task	User Actions	User Issues	User Comments / Observations
1	1. Went to *Coping with Suicide Loss* tab 2. Found the *Why...? Support Group*	- No navigation issues - Issues with visual design and consistency on the *Why...? Support Group* page	- Group was easy to find - Picture on page provides important information, but it doesn't go with the flow of the rest of the website - Photo should visually tie in with the blue and the rest of the website color theme - Clear information on how to sign up for group - Suggestion: instead of the picture, this information could be content on the page with the hyperlink of how to sign up right underneath (rather than at the bottom of the page)
2	1. Clicked on the logo at the top of the page – found how to get back to the home page easily	- No 'Home' tab or button	- Clicking on logo to get back to the home page is standard, but it requires making an assumption - If clicking on the logo to get back to the home page isn't common knowledge for people, they would not know to do that

| 3 | 1. Hovered over *Supporting Others* tab

2. Clicked on *How Can I Help Someone I Love?*

3. Quick skim - looked under *Get Help* section

4. Clicked on the link at the bottom of the *How Can I Help Someone I Love?* page (*I think someone I know is at risk for suicide*)

5. After this, she hovered over the *Need Help?* page | - There isn't much useful information under the *Get Help* section on the *How Can I Help Someone I Love?* Page | - It may be useful to have links with resources under the *Get Help* section on the *How Can I Help Someone I Love?* page

- The link at the end of this page is not useful (*I think someone I know is at risk for suicide*)

- Needs to know who to call in the region who can give some services and support - there are a lot of clicks to get to that point

- There is a need for more information in the above points – hyperlinks are important, offering quick, clear, and direct instructions

- "Get Help" section should be more obvious and include more information (for individuals in distress) - Other information should be secondary if people choose to further navigate through the website (for individuals who are not in direct distress but are curious) |

| 4 | 1. Hovered over *Need Help?* tab
2. Clicked on *Getting Help* - skimmed page and looked for where to get help
3. Clicked on *How Can I Help Myself?* | - Too much secondary and unnecessary information at first click
- *Self Help and Peer Support* are dead links | - *Here 24/7* on the right side is important, but "Here 24/7" should be a hyperlink to the website
- Hyperlinks provide good, quick information
- Wants a list (phone numbers, hyperlinks) under *Getting Help* of where to get help – current information on the page isn't useful
- Information on *Adult Resources* page would be better on the *Getting Help* page. Users would not think to go there first, they would go to *Getting Help* first when thinking about their personal mental health
- Titles like *How Can I Help Myself?* are reflective of what someone in immediate distress is thinking
- Provide immediate help options on most of the pages - links to resources for immediate help (quick list)
- All the information is there, but not in the spot I expected it to be - not at the forefront |

| 5 | 1. Hovered over *Understanding Suicide*
2. Clicked on *For the Media* | - A lot of information, wordy
- *The Werther Effect* and *The Papageno Effect* are too "researchy" | - Too "researchy" – should have immediate guidelines, such as "dos and don'ts," followed by the *Werther Effect* and the *Papageno Effect*
- Wants to know: *"What should I do and not do?"* - Do not cut content, but restructure it and make sure the most useful information is at the top

Structure Suggestion
1. For the Media
2. Media Guidelines
3. Dos and Don'ts bullet points (Why? E.g. Why do I not say committed suicide? - hyperlink to external resource saying why)
4. Hyperlinks on more external information and updated suicide language guidelines |

| 6 | 1. Hovered over *Life Promotion*
2. Clicked on *101 Ways to Cope with Stress*
3. Clicked on *Mental Health and Wellbeing*
4. Clicked on *Handling Stress* | - *101 Ways to Cope with Stress* – no issues
- *Mental Health and Wellbeing* – too wordy, there are dead links | - Valuable information within hyperlinks
- *Stress Symptoms* has a good list – quiz on handling stress could go under stress symptoms (near the end, after looking at the symptoms list)
- All three stress sub-categories can be placed on the same page
- "Life Promotion" title is confusing – people who are not in the organization may not know what that means
Suggestions:
- "Self-Care" or "Mental Health Check-in"
- Rethink headings - for ex: *Mental Health & Well-being* can be the main tab title

User goes to: (1) *Need Help?* then (2) *How Can I Help Myself*
They may not know to go to *Life Promotion* - hyperlinks in *How Can I Help Myself* page |

Final open-ended questions	- Overall: Good questions and tasks
	Aesthetics
	- Top tab is blended into the background – have it more colourful or have a coloured background
	Suggestions
	- Task suggestion: a professional or community partner may want to know more about the council- where could they find this information?
	- People who are coping with loss could bring someone to the website
	- Lists and hyperlinks are ideal
	- Try to merge some of the stress pages into one, so that there are not so many options
	- Change the name of "Life Promotion" to something else - users may not know what it means - possibly have "Mental Health & Wellbeing" as the main title
	- "Events" - no information (can have "no events now due to COVID-19") or add current virtual groups
	- "Programs" tab or "Services" tab – What is being offered?
	- Have "Resources" tab with quick resources and links

Table 2**:** Contextual Inquiry Session #2

Task	User Actions	User Issues	User Comments / Observations

1	1. Scrolled down home page 2. Clicked on *Coping with Suicide Loss* button 3. Clicked on "click here to register" at the top of the page	- When navigating this way, the user did not get to the main page with information about the *Why... Support Group*	- Thought registration form was easy and information was useful
2	1. Clicked on the logo - found how to get back to the home page	- Hesitated before clicking on the logo – made an assumption	- It would be helpful to have a home button - Took a chance and clicked on the logo, it was an assumption **Recognition** <u>over</u> **recall** - need to make sure users have enough cues to recognize what to do rather than think about it and recall from past experiences

| 3 | - Wondered whether to click on *How Can I Help Myself?* button or *How Can I Support Someone Else?* button on the home page

- Clicked on *How Can I Support Someone Else?* button

- Went back to the home page

- Clicked on *How Can I Help Myself?* button

- Hovered over *Supporting Others* tab and looked at the items under it

- Clicked on *How Can I Help Someone I Love?*

- Clicked on the "I Think Someone I Know is at Risk" link | - Did not find useful information on the *How Can I Help Myself?* page leading from the home page button

- Took too many clicks to find the correct information

- Never found *Youth Resources* (found later when completing task 4)

    - Existing three buttons on the home page did not help when looking for resources for a child | - Wondered if the information is under the *How Can I Help Myself?* button on the home page because she wants to know more information about suicide

- Nothing glaring stating how to support a child - too much navigating to get to information

- Wants more buttons on the home page, would click those buttons hoping to find linking resources - Existing buttons don't help much

- Information under *Supporting Others* tab was useful (based on the titles) - found this after a while, so this information may be buried for users

- Would like useful links to resources on the pages visited as there is only advice, nothing else (Pages: 1) *How Can I Help Myself?* 2) *How Can I Support Someone Else?* 3) *How Can I Help Someone I Love?* 4) *I Think Someone I Know is at Risk*)

- *Youth Resources* page was helpful when found

- How Can I Support "Someone Else" seems so vague |

| 4 | - Hovered over *Need Help?* tab
- Clicked *Need Help?* main title
- Clicked on How Can I Help Myself?
- Clicked on *Getting Help*

Above pages were all found under the *Need Help?* tab | - Never found *Adults / All Ages Resources* page
- Never looked at the *Life Promotion* tab | - Didn't find *Need Help?* page helpful based on task
- *How Can I Help Myself?* page has helpful information, thought it would also be helpful to have attached articles or resources through hyperlinks
- *Getting Help* page has helpful information about the process, but it was the third place clicked - should be more obvious
- *Immediate Help* should have more resources, not just 911 |
| 5 | - Scrolled down main page, but nothing popped out
- Hovered over *Understanding Suicide* tab
- Clicked on *For the Media*
- Clicked on *Frequently Asked Questions* under *Understanding Suicide* tab
- Checked under *Life Promotion*
- Clicked on *Facts and Figures* | - Couldn't find references to language anywhere
- Did not take the time to read through *For the Media* page - important information needs to stand out more | - *For the Media* and *FAQ* pages didn't tell her a lot about language at first glance
- *For the Media* page layout worked, but didn't notice the points about language - thought it was informative
- Suggested highlighting something like endorsements from *WRSPC*, *WHO*, *AASP* that have set these standards for language |

6	- Went immediately to *Life Promotion*	- No issues	- Headings under *Life Promotion* tab were straight forward and user friendly - informative of each page's content - Found task easy - liked title: "Life Promotion"

Final open-ended questions	- Overall: Questions captured the main types of people that visit the website – someone in distress, someone looking to help someone else, the media (or students looking for research), and support after suicide loss **Functionality / Navigation** - Appreciates sections on the main page that either have animation or graphics describing sections without having to click on buttons - Mentioned that not everyone would know the meaning of "Life Promotion" – information here might be hidden unless you change the title of that **Suggestions** - Information under each tab should pop out more - a lot of information under teach tab - Wants *Why... Support Group* information more visible - How can we keep support group participants connected to website? - Mentioned a portal through the website that board / committee members can go to for information – encourages those involved with the council to use the website more - more website traffic - Wondered where content being dished out on social media could be on the website. Wondered about a news feed tab, or button that would connect users to events, articles, and information being shared on social media - Updated on a weekly basis - Make the top banner "for 24/7 crisis support" more visible – flashy, needs to be highlighted a little more (different font, format) – use wording like "Are you in crisis?" - Home page: *Promoting Hope, Help, and Healing* banner takes up too much space. Important to have, but could be shrunk, not helpful for someone looking for services right away

Table 3: Contextual Inquiry Session #3

Task	User Actions	User Issues	User Comments / Observations
1	- Hovered and clicked on *Coping with Suicide Loss* page - Skimmed through page, clicked on "Click here to register" button - Hovered over *Coping with Suicide Loss* tab - Clicked on *Why… Support Group* page	- Did not go to the main *Why… Support Group* page at first, but found it after a while	- Looks simple - information on how to sign up is clear - First instinct was to click on the *Coping with Suicide Loss* title - *Coping with Suicide Loss* is a proper title for introducing the group - Knew the group would be there
2	- Clicked on *Need Help?* page - Finally found the home page through the top logo.	- Did not find a way to do it at first – she assumed because there no clear way to do it	- Thinks a "Home" tab should be listed in the navigation menu

| 3 | - Hovered over *Need Help?* Tab and skimmed through the titles

- Clicked on *Youth Resources*

- Hovered over *Supporting Others* tab

- Clicked on *Education and Support for Families*

- After thinking a while, clicked on *How Can I Help Someone I Love?* | - Youth resources and other resources - not sure if this information would outline a plan for me to provide support

- Resources are helpful but there was not enough advice and other information | - Clicked on *Need Help?* as a parent in need of help

- Takes a lot of investigating to find information needed - Wants quick resources as a parent and child's issues addressed right away

- *Youth Resources* page has useful resources to provide a child, but not enough to outline a support plan

- List *Front Door* as a resource to talk to somebody

- Does not like that the only option is 911 under *Immediate Help*

- "Immediate Help" title is misleading as there are not immediate help resources available other than 911

- *Here 24/7* tab on the right is important - put a brief description of what to expect when calling

- Website should provide a resource for desperate parents - *Who can I call?* - should be identified right away

- A lot of people are scared to pick up the phone – online resources are important

- More information on what each service provides |

4	- Hovered over *Need Help?* tab - Clicked on *How Can I Help Myself?* - Clicked on "Canadian Mental Health" link - Went back to the page, clicked on the "Self Help and Peer Support at CMHA" link	- Did not look under *Self Promotion* tab - Content under *Self Promotion* tab is, again, proven to be hidden - Hesitant whether the content was enough	- Should include "what to do if your feelings increase" - Add calling family doctor at the bottom of the *How Can I Help Myself?* page - family doctors have a lot of mental health connections
5	- Skimmed through the home page – confused - Hovered over *Understanding Suicide* - Clicked on *For the Media* - found the information - Skimmed through *Facts and Figures* page	- Said information is interesting and informative, but was a quite hesitant (seemed like it was not)	- Thinks some info could also be in *Facts and Figures* – two different places - *Facts and Figures* for blog - *For the Media* for journalists - Helpful information under *Understanding Suicide* tab

6	- Hovered over *Life Promotion* tab - Clicked on *Mental Health and Wellbeing* - Then clicked on *Handling Stress* - Clicked on "Stress in your everyday life" link	- Multiple dead links	- Likes external links / hyperlinks - easy and quick access, user friendly - Likes options under the *Life Promotion* tab - "Self-care Series" title is misleading – makes her think about a podcast or blog series
Final open-ended questions	- Overall: Good questions and tasks **Functionality / Navigation** - Has friends who have been impacted by suicide and would direct them here for resources - Thinks the website is under-utilized among Lutherwood employees **Suggestions** - Because it's called WRSPC, the title leads her to think this is information about the council. What does WRSPC do? How do they assist people in the community? - Need to emphasize what the council actually does (based on this, this info should be emphasized on the main page – everything else should be secondary) - Where does the funding come from? - First two menu items are confusing (*Need Help* and *Supporting Others*) - look at how to correlate information better - Identify more information about "Here 24/7" - What is it? How can it help you?		

Table 4: Contextual Inquiry Session #4

Task	User Actions	User Issues	User Comments / Observations
1	- Hovered over *Coping With Suicide Loss* tab - Clicked on the *Why… Support Group* - Clicked on "register" link	- No issues	- Easy to find because she knew where it was - Doesn't like graphic image at the top of the page - Likes sidebar saying "we don't offer support" and having the "here 24/7" information - Registration form is helpful – likes that there is option of either calling or filling out online form (may be easier to type than call for some people)
2	- Did not find it	- Way to get back to home page is not clear	- Would have clicked the browser's back button, never the logo button

3	- Hovered over *Supporting Others* tab - Clicked on *How Can I Help Someone I Love?* - Clicked on *Education & Support for Families* - Went back to *How Can I Help Someone I Love?* - Clicked the "*risk factors and warning signs*" link	- Did not find the *Youth Resources* page	- For parents, risk factors and warning signs are helpful to know (link on *How Can I Help Someone I Love?*) - Wants hyperlinks / options to 'go down the rabbit hole' from one page to another on the website - Likes the "I think someone I know is at risk for suicide" link at the bottom of *Risk Facts & Warning Signs* page
4	- Hovered over *Life Promotion* tab - Look at various pages under the tab - Clicked on *Mental Health and Wellbeing* - Clicked on *101 Ways to Cope with Stress*	- Did not look on the *Need Help?* page like others, only *Life Promotion*	- *101 Ways to Deal With Stress* page - talked about creating an infographic with that information, something visual people could print and post - Likes the hyperlinks and different options, enough variety of material that users can find something they could use - If I didn't work in the mental health field I wouldn't know what the title "Life Promotion" means, so I might not go there, and if I did I would ask: "What is that?"

5	- Hovered over *Supporting Others* tab - Hovered over *Understanding Suicide* tab - Clicked on *For the Media*	- Took some time to find it, hovered over other tabs, but realized where it was	- Liked the *For the Media* page - neat facts, liked that there are different resources linked, and a way to be proactive with hyperlinks - Journalists are probably looking for brief bits of information, felt that was clear here
6	- Hovered over *Life Promotion* tab - said she would look through there if she was the user	- No issues	- Didn't like the title 'Self-care Series' - thought it sounded like a workshop, not a descriptive title - misleading

Final open-ended questions	- Overall: Our questions and tasks were good
	Aesthetics
	- Likes the website's colour theme - likes blues and greens
	- Likes the font - clear and easy to read
	Functionality / Navigation
	- Likes button options on the home page
	- Likes that crisis support came up right away when they google us
	- People may be hesitant to call 911, police response can be scary, might not be an avenue people are comfortable accessing depending on relationship with police
	- Likes the site, there's lots of good stuff, but the language may not be accessible for everyone outside of the field (i.e 'life promotion').
	Suggestions
	- Could add in information about 911 – talk about crisis nurses / mental health supports that can come when you call 911. Almost a 'what happens when you call' for 911 mental health visits
	- Students researching for a project might be on our website, young professionals starting in the field or healthcare professionals might use our website, counsellor working with client looking for resources
	- Could include a "where do you start" post / page, talk to your family doctor first, and other things you can do
	- Our website is more for adults, not necessarily youth - possibly add graphics and interesting content catering to youth
	- 'Need help now' button – can click and it shows them immediate options

Table 5: Contextual Inquiry Session #5

Task	User Actions	User Issues	User Comments / Observations
1	1. Hovered over Coping with Suicide 2. Clicked on *Why... Support Group* page	- No issues	- Easy to find – knew where It was - Don't need *Why...* title in two places - Easy information to register - No information on when next group is running – put at bottom of the *Why...* page - "Is it a closed group?" - "running virtually" is misleading because it seems like you can join anytime - specify
2	1. Hovered over current page and multiple menu items 2. Clicked on logo	- Tricky to find home button – assumed / guessed	- Not clear, made assumption / guess - Should have 'Home' button - Used to how other websites have a 'Home' button (recognition)

| 3 | 1. Hovered over *Supporting Others* and *Understanding Suicide* tabs
2. Clicked on *Education & Support for Families,* but did not find information needed
3. Went back, clicked on *How Can I Help Someone I Love?* | - A lot of information, hesitant on where to click | - Info on *How Can I Help Someone I Love?* is skinny - add more information and resources
- Likes hyperlinks – add more, wants to go down the rabbit hole through hyperlinks
- "SafeTALK and ASIST training through LivingWorks" should be hyperlink(s)
- *Beyond Blue* website could be a link on *How Can I Help Someone I Love?* page
- How do I do empathetic listening? - idea for *How Can I Help Someone I Love?* page
- "How Can I Help Someone I Love?" title is misleading – what if I want to help someone I don't love, like a coworker - "How Can I Help Someone I Love or am Worried About?"
- "Never Do It Alone" section on *How Can I Help Someone I Love?* Page – How do I do what is listed here? What do I say? Talk about stigma
- "Someone I know is at risk" link is good for this (make this resource more prominent) |

4	1. Hovered over *Life Promotion* 2. Skimmed through items 3. Clicked on *Mental Health & Wellbeing*	- Did not find Adult Resources and did not look under *Need Help?* - hidden - Dead links - A lot of information	- "Life Promotion" title is confusing for people who are not in the field - *Mental Health & Wellbeing* page resources are good, but add more hyperlinks - Resource duplication (video) - "Understanding Mental Health, Mental Illness and Wellbeing" and "What is the Meaning of the Term Mental Health?" - Dead link on *Mental Health & Wellbeing* page - "Things We Can Do To Build Good Mental Health" - *Jack.org* is a good resource, link more to that page (e.g. COVID page) - *Mental Health & Wellbeing* page is for depression / anxiety, the rest are for tips for wellbeing
5	1. Hovered over *Understanding Suicide* 2. Clicked on *For the Media*	- No navigation issues	- Valuable content - Add call Elisa or reach out to WRSPC
6	N/A	N/A	N/A
Final open-ended questions	- Loves butterfly design - Noticed *Need Help?* at the end – hidden - Link to *Need Help?* resources somewhere in *Supporting Others* pages – find ways to correlate info between the two sections - Did not know to click on main navigation titles (e.g. *Need Help?* And *Supporting Others*) - not an instinct, info is hidden - There would be lots of professionals going on the website – teachers, child youth care workers, mental health professionals - Information is all there, but a lot of it is hidden or misplaced		

Data Analysis Categories

8. Aesthetics
9. Things that work
10. Content / information
11. Navigation
12. Quick fixes
13. Other / emerging categories
14. Suggestions

DATA ANALYSIS

Table 6: User Actions Summary

Task	Action Path	Frequency
1	*Coping with Suicide Loss* tab ➜ *Why... Support Group* page	3
	Coping with Suicide Loss button on home page ➜ Register button	1
	Coping with Suicide Loss main page ➜ Register button	1
2	Clicked on logo	2
	Clicked on *Need Help?* page, then clicked on logo	1
	Hovered over multiple menu items, then clicked on logo	1
	Did nothing	1
3	*Supporting Others* tab ➜ *How Can I Help Someone I Love?* page	2
	How Can I Support Someone Else? button ➜ home page ➜ *How Can I Help Myself?* button ➜ *Supporting Others* tab ➜ *How Can I Help Someone I Love?* page	1

	Need Help? tab ➔ *Youth Resources* page ➔ *Supporting Others* tab ➔ *Education & Support for Families* page ➔ *How Can I Help Someone I Love?* page	1
	Supporting Others tab ➔ *Education & Support for Families* page ➔ *How Can I Help Someone I Love?* page	1
4	*Heed Help?* tab ➔ *Getting Help* page ➔ *How Can I Help Myself?* page	1
	Need Help? tab ➔ *Need Help?* page ➔ *How Can I Help Myself?* page ➔ *Getting Help* page	1
	Need Help? tab ➔ *How Can I Help Myself?* page	1
	Life Promotion tab ➔ *Mental Health & Wellbeing* page ➔ *101 Ways to Cope with Stress* page	1
	Life Promotion tab ➔ *Mental Health & Wellbeing* page	1
5	*Understanding Suicide* tab ➔ *For the Media* page	3
	Understanding Suicide tab ➔ *For the Media* page ➔ *FAQ* page ➔ *Facts and Figures* page	1
	Understanding Suicide tab ➔ *For the Media* page ➔ *Facts and Figures* page	1
6	*Life Promotion* tab ➔ *101 Ways to Cope with Stress* page ➔ *Mental Health & Wellbeing* page ➔ *Handling Stress* page	1
	Life Promotion tab, skimmed tab but did not go to any pages	2
	Life Promotion tab ➔ *Mental Health & Wellbeing* page ➔ *Handling Stress* page	1

Table 7: User Issues Summary

Task	# of Users Without Issues	Users with Issues
1	3	- Did not find main *Why... Support Group* page (2)
2	0	- No clear home button, hard to get to home page (5 - all)

3	0	- Never found *Youth Resources* (2)
		- Not enough information on *How Can I Help Myself?* page (2) under "Get Help" section (1)
		- Too many clicks to get to correct information (1)
		- Existing home page buttons did not help for child resources (1)
		- *Youth Resources* doesn't outline a plan for child support (1)
		- A lot of information, hesitant where to click (1)
4	1	- Too much unnecessary information at first click - *Life Promotion* tab content (2)
		- Never found *Adult / All Ages Resources* page (2)
		- Never looked under *Life Promotion* tab (2)
		- Did not look under *Need Help?* tab (2)
		- Dead links – *Mental Health & Wellbeing* page (1)
5	1	- A lot of information, wordy (1)
		- Could not find references to language when skimming page (1)
		- Hesitant on whether information was informative (1)
		- Took a while to find page (1)
6	2	- Dead links (2)

Table 8: Categories & Codes summary of User comments

Categories	Codes
Aesthetics	***Why...* group** - *Why...* group picture does not look good (2) **Home page** - *Promoting Hope, Help, and Healing* banner takes up too much space (1) - Likes butterfly design (1) - Good website color scheme and font (1) - Likes buttons on main page (1) - Likes sections on main page with graphics describing pages without clicking (1)

Things that work	**_Why..._ group**
	- Signing up for _Why...?_ group is simple (4)
	- _Why..?._ group easy to find (3)
	- "Coping with Suicide Loss" is a good title for introducing _Why...?_ group (1)
	Hyperlinks
	- Hyperlinks provide good, quick information (5 - all)
	- Likes to go down rabbit hole through hyperlinks (2)
	- "Risk factors and warning signs" link on _How Can I Help Someone I Love?_ page is helpful (1)
	- "I think someone I know is at risk for suicide" link on _Risk Factors & Warning Signs_ page is useful (1)
	- Good facts and hyperlinks on _For the Media_ page – clear information (1)
	Here 24/7
	- Here 24/7 section on the right is important (2)
	- Here 24/7 part mentioning "we don't offer support" is important (1)
	Tab and page content
	- Informative headings and content under _Life Promotion_ tab (2)
	- _Stress Symptoms_ page has a good list (1)
	- _Youth Resources_ page is helpful (1)
	- _For the Media_ page is informative (1)
	- Helpful information under _Understanding Suicide_ tab (1)
	- Good resources on _Mental Health & Wellbeing_ page (1)
	- Valuable content on _For the Media_ page (1)
	Good titles
	- Likes titles like "How Can I Help Myself?" (1)

Content / information	***Why...* group**
	- There is no information on when next *Why...?* group is running (1)
	- "Running virtually" on *Why...?* page is misleading because it seems like you can join anytime – confusing whether it's a closed or open group (1)
	Information is not enough / not helpful
	- "Get Help" section on *How Can I Help Someone I Love?* Page should be more obvious and include more information (2)
	- At quick glance, *For the Media* and *FAQ* pages show nothing about suicide language for journalists (1)
	- *Youth Resources* page doesn't have enough information to outline a support plan for a child (1)
	- "I think someone I know is at risk for suicide" link on *How Can I Help Someone I Love?* page is not helpful (1)
	- *Events* page has no information (1)
	- Does not like that the only resource on *Immediate Help* page is 911 (1)
	Reorganize content
	- *Need Help?* and *Supporting Others* menu tab contents are confusing – correlate information better (2)
	- Information on *Adult Resources* page would be better on *Getting Help* page because that's where users go first (1)
	- *Handling Stress* quiz should be at the end of *Stress Symptoms* page (1)
	Hidden content
	- Points on suicide language hidden on *For the Media* page (1)
	- Top navigation area blends into the background, may be hidden (1)
	Misleading or confusing
	- Not everyone knows what "Life Promotion" means - confusing (4)

Navigation	**Hidden content**
	- 'Home' button is not clear - user is assuming by clicking on logo (5 - all)
	- Too many clicks to find child resources - hidden (3)
	- All information is on the website, but hidden or not where is should be – when looking for adult mental health support (2)
	- Information under *Supporting Others* tab is hidden (1)
	- *Getting Help* page is useful, but it takes too many clicks to get there (1)
	- Content in *Need Help?* section is hidden – noticed only at the end (1)
	- Did not know to click main navigation titles (e.g., *Need Help?*) - hidden pages (1)
	- Content under *Life Promotion* is hidden (2)
	Other
	- Thought to click on main *Need Help?* title when looking for child resources – as a parent in need of help (2)
	- The three sub-menu items on stress under *Life Promotion tab* can be merged (1)
	- More buttons on home page would allow users to easily discover resources – existing ones don't help much (1)
	- When looking for *Why...?* group, the first instinct was to click on main *Coping with Suicide* tab page instead of the group page (1)

Quick fixes	**Here 24/7** - Brief description in *"24/7"* tab of what it is and what to expect when calling (2) - Make top "24/7" banner more visible – add "Are you in crisis? Call..." (1) **Hyperlink issues** - Resource duplication (video) - "Understanding Mental Health, Mental Illness and Wellbeing" and "What is the Meaning of the Term Mental Health?" - Dead links on *Mental Health & Wellbeing* page - "Things We Can Do to Build Good Mental Health" and others (3) - Dead links on *How Can I Help Someone I Love?* page - "Self Help" and "Peer Support" (1) **General** - Information under each menu tab should pop out more (1) - How Can I Help "Someone Else" title seems vague and cold (1)
Other	- WRSPC website is under-utilized by Lutherwood employees (1)

Suggestions	***Why...* group** - *Why...* group should be more visible (1) - Move *Why...* link to sign up at the top of the page (1) - Keep *Why...* group participants connected to the WRSPC website (1) - Add info on when next *Why...* group is running at bottom of Why... main page (1) - *Why...* picture content can just be content written on the page (1) **Home page** - Add 'Home' button (5 – all) - Add more buttons with important information on home page (1) - Emphasize what *WRSPC* does on main page, everything else secondary (1) - Add "Need Help Now" button on home page leading to immediate resources (1) **Hyperlinks / Resources** - Add more hyperlinks to "go down the rabbit hole" (2) - Need more information and resources on *How Can I Help Someone I Love?* page (2) - *Immediate Help* page should have more resources, not just 911 (2) - Add more hyperlinks and resources on these pages: *How Can I Help Myself?* (2), *How Can I Support Someone Else?, How Can I Help Someone I Love?, I Think Someone I Know is at Risk* (1) - Add list with phone numbers and hyperlinks on *Getting Help* page (1) - "Here 24/7" should be a hyperlink to the website (1) - Add *Beyond Blue* website hyperlink on *How Can I Help Someone I Love?* page (1) - Add more hyperlinks on *Mental Health & Wellbeing* page (1) - Provide immediate help options on most pages - list with numbers and hyperlinks (1) - *Jack.org* is a good resource, link more to that page – e.g., COVID page (1) - List *Front Door* as a resource to talk to somebody (1)