

OSCI-CAN (SK) Project Insights and Needs

ENSE 271

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The website design is described as unoptimized, unstructured, and outdated, and is inaccessible to mobile devices. Reconstructing the website will guide people more accurately towards their specific needs, which is highly important since OSCI-CAN's mission is to provide support and community to those who have suffered mental health issues. This reconstruction involves:

The overall information on the site is scattered and text-heavy, making things hard to find. This would include condensing the information into only a few sections that are clearly marked. An example would be redesigning the PDF and links page with titles and link buttons, so it accurately communicates what resources the user is searching for. This includes combining the PDF and links with the additional link page to allow the uninterrupted workflow for users, since there is an overload of information; keeping all links and dividing them in one place will maintain consistency and make them easily findable.

The home page needs to have better formatting for pictures and text, as it currently looks disjointed and out of date. Building clear and divided sections allows users to see all the information, material and programs the company has to offer, including donations, volunteers, and an upcoming events calendar. While being able to instill a clear message that OSI-CAN support extends beyond Occupational PTSD, it also includes trauma not related to a person's employment.

Optimizing the usability of the website on mobile devices is a vital part of the accessibility of businesses in the community. The mobile site is currently laggy and loads photos slowly, so this is a big need.

Overall accessibility is lacking; there are inconsistent headings, no alt text to allow search performance. Adding these things will improve the searchability of the website