

Insight (what)	Interpretation	User need
Resources like PDFs and other documents	These resources provide a lot of content about the support for various injuries	The content seems scattered; user wants to be able to access the required document without confusion.
Call button	Call button would often be missed by the users	The users need a bigger button with the call button available even when scrolling.
Social media and contact	The social media like discord, contact are scattered	The users need all the options to connect on one page.
The home page – non uniform text and images	This nonuniform structure makes the website less engaging	User wants to be able to see the important content at the top without having a need to scroll. Right now the images take up a lot of space at the top.