Findings & Recommendations Report

PARENTS FORWARD →

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Evaluation Methods

1. ## 4 Usability Evaluations
   The App was looked at and measured against various criteria established by the app's goals including Consistency, Accessibility, Visual Design, and error reduction.

2. ## 9 Remote Usability Testing
   Users were directed to use think aloud protocol as they navigated through the application remotely using Google Hangouts.

3. ## 4 Lab Usability Testing
   Users were directed to use think aloud protocol as they navigated through the application with a moderator in Fathom Labs.

   Scenarios Given:
   Scenarios were given to users so they could navigate the website with a certain mindset. One was going through the app as a parent who was court ordered to take a class the other was a caseworker with a client who spoke Spanish, and had no car.

Participants
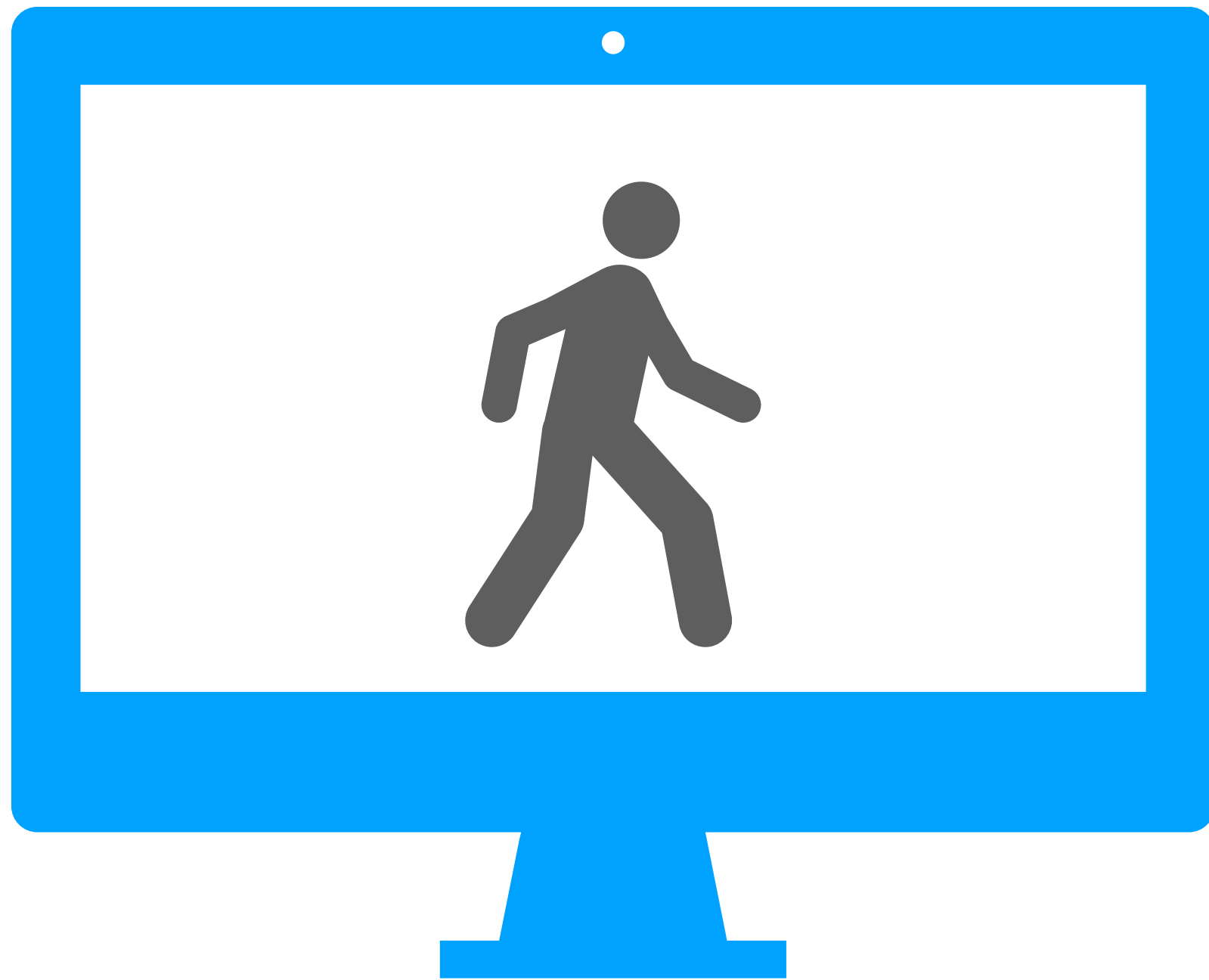
8 Remote Participants

4 Lab Participants

Positive Findings

Meaningful Purpose

- The site is straightforward

- The Purpose is meaningful.

- There are no advertisements

- Its tasks make sense.
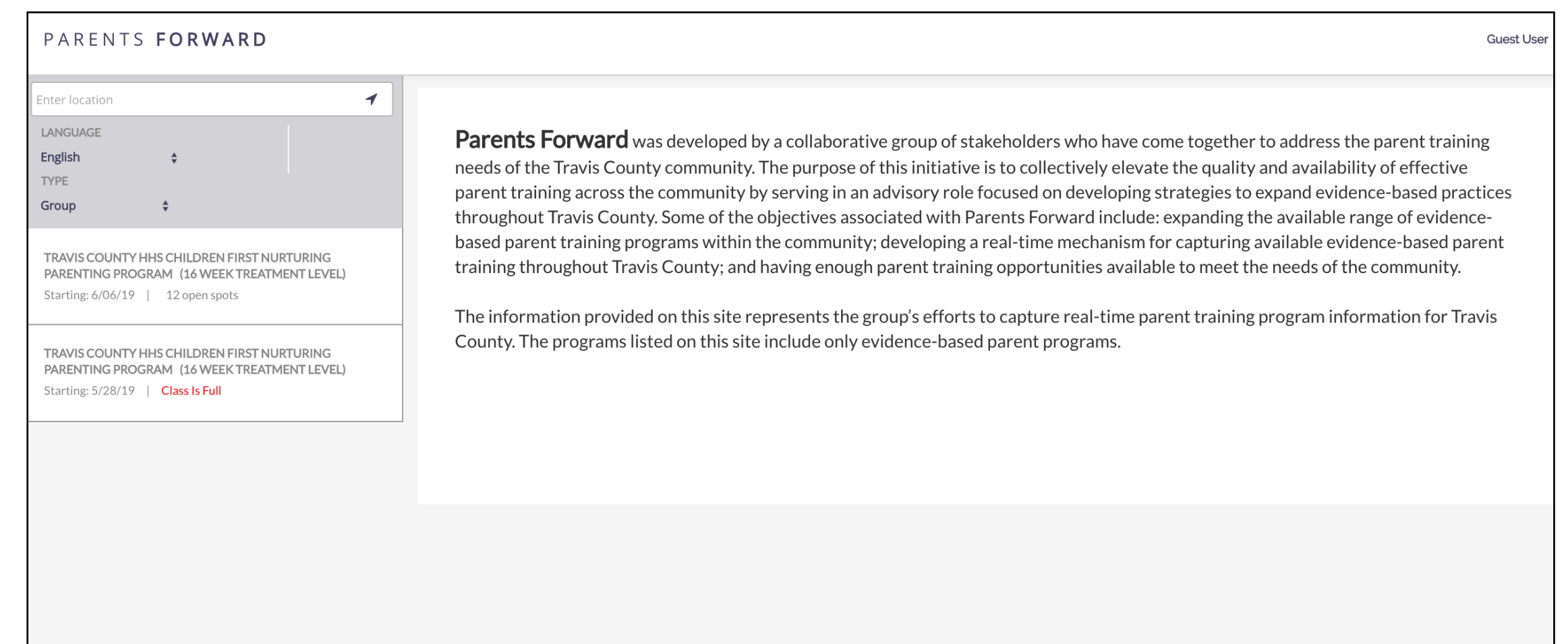
"*The content feels good because it's helping people.*"

–Remote Participant

Pain Points

Home Page

- Many users found the home page impersonal and cold.

- The description on the front page was too long for users to easily read and provided information that many users felt was irrelevant

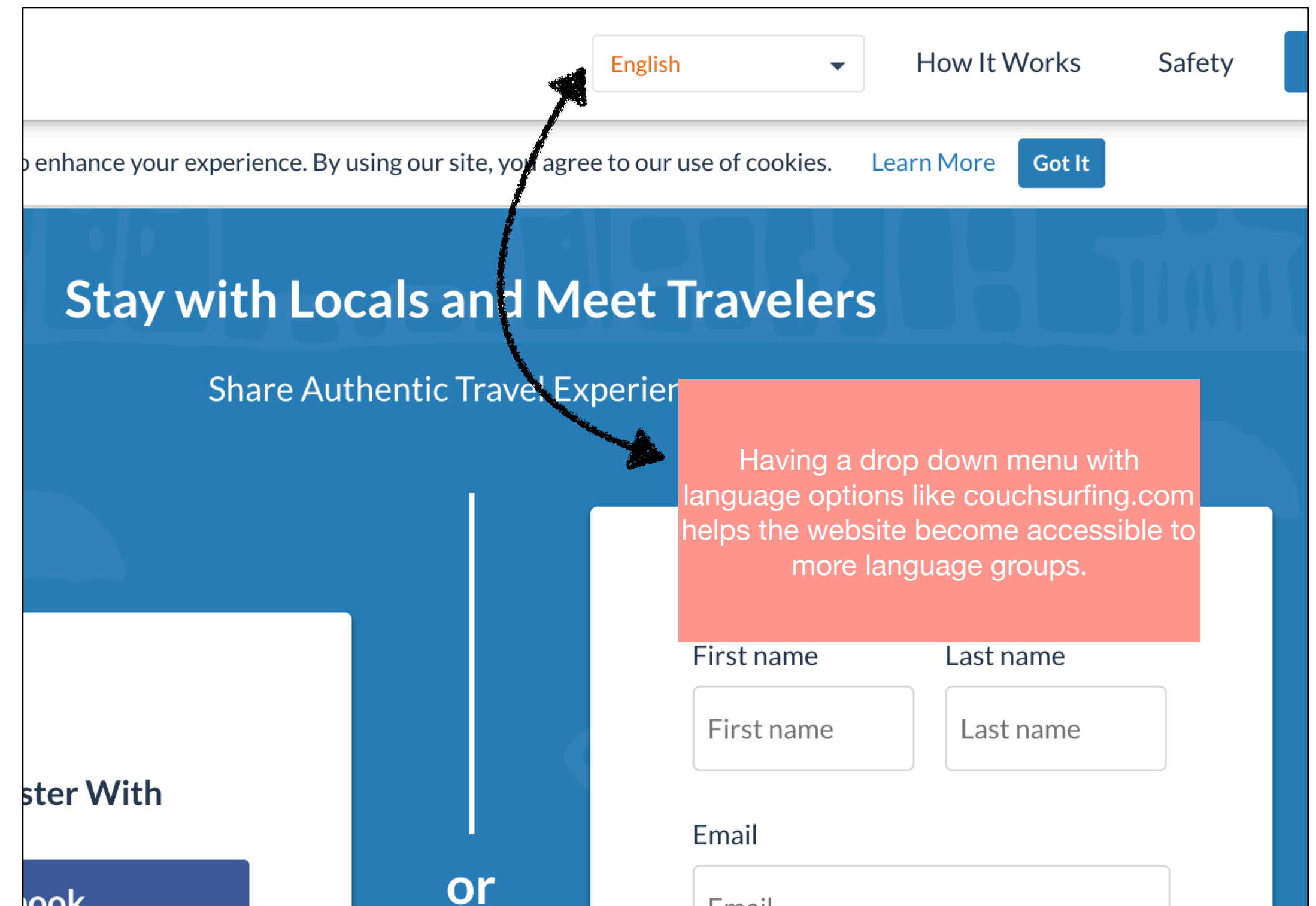- Many users agreed the location search function didn't have to be the focus.

" *I'm not surprised it's a county site.* "

–Remote Participant

Accessibility

- Being able to read in their own language was considered *very important to all users surveyed.*

- Many users expressed wanting to know more information about childcare and transportation assistance.

English ▾   How It Works   Safety

...o enhance your experience. By using our site, you agree to our use of cookies.   Learn More   Got It

Stay with Locals and Meet Travelers

Share Authentic Travel Experien...

Having a drop down menu with language options like couchsurfing.com helps the website become accessible to more language groups.

First name   Last name

First name   Last name

...ster With

Email

...ook   **or**   Email

Navigation

- Research with users showed they prefer a top navigation bar.

- Many participants going through scenarios they were given couldn't get through their task. They wondered:

  - How do I register?

  - How do I find more information?

  - These items should be straightforward to get to with navigation.

Class Page

- Most users wanted the registration button to be more obvious at first glance.

- Users noted they would like the class pages between in-home and group to have the same layout.

- Most users wanted to see a class description and wanted a set of dates that the classes will land on.

- Making all e-mail addresses hyperlinked will make contacting easier.

Travis County HHS Children First Nurturing Parenting Program
(16 week treatment level)
12pm - 2pm starting on Thu, Jun 6, 2019

12 open spots

This session's spoken language is **English**
Childcare is **NOT** available

TO REFER
Please have the CPS worker send all referrals to the Children First Referral Mailbox at ChildrenFirstReferrals@traviscountytx.gov.
Register

CONTACT
Karrie Horn
(737) 228-5616

Travis County HHS (Palm Square Building)
100 N Interstate 35 Frontage Rd, Austin, TX 78701, USA
Transportation assistance is **NOT** available
If you are in need of bus passes, please enter that on the referral or speak with the facilitator to obtain them, if they are available.
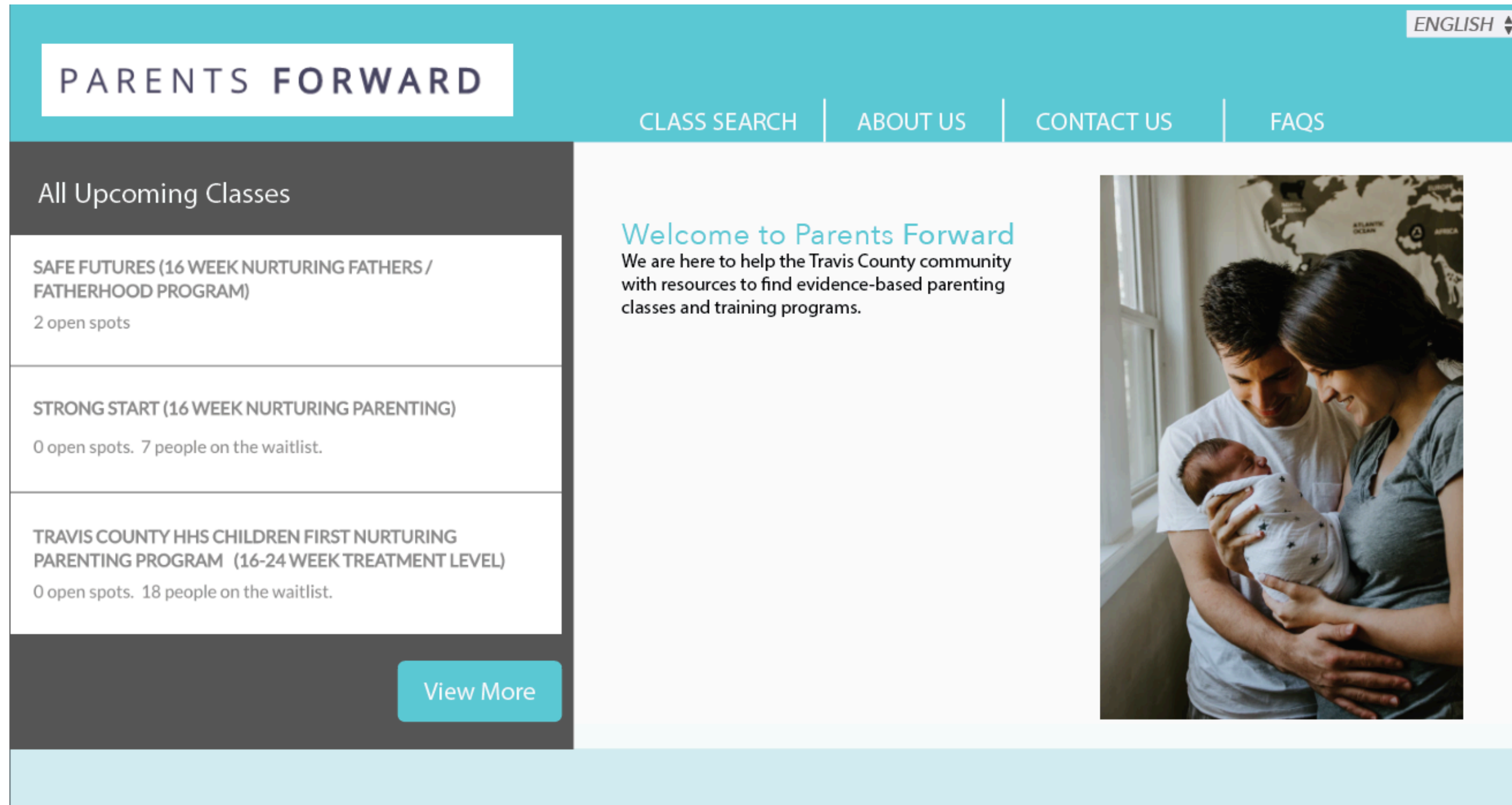
Register

Wednesdays 6-9pm
Starting June 8th

A brightly colored register button can draw the eye to it more easily. A calendar or list of dates can let people more easily plan for the classes they'll attend.

Recommendations

Home Page Updates

Bringing in bright colors, a top navigation bar, FAQS, A language selection area, a simplified front page description, imagery, and moving the location function to another page help make keep the website friendly and accessible.

Appendix

Appendix

- App wouldn't open on iPad or iPhone

- Users wondered why the register button brought them to an external site.

- Making sure when an action is done on the website a reaction happens to let the user know the website isn't broken.

- Many users wondered what a referral was, what in-home was vs group.

- Many users expressed that being court ordered to take parenting classes can be an emotional moment in people's lives and making the website more welcoming can really help with their experience.

- Many felt that this was a tool to be used with a case worker, not for parents to use on their own.