

USABILITY REVIEW FOR PARENTS FORWARD

Nick Tourville

CRITERIA USED

Accessibility - supports users with a wide variety of needs

Learnability - easy to learn the functionality of the site

Efficiency - can quickly and effectively accomplish goals on the site

Error Frequency - minimizes errors

Error Tolerance - easy to recover from errors

Context/Purpose - it fulfills its purpose for users

Control/Flexibility - users can do what they want to do with the site

Credibility - users trust the site

Subjective Satisfaction - users like using the site

FINDINGS AND RECOMMENDATIONS

Accessibility:

1. Not accessible for parents without a CPS worker to refer them
 1. "Register" link hidden under "To refer" section for Nurturing Parenting Program
 2. "Register" links to page assuming a referral agency for other programs
 3. Not clear how one would register without a CPS worker
 4. **Should add a registration option for parents without a CPS worker**
2. No option to translate the page into Spanish
 1. Having "Spanish" and "ASL" options in the dropdown menu was good, but it might be difficult for Spanish-speakers to use the site
 2. **Should add an option to translate the page into Spanish, and highlight it when "Spanish" is selected as a language**
3. Lack of group options for Spanish and ASL languages feels like a dead end
 1. Nothing is displayed when these combinations of options are selected.
 2. **Users should be referred to the in-home options available for these languages**
4. Lack of childcare availability for group classes feels like a dead end
 1. Users are told childcares is not available, but are not given an alternative
 2. **Users should be referred to the in-home options and local offerings for childcare**

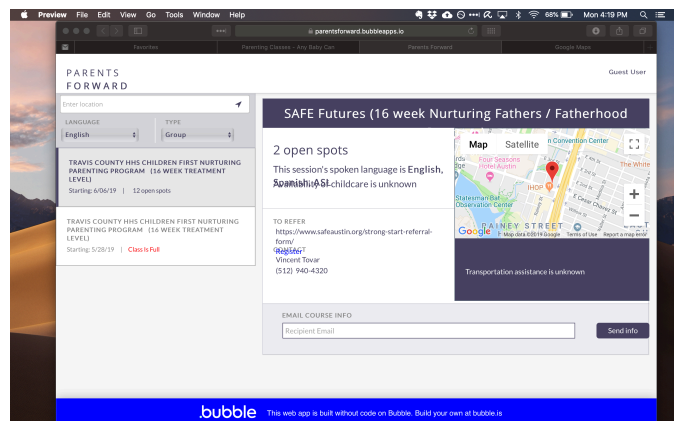
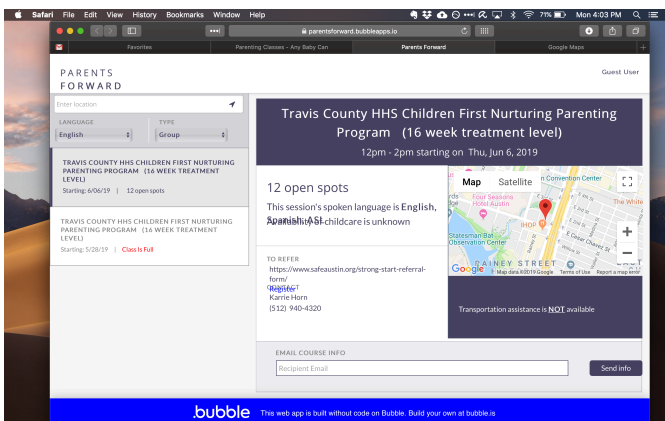
Learnability:

1. Some terminology might not be clear to users
 1. Acronyms like HHS and CPS are not defined
 2. Not obvious whether "In-Home" means instructors come to you at home
 3. Not clear what determines the length of a "16-24 week" program
 4. Not clear what a "treatment level" is
 5. Email sent via "Send info" button used undefined terms like "strength-based program"
 6. **The above terms should be removed, defined, or turned into informative links.**
2. Difficult to compare programs with different titles (Travis County HHS Children First Nurturing Parenting Program vs. Strong Start Nurturing Parenting Program vs. Safe Futures Nurturing Fathers / Fatherhood Program)
 1. Children First Nurturing Parenting Program lacks a description unless users follow the "Register" link
 2. Descriptions for the other programs cannot be displayed side-by-side, and are not easily contrasted with the other descriptions

3. Description for the Safe Futures Nurturing Fathers / Fatherhood Program (which is specific to fathers) seems to conflict with the eligibility requirements (which include mothers)
 4. Long titles make them more difficult to compare
 5. **Should add a page that clearly compares and contrasts the different programs, and descriptions of programs should include a “compare” link that brings users to this page**
 6. **Titles should be shortened when possible; for example, “Travis County HHS Children First Nurturing Parenting Program” could likely be shortened to “Children First” or “Nurturing Parenting”**
3. Not clear how waitlists work
 1. Users might wonder whether registering for a full class will add them to the end of a waitlist, how long the wait on waitlists is likely to be, and whether being on a waitlist for too long can violate their court order
 2. **Clarify how the waitlists work**
 4. Children First “Register” link is not a register link
 1. The “Register” link brings users to a page with useful information about the program, but no option to register
 2. **Should change the “Register” link to an “Info” link and move it out of the “To Refer” section**
 5. Other “Register” links go to a confusing form
 1. It’s not clear whether care-givers or referring agencies are supposed to fill out the form
 2. **Provide brief instructions for the form**

Efficiency:

1. Need to click classes to see class-times
 1. **Class-times should be visible alongside availability**
2. Need to do the math to calculate end dates
 1. **End dates should be displayed next to start dates**
3. Asks for my location but doesn’t give me directions
 1. Only distance is provided based on my location
 2. **Should provide directions based on location entered**
4. Full classes stand out more than open classes
 1. Users are looking for open classes, but only “Class is Full” is in color
 2. **Should make availability text like “12 open spots” green**
5. Bugs with the display of text
 1. The email address ChildrenFirstReferrals@traviscountytexas.gov is partially obscured by the box below the Google map when the browser window is certain sizes
 2. The text sometimes overlaps (see both images below)
 3. Switching from the Fatherhood course to the Children First course caused Fatherhood course information to be partly displayed in the Children First format, with text overlaps (see right image below)
 4. **Fix the bugs above**



Error Frequency:

1. Not clear whether “Email Course Info” section is for sending or receiving info
 1. “Email Course Info” suggests that users are sending an email to someone other than themselves
 2. “Send info” suggests that users are not receiving the info
 3. **Change “Email Course Info” to “Email Me Course Info” and change “Send info” to “Get Info”**
2. Feedback for “Send info” button is hard to see
 1. It appears at the top of the screen and doesn’t last long
 2. **Display a “sent” message close to the button and don’t make it disappear**

Error Tolerance:

1. I sent myself info four times because I didn’t think it worked
 1. **Ask for confirmation that users want to send info to the same email address**

Context-Purpose:

1. I don’t see any mentions of court orders on the site
 1. **Reassure court ordered users that the selected program fulfills their court order**

Control/Flexibility:

1. It’s not clear how to return to the homepage with information about Parents Forward
 1. **Make the “Parents Forward” logo a link to this homepage**

Credibility:

1. It’s not clear what is meant by “evidence-based program”
 1. Users might be suspicious of non-transparent criteria for excluding programs
 2. **Explain your criteria for programs or link to such an explanation**
2. Content and styling is not consistent between pages, making the site seem less professional
 1. Karrie Horn has a title displayed for the full class but not the open class
 2. The kinds of information displayed for group classes is significantly different from the kinds of information displayed for in-home classes
 3. The dark blue interface for group classes is significantly different from the white interface for in-home classes
 4. **Make the content and styling more consistent**

Subjective Satisfaction:

1. It feels like the site is yelling at me when words are displayed in bold, underlined, all-caps, or oversized text, as in “language is **English**”, “Childcare is **NOT** available”, “Transportation assistance is **NOT** available”, etc.
 1. Draw attention to this information in more friendly ways; for example:
Language: English
 Need a different language? Select one here...
Childcare: Not available with this class
 Need childcare? Find local options here or consider our in-home programs...

Positives:

1. I like that the selected program turns grey.
2. I like that availability is clear.
3. I like that contact information is clear and available.
4. I like that the location is shown on a map.