

Facilitator Guide

Intro script

- Hello. My name is Shari and I am a student researcher at the University of Michigan. I am currently in the process of conducting research to improve the limited accessibility of mental health resources on campus and conducting usability tests for the primary source/website that allows students and faculty to access these resources, so we've recruited you into the study to help us.
- In today's session, I will give you a few activities to do on the website and ask for your feedback. The session will take no longer than 60 minutes.
 - Thank you for your time today.
 - Thanks for signing the **consent form**. Just a reminder...
 - Observer — okay with you?
 - Recording — okay with you? (We won't share that recording outside the research team. It's purely for us to re-watch later so we can analyze properly.)
 - Any questions about the consent form?
 - Before we begin, I need you to complete a **consent form**. A few things to make you aware of...
 - Observer — okay with you?
 - Recording if you feel comfortable. This helps us to analyze the data from the session properly. We won't share the recording with anyone else.
 - *Send link to consent form*
 - Any questions before we begin? Just a reminder that this session is voluntary. If you need to stop or take a break, please let me know.
 - *Start recording*

Checklist

- ☐ Mention observers and recordings
- ☐ Send **consent form** link (if not already signed)
- ☐ Check consent form completed correctly
- ☐ **Start recording**
- ☐ Intro questions
- ☐ Ask participant to close anything personal or sensitive
- ☐ **Participant to share screen**

Introduction questions

Check familiarity with website

- Have you been to this website before?
- When was the last time you visited this website?
- Do you remember what you were doing there?

Introduce usability test script

- I will give you several different activities to do on the website. For each activity, [I'll paste the instructions in the chat feature here/ I'll give you the instructions on a piece of paper].
- Some activities will be short, and some will be longer. Please try to imagine you're doing this in real life, and I'm not there. Try to do whatever you would do normally. If there's a point where you would stop or go elsewhere, please let me know. Once you've finished an activity, please say "I'm done" or "I would stop here."
- If you have questions during the session, feel free to ask, but I might not be able to answer them straight away. I will be taking notes and I'll mostly be staying silent, but I may stop you to ask a question now and then.
 - I'll ask you to think out loud as you work. Tell me what you're thinking as you move through the website. If you're reading something, please try to read out loud. If you're clicking on a link, tell me what you're hoping or expecting to find there. If you forget to think out loud at any point, don't worry. I may remind you throughout the session.
- I am not testing you and how much you know about designing websites or our website. I am testing the design. If there's something that you think is confusing, or you're not sure about, that's helpful for me to know, so please tell me honestly what you're thinking.
- Any feedback, both good and bad, is helpful. I will not be offended with anything you share. We just want to assess the design.
- Before we begin, please close, or minimize anything you don't want us to see...
 - *Setup screen sharing*

Test script checklist

- ☐ How **activities** will be given
- ☐ Ask for **real behavior**
- ☐ Can't answer questions
- ☐ Ask for **think aloud**
- ☐ Not testing you
- ☐ All **feedback** helpful
- ☐ **Prototype** may be limited

Links

- **Consent form:** [Informed Consent for Research Participation](#)
- **Website:** <https://uhs.umich.edu/stressresources>

Tasks

- I will give you your first activity. Before you begin the activity, please read it out loud, just so I have it on the recording.
- Any questions about this activity before you begin?

Task 1	Imagine you're in a crisis situation and need to find emergency contact information on the University of Michigan's "Resources for Stress and Mental Health" website. Please navigate to this information.
Specific follow-up questions	<ul style="list-style-type: none">● How quickly were you able to locate the emergency contact information?● Did you encounter any difficulties or confusion while searching for this information?● What specific features or elements on the page helped you in identifying the emergency contact details?
Task 2	You are looking for self-help resources related to stress management. Please find and explore the available self-help resources on the website.
Specific follow-up questions	<ul style="list-style-type: none">● Were you able to easily find the section on self-help resources?● What types of self-help resources did you discover, and how are they organized?● Did you feel the information provided was relevant and helpful?
Task 3	Imagine you have a specific question about the mental health services offered. Your task is to find a way to contact support for additional information.
Specific follow-up questions	<ul style="list-style-type: none">● How straightforward was it to locate the contact information for support?● Did you encounter any challenges in navigating to the contact details or support page?● What options did you find for reaching out to support, and which did you choose?
Task 4	Explore any interactive features available on the website. For example, try initiating a chat or filling out a contact form to inquire about mental health resources.
Specific follow-up questions	<ul style="list-style-type: none">● How easy or challenging was it to find and use the interactive features?● Were the instructions clear when using the chat or filling out the form?● Did you receive a prompt response or confirmation after interacting with the feature?

Task 5	Access the website from your mobile device and try to find information about coping strategies for stress. Evaluate how well the website responds and adapts to the smaller screen.
Specific follow-up questions	<ul style="list-style-type: none"> ● How did the website perform on your mobile device in terms of speed and responsiveness? ● Were there any difficulties in navigating or interacting with the website on a mobile device? ● Did you notice any differences in content or layout compared to the desktop version?

Follow-up questions for all task

- What did you think about doing this activity on the website?
- Was there anything easy or difficult?

End of test questions

- What did you think about using this website to access mental health resources at the University of Michigan?
- Is there anything that should be changed or improved?
- Anything else you'd like to share with us about the website you used today?

Closing intro script

Thank you so much for your time. This has been very helpful for us. You can leave the session now. Thank you again!