

Data Log

Codes
E: Error In Task Completion
I: Important finding
C: General Comment
F: Facial Reaction
X: Usability Issue

Participant 1

Task 1:

Scenario: 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.

Success measure:

- The user successfully finds the emergency contact information on the website
- Ideally, users should find emergency contact information within 1-2 minutes
- Positive feedback on the clarity and accessibility of emergency contact information

Estimated time range: ~2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Code Type	Notes
	Navigate to the homepage of the University of Michigan's "Resources for Stress and Mental Health"	Homepage	+1	F	User had confused look on their face while completing task, but did successfully complete it.

	website				
	Locate and click on the section or link related to emergency contact information.	Homepage	0	I, X, C	User found two different sections/links for emergency contact information and had trouble distinguishing between the two for a significant amount of time. User noted that the site is difficult to navigate due to the overwhelming amount of information presented on the interface, with a lack of consideration of aesthetic-usability.
	Identify the emergency contact details (phone number, email, etc.).	Emergency Contact Information Page	+1	F	User again seemed a little perplexed while completing the task, but did successfully complete it.

Task 2:

Scenario: You are looking for self-help resources related to stress management. Please find and explore the available self-help resources on the website.

Success measure:

- The user directs to several self-help resource pages
- Users should locate self-help resources within 2-3 minutes
- Positive feedback on the relevance and organization of self-help resources.

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Type	Notes
	Go to the University of Michigan's "Resources for Stress and Mental Health" website	Homepage	+1		
	Find and	Homepage	-1	E, I, X	User found there is no dedicated section for

	navigate to the section dedicated to self-help resources				self-help resources and noted that “everything is sprawled out and disorganized.”
	Explore the types of self-help resources available	Homepage	0	E, I, X	Again, user has difficulty completing the task and notes that it is due to the overwhelming, disorganized information on the website. User also takes a long time trying to complete the task.

Task 3:

Scenario: 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.

Success measure:

- Users navigate to contact support for additional information AND get their question answered
- Users should find contact information for support within 1-2 minutes
- Positive feedback on the ease of finding and accessing support contact details

Estimated time range: ~1-2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Start from the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Look for the contact information or support section	Homepage	-1	E, I, X	User finds multiple sources of contact and support information, indicating a lack of centralization and organization on the site, again.
	Find a way to contact support for additional information	Contact/Support Page	0	I	User finds contact support for additional information (kind of) for UHS at the site's footer, but the information is vague and not

					specific. There is no indication of what users should use the phone number and/or email for.
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Task 4:

Scenario: 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.

Success measure:

- Users utilize an interactive feature on the website
- Users should successfully explore and interact with features within 3-4 minutes
- Positive feedback on the clarity of instructions and the responsiveness of interactive features

Estimated time range: ~3-4 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Begin on the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Identify and interact with any available chat features or contact forms	Homepage	-1	E, I	Chat features or contact forms found on site are only for specific resources, but there are none for the site itself.
	Test the responsiveness of these features	Interactive Features (Chat/Forms) Page	-1	E, I	They do not exist.

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.

Success measure:

- Users should navigate and find information on coping strategies within 2-3 minutes on a mobile

device

- Positive feedback on the mobile responsiveness and usability

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Page	Success Rate	Type	Notes
	Access the University of Michigan's "Resources for Stress and Mental Health" website from a mobile device	Mobile Version of the Homepage	+1	F	User seems even more overwhelmed by the information on the site from their mobile device.
	Attempt to find information on coping strategies for stress	Mobile Version of the Homepage	0	I, X, C	User has trouble finding information on coping strategies for stress on the mobile version of the homepage, and notes that it was much much easier to do so on their laptop.
	Evaluate the mobile responsiveness of the website	Coping Strategies Information Page on the Mobile Version	+1		

Participant 2

Task 1:

Scenario: 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.

Success measure:

- The user successfully finds the emergency contact information on the website
- Ideally, users should find emergency contact information within 1-2 minutes
- Positive feedback on the clarity and accessibility of emergency contact information

Estimated time range: ~2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Code Type	Notes
	Navigate to the homepage of the University of Michigan's "Resources for Stress and Mental Health" website	Homepage	+1		
	Locate and click on the link/source related to emergency contact information (U-M Division of Public Safety and Security)	Homepage	-1	E, I, C, F, X	User noted that this is a "terrible website" as everything is the same font and is not easily accessible or usable. User did not find this resource.
	Identify the emergency contact details (phone number, email, etc.).	Emergency Contact Information Page	0	E, I, X	User could only identify the phone number easily, and was perplexed as to why only the phone number was present on the homepage and not the email, as well.

Task 2:

Scenario: You are looking for self-help resources related to stress management. Please find and explore the available self-help resources on the website.

Success measure:

- The user directs to several self-help resource pages
- Users should locate self-help resources within 2-3 minutes
- Positive feedback on the relevance and organization of self-help resources.

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Type	Notes
	Go to the University of Michigan's "Resources for Stress and Mental Health" website	Homepage	+1		
	Find and navigate to several self-help resources	Homepage	0	I, C, X	User notes they feel stressed from looking through the resources and try to find one that fits their needs on the homepage.
	Explore the types of self-help resources available	Self-Help Resources	0	C	User expresses that they do not want to go through the trouble of doing this. Minimal exploration.

Task 3:

Scenario: 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.

Success measure:

- Users navigate to contact support for additional information AND get their question answered
- Users should find contact information for support within 1-2 minutes
- Positive feedback on the ease of finding and accessing support contact details

Estimated time range: ~1-2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Start from the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Look for the UHS contact information	Homepage	0	I	Found phone number, but did not get any additional information beyond that.
	Find a way to contact UHS support for additional information	Contact/Support Page	+1	C, I, X, F	Found phone number and email on footer. User notes that this is difficult to navigate, particularly when they are in a crisis. Makes a sour face.

Task 4:

Scenario: Explore U-M Counseling & Psychological Services (CAPS) on the website.

Success measure:

- Users utilize U-M Counseling & Psychological Services (CAPS) services
- Users should successfully explore and interact with multiple U-M Counseling & Psychological Services (CAPS) services within 3-4 minutes
- Positive feedback on the clarity of instructions and the responsiveness of interactive features

Estimated time range: ~3-4 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Begin on the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Explore and interact with U-M Counseling &	Homepage & CAPS Page	0	I	User explored services through the CAPS page, but did not

	Psychological Services (CAPS) services				explore CAPS services present on the homepage (sub bullet points).
	Test the responsiveness of these sources	U-M Counseling & Psychological Services (CAPS) Sources	+1	C, I	User notes that opening the sources is pretty fast and not time or energy consuming.

Task 5:

Access the website from your mobile device and try to access and find information about several coping strategies for stress. Evaluate how well the website responds and adapts to the smaller screen.

Success measure:

- Users should navigate and find information on coping strategies within 2-3 minutes on a mobile device
- Positive feedback on the mobile responsiveness and usability

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Page	Success Rate	Type	Notes
	Access the University of Michigan's "Resources for Stress and Mental Health" website from a mobile device	Mobile Version of the Homepage	0	C,	User states that the site is "much worse" on their mobile device.
	Attempt to access and find information on several coping strategies for stress	Mobile Version of the Homepage	-1	E, I, X, F	User was unable to find information on coping strategies for stress even when they got really close to their phone screen and spent a significant amount of time scrolling through the site.
	Evaluate the mobile responsiveness of	Coping Strategies Information	+1	C, I	User noted that everything opened quickly.

	the website	Pages on the Mobile Version			
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Participant 3

Task 1:

Scenario: 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.

Success measure:

- The user successfully finds the emergency contact information on the website
- Ideally, users should find emergency contact information within 1-2 minutes
- Positive feedback on the clarity and accessibility of emergency contact information

Estimated time range: ~2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Code Type	Notes
	Navigate to the homepage of the University of Michigan's "Resources for Stress and Mental Health" website	Homepage	+1		
	Locate and click on the link/source related to emergency contact information (U-M Division of Public Safety and Security)	Homepage	+1		User easily finds this as her "strategy" for completing the tasks seems to be reading through each line on the site, and this information was towards the top of the website so she was able to easily locate it.

	Identify the emergency contact details (phone number, email, etc.).	Emergency Contact Information Page	0	E, I, F, X	User scrolls all the way down to the page when and scrolls up and down several times before she finds the emergency contact information at the top of the site. User has a confused look on her face.
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Task 2:

Scenario: You are looking for self-help resources related to stress management. Please find and explore the available self-help resources on the website.

Success measure:

- The user directs to several self-help resource pages
- Users should locate self-help resources within 2-3 minutes
- Positive feedback on the relevance and organization of self-help resources.

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Type	Notes
	Go to the University of Michigan's "Resources for Stress and Mental Health" website	Homepage	0	E, I, X, F	User initially navigates to the wrong homepage. Confused by the website's interface. Eventually had to use the "back" button Google Chrome to find her way back to the site.
	Find and navigate to several self-help resources	Homepage	0	E, I, F, X	User was visibly very overwhelmed with information on the website.
	Explore the types of self-help resources available	Self-Help Resources	-1	E, I, C, F, X	User is getting very stressed using website, and verbally notes that, as well.

Task 3:

Scenario: 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.

Success measure:

- Users navigate to contact support for additional information AND get their question answered
- Users should find contact information for support within 1-2 minutes
- Positive feedback on the ease of finding and accessing support contact details

Estimated time range: ~1-2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Start from the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Look for the UHS contact information	Homepage	0	E, I, F, X	User takes a very long time to find the UHS contact information and spends a significant amount of time scrolling up and down through the site to find it. User has confused look on their face.
	Find a way to contact UHS support for additional information	Contact/Support Page	+1		User finds email and phone number.

Task 4:

Scenario: Explore U-M Counseling & Psychological Services (CAPS) on the website.

Success measure:

- Users utilize U-M Counseling & Psychological Services (CAPS) services
- Users should successfully explore and interact with multiple U-M Counseling & Psychological Services (CAPS) services within 3-4 minutes
- Positive feedback on the clarity of instructions and the responsiveness of interactive

features

Estimated time range: ~3-4 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Begin on the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Explore and interact with U-M Counseling & Psychological Services (CAPS) sources	Homepage & CAPS Page	0	I, F	User navigates to the main page and successfully explores this, but fails to explore the sub-bullet points sources under the main CAPS line on the homepage. User seems confused and stressed.
	Test the responsiveness of these sources	U-M Counseling & Psychological Services (CAPS) Sources	+1	C	User notes that everything is loading fast.

Task 5:

Access the website from your mobile device and try to access and find information about several coping strategies for stress. Evaluate how well the website responds and adapts to the smaller screen.

Success measure:

- Users should navigate and find information on coping strategies within 2-3 minutes on a mobile device
- Positive feedback on the mobile responsiveness and usability

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Page	Success	Type	Notes
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			Rate		
	Access the University of Michigan's "Resources for Stress and Mental Health" website from a mobile device	Mobile Version of the Homepage	+1		
	Attempt to access and find information on several coping strategies for stress	Mobile Version of the Homepage	-1	E, I, C, X	User takes an incredibly long time scrolling through the website and trying to find these, and fails on several occasions. User eventually "gives up" does not find the coping strategies for stress on the website.
	Evaluate the mobile responsiveness of the website	Coping Strategies Information Pages on the Mobile Version	+1	C	User notes that it is a little bit slower on the phone, and takes a second to load.

Participant 4

Task 1:

Scenario: 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.

Success measure:

- The user successfully finds the emergency contact information on the website
- Ideally, users should find emergency contact information within 1-2 minutes
- Positive feedback on the clarity and accessibility of emergency contact information

Estimated time range: ~2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Code Type	Notes
	Navigate to the homepage of the University of Michigan's "Resources for Stress and Mental Health" website	Homepage	+1		
	Locate and click on the link/source related to emergency contact information (U-M Division of Public Safety and Security)	Homepage	+1		
	Identify the emergency contact details (phone number, email, etc.).	Emergency Contact Information Page	+1		User easily completes the task and each step of the task.

Task 2:

Scenario: You are looking for self-help resources related to stress management. Please find and explore the available self-help resources on the website.

Success measure:

- The user directs to several self-help resource pages
- Users should locate self-help resources within 2-3 minutes
- Positive feedback on the relevance and organization of self-help resources.

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task steps	Screen	Success Rate	Type	Notes
	Go to the	Homepage	+1		

	University of Michigan's "Resources for Stress and Mental Health" website				
	Find and navigate to several self-help resources	Homepage	0	E, I	User kept navigating to different sites through UHS to try to do this instead of staying on the original website to do this, but eventually came back to the original website.
	Explore the types of self-help resources available	Self-Help Resources	-1	E, I, X, F	User did not explore the types of self-help resources available on the homepage successfully. Again, user went to different resources through UHS instead of staying on the website. User seemed confused and lost by homepage interface.

Task 3:

Scenario: 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.

Success measure:

- Users navigate to contact support for additional information AND get their question answered
- Users should find contact information for support within 1-2 minutes
- Positive feedback on the ease of finding and accessing support contact details

Estimated time range: ~1-2 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Start from the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Look for the UHS contact information	Homepage	-1	E, I, C	User did not successfully look for the UHS contact information.

					User took a significantly long time trying to do so, and even said "they give up" at one point.
	Find a way to contact UHS support for additional information	Contact/Support Page	0	E, I, X	User eventually found a way to contact UHS support for additional information, but did not do so without taking a very long time and going to the wrong places too.

Task 4:

Scenario: Explore U-M Counseling & Psychological Services (CAPS) on the website.

Success measure:

- Users utilize U-M Counseling & Psychological Services (CAPS) services
- Users should successfully explore and interact with multiple U-M Counseling & Psychological Services (CAPS) services within 3-4 minutes
- Positive feedback on the clarity of instructions and the responsiveness of interactive features

Estimated time range: ~3-4 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Screen	Success Rate	Type	Notes
	Begin on the University of Michigan's "Resources for Stress and Mental Health" homepage	Homepage	+1		
	Explore and interact with U-M Counseling & Psychological Services (CAPS) sources	Homepage & CAPS Page	0	E, I, X	User initially neglected the sub-bullet points under the main CAPS line on the website, but eventually came back to it.
	Test the responsiveness of these sources	U-M Counseling & Psychological Services (CAPS) Sources	+1	C	User said the responsiveness of the website is good, but could be better.

Task 5:

Access the website from your mobile device and try to access and find information about several coping strategies for stress. Evaluate how well the website responds and adapts to the smaller screen.

Success measure:

- Users should navigate and find information on coping strategies within 2-3 minutes on a mobile device
- Positive feedback on the mobile responsiveness and usability

Estimated time range: ~2-3 min

Success Rating (-1=failure, 0=completed task with some difficulties, +1=successful completion of task)

Time	Task Steps	Page	Success Rate	Type	Notes
	Access the University of Michigan's "Resources for Stress and Mental Health" website from a mobile device	Mobile Version of the Homepage	+1		
	Attempt to access and find information on several coping strategies for stress	Mobile Version of the Homepage	-1	E, I, C, F, X	User failed to find coping strategies for stress on the website and said that she gave up after spending quite a long time trying to find them. User had a frustrated look on her face.
	Evaluate the mobile responsiveness of the website	Coping Strategies Information Pages on the Mobile Version	+1	I, C, X	User successfully completed the task, but noted that the responsiveness still was not very fast and could be faster and smoother.