Usability Testing Round One Results

I. Remote Testers: key findings

1. Splash Screen

A parent that tested the 1st version (current T/TAC Online) of the splash screen pointed out that people don't necessarily live where they work. The entry to the website, however, doesn't specify whether it's the work or home location. Parents who tested the other two splash screens didn't report any problems.

2. Assistive Technology

Only 3 out of 11 parents managed to find information about assistive technology. The rest of the parents could not easily find assistive technology information.

3. Information for Parents New to Special Education

Parents managed to start at the right place, the "Basics" section.

4. Information about an IEP Meeting

Some parents were challenged in finding information about an IEP meeting, as they couldn't guess it would be under the "Special Education Process" Section.

5. Parents who don't agree on an Evaluation Report

Information for an evaluation report is currently located under "Referral, Evaluation and Eligibility", under the "Special Education" section. When the site is fully built out, there will be links for all content regarding problem solving under the "Problem Solving" section. The majority of parents followed a correct path to retrieve information about disagreement on an evaluation report ("Problem Solving" tab then "When You Don't Agree" tab). However, they didn't find content, as the page is still under construction.

6. Information about Standards of Learning

Parents followed a correct path to find information regarding standards of learning. However, they didn't find content, as the page is still under construction.

7. Activities to Help your Child at Home

The majority of parents followed the right path to find information regarding activities to help their children at home. However, not all of them were satisfied with the content.

8. Website Naming

The majority of parents chose "VA Special Education Connection" as the new name for the website for parents of children with special needs.

A summary of the key findings is displayed in Table 1

Table 1 – Task Completion				
Overall Task Completion	**Total Tasks**	**Goal**	**Actual**	**Comment**
Users – were asked to complete 6 tasks in total and respond to the accompanying questions**.** There were 58 questions in total.	6	100%	69%	Of the 16 possible parents asked to complete the survey, 11 parents in total completed some or all of the survey questions.

Participation in Task Completion						
Task	**Task #**	**Goal**	**Actual**	**Severity of Errors**	**Frequency of Errors**	**Recommendations**
Splash Screens – users were asked to comment on 3 different versions of the splash screen; the original splash screen, and 2 new versions of the splash screen	Task #1	100%	100%	None	None (*n=11)	Goal was to determine the splash screen with the least resistance. Users did not have issues with any of the splash screens. Recommending no change to the current (TTAC) splash screen.
SOL – users were asked to look for information, re: Standards of Learning	Task #6	100%	100%	None	None (*n=8)	None at this time
Assistive Technology - users were asked to suppose they were interested in purchasing (A.T.) software programs for their child to use at home.	Task #4	100%	36%	High	64% (*n= 11)	Add this topic to Top Navigation Bar
IEP – users were asked to suppose they're a parent going to their child's IEP meeting, and to find relevant IEP information.	Task #2	100%	63%	Moderate	27% (*n= 11)	Recommending adding a link for IEP under the "Basics" tab.
Home Activities – users were asked to find activities they can complete with their child at home.	Task #5	100%	78%	Moderate	22% (*n= 9)	Recommending the addition of more content in this area.
Evaluation – users were asked to suppose they did not agree with their child's evaluation report, and then document the steps they would take on the site.	Task #3	100%	82%	Moderate	18% (*n= 11)	None at this time
Please note: all recommendations will be implemented and incorporated into the 2nd round of Usability testing.						

- There are 16 parents on the Parents Panel. For the purpose of this table, n= the actual number of respondents for a particular question (ex. n=8 where eight of sixteen users responded to the question.)

II. Design Team Recommendations

Based on the key findings, the Design Team proposes the following recommendations:

- For the second round of usability, the Design Team will use the current T/TAC Online splash screen as the three versions performed equally. However, the Design Team will communicate the parent's concerns about where they live vs where they work on the Splash Screen to T/TAC.
- The Design Team suggests moving "Assistive Technology" to the top navigation menu, so that parents could easily find related content.
- The Design Team suggests adding a link for IEP under the "Basics" tab.
- The Design Team suggests adding more content under "At Home Services and Activities" section.

III. Additional Content Requested by Parents

The users had some recommendations and suggestions for additional content. Listed below are the users' recommendations by sections:

- **Basics**
  - Information on how to enroll one's child in school.
  - Helping parents understand how Special Education is organized from OSEP all the way to the local department and where funding comes from.
  - Overview of IDEA
  - Child's Evaluation report-a page on independent educational evaluations would be helpful as a link
  - Provide information by age group.
  - Add information about "Disabilities History"
  - Beginners need more information pieced out for them
    - Add/try to break out "I am new to special education."
    - Link to other sections in the site.
    - Add a section about timelines

- **My Community**
  - Add parents' organizations.
  - Add advocacy groups.
  - Add Structure of SPECED.
  - Add purpose of different organizations
  - Add information to enable parents to view other communities in the site

- **Laws and Regulations**
  - Add translations of the laws in ways parents can understand, e.g. Wrightslaw website.
  - Add information about getting in touch with local representatives/senators
  - SOL- provide users with released SOL tests (available online). Have access to (ex. for site impaired users) adaptive tests & accommodations

- - (SOL) Information about alternate assessment – create a page for this site with the VA Alternate Assessment page (on TTAC Online)
  - Add Additional Content for Laws & Regulations; Seeking Guidance Advocacy Group Link .
- **Problem Solving**
  - Add a section called "If I don't understand the language in my child's IEP"
- **News and Research**
  - Add methods and strategies on how to incorporate research-based, evidence-based research into the parents' children's education.
- **IEP**
  - Add content that teaches parents what to expect at an IEP and techniques on how to be a respected and active participant in your child's IEP team.
- **At Home Services and Activities**
  - Add more specific activities to do with one's child at home.
  - Involve parents and students with special healthcare needs.
  - Add more content on services; tutoring, private services like speech therapy.
  - The name "At Home Services & Activities" is odd. Recommendation: possibly changing name to ex. "Your child at home".
- **Assistive Technology**
  - A.T. Tools could be added and organized by disability (ex. voice output devices)
- **My Interests**
  - Parents want to be able to find information by disability.
- **Other**
  - Spell out IDEA acronym.
  - Add ESL language options

IV. Face to Face Tester of Accessibility
1. Key Findings

The Design Team was successful in recruiting a parent with a visual impairment. The parent with the visual impairment primarily tested the website for accessibility issues. She reported two issues regarding the top navigation pull-down menu. The Design Team will address those issues in the second round of usability. The text color on top navigation pull-down menu is light, E.g. "Basics "tab. The parent had difficulty accessing information using "ZoomText", on the top navigation pull-down menu. When the parent clicked on SOL under laws and regulations, the top pull-down menu hovered over the text on the top 3rd level of this page and it was very distracting.

She also reported some issues regarding the content location and the language used on the website. The parent tested the 3rd version of the splash screen. She reported that the login instructions were not clear. Based on the current instructions, the parent assumed that she had to create an account in order to login. Also when hovering over the "my community" section, the parent wasn't sure if this area meant her local community or an Internet community. When clicking the "News & Research" tab, she didn't understand what was meant by "National Centers" and, depending on what it meant, if it was appropriate to have it under "News & Research".

2. Design Team Recommendations

Based on the key findings, the Design Team proposes the following recommendations:

- The Design Team suggests using a solid color instead of the transparency on the top navigation pull-down menu.
- The Design Team suggests the reposition of the login message to line up with the Guest message, so that users don't get confused when trying to login.
- The Design Team suggests using a mega navigation bar to solve the issue with ZoomText.

3. Additional Suggestions by Parent

Listed below are the parent's recommendations:

- Call the "Problem Solving" section "Advocacy resources" instead, as some parents are not sure when an advocate is necessary.
- Link IEP through "Basics" or have it as part of the top navigation.
- Move "SOL" to a different location as parents might not guess that it is under "Laws & Regulations".