



# INDIANA DISABILITY RESOURCE FINDER USABILITY FINDINGS & RECOMMENDATIONS REPORT

FA25: INTERACTION DESIGN METHODS: 22629

## Abstract

A usability evaluation of the Indiana Disability Resource Finder (IDRF), a statewide website that connects people with disabilities, caregivers, and professionals to services, programs, and events.

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# INTRODUCTION

The Indiana Disability Resource Finder (IDRF) is a statewide web platform designed to connect people with disabilities, family caregivers, and professionals to relevant services, events, and supports across Indiana. For many users, especially those navigating healthcare, social services, education, and disability benefit systems for the first time or while dealing with urgent life challenges, IDRF may be the primary entry point to information about in-home care, crisis housing, mental health services, education advocacy, and community programs. Because of this central role, the site's usability directly affects how quickly and confidently people can discover, understand, and act on critical resources.

This project evaluates IDRF through a combination of heuristic evaluation and cognitive walkthrough methods grounded in established HCI principles. Multiple evaluators examined how well the site supports realistic scenarios such as locating inclusive employment resources, arranging day programs and long-term care, registering provider listings, and finding crisis and mental health services. These scenarios were chosen to reflect frequent, high-stakes tasks for the platform's core audiences and to surface both obvious and more subtle barriers in the current design.

Across personas and tasks, the evaluations highlight a disconnect between the platform's strengths and its usability challenges. The strengths of IDRF offers comprehensive resource coverage, flexible filters, accessibility tools, multilingual options, and bookmarking features. Some of the challenges are significant usability barriers in navigation, search, labeling, and visual hierarchy limit how effectively users can take advantage of those capabilities. Problems such as cluttered search pages, unclear filters, inconsistent navigation paths, hidden support features, and non-standard or overloaded interface elements can increase cognitive load, slow task completion, and undermine trust, especially for users who most need efficient access to help.

Together, the test plans, walkthroughs, and usability findings provide the foundation for targeted redesign recommendations that make IDRF more intuitive, inclusive, and reliable for its diverse users. By prioritizing interaction patterns and information presentation over wholesale content changes, the project aims to help IDRF better fulfill

its mission of offering a clear, dependable pathway to disability-related resources for people across Indiana.

## EXECUTIVE SUMMARY

This project evaluated the Indiana Disability Resource FINDER (IDRF) website to understand how well it supports people with disabilities, family members, and professionals in finding relevant services and supports. Using four moderated usability tests based on realistic scenarios, the team examined how participants searched for resources, interpreted key details such as cost and eligibility, and moved through the site to complete common tasks.

Across four moderated usability tests, the Indiana Disability Resource FINDER website demonstrated significant breakdowns in search, filtering, and content clarity that undermine its effectiveness as a resource directory. While participants were interested, motivated and persistent, core interactions repeatedly violated expectations, particularly around search behavior, filtering feedback, cost and eligibility information, event discovery, and comparison of services. These issues were not isolated usability friction points but systemic mismatches between the site's interaction models and the mental models users bring from other large service directories. Although features such as bookmarking and basic navigation showed promise, critical gaps in credibility, content structure and labeling, and accessibility-first design limited users' ability to confidently identify, evaluate, and act on available resources. Taken together, these findings indicate that the site's primary challenges stem from interaction design and information presentation, rather than from willingness to engage.

These results suggest that relatively focused changes to navigation, search behavior, filtering feedback, and the presentation of cost and eligibility details could substantially improve users' ability to find and trust resources on the site. In response, the report outlines targeted redesign recommendations that clarify search and filter options, strengthen visual hierarchy on results and resource pages, and foreground accessibility-first patterns so that IDRF can better support its diverse user base.

# METHODOLOGY

## Overview

This usability test was conducted to evaluate and gain an in-depth understanding of the Indiana Disability Resource Finder (IDRF) website through an extensive usability evaluation. The link to this website can be found [here](#).

The purpose of this usability test was intended to find issues, problems, and even possible solutions and design recommendations to increase usability for disabled individuals or anyone wanting to use this site for the purpose of locating resources targeted towards their own personal needs and issues at hand.

## Participants

All participants were asked ahead of time to be part of this study, and a pre-interview questionnaire was conducted to help ensure the highest quality of results possible. Users were selected at random and included a mix of ages, ethnicities, and genders in order to gather a broader range of perspectives during testing. Each participant had a different experience level, and experience level was not used as a selection criterion, although we did collect general website usage data through the questionnaire. These metrics were not intended to follow a specific pattern, and allowing participants with varied backgrounds and experience levels helped us better understand how different users interact with the site.

Each participant was selected at random through relation to each moderator and tester. All four group members chose either a family member, spouse, friend, or relative. This selection criteria did not follow a specific pathway and was up to the moderator on who they chose as a participant.

## Procedure of Testing

All participants were monitored, recorded, and transcribed while a moderator was conducting their test. Each participant was placed into an environment where they could follow the instructions from start to finish mostly free of distractions. Each test was

conducted as a one-on-one Zoom or Microsoft Teams recording and then shared with the other group members.

Overall, users were asked a total of 8 pre-study questions. The study followed a semi-structured interview format, allowing moderators to ask follow-up questions when clarification was needed while still maintaining consistent tasks and questions across the participants. During the study, they were given 4 scenarios with 4 questions each regarding a situation within that scenario. After completing the study, they were asked 4 post-study questions. In total, there were 12 open-ended questions regarding the user and site, and 12 task questions.

There was not a set time limit metric on each question or on the study itself. Although some questions took users much longer than others, there was no time limit enforced. This metric was reviewed after the study and compiled into this document for further analysis. Each session lasted from approximately 45 minutes to a maximum of 1 hour and 20 minutes.

Each session was monitored by another group member for further in-depth analysis, and notes were taken by each observer to increase the amount of data collected from this study.

## **Collected Metrics & Data**

There were several collected metrics and types of data from this study. One major metric was task completion. Each participant was rated on whether they completed or failed a task regardless of the time spent. Task completion was determined by whether the participant completed the task to the extent of the moderator's question. If a user did not fully finish the task or find a semi-correct answer, they were marked as having failed that task. If they completed the task to the best of their ability and met the intent of the question, they were marked as completed.

Errors were also noted during observations, and participants were observed by a group member while notes were taken to account for errors. Through transcribing the sessions, it was also easily determined to see where users struggled the most during each task and how these errors occurred.

Satisfaction ratings were also important within this study. Each participant was asked to rate their satisfaction with the scenario they were asked to consider. The tasks themselves were not rated individually, rather the overall task scenario was rated. Participants were asked to provide this rating at the end of each section, allowing us to understand how they felt while completing that set of questions and how usable that scenario would be in a real-world situation.

Lastly, one of the most important forms of data collected was observational notes. Each group member was tasked with observing another group member's study in order to gain an outside perspective and identify areas where moderators may have missed important information during the test. This also supported the metrics collected and the appendices included below. The data was compiled and transcribed, and each participant was color-coded to show their responses and overall feelings toward each task. This was intended to show the different outcomes and experiences across participants.

## Team Member Roles

Each team member was tasked with conducting a test, designing some form of output for the final report, and observing another team member's test. Each member completed both a moderator role and an observer role during the study.

## User Testing Results for Tasks

All task ratings are based on Nielsen's Severity Ratings.

All task ratings are based in order from U1 to U4.

Completion Ratings are an accumulation of if the user completed the task fully, partial and could not complete the task. These are all compiled into a percentage that shows the completion rate from the task as a whole.

P1	P2	P3	P4
9	11	8	13
56.25%	68.75%	50.00%	81.25%

## Scenario 1

User Satisfactory Rating (1-5 scale): U1: 3, U2: 4, U3: 4, U4: 5

### Task 1: Finding In-Home Care

Overall most of the users were able to locate a relevant resource option, although it was difficult for some users to locate proper information regarding this resource. Some users overfiltered and felt overwhelmed, while others found it quickly and easily.

Task ratings (0–4 scale): User scores were 2, 3, 3, and 0.

### Task 2: Determine Payment Option

Payment and insurance information was very mixed from task results. Some participants found the information quickly and easily while others didn't see it at all, even until a later task. This task had a different struggle and ease for every participant.

Task ratings (0–4 scale): User scores were 2, 4, 2, and 0.

### Task 3: Saving the Resource

Most of the users were able to locate this information and one user indicated that they would rather bookmark the resource outside the site within their browser.

Task ratings (0–4 scale): User scores were 1, 0, 1, and 0.

### Task 4: Compare Services

Most users were able to compare services by quickly and easily navigating to the different pages within their browser and through the IDFR website. One user did note that a comparison feature would be nice and allow for better tools on the site to assist with usability.

Task ratings (0–4 scale): User scores were 3, 4, 2, and 1.

## Scenario 2

User Satisfactory Rating (1-5 scale): U1: 4, U2: 3, U3: 2, U4: 5

### Task 1: Access Bookmarks

Users were able to locate the bookmarks in the profile section, although one participant accidentally logged out while trying to locate this which showed a problem within the icon and usability of the profile area. Access was understood by the users but could be improved.

Task ratings (0-4 scale): User scores were 0, 2, 2, and 2.

### Task 2: Identify Crisis Housing

This was probably one of the top three most struggled tasks from the users perspective. This was extremely difficult for most of the users. Some users found similar results to the question but not exactly what was asked for. Some of the resources located by the users required or explained too much information for immediate crisis housing from the scenario.

Task ratings (0-4 scale): User scores were 3, 4, 2, and 2.

### Task 3: Access External Links

The users were mostly able to complete this, and found external resources and links on each resource. Some users still located external resources after this task. Although each user was able to access and identify resources, some of the resources did have broken PDFs, websites, facebook, etc.

Task ratings (0-4 scale): User scores were 1, 0, 4, and 0.

### Task 4: Determine Eligibility

Users were mostly able to locate eligibility information, and most of it was clearly on the page, while others actually had more information regarding eligibility on their website.

Users mentioned adding additional eligibility information on the site would improve usability.

Task ratings (0–4 scale): User scores were 2, 3, 2, and 0.

### **Scenario 3**

User Satisfactory Rating (1-5 scale): U1: 4, U2: 3, U3: 3, U4: 4

#### **Task 1: Initial Mental Health Inquiry**

Most of the users were able to locate mental health resources and information. Although some users did struggle, they also felt uncertain whether they were navigating correctly when looking for this information in the search feature and digging through the results.

Task ratings (0–4 scale): User scores were 1, 2, 4, and 0.

#### **Task 2: Identify Insurance**

Users did struggle hard with this task as well, a lot of the information regarding insurance was inconsistent. Some users did locate this one quite easily, but this took one user a large amount of time to complete. One participant even had to leave the site to figure out if this could locate this information.

Task ratings (0–4 scale): User scores were 1, 3, 2, and 0.

#### **Task 3: Locate an Event**

Users did express concern with this question and did quickly locate events, some experienced confusion of the calendar and switching from a large scale view to detail view. Some users searched for the information while others just viewed the main front page.

Task ratings (0–4 scale): User scores were 2, 2, 2, and 2.

## **Task 4: Check Site Cost**

Most users did determine that the site was free to use, but was a difficult one for each user to complete and even locate the direct answer. Some found the direct answer, others guessed, and one just made a speculation.

Task ratings (0–4 scale): User scores were 1, 2, 2, and 0.

## **Scenario 4**

User Satisfactory Rating (1-5 scale): U1: 2, U2: 4, U3: 3, U4: 5

## **Task 1: Find IEP/Special Education Rights Information**

Overall most of the users did not locate this information clearly or at all. Searches were very mixed between users and they were not able to quickly locate this information. Most searches ended with users locating education resources rather than something focusing on rights for an IEP.

Task ratings (0–4 scale): User scores were 3, 3, 2, and 2.

## **Task 2: Find a Local Education Support or Advocacy Resource**

Again most users were generally successful in locating resources for advocacy or general education support. There was not a specific resource tailored for this task so users each found different resources. They mostly just quickly read the front description on the outside or clicked within the resource to read more information.

Task ratings (0–4 scale): User scores were 2, 0, 1, and 0.

## **Task 3: Create a Personalized List of Resources**

All users were able to quickly organize this information and list resources that they would like to return to and compile in one area. This was a very easy task for the users.

Task ratings (0–4 scale): User scores were 1, 0, 2, and 0.

## Task 4: Check Practical Details (Hours, Location, or Cost)

Users were able to quickly locate practical details for each resource, but a lot of quick information was also hours, and payment options. These resources were scattered either on the resource or on an external page for the resource. Most users completed this task, and some struggled with it while others did not. It also showed that most users consider different practical details.

Task ratings (0–4 scale): User scores were 2, 3, 2, and 0.

# Findings & Recommendations

## Overview

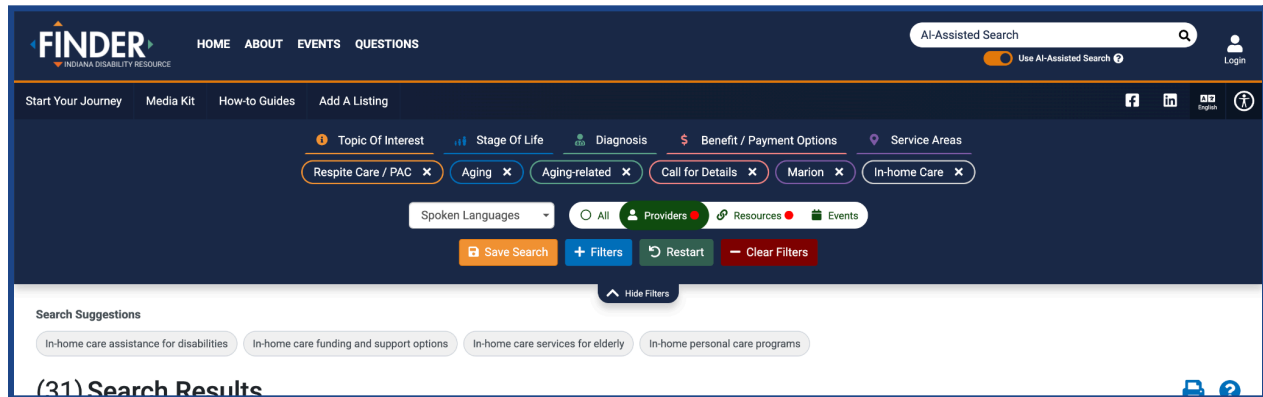
The following findings are based on four moderated usability tests, supported by think-aloud transcripts, observer notes, and task-level performance data. The findings focus on recurring patterns observed across participants and scenarios, rather than isolated errors. Expert evaluations and heuristic analyses informed the design of the study, but are referenced here only to contextualize the intent of the evaluation. The findings below reflect observed user behavior and expressed user expectations during testing. Each finding is immediately followed by a recommendation to address it.

### **Finding 1: Search complexity and violations of expected behavior catastrophically undermine the effectiveness of the directory**

Participants consistently struggled with search as an entry point, despite high motivation and persistence. Across scenarios, users expressed uncertainty about whether their actions were producing results, whether filters were active, and whether the system was responding to input. These breakdowns were not limited to a single task or persona, indicating a systemic problem rather than isolated usability friction. In multiple tests, participants paused for extended periods, backtracked repeatedly, or verbalized uncertainty about “what the site is doing” after initiating a search. In some cases, users assumed they had made an error when, in fact, the interface was not clearly communicating system state.

*“I clicked on ‘basic needs’, but it’s not really taking me anywhere... or at least tell me a little more info up here that could tell me what I’m working toward, like I can ‘view results’, but results of what?” — P2*

This issue is catastrophic because search is the core interaction model of a resource directory. When users cannot trust that search is behaving predictably, confidence collapses and exploration slows or stops entirely.



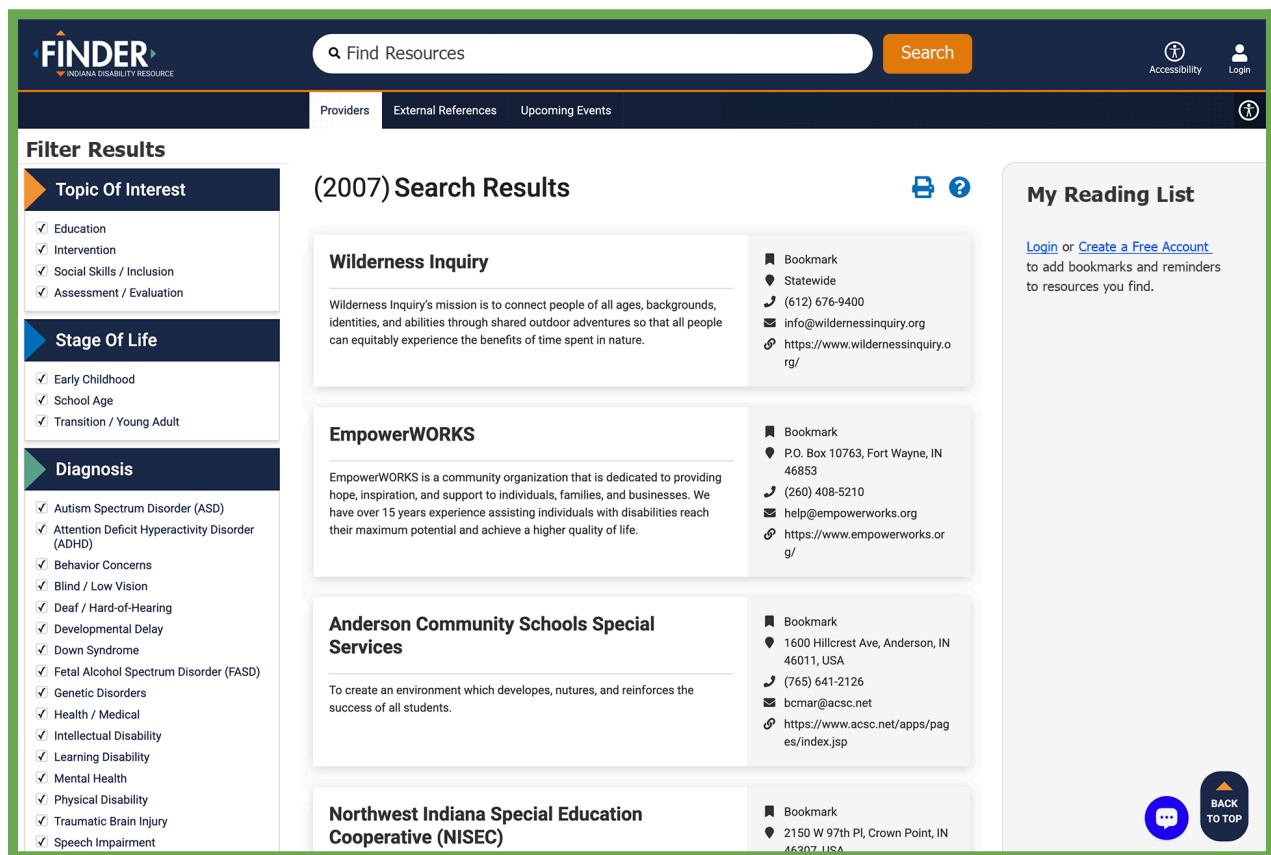
**Figure 1a:** While categories were the primary search feature, result listings do not display categories. Multiple filter options such as “payment options → call for details”, and sort order “random” were preselected. Top level “global search” was additive to previously selected filter parameters. Users expected a new search.

## Recommendation 1a: Re-center the site around a predictable, keyword-first search model

To address the catastrophic breakdowns observed in search behavior, the site should be re-centered around a single, predictable, keyword-first search interaction. Rather than requiring users to construct a query through filters before seeing any results, the interface should lead with a clear search field that immediately returns visible listings. This approach builds on the existing global search tool that participants already preferred and used more successfully, while preserving the underlying directory data structures. Treating search as a narrowing process, where each interaction visibly reduces or refines results, would align system behavior with user expectations and restore trust in the core function of the directory.

## Recommendation 1b: Make system scope and feedback visible before and during filtering

To improve system feedback and reduce confusion about system state, users should be shown what the directory contains before they begin refining results. Displaying a total number of available listings prominently on the initial search screen, along with a visible subset of results, would allow users to understand the scale and nature of the content. As users apply or remove filters, the interface should clearly communicate how result counts change in response. Framing filtering as a way to shorten an already visible list follows mental models users bring from online retail and large directories, reinforcing predictability and control.



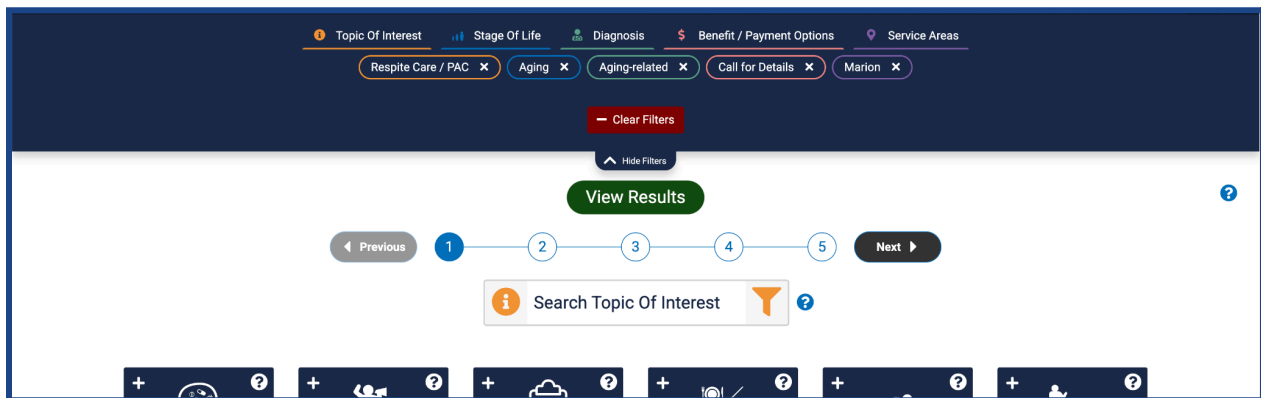
*Figure 1b: Recommended approach to resolving findings 1 and 2. Prominent keyword search. Top-level category sections and filtering tools follow retail shopping models that users are already familiar with, and bring with them when searching the IDRF site.*

## Finding 2: Confusing filter feedback is concentrated in the “Start Your Journey” wizard, not in the underlying search results

Although search difficulties were widespread, participant behavior revealed an important distinction. Users who began with the global search field in the site header and then applied or removed filters incrementally experienced fewer breakdowns and greater success. In contrast, the filter-first, wizard-style “Start Your Journey” interaction produced confusion, hesitation, and abandonment.

Participants using the wizard struggled to understand how filters accumulated, how to undo selections, and whether their choices meaningfully constrained results. Several users commented that results felt disconnected from the filters they had just selected. By contrast, when starting with a keyword search, users appeared more confident in refining results, even when those results were imperfect.

This finding suggests that the problem lies less in how the data is organized and more in how the system communicates query construction and system feedback during the filtering process.



**Figure 2:** Users initially avoided “Start Your Journey” because they didn’t know whose journey applied. Users got “stuck” selecting multiple filter options without seeing results, then clicked “Start Your Journey” to try again, but filters did not reset. Never noticed the “View Results” button.

## Recommendation 2a: Retire the “Start Your Journey” metaphor in favor of literal, action-oriented language

The “Start Your Journey” language should be removed entirely, as it introduces ambiguity about what users are being asked to do and how the system will respond. Instead,

navigation and calls to action should use literal, task-focused language that reflects the site's actual purpose, such as "Find Resources," "Search Providers," or "Browse Events." Bringing the primary search field and initial results directly onto the homepage would further reduce uncertainty and orient users immediately to the scope and behavior of the site. Clear, literal language helps users form accurate mental models and reduces hesitation at the point of entry (refer to Figure 1b).

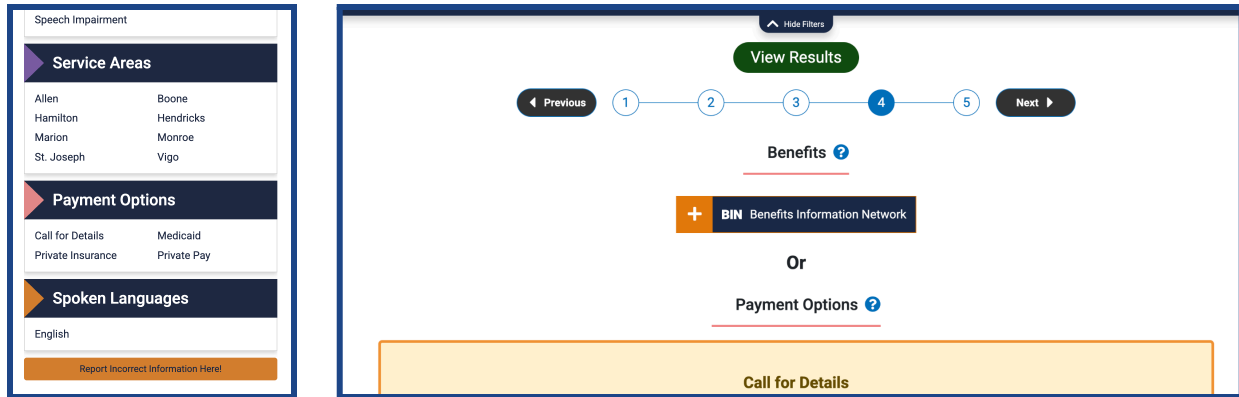
## **Recommendation 2b: Reposition category filters as optional refinements rather than required starting points**

The existing multi-step category structure should be retained, but repositioned as a supplemental refinement tool rather than a mandatory starting point. Users should be able to begin with a search, then incrementally add or remove category filters as they explore results. This approach supports experimentation, allows easy recovery from mistakes, and avoids forcing early commitments before users understand the available options. Aligning filter behavior with familiar patterns from sites like Amazon or Wikipedia would reduce cognitive load and allow users to stay in control of the search process. (refer to Figure 1b).

## **Finding 3: Lack of clear cost, payment, and coverage information prevents informed decision-making**

Across scenarios involving service selection, participants repeatedly sought information about insurance coverage, payment options, or eligibility for publicly funded support. When this information was missing, vague, or deferred to external contact ("call for details"), users expressed frustration and uncertainty. In several tests, participants explicitly stated that they could not determine whether services were affordable or appropriate without additional effort outside the site. This disrupted decision-making and forced users to mentally bookmark future tasks rather than confidently narrow options.

Cost and coverage are not secondary details in this context; they are primary decision criteria. Without this information, users cannot meaningfully compare or prioritize services, regardless of how well the search results are organized.



**Figure 3:** Cost and payment options are listed generically, as attributes at the bottom of the listing detail page sidebar, lack of specificity on private insurance options stalled user decision-making. The role of “BIN” as the only apparent payment option, and the default “call for details” filter selection, confused users.

### Recommendation 3: Surface cost, coverage, and eligibility information to support real decisions

Payment, insurance coverage, and funding eligibility information should be treated as primary decision criteria rather than secondary details. Listings should present this information consistently and clearly, allowing users to determine whether services are financially viable before investing additional effort. When “Private Insurance” is listed, users should be able to verify whether specific insurers are accepted. For publicly funded or needs-based services, eligibility criteria should be explained in plain language. Where precise cost information cannot be provided, the interface should clearly communicate why and offer meaningful guidance on next steps.

### Finding 4: The events calendar creates expectations the site cannot currently support

All participants failed to locate an event after 3:00 PM in Scenario 3, resulting in a 0% task completion rate. This failure was not due to user misunderstanding alone but to a mismatch between interface affordances and available content. The presence of a calendar led users to assume that events would be discoverable by topic, time, or association with listings. Participants navigated to calendar views and attempted to interpret empty or sparse results as meaningful system feedback, concluding that no relevant events existed.

The root issue is not simply usability of the calendar interface, but insufficient content density and contextual framing. The calendar suggests a browsing and filtering model that the underlying data does not support.

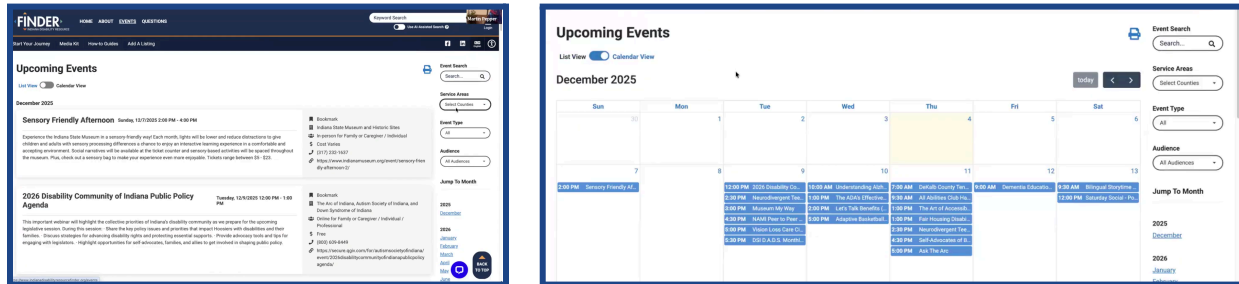


Figure 4: Providing a “List View” of upcoming events gives the impression of abundance, while the calendar indicates that there were no events of any category available on the day of the test.

## Recommendation 4: Consolidate events into the primary finder model and align presentation with content availability

The presentation of events should be simplified and consolidated to avoid conflicting interaction models. Rather than offering multiple, competing entry points for events, the site should integrate events into the same search and filter system used for providers and external references, with clear top-level distinctions between content types. If the volume of events remains limited, calendar metaphors that imply dense, filterable schedules should be reconsidered in favor of list-based or curated presentations. Aligning event affordances with the actual scope of available content will prevent users from drawing false conclusions about what the site offers.

## Finding 5: Users expect to compare services, but the search model sometimes creates misleading expectations

Participants frequently attempted to compare multiple providers, drawing on interaction patterns learned from e-commerce sites, insurance directories, and large-scale service platforms. In some domains, such as physical therapy or addiction recovery, this expectation is reasonable and potentially valuable.

However, in other cases, particularly for publicly funded or mission-driven services, comparison of overlapping features is less meaningful. Participants nonetheless

attempted to compare listings because the search and results presentation implied that such comparison was supported.

This finding suggests that the search model itself can mislead users into treating heterogeneous services as interchangeable options. The issue is not only the absence of comparison tools, but the implicit framing of services as comparable units when they may not be.

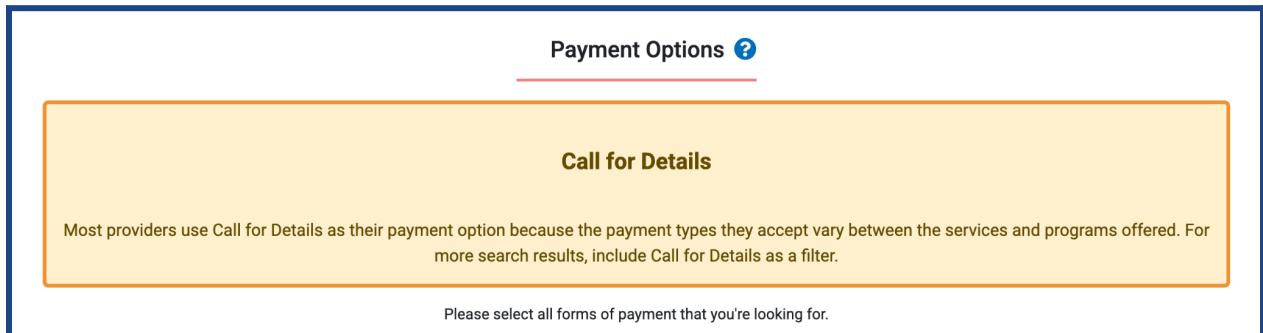


Figure 5a: The IDRf site attempts to clarify the incompatibility of direction comparison in some circumstances, like payment options. The need for this clarification highlights the mismatch between features and user expectation.

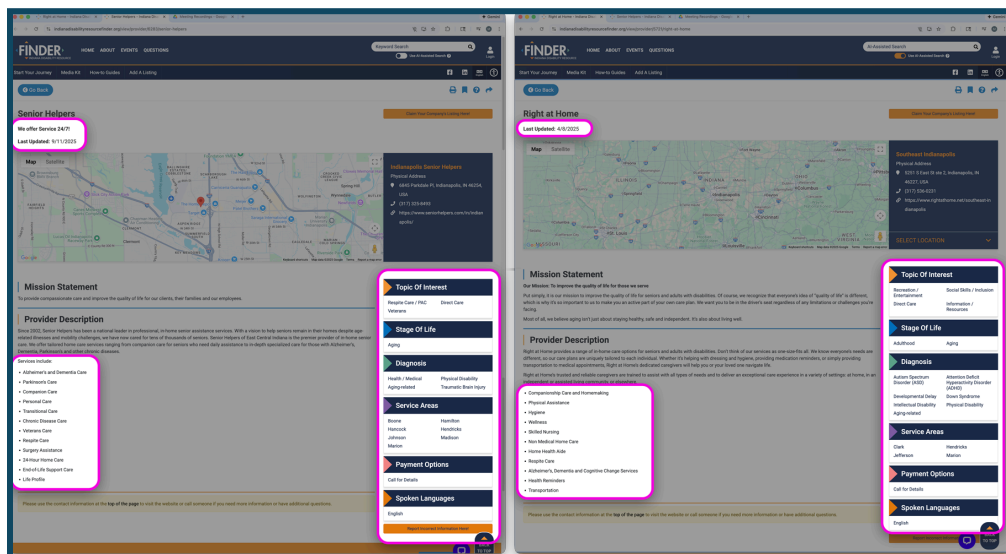
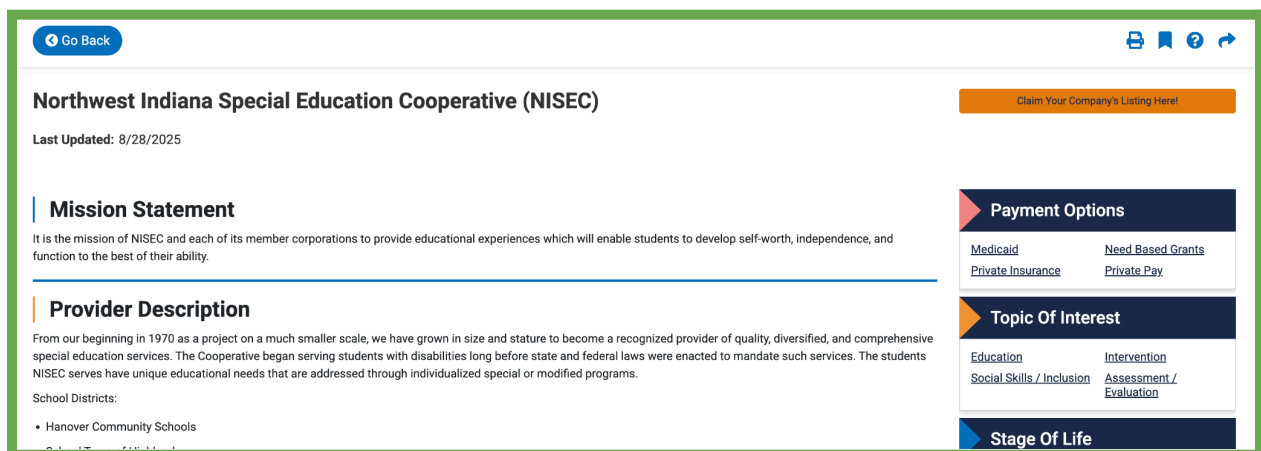


Figure 5b: The site does not provide an internal mechanism for direct comparison. Users switched back and forth or suggested using multiple tabs. Where head-to-head comparison was possible, information wasn't uniformly presented, or required phone calls and further research to investigate.

## Recommendation 5: Support meaningful comparison while avoiding misleading equivalence

The interface should acknowledge users' expectations to compare services while avoiding the implication that all services are interchangeable. Comparable attributes, such as services offered, coverage types, locations, and hours, should be elevated higher on listing pages and presented consistently across providers to enable lightweight comparison. At the same time, search framing and listing language should be adjusted in service categories where comparison is not meaningful, emphasizing mission, eligibility, or pathway-based guidance instead. In the future, consider splitting the top-level "Provider" category into service providers, which can be compared and "missions and programs" that aren't directly comparable. This approach balances user expectations with the realities of heterogeneous service ecosystems.



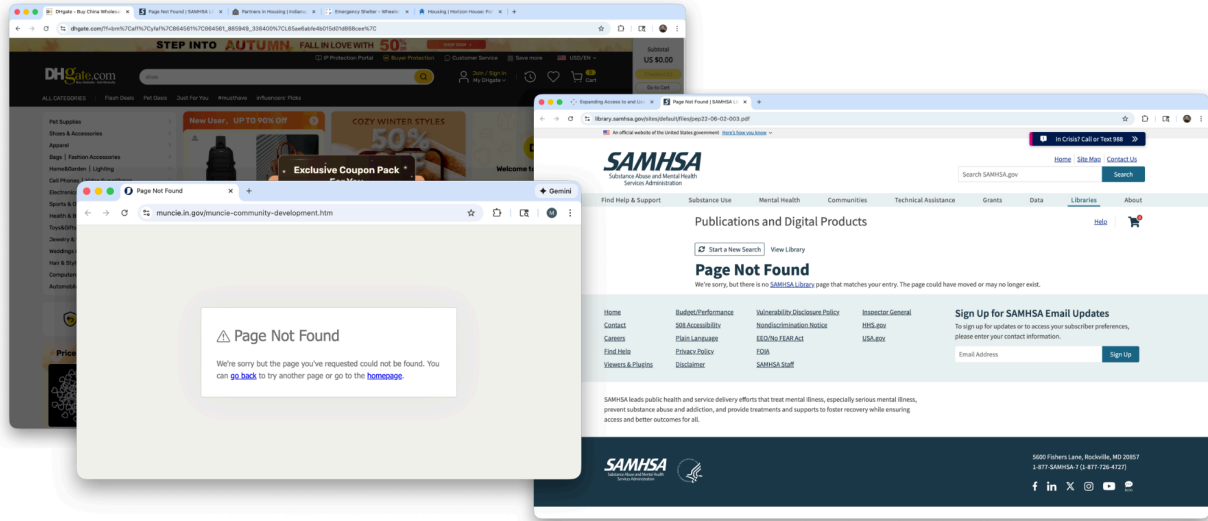
**Figure 5c:** We recommend that listing pages prioritize comparable attributes over location and driving directions. Prominent Payment options with links to additional details will help to address Finding 4.

## Finding 6: Broken external links severely damage credibility and interrupt user momentum

Participants encountering broken links reacted with visible frustration and loss of trust. In at least one case, a participant attempting to access additional resources encountered a failed link and verbalized doubt about the reliability of the site as a whole.

*“Okay... and I got a PDF. Oh, page not found! ... I don't know what I expected on this page, but I definitely, when I hit go... I expected it to not be a broken link, yeah.” — P3*

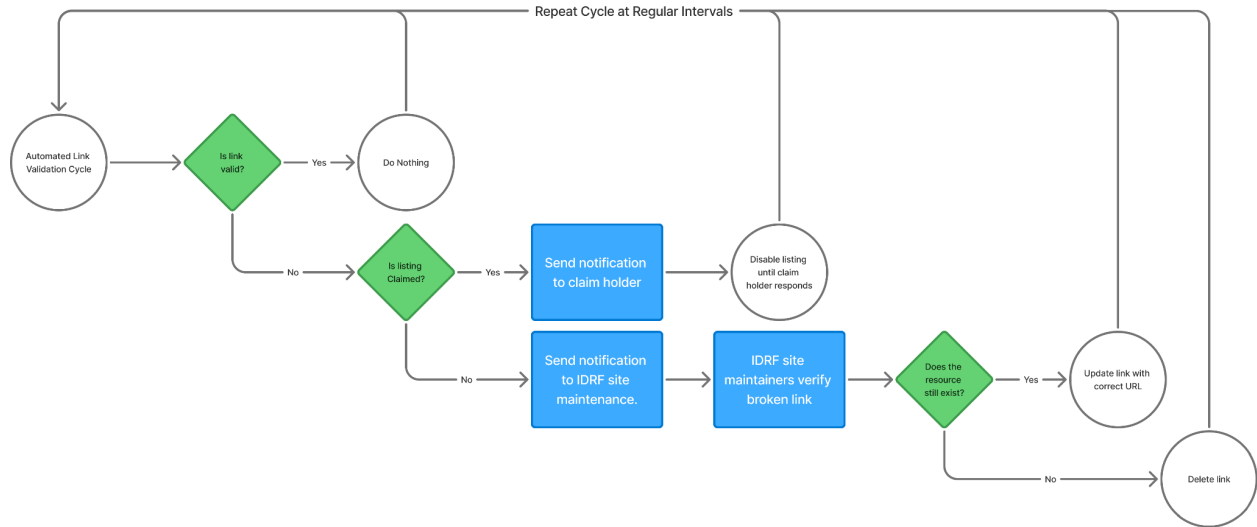
Because many users arrive at the site during moments of urgency or limited time frames, broken links represent more than a technical issue. They interrupt a narrow engagement window and undermine confidence in the directory as a trustworthy intermediary.



**Figure 6a:** Multiple outbound links to resources or websites referenced in the body copy of listing descriptions are broken or redirect from defunct web pages.

## Recommendation 6: Treat trust, content stewardship, and accessibility as core system responsibilities

Automated link checking and alerting mechanisms should be implemented so broken external resources are identified and resolved proactively. For provider-managed listings, outdated content should be hidden or flagged, with providers notified to update information before reactivation.



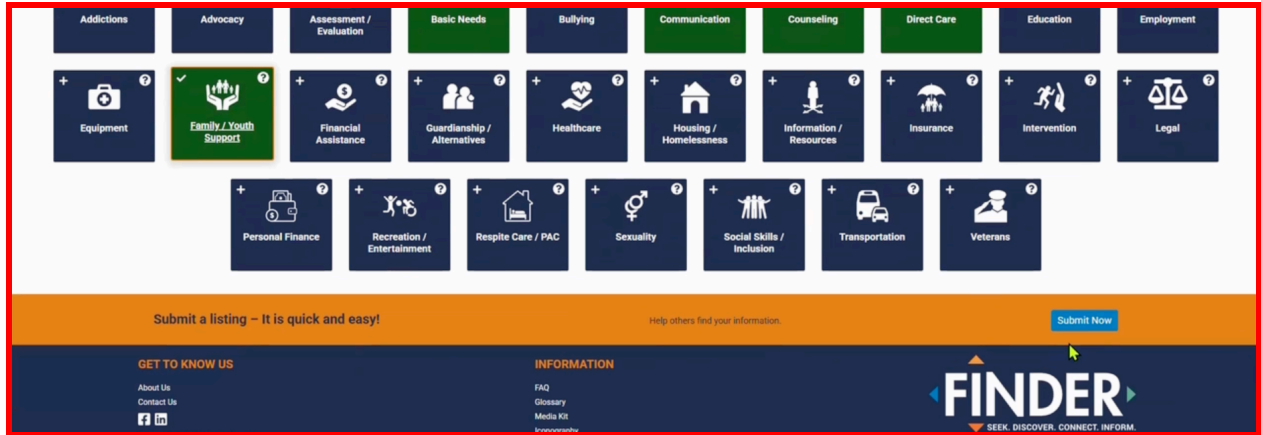
**Figure 6b:** Recommended automation and link maintenance cycle that can be managed by time constrained staff at regular intervals.

## Finding 7: Labels and layout fail to clearly distinguish between key stakeholder groups

Participants showed signs of confusion about whether certain content was intended for individuals with disabilities, caregivers, service providers, or professional case managers. This ambiguity surfaced in verbalized questions about relevance and in hesitation when choosing navigation paths.

*“I clicked the options of Direct Care, Counseling, Communication, Basic Needs, and Family Support—so let's see if I'll find anything. [42 second hesitation] ...This looks like it's the provider information I need to provide. So that's not something I'm looking for.” — P1*

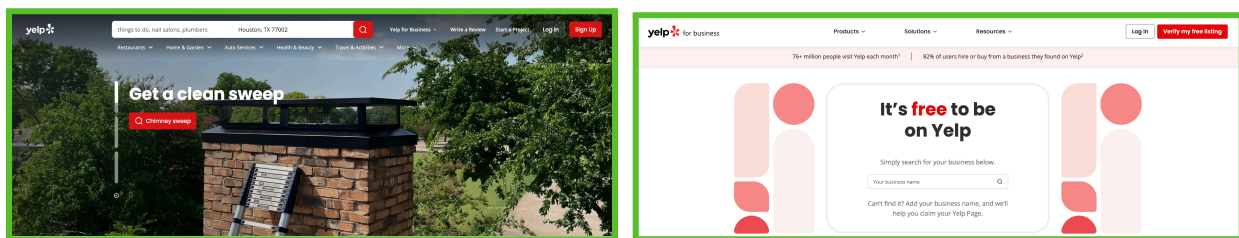
The site attempts to serve multiple audiences, but current labeling and layout do not sufficiently segregate content by persona. As a result, users must repeatedly infer whether information applies to them, increasing cognitive load and slowing progress.



**Figure 7a:** Some users expressed confusion about whether they were supposed to “Start a Journey”, and in one instance, the “Submit Now” button for service provider listings was mistaken for the search submit.

## Recommendation 7: Segregate provider-facing content into a distinct entry point

Provider-specific content should be clearly separated from user-facing resource discovery to reduce confusion for individuals, caregivers, and case managers. Creating a distinct entry point for providers, similar to the separation between consumer and business interfaces on platforms like Yelp, would allow provider needs to be addressed without introducing ambiguity or distraction for general users.

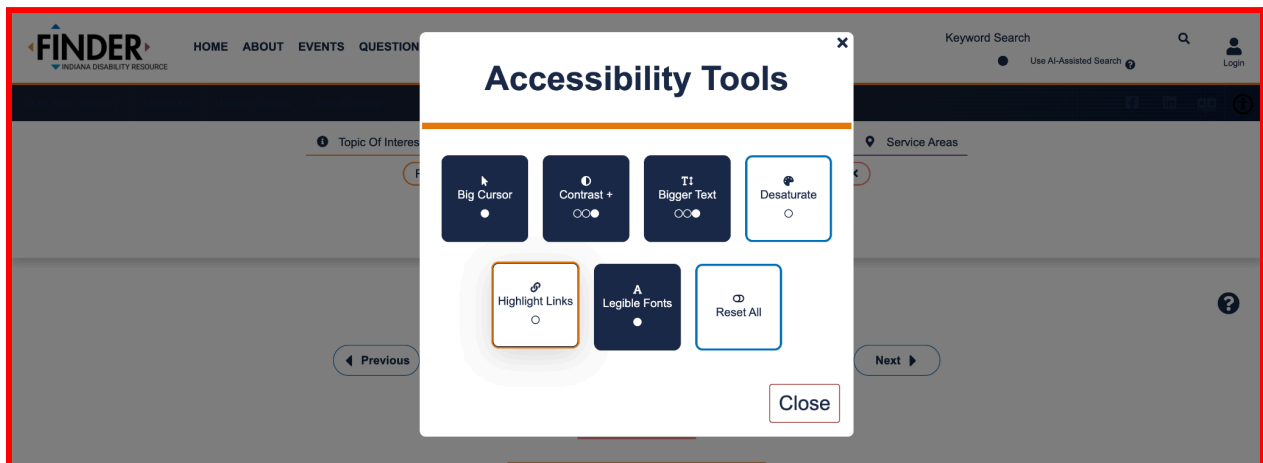


**Figure 7b:** Yelp uses separate sites, with different messaging and audiences to reduce the risk of conflicting or competing workflows. At left, the “shopper” focused design emphasizes location-based keyword search, while, at right, Yelp for Business emphasizes listing creation tools and the benefits to providers.

## Finding 8: Accessibility support appears additive rather than foundational

While accessibility features are present, they are experienced as optional overlays rather than as integrated design principles. Participants and observers noted layout disruptions and inconsistencies when accessibility modes were engaged.

For a site serving the disabled community, this creates a credibility gap. Accessibility that feels “added on” signals that disabled users are accommodated after the fact rather than centered in the design process. The issue is not the absence of accessibility tools, but the way their implementation affects trust and usability.



**Figure 8:** The IDRF site relies on a supplemental accessibility plugin, however certain features did not work as expected. Namely, secondary navigation elements disappear in high contrast mode, and the “Bigger Text” option does not affect text sizes.

## Recommendation 8: Integrate accessibility as a foundational design principle

Accessibility should be treated as a core design requirement rather than an additive feature. Accessible layouts and interactions should be stable, complete, and fully integrated into the primary interface, ensuring that accessibility modes reinforce trust and usability instead of functioning as overlay-based accommodations. In the near-term, simply test the available tools in multiple configurations and address any unintended violations of user expectation.

## CONCLUSION

While the overall feedback of the users stated they would return to this site, there is room for significant improvement. There should be a priority on optimizing the search function along with the filter links. Users would benefit from a standardization requirement of resource providers to list specific features that are often searched for, such as payment requirements, eligibility, etc. With continuation of improvement, the IDRF website could be a promising search engine for those seeking disability services.

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# APPENDICES

## Appendix I: Moderator Script for Test Moderator Testing Instructions

**Text in black** and surrounded by quotation marks is part of the script you should read to your participant. **Text in green** surrounded in quotations, are additional questions or statements to be read to your participant as follow up for each task.

### Introduction & Goal

“Thank you for participating in our usability study. Today we are evaluating the usability of the **Indiana Disability Resource FINDER** website. We are not testing you. Instead, you are helping us test the site. There are no right or wrong answers.”

### Confidentiality

“To help with our analysis, I'd like to record this session. The recording will only be used in the context of this research project and your identity will not appear in any report.”

“Is it ok if I record?” (Moderator should start recording)

### Explanation of Scenarios

“For this test, you will be taking on the role of four different users, each with separate needs, circumstances and motivations. These scenarios are intended to provide some purpose and context for the tasks you will be performing and ensure we cover a variety of different people who may access this site.”

“With each scenario, I will give you a set of different tasks to perform. As you perform the tasks, please speak your thoughts out loud. As an example, you may tell me what you expect to happen, what looks helpful, and what seems confusing. If you are quiet for too long, I may prompt you with a reminder by asking something like, ‘What are you thinking here?’”

### Warm-up Questions

“Before we begin, I'd like to ask you a few preliminary questions:

- Do you spend a lot of time browsing the internet?
- Is most of that time spent browsing on a computer, laptop, phone, or tablet?
- How long have you been using the internet?
- Do you feel confident in your ability to navigate and search for features among most websites?
- Are you at all familiar with the Indiana Disability Resource FINDER website?
- If not, take a moment to look at the home page now, and tell me what stands out?

- Can you tell me what you think the purpose of the website is?
- Based on what you can see, who do you imagine is the target audience?"

# Scenario 1

"You are caring for an elderly parent who lives alone and needs assistance with daily living activities. Examples would be getting dressed, taking medications, running errands, cooking, cleaning around the house, or even ensuring they receive ample social needs. The parent is retired and currently utilizes Medicaid for healthcare needs."

## Task 1: Finding In-Home Care

"Before doing anything, I want you to sign in to a premade profile using the username: [danahernandez19730214@gmail.com](mailto:danahernandez19730214@gmail.com), and the password: [Oscar1sMYc4t](#). Now that you are logged in we will begin with the first task. Are you able to find any resources that would be useful for your elderly care? Specifically, are there any in-home care options? Try to find a few options if possible."

"What types of services are you finding? Did you find an in-home care service? What difficulties are you having or did you have?"

### TASK EVALUATION:

- Completed Task
- Failed to Complete Task

## Task 2: Determine Payment Option

(Assuming they were able to complete task 1)

"You need to confirm if you can afford the services. Using one of the resources you found, are you able to determine what insurance or payment methods are available?"

"Was this information easy to find? Was the answer located where you would expect it to be? Did you have different expectations when trying to find this out?"

### TASK EVALUATION:

- Completed Task
- Failed to Complete Task

### Task 3: Saving the Resource

(Assuming they were able to complete task 1. If they successfully bookmark and check that it worked, they may notice pre-bookmarked pages. Make sure they are only focused on the bookmarks they made as the additional bookmarks will be used for another scenario.)

“Now that you’ve found a couple of options, can you find a way to save a resource page listing to return to it later?”

“Was bookmarking or saving method obvious? How would you expect to return to this page once it is saved? Is bookmarking a feature you use often during your usual browsing experience?”

#### TASK EVALUATION:

- Completed Task
- Failed to Complete Task

### Task 4: Compare Services

“Please pick two service providers you looked at and compare the two in order to effectively list the pros and cons to finalize a decision.”

“What are you thinking as you are comparing the two? Is the ability to easily compare listings important to you? Is there anything specific standing out to you as you are comparing?”

#### TASK EVALUATION:

- Completed Task
- Failed to Complete Task

### Scenario 1 Conclusion:

“Thank you for your effort on these tasks. You did great, and I want to remind you not to worry if you have trouble completing any of these tasks. That’s exactly the kind of information we’re looking for.

Before we move on to Scenario 2, could you please tell me how you would rate your satisfaction with using the site to complete this set of tasks on a scale of 1 to 5”

(Rating reminder: 1 is very low satisfaction and 5 is very high satisfaction) rating 4

## Scenario 2

“Now you will step into the role of a case manager. In this scenario, imagine that you are working with a client who needs a safe place to stay tonight and a longer-term plan for stability. You turn to the site to review your saved resources and confirm details quickly.”

### **Task 1: Access Bookmarks**

“Can you determine if you are still logged into the site? Prior to the test, a selection of bookmarks related to crisis and behavioral health resources were added to this account. Please try to locate that list of bookmarks.”

“What did you look for to see if you were already logged in? Where were you expecting to look to find your bookmarks?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

### **Task 2: Identify Crisis Housing for Tonight**

“Using your bookmarks or the search tool, can you find an option for crisis or emergency housing that your client can pursue immediately?”

“What clues help you decide whether a listing is appropriate for urgent, immediate needs? What contact information was clear or unclear?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

### **Task 3: Access External Links**

“Can you find a resource that includes an external link to a brochure, PDF, or additional website, then attempt to open the external link?” “Was the link where you expected it to be? What did you think would happen after clicking the link? If the link did not work, what would you try next?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

### **Task 4: Determine Eligibility**

“Choose any listing you have found and determine whether your client would likely qualify for the service based on the information provided on the resource page.”

“What information helped you determine eligibility? Was anything missing or confusing? How confident are you about your conclusion?”

**TASK EVALUATION:**

- Completed Task

Failed to Complete Task

### Scenario 2 Conclusion:

“Excellent work. Before we move on to Scenario 3, could you please tell me how you would rate your satisfaction with using the site to complete this set of tasks on a scale of 1 to 5”

(Rating reminder: 1 is very low satisfaction and 5 is very high satisfaction) Rating 3.5

## Scenario 3

“In this scenario, you are seeking reliable mental health services and want to find information quickly. You’re unsure and stressed about how to find reliable services, so you turn to this website to assist with making the process easier and quicker.”

### Task 1: Initial Mental Health Inquiry

“In order to help with stress and being overwhelmed, please try and find some resources that can help with conditions such as anxiety or some form of mental health therapy.”

“What search terms are you using to start? Please point out any confusions or misunderstandings you encounter. Did anything on the site stand out as being helpful to directing you towards your specific goal?”

#### TASK EVALUATION:

- Completed Task
- Failed to Complete Task

### Task 2: Identify Insurance

“You need to know whether you can afford the services or not. Choose one provider that you found and see if you can determine what insurance providers they cover, or what payment options they accept.”

“Was this information easy to locate? Did you understand the wording and the different types of payment options listed?”

#### TASK EVALUATION:

- Completed Task
- Failed to Complete Task

### Task 3: Locate an Event

“You get off work at 3 PM and you’re having extra difficulty managing your symptoms. Are you able to locate any event helping your situation which you could attend after 3 PM today?”

“Was navigating the event calendar easy to understand? Was it quickly accessed? Did it provide the urgent information you needed (like time of event)?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

**Task 4: Check Site Cost**

“You have signed up for an account with this site. Can you determine whether using the Indiana Disability Resource FINDER website involves any charges or fees?”

“Where did you look for this information? How easy or difficult was it to locate? How confident are you in your final interpretation (free vs. paid)?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

**Scenario 3 Conclusion:**

“This wraps up scenario 3. Before we begin the last scenario, could you please tell me how you would rate your satisfaction with using the site to complete this set of tasks on a scale of 1 to 5”

(Rating reminder: 1 is very low satisfaction and 5 is very high satisfaction)

## Scenario 4

“In this scenario, you are the parent of a 4th grade boy with ADHD who has an Individualized Education Program, or IEP, and you recently received an email from the school indicating that his support plan may change. You want to understand your rights and find resources that can help you prepare for the upcoming meeting.”

**Task 1: Find IEP/Special Education Rights Information**

“Starting from the home page, can you find information that explains your rights under an IEP or special education process? Can you determine which services the school is required to provide for a child with ADHD?”

“Is this the kind of information you were expecting to find about IEPs or special education rights? Is there anything missing or confusing from this page? What were you expecting when you clicked on this section?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

## **Task 2: Find a Local Education Support/Advocacy Resource**

“Can you find at least one local organization, center, or program that could help you understand or advocate for your son’s educational needs?”

“How did you decide which search terms or filters to use? What information on the listing helps you decide whether this resource is relevant to your situation? Was it clear how to contact this organization or where it is located?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

## **Task 3: Create a Personalized List of Resources**

“Now that you have identified some resources, let’s save those references for later. Once they’re saved, try to organize them, so that they are easier to find later and don’t get mixed in with other saved items.”

“How did you think to complete this task? Was it easy or complicated to do compared to your expectations? Are you confident that you will be able to easily access this information later?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

## **Task 4: Check Practical Details (Hours, Location, or Cost)**

“Let’s go back to one of the resources you found. Are you able to identify at least one practical detail that would affect your ability to utilize that resource? For example, the location, hours of operation, whether there is any cost for service, or any additional details that stand out?”

“Where did you look first for this information? Was the information where you expected it to be? How confident are you that you understand whether this resource will work for your schedule and situation?”

**TASK EVALUATION:**

- Completed Task
- Failed to Complete Task

### **Scenario 4 Conclusion:**

“Great job! That was our final scenario. Before we wrap up, could you please tell me how you would rate your satisfaction with using the site to complete this set of tasks on a scale of 1 to 5”

(Rating reminder: 1 is very low satisfaction and 5 is very high satisfaction)

## Concluding the Test

“Thank you for participating in this assessment! Your input will help us identify and prioritize areas for improvement.

- If you had to choose one aspect of the site that was the most helpful for all four scenarios, what would it be? Conversely, what was the most confusing or frustrating part?
- Do you think you would come back to this site if you were in need of more information regarding disability resources?
- Before we conclude, is there any additional information or comments about the usability of the website you would like to make note of?
- And finally, do you have any further questions for me?”

“Thank you, again, and have a great day!”

(Stop recording)

(After test is complete please log in and remove any bookmarks made by the user, but keep the bookmarks pre-selected for Scenario 2.)

## Appendix II: Qualitative Data

### Introduction & Goal

Moderator: Do you spend a lot of time browsing the Internet?

User 1: **Yes.**

User 2: **Yeah, why?**

User 3: **Yes.**

User 4: **Yes.**

Moderator: Is most of that time spent browsing on a computer, laptop, phone, or tablet?

User 1: **Uh, a combination of phone and laptop.**

User 2: **Definitely my phone.**

User 3: **On a phone and a laptop equally.**

User 4: **It's on a phone.**

Moderator: How long have you been using the Internet?

User 1: **Oh, probably 15 years or more.**

User 2: **For I would say 18 years.**

User 3: **1992 or three.**

User 4: **Probably... Just as long as I've been alive, I can't. I can't remember a time when there wasn't the internet.**

Moderator: Do you feel confident in your ability to navigate and search for features among most websites?

User 1: **Yes.**

User 2: **Yeah.**

User 3: **Yes, I would say so.**

User 4: **Yes.**

Moderator: Are you at all familiar with the Indiana Disability Resource FINDER Website?

User 1: I am not.

User 2: No, not at all.

User 3: No, I've never heard of it before.

User 4: No, not at all.

Moderator: If not, take a moment to look at the home page now, and tell me what stands out.

User 1: Uh, it looks like they provide resources for disability community and I have options to see what events they have and how I can start my journey with them. And also there's a step-by-step guide that I can look into, um, and also see a video of, um, all the services they provide.

User 2: Alright. Um, It's definitely for older people.

User 3: I think the picture slideshow really stands out. I'm wondering if these are people who have actually been helped by the Disability Resource Finder. I like this slideshow. Um, They have their own app? That's cool.

User 4: Well, there's some... Good pictures. There's a lot of colors. It looks pretty simple, pretty easy to navigate.

Moderator: Can you tell me what you think the purpose of the website is?

User 1: It is to help the disability community. Um, maybe to get a job or to help with any programs or services to, um, help their life.

User 2: N/A

User 3: It looks like it is a directory of resources for the disability community in Indiana.

User 4: So on the pictures, it looks like it's for... like maybe someone with special needs or someone with a disability, just to help them navigate some resources.

Moderator: Based on what you can see, what do you imagine the target audience is?

User 1: Uh, community with disability, uh, disabilities. They, it looks like they have something for people of all ages.

User 2: N/A

User 3: I think the target audience is... Well, they seem to focus... in the photos, which I'm distracted by because they're moving so much. on physical disabilities. So I don't know if they're also dealing with... with cognitive disabilities, but I would assume so. So, I would say probably a little bit of everybody.

User 4: Just disabled people or someone who might need resources and just in their life.

## Scenario 1

### Task1: Finding In-Home Care

#### User Feedback

User 1: And uniquely, 'You' is for neurodivergent community and their families. I'm not sure if that's helpful. I would say, out of the three, Indiana 211 is more helpful. They have provided, like, providers or resources, and it's only at a high level of who they help. So and some of them don't mention up there if it involves in-home care at all.

User 2: Okay, so I click on 'basic needs' and it brings me to an array of places. But I mean, 358 searches— no one's going to really try to look through 358 searches. Which is why you got to filter them out. But it's not exactly telling me what specific things and basic needs.

User 3: It's hard to scan this. This page. I mean, it's good that it's in alphabetical order. But visually it's a little overwhelming. I think I would give up and hope that there's a better way to find this information.

User 4: There really wasn't anything confusing about it. You just hit start and it's pretty straightforward. Select what you need.

### Task 2: Determine Payment Option

#### User Feedback

User 1: It would have been better if they mentioned any insurance or payment information to you. Um, Unfortunately, it's not there.

User 2: N/A

User 3: Yeah, um... I actually think it was a little bit better than I expected it to be. Boxes on the right side was better than the general data dump I expected to see on the page.

User 4: Oh, here we go. Yep, they take Medicaid, so we're going to be good there.

### Task 3: Saving the Resource

#### User Feedback

User 1: I was looking for a save option or a bookmark option. At the top or at the bottom.

User 2: Yes, a lot. 100%.

User 3: So it looks like I was able to bookmark that. I will say I would never do that. I did that because you asked. I would bookmark it in my own browser. I'm not particularly interested in bookmarking things in my profile or, rather, like that's not a feature I would ever look for.

User 4: Yes, I can. I'll just hit. Bookmark.

### Task 4: Compare Services

#### User Feedback

User 1: I am just trying to compare the description and contacts and see if I can get anything more out of it. But comparing the two, I don't think. I'm getting anything more than what they're providing.

User 2: I mean, it would be a nice feature. If it had a comparison tool.

User 3: Because that's what I would do— I would... Hmm. check out the page, but, and then go back to the other page.

User 4: All right.

## Scenario 1 Conclusion

User 1: I would say about three, because you still need to go through, I'm hoping, I think you still need to go through different loopholes or contacts to find extra information.

User 2: I would honestly only give it a four, only because when I go on search engines. When I want a certain product, it'll have a compare option. Like Best Buy or a couple others that I know. It was like. pricing, the distance, everything. And I feel like something with this. There should definitely be this option.

User 3: Mmm, maybe a three.

User 4: Say, five out of five is really easy to navigate.

## Scenario 2

### Task 1: Access Bookmarks

#### User Feedback

User 1: To see if you already logged in, I went to my profile icon to see and clicked it to see if I'm still logged in. I saw the Diana Hernandez email ID that I logged in with.

User 2: There should definitely be this option because.

User 3: That's... That could be done better. Ah, there's a folder in here. Oh, and I see you can create folders.

User 4: I expected the profile icon, but I hit the one under it, so it logged me out.

### Task 2: Identify Crisis Housing for Tonight

#### User Feedback

User 1: I did not find anything with that. I clicked the AI-assisted search and I'm trying again.

User 2: I feel like, if I want to contact this place, it does give me the office and the number, but we all know when we call places like this, you're going to call and then you have to dial one for this and three for that. And people get lost very easily. And people that's dealing

with a crisis do not want to get lost. I really would think it would be wise if they had multiple numbers or dialing options ready to go.

User 3: Transitional housing, rapid rehousing. Okay.

User 4: Hmm. Crisis Center. Yeah, this is a safe shelter. It's 24-7 for domestic violence, sexual assault, and for people who have children, also for up to 45 days.

### Task 3: Access External Links

#### User Feedback

User 1: I did open it. I didn't know it was the website.

User 2: Partners in Housing Development site earlier on the app, clicked on a link to its website, and it brought me right to it.

User 3: Okay. And I got a PDF. Oh, page not found. I expected it to not be a broken link, yeah.

User 4: Okay, this is a PDF.

### Task 4: Determine Eligibility

#### User Feedback

User 1: I guess I would like more information on if they are going to assess the person when they come in there or if they are going to just provide shelter, no matter how the condition is. User 2: So far, it gives me a form to submit personal information so far as when to need. To move, specific amenities, disability, all kinds of things like that. But it's not specifically entailing me what exactly that is to be eligible.

User 3: Sort of assumed that this was the only relevant one based on the information on the bookmarks page

User 4: Just because it's a safe house. They're open 24-7. They have a support hotline that's always open. And they specialize in services for this specific reason.

## Scenario 2 Conclusion

User 1: 4. Other than that, I think they give good information, but again, there's no payment information or anything.

User 2: I would rate it A 3. 5.

User 3: Well, I still never got to print out a PDF, so I guess I'm like at two and a half.

User 4: So, five out of five.

## Scenario 3

### Task 1: Initial Mental Health Inquiry

#### User Feedback

User 1: I just searched for mental health therapy using AI-assisted search.

User 2: Well, it was. One of the first few examples that popped up on the website. Uh, So I just piggybacked off of what it showed me earlier.

User 3: Probably, but... Now I'm feeling like, okay. This, I just. I feel like I'm going astray again.

User 4: Um, looks pretty straightforward.

### Task 2: Identify Insurance

#### User Feedback

User 1: When I click on the provider, there are some categories on the right. And I first presumed it was related to something else, but it is actually related to the provider. It does say private insurance, but I'm not sure which one will consider—either in network or out of network.

User 2: Yeah, that's why I had to go to the website. There was nothing listed at all.

User 3: They have call for details and private insurance, which is a little annoying, actually, because... You know, I don't want to call and bother them.

User 4: Okay, they take private insurance, Medicaid, and private pay.

### Task 3: Locate an Event

#### User Feedback

User 1: I went to home and there's events calendar. So I click that. I think it's everything because it's just home and events calendar. So I presume it's just all events.

User 2: Yeah, it was easy and able to be found quickly. Like I just clicked on events and it gave me the time and the date. Exactly so.

User 3: So. It kind of squished that. I kind of wish it hadn't done that because, yeah, I was looking at the wrong day.

User 4: Let's see if there's like a filter here that'd probably be helpful.

### Task 4: Check Site Cost

#### User Feedback

User 1: I don't think it still needs payment, because even in the registration site doesn't say anything about payment. It just talks about name, email, account type, and password.

User 2: No, I can't really find anything that's associated with fees at all.

User 3: Okay, so I'll go to my... My account. And then there's demographic info. Um, They don't mention anything about billing, so I'm assuming no.

User 4: Is there a fee for using the site? All right. No, our program is free. That was very easy.

### Scenario 3 Conclusion

User 1: I would say a four. The only reason is: They don't have enough payment option information, and even though I've found the information that I need, I need to give a call to them to get more details.

User 2: Like a three.

User 3: Um, I would go back up to three, I think.

User 4: Bubble Far.

## Scenario 4

### Task 1: Find IEP/Special Education rights Information

#### User Feedback

User 1: It does not. It actually sends me to an external link to get more information. But it does not mention about rights.

User 2: Even when I typed IEP or special education, nothing came up.

User 3: I'm going to try this, start my journey again, because I thought I might have seen it there. So this is education-related. I still hate this. These categories um So... School age. But I suppose if I search on IEP, I might actually get there faster.

User 4: So Oh, so I would just go to start your journey.

### Task 2: Find a Local Education Support/Advocacy Resource

#### User Feedback

User 1: Okay. The external resource. It leads to an external link of many ADHD resources.

User 2: I was looking for some catering of education towards a child. It immediately in the explanation. It brought up children, specifically treating them.

User 3: I definitely did. Well, I scanned... I scan the mission statement.

User 4: And they cover ADHD as well. I just looked for a service that specializes in ADHD.

### Task 3: Create a Personalized List of Resources

#### User Feedback

User 1: I could create a folder and move some of them there. I thought I would be able to like reorder it. I wasn't sure if I was able to create a folder, but this is helpful.

User 2: Um, Well, the good thing is I can create a folder for these. So if I want to label them specifically for housing crisis or mental health issues or special education for children, I can do that, and I can name it too. Okay. That's a good feature.

User 3: Well, the ones that seemed to be a fit, I would... I would hit this bookmark button. I wouldn't go right away and... organized into a folder because I don't want to lose this page.

User 4: I gotta organize them into a folder. Let's do that. Ciao. Great move. it was pretty easy.

#### Task 4: Check Practical Details (Hours, Location, or Cost)

##### User Feedback

User 1: I do not see hours of service, but the payment option says it's actually free and call for details.

User 2: Well, like previously, lack of information is a lack of communication. So just a link is worrisome. So I wouldn't know how to feel about this because it seems really good so far from here, but I just don't know what to do with just a link.

User 3: A lot of the information on the right column is really helpful. But if I were to... want to know hours, I think I'd click through to their website and see if it says that. Thank you. It doesn't say anything like that here. But yeah, there's a lot of... There's a lot of good information here, and certainly I can tell whether, like, based on where it's located.

User 4: Yes, there's the address here. There's a number to call. There's also a link that can take you directly to their website. As far as payment options, they want you to call for details, but that's listed here.

##### Scenario 4 Conclusion

User 1: I would actually say two or three because I was not able to find any rights information in terms of individualized education plans and all the resources were about what kind of services they provide or educational programs they provide, but nothing was related to their rights.

User 2: I would give—I will give a four.

User 3: Mmm, I still think... I still think I'm at about a three. Because you won't let me be a 2. 5. there's a lot of good information here.

User 4: So five out of five.

## Concluding the Test

Moderator: If you had to choose one aspect of the site which was most helpful for all four scenarios, what would it be? Conversely, what was the most confusing or frustrating part?

User Feedback

User 1: I definitely like the AI-assisted search. That made my search process easy. The most frustrating one was to call for details for payment options and not knowing even the hours of operation to.

User 2: I would say the most helpful is the links and the site information. That. Helps broaden. What the services provide, what they give, offer, specialize in. And of course, they offer maps and, when they have available, multiple links and ways to communicate the building. The one bookmark, there was a complete lack of information.

User 3: Overall, the keyword search at the top was the most helpful. To start your journey, was really frustrating.

User 4: Uh, let's see. The easiest part was just finding the resources. I mean, it's pretty straightforward. You just click 'Start,' punch in what's going on, and then your age and then any diagnosis you have, and then it automatically generates the resources. So that was pretty easy. Nothing was like over the top frustrating.

Moderator: Do you think you would come back to this site if you were in need of more information regarding disability resources?

User Feedback

User 1: Yes, definitely.

User 2: Yes, I would.

User 3: I would definitely, now that I've seen how many resources they have, I would. I would put in the work to figure it out. It's a bummer that I would have to put in work, though.

User 4: It's good. It's easy. It's all right there for you in one page.

Moderator: Before we conclude, is there any additional information or comments about the usability of the website you would like to make note of?

User Feedback

User 1: Um, as far as the website's concerned, it's easy to navigate but only in like terms of information they provide, it would be great if they could add more information as we discussed about the hours or payments and sort of needing to go to an external site every time.

User 2: N/A

User 3: I hope they keep working on it.

User 4: I would just say, if you're new to it, then it's really easy to play around with it and get familiar with it. It's pretty straightforward.

## Appendix III: Quantitative Data/User Ratings

User Satisfactory Rating				
	User 1	User 2	User 3	User 4
Scenario 1	3	4	3	5
Scenario 2	4	3	2	5
Scenario 3	4	3	3	4
Scenario 4	2	4	3	5
User Task Rating				
	User 1	User 2	User 3	User 4
Task 1.1	2	3	3	0
Task 1.2	2	4	2	0
Task 1.3	1	0	1	0
Task 1.4	3	4	2	1
Task 2.1	0	2	2	2
Task 2.2	3	4	2	2
Task 2.3	1	0	4	0
Task 2.4	2	3	2	0
Task 3.1	1	2	4	0
Task 3.2	1	3	2	0
Task 3.3	2	2	2	2
Task 3.4	1	2	2	0
Task 4.1	3	3	2	2
Task 4.2	2	0	1	0
Task 4.3	1	0	2	0
Task 4.4	2	3	2	0
User Task Pass/Fail				
	User 1	User 2	User 3	User 4
Task 1.1	1	0.5	1	0
Task 1.2	0	0.5	0.5	1
Task 1.3	1	1	1	1
Task 1.4	0	1	0	0

Task 2.1	1	1	1	1
Task 2.2	0.5	1	0	1
Task 2.3	1	1	0	1
Task 2.4	0	1	0	1
Task 3.1	1	1	1	1
Task 3.2	0.5	1	0.5	1
Task 3.3	0	0	0	0
Task 3.4	1	0	0.5	1
Task 4.1	0	0	0	1
Task 4.2	1	1	1	1
Task 4.3	1	1	1	1
Task 4.4	0	0	0.5	1
Total Completed	9	11	8	13
Completion %	56.25%	68.75%	50%	81.25%

***\*User Task Rating based off Nielson's Severity Ratings\****