Usability Problems	P1	P2	P3	P4	P5	Potential Resolution
Overall						
Screen was too small to display "Get Support" nav menu in full, user did not realize	High	High	High	High		Remove or reorganize categories under "Get Support"
Struggled to see length of "Get Support" nav menu, navigation was impeded		Med	Med	Med		Remove or reorganize categories under "Get Support"
Disoriented by similar looking pages, confused by which page they were on		Med	Med		Med	Incorporate more graphics, charts, etc. to distinguish pages
Disoriented or irritated by jumpy nav bar when scrolling and using the nav menu		Med	Med			Fix nav bar to not move to the center when scrolling down
Felt disconnected from the images used due to percieved older age of pictured people		Low				
Annoyed by process of opening PDFs on their computer		Med		Med		
Felt like there was a lot to click through when using the website		Med	Med	Med	Med	Reorganize information hierarchy to be shallower
Home page						
Didn't initially notice the fundraising / volunteering aspect of the site				Med		
Assumed site was also for those pursuing a medical career due to "Become... Nurse" area					Low	
Commented information layout was not as concise as they would have preferred		Low				Simplify the home page
Annoyed by amount of scrolling needed to access the information available		Low				Simplify the home page
Information Seeking Tasks						
Overwhelmed by text density when looking for information		Low		Low		Incorporate more graphics, charts, or interactive components
Felt text-heavy pages repetitive and hard to digest				Low		Incorporate more graphics, charts, or interactive components
Found titles and text hard to skim, would have preferred more graphics for ease			Low			Incorporate more graphics, charts, or interactive components
Suggested incorporating table of contents for longer and more text-dense pages						
Uncertain about difference between Admiral Nurses and doctors			Med		Med	
Assumed "For Professionals" tab was to get in contact with healthcare workers						
Wanted a zip code filter for the "Find a Local Admiral Nurse" map to easily view local area						Add a zip code field
Mislead by "Legal and Financial Information" label name within "Get Support"		Med	Med	Med		Change to be user-focused ex. "Your Legal Rights"
Confused by "Get Support" page's hero button unexpectedly leading to helpline page			Med		Med	Change hero's title and button to reflect helpline destination
Intimidated by the name of some pages on "Looking After... Carer" eg. "Bereavement"		Low				
Felt uncertain about task completion when seeking information for family members		Low			Low	
Fundraising Task						
Difficulty making decision due to lack of knowledge on event locations ("Walking..." page)	Low					
Confused by duplicate "Register... pack" buttons on "Time for a Cuppa" (TfaC) page			Med		Med	Remove one of the buttons
Intimidated by # of options for "How did you Hear about Time for a Cuppa?" (TfaC form)					Low	Consolidate the number of options
Didn't expect level of detail needed to answer the "Let us know now" checkbox (TfaC form)				Low		Better to request these details in a follow-up
Overwhelmed by fields needed for "Let us know now" checkbox (TfaC form)			Low		Low	Better to request these details in a follow-up
Lost trust due to inconsistency of denoting optional fields: (optional) vs. * (TfaC form)				Low		Standardize how optional fields are denoted
Expressed confusion over lack of info of contents of the fundraising pack (TfaC)				Low		Explain the fundraising pack more clearly
Put off by the twitter quote on the Thank You page, thought it felt contrived (TfaC)				Low		
Volunteering Task						
Felt that Volunteer Ambassador (VA) form was extremely long, would have abandoned form		Med				Consolidate the form to fit onto one page
Upset at how there was no indication about the length of the (VA) form		Med				Add a time estimate or a "_ of 4 pages" note
Thought the description text changed when moving onto next part of VA form, was annoyed		Low				Consolidate the form to fit onto one page
Found it confusing that both Yes and No could be selected for various checkboxes (VA)		Low				Disable checking multiple checkboxes for Y/N questions
Concerned by fields turning grey after completion for VA form, thought it became edit-locked		Low				
Confused by "No contact via post" option (present on both forms)		Low				Rephrase to make it consistent with the other options
Overlooked dropdown when looking for more information on VE event opportunities	Med					Add more information on each individual event
Expressed uncertainty about what / where these events on the dropdown were (VE)	Med	Med	Med			Add more information on each individual event
Didn't notice that they were signing up to staff event, not participate in event (VE)					Med	Consider adding a photo of volunteers in action
Annoyed by size of hero image and the scrolling needed to get to VE form		Low				
Surprised that Volunteer at Events (VE) would be only opportunities at sporting events				Low		
Expressed they would have wanted a calendar to check dates before signing up (VE)	Low	Low				

Low = Easy Workaround
Medium = Interferes with user goals
High = Major impact on achieving user goals

Glossary

"page name" or "label"

TfaC = Time for a Cuppa

VA = Volunteer Ambassador

VE = Volunteer for an Event

Patterns and Positive Findings	P1	P2	P3	P4	P5
Overall					
Used breadcrumbs to navigate		■	■		■
Remarked appreciatively on the highlighting within nav menus, found it good for orientation				■	
Remarked positively on this site having a lot of information	■	■	■	■	■
Home page					
Remarked on color scheme favorably		■	■	■	■
Remarked on color scheme unfavorably	■				
Information Seeking Tasks					
Appreciated the usefulness of the nav bar during information seeking		■	■	■	■
Appreciated varied formats of information available (videos, leaflets, etc.)	■			■	■
Fundraising Task					
Amused by Time for a Cuppa name / concept			■	■	■
Volunteering Task					
Did not make much distinction between fundraisers and volunteering	■	■	■	■	■
Assumed Volunteer Ambassador (VA) would be too much commitment due to label / image				■	■
Glossary					
"page name" or "label"					
TfaC = Time for a Cuppa					
VA = Volunteer Ambassador					
VE = Volunteer for an Event					