Please open the www.RacineCountyFamilyResources.com website. Try to complete each of the listed action items and mark whether or not you were able to complete each one.

Action	Yes	No	I don't know	Number of "clicks" it took to complete this task
Find ADHD services in Racine, WI.				
Find services on depression.				
Take a mental health screening.				
Find the provider name: Family Services of Racine. Find out how to update their listing.				
Find information on private insurance carriers.				
Find information on state/federal insurance programs.				
Find family support/parenting services related to caregiver counseling.				
Your child is feeling sick. You want to find out what they have. Find the symptom checker.				
You are a new agency that wants to be added to the website. Find where to go to submit your agency information.				
Find a local support and advocacy group.				
Find a state support and advocacy group.				
Find a national support and advocacy group.				

It's allergy season. You want to learn more about allergies. Find some reading materials on this topic.				
You are in a crisis. You are feeling suicidal and need immediate help. Find the national suicide prevention lifeline.				
You have a family that only speaks Spanish. You want to connect them with services, but they do not understand the website in English. Translate the website to Spanish so they can better understand it.				
You are a parent and are looking for events to attend related to mental health. Find an event to attend in October.				
You went to the doctor and the doctor prescribed you "Doxycycline." You want to learn more about this medication.				
You want to learn more about Wisconsin state bills.				
Find out how to register to vote.				
You feel very stressed and you've had a lot of changes in your life recently. You want tips on how to cope with your stress.				
You recently had a thyroid-stimulating hormone (TSH) test done. You just received the results back but you are not sure what the test is for. Find out why this test is done.				
Now that you know what the TSH test is for, you are not sure what your results mean. You received 3.2				

mcU/mL. Find out if these results are normal, low or high.				
Find services to help with anxiety.				
Find the phone number for Professional Services Group.				
It is the beginning of the school year and your child is having trouble in school. You want to learn more about the reasons why your child might be having a difficult time.				
You have a student who has been struggling recently. Her parents are getting divorced and she doesn't seem to want to talk to you or any other school person about it. You want to find the HOPELINE number for her after hearing about it from a colleague so she can text someone about what she is going through.				
Find one of the pathway partners. How many clicks did it take you? _____				
Find a pathway provider that is closest to the address: 1717 Taylor Avenue.				
Find a pathway provider for your son with Autism for ABA therapy.				
Find a pathway provider that has an AODA – Alcohol and Other Drugs specialist.				

Additional website use (process) feedback questions

Please share how your overall experience was with the Trilogy website.

- Were you able to find the information/resources for the prompts on your sheet?
    - What took too long to find or figure out?
- What information were you looking for that you couldn't find?
- What was confusing about (the menus/navigation/website/the referral pathway)?

- How easy is it to use?
  - What functions were not easy to use?
  - Is there a feature that should be added to make the website easier to use?
- What is the most important feature of this website?
- Would you recommend this website to a colleague/friend/parent/client? Why or why not?

For the Strategy 4/website huddle team:
- What took too long to find?
- What took too long to figure out?
- What information were you looking for that you couldn't find?
- What was the most useful feature?
- Why would you use this website again in the future?
- Why wouldn't you use this website again?
- What was confusing about (the menus/navigation/the website/the referral pathway)?
- What functions did not work as expected?
- What, if anything, would you add?
- Would you recommend this website to a colleague?
- Would you feel comfortable referring a parent/client/community member to this website on their own?
  - Why or why not?
- Did you find the resource you were looking for?
- How easy is it to use?
  - What functions are not easy to use?
- Can you think of another place you would rather go to find the same information?
- Where did you find the information you were searching for on this website in the past?
- What is the most important feature of the website?
- What made you exit the website?
- What is the most important feature that should be added?

For key stakeholders in the schools and community who help families navigate the website/pathway:
- Would you feel comfortable referring a parent/client/community member to this website on their own?
- Did you find the resource you were looking for?
- Where did you find the information you were searching for on this website in the past?
- What made you exit the website?

- What is the most important feature of this website?
- Question specific to pathway utility: Did the referral pathway work as expected? What concerns might you have about using the website referral pathway to connect students and families to services?

For folks in the greater community/ who might try to use the website on their own:
- How did you learn about this website?
- Would you refer a friend to this website?
- Did you find the resource you were looking for?
- Where have you found the information you were searching for on this website in the past?
- What made you exit the website?
- What is the most important feature of this website?
- Overall rating