Questions to Ponder:

1. What is mental illness?
2. Do you know of a child with a mental health condition?
Agenda

1. Rationale
2. Project design
3. Methods
4. Results
5. Website
6. Discussion
Rationale: the story behind the manaʻolana website
What is manaolana.info?

- informational website
  - manaʻolana = hope

Why was the website created?

- resource for other parents
  - use personal experiences to help others
Mental Illnesses Defined

“...health conditions involving changes in emotion, thinking or behavior..., associated with distress and/or problems functioning in social, work or family activities” (Leshner, 2019).
12,000 children in Hawai‘i receive treatment for a diagnosable mental illness (Creamer, 2019).
Statement of the Problem

1. Online mental health resources are limited & hard to find
2. Online resources have shortcomings

- over 30 programs
- overabundance of information
Statement of the Problem (cont.)

- unclear purpose
- not widely advertised to general public
Statement of the Problem (cont.)

3. No online resource that consolidates information for parents:
   a. psychological testing for children
   b. mental health care for children
   c. parental support
   d. information about mental illnesses
Addressing the Problem

Identify need

Create mana'olana website

Conduct usability study
Purpose Statement

The purpose of the usability study was to evaluate the ease of use and user satisfaction with the mana'olana website, which was designed to provide resources and support for parents of children with mental illness who reside in Hawai‘i.
Research Questions

1. How easy is it for users to navigate the website?

2. How easy is it for users to locate information on the website?
   - service providers who do diagnostic testing
   - service providers for children who have a mental health diagnosis
   - support groups for parents
   - counseling services for parents
   - information about mental illnesses

3. How consistent is the website's design?

4. How much do users like the website's visual aesthetic?
Project Design: The Creation of manaolana.info
Key Concepts

- simplicity
- organization
- consistency
Creating the Wireframe: Google Drawings

“You'll learn whether your concept is easy to understand… (people will) either confirm that you’re on the right track or point out basic problems that you can then deal with early in the process” (Krug, 2010)
Designing the website: Wix

Essential features of website design:
- navigation
- simplicity
- organization
- readability
- graphical representation

(Grantt, Chiu, Zhang, and Young, 2016, p.4)

Consistent features for all pages:
- horizontal menu bar
- layout
- font
- theme

manaʻolana
(hope)

A website for the parents and caregivers of children in Hawaiʻi who live with mental illness.

Home | About | Psychological Evaluations | Mental Health Care Providers | Parental Support | Resources
Naming the website

The Hawaiian language

A reference to the mind

the Biblical principle of “hope”
manaʻo - thought, mind, to think

lana - floating, calm, still

“manaʻolana” figuratively translates to “hope”

(Nā Puke Wehewehe ʻŌlelo Hawaiʻi, 2019)
Other design considerations

1. Visuals - nature and people
   - Wix images
   - personal photos

2. Consistent theme - calming, soothing images & video backgrounds
Methods: Carrying out the usability study
“On the Web, usability is a necessary condition for survival. If a website is difficult to use, people leave” Nielson (2012).

Focus on the user’s needs, ability to accomplish a task, ability to find and locate information in a reasonable amount of time (Oakley and Daudert, 2016).
<table>
<thead>
<tr>
<th>Target audience for completed website: parents of children with mental illness who reside in Hawai`i</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usability study participants: 9 different adults:</td>
</tr>
<tr>
<td>• age 35 and older</td>
</tr>
<tr>
<td>• friends, family, colleagues</td>
</tr>
</tbody>
</table>
## Procedures

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Participants recruited verbally for face to face usability testing</td>
</tr>
<tr>
<td>2</td>
<td>3 participants tested wireframe</td>
</tr>
<tr>
<td>3</td>
<td>3 participants tested initial draft of website</td>
</tr>
<tr>
<td>4</td>
<td>3 participants tested second draft of website</td>
</tr>
<tr>
<td>5</td>
<td>Data was analyzed and implemented in website's final design</td>
</tr>
</tbody>
</table>
Procedures, cont.

Pre-survey: Demographic Data

6 tasks

Wireframe tasks - focused on content and purpose

Website tasks - stated as scenarios for user

Post-survey: Data on usability and user satisfaction
Results and Analysis
Navigation

Wireframe testing - no major problems

Website testing - “Support and Resources page was a lot to go through. Maybe separate the topics so the user does not have to refine their search navigating the site.”
Ability to Locate Information

Task 2. How easy was it for you to find a service provider for a child who has already been diagnosed with a mental illness?

Task 4. How easy was it for you to find counseling services for a parent who cares for a child with mental illness?

Wireframe testing: Moderate difficulty with Tasks 2 and 4
## Key Findings

<table>
<thead>
<tr>
<th>Problem</th>
<th>Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wireframe Task 1</strong></td>
<td></td>
</tr>
<tr>
<td>• 0 out of 3 participants unable to locate a service provider on O'ahu for diagnostic testing</td>
<td>“Diagnostic Testing” on menu bar changed to “Psychological Evaluations”</td>
</tr>
<tr>
<td><strong>Website Task 1</strong></td>
<td></td>
</tr>
<tr>
<td>• 4 out of 6 participants unable to locate a service provider on O'ahu for diagnostic testing</td>
<td>None made.</td>
</tr>
<tr>
<td></td>
<td>• mental health professional was consulted</td>
</tr>
<tr>
<td></td>
<td>• determined that terminology was clear</td>
</tr>
</tbody>
</table>
Website Design

Task 5. How organized is the wireframe for the Mana`olana website?

Task 5. How organized is this the website?

Wireframe and website testing: no significant feedback regarding design
Visual Aesthetic

“It would be worthwhile to replace stock images with recreated (local) images.”

“I would love to see a gallery illustrating more of the aloha and mālama to add to the calming and supporting tone of the website.”
Walkthrough of manaʻolana website
Discussion: Lessons Learned
Lessons learned

Website design requires purposeful, intentional planning.

My life experiences have shaped me into a content expert.

Sharing knowledge through technology contributes to the “greater good,” and is a meaningful way to give back.
Dedication

“The manaʻolana website is dedicated to Hawaiʻi’s parents and the “villages” who care for children with a mental illness. May you find the information and resources to be beneficial and helpful for you and your child, and may you believe that each new day brings a fresh start and a renewed sense of hope.”
Thank you for attending!

Mahalo...
- Ke Akua
- My family and “village” of supporters
  - Dr. Hoffman, Dr. Ho, and Dr. Fulford
  - My critical friends and LTEC ‘ohana
Any questions?

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