

Appendix 1

Beta-testing structure feedback form

Questionnaire given in a Google form with a space provided after each question for answers to be typed unless answer choices were provided. Some questions had associated images to ensure clarity in the aspect of the app a question wanted evaluation on.

1. The look of the web app

- a. What are your thoughts on how the web app looks?
- b. What do you like about how it looks?
- c. What do you not like about how it looks?

2. The wording of the web app

- a. What are your thoughts on the wording used?
- b. Does the language used make sense?
- c. Was there anything on the web app that did not make sense?

3. Resources listed on the web app

- a. Are these the sub-categories you expected to see under “My Mental/ Emotional Health”? Yes/No
- b. Were there any sub-categories missing that you thought should have been included?
- c. Are these the sub-categories you expected to see under “Parenting & Child Concerns”? Yes/No
- d. Were there any sub-categories missing that you thought should have been included?
- e. “Alcohol & Substance Abuse” does not have sub-categories and goes straight to results. Would it be helpful to have sub-categories for this section? Yes/No
- f. Which sub-categories would you like to see?
- g. Are these the resources you expected to see under “Need Help Now”? Yes/No
- h. Were there any resources missing that you thought should have been included?
- i. Are these the sub-categories you expected to see under “Violence & Abuse”?
- j. Were there any sub-categories missing that you thought should have been included?
- k. Is it clear what a navigator is? (Description of a navigator is found after clicking on “What’s a Navigator?”) Yes/No
- l. What could make this description more helpful?

4. Web app layout

- a. What are your thoughts on the web app layout?
- b. Please rate how easy or difficult you find the web app to use: (1=very easy, 5=very difficult).
- c. Were there any parts of the web app that were confusing? Yes/No
- d. Please explain any parts that made the web app difficult or confusing to use:

5. The web app map page & results

- a. What are your thoughts on the labels showing insurance information on the results page? (e.g., Free; Medical; Kaiser Only)
- b. Are there any additional labels you’d like to see? Yes/No
- c. Is there any additional information you would expect to see or would like to see after clicking on a resource? (e.g., age groups, other limitations on accessing services, etc.)

6. General questions & feedback

- a. Would you use this web app? Yes/No
- b. Why or why not?
- c. Would you refer this to a friend or family member? Yes/No
- d. Do you think this would be helpful when looking for resources? Yes/No
- e. Why or why not?
- f. What can we do to improve the web app?
- g. Is anything missing from the web app? Yes/No
- h. If you answered yes above, what was missing from the web app?
- i. At what point was the app most useful?
- j. Why wouldn't you use this product again? (Please describe parts of the web app that you don't believe would lead to repeat use)
- k. Did everything work as expected? Yes/No
- l. If something did not work as expected, what did not work as expected?
- m. Please provide any additional feedback, questions, or thoughts