

# Chris180.org Website Usability Audit

April 2020



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# **Introduction**

A page-by-page audit of chris180.org was conducted to identify problems with the site's usability. The results have been recorded here with annotations of the pages in question as well as documentation of the problems and possible solution for usability issues. It is recommended that you navigate through the website along with the report to view the issues as you read about them.

In this audit, usability was considered both in terms of interaction design and in terms of site-wide usability of chris180.org's systems. This includes visual elements that are difficult to see or understand as well as systems of navigation that that could confuse or disorient the user in their attempt to accomplish tasks.

The issues found in this audit will be useful in determining the need for modifications of the the website but are by no means definitive proof of usability problems. Suggestions are based on best practices of design, not on the stated needs or painpoints of real users. For more concrete proof of usability problems, usability testing of the site would be required.

While all pages were examined, particular focus was given to the home page, the navigational system, the donation page, and the training pages.

A site map of chris180.org was made to help with conducting the audit, and may be of use for anyone planning to act on the suggestions made.

Find the site map here:

[https://drive.google.com/open?id=1jR86maCioQ205TidjaaQ0S2Alu\\_O5NGC](https://drive.google.com/open?id=1jR86maCioQ205TidjaaQ0S2Alu_O5NGC)

# **Sitewide Issues (1)**

## **Technical Issues**

- Load times on the site are quite high. Here is an example of the home page's speed in google page speed insights.
  - <https://developers.google.com/speed/pagespeed/insights/?url=chris180.org&tab=desktop>
- Missing links
  - Some links are not functional and lead to error pages.
  - These error pages all point back to the home page, regardless of where they are found. This derails a user's journey through the site.

## **Page Layout Design**

- Lack of padding at the top and bottom of pages. Images and text get cut off by the navigation bar.
- Layout design sometimes does not account for window size.
  - Many pages experience image clipping when the window is resized.

## **Satelite sites**

- Many of the functions of Chris 180 are operated on "satelite sites" that appear to be directly affiliated with and run by Chris 180, but their visual design and navigation systems are all different.
  - This makes the organization appear less cohesive.
  - Opening these sites in separate tabs will help users to keep their place on chris180.org while they navigate the content of adjacent sites.
  - Examples - Start a fundraiser, Adoptions and foster care, Chris training institute

## **Sitewide Issues (2)**

### **Page title inconsistency**

- Title banners are on some pages but not all. The type of banner is also different even between pages that have them.
- This lack of consistency makes the site feel like it has been cobbled together and lacks cohesion.
  - Choosing one page title style and sticking to it will help indicate to users that they are on the same site as they navigate the various sections.

#### **Title on solid color banner**



#### **Title on image banner**



#### **Carousel title banner**



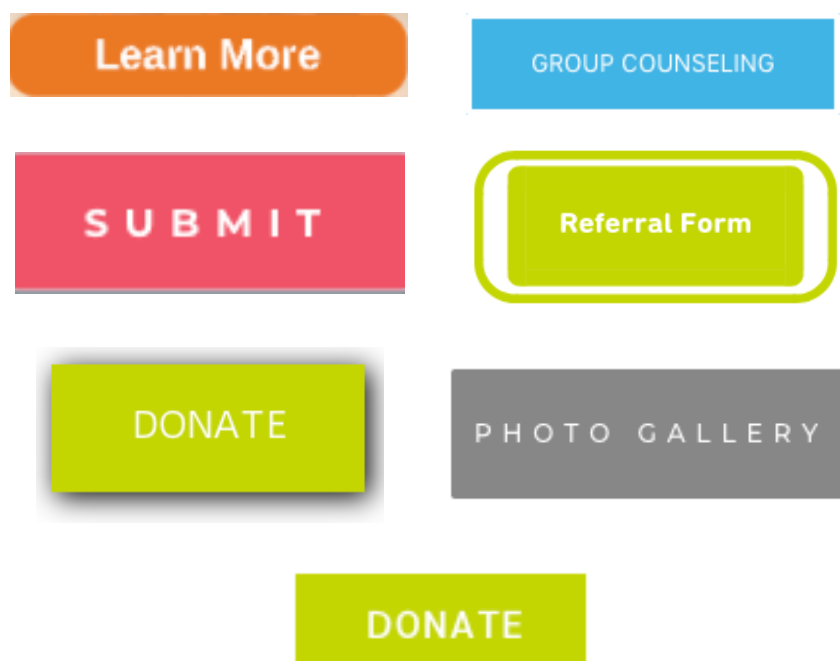
## Sitewide Issues (3)

### Font inconsistency

- Font color and size are not consistent from page to page.
- It gives the appearance that the site is a conglomeration of many smaller sites. This makes sense given Chris 180's story, but it appears disorganized.
- Standardized fonts are not just for brand recognition. Having the same fonts for titles and body text throughout your site helps reduce the users' cognitive load when scanning a page for information.

### Button inconsistency

- Buttons act as the main calls to action on Chris 180's site. Making these buttons uniform and recognizable allows users to quickly identify what elements on the page perform useful actions.
- Making interactive elements standardized and eye-catching helps users to make decisions quickly without the need to visually scan the page.

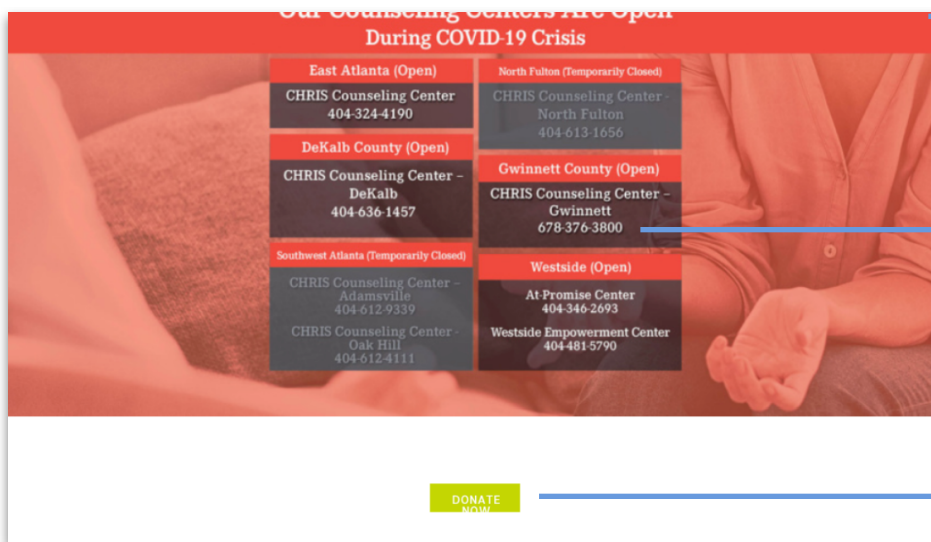


# Sitewide Issues (4)

## Orphan Pages

- There are many unlinked pages on the website with no navigation links to them (Orphan pages). These pages are not hidden and can be found when people use the search function. They also are seen negatively by Google when deciding whether or not to show your site in search listings.
  - See this article for more info on orphan pages
  - <https://www.gobluemedia.com/blog/orphan-pages/>
  - **Examples**
  - <https://chris180.org/mental-health-awareness/>
  - <https://chris180.org/who-we-are/>
  - <https://chris180.org/what-we-do/>
  - <https://chris180.org/get-involved/>
  - <https://chris180.org/get-involved/ways-to-give/turning-point-capital-campaign/>
  - <https://chris180.org/covid-19-response/>
  - <https://chris180.org/training-series/>
  - <https://chris180.org/success-stories/>
  - <https://chris180.org/get-involved/ways-to-give/companys-giving/>
  - <https://chris180.org/training/continuing-education/>
  - In some instances, these pages are completely blank or have Lorem Ipsum text, clearly showing they were not meant to be seen by users.
  - Some of these are easy to reach from Google. For example, <https://chris180.org/training/continuing-education/> is the fourth result on Google when the term “Chris 180 Training” is searched, and it is a blank page.
- Orphan pages should be removed or incorporated into the site with links from other pages

# Home Page



No padding at page top

Low image resolution for text

"Donate Now" button cut off

## Notes:

- The **value proposition** of the site is not clearly stated on the home page. Users should be able to understand what Chris 180 is immediately upon arriving at the site. The home page could be used as a "sales pitch" for potential donors. Unless a user already intends to donate to Chris 180 when they arrive at the site, they are unlikely to **donate** from the home page without information about what the organization offers and the success they have had in their goals.
- The home page does not provide **useful links** to the most important functions of the site. Although the navigation bar accomplishes this goal, first-time users often look to the home page as a roadmap for what is possible on the site before navigating further through the site.
- "Changing directions, Changing Lives". This tag line informs users of the sentiment of the organization, but not its actual function. First-time users will not know what this statement means without further context.
- The news carousel could be useful to returning users who want to know what has changed since they last came to the site, but it doesn't have much useful info for new users who do not know what Chris 180 does.



# Navigation (1)

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## Notes:

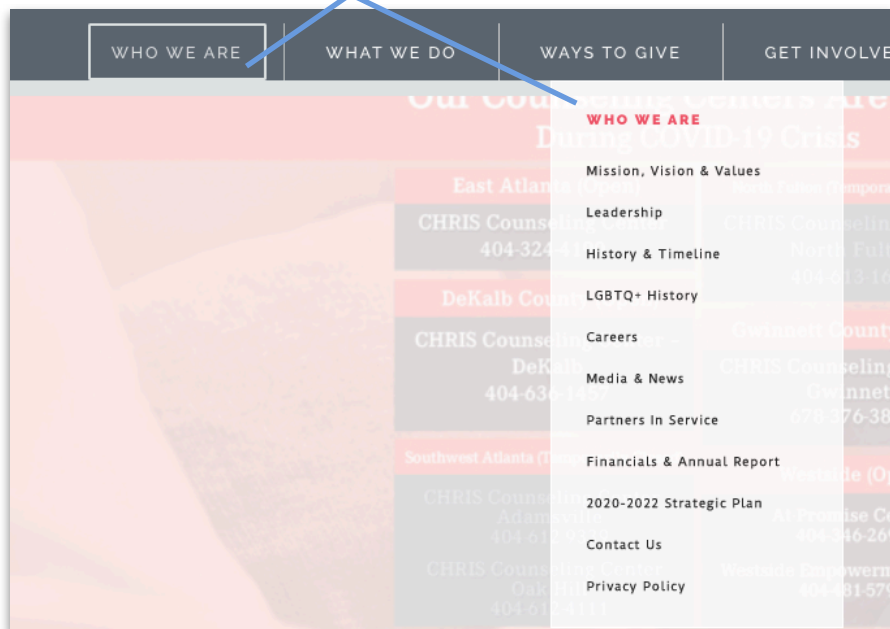
- Main navigation headings do not inform users about the services offered (i.e. counseling, mental health services, housing). The current navigation seems to focus on donors and volunteers, but does not provide solid guidance for those seeking Chris 180's services.
- "Get Help" and "Refer" Buttons
  - These buttons overlap when the screen is at different sizes
  - These links appear to do different actions, but both go to the contact page.
    - Funneling all users in need of help to a contact page will lead to facilities receiving calls and emails about information that could be found on the site.
- The only clickable link in the navigation is "Spiritual".
  - Creating landing pages for each major heading would give the site a more understandable architecture. Doing so allows users who are interested in a topic but do not know exactly what each part of the organization does to learn more.
  - Example- Create a landing page for Training that has information about all of the training programs available. The current layout requires users to click on each subheading to learn about the various programs.

## Navigation (2)

Drop-down menu does not align with navigation bar headings

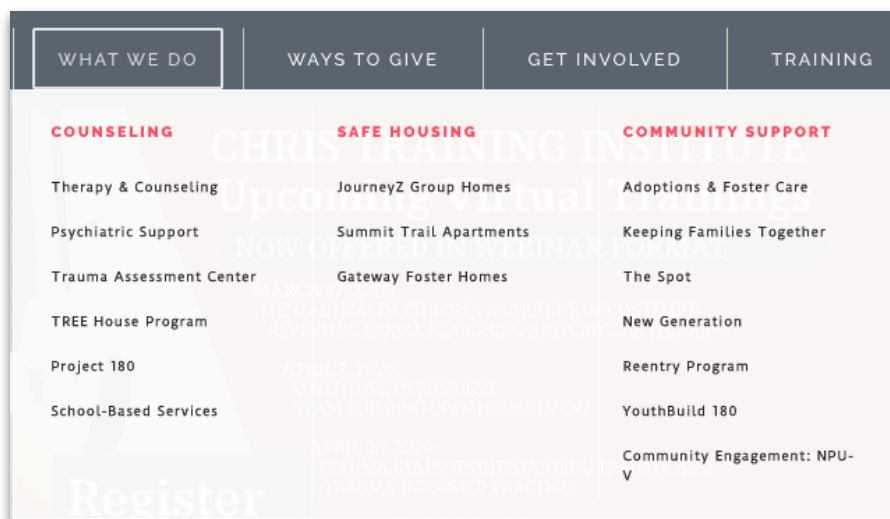
### Who we are

- This heading has no subheadings, and the information listed here does not all seem directly related.
- Creating subheadings would make it easier for users to skim this menu for the page they are searching for.



### What we do

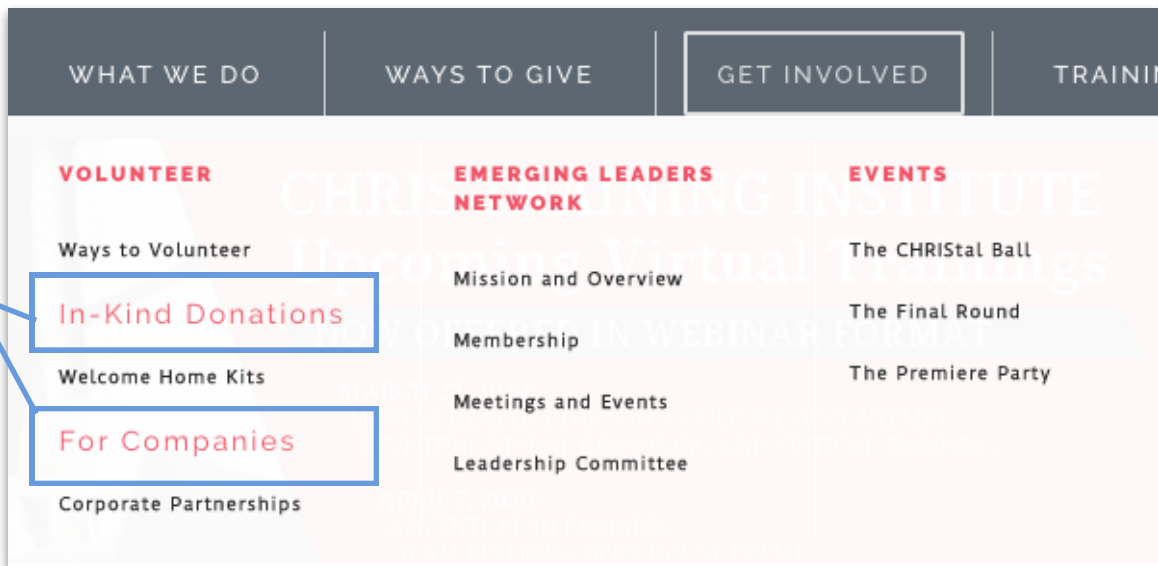
- Some of the items in this category do not speak for themselves.
- Example - Project 180, TREE House Program, The Spot. These titles only have meaning if the user knows what these programs are.
- Navigation links should be free of jargon so that users know what they will get if they go to that page.



# Navigation (3)

## Get involved

- “In-kind” donations and “for companies” are in a different font and color



## Ways to give

- The difference between “Get involved” and “Ways to give” is not clear.
- Ways to give could be nested under “Get Involved” as a sub heading.
- Additionally, this information could be given to users on the donation page if they need further info before donating.

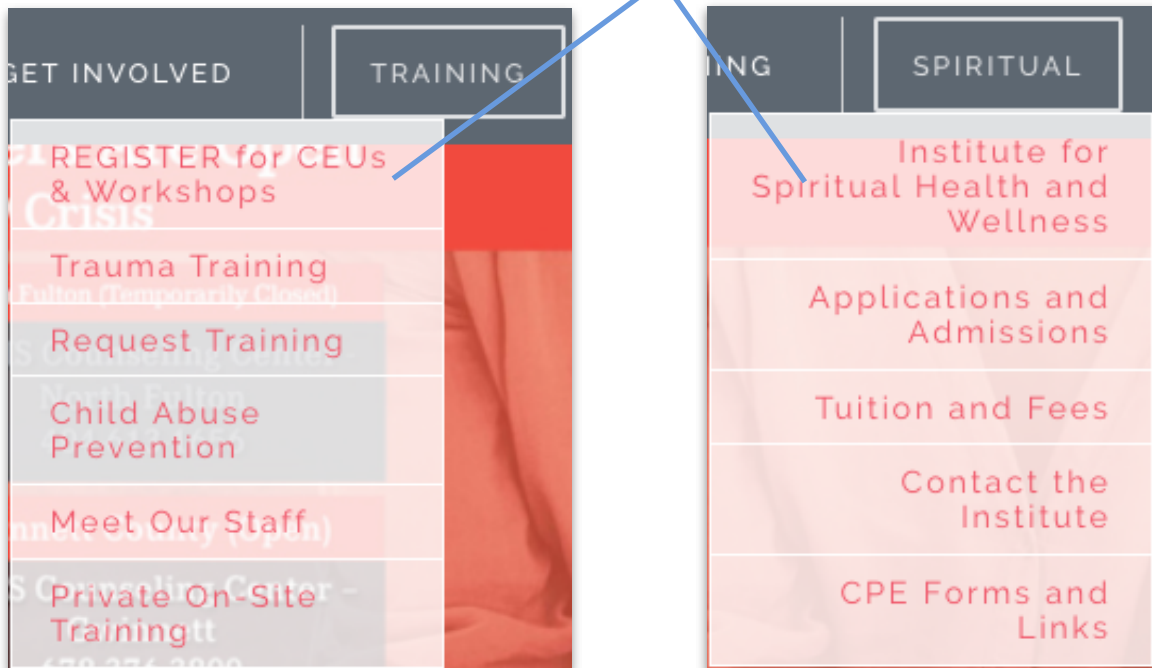


## Navigation (4)

### Spiritual & Training

- “Spiritual” and “Training” have different drop-down menus than the other headings.
  - Because of the transparency of these menus, the red text often overlaps with red images behind, making it difficult to read.
- If I’m not mistaken, the spiritual section of the main navigation refers to spiritual education. It is not clear how this differs in function from the items listed under “Training”.

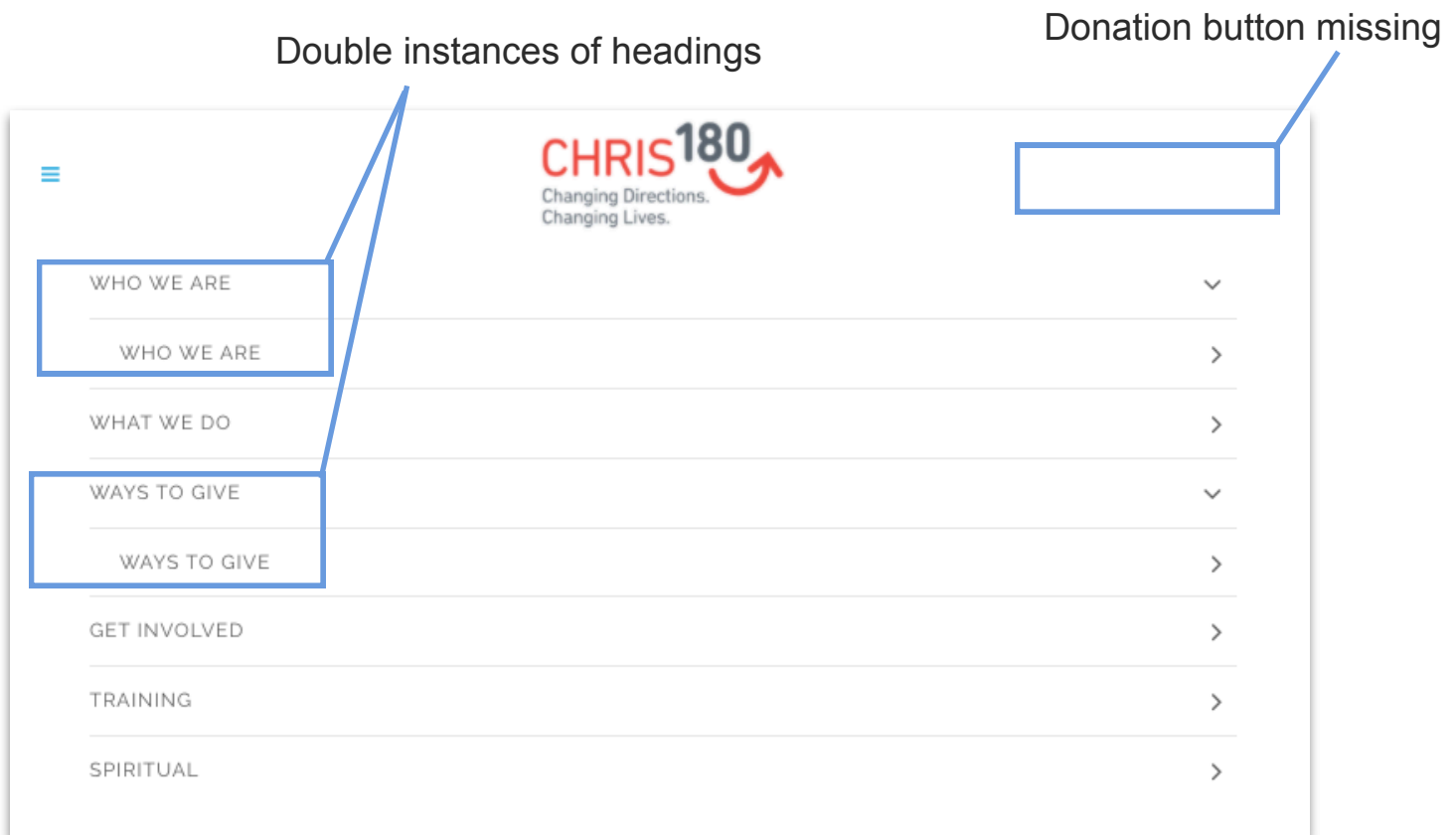
Low contrast on red background is hard to read



# Navigation (5)

## Page Resized Below 1000px

- Resizing the window below 1000 pixel width creates a “hamburger menu”.
- The donation button is not present in this view.
- Menu items “Who we are” and “Ways to give” are doubled up, existing in both the top level and the level below.
- The hierarchy of information is hard to follow in this menu because all of the levels have the same font, size, and color.
  - Different navigation levels should have distinct visual signifiers.



# Donation Page (1)

## Small problems are a big deal on conversion pages

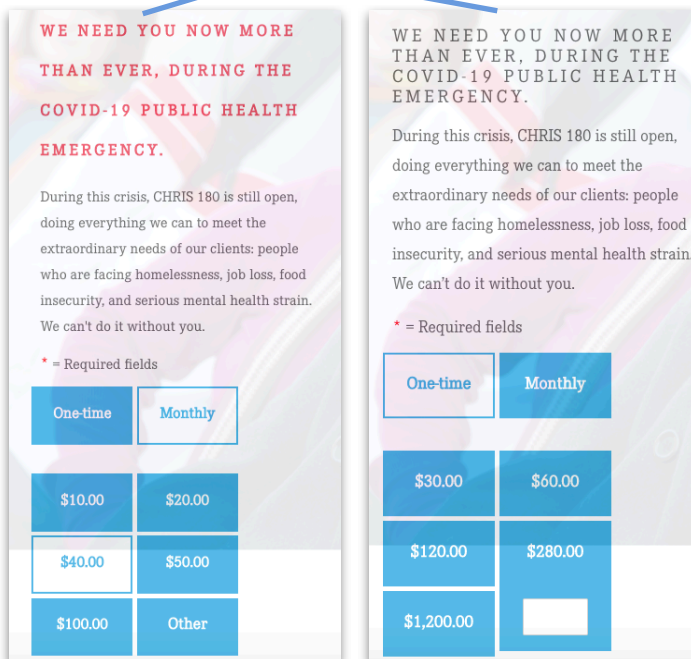
Trust and legitimacy are extremely important when filling out forms that ask for credit card info. Small inconsistencies are enough to scare away users that are not sure of your legitimacy. Making this page free of visual and functional glitches is necessary to gain the trust of your users.

## Visual bugs

Navigation buttons change size and overlap



Text is different color and font depending on whether the user has chosen “monthly” or “one-time”



Text boxes and dropdowns overlap



## Donation Page (2)

### Custom Donation Amount

- The custom donation box is not aligned with the other boxes and clips into them when the page is resized.
- This option is not labelled, and does not immediately look like it can be typed in.
- Trying to submit a custom amount returned “Gift amount invalid”.
  - This is a major issue. Some users will not want to give one of the predetermined amounts listed, and may be unable to submit.
  - I tried several times to submit a donation, and I could not get it to work (perhaps there is a minimum donation, since I was trying to submit \$1 or \$2).
- Users do not get any feedback that their new amount has been selected when using a custom amount (\$120 stays selected after \$1.00 is typed).



# Donation Page (3)

## Error messages

- Best practices state that errors should be announced as soon as they happen. If a user inputs an invalid email, credit card, cv, or zip code, the error should pop up as soon as they leave the field, not when they submit the form.
- This should not apply to fields such as name and street address, as strictly policing what can be submitted here is aggravating and unnecessary.
- No error message given for lack of CVV
  - This could lead to accepted submissions that cannot be processed.

Error message boxes do not fit the text boxes

A screenshot of a donation form with several input fields. Each field has a red error message box overlaid on it. The error messages are: "A street address is required." for Street 1; "A city is required." for City; "A state or province is required." for State/Province; "A zip or postal code is required." for ZIP/Postal Code; and "An email address is required." for Email Address. The error boxes are rectangular and do not perfectly align with the shape of the input fields.

No error for lack of CVV

A screenshot of a donation form showing the credit card section. It includes logos for VISA, DISCOVER, AMERICAN EXPRESS, and MASTERCARD. The fields are: "Credit Card Number" (with error message "Credit card number is required."), "Expiration Date" (with dropdowns for 05 and 2020), and "CVV Number" (with a pink question mark "What is this?"). The CVV field does not have an error message, despite the text above it stating "No error for lack of CVV".



# Who we are (1)

## Mission, Vision, and Values

- It is surprising find a history on this page given that there is a page titled “History and Timeline”.
- The history has a ton of text with no subheading or paragraph breaks.
  - This makes the story hard to read.

No space between title and text

### OUR HISTORY

CHRIS 180 has been at the forefront of behavioral health and child welfare service delivery since 1981 when the organization was first established as Georgia CHARLEE (Children Have All Rights-Legal, Educational, and Emotional) to fill a gap in services for children and youth with behavioral and emotional challenges who were not thriving in foster homes and needed small specialized group homes. In 1986, the organization recognized another gap in services and created Georgia's first independent living program to help youth aging out of foster care. Then in 1992, Georgia CHARLEE became *CHRIS Homes* representing the core values of Creativity, Honor, Respect, Integrity and Safety.

In 2000 CHRIS 180 responded to another gap in services and opened the first program in the Southeast to serve homeless youth with targeted outreach to Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ+) youth, who are disproportionately homeless. Since then, the organization has become an acknowledged subject matter expert in helping and working with LGBTQ+ youth.

In 2004, the organization was renamed *CHRIS Kids* to better indicate the growing scope of services as the organization continued to identify and fill gaps in services, focusing on healing, prevention of homelessness and strengthening families. In 2007, the CHRIS Counseling Center was opened to provide mental health and substance abuse treatment services for the community at large and undertook specialized training in trauma, substance abuse treatment and play therapy. In 2010, the CHRIS Training Institute opened to train other industry professionals and organizations seeking quality training opportunities; in 2014 Trauma STARS, a specialized training to assist the human service workforce, educators, police, and others identify, understand, and respond effectively to traumatized children and adults, was developed.

In order to expand and better meet the need for housing and counseling for youth, in 2010 CHRIS 180 opened Summit Trail, an EarthCraft Certified apartment complex. Summit Trail provides permanent supportive housing for single and parenting youth, ages 17 – 24, and combines CHRIS 180's programs for

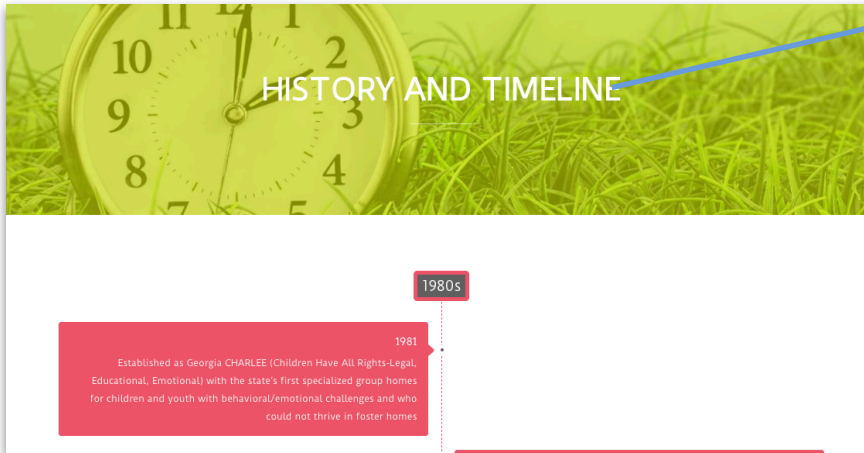


No paragraph breaks

# Who we are (2)

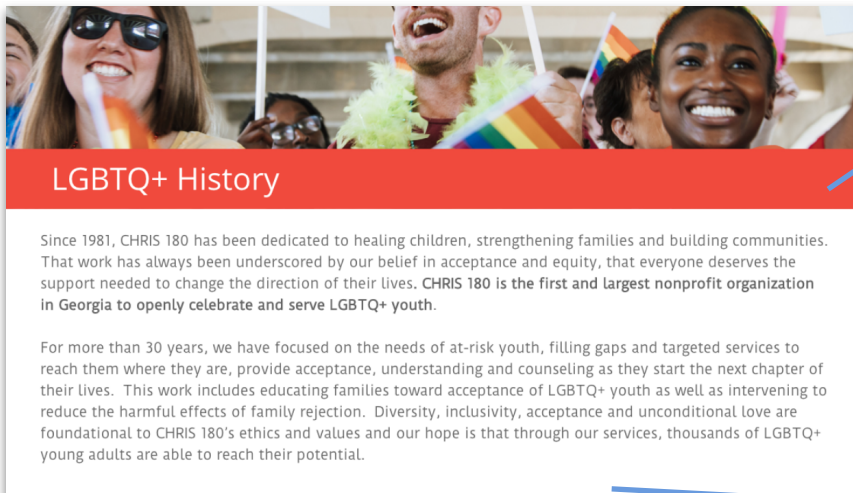
## History & Timeline

White text on bright yellow title banner is hard to read



## LGBT+ History

Title banner is different than other "Who we are" pages



Massive white space below text before footer

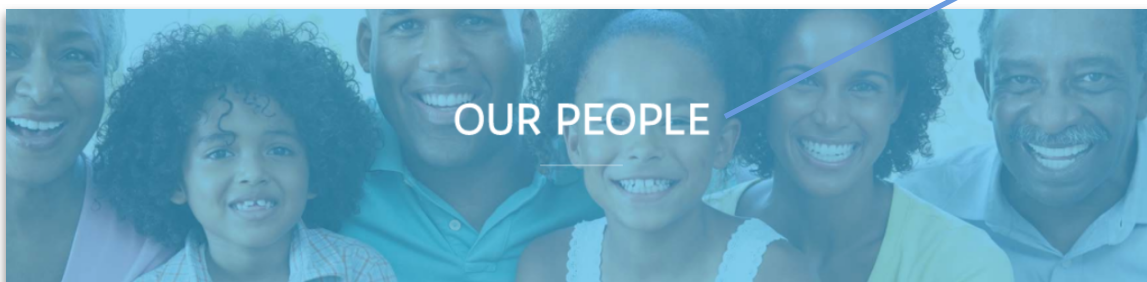
- The information on "Mission, Vision and Values", "History and Timeline", and "LGBT+ History" could probably be on one page.
  - This would declutter the navigation tab and allow users to learn about the organization without clicking around to multiple pages.

# Who we are (3)

## Leadership

- This page could be a good place to show the human side of the organization, but the wall of names shown when you enter the page is not very inviting.
  - Consider showing the photos with name and title first with an option to expand for more info.

Link Title is "Leadership" but Page Title is "Our People"




OUR PEOPLE

Click On Any Of The Names Below To Get More Detailed Information:

KATHY COLBENSON, LMFT, PRESIDENT AND CHIEF EXECUTIVE OFFICER

CINDY SIMPSON, MA & ED.S., VICE PRESIDENT, CHIEF OPERATING OFFICER

KEVIN CLIFT, CHIEF DEVELOPMENT OFFICER



Kevin joined CHRIS180 in 2018 with over over 30 years of non-profit experience in fundraising and program management at the Human Rights Campaign (HRC), the nation's largest LGBTQ civil rights organization, based in Washington, DC. He was most recently the Director of HRC's midlevel giving program, the Federal Club. Clift is a graduate of the School for International Training and American University's Washington College of Law. He is the father of an adopted son. He and his partner have two children and reside in Atlanta.

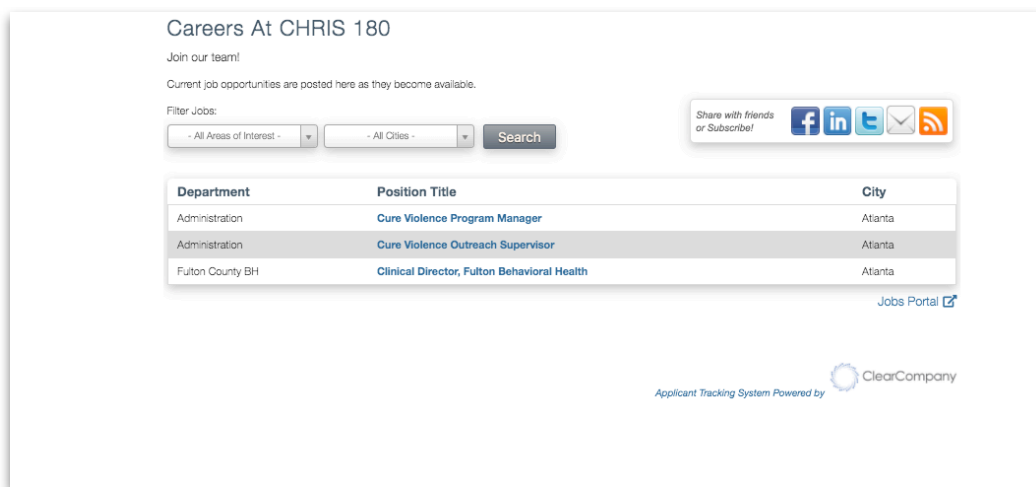
QUEIE BARNETT, SPHR, SHRM-SCP, DIRECTOR, HUMAN RESOURCES

MELISSA ROBINSON GRAVES, MS, LMFT, DIRECTOR OF SCHOOL-BASED MENTAL HEALTH SERVICES

# Who we are (4)

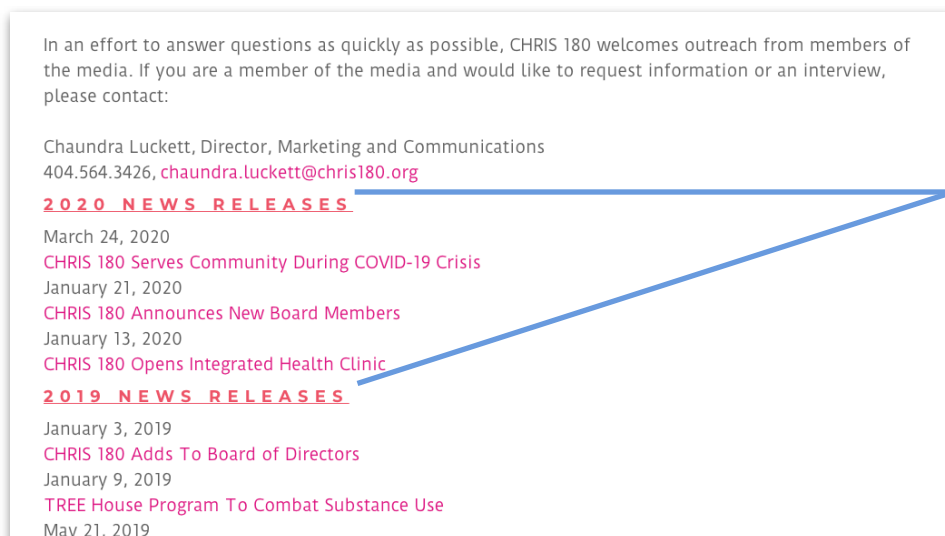
## Careers

- This page breaks form entirely from the visual design of the rest of the site. Although people seeking careers are a different type of user, brand consistency is still important for demonstrating legitimacy and professionalism.
  - Different font
  - different button types
  - different color scheme



## Media & News

- Lack of spacing between items makes this page hard to read.



No space between titles, text, and links


# Who we are (5)

## Financial Report

- No Title banner
- Only one year is embedded. Could the others be like this?

**FINANCIAL DOCUMENTS**  
The documents below provide comprehensive information about CHRIS 180's finances from previous years.

Annual Report  
[2018 Annual Report](#)



- [2017 Annual Report](#)

Audited Financials

- [2018 Audited Financials](#)

Only one year is embedded with a gallery

# Who we are (6)

## Contact us

- Users who click the “Get Help” or “Refer” Links from the main navigation end up at this page.
  - For this reason, many users that are looking for help will end up at this page first without having any knowledge of the services that are provided.
  - This could lead to unnecessary calls and emails to facilities about questions already answered by the site.
- Adding cross links to information pages about the services from this page would help users to find out more about them before calling or emailing.
- Items on the page are not top aligned, so skimming the page to find a particular location is difficult.
- Addresses are not links, so users looking for directions to a location need to copy and paste them into a map program.

<b>CHRIS Counseling Center – DeKalb</b> 3103 Clairmont Road NE, Suite B Atlanta, Georgia 30329 Phone: <b>404-636-1457</b> <a href="mailto:counseling.center@chris180.org">counseling.center@chris180.org</a>	<b>CHRIS Counseling Center – Oak Hill</b> 2805 Metropolitan Parkway SW Atlanta, Georgia 30315 Phone: <b>404-612-4111</b> Fax: <b>404-324-4191</b> <a href="mailto:counseling.center@chris180.org">counseling.center@chris180.org</a>	<b>CHRIS Counseling Center – Adamsville</b> 3700 Martin Luther King, Jr. Dr SW Atlanta, GA 30331 Phone: <b>404-612-9339</b> Fax: <b>404-324-4191</b> <a href="mailto:counseling.center@chris180.org">counseling.center@chris180.org</a>
<b>CHRIS 180 Adoption Services</b> 1030 Fayetteville Road Atlanta, Georgia 30316 Phone: <b>404-564-4728</b> Fax: <b>404-633-3348</b>	<b>At-Promise Center</b> 740 Cameron M. Alexander Boulevard Atlanta, Georgia 30318 Phone: <b>404-346-2693</b> Fax: <b>404-324-4191</b> <a href="mailto:atpromise@chris180.org">atpromise@chris180.org</a>	<b>TransitionZ Program &amp; Summit Trail Apartment Community</b> 2045 Graham Circle Atlanta, Georgia 30316 Phone: <b>404-244-4618</b> <a href="mailto:transitionz@chris180.org">transitionz@chris180.org</a>
<b>Keeping Families Together</b> 1030 Fayetteville Road Atlanta, Georgia 30316 Phone: <b>404-835-9360</b> Fax: <b>404-244-4923</b> <a href="mailto:KFT@chris180.org">KFT@chris180.org</a>	<b>CHRIS Training Institute</b> 1030 Fayetteville Road Atlanta, Georgia 30316 Phone: <b>404-486-9034</b>	<b>JourneyZ Group Homes</b> 1017 Fayetteville Road, Suite B Atlanta, Georgia 30316

# Who we are (7)

## Privacy Policy

- Page has no title banner
- The text under “Cookies” is pasted from another source with different formatting than the rest of the page.

### **Cookies**

Our website places a cookie on the hard drive of your computer. A “cookie” is a file which allows us to track and target the interests of users. In addition, our website uses third party cookies from Google Analytics, including the following features:

- Google Analytics Demographics and Interest Reporting – which gives us insight into behavior information relating to visitor age, gender and interests on an anonymous and aggregate level. This will help us to understand browsing behavior to give you a better experience whilst visiting our sites.

- This information doesn’t seem to be related to the privacy policy, and users would not know to look for it here.

### **Paying with Credit Card**

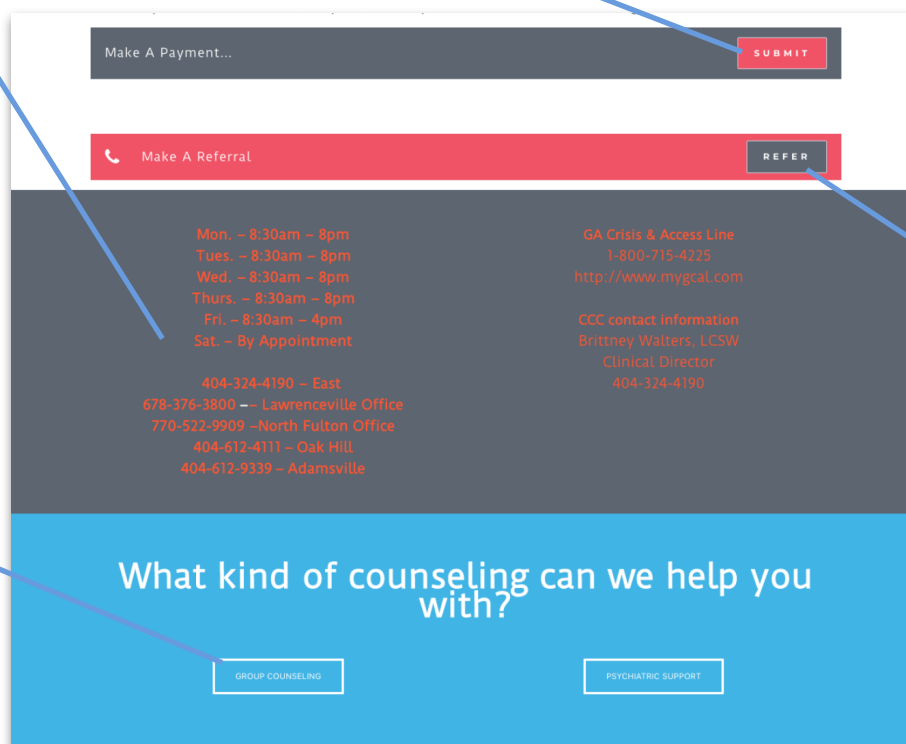
We accept credit card payment for online event registrations and donations. Please provide the “bill to” address exactly as it appears on your credit card statement. During our online real-time authorization process we will validate that the “bill to” information you provided matches the information on file with your credit card issuing company. The processing of your registration may be delayed if we cannot verify the “bill to” information or the information does not match the address information on file. Your credit card will be charged at the time of payment. We accept the following credit cards: Visa, MasterCard and Discover. The merchant name that will appear on your credit card statement is: CHRIS 180.

# Counseling

- Contacts and locations could be listed on this page so users don't need to navigate further and scroll through all the contacts.
- It's not clear what "Make a payment means. Will users not be billed after service?"
  - Additionally, the "Submit" button is confusing because usually the word submit comes after a form is filled out, not to initiate a form
  - The submit button goes to a broken link.
- The PDF that opens when you click "refer" is not editable, so emailing the form seems impossible without physical mail or fax.
- "Group counseling" button leads to a broken link.

Full address and contact for counseling locations should be listed here

Broken Link



PDF not editable

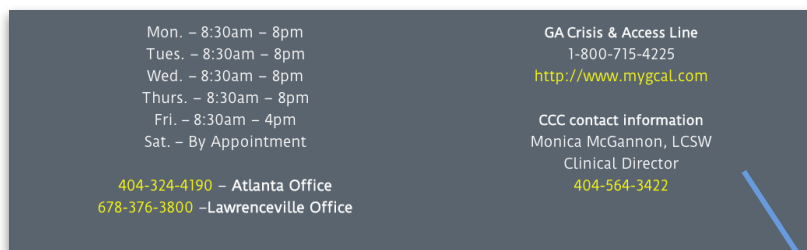
Broken Link



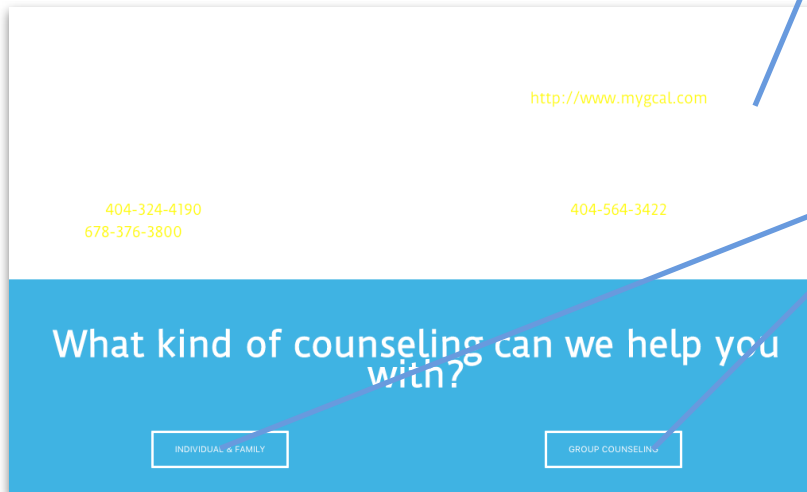
# Psychiatric Support

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- Some links and phone numbers at the bottom of the page are illegible. since they are yellow on a white background (this seems unintentional).
- Buttons for “Individual & Family” counseling and “Group counseling” lead to broken links.



The page sometimes loads without the gray background



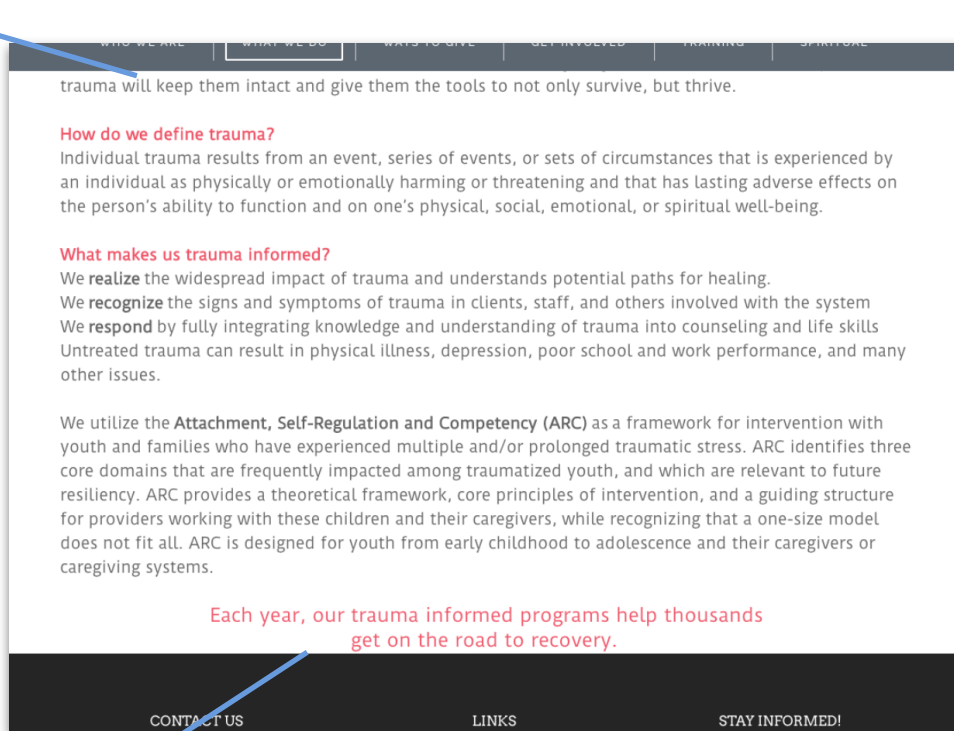
Broken Links

# Trauma Assessment Center

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- This page provides no links to information about getting treatment for trauma.
  - Users who come to this page looking for treatment for trauma will need to assume where these services are offered and navigate to a different page to find it.
  - Text at the bottom of the page has no padding to the page end.

No title banner




No padding at page bottom

# TREE House Program

- Link to SAMHSA website navigates the user away from the site.
- This link should open in a new tab so the user doesn't lose their place on chris180's site.
- The referral form is not editable.

Links that leave the site should open new tab



The screenshot shows the TREE House Program website. At the top is the logo for CHRIS180 and TREE House Program. Below the logo is a paragraph describing the program's purpose and funding. A list of services is provided, followed by contact information including address, phone number, and email. A photo credit is listed at the bottom, and a yellow button labeled 'Referral Form' is at the very bottom.

**CHRIS180**  
**TREE House Program**

The TREE House Program is built to serve Fulton County residents who are suffering or recovering from a Substance Use Disorder. The program, funded by a SAMHSA grant, offers outpatient counseling and support for youth & young adults, ages 13-24, who are suffering or recovering from a Substance Use Disorder. We use a multi-systemic care approach to meet the needs of the person and family.

We offer the following services:

- Comprehensive Assessments
- Intensive Outpatient Program
- Intervention & Recovery Group Therapy
- Psychiatric Support
- Community Support
- Individual & Family Therapy
- Care Coordination

For more information, visit us  
7741 Roswell Road, Suite 101  
Atlanta, GA 30350  
404.613.1658  
[TREEHouseReferral@chris180.org](mailto:TREEHouseReferral@chris180.org)

Photos Courtesy of: Fulton County Government

Referral Form

Referral form is not editable

Photo credit, but no photos

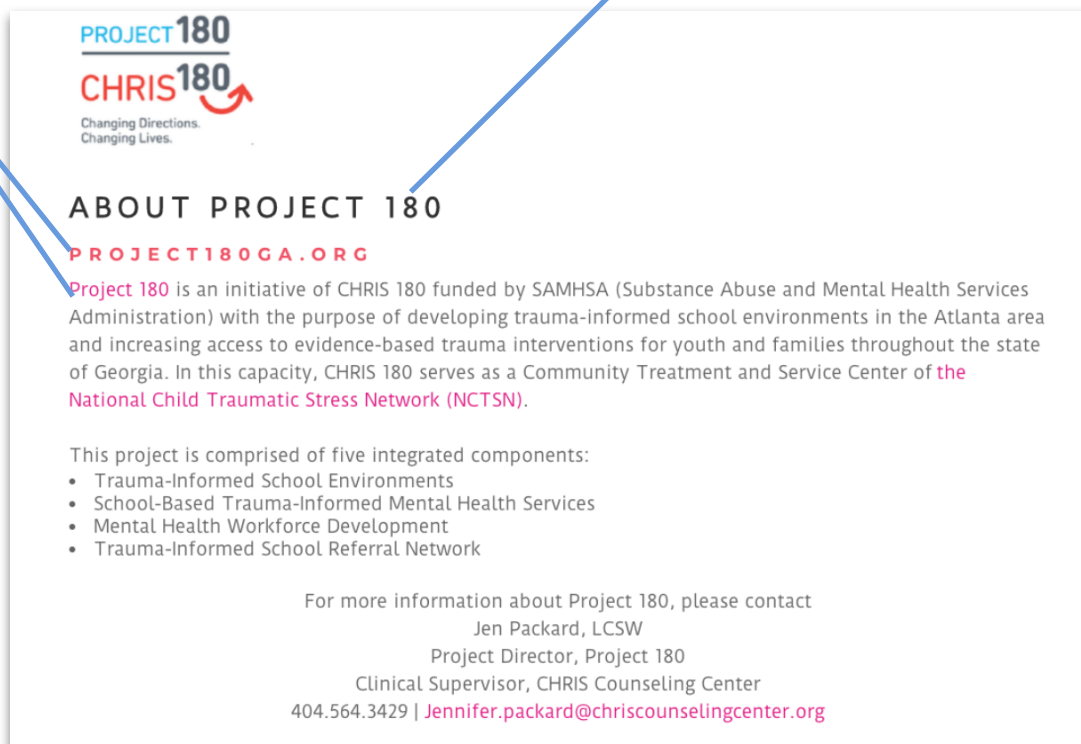
# Project 180

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- There are two different formats for links that lead to the same resource
  - Consistency in link format helps users to understand what is and is not clickable on the site.
- “About Project 180” is in a font style not used on the rest of the site.

2 different formats for links that lead to the same resource

This typeface is not used for other titles on the site



The screenshot shows the top of a webpage. At the top left is the logo for PROJECT 180 and CHRIS 180, with the tagline "Changing Directions. Changing Lives." Below the logo is the heading "ABOUT PROJECT 180" in a bold, black, sans-serif font. Underneath is the URL "PROJECT180GA.ORG" in a red, all-caps, sans-serif font. The main body of text describes the project as an initiative of CHRIS 180 funded by SAMHSA, aimed at developing trauma-informed school environments in the Atlanta area. It lists five integrated components: Trauma-Informed School Environments, School-Based Trauma-Informed Mental Health Services, Mental Health Workforce Development, and Trauma-Informed School Referral Network. At the bottom, contact information for Jen Packard, LCSW, Project Director, is provided, including a phone number and an email address.

PROJECT 180  
CHRIS 180  
Changing Directions.  
Changing Lives.

## ABOUT PROJECT 180

PROJECT180GA.ORG

Project 180 is an initiative of CHRIS 180 funded by SAMHSA (Substance Abuse and Mental Health Services Administration) with the purpose of developing trauma-informed school environments in the Atlanta area and increasing access to evidence-based trauma interventions for youth and families throughout the state of Georgia. In this capacity, CHRIS 180 serves as a Community Treatment and Service Center of the National Child Traumatic Stress Network (NCTSN).

This project is comprised of five integrated components:

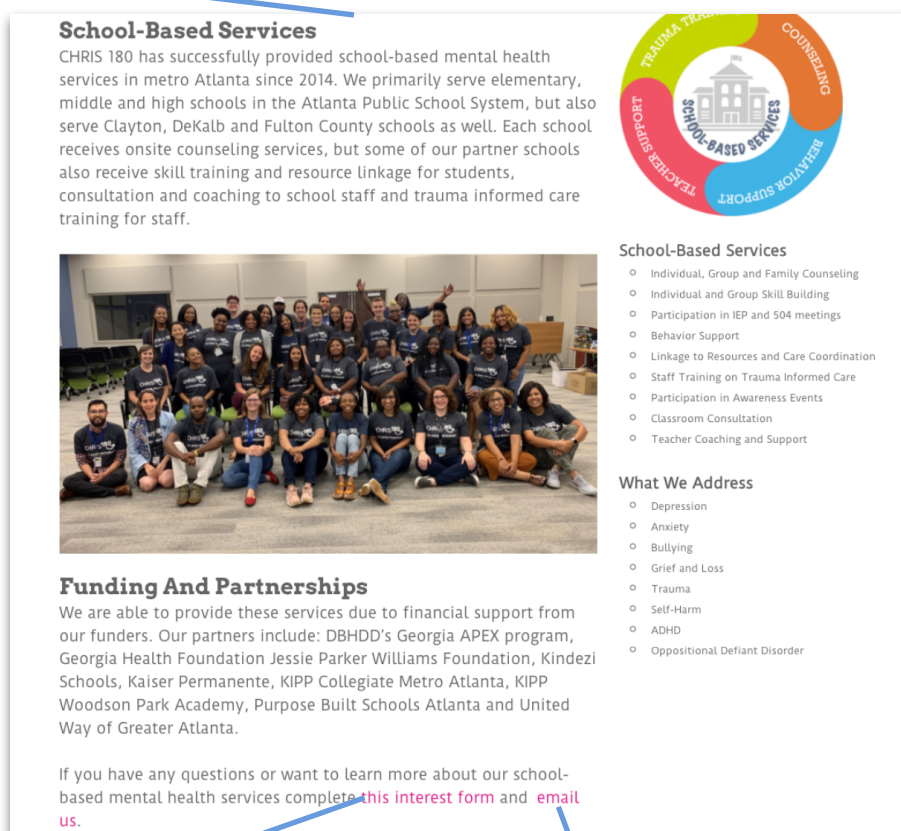
- Trauma-Informed School Environments
- School-Based Trauma-Informed Mental Health Services
- Mental Health Workforce Development
- Trauma-Informed School Referral Network

For more information about Project 180, please contact  
Jen Packard, LCSW  
Project Director, Project 180  
Clinical Supervisor, CHRIS Counseling Center  
404.564.3429 | [Jennifer.packard@chriscounselingcenter.org](mailto:Jennifer.packard@chriscounselingcenter.org)


# School-based Services

- No title banner
- Interest form is not editable.
- “Email us” link opens the user’s desktop mail app.
  - In my case, I do not use this program, so I would need to sign in just to be able to see the address.
- The email address should simply be listed, not linked.

## No title banner




**School-Based Services**  
CHRIS 180 has successfully provided school-based mental health services in metro Atlanta since 2014. We primarily serve elementary, middle and high schools in the Atlanta Public School System, but also serve Clayton, DeKalb and Fulton County schools as well. Each school receives onsite counseling services, but some of our partner schools also receive skill training and resource linkage for students, consultation and coaching to school staff and trauma informed care training for staff.



**Funding And Partnerships**  
We are able to provide these services due to financial support from our funders. Our partners include: DBHDD’s Georgia APEX program, Georgia Health Foundation Jessie Parker Williams Foundation, Kindezi Schools, Kaiser Permanente, KIPP Collegiate Metro Atlanta, KIPP Woodson Park Academy, Purpose Built Schools Atlanta and United Way of Greater Atlanta.

If you have any questions or want to learn more about our school-based mental health services complete [this interest form](#) and [email us](#).



**School-Based Services**

- Individual, Group and Family Counseling
- Individual and Group Skill Building
- Participation in IEP and 504 meetings
- Behavior Support
- Linkage to Resources and Care Coordination
- Staff Training on Trauma Informed Care
- Participation in Awareness Events
- Classroom Consultation
- Teacher Coaching and Support

**What We Address**

- Depression
- Anxiety
- Bullying
- Grief and Loss
- Trauma
- Self-Harm
- ADHD
- Oppositional Defiant Disorder

Interest form is not editable

“Email us” link opens the user’s desktop mail app

# Safe Housing

- These pages all have a relatively small amount of content based on a similar topic. Users looking for housing or trying to learn about what housing services are offered are required to navigate between 3 separate pages.
  - One page with appropriate titles and sections could make learning about these services easier for users.

## Summit Trails Apartments



**SUMMIT TRAIL APARTMENTS**

To help young adults, ages 17-24, better prepare for self-sufficient lives after foster care, we opened the Summit Trail Apartment Community to provide supervised living for those who are homeless, parenting, leaving juvenile justice and/or mental health systems. This supportive housing community helps young adults learn the skills necessary for productive adulthood in a supervised environment.

Residents are paired with a Life Coach who use the Transition to Independence Model to focus on:

- Employment & Career
- Educational Opportunities
- Living Situations
- Personal Effectiveness & Well-Being
- Community Life Functioning

The Transition to Independence Model Provides the following methods:

- Engage through Person-Centered Approach
- Tailor Services & Support to be Accessible, Coordinated, Developmentally Appropriate & Built on Strengths
- Acknowledge Personal Choice
- Ensure a Safety Net of Support
- Enhance Competencies to Assist in Self-Sufficiency

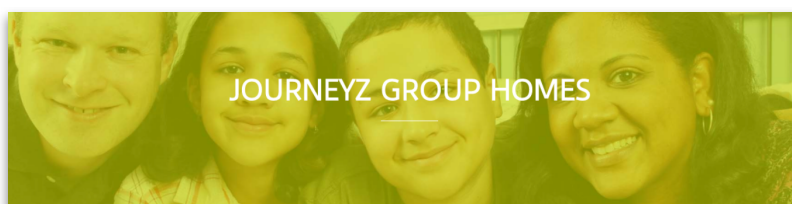


As a part of CHRIS 180's ongoing commitment to environmental sustainability, Summit Trail apartments are EarthCraft Multifamily Certified buildings.

For more information about Summit Trail, please contact 404.564.3420 or [intake@chris180.org](mailto:intake@chris180.org).

Two years after leaving Summit Trail, **97%** of our young adults were safely housed and **90%** were employed and/or in school.

## Journey Z Group Homes



**JOURNEYZ GROUP HOMES**

Our JourneyZ group homes program provide safe and stable housing, specialized counseling, and individualized life/financial skills training and support services to high needs children in Georgia's foster care system. The children served through our JourneyZ program have each endured some form of trauma, often repeated trauma, throughout their lifetime. Most youth are victims of physical, sexual, and/or emotional abuse and neglect, and all have a mental health diagnosis.

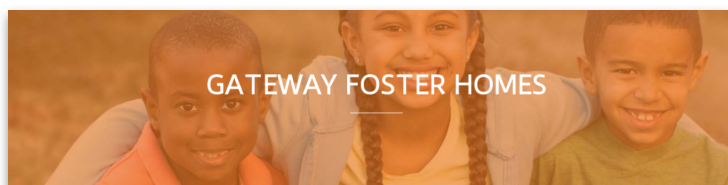
The children in our group homes are considered the highest need and cannot function in traditional foster homes. They have been in an average of seven placements before coming to us and 54% are academically behind one or more years.

We are dedicated to providing safe environments as 100 percent of our youth are:

- Protected from repeat abuse and neglect
- Enrolled in an appropriate public education setting with support
- Provided with individualized counseling
- Supported by a life skills coach

All of our residential group homes and permanent supportive housing are EarthCraft certified.

## Gateway Foster Homes




**GATEWAY FOSTER HOMES**

Our Gateway Foster Home program provides safety and stability within a supportive, therapeutic family environment for children and sibling groups, ages birth to 17, while preparing for adoption.

These homes support the notion that continuity of care, permanency and family planning are essential to ensuring stability for children. As a result the children placed in the home are provided a vast network of resources to help them remain stable, support them as a sibling group and foster the process of reunification, kinship care or adoption. Our goal at the Gateway Foster Home is to provide consistent therapeutic supports and services for children and families from the day children enter the home through six months following reunification, kinship placement or adoption.

Gateway Foster Homes serve multiple purposes, each with the goal of shortening the time children are in foster care and promote healing, age appropriate functioning and permanency for children coming in to foster care, children who have been in foster care and sibling groups who have been separated or are at risk of being separated while in foster care.



As a part of CHRIS 180's ongoing commitment to environmental sustainability, and with support from Grants to Green, CHRIS 180's first Gateway Foster Home was renovated for Earthcraft Certification in 2014.

For more information about our Gateway Foster Home program, please contact:  
Emily Thompson  
Vice President of Community Programs  
404.835.9360 | [emily.thompson@chris180.org](mailto:emily.thompson@chris180.org)

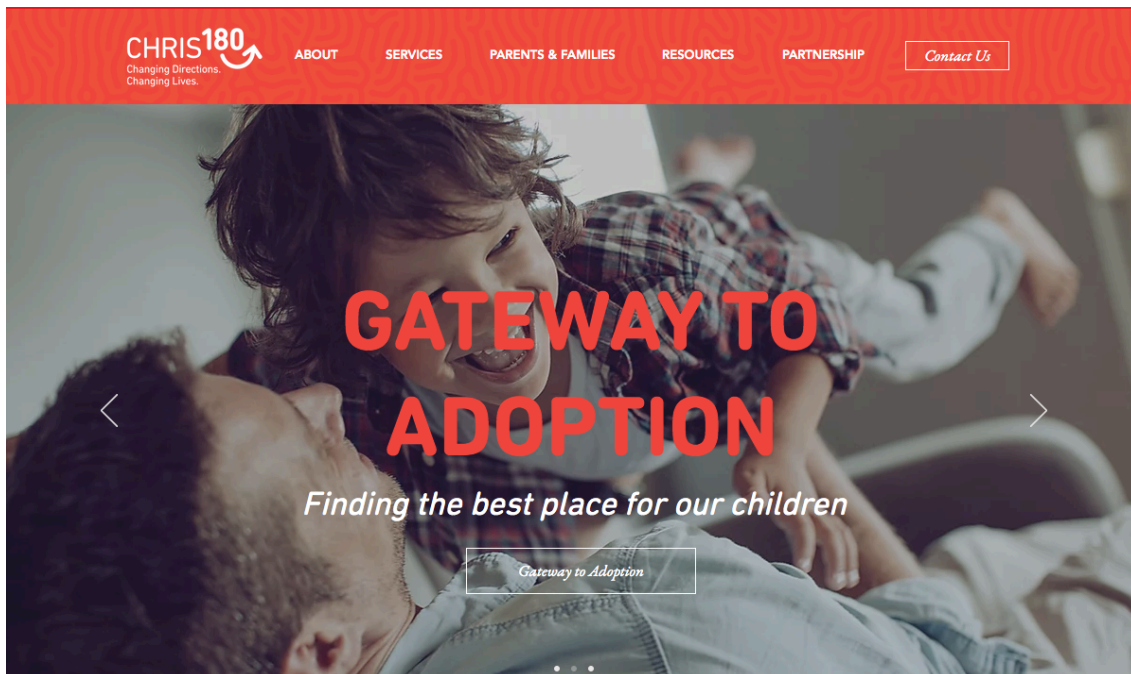
There is no contact or call to action on this page.

Section titles would make reading easier

# Adoptions and Foster Care

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- The link to Adoptions & Foster Care leads to a separate site, but it is not clear that this will happen.
  - Properly labeling links away from the site helps users to understand the boundaries of the navigation.
  - When links go to separate sites, they should open in a new tab so users can get back to the original site if they want.



# Keeping Families Together

- No title banner or paragraph headings
  - Pages are easier for users to skim when they have key sections laid out.
- If this page is meant to “sell” Chris 180 to a possible donor, images or success stories could make this page more impactful.

Keeping Families Together (KFT) is a family driven, strengths based team approach to working with families. It is a “High Fidelity” Wraparound model.

We work to strengthen families and support them with keeping their children at home in the community.

No single entity can respond to the complex needs of youth serious emotional and behavioral challenges. Many youth and families often experienced a fragmented system that is not adaptive to the families’ strengths and needs. We create a single point of accountability to serve youth and families in the community through our KFT program. KFT delivers intensive in-home care coordination and connects families to community resources.

KFT = Success when youth commit to the process.

- Improve school attendance and grades
- Have fewer discipline issues in school
- Are less likely to engage in risky behavior

For more information about Keeping Families Together, please contact:  
Katherine “Katie” Cuadrado, Program Director, Keeping Families Together  
470.451.7550 or [Katherine.Cuadrado@CHRIS180.org](mailto:Katherine.Cuadrado@CHRIS180.org)



# The Spot

- The address of “The Spot” is not listed on this page.
- Referral and Membership applications download as microsoft documents.
  - It would be easier for users to submit applications if they were editable PDFs formatted for the web (to submit by email).
  - Also, these forms reference the “Clubhouse Program”, which I assume is an old name for “The Spot”. This could lead users to think they have made a mistake.

The screenshot shows the main content area of the 'The Spot' website. At the top is a banner image of five young adults smiling, with the text 'THE SPOT' overlaid. Below the banner, there are several paragraphs of text describing the center's mission and services. At the bottom of the content area, there are two blue buttons for downloading forms: 'The Spot Membership Application' and 'The Spot Referral Form', each with a 'DOWNLOAD' button. A dark grey footer contains the text 'Still don't see what you are looking for? Contact us...' and a red 'CLICK HERE' button. Two blue arrows point to the text 'No title sections' on the left and 'No online submission options' on the right.

**No title sections**

The Drop in Center is a place where young adults, ages 16-24, can spend their time learning the tools necessary to make a successful transition to adulthood in a fun, stigma-free environment. Services are provided in a supportive group environment and include structured activities that assist our young adults in obtaining goals related to education, employment, understanding mental and behavioral health, coping skills, and living skills.

The Drop in Center “The Spot” for youth to learn life skills through enrichment activities, enjoy social outings and build mental health resiliency through self-advocacy efforts and expressive therapy.

Life Skill and Support services include: employment planning, GED preparation, college readiness, tutoring, drivers education, healthy meals & snacks

Enrichment activities include: recording studio, video games, movies, social & enrichment outings, and volunteer service events

Hours of operation:  
Monday-Friday 9am-6pm

**No online submission options**

The Spot Membership Application DOWNLOAD

The Spot Referral Form DOWNLOAD

Still don't see what you are looking for? Contact us... CLICK HERE

# New Generation

- This page seems to attempt to speak to two types of users without clear separation (Families with children ages 0-12 & Mental Health professionals).
- It's not clear whether parents or educators (or both) are supposed to interact with the New Generation program.
- Organizing this page so it is clear by the section headings which type of user would benefit from the information (parents or professional caregivers) would make this page easier to navigate.

The image shows a webpage for the 'New Generation' program. At the top is a banner with a blue sky, sun, and daisies. Below the banner is the title 'New Generation' in a blue bar. The main content area is white and contains the following sections:

- Infant and Early Childhood Mental Health Program**  
*Every child can live up to their fullest potential!*
- CHRIS 180 NEW GENERATION**  
CHRIS 180's New Generation program equips parents and caregivers with what they need to build stronger relationships with children so they can feel safe, supported and valued. Many children are not able to live up to their potential because they are labeled as *problems* when they're very young. This can happen when caregivers don't understand what's going on with kids and don't know how to respond to challenging behaviors. This can be prevented—if we understand what's going on with children and respond appropriately.
- Our New Generation team provides a team approach to services focused on the family and other caregivers wherever the child is.
- The New Generation program:**
  - Helps caregivers connect with children and families
  - Works to strengthen parenting skills
  - Equips parents and other caregivers to help children thrive
  - Provides individualized community based support services focused on family strengths
  - Provides classroom support
- Who We Serve:** Families with children ages 0-12
- Service Area:** Fulton, DeKalb & Gwinnett Counties
- Eligibility:** Approved once assessment is complete and qualifications are met
- Cost:** Free
- Infant Early Childhood Mental Health Training**  
CHRIS 180's **CHRIS Training Institute** provides trauma training specifically designed to address the needs of both educators and clinicians statewide. The goal is to raise awareness around what trauma is and what the impact of trauma looks like in young children. Participants will learn about the impact of early childhood trauma on brain development and behavior and what interventions and support works best.
- For more information, email: [NewGeneration@CHRIS180.org](mailto:NewGeneration@CHRIS180.org)
- Additional Resources**
  - Zero to Three
  - Substance Abuse & Mental Health Services Administration
  - Georgia Applesed Center for Law and Justice
  - Parent to Parent of Georgia
  - Postpartum Support International
- Funding provided by SAMHSA

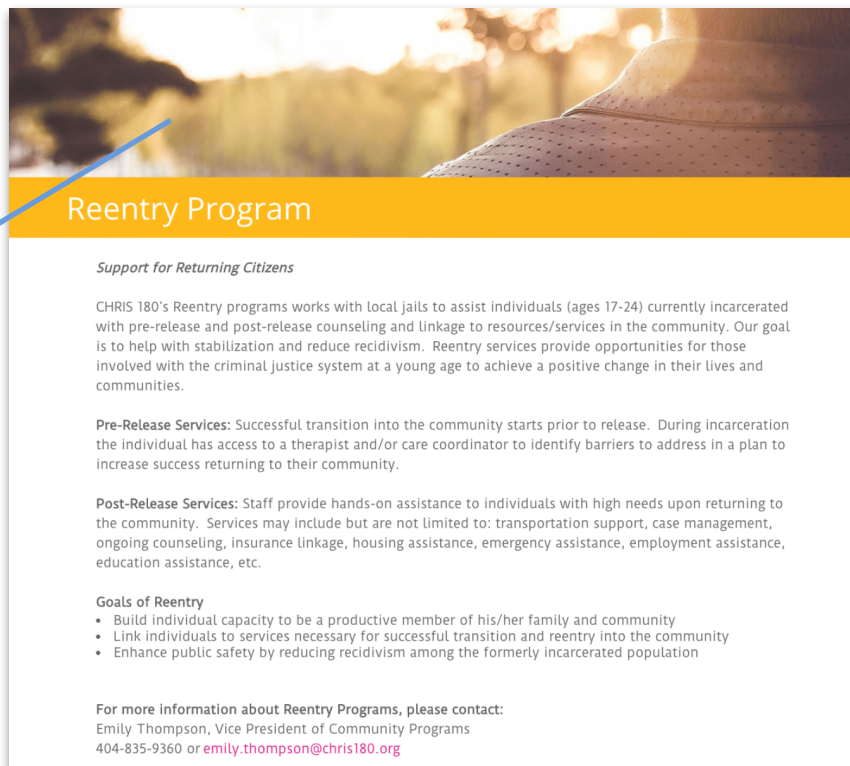
Four blue callout boxes on the left side of the page point to specific sections:

- Both parents and professionals** points to the main program description.
- Parents** points to the 'Who We Serve' section.
- Professionals** points to the 'Infant Early Childhood Mental Health Training' section.
- Parents** points to the 'Additional Resources' section.

# Reentry Program

---

- Title banner fades in very slowly.
  - Users will likely scroll down while the screen is still blank.
- Including success stories would be impactful for receiving donations.



## Reentry Program

### *Support for Returning Citizens*

CHRIS 180's Reentry programs works with local jails to assist individuals (ages 17-24) currently incarcerated with pre-release and post-release counseling and linkage to resources/services in the community. Our goal is to help with stabilization and reduce recidivism. Reentry services provide opportunities for those involved with the criminal justice system at a young age to achieve a positive change in their lives and communities.

**Pre-Release Services:** Successful transition into the community starts prior to release. During incarceration the individual has access to a therapist and/or care coordinator to identify barriers to address in a plan to increase success returning to their community.

**Post-Release Services:** Staff provide hands-on assistance to individuals with high needs upon returning to the community. Services may include but are not limited to: transportation support, case management, ongoing counseling, insurance linkage, housing assistance, emergency assistance, employment assistance, education assistance, etc.

### **Goals of Reentry**

- Build individual capacity to be a productive member of his/her family and community
- Link individuals to services necessary for successful transition and reentry into the community
- Enhance public safety by reducing recidivism among the formerly incarcerated population

**For more information about Reentry Programs, please contact:**

Emily Thompson, Vice President of Community Programs  
404-835-9360 or [emily.thompson@chris180.org](mailto:emily.thompson@chris180.org)

Very slow load time

# Community Engagement: NPU-V

- What is NPU-V?
  - This acronym is not explained on this page (maybe this is common knowledge to people in Atlanta).
- The page lists two contacts: “Chevon Hill” and “Alfred Garner”, but does not specify which one to contact for what.
- “Community Involvement” paragraph is awkwardly found in the middle of several photo galleries.
- The page ends without a call to action.
  - Users who were interested in seeing the photos of the work will be left with no action to perform at the end of the page, and will need to scroll back up to find a contact or link for more info.

Community Engagement: NPU-V

**TRAUMA RESPONSE NETWORK**  
Shootings in a park. Gun violence. Fear of retaliation. House fires. When these events happen, they not only impact the people directly involved, but the entire community. Following a traumatic event, those involved often feel helpless, fearful, angry and confused. They can find themselves in a situation for which they are totally unprepared. The CHRIS 180 Trauma Response Network (TRN) is an opportunity for resident and stakeholder volunteers to support individuals and the community after a tragic event has occurred.

**HEALING CIRCLES**  
Healing Circles are safe spaces that bring people together to strengthen neighborhoods and share concerns to bring healing. They occur at least twice a month and provide an opportunity for attendees to build relationships through sharing and listening, provide long term support, and work on solutions. Healing Circles take place in safe places throughout NPU-V including: Metropolitan Library, Barack and Michelle Obama Academy, Year Up, and Dunbar Elementary School.

In partnership with the Atlanta Victims Assistance, we facilitate monthly Healing Circles at the Salvation Army Kroc Center. For additional information contact [Chevon Hill](#).

For more information contact [Alfred Garner, MSW](#), NPU-V Community Manager at CHRIS 180.

**Yoga and Tai-Chi in the Park**

Two contacts for info, but no indication of which to contact for what purpose

# Ways to Give

- Text is crammed together with no separation between paragraphs.
- Separating text into sections with meaningful headings allows users to skim for what they are looking for.
- Section headings are the same size and font as links.
- It's tough to tell what is clickable on this page.

Section titles and links difficult to distinguish

No spacing between paragraphs or sections

with your [gift today](#), we can help the over 6,700 children, young adults, and families who come to us every year to change the direction of their lives. Your support enables us to continue to transform the lives of those we've served for 37 years...and counting.

**CHANGE THE DIRECTION OF A LIFE TODAY!**

While our programs always need funding from people like you, there are other ways you can support CHRIS 180's life changing work besides cash donations.

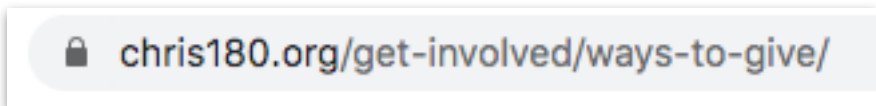
[Matching Gifts](#)  
You may be able to double your donation to CHRIS 180. Many employers sponsor matching gift programs to match charitable contributions made by their employees.

[Give Stocks, Bond and Mutual Funds](#)  
Gifts of stocks, bonds, and mutual funds allow you to avoid capital gains tax liability, take an income tax deduction for the full amount of the donation, and guarantees that your contribution is helping children, young adults, and families who have experienced trauma change the direction of their lives. [Click here to learn how to give stocks to CHRIS 180.](#)

[Planned Giving](#)  
Planned gifts offer advantages to help meet your overall financial goals, and also help CHRIS 180 in strategic, long-term financial planning. A planned gift to CHRIS 180 is one way to leave a legacy and provide yourself and your family (or other beneficiaries) with significant tax benefits. In addition to outright, tax-deductible cash gifts, there are other creative ways to give, including: a bequest in your will, a beneficiary designation on a life insurance policy, 401(k) plan or IRA, life income gifts, and charitable trusts.

[In-Kind Donations](#)  
In-kind donations allows you to provide our foster youth, group homes, and Summit Trail residents with the simply needs of daily life.  
[Learn more about in-kind donations.](#)  
CHRIS 180 Tax ID Number: 58-1430183  
For more information about making a donation to CHRIS 180, please contact  
Kevin Clift  
Chief Development Officer  
404.564.3404  
[kevin.clift@chris180.org](mailto:kevin.clift@chris180.org)  
To make a donation by mail, please send check to:  
CHRIS 180  
Attn: Kevin Clift  
1030 Fayetteville Road  
Atlanta, Georgia 30316

- The URL for this page indicates that it is nested under “Get Involved”, but it has its own path in the main navigation.
  - This can be confusing for users who are trying to find out where they are on the site.



# Start a Fundraiser

- Navigating to “Start a Fundraiser” links to a separate site with different layout design.
  - It is disorienting to have the navigation change like this without opening a separate tab to indicate a site change.
- It would make sense to highlight the fundraising options that are most successful so that first-time users will see success stories.
  - “Get Moving” is listed first, but \$0 are raised under this category.
  - “Get Together to Give Together” is listed last and has the highest value of donations.
- A way to get back to the main Chris 180 site would be helpful.
  - If a user browses around the donation site for a minute, the back button will be a pain to use to get back to chris180.org.

Navigation changes (no way back to chris180.org)

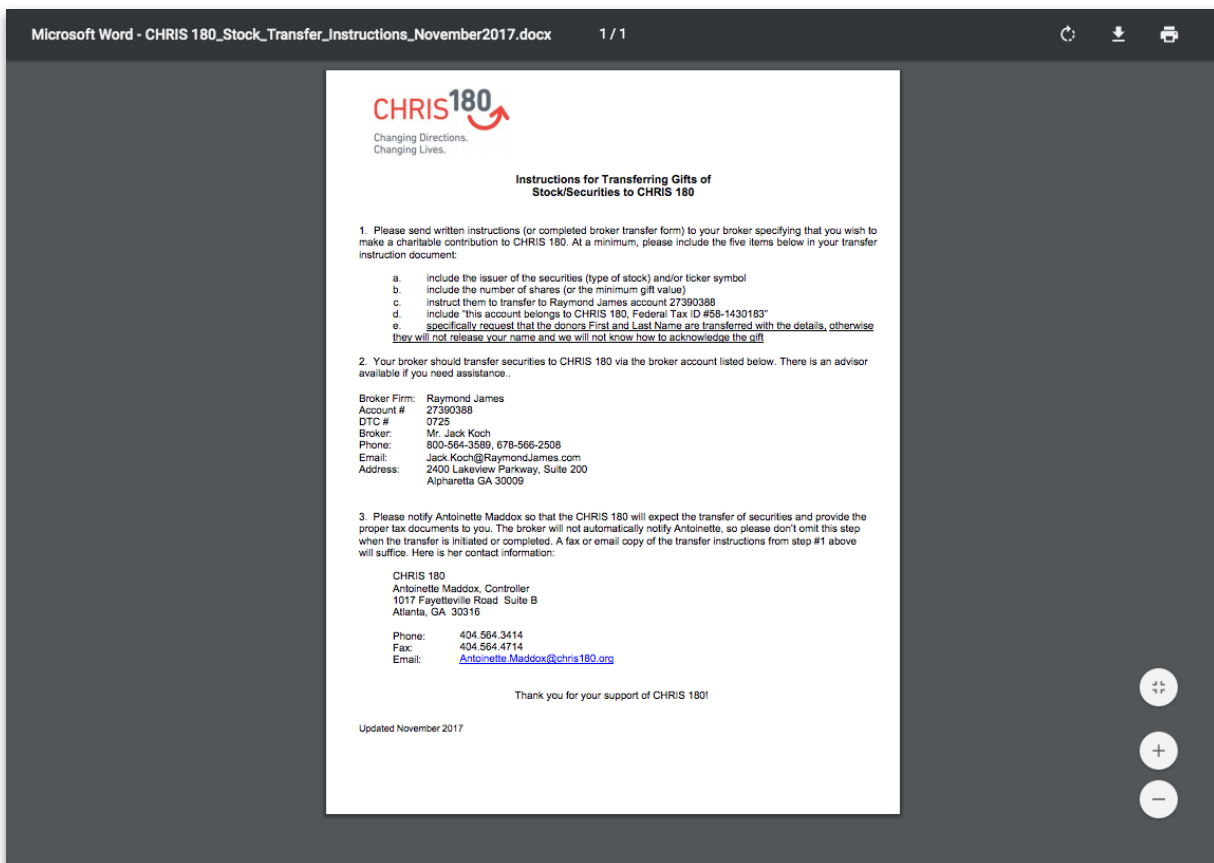
Least successful fundraising type is listed first (\$0)

Most successful fundraising type is listed last



# Stock Gifts

- Linking to a pdf in the main navigation makes the site feel unprofessional.
  - This pdf is already listed on the “Ways to give” page as a document.
  - At the very least, the pdf should be labeled in the navigation in some way like “Stock Gifts (pdf)” to let users know what they will find there.
  - It would be better to make web pages for information listed in PDFs when possible to make the site more cohesive.



# Ways to Volunteer

- From a navigational standpoint, this page acts as a landing page for volunteering pages, but it does not link to “welcome home kits” or “corporate donors”.
- Text color and font are different than the typical format of the site
  - Orange text and lack of branding.
- Clicking “Send us a note” opens desktop email app, which many users don’t use.
  - List the address on screen.
- Text on “In-Kind Donors” and “For Companies” cards has low contrast. This is hard to read.



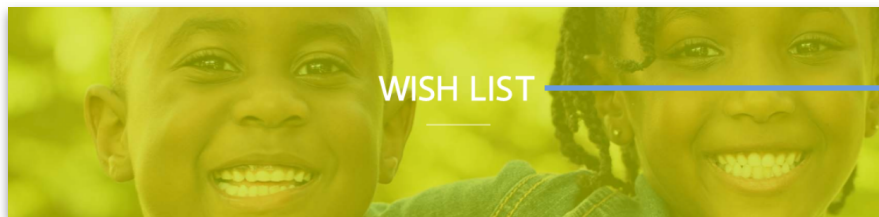
Text for link is not underlined or labeled in any way

Low contrast text hard to read



# In-Kind Donations

- Title banner says “Wish List” but navigation title is “In-Kind Donations”. The words “In-kind” do not appear at all on the page.
- Blue text for subheadings is different than other pages on the site.
  - Also, it lacks contrast with white for accessibility standards.
  - <https://webaim.org/resources/contrastchecker/?fcolor=52BAE7&bcolor=FFFFFF>
- There is no mention on this page of how to submit in-kind donations.
  - Examples of good donations are here, but users will not know where to take them.



Title different than page name

Section headings hard to read due to low contrast

#### Hygienic Supplies

Our children and young adults need all the same hygienic supplies that you do. Considering picking up something extra next time you are restocking for yourself and donate to CHRIS 180.

Examples: shampoo, conditioner, toothpaste/toothbrushes, deodorant, soap, feminine hygiene kits

#### Clothing

Many of our children and young adults come to us with limited clothing and we are often providing them with school clothes and helping them dress for job interviews.


## Welcome Home Kits

- “Download” link does not work.
- There is no info about where to donate welcome home kits on this page.
- It is not clear how donations for welcome home kits are separate from in-kind donations.
  - Do people need to donate the whole kit themselves, or do multiple donors work together to fulfill the kit?

**Welcome Home Kits**

When young adults who have experienced homelessness finally move into their own home, it can be very overwhelming! Our Summit Trail Apartments provide apartments and critical support services for up to 70 young adults and their children in a safe, secure environment. We want to provide our residents with a welcome home kit to help ease their transition into housing and provide them with basic items that address everyday needs so that they can focus on building positive futures.

Please see below to download the **document** with the full list of needed items and more information. Thank you in advance for your generosity!

 Welcome Home KitsDOWNLOAD

Broken link

# For Companies

- It is not clear what “Homes Adopted” has to do with corporate partnerships.
- Image links to company partner websites are not clearly links. This is partially because the images above them are not links.

Connecting your corporate responsibility goals to CHRIS 180's programs and services has never been easier. CHRIS 180's *Corporate Connections* offer a wide variety of efficient and hands-on projects for your corporate team to engage and make an immediate impact on the population we serve. Please click on our partners' logos below to check out their impact from previous projects.

**Corporate Partnerships**  
(2017-2018)  
45 Partners

**Homes Adopted**  
(2017-2018)  
4 Homes

**Impact Hour** | **School Supply List**

**accenture** | **EY** Building a better working world | **Northwestern Benefit**

For more information about our Volunteer program(s), please contact  
Grace Garde  
Volunteer Coordinator  
404.430.7306 | [grace.garde@chris180.org](mailto:grace.garde@chris180.org)

**Volunteer Homepage**

The screenshot shows a webpage layout for 'For Companies'. At the top, there is a paragraph of text. Below it are two icons: a handshake for 'Corporate Partnerships' and a house for 'Homes Adopted'. Underneath these are two orange buttons: 'Impact Hour' and 'School Supply List'. The next row features three images: a group photo, a person at a computer, and a person outdoors. Below the images are three logos: 'accenture', 'EY', and 'Northwestern Benefit'. At the bottom left is contact information, and at the bottom right is a 'Volunteer Homepage' button. Blue arrows point from external text to the 'Homes Adopted' icon, the top images, and the 'Volunteer Homepage' button.

What does homes adopted have to do with this page?

Bottom images are links, top are not. No indication of this

Wide padding on this button makes it not look clickable

# Corporate Partnerships

- It's not clear what the difference between "For companies" and "Corporate partnerships" is.
- Square blue heading look like clickable buttons.

Headings look like buttons from other pages

**CORPORATE GIVING**

Corporate support helps us give the best possible care and services to our children, young adults, and families and ultimately help them change the direction of their lives. Our development team is available to customize a plan that aligns with your company's philanthropic priorities. Our comprehensive sponsorship approach allows tangible benefits including:

- Community Awareness & Recognition
- Business Development
- Team Building
- In-Kind or Product Donation and Placement
- Employee Volunteerism

**PROGRAM & SERVICES SPONSORSHIP**

CHRIS 180 is proud to offer opportunities for naming, recognition, and benefits when a company sponsors one of our programs or services. Example: Company X proudly invests in the CHRIS Counseling Center. Program and service sponsors receive year-round benefits including logo recognition in electronic/printed materials and throughout the CHRIS 180 community, press releases, and social media recognition.

**CORPORATE EMPLOYEE ENGAGEMENT**

At CHRIS 180, we understand our children, young adults, and families can heal and change the direction of their lives when they are surrounded by an uplifting and secure environment. Corporate engagement offers a unique opportunity for our donors to get involved by volunteering their time and resources that reinforces the support services we provide every day.

We understand motivation comes in many ways and that's why we are flexible, creative and committed to finding the best volunteer project for you and your employees.

A few examples include:

**Landscaping:** Corporate groups are invited to volunteer their time through beautification projects such as cleaning up around Summit Trail apartments and landscaping the property.


**Skills-Based and Professional Development:** Corporate groups are always welcome to provide skills-based and job training to our young adults hoping to secure employment.

**Holiday and Corporate Giving Days:** Many corporate groups lend their time and resources so CHRIS 180 during the holidays and corporate giving days. We work with corporate groups to identify their needs and how they best match the needs of the children, young adults, and families we serve.

**EVENT SPONSORSHIP**

We host three annual events to support our mission of healing children, strengthening families, and building community. The Final Round (April 11, 2020) The Premiere Party (October 3, 2020) and The CHRIS 180 Ball (August 15, 2020) provide marketing and exposure throughout the year.

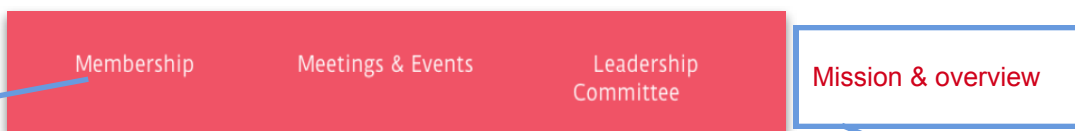
For more information about corporate partnerships, please contact  
**Grace Garde**  
Volunteer Coordinator  
404.430.7306  
[grace.garde@chris180.org](mailto:grace.garde@chris180.org)

 2020 Event Sponsorship Opportunities DOWNLOAD

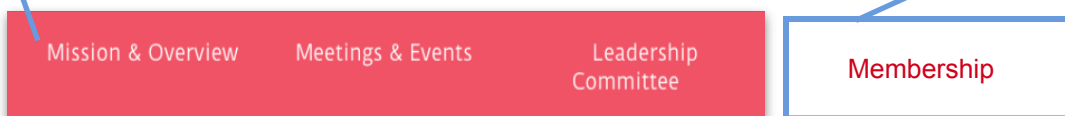
# Emerging Leaders Network (1)

- All of the pages listed under “Emerging Leaders Network” have a new navigation bar that is separate from the site’s existing navigation system.
  - Breaking the flow of the site’s navigation like this can be confusing.
  - The Items listed in this title bar are not the same for each page and do not show the current location.
  - Current location is not clear due to lack of signaling in navigation and page titles.

## Navigation on “Mission & Overview” page



## Navigation on “Membership” page



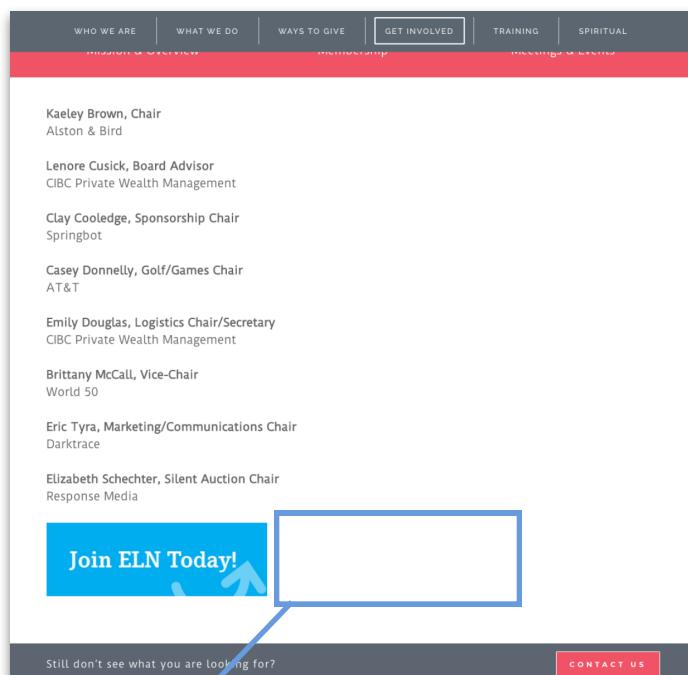
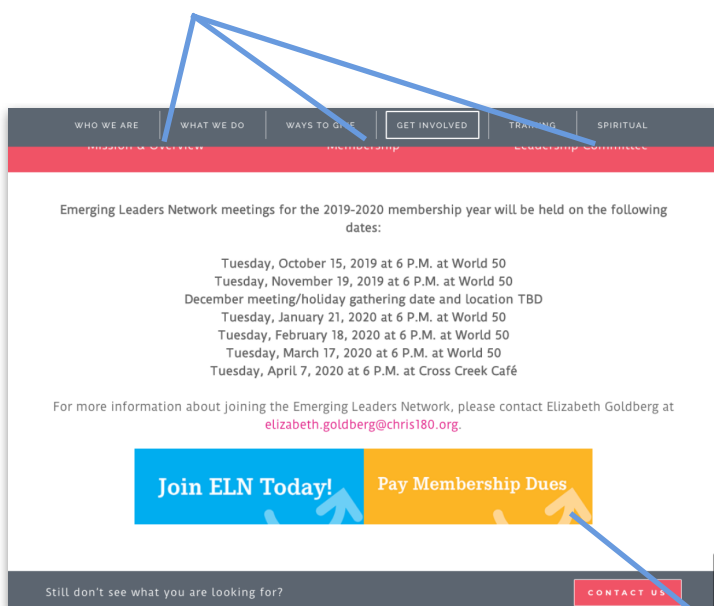
Navigation items listed change based on page

Current location omitted from navigation

# Emerging Leaders Network (2)

- All pages have a “Pay Membership” Dues except “Leadership Committee”.
- It’s a pain to click around through so many pages when the information about ELN could definitely fit nicely on one page.
  - This separation makes learning about ELN harder.

Lack of padding at page top particularly bad on these pages due to navigation links being hidden



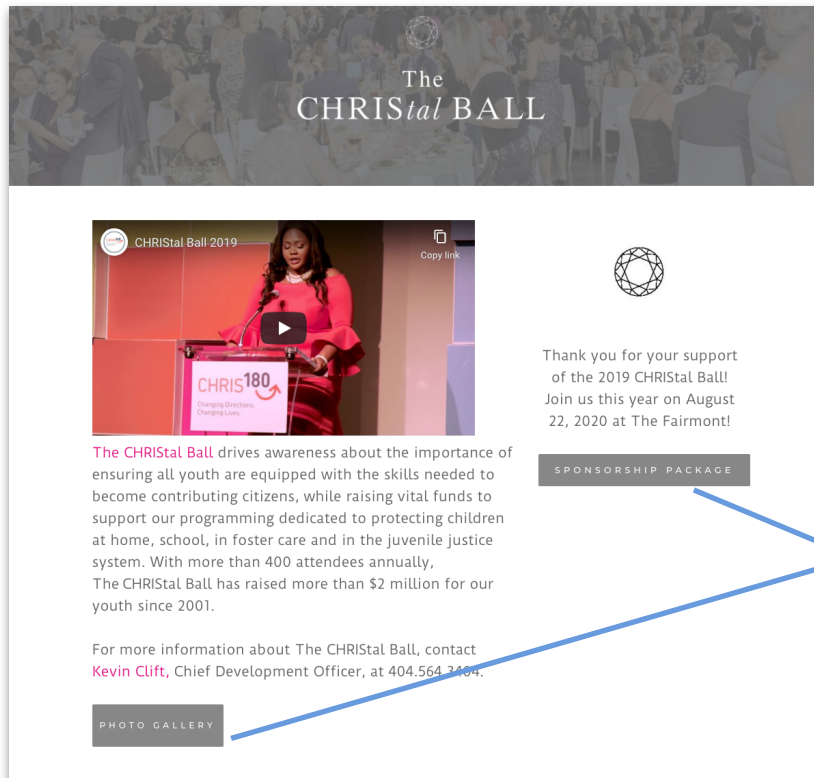
Pay Membership Dues absent on Leadership Committee page only

# Events (1)

- There is no easy way to look at all of the events Chris 180 puts on without navigating through the main navigation.
  - A page dedicated to listing all of the events would allow a user to see the scope of Chris 180s events without having direct interest in each of the events.

## The CHRISal Ball

- Buttons on this page have a format that is unique to any other page.
  - Lack of brand consistency



Unique button format

## Events (2)

### The Final Round

- This page has no mention of the Emerging Leaders Network which is directly tied to this event.

#### Announcement

##### CANCELED: THE FINAL ROUND 2020

Due to the COVID-19 pandemic and extraordinary measures being taken to protect our public health, The Final Round 2020 is canceled.

We are so grateful to our sponsors, ticket-buyers, and many silent auction donors, whose generosity had already helped us raise over \$30,000 to benefit CHRIS 180 programs for homeless youth. Youth experiencing homelessness are especially vulnerable to this public health crisis. You can still support CHRIS 180's efforts to help buy making a donation by clicking the button below

Thank you, and see you in 2021!

[MAKE A DONATION](#)

### The Premiere Party

- Items at the top of the page are crammed together, making the page hard to skim.

CHRIS 180 PROUDLY PRESENTS  
PREMIERE PARTY  
Benefiting programs that support LGBTQ+ youth

Premiere Party to Support LGBTQ+ Youth  
Saturday, October 3, 2020

SEE PHOTOS FROM THE LAST EVENT

**DID YOU KNOW?**

- One of every 5 homeless youth identifies as LGBTQ.
- LGBTQ+ youth report double the rates of sexual abuse before age 12.
- LGBTQ+ youth are at greater risk for substance abuse, mental and physical health problems.
- As many as 13% of youth in detention facilities identify as LGBTQ.

The Premiere Party is an annual cocktail party and silent auction that celebrates diversity and raises funds to provide specialized help for LGBTQ+ youth who are at much greater risk of being bullied, much greater risk for suicide and who are disproportionately homeless.

CHRIS 180, the first organization to openly serve and celebrate LGBTQ+ youth in the state of Georgia, reaches out to LGBTQ+ youth in need – whether they are in foster care, homeless, or in a family in crisis – providing counseling, safe housing, life skills, training, and adoption services with the belief that every child can reach his or her potential if given the chance, and that every child deserves that chance.

Funds also enable CHRIS 180 to provide training and advocacy to enable LGBTQ+ youth to live safely and go to school in environments with supportive adults, receive equal access and validating, high quality counseling and other services.

[The Premiere Party Sponsorship Packet](#) [DOWNLOAD](#)

No space  
between items



# Register for CEUs & Workshops (1)

## Title banner

- The title banner has 2 states, but this is not apparent unless the user is paying close attention to the dots on the right hand side upon mouse hover.
- This information would be more findable if it were listed separately, as the convention of the site elsewhere is to have static title banners.
- Alternatively, arrows on the side of the image that are present without hovering could indicate to the user that the second image exists.



Location indicator not shown without hovering

# Register for CEUs & Workshops (2)

## Accordion menu

- The rungs of the accorion have no indicators like arrows or plus signs to indicate opening.
- When opened, accordion sections should move down with the header standing still. This accordion sometimes moves up, sometimes down.
  - Users will become disoriented and confused if the sections open in different directions.
- Contrast between the text and background is not high enough. This makes it hard to read.
  - <https://webaim.org/resources/contrastchecker/?fcolor=EB7D2B&bcolor=E3E3E3>
- If a user is looking for a particular credit, they have no way of knowing from the outside of the accordion.
  - This could lead users to become frustrated while opening and closing multiple accordions to find what they're looking for.
  - A search function or a filtering option would help.
- \*\*Perhaps a better alternative to the accordion would be cards that display pertinent information that can be clicked to view the full info.



No dropdown indicators

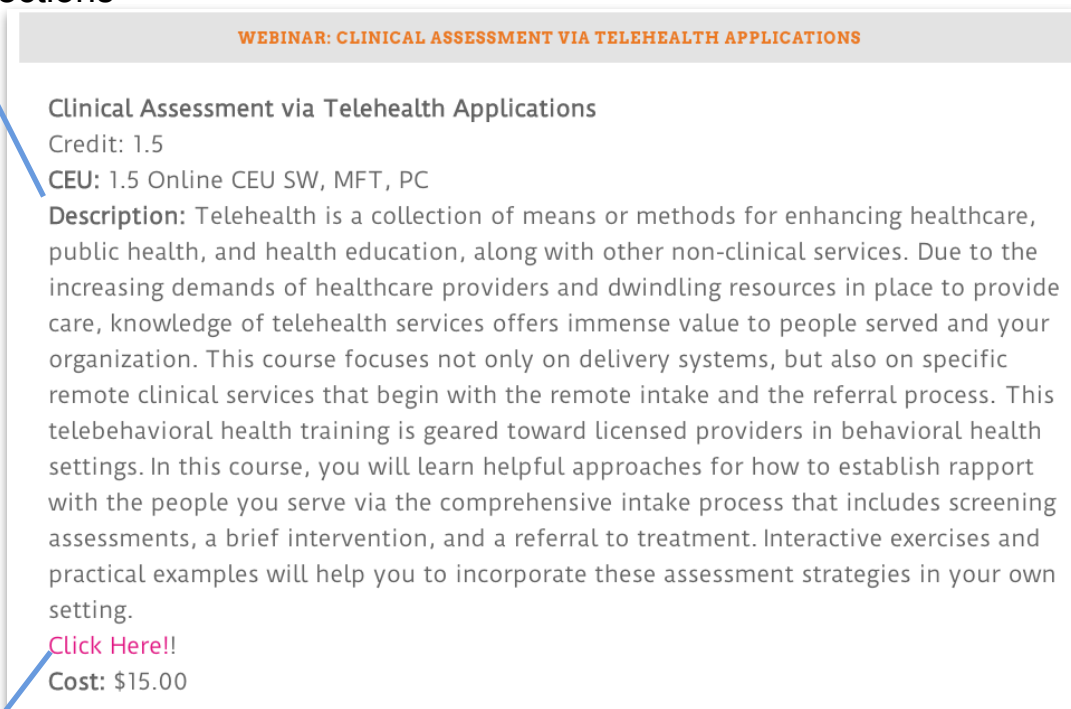
Low contrast text

## Register for CEUs & Workshops (4)

### Accordion menu contents

- “Click here!” links are generally frowned upon because they are not descriptive of what action will occur when clicked.
- Clicking these links also causes the user to navigate to a new site, which should be done in a separate tab to avoid confusion.
- Continued education units are all listed as acronyms (CEU, SW,MFT).
  - This may be fine, as target users are knowledgeable of these acronyms, but it’s worth noting that some people will not be.

No line separation  
between sections



**WEBINAR: CLINICAL ASSESSMENT VIA TELEHEALTH APPLICATIONS**

Clinical Assessment via Telehealth Applications  
Credit: 1.5  
CEU: 1.5 Online CEU SW, MFT, PC

**Description:** Telehealth is a collection of means or methods for enhancing healthcare, public health, and health education, along with other non-clinical services. Due to the increasing demands of healthcare providers and dwindling resources in place to provide care, knowledge of telehealth services offers immense value to people served and your organization. This course focuses not only on delivery systems, but also on specific remote clinical services that begin with the remote intake and the referral process. This telebehavioral health training is geared toward licensed providers in behavioral health settings. In this course, you will learn helpful approaches for how to establish rapport with the people you serve via the comprehensive intake process that includes screening assessments, a brief intervention, and a referral to treatment. Interactive exercises and practical examples will help you to incorporate these assessment strategies in your own setting.

[Click Here!!](#)  
Cost: \$15.00

“Click Here” links do not describe outcome. Link leaves site without new tab.

# Register for CEUs & Workshops (4)

## Education policy/ Mailing list

- The way titles are listed here on top of a pink rectangles is identical to the “Refer” button in the main navigation, giving it the appearance of being clickable.
- Text at the bottom of the page is very small and might be illegible to users with poor eyesight. If this information is vital, consider increasing the size.
- Signing up for the mailing list drops the user off at the home page instead of back to the training page. This could be frustrating and disorienting.

Titles look like clickable buttons

Text may be too small to read for some users

Mailing list dumps users at home page

The screenshot shows a webpage section with a pink header bar containing the text "OUR CONTINUING EDUCATION POLICY". Below the header, there is a paragraph of text explaining the policy. The text is small and difficult to read. At the bottom of the page, there are two buttons: "JOIN OUR MAILING LIST" and "SIGN UP NOW". A blue line points from the text "Titles look like clickable buttons" to the pink header bar. Another blue line points from the text "Text may be too small to read for some users" to the main body of text. A third blue line points from the text "Mailing list dumps users at home page" to the "JOIN OUR MAILING LIST" button. There are also two red boxes with arrows pointing to the top and bottom right corners of the page content area.

OUR CONTINUING EDUCATION POLICY

Please plan to arrive early or on time for these events.

The CHRIS Training Institute's policy for issuing continuing education credits is based upon State Law and guidelines set forth by the Georgia Composite Board which state that "participants must attend the entire presentation in order to receive continuing education credit." If you are more than 15 minutes late in arriving for a seminar, you are welcome to remain for the balance of the presentation, but we will not be able to issue continuing education credits to you as a participant. This is according to agency regulations requiring attendance at the entire presentation in order for CEUs to be issued. This policy applies to early departures as well – if you leave more than 15 minutes early, we will not be able to issue CEUs for your participation. We instituted this policy to ensure that our accreditation to offer CEs is not put into jeopardy. We will also not be able to issue you a refund for the registration fee if you arrive late to the training as we already counted on your presence in planning for the seminar. It is our goal to continue to provide you with quality, reasonably priced opportunities to acquire credits needed for your license renewal.

CANCELLATION AND REFUND POLICY

- Cancellation request must be submitted in writing to [training@chris180.org](mailto:training@chris180.org).
- Cancellations received up to 10 calendar days prior to class will be refunded 100% of the full training fee.
- Cancellations 4-9 calendar days prior to class will be refunded 50% of the full training fee. As a courtesy, we will allow you to apply 50% of your payment toward a future CTI training course within one year of the cancellation date.
- Cancellations 1-3 calendar days prior to class, and no-shows, are subject to payment for the full amount without future training credit.
- Registrant substitutions may be made at any time.
- Please note that if you do not cancel or do not attend, you are responsible for payment.

CANCELLATION OF COURSE BY CHRIS Training Institute (CTI)

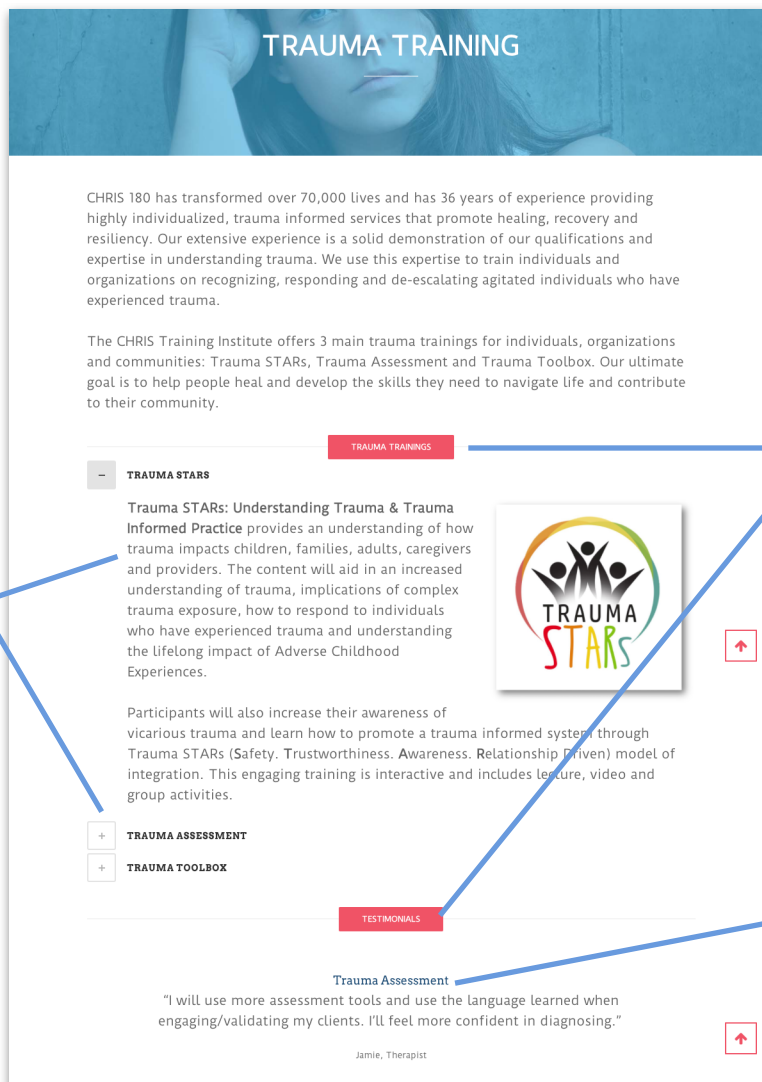
- CTI reserves the right to cancel or change a class at any time, including but not limited to, lack of participation, classroom, equipment or trainer availability.
- Notification will be provided within 14 calendar days of the class, whenever possible.
- Registrants will not be charged for the course.
- CTI is not liable for any direct, or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, cancellation penalties for transportation or accommodations.

JOIN OUR MAILING LIST

SIGN UP NOW

# Trauma Training

- Section titles look like clickable buttons.
- Sections under the plus sign menu provide good information about these programs but do not inform the user of how to access these programs.
- A link to where to sign up or a person to contact to learn more would help users act upon the information they learn here.
- The testimonial carousel rotates too quickly to be read easily.
  - The only way to stop it is by clicking the dots below.
  - Stopping carousels on hover allows readers to pause with ease.



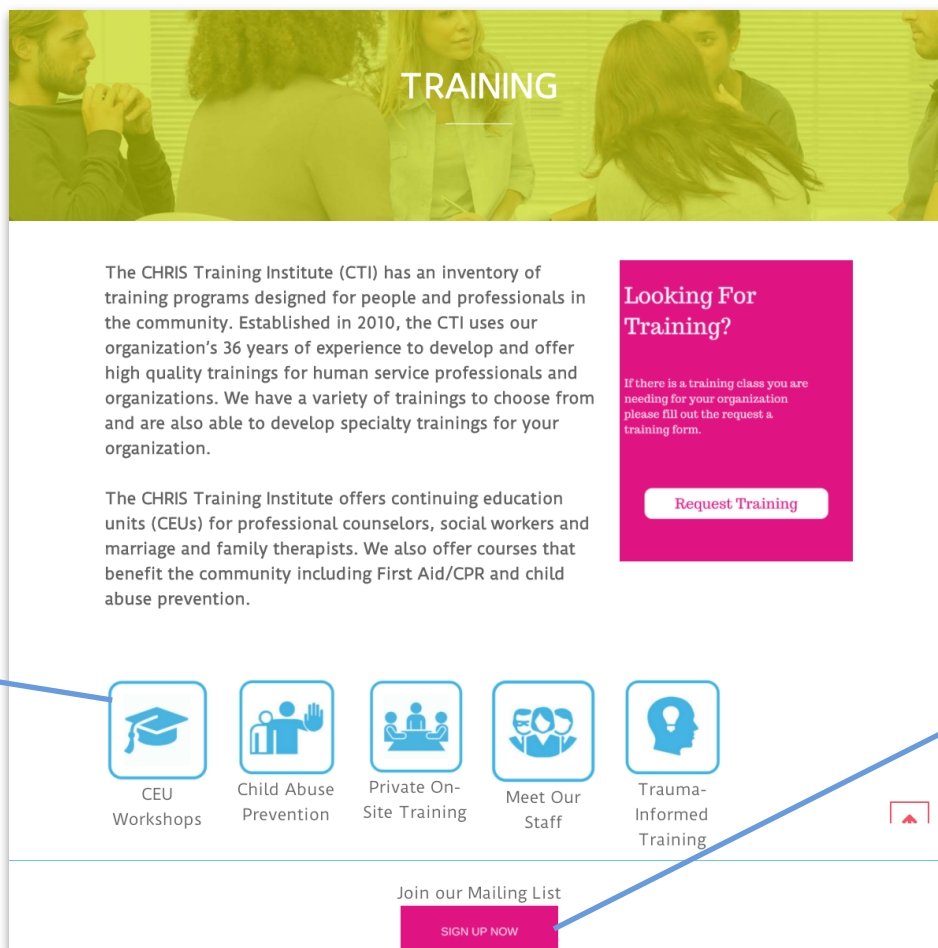
No links or contact info for programs listed

Section titles look like clickable buttons

Carousel rotates too quickly to read

# Request Training

- This page appears to be the landing page that links to all of the other training resources, but it is not navigated to by clicking the main “Training” heading in the main navigation.
  - This is disorienting, as it appears as a sub category of training, but it is the main hub for all training resources.
- Blue boxes at the bottom of the page do not look like links (no buttons, underlined text).
- Mailing list sign up button has no padding to the bottom of the page.



Images do not show indications of being links

No padding at page bottom

# Private On-site Training

- “Looking for Training?” box is much smaller than on the “Request Training page and is hard to read.
- Also, it is not clear if these request forms go to the same place or if they are separate submissions.

For organizations that want to train a large number of staff or want training specific to their organization, we offer the convenience of On-Site Trainings. We work with you to customize training that fits the specific needs of your organization. You choose the topic, date and facility and we bring the training to you!

Depending on the size of your group, you can have your training at our location in East Atlanta.

Complete the Training Request Form and we will contact you to discuss your next On-Site Training.

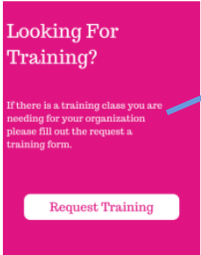
For more information, please call 404-486- 9034 or e-mail [training@chris180.org](mailto:training@chris180.org)

Topic areas include

- Trauma informed care
- Creating trauma informed organizations
- Trauma Assessment
- Working with LGBTQ Clients
- Cultural Competency
- Mental Health and Substance Abuse 101
- Positive Youth Development
- Burnout, Vicarious Trauma and Self Care
- CEUs for mental health professionals
- First Aid/CPR
- Crisis prevention and de-escalation

Join our Mailing List

SIGN UP NOW



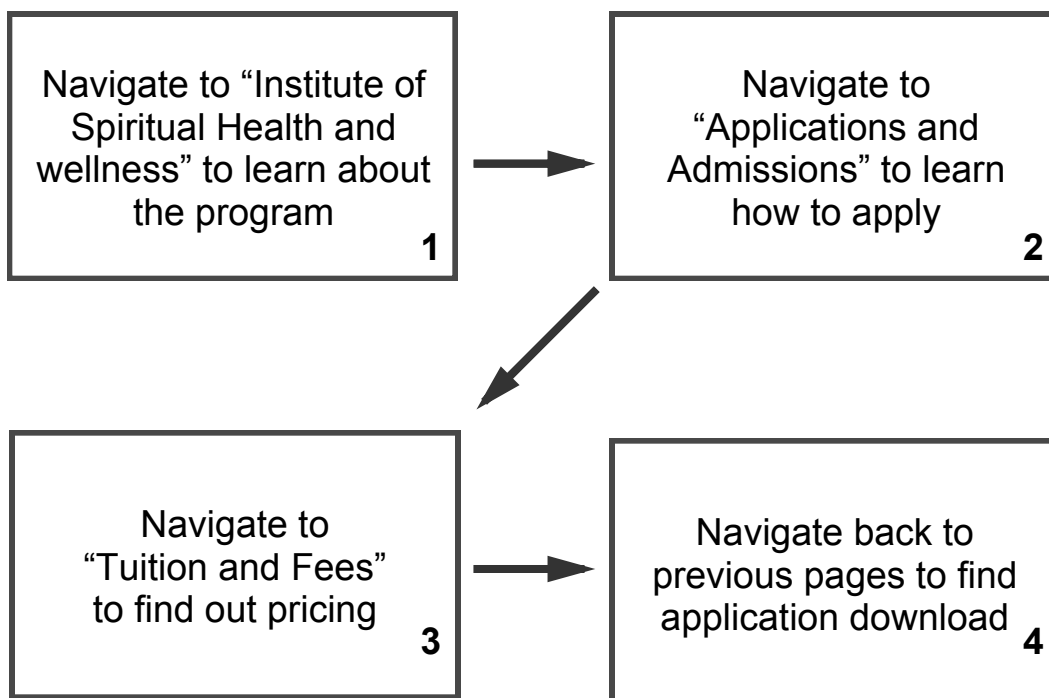
Text too small to read easily

# Spiritual (1)

## Institute for Spiritual Health & Wellness

- This section of the site requires a lot of navigating between pages that are not directly linked.
- Adding cross links between these pages or condensing the content of the pages to fit on one would make a cleaner user experience.
- Example - Users who want to look at what the program is, how the application process works, and how much it costs have to use the global navigation bar to go to 3 separate pages that do not have cross links between them.

### **Navigational steps required to learn the information to apply and find application:**



Pages are not linked and require use of global navigation



# Spiritual (2)

## Tuition and Fees

- Needing to call a number to make card payments seems outdated. Typical users expect to be able to pay for things online.
- It would make sense to have a link to the application form from this page.
  - Users who are interested enough to look at the price are likely candidates for a sale, so giving them the option to apply is important.



Institute for Spiritual Health and Wellness

**Tuition and Application Fees**  
Every applicant must pay an upfront, non-refundable Application Fee of **\$60**. This fee covers the review of the application and a possible interview. See the application form for the current application fee rates. The tuition fee for an extended or intensive single unit of CPE is **\$500**. The tuition fee for a residency year is **\$800**.

A **\$250** deposit is due within 10 days of acceptance into the program. The remainder of the tuition is due 30 days prior to the orientation date.

CHRIS 180 accepts cash, personal checks, money orders and credit/debit card payments.

Please make checks payable to: CHRIS 180 *(in the "memo" line please note either CPE Application Fee" or CPE Tuition)*

For credit card payments call 404-817-6207.

No online payment?

# Spiritual (3)

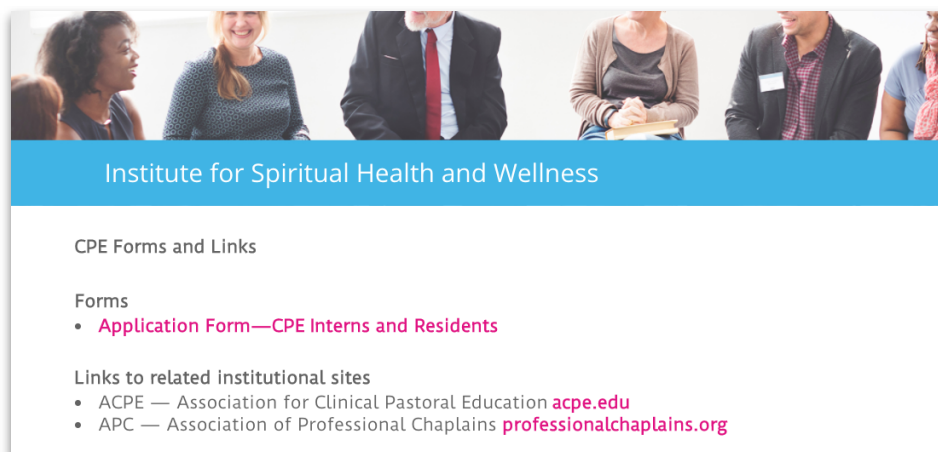
## Contact the Institute

- Having a separate page for contacts could confuse users who are drawn in by the content of the other pages and later want to contact the institute.
  - They will likely search at the bottom of the page they are on or on the website's contact page (which does not have the CPE's contact listed).



## CPE Forms & Links

- These links could easily be integrated into other pages where they would have more context.



# **Conclusions (1)**

Based on the number of issues found and the impact they may have on Chris 180's income and overall user experience, it is recommended that action is taken to resolve them. While all of the issues listed in the report are important, the key actions required are as follows:

## **Technical issues**

- Remove or link up orphan pages.
- Remove or link up buttons with broken links.
- Optimize the site for faster load times.
- Address issues of image/ text clipping when page is resized (especially at the page top with the navigation bar).

## **Redesign the navigational architecture of the site to reduce the number of pages a user needs to visit to learn about and use Chris 180's services**

- Provide more useful information and links to other pages from the home page.
- Create crosslinks between pages in the same subcategory to allow users to navigate without exclusively using the global navigation.
- Consider combining pages with similar content to allow users to interact with the site with fewer clicks to navigate.
- Provide calls to action and contacts on relevant pages instead of linking to the contact page.

## **Standardization**

- Choose a set of two or three fonts that are used for the same purpose in every context .
- Create standardized title banners for pages and title text for sections of text within pages (with adequate spacing of text and titles).
- Make all buttons on the site visually distinct from other text and similar to one another.

## Conclusions (2)

A redesign based on these usability issues would be directly in line with Chris 180's strategic plan for 2020-2022.

### Employer of Choice

Providing users of the site with adequate information and opportunities to submit forms and make payments digitally in all parts of the site could help take some of the burden of administration off of the employees of Chris 180's facilities.



### Provider of Choice

For many customers, the experience of interacting with healthcare starts online, and ends in person. A positive experience with the online side of the organization is important for reaching as many people in need as possible and providing them with quality care.

### Financial Viability & Sustainability

Fixing usability issues on the donations page, events pages, and fundraising pages could have an notable impact on the financial benefit to Chris 180 provided by the site. A cohesive site with consistent branding is a fundamental part of the marketing and branding of an organization.