

Feedback received from various users groups on the RAVE Website has been very positive. Below we identify five themes that are raised often in feedback offered by undergraduate students who choose to complete an assignment on the website www.theraveproject.org as part of a first year course in Sociology entitled, Hooked on Religion.

- *Strong visual appeal:* From the welcome message and the hologram of Nancy, to the banners on the top of all our pages, students feel that our website is attractive, the colours are calming and coordinated, and the information and messages are clear and concise.
- *Sensitive, meaningful use of images:* The use of stained glass is highly praised by our student visitors, the logo of the dove is considered beautiful and peaceful, and the speaking circle of women survivors gives them the message of strength in solidarity.
- *Easy to navigate:* Students note that the site is user-friendly, information is easy to find, and the web architecture follows a logical flow. The HELP NOW tab is often mentioned as a useful resource, as is the discussion of “How to cover your tracks.”
- *Rich in resources:* The wealth of information provided on the RAVE website is highlighted by most of our visitors, including students. Undergraduates appreciate the statistics on domestic violence organized by country, the FAQs—offering the perspectives of criminal justice, therapeutic, religious, advocacy and research experts, and the various downloadable resources like brochures for church washrooms.
- *Welcoming and useful for various constituencies:* That we have offered information and resources for youth, abuse victims, religious leaders and others in the helping professions, as well as students and the broader public is mentioned by many who search the resources of the site, listen to the podcasts or watch the videos. What is particularly encouraging is that they like both its visual appeal AND its contents.

Suggestions that we have taken into account in our development and future planning:

- Offer more resources for seniors;
- Provide more stories of those who have overcome [are overcoming] domestic violence;
- Offer more support for men who are victims of violence.

Suggestions that we have not (yet) implemented:

- Increase visibility through the Google search engines—this is a longer-term process;
- Provide larger sized print for the visually impaired—would need extra resources for a specialized website for those with visual challenges;
- Local cab company numbers provided on the shelter map for every transition house across North America—this would be extremely costly to do in terms of staff time and we do not have resources to enable such an initiative.