

**Name: Devanshu Magiawala**

# **Saath**

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# Chapter 1: Introduction

## **1. Motivation:**

After completion of our volunteering course (VOL100) from the university. Our group felt that we all did not know about any such organizations which worked towards the specific social development area we worked on during the commencement of the course. Solely, based upon that reason we decided to come up with a solution for general citizens to learn about all such affiliated NGOs working in their field of interest in the cause of social development. With our solution, the citizens could also volunteer in some of the events of interest organized by the NGOs. The solution would spread awareness about the different NGOs and their upcoming (or past) events in the city working in different areas of social welfare all in one place.

## **2. Overview of project:**

The project follows a website that integrates all the upcoming social events in the city of Ahmedabad organized by some affiliated NGOs in one place. The website is made focusing on two different types of users i.e. Volunteers and NGOs themselves. The volunteers can look for upcoming events and register themselves for them if interested or donate something to the affiliated NGOs of interest. The NGOs could add or edit the details of the upcoming event or could also access some limited information about the most diligent volunteers to give some awards.

## **3. Market Survey:**

We initially discussed our problem statement with some of our peers (Gaurav, Shubham, Samyak, Jinil, Vedant) from our batch, and felt the necessity for our solution. After that we searched for some websites similar to our solution. But, we did not find any website exactly similar to ours. Instead, we found some websites displaying the upcoming online hackathons like dev folio, major league hacking, hackalist, etc. So based on the explored websites, we came up with an optimized website to display almost all the upcoming social welfare events of the affiliated NGOs in the city.

# Chapter 2: Details of Tools

## 1. Wix Website:

Wix.com is a leading cloud-based development platform with millions of users worldwide. The powerful technology allows everyone to get online with a personalized, professional web presence. Whether it's a first-time creation or a long-time expert. The features and solutions needed to build a professional website with total creative freedom will be found here.

The global user base, open SDK, and unparalleled design capabilities create a unique ecosystem. Partners, developers, web designers, and other online professionals can effectively market their apps and services to millions through Wix.

- Wix has the facilities to add and link any number of pages.
- It also includes apps like adding a comment box, forms, templates, etc.
- The Wix app provides a feature to add a chatbot to your website where you can add different FAQ questions to the chat so that the user can get quick answers to them without typing them out.
- Wix app provides strips on the page for easy inclusion of any section on the web page.

## 2. Comparison of the tool with 2 other tools

**The other two tools that give the same outputs i.e. website building on the internet are:**

1. [Webflow.com](#)
2. [Sites.google.com](#)

## 1. WebFlow:

### **Build CSS grid-powered layouts visually:**

The power of CSS grid — in a completely visual canvas. Start building with the grid in Webflow today.

### **Add CSS filters to anything**

Create beautiful effects by adding one or more of 8 CSS filters to any element of your Webflow websites inside the Designer.

### **Clean, compliant, exportable code**

Webflow writes clean, W3C compliant, semantic code for you. Without all the messy inline classes you've come to expect from drag-and-drop site builders. You can even export your HTML, CSS, and images in a handy ZIP file you can use however you like.

### **Flexbox**

Webflow gives you a more powerful and intuitive way to build flexible, responsive layouts with CSS3's flexible boxes.

## **2. Google Sites:**

### **You can create web pages that display nicely on any device.**

Google made one choice for you: a one-column, no-sidebar design. Additionally, you can choose between two navigation menu locations and among three-page header types.

### **You can insert content from Google Drive and other apps**

You can add, edit, and format text and insert, crop, and resize images on your site. More importantly, you can insert content from Google Drive into your site. Insert any of your Google Docs, Sheets, Slides, Forms, Charts, Videos, or Images from Google Drive into a section of your site.

You can still insert Google Calendars, Maps, and YouTube videos, too. All of these show a preview of the file, with the full content viewable after a visitor selects the file.

### **You can embed some external content**

Insert a link to a TechRepublic article, for example, and Sites will add an image, a title, and a description. You can choose to display or hide any of these. In my tests, Sites added content for most posts and articles successfully. When an

embed doesn't work, Sites shows a link to the content. For a Tweet, Google Sites shows a link, since neither a direct link nor an embed code to a Tweet otherwise works.

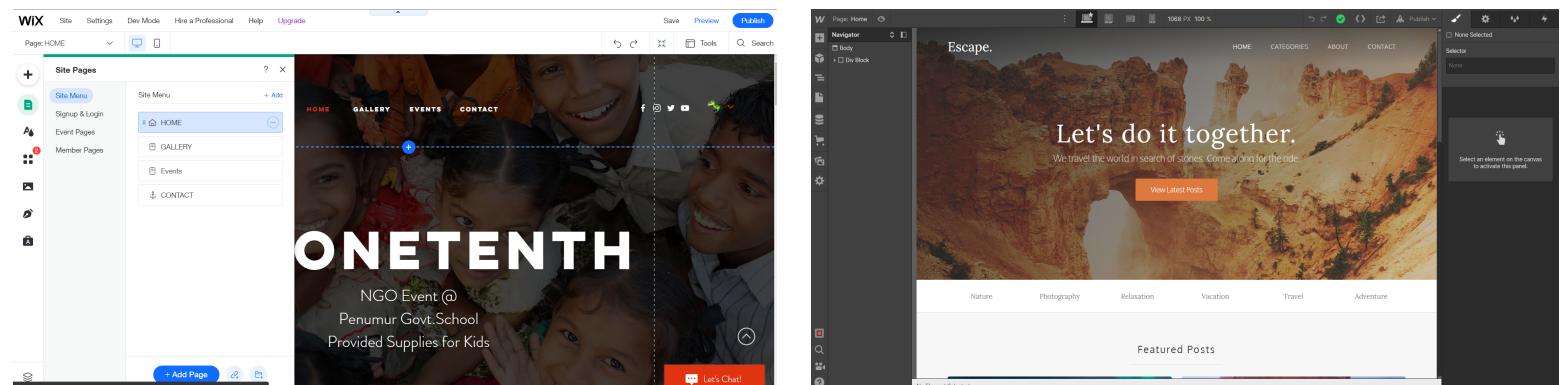
### **You can customize and move content sections**

You can move content sections up or down your page: Select the two lines of five dots, then move the section around. Within a content section, you can resize content frames to display more (or less) of a Google Doc, for example, or to center an image or section of text. Sites provide some smartly arranged gridlines and snap your content borders to those lines — this helps your site maintain a visually coherent layout.

### **You can publish your site to your organization or the world**

Sites offer two sharing settings when you publish. You can choose to make your site available to everyone in your organization or publish it for anyone to see. That's a significant change from the page-level permissions available in classic Google Sites

<b>Wix</b>	<b>Webflow</b>	<b>Google Sites</b>
Wix has in-house and third-party apps	Webflow has in-house and third-party apps	Google sites has neither
Wix doesn't need any code to create the site.	Webflow has an HTML CSS website editor	Google site doesn't need any code to create the site
Wix has more than 900 templates	Webflow has around 1000 templates	Google sites has 12 templates
Wix uses mostly templates.	Webflow let you fully customize the site	Google sites use templates only
Wix includes customer support	Webflow includes customer support	Google sites do not give customer support



Wix

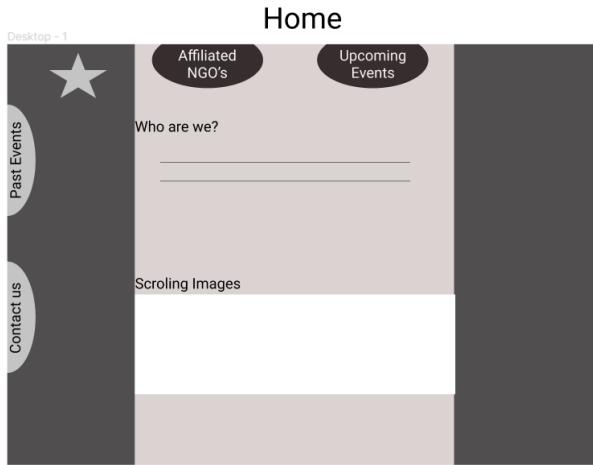
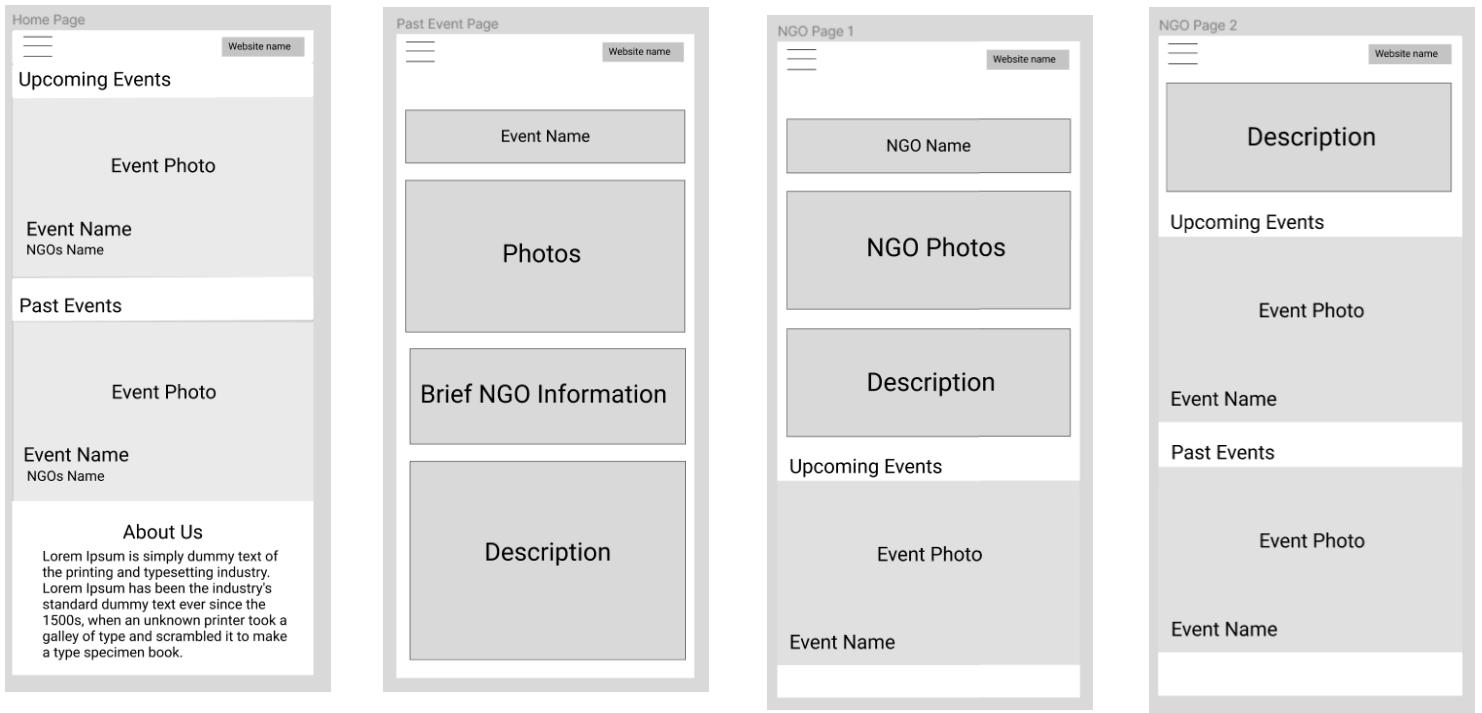
Webflow

## Google Sites

The image shows the Google Sites interface. It features a dark-themed canvas with a placeholder text 'Your page title' and a sidebar on the right. The sidebar includes tabs for 'Insert', 'Pages', and 'Themes'. Under 'Insert', there are buttons for 'Text box', 'Images', 'Embed', and 'Drive'. Below these are sections for 'LAYOUTS' showing various grid and card layout options, and 'Collapsible group', 'Table of contents', and 'Image carousel' options at the bottom.

# Chapter 3: Project Planning and Preparation

## Paper Pen Designs of the screens:



## Contact Us

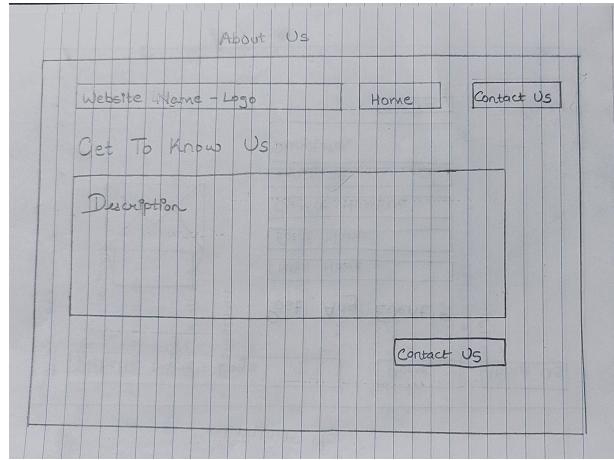
Desktop - 3

Home Page

Individual Event Page

Individual NGO Page

Contact Us



**Home Page**

Website name ≡

Event Photo

Event Name  
NGOs Name

About us

Registration details for particular event

Contact Us

Email  
Phone  
Instagram  
Youtube

**Upcoming Event Page**

Website name ≡

Event name  
Event info

Event Clicked Banner

Registration details for particular event

**Nav Bar**

Website name ≡

Home

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About Us

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Contact Us

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NGOs

## Different Personas, Its Respective Scenarios, and Use-Cases:



### Scenario

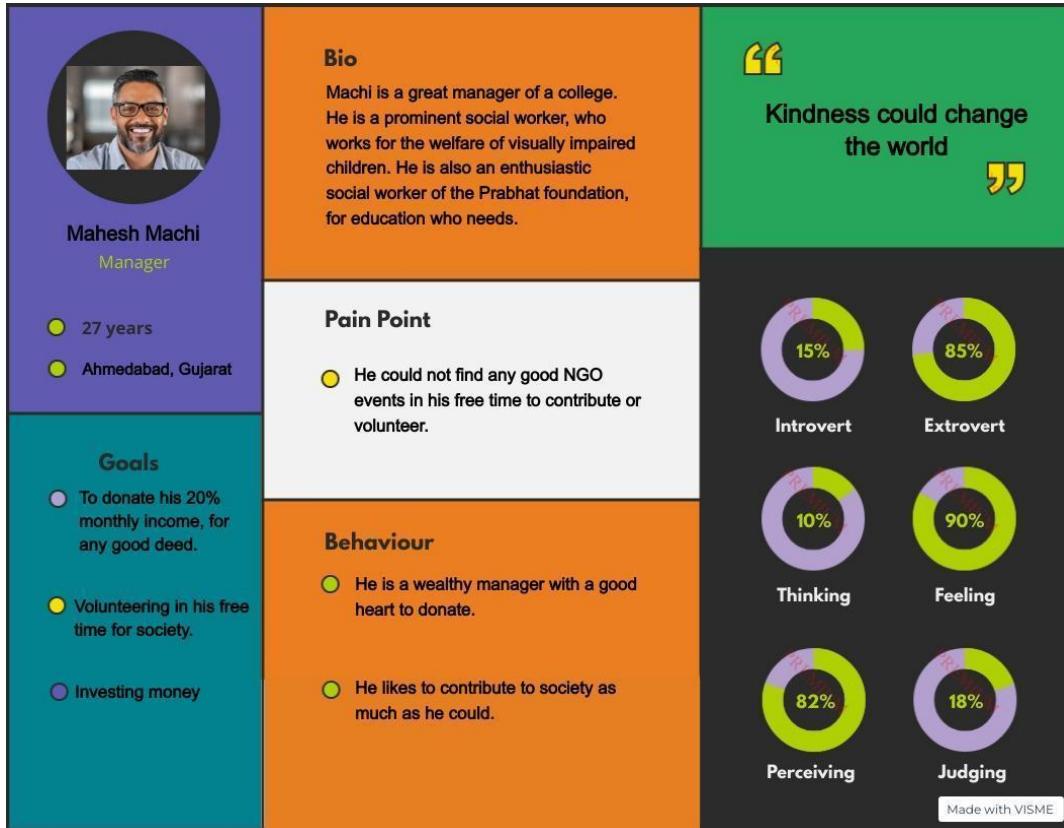
The user wants to look up events that are upcoming or which have been completed and upon visualizing events, he gets interested in a particular NGO's events. So he traverses to a particular NGO's page and looks up more events that they have conducted or are upcoming. He might get interested in NGO events and he is a kind of person with donation behavior, so he looks up for phone numbers or addresses through which he can contact for providing a donation, or maybe organize an event and provide the sponsorship over it.

### Use-Case:

A use case for such a case could be like this:

1. Users may scroll through upcoming events
2. Users may also scroll through past events
3. The user gets interested in a particular NGO
4. The user traverses to a particular NGO on page
5. He/she looks up more events that are upcoming or have been completed

6. The user gets interested in an affiliate or planning an event for that NGO.
7. He/she looks up the contact information of NGO
8. He/she also looks up for address of that NGO to visit that NGO



## Scenario:

The user wants to utilize his free time by contributing to society. User filters the NGO event he/she is interested in with the intersection of time and venue limited to the city to his availability. The system then checks in all the upcoming events that would be held in the time slot or venue chosen by the user and will display a list of an event occurring at the convenience of the user. Then the user could sign up for the particular event in interest or raise funding for it by donating anything as per his convenience.

## Use-Case:

A use case for the above scenario would be:

- The user filters all the events throughout the city as per his/her accordance.
- The system would then display the list of events intersecting with the given filter.

- The user would then select a particular event of his/her interest.
- After, selecting the user would then be taken to that particular event's personalized page.
- The personalized page would contain all the minute details of that event.
- The user could also further check the NGO's website for more information if needed then the user would be able to get all the information.

**Janet Christian**

**Goals**

- Reaching out to as many people as in need.
- Donating 30-35% of monthly salary to the NGOs.
- To be a successful businesswoman.

**Frustrations**

- Whenever she misses any event related to social work.
- Whenever she is not able to bring a change in the society with her contributions.

**Bio**

Janet is a successful CEO and a passionate social worker. She likes reaching out to people for help and in connecting with different social causes. She also explores different countries a lot and even contributes to their social causes.

**Personality**

Introvert	Extrovert
Thinking	Feeling
Sensing	Intuition
Judging	Perceiving

**Motivation**

Incentive	Peer	Growth	Power	Volunteer Work
High	Medium	Low	Medium	High

**Brands**

**Preferred Channels**

Traditional Ads	Online & Social Media	Referral
Medium	High	Medium

**Behavior**

She is not afraid to work overtime.  
She goes an extra mile to manage work and her participation in social causes.  
Contributes a lot to the society for change.

*"The value of life is not in its duration, but in reaching out to others."*

Age: 32 Years  
Work: CEO  
A Social Worker  
Family: Married  
Location: Navsari, Gujarat

## Scenario:

A new NGO wants to post its events on the website:

To get their event posted on the website, the NGO visits the website and goes through the "About Us" page. Later the NGO User goes to the "Contact Us" Page. The "Contact Us" page requires certain details to be filled up. The person from the NGO fills up the details regarding the NGO's name, the event, and its brief details. Also, they add

their contact details and submit the form with all the required details filled in. The system records the details if everything required is filled up appropriately. Later the NGO will be contacted.

### **Use-Case:**

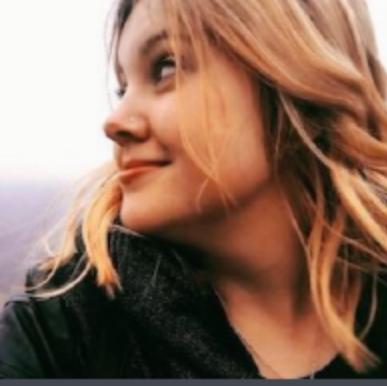
1. The NGO visits the website
2. Go through the "About Us" Page.
3. The User goes to the "Contact Us" Page.
4. The person from the NGO fills up the details regarding the NGO's name, the event, and its brief details. Also their contact details.
5. The User submits the form.
6. The system records the details and checks whether the text fields have details entered in text format, email is entered incorrect format, etc.

#### **Alternative Cases:**

5. If some information fields are left to be filled.
  - 5.1 The system pops up the message "Please enter all the required details."
  - 5.2 The user enters the left-out details and resubmits the form.
6. If the email is not entered in "abc@xyz.com" format.
  - 6.1 The system pops up the message "Please enter the email in the correct format."
  - 6.2 The user corrects the email and resubmits the form.

### **Scenario:**

The user wants his NGO events to have as much participation as possible from both the beneficiary and providers. It gives information to the needy people about all the non-profit events taking place in the surrounding area. This helps engage the public, raise awareness about their cause and their own work, and obtain the resources they need. To further the political or social goals of the society members. The app advertises events from all the NGOs that have signed up on the application and benefit the surrounding community.

<b>NAME</b> <b>Jeny Shah</b>	<b>TYPE</b> <b>Artisan</b>
	<p><b>Goals</b></p> <ul style="list-style-type: none"> <li>• Humanitarian and Social Justice</li> <li>• To connect with the other Like-minded people</li> <li>• DO as much good as possible to other people</li> </ul> <hr/> <p><b>Quote</b></p> <p><i>"Service to others is the rent you pay for your room here on earth"</i></p> <hr/> <p><b>Background</b></p> <p><b>Demographic</b></p> <p>Female      27 years</p> <p>Ahmedabad</p> <p>Single</p> <p>Business Women</p> <p>Social Welfare</p> <p>Jeny is a business women, social media enthusiast and social worker. She likes a mix of styles and wants to be able to look at all of her shopping options in one place</p>
<p><b>Motivations</b></p> <ul style="list-style-type: none"> <li>• Social            ***</li> <li>• Personalization       * * * *</li> <li>• Achievement</li> </ul>	<p><b>Pain Points</b></p> <ul style="list-style-type: none"> <li>• lack of brand transparency</li> <li>• on a tight budget</li> </ul>
<p><b>Brands and influencers</b></p> <div style="text-align: center;">  </div>	
<p><b>Skills</b></p> <p>Management Management</p> <div style="display: flex; align-items: center; justify-content: space-between;"> <span>0</span> <span>25</span> <span>50</span> <span>75</span> <span>100</span> </div> <div style="width: 100%; position: relative;"> <div style="position: absolute; left: 60%; top: -10px; width: 0; height: 0; border-left: 10px solid transparent; border-right: 10px solid transparent; border-top: 20px solid #ff9999;"></div> </div> <p>Creativity</p> <div style="display: flex; align-items: center; justify-content: space-between;"> <span>0</span> <span>25</span> <span>50</span> <span>75</span> <span>100</span> </div> <div style="width: 100%; position: relative;"> <div style="position: absolute; left: 60%; top: -10px; width: 0; height: 0; border-left: 10px solid transparent; border-right: 10px solid transparent; border-top: 20px solid #ff9999;"></div> </div> <p>Kindness</p> <div style="display: flex; align-items: center; justify-content: space-between;"> <span>0</span> <span>25</span> <span>50</span> <span>75</span> <span>100</span> </div> <div style="width: 100%; position: relative;"> <div style="position: absolute; left: 60%; top: -10px; width: 0; height: 0; border-left: 10px solid transparent; border-right: 10px solid transparent; border-top: 20px solid #ff9999;"></div> </div>	

**Use-Case:**

A use case for the above scenario would be:

1. The NGO contacts the system.
2. Request to display his/her event on the website.
3. The system accepts the Ngo's request.
4. The system asks for event information and banners.
5. The NGO provides the information.
6. The system builds an event page and displays it on the application.
7. The user sees the event page and inspires to join to take advantage or help the needy.
8. All benefit from the application advertisement.

# Chapter 4: Project Features

## Feature: Contact Us

The user or the viewer of the respective NGO page will be able to leave its details and a message to the NGO directly through the website.

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Contact

---



SearchNGO@gmail.com  
9837575959  
f t in  
©2022 by Search. Proudly created with Wix.com

[Let's Chat!](#)

## Design Principles:

### a. Strive for consistency

The website will have a consistent color theme generally green and white.

### b. Cater for universal usability:

The website can be opened on the platform on mobile, laptop, iPad, etc

### c. Offer Informative Feedback:

The user gets the confirmation about the successful submission of the form

### d. Prevent Error:

The user will get an error in the email section if the user enters the wrong email format.

## Universal Usability:

### a. Diverse Cognitive and Perceptual Abilities:

The user can get in contact with the organization easily and join or get benefits from the event.

**b. Personality Differences:**

The users of the website come to the website with different perspectives. First is the NGO that wants to advertise the event. The second is the user who sees the advertisement of the website. The third is the user who wants to volunteer for the NGO event.

**Interaction Style:**

The user can reach the form by clicking the contact us button on the top of the website and filling the form with the details which will be sent to us or the NGO which will depend on the amount of the website or the NGO.

**Hierarchical Task Analysis:**

**Goal:**

To contact the website for NGO events  
To get the user to register for NGO events

**First Task analysis:**

1. The system wants the user(NGO) to publish the event advertisement on the website
2. The user sees the contact us icon on the top of the website
3. The system takes the user to the form and asks for the details in a proper format
4. The user enters the details and can contact the website i.e. us and publish its respective NGO events on the website

**Second Task analysis:**

1. The system wants the user(in need person/volunteer) to contact the NGO
2. The user sees the contact us icon on the top of the website
3. The system takes the user to the form and asks for the details in a proper format
4. The user enters the details and can register for event volunteer or the event itself

**Feature: Organization Page**

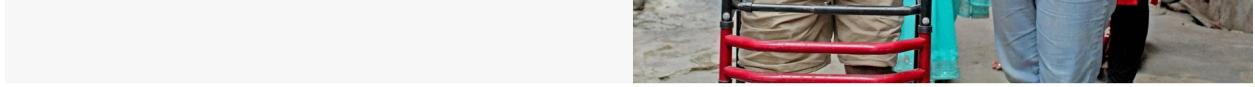
This feature displays the NGO organizations page and it includes the details of the future current and the past events of the organization. It also displays the about of the organization and the registration of the future and the near coming events.



## About Us

GiveIndia exists to alleviate poverty by enabling the world to give. Established in 2000, it is the largest and most trusted giving platform in India. It enables individuals and organizations to raise and donate funds conveniently to any cause they care about, with offerings including crowdfunding, corporate giving, cause marketing, and philanthropy consulting. GiveIndia's community of 2M+ donors and 250+ partners have supported 2,500+ verified nonprofits, serving 15M+ people across the country.

A photograph of a woman in a blue patterned dress and a clear face shield, wearing blue gloves, assisting an elderly man with a white shirt and a white cap who is using a cane. They are in an outdoor market setting with other people and colorful fabrics in the background. A teal button in the bottom right corner says "Let's Chat!" with a speech bubble icon.



## In the News



GiveIndia launch free Covid Vaccination drive  
05 June 2021

COVID-19 surge: Google CEO Sundar Pichai announces Rs 135 crore aid to GiveIndia  
26 April 2021

Philanthropy has changed in the times of Covid-19  
11 June 2021

Lasting Impact Arjit Singh joins hands with GiveIndia for Covid-19 fundraiser  
05 June 2021

Let's Chat!

### Partners

Trusted by the largest brands and corporations, and the most impactful foundations around the world



Devanshu M. April 12, 2022, 7:32:42 AM  
Very Nice

Had a very nice experience. Well organized Events. Loved the friendly environment

Write a comment

Let's Chat!

## Design Principles:

### a. Strive for consistency

The website will have a consistent color theme generally green and white.

### b. Cater for universal usability:

The website can be opened on the platform on mobile, laptop, iPad, etc

### c. Offer Informative Feedback:

As the user will click the event on the home page the user will be directed to the NGO page which is the confirmation of the clicking action.

## **Universal Usability:**

### **a. Diverse Cognitive and Perceptual Abilities:**

This website solves the problem of the user is unaware of the event that can benefit him or can get the satisfaction of doing some social work

### **b. Personality Differences:**

The users of the website come to the website with different perspectives.

First is the NGO that wants to advertise the event. The second is the user who sees the advertisement of the website. The third is the user who wants to volunteer for the NGO event.

## **Interaction Style:**

The user can access this page by clicking on the home NGO advertisement page and looking into the events happening in the past, current, or future. The user can register for the event on this page.

## **Hierarchical Task Analysis:**

**Goal:** The goal of the system is to get the user to see the event page and register for it.

### **Steps:**

1. The system shows the NGO event on the home page
2. The user sees the event
3. The user clicks the event page and reads about the event details
4. The user registers for the event explores the past events
5. The system displays the registration for the event

## **Feature: Chatbot**

Chatbots can be used to have quick communication with NGO or websites related to any issue.

- A chatbot is a programmed chat interface a website visitors can interact with.
- They are programmed to closely mimic human behavior and interact with the website visitor conversationally.
- Chatbots help customers get from point A to point B as quickly and smoothly as possible without them feeling left behind or lost.
- Think of a chatbot as a little guide helping consumers find their way in and out of your website information. Chatbots are website assistants.

- It can help interact easily and anytime with any question the user might have related to the website or the event.

The screenshot shows the Saath website. At the top, there's a navigation bar with links for Home, Upcoming Event, Past Events, About Us, and Contact Us. A 'Log In' button is also present. Below the navigation, there's a banner for 'Upcoming Events'. On the right side, a live chat window is open. The chat window has a header that says 'Saath' and a note: 'We'll reply as soon as we can'. Inside the window, there's a message from the bot: 'Hey there ! Click a question to instantly get an answer.' Below that, there are several user messages: 'hello', 'Latest events', 'Where can I donate', and 'Where can I give feedback??'. The bot has responded with '1 new message.' and 'hello'. At the bottom of the chat window, there's a text input field with placeholder text 'Type your message...' and some icons for attachments and emojis.

This screenshot is similar to the one above, showing the Saath website. The layout includes the navigation bar, 'Upcoming Events' banner, and the live chat window. The chat window shows a different conversation. A user message 'Hello' is followed by a bot message: 'Hi, how can i help you'. Below this, there's a 'NEW MESSAGES' section with a message from the bot: 'Hey there, please leave your details so we can contact you even if you are no longer on the site.' There's also a text input field for 'Name' with a placeholder 'Type your message...' and some icons.

## **Design Principles:**

### **a. Strive for Consistency:**

The user can access the chatbot any time he/she has a question and the chat will reply appropriately to the user instantly if the question is included in the FAQ.

### **b. Cater for Universal Usability:**

The user can see the chatbot on any device example: mobile and on a laptop or tablet.

### **c. Affordance:**

Let's chat option can be clicked and the chatbot appears with some general FAQ questions.

## **Universal Usability:**

### **a. Diverse Cognitive and Perceptual Abilities:**

Chatbot can be used to have quick communication with NGOs or websites related to any issue.

### **b. Older Adult/Children:**

People of all ages can access and run this website easily.

## **Details of Interaction Style:**

The user can interact with the chatbot by clicking the chat button at the bottom right corner of the website. The chatbot will display your FAQ i.e. frequently asked questions and then you can ask any query you please.

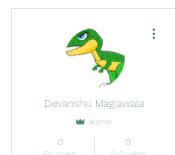
## **Hierarchical Task Analysis:**

<b>Goal:</b> To get more effective support service	
<b>Sub Task 1:</b> click the FAQ question	<b>Sub Task 2:</b> Ask any other question
1.1 The NGO user clicks the chat button.	2.1 The NGO user clicks the chat button
1.2 shows the FAQ question in the chat.	2.2 Enter your quotation in the chat

1.3 clicks which question you want to ask	2.3 The owner will answer when sees the text
1.4 User gets the Answer	2.4 User gets the Answer

## Feature: User Profile Update

The User can update their respective profile information from the option of my account after he/she signs in on their account.



My Account

View and edit your personal info below.

**Display Info**

Your profile card is visible to all members of this site

**Display Name \***

**Account**

Update & Edit the information you share with the community

**Login Email:**  
dmagawala200@gmail.com  
Your Login email can't be changed

<b>First Name</b> Devanshu	<b>Last Name</b> Magawala
<b>Email *</b> dmagawala200@gmail.com	<b>Phone</b>

**Discard** **Update Info**



Events

My Account

Devanshu Magawala

**Account**

Update & Edit the information you share with the community

**Login Email:**  
dmagawala200@gmail.com  
Your Login email can't be changed

<b>First Name</b> Devanshu	<b>Last Name</b> Magawala
<b>Email *</b> <span style="background-color: red; color: white; padding: 2px;">Check that your email is correct</span> fkwsmm	<b>Phone</b>

**Discard** **Update Info**

**Account Settings**

Update & Edit the information you share with the community

Your Community Page URL

Profile Visibility

## **Design Principles:**

### **a. Strive for consistency**

The website will have a consistent color theme generally green and white.

### **b. Cater for universal usability:**

The website can be opened on the platform on mobile, laptop, iPad, etc

### **c. Offer Informative Feedback:**

The user gets the confirmation about the successfully saved info of the form after hitting the Update info button.

### **d. Prevent Error:**

The user will get an error in the email section if the user enters the wrong email format.

## **Universal Usability:**

### **a. Diverse Cognitive and Perceptual Abilities:**

The user can edit his info like if he wants any other email id to connect to his/her account then he can use this feature.

## **Interaction style:**

The user can interact with this feature by clicking the my account button when he clicks the profile icon on the homepage of the website. Here, the user can edit his name, his email and all the info. Then after clicking the update profile button he can save the new data entered.

## **Hierarchical Task Analysis:**

<b>Goal:</b> To get more effective support service
1. The user wants to change the email of the connected account
2. The system guides the user to the My Account option on the home page
3. The user clicks the My Account option and visits the edit info page
4. The user sees the email section which he wants to edit
5. The user changes its updated email id and presses the update info button in the right corner
6. The user gets his email id updated on the website with confirmation

## Feature: In the News

With this feature the NGOs can display information or news regarding the funding or donations that they have received especially if received from some well-known personalities or any other news that is significant regarding the NGO. With this the users can also know what events or campaigns are being supported by people on a large scale and also by well-known personalities.

### In the News



GiveIndia launch free Covid Vaccination drive  
05 June 2021

COVID-19 surge: Google CEO Sundar Pichai announces Rs 135 crore aid to GiveIndia  
26 April 2021

Philanthropy has changed in the times of Covid-19  
11 June 2021

Lasting Impact Arjit Singh joins hands with GiveIndia for Covid-19 fundraiser  
05 June 2021

## Design Principles:

### a. Strive for consistency

The part “In the News” is designed in consistency with the styles or colors used throughout the website in terms of font styles, colors of the pages etc.

### b. Cater for universal usability:

The feature will work on websites opened on different devices such as on mobile, laptop, iPad, iPhone, etc.

### c. Visibility:

The “In the News“ is placed in a way that it is clearly visible to the users and the user gets the idea regarding the donation and support received for the NGO.

#### **d. Reduce short term Memory Load:**

The “In the News” will display the news with the basic details and it will be displayed always and will always stay on the website so that the user does not have to remember what details were displayed regarding each NGOs funding, donation or any other news.

#### **Universal Usability:**

##### **a. Diverse Cognitive and Perceptual Abilities:**

It is like a long-term memory as all the news posted are always displayed on the website so the users can easily know what is the news regarding the NGO.

##### **b. Personality Differences:**

Different users with different personalities will pursue and react differently to the news posted for the NGO. They may have different opinions on the same news.

#### **Interaction Style:**

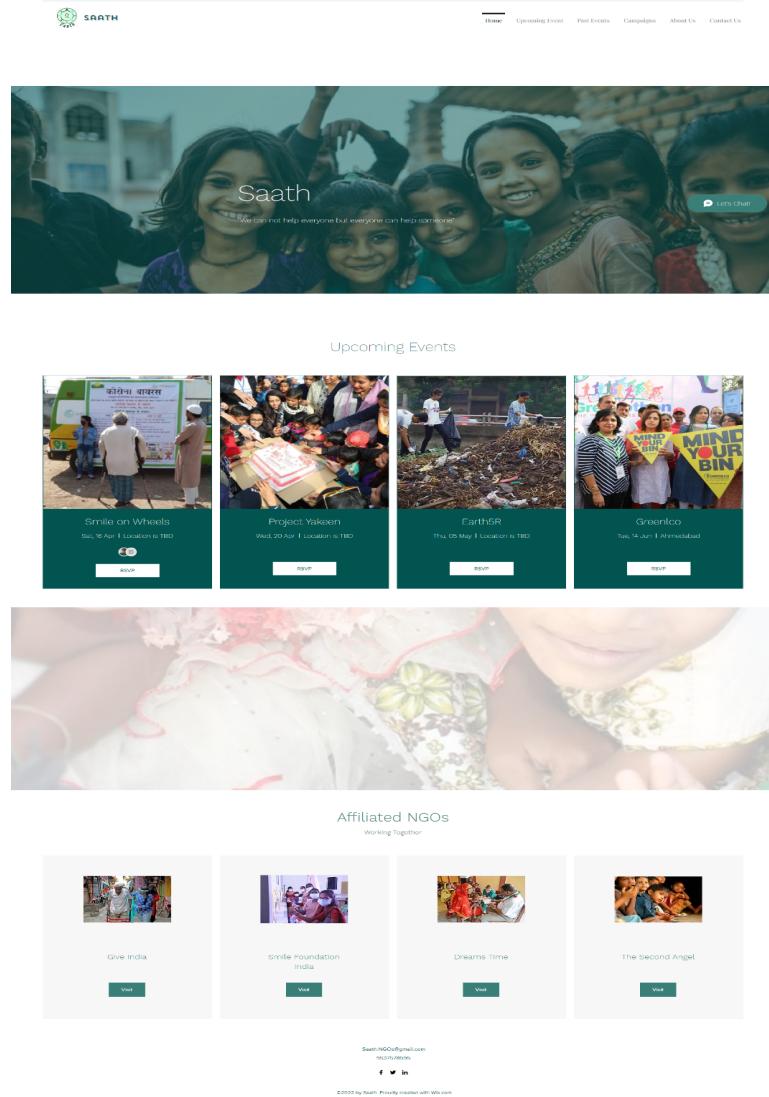
The feature is a view only feature.

#### **Hierarchical Task Analysis:**

<b>Goal:</b> The user wants to read the news regarding a particular NGO
1. The user visits the website.
2. The user needs to click on the “Visit” button of the particular NGO.
3. The system takes the user to the NGO’s page
4. The user can now read the news in the “In the News” section on the NGO’s page.

## Feature: Home Page

This feature displays the Home page and it includes the details of the future current and the past events occurring or going to occur throughout the city. It will act as a binder that keeps track or navigate a user throughout the website and makes the user feel like they have an internal locus of control.



## Design Principles:

### a. Strive for consistency

- The website will have a consistent color theme generally green and white.

### b. Cater for universal usability:

- The website can be opened on the platform on mobile, laptop, iPad, etc

- Additionally, it can also be accessed through any browser.
- c. Permit easy reversal of actions:**
- Users could easily undo all the actions made previously, there is always a back button.
  - Additionally, by clicking on the logo of the website on the top left corner users could always jump to the home page from anywhere on the website.
- d. Support internal locus of control:**
- Users would always have a sense of control of the whole website as they could traverse freely through the website.
- e. Visibility:**
- All the upcoming events are visible to the user through a scrolling image window.

### **Universal Usability:**

**a. Diverse Cognitive and Perceptual Abilities:**

Decision-making would be easily possible by each user, as they could see all the upcoming events at once on the home page.

**b. Personality Differences:**

The volunteers have free choices to register for volunteerism for any NGO event of personal choices (which differs based on individual personality), from the home page itself.

### **Interaction Style:**

- Since, the home page carries information about all the upcoming events, past events, details of affiliated NGOs, contact us page link, etc.
- Menu selection type of interaction style would be used. So with this, volunteers could go through details about the upcoming NGOs event and can register themselves if interested.

### **Hierarchical Task Analysis:**

- The main task is to display all the upcoming events throughout the city, sponsored by an NGO affiliated all at once with our website.

### **Subtasks:**

1. Users could look for upcoming events.
  - a. All the trending upcoming events would be scrolling along
  - b. Users could select or scroll to browse through the events.
  - c. Select the event of interest.
2. After selecting the event

- a. Users will be jumped to the individual event page of the website based on that affiliated NGO.

### **Feature: Donate Us for affiliated NGO**

Donate our feature can be used by the users or volunteers of our organization, who want to donate to the affiliated NGOs. This feature allows donors to donate any comfortable amount to the NGO.

### Donate Us

First Name \*

Last Name \*

Email \*

Phone \*

Issue \*

ID number \*

Leave us a message

I'm not a robot

reCAPTCHA  
Google - Terms

### **Design Principle**

- a. Offer Informative feedback

- Users get feedback via email and a cellular message about their donation.
- This allows the user to proceed further by directly linking to the payment gateway.

#### a. Prevent Error

- The payment portal is arranged in such a way that the donator need not be worried about any system error.
- After submitting some initial requirements about the details of the donors. He/she would be taken to an official trustworthy website as a payment gateway where her processes would take place.
- Thus, error prevention is safe in money transactions.

#### a. Permit Easy reversal of Actions

- Reversal of Actions is easily available. Initially, the user just needs to give some of the required personal details for the donations, which is a simple form-filling process that is reversible easily.
- The money transaction process is further proceeded by trustworthy money transaction websites, where reversal is also possible.

### **Universal Usability**

#### a. Cultural and International diversity

- The payment gateway allows the donor to donate in any physical currency format. The donor could also select the other option in the issue box if he/she is non-Indian or an NRI.

#### b. Older Adults

- Since the donee would be required to donate money to the NGO, it must have a bank account link to the given phone number/Pan/Aadhar ID. Thus, the donor must be 18 or above.

### **Details of Interaction Style:**

#### a. Form Fill-in:

- Since, data entry is required by the donator i.e Aadhar/Pan ID, Name, Mobile Number, Email-ID, etc. A standard form fill-in type of interaction style is used.
- Here, the Donator (user) sees a display of related fields and can move the cursor among the fields and enter data when required.

### **Hierarchical Task Analysis:**

**Goal:** To donate money to the affiliated NGOs

<b>Sub Task 1:</b> Fill Donate Us Form	<b>Sub Task 2:</b> Payment Process
<b>1.1</b> The donator directs to the donate us	<b>2.1</b> After clicking on the proceeding further button, the donor would be redirected to the official trustworthy payment portal
<b>1.2</b> The donator starts filling the required details	<b>2.2</b> Then, the donor would select the mode of payment i.e Visa, MasterCard, UPI, net banking
<b>1.3</b> The donator checks I am not a robot captcha for secured payment	<b>2.3</b> After, selecting the payment mode, the user would be directed to the respective organization responsible for the selected payment mode
<b>1.4</b> The donator clicks on proceeding further	<b>2.4</b> Now, the user would fill in the transaction details and by providing the OTP, the payment would be completed. And, users' donation would be complete

- Upon successful payment completion, the donor would get a completion reassurance digital receipt in their email inbox

## Feature: My events

My event feature can be used by the users or volunteers of our organization, to keep track of his/her registered event and manage them.

- This feature allows all the volunteers and NGOs to view all the registered events and organized events respectively at once on a single screen.
- It differentiates the events into two categories: upcoming and past events. In the past event section, it displays details about all the past events.

- In the upcoming event section, it allows the user to view details about the event, cancel the registration, and share the event.

The image shows a mobile application interface. On the left, there is a sidebar with a user profile picture of a man named Kirito, labeled as an Admin. Below the profile are statistics: 0 Followers and 0 Following. To the right of the sidebar is the main content area. The main content area has a title "Events" and a subtitle "Track and manage your events here." Below this, there are two tabs: "Upcoming Events" (which is underlined in green) and "Past Events". Under the "Upcoming Events" tab, there is a card for an event titled "Smile on Wheels" scheduled for "Sat, 16 Apr" at "16 Apr, 9:00 am" with the note "Location is TBD". Below the event card are three buttons: "View Event Details", "Cancel RSVP", and "Share Event". On the far right of the main content area, there is a small upward-pointing arrow icon.

## Design Principal

### a. Offer Informative feedback

- Users get feedback in the context of details about the event i.e. location, date and time by clicking on the arrow present on the right side. Additionally, users could also share or cancel his/her registration for the event as well.
- Users could further proceed to view event details to get more details about the event.

### b. Reduce short term memory load

- Using the given feature user could get the details about all the events he/she have either registered for or organized all at one place.
- With this user's short term memory load would be reduced.

### c. Visibility

- As all the registered events or organized events appear at a single screen in the context of a schedule, the user would know details about his/her schedule.

## Universal Usability

- Diverse Cognitive and Perceptual ability

- Being enabled to view all the upcoming or registered events in a single screen, users cognitive load is reduced. Users need not to remember all the registered or organized events with details like venue, date and time. So with these details users long term cognitive memory load is decreased.
- Also, it enables users to make a rapid decision making about the event attendants if something urgent comes up.
- **Cultural and International Diversity**
  - The displayed time for any event is particularly based on IST time zone, if in case any event is online it maintains the international time zone diversity as well.

### **Details of Interaction Style:**

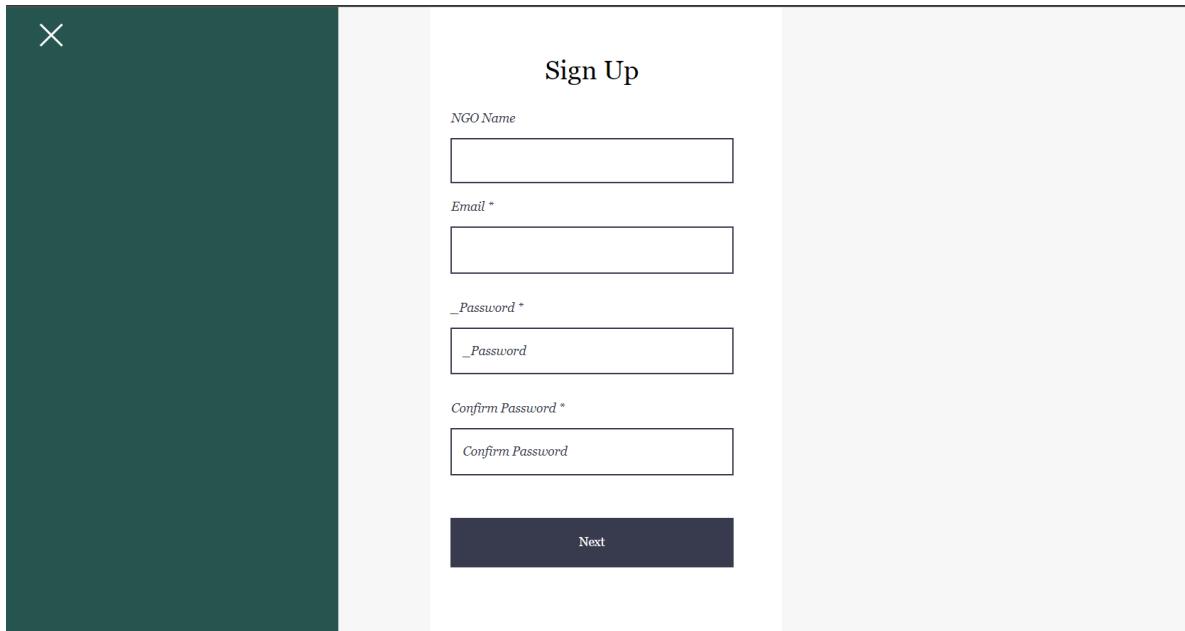
- **List:**
  - Since, the user gets the information about the upcoming and past events all at once in a form of a list. The interaction style comes under this category.

### **Hierarchical Task Analysis:**

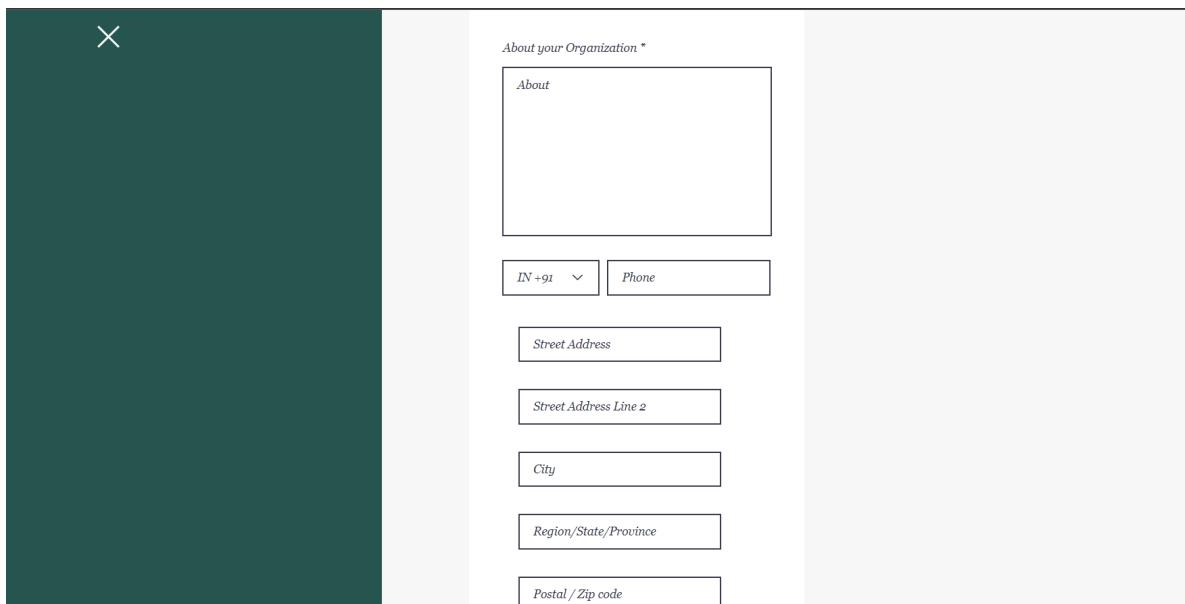
<b>Goal:</b> To track and manage events	
<b>Sub Task 1:</b> Login to the website	<b>Sub Task 2:</b> Go to the my event page
<b>1.1</b> Login to website <ul style="list-style-type: none"> <li>● If new user then sign up</li> </ul>	<b>2.1</b> From the home page, click on user icon on the right upper corner
<b>1.2</b> Fill in username and password, submit captcha	<b>2.2</b> Then select event section from the drop-down menu
<b>1.3</b> After login, the Home page would be open.	<b>2.3</b> After, selecting the event section, User could keep track and manage the events there

## Feature: NGO Signup

This is a feature for the NGOs to sign up with our website with their NGO details and other stuff and then they could plan an event and get registrations or volunteers through our website. Through this, firstly they would be able to sign up with the website and then showcase their upcoming events and get registrations. This would also enable us to verify the NGO details and provide them with the functionality of showcasing their events.



The image shows the first step of an NGO sign-up process. It features a dark green sidebar on the left with a white 'X' icon. The main content area has a light gray header with the text 'Sign Up'. Below the header are five input fields: 'NGO Name' (empty), 'Email \*' (empty), '\_Password \*' (empty), 'Confirm Password \*' (empty), and a large 'Next' button at the bottom.



The image shows the second step of the NGO sign-up process. It features a dark green sidebar on the left with a white 'X' icon. The main content area has a light gray header with the text 'About your Organization \*'. Below the header are several input fields: a large text area labeled 'About', a dropdown menu labeled 'IN +91', a text input field labeled 'Phone', a text input field labeled 'Street Address', a text input field labeled 'Street Address Line 2', a text input field labeled 'City', a text input field labeled 'Region/State/Province', and a text input field labeled 'Postal / Zip code'.

The form consists of several input fields and buttons:

- Region/State/Province:** A text input field.
- Postal / Zip code:** A text input field.
- Country:** A dropdown menu.
- Website URL:** A text input field labeled "Enter URL".
- Add your NGO certificate:** A text input field with a placeholder and a blue "Upload" button.
- Add some photos of NGO:** A text input field with a placeholder and a blue "Upload" button.
- I agree to the terms & conditions:** A checkbox followed by the text "I agree to the terms & conditions".
- I'm not a robot:** A reCAPTCHA checkbox with the text "reCAPTCHA Privacy - Terms".
- Sign Up:** A large green rectangular button.
- Back:** A dark blue rectangular button.

## Design Principles:

### a. Strive for consistency

The website will have a consistent color theme generally green and white. Also, the form filling will have similar kinds of designs and also the pop-ups or prompts would have a similar design all around the website.

### b. Offer Informative Feedback:

There would be validations for different fields so that if a user enters anything, he/she would get appropriate feedback. For example, for the field of the email, the user has to enter valid emails to move ahead. This type of feedback would help the user to know if something is wrong immediately after he/she performs any tasks.

### c. Prevent Errors:

For the signup page, there would be many constraints defined to restrict users from creating serious mistakes or errors. For example, users should enter only numbers for the fields like phone numbers, and for the email field, the user has to enter a valid email.

## Universal Usability Principles:

### a. Diverse Cognitive and Perceptual Abilities:

In this feature firstly, the NGOs need to provide the basic login information which they have to remember which could involve long-term memory. Also, they need to

provide basic details of their NGOs such as NGO details, photos, etc which could involve basic decision making as they have to showcase their NGOs.

**b. Personality Differences:**

For this feature, different personalities can do the task of signing up with different experiences. Some extroverted people are more likely to showcase more information and photos about their NGOs as compared to introverted people. Also, some people who are more intuitive and perceptive might want to use some different platforms other than their websites to showcase their details and their events. So, they might use our platform to do that.

**Interaction Style:**

The basic interaction style would be majorly Form Fill-in for the details they need to provide for the information of NGOs. Also, there would be some kind of menu selection like choosing in which state, the NGO is located, etc.

**Hierarchical Task Analysis:**

The main task is to sign up an NGO with our website.

**Subtasks:**

User needs to provide the NGO name, email id, set password and confirm it.

- a. Provide NGO name
- b. Provide email id
- c. Set a strong password
- d. The user needs to verify password

The user needs to provide basic information about the NGO.

- a. Provide some basic information about the NGO.
- b. Provide contact information about the NGO.
- c. Provide the website URL if it exists.
- d. Add some photos about NGO.

The user needs to provide some proof about the NGO to verify.

- a. Provide some proof that the NGO exists and is verified.

Also, verify that you aren't a robot.

**Feature: NGO Login**

This feature would help an NGO to log in to our website for further access to their dashboards. This would help them to further manage their events and profiles.

## **Design Principles:**

### **a. Strive for consistency:**

The website will have a consistent color theme generally green and white. Also, the form filling will have similar kinds of designs and also the pop-ups or prompts would have similar designs all around the website.

### **b. Offer Informative Feedback:**

There would be validations for different fields so that if a user enters anything, he/she would get appropriate feedback. For example, if the user enters the email and password and it matches with the database entries, then that would provide feedback that “successfully logged in”. So, this would help users to know.

### **c. Prevent Errors:**

For the sign-in/login page, there would be many checks defined to help users to prevent serious errors. For example, for the email field, the user has to enter a valid email and registered email to log in and the combination of password and email should match with the details in the database.

## **Universal Usability:**

### **a. Diverse Cognitive and Perceptual Abilities:**

For logging into the system, a user needs the email id and password from which he/she has made a login for an NGO to further access and manage their profile. So, for that long-term

memory would be involved. Also, users will know the result that upon successful login, he/she will be able to access their NGO and event details.

### **Interaction Style:**

The interaction style for this feature would be Form Fill-in as the user just need to provide the email Id and password to enter into the system and access their dashboard

### **Hierarchical Task Analysis:**

The main goal is to log in to the user

#### **Subtasks:**

1. User needs to provide valid and registered email id
2. User needs to enter valid and same password as of it was set earlier at time of signup
  - a. If the user forgets the password then he would be directed to enter the email.
    1. The user needs to enter the email.
    2. If an email is registered then he/she would receive the reset password email.
  - b. If the password does not match, then the user would be entitled to enter the password again as passwords don't match.
  - c. If the email isn't registered then, he/she would get an error if the email is not registered.

### **Feature: User Signup**

This is a feature for the NGOs to sign up with our website with their NGO details and other stuff and then they could plan an event and get registrations or volunteers through our website. Through this, firstly they would be able to sign up with the website and then showcase their upcoming events and get registrations. This would also enable us to verify the NGO details and provide them with the functionality of showcasing their events.

The image shows a 'Sign Up' form with the following fields and features:

- First Name
- Last Name
- Email
- Password
- Phone: A dropdown menu showing 'IN +91' and a text input field.
- Join the community
- A reCAPTCHA verification box with the text 'I'm not a robot' and the CAPTCHA code 'mCAPtcha'.
- A 'Submit' button at the bottom.
- Text at the bottom: 'Already a member? Log In'

## **Design Principles:**

### **a. Strive for consistency**

The website will have a consistent color theme generally green and white. Also, the form filling will have similar kinds of designs and also the pop-ups or prompts would have a similar design all around the website.

### **b. Offer Informative Feedback:**

There would be validations for different fields so that if a user enters anything, he/she would get appropriate feedback. For example, for the field of the email, the user has to enter valid emails to move ahead. This type of feedback would help the user to know if something is wrong immediately after he/she performs any tasks.

### **c. Prevent Errors:**

For the signup page, there would be many constraints defined to restrict users from creating serious mistakes or errors. For example, users should enter only numbers for the fields like phone numbers, and for the email field, the user has to enter a valid email.

## **Universal Usability Principles:**

### **a. Diverse Cognitive and Perceptual Abilities:**

In this feature firstly, the users need to provide the basic login information which they have to remember which could involve long-term memory. Also, the user needs to provide his/her phone number for security reasons, so here the user might need to make a decision about providing the phone number.

### **b. Personality Differences:**

For this feature, different personalities can do the task of signing up with different experiences. People who are extroverted and perceptive in nature might quickly sign up for this rather than thinking and taking time in making decisions.

## **Interaction Style:**

The basic interaction style would be majorly Form Fill-in for the details they need to provide basic details for authentication. Just they need to fill up the fields with respective details to sign up for the website.

## **Hierarchical Task Analysis:**

The main task is to sign up a user with our website.

### **Subtasks:**

The user needs to provide the first name, last name, email id, set password, and provide phone number.

- a. User provides his first name

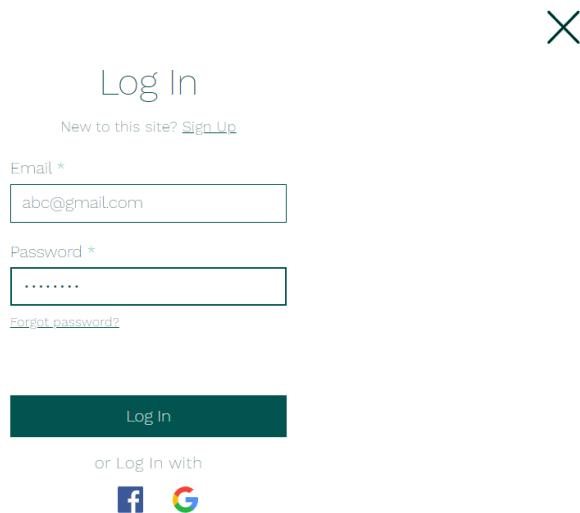
- b. User provides his last name
- c. User provides his email address
- d. The user needs to set some strong passwords that he/she remembers.
- e. The user also needs to provide his/her phone number for security reasons.

Also, the user needs to verify that he/she isn't a robot.

After clicking the signup button, the user would be signed up with no error.

## Feature: User Login

This feature would help users and volunteers to log in to our website for further access to register for events and donate to NGOs. This would help them to further access more features of the website



The image shows a login interface with the following elements:

- Log In**: The main title at the top center.
- X**: A close button in the top right corner.
- New to this site? [Sign Up](#)**: A link for new users.
- Email \***: A label for the email input field.
- abc@gmail.com**: The value entered in the email field.
- Password \***: A label for the password input field.
- .....**: The value entered in the password field.
- [Forgot password?](#)**: A link for users who forgot their password.
- Log In**: A large green button with white text.
- or Log In with**: Text indicating alternative login methods.
- f G**: Icons for Facebook and Google+.

## **Design Principles:**

### **a. Strive for consistency:**

The website will have a consistent color theme generally green and white. Also, the form filling will have similar kinds of designs and also the pop-ups or prompts would have similar designs all around the website.

### **b. Offer Informative Feedback:**

There would be validations for different fields so that if a user enters anything, he/she would get appropriate feedback. For example, if the user enters the email and password and it matches with the database entries, then that would provide feedback that “successfully logged in”. So, this would help users to know.

### **c. Prevent Errors:**

For the sign-in/login page, there would be many checks defined to help users to prevent serious errors. For example, for the email field, the user has to enter a valid email and registered email to log in and the combination of password and email should match with the details in the database.

## **Universal Usability:**

### **a. Diverse Cognitive and Perceptual Abilities:**

For logging into the system, a user needs the email id and password from which he/she has made a login to further access and RSVP for events. So, for that long-term memory would be involved. Also, users will know the result that upon successful login, he/she will be able to access further features of the website and also would be able to register for the events.

## **Interaction Style:**

The interaction style for this feature would be Form Fill-in as the user just needs to provide the email Id and password to enter into the system and further access the website and its features.

## **Hierarchical Task Analysis:**

The main goal is to log in to the user

### **Subtasks:**

3. User needs to provide valid and registered email id
4. User needs to enter valid and same password as of it was set earlier at time of signup
  - d. If the user forgets the password then he would be directed to enter the email.
  3. The user needs to enter the email.

- 4. If an email is registered then he/she would receive the reset password email.
- e. If the password does not match, then the user would be entitled to enter the password again as passwords don't match.
- f. If the email isn't registered then, he/she would get an error if the email is not registered.

### **Feature: User registration for events(RSVP for Event)**

For the events that are upcoming for the particular NGOs, they also need registrations for the event as they would be showcasing their events on the website. So, for a particular event, there would be a form for RSVP of the event. To register for the event, the user needs to provide the details required in the form to submit, and also the user needs to choose whether one would be present or not. This would be helpful for NGOs to manage the registrations and it would be helpful for NGOs to gain registrations.

Sat, 16 Apr | Location is TBD

### Smile on Wheels

Smile on Wheels sensitizes people on steps to be taken during the ongoing pandemic Covid-19

[RSVP](#)



[Let's Chat!](#)

Add your details

I'm Going  Not Going

\*First name

\*Last Name

\*Email

\*Phone Number

Have you attended any of such events earlier from this organization?

Yes  No

**SUBMIT**

**Let's Chat!**

## Design Principles:

### a. Strive for Consistency:

The basic design of the website is being carried forward with the form also. Also, the error messages, info, and success messages are similar all around the website. This form is also inclined with the theme of the whole website.

### b. Feedback

This is form filling, and the user needs to know if he/she has entered any wrong information in any of the fields. Also, the user needs to know whether the form details are successfully submitted or not, so the feedback would be helpful to the user.

### c. Constraints:

For the form filling, when the user needs to enter some information, the user could create some mistakes, so to avoid that, the constraints would be helpful. For example, keeping the constraints like only numerical values to be entered in the field of a phone number.

## Universal Usability:

### a. Diverse Cognitive and Perceptual Abilities:

For this RSVP, a user might need to use his/her short-term memory to do this registration. He might also need to remember for which event he/she has done the registration. Also, the user needs to make decisions about whether he/she would be present for the event. Also, the user needs to take this decision keeping in mind his/her knowledge and emotions, and mood.

### b. Personality Differences:

There could be differences in experiences between people with different personalities. Extroverted people could feel like registering more for the events than introverted people. Also, an introvert might resist providing a phone number in the above form rather than an extrovert person.

### **Details of Interaction Style:**

It could be clearly visible that this would be form fill-in as it would take the basic details from the user to register for the event. Also, the fields marked with \* are required fields for the form to submit. It also has constraints that would ensure that the users don't make unintentional errors. Also, the context for this RSVP is clear that it is taking up the basic details for the event registration.

### **Hierarchical Task Analysis:**

The main task is to register a user for a particular event.

- The user arrives at a particular event.
- The user then clicks on the RSVP button which would lead to the form.
- This form could be variable according to the NGOs and the events.

Subtask 1: Choose whether one would be there for the event or not.	Subtask 2: Enter your first name and last name	Subtask 3: Enter email and phone Number	Subtask 4: Choose if you have attended any events from this organization.
1.1) If one would be present then, he/she could select I'm Going or else choose the other option.	2.1) Enter First Name. 2.1.1) This field is required and can't be empty.	3.1) Enter email. 3.1.1) This field is required and can't be empty. 3.1.2) This should be a valid email.	4.1) Choose yes if one has attended an event from this organization.
	2.2) Enter your Last name. 2.2.1) This field is required and can't be empty.	3.2) Enter your phone number. 3.2.1) This field is required and can't be empty. 3.2.2) The phone number should be a valid 10 digit number.	

- Upon successful filing, this form would be submitted successfully and the user would get feedback that he/she has completed the registration for the event.

## Feature: NGO profile

To view and edit the profile of the NGO, the user managing the NGO could do it and edit the profile. NGO might want to change their information which is public or they might want to update their demographics of the NGO or they might also want to change the contact information about the NGO or even want to add/edit/delete some of its photos. So, they could do it here where they just need to update the fields and hit update.

The screenshot shows the 'Profile' section of an NGO's profile page. At the top right are 'Discard' and 'Update Info' buttons. Below is a 'Display Info' section with a placeholder 'Your profile card is visible to all members of this site'. A 'Display Name \*' field contains 'Saath'. Under 'Account', 'Login Email:' is set to 'saath@gmail.com' (locked). 'First Name' and 'Last Name' both contain 'Saath' (locked). To the right is a 'Let's Chat!' button. The 'About' section has a text input with placeholder 'abc abc abc abc abc abc'. The 'Address' section includes fields for 'Street' ('A 4040 Light out street'), 'City' ('San Jose'), 'Zipcode' ('97132'), 'Country' ('United States'), and 'State' ('California'). At the bottom are 'Discard' and 'Update Info' buttons, and another 'Let's Chat!' button.

## Design Principles:

### a. Strive for Consistency:

The basic design of the website is being carried forward with this edit profile section also. The theme and the consistency is being maintained to ensure similarity and familiarity with the design and the interface.

**b. Constraints:**

On this page, the NGO user can edit their basic details and in order to ensure that the user does not keep any field empty and update it, these constraints help to avoid that. Also, this could help prevent errors.

**c. Reduce Short Term Memory Load:**

Many times users don't remember what he/she has added and want to update it, so here he/she can see what they have filled in respective fields and could update that if they want. This comes pre-filled with the data which they have kept at the time of signup or if they have updated it. This helps the user to reduce their short-term memory load and would make the updation process easier.

### **Universal Usability:**

**a. Diverse Cognitive and Perceptual Abilities:**

For the update or edit profile, firstly the user would have a short term memory load as he/she wouldn't need to remember what he/she had entered earlier as it comes prefilled. Also, this helps the user to make the decision whether he/she needs to update some data. After changing the data, just by clicking "Update", it would provide feedback that the profile is successfully updated.

**b. Personality Differences:**

There could be differences in experiences between people with different personalities. Extrovert people might want to share more information about the NGO while it couldn't be the same case with the introvert person. Also, judgmental people might want to take proper decisions before updating the NGO profile data rather than a person with a perceptive type of behavior.

### **Details of Interaction Style:**

The interaction style for the edit profile page for NGO would be majorly form fill in and menu selection, as the user would either need to update some details, or he/she might need to change the state or the country where he/she needs to choose from the dropdown menu.

### **Hierarchical Task Analysis:**

The main task is to let the user edit their NGO profile

- The user arrives at Profile section of his account
- The user can now choose any of the fields to edit and update.

Subtask 1: Need to update basic	Subtask 2: Need to update the certificate	Subtask 3: Need to update website	Subtask 4: Need to update address
---------------------------------	---	-----------------------------------	-----------------------------------

details of the NGO.	uploaded	URL or About section	
1.1) Users might need to update the name of the NGO.	2.1) A pop-up will open where the user needs to select if he/she wants to drag and drop or browse a file	3.1) Users might need to update the website URL.	4.1.1) Users might need to change the street address of the NGO.  4.1.2) Users might need to change the zipcode of the NGO.
1.2) Users might need to update the phone number of the NGO.	2.2.1) User might drag and drop the file in the selected area. 2.2.2) User might browse the file and then select it to upload it.	3.2) Users might need to update the about section of the NGO.	4.2.1) Users might need to change the city of the NGO.  4.2.2) Users might need to change the state of the NGO.  4.2.3) Users might need to change the country of the NGO.
1.2) Users might need to update the email.			

- After updating the fields, by clicking the “Update Info” button, the details would be updated.

## Feature: Add Event

This feature will be used by the NGOs who are already registered with us. Once the NGO is registered with the website they can log in to their respective account and from there add an event.

This feature will be used when an NGO wants to post about its upcoming/new events on the website. The feature will allow the NGO user to enter the details of the event such as event name, date, details, poster of the event, etc.

The screenshot displays a user interface for managing events. At the top, there are two event cards. The first card, titled 'May 10, 7:00 AM, Location is TBD', shows a photo of people at a trash collection site, has 0 RSVPs, and includes a note about setting the location. The second card, titled 'Jun 14, 2:00 PM, Ahmedabad', shows a photo of a group holding 'MIND YOUR BIN' signs, has 0 RSVPs, and includes a note about sending invites. Below these cards is a large, light-gray rectangular area containing a blue plus sign and the text 'Add Event'. The entire interface is set against a white background.

## New event draft

X

First, fill out basic event info. After this step, you can set up video conferencing, tickets, registration and much more.

**Event name**

Event name  
Give it a short, distinct name

**Date and time**

Date: Apr 27, 2022 | Time: 07:00 PM | Add End Time | + | Time is TBD (i) (-)

Timezone: Choose a timezone... (v)  Display timezone (i)

Cancel Create Event

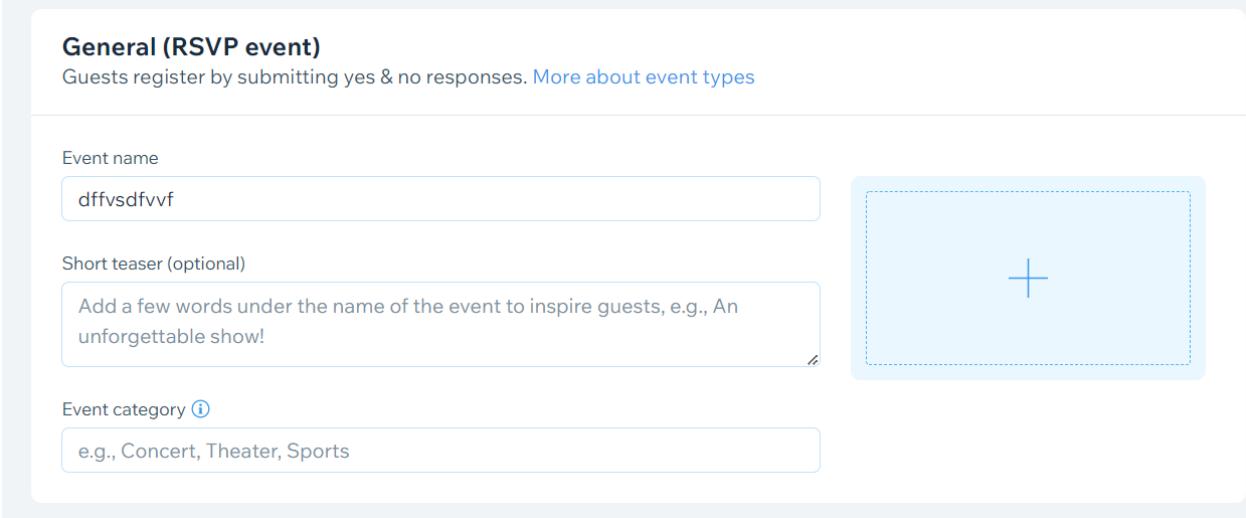
**General (RSVP event)**  
Guests register by submitting yes & no responses. [More about event types](#)

---

Event name

Short teaser (optional)

Event category (i)



## Design Principles:

### a. Strive for consistency

The button for “Add an Event” will have the same formatting like button color, font style, font color, etc. inconsistency with all the buttons throughout the website.

Also, the page prompted after clicking the button to fill in the details will have the same color consistency as in the whole website. The font style and formatting will also be the same as in all the web pages.

### b. Cater for universal usability:

The feature will work on websites opened on different devices such as on mobile, laptop, iPad, iPhone, etc.

### c. Offer Informative Feedback:

The user gets feedback of successful submission once the event details have been submitted.

### d. Prevent Error:

The user will be prompted with errors if the user enters an inappropriate type of pattern for example the user will be prompted if he/she enters numeric data in the text field such as event name.

**e. Visibility:**

The webpage will have the headings of all the information needed so that the user easily knows what information is needed and there will be a box beside/below the headings so that the user will know what information is to be entered where.

**f. Permit Easy Reversal of Action:**

The website allows the user to delete the event if the event has been created or posted by mistake from the NGO side.

**Universal Usability:**

**a. Diverse Cognitive and Perceptual Abilities:**

The user can easily add an event through our website which helps them solve the problem of spreading the awareness of the event. Also, it is like a long-term memory as all the events posted stay there on the website so you can access the details of the events if needed.

**b. Personality Differences:**

The users with different personalities and perspectives and opinions will be using the website and they may experience the website differently. All the users with different personalities can post their events according to their NGO's perspectives, goals, and mission.

**Interaction Style:**

The interaction style used is Form fill-in as the user will be entering the required details in the respective fields on the page that is like a form. The page will be of the form type with the heading of details to be filled and the user will enter the respective details under appropriate headings

**Hierarchical Task Analysis:**

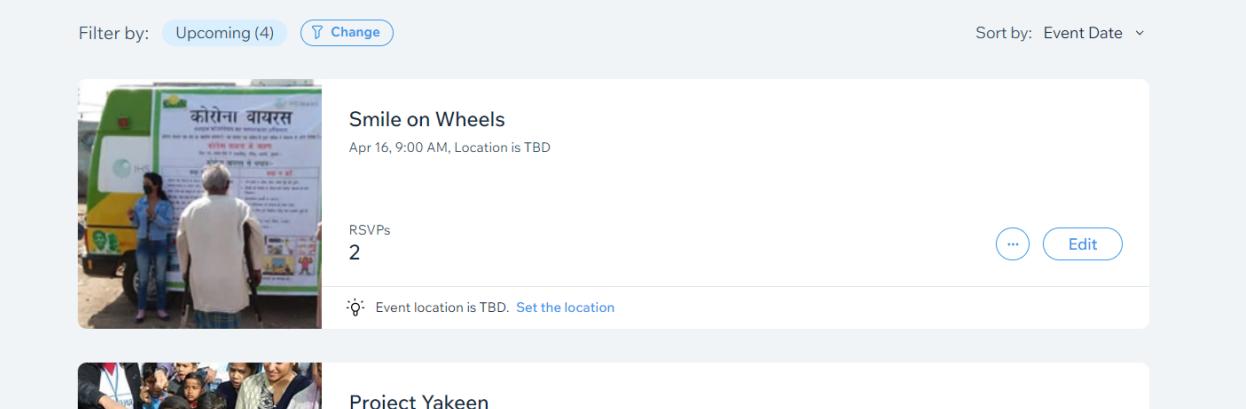
<p><b>Goal:</b> NGO wants to Post an Event</p>	
<b>Sub Task 1:</b> Login into the account	<b>Sub Task 2:</b> Enter the details of the event

1.1 The NGO user goes to the login page.	2.1 The NGO user goes to add an event page.
1.2 Enter the login details.	2.2 Enter the details asked on the page and click on the add event button.
1.3 The system verifies the details.	2.3 System checks whether details added are in the correct format required. The example text is entered in the text field such as Event name.
1.4 If details match allows the user to log in, else go to 1.2.	2.4 If the format is correct according to the field required the system adds the event if not go to 2.2.

## Feature: Edit/Delete Event

This feature allows the NGOs who have posted an event to edit the details of the event if there are any changes in the event for example if the date of the event is changed or if wrong details have been entered while adding an event.

Also by any chance if the event gets canceled or if the event has been posted by mistake then with this feature the NGO can delete the event.



The screenshot shows a web-based event management interface. At the top, there are filters: 'Upcoming (4)' and a 'Change' button. To the right is a 'Sort by: Event Date' dropdown. Below these, a specific event card is displayed for 'Smile on Wheels'. The card includes a thumbnail image of two people standing next to a green van, the event title 'Smile on Wheels', the date 'Apr 16, 9:00 AM', and the location 'Location is TBD'. It shows '2' RSVPs and provides options to 'Edit' or 'Delete' the event. At the bottom of the card, there is a note about the location being TBD and a link to 'Set the location'.

Events > Smile on Wheels

Event details Registration Emails Guest list (2) Cancel Save

**General (RSVP event)**  
Guests register by submitting yes & no responses. [More about event types](#)

Event name: Smile on Wheels

Short teaser (optional): Smile on Wheels sensitizes people on steps to be taken during the ongoing pandemic Covid-19.

Event category: e.g., Concert, Theater, Sports



**Date and time** Time is TBD

Date: Apr 16, 2022 Time: 09:00 AM Add End Time +

Filter by: Upcoming (4) Change

Sort by: Event Date

**Smile on Wheels**  
Apr 16, 9:00 AM, Location is TBD

RSVPs: 2

Event location is TBD. [Set the location](#)

View Guests Edit SEO Settings Duplicate as Draft Cancel Event ... Edit

**Project Yakeen**  
Apr 20, 5:00 PM, Location is TBD



## **Design Principles:**

### **a. Strive for consistency**

The button for “Edit an Event” / “Delete an Event” will have the same formatting like button color, font style, font color, etc. inconsistent with all the buttons throughout the website.

Also, the page prompted after clicking the button to edit in the details will have the same color consistency as in the whole website. The font style and formatting will also be the same as in all the web pages.

### **b. Cater for universal usability:**

The feature will work on websites opened on different devices such as on mobile, laptop, iPad, iPhone, etc.

### **c. Offer Informative Feedback:**

Once the user has saved the edited details or deleted the event the user will get the message of successful editing or deletion of the event.

### **d. Prevent Error:**

While editing the details the user will be prompted with errors if the user enters an inappropriate type of pattern for example the user will be prompted if he/she enters numeric data in the text field such as event name. Also if the user clicks on the delete button for an event first it will prompt a message of confirmation to delete the event and if the user says yes then only the event will be deleted. With this, the user will be prevented from deleting the event by mistake.

### **e. Reduce short term Memory Load:**

The webpage that will open after the user clicks on Edit an Event button will display the already entered details in the respective headings so that the user does not have to remember what details were entered earlier and can easily change the necessary details to be changed in.

### **f. Permit easy Reversal of Action:**

The website allows the user to edit details not only once but whenever needed. So if while editing the user makes any mistake in the details and saves it, the user can again go and change the details as required.

## **Universal Usability:**

### **a. Diverse Cognitive and Perceptual Abilities:**

The edit page works like a short-term memory as when the user wants to edit the information the earlier details are already displayed so the user can know what details were entered earlier and what needs to be changed.

Also, it solves the problem of the user by allowing them to edit or delete an event so that if there are some mistakes in the details or the event they can edit or delete it as the event posted with wrong details is a problem as it does not align to the actual details or information.

### **b. Personality Differences:**

The users with different personalities and perspectives and opinions will be using the website and they may experience the website differently. All the users with different personalities can edit/delete their events according to their NGO's perspectives, goals, and mission.

## **Interaction Style:**

The interaction style used will fill in as the user will be editing the details in the respective fields with already entered earlier details on the page that is like a form. The page will display the details in the form type with the heading of details and the corresponding details entered already and the user will need to change only the necessary details besides the heading.

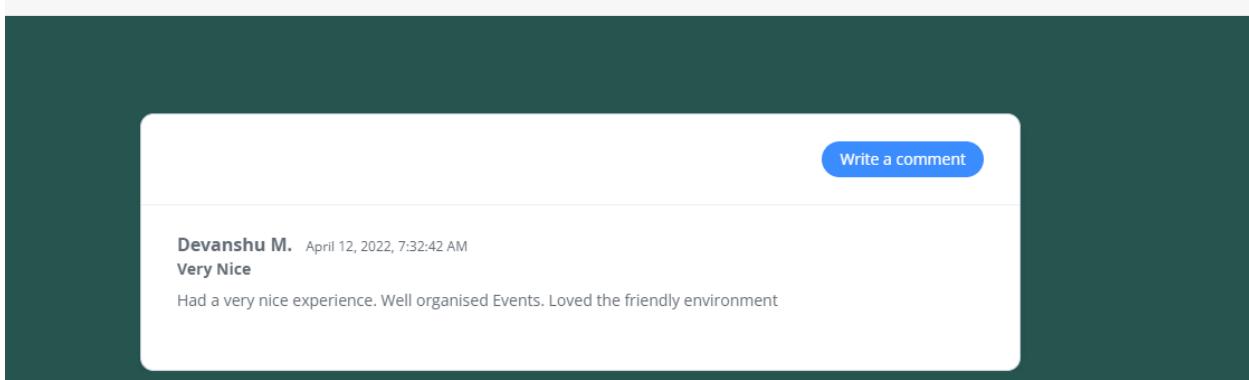
## **Hierarchical Task Analysis:**

<b>Goal:</b> NGO wants to Edit/Delete an Event		
<b>Sub Task 1:</b> Login into the account	<b>Sub Task 2:</b> Edit the details of the event	<b>Or Sub Task 2:</b> Delete the event.
1.1 The NGO user goes	2.1 The NGO user goes	2.1 The user goes to the

to the login page.	to edit the event page.	event page of the event to be deleted.
1.2 Enter the login details.	2.2 The user edits the required details and clicks on the save button.	2.2 The user clicks on the delete button.
1.3 The system verifies the details.	2.3 System checks whether details edited are in the correct format required. The example text is entered in the text field such as Event name.	2.3 The system prompts a delete confirmation message.
1.4 If details match allows the user to log in, else go to 1.2.	2.4 If the format is correct according to the field required the system saves the event if not go to 2.2.	2.4 If the user clicks yes, the system deletes the event if clicks no, the system does not delete the event.

## Feature: Feedback Using Comment

This feature will be used by the attendees of the events. The attendees of the events can later go to the particular event page and share feedback on their experience of attending the event by adding their comments.



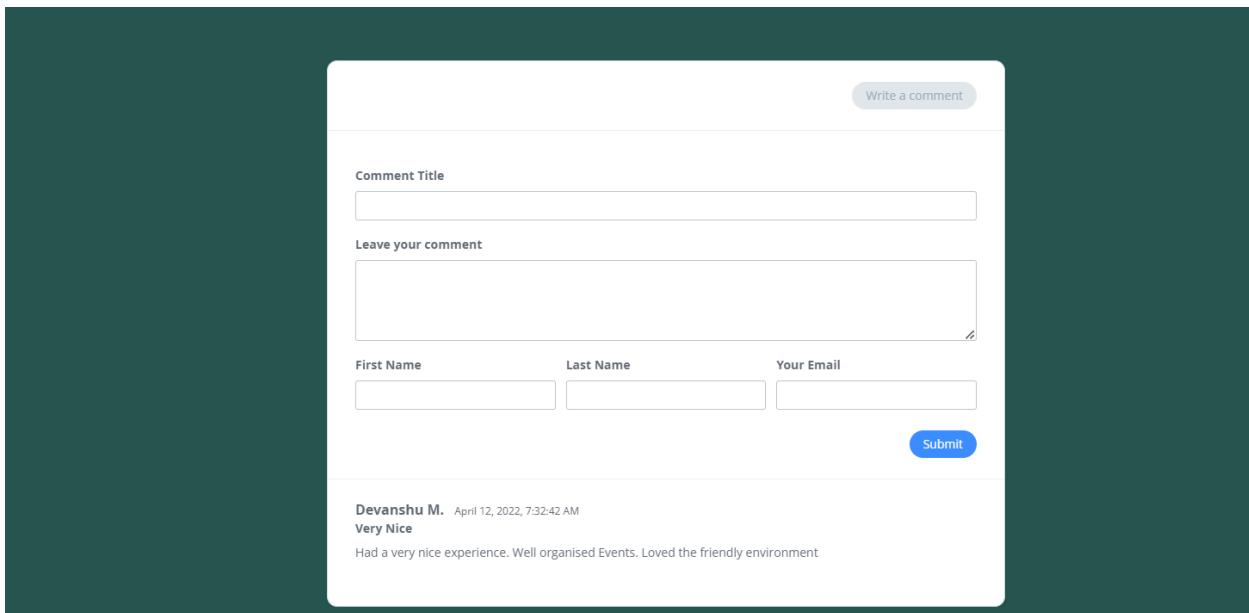
Saath.NGOs@gmail.co

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## Design Principles:

### a. Strive for consistency

The button for “Share Your Experience” will have the same formatting like button color, font style, font color, etc. inconsistent with all the buttons throughout the website.

Also, the comments added will have the same formatting such as font style, and size color as the whole website.

**b. Cater for universal usability:**

The feature will work on websites opened on different devices such as mobile, laptops, iPad, iPhones, etc.

**c. Offer Informative Feedback:**

The user gets feedback on the successful submission of the comment once the user has submitted their feedback.

**d. Easy reversal of action:**

The user will be allowed to delete the comment if there are some errors in typing the feedback or if it is added by mistake.

**e. Visibility:**

The webpage will have headings where the user has to add the comment of the feedback so that the user easily knows where to add the comment and there will be a box beside/below the heading so that the user can easily enter their feedback.

## **Universal Usability:**

**a. Diverse Cognitive and Perceptual Abilities:**

The user can easily provide feedback through our website which helps the NGOs in making the events better. Also, it is like a long-term memory as all the feedback posted is displayed on the website so other users can also read the feedback easily as and when needed.

**b. Personality Differences:**

Different attendees of the events will have different experiences according to their personality and perspective at the event which they can share through the feedback by adding their comments. All the users with different personalities, perspectives, and opinions can post their feedback according to their experience.

## **Interaction Style:**

The interaction style used for the feedback/comment is Form fill-in as the user will be entering the feedback in the comment text box that is like a form. It will be of the form type with the heading where the comment is to be added and the user will enter their respective opinions under that appropriate heading.

### **Hierarchical Task Analysis:**

<b>Goal:</b> A User wants to post Feedback on the event	
<b>Sub Task 1:</b> The attendee has to go to the event's page	<b>Sub Task 2:</b> The attendee has to share their feedback by entering their experience in the comment.
1.1 The user goes to the website.	2.1 The user reaches the particular event's page.
1.2 The user needs to click on the past events tab.	2.2 The user clicks on the "Share your experience" button.
1.3 The system then takes the user to the page where all the past events have been listed.	2.3 The system prompts the text box where the user can add his comments.
1.4 The user selects the particular event for which he wishes to add his comment/experience.	2.4 The user adds the comment of his experience and submits it.
1.5 The system takes the user to the particular events page.	2.5 The system prompts the message of a successful submission and displays the comment along with other comments.

## **Feature: Campaign**

With this feature the NGOs can, along with their events, also post about their ongoing campaigns on the website. Different users who visit the page can also support the campaigns they want to and donate for the campaigns through the website.

 **SAATH**

Home   Upcoming Event   Past Events   **Campaigns**   About Us   Contact Us

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## Taiyari Kal Ki



**An initiative to train & upskill for employability**

Program Highlights

- Cloud Based Online Training
- Industry Exposure Visits
- Hands on Training
- Direct Interface with Employers

[Donate Now >](#)



## Shiksha Na Ruke

**Join Hands to provide education to less privileged children**

Key Interventions under Shiksha Na Ruke

- Alternate Learning Medium
- Counselling for Parents
- Tools for Education
- Teachers Training
- Ensuring Mental Well Being

[Donate Now >](#)

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## No To Hunger



**Join Hands to Ensure that no child sleeps on a half filled stomach**

The ingredients include: Rice, Dal, Salt, Oil, Sugar, Chilli Powder, Turmeric Powder, Dalia Flour, Dettol, Liquid Handwash, Dettol or Disinfectant Soap, Masks, Sanitary Napkins, Biscuits (for children).

[Donate Now >](#)

Seath.NGOs@gmail.com  
9537578595

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## **Design Principles:**

### **a. Strive for consistency**

The campaign page is designed in consistency with the other pages throughout the website in terms of font styles, colors of the pages etc.

### **b. Cater for universal usability:**

The feature will work on websites opened on different devices such as mobile, laptops, iPad, iPhones, etc.

### **c. Visibility:**

The webpage has clear distinction between the different campaigns posted so the user has a clear idea about different campaigns. Also the “Donate now” button is placed in a way that it is clearly visible to the users and the user gets the idea from the button that they can donate to support the campaigns.

### **d. Reduce short term Memory Load:**

The webpage with the campaigns will display the campaign name with the basic details displayed always with it so that the user does not have to remember what details were for each campaign if he/she wants to come back later.

## **Universal Usability:**

### **a. Diverse Cognitive and Perceptual Abilities:**

It is like a long-term memory as all the campaigns posted are displayed on the website so the users can easily know what campaigns are live at the time.

### **b. Personality Differences:**

Different NGOs according to their motives will post different types of campaigns on the website. Also users with different personalities will support different campaigns according to their different opinions.

### **Interaction Style:**

The interaction style used for the feedback/comment is Form fill-in as the user will be entering their details while making a donation. Since, data entry is required by the donator i.e Aadhar/Pan ID, Name, Mobile Number, Email-ID, etc. A standard form fill-in type of interaction style is used.

### **Hierarchical Task Analysis:**

<b>Goal:</b> A User wants to make a donation for a campaign		
<b>Sub Task 1:</b> The user needs to go to the campaigns page.	<b>Sub Task 2:</b> The user needs to go the donation page and fill the Donate Us Form	<b>Sub Task 3:</b> Payment Process
1.1 The user goes to the website.	2.1 The user clicks on the “Donate Now” button to make a donation for the campaign	3.1 After clicking on the submit button, the donor would be redirected to the official trustworthy payment portal if the details are entered in the appropriate format.
1.2 The user needs to click on the campaigns tab.	2.2 The system takes the user to the donation page.	3.2 Then, the donor would select the mode of payment i.e Visa, MasterCard, UPI, net banking
1.3 The system then takes the user to the page where all the live campaigns have been listed.	2.3 The user fills all the required details for making the donation and checks I am not a robot captcha for secured payment	3.3 After, selecting the payment mode, the user would be directed to the respective organization

		responsible for the selected payment mode
1.4 The user clicks on the “Donate Now” button to make a donation for the campaign	2.4 The user clicks on the submit button for proceeding further with the payment.	3.4 Now, the user would fill in the transaction details and by providing the OTP, the payment would be completed. And, users' donations would be complete
1.5 The system takes the user to the donation page.	2.5 The system checks the entered details, if the details are entered in the correct format the system proceeds for the further steps for the payment.	3.5 The system prompts the message of a successful submission and displays the comment along with other comments.

## Integration of the features:

### 1. Details and integration of all feature

- a. As we move to the landing page i.e. the **Home page** of the website can be seen by two users first is the NGO and the second is the user/volunteer. Now if the NGO sees the website it can **Log in** if it is an existing user and if new can **Sign up** for being a new user.
- b. If a user/volunteer sees the website, then he/she can **log in** if an existing user or can **Sign Up** if a new user.
- c. After login, an NGO or a user could edit their profile from the user icon logo in the top right corner of the navigation bar and then select the profile option. With this user/NGO would be redirected to the edit profile page.

#### NGO path:

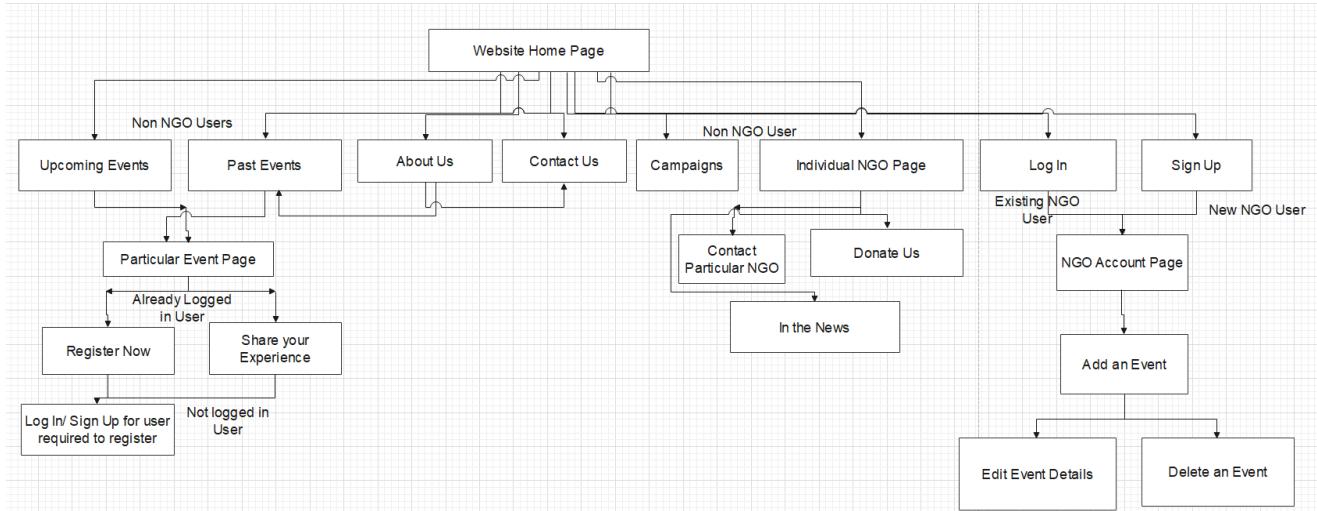
- a. After login, NGOs firstly could add events by the **Add Event** feature. By this, NGOs could add events that they want to create and host. They need to provide details that are required. Also, they can manage and edit their created events.
- b. For the events created, they can create and customize the registration form for the users/volunteers.

- c. Also, the NGOs can provide details and information about past events that they have conducted which would be added to the Past **Events** page. This would help NGOs to gain more attention from the users/volunteers.
- d. For the NGOs to set up campaigns to receive **donations**, they have to contact us, through the **Contact Us** page. The team would contact the NGO and verify the details and if approved, then it would be granted and added to the website. It would be added in the **Campaigns** page
- e. Also, NGOs can set up the **In The News** section and the **Partners** section. They could add and increase their content.
- f. Also, NGOs would be getting feedback from the users/volunteers for the events that they have hosted or from the general feedback over the normal NGO page through the **Share Your Experience** section. This would help the NGOs to increase their events' effectiveness.

**User/Volunteer Path:**

- a. From the home page, a user/volunteer could check upon some of the **upcoming events** and can view the **affiliated NGOs** with our organization. From the upcoming events itself, users could directly register themselves too.
- b. If the user wants to learn more about the affiliated NGOs, he/she can click on the visit button (on the respective NGO tag) to reach the **NGO landing page** where he/she can **Contact** the respective NGO for offering their help or to take advantage of the event depending on the person respectively.
- c. The user/volunteer could also **register** for his/her desired NGO event. So, the volunteer can go to the **upcoming event page** from the **home page** (or can directly register from the home page RSVP button, on the particular upcoming event tag), and then by clicking on the event of interest the volunteer would be redirected to the **particular event page** and from there the volunteer could register himself/herself for the event.
- d. Additionally, the user/volunteer could also **donate** to the affiliated NGOs from the particular affiliated **NGO page**, by clicking on the “Donate us” button. On the NGO page, users/volunteers could also give comments on their experiences with that particular NGO too.
- e. The user/volunteer could also check out all the completed past events and read about them from the **past events page** which could be directed from the **home page**. On the **past event page**, previously participating volunteers could also **share their experiences** for the new volunteers to see and get an incentive for voluntary participation.
- f. Users/volunteers could keep track of and manage all the registered past and upcoming events with their profile by clicking on the user icon logo present on the top right corner of the navigation bar and then selecting the event option. With this user/volunteer would be redirected to the event page, where he/she could see all the events on a single screen like a schedule.

- g. Users/volunteers could also access the chatbot feature if a user needs technical support or needs any help. The chatbot feature can be accessed by clicking on the “let’s chat” present on the bottom right corner of the screen.



# Chapter 5: Difficulties Encountered and Resolved

## Description of debugging/trouble-shooting of faced problem

- **Different types of Sign up and login**

- The issue was when the user came to the site he had to always enter his or her details i.e. email and password. So if the user forgets the password then he/she has no other option.
- So, we added a feature to log in with the help of a google account, which made the process easier for the user.

- **Different Authentication for different users.**

- The issue with the Wix was that it was just supporting login and signup for a single type of user and in our model/website, we needed a login/signup feature for 2 different types of users. So, we needed something that could solve the issue.
- So, there was a feature of creating custom sign up and custom login, by creating custom lightboxes in wix which could help in creating another type of signup and login. So, by reading its documentation, it was helpful to do this.

- **Also defining some constraints for different types of users**

- There were many pages that were intended and created for different types of users and we wanted to keep them only visible to users of specific types. Let's say for creating a new event, only NGO users need to access this.
- So, these features weren't available there, but there was functionality of adding code for that segment. So, to achieve the functionality, we added the code.

- **Managing the data of events that are added from the NGO side**

- We didn't consider the feature of adding the event from the NGO side so he/she can add his own events. Which made it tedious to edit every time the NGO came up with a new event.
- So, we added a feature where the NGO can also add the event images, the name of the event, and the details related to it.

- **Managing user's schedule for different events**

- Suppose the user registered for many events and lost track of which event he has to go to and when. It is not an optimal way and the user may miss an event.
- So we gave a feature where he can see the schedule where he can see for what event he has registered and when that particular event is.

- **Site history**

- The Wix website developer works in two modes one is the editor mode and one is the ADI mode. When we switched from ADI to the editor it worked fine but when we tried to switch from Editor to ADI it did not update the new pages we added so we had to go to site history where the previous site was edited and saved and thereby recover our old data.

# Chapter 6: Real-Life Implementation Perspectives

## **Problem: Verified Volunteers**

- ★ Verifying volunteers before creating a user profile and registering for an event is necessary.
- ★ If a volunteer is a fake or bot, then it could lead to glitches in the system. Additionally, if there is a fake registration for any particular event then it could result in a false number of registrations for that event. So if a volunteer really wants to register, he/she would not be able to due to false registrations.

## **Solution:**

- Distinguishing between a real user and a bot, using a captcha (**Already implemented**). We have used captcha during the time of sign up/log in and while donating. With this, we can avoid glitches and the loss of users' personal information from the system.
- Additionally, double verification of any user i.e OTP and mail verification can be used to verify a user. With this, we could verify the legitimacy of any user (volunteer) about whether he/she is registering for any event seriously or just for increasing the false registration.

## **Problem: Verified NGOs**

- ★ Verifying an NGO is an important issue because an NGO could access the personal information of registered volunteers if he/she is registered for an event organized by that particular NGO.

## **Solution:**

- This can be resolved by getting the verified certificate from the NGOs while they are signing up on our website. There is a required section to upload the certificate
- This solution has **already been implemented** on our website.

## **Problem: Handling money transaction process**

- ★ Money transaction is an important feature to secure. With an increasing number of money frauds, users are more hindered by online money transactions. Additionally,

as we are not conveying the money transaction specifically on our website i.e. we are using third-party applications such as official bank websites (for online banking) or razor pay (UPI) it is important to have a 24/7 synching between our website and other payment gateways or else it could lead to frauds.

**Solution:**

- Securing our website from external threats such as hackers or human-controlled bots from a cyber attack by incorporating a firewall. Additionally securing the link between the particular payment gateway and our website, because during the transition from our website to the official payment gateway sometimes due to a cyberattack often a user is taken to an alleged payment gateway where transactions are directed to a false party.

**Problem: Handling a large number of volunteer registration at once**

- ★ Handling a large amount of volunteer registration for any particular task can be a huge load on the server, leading to website glitches. This results in users' frustration and cognitive load. Resulting in more users quitting the use of our website.

**Solution:**

- This problem is a challenging task but it could be solved using different registration policies such as the RETO policy in which after a specific number of registrations for any event the server would then further close the registration process for some specific hours. With this, we could get a controlled flow of users registration. Resulting in a manageable number of user registration at once, avoiding the website glitches.

## Chapter 7: References

- <https://www.giveindia.org/>
- <https://www.youngisthan.in/world/best-ngo-in-india/71643>
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