



HomeWorks

Final Report

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—
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I. Problem Space and Requirements gathering

A. Defining the Problem Space

Social computing systems are characterized by the connection they support between information and identity. In this regard, information is closely associated with individuals that are connected to each other in a social context.

For our problem space we decide to focus on people experiencing homelessness in the United States. For the purposes of this project, homelessness or homeless refers to the definition set by HUD, which considers an individual homeless if he or she lives in an emergency shelter, transitional housing program or a place not meant for human habitation.

Developing social computing systems demands a deep understanding not only of the activities but also the necessities of the target social groups which are intended to support through collaborative technologies. For this reason, we have not only conducted observations and interviews, but we have also researched and analyzed different types of homelessness and the scope of assistance available to people experiencing homelessness.

As a result of our interviews and observations we gained some understanding of the main reasons people become homeless, their experiences while living in the streets, and their needs and desires. We have found that homelessness has become an endemic problem in certain cities in the United States. Consequently, communities across the country have responded to this issue with a variety of programs like emergency shelters, transitional housing, and permanent supportive housing.

In this regard, we consider that social networking can be also used as a tool to reach out to homeless people and volunteers. Currently there are nonprofit organizations that use social media like Twitter and YouTube to connect with the local homeless population. Regarding the competitive landscape we found a variety of examples, which target different necessities of homeless population. Here are some of them:



- **Project Homeless Connect (PHC)**

This project is based in San Francisco and its main goal is to connect people experiencing homelessness with social and medical services. This is done through large-scale service events where volunteers, local nonprofits organizations, and government agencies participate offering their services. The main contribution of PHC is that it focuses on closing the gap between services and needs. However, this project has geographical limitations, because it only operates in San Francisco.

Link: <http://www.projecthomelessconnect.org/>

- **Invisible People**

By harnessing the power of video and using social media to share the stories of homeless individuals, Invisible people, a nonprofit organization aims to change the way society perceives people experiencing homelessness. The main contribution of this organization is that it helps destroy stereotypes. However, we consider that recording and spreading these stories is not enough to encourage volunteering among society and that people need extra motivation to actually get involved.

Link: <http://invisiblepeople.tv/blog/>

- **Pathways National (Housing First Model)**

Housing First Model's mission is firstly to provide housing to homeless people. And then support them with treatment services in mental and physical health, education and employment. This is one of the most comprehensive programs and it demonstrates that housing should not be considered as a reward for good behavior but a tool to stabilize a homeless person.

Link: <https://pathwaystohousing.org/>

- **National Text Shelter Service**

This is a mobile app which helps people to locate shelters. Users have to text "SHELTER" and their zip code to the number 99000 from anywhere in the country and they receive the location of the nearest shelter.

Link: <http://theteenproject.com/about.asp>



Information was collected through interviews from volunteers and homeless individuals. Volunteers were requested to provide details about the number of days they volunteer, how they become aware of volunteering opportunities, the process and requirements of being a volunteer, their motivations for volunteering, and the type of volunteer work they are requested to perform. They were also requested to identify technological tools they currently use for volunteering and their requirements for a new tool that would assist them with volunteering. From a social and collaborative context information was extracted about the ways in which they informed and collaborated with other similar volunteers, their experience with skill based volunteering and the ways in which they had specifically assisted the homeless during their volunteer days. A total of six interviews were conducted with four volunteers and two homeless individuals. The findings from the interviews has been listed by category as follows:

Volunteers

- Typically volunteers performed their duties using different organizations and information for an average of 2-3 times per week.
- Information about volunteering opportunities was gained primarily through friends and acquaintances.
- The activity depending on the individual was performed either alone or in a group. Social media was used for popular volunteer events.
- The activities differed based on the setting but volunteering at homeless shelters typically required no prior skill or knowledge base.
- Shelter managers were primarily responsible for organizing and distributing responsibility among volunteers.
- Ideally volunteers would like to know the specific dates and time frame of the activity.
- One important requirement for almost all 4 volunteers was to be able to identify clearly the exact role they were required to perform for a particular activity.
- In almost all cases the number of homeless people in need of help outnumbered the volunteers available.
- Specific apps like GIN were used among fraternities and sororities to communicate and organize events for volunteering.



Homeless

- The longer someone is on the street; the harder it is to transition back to normal life.
- Difficulties in getting a job, when people do not have an address, phone or clean clothes.
- Food provided in shelters is not always healthy.
- There are not enough shelters for individuals and families.
- There are people particularly vulnerable because of mental illness and addiction problems.
- There is a vicious cycle when people suffer drug addiction and they end at the hospital or shelter or jail and then they go back to the streets.

B. Target Users

The proposed system is geared towards different types of user roles, which have been described in the user profiles. Each user profile posits a different requirement for this intended application to be successful. We have identified the requirements for this social and collaborative computing space which have been described as follows:

- **Volunteers**
 1. Volunteers must be able to easily identify information about the ways in which they can help either by providing money, time, and education or through any other means.
 2. Volunteers must be able to easily identify the exact job requirement for a given activity and also they must be able to easily enroll for this activity through the application.
 3. Volunteers must be able to share details about events they are participating in or events they wish to organize with other prospective volunteers.
 4. Volunteers must be able to create and maintain a database to provide specific and general information to non-volunteers and also answer queries and questions through the use of forums and blogs.
 5. The application must be able to match volunteer skills with homeless needs for a more skill based volunteering experience.

- **Potential Volunteers**

1. The application must be able to motivate non volunteers to volunteer by providing specific population categories that they are passionate about.
2. It should be able to identify and share people's stories in a clear and succinct fashion so information is disseminated easily and conveniently to a prospective volunteer.
3. It should be able to provide quality resources for the non-volunteer so he/she may be able to identify the various ways to engage in volunteering and also read the experiences of other volunteers.
4. It should simplify the barriers attached with volunteering such as time and resource constraints so non volunteers may help the community in small but impactful ways.

- **Key Stakeholders**

WHO	Homeless	Current volunteers	Non volunteers	Shelter managers
NEEDS & WANTS	<ul style="list-style-type: none"> ● Housing ● Job ● Food ● Health care ● Stability ● Money ● Education or Training ● Reconnect with family ● Recover from addiction 	<ul style="list-style-type: none"> ● Where to donate ● Where to volunteer ● Organize volunteer events ● Inform other volunteers easily ● Share details about upcoming volunteer events 	<ul style="list-style-type: none"> ● Education about homeless/ how to help ● Connect with existing volunteers ● Identify volunteer opportunities 	<ul style="list-style-type: none"> ● More volunteers ● Donations ● Skills specific volunteers ● Connect with existing volunteers easily ● Specify requirements and get solutions easily
EXPERIENCE	<ul style="list-style-type: none"> ● Fear ● Anxiety ● Discrimination ● Harassment from police ● Split families ● Neglected ● Get stuck in the same situation ● Criminalization 	<ul style="list-style-type: none"> ● No knowledge of tasks ● No skills needed ● Limited Time ● No help from technology ● Afraid of helping as they would like to avoid unintended consequences 	<ul style="list-style-type: none"> ● Unable to identify activities ● Lack of motivation ● Unaware of requirements ● Not sure how to help 	<ul style="list-style-type: none"> ● Consistent shortage of volunteers ● Work overload ● No donations ● Cannot connect with people who would like to volunteer



PROBLEMS	<ul style="list-style-type: none"> ● Job loss ● Family problems ● Disability ● Addiction problems ● Abusive relations 	<ul style="list-style-type: none"> ● No group activities available ● Only limited time available for volunteering ● Scared of interacting with homeless ● Skills not utilized during volunteering 	<ul style="list-style-type: none"> ● Don't know other volunteers ● Don't know what are the tasks that need to be performed ● Cannot find nearby activity for involvement 	<ul style="list-style-type: none"> ● Unable to spread the word about upcoming events ● No help from technology ● Have to work with whoever shows up regardless of need or desire.
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C. Goals and Purpose

Based on the results of our interviews we plan to design a social computing application or system that helps users connect to homeless and other volunteer organizations. A major problem that we discovered is that people do not know how or where they can donate their money or volunteer their time. We plan to design a system that will educate the public about how they can help those in need and encourage them to do so.

We have identified a set of goals that would help all target users and they have been broadly listed below:

1. Connect volunteers with available volunteering activities
2. Identify the needs of homeless and provide appropriate solutions based on those needs
3. Connect Shelter Managers with prospective volunteers
4. Provide information, guidance and knowledge resources to non-volunteers.
5. Help volunteer leaders easily and efficiently create new activities.
6. Lower the barrier of entry for non-volunteers
7. Match skills with activity for existing volunteers
8. Facilitate a payment solution for user donation to shelters
9. Help homeless people move from short term homeless back to normal life as soon as possible
10. Identify and help chronic homeless find ways to improve their existing conditions

Goals of our proposal

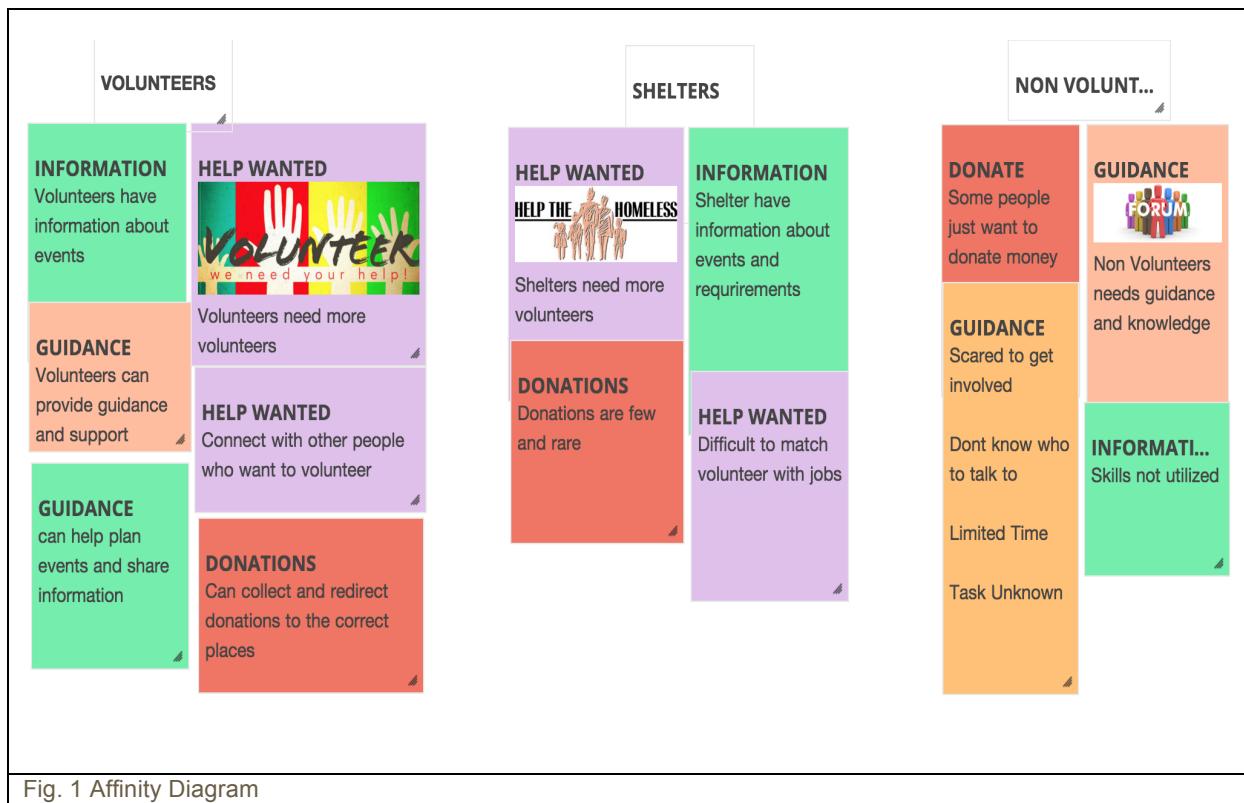
1. Build a system that helps to change people's perception of homelessness and motivate them to help them.
2. Build a system that connects the shelters between states in order to merge resources and help people
3. How can we harness social technology to provide the necessary tools to help stabilize homeless people? Maybe a system that connects volunteers, non-volunteers and organizations to provide supportive services like job training and health care.

II. Design (Conceptualization)

A. Conceptual Model

1. Key CMC Elements

Core components for this design were conceptualized using an affinity diagram (Fig. 1)





2. Requirements: Components / Functionality

HomeWorks is a mobile application designed to help volunteers and motivated individuals identify, locate and enroll for volunteering activities easily. Some features of this application such as News Feed and People Stories are improvisations of similar features available in other social networking sites. As part of the initial prototype we created paper sketches and built a *Balsamiq* model of the main interaction flows and major screens that HomeWorks must support.

1. **Donate** - The donate page was incorporated into the final design because we wanted to streamline the process of donating funds and goods to homeless shelters. The purpose of this page is to make it easy to give by selecting a group, amount, and reason for donating in just a few clicks.
2. **People Stories** - This section is used to help volunteers better connect with homeless individuals in a holistic way. By providing the People stories page we hope to encourage future volunteers to help individual people if not the entire homeless community.
3. **Forums** - This section is used to provide volunteers with additional and general information about the activity. Ideally this data would be populated and shared by other experienced volunteers. This section will also help in connecting volunteers with other possible volunteers thereby creating a community that learns together. In this section users can communicate with one another by sharing stories, asking questions, and providing resources and encouragement to other volunteers.
4. **Volunteer** - This section is used to provide specific information about individual events that the volunteer can enroll in directly from the application. This section simplifies the process by providing the user with exactly the right information and helping complete the enrollment process in a swift and easy manner.

As part of our initial prototype, we also designed a diagram to show how the main components would be connected. (Fig. 2). This diagram helped us to better understand how the mobile application would be implemented, but also to improve the workflow and the user interaction.

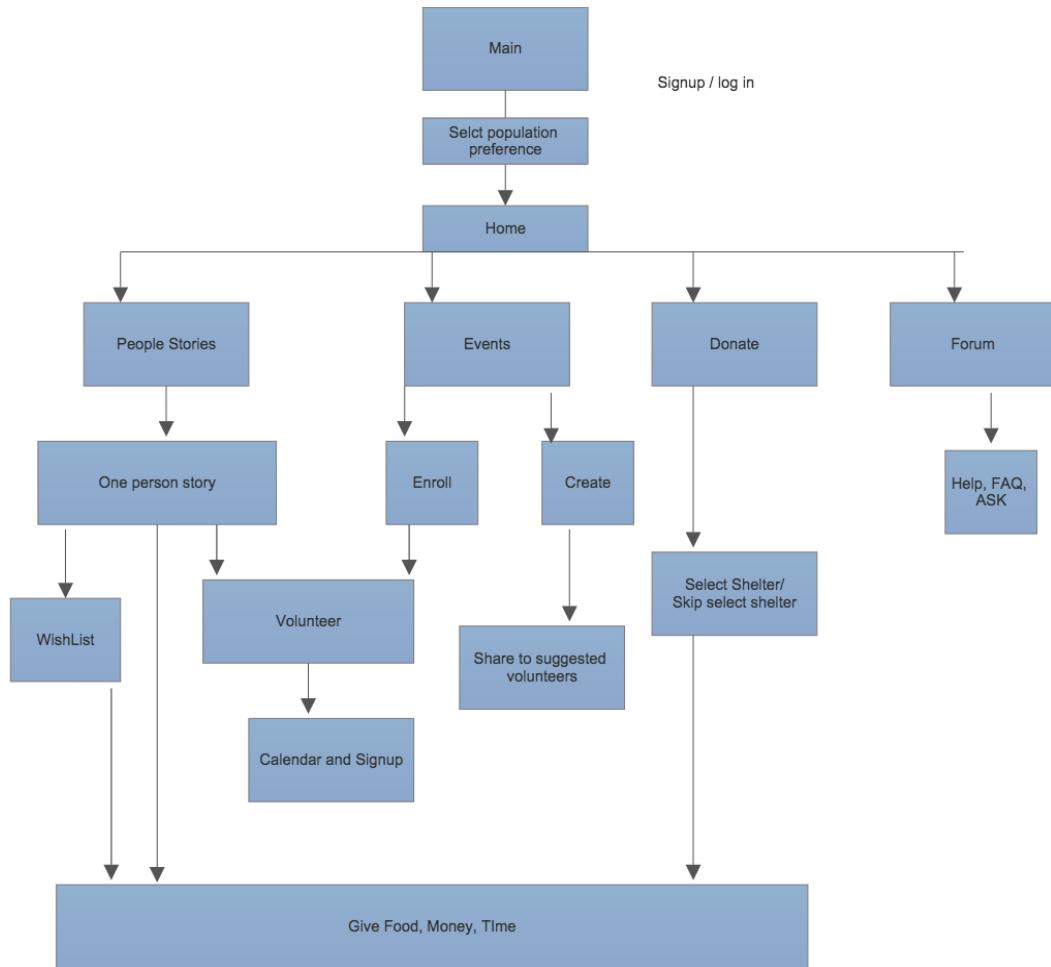


Fig. 2 Diagram of the main components

3. Key Scenarios

For the development of our application we created our *Modular Personas*, based on the Modular Persona of bolt | peters. Here we briefly describe the different stages of our process and at the end we include an illustration.

Creation of Modular Personas	
Stage 1: Data Collection	In order to create our Modular Personas, we identified the desires and necessities of all the people involved in the problem of homelessness. For this reason, although our

	system is not exactly designed for the use of homeless people, we have to consider their necessities while developing the necessities of the volunteers and yet to volunteer users.
Stage 2: Synthesis stage	In this stage we defined dimensions. First dimension: We identified the frequency the volunteers volunteer in shelter. Second dimension: We identified the motivations of the volunteers to help others.
Stage 3: Identify types of volunteer work / donations	As a result of the previous stages, we identified four main types of volunteer work or donations, which we used to develop our modular personas.



Fig 3. Modular Personas

Our *Modular Personas* helped us to identify four main scenarios, which are described in the following section.

- **Mobile application for identifying and enrolling for activity**

Volunteer signs into application and is given the options of viewing profiles or finding volunteer opportunities. If the user elects to view profiles they will have the option of filter to the exact demographic they wish to serve. On the profiles the side will find a brief biography and an option to sponsor/donate to a particular person or group.

If the user elects to find volunteer opportunities they will be taken to a pages ordered by their proximity to the user. The user can swipe through the option and sign up for the volunteer shift that works best for their schedule.

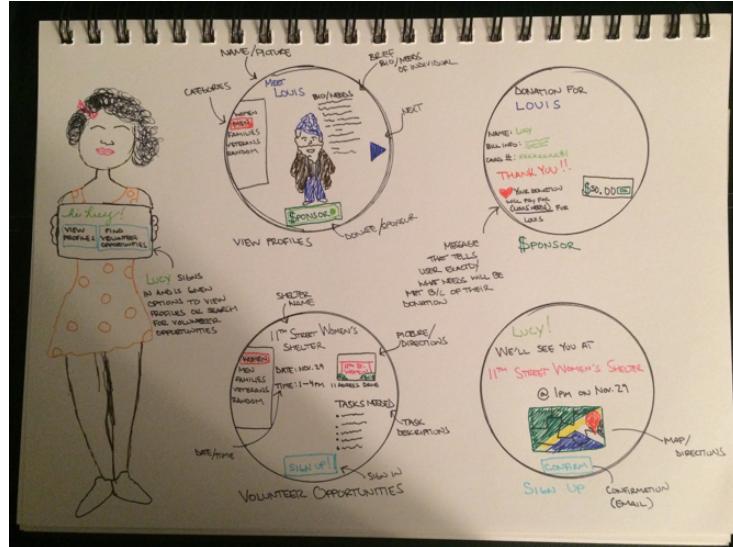


Fig. 4 Storyboard – First Scenario

- **Volunteer Centric Scenario**

Application that helps volunteers identify and enroll for specific events. Ascertain the exact activity requirements and proceed to add or share activity with friends.



Fig. 5 Interaction flow geared towards volunteers and frequent users

- **Yet to Volunteer Centric Scenario**

Help non-volunteers locate information and gain knowledge about volunteering and provide details of how to volunteer and ways to help. Information is provided using people stories, forums, FAQ's and dedicated information sessions conducted by volunteers.



Fig. 6 Interaction flow geared towards non volunteers.

- **Website Scenario**

Website that helps users get to know homeless people personally through shared stories.



Fig. 7 Storyboard – Website Scenario

B. Prototype Design & Development

- Balsamiq Prototype



Fig. 8 Balsamiq Prototype



- **Cognitive Walkthrough**

The team based cognitive walkthrough helped us identify some key pain points in our initial prototype. Our recommendations for the final prototype is listed below:

1. *People Stories* section must be populated with the most recent and relevant information. In order to ensure that this information is up to date it would be beneficial to consider crowdsourcing as a potential option for information gathering. This would help individual motivated volunteers create and share People Stories so we should include features to support this interaction flow.
2. Navigation through the application must follow an intuitive model. When volunteers traverse the application they must be able to find relevant information quickly and efficiently. This insight helped us streamline and connect the various sections of the application to provide a more seamless interface for the user.
3. The volunteer page, which helps us get information about the volunteer, must contain only the most necessary fields required for initial setup. One option is to connect signup with Facebook or other social networking sites, which helps us gain information about the user easily.
4. The News Feed page must function similar to other social networking sites where content is relevant to the user. This can be ensured by providing information based on user profile, past activities and activity by friends. The News Feed can provide a convenient avenue for suggesting possible volunteer opportunities.
5. Home Page may be eliminated and its components can be better incorporated into the News Feed Page. This would create less clutter and also reduce the number of screens in the intended system.

- Dynamic Prototype

Link: <https://invis.io/W55770FUN>

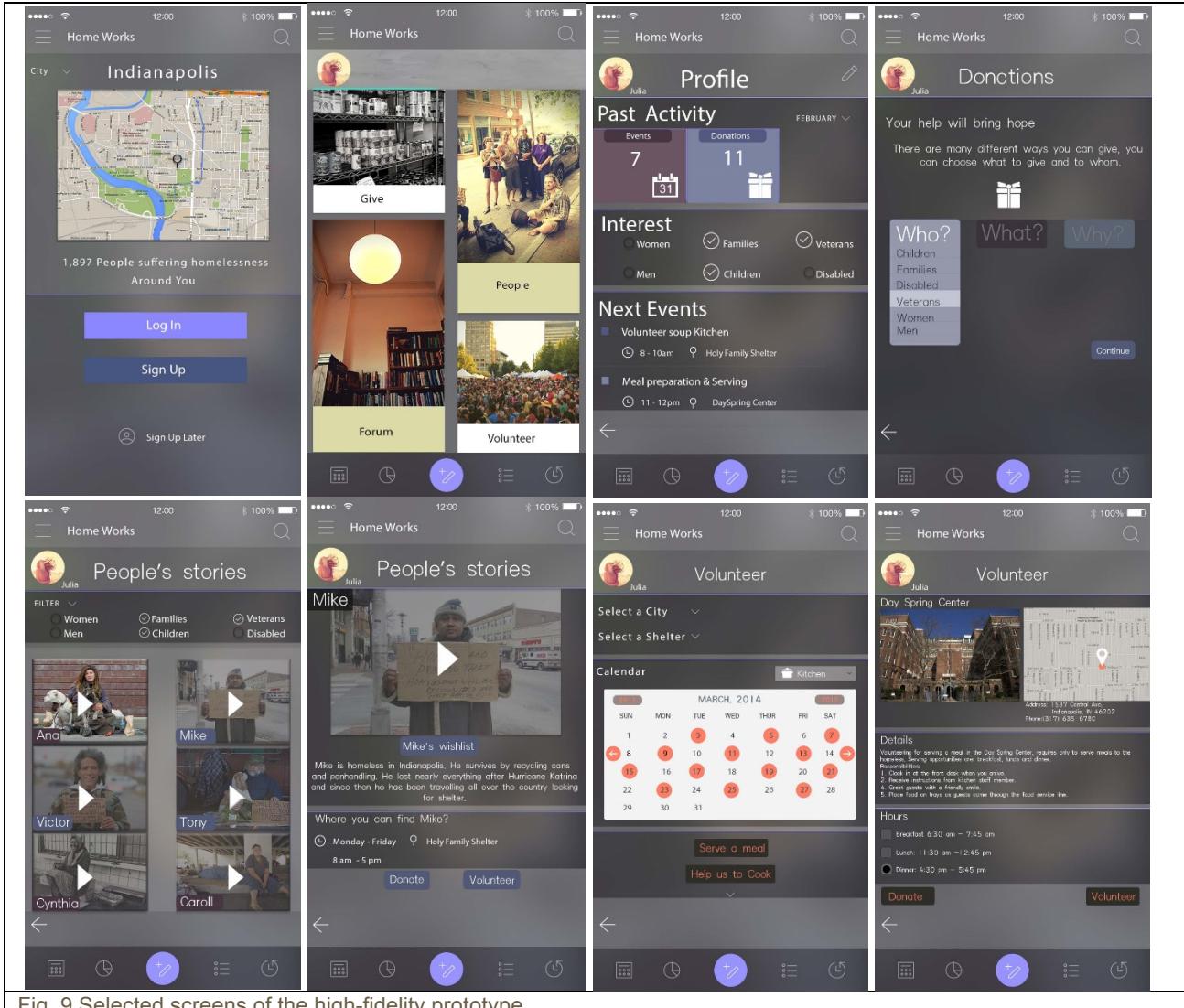


Fig. 9 Selected screens of the high-fidelity prototype

III. Validation / Product Assessment

A. Usability Study Findings

1. Participants demographic

For the final evaluation, we had six participants, four female and two male. The majority of them have work as volunteers and they had come from different backgrounds. A more detailed description is in the following table.

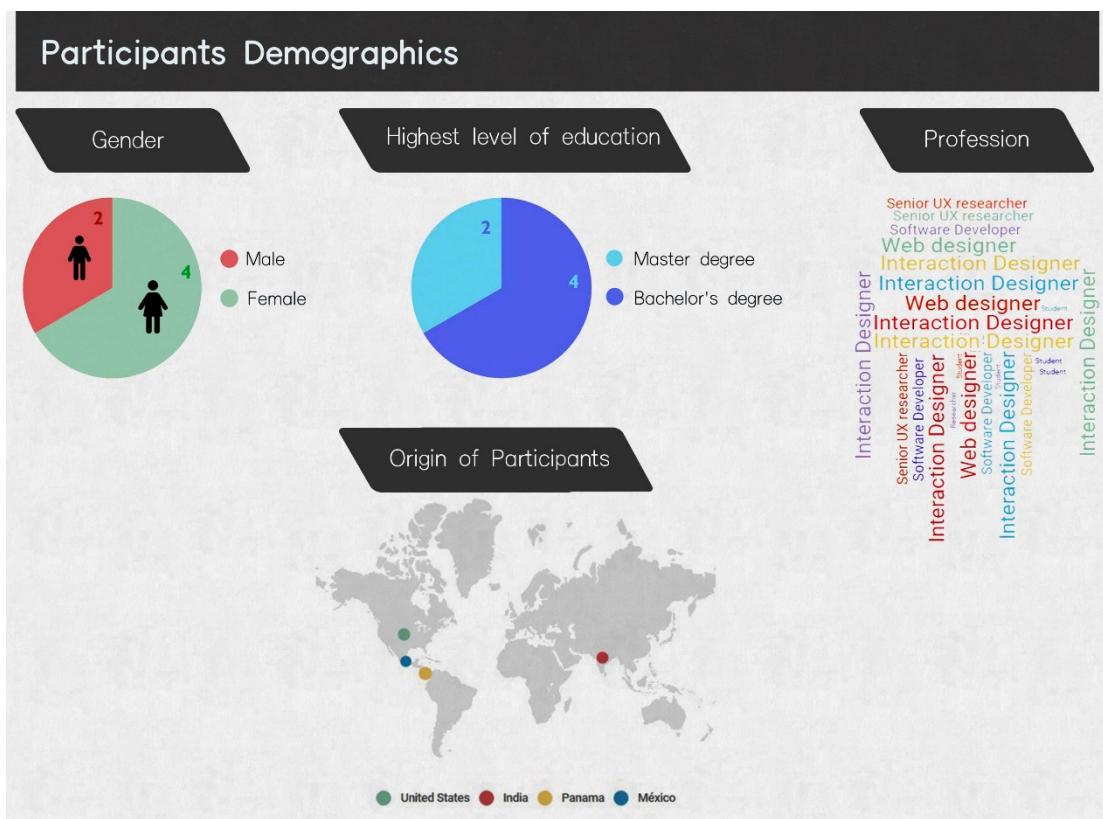


Fig. 10 Participants Demographics

2. Task List

For our evaluation, we had three different tasks, each of them with three more subtasks.

The following table contains a detail description.

Task 1: Donate / Give	
	Subtask # 1: Select the Give option and donate to veterans.
	Subtask # 2: Select Veterans and Money and move to next screen.
	Subtask # 3: Select Housing, Most needed place and donate \$200 and get confirmation.
Task 2: Watching stories and Finding wish list	
	Subtask # 1: Find the stories section and choose one video.
	Subtask # 2: Look for the wish list of that person.
	Subtask # 3: Give to that person something from his wish list and get confirmation.
Task 3: Searching and enroll for the event	
	Subtask # 1: Search for an event using the calendar in Volunteer.
	Subtask # 2: Identify kitchen tasks and move to sign up for Serve meal
	Subtask # 3 Enroll for dinner section and Volunteer!.

Table 1. Task list for the evaluation



3. Task Error Results

In order to measure the level of success of each task we designed a *Task error form*, which was filled by the user depending on their performance. We had three task completion rates:

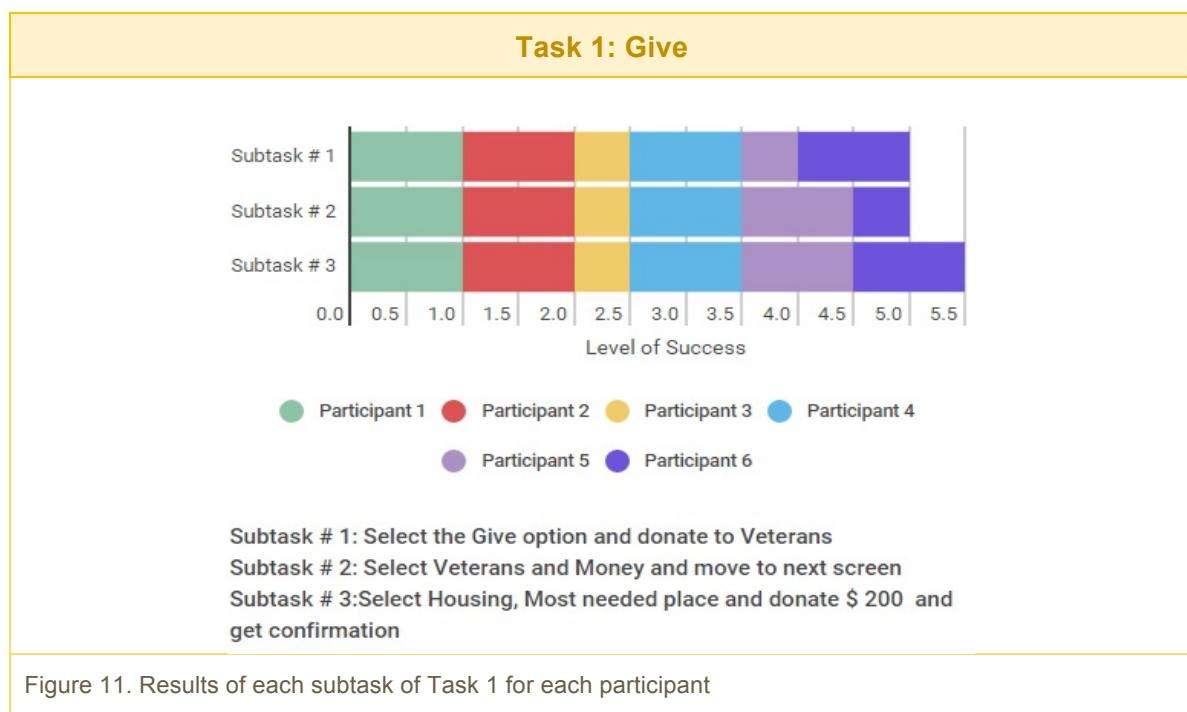
1 - Success

0.5 – Partial

0 – Failure

Since the test was online, for each subtask we provided an accurate description of the meaning of each completion rate. An example of this form can be found in the Appendix section.

The purpose of the first task was to donate \$200 dollars to the veterans. In this task, we expected that the user filter the types of donations in order to select the options of *Money* and *Veterans*. Three out of six users completed the subtasks successfully and two more participants successfully completed two of the three subtasks. However, we had one participant (participant 3) who selected a completion rate of *partial* in each subtask. Regarding the level of confidence, *participant 3* selected that she was not neither confident nor doubtful while completing the task.



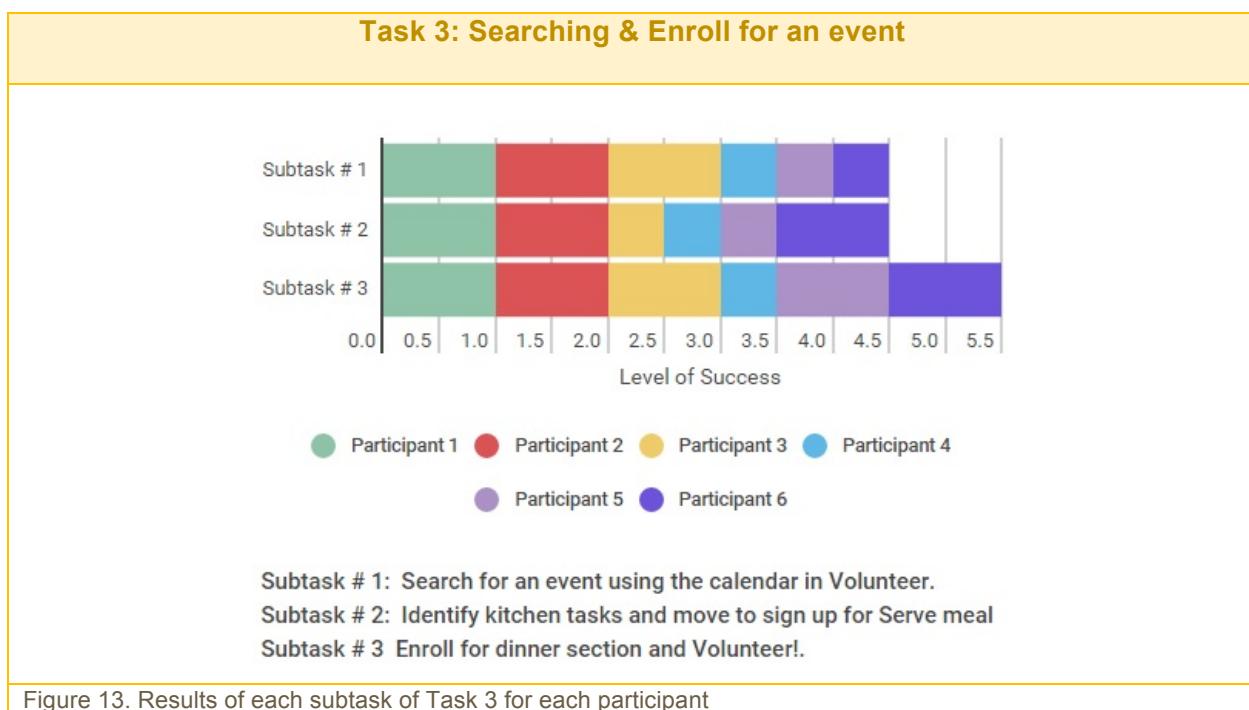
Results from the first task concerned us, because one of the main goals of our mobile application is to facilitate the donation process. However, during the interviews we learned that *participant 3* found difficult to decide when to select “success” and when to select “partial.”

The second task consisted on found the section of *Watching stories* and then donate from the wish list of one of the homeless. In this task, again we had three participants who successfully completed the task. Two users partially completed the last subtask, which consisted on select items from the wish list and get confirmation. From the interviews we learned that both participants (participant 4 and 6) found complicated to make the selection in the wish list. Both participants complained about the size of the menu. Results of this task are in the following graph.



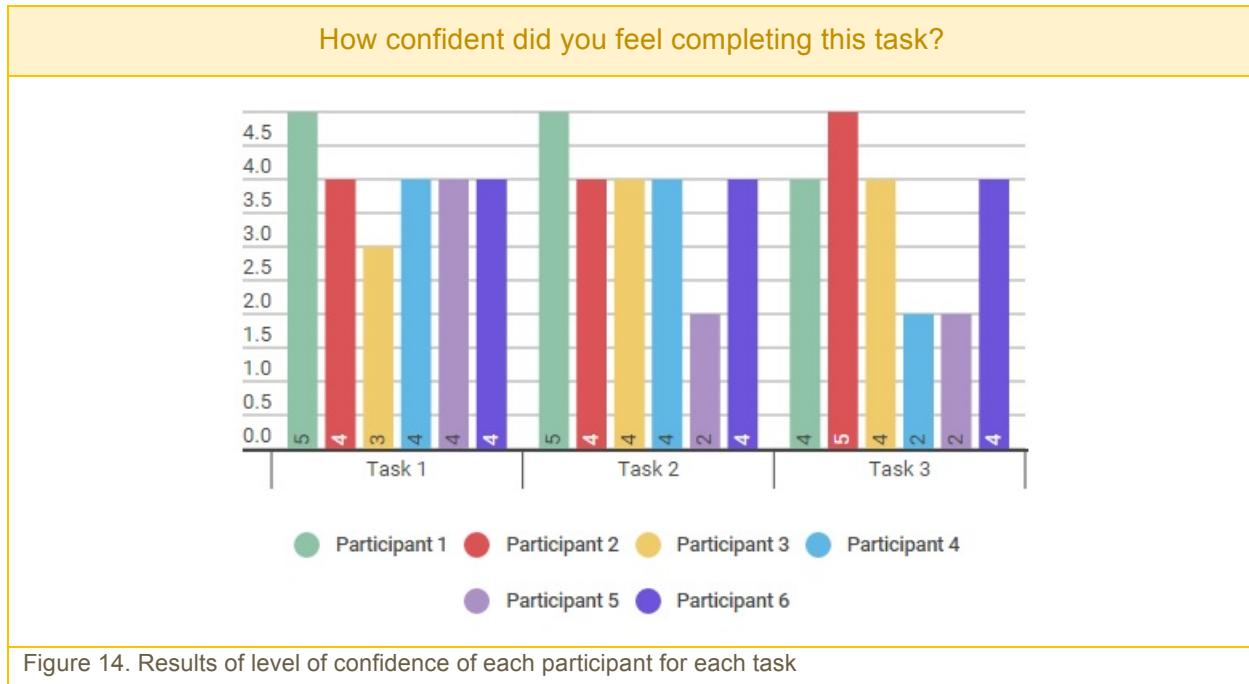
For the last task, participants had to use the calendar and identify the kitchen tasks and then selected the option of *Serve meal*, enroll for the dinner and then sign up to volunteer. In this task, we only had one participant who selected a *Partial* success in each subtask. On the other

hand, we have two participants who successfully completed the three subtasks. According with the results (Fig. 13) it seems, that the majority of the users had troubles during the first subtask, which was search for an event using the calendar view. During the interviews we learned that the users had troubles understanding that there were different tasks available in the *Kitchen section*. Users also complained about the filters in the Volunteer section. In this regard, one of the participants suggested us to use different pages for each section, instead of having everything in the same calendar.



4. Post - Task Questionnaire & Results

After each task we asked the user to evaluate his / her level of confidence. For this, we provided the users with a numerical scale, from number one to number five. In which number one refers to “very doubtful” and number 5 refers to “very confident”. In this regard, the majority of our users felt very confident in each task. The majority of the users felt confident during the first and second task, but in the third task we had two users who had a very low level of confidence. The results are showed in the following table.



5. System Usability Scale

After the test, we asked to the users to fill the System Usability Scale (SUS). The results of this last questionnaire not only provided us more insight about the user's perception of the prototype but also helped us to design the interviews for each user. The comments we received of SUS are in the following table.

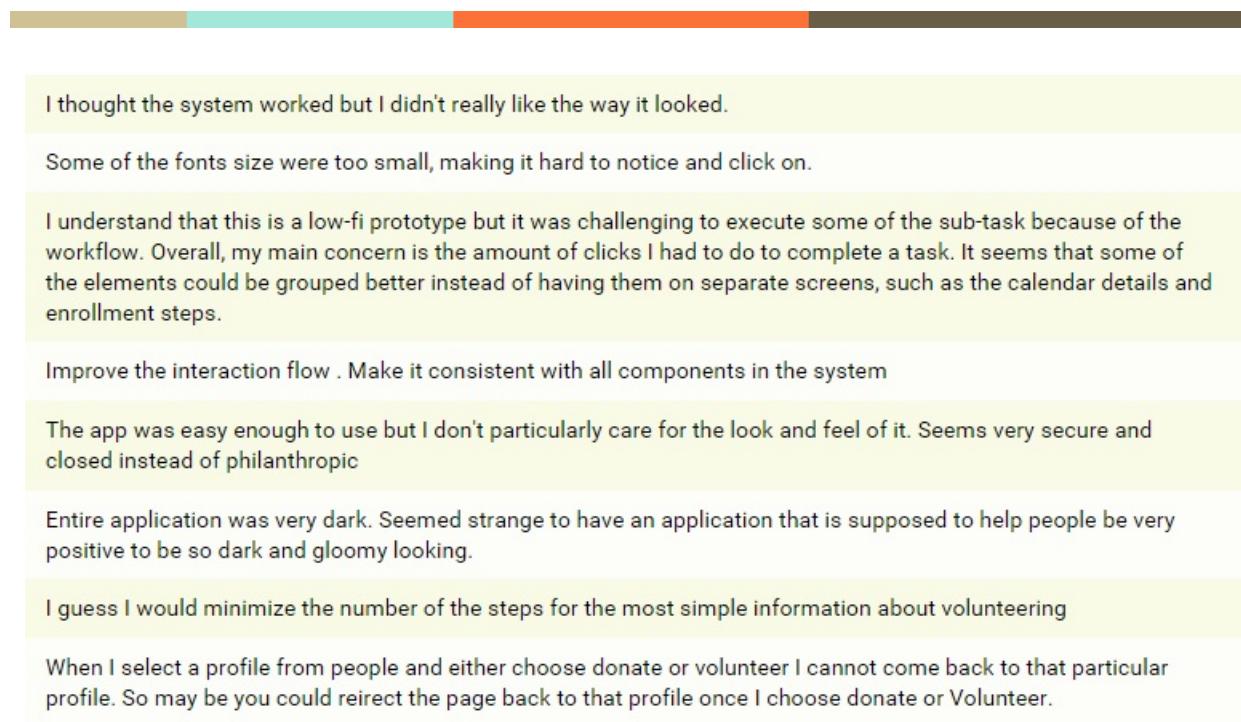
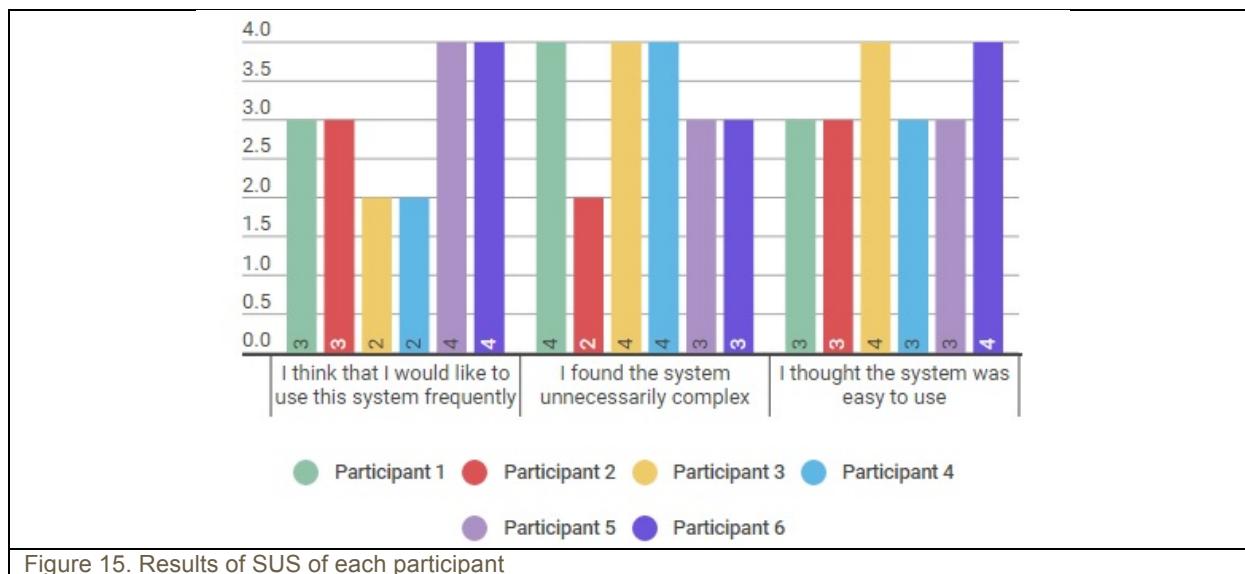
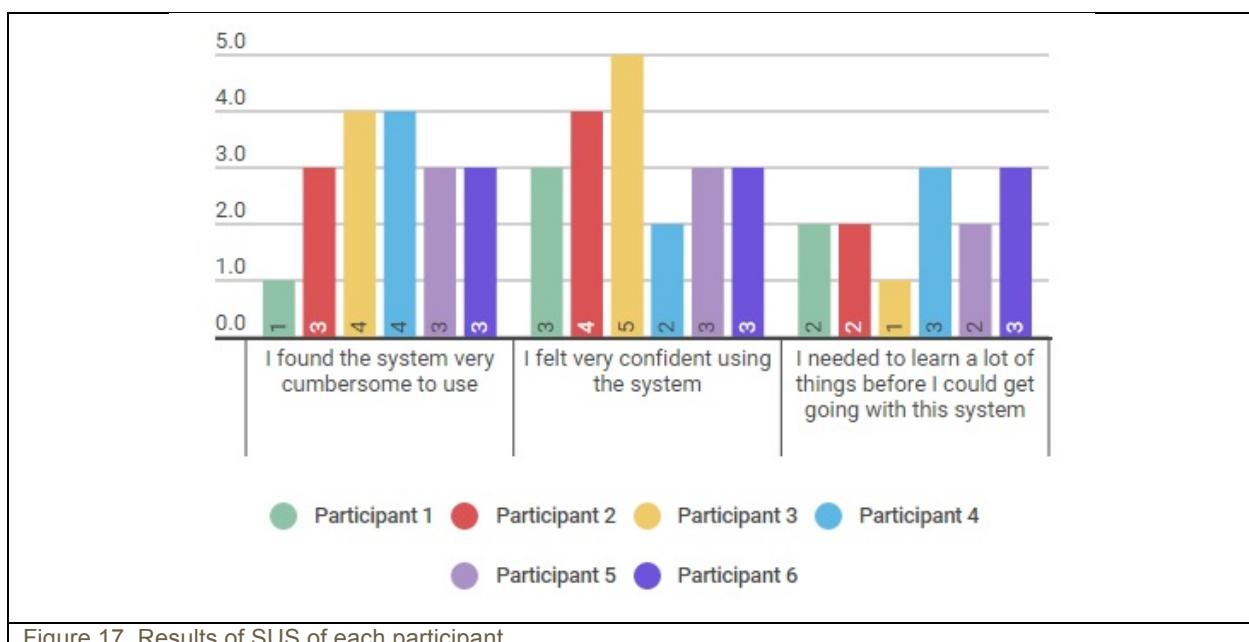
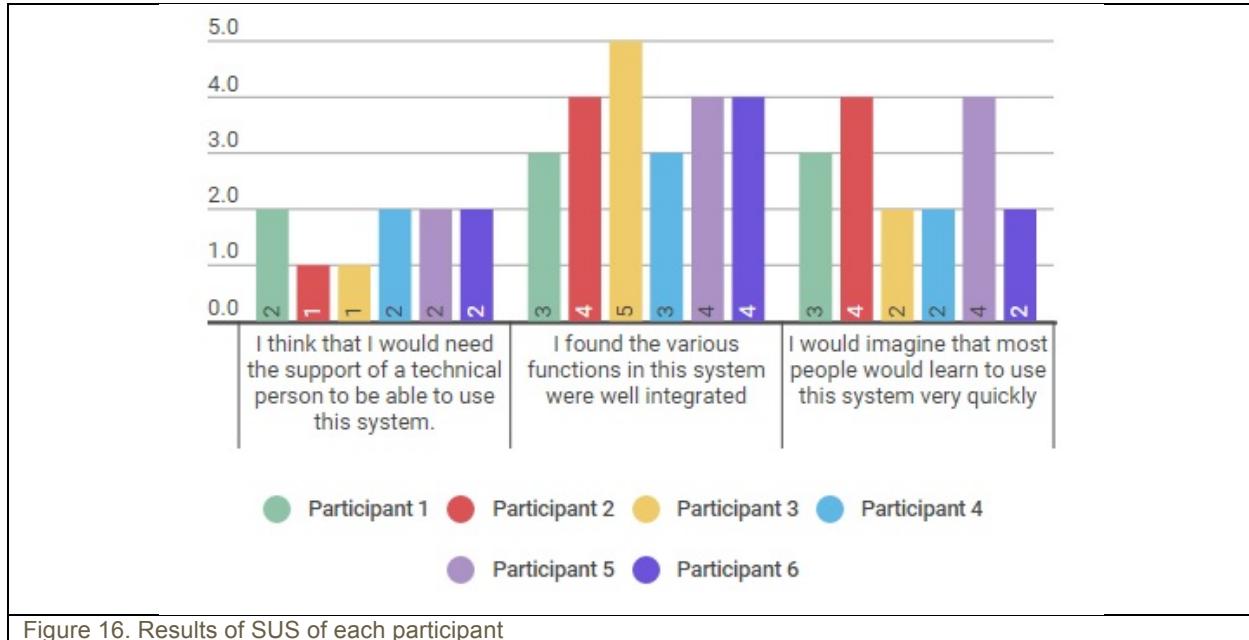


Table 2. System Usability Scale - Comments

The results of SUS are in the following graphs







Interview

Each of the interviews was different, because we decided to ask particular questions to the users according with their performance. However, we all asked two questions to the users:

- a) What did you expected to see?
- b) How would you improve (the aspect that user's dislike)?

The interviews helped us to gain more insight not only about the user's performance but also about their comments from the SUS questionnaire.

One of the users commented that the application has too many steps to volunteer. In this regard, this participant explained us that she has been working as volunteer in different countries and she already knows what to expect from a web or mobile application like this one. Therefore, she found unnecessary the use of many filters in the donation section (who / what).

Other participant explained that he would prefer to sign up for volunteer in an easier way. For him, it was too complicated to select from different tasks to volunteer in a shelter. The severity of this issue (calendar and filter tasks) was confirmed by other user who, as we previously mentioned, suggested to have a different page for the different available tasks, instead of having all in the same.

In this regard, it is important to mention that all our users had experience working as volunteers. Therefore, they are already familiar with the process of selecting and signing up for volunteer. It would be interesting for a future evaluation, to select participants who are unfamiliar with this process.

During the interviews, we also learned that some of their comments were the result of doing an online test. For example, one of the participants told us that she was unsure about selecting "success" or "partial" in a couple of subtasks. Other participant also explained that he found difficult to get familiar with the *Invision* prototype. For this reason, we believe that in future evaluations would be better if at least one of the members of the team is in the site with the participant as facilitator and observer.

Finally, we also learned that the current design should be improve. In this respect, half of the users complained specifically about the colors and the look and feel of the prototype. Therefore, for future iterations, we should consider a more playful palette of colors. A couple of users also complained about the size of the buttons and the complexity of the filters.



B. Summary of Product Assessment

1. Problems with the Product

The main problem with the application that users had was the functionality. Users thought that there were too many steps and clicks required to perform tasks. They felt that some tasks could be simplified and/or combined to increase the overall usability. Another issue some users had was with the look and feel of the application. Some mentioned that for a philanthropic app it seemed very *dark and gloomy*.

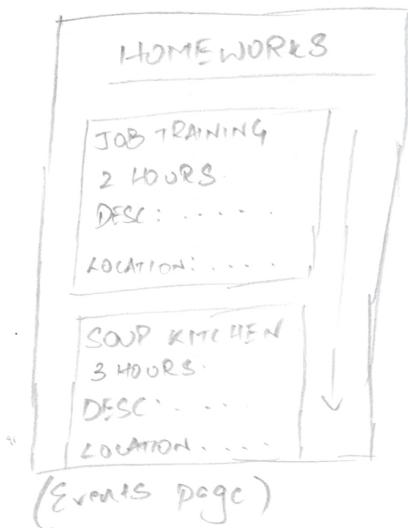
2. Recommendations for Future Development

In the future it is a goal of our team to improve the usability of HomeWorks. One way to do this would be to strip the application down to the simplest form. To do this each task cannot be more than one or two clicks. By doing these we will make the volunteering and donating process much faster and less of a hassle, which, based on our research, will improve overall usability. The next issue we will need to address would be to make the application more aesthetically pleasing. Right now our users feel that the app is too dark and does not have a very heartwarming, philanthropic feel to it. By adding a cleaner, brighter, and more modern look to the application we think users will feel more comfortable using the application and getting into the proper mindset to help less fortunate people. Finally HomeWorks can do better job at connecting people through social media. Social media can be used as a tool to connect volunteers to each other, to shelters, and to homeless themselves. Social media is a huge opportunity that our current model does not take advantage of as it should.

IV. Appendix

1. Paper Prototype Sketches

(CAN ALSO BE HOMEPAGE)



(VOLUNTEER INFO.)

<u>HOME WORKS</u>	
NAME:	
EMAIL:	
SKILLS:	O..... O..... O..... O..... .
	O..... .

(NEWSFEED PAGE)

<u>HOME WORKS</u>		
INDIANAPOLIS		Q
FOR YOU	POPULAR	FRIENDS
EVENT 1		
EVENT 2		

FORUM

<u>HOMEWORKS</u>	
HELP	⑧
HAPPY TO HELP	
Q	
ENGLISH	
BROWSE TOPICS	
O FAQ...	
O.....	O

HOMEWORKS

<u>HOMEWORKS</u>	
FAQ	Q
O.....	O.....
O.....	O.....
O.....	O.....

2. Internal Walkthrough Feedback Form

No. UE 1	Problem: Homepage
Name: The homepage is unnecessary	
Evidence: The homepage really has no function. Throughout the design we see the home option at the top navigation but never see what the home button looks like.	
Explanation: After going through the processes of the application the user feels that the homepage is not needed. A sign in page that allows users access to the application can achieve the same function but there is no actual content on the homepage.	
Severity or Benefit: Rating: 2 or 3 Justification (Frequency, Impact, Persistence, Weights): This could be an issue because users will think that there is a homepage that they can navigate to but really there is no content on the page. This will lead to confusion and frustration of the user.	
Possible solution and/or Trade-offs: Eliminate the homepage and replace it with a sign in page/welcome page that does not appear in the navigation again once the user is in the application.	

No. UE 2	Problem: Stories/Buttons
Name: Buttons should say the whole words	
Evidence: On the stories page there are two buttons “don” and “shar” meaning users can donate and share.	
Explanation: It really just doesn’t make sense for the buttons to not say the full words.	
Severity or Benefit: Rating: 2 or 3 Justification (Frequency, Impact, Persistence, Weights): This could be an issue because users could be confused by the meanings of the buttons. There is also no explanation about what sharing means. Further there is no secondary pages that allow users to actually donate (by entering card info etc.) or a selecting a medium with which to share (social media, email, etc.)	
Possible solution and/or Trade-offs: Write out full words and create secondary pages to complete the experience.	
Relationships: “enro” “shar” on events page	



No. UE3	Problem: Lack of buttons in the Events section
Name: Lack of buttons in the Events section	
Evidence: The Events section is unclear, there is a lack of content and buttons to fully understand the functionality of the page.	
Explanation: It is unclear the purpose of this page, mainly because it does not offer any kind of information.	
Severity Rating: 3 Justification: Since the aim of the system is to help users to connect between volunteers, it is necessary to provide an explanation at the beginning of the page and clearly indicate how user may connect with each other.	
Possible solution: First, add an explanation at the beginning of the page, just a couple of sentence explaining the aim of the section. Provide a description of each event and if possible link it whit social media platforms.	

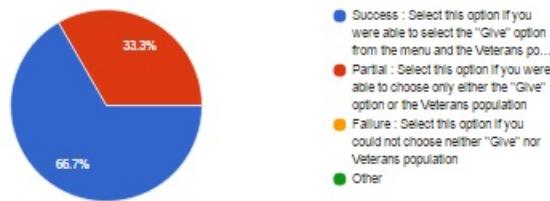
No. UE4	Problem: Help section
Name: Help section is unclear	
Evidence: The functionality of the Help section is unclear and there is not a strong difference between this section and FAQ section	
Explanation: Although there is a table where the topics of Help would be displayed. It remains unclear if this section will be an open forum of questions where current volunteers would help new volunteers or just a section with questions and answers. Overall it is not clear the functionality and the interactivity between the user and the page.	
Severity Rating: 2 Justification: In this case, it is necessary to clarify the functionality of this section, in order to enhance the purpose of the system which is to connect the volunteers with each other.	
Possible solution: First, determine if there would be defined topics or if the Help section would be an open forum. It would be interesting to provide a feature where current volunteers help new volunteers to better understand the functionality of the system.	

3. Usability Test Results – Raw data

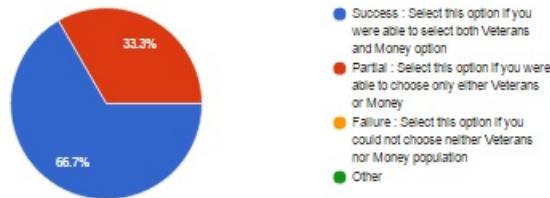
- Task Error – raw data

Task - 1 Give

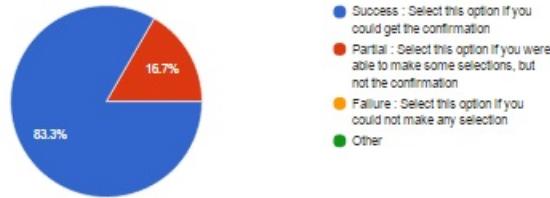
Subtask # 1: Select the Give option and donate to Veterans (6 responses)



Subtask # 2: Select Veterans and Money and move to next screen (6 responses)

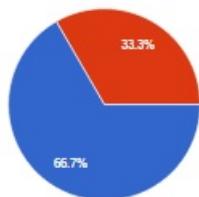


Subtask # 3:Select Housing, Most needed place and donate 200 \$ and get confirmation
(6 responses)



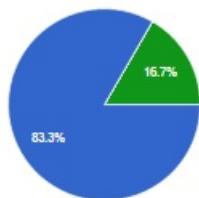
**Task 2: Watching stories and Finding wishlist**

Subtask # 1: Find the stories section and choose one video (6 responses)

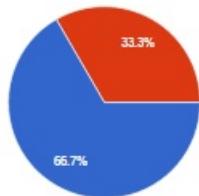


- Success : Select this option if you found the Stories section and chose one video.
- Partial : Select this option if you were only able to find Stories section
- Failure : Select this option if you could not make any selection
- Other

Subtask # 2: Look for the wish list of that person (6 responses)



- Success : Select this option if you found and read the Wish List
- Partial : Select this option if you were only able to find the page of Wish List, but you could not access to it.
- Failure : Select this option if you could not make any selection
- Other

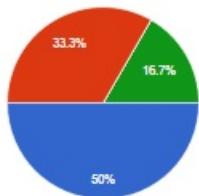
Subtask # 3: Give to that person something from his wishlist and get confirmation.
(6 responses)

- Success : Select this option if you got the confirmation
- Partial : Select this option if you were able to select something from the wish list, but any confirmation
- Failure : Select this option if you could not make any selection
- Other



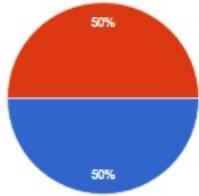
Task 3: Searching and enroll for the event

Subtask # 1: Search for an event using the calendar in Volunteer. (6 responses)



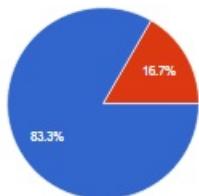
- Success : Select this option if you found an event using the calendar
- Partial : Select this option if you only found the calendar but did not select any event
- Failure : Select this option if you could not make any selection
- Other

Subtask # 2: Identify kitchen tasks and move to signup for Serve a meal
(6 responses)



- Success : Select this option if you identify kitchen tasks and signed up for serve a meal.
- Partial : Select this option if you only found the kitchen tasks
- Failure : Select this option if you could not make any selection
- Other

Subtask # 3 Enroll for dinner section and Volunteer!. (6 responses)

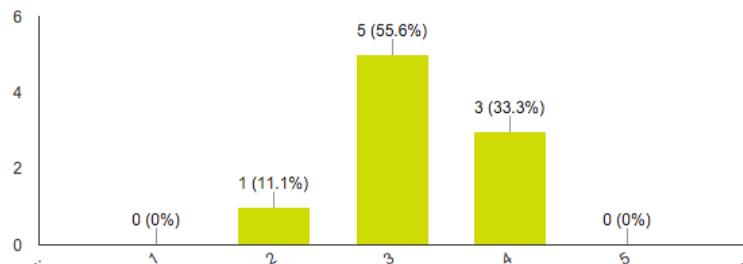


- Success : Select this option if you got confirmation from volunteering to serve a meal
- Partial : Select this option if you only enroll for dinner section
- Failure : Select this option if you could not make any selection
- Other



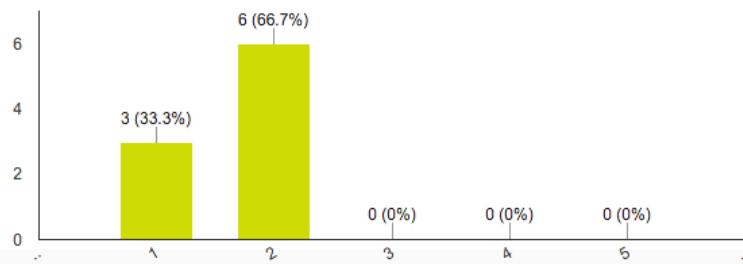
- Results of System Usability Scale

I thought the system was easy to use. (9 responses)



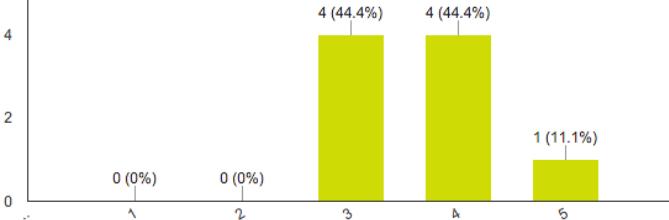
I think that I would need the support of a technical person to be able to use this system.

(9 responses)



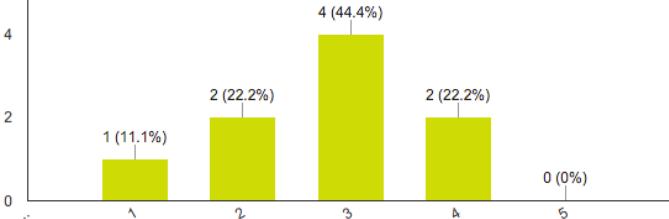
I found the various functions in this system were well integrated.

(9 responses)

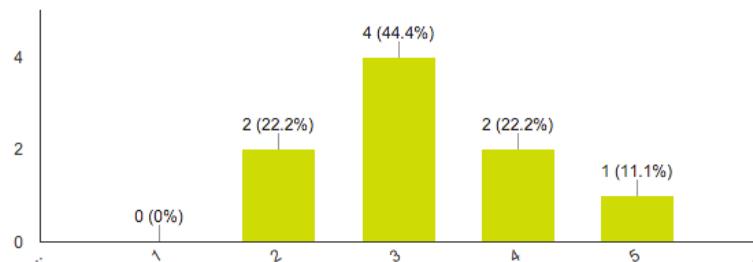


I thought there was too much inconsistency in this system.

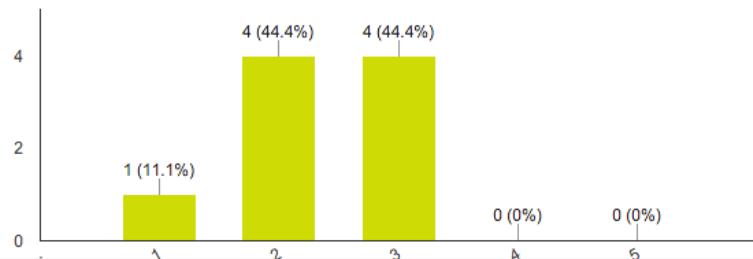
(9 responses)



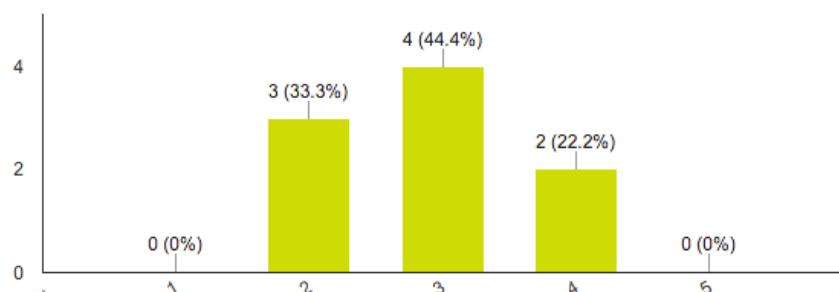
I felt very confident using the system. (9 responses)



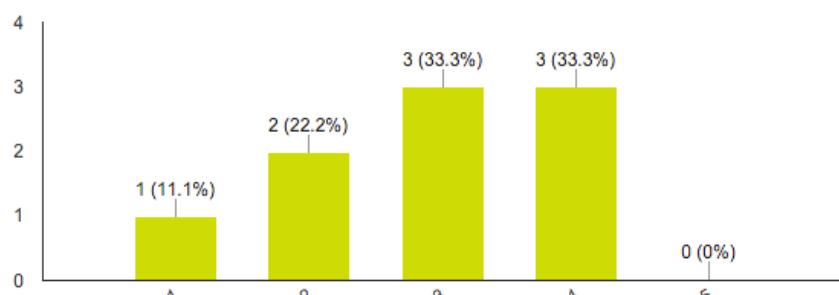
I needed to learn a lot of things before I could get going with this system. (9 responses)



I would imagine that most people would learn to use this system very quickly. (9 responses)



I found the system very cumbersome to use. (9 responses)



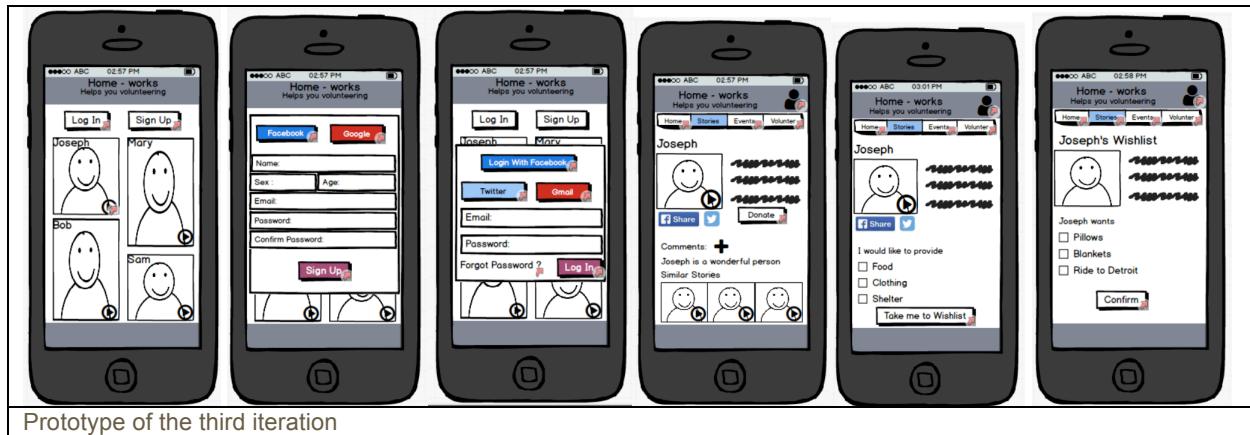


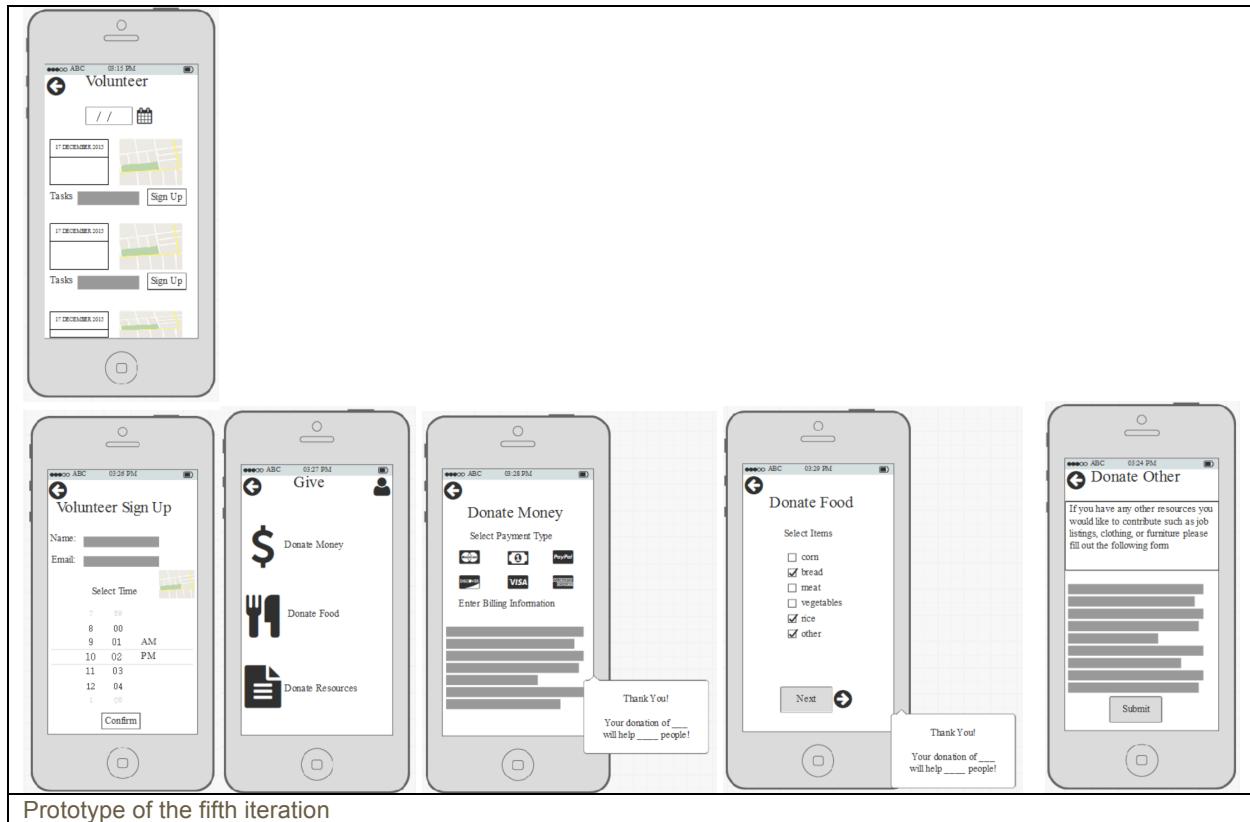
4. Test Subject Profile Information

Name	What is your occupation?	Briefly describe, how familiar are you with usability evaluations?	What is the highest level of education you completed?	Age	Where are you from?	Have you ever been involved in volunteer work?	How often do you volunteer?
Ajay Prasad	Interaction Designer	Very	Master degree	25	Bangalore	Yes	Once or twice per month
Jeff Logan	Interaction Designer	I am comfortable with usability evaluations, a major chunk of my job requires me to conduct usability evaluations for several of our products.	Master degree	31	Indianapolis	Yes	Once a year
Abhishek K	Software Developer	I have a little experience in usability evaluations as I have done some Beta testing.	Master degree	25	Texas	Yes	Once in two or three months
Yhareli	Student	Very familiar	Bachelor's degree	24	Panama	Yes	Once or twice per week
Esmeralda	Student	I am not familiar with it	Bachelor's degree	26	Mexico	Yes	Once or twice per week
R. Copoer	Student	familiar	Bachelor's degree	24	Panama	Yes	Once or twice per week
C. Bailey	Senior UX researcher	very	Master degree	29	Indianapolis	Yes	Other
Mark Harrington	Web designer	somewhat	Bachelor's degree	n/a	Indianapolis	Yes	Other
Nazret Tecle	Optometry student	kind of familiar	Bachelor's degree	22	Indianapolis	Yes	Once or twice per month

5. Additional Screen Images of Product Interfaces







F. Other relevant artifacts

1. Pre – test Questionnaire

Link: <http://goo.gl/forms/06mOsw6fpR>

Example:

General information

* Required

Name *

Your answer

What is your occupation?

Your answer

Briefly describe, how familiar are you with usability evaluations?

Your answer

NEXT



50% complete

General information

* Required

Demographics

The purpose of the following section is to gather demographic information. However, if you prefer not to answer these questions, just skip the section.

What is the highest level of education you've completed?

- Bachelor's degree
- Master degree
- PhD

How old are you?

Your answer

Where are you from?

Your answer

Have you ever been involved in volunteer work?

- Yes
- No

If you answered NO in the previous question you have finished the questionnaire. Thanks!

In case you answered YES in the previous question please continue with the following section:

How often do you volunteer? *

- Once or twice per week
- Once or twice per month
- Other
- Other:

BACK

SUBMIT

100%: You made it.

2. Task Error Form

Link: <http://goo.gl/forms/dwFLpRIYfd>

Example:



Task Error

This form will be used to track the level of success in each task.

* Required

Name *

Your answer

Task - 1 Give

Subtask # 1: Select the Give option and donate to Veterans *

- Success : Select this option if you were able to select the "Give" option from the menu and the Veterans population.
- Partial : Select this option if you were able to choose only either the "Give" option or the Veterans population
- Failure : Select this option if you could not choose neither "Give" nor Veterans population
- Other : _____

Subtask # 2: Select Veterans and Money and move to next screen *

- Success : Select this option if you were able to select both Veterans and Money option
- Partial : Select this option if you were able to choose only either Veterans or Money
- Failure : Select this option if you could not choose neither Veterans nor Money population
- Other : _____

Subtask # 3:Select Housing, Most needed place and donate 200 \$ and get confirmation *

- Success : Select this option if you could get the confirmation
- Partial : Select this option if you were able to make some selections, but not the confirmation
- Failure : Select this option if you could not make any selection
- Other : _____

Level of Confidence

How confident did you feel completing this task? *

1 2 3 4 5

Very doubtful Very confident

Task 2: Watching stories and Finding wishlist

Subtask # 1: Find the stories section and choose one video *

- Success : Select this option if you found the Stories section and chose one video.
- Partial : Select this option if you were only able to find Stories section
- Failure : Select this option if you could not make any selection
- Other : _____

Subtask # 2: Look for the wish list of that person *

- Success : Select this option if you found and read the Wish List
- Partial : Select this option if you were only able to find the page of Wish List, but you could not access to it.
- Failure : Select this option if you could not make any selection
- Other : _____

Subtask # 3: Give to that person something from his wishlist and get confirmation. *

- Success : Select this option if you got the confirmation
- Partial : Select this option if you were able to select something from the wish list, but any confirmation
- Failure : Select this option if you could not make any selection
- Other : _____

Level of Confidence

How confident did you feel completing this task? *

1 2 3 4 5

Very doubtful Very confident

Task 3: Searching and enroll for the event

Subtask # 1: Search for an event using the calendar in Volunteer.

*

- Success : Select this option if you found an event using the calendar
- Partial : Select this option if you only found the calendar but did not select any event
- Failure : Select this option if you could not make any selection
- Other : _____

Subtask # 2: Identify kitchen tasks and move to signup for Serve a meal *

- Success : Select this option if you identify kitchen tasks and signed up for serve a meal.
- Partial : Select this option if you only found the kitchen tasks
- Failure : Select this option if you could not make any selection
- Other : _____

Subtask # 3 Enroll for dinner section and Volunteer! *

- Success : Select this option if you got confirmation from volunteering to serve a meal
- Partial : Select this option if you only enroll for dinner section
- Failure : Select this option if you could not make any selection
- Other : _____

Level of Confidence

How confident did you feel completing this task? *

1 2 3 4 5

Very doubtful Very confident



3. System Usability Scale - Questionnaire

© Digital Equipment Corporation, 1986.

Link: <http://goo.gl/forms/Xm06kAJfLW>

1. I think that I would like to use this system frequently

1	2	3	4	5
Strongly Disagree				Strongly Agree

2. I found the system unnecessarily complex

1	2	3	4	5
Strongly Disagree				Strongly Agree

3. I thought the system was easy to use

1	2	3	4	5
Strongly Disagree				Strongly Agree

4. I think that I would need the support of a technical person to be able to use this system

1	2	3	4	5
Strongly Disagree				Strongly Agree

5. I found the various functions in this system were well integrated

1	2	3	4	5
Strongly Disagree				Strongly Agree

6. I thought there was too much inconsistency in this system

1	2	3	4	5
Strongly Disagree				Strongly Agree

7. I would imagine that most people would learn to use this system very quickly

1	2	3	4	5
Strongly Disagree				Strongly Agree

8. I found the system very cumbersome to use

1	2	3	4	5
Strongly Disagree				Strongly Agree

9. I felt very confident using the system

1	2	3	4	5
Strongly Disagree				Strongly Agree

10. I needed to learn a lot of things before I could get going with this system

1	2	3	4	5
Strongly Disagree				Strongly Agree

4. Example of our evaluation packet

Dear Evaluator:

Thank you for taking the time to evaluate my product for my HCI I final class project.

Enclosed are all the materials you need to make an evaluation of my product. The evaluation process consists of the following:

1. Download and read all the documents in the Evaluation Packet. (See document title and URL below.)
2. Download the actual product demo (or a URL for a Web site)
3. Execute 3 scenario-based tasks, as explained in the Instruction Sheet.
4. Record the number of errors or problems found to perform each task on the Record Sheet.
5. Fill out online Post-Task Questionnaire.
6. Send me the results of the tasks and questionnaire by using the google forms link below.
7. Provide me a time to interview you via phone or Skype regarding my product after you have completed the above tasks.

The Downloadable Documents and Links are as follows:

Web Link - Instructions to carry out the study:

https://docs.google.com/document/d/1THhIXwcglqMOqd7ItSrU_xCNI-EbBmypGBkg50KPXSE/edit

Web Link - Pre -Test Questionnaire:

https://docs.google.com/a/umail.iu.edu/forms/d/1gyqM1pnKRTYN65ETYIrglNt87FQCEDm4h4Bn-jUyp1Y/edit?usp=drive_web

Web Link - dynamic prototype

<https://invis.io/W55770FUN>

Web Link - Task Error Recording Form:

<http://goo.gl/forms/i5y5GWYmOe>

Link to online Questionnaire:

https://docs.google.com/a/umail.iu.edu/forms/d/1SbWeyF-Jf-tVGRF9BFcscmC6PdWdFWBJr31g_jooblz/edit?usp=drive_web

Lastly, please provide me several convenient times to have a phone interview with you regarding my product after you have filled out the Task Error Recording Sheet and the Post Task Questionnaire. It is necessary to have the interview as soon as possible following the completion of the tasks. I am available by phone or Skype. My contact information is below. All materials and the product are now available for your review.

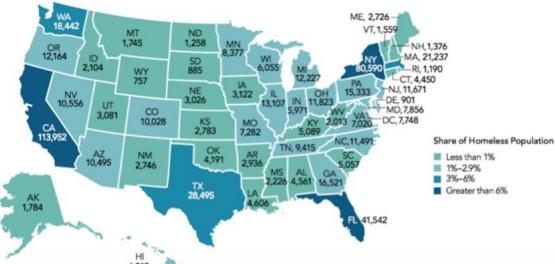
Example of the letter



Homelessness

An individual is homeless if he or she lives in an emergency shelter, transitional housing program or a place not meant for human habitation

EXHIBIT 1.5: Estimates of Homeless People
By State, 2014



State	Population
AK	1,784
AL	16,521
AR	2,936
CA	113,952
CO	10,028
CT	4,450
DE	1,190
FL	41,542
GA	16,521
HI	6,918
IA	3,122
ID	2,104
IL	13,107
IN	11,823
KS	2,783
KY	5,089
LA	4,606
MD	7,856
ME	2,726
MA	21,237
MD	7,856
MI	12,227
MN	8,377
MO	7,822
MT	1,745
NE	3,026
NH	1,376
NJ	11,671
NM	2,746
NY	80,900
NC	11,491
ND	1,258
OH	12,227
OK	4,191
OR	12,164
PA	15,333
RI	1,190
SD	865
TN	9,415
TX	28,495
UT	3,081
VA	12,227
WA	18,442
WV	757
WI	6,055
WY	1,190

Needs of Homeless People

MATERIAL NEEDS
Food, Clothing, Misc Items

SPIRITUAL NEEDS
Jobs, Computer skills, Personal dev help

HEALTH NEEDS
Medical Assistance, Health checkups

What does Homeworks do?

People Stories



This year's Canadian Alliance to End Homelessness Conference was held in Montreal. As I always do when traveling, I grabbed some socks and took to the streets. It happened to be walking through Montreal's Chinatown [...]

Mark

Watch People Story videos of individual homeless to remove stigma about homelessness and motivate users to volunteer

Volunteer!!

We simplify the volunteer process

Locate an opportunity near you

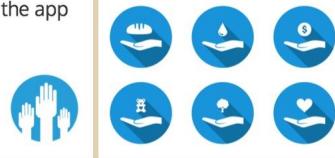
Register easily through the app

Sign Up and Volunteer!!

Donate

Donate in any way

You can donate Money Food Resources Help Through our Wishlist!!



This will help new people easily acquire relevant information

Forums



Forums contain information about

Volunteer activities & FAQ Experiences of Other Volunteers