

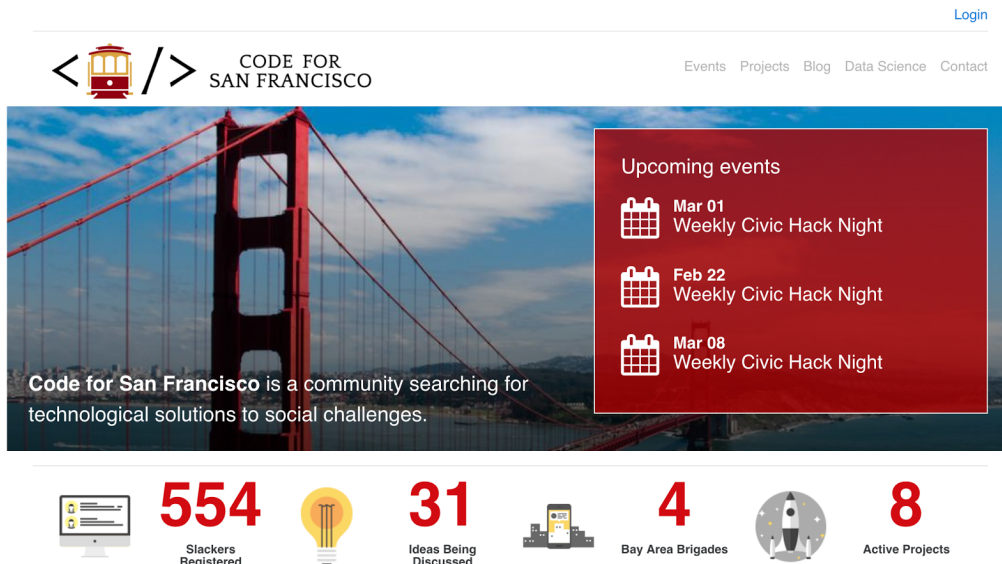
Match Making User feedback_ Allie (2016/01/04)

Allie was instructed to think-aloud as she went through the process. But we didn't have a structured user testing plan at the point of feedback collection. So, there weren't specific tasks or structures for feedback collection.

Key Notes:

- Profile page
 - Let users select 'no skills'
 - Allow upload for more information in the profile part
- Others
 - Slack is frustrating

Raw Feedback from Allie



- **Log in:** confusing, don't have an account yet

Check-in **Profile** Matching Matched! Done

Hello, Civic Ethusiast,
Whether you are a coder or a non-coder, welcome to Code for SF !

Why not create your profile and get matched to existing project teams? It is a great way to initiate conversations with the teams.

Profile

Skills that I want to contribute Check all that applies. * 3 skills Maximum

☐ I am not here to contribute skills.
☐ Activism
☐ Back-end development
☐ C...

Interested civic topics Check all that applies. * 3 interests Maximum

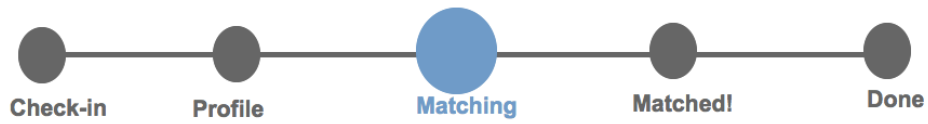
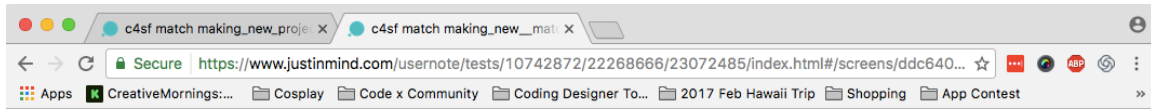
☐ Education
☐ Elections
☐ Garbage on the street
☐ Homelessness

Goals Check all that applies. * 2 goals Maximum

☐ Contributing my skills
☐ Helping the community
☐ Networking
☐ Practicing or learning a new skill (Spe...

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- portfolio: too intimidating
 - Jaoyi Note: already modified
- match-making: too much like dating site, reminds her of tinder
 - Jaoyi Note: already modified
- search bar, instead of 'select'
 - Jaoyi Note: constraints of Justinmind, the prototyping software
- **let people do 'no skills'**, otherwise quite embarrassing for someone that feels like he/she doesn't have skills
- Alphabetize
 - Jaoyi Note: already modified
- interests: more specific (e.g. what is 'garbage')
 - Jaoyi Note: Taxonomy project will hopefully address this
- she likes 'goals'



Sit tight ! You are being matched based your skills.....



Fun Fact:

Code for America's CalFresh app cut the food stamp application process from HOURS to MINUTES.

5,000 More Californians have applied for food stamps!

Brigade: Code for America

GetCalFresh.org

Get extra money for groceries every month

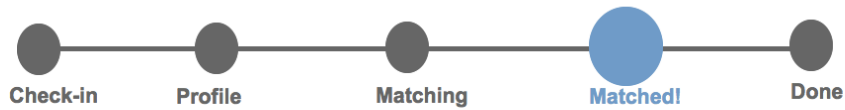
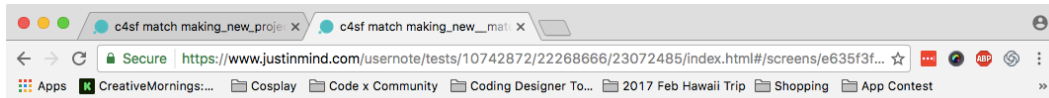
Take the first step. Apply for CalFresh in 10 minutes.

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- bigger fun fact, hard to read. remove 'apply now'...looks like add
 - Jaoyi Note: already modified.



You are matched ! Explore details of the project teams, and 'connect' to the teams that you're interested in.

When you 'connect', a message containing your profile and email will be sent to the project team lead(s).

NOTE: Currently only 'Research' is loaded with data for exploration.

Project Team Name	Mission Statement	Matching points
 SF Crime Data	The app performs search around an address provided by the user, and then offers crime data for download. See description V	UX, Crime Message team lead
 Adopt A Drain	For users to laim responsibility for reporting problems with Storm Drains See description V	Ruby Message team lead
 Research	Using UX and design thinking to improve new member experience at the hack night See description V	UX Message team lead
 Data Science	To efficiently tackle Code for San Francisco's and the City's data science needs See description V	Data Science Message team lead
 Brigadehub	Simplify your CfA brigade's website maintenance See description V	Message team lead

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- make 'matching points' interactive... maybe next step
- **allow to upload more related info**
- icons for projects
 - Jaoyi Note: already modified

Side note: slack is frustrating. It's a common frustration of new members.