

Summarized notes from Customer check-ins

Activity 1:

- Governance as its own epic, has its own resource section
- Governance to be as a whole, focus on charity back-end governance
- Organize directory on services provided
- Resources, fundraising, grant applications, to be Information pieces
- Marketing and Operations does not need to have its own epic

Activity 2:

- Don't duplicate the SSCF website
- Change the content, keep the layout
- Accessibility issues – too many gradients, light text on light background
- Keep the design simple and clean
- Try not to overuse titles
- Webinars – flip through instead of scrolling depth, use filter buttons
- Beware of images, do not want them to be the spotlight

Activity 3:

- Good consistency between pages
- Stick to brand guideline document
- Customer concerned about dropping some buckets
 - ➔ Try to get layout down for the resources page, be able to apply to fundraising and granting. Same layout but content change.
- Use plug-ins for filtering and combining posts and videos
- Flow of navigation needs work – swap in terms of flow and priority
- Have “not sure where to start?” higher up in the page
- Utilize “Fundraising tips” layout for other topics, external links present
- Accessibility issue – different greens
- URLs as important as the page titles
- New name for Information bucket, possible events or opportunities
- Remove calendar at the end of “Fundraising tips”
- Finalize the design of the layout