**John Jimenez**

Client org: Tri-County Humane Society

URL: https://tricountyhumanesociety.org/

**Three Main Tasks**

1. **Adopting a Pet**: Users can browse available animals, learn about the adoption process, requirements, and fees, and fill out or submit an adoption application.
2. **Donating**: Users can make one-time or recurring donations, learn about other ways to give (e.g., wish list, memorial donations), and access donation-related information.
3. **Volunteering**: Users can find out about volunteer opportunities, requirements, and benefits, and submit a volunteer application.

**Chosen Main Task for Analysis: Adopting a Pet**

Full-scale Task Scenario

Jane Doe, an animal lover, has decided to adopt a pet. She goes to the Tri-County Humane Society website to find a new furry friend. She starts by navigating to the "Adopt" section, where she browses through profiles of cats and dogs. Each profile has pictures, a brief description, and health/status information. After finding a few potential pets, Jane reads through the adoption process details, including fees and requirements. She then clicks on the application form, fills it out with her details, and submits it online. She receives a confirmation email with her application number and information on the next steps.

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**Advantages Summary**

Implementing the redesigned task flow for adopting a pet on the Tri-County Humane Society website offers significant advantages. It streamlines the adoption process, making it more intuitive and less time-consuming for users. Enhanced browsing with filters and featured pets can quickly connect potential adopters with animals that match their preferences, increasing the chances of pets finding homes. A simplified application form improves user experience and reduces drop-offs, while immediate, personalized follow-up fosters a stronger connection between the shelter and the community. Overall, these improvements can lead to higher adoption rates, better user satisfaction, and stronger support for the organization's mission.