





KapraEid

Group Number:	06
Group Name:	Karachi se Lahore
Group Representative:	Omer Shakeel
Project Phase:	Phase 5 - Evaluation

Contribution Statement

Name	Contribution statement (in ALL PHASES)	Picture
Mustafa Asif	<ol style="list-style-type: none"> 1. Taken 4 donor side interviews 2. Made the tasks for the donors to perform 3. Transcribed 4 interviews 4. Made the presentation video 5. Made the qualitative analysis tables on excel 6. Made the post and pre interview questionnaire 7. Wrote the findings part for the donor 8. Made the Donor side of the Hi-fi Prototype 	
Zoha Salman	<ol style="list-style-type: none"> 1. Taken 4 donor side interviews 2. Made the tasks for the donors to perform 3. Transcribed 4 interviews 4. Made the presentation video 5. Made the qualitative analysis tables on excel 6. Made the post and pre interview questionnaire 7. Wrote the findings part for the donors 8. Added recommendations 9. Added discussion part 10. Analyzed the overall user experience 11. Wrote the measurement part 12. Made the Donor side of the Hi-fi Prototype 	
Omer Shakeel	<ol style="list-style-type: none"> 1. Took 3 donor side interviews and 1 organization side interviews 2. Transcribed them as well. 3. Made the presentation 4. Made the pre-test and post-test questionnaires 5. Made the organization side hi fi prototype 6. Helped in findings section 7. Helped in the pre-test survey as well as the post-test survey 	
Shayan Irfan Khan	<ol style="list-style-type: none"> 1. Took 3 donor side interviews and 1 organization side interview. 2. Transcribed all of them and more 3. Helped making the pre-test and post-test questionnaires. 4. Wrote the usability test planning part of the document. 5. Wrote the post-test and pre-test survey results of the organization side in the findings section 6. Wrote the testing part of the document on the organization side in findings section 7. Wrote the overall user experience on the organizations side. 	

8. Updated and completed the analysis tables of organization side.
9. Made the organization side of the hi-fi
10. Helped in presentation as well.

Muhammad
Harris

1. Took 3 donor side interviews and 1 organization side interview.
2. Transcribed all of them.
3. Helped in making the pre-test and post-test questionnaire
4. Wrote the tasks and scenarios that were to be tested by the participants
5. Wrote the results of the testing in the findings
6. Wrote the organization side of the discussions
7. Made the organization side of the hi-fi
8. Helped in presentation section
9. Updated and completed the analysis tables of the organization side



**The document name should be like this: <GroupNumber_EvaluationPhase.Doc and .pdf> -
Replace the <Group Number> with your group number!**

1. Hi-fi Prototype (final version)

Donor Side of the Hi-fi:

<https://www.figma.com/file/AVkWLSFuGICiYexmvhtS5E/KapraEid>

Organization Side of the Hi-fi:

<https://www.figma.com/file/AVkWLSFuGICiYexmvhtS5E/KapraEid?node-id=189%3A215>

2. Usability Test Planning <- 15%>

2.1. Purpose and objectives (300 words)

In this phase we aim to evaluate to what extent are we able to accomplish the usability objectives we identified in our user research part of the document. For this purpose, it was imperative that we divide our usability goals into separate categories: application, user experience and error recovery.

Goals of our System:

1. Efficacy:

To observe the basic functionality of the prototype and determine if it meets the objectives of making the donation process convenient as it is primarily supposed to do. We also needed to determine the amount of time it took our users to learn about our application to achieve functionality.

2. Efficiency:

To observe if the process is being executed in the desired manner and no such constraints are applicable on the users, which were previously not there in the traditional medium. If it is increasing the productivity of users by making the subsequent interactions easier.

3. Learnability:

To observe if the interface requires the user to learn a step or part of the process.

4. Memorability:

To learn how easy, it is to remember how to perform a task once a user has learnt how to operate our app.

5. Safety:

To determine the extent to which the application protects users from errors and unfamiliar scenarios. The application should give control to the user in every situation.

User Experience:

1. Time on Task:

Time it takes for participants to complete a given task

2. Task Completion:

This tells us about the number of given tasks that the user was able to complete successfully. This would determine if the user was able to easily understand the prototype interface

3. Consistency of Design:

Whether the design of the app matches the users' mental model of the app, especially relating to the given task.

4. Overall Satisfaction:

To test whether the user enjoyed the overall experience and how they felt with the design of the app.

5. Error Recovery:

- To find out about errors that do not affect the participants ability to complete a task but hamper the overall experience of the user.
- To determine errors that block a user from completing a task

2.2. Participants (100 words)

Participants of the usability testing consist of two sets of people: people who donate clothes and the ones who are associated with charitable organizations in some form or are involved in collecting clothing donations. The pool of participants included both male and females and all of them were less than 30-year-old. There were 15 prospective donors and 5 people who represent a charitable organization.

Donor Side

No.	Name	Gender	Age	Education	Donation frequency	Donation patterns
1	Rafia Mazhar	Female	24	Bachelor's Degree	Monthly	Donating to friends and family
2	Anusheh Azhar	Female	22	Bachelor's Degree	Annually	Donating to those nearby and charitable organizations
3	Sheraz Hasan	Male	21	Bachelor's Degree	Monthly	Donating to those nearby
4	Hafsa Kamran	Female	20	Bachelor's Degree	Annually	Donating to those nearby
5	Mahnoor Gill	Female	22	Bachelor's Degree	Monthly	Donating to those nearby

6	Haniya Yasin	Female	22	Bachelor's Degree	Monthly	Donating to those nearby
7	Zoraiz Qureshi	Male	22	Bachelor's Degree	Annually	Donating to charitable organizations
8	Uzair Mustafa	Male	22	Bachelor's Degree	Annually	Donating to those nearby
9	Raja Hammad	Male	22	Bachelor's Degree	Monthly	Donates to House help
10	Aqib Shafiq	Male	22	Bachelor's Degree	Annually	Donates to those nearby
11	Saad Arshad	Male	22	Bachelor's Degree	Monthly	Donates to House help
12	Robina Mahmood	Female	63	Bachelor's degree	Annually	Donates to those nearby
13	Nawal Fatima Rai	Female	22	Bachelor's degree	Annually	Donates to those nearby
14	Maida Tahir	Female	23	Bachelor's degree	Annually	Donates to those nearby
15	Masooma Zahra	Female	22	Bachelor's degree	Monthly	Donates to House help

Organization Side

No.	Name	Gender	Age	Education	Organization
1	Saad Ahmed Syed	Male	23	Bachelor's Degree	LCSS
2	Fatima Jawad Syed	Female	23	Bachelor's Degree	Akhuwat
3	Hussain Abbas Zaidi	Male	20	Bachelor's Degree	NGP

4	Saleha Munsoor	Female	22	Bachelor's Degree	NGP
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2.3. Scenarios and tasks

Initially, we will brief the user about the purpose of this application and role of the respective user so that they get a sense of what they can expect. After that, participants will be allowed to surf the application for a minute in order to get familiar. Following will be several tasks, different for each set of participants, that cover all the functions available in the application

Organization:

Accept a recent donation

The primary usage of the application is for the organizations to receive donations. To give this task the importance of its usability in a real-life situation, we will give

Make a post for donation drive

Apart from their regular service of receiving donations, organizations can also notify the potential donors about a donation drive that they are conducting in order to create an additional appeal. Participants will be given a scenario that they are conducting a drive to protect the less privileged people from cool weather this winter season.

Check your reviews

Users have the option to put up a review of their experience of donating on KapraEid. Organizations are also given the access of those reviews so that they can act upon any suggestion they receive from the donors. To perform this task, participants will be given a scenario that they have received a call from an app user who has read a negative review about the organization and wants to confirm about that issue. Participants being unaware about that review, ask them to give them 5 minutes to report about that complaint. Participant wants to read that review.

Upload a story

Participants want to upload a story capturing their current winter drive. So, he immediately wants to click a shot and post on KapraEid for the donors to see their current activity.

View pending donations

Participants are expected to receive an unusually high amount of donations, owing to their winter drive. Hence, the participant wants to pursue all the pending donations quickly. So, the participant is to view the pending donations and accept them.

Check message of the donor

Participant checks a pending donation. The organization does not have the pickup service available at the time slot donor has logged in. Therefore, participants requested a different time slot. Now, the participant wants to check the donor's reply on their request.

Upload a post

On completion of the winter drive, participants want to put up a post of the number of donations they received and the number of people they were able to serve and the areas that were catered. Check the message of the donor.

Donor:

Can you please reset your password?

With so many passwords to remember these days, people often forget passwords for their accounts. To facilitate the user, this task should require not more than 2-3 steps. An efficient resetting password will not only minimize friction but would also make sure that the customer's information is secure. The resetting of the password only requires the participant to enter their email and the KapraEid's backend will automatically send them a password reset link on their email address

Can you please sign in with your credentials?

The entry point of an application must be the simplest yet the most secure part of KapraEid. Instead of having a unique username for the user to remember, we made sure that the user must bypass this hassle and only enter an email and a password. To reduce the user's efforts further we allowed them to register and login through Facebook and google.

View your notifications. Then go back to the home screen.

Notifications inform the donors about whether the organization has accepted their donations, a new organization has signed up on KapraEid, a recent drive has been added or an organization has uploaded their story. All these features will be pushed to the user through push notification, however having all these in one place is also important.

Open a chat with Akhuwat

Communication would be a feature that the user would use the most so it has to be kept in plain sight and should be always accessible to the user. A user should not have to search when he/she needs to communicate with the organization and to ensure ease of use, this is kept on the homepage of our application.

Please view the story for one of the organizations: Aman Foundations

The donors need to be informed about the drive's organizations have been conducting. This feature ensures that there is greater awareness between the two target groups and encourages a relationship of mutual trust. The donors could view stories of different organizations, so they know what they have been doing currently.

Can you please view the posts for one organization: Aman Foundation

To check the work an organization has conducted previously, the donor could view the posts that have been conducted by the foundation. This feature ensures more users trust and communicate with the organization and those that have already donated to a particular drive donate again to the organization.

Can you please donate clothes to "Thar better Life donation", a donation drive conducted by Aman Foundation?

This is a particular donation drive which is conducted by a foundation and it is available on both the homepage and under the organization that is supporting the drive ie. Aman Foundation. The task ensures the options are visible and the user can view information about the drive before they choose to donate to them.

Please view the donations you have conducted before

This option is present in the navigation bar of the application and is added so the user knows where they have donated before and which donations are currently in progress. It also informs the user about the successful donations which have been conducted before and the user can view pictures of the clothing items donated. They can also monitor the date and time for the pickup so they can be available accordingly.

Please log out of the application

If a person wants to go back to their login page or if someone else wants to enter their credentials, it should be an easy task for them. By asking them to log out we have to make sure if they can find a logout button without thinking too much.

2.4. Test materials (only bullet points)

- Laptop to conduct interviews on zoom
- Webcam
- Screen recorder (Mostly on zoom)
- Notepad
- Screening form
- Pre-test Survey
- Post-test Survey
- Consent form

3. Usability Testing -30%

3.1. Test Procedure

Our goal in this usability testing phase was to gather data from donors and the organizations about the ease of the donation procedure while they were using our application. Due to lack of mobility and coronavirus, we took most of the interviews through Zoom and video-recorded the interview. Some of the interviews with potential donors, especially those among our acquaintances were held in person. Similarly, we were able to contact some of the organizations and conduct their interviews to observe the organizations side of our application. We tried to ensure that the testing environment was fun and comfortable for both the target groups and conducted a screening survey before conducting our study. This was done to ensure we had a variety of participants according to the demographics and was devised and circulated among friends and family members. We also ensured that the recommendations and answers they had highlighted in the post-survey questionnaire were kept anonymous so they can give valuable insights about the product.

Using quantitative, observational, and qualitative data, we analyzed the problems faced by both donors and organizational representatives when they were using our application. After screening our participants, we began with an informed consent form that we sent to every person and they had to fill that before we took their interview. We then proceeded with an ice breaking session to make the participants comfortable in the testing environment. Then, we sent them a pre-survey questionnaire before introducing our application and asking

them to launch it. This was followed by asking them to screen share their screen and given them access to the Figma prototype we had developed. They then had to perform a series of tasks and think aloud while performing them, so we were able to evaluate their responses. The participants that expressed confusion during the interview, were asked about the reasons that they chose a particular option to evaluate their reasonings. We relied on an interview guide for a few questions but allowed the participants to guide the flow of the interview. We interviewed 20 participants and transcribed the recordings, observing their behavior, time and other minor details.

Therefore, there were four phases that we followed in our methodology:

1. Screening procedure
2. Pre-test questionnaire
3. Assigning tasks and observing the testing
4. Post-test questionnaire

Screening procedure

The participants were first sent a screening questionnaire on google forms where they were asked basic questions like their name, age, education and other information. There were also a few more questions which asked the participants about their clothing donation patterns; their frequency and methods of donations. These questions were asked to observe there were a variety of participants. Those that donate clothes often and those that donate to organizations or to individuals in the nearby vicinity.

Pre-test questionnaire

Before we started with our testing, we asked the user to fill a pre-test questionnaire. This was done to see to account for the mistakes that the user would have done at a later stage of the testing. For instance, the user was asked if they used an application before which offered pickup/delivery services because that would mean that the user would be most familiar with our application. Since there is no donation application in Pakistan, the user might be relatively unfamiliar with our application. However, we ensured that the message of the application was put across and the user knew exactly what had to be done in the application. After filling this, we provided a user with a basic detail about the application so he is aware about the purpose and his/her mental model is not disrupted because the user knows about the application entirely.

Testing

For testing of our application, we divided the workload in our group, so each member had to conduct about 4 tests. Since one of our target user groups was hard to get, most of the interviews were collected from the donor side. This was also done because that was the major side of the application as there would be more users using the application as compared to organizational representatives. We would monitor the mood of the user during the interview but to ensure there were little distractions, we recorded the interviews and then reviewed them once again. We recorded the time taken by the user to conduct a particular task along with their behavior to draw conclusions about the usability of our application. We would note down the comments that the user had made while conducting the test as well to ensure that we understand the user's mental model. Furthermore, after completion of the interview we would take up any questions or recommendations of the user before we circulated the post-questionnaire.

Post-questionnaire

Once the test was conducted, the user was asked to fill the final survey which contained a mixture of both qualitative and quantitative responses to understand if the user managed to perform the tasks accurately. The user was then thanked for his time and participation in the study and asked to contact us in case of any other queries before the session ended.

3.2. Pre-test questionnaire

Donor Side

Thank you for volunteering for our usability testing phase. We hope the testing is pleasant and fun for you. The feedback from the testing would help us gain valuable insights about the ease of use for our product. Please fill this short questionnaire before the start of the testing and we will begin the testing shortly afterwards! Thank you!

*** Required**

Name *

How do you donate your clothing items? *

What problems do you usually face when donating these clothing items? *

How could the donation process be made easier for you? *

What is the average time it takes for the procedure? *

- ☐ Less than 5 minutes
- ☐ 5-10 minutes
- ☐ 11-20 minutes
- ☐ 21-30 minutes
- ☐ Greater than 31 minutes

Do you know of any of the organizations that donate clothes to the deserving individuals?

- ☐ Yes
- ☐ No

Which organizations have you heard of before?

- ☐ Islamic Help
- ☐ Aman Foundation
- ☐ Arya Charity

- ☐ Side by Side
- ☐ JDC Foundation
- ☐ Rising Star
- ☐ Akhuwat
- ☐ Grateful gifts
- ☐ Edhi Foundation
- ☐ Other: _____

Have you donated clothes to any of them? *

- ☐ Yes
- ☐ No

On a scale of 1 to 10, how much do you trust clothing donation organizations? *

Extremely poor 1 2 3 4 5 6 7 8 9 10 Extremely good

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Why did you give the score above? *

What was the donation procedure for the organizations? *

Have you used an application/website before that involved accessing pick-up or delivery service? *

- ☐ Yes
- ☐ No

If yes, please name the application/website?

If your answer was yes to the first question, what were the features of the application/website?

If your answer was yes to the first question, Which device did you use for the application/website?

- ☐ IOS
- ☐ Android
- ☐ Windows

☐ Other: _____

If your answer was yes to the first question, How regularly did you use that platform?

- ☐ Weekly
☐ Monthly
☐ Yearly
☐ Occasionally

If your answer was yes to the first question, how much do you trust clothing donation organizations on a scale of 1-10

1 2 3 4 5 6 7 8 9 10
Extremely poor ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Amazing

Would you be interested in an application that makes the donating procedure easier? *

- ☐ Yes
☐ No
☐ Maybe

What do you think should be the aim and features of the application? *

Organizational Side

Thank you for volunteering for our usability testing phase. We hope the testing is pleasant and fun for you. The feedback from the testing will help us gain valuable insights about the ease of use for our product. Please fill this short questionnaire before the start of the testing and we will begin the testing shortly afterwards! Thank you!

* Required

Name *

Name of Organization? *

Role at your Organization? *

How do you collect clothes from your users?*

What are some recurring problems you face in collection of clothes? *

Does your response during the process match the goals you set prior to collection?*

- ☐ Always
- ☐ Sometime, but it can be improved
- ☐ Never

Does your organization accommodate pick-up of items from the users' doorstep?*

- ☐ Yes
- ☐ No, we believe it is not feasible
- ☐ No, but we are interested in the possibility

Have you used an application/website before to facilitate the process of donation?*

- ☐ Yes
- ☐ No

If yes, please provide the name of that application/website?

What were the features of the application/website?

On a scale of 1 to 10, please rate the experience when you used the platform?

1 2 3 4 5 6 7 8 9 10

Extremely poor ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ Amazing

Would you be interested in using an application/website that facilitates the donation procedure?*

- ☐ Yes
☐ No

What do you think should be the aims and features of such an application?*

3.3. Final questionnaire

Thank you for volunteering for our usability testing phase. We hope the testing was pleasant and fun for you. The feedback from the testing would help us gain valuable insights about the ease of use for our product. Please fill this short questionnaire to conclude the testing and we thank you again for your time and input!

*** Required**

Name *

How satisfied are you with the aesthetics of the application? *

- ☐ Dissatisfied
☐ Somewhat dissatisfied
☐ Neutral
☐ Somewhat satisfied
☐ Satisfied

Overall, how would you rate the experience when you are using the application? *

Extremely poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Extremely good

How satisfied are you with the flow and consistency of the application? *

- ☐ Dissatisfied
☐ Somewhat dissatisfied
☐ Neutral
☐ Somewhat satisfied
☐ Satisfied

How frequently would you like to use this application? *

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Yearly
- ☐ Never

What did you like the most about the application? *

If you could change one thing about this application, what would it be? *

On a scale of 1 to 5, what was the ease of using the application as a first time user? *

- | | | | | | | |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------|
| | 1 | 2 | 3 | 4 | 5 | |
| Extremely difficult | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Extremely easy |

How comfortable were you while completing the tasks? *

- ☐ Uncomfortable
- ☐ Somewhat uncomfortable
- ☐ Neutral
- ☐ Somewhat comfortable
- ☐ Comfortable

Were the features of the application well-integrated throughout? *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

Would you need assistance when using the application? *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

What will stop you from using this application in the future? *

How likely are you to refer to this website or app? *

	1	2	3	4	5	
Extremely unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely likely

3.5. Measurements

To analyze the findings that we had gathered over our testing phase, we evaluated a few aspects during the user testing. To understand user comfort, response, participation and awareness during the tasks he/she completed we collected both quantitative and qualitative data to evaluate the performance of the participants.

We observed a few aspects of the usability ranging from the completion of the task assigned, their success rate, error rate and their subjective satisfaction during the testing. There were two types of data collected: *process data* which is the observations of what the users are thinking and doing and the *bottom-line data*, which is the summary of what happened during the testing.

The data collected from the interviews helped in doing comparing results between different participants, and we ensured that there were minimum unexpected interferences while they carried out the tasks. The technique was used with combination of pre and post-test questionnaires which enabled us to interpret both quantitative and qualitative data.

To conduct this, we identified several goals when we conducted our usability testing and identified a few things that were needed when we were designing the application. These goals are outlined as follows:

Comfort of our participants when they used the application

We ensured that the participants found the testing procedure to be comfortable and convenient. During our user research phase, we realized that there were several problems that the user faced while they were donating clothes to organizations and wanted the process to be easier for them rather than make it more complicated so the application would not be used by them in the future. We evaluated their comfort and problems that they faced when they were using the application to ensure that they were dealt with in our application. They were also asked a few questions before the test was conducted to make them comfortable before questions about the

Buildup of trust in our application

We evaluated if there was a sense of assurance between the participants when they were using the application. This was the essence of the application and we tried to promote this in our application as well. We wanted to see if the participants also felt that they developed that relationship of trust and transparency between the organization as that was the major goal of our application. To ensure this, we asked the participants a range of questions both in the survey and the testing. Their qualitative and quantitative responses helped us understand if our goal was achieved.

Awareness about organizations between the participants

We realized that the lack of donations in Pakistan stems from the lack of awareness about the clothing donation drives, organizations and their methods in Pakistan. We wanted to demonstrate if our participants all had enough information about the organizations while they were trusting our application or did, they not know about them at all. This was asked in the survey questionnaire and we measured if our participants knew about the organizations and participate in their campaigns.

Ease of use

We wanted to observe if our application was easy to use between our user groups. Since the users were not getting anything other than personal satisfaction when using our application, it was very important to demonstrate easy user flows and designs. The designs were kept to be aesthetic and simple to use. All the information was displayed on the page and we asked user groups questions at different phases of tasks to ensure that the users felt the same way about the application. Our goal as to create an application that is easy to use for a first-time user and we evaluated if we were able to achieve this in our application.

Evaluating participant behavior

Before testing the application, it was ensured that the participants opinion about the usefulness of the application was accessed to ensure that we evaluated the variety of our participants. It was highly important to do this, since we wanted to check that if there was a particular task the participants were not able to complete what were their reasons. There were a few questions that were asked the participants before beginning the testing to monitor the response of the participants and analyze their behavior.

After setting the goals and accounting for our participants, we noted a few other details during our testing which we used to monitor the usability of our application. The factors we noticed during our observations were as follows:

Time taken for users to complete the task

While we conducted our usability testing, the time taken for the user to complete a task was noted as the user was asked to perform different tasks. We noted the average time that the user required to complete a particular task which was used to derive the problems that were associated in the prototype. Some of these times were a consequence of the users switching between different parts of the application that they were a part of and was used to estimate if the application was user-friendly. The users would be expected to explore the application conveniently. However, there were a few anomalies that we noticed in the process as well which have been explored in the findings section.

Success rate

We evaluated the success rate of a user when they performed a task. The rate was defined as the percentage of tasks that the user completed correctly. This quantitative data was collected from the testing while the user was testing the application and were a great method to collect and show the statistic. If the users were not able to complete a particular task then they had a lower success rate for that task. The success rate is the bottom line of the usability testing and are easy to measure. If the user was not able to perform a task properly, then his/her success rate was the least as and the user can either complete the task or not.

Error rate

We evaluated the error rate when they performed a task. This was defined as the number of errors the user faced when they had been assigned a task. This quantitative data was collected as when the user performed the task, his/her behavior was analyzed and noted to see if they performed any errors when they performed a particular test. This is quantifiable and was different from success rate as a user who performs errors in the function of the application might not necessarily fail the task. For instance, if a user eventually ends up achieving the end goal of the application but performed several mistakes along the way would be given a good success rate but a lower error.

User's subjective satisfaction

During our testing phase, we kept asking users questions throughout while they were using the application to rate their satisfaction with various aspects in the design. These ranged from aesthetical features to the way the application was performing various functions that we had asked the user to do and evaluate. We also measured this by asking users questions in the post-questionnaires so they can talk in greater depth.

4. Results (Findings) – 45%

We conducted a total of 19 interviews, which included 15 from the donor side and 3 from the organizations. These interviews helped us give deep insights into some of the problems that our users faced.

Donor

Pre-test Questionnaire results

When donating clothes, most the participants donated them to those in the nearby vicinity. They would donate to house help in their homes, as they had more access to them.

"I usually give them to my helpers or driver" (P-2)

"By giving them to the house help" (P-7)

"I normally sort them out and donate them to house servants where sizes match."(P-9)

"I usually give them to the help that works at our house" (P-5)

"I usually just hand them over to the ones in need, usually the maids working at my home, or others who come by our house." (P-6)

While other participants donated clothes to those, they knew that were deserving. All these characteristics ensured that we had a variety of participants

"Give them to people I know" (P-11)

"Directly to the needy that I know are deserving" (P-14)

While others donated to an organization, or changed their preferences based on the circumstances

"By giving them to our house help or other deserving people we might know. It all depends on the kind of clothes we have. For instance, if its formal wear, we would preferably look for someone underprivileged who is about to get married." (P-15)

"Drop them off to NGO to donate them" (P-1)

"Usually directly to the deserving people around me and sometimes through welfare organizations." (P-4)

Some other participants would also give it to their close by relatives who would donate further

"Give to my mom, who would donate further" (P-3)

The participants also talked about the problems they faced while they were donating these clothes.

Many Individuals felt like it was inconvenient to travel or did not know where to go for the donations.

"Inconvenience of traveling to donate" (P-6)

"Usually, the problem is that if I want to donate to somebody other than my help, I really don't know where to go or who to approach" (P-1)

There were some others who experienced mistrust and found it difficult to find people that they could donate to.

"I know few people to give clothes to" (P-4)

"Trust issues whether the donations will reach the needy or not" (P-15)

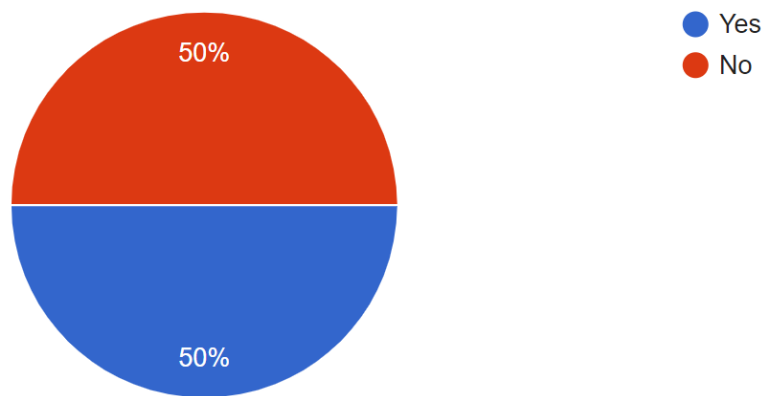
Most participants felt that they did not know about the people they could send the clothes to

"I would say I have a very limited pool to donate to." (P-9)

"Finding the needy" (P-5)

The participants were also asked about the time the usual process of donation takes. This was done to ensure if they were aware of the timing constraints when it comes to donation of clothes. Most participants felt it took a maximum of 10 minutes. However, there were many others who said it took them greater than 31 minutes. This was a cause of alarm and had to be dealt with because that was the aim of our application: to make it convenient for users to donate clothes.

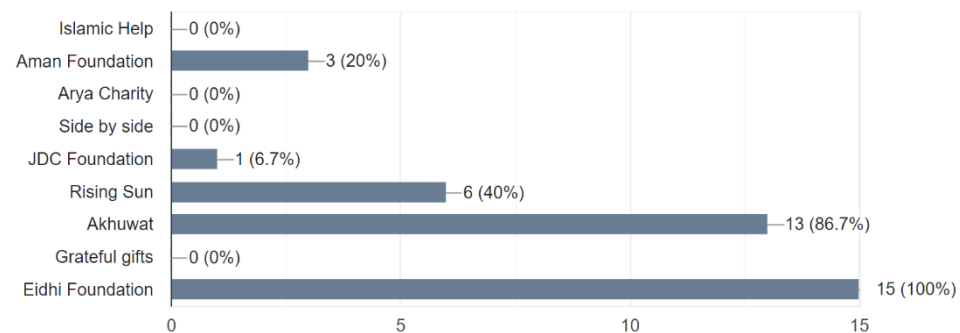
Next, we evaluated the number of participants that were aware about the organizations and the results show that there was an equal contribution in that area which was good for our testing phase.



When we evaluated the number of participants that were aware about the organizations, we found out that most participants knew about a few organizations that have been added to our application. Since they were added in the application, it was important to ensure that our participants knew about them as well. If not, there responses could be different.

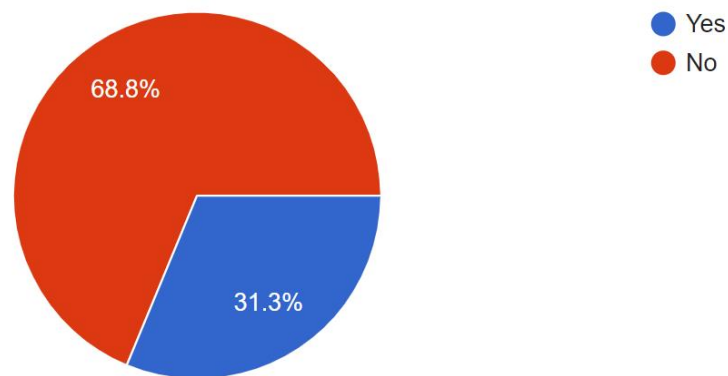
Which organisations have you heard of before?

15 responses



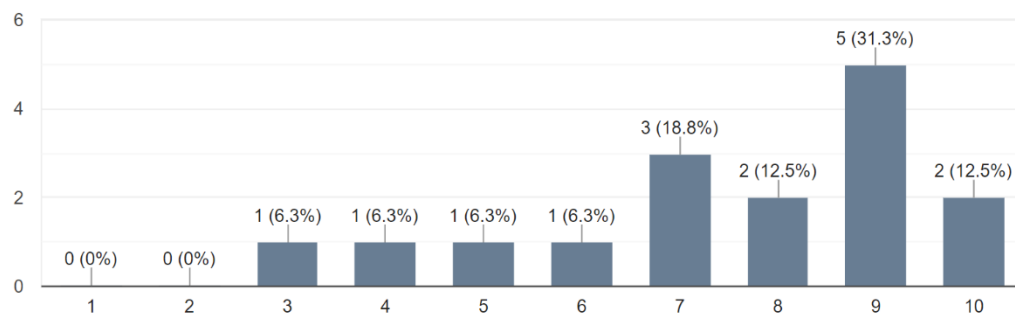
The one problem that we noticed was that even though individuals knew about the organizations that exist. They did not donate to them and the reason was because of lack of trust which has been targeted in our application.

10 responses



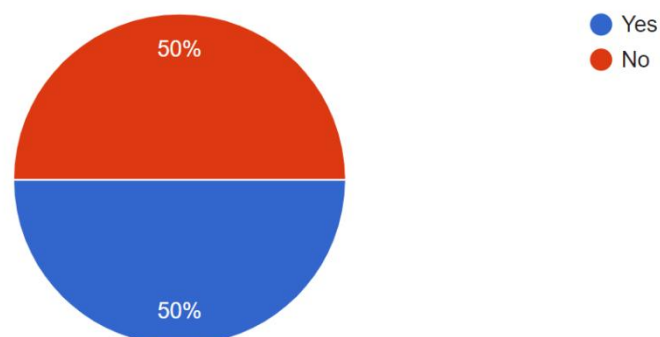
Although there were a few responses that trusted them a lot: those in the 9 and 10 area, the other participants in our survey did not trust them that much.

16 responses



The participants were also asked about the pickup/delivery they had used in the past to gauge if they were familiar with the application. Since this was also an equal divide, it would give a variety of answers in the usability testing of our application.

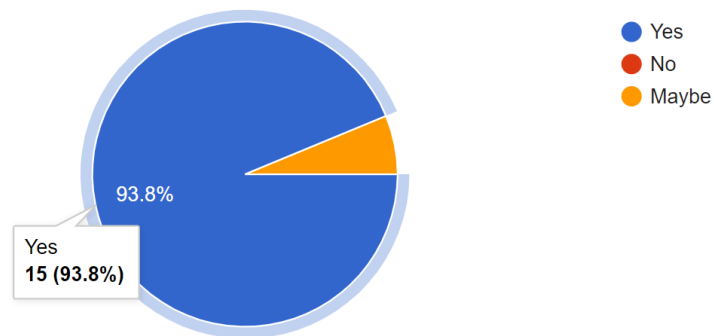
16 responses



We also saw that most of our participants would want to use an application for donation. This signified if they would be interested by our application in the future and would shed light on their interest/lack of interest in this domain.

Would you be interested in an application that makes the donating procedure easier?

16 responses



Testing

Task 1: **Imagine you have already made an account on KapraEid, but you have forgotten your credentials. Can you please reset your password?**

			Task 1			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	4:21	5:00	0:39	0:03	Negative	Success
2	3:54	4:25	0:31	0:11	Negative	Success
3	8:40	9:06	0:26	0:16	Negative	Success
4	12:27	13:50	1:23	0:40	Postive	Success
5	11:22	12:08	0:46	0:03	Positive	Success
6	13:13	13:38	0:25	0:17	Negative	Success
7	8:20	8:35	0:15	0:27	Negative	Success
8	6:08	6:30	0:22	0:20	Negative	Success
9	5:21	5:37	0:16	0:26	Negative	Success
10	2:40	3:10	0:30	0:12	Negative	Success
11	1:02	2:19	1:17	0:34	Postive	Success
12	6:43	8:08	1:25	0:42	Postive	Success
13	0:29	1:55	1:26	0:43	Positive	Success
14	10:06	10:23	0:17	0:25	Negative	Success
15	-	-	-	-	-	Failure
Average Time Taken	0:42					

The average time it took for a user here was around **42 seconds**. 9 out of 15 users were able to complete their tasks before the average time. The users knew where they had to navigate to. Some errors were made while the people explored but overall, everyone found the 'forgot password' link. Most of the users started entering the details even though they could have pressed the 'forgot password' link directly.

P1 Went to signup first and started making a new account. Probably did not hear that she already has an account made. Realized that, she was doing something wrong. Then went to login and started entering login credentials. After that she saw the forget password link and pressed it. From here onwards she quickly reset her password.

P2 was confused initially and asked, *"Should I click on Sign in or Sign Up"* but he managed to complete it after a few seconds.

P3 She did not understand the question at first. So, we had to repeat it for her. She then tried to do the task again. This time she entered the email and then pressed the 'forgot password' link. A slight delay was caused as there was an issue with Figma on her phone. She tried to tap but it did not move the screen to the next page. She managed to once she was able to tap on the screen.

P4 Tapped 'Get started'. When I went straight to 'Login '. Tapped forgot password and went to the 'Forgot password screen'. She said 'Done' before she completed the entire task and when she was told about it, she got confused and went back to the login screen. Then she realized she had to tap it correctly. After that she went back to the page and reset her password successfully.

P5's internet kept disconnecting which made it even hard for her to perform tasks. Since Figma was not connected, she went back to her homepage and launched it again which took time. The connectivity problem happened again, and she was a little frustrated and went back to the sign-up page. She then went to the reset again and this time was able to perform the task correctly.

P6 Went to get started and then login page and generally completed this task easily, he seemed exciting and intrigued while performing the tasks and was in a happy mood looking at our fun passwords.

P7 went to his account, clicked on reset and then was directed to the forgot password screen. He did this relatively easily.

P8 clicked on forgot password, typed her email, and reset her password.

P9 was able to spot the forgot password option immediately. After clicking it, he entered his email, where he was sent his new password.

P10 clicked Get Started button and was directed to the sign in screen. After inspecting the sign in screen, he chose to login with google. After a failed attempt at it, he realized that the option to sign up with google was not available and he was supposed to signup manually. He put in all the required information conveniently and registered.

P11 made no errors in the task and completed it easily.

P12 first clicks on sign in option and then sees the forgot password option so she clicks on that and proceeds to complete the task with ease. "First I need to sign in and it should say forgot password option where I can click to be able to complete the task".

P13 opens the app and she clicks on sign in and directly clicks on forgot password. She then clicks on it and enters her email and promptly completes the tasks.

P14 Went to sign in form. Identified the forgot password link quickly. Entered the email address and tapped the 'Reset' button.

P15 was not able to do this because she entered password first and our Figma flow did not allow her to click forget password from there. She did figure how to do it but couldn't because of Figma constraints so problem not on designing end.

Task 2: [Can you please login with your credentials?](#)

			Task 2			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	5:07	5:18	0:11	0:05	Negative	Success
2	4:28	4:35	0:07	0:09	Negative	Success
3	9:15	9:35	0:20	0:03	Positive	Success
4	13:51	14:06	0:15	0:01	Negative	Success
5	13:00	13:11	0:11	0:05	Negative	Success
6	13:38	13:56	0:18	0:01	Positive	Success
7	8:47	10:02	1:15	0:58	Positive	Success
8	6:36	6:44	0:08	0:08	Negative	Success
9	5:38	5:48	0:10	0:06	Negative	Success
10	3:10	3:17	0:07	0:09	Negative	Success
11	2:19	2:31	0:12	0:04	Negative	Success
12	8:11	8:34	0:23	0:06	Positive	Success
13	2:12	2:20	0:08	0:08	Negative	Success
14	10:24	10:33	0:09	0:07	Negative	Success
15	9:31	9:41	0:10	0:06	Negative	Success
Average Time Taken	0:16					

This task was completed quickly by every participant. The average time it took for completion was around **16 seconds**. This task was completed by every participant successfully. Only 4 out of 15 participants were above the mean time. **P2** took around 1 minute 15 seconds for this task but this was since his Figma prototype was unresponsive. He knew exactly where he had to tap. The rest of the individuals did not have to think much while performing this task.

Task 3: [Can you please open your notifications and go back to the home page?](#)

			Task 3			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	6:18	6:50	0:32	0:05	Positive	Success
2	5:23	5:51	0:28	0:01	Negative	Success
3	10:24	10:34	0:10	0:16	Negative	Success
4	15:07	15:33	0:26	0:00	Negative	Success
5	14:05	14:20	0:15	0:11	Negative	Success
6	14:03	15:00	0:57	0:30	-	Failure
7	11:02	11:24	0:22	0:04	Negative	Success
8	7:22	7:28	0:06	0:20	Negative	Success
9	6:00	6:13	0:13	0:13	Negative	Success
10	3:25	4:10	0:45	0:18	Positive	Success
11	2:47	3:08	0:21	0:05	Negative	Success
12	8:49	9:56	1:07	0:40	Positive	Success
13	2:47	3:08	0:21	0:05	Negative	Success
14	10:35	10:55	0:20	0:06	Negative	Success
15	9:43	9:59	0:16	0:10	Negative	Success
Average Time Taken	0:26					

The average time it took for this task was **26 seconds**. Some users did face difficulties here however this task too was successfully completed by each participant except one. 4 out of 15 participants had their time greater than the mean time.

P1 was confused for some seconds and opened the messages first. She was confused if the messages were her notifications and asked, *“Are these my inbox messages or are these my notifications”*. However, she soon found the notifications and said *“Found the notification. Usually in apps like Facebook and Instagram the notifications are on the main screen, next to the messages on the home screen so that is why I could not find them. I would want the notifications to be more visible”*.

P4 was also having difficulties in finding the notifications and first tapped ‘Donate now’ button. After that she tapped messages icon and finally, she opened the notifications. She said that *“I am having a bit of an issue in finding the notifications”*. This task was achieved through trial and error.

P6 was unable to complete the task and said, *“This seems to be the navigation bar, but these look like messages”*.

P12 mistook the messages icon for the notifications and went there instead. However, she realized her mistake and went back to home. From there she was able to go to the notifications quickly after seeing the drawer.

P13 easily recognized the drawer and said, *“The interface is just like Facebook especially the notifications”*.

Task 4: **Can you please open a chat with Akhuwat Foundation?**

			Task 4			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	7:10	7:20	0:10	0:17	Negative	Success
2	6:15	7:24	1:09	0:41	Positive	Success
3	10:35	10:52:00 am	0:17	0:10	Negative	Success
4	15:57	16:02	0:05	0:22	Negative	Success
5	14:20	14:30	0:10	0:17	Negative	Success
6	15:03	15:25	0:22	0:05	Negative	Success
7	11:53	12:12	0:19	0:08	Negative	Success
8	7:34	8:05	0:31	0:03	Positive	Success
9	6:15	6:55	0:40	0:12	Positive	Success
10	4:12	4:30	0:18	0:09	Negative	Success
11	3:17	3:41	0:24	0:03	Negative	Success
12	10:01	10:36	0:35	0:07	Positive	Success
13	5:13	6:20	1:07	0:39	Positive	Success
14	11:05	11:20	0:15	0:12	Negative	Success
15	10:05	10:40	0:35	0:07	Positive	Success
Average Time Taken	0:27					

The average time it took for a participant to complete this task was **27 seconds**. 9 out of 15 participants were able to complete it before the average time. This task was completed successfully by all the participants. P1 went to the main screen and tapped the ‘messages’ icon. She was presented with the chats. There she easily tapped Aman foundations chats.

P1 went to the main page. There she saw the chat icon. She pressed it. She was presented with all the chats. She tapped the Akhuwat Foundation chat.

P2 could not find the chats that easily. She scrolled the homepage and tried tapping ‘Akhuwat Foundation’ card. However, it was unresponsive. Only after repeating the

questions thrice was, she able to open the chats. However, she knew the location of the chats and said, *"The organizations would probably be on my home screen."*. According to her *"I think it will be easier if I type it in the search bar"*. P4 thought that the messages were his navigation bar and completed the task before he was asked to. As it was clicking a card that was not connected in Figma he said, "I cannot click on other organizations, scroll through the page or search".

P4 went closer to her screen to look clearly but he easily recognized the chat icon and open his chats.

P9 tried to click the message option but he was not able to click at first. Then, he thought that maybe he is required to click another option. So, he moved his cursor to Akhuwat foundation card and tried opening that but was not successful doing that as well. Then, he again clicked the messaging option, which directed him to messages. He immediately spotted Akhuwat at the top, but it took him a second to figure out what is the clickable part, after which he opened the chat with Akhuwat foundation.

P12 first went to the Akhuwat Foundations posts in the homepage because that is where is attention was directed towards because of our home screen. When that didn't work, he went to the top right corner of the screen as it was where he believed the messages icon to be based on the apps that he uses (Instagram, Snapchat).

P13 immediately goes to the top right because she assumes that is where the messages should be, and she clicks on Akhuwat and promptly completes the task. But she personally prefers the messaging icon to be located at the bottom right.

P15 Pressed on the card for Akhuwat on home page. Then saw the message icon on the top right corner and proceeded to click it to navigate to the right page. It took more time as Figma was lagging again.

Task 5: **Can you please view Aman Foundations story?**

			Task 5			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	7:28	7:32	0:04	0:39	Negative	Success
2	7:31	7:45	0:14	0:29	Negative	Success
3	10:59	11:08	0:09	0:34	Negative	Success
4	16:10	16:21	0:11	0:32	Negative	Success
5	14:32	14:47	0:15	0:28	Negative	Success
6	16:47	21:20	4:33	3:49	Positive	Success
7	12:34	13:02	0:28	0:15	Negative	Success
8	8:10	8:16	0:06	0:37	Negative	Success
9	7:00	7:25	0:25	0:18	Negative	Success
10	4:38	4:54	0:16	0:27	Negative	Success
11	3:55	4:05	0:10	0:33	Negative	Success
12	10:56	13:57	3:01	2:17	Positive	Success
13	6:28	7:07	0:39	0:04	Negative	Success
14	11:35	11:45	0:10	0:33	Negative	Success
15	10:53	10:59	0:07	0:36	Negative	Success
Average Time Taken	0:43					

This task took an average time of **43 seconds**. However, the mean was high since two individuals which took 4 minutes, 33 seconds, and 3 minutes 1 second to complete the task.

These two were the only participants that went above this time. This task was successfully completed by all the participants.

P1 went to the main page. There she saw the Aman foundations logo. She pressed it and a story popped up.

P2 found stories quickly. However, she asked which organization I wanted her to view. She tapped the stories for Aman Foundation.

P3 did not make any error and went straight to the homepage and tapped the Aman Foundations story. **P4** was able to navigate to the story by pressing the back button and then tapping the 'Aman Foundation' Logo.

P5 did this immediately and went to the story as soon as she went to the home screen. She also said She did this immediately and went to the story as soon as she went to the home screen. "I feel that they are very up to date and accurate based on how other applications are working and they are really good"

P6 felt like he should go to the posts to view stories and did not see the stories button on the homepage. He told us that "I just realized there is a stories section here on the home screen, it wasn't visible at first not sure why?". He also Wondered if there was more of these pictures on the page. "I was assuming the story would close on tapping it like Instagram".

P7 went to the homepage and directly went to view Aman Foundations story. He said, "I can see kids with clothes in their hands and this is nice".

P8 saw Aman foundation logo and pressed it to open the story. But after that, he clicked at Aman foundation card, which took him to the donation process. He did not know where he was so he asked if he should go back. After going back, he found the cross to close the story.

P9 saw the stories icon directly in the home screen so clicked there without any delay and completed the task easily.

P10 located stories from his cursor. Then, he located the logo of Aman foundation and clicked on it. After viewing it, he found the cross option and closed the story.

P11 saw the stories icon directly in the home screen so clicked there without any delay and completed the task easily.

P12 clicked on the drawer first, but upon realizing her error, she goes back to the home page. She then clicks on Aman foundations page as she believes that every detail about the organization would be situated there. She finds no stories to be viewed in that page, so she returns to the home page. She then realizes that the stories are situated on the home page on the very top, so she clicks on it and completes the task. "Something should be written with it. Upon viewing the story, I cannot discern what is happening in the photo."

P13 makes an error here and goes to Aman Foundations page instead of the stories. When she realizes her mistake, she immediately goes to the home page and clicks on stories. "*This makes more sense know. The stories are at the top and the foundations are below them. It makes sense to separate them*".

P14 Tried to access Aman Foundation page through message screen but then went straight to home screen and viewed story from there.

P15 did this without any trouble. Saw the story from the homepage.

Task 6: Can you please view the posts by Aman Foundation?

			Task 6			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	7:32	7:37	0:05	0:13	Negative	Success
2	7:55	8:04	0:09	0:09	Negative	Success
3	11:15	11:21	0:06	0:12	Negative	Success
4	16:30	16:43	0:13	0:05	Negative	Success
5	17:30	17:50	0:20	0:01	Positive	Success
6	17:46	18:10	0:24	0:05	Positive	Success
7	13:02	13:11	0:09	0:09	Negative	Success
8	8:30	8:37	0:07	0:11	Negative	Success
9	7:30	7:52	0:22	0:03	Positive	Success
10	5:00	6:22	1:22	1:03	Positive	Success
11	4:15	4:33	0:18	0:00	Negative	Success
12	14:04	14:09	0:05	0:13	Negative	Success
13	7:11	7:32	0:21	0:02	Positive	Success
14	11:50	12:05	0:15	0:03	Negative	Success
15	11:02	11:12	0:10	0:08	Negative	Success
Average Time Taken	0:18					

This task took an average time of **18 seconds**.

P1 went to the homepage and was easily was to view the posts by clicking on 'Akhuwat Foundations' 'card'.

P2 was already at the homepage. Tapped Aman Foundation's card. Then she scrolled the about section and quickly located the posts.

P3 was also on the homepage and went to Aman Foundations page and tapped on the posts section.

P4 went to the home screen. Then tapped the Aman Foundation card and quickly navigated to the posts. According to her *"This page and the other pages in the apps, they are like the applications we usually use, it was easy to understand and navigate around. Everything is easily understandable"*.

P5 went to the messages, scrolled through the stories and then she went to Aman Foundation. Then she was very confused and asked if she was doing the right thing. When I repeated myself, she went to the homepage then came back to the application and then went to the posts. She did ask *"Am I doing it correctly?"*

P6 went to the homepage of Aman foundation and went through posts, donation procedure and liked to explore it himself rather than doing the task. *"These are posts they seem scrollable and our like Facebook. There's a support button here, not sure."*

Since **P7** was used to the application by now, he went directly to Aman Foundations posts and viewed all of them and told me about the process himself. He scrolled through it and got comfortable with the procedure.

P8 easily went to the home screen and viewed posts for Aman foundation accurately. *“I think all the information that I would need is right here, number of likes, previewing it all seems nice. One thing missing is the title of the posts”.*

P9 clicked on Aman foundation card. Then, he found the posts tab at the top and clicked it. *“Posts for Aman foundation? I have clicked on Aman. Now, I will go to posts. Here they are. I can scroll down. And then, I can scroll back up “.*

P10 was initially looking for the drive in the organizations. After being emphasized that it is a drive, he shifted his focus to drives and after some scrolling, he found the designated drive. After opening the drive, he again inquired about the task and after getting the task, he begun the donation process. On first step, he conveniently provided all the information. On second step, he was initially trying to click on the google maps but soon realized that he was supposed to give his address in the text box. Then, he was able to complete the third step conveniently as well.

P11 immediately saw Aman Foundations name on the home screen so he clicked on it and was redirected to the Aman Foundations main page. From there he viewed the posts.

P12 immediately went to Aman foundations page as she already went there in the previous task.

P13 believes the posts should be on the organization page so she clicks on them and then clicks on the posts option and they open in front of her.

P14 and **P15** were on homepage, clicked on Aman foundation and were able to see posts.

Task 7: **Can you please donate to Thar better life Donation drive**

			Task 7			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	7:38	8:53	1:15	0:06	Negative	Success
2	8:57	11:06	2:09	0:47	Positive	Success
3	11:54	13:26	1:32	0:10	Positive	Success
4	17:35	18:52	1:17	0:04	Negative	Success
5	17:30	17:58	0:28	0:53	Negative	Success
6	19:30	20:42	1:12	0:09	Negative	Success
7	13:30	14:08	0:38	0:43	Negative	Success
8	9:29	10:22	0:53	0:28	Negative	Success
9	7:55	8:40	0:45	0:36	Negative	Success
10	6:25	6:50	0:25	0:56	Negative	Success
11	4:45	6:09	1:24	0:02	Positive	Success
12	14:37	18:58	4:21	2:59	Positive	Success
13	7:42	9:24	1:42	0:20	Positive	Success
14	12:15	12:50	0:35	0:46	Negative	Success
15	-	-	-	-	-	Failure
Average Time Taken	1:21					

This task took an average time of **1 minute and 21 seconds**. However, the mean was high since one individual took about 4 minutes and 21 seconds to complete the task. This anomaly raised the mean for the time taken and one participant was not able to complete the task and failed it.

P1 went to the main page and swiped the horizontal list of organizations. Then she pressed Thar better life donation drives card. After that she finished the task quickly. She knew what she had to press.

"I think it is a very smooth process, it asks for things clearly for my information. The picture is there, my address is there. I like the fact that it is divided, and the clothes come first, then the location and then the pickup so you know exactly where you are in the process."

P2 opened the drawer and tapped donations but she did not find it there. She then went back home after spending some time in 'My Donations'. She checked the message. After a while she went to the home screen and found the donation drive. After that she quickly went through all the steps of donations.

"I think it will be in my donations"

P3 made an error here, he started donating and filled in all the details and while he was about to select the payment method, he realized that the option to select a drive did not exist. There was visible confusion on his face. He went back to the home screen and then tapped on the right card. After that he completed the task quickly without thinking much about it.

P4 She tapped on the 'Donate now' button but soon realized she wasn't supposed to go there so she went back to the home screen. She then went to the 'My Donations' pages and said 'She had found it'. But upon looking closely she realized this was not where she wanted to be. After that she went to the home screen and saw the drive. She was then able to donate the clothes fairly quickly

P5 was on the Aman foundation page and clicked the support option there. She then quickly realized she was doing a wrong procedure. She then went to the homepage then went to the donation drive. After that the process was very smooth and she immediately got the information.

P6 recalled that he had seen it earlier, He was comfortable with the process and completed the entire donation procedure with positive feedback. Was not sure what the google map buttons do and wondered if they took me to a location. Seems like a fair amount and I am going to complete this donation.

"This seems like a cross funding sort of thing; I think I am accustomed to the process and it works!"

P7 felt like it was one of the organizations at first and scrolled through the horizontal bar of the organization. He then realized he had to go into Aman Foundation and went into Thar better life foundation. Then he supported the cause.

P8 went to the Aman foundation and realized where it was. She read it and carried out the entire procedure smoothly.

P9 clicked Thar better life donation option. Then, he clicked on support, which directed him to the donation process. On the first step, his attention was caught by upload picture button. He uploaded the picture and the preceding options got filled automatically. After that, he completed step 2 and 3 smoothly.

P10 initially navigated on the home screen. When he did not find a posts section, he returned to the organizations section and selected Aman foundation. After opening Aman foundation page, he quickly opens the posts tab.

“Aman foundation posts... These are stories, so... Drives... Testimonials... Aman foundation.”

P11 started by searching for “Thar better life donation drive” in the names that were on the home screen. He was confusing this donation drive with an organization. He tried to search for it but to no avail. He then saw the donate button option on the bottom right corner of the home screen, so he clicked there and started the process of donating clothes. He is then redirected to donate clothes page where he enters the details and location.

“I cannot seem to find the organization. Maybe if it tries searching for it, I will find it. You want me to donate clothes, right? So, for that ill click on the donate option”

P12 was confused on where to go to donate, but then she clicks on Aman foundation and she notices the Thar Better Life donation drive in the bottom of the about page, so she clicks on donate option. She proceeds to read the description and the clicks on the support button. Upon viewing the interface, she thought that she had to upload a picture for each clothing item one by one. She then clicks on next and enter the details of where she wants the driver to pick up clothes from. She is then confused as to why she must pay to donate. She believes that this would just prevent people from donating.

“I personally think if a person wants to donate clothes, then he is not going to donate one or two clothes, they are going to donate whole bag of clothes which would be a lot of work for everybody. No one is going to want to do that”

“Are you charging to have the clothes picked up?”

P13 directly clicks on the support button on the bottom right corner of the homepage where she is prompted to enter details of the clothes she is donating. She enters her details and enters her location. She then picks the time and date and completes the task.

P14 took a few seconds to look around the screen but was able to complete this without trouble too.

P15 Skipped this task. Was short on time

Task 8: [Can you please view the donations that you have already done before?](#)

			Task 8			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	8:58	9:08	0:10	0:15	Negative	Success
2	11:15	11:31	0:16	0:09	Negative	Success
3	13:32	13:43	0:11	0:14	Negative	Success
4	19:01	19:08	0:07	0:18	Negative	Success
5	18:13	18:18	0:05	0:20	Negative	Success
6	21:42	22:26	0:44	0:18	Positive	Success
7	14:26	14:46	0:20	0:05	Negative	Success
8	9:20	10:52	1:32	1:06	Positive	Success
9	8:45	9:15	0:30	0:04	Positive	Success
10	7:05	7:15	0:10	0:15	Negative	Success
11	6:14	6:41	0:27	0:01	Positive	Success
12	19:06	20:20	1:14	0:48	Positive	Success
13	9:30	9:40	0:10	0:15	Negative	Success
14	12:57	13:01	0:04	0:21	Negative	Success
15	-	-	-	-	-	Failure
Average Time Taken	0:25					

This task took an average time of **25 seconds**. There was one participant who wasn't able to complete the task

P1 tapped the drawer icon. Then she navigated to the 'My Donations' page. Then she tapped successfully.

P2 scrolled the homepage and went to the drawer and went straight to 'My Donations'

P3 went straight to the drawer and tapped "My Donations"

P4 went straight for the drawer icon and tapped 'My Donation'. She did not face any problem here

P5 went to the drawer since she had seen that before and scrolled vertically to view more about the application.

"I feel like this is a very good idea because it makes it clear for people how many donations have worked out and to know what is going on and this makes it very convenient"

P6 went to the drawer and very intuitively went there. He was a little inquisitive and wanted to look through them and talked about how there were successful donations and the ones in process currently.

P7 felt like it was one of the organizations at first and scrolled through the horizontal bar of the organization. He then realized he had to go into Aman Foundation and went into Thar better life foundation. Then he supported the cause.

P8 went back to the homepage, navigation bar and then viewed donations.

"These are my pending donations, and these are my successful donations"

P9 tapped the drawer icon. Navigated among the given options and then clicked on my donations. After opening the screen, he overlooked the pending donation tab and wrongly assumed them as successful donations and scrolled down. Then, after being instructed he clicked on successful donation.

P10 opened the drawer right away and chose the donations option. Then, he clicked on the successful donations tab.

"I think it will probably be in the options, yes. My donations. Successful donations."

P11 went to the side menu and saw the "my donations" option there. He clicked on it and was easily able to complete the task

P12 first instinct is to click on the drawer and she then goes to my donations option in the drawer. There she finds all the donations she has made and the pending donations as well.

P13 She tapped the drawer icon as she remembered seeing them in the previous tasks. Then she navigated to the 'My Donations' page. Then she tapped successfully.

P14 Went straight to the drawer and tapped "My Donations"

P15 Skipped this task. Was short on time

Task 9: **Can you please log out of the application?**

			Task 9			
Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
1	9:13	9:16	0:03	0:04	Negative	Success
2	12:17	12:22	0:05	0:02	Negative	Success
3	13:53	13:55	0:02	0:05	Negative	Success
4	19:16	19:32	0:16	0:08	Positive	Success
5	19:36	19:42	0:06	0:01	Negative	Success
6	22:33	22:45	0:12	0:04	Positive	Success
7	14:46	14:51	0:05	0:02	Negative	Success
8	11:03	11:09	0:06	0:01	Negative	Success
9	9:20	9:30	0:10	0:02	Positive	Success
10	7:22	7:29	0:07	0:00	Negative	Success
11	6:54	7:04	0:10	0:02	Positive	Success
12	20:53	20:58	0:05	0:02	Negative	Success
13	9:45	9:50	0:05	0:02	Negative	Success
14	13:13	13:16	0:03	0:04	Negative	Success
15	11:28	11:33	0:05	0:02	Negative	Success
Average Time Taken	0:07					

This task took an average time of **7 seconds**. It was an intuitive procedure as most individuals were successful and passed the test. Most participants did not think about this step and went to the drawer and logged out of the application easily.

Overall testing experience

After conducting the test, we took little insights from our participants about our application and the tests that we had conducted. We were given interesting suggestions and we got both recommendations and the good things about the application. This was an important question to be asked right after the testing of the application because it would identify if there were any implications the participants had experienced during the testing procedure.

P-1 pointed out that the application was similar to other existing applications he/she had been using and therefore, found it easy to use. She pointed out a few suggestions like she explained the problems behind finding the notifications section. Therefore, this was something that needed work as they pointed out the notifications bar had to be scrolled through the navigation bar. Also, she pointed out that to go back to the application, she would have preferred if she would not have to click the homepage. These considerations would be dealt with in our developed application.

"I think it is a well-constructed app. Easy to use. It is very user friendly. It is like Facebook and other apps which we are used to using. If any person has not used it before and they try to use it, it would be very easy for them because it is built on a similar format. Just a couple of things that I would prefer are that the notification be on the main screen. Also, I would prefer that if I want to go to the homepage, I would not have to go to the side left toggle bar and click homepage. There should be an option on the main screen or on top that is always permanent, so it is easier for me to move to the home screen or view my notifications or messages. Looks like a professionally built application. Given the fact that LUMS students have made it, it is really well built."

P-3 highlighted a few issues in our application and wanted us to make them better. She talked about how it took her a lot of time to reach the chat box and that could be made more prominent and up-front to ensure that the user felt convenient

"It took me some time finding a few things, like the chat box so you can try to make the things more prominent"

P-5 pointed out how the interface was easy to go through and it built a relationship of trust which was the aim of our application

"I thought that the application would be busy but it wasn't. I liked the interface. It was really easy to donate. I would prefer to donate to this application if I am sure that the needy people get the clothes"

P-7 pointed out how the application was easy to donate to except one problem with the donation task. The font color might not be visible for her and other than it there was a comfortable testing ensured.

"Generally navigating through this application was quite easy. I had a bit of a problem in the donation task. But the reason for that was that the font was light and not that visible. I didn't see the Thar Foundation. Other than that, the interface was easy to use"

P-9 wished us the best for our application and was impressed by our application.

"I liked everything about this application, I feel like it will be super successful and will make it easier for people out there"

P-10 liked the application and felt the procedure was smooth except for the stories of the organization which she had skipped out during testing. The problem, he said lied in the alignment or logo of the organizations. We took this into consideration and decided that instead of having logos we could have miniature pictures of the stories. He also suggested that the stories feature could be added on the organizational page and wished that the support button for the stories was different.

"Except the part where I couldn't see the stories of the application since stories logo were the same as organizations or maybe the alignment. I got confused from then on and I wasn't sure whether I should click Aman Foundation organization or the story. Maybe you could access the story through the organizational panel. Apart from that it is a very easy to use process specially the pickup process. One thing that was confusing was by pressing the support button, I was not sure if I was going in the organization or the thar one. Rest of it was amazing and I enjoyed the process"

P-11 did not have many things to say about the application and liked the aesthetic design and colour of the application.

"Not really, the navigation was very straightforward, user friendly and easy to use. Had it been any difficulty for me I would have given recommendations. Most importantly the application is very appealing: in terms of color and aesthetics"

P-13 advised us to add titles to the posts in the organizational pages.

"Like I said before, title could be included in the posts. I really liked the donation process and think it was very well done. Generally, I think it is a very good experience"

P-14 liked the experience and found it very convenient. She only wanted us to remove the payment option but we argue, that if this was done there would be a cost that the NGO/Organization would have to pay for pickup which they might not be willing.

"It was a pretty smooth experience. I liked it. It was very convenient to use. It looks good to me. There should not be a payment option because no one wants to be charged to donate clothes."

P-15 had an interesting perspective and wanted it to have a similarity to Facebook. She liked a minimalistic white background and wanted minimal items on the homepages as well. She felt that the drives and testimonials both are unnecessary items for the application. However, we argue that while testimonials provide a review and builds up trust, the drives ensure that the users know about drives and the user can conveniently chose whatever they want on the homepage.

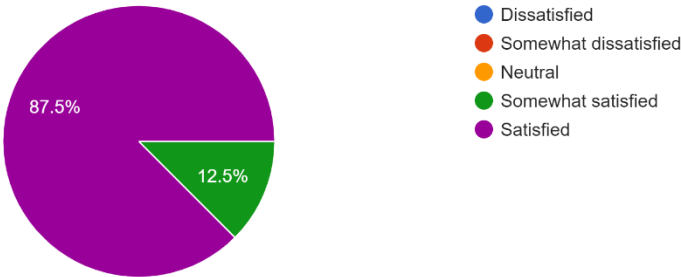
"I found the application very convenient and easy to use as this app is mostly like other easy to use apps. One thing you can do is you can link this app to WhatsApp just like you have done with Facebook. I like the white background because it makes other things easier to view. There was a lot of stuff on the home page. You don't need to put everything in the homepage. Stories and organizations would be fine but the drives and testimonials are unnecessary and one of them should be removed"

Post Survey Results Donor Side

To assess how the users felt after using the app we provided them with a questionnaire. The results could then be used to improve the applications experience.

How satisfied are you with the aesthetics of the application?

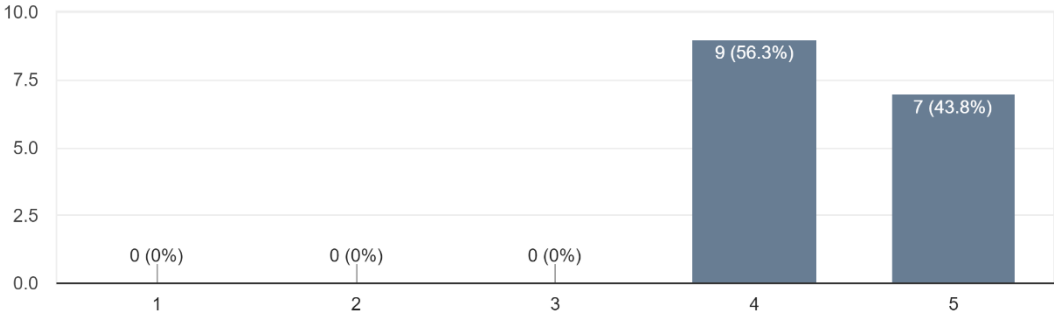
16 responses



The graph suggests that 14 out of 16 users were satisfied with the aesthetics of the application while only 2 users were somewhat satisfied. No user was neutral, somewhat dissatisfied and dissatisfied with it.

Overall, how would you rate the experience when you are using the application?

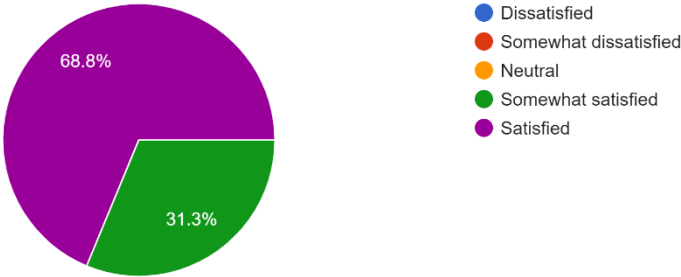
16 responses



Where asked to rate their experience out of 5, 7 participants gave full rating, and 9 users gave a rating of 4/5. There were no participants who gave a rating of 3 or below.

How satisfied are you with the flow and consistency of the application?

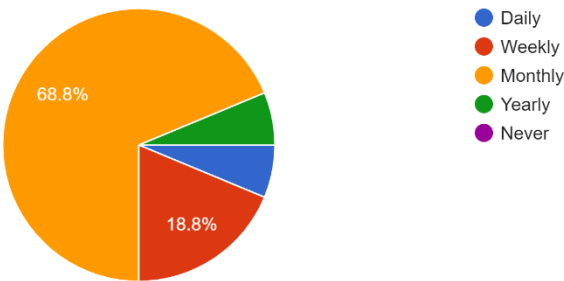
16 responses



This graph shows us satisfaction level of the users in terms of the flow and consistency of KapraEid. 11 out of 16 participants were completely satisfied while the rest were somewhat

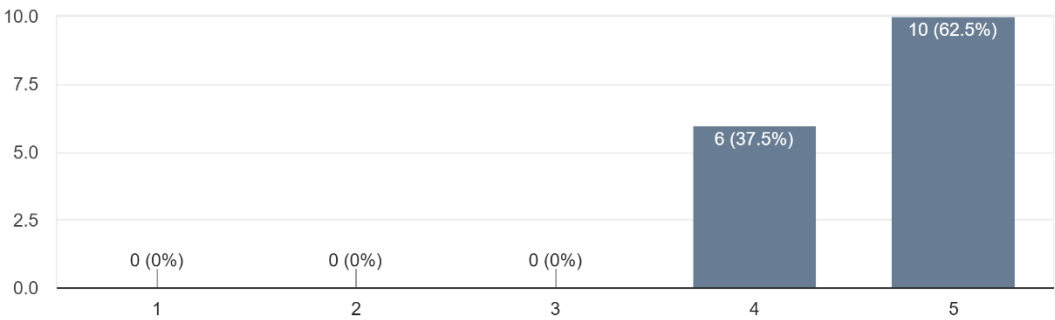
satisfied. We did not get any responses that suggested that they were neutral, somewhat dissatisfied or dissatisfied

How frequently would you like to use this application?
16 responses

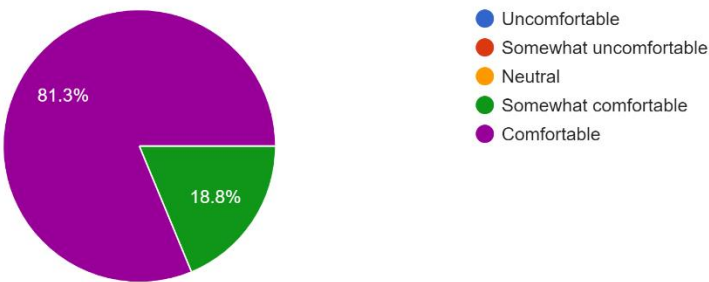


These results complement our findings that suggested that most of the donors will use this application monthly as they were to discard their clothes once for the entire month. However, 3 participants said that they might use this application weekly.

On a scale of 1 to 5, what was the ease of using the application as a first time user?
16 responses

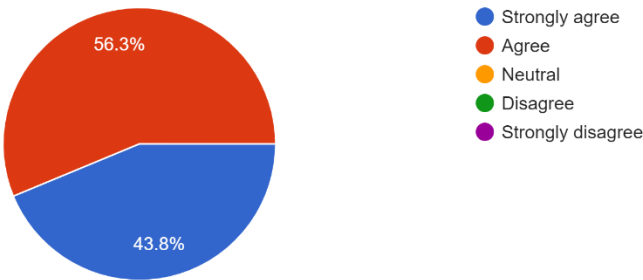


How comfortable were you when completing the tasks
16 responses



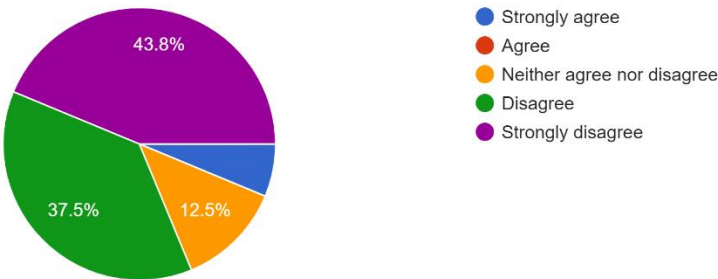
13 out of 16 users were comfortable while using the application while the rest were somewhat comfortable. No participant was neutral, somewhat uncomfortable, or uncomfortable

Were the features of the application well-integrated throughout?
16 responses



All the 16 participants either strongly agreed or agreed that the features were well-integrated.

Would you need assistance when using the application?
16 responses



13 participants said that they did not need any assistance while navigating through the app. This was true as almost of them were able to complete all the tasks successfully. However, there were 3 participants that believed that they strongly agreed with the fact they would require assistance.

When asked the question of what will stop them from using that application P1 and P7, P8, P11, P14 suggested that nothing will stop them while P6 and P7 suggested that they would only stop using it because of Application crashes. P2 said that he might have time constraints but while donating clothes he might look at this option.

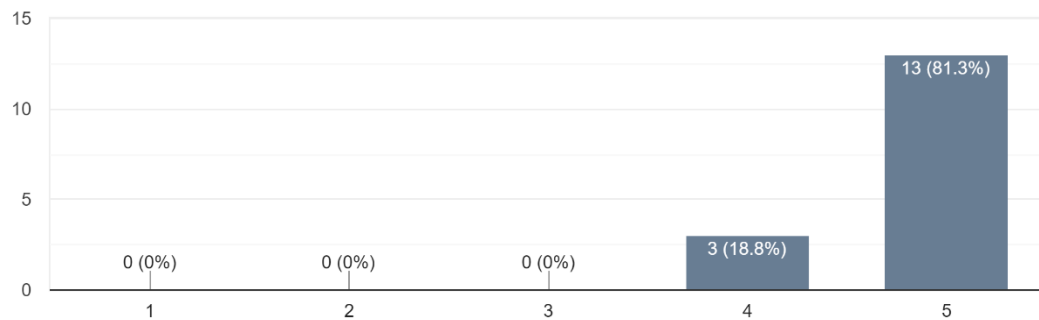
“But if I require clothing donation, I will definitely give this a try before resorting to conventional methods.” (P2)

One user suggested that he wanted to donate to his favorite organizations but if it was not present, he might hesitate while using it.

“I would like to tailor it to the specific needs off my organization. If that is not possible, then I might hesitate while using it. However, I would still be open to trying the app for some time.” (P15)

How likely are you to refer this website or app?

16 responses



The chart suggests that most of the participants liked the application and would be highly likely to refer this application to their friends or family. This would increase our users and ensure that the demand for clothes would be met.

Organization

Pre-Test Questionnaire Results Organization Side

We interviewed people who represented organizations such as Akhuwat and Next Generation Pakistan and were well-versed in the working of their respective organization. When collecting clothes, those from NGP collected clothes from designated pick-up points and asked donors to donate there; whereas those from Akhuwat offered clothes collection services whereby their driver goes to the specified address and collects clothes.

“We use messenger applications to coordinate pick up points and distribute and collect clothes from donors” (P1)

“In Lahore we offer clothes collection services, whereby our rider goes to the address provided by our donor in Lahore in order to collect clothes. We also have Akhuwat branches spread across Pakistan where our donors can drop clothes with our staff. Donors can also drop clothes in Lahore at our office in Township and Gulberg” (P2)

“We collect, either by picking up from their doorstep or getting them to come to our nearest branch” (P3)

“We ask them to drop off the clothes at a volunteer’s house” (P4)

The participants were then asked about the problems they faced in collection of clothes. This question was important one of the goals of our app is to make it convenient to use for

everyone. Almost all of them felt that the task is too time-consuming and coordinating with many people often become a burden.

“Connecting with donors, providing transports to collect from far off areas” (P1)

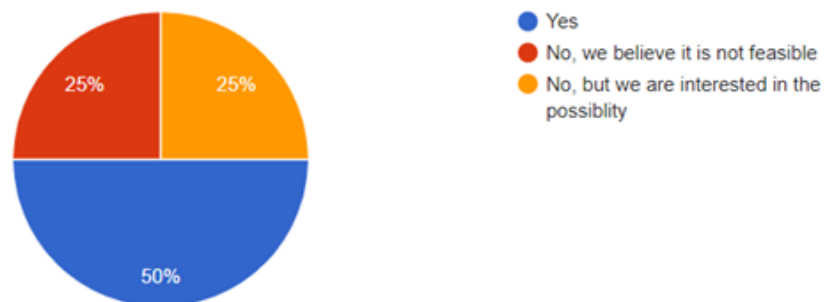
“Time consuming, tedious to coordinate with different people” (P3)

“The clothes are not up to the standard sometimes. People are negligent sometimes when they are donating clothes” (P4)

They were then asked whether their own organization accommodated pick up of items from users’ doorstep. Those from Akhuwat do accommodate pick up while those from Next Generation Pakistan do not.

Does your organization accommodate pick-up of items from the users' doorstep?

4 responses



Next, they were asked if they would be interested in an application that facilitates the donation procedure, one that would reduce their problems and make their lives easier. All of them would be interested in such an app and they believed that such an app should make the entire process easier and less tedious and could be used by all member of their team regardless of their background.

“Connecting donors with needy people or the organizations who can distribute. Make it easier for donors to donate because nobody wants to step out of their convenience.” (P1)

“It should be easy to use such that out team, regardless of their educational background or comfort level with technology can use it.” (P2)

“It should make the process less tedious and efficient by minimizing actions the user has to take to collect their goods and facilitating the logistics that would normally lead to a waste of time for organizations and non-profits.” (P3)

“It should provide a platform for donors to donate clothes with full trust.” (P4)

Testing

Task 1:

You have received a donation request from Muhammad Harris. Accept that donation

			Task 1				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	5:10	5:28	0:18	1:00	Negative	Success
Fatima Jawad	2	0:48	5:21	4:33	3:16	Positive	Success
Hussain Zaidi	3	6:04	6:17	0:13	1:05	Negative	Success
Syed Saleha Munsoor	4	5:33	5:43	0:10	1:18	Negative	Success
	Average Time Taken	1:18					

The average time it took for a user here was around **1 minute 18 seconds**. The task was relatively straightforward, and it was visible right in the homepage so the users did not make any errors in completing the tasks.

P1 saw the “accept donation” option right away and promptly completed it.

P2 also thought that the task was relatively straightforward but took her time to view every single detail. She first looked at the time to check which person requested earliest and which person requested latest so that she may cater to their requests accordingly. She clicked on the “view more” button and viewed the picture of the clothes Harris put up. She had some thoughts about the design of the interface here. *“A description should also be there when I’m viewing the picture”*. After this a window pops up saying “donation has been accepted, you may pick up clothes from designated location” but she is confused because she did not see any location mentioned. She would have to view pending donations once again to view the location Harris gave.

P3 and **P4** both completed this task easily and efficiently

Task 2: Make a post for a donation drive

			Task 2				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	5:45	7:45	2:00	0:26	Positive	Success
Fatima Jawad	2	5:31	7:46	2:15	0:52	Positive	Success
Hussain Zaidi	3	6:22	7:26	1:04	0:30	Negative	Success
Syed Saleha Munsoor	4	5:58	6:57	0:59	0:35	Negative	Success
	Average Time Taken	1:34					

The average time it a user to complete this task was around **1 minute 34 seconds**. Here the users encountered a few errors in that they did not know where to look for the posts option but quickly recovered and completed the task.

P1 went to the home screen and clicked on the add story option. Upon instruction, he realized his error and made his way to the profile options and chose donations option. This was another error that he made and, upon realizing it, went back and clicked on the posts/drives option and added a drive successfully.

Okay, let me try out something. So, I cannot see a button where I can go and make a post but I can see this in my story tab so maybe I think this is the only option the app has right now. So, I went to home, but this is the home. So maybe I can go to my profile, and donations. Maybe. I cannot seem to find the option. Okay okay I found the option.”

P2 faced similar problems. She also thought that the posts were related to the stories but upon realizing that they were not, she navigates to the drawer but finds no option for posts there. She searches for it on the app randomly when she notices a drop-down button in the profile icon. She clicks on it and it reveals the posts/drives button that she was looking for. *“I assumed that there would only be information about the organization in the profile section so didn’t look there.”* She clicks on the add post option and completes the task. *“Ideally I would also want to add a picture in my posts as well”*

P3 also went to stories but quickly went back to the drawer and looked under the profile icon and clicked on posts/drives. He then entered his details. This completed his task.

P4 could not find the location of the drives and required our assistance. After finding the location, she completed her task easily

Task 3: Read your Organization reviews.

			Task 3				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	8:05	8:25	0:25	0:05	Positive	Success
Fatima Jawad	2	7:57	8:10	0:13	0:07	Negative	Success
Hussain Zaidi	3	7:30	7:35	0:05	0:15	Negative	Success
Syed Saleha Munsoor	4	7:03	7:40	0:37	0:17	Positive	Success
	Average Time Taken	0:20					

This was a fairly easy task, and it took the average user **20 seconds** to complete. **P1** immediately guessed that this would lie under profile, so he clicked on it and viewed the reviews. **P2** also completed the task promptly and without any error. Similarly, **P3 and P4** completed this task quickly too.

Task 4: Upload a story

			Task 4				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	8:48	9:10	0:22	0:08	Negative	Success
Fatima Jawad	2	9:25	10:43	1:18	0:48	Positive	Success
Hussain Zaidi	3	7:43	7:49	0:06	0:24	Negative	Success
Syed Saleha Munsoor	4	8:06	8:20	0:14	0:16	Negative	Success
	Average Time Taken	0:30					

The average time taken for this task was **30 seconds**. It would have been done sooner but **P2** had a few questions relating to this task. **P1** saw the add story option on the homepage so clicked on it, added a picture and completed his task without any error. *“Okay so since I have seen the “my story” tab before, so I think this is where I have to go. So, I think I have to click it and then I think I can post from here.”*

P2 also completed this task without any error. She however wanted a text option in the stories as well. *“We should be able to add text in it as well so that people can know what is going on in the picture.”*

P3 and P4 also completed this task without any error

Task 5: View pending donations

			Task 5				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	9:28	9:41	0:13	0:04	Negative	Success
Fatima Jawad	2	11:02	11:32	0:30	0:13	Positive	Success
Hussain Zaidi	3	7:53	8:05	0:12	0:05	Negative	Success
Syed Saleha Munsoor	4	8:28	8:41	0:13	0:04	Negative	Success
	Average Time Taken	0:17					

The average time it took the participants to complete this task was 17 seconds. 3 out of 4 users were able to accomplish this in less than the average time and it was the 2nd user that elevated the average. **P1** was aware by the time he got to task 5 that most of the options are located under the profile option. So, found that option easily. **P2** confusing the donations on the home page with the pending donations screen. So, she took sometime clarifying. **P3** went to notifications, hoping to find pending donations there but soon realized his mistake and chose the right option.

Task 6: Check donor messages

			Task 6				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	10:10	10:42	0:32	0:11	Positive	Success
Fatima Jawad	2	13:30	14:10	0:40	0:19	Positive	Success
Hussain Zaidi	3	8:12	8:18	0:06	0:15	Negative	Success
Syed Saleha Munsoor	4	9:21	9:29	0:08	0:13	Negative	Success
	Average Time Taken	0:21					

This was a simple task because the messages icon was located at the top right corner of the screen. The average time for this task was 21 seconds. 2 of the users were able to accomplish it under 10 seconds. The other 2 users confused it, which is why they took significantly more time. **P1** was viewing pending donation of the donor he was asked to check message of, so he clicked the view more option on the donation card, expecting to see the message in the details. After failing to find that, he chose the right option. Then, faced slight technical issue in choosing the thread. **P2, P3** and **P4** were able to locate the message easily as it is placed on every screen for user's convenience. However, **P2** felt that the time since when the requests are pending should also be shown on the card for the organizations to enhance the donor experience by trying to minimize the time before the request is accepted.

Task 7: Make a post about a past donation drive

			Task 7				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	11:15	12:05	0:50	0:17	Positive	Success
Fatima Jawad	2	14:27	15:21	0:54	0:21	Positive	Success
Hussain Zaidi	3	8:33	8:43	0:10	0:23	Negative	Success
Syed Saleha Munsoor	4	9:38	9:55	0:17	0:16	Negative	Success
	Average Time Taken	0:33					

This is another task where significant disparity was found in the completion time of the participants. **P3** and **P4** were quicker than average time in most of the tasks. Probable reason of their ease of use is that **P3** seemed to have figured out that all the options lie in profile so she would directly visit that menu. Whereas **P4** mentioned in his pretest survey that they have used some messenger applications to

coordinate with the donor and recipients. So probably he is aware of the digital way of the processes. The average time of this task was 33 seconds. **P1** was aware of the location of the required option since he had added a donation drive and the option of adding a post was beneath that. So, he was able to accomplish this task easily. **P2** already remembered where the option is so she conveniently accomplished this task.

Task 8: Logout of your account

			Task 8				
	Participant	Starting Time	Ending Time	Total Time Taken	Error rate	Positive/Negative	Success/Failure
Saad Ahmed Syed	1	12:14	12:18	0:04	0:00	Same	Success
Fatima Jawad	2	16:14	16:17	0:03	0:01	Negative	Success
Hussain Zaidi	3	8:54	8:58	0:04	0:00	Same	Success
Syed Saleha Munsoor	4	10:05	10:12	0:07	0:03	Positive	Success
	Average Time Taken	0:04					

This was a pretty simple task and having accessed most of the features of the application, all the users were aware of the location of logout button. So, it was only a matter of seconds that they opened the side drawer and selected logout option. The average time for this task was 4 seconds as shown in the snapshot above. 3 out of 4 participants were able to complete this task in up to 4 seconds.

Overall testing experience

After conducting the test, we took little insights from our participants about our application and the tests that we had conducted. We were given interesting suggestions and we got both recommendations and the good things about the application. This was an important question to be asked right after the testing of the application because it would identify if there were any implications the participants had experienced during the testing procedure.

P2 pointed out one main thing that she didn't like which was the accessibility of the donations button she couldn't find it when doing the task.

"It was very easy to use, was simple the only problem was I didn't know where to find the donations button which was underneath profile. You should consider making that more prominent. The rest of the app was very well done and didn't cause any confusion."

She also pointed out that there was no location mentioned when she proceeded to accept Harris's request and that going to Harris's profile would be a hassle for her and that we should consider connecting the two together. Other than that, she felt the rest of the app was very well done and didn't cause any other confusion.

These considerations would be dealt with in our developed application.

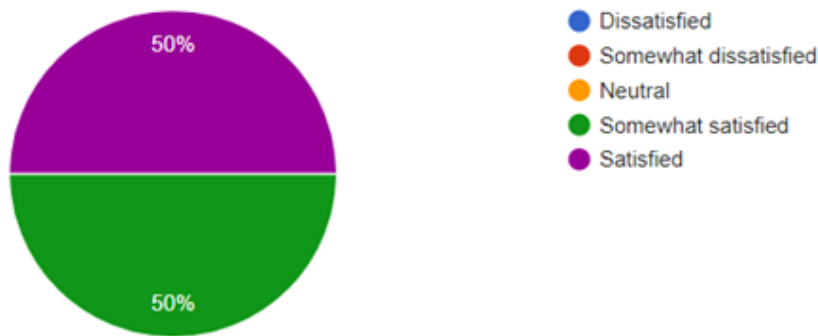
The rest if the participants had no complaints and said that they had no trouble navigating the app. They also remarked on its ease of use and convenience too

Post-Test Results Organization Side

To assess how the users felt after using the app, we provided them with a questionnaire the results of which could be used to improve the app.

How satisfied are you with the aesthetics of the application?

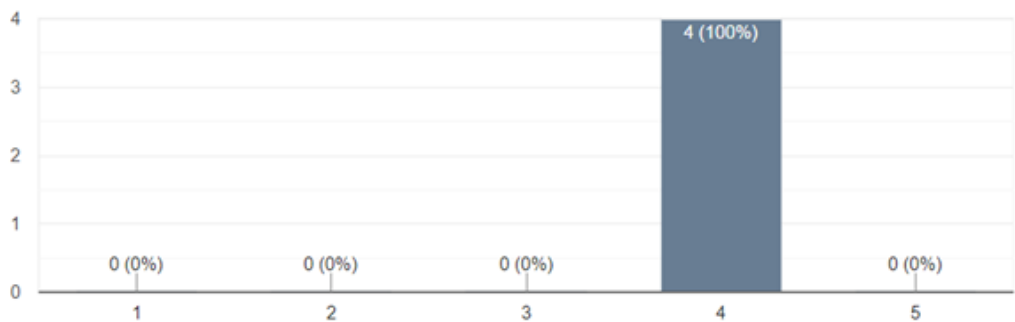
4 responses



This pie chart suggests that half of our user were completely satisfied with the app, while half were *somewhat* satisfied with it. This suggests that our prototype design was promising.

Overall, how would you rate the experience when you are using the application?

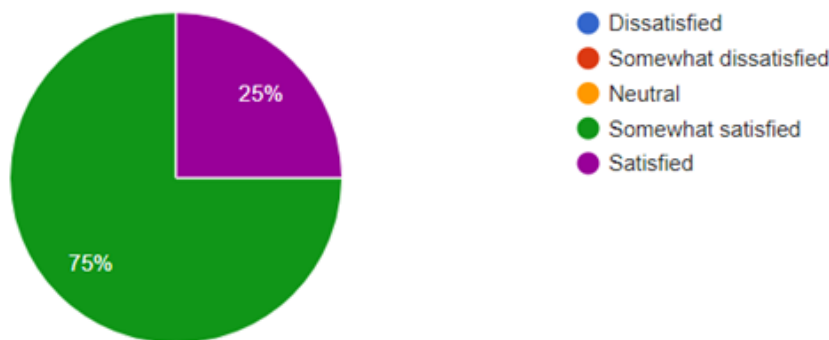
4 responses



All our users gave our application 4 out of 5 in terms of overall experience.

How satisfied are you with the flow and consistency of the application?

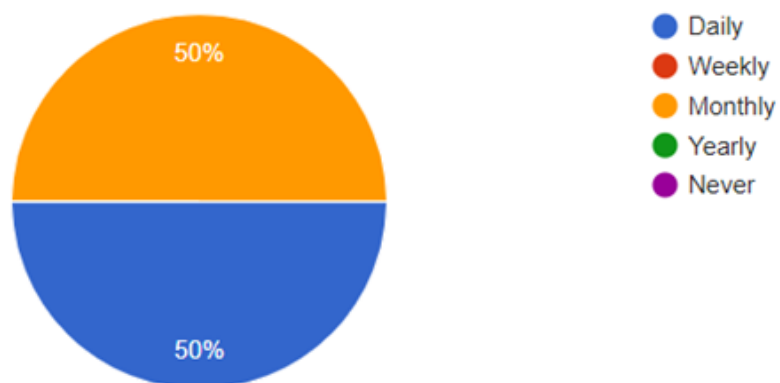
4 responses



This graph showed us the satisfaction levels of our users in terms of the flow and consistency of the application. One was completely satisfied while the other three were somewhat satisfied with it.

How frequently would you like to use this application?

4 responses



Half of our users would use this application monthly while the rest would use it daily.

When asked what they liked most about our application they replied:

"The option for donors to put up a post about what they can donate" (P4)

"I liked the straightforwardness of the interface; it was very user-friendly and easy to understand" (P3)

"It was easy to use and was simple. It took only a few seconds to get used to it and then I was comfortable with it and its features." (P2)

If you could change one thing in the application, what would it be?

4 responses

I would change that almost all the options lie under the Profile drop down menu which isn't intuitive to go to, so you get confused where to look for.

Make the post/review/drive option more accessible (on the homepage)

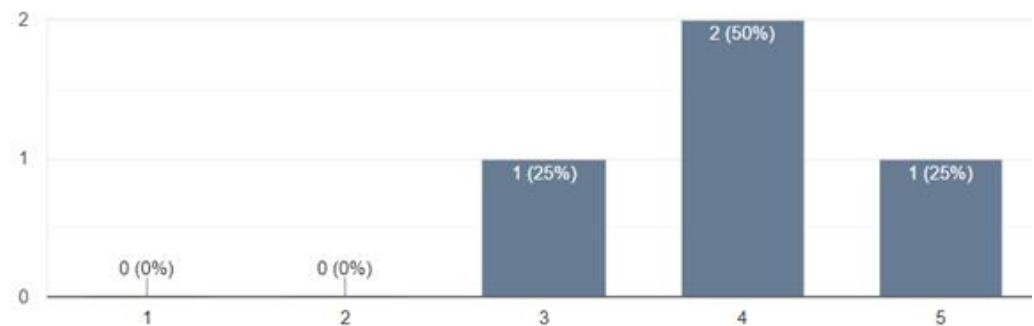
The aesthetics, and I would add a small 1-2 minute tutorial at the start to help users understand where every option they would need to use is located (especially so they understand that the dropdown menu is where all the options they need are located)

I would like to see summary statistics of all donation requests etc for example knowing how orders are pending, completed. This could also be displayed in the form of a table with information of which rider/employee has been assigned the donation request.

This was a fairly important question and its responses would be used to make changes in our application

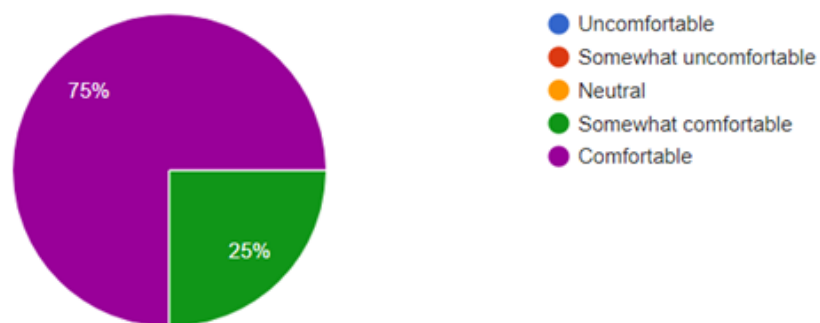
On a scale of 1 to 5, what was the ease of using the application as a first time user?

4 responses



How comfortable were you when completing the tasks

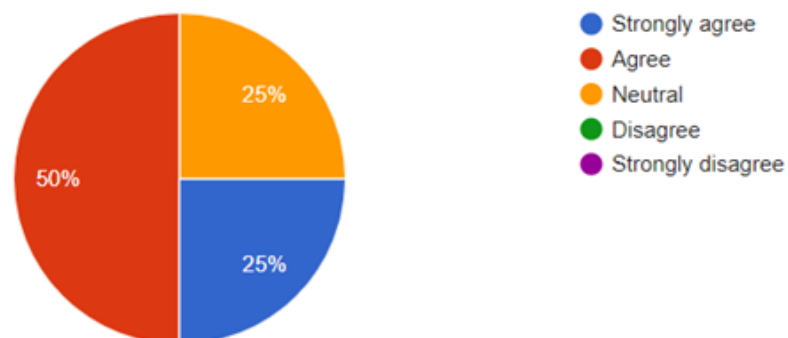
4 responses



Three out of four users were very comfortable completing the tasks whilst the remaining one was somewhat comfortable

Were the features of the application well-integrated throughout?

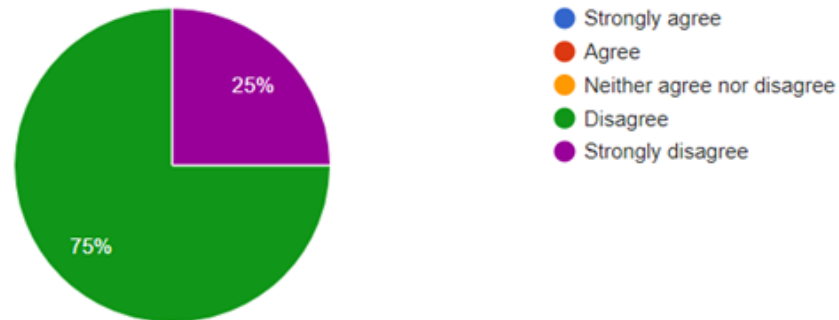
4 responses



One of our participants was neutral in this question while the rest felt that the features were well-integrated throughout

Would you need assistance when using the application?

4 responses



None of our participants felt that they needed help with this application. This was since all of them were easily able to complete their tasks.

What will stop you from using this application in the future?

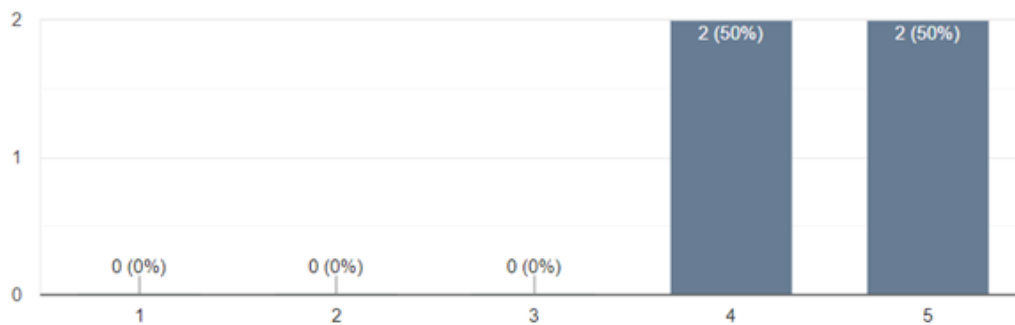
4 responses

- Nothing particular. The options are there, the interface and usability can be improved probably
- The lack of accessibility of the post/drive/review buttons
- If I felt that not many individuals were using the application and I am having trouble getting individuals to donate!
- I would like to tailor it to the specific needs off my organization. If that is not possible, then I might hesitate while using it. However I would still be open to trying the app for sometime.

Participants wanted more people to use this application and they would stop using it if they felt that people were not using this app to donate to them. One would like to tailor the app to her organizations’ needs. The lack of accessibility of posts/drives button is another reason why one user may not use our app.

How likely are you to refer this website or app?

4 responses



This shows that people resonated with the message of our app and are willing to refer our app to others so that more people may use this app to donate.

5. Discussion (about evaluation) <~1000 words - 10%>

It is important to note that there were a few limitations that we encountered while conducting our study. The social distancing and lockdown measures during the COVID-19 pandemic prohibited us from conducting many interviews. As a result, we resorted to convenience sampling for gathering the bulk of our data. Even with the age requirement and a screening process to ensure that our data is spread out, our sample is classified to be a non-random selection and an unqualified volunteer sample. The online nature of the survey also prohibited us to ensure that our respondents believed in the answers they were selecting, and this gave rise to a small sampling error. While conducting our study, we were also careful to only discuss how our participants felt about our application and not the public at large.

In addition, some participants were also not willing to connect their phones to the computer screens, and we requested them to screenshare the Figma prototype. The participants also wanted to explore the application further but limited to the screens that we had designed only. They asked a few questions about the search fields of organizations and whether they could scroll down on the devices.

Donor side

While conducting this study we received several recommendations which could be used to enhance the user experience in the future. One of the implicit recommendations that we got were to make notifications more prominent as a lot of our participants were confused about exploring them through the navigation bar. Secondly, the text color could also be made darker because some participants found it hard to understand some of the text because of the light grey color.

We also received some explicit recommendations by our sampling population which we will be implementing while developing our application. There were several participants who suggested to change the way the stories were accessed and the notifications. Although, they do agree that this is a bonus when discovering organizations, they feel that it puts too much information for the user to access. We also were asked to add a short tutorial of the application which we will add in the future. We would also include a new feature for tracking the clothing items so that the users are more aware and there is more

communication. Some participants also wanted a summary statistic for the donations which would help them in pending and completed donations. However, this feature had already been implemented in the application with the pending and completed donations, but they preferred it could be added in the form of a table with rider/employees that have been assigned to them. Therefore, this could be an added feature for the application.

Conducting the interviews re-emphasized the challenges that are posed when participants donate to organizations or to the nearby individuals. While we have tried to bridge the gap between both our target groups by increasing communication, enabling convenience, raising awareness and making the application easy to use there are still other problems that could be addressed through the application. The users that we had collected in our distribution were screened and added according to a range of factors. We added donors who had used applications offering pickup/delivery applications before because it would be closest to the application that we would be offering. Similarly, we also ensured that our participants would donate to both the organizations and to individuals in their nearby community. This ensured that while half of the participants were aware about the organizations and would donate to them regularly, the other half had to be made aware of these organizations and it was useful to identify their patterns. Finally, for added better functionality, the application could be revised based on the findings of the user testing phase.

Organization side

An evident finding organization testing side that a couple of participants as well as the interviewers felt during testing was that most of the key features offered to the organization are accessible in the drawer under profile. So, in most cases, it took the participants a couple of tasks to figure out that this is their go to place for every task and navigating on the home screen does not help much. Posts, Drives, Reviews, and donations (pending and successful), all these options are given under profile. So, they could be brought as the primary elements in the drawer, to reduce the number of steps required to access these options. A more efficient change could be to restructure the home screen when we develop the application.

Talking of the elements found to be structured well, placing messages icon on the home screen is certainly the right choice because a lot of times organizations will be opening the application to communicate with the donor. So, it makes sense to keep it a click away from the donor. Something that could be done better is to add a couple of more useful things in the pending donations card. Like a participant suggested that a card should contain the time elapsed since the donor has made request. This would help the organizations prioritize the requests made earlier and this would help them enhance their donor's experience donating to this organization. It was revealed in a discussion with a participant post testing that the participant was sceptical about the usability of stories when they have the option to post about the drive to keep the donors aware of organization's activities. Therefore, we inferred that we could probably add a more useful feature like add a post instead of stories. Building upon that idea, probably it is more useful to provide icons of all the actions Organization can perform e.g., add a post, add a donation drive etc. in place of the stories. Another good suggestion was that probably a short tutorial to the new user informing them about their primary tasks could save the user from the struggle of getting familiar with the application. These are the suggestions we aim to implement when we develop the application in order to increase the user experience and usability of the application.

6. Conclusion

Clothing donations are widely made throughout the nation as a ritual. In addition to the motivation of fulfilling the human rights, there is also a religious motive that makes people in Pakistan donate clothes extensively. Most of the people prefer giving away to their help house or needy people nearby because of the lack of awareness, trust and inconvenience in the procedure. KapraEid aims to fulfil all these gaps by bring both the parties on the same platform and making the procedure more transparent. It aspires to incorporate features of stories, posts and push notifications to keep the donors more intact. Most of all, it eliminates the hassle of contacting the organizations and going to their office to donate clothes by offering pickup service and the option of multiple organizations.

To summarize, our participants were highly satisfied with our prototype of the application. They mostly completed the allotted tasks easily and efficiently. Some faced difficulty with their tasks; in a few cases was due to the interface of Figma, in other was due to the inability to find locations from where to complete their tasks. Some of our participants were critical of our interface. We plan to use their suggestions and will build upon this application and iron out the bad design interfaces of our application.

Appendices

1- Consent form

You are invited to participate in a research project conducted by students from the Lahore University of Management Sciences. In order for us to be allowed to use any of the data you provide, we must have your consent.

***Required**

Project Title: **Research about Clothes Donation Mechanisms.**

This project looks at people's perception regarding the donation of clothes in Pakistan.

I hereby give consent: *

- ☐ That my participation in the study is voluntary
- ☐ That I will not receive any payments for participating in this research study
- ☐ That the researchers may publish documents that contain quotations by me
- ☐ To be videotaped/audio-taped during my participation in this study
- ☐ To use my video recordings/pictures for educational and research purposes

Date: *

mm/dd/yyyy ⓘ

Name: *

Age: *

Email: *

Signature [You can sign in with your full name]: *
