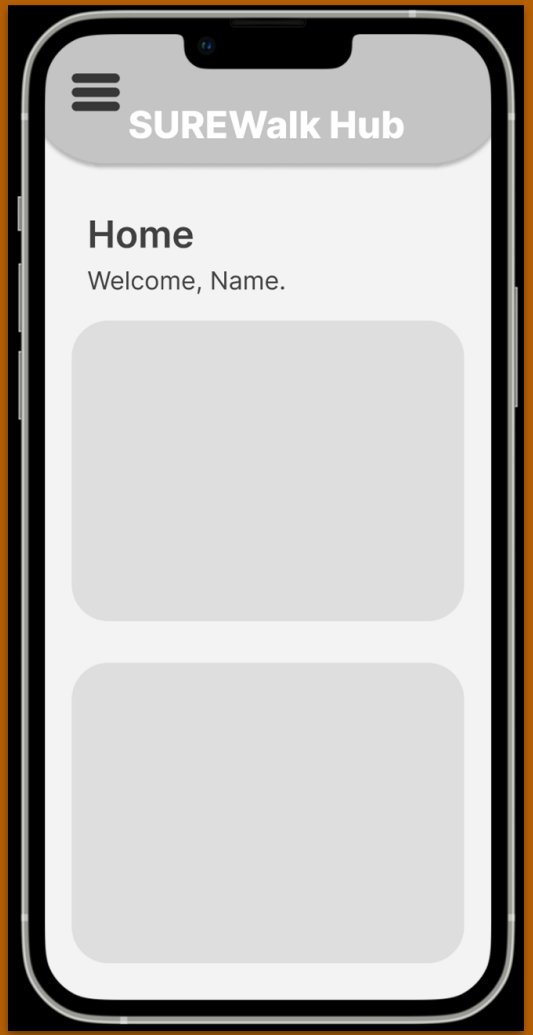
An App for UT SUREWalk — the Volunteer Side

Daisy Pinaroc, Jennifer Walker,
Ryan Cabrera, Zach Eagan

SUREWalk Hub



I310U: Intro to UX Design, Instructors: Dr. Jacek Gwizdka &
Yung-Sheng Chang, Spring 2022, 5/6/22

01

Motivation

Why does a volunteer app for SURE Walk matter?

Motivation

SURE Walk:

- Is a UT Austin service
- Enables students to request a SURE Walk to safely get home after staying on campus late
  - Also provides car rides
  - Volunteers help students get back home

But…

- Students currently have to physically show up at Jester Center to sign up to volunteer
- Volunteering process for UT Austin’s SURE Walk system is confusing and not very well known

02

User Interviews

Participants/Interviewees

P1

Female, not white, 18, freshman

P2

Female, not white, 18, freshman

P3

Female, not white, 18, freshman

P4

Female, white, 19, freshman

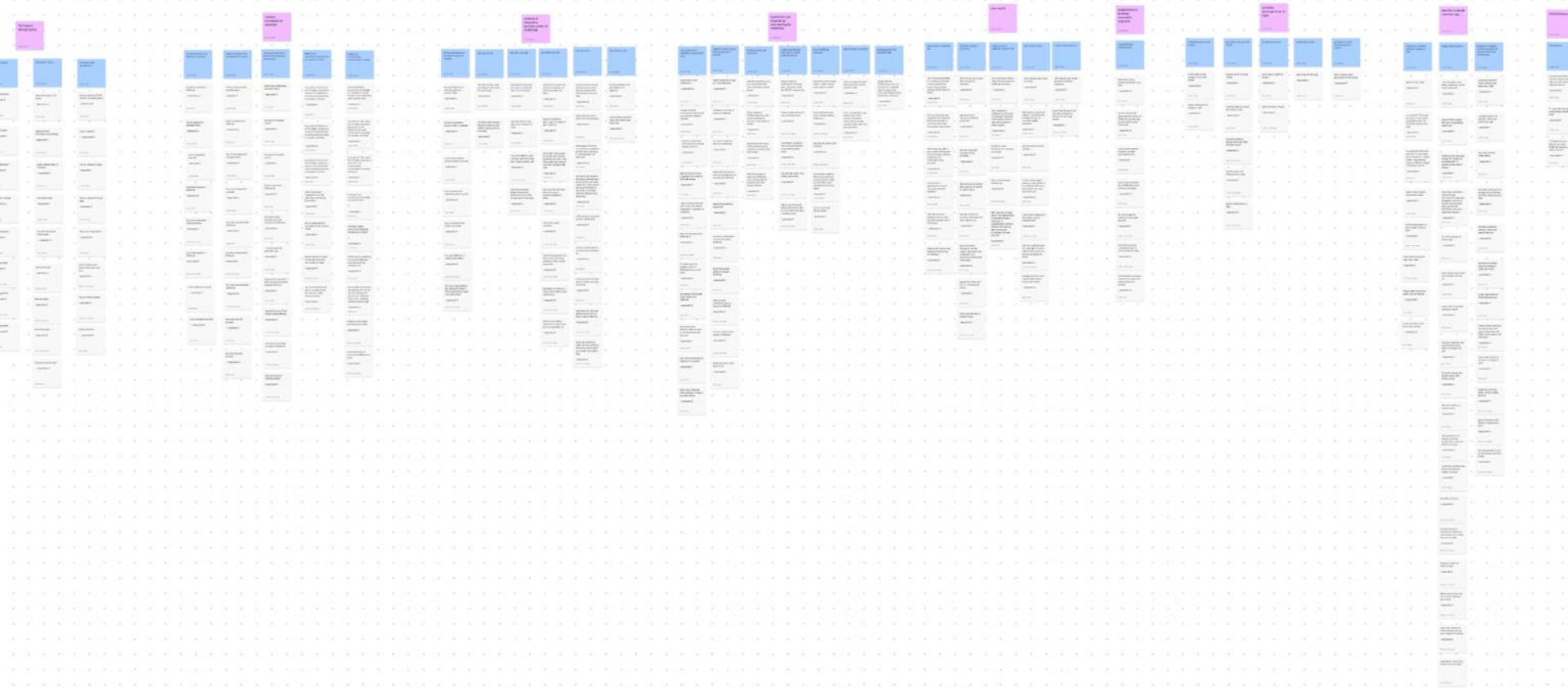
P5

Male, white, 18, freshman

P6

Male, white, 19, sophomore

All participants were UT students, potential volunteers for SUREWalk



was unaware that people could volunteer for SUREwalk

- respondent 3

Daisy Pinaroc

doesn't know how to sign up to be SUREwalker

- respondent 3

Daisy Pinaroc

Pain Points

01

Lack of SURE Walk Exposure in Student Body

- Not fully aware of SUREWalk services
- Participants don't know much about the process to be a volunteer

02

Volunteering Process is Confusing

- Doing volunteer-related tasks (Registering, Scheduling Shifts, Accepting Walks, etc.) is confusing for a prospective volunteer
- How to do tasks is not "clear" enough for a prospective volunteer

trust themselves more than a stranger walking them home

-respondant 5

Zachary Justin Eagan

trust in the person they're with is a reason they've never used a surewalk

-respondent 2

Jennifer Walker

Pain Points

03

Limited Trust

- Lack of trust between SURE Walk volunteer and requester
- Not much information available about volunteer

walks around campus at night roughly 3 times a week

-respondant 5

Zachary Justin Eagan

said there should be more security in areas just outside of campus

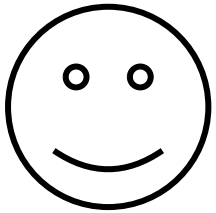
-respondent 1

Jennifer Walker

The Need for a SUREWalk App

Active Campus

All participants said they are out on campus at night



Campus Safety is a must

Potential volunteers shared safety concerns regarding areas around UT campus

User Wants

said it would be beneficial for volunteers to be able to see a profile of the person they would be walking with for their own safety

-respondent 2

Jennifer Walker

said app should ask volunteer for day availability

- respondent 3

Daisy Pinaroc

said volunteer app should allow students to register for specific shifts

-respondent 1

Jennifer Walker

app should have check in and check out process for SUREwalk volunteers

- respondent 3

Daisy Pinaroc

Easy to stop and start volunteering

-respondant 6

Zachary Justin Eagan

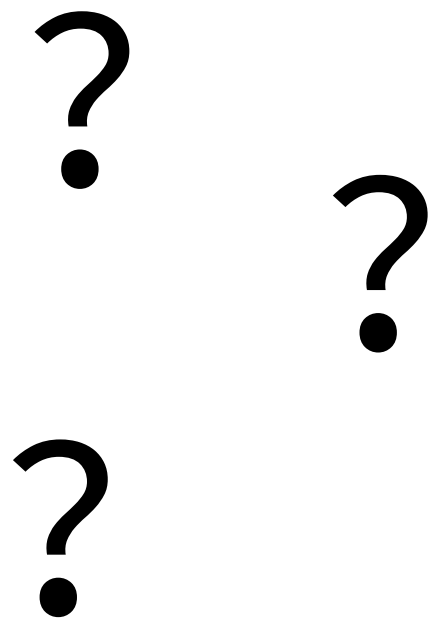
said ideal volunteer app would include interesting facts about the user so volunteers could start conversation with student

-respondent 2

Jennifer Walker

03

Problem Statement



Problem Statement

The current SUREwalk volunteering process is hard and many participants did not know what SUREWalk is

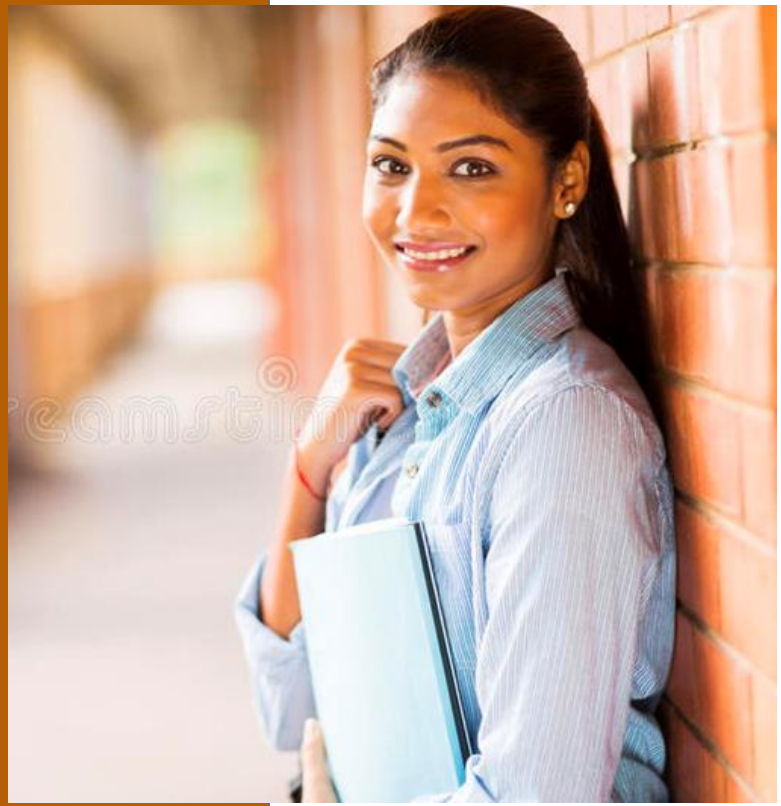
Needs a better system to allow for students to get home safely at night

Goal: Create an easier process for volunteers to sign up, check-in, etc. by creating an app

04

Personas

Jasmine



https://www.123rf.com/photo_28971387_happy-indian-college-student-leaning-against-wall.html

Demographic

21, Junior @ UT Austin,
Public relations major,
Chicago, IL

Goals

Create a safe environment
Expand SUREWalk name
Build resume

Needs

See who is volunteering
See who she'll be walking
Ability to walk with friend

https://www.istockphoto.com/photos/male-college-students

Andy

Demographic

19, Freshman @ UT Austin, Arts & Entertainment Tech major, El Paso, TX

Goals

Build up service hours
Help create a safe community
Help classmates

Needs

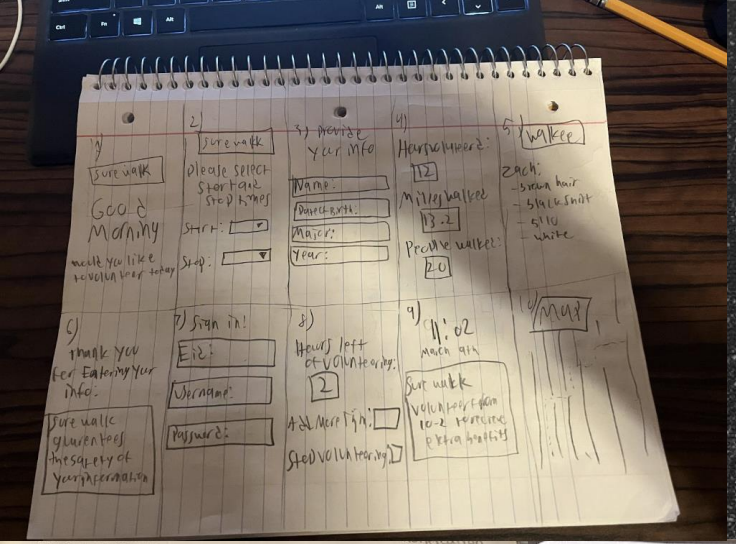
Easy to use
Track hours
Build trust with users

05

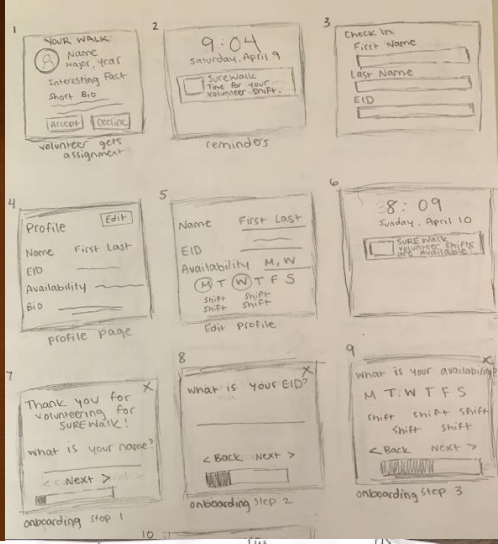
Ideation

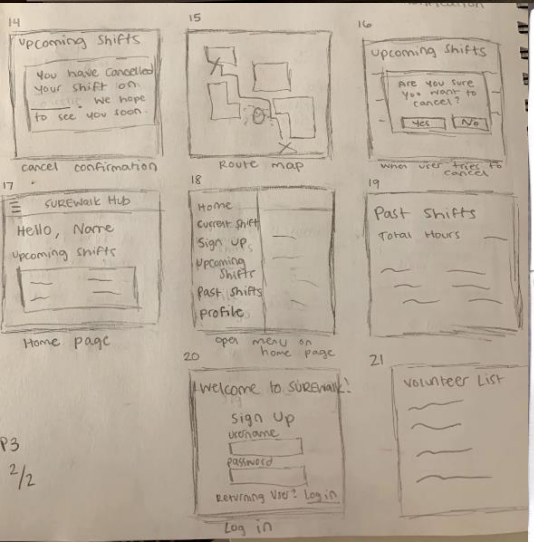
Thinking about the solutions SUREWalk Hub will provide

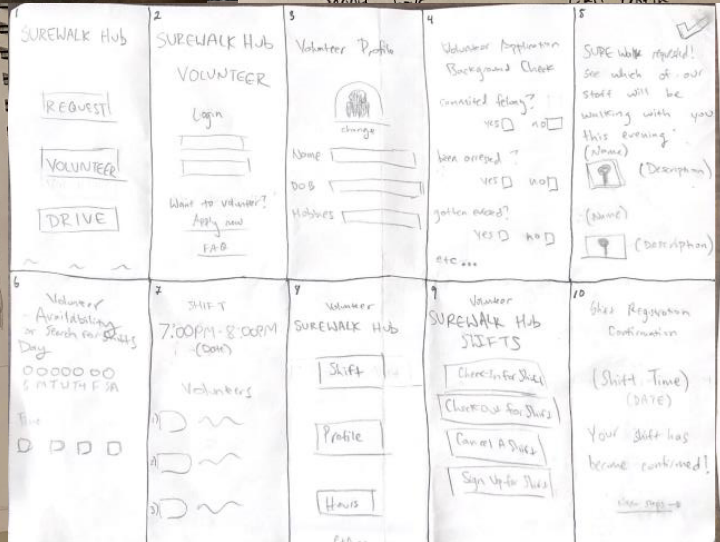
https://pngset.com/download-free-png-nykef

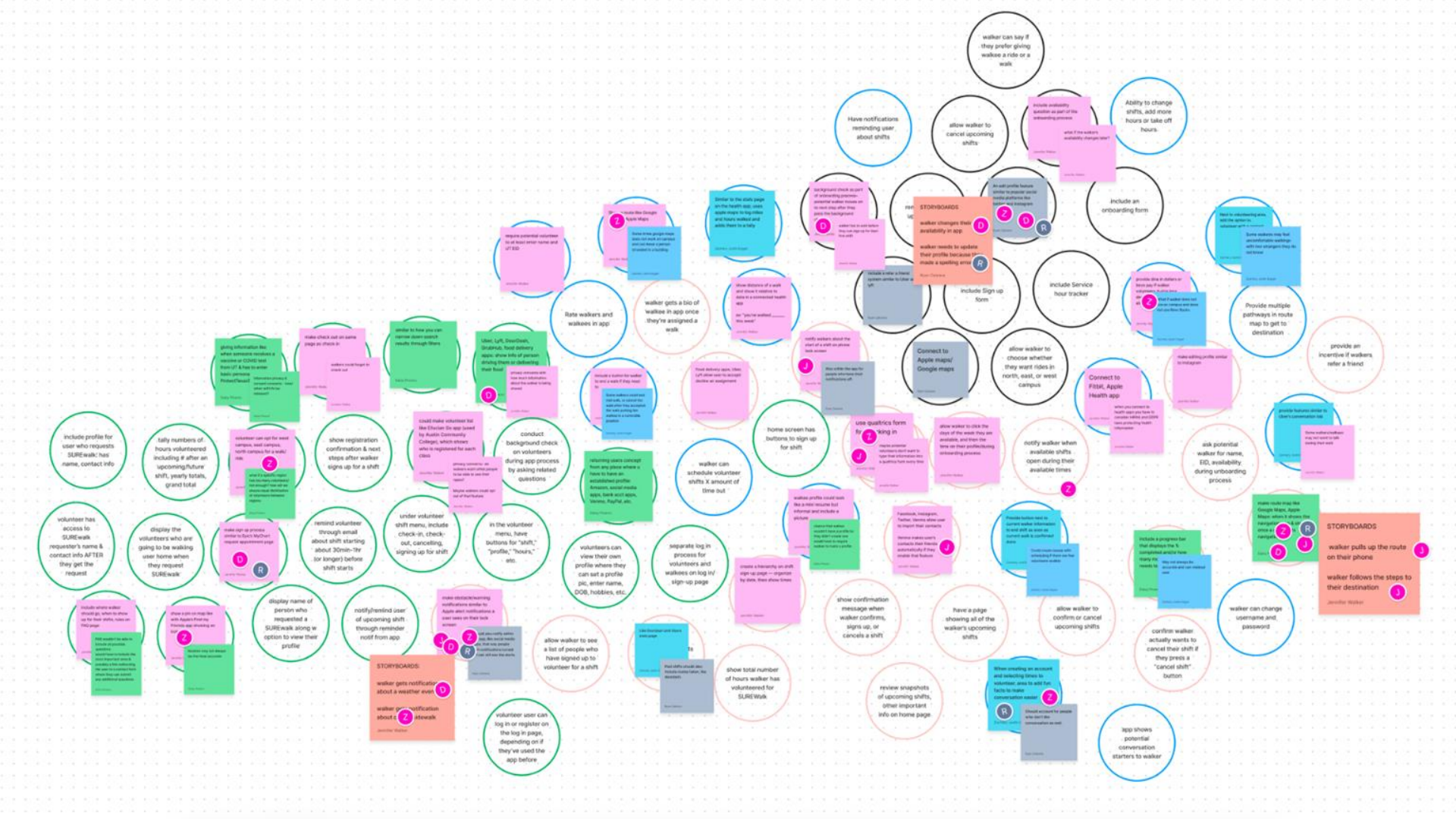

1) SureWalk
Sure walk
Good Morning
Would you like to walk today
2) SureWalk
Please select start and stop times
Start:
Stop:
3) Review your info
Name:
Preferred walk:
Major:
Year:
4) Hey Volunteer!
12
Miles walked:
13.2
Profile walks:
20
5) Walkee
Zach:
- brown hair
- black shirt
- 5'10
- white
6) Map
7) Sign in!
EID:
Username:
Password:
8) Hours left of volunteering:
2
Add more?
Sign in.
Step volunteering
9) 11:02
March 9th
Sure walk
Volunteer for 10-2 tutoring, pick a buddy
10) Thank you for Entering Your Info.
Sure walk guarantees the safety of Your information

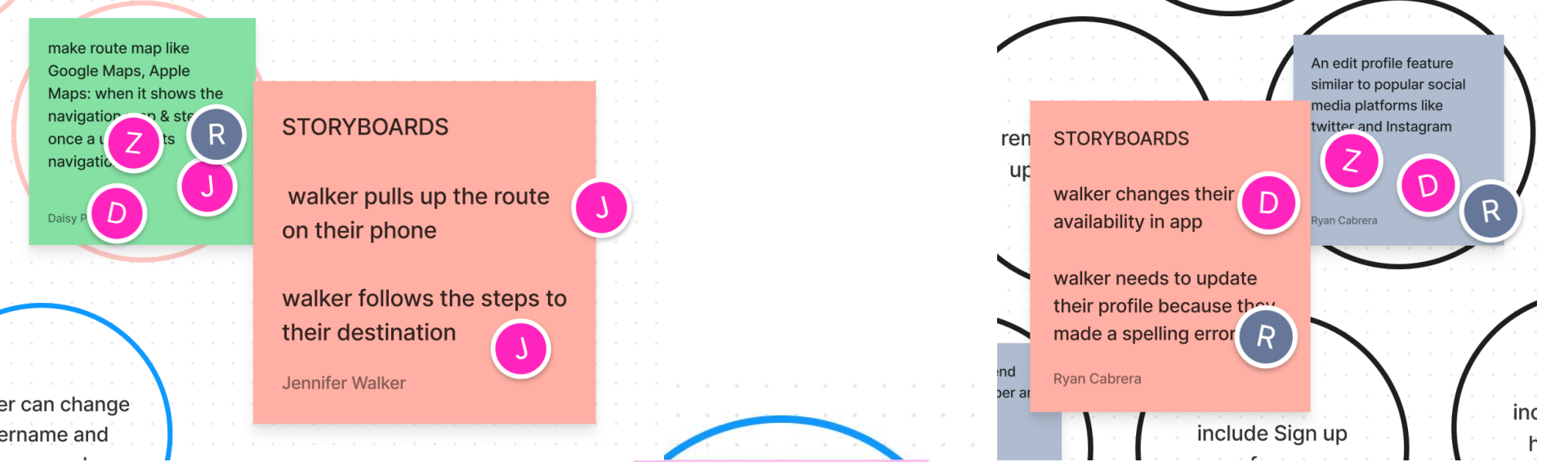
1) NAME
Major
Year
Accept
Decline
Volunteer gets assignments
2) 5:21
Sunday, April 10
Sure walk your shift is starting soon
reminder
3) Check in
First name
Last name
EID
Sign up
4) Name
Email
Available hours
Refer a friend
5) Name
Available times
Mon
Tues
Availibity form
6) Waiver
Background check
7) Past shifts
Mon 5/13
4 hrs
Tues 9/20
3 hrs
8) Major
Year
Bio
Edit Profile
9) Volunteer form
Name
onboarding


1 YOUR WALK
Name
Major, Year
Interesting Fact
Short Bio
Accept
Decline
volunteer gets assignment
2 9:04
Saturday, April 9
SureWalk Time for your volunteer shift!
reminders
3 Check In
First Name
Last Name
EID
4 Profile
Edit
Name First Last
EID
Availability
Bio
profile page
5 Name First Last
EID
Availability M, W
M T W T F S
Shift Shift
Edit Profile
6 8:09
Sunday, April 10
SURE WALK volunteer shifts are available
7 Thank you for volunteering for SureWalk!
What is your name?
Next
onboarding step 1
8 What is your EID?
Back Next
onboarding step 2
9 What is your availability?
M T W T F S
Shift Shift Shift Shift Shift
Back Next
onboarding step 3
10

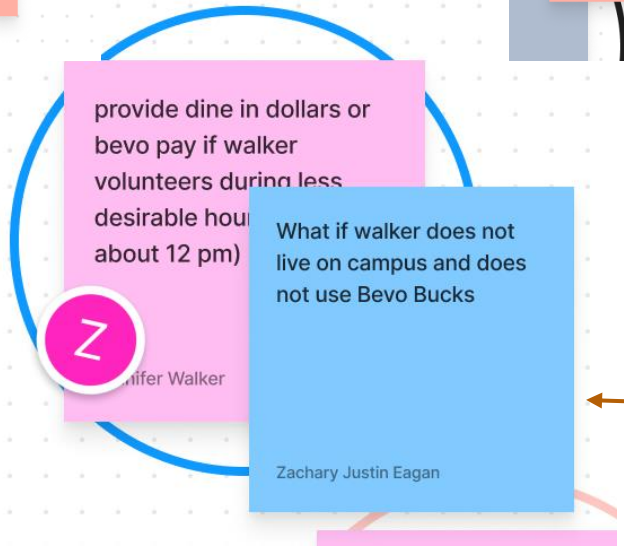

14 Upcoming Shifts
You have cancelled your shift on ... We hope to see you soon.
cancel confirmation
15
Route map
16 Upcoming Shifts
Are you sure you want to cancel?
Yes
No
when user tries to cancel
17 SUREWalk Hub
Hello, Name
Upcoming Shifts
Home page
18 Home
Current Shift
Sign up
Upcoming Shifts
Past Shifts
Profile
open menu on home page
19 Past Shifts
Total Hours
20 Welcome to SUREWalk!
Sign Up
Username
password
Returning User? Log in
Log in
21 Volunteer List
P3
2/2


1 SUREWALK Hub
REQUEST
VOLUNTEER
DRIVE
2 SUREWALK Hub
VOLUNTEER
Login
Want to volunteer?
Apply now
FAQ
3 Volunteer Profile
change
Name
DOB
Hobbies
4 Volunteer Application
Background Check
convicted felony?
yes no
been arrested?
yes no
gotten asked?
yes no
etc...
5 SURE Walk requested!
See which of our staff will be walking with you this evening.
(Name)
(Description)
(Name)
(Description)
6 Volunteer
Availability
or Search for Shifts
Day
S M T U T H F S A
Time
7 SHIFT
7:00PM - 8:00PM
(DATE)
Volunteers
8 Volunteer
SUREWALK Hub
Shift
Profile
Hours
9 Volunteer
SUREWALK Hub
SHIFTS
Check In for Shift
Check Out for Shift
Cancel A Shift
Sign Up for Shift
10 Shift Registration Confirmation
(Shift Time)
(DATE)
Your shift has become confirmed!
11 Thank you for volunteering
Hrs VOLUNTEERED THIS EVENING:
hours
minutes
seconds
12 Volunteer Application
Personal
Name
DOB
UT Austin Student?
yes no
Projected Grad. yr
Major
13 Preferred Regions
Where would you feel comfortable walking?
North Campus
West Campus
CAMPUS
14 EMAIL
Subject:
Your SUREWalk Shift is starting Soon!
Shift:
Check-in Here
Need to cancel? Reschedule!
15 Sign
(Date)
(Time)
Register
(Time)
Register
(Date)
(Time)
Register
(Time)
Register
16 Moderation Center
Volunteer: Your shift starts in 4 hrs
17 SURE Walk requested
Name:
(of person who requested their walk)
Location:
Volunteers
18 Hrs signed up for right NOW:
Shifts:
Total hrs volunteered this yr (year):
hrs
Total hrs volunteered for SURE Walk:
hrs
19 SURE Walk User Profile
Name
Contact Info
Phone
Email
20 Volunteer
SURE Walk Hub
FAQ
How to sign up for shift?
What to do after I sign up?
What if I can't make my shift?


walker can say if they prefer giving walkee a ride or a walk
Have notifications reminding user about shifts
allow walker to cancel upcoming shifts
Ability to change shifts, add more hours or take off hours
Include an onboarding form
STORYBOARDS
walker changes their availability in app
walker needs to update their profile because they made a spelling error
include Service hour tracker
include Sign up form
Provide multiple pathways in route map to get to destination
provide an incentive if walkers refer a friend
Rate walkers and walkees in app
walker gets a bio of walkee in app once they're assigned a walk
Connect to Apple maps/ Google maps
allow walker to choose whether they want rides in north, east, or west campus
Connect to Fitbit, Apple Health app
include profile for user who requests SUREwalk: has name, contact info
tally numbers of hours volunteered including # after an upcoming/future shift, yearly totals, grand total
show registration confirmation & next steps after walker signs up for a shift
conduct background check on volunteers during app process by asking related questions
home screen has buttons to sign up for shift
walker can schedule volunteer shifts X amount of time out
use qualtrics form for signing in
notify walker when available shifts open during their available times
ask potential walker for name, EID, availability during unboarding process
volunteer has access to SUREwalk requester's name & contact info AFTER they get the request
display the volunteers who are going to be walking user home when they request SUREwalk
remind volunteer through email about shift starting about 30min-1hr (or longer) before shift starts
under volunteer shift menu, include check-in, check-out, cancelling, signing up for shift
in the volunteer menu, have buttons for "shift," "profile," "hours," etc.
volunteers can view their own profile where they can set a profile pic, enter name, DOB, hobbies, etc.
separate log in process for volunteers and walkees on log in/ sign-up page
STORYBOARDS
walker pulls up the route on their phone
walker follows the steps to their destination
display name of person who requested a SUREwalk along w option to view their profile
notify/remind user of upcoming shift through reminder notif from app
STORYBOARDS:
walker gets notification about a weather even
walker gets notification about a SUREwalk
allow walker to see a list of people who have signed up to volunteer for a shift
show confirmation message when walker confirms, signs up, or cancels a shift
have a page showing all of the walker's upcoming shifts
allow walker to confirm or cancel upcoming shifts
walker can change username and password
confirm walker actually wants to cancel their shift if they press a "cancel shift" button
show total number of hours walker has volunteered for SUREWalk
review snapshots of upcoming shifts, other important info on home page
app shows potential conversation starters to walker
volunteer user can log in or register on the log in page, depending on if they've used the app before



Solution for lack of directions with current system



Suggestion for building trust with profiles

Providing incentives (service hour tracking)

06

Design Concept

Design Rationales

Potential volunteers want:

- Identification
- Flexibility
- Confirmations/feedback
- Incentives/service hour tracking

said if they were able to see a profile of the person they would walk with they would feel more comfortable using surewalk

-respondent 2

Jennifer Walker

said app should ask volunteer for day availability

- respondent 3

Daisy Pinaroc

said app should send volunteer confirmations of shifts, signups, etc.

- respondent 3

Daisy Pinaroc

Tracks hours volunteered and makes it easy to schedule times

-respondant 6

Zachary Justin Eagan

Design Concept

SUREWalk Hub will:

- Raise awareness of SUREWalk's volunteer opportunities among student body
- Organize volunteer process
- Build trust in the SUREWalk program

Potential volunteers will be able to:

- Sign-up, sign-in for shifts
- Switch, cancel shifts
- Search for directions through map
- Track service hours
- See if shifts are full
- View profile of student they are picking up
- Choose which walks they want to accept

Key Features

01

Onboarding/ Profile

02

Scheduling

03

Map

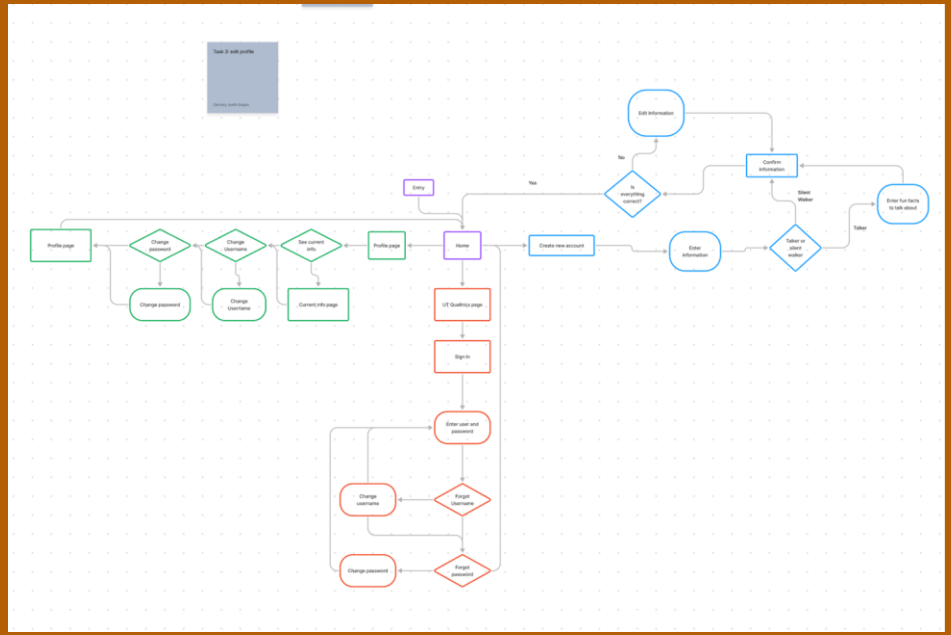
04

Service Hour Tracking

07

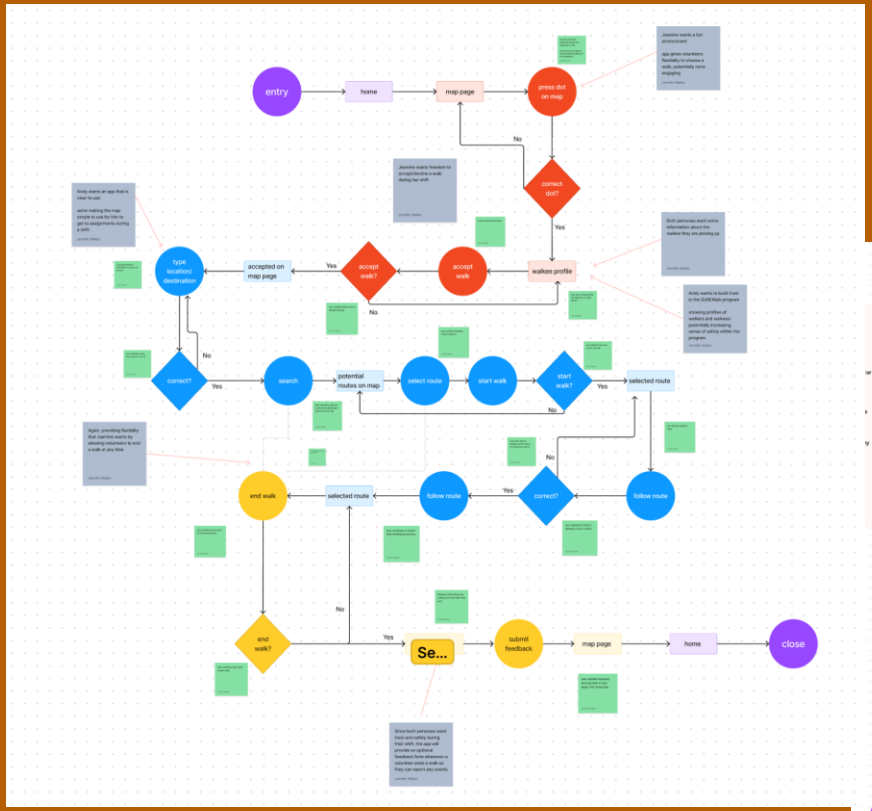
Low-Fidelity Design

https://www.freepnglogos.com/pics/pencil



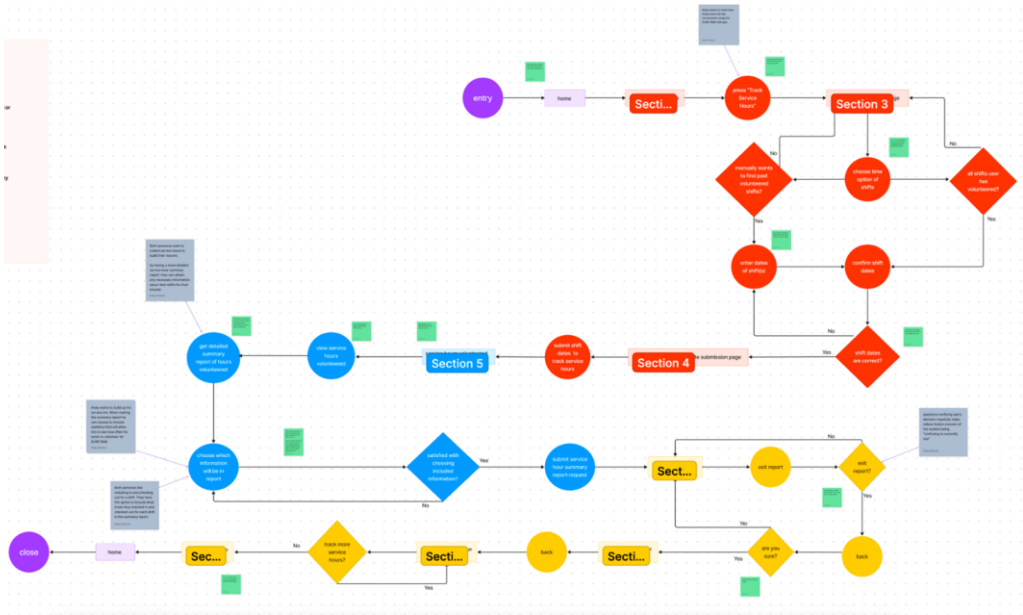
Onboarding/profile

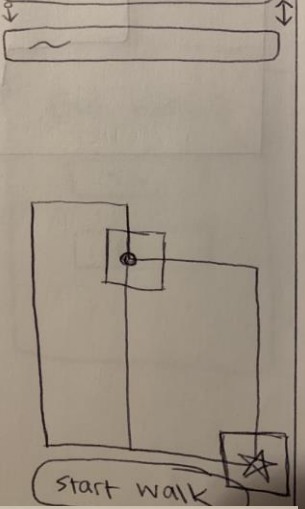
Scheduling

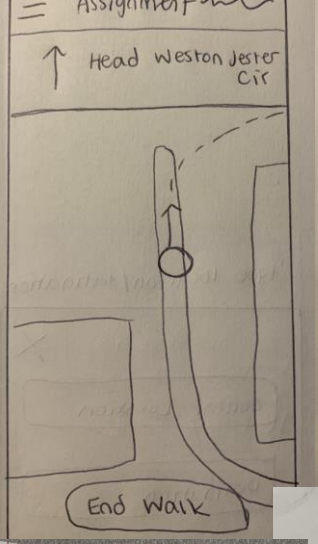


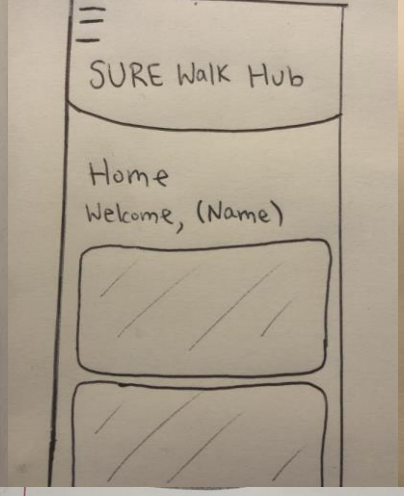
Map

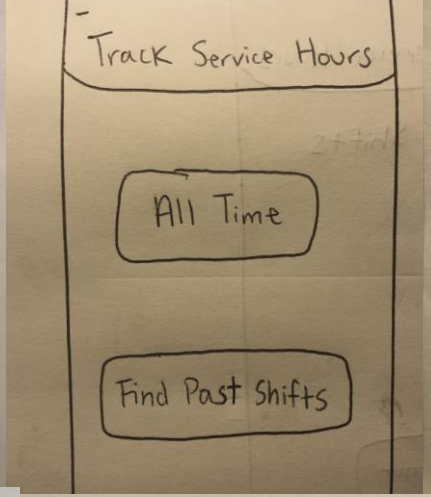
Service Hour Tracking

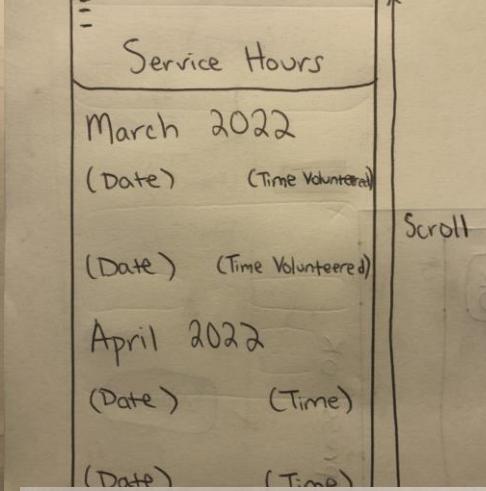



Start Walk

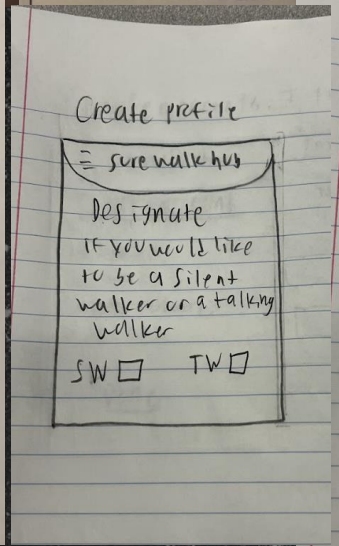

Head Weston Jester Cir
End Walk

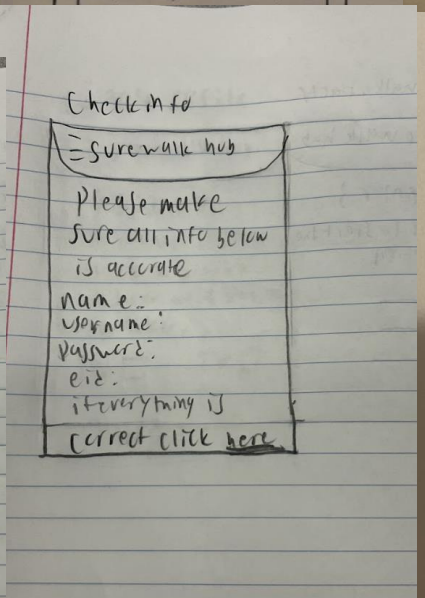

SURE Walk Hub
Home
Welcome, (Name)

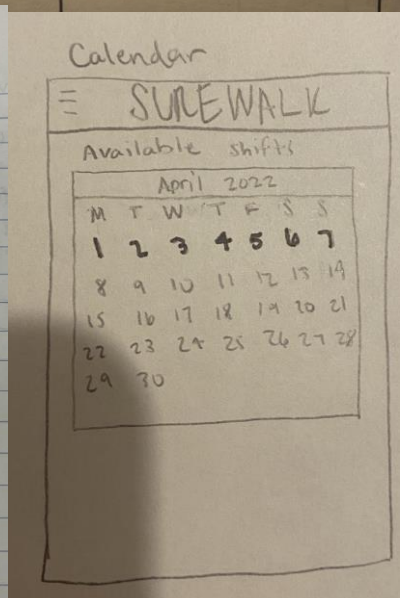

Track Service Hours
All Time
Find Past Shifts

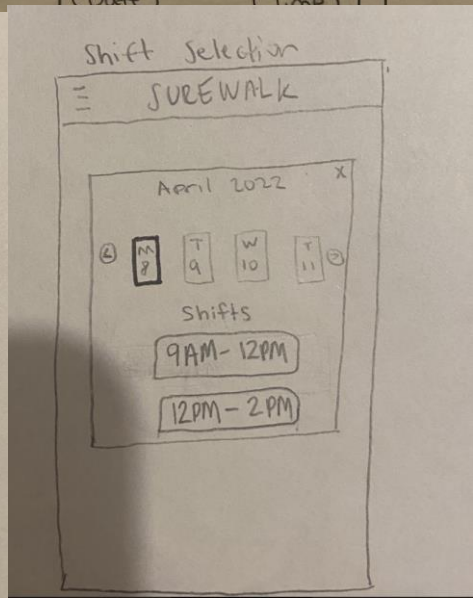

Service Hours
March 2022
(Date) (Time Volunteered)
(Date) (Time Volunteered)
April 2022
(Date) (Time)
Scroll

Press dot on map
Search
MAI
Inner Campus Dr
PAR
BAT


Create profile
sure walk hub
Designate if you would like to be a silent walker or a talking walker
SW
TW


Check in to
sure walk hub
Please make sure all info below is accurate
name:
username:
password:
eid:
if everything is correct click here


Calendar
SURE WALK
Available shifts
April 2022
M T W T F S S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30


Shift Selection
SURE WALK
April 2022
M 9
T 9
W 10
T 11
Shifts
9AM - 12PM
12PM - 2PM

SUREWalk Hub

Home

Welcome, Name.

If you are a new user sign up here

Or, if you already have an account sign in here.

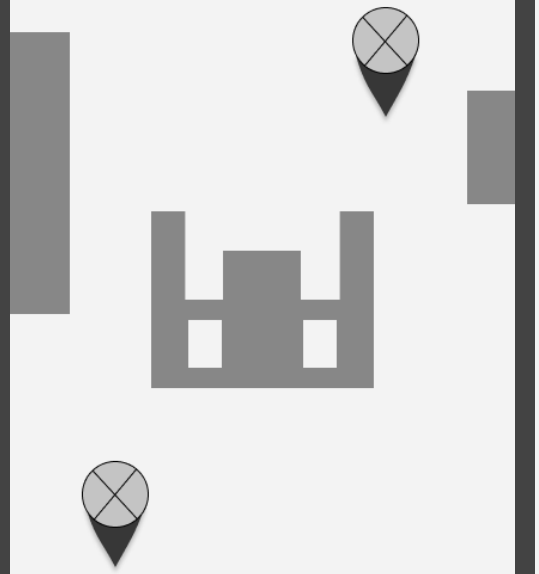
SUREWalk Hub

Available Shifts

APRIL 2022

M	T	W	T	F	S	S
1	**2**	**3**	**4**	**5**	**6**	**7**
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Search



Inner Campus Dr

Service Hours

← back

[Month] [Year]

[Month] [Day] 2hrs 30min

[Month] [Day] 1hrs 58min

[Month] [Day] (time)

[Month] [Year]

[Month] [Day] (time)

[Month] [Day] (time)

[Month] [Year]

[Month] [Day] (time)

[Month] [Day] (time)

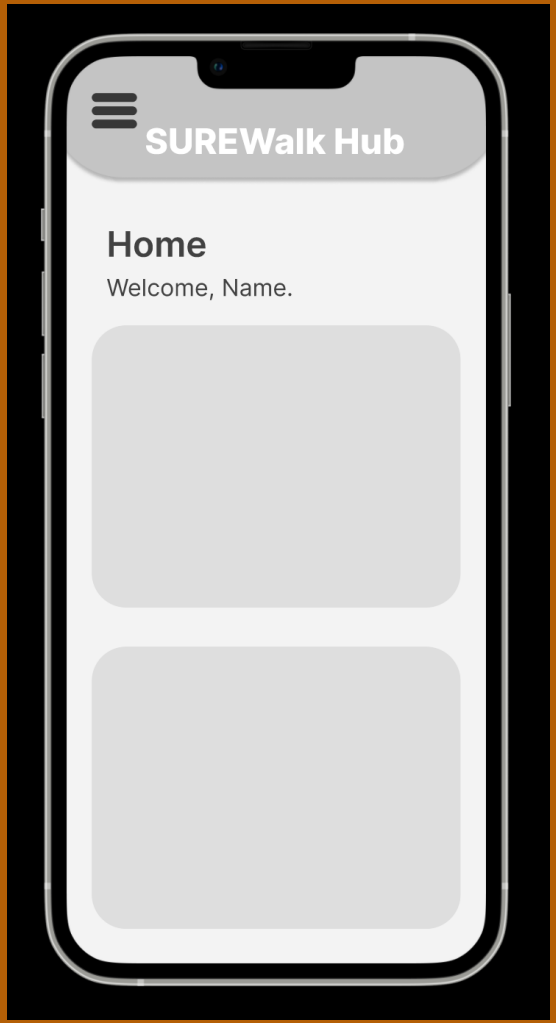
[Month] [Day] (time)

Get Summary Report

08

Medium-Fidelity Design

Prototypes



09

Usability Study

Participants

P1
Female, not white, 18/freshman

P2
Female, not white, 19, freshman

P3
Male, white, 18, freshman

P4
Female, Latina, 22, Senior

All participants were UT students, potential SUREWalk volunteers

Tasks

Onboarding/profile

Create new account
Sign in
View profile

Map

FInd, accept walk
Start route to walk
End walk

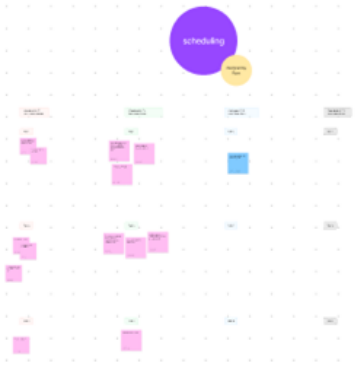
Scheduling

FInd available shift
Cancel shift
Switch shift

Service Hours

Find service hour feature
Get summary report
Exit feature

Onboarding/ profile


scheduling

map

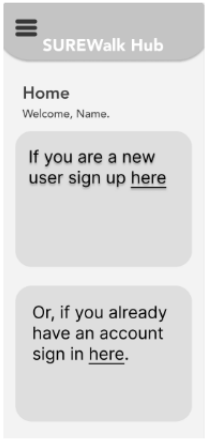
service hour tracking

#1: The SUREWalk Hub app must provide adequate user feedback.

The onboarding/profile feature sends the user back to the same page they started at after going through sign-in/sign-up, not providing feedback to a user that they've completed the task.

Priority

Critical	Severe	Major	Minor	Positive
1	2	3	4	5



The onboarding/profile feature needs improvement in its user feedback.

Findings

EVIDENCE: After a user goes through the sign-in/sign-up process, the page directs them back to the same home page that says to sign in or sign up again.

- **Frequency:** This happens to every user.
- **Impact:** A user might get confused as to why the home page doesn't change after they go through the onboarding process and have moderate difficulty after those tasks. If they realize they're signed up/in, they can press the hamburger menu, and the user might still be able to achieve their goals. Some of our participants hesitated after performing tasks with this page but were still able to complete the tasks.
- **Persistence:** The problem happens every time someone signs in/signs up from the app. The onboarding/profile feature does not provide feedback to the user.

Recommendations

Solution: Have the onboarding/profile feature direct to a new home page after sign-up/sign-in.
Trade-Off: Adding a few frames for clarity should not take long and is worth the time for the best user experience.

#3: Some links are missing in the scheduling feature.

Participants could not cancel/swap shifts because there are no buttons for them to navigate to those pages.

Priority

Critical	Severe	Major	Minor	Positive
1	2	3	4	5

Once participants navigated to the available shifts page, they became stuck.

Findings

Evidence: When asked to cancel and switch a shift, participants could find the scheduling feature. But from this point, there is no button on the available shifts page to view upcoming shifts.

- **Frequency:** All participants encountered this problem.
- **Impact:** This problem is difficult for users to overcome because there is no way for them to get to the pages to cancel/swap shifts.
- **Persistence:** This will repeatedly become a problem unless fixed by designers.

Recommendations

Solution: Our team needs to add an “Upcoming Shifts” button so users can find future pages.
Trade-Off: It should not take long for our team to add a button to the prototype.

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Next Steps

Check-in/out process

app should have check in and check out process for SUREwalk volunteers

- respondent 3

Daisy Pinaroc

Reminders about shifts

app should send volunteers reminders about shift

- respondent 3

Daisy Pinaroc

Obstacle alerts

allow volunteers to keep track of the neighborhood and possible dangers, “obstacles” in neighborhood in order to increase their safety & allow them to plan accordingly and work around it

-respondent 4

Daisy Pinaroc

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