

Usability Interview - Samriddhi

Date : 25th Nov, 5pm

Facilitator : Femina

Note Taker : Saumya

General information and contextual questions

1. How do you usually search for volunteering events?

Answer: I would google to look for volunteering events. I wish to volunteer for areas I'm most connected with.

2. Are you able to find the events you are looking for each time?

Answer: No. I am mostly skeptical before going ahead. You don't really know how legit the events and organizations are.

3. According to you, how do you categorize volunteering events?

Answer : I would say based on different causes. Like education, environment etc.

4. How do you feel about volunteering for an event you have never volunteered before?

Answer : I would definitely be skeptical at first. I'd try to look for as much information as I can find before going ahead.

5. How do you feel about volunteering for an event you have seen online only?

Answer : I would only trust the organization if they have a strong social media presence. Check if they are active on multiple platforms. Just one website asking for events would not be that trustworthy.

6. Thinking of a website with volunteering events, what information is relevant to you?

Answer : The venue, the participants and organizers information and again, have a strong social media presence with pictures from their previous events.

7. **Scenario: If Mentions "Credibility, Reliable"** - Given that you mention credibility, how would you define a credible organization?

Answer : If an organization is not all talk, and actually do and believe in what they say. Having transparency with the people. I mostly doubt the donation drives as I need to know the entire circle of how it works.

8. How do you identify credibility when you see it on the Internet?

Answer : Check their social media accounts and the people running it.

9. What would you like to see in a volunteering and donation website?

Answer : Pictures and videos of their work, contact details of the people running it and proof of how their efforts are helping people.

10. **Scenario: Provide an intro to the system** - Based on the introduction, what is your expectation on this website?

Answer : Volunteering events we can join for different organizations, donation drives. I expect to see the causes and how it has been put into place. Maybe proofs with pictures and videos on their work, have all the W's to be answered.

Usability questions:

1. **Scenario: Starting from the homepage** - Walk me through what you see in this page?

Answer : At first glance it seems related to food because of the image being used. I can see the name hope so that makes me think it's related to helping people. So if I join these two then maybe a food drive for the underprivileged ?

2. Take a look at the top navigation bar, what do you think you would see on those buttons?

Answer : The home and donate button are pretty self explanatory, the causes might have events or donations for different causes and maybe the organizations they are dealing with. Events button might have events they have held in the past, and plan to hold in the future.

3. What do you think is at the bottom of the page? What is the purpose of those buttons?

Answer : Probably organization details and their contact details.

QUESTIONS FOR VOLUNTEERS SEGMENT

1. As a first task, start searching for and then register to a volunteering event.

Scenario: Measure how much time it will take to start the process

Time taken : 58 seconds

2. Why did you take this path?

Answer : Because it said “become a volunteer”. I would normally hope to see it on the drop down in the navigation bar.

3. Are you able to identify your interest in a volunteering event?

Answer : Yes.

4. What other criterias do you use when searching?

Answer : The venue details and timings.

5. **Scenario: Once in the event page** - What would you expect to do next?

Answer : Probably apply for the event.

6. **Scenario: Point at the buttons on the right** - What do you think those buttons are for?

Answer : More information on the event, exact location and timings and people that are organizing and participating.

7. What additional features would you like to see in this page?

Answer : Maybe their social media details, more pictures of their previous events and the people involved in it.

8. **Scenario: If a feature is mentioned** - How would you feel this additional feature will help you decide?

Answer : I would feel more comfortable and confident joining the event. Probably make a few friends before going.

9. Do you find the event information credible?

Answer : If the photos used are genuine, I would trust it.

10. Do you find the organization reliable?

Answer : Yes.

11. **Scenario: After registering** - What is your opinion on the registration process?

Answer : It was quite easy.

12. On a scale from 1 to 5, where 1 is “Strongly Disagree” and 5 is “Strongly Agree” how would you rate these statements:

- a. I found the various functions in this application were well integrated - 5
- b. I needed to learn a lot of things before I could get going with this website - 2
- c. I think I would like to use this website frequently. - 4
- d. I felt confident using the website. - 5

QUESTIONS FOR DONORS SEGMENT

1. As a first task, start searching for a donation drive.

Scenario: Measure how much time it will take to start the process

Time taken : 33 seconds

2. Why did you take this path?

Answer : Because the donate button was standing out.

3. Are you able to identify your interest in a donation drive?

Answer : Yes, it was easy to identify.

4. What other criterias do you use when searching?

Answer : Organization name, their past work.

5. Let's say there is another way to run this task, can you find it?

Scenario: If they cannot identify, give them a lead where to start from and let run the task

Answer : The text was too small for the other path.

6. Which path do you like better? Why?

Answer : The first one because it was easier to find.

7. **Scenario: Once in the donation page** - What would you expect to do next?

Answer : Probably go to the displayed donation drives.

8. **Scenario: Point at the buttons on the right** - What do you think those buttons are for?

Answer : View details of the donation drive, like the goal, donations raised and more information on the cause.

9. What additional features would you like to see in this page?

Answer : I would love to see some more pictures and videos on the cause and maybe a proof that the people are actually receiving the donations.

10. **Scenario: If a feature is mentioned** - How would you feel this additional feature will help you decide where to donate?

Answer : If there are proofs of the donation reaching and actually helping the people, it might motivate me and many other people to donate as well. It's not the donation that makes us hesitate, but the doubt if our efforts will reach them or not.

11. Do you find the donation information credible?

Answer : It looks pretty trustworthy.

12. Do you find the organization reliable?

Answer : Yeah, but again if I can see their social media it'll be a great addition.

13. **Scenario: After completing the task end to end** - What is your opinion on the process?

Answer : It was pretty straightforward and easy.

14. According to you, what should be the sequence of actions?

Answer : The sequence followed was good enough.

15. Do you think the information found in the website is dependable?

Answer : If the website was real, I would definitely find it trustworthy.

16. On a scale from 1 to 5, where 1 is “Strongly Disagree” and 5 is “Strongly Agree” how would you rate these statements:

- a. I found the various functions in this application were well integrated - 4
- b. I needed to learn a lot of things before I could get going with this website - 2
- c. I think I would like to use this website frequently. - 4
- d. I felt confident using the website. - 5