

Usability Interview Notes

Group 1: Hope - Volunteering Website

Team Members : Saumya Roy, Evis Shehu, Femina Baldha, Vidisha Sawant, Hema Sree

Interview No. 1: Volunteering and Donor Segments

Facilitator: Hema Sree

Note taker: Evis

Date and Time: 11/25/2022, 5PM

General information and contextual questions

1: How do you usually search for volunteering events?

Ans: Mostly I follow social media pages for volunteering pages as I feel they are more credible.

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

Ans: Sometimes yes, but not always.

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

Ans: According to me, I categorize the volunteering events based on the necessities of volunteering.

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

Ans: I feel excited as brings joy to me to know this world better.

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

Ans: I always make sure I meet the organizers in person to make sure I'm not scammed.

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

Ans: Not much

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

Ans: By making sure their words are met by actions.

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

Ans: Can never be completely sure.

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

Ans: More results of the work they are doing

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

Ans: I expect the website to connect more volunteers with the organizations so that every needy one gets help.

Usability questions

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

Ans: Home, causes, events, donate, login, and sign up

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

Ans: Home, Causes- more options on various causes, Events-events organized, Donate- how to find other donors and donate, login, and Signup.

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

Ans: I see that you have provided more information about your work and how to connect with you.

QUESTIONS FOR VOLUNTEERS SEGMENT

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

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

Ans: 1 min 30 secs

2: Why did you take this path?

Ans: It was visible first

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

Ans: Yes

4: What other criteria do you use when searching?

Ans: I expect to find it by using keywords.

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

Ans: Maybe after I sign up.

6: Which path do you like better? Why?

Ans: becoming a volunteer was easy compared to organizing.

7: Scenario: Once on the event page - What would you expect to do next?

Ans: I expect to see more information about the events conducted and find more events.

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

Ans: I'm not sure.

9: What additional features would you like to see on this page?

Ans: connecting with organizers.

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

Ans: Not sure

11. Do you find the event information credible?

Ans: Yes

12: Do you find the organization reliable?

Ans: Yes

13: Scenario: After registering - What is your opinion on the registration process?

Ans: It was easy and hassle-free.

14: Do you think the information found on the website is dependable?

Ans: Yes

QUESTIONS FOR DONOR'S SEGMENT

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

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

Ans: 55 secs

2: Why did you take this path?

Ans: Easily accessible

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

Ans: Yes

4: What other criteria do you use when searching?

Ans: same as above

5: Which path do you like better? Why?

Ans: donation as it is easy

6: Scenario: Once on the donation page - What would you expect to do next?

Ans: to know how the donations are used and more events.

7: What additional features would you like to see on this page?

Ans: As I said, there are more organizations to connect with.

8: Do you find the donation information credible?

Ans: Yes

10: Do you find the organization reliable?

Ans: Yes

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

Ans: can be better but so far good.

12: According to you, what should be the sequence of actions?

Ans: It doesn't matter if it is easy and understandable.

13: Do you think the information found on the website is dependable?

Ans: Yes

Interview No. 2: Volunteer and Donor Segment

Facilitator: Femina

Note-taker: Saumya

Date and Time: 25 NOV, 4pm

General information and contextual questions

1: How do you usually search for volunteering events?

Ans : Get information about volunteering events by google and searching for something like volunteering events near me.

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

Ans: Not always, sometimes it's difficult to find the events.

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

Ans: Cause, sometimes with the location/zip code as events happen in diff places.

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

Ans: It is quite exciting as I get to know new things and meet new people every time.

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

Ans: I do question about its credibility and think is it worth it to give my efforts here.

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

Ans: Credibility, trust, place, cause

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

Ans: Recognized by govt, famous personalities.

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

Ans: their certifications and licenses are in the about us section.

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

Ans: Its cause and credibility.

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

Ans: Events, volunteer, donate and help

Usability questions

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

Ans: login or sign up, Events, causes, donate, recent events, reviews, about websites.

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

Ans: Home, Causes – what all this website offers, Events- Upcoming events, Donate – Donation details, Login – login for individual and login as an organization, Signup.

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

Ans: Join Us, Contact Us, social media

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

Ans: 40 s

2: Why did you take this path?

Ans: Its clear and easy

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

Ans: Yes

4: What other criteria do you use when searching?

Ans: Search button

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

Ans:

6: Which path do you like better? Why?

Ans: first task

7: Scenario: Once on the event page - What would you expect to do next?

Ans: view events and get to know more details abt it

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

Ans: apply for it and view more details

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

Ans: event location

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

Ans:

11. Do you find the event information credible?

Ans: Yes

12: Do you find the organization reliable?

Ans: Yes

13: Scenario: After registering - What is your opinion on the registration process?

Ans: Reminder and add in calendar

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

Ans: Events, more information about events, apply.

15: Do you think the information found on the website is dependable?

Ans: Yes

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. 4
- b. 4
- c. 5
- d. 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

Ans: 32 secs

2: Why did you take this path?

Ans: Clear and easy

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

Ans: Yes

4: What other criteria do you use when searching?

Ans: cause

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

Scenario:

6: Which path do you like better? Why?

Ans: Donate button

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

Ans: Get more details about the donation drive

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

Ans: To Donate, more info about the drive

9: What additional features would you like to see on this page?

Ans: History of who donated, or a message with the donation

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

Ans: Give messages to people receiving the message and make them feel good.

11: Do you find the donation information credible?

Ans: Yes

12: Do you find the organization reliable?

Ans: Yes

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

Ans: Great

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

Ans: Donation drive, View about donation drive, Donate

15: Do you think the information found on the website is dependable?

Ans: Yes

16:

a. 4; b. 3; c. 4; d. 5

Interview No. 3: Volunteering and Donor Segments

Facilitator: Vidisha

Note-taker: Femina

Time: 4pm, 24 Nov 2022

General information and contextual questions

1: How do you usually search for volunteering events?

Ans: I usually search on Google for various volunteering events in the causes which I am interested in and read some newspapers or Online News.

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

Ans: Yes, I can find the events I am looking for on google most of the time.

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

Ans: According to me, I would categorize the volunteering events according to the causes

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

Ans: I am always interested in doing new things and volunteering for events which I have never done before is quite an interesting part.

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

Ans: I don't feel trustworthy and think that it may be a scam.

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

Ans: Nothing

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

Ans: if it's well known or by a well-known persona

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

Ans: look at about us

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

Ans: its effect and its cause

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

Ans: Information about events, organization donation who they have helped, social exposure.

Usability questions

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

Ans: login or sign up, Events, causes, donate, recent events, reviews, about websites.

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

Ans: Home, Causes- Various Causes options, Events- Events brief Information's/ two options Upcoming events and past events, Donate – Donation drive information, Login – login for individual and login as an organization, Signup.

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

Ans: Join Us, Contact Us, social media

QUESTIONS FOR VOLUNTEERS SEGMENT

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

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

Ans: 1 min

2: Why did you take this path?

Ans: It was Easily accessible

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

Ans: Yes

4: What other criterias do you use when searching?

Ans: Search button, browse through the website

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

Ans: Maybe through the Login button

6: Which path do you like better? Why?

Ans: Become a volunteer- easily accessible

7: Scenario: Once on the event page - What would you expect to do next?

Ans: View more about events and browse through other events.

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

Ans: Apply and view

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

Ans: Contact to events manager

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

Ans: Nothing

11. Do you find the event information credible?

Ans: Yes

12: Do you find the organization reliable?

Ans: Yes

13: Scenario: After registering - What is your opinion on the registration process?

Ans: It has perfect details not too much or not too less. The registration process was easy and comfortable.

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

Ans: Events, information about events, apply for events.

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

Ans: Yes

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. 3
- b. 5
- c. 4
- d. 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

Ans: 45 secs

2: Why did you take this path?

Ans: Easily accessible

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

Ans: Yes

4: What other criteria do you use when searching?

Ans: same as above

6: Which path do you like better? Why?

Ans: Direct donate

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

Ans: Find about donation drives and learn more about it.

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

Ans: To Donate, Read more about the drive

9: What additional features would you like to see on this page?

Ans: Nothing

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

Ans: Nothing

11: Do you find the donation information credible?

Ans: Yes

12: Do you find the organization reliable?

Ans: Yes

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

Ans: Good

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

Ans: Donation drive> View about donation drive > Donate

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

Ans: Yes

16:

1. 3
2. 5
3. 4
4. 5

Interview No. 4 : Usability for Volunteering and Donor Segments

Date: 26th Nov, 4pm

Facilitator: Saumya

Note Taker: Vidisha

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 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 will 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 them 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. 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 criteria's 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 criteria's 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 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 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 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 on the website is dependable?

Answer: If the website was real, I would 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

Interview No. 5: Volunteering and Donor Segments

Facilitator: Hema Sree

Date: 11/26/2022

General information and contextual questions

1: How do you usually search for volunteering events?

Ans: I usually try to meet in person with organizations and then find events to volunteer.

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

Ans: Yes

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

Ans: Basically, I categorize them according to the events held.

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

Ans: I look forward to learning new things and helping people as much as I can.

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

Ans: I'm not very sure of events organized online, but if I get a credible opportunity I would like to participate.

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

Ans: Not very certain of it.

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

Ans: By looking at the work they do.

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

Ans: Haven't done any till now.

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

Ans: Proof of their work.

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

Ans: I see there is good potential for this website and can be a bridge between volunteers and organizers.

Usability questions

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

Ans: Home, causes, events, donate, login, and sign up

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

Ans: Home, Causes- different categories, events-conducted events, Donate- means of donation, login, and Signup.

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

Ans: more information about the website.

QUESTIONS FOR VOLUNTEERS SEGMENT

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

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

Ans: 1 min

2: Why did you take this path?

Ans: Felt easy

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

Ans: Yes

4: What other criteria do you use when searching?

Ans: Volunteering categories.

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

Ans: Not sure.

6: Which path do you like better? Why?

Ans: Would like to explore organizing an event.

7: Scenario: Once on the event page - What would you expect to do next?

Ans: Find an event relevant to my interest.

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

Ans: not sure.

9: What additional features would you like to see on this page?

Ans: More information on how to organize events.

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

Ans: Not sure

11. Do you find the event information credible?

Ans: Yes

12: Do you find the organization reliable?

Ans: Yes

13: Scenario: After registering - What is your opinion on the registration process?

Ans: It was good and not too much irrelevant information.

14: Do you think the information found on the website is dependable?

Ans: Yes

QUESTIONS FOR DONOR'S SEGMENT

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

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

Ans: 40 secs

2: Why did you take this path?

Ans: was visible first

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

Ans: Yes

4: What other criteria do you use when searching?

Ans: same as above

5: Which path do you like better? Why?

Ans: as of now felt donating part is easy

6: Scenario: Once on the donation page - What would you expect to do next?

Ans: Descriptions of various donations

7: What additional features would you like to see on this page?

Ans: More detailed descriptions.

8: Do you find the donation information credible?

Ans: Yes

10: Do you find the organization reliable?

Ans: Yes

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

Ans: Good

12: According to you, what should be the sequence of actions?

Ans: It can be in any sequence.

Interview No. 6: Organization segment

Date: 11/24/2022

Time: 11AM

Facilitator: Evis

Note taker: Hema Sree

General information and contextual questions

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

Answer: In our organization we categorize volunteering events by causes: fighting poverty through educating community about poverty, encouraging actionable generosity, collecting and distributing clothing, collecting and distributing personal hygiene items, collecting and distributing food

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

Answer: From an organization standpoint, I would need to be reassured that the website is legit and people visiting it have serious intentions to commit to volunteering. When pledging to a volunteering event I would expect to see contact details of the volunteers (name, last name, phone, email) so that we can follow up as needed before, during and after the event.

3. **Scenario: If Mentions “Credibility, Reliable”** - Given that you mentioned legit, how would you define a legit volunteer?

Answer: As explained above, once an individual commits to a volunteering event, having some information such as their email address will be helpful as we can send reminders and keep the person updated on the event, so that they can participate

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

Answer: If I'm only searching the event, those on top of the Google search list are more reliable. Also visiting the event or organization webpage I look at their design, the more efforts put on the website design, the more reliable the event.

Furthermore, having reviews and testimonies in the website makes it more credible.

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

Answer: I would expect to be able to recruit a major number of volunteers through this website. I would prefer the website to offer a user-friendly platform that allows us to track and manage our volunteers in one place rather than shuffling among several sources. Most importantly, this platform should offer us tools to reach out and manage volunteers, identify, register, and communicate with them

6. **Scenario: For organizations only** -

1. How do you recruit volunteers?

Answer: We promote our activities ongoing through our social media and the social media of our partners and stakeholders. We are affiliated with county offices and are showcased in their newsletter and webpage. We have recruiting events twice a year where people sign into our monthly blast e-letter.

- b. How do you attract volunteers to your events?

Answer: Talking about the cause, presenting performance data from previous campaigns, showing pictures or videos of the causes and events we support

- c. Have you ever considered incentives? If yes, provide some examples

Answer: Incentives can be free food and drinks, certificates of participations or accomplishment

- d. Do you need to train volunteers?

Answer: I would like to do some training so that their performance meets our expectations

Usability questions

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

Answer: I like colors and pictures used; good visuals used. Links are easily on the eye; I feel I would know where to go. Scrolling down, I think the “Why we do this” section should not be between “Recent Events” and “Donate for...” I find the testimonies and KPIs in this page very helpful, they surely give a sense of legitimacy and truthfulness.

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

Answer: Clicking Causes and Events, I would expect to see drop down lists, the little triangle triggers this. Clicking Donate would expect to get to another webpage where I can see donation events and enter my info.

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

Answer: Information about the organization behind this website and registering to their emailing list

4. As a first task, start logging it to your organization account.

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

Answer: User was able to access the log in page in less than 7 seconds

5. Why did you take this path?

Answer: Login feature sounds more appropriate to use to log in. I like it that there are differentiated login options for volunteers and organizations. I tried both Login and Sign-Up buttons, but I am not clear what the functionality for Sign Up would be. I do not find a purpose for it currently

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

Answer: I would say through the Sign-Up button, but again, I do not see why there is a need for another path to login, when they are practically next to each other in the same spot

7. Which path do you like better? Why?

Answer: Using Login button does the job

8. **Scenario: Look at the login page** - Why do you think the EID is needed?

Answer: To make it more secure that this is a legit organization trying to enter a credible volunteering event.

9. **Scenario: Look at the organization page** - Walk me through the filtering criteria in this page?

Answer: I don't see any filtering option to select from the different events.

10. What do you think about the event grouping options?

Answer: I like that they are grouped in such a way and that I have the possibility to shift between. I would prefer to have "Active Events" as main view when accessing the page.

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

Answer: A filtering feature would be helpful. I can filter between events, by keyword, location, cause.

12. **Scenario: If a feature is mentioned** - How would you feel this additional feature will bust your organization performance?

Answer: It will save me time, as I won't need to scroll through the page. Also, listing of the activities should be done by date showing the most recent on top.

13. **Scenario: Point at the buttons on the right of each event** - What do you think those buttons are for?

Answer: Edit should allow me to edit information about the event. I expect View to show me how many people have been registered for the event.

14.Scenario: Point at the organization profile on the far right (left) - What do you think each feature shows?

Answer: Insights should be listed before Settings as it relates to the options above. I am unclear about the Report options. First thought is that it is used to report issues with the page. But it can also show report/summary data on my events and people registered for them

a. What else would you be interested to see?

Answer: Can't think now

15.Scenario: Add a new event - What is your opinion on the registration process? Would you need to add anything else to this form?

Answer: This process is missing some important information. Date and time of the event is missing. Also, I would like a space to enter detailed description, a field stating skills needed for the event, and a placeholder to post pictures or links to previous events so that people have a visual of what it involves.

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

Answer: In terms of clicks this is enough, but I need more fields as described above

17.Do you find the platform credible?

Answer: Yes, this is well organized. Information and resources provided are very helpful to make a decision, and from my perspective, asking for the EID gives a sense of credibility

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

Answer: Yes, it looks like a legit website, gives opportunities to submit events and recruit volunteers

19.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

Answer: 4

b. I needed to learn a lot of things before I could get going with this website

Answer: 2

c. I think I would like to use this website frequently.

Answer: 5

d. I felt confident using the website.

Answer: 4

Summary for volunteering segment

Based on the user responses to the interviews conducted we conclude the following points:

- We succeeded in making the website credible and transparent to both the user groups.
- Made the website more accessible and easier to use.
- More than half percent of the volunteers search for events online.
- Most of the users try to make sure that the event they are volunteering is credible by their certifications, licenses and the work they did in the past.
- Users when looking for events on a donation website mostly like to see the cause and its credibility.
- Upon being asked how they feel about volunteering for an event they only saw online the users responded by saying they feel excited and try to find how transparent the organization is about the work they do.
- The volunteers categorize events based on the necessities and the work that need to be done.
- The volunteers expect a website to be able to connect an organization with the volunteers so that they can work hand in hand.

- When questioned how sure they can be about the credibility of a website, a few said that they can never be so sure but other few answered by saying they look at all the work they have done and decide it based on the proofs they provided.
- Volunteers are always in lookout for websites that would provide them with credible and transparent work in one platform. Based on their responses we believe that we have created that platform for them.

Summary for Organization segment

- Most of the organizations categorize volunteering events by causes.
- Organizations expect the volunteers to be serious about volunteering. They want the volunteer to provide all their details so that they can follow up with them.
- As previously said, having someone's email address will be helpful if they sign up for a volunteering event so that we can send reminders and keep them informed about the event so they can attend.
- The organization anticipates using this website to bring in a sizable number of volunteers. Instead of requiring us to switch between many sources, they want the website to provide a user-friendly platform that enables them to track and manage their volunteers in one location. Most essential, this platform needs to provide them with resources for connecting with, organizing, and communicating with volunteers.
- Through their own social media as well as the social media of its partners and stakeholders, the organizations continuously promote their operations. They are included in their newsletter and website and are connected to county

officials. They hold twice-yearly recruiting events where attendees can sign up for our monthly blast e-letter.

- The organizers liked the theme of the website and felt testimonials and KPI's in the page are very helpful and show the legitimacy of the page.
- Overall, the website needed a minor improvement in a few features and through navigation but served its purpose well.