**RESEARCH OBJECTIVES**

1. **Credibility**

* Determine the trustworthiness of the information provided on the website.
  + Did we make the website trustworthy enough for users looking to volunteer and donate?
  + Did we make the website trustworthy enough for users looking for a platform to post their events and donation drives?

1. **Usability**

* Assess the easability of completing required core tasks on the website.
  + Can users easily search and apply for volunteering events and donation drives?
  + Can organizations easily post their events, update, and track them acordingly?

1. **Understand user behavior**

* What is a user focusing on when looking to volunteer or donate?
* What is an organization focusing on when looking to recruit volunteers or collect donations?

**METHODOLOGY**

Usability

Contextual

**General questions:**

1. How do you usually search for volunteering events?
2. Are you able to find the events you are looking for each time?
3. According to you, how do you categorize volunteering events?
4. How do you feel about volunteering for an event you have never volunteered before?
5. How do you feel about volunteering for an event you have seen online only?
   1. What online only means
6. Thinking of a website with volunteering events, what information is relevant to you?
7. *SCENARIO:* IF MENTIONS “CREDIBILITY, RELIABLE” - Given that you mention credibility, how would you define a credible organization?

Or

*SCENARIO:* IF CREDIBILITY DOES NOT COME UP - Have u ever thought about the “credibility” of an organization? How would you define a credible organization?

1. How do you identify credibility when you see it on the Internet?
2. What would you like to see in a volunteering and donation website?
3. *SCENARIO:* PROVIDE AN INTRO TO THE SYSTEM - Based on the introduction, what is your expectation on this website?
4. SCENARIO: FOR ORGANIZATIONS ONLY - How do you recruit volunteers? How do you attract volunteers to your events? Have you ever considered incentives? If yes, provide some examples? Do you need to train volunteers?

**Usability questions:**

1. *SCENARIO:* STARTING FROM HOMEPAGE - Walk me through what you see in this page?
2. Take a look at the top navigation bar, what do you think you would see on those buttons?
3. What do you think is at the bottom of the page? What is the purpose of those buttons?

**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*
2. Why did you take this path?
3. Are you able to identify your interest in a volunteering event?
4. What other criterias do you use when searching?
5. Let’s say there is another way how 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

1. Which path do you like better? Why?
2. *SCENARIO:*  ONCE IN THE EVENT PAGE - What would you expect to do next?
3. *SCENARIO: POINT AT THE BUTTONS ON THE RIGHT -* What do you think those buttons are for?
4. What additional features would you like to see in this page?
5. *SCENARIO: IF A FEATURE IS MENTIONED -* How would you feel this additional feature will help you decide?
6. Do you find the event information credible?
7. Do you find the organization reliable?
8. *SCENARIO: AFTER REGISTERING -* What is your opinion on the registration process?
9. According to you, what should be the sequence of actions?
10. Do you think the information found in the website is dependable?
11. On a scale from 1 to 5, where 1 is “Strongly Disagree” and 5 is “Strongly Agree” how would you rate these statements:
    1. I found the various functions in this application were well integrated
    2. I needed to learn a lot of things before I could get going with this website
    3. I think I would like to use this website frequently.
    4. I felt confident using the website.

**QUESTIONS FOR DONORS SEGMENT**

1. As a first task, start searching for a donation drive and then donate.. *SCENARIO: MEASURE HOW MUCH TIME IT WILL TAKE TO START THE PROCESS*
2. According to you, what should be the sequence of actions?
3. Do you think the information found in the website is dependable?
4. On a scale from 1 to 5, where 1 is “Strongly Disagree” and 5 is “Strongly Agree” how would you rate these statements:
   1. I found the various functions in this application were well integrated
   2. I needed to learn a lot of things before I could get going with this website
   3. I think I would like to use this website frequently.
   4. I felt confident using the website.

**QUESTIONS FOR ORGANIZATIONS SEGMENT**

1. As a first task, start logging it to your organization account. *SCENARIO: MEASURE HOW MUCH TIME IT WILL TAKE TO START THE PROCESS*
2. Why did you take this path?
3. Let’s say there is another way how to run this task, can you find it?

*SCENARIO:* IF THEY CANNOT IDENTIFY, GIVE THEM A LEAD WHERE TO START FROM AND THEN LET RUN THE TASK

1. Which path do you like better? Why?
2. *SCENARIO:*  LOOK AT THE LOG IN PAGE - Why do you think the EID is needed?
3. *SCENARIO:*  LOOK AT THE ORGANIZATION PAGE - Walk me through the filtering criteria?
4. What do you think about the event grouping options?
5. What additional features would you like to see in this page?
6. *SCENARIO: IF A FEATURE IS MENTIONED -* How would you feel this additional feature will bust your organization performance?
7. *SCENARIO: POINT AT THE BUTTONS ON THE RIGHT OF EACH EVENT -* What do you think those buttons are for?
8. *SCENARIO: POINT AT THE ORGANIZATION PROFILE ON THE FAR RIGHT - What would you think each feature shows?*
   1. *What else would you be interested to see?*
9. *SCENARIO: ADD A NEW EVENT -* What is your opinion on the registration process?
   1. Would you need to add anything else to this form?
10. According to you, what should be the sequence of actions?
11. Do you find the platform credible?
12. Do you think the information found in the website is dependable?
13. On a scale from 1 to 5, where 1 is “Strongly Disagree” and 5 is “Strongly Agree” how would you rate these statements:
    1. I found the various functions in this application were well integrated
    2. I needed to learn a lot of things before I could get going with this website
    3. I think I would like to use this website frequently.
    4. I felt confident using the website.