**Group 1: Volunteering Website**

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**Interviewer: Hema Sree**

**Note taker: Saumya**

**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?

Yes

Did we make the website trustworthy enough for users looking for a platform to post their events and donation drives?

Yes

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?

Yes

Can organizations easily post their events, update, and track them accordingly?

Yes

**Understand user behavior**

* What is a user focusing on when looking to volunteer or donate?

Credibility

What is an organization focusing on when looking to recruit volunteers or collect donations?

N/A

**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 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 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