**Interview: Organization segment**

**Date: 11/24/2022**

**Time: 11AM**

**Facilitator: Evis**

**Note taker: Hema Sre**

**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

1. 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.

1. **Scenario: If Mentions “Credibility, Reliable”** - Given that you mention 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

1. 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.

1. **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

1. **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 in to our monthly blast e-letter.

* 1. 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

* 1. Have you ever considered incentives? If yes, provide some examples

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

* 1. 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 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.

1. Take a 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.

1. 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

1. 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

1. 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 actually 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 at this time

1. 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

1. Which path do you like better? Why?

*Answer:* Using Login button does the job

1. **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.

1. **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.

1. 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.

1. 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.

1. **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.

1. **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.

1. **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

* 1. What else would you be interested to see?

1. **Scenario: Add a new event** *-* What is your opinion on the registration process?
   1. 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.

1. 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

1. 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

1. 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

1. 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

*Answer:* 4

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

*Answer:* 2

* 1. I think I would like to use this website frequently.

*Answer:* 5

* 1. I felt confident using the website.

*Answer:* 4