**Interview: Volunteer and Donor Segment**

**Facilitator : Femina**

**Note-taker : Saumya**

**Date and Time : 25 NOV , 4pm**

**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, But add more to show credibility.

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

Yes, But add more to show credibility.

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?

Definitely

1. **Understand user behavior**

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

Credible

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

General information and contextual questions

1: How do you usually search for volunteering events?

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

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

Ans: Not always, sometimes its difficult to find the events.

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

Ans: Cause, sometimes with the location/zipcode 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 website.

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 calender

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:

1. 4
2. 4
3. 5
4. 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 abt 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 in the website is dependable?

Ans: Yes

16:

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