**Facilitator : Vidisha**

**Note-taker : Femina**

**Time : 4pm , 24 Nov 2022**

**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 acordingly?

Yes

1. **Understand user behavior**

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

Trustworthy

* 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: 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 am able to 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 the 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 thinks 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 website.

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 Informations/ 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 to 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 criteria’s 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:

* 1. 3
  2. 5
  3. 4
  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: 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

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

Ans:

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