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### **ENSE 271 Activity 2 Questions**

#### **Quantitative Data Capture (Numbers and Measurable)**

1. Was navigating the system easy?
2. Were essential features easily located (such as operations, storytelling, governance, marketing, granting)
3. Were there any errors/confusion while performing anything? If yes, how often?
4. Did the interface layout/design help accomplish tasks smoothly?
5. Were the icons, labels, and pictures clear and understandable?
6. On a scale of 1-10, how satisfied would a customer be with the overall usability?

#### **Qualitative Data Capture (Descriptive and Open Ended)**

1. Do we need to make a list of every charity that is associated with them on our website?
2. Are we allowed to use things from their websites like past events, coming events, etc?
3. Are there any specific challenges that came across while trying to complete/find tasks?
4. Specifically, were there any features/functions that were unclear/difficult to use?
5. What improvements or additional features would enhance the charity's experience?
6. Were there any unnecessary steps or actions that slowed down workflow?

