Usability Testing Report

Volunteer Preferences Filter

3/4 users were able to use filter **but** with difficulty

- **3 Users** searches returned no results and had to modify their preferences

- **1 User** didn't have issues due to lack of preferences

Analysis:

Filter doesn't adapt to user set location and date preferences resulting in the user having to perform multiple searches.

Recommendation:

Filter should highlight availability of volunteer opportunities after user inputs location and date preferences to avoid having to do multiple searches.

MINER ISSUE

| HOME | SEARCH | ABOUT | WAYS TO VOLUNTEER | WAYS TO DONATE | NONPROFITS & SCHOOLS |

Search Projects

| Queens X | Wednesdays X   Weekends X | Animal Care X | SEARCH |

RESULTS   ADVANCED SEARCH

Queens X   Wednesdays X   Weekends X   Animal Care X
Clear all filters

Key

High-Need: Projects needing additional volunteers   **Committed:** Requires long-term commitment

New Volunteer Friendly: Recommended for new volunteers   **Family Friendly:** Can accommodate young children

No results found.

Search Results

Why do I have to do multiple searches?

Event Sign-up Process

SUCCESS

4/4 users were able to complete sign up process **but** with difficulty

- **3 users** experienced confusion regarding signing up for orientation which is a prerequisite for all volunteer events

- **2 users** weren't even aware that orientation was required

- **1 user** was frustrated with the constant interruptions in the event sign up process (registering for an account, signing up for orientation)
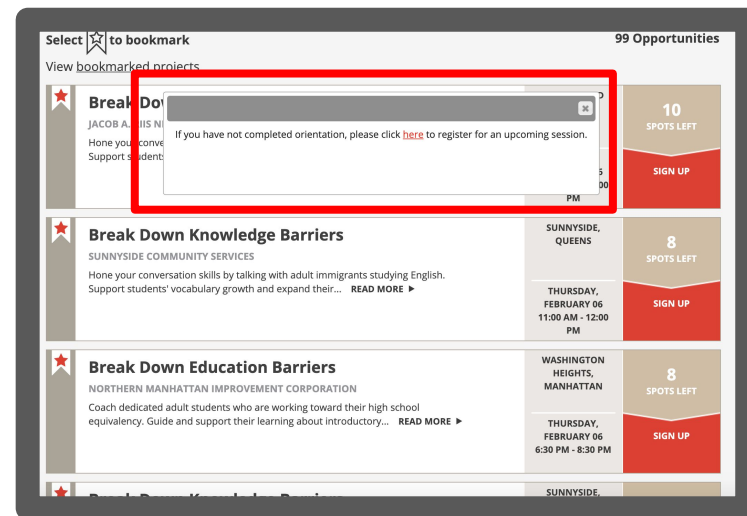
Analysis:

The steps and prerequisites to sign up for a volunteer event are not clearly outlined which causes user confusion and interrupts sign up process flow.

Recommendation:

Give users a clear outline of sign up process and what it involves. Highlight that orientation is a mandatory prerequisite to signing up for volunteer events.

Sign Up For Orientation Prompt

I would've just quit at this point

Usability Test Script

INTRODUCTION

Hi _____, thank you for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work. We are testing the usability of the NY Cares website.

This session is pretty straightforward — I'll be giving you a broad task to complete and then asking questions as we go along. Before I tell you the task, I'll be giving you a little bit of context behind it, such as why you might be doing it and what you hope to achieve.

It's really important to know that we are only testing the prototype, not you. You can't do or say anything wrong here. Please feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings.

Also, I'd like you to "think aloud" as much as possible. By that, I mean that I'd like you to speak your thoughts as often as you can. If at any point you have questions, please don't hesitate to ask. I may not be able to answer them right away, as I am looking to see how you deal with the product without help, but I'll answer them at the end of the session. This is just a prototype and

Do you mind if I record the session? It will be completely confidential and will only be used for research purposes.

Do you have any questions so far?

Usability Test Script contd.

OPENING QUESTIONS

- What's your name?
- How old are you ?
- Where are you from ?
- Are you familiar with NY Cares?
- What kind of platform or device do you usually use NY Cares?

FIRST IMPRESSIONS (optional)

- Can you tell me your first impression about this website?
- What are you seeing?
- Is there anything that you notice, or that stands out to you?
- Is there anything that you would like to tap/click on?

Usability Test Script contd.

SCENARIO/TASKS

1.
Scenario: You are a university student living in New York City with limited free time. On Wednesdays, you get out of class at noon and don't have any classes scheduled on weekends. You want to volunteer in your free time.

Task: Find a volunteer opportunity that interests you and fits your schedule.

2.
Scenario: You come across an opportunity that matches your preferences.

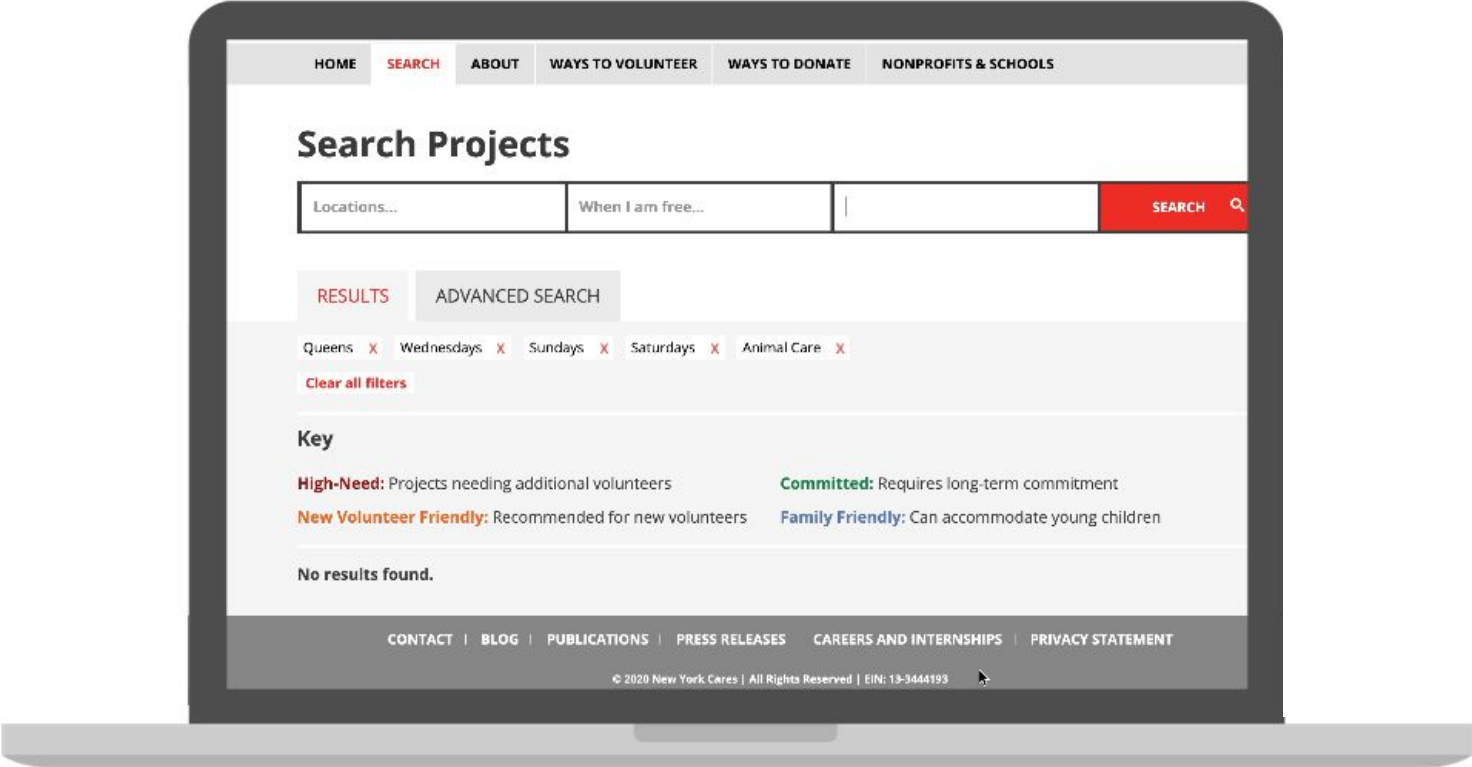**Task:** Select the volunteer opportunity and sign up.

CLOSING QUESTIONS

- Do you have any final thoughts about the website?
- What was your overall experience with this site?
- Is there anything you'd expect to be able to do that you couldn't do?

POST-TEST SURVEY

On a scale of 1 - 5, *How satisfied were you with using this website?*

Very Dissatisfied   1   2   3   4   5   **Very Satisfied**

Volunteer Preferences Filter