

Usability Testing Report

Mid-Fi Prototype

Opportunity Availability Search Box

4/4 users were able to understand the opportunity availability search box **but** :

- **1 user** was not sure what the numbers next to the opportunities meant and thought they were buttons.

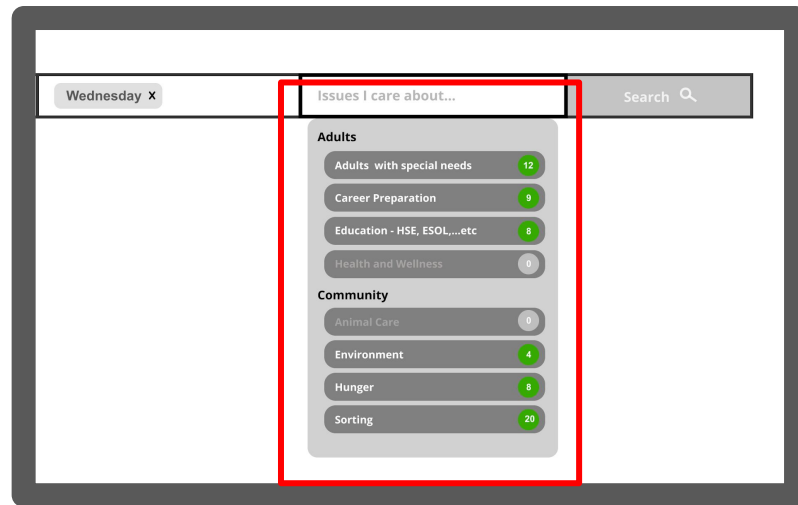
Analysis:

It gave the users an overview of availability of spots without having to do a complete search and resetting preferences as well as it gave the user instant feedback.

Recommendation:

Insert a signifier in the search bar to clarify to the user what the numbers represent and provide a bit more context to what the numbers over the color mean

SUCCESS



Search Filter

Call to Action Buttons for “How To Volunteer?”

1/5 Users were able to discover the call to action buttons located on the steps of “How to Volunteer” **but**:

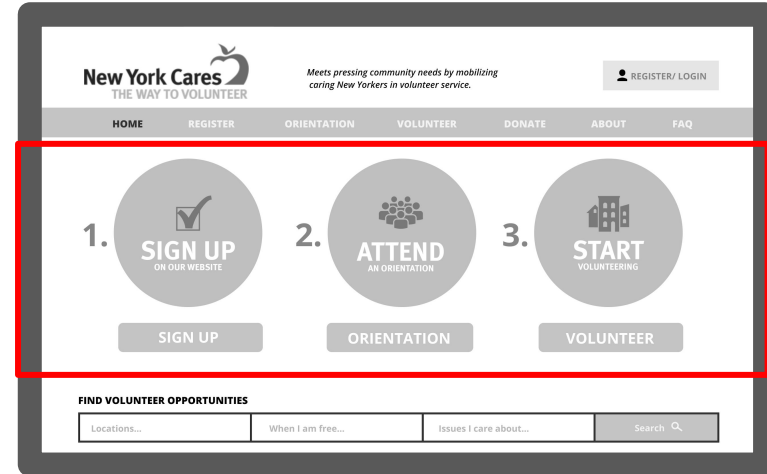
- **1 User** clicked the last call to action “Volunteer” instead of Going through the steps as listed.
- **1 User** went straight to the “Find Volunteer Opportunities” and searched based on her preferences.
- **1 User** expected the search bar to be the first thing she sees not at the bottom

Analysis:

Users wanted to pick their volunteer interest first before having to commit to signing up and orientation.

Recommendation:

Remove the “How to volunteer steps” and place the “search for an opportunity ” at the center of the fold. Have an informative text with each event listed that it requires orientation and sign up and test again.



Home Page

Orientation Page

5/5 User were confused when landing on this page :

- **1 User** wanted something beforehand to tell her to pick between in person, digital , as the text is too much.
- **1 User** was confused what she signed up for whether its an orientation or volunteering.
- **1 User** felt stuck between two options and was not able to go back to choose another one

Analysis:

Two options shouldn't be displayed to the user with much text, It should be split into two steps to make it easy for the user to follow up.

Recommendation:

Change the layout of the page to include two choices and once the use chooses a choice a pop up window appears instead of being redirected to another page to input information .

MAJOR ISSUE

New York Cares

THE WAY TO VOLUNTEER

Meets pressing community needs by mobilizing caring New Yorkers in volunteer service.

REGISTER / LOGIN

HOMEREGISTERORIENTATIONVOLUNTEERDONATEABOUTFAQ

DIGITAL

ONLINE ORIENTATION

ATTEND

AN ORIENTATION

You will not need to go to a physical location for this digital orientation.

To participate, you will need a computer, internet access, and sound capability. **See Below Instructions:**

1. Adobe Connect. Check minimum system requirements: [Adobe.com](#)
2. Start session here: [NYCares.org](#)
*Remember to sign on ahead of time to ensure you can access the room and have all necessary plug-ins downloaded.
3. Sign in as a guest with full first and last name.
*You must enter full first and last name or your attendance will not be captured. Your New York Cares user name and password will not work on this page.

SCHEDULE

At orientation, you'll meet face to face with fellow new folks, seasoned leaders, who will share what you can expect as a volunteer. We'll cover things like: Our partnerships with nonprofits, where to go on the website to find your next project, what benefits come with volunteering, and our policies.

Find Orientation

Time

Date

Location

SCHEDULE

Orientation Page

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?

OPENING QUESTIONS

- What's your name?
- How old are you ?
- Where are you from ?

SCENARIO/TASKS

Scenario:

You are a student named Alex and are only free on Wednesdays. You want to make use of this free time by finding a volunteer opportunity helping adults with special needs.

Task:

Find a volunteer opportunity that fits this interest and your schedule 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**