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urcommunitycares.org
Website Heuristic Evaluation

Overview

A Heuristic evaluation judges the site against established principles and norms. Some of the findings will reflect my personal bias and might be validated (or not) by usability testing. This audit utilizes the ABBY Method to evaluate the website on 10 dimensions.

1. **Findable:** Able to be located
2. **Accessible:** Easily approached and/or entered
3. **Clear:** Easily, Perceptible
4. **Communicative:** Talkative, informing, timely
5. **Useful:** Capable of producing the desired or intended result
6. **Credible:** Worthy of confidence, reliable
7. **Controllable:** Able to adjust to a requirement
8. **Valuable:** Of great use, service and importance
9. **Learnable:** To fix in the mind, in the memory
10. **Delightful:** Greatly pleasing

I include these to give you a frame of the things I am considering. A single element might fail more than one heuristic. For Example, inconsistent UI elements will impact the learnability, usefulness and credibility of a site. It is customary to identify the severity of the violation of a particular heuristic, but in this case of a document this long it would be overwhelming.

While this is supposed to be informative to you, it will also serve me in terms of the changes that I consider. Many of the issues raised here will be rendered moot by the redesign of the site.

Site-Wide Issues

Color

The primary colors of this site are a Hot Magenta (#E5218C) and an Electric Green (#22D922). While they stand out, generally neon-colors are considered jarring and are likely to irritate users as they spend time on the site. As shades of red and green they are problematic for colorblind individuals. Also they fail to meet contrast standards against a white background, which might make it harder on older users. But I can see you have committed to them.

The use of the colors is not clear or consistent. Suggest that Volunteer information uses the Electric Green and Community Member information is in Magenta. That way the colors support the messaging on the site and reinforce the idea that there are 2 different but complementary functions. In some places blue appears (#007BFF) on forms, buttons. I suggest Blue should be associated with Deeds. In which case Donations could be another color (darker blue or purple, orange)

Deeds

The concept of deeds is quaint as it is not commonly used in conversational speech, but it does communicate the concept and it is associated with goodness “Good Deeds” A new user has to lock in on the concept of Deeds, therefore it is important that the word Deed is the only word used to describe a volunteer-member interaction on this site. The word Appointments takes over too often

Fonts

The headline Font and the body text font are both Calibri. Normally Font Pairing, having different fonts for body text and headline is considered more interesting and easier to scan. Given the contrast challenge of your pink and green on a white background, I would suggest two Sans serif fonts. You have invested in Calibri but the fonts used in this asset are much fresher https://urcommunitycares.org/index.php/home/blogs_detail/19

If you want to stick with Calibri as body text, then Raleway would be a good headline font.
https://fonts.google.com/specimen/Raleway

Alternatively, Open Sans is considered a good versatile font for body text
https://fonts.google.com/specimen/Open+Sans

It could be paired with these as headline fonts which would add a varying levels interest to the site

https://fonts.google.com/specimen/Francois+One

https://fonts.google.com/specimen/Poppins

https://fonts.google.com/specimen/Signika

https://fonts.google.com/specimen/Nunito

Accessibility

Accessibility in web design has come to mean how accessible a page is to users with impairments. You have an accessibility widget which is good, but the site fails to meet some basic standards for accessibility. Many of these are coding tag issues which are hidden. Full Report will be part of the final recommendations

Given this site serves users who are old or disabled accessibility is more than just a passing consideration.

Styles and Templates

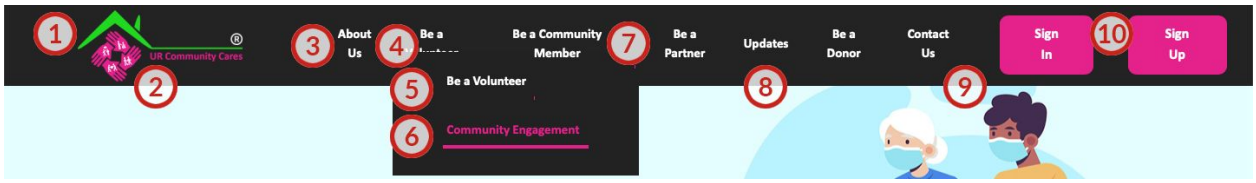
There is a lack of consistency across the site. I will highlight issues as they come up but as an example: The Contact Us form on the Contact Us page is wider than the Donate page Form, which is a slightly different size to the Sign Up form, all of which are much larger than the Contact Us form on the homepage. You want these elements to be consistent. Your users might not be able to articulate these small inconsistencies in your site design,

but they will subconsciously feel something is off. These design inconsistencies are the death of user engagement by a thousand cuts.

Other areas of inconsistency:

1. Style of Headlines. Headlines create hierarchy for the users. What is important is bigger, if your headlines are inconsistent the user loses that visual guide and has to work harder to digest the information.
2. Padding. This is the amount of space around objects. Top and Bottom padding should be used to relate elements of the same section.
3. Button Styles: All buttons should have consistent font styles, padding and corner radius and colors. If you are going to change the design it should be for a reason, such as an outline button links to an internal page and a solid color button links to an external page.
4. Animations. Some blocks of text load with a zoom out animation, others do not. Animation is probably distracting to your 70+ audience.
5. Pages that perform the same function should use the same template. Volunteer, Community Member and Partner sign up.
6. Much of this can be universally set using site-wide style sheets and templates.

Global Navigation



① Black Backgrounds are hard to read. Make this a dark grey

② Logo

- The white symbols within the hands are not discernable. Remove them
- The Magenta wordmark is lost against the black background
- Registered icon is too big compared to wordmark
- Have you thought of a tagline “Getting Good Deeds Done” or similar. There is space.

③ Two lines. This is against the norm. Wrapped text is harder to read. The Be a… treatment is unnecessary. Users understand “Volunteer” to mean Be a Volunteer.

④ Be A Volunteer in primary navigation is not linked therefore it is not picked up by the screen reader.

⑤ Secondary menu.

- Appears on click rather than on mouse hover
- Covers the primary menu, change background color or position below the navigation bar
- Not picked up by screen reader
- Highlights on Hover rather than on Click

⑥ Community Engagement

- The onHover state is nice, but the color contrast is problematic.
- This link goes to a page with a donate message What is the purpose of this page? Should it be a secondary category under About Us

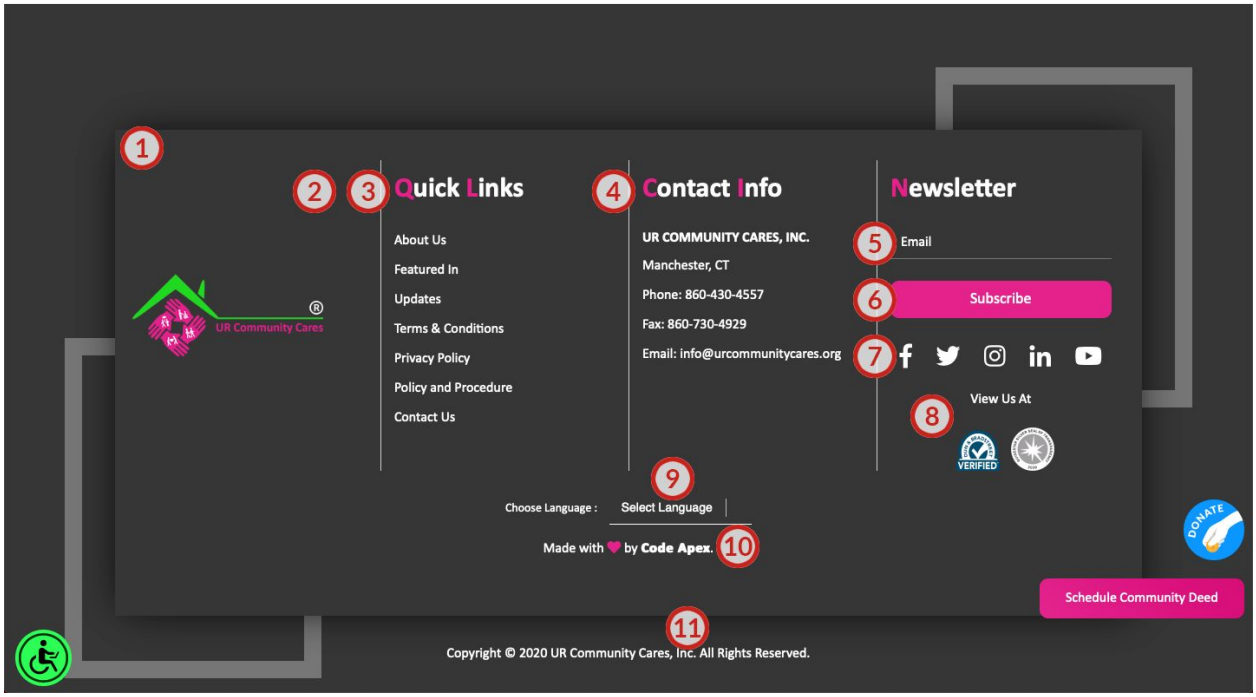
⑦ Community Member

- Is this the best term to describe the people who are receiving a service?

⑧ Updates. This links to a page of media coverage. This is neither useful or valuable as an item on the main navigation. Suggest it becomes “Media Coverage” and a secondary category under About Us.
⑨ Doing Good Deeds is the purpose of this site. There is no reference to them on the primary navigation.
⑩ Sign Up is easily confused with Sign in. A better title is Register

Butter Bar. This is a breaking news bar that typically appears above the global navigation. During COVID users have come to expect a link to the COVID policy to be displayed there. It would make sense to add one.

Global Footer



① Black Backgrounds are hard to read. Make this a dark grey
② Headers Mixed font colors are distracting
③ Quick Links.

- Are these the most important links? Volunteer, Donate, Deeds are.
- The Utility links can probably go across the bottom

④ Contact Info change to Contact Us to be consistent

- Do you have a PO Box or a Physical Address. User can't send a letter to this address. (to send out a newsletter you are required to have a physical address or PO Box)

⑤ Newsletter

- "Email" as a form instruction should be
    - Enter Email
    - formatted differently to the body text
    - Autofill did not work on Safari

⑥ Subscribe Button.

- There is no onHover or onClick states.
- The confirmation and error messages are distant from the button

⑦ Social icons. Don't really belong under the Newsletter header

⑧ View Us At

- This heading doesn't capture the significance of these icons in establishing credibility.
- Icons are too small, lack explanatory text.
- Probably best put under the logo in column 1
- Is the site Charity Navigator approved?

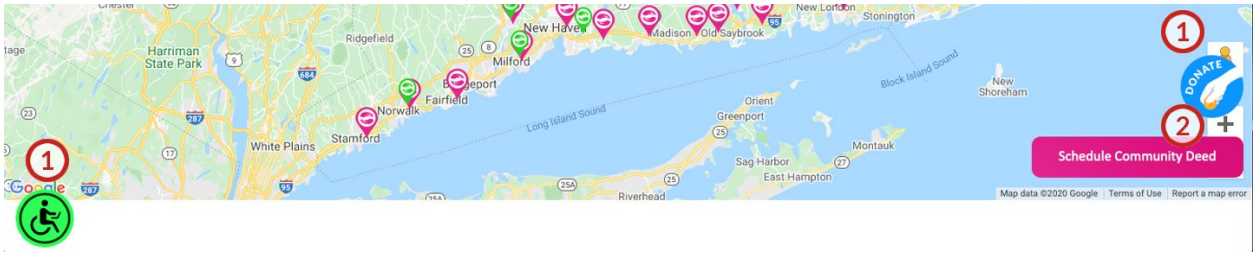
⑨ Choose Language

- Studies show users will look for the Translation in the footer
- The UI of this looks like a dropdown arrow is missing after the vertical bar beside the world English. As you only have 45 options can you make it easy and have the languages listed in the native script to that language.
- You might want to consider a utility navigation at the top of the page where users can also select a language.

⑩ http://www.code-apex.com links to a blank page.

⑪ Inc. The concept of incorporation is incongruous with a non-profit status in the minds of most users. This might be technically correct, but listing your 501(c)3 status is important

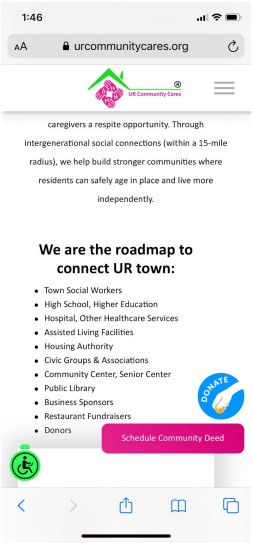
Floating Menu



① Having floating menus on both sides of the page is awkward

- As the accessibility menu has to expand up, It makes sense to have the donate and Schedule Deed Links below it
- For consistency the icons should be
    - at least the same size shape
    - ideally the same style
    - Have the same hide functionality

② The Rectangular button to Schedule Community Deed should be a circle. You need to consider how this will cover the other content. In this case the map should not extend the full width of the page.



③ Responsiveness This floating menu is not suitable for mobile. The accessibility button can remain as users expect that to be there, but stacking other icons above it would be too cluttered

HomePage

https://urcommunitycares.org

Title Section

1. The 4 images across the top don't fully reflect the breadth of the operation.
    - Images of Housework, Yardwork, Companionship and Transportation
    - Images of younger disabled people being helped.
    - Images of diverse people, not just white people.
2. The Green headline is hard to read color contrast and full width of page and appears to be a default font.
3. Donate Button. Is that all you are asking for? You also need volunteers and partners
4. Consider designing this to be more dynamic with text on one side, different sized images on the other.

UR Community Cares, Inc. Section

1. For reasons discussed in the footer section remove the Inc.
2. A block of text on a screen is easier to read if it is about 12 words wide.
3. Consider breaking this message up. Bullet points. Thumbnail Images to support the message
4. We are the roadmap to connect UR town: Based on my current understanding I have no idea how what you do will connect all these institutions. I would remove this. It might be reworked on to a later page

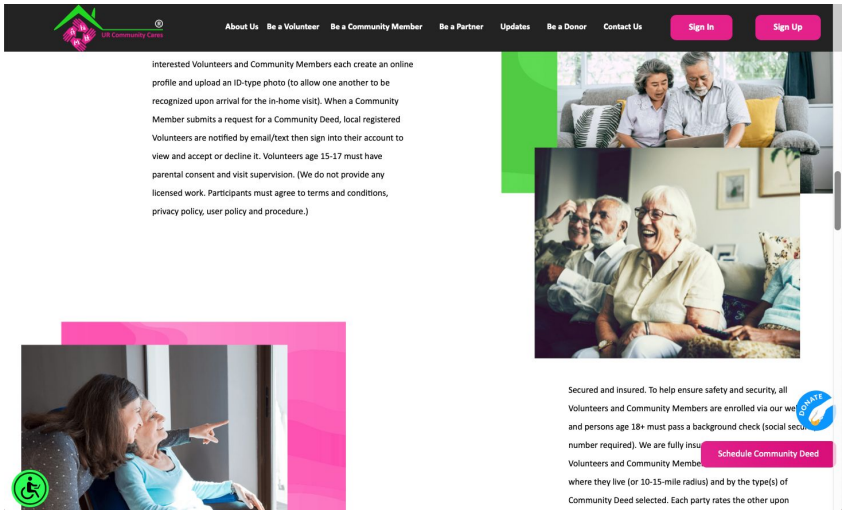
Latest Featured In Section

1. The color of this headline is different to the one above
2. The East Hartford Gazette headline is the same size as the section head
3. View Link is broken
4. The image refers to content that is different from the text.
5. This content is neither useful or valuable. Being in local media adds credibility to your site, but users are unlikely to actually read the articles or listen to the

interviews so as content on the homepage it is wasting space. A Featured in subsection listing the names of the publications could achieve the credibility effect at much less cost.

What We Do Section

1. Removing the above sections this could be combined with the UR Community Cares information.
2. Once you have detailed the mission, what you are communicating here is a How to Participate flow. This could be presented much more attractively with images and short test rather than 2 large blocks of text.
3. The layout of this is odd. The second block of text on the right should have the same padding from the edge of the page as the first block of text.



Become a Hometown Hero Section

1. The image does not fully communicate what a hometown hero is. It suggests what your volunteers do.
2. The text below indicates a Hometown Hero is more kin to a local organizer. If that is the case this is a whole new level of volunteering that should be under the volunteer section. As in you can volunteer to do deeds or be an organizer.
3. Nurture UR Neighborhood. This text appears on the Hometown Hero image in the context of what a Hometown Hero does. In this section the image and caption are a

profile of your new Advisor/Coordinator. This seems more than a hometown hero, which at a minimum should be associated with a town or suburb.

Donate Section

1. This headline is left-aligned breaking the mold established up the page.
2. A $1 contribution from all residents seems both unrealistic and pointless at the same time
3. The second half of the paragraph mentions sponsorship, which should be its own section.
4. The green hands on the heart contrast with magenta hands below which use white lines to create more definition.

Contact Us Section

1. Has anyone ever used this form? Is it useful? If you are going to get someone to fill in a form shouldn't it be the Sign Up form
2. The subtle moving hands effect is Delightful.

About Us Page

https://urcommunitycares.org/index.php/home/about

The Primary navigation About Us category is not linked. The Secondary menu link to this page is “Who We Are”. The URL is about. You should be consistent.

The text zoom in effect is distracting, and it is different from the homepage.
The Padding (space) of each section is also different from the homepage. The headlines are jammed up at the top of the section, with an unequal amount of space below them so they feel like they belong with what is above not below

Title Section

The restatement of the mission is not necessary. The user has likely seen that on the homepage. What we Do is different to Who we Are. On this page you need to 1. establish the credibility of the people running the organization and 2. motivate people to join the organization.

About Us/Why we’re here Sections

1. The text in the About Us section actually answers the question posed by the headline in the section below Why We’re Here? (change from Why we’re here)
2. Be careful. COVID is not why you are here. You hope to outlast COVID. COVID is making your work more urgent.
3. As nominated founders Michelle and MD should have photos and a little bio.
4. “after they collaborated to improve community connections” This line is pretty inaccessible, but it hints at a wider story. Tell the story of how you came together and had this idea

Why Is UR Community Cares Important? Section

1. This is essentially the same as Why we’re here, but the information is more accessible, although not fully tied to the reason why you are important.
2. A section like this could go on the homepage.

3. Retiring is misspelled as Retrying

Our Events Section

1. Users probably expect Events to be a separate page. If you are planning on running many events do this, you can always highlight the next event on the homepage. If you are not going to have regular events then don't create a page.
2. The subtitle text is too small
3. The link to the zoom meeting is broken, Make it a Register button.
4. The image doesn't really speak to the event, which is pitched to volunteers

Our Community Gallery

1. This is a nice way to communicate what you do.
2. Some of the images appear to be stock photos, rather than images of your community
3. The control arrows would normally be on the sides not the bottom
4. This might not be possible in the gallery, but it would be nice if the user moused over an image a caption was displayed "Volunteer James Smith plays chess with Don Johnson" "Hometown Hero Bethany Taylor of Bristol"

Missing Sections

1. A volunteer spotlight
2. A Hometown Hero spotlight
3. A community member spotlight
4. Profiles of other board members
5. List of Advisory board members
6. A Volunteer signup call to action

FAQ Page

https://urcommunitycares.org/index.php/home/faq

Top Padding of the Page Title should be increased.

If you are going to ask people for feedback, rather than asking them to click to a different page, take the form at the bottom of the homepage and put it at the bottom of this page. Make it easy

About Us Section

To my mind the key questions are

1. What is a community member?
2. What is a deed?
3. What is a partner?

These are the questions about how this works. Maybe that is a better title

Safety and Security Section

This is good and needs to be featured prominently

1. “What about…” as the framing of the question is a little clunky
2. What if You want to make a complaint about a deed?

Getting Started Sections

Could this be Volunteers, Community Members. Business partners? There are probably more questions under these sections than how do I get started

Leadership Team Section

1. There are a lot of redirects and email me requests in the answers to these questions. These should be linked.
2. Clearer definition between the Board of Directors and the Advisory Board.
3. The concept of Hometown Heroes creeps in here without explanation.
4. There is no list of Current Board members on the Updates page.
5. Do you have some financial statements to display?

Volunteer Page

https://urcommunitycares.org/index.php/home/volunteer

Title Section

The restatement of the mission is not necessary. The user has likely seen that on the homepage. This title should speak to what volunteers do. A series of images that answer the question; what do our volunteers do?

The image of the man with the groceries has no eyes, all other illustrations have eyes.

Volunteer Section

Again this is another very long block of text that is not easily digestible.

Our Process Section

This is flow. Rather than a block of text, I could be laid out as a series of steps, using visuals, headlines and short explanatory sentences

1. You Create Profile
2. We Do Background Check
3. You Search for Deed/We send you Deeds
4. You do a Deed
5. We thank you.

Our Volunteers Section

You have already explained why you need volunteers and what they do. This section promises to introduce your volunteers, but it doesn't

Community Deeds Section

This is a nice treatment.

1. The hands on the first 3 icons but not the last is inconsistent. I don't think the hands add anything.
2. Companionship rather than Companion?

3. What you will not do. I think there is a line that needs to be drawn between being a volunteer and a tradesperson. Changing light bulbs, putting up shelves, unblocking toilets, painting. I think that needs to be made clearer.

Missing Sections

1. The Hometown Hero issue.
2. Volunteer testimonials.
3. Partner for Volunteers. I'm adding this retrospectively because until I read the Partners page it wasn't clear to me this was possible. How many other users end up in the same boat?
   I think it needs to be made clear that community members can sign up as individuals or groups. You wouldn't want someone signing up 4 people only to discover there was a quicker and cheaper option: Signing up themselves/business and listing the 4 people as eligible volunteers

Community Engagement Page

https://urcommunitycares.org/index.php/home/engagement

The URL of this page, doesn't match its position as a secondary category of volunteer

Title Section

It's not clear why this page is under the volunteer category. Having a Donate button rather than a Volunteer signup button only adds to the confusion.

I like the image, but the style is completely different to the images on the other pages

1. Wrinkle shadows on clothing
2. Shadows under cuffs and chins
3. Masks without pleats
4. Ears as circles within circles.
5. Eyes as bigger dots.
6. Interesting background shape

Our Presence in Connecticut Section

1. The padding around the headline is less than on other pages
2. The map is too wide as noted under the Floating menu section
3. There is no legend: What do the different colored pins mean?
4. It's not interactive.

Our Engagement Section

These photos and captions communicate what you do.

1. The issue with date stamping content is that it looks like you haven't done anything except in the last week in September
2. These images feature Volunteers and the Community members which makes the classification under volunteers a little incongruous.

Community Member Page

https://urcommunitycares.org/index.php/home/community_member

The content and formatting of this page should closely mirror that of the volunteer page. Why have video on one but not the other?

Title Section

The image and text do not speak to what a community member is. This is not an obvious term. You really need to communicate that the Members are the recipients or beneficiaries of the services provided by volunteers.

Community Member Section

Block of text that could be broken up into bullet points.
The woman in the wheelchair has been badly photoshopped into the photo.

How to Enroll as a Community Member Section

Note the capitalization of the headline
Video is great, but what if the average septuagenarian doesn't like video.
As with this volunteer page, this is describing a flow. Support the video with a process laid out as a series of steps, using visuals, headlines and short explanatory sentences.

1. Register
2. Background check
3. List Deed
4. Arrange with volunteer
5. Give feedback

This is my assumption, but people who are physically disadvantaged are probably going to have some concerns about people coming into their homes. That is where interviewing community members will be important in this process. What are their concerns? What do their adult kids want? Is it a sustained relationship or a new volunteer every deed?

Missing Sections

Partner for Community Member. I'm adding this retrospectively because until I read the Partners page it wasn't clear to me this was possible. How many other users end up in the same boat.

I think it needs to be made clear that community members can sign up as individuals or groups. You wouldn't want someone signing up 4 people only to discover there was a quicker and cheaper option: Signing up themselves/business and listing the 4 people as eligible members

Partner Page

https://urcommunitycares.org/index.php/home/our_partners

It would make sense for the structure of this page to be similar to volunteer and member pages, as you have the same aim in both cases.

How to Become Our Partner for Volunteers and Community Members Section

1. This headline is long and hard to read
2. It totally breaks with the style of the title sections on the other pages
3. I know you said you have national ambitions, but the US Map way overstates the reach of your organization
4. This section does not instantly communicate that there are actually 2 types of Partner Organizations
    a. A group of Volunteers, such as members of a workplace
    b. A group of Community Members, such as residents of a rest home.
5. Lower down the page the Partner Volunteers are in Green, while Partner Members are in Magenta. Perhaps this color hierarchy could be employed throughout the site to visually reinforce the different functions of volunteers and community members

How To Be A Partner Community Member Section

1. This headline is a much bigger font size than any others on the site.
2. Looks odd that it is not at the top of the page.
3. This block of text could be bullet-pointed.
4. The Community Members video header should not be the same font size as the community members section header.
5. The image speaks to the text

How To Be A Partner Volunteer Section

1. Who do you see as likely Volunteer Partners: Businesses and High Schools. If that is the case perhaps this text should have subheadings for Business and High Schools so users can get that quickly without reading
2. The formatting of the button should be consistent, This button has bold font, is not outlined and has a smaller corner radius
3. Our Partners Community Day. Are community days a thing in workplaces? This headline is not clear to me.After reading the text my questions is
    a. Will employers think they have to devote a whole day to this?
    b. All the deeds seem to be one-one interactions so it's not like this will be a teamwork building exercise?
    c. Is it necessary to introduce a new term? If a group is volunteering then they are probably going to be doing it at the same time.

Missing Sections

You say the volunteers/members enrolled through an organization don't have to go through background checks. That seems like a loophole. If Bob from Bob's Discount Tires sends one of his employees to play chess with a member on the businesses Community Day and something goes wrong, who is responsible? You haven't performed a background check so is it you?

Updates

https://urcommunitycares.org/index.php/home/blogs
This url says blogs which is misleading. You are using blog list functionality for some other purpose.

As previously mentioned this seems like it should be a secondary category of About Us. Primary Navigation real estate is valuable. Sponsor is a much more vital category than updates

I don't think I have ever seen a page like this on a website. It's very hard to judge its utility, but being novel seldom works.

The images look like signs or paper flyers that have been scanned and put on the internet. Most of them require clicking on and enlarging to be legible. Clicking on images to enlarge is not a behavior established on the rest of the site (learnability) so people might not do it without being prompted

The power of 2 branding has disappeared from the current iteration of the site.

Most of the information is available elsewhere on the site.

The Organizational chart looks like it has been contorted to fit onto the page.

Donate Page

https://urcommunitycares.org/index.php/home/donate

Title Section

I am still not sold on the give a dollar annually idea. If there are 1.1 million seniors in CT, my giving a $1 seems insignificant.

Missing Section

If all the work is done by volunteers why do you need donations? This page doesn't answer that question.

Donor Details Section

1. This is a call to action Donate Here! Or Donate Now! are better headlines.
2. If the user is logged in and opens this page the form is not pre-filled with their information.
3. Enter Donation Amount.
    a. The form is preset to put a $ sign in front of what the user enters. If user Enters "$50" then there are 2 $ signs and the user is compelled to correct the entry
    b. If the user enters 50.00, the form returns a numerals only error
    c. When the user is taken to the paypal site the number they entered into the form is not sent with them and they have to enter it again!
    d. This field is in conflict with the Donate Monthly drop down menu.
4. Donate with PayPal button should be below the drop down.
    a. If user presses Donate with Paypal it opens in a new window
5. The Subscribe button is confusing. What is the purpose? Two submit buttons on a form is seldom good.
    a. If the idea is the user can make a one-off or a recurring donation then I'd hope PayPal would have a better way of doing this: a checkbox to make a donation recurring is the expected flow.

    b. If user presses subscribe (presumably to make a monthly donation) PayPal opens in the same window and they are lost from the site.
    c. If you need to have separate buttons/forms for one-off and recurring donations they should be equal size with a clear "either or" message.
    d. What if a user wants to set a recurring donation of $25/$50/$100 a month? There is no option to do this on the dropdown menu
6. The mailing your donation option is lost. Makes more sense to have a donate by mail or donate online option at the top of this section, which is where the user makes that decision.

Our Corporate Sponsors Section

1. This might deserve a separate page.
2. This is a little confusing as an equally weighted headline Our Sponsors is just below. It is not clear if these are individual sponsors or not.
3. Read More button. It ends up being a pop-up but the user thinks they are going to be taken off the page.
4. The Sponsorship Levels below (GI generation, Baby Boomer etc) is the sort of information the user would expect if they pressed the Read More button, so it begs the question do they need to Read more or just Read Down?.
5. But if the user opens the Read more pop-up the concepts of Founding Member and funding an Empowerment Drive are introduced. No mention of generational Sponsorship levels.
6. GI Generation- "We'll also name you as our Background Check Sponsor in a banner on our website for six months". You are effectively selling ad space on your site, you should have a plan.
    a. What will that look like?
    b. What page/s will the banner be on?
    c. What if a second sponsor joins 3 months later? Whose ad gets priority?
7. The Amramp and Charm ads are
    a. very hard to read because they are small

b. The gray scale image that turns color on hover adds nothing to the promotion. Who wants a grayscale advertisement?
c. It's not clear if these are
    i. actual sponsors, in which case what is the point of being acknowledged at the bottom of a secondary page?
    ii. Examples of the type of ad you get if you become a sponsor
d. The Millennial level sponsorship says your name will be listed on our website, but not a logo. Gen X sponsors get a name and logo. But the images are more than logos, (they look like scanned business cards?) so they don't support the text.

Contact Us Page

https://urcommunitycares.org/index.php/home/contactus

Title Section

Again the restatement of the mission gets in the way of the function of the page. You have to trust that if people are at the point of contacting you they are bought into the mission of the site, so repeating that just becomes an obstacle to the goal they had when they clicked on a link that says “Contact Us”

That said I like the images in a house shape rather than just a square. But most of these single person images don’t support the message of connectivity with people in need.

Board of Directors & Advisory Board Sections

By now I hope you can predict what I am going to say! I’m on the Contact Us page. Beyond the Donate button below the title images I can only see white space. I scroll down. What do I expect to see? A Contact Form.

What I get is About Us information. Move this information to the about us page.
But make the following changes.

1. Many of the images on this page look like they have been squeezed into the square frame. There is probably a setting on the gallery if not crop them into squares and upload them again.
2. Try and crop the images with equal distance above the heads and at an equal point on the body. Michelle is cropped at armpit level, Sameera at collarbone level and MD at nipple level, resulting in 3 different sized faces.
3. The Black and White images are not really compelling. If your colors are hot pink & green then the tone of the site is not grayscale.
4. The on Hover animation effect moves the images out of alignment which seems odd.

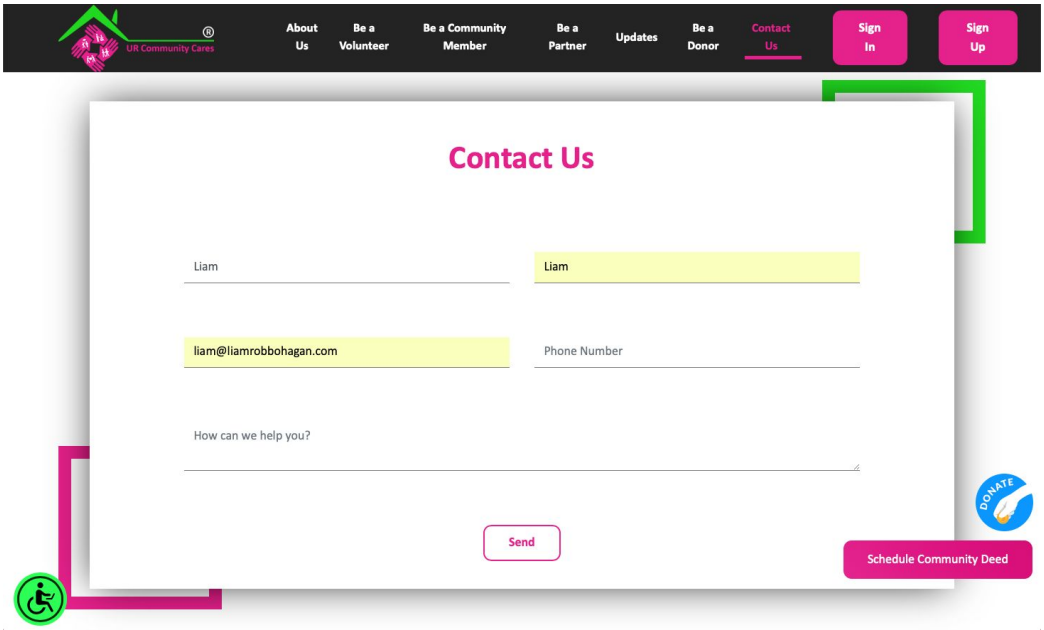
5. The sudden introduction of the text zoom out animation is inconsistent and distracting. Be careful not to overwhelm one of your core audiences (70+ people) with unnecessary gimmicks.
6. The width of the Board of Directors section is too wide. It looks like you have broken the template. It should be the same width as the Advisory Board section below.
    a. Make the Board of Directors 2 profiles per row as this will balance the current number
    b. Make the Advisory Board 3 profiles per row. Having 4 profiles forces the text into a narrow column making it hard to read.
7. Hometown Heroes
    a. Heroes is spelled wrong
    b. As this list is small you have an opportunity to invite users to fill it in and become hometown heroes.
    c. As the Hometown hero is a sort of community organizer, should the user be able to contact them directly from this list?
    d. A 3 column format would match the section above.
    e. List the towns in the columns vertically. Much easier to read especially when you add more towns to the list.

Colchester	Portland	West Hartford
Harwinton	Wallingford	

Contact Us Form

1. This form is wider than the Donate Form, which is a slightly different size to the Sign Up form and all of which are much larger than the Contact Us form on the homepage. You want these elements to be consistent. Your users might not be able to articulate these small inconsistencies in your site design but they will subconsciously feel something is off.
2. Form Function
    a. Autofill put my first name in the last name field

b. Autofill Didn't fill in the phone number



c. Error message picked up invalid email
d. Successful submission message: At top of the page, can it be over the form. The message was formulaic, no reference to when a user would be contacted or thanks for the user's interest.
e. There are no required fields indicated on this form

Map Section

1. The padding is cramped
2. No Headline
3. At least there is some explanation of what the map is for, but no way to tell if it is volunteers or community members or both in a particular location. (Do the green pins on the other map show this?)
4. As searches are done in 15-mile radii it would be good to have a legend showing what 15 miles is on this map.

Sign Up Page

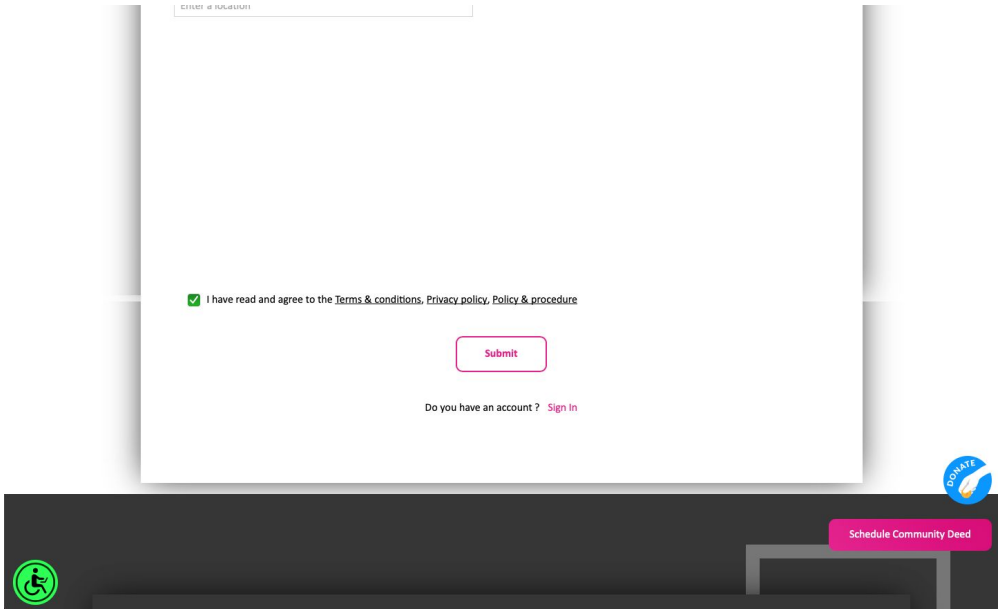
https://urcommunitycares.org/index.php/home/sign_up

Sign Up is easily confused with Sign in. Better options are Register, Join, Create Account
Text above the headline is unusual
Give this a "Your Safety is Important to Us" subheading
Link to "Absolute Background Check" so user can verify them.

Form

1. No fields are indicated as Required.
2. If user comes here by error and intended to go to the sign in page, the escape link to Sign in is at the bottom of the form, which is not very useful.
3. Photo; It is unusual to have to load a photo before you sign up for an account. It might make sense to put this further down the form so people are not put off by it. The messaging is a little weak. You don't want people uploading their bitmojis
    a. Stronger messaging "To ensure Community Members and Volunteers can safely recognize each other we require you to upload a clear photo of your face looking straight on to the camera."
    b. There is no capacity to zoom in, reposition or crop a photo. This is standard functionality
4. Autofill didn't work (could be a caching issue for me)
5. Email: There is no username field, so user will assume that their email is their username, which it is, but why not make that clear with a message. Also there is no re-enter email or password to eliminate mistakes.
6. Password
    a. No re-enter password to eliminate mistakes
    b. Can't view password to ensure it is what user thought they entered
    c. No password rules. If you are claiming to be a secure site some sort of password strength rules would reinforce that messaging

7. Zip Code before address. This is unusual. Unless you are going to fill in the users state and city based on their zip code (which is super helpful functionality) display in the normal manner.
8. Choose City: Probably easier to type a name an long dropdown is cumbersome
9. Choose State:
    a. At this point you are only in CT. That should be made clear at the top of the page so users don't sign up in areas not served. CT could almost be the default
    b. As a NY resident I always find scrolling down the 50 state list to be much slower than just putting in NY. There are plugins that will validate the entry of a state name in a text field or enter the state based on the zip code.
10. How many people in your household: explain why this is necessary.
11. Choose Race. White, Black and Hispanic should be the first 3 options as they are most used. Asian and Native American, Native Hawaiian next. Mixed Race and prefer not to answer. Going into the possible permutations of racial mixes is just confusing.
12. Submit Button: there is too much white space above the submission button.



13. The user is about to share their SSN with you. Some message about how this is a secure site, who provides the security would be advisable.

Volunteer Specific Form Fields

1. Categories. This is in green font color. Is there a reason?
    a. A Message telling users to select areas where they can help.
    b. Why is the text next to the check marks bold and all caps?
    c. The On Hover list of tasks was unexpected.
    d. Is this so the user can express the categories and subcategories of work they are interested in?
2. Do you have a Contagious Disease?
    a. That's not a permanent condition, so should be asked when it comes to arranging a deed. Do you have Covid symptoms right now type question
    b. A better alternative would be about allergies, especially to pets
3. The please enter your home address is a duplicate of the above address entry requirements.
4. Error Handling.
    a. Detected Invalid email
    b. User can select transportation, enter car details and not be required to fill in Drivers Licence information.

Community Member Specific Form Fields

1. Household income
    a. Explain why this is required, is it really necessary?
    b. These are very random numbers
    c. If a user's income is above $94,950 what do they do?
    d. There should be an option to decline
2. Pet Information: explain what is required here
    a. Type of pet. I suspect volunteers would be interested to know if someone has a Dog (including breed/size)), Cat, Rat, Snake or Bird. A field for other would cover it.
    b. Name of pet
3. Do you have a Contagious Disease?
    a. That's not a permanent condition, so should be asked when it comes to arranging a deed. Do you have Covid symptoms right now type question

    b. A better alternative would be about allergies.
4. There is no way for someone over the age of 70 in indicate they have a disability
5. The please enter your home address is a duplicate of the above address entry requirements.
6. Error Handling. Form detected
    a. Invalid email
    b. Invalid SSN
    c. Under 70 selected, No physical disability listed
    d. No income selected
7. On submit, Safari didn't offer to remember my password. But it did once I clicked to leave the confirmation message

Submission Confirmation

1. **Double Opt-In.** It is best practice to have a Double Opt-In process. That is to send an email on signup asking the user to confirm that they want to sign up. Usually this is in the context of email subscribers and some organizations are reluctant to give users the option of pulling out on second thoughts. Thankfully people signing in as volunteers or members are probably more committed and less likely to drop, which is good, but you want them to take the second step so you don't waste money on a background check. Users should be:
    a. Told to look for the confirmation email and to click the confirm account link in the submission confirmation page that appears after they signup.
    b. Be sent an email with the Subject Line "Confirm UR Community Cares Sign-up" or something like that.
    c. If they don't double opt-in send 1 followup email.
2. We will perform Background Check and notify you within 48 hours message should be...
    a. We will perform a Background Check within 48 hours and notify you of the results. If you pass you will be able to sign into your account then. (Note in the confirmation email this timeline is 48-72 hours they should be the same)
3. Asking people to donate is a great idea.

    a. Make the Donate button the only button
    b. “Close Window” or “Back to Homepage” can be word links below this button.
    c. I was surprised the Donate linked straight to an outside site.
        i. Could you send the email the person just entered to this site so they don’t have to re-enter it. It would make it feel more seemless.
        ii. You loose the ability for the person to change the donation amount.
4. Confirmation Email Message Text
    a. Suggests the background check will take 48-72 hours (inconsistent)
    b. Doesn’t request a donation to cover the background check fee
    c. Doesn’t Introduce the Hometown Hero idea
    d. Doesn’t suggest any other action:
        i. Tell a friend
        ii. Can you think of a Community member who might like to sign up?
    e. Lacks a footer that reinforces the charitable status or the online-security efforts you go to.
5. (Comments about the emails in the section below apply in this email as well.)

Become a Partner Pages

https://urcommunitycares.org/index.php/home/company_profile_signup/members
https://urcommunitycares.org/index.php/home/company_profile_signup/volunteers

The forms on these pages are exactly the same, but the profile of a member organization and a group of volunteers is very different. There is no selection of user type as there is with the single user community member and volunteer forms. Is this information being automatically fed in from the page URL? I note that I signed up from the Community Member partner link and I received emails as if I was a volunteer partner, suggesting that this classification is not passed to the form.

The idea of one person's background check covering the whole organization seems a little odd. This is especially important with volunteers. Why shouldn't all volunteers go through the same vetting process? If something went wrong with a volunteer who had not been vetted who would be responsible? If you have an answer for that question you need to explain it.

1. This page has no title.
2. The style of the form is completely different from the volunteer and member forms
    a. The Sign-in form has users select 1 of 4 types of user. The Volunteer and Member registration forms start with users selecting their user type. But there are only the 2 options. It would be better if the sign-up form started with the user select one of 4 types of user and proceeded from there with the same format.
    b. Fields with outline boxes
    c. Asterisk on required field (but no key)
    d. Two Parts of the form next to each other
        i. This fields are offset and the visual balance is thrown out
        ii. In the previous forms the additional information always displays underneath in an accordion fashion.
    e. No accept terms and conditions etc prior to submit
    f. Clear White space on top of the submit button

Organization Details Section (community members)

1. Category.
    a. The two categories of members are People over 70 and people with physical disabilities. Need to ask what people the organization represents.
    b. This list; Business, College, School, Town (municipality?) looks like a set of categories for people volunteering. What types of organizations represent Community Members?
        i. Rest homes.
        ii. Assisted living communities
        iii. AARP
        iv. Hospitals
        v. Social workers
    c. Suggest putting this under organization name.
    d. If there are 4 categories, rather than having a drop down, make it a set of radio buttons. Much easier to scan and select especially on mobile
    e. For the Partner Volunteer Form Does this list cover the complete list of groups that might collectively volunteer ?
        i. Churches
        ii. Scout Groups
        iii. Softball League teams that want to do some good
        iv. Add a Non-profit Community Group option?
2. Mailing Address: The Same as Physical Address option needs to be below the Mailing Address label
3. Email Address: in most cases this will be the contact person's email address. Don't ask users to enter the same information twice. Make this optional
4. EIN.
    a. To keep with the mental models most people have this should be after Fax Number rather than sandwiched between phone and fax number.
    b. Is it necessary? What do you do with the information? You have to have a reason before people will share data like this.
    c. Do people even know what EIN means?

5. Logo. What are you using the logo for? Collecting logos implies you will be promoting the organization's good work in some way.
6. Please enter your home address is even more redundant than on the member page.

Organization Lead Contact Personal Information Section

There needs to be some explanation of the role of this person, and why they are personally subject to a background check.

1. First and Last Names should be separate fields
2. Gender only 2 options, on other forms there is a 3rd category (Other)
3. Drivers Licence. No indication of why it is optional
4. Home address fields are in reverse order to what people are used to
5. Select City drop down is infeasibly long, let the user enter that information.
6. Not explanation of why you need a SSN
    a. Error handling. If User puts dashes in an SSN number it comes up with an error. The birthdate and Phone fields are preformatted. Make this field preformatted too

Sign In Page

https://urcommunitycares.org/index.php/home/sign_in

1. When a user signs up the User Types were Volunteer or Community Member. When they go to sign in there are other types, which is confusing.
    a. Based on the users sign up, shouldn't the system know what type of member they are? Users email is registered as a volunteer or member in the database
    b. System detected when I selected wrong type of user and gave an account not found message (see below)
    c. The order of these options is not useful. Most users are either volunteers or community members so they should be the first options, especially as the partner options repeat the terms Volunteer and Community member
2. Email error handling entering a valid email that is different from the registered one
    a. The error message is "Account Not Found"
    b. It appears at the top of the page over the navigation, not under the problem field like the other form error messages. Suggest displaying it in the center of the page.
    c. There is no solution offered
        i. Did you enter the right email address?
        ii. Did you select the wrong user type?
        iii. Contact us
3. Password error handling
    a. User can't view password they entered to easily prevent an error
    b. The error message at the top of the page over the navigation, not under the problem field like the other form error messages. Suggest displaying it in the center of the page.
    c. Error message doesn't identify that the error is with the password and not the email address. This is not standard but from a User perspective it is very useful.
4. Forgot Password
    a. Why do I need to enter my user type again?

5. Don’t have an account? Sign Up Now message is below the form, but if the user in the wrong place, they want to go from Sign In to Sign Up immediately
    a. Place this below the Sign In headline
    b. Have some fun with it” “Oops, did you mean to Sign Up? Click Here”
6. Destination Page. Once a user signs in they probably want to check for deeds (volunteer) or schedule a deed or see if it has been accepted (community member) Take the user to their dashboard rather than their profile.

Profile page (Volunteer)

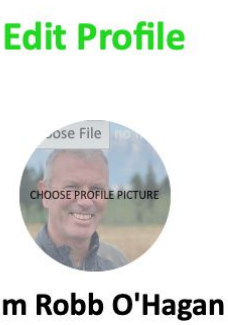
https://urcommunitycares.org/index.php/home/profile

1. The Covid Advisory is better placed here than on the homepage.
    a. What is the purpose of the COVID Grants section? It pushes the content down so the user has to scroll to read it. This is not good functionality for an overlay/popup.
    b. There is no vertical scroll bar to indicate the user can scroll the overlay
    c. Should accepting the COVID conditions be part of the process of signing up for a deed?
    d. This popup appears every time the user navigates back to their profile page, this is annoying. Change the frequency to once per session. You should be able to do this by setting cookies
2. Profile Photo
    a. this is no longer in circle which seems odd
    b. When the user signed up they could edit the photo by clicking on it. This is no longer available
3. Edit Profile button
    a. The button is aligned is a strange way
    b. Why is this is the first button on the site with
        i. An icon
        ii. A blurred shadow
4. The right alignment of the profile specific details on the form makes it hard to read
5. Incident Report and Minor Report Buttons
    a. The appearance of a blue button with a thin stroke will confuse the user
    b. The Minor Report is actually a Minor Release button rename it.
6. The Primary Motivation of a Volunteer is to do a good deed. When the volunteer goes to their profile page Schedule a Deed should be a prominent option. As a new volunteer there is no information about scheduling or searching for deeds when I sign in for the first time.
    a. User is logged in, which is a necessary condition for Scheduling a Deed and the scheduling a deed button in the floating menu has disappeared

7. Missing Information: Rating. There is a rating on the profile dropdown menu, but not on this page. This would be the place to explain how the rating system works.

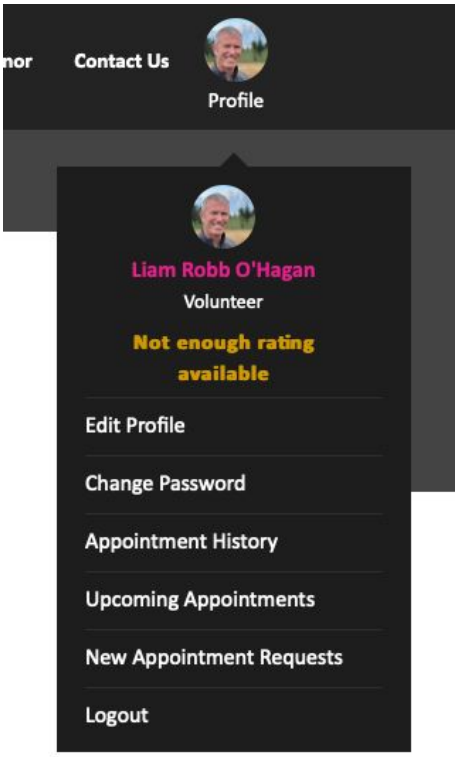
Edit Profile Screen

1. It's not clear why this headline is suddenly green not pink
2. User can now edit the picture by there are conflicting messages and the text over the photo is hard to read



3. No option to change the following information
    a. Driver's Licence
    b. Categories interested in
    c. Arrested state
    d. Disease state
4. The Enter location field above the map. This doesn't appear on the profile page, so why is it on the Edit Profile page?
    a. It seems like this information should be automatically fed in from the user's address.
5. Pause Option: You don't want to overwhelm users with requests when they are not available. Can a volunteer be given the option to pause notifications if.
    a. Going on vacation
    b. Busy at work

Navigation Profile Dropdown (volunteer)



1. The dropdown appears when the user hovers over the photo on the navigation bar, but when the user clicks on the photo nothing happens. User would expect to be taken to their profile page
2. The Word Profile on the main navigation is not clickable. What is the point of it? A profile picture speaks for itself.
3. Clicking on Photo and name take user to profile page.
4. Not sure why the Name is in Pink, is that some indicator of a status?
5. Not Enough Rating Available. There is no information about ratings and how they are made on this site.
6. Appointment history
    a. Why are they called appointments and not Deeds? If you want users to understand Deeds, which is a nice but slightly old-fashioned word, then you have to use the term consistently
7. New Appointment Requests.
   Deeds That Need Doing, Search For Deeds to Do Find a Deed Near You are better phrases. The word “requests” is awkward, because the request is not being made by the person whose profile this is.
8. Logout: if users sign in they should sign out.

Profile Page (Community Member)

https://urcommunitycares.org/index.php/home/profile

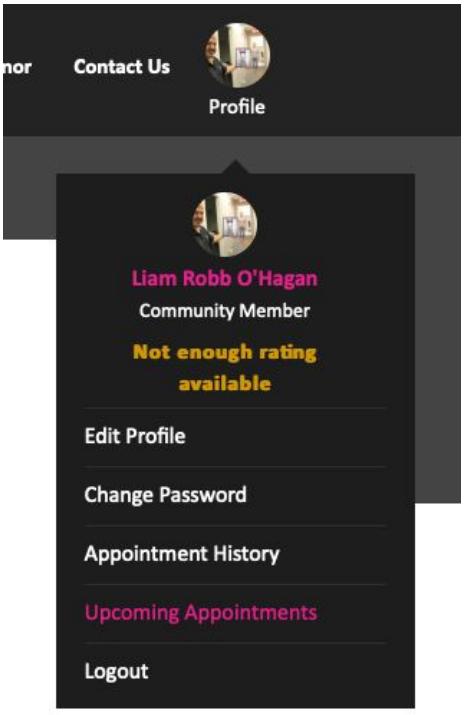
General Comments made about the Volunteer Profile page apply here. Especially the right-alignment of the user-inputted data. The user of this page is 70+ this gap makes tracking the lines very difficult.

1. The order of the information is a little random. Think about the logical order. Contact, identifyers and Demographic information should be grouped together.
    a. Address, Town (or City), State, Zip, Phone
    b. Drivers, SSN
    c. Category 70+ / Disabled (what about 70+ and disabled?)
    d. Gender, Income, household head, arrested

Edit Profile Page (Community Member)

https://urcommunitycares.org/index.php/home/edit_profile

The only information user can edit other than address and contact is about pets, other information like income, number of household members, head of household, disability can also change



Navigation Profile Dropdown (com. member)

1. No easy option for scheduling an appointment.
2. Logout instead of sign out

Request Appointments Page (volunteer)

https://urcommunitycares.org/index.php/home/appointment_request_table

There is no need to have 3 separate pages for Appointment History, Upcoming Appointments and Appointment Requests. This is inefficient and results in unnecessary clicks and page loads. One Deed Dashboard with an upcoming deeds, requested deeds and deed history tables is a better solution.

1. The Title of this page is an issue
    a. As a volunteer you are not Requesting Appointments, but answering requests.
    b. Must use the term Deeds
    c. Deeds That Need Doing /Search For Deeds to Do / Find a Deed Near You
2. The expected default state is 15 miles, as this is the distance referred to on the rest of the site.
    a. A it happens there are no deeds under same town, but 4 deeds under 15miles.
3. Same Town, Does this mean My Town? The city I registered in or the Town I am actually accessing the site from my phone on?
4. The Blue buttons. What do they mean? How about this
    a. Volunteer = Green
    b. Community Member = Magenta
    c. Deed = blue
5. Purpose Column
    a. The Community Member put negotiable in the purpose field, which is of no help to the volunteer
    b. Display Category and sub categories on this table.
6. The Social Distancing message in the empty table (which is the case for all new users) is a nice touch. Perhaps it could be the last row of every upcoming appointments page.

Appoint Request Detail page (volunteer)

https://urcommunitycares.org/index.php/home/appointment_request_detail/3922009XFPV

Primary Detail Section

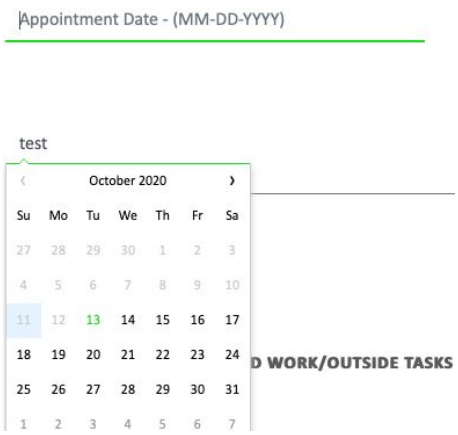
1. What is most important to the Volunteer? I suspect it is the nature of the task so that should be up top of the form.
2. The Category and Subcategory define the Deed, the Purpose Field is more like Deed-Specific Details
    a. I need to be driven to...
    b. I want to play Scrabble not chess
    c. I need you to bring a lawnmower, because mine is broken.
3. Community Member Information
    a. Random appearance of the Green headline.
    b. Put below the Service Details
4. Can a woman community member request that only female volunteers apply?
5. Not clear what Check In and Check Out are fields are for.
6. Accept and Decline Buttons
    a. Magenta and Lime Green can be associated with red and green so no need to change the colors now
    b. The icon is unnecessary
    c. The Stroke on the button is very thin.
    d. Should there be a waitlist, maybe, option?
7. Decline Button. On click
    a. Get a popup saying I can't change my mind
    b. Press confirm then taken to the sign-in screen not back to the Request Appointments Page. User has to sign-in again to see other deeds!

Request an Appointment Page (Members)

https://urcommunitycares.org/index.php/home/book_appointment

1. Deeds vs. Appointments
2. The sudden appearance of green text appears random
3. Top Text:
    a. At this point the user has been sold on the idea of requesting an appointment so this block of text should be informative, rather than making the case. Perhaps something about the process that happens to schedule a deed
    b. All the examples are inside the house jobs. You don't want to leave that impression.

Form

1. Should the form automatically display the address, with the option to edit it?
2. The calendar popup appears under the Purpose field
    a. 

    b. When a date is selected it displays as Oct 14, 2020. It would be clearer if the day of the week was included, so the user can be alerted if they choose the wrong day. People think in terms of days of the week. They know they play bridge on Wednesday morning, If they mistakenly enter October 7, 14, 21 or 28 2020 for the date they will not know it is a Wednesday
3. Give the member the option to select that a female volunteer accept this deed
4. As with the appointment detail form shown to volunteers, it would probably make sense to have the member select a category and then the fill in the "Purpose"

section as “Details” There is no reason to limit the instructional text to one word “What are the important details of the deed?”

5. If user selects from more than one category, only the last category selected makes it onto the appointment request.
    a. This results in users having to make multiple requests
    b. Or thinking they have requested a deed that is not actually in the system
    c. The solution would be to allow multiple categories per request, for the member who wants someone to read them a book, iron clothes and rake leaves, without having to schedule 3 different people.
6. Subcategory lists
    a. Can you Give the user the option of Other for subcategories you have not thought of?
    b. Under Outside tasks, the subcategory of Snow Removal is not present
    c. Under Companion(ship?) the subcategory Practice UR instruments is confusing. Is that play music?
    d. Under Transportation
        i. User should have to enter the destination address
        ii. My “test” membership is as an under 70 person with a disability listed as in a wheelchair. This information is not apparent when I make a transport appointment.
            1. If I assume you know that because it's in my profile, but its not communicated in the appointment detail that’s frustrating.
            2. I don’t get reminded to add it when I make an appointment.
7. Error Handling. The form recognized the following errors
    a. No Date
    b. No purpose
    c. No subcategory

8. Confirmation Message “Appointment has been created successfully and you can track it in your upcoming appointments section.”
    a. When the user presses ok on the confirmation message the user is taken to Request an Appointment page.

    b. When user presses ok on the confirmation message they are sometimes signed out.
9. What Next: There is very little indication of what happens next. If a user is making their first appointment this is disconcerting.
    a. What will happen next?
    b. Will I get an email if a volunteer accepts the deed?
    c. Will the volunteer call me or do I call them?
    d. When the volunteer shows up what is the procedure? Do they show their id and evidence that they are the person who accepted the deed?
    e. What if something goes wrong or they don't turn up?
    f. What if no one accepts the deed?

Appointment History and Upcoming Appointments Pages

There is no need to have 2 separate pages. This is inefficient and results in unnecessary clicks and page loads. One Deed Dashboard with an upcoming deeds table and deed history table is a better solution.

1. As a member the only indication an appointment has been accepted by a volunteer is the volunteers name appears in the dashboard. Could the background of the table row change color to indicate that it had been accepted?

Upcoming Appointment Detail Page (member)

https://urcommunitycares.org/index.php/home/upcoming_appointment_detail1/3939117HQMP

1. The Check In and Check Out N/A is not clear
    a. Is this to do with volunteers?
    b. No message to say there are no volunteers yet
2. Member does not have the ability to edit the deed detail.
3. Format of cancel button (see above)
4. There is no back to dashboard button

    a. Could the appointment detail be an pop-up or overlay?
    b. Many of the forms on this site have a shadow, which makes them appear they are floating above the page like a popup/overlay. This is has confused me more than once.
5. Cancellation: The confirmation message mentioned the Deed has been cancelled and that user could check on their dashboard. If the user presses ok, they are taken to the appointment history dashboard.

Accepting an Appointment (volunteer)

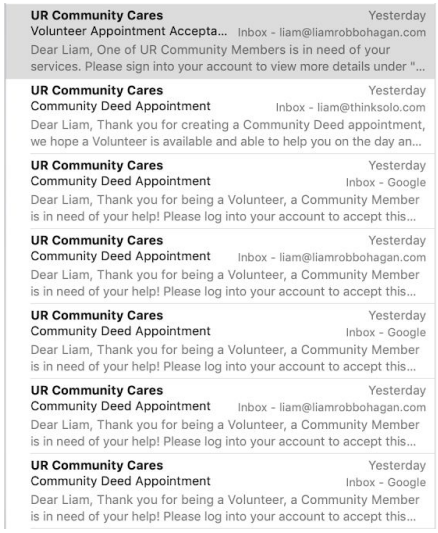
1. What's Next? The confirmation message is "You have accepted this appointment successfully. You can check details in Upcoming Appointments Section.", but there is no indication of next steps
    a. Can the member decline the volunteer?
    b. Who should initiate contact?
    c. What If something comes up and I have to decline?
    d. What do I need to bring to the appointment?

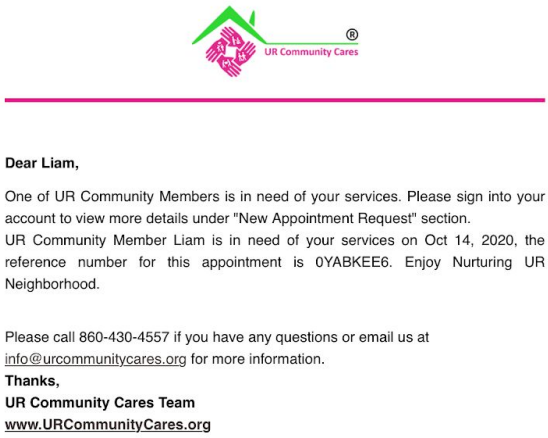
Upcoming Appointment Detail Page (volunteer)

https://urcommunitycares.org/index.php/home/upcoming_appointment_detail1/3939117JUTY

1. There is no option to change the acceptance
2. There is no indication that the member has accepted my offer

Email Confirmations





1. I have 6 emails with the same subject line “Community Deed Appointment” This is not very useful for a user, who wants to know 1. what the status of a particular Deed is and which Deed it is (they might have more than one deed they are dealing with). You should aim for a subject line of around 30 characters to ensure it is visible on mobile phones. (Thus the word Deed is better than Appointment.) In order to keep the subject lines short, I suggest subject lines like.
    a. You Created a Deed (0YABKEE6)
    b. You Cancelled a Deed (0YABKEE6)
    c. A Volunteer has Accepted Deed (0YABKEE6)
    d. Help with a New Deed (0YABKEE6)
    e. You Volunteered to do Deed (0YABKEE6)
    f. Please Review Completed Deed (0YABKEE6)
2. SPAMMING: Have you thought about the possibility that volunteers will be overwhelmed with emails every time a new Deed is posted? If you are successful the potential exists for many deeds to be posted within a 15-mile radius every day. You don’t want volunteers being put off.

a. Enable Volunteers to select categories they are interested in in their profile. No sense sending me Companion deeds to people who are not interested in that. Or transport deeds to people without a car.
b. Enable Volunteers to specify a radius for the deeds, just like they can choose to set an area when they open their dashboard.

3. CAN-SPAM Act Compliance
    a. This Act is focussed on businesses, but the definition of a business is so ambiguous that most organizations comply. Plus it has become best practice and users expect this.
    b. Sender email is urcommunitycares@gmail. While this is CAN-SPAM compliant, it is not very professional. You have a domain urcommunitycares.com, you should use an email address based on that domain team@urcommunitycares.com or deeds@urcommunitycares.com. info@urcommunitycares.com is an option, but it is rather meaningless.
    c. None of these emails has a footer. Include a footer with:
        i. an unsubscribe option or an update mailing settings option. (required)
        ii. an physical address/PO Box. (required)
        iii. A statement about your sharing email lists policy (not required but a good idea.)
    d. If you ever acknowledge a sponsoring business this will be a commercial advertisement and you must clearly state they are a sponsor and its a promotion with language like “you might be interested in this offer from our sponsor…”
4. All Emails: All emails about Deeds to members and volunteers should prominently display the Category, Sub-category and Details (currently purpose) of the Deed.
    a. It's easier to track the Deed by this information than by deed number (Deed number in the subject line to keep it short)
    b. A volunteer getting a new deed request needs to be able to scan the email quickly to decide whether the deed is of interest to them.
5. Community Member Email Confirmations: As a member I did not receive and email confirming

    a. My deed had been accepted, and what happens next
    b. I had cancelled a deed, (this email should have instructions to fix this if it was an error.)
6. Volunteer Deed Request email: The emails I received as a volunteer and volunteer partner were the same text. These two people have slightly different needs.
    a. **In fact I signed up as a Community Member Partner, so I shouldn't be receiving Volunteer member partner emails.**
7. Volunteer Acceptance Email Text: This text doesn't reflect that the user has volunteered for a deed. (see below) It should:
    a. Thank the volunteer
    b. Outline the next steps required
    c. Deal with contingencies
    d. Suggest they confirm the details with the member

Dear Liam,

One of UR Community Members is in need of your services. Please sign into your account to view more details under "New Appointment Request" section.

UR Community Member Liam is in need of your services on Oct 14, 2020, the reference number for this appointment is 0YABKEE6. Enjoy Nurturing UR Neighborhood.

Community Partner Pages

The profile and deeds pages for community partners have not been reviewed.

Utility Pages

Formating of all pages

1. The top of page titles disappear behind the global navigation
2. The links are formatted in a bright pink color which is new to the site
3. The wide block of text is hard to read; 12 words per line is the screen norm.

Policy & Procedure Page

https://urcommunitycares.org/index.php/home/policy_procedure

Most users accept the Utility pages without looking at them. There is a lot of important information on this Policy and Procedures page that could probably be presented to the user in a more likely to be read way. Some of the questions not answered on other parts of the site are answered here. As part of the research we will need to determine what users want to know as they consider signing up and using the service.

Formating

1. Add a table of contents with anchor tags so the user can
    a. See what information is on the page
    b. Quickly navigate to the section they want
2. The indents are mixtures of both bullet points and dashes.
    a. Every paragraph seems to be bulleted, what is the point of that?
    b. If a paragraph contains a list of items they are better listed/bullet-pointed than in a sentence separated by commas.

Volunteer Safety Protocols

1. This is information that should be more present in the process of becoming a volunteer.
2. “You should not provide transportation services.” Isn’t this a core category of Deed?
3. You should only use “handheld, non-motorized, non-power, gardening implements” That means user can’t use most lawnmowers, leaf blowers or snowblowers?

Community Member Protocols

1. The word Safety has disappeared from the title of this section, it is in the Volunteer section

Background checks

1. “If your background check reveals potentially disqualifying information, you will receive a copy of the report via email. Keep in mind that background checks may take several weeks to process.” The User expects a background check to take 48 hours. When you say process here does that mean the process of sending the person their report? You don't want people thinking the check itself takes weeks.

Policy Against Harassment

1. “Some examples of what may be considered harassment, depending on facts and circumstances, include the following:” The list that follows only deals with Sexual Harassment. Detail other forms of harassment

Sexual Abuse Prevention Policy

1. Previously the discussion was Sexual Harassment. Introducing a new term is confusing and the distinction made in the text is not clearly accurate.
2. Some of the sexual prevention techniques described are also more general policies and procedures as well. Others are not supported by other pages on the site
    a. “Intimate or secluded environments, such as bedrooms, are to be avoided.” But Cleaning Bedroom and making beds are listed chores.
    b. “When selecting a Volunteer or Community Member, as the case may be, be selective. You may want to avoid opposite sex match-ups.” As noted there is no easy way for the member to do this
3. The Reporting Procedure and Investigation and Follow up are listed under sexual abuse but are not listed for other incidents that could arise.
4. Investigation and Follow up of Sexual Abuse allegations. The text implies URCC will be doing the investigation. Surely allegations this serious must be reported to law enforcement and the message here should be that URCC will suspend the

account during the investigation and act on the basis of the police investigation. The idea that you will be doing your own investigation brings up images of Penn State Football, USA Gymnastics and the Catholic Church.

Terms and Conditions Page

https://urcommunitycares.org/index.php/home/terms_conditions

1. The font has changed which looks odd
2. There is weird Spacing in section 10 bullet points

Privacy Policy Page

https://urcommunitycares.org/index.php/home/privacy_policy

1. There are links to other sites, but they are not active.
2. The font changes towards the bottom of the page.
3. There is weird Spacing in sections 2 & 8 bullet points