



# Design Document for Volunteer Austin

<http://nova.ischool.utexas.edu/drupal/>

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May 5, 2011

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## EXECUTIVE SUMMARY

There is a need for a volunteer aggregator on the Web—a place for people to learn about how to volunteer and how to find legitimate volunteer opportunities in Austin.

Currently, people interested in volunteering can find short lists of volunteer opportunities on community Web sites, but there is no comprehensive list available. There are also volunteer match Web sites, such as Volunteer Match and University of Texas Volunteer, but these sites lack a clean and engaging design, assume that site visitors already have an idea about how to get started, and do not provide reliable methods for review—to let future volunteers know whether a nonprofit organization or volunteer opportunity is legitimate, organized, and worth their time.

The team developed a Web site, VolunteerAustin.org, which focused on the volunteer as the primary user. Users include people who want to volunteer specifically in Austin, people who are new to Austin and want to get involved in the community, people who are new to volunteering, people who have to volunteer for legal reasons, and people who want a faceted volunteer opportunity search (e.g., by group size, by age range, for literacy organizations, etc.).

Based on user interviews and heuristic evaluations of existing volunteer Web sites that serve the Austin area, the team addressed four areas that are essential to the development of an improved volunteer aggregator:

- **Improved search features**—provide three ways for users to find volunteer opportunities: keyword search, calendar, or browse by category or social group.
- **Relevant content**—provide an easy way for them to post or read volunteer reviews of organizations or opportunities.
- **Engaged users**—clearly define the benefits of registration, requiring registration for only three distinct features (i.e., review and opportunity submissions and e-mail alerts), and making the registration process and form easy to understand and use.
- **Enhanced user experience**—avoid organizational jargon, use descriptive labels, implement breadcrumbs, and create a minimalist design.

By drawing implications for the site architecture from these key areas, the team designed a volunteer aggregator that will help users find volunteer information easily, encourage them to volunteer, and enable them to post reviews about their experiences.

The technologies needed to make the site robust are a searchable, faceted database and an application for user-generated reviews, such as a wiki. The team used Drupal to implement the basic design and functionality of the site.

## MISSION & VISION

### ***Mission***

The mission of VounteerAustin.org is to provide an attractive, easy-to-use Web site that matches users to legitimate, Austin-specific volunteer opportunities. The Web site allows volunteer organizers to submit both “day of” and long-term opportunities, which are displayed to volunteer seekers though browse, search and calendar features. The Web site will also offer a “Yelp-like” review system as well as resources for new volunteers.

### ***Vision***

To be the premier Web site to post and find volunteer opportunities in the Austin area. The Web site will have an active user base, a repository of reviews, and a robust database of volunteer opportunities.

## AUDIENCE

VolunteerAustin.org targets volunteer opportunity seekers and volunteer organizers looking to post opportunities. These two groups of users can be further categorized by the following roles and implications for desired features:

### ***Volunteer opportunity seekers***

Role	Desired Feature(s)
A person looking for an opportunity on a specific day that either fits their schedule or is related to a specific event or special occasion (ex. Thanksgiving, Texas Book Festival)	Calendar
A person who wants to volunteer in a specific area of interest and wants to learn more about related opportunities and organizations	Search & Browse
A person new to Austin seeking information about volunteer organizations in the area	Search & Browse; Getting Started
A person new to volunteering that need assistance getting started	Getting Started
A person looking for a review of a specific volunteer organization	Reviews

### ***Volunteer organizers***

Role	Desired Feature(s)
A person recruiting volunteers for their organization	Add Opportunity
A person looking for feedback to improve the volunteer experience	Reviews

## RESEARCH

### *Summary of Research Activities*

The team's research focused on heuristic evaluations of four websites people visit to find volunteer opportunities in Austin. With input from interviews, the team identified four sites with volunteer resources: Craigslist, Volunteer Match, UT Volunteer, and Idealist. The team also evaluated I Live Here, I Give Here, which has a similar mission to our proposed website, but focuses on matching donors with nonprofits. Website features and functionality were noted and examined for usability. In addition, each website was evaluated in greater detail using Nielsen's 10 Usability Heuristics.

We registered for Volunteer Match and UT Volunteer to get a better idea of each site's functionality. The sites do not vary much, except that once a user registers, he or she can create a profile or "My Account" page, where favorite organizations can be added, volunteer hours can be tracked, and search history can be viewed. Apart from that, the registration process was fairly frustrating, especially on the UT Volunteer site.

In addition to heuristic evaluations, the team conducted interviews of the four groups of potential users identified in the user research plan. The team completed a total of eight interviews:

- Three with active volunteers in Austin
- One person with person who organizes groups of volunteers
- One person with both volunteering and organizing experience
- One person new to Austin, but not new to volunteering
- Two people new to volunteering

### *Heuristic Evaluation Results*

#### **Craigslist**

Key findings:

- Users may browse opportunities by the date it is posted.
- Search feature is provided.
- Site is flexible, efficient, and easy to use.

## Craigslist – Volunteer Subpage

austin craigslist > [community](#) > [volunteers](#) [\[ help \]](#) [\[ post \]](#)

**volunteers**

search for:  in: [volunteers](#) ☐ title only ☒ entire post

☐ has image

[ Thu, 31 Mar 07:30:22 ] [ [political forum](#) ] [ [dial 2-1-1 for social services](#) ] [ [AVOIDING SCAMS & FRAUD](#) ] [ [PERSONAL SAFETY TIPS](#) ] [ [craigslist.tv](#) ] [ [unofficial flagging faq](#) ] [ [craigslist blog](#) ] [ [success story?](#) ]

**Thu Mar 31**

[New Volunteer Resource](#) - ( Austin & Surrounding Areas ) [pic](#)

**Wed Mar 30**

[need STRONG movers help 10S/h this Sunday](#) - (North-South Austin)

[NEED a MODEL today! Asap](#) - (Lakeway/ 620 2222)

[►►► Photography and environment in the Eastern Fjords](#) - (Volunteer in Iceland) [img](#)

[Women's Research Study](#) - (UT Campus, Austin)

[Volunteers to Transport Cats To Austin Humane Society Needed](#) - (Round Rock)

[Cat Rescue Group in Need of Volunteers for Feeding](#) - (Round Rock)

[Art and environmental activities in Kitui District in Kenya](#) - (Volunteer in Africa) [img](#)

[Kitten Fosters Needed!!](#) - (Austin Pets Alive) [pic](#)

[Baby Bottle Kittens Volunteers Needed!!](#) - (Austin Pets Alive) [pic](#)

[Your small gesture makes a BIG difference!](#) - (Austin Pets Alive) [pic](#)

[Healthcare Volunteer program in Kenya](#) - (Volunteer in Africa) [img](#)

**Tue Mar 29**

[Women Needed for Study on Fantasies!!](#) -

[Affordable Volunteering Abroad](#) - [img](#)

[Participate in an Online Study: Beliefs About Sex and Relationships](#) - (online)

Craigslist offers listings of volunteer opportunities, accessible through a link under the “Communities” category. The website lists individual volunteer opportunities in descending order by the date posted. With this format, the user can assume that recent postings are live volunteer opportunities. However, no other means exists for users to sort listings such as by “type” or “location.” Craigslist does provide users with the ability to search within the volunteer category.

Included in the current postings are many not related to volunteering. Examples include a solicitation for users for a free doctor rating website, a couple seeking a surrogate, and an ad for a group meditation class. In addition, many of the postings seek volunteers for studies or online surveys, categories not included in our proposed website.


Because Craigslist heavily relies on links for its content, Nielson’s 10 usability heuristics do not generally apply. However, one principle of usability the site excels in is flexibility and efficiency of use. Both advanced and novice users can easily find the most recent volunteer listings.

## Volunteer Match

### Key findings:

- Users find opportunities by using the simple or advanced search features; no browse feature is provided.
- Users must register to access full site features.
- The website offers a high degree of content, including user reviews and resources for both volunteers and volunteer organizations.
- Site navigation is well-organized and easy to use, but the homepage content can be overwhelming to new users.


### Volunteer Match - Homepage



[Sign In](#) | [Register](#) | [Connect](#) | [Help](#)

[Search](#) | [Volunteers](#) | [Nonprofits](#) | [Corporations](#) | [About Us](#)

Text Size: [A](#) [A](#)



### Find a Place to Volunteer


e.g. 90210 or New York e.g. environment or mentoring

☐ Search for Virtual Opportunities

Enter your ZIP code, city or state and keywords describing the opportunity you're looking for. Or enter the skills you have (or would like to develop).

[Advanced Search](#)

### Volunteers




**Willie and Brenda Buchanan**

Willie and Brenda Buchanan started mentoring to help kids in need and stumbled into a life-long friendship.

[Read More!](#)

### Nonprofits

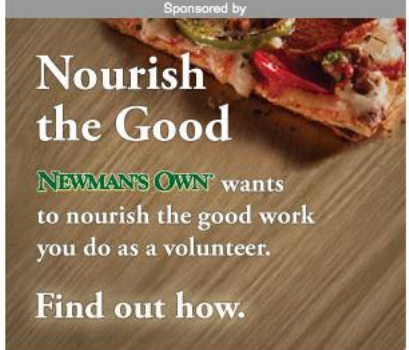


**Lisa Beranek**


Lisa Beranek turned her childhood as a volunteer into a career helping other volunteers make a difference.

[Read More!](#)

[Start Recruiting Volunteers >](#)




### Where's The Action?



Our new live map shows you the latest activity at VolunteerMatch.

[Check it out!](#)




**Nonprofit Learning Center**

**Free Trainings for Volunteer Coordinators**

Manage volunteers? Whether you're new to the role or just new to VolunteerMatch, our free online trainings can help you transform your organization's volunteer program for the better.


[See What's Coming Up](#)



**Engaging Volunteers Blog**

*Engaging Volunteers* -- our new blog for organizations -- has articles, interviews, and tips on how to recruit and manage volunteers more effectively to reach your mission.

[Visit the Blog!](#)




**VolunteerMatch Solutions**


Eight in ten Americans say that corporate support of causes wins their trust, and business. Find out how VolunteerMatch is helping leading companies connect employees or consumers with volunteering.


[Learn More](#)

### Recent Activity


Create an account or [log in](#) to see what your friends are doing.

 **Public Relations**  
34 people shared this.

 **Volunteer Coordinator**  
17 people shared this.

 **Data Entry Clerk**  
7 people shared this.

 **PFLAG Winston-Salem**  
9 people shared this.

 Facebook social plugin



## Volunteer Match – Advanced Search Subpage

### Advanced Opportunity Search

Please select any category that you would like to use to narrow down your search.

#### Opportunity Location

Please fill out as many fields as you'd like.

**Location**

**Distance from Location**

☐ **Search for Virtual Opportunities**

#### Opportunity Keywords

**Keywords**

**Skills**

**Organization Name**

**Preferred Partners**

**National Service**

#### Opportunity Interest Area

<input type="checkbox"/> Advocacy & Human Rights	<input type="checkbox"/> Education & Literacy	<input type="checkbox"/> Justice & Legal
<input type="checkbox"/> Animals	<input type="checkbox"/> Emergency & Safety	<input type="checkbox"/> Media & Broadcasting
<input type="checkbox"/> Arts & Culture	<input type="checkbox"/> Employment	<input type="checkbox"/> Politics
<input type="checkbox"/> Board Development	<input type="checkbox"/> Environment	<input type="checkbox"/> Race & Ethnicity
<input type="checkbox"/> Children & Youth	<input type="checkbox"/> Gay Lesbian Bi & Trans	<input type="checkbox"/> Religion
<input type="checkbox"/> Community	<input type="checkbox"/> Health & Medicine	<input type="checkbox"/> Seniors
<input type="checkbox"/> Computers & Technology	<input type="checkbox"/> Homeless & Housing	<input type="checkbox"/> Sports & Recreation
<input type="checkbox"/> Crisis Support	<input type="checkbox"/> Hunger	<input type="checkbox"/> Veterans & Military Families
<input type="checkbox"/> Disabled	<input type="checkbox"/> Immigrants & Refugees	<input type="checkbox"/> Women
<input type="checkbox"/> Disaster Relief	<input type="checkbox"/> International	

#### Great For

☐ Kids
 ☐ Teens
 ☐ 55+
 ☐ Groups

Volunteer Match is a national website that provides information on volunteer opportunities specific to location and interest. Users begin looking for opportunities by entering their zip code or city and may limit results with keywords for either the type of opportunity or skill set. The user may also limit the search to just virtual opportunities. The website offers advanced search capabilities, which in addition to the above, allows users to specify distance from their location, organization name, preferred partners, national service, check boxes for interest areas, and check boxes for targeted ages.

A search for “Austin” results in chronologically ordered listings (newest first) with the ability to sort by distance and event date. Postings on the search results page show the opportunity title, organization name (hyperlinked to view all opportunities for that organization), date posted, volunteer date(s), user rating (1-5 stars), distance, and applicable categories. Upon selection, the user gets the full description, including the organization’s address, a link for directions (powered by Google), a detailed description of the opportunities in what appears to be predefined categories (description, skills, requirements, etc.), a bookmark/share section, and an “I want to help button” (requires registration, but it is assumed that it alerts the organization to the users interest and a way to contact them). The website also has corporate sponsorship ad space, an iPhone app, an interface for organizations to recruit volunteers and community involvement solutions for corporations (pay service).

To get full use from this site—especially to input reviews—the user must register, which decreases user control and freedom (at least initially). The site employs consistency and standards in its layout and presentation, though the “Resources” section is a bit misleading; it is not directly apparent that this section is where a user would find frequently-asked questions and help navigating the site. Similarly, there is no “Help” section or site map to help users with questions they may have or problems they may encounter. Apart from the “Resources” section, however, the site navigation is clear, understandable and easy to use. The homepage is “busy” with content covering every available space on the page and can be overwhelming for a new user.



UTVolunteer.org is a service of the Volunteer & Learning Service Center at the University of Texas at Austin and provides a searchable database of volunteer opportunities in the Austin area. Users search for opportunities by keyword, zip code, and area of interest. An advanced search feature allows users to specify (check boxes) the social group he or she would like to work with, categories available (age group, groups, individuals, unpaid interns, court appointed, etc.) and area of interest. Individual postings are fairly comprehensive in terms of details, including hours required, benefits, how to apply, requirements, duties, sponsoring organization with e-mail, dates, and numbers of volunteers needed, address, directions (text) and link to the sponsor website. Users may also find opportunities through a clunky calendar system that is close to unusable—the majority of listings on the calendar are not date-specific so the same posting are repeated on each date. The website design is very simple to the point of having little visual interest.

Regarding the use of section labels, a disconnect exists between users and the real world. For example, “Agencies list” and “VSLC” have no meaning to the novice volunteer or new site user. The inconsistency in labeling is confusing and leads to inefficient navigation. Registration is required to access all features of the site, including the input of and access to user reviews of volunteer organizations and opportunities, resulting in diminished user control and freedom. Furthermore, the registration form is poorly designed, which can easily lead to errors in form submission. The site generally offers useful applications and features, such as the calendar and various search options, especially for frequent, registered users. However, the range of features displayed on the homepage may be overwhelming for new users. The website lacks sections for help information, frequently-asked questions, or site map to orient the user and aid them in navigating the site to find useful content.

## I Live Here, I Give Here

Key findings:

- Website design is appealing and offers innovative browsing features.
- Design of subpages is not consistent.
- Clicking the back button on the results page forces the user to start over.

### I Live Here, I Give Here – Homepage Browse Feature

**Connect with What You Care About**  
(PICK UP TO TWO CATEGORIES)

Animal Welfare	Education & Training	Literacy
Arts & Culture	Environment	Poverty & Basic Needs
Child & Youth Services	Health Care	Seniors' Services
Community Services	Homelessness/Housing	Victims' Services
Disability Services	Legal Services	

NEXT ➔

### I Live Here, I Give Here – Homepage Tag Selection for Animal Welfare Category

**Connect with What You Care About**  
(PICK UP TO THREE TAGS)

Amphibian/Reptile	Horses	Rescue
Animal Adoption	Low Cost	Spay/Neuter
Cats	Organic	Veterinarian
Dogs	Outdoors	Wildlife
Gardening/Landscaping	Outreach	
Homelessness/Housing	Policy	

← PREVIOUS
SUBMIT

I Live Here, I Give Here is designed to connect potential donors with nonprofits. Users initiate their process by clicking on the “Find your nonprofit” button at the top of the page, which leads the user to a group of nonprofit categories to choose from (can pick up to two). Choosing a category reveals a list of tags to select (up to three). After selecting tags, the user gets results of matching nonprofits grouped as “Partners” or “Registered” (not entirely clear what the difference is). Some entities are “starred”, meaning they have been audited by a large grantor. Clicking the back button from the results page takes the user back to the categories but not the tags (need to select again). Users cannot donate directly from the search results. Rather, he or she must follow a link to a particular organization’s homepage. A site map located at the bottom of the page allows for browsing of categories. Logos for corporate sponsors are located at the very bottom of the page. The homepage has an appealing style and innovative interface that feels very modern, despite a few glitches.


Although the information on I Live Here, I Give Here does not always appear in a natural and logical manner, the content is written in plain language that is easy to understand, especially for a new user. The website does not offer a “Help” section or site map. There is some consistent navigation, but it is not always prominent on each page. A few pages, including the “Donate” page, have a completely different graphic design, which is disorienting.

### Idealist (idealist.org)

Key findings:

- Website is well-organized and easy to navigate.
- Features and sidebar navigation offers users control and freedom.
- Help section is available to help news users and prevent errors.
- Sidebar navigation disappears on some subpages.

## Idealist Homepage



Enter a location and/or keywords to get started

SEARCH ALL - SEARCH Advanced Search

POST A LISTING ADD YOUR ORG BLOG ABOUT DONATE

**WELCOME**

LOG IN SIGN UP

Forgot your password?

**Find:**

- > 6,861 Jobs
- > 60,689 Organizations
- > 12,043 Volunteer Opportunities
- > 4,019 Internships
- > 752 Events
- > 1,084 Programs
- > 509 Resources
- > 176,476 People

Get Email Alerts

**Idealist Grad Fairs:**

- > June 13, 2011: Los Angeles, CA
- > June 16, 2011: San Francisco, CA
- > June 22, 2011: New York, NY
- > June 23, 2011: Washington, DC
- > June 27, 2011: Chicago, IL
- > September 15, 2011: New York, NY
- > September 16, 2011: Washington, DC
- > September 19, 2011: Boston, MA
- > September 20, 2011: Providence, RI
- > September 27, 2011: Philadelphia, PA
- > October 3, 2011: Ann Arbor, MI
- > October 4, 2011: Minneapolis, MN
- > October 17, 2011: Portland, OR
- > October 18, 2011: Seattle, WA
- > October 20, 2011: Denver, CO
- > October 24, 2011: San Francisco, CA
- > October 26, 2011: Los Angeles, CA
- > November 3, 2011: Houston, TX
- > November 7, 2011: New Orleans, LA
- > November 12, 2011: Chapel Hill, NC

**How to add external content to your organization's profile**

Third in an ongoing series for those of you who manage your organization's page on Idealist. Now that your organization page is searchable and spiffed up, I'll tackle a slightly more advanced topic: adding external content to your page. Have you ever wondered what the "Other Content" section of your organization's profile is for? It's ...

Read full article

**OTHER CONTENT**

Twitter / Idealist  
Twitter updates from Idealist / Idealist.

Idealist: On our blog: How @mapkibera made sure Kibera was no longer a blank spot on a map. <http://bit.ly/hd8t9p>

Idealist: On our blog: How @mapkibera made sure Kibera was no longer a blank spot on a map. <http://bit.ly/hd8t9p>

Idealist: @davidbenito @LuryGoldberg @WolinMeroff :)

Idealist: @davidbenito @LuryGoldberg @WolinMeroff :)

Idealist: Looker story: Congrats! RT @kiva Our new site offers all the same functions, but with a different look. <http://www.kiva.org/>

Idealist: Looker story: Congrats! RT @kiva Our new site offers all the same functions, but with a different look. <http://www.kiva.org/>

**RECENTLY JOINED**

**Jeremy Fischman**  
Location: Chappaqua, New York, United States

**Eric Puro**  
Location: Salem, Oregon, United States

**Javier Andres Di Lorenzo**  
Location: CABA, Capital federal, Argentina

**Quinn Matthews**  
Location: Chicago, Illinois, United States

**Ruby Strait**  
Location: Brooklyn, New York, United States

**Gary Fountain**  
Location: Des Moines, Washington, United States

**Grace Ck Ck**  
Location: San Francisco, California, United States

**Alicia Kushner**  
Location: Bridgewater, New Jersey, United States

**RECENT LISTINGS**

**Job - less than a minute ago**  
Program Officer, International Volunteer Programs, Americas  
Posted by: American Jewish World Service  
Location: New York, New York, United States

**Job - less than a minute ago**  
Qualitative Research Scientist  
Posted by: Child Trends  
Location: Washington, District of Columbia, United States

**Volunteer Opportunity - about a minute ago**  
Environmental Volunteer Abroad  
Posted by: Leave UR Mark  
Location: Pondicherry, Tamil Nadu, India

**Job - 2 minutes ago**  
Broome Street Academy Charter HS Teachers (Classroom and Specialty)  
Posted by: The Door - A Center of Alternatives  
Location: New York, New York, United States

**Job - 7 minutes ago**  
Administrative Director  
Posted by: Community Alliance for the Ethical Treatment of Youth  
Location: Portland, Oregon, United States

Idealist connects people with organizations and volunteer opportunities, jobs, and internships. Users may narrow the listing by entering a location or keyword in the search box. The initial search results lump matching people, organizations, jobs, internships, and volunteer opportunities together, but selecting one of the facets in the left sidebar easily refines the results. By default, results are sorted by relevance and can be resorted by "recently modified" or "recently posted." In this regard, users have control and freedom to navigate the site.

The language and labels on the site are written in clear and simple language. For the most part, navigation is natural and logical, though there is one "pocket" of top navigation to the far right (i.e., "Blog," "About," and "Donate") that could be closer to the rest of the navigation. Users are required to register to utilize the profile features, such as bookmarks and personal information. A consistent look and feel is used throughout the site and its related pages, such as the blog and donation pages.

The user may be somewhat disoriented, however, when using the top navigation (“Post a listing” and “Add your org”) because on those particular pages, the left-hand navigation is not displayed. The design is very minimalistic and consequently, does not overwhelm the user with content in every available space on the page. There is a clear “Help” section to aid new users and prevent errors.

## ***Interview Results***

### **Active Volunteers in Austin**

Key findings:

- Google is a popular choice to begin a volunteer opportunity search process.
- Calendar systems are desirable, if functionality can be improved.
- Users see great value in review feature.
- Users are generally aware that websites connecting people to volunteer opportunities exist.
- Flexible systems with multiple browsing features are desirable.

Users were first asked to describe their online search strategy to find volunteer opportunities as well as websites used and their experiences. Of the four interviewees, two used Google to find nonprofits. Typical searches used were “volunteering + Austin”, “volunteering + Austin + category (e.g., children, local food) or “volunteering for young professionals”. One interviewee successfully linked up with an organization through Volunteer Match and found the website to be easy to use with plenty of current listings in Austin. Another user used various websites such as craigslist and UTVolunteer.org. She liked the database aspect of UTVolunteer.org but found the interface difficult to navigate and disliked the calendar function. She actually found craigslist to be the easiest way to find opportunities, especially one-day events (e.g., feed the homeless on Thanksgiving).

When asked about the functionality users wanted to see in a volunteer opportunity website, they mentioned the ability to browse by broad categories that could be narrowed by tags. One interviewee requested a feature that would allow a user to add categories to their profile enabling automatic notification of new postings in their areas of interest. Users also like detailed descriptions of the organization and opportunity. Users specifically mentioned wanting to volunteer with people in their age group, knowing what to expect, and the specific activities involved. One interviewee desired the ability to view separate listings for one-day events and longer-term opportunities.

When prompted, interviewees responded well to the proposed, Yelp-like review feature. One interviewee was concerned about bringing negative attention to the organization. However, another said this information would be helpful, especially to smaller organizations that lack the resources to gather their own feedback. Interview subjects stated that they would be willing to leave reviews as well as respond to questions from other site users about their experiences. One interviewee specified that the feedback feature should be made as easy as possible to ensure use.

### **People Who Organize Volunteer Groups**

Key findings:

- A successful volunteer website must also meet the needs of volunteer organizers.
- Information included in opportunity listings could help reduce call volume.

Although the team's initial vision was to focus on the needs of those searching for volunteer opportunities, the interview process with organizers made it clear that for the site to be successful, it also has to benefit nonprofits. Nonprofits would ultimately provide a significant portion of the content in the form of volunteer opportunities. Both organizers mentioned that they spend much of their time fielding questions from volunteers, especially about requirements and directions. Good information on a website listing could reduce the number of calls they receive. One organizer suggested that the submission interface be easy to use and have management features such as automatically closing a posting when enough volunteers have registered.

### **People New to Austin**

Key findings:

- Volunteer databases are more efficient than directly visiting individual organization websites.
- Volunteer websites help new residents become familiar with local organizations.
- Review features are useful.

One volunteer, who is not new to volunteering but new to Austin, said she typically uses the nationwide Idealist.org when searching for a new volunteer opportunity. In addition to opportunities, the website provides helpful information such as available programs, links to Web sites, and jobs/internships. She also likes that she can sign up for e-mail alerts when opportunities in her area of interest become available.

She initially got involved in volunteering in high school, where she was required to perform community service. She did not use the Internet to find organizations because at the time, Internet searching was not ubiquitous. She discovered volunteer opportunities through presentations at school and by word of mouth. Post-college, she moved often, so Web searches were helpful in finding new places to volunteer. In a new city such as Austin, she likes the flexibility of being able to search a database to become familiar with local organizations. "Aside from knowing of a few places that were available nationwide like Planned Parenthood, I would mostly use a database to search rather than go to a specific organization's site directly," she commented. She also said, "One thing that might be helpful that I don't see idealist doing is a Yelp-like platform where volunteers can leave comments about a program or an opportunity if they've had experience with them."

Regarding the registration process, she says, "I feel like I'm maybe not getting as much out of it as I could, but I typically don't use 'extra features.' I usually just log on, get what I want, and get off."

### **People New to Volunteering**

Key findings:

- People new to volunteering tend to rely on the opinions of people they know.
- Volunteer websites assist users in broadening their scope of opportunity search.

Both interviewees described their first volunteer experiences retrospectively.

One participant said she began volunteering at her public library when she was young. She heard the library had a volunteer program, so she asked library staff for more information. Typically, she based



her searches on career interests and topics she wanted to learn more about. She would then talk to friends, relatives and acquaintances and references would contact that organization. She contacted them by phone or in person. Sometimes, she looks at an organization's Web site to get phone numbers or information on departments or programs.

Another volunteer described her volunteer experience retrospectively as well:

When I was a teenager, I usually only volunteered at places where friends/leaders had organized opportunities and invited me to participate. I don't think I would have known how to go about finding them myself.

When I started independently seeking out volunteer opportunities in college, I would look online at the website of specific organizations/facilities, but usually I'd go specifically to ones I'd heard other people talk about volunteering with.

Now, I still look online. It's nice when I can find info about the specifics of opportunities online, as it helps me to figure out who I might be most interested in contacting. And, better if I can then contact them via email... it's easier when I'm most likely to be searching or thinking about it outside of business hours.

Compared to when I was younger and first starting, I'd say that I'm much more willing to seek out places that interest me and find out if they have volunteer opportunities, rather than just look at places that I'd heard people talk about. If I'd known when I was younger of websites that are a central registry of many different kinds of volunteer opportunities in the area, I might have branched out a little earlier.

She mentioned that she is registered at one volunteer site—the one she feels is most relevant to her—and she found the process to be easy. She has not felt strongly to register for any broader volunteer site, and she does not usually use any of the additional features that registering for volunteer sites provide.

### ***Research Observations & Implications***

Specific observations from interviews and heuristic evaluations with their implications for information architecture are provided in the table below:

Observation	Conclusion	Implications for IA	Category
Users want “Yelp-like” reviews of volunteer opportunities	Experience of others aids in vetting organizations	Use Yelp as a benchmark for providing reviews	Feature
Users don’t like to register; don’t see value in additional features	Blocking content behind the registration wall would be a barrier for many users	Make the registration process/form easy; clearly define benefits; require for only special features (e.g., submission of reviews, opportunities, e-mail alerts)	Feature
Users want ability to browse by categories and narrow by tags/subcategories (e.g., Organization, target age, social groups)	Users like to browse content in a variety of ways	Provide multiple browsing options in navigation; capture info in submission process	Navigation, labeling
Users want to view opportunities for a specific date; calendar feature on some Web sites is cumbersome	Calendar feature is desired; functionality is key	Implement functional calendar system; exclude long-term opportunities in calendar (capture in submission); include date range in advanced search	Features, labeling
Volunteer organizers want to provide access to information to reduce call volume; want ability to update submitted info	Content should address basic info about the organization and specific opportunity (e.g., age requirements, pre-requisites)	Design opportunity submission form and display to include this information	Features
Users want up-to-date information about opportunities (e.g., what to wear, what to bring, activities, directions to location)	Content should address basic info about the organization and specific opportunity (e.g., age requirements, pre-requisites)	Design opportunity submission form and display to include this information	Features

Observation	Conclusion	Implications for IA	Category
Users like to use Google to search for opportunities	Some users have specific interests/requirements better served by search (vs. browse)	Provide search box on homepage with link to advanced search; use meta-tags to capture search engine users	Feature
Some users want to be automatically notified when an opportunity matches their interests	“Pushed” content is preferred by some users to search and browse	Integrate e-mail alert option in registration/profile with checkboxes for category options	Feature
Other volunteer Web sites have labels that don’t accurately describe content	Labels should clearly describe the content behind them	Avoid organization jargon; use descriptive labels	Labeling
Other volunteer Web sites have text-heavy interfaces that may overwhelm first-time users	Clean, inviting homepage will prompt users to explore site features	Limit text content on homepage; Look and feel should stress fun and community aspects	General Organization & Content; Navigation

The team discussed the above observations and implications at length during a strategy session. With the initial research complete, the team incorporated the results into high-level and task oriented blueprints and wireframes, which are presented and described in the following two sections of the design document.

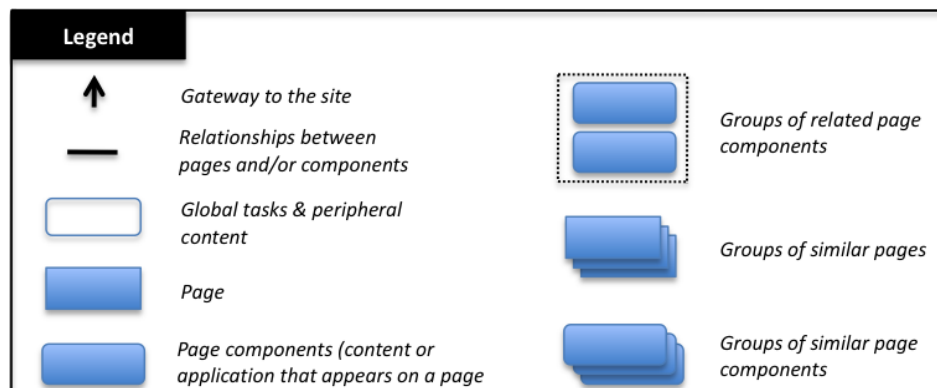
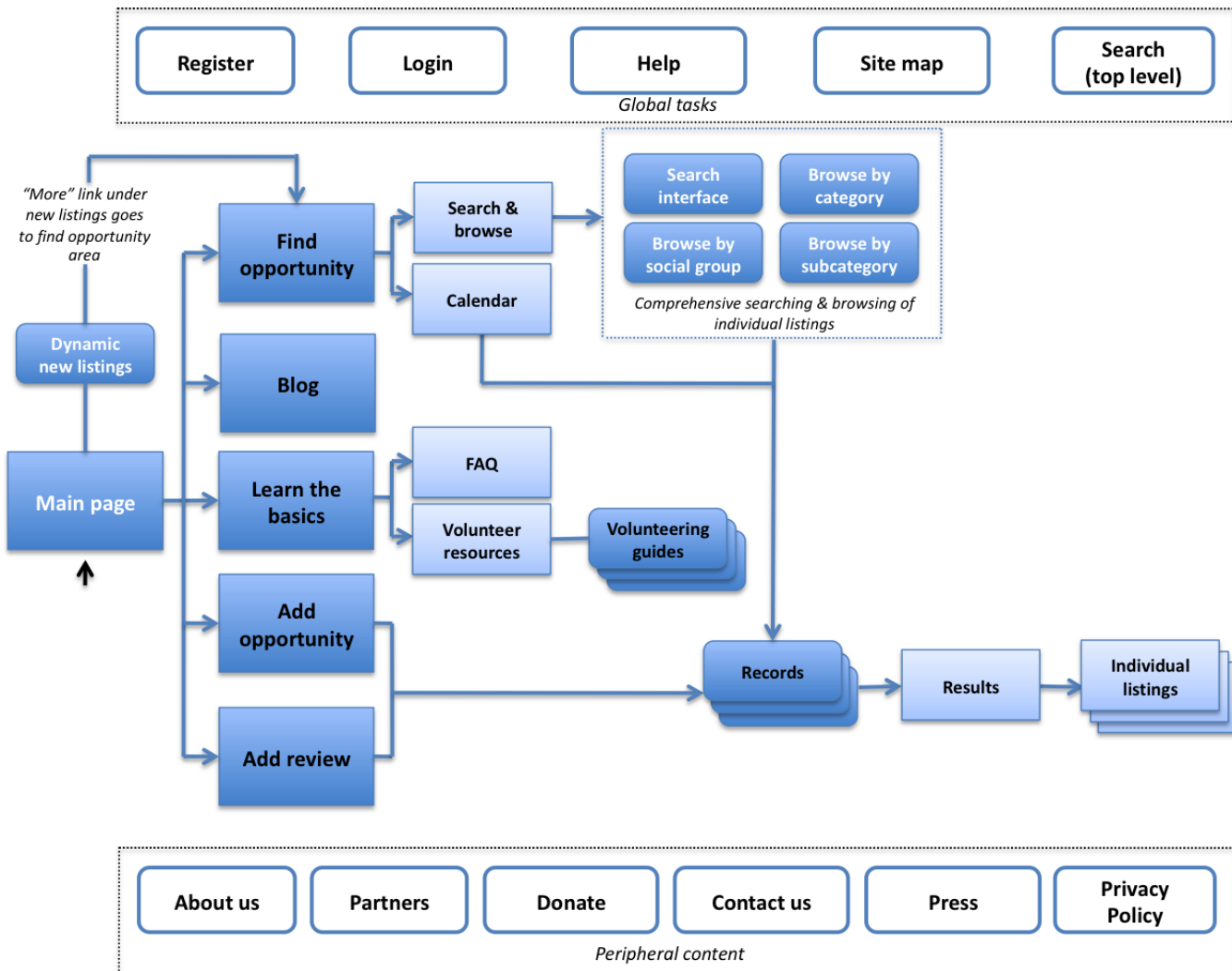
## BLUEPRINTS

### *High-Level Blueprint*

The high-level blueprint illustrates the main features of the VolunteerAustin.org homepage as well as the organization and features surrounding the Web site’s main content—the volunteer opportunity listings. Global tasks and peripheral content are presented at the top and bottom of the diagram. From the “main” page, users have access to the Web site’s five major areas: Find an Opportunity, Blog, Learn the Basics, Add Opportunity, and Add Review. The main page also features dynamic new listing content with a link that allows users to find additional opportunities. The remainder of the diagram shows the relationship between sub-sites and how the creation of records (added opportunities and reviews) integrates with the Web site’s calendar, search and browse features to present the volunteer seeker with individual listings. (See Appendix 1 for initial high-level blueprint sketches.)



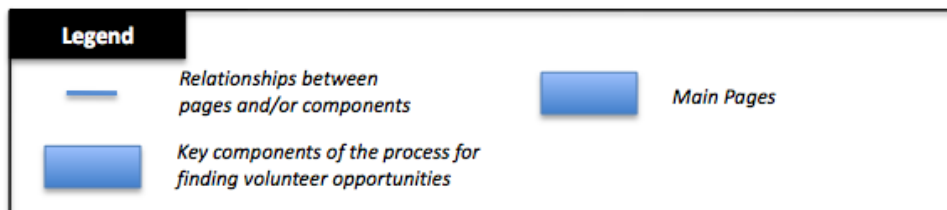
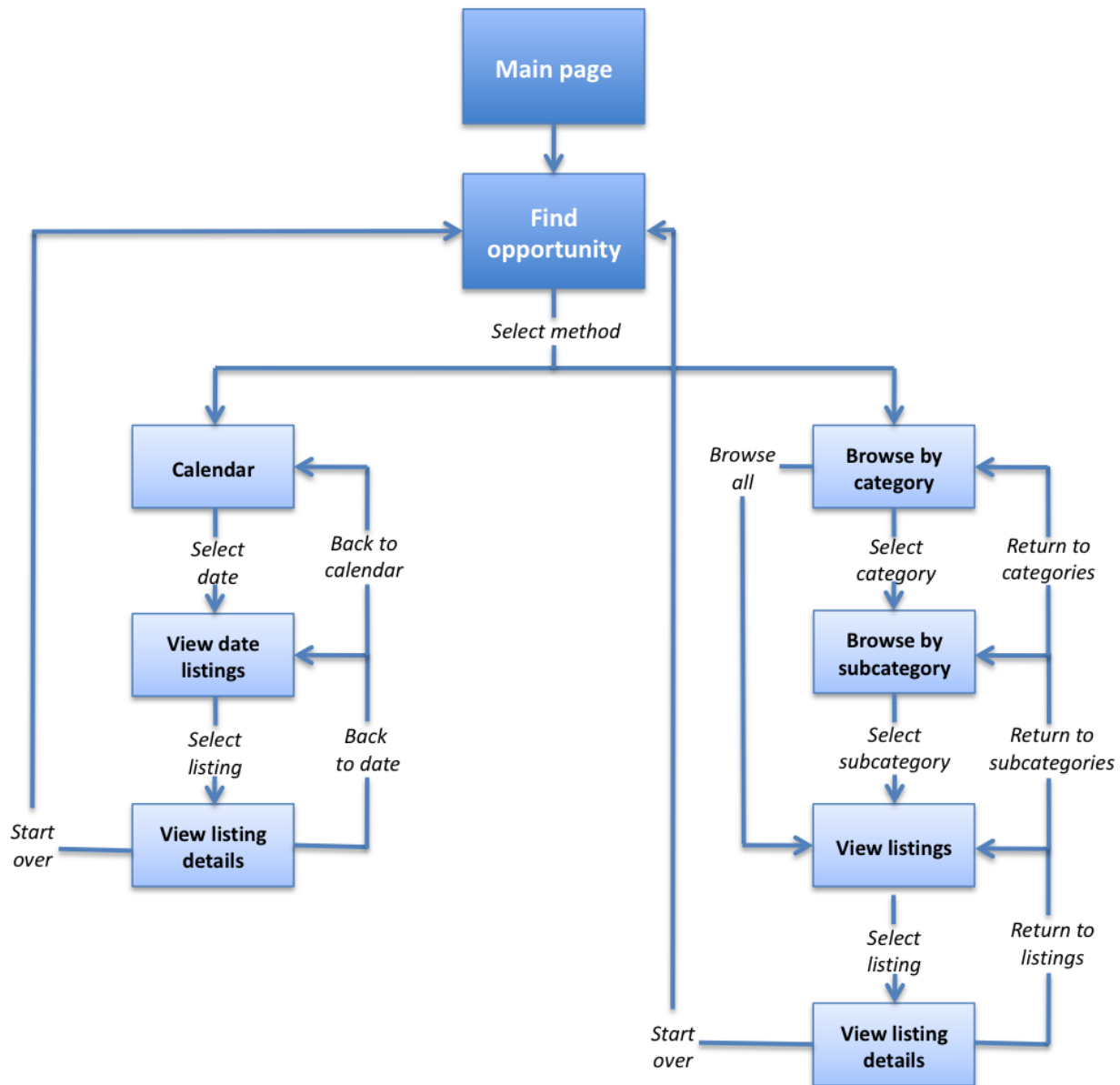
### High-Level Blueprint



### Task-Oriented Blueprint

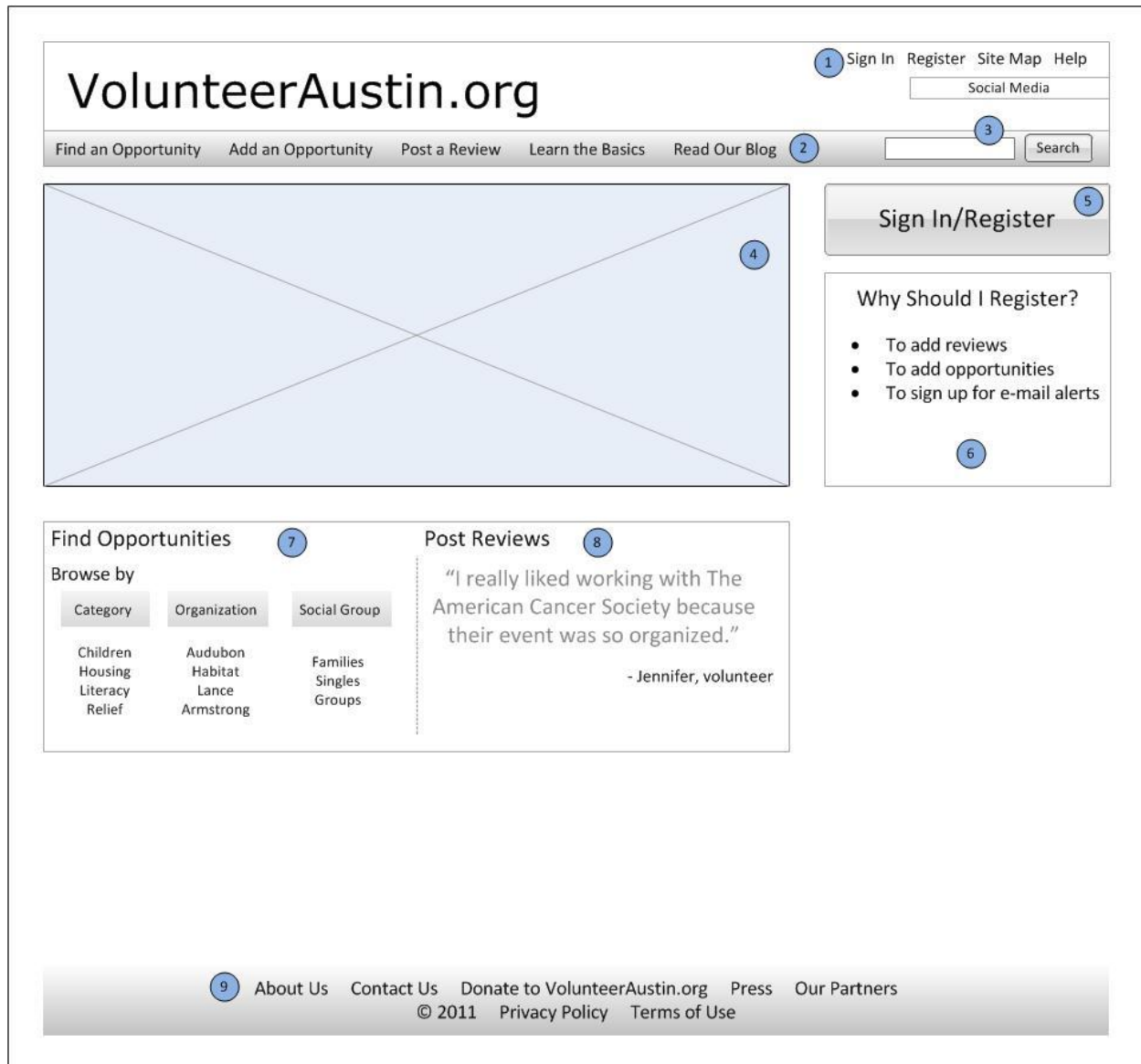
The task oriented blueprint demonstrates how users find opportunities on the Volunteer Austin website. After navigating from the main page to the Find Opportunity page, users are presented with three options for finding an opportunity: Calendar, Browse, and Search. The two most complicated processes, calendar and browse, are illustrated in the figure below. (See Appendices 2 and 3 for initial task-oriented blueprint sketches.)

**Task-oriented blueprint of the calendar and browsing process**



## WIREFRAMES

### Homepage Wireframe



1. **Global tasks** – Provide quick access to Sign In/Registration page; provides users with a site map and help documentation for site orientation.
2. **Main navigation** – Five pages break content into logical, clear sections. Each label is associated with an action that helps engage users. Each navigation link is displayed in bold when the user is on the corresponding page.
3. **Site-wide search** – Provides an additional way to search the site and volunteer opportunities.
4. **Feature content** – Adds fresh content to the site and engages the user.
5. **Sign In/Register** – Large button attracts attention and encourages users to register.
6. **Reasons to register** – Provides clear and obvious reasons why a user should register.

7. **Find Opportunities** – Gives each type of user an idea of the breadth of search options available.
8. **Post Reviews** – Lets users know that this site offers reviews from other volunteers like them and encourages registration.
9. **Peripheral content** – Organizational content that isn't necessarily useful to the user is positioned at the very end of the page.

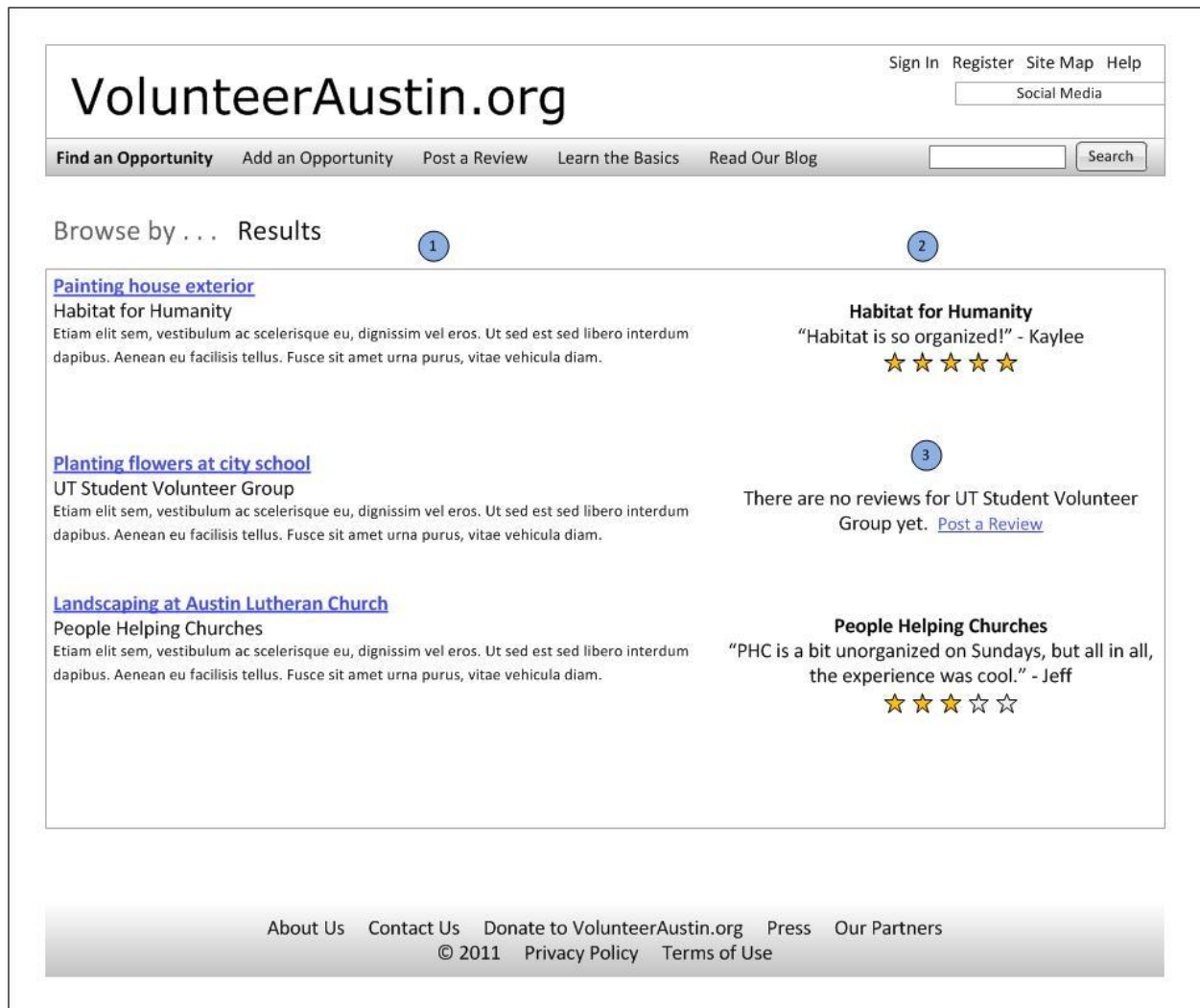
The homepage displays the basic layout and navigation of each page. Notations 1–3 and 9 are constant and consistent throughout the site and are included on every page.

### *Find an Opportunity Wireframe*

The wireframe shows the layout of the VolunteerAustin.org homepage. At the top right, there are links for 'Sign In', 'Register', 'Site Map', and 'Help'. Below these is a 'Social Media' section. A main navigation bar contains links for 'Find an Opportunity' (highlighted with a blue circle 1), 'Add an Opportunity', 'Post a Review', 'Learn the Basics', and 'Read Our Blog'. A search bar with a 'Search' button is also present. Below the navigation bar, the 'Browse by...' section (highlighted with a blue circle 2) includes a calendar for March 11 (highlighted with a blue circle 3) and a list of categories (highlighted with a blue circle 4). The categories are: Animal Welfare, Arts and Culture (checked), Child and Youth Services, Community Services (checked), Disability Services, Education and Training, Environment, Healthcare, Homelessness/Housing, Legal Services, Literacy (checked), Poverty and Basic Needs, Seniors' Services, Victims' Services, and All. A 'Search' button is located at the bottom right of the category list. The footer contains links for 'About Us', 'Contact Us', 'Donate to VolunteerAustin.org', 'Press', and 'Our Partners', along with copyright information for 2011 and links for 'Privacy Policy' and 'Terms of Use'.

1. **Main navigation** – Each navigation link is displayed in bold, when the user is on the corresponding page.
2. **Browse by calendar** – Users can browse volunteer opportunities that are upcoming.
3. **Calendar links** – Only the days that have a volunteer event scheduled are links.
4. **Browse by topic** – Users can also browse by category, organization name, and social group.

## Find an Opportunity Results Wireframe



1. **Results** – Results are listed on the left of the page, displaying the event name, organization, and a short description of the event. Each result links to specific details of the event.
2. **Review/rating** – Corresponding reviews and ratings are listed on the right of the page.
3. **Absent review/rating** – The user is notified if no review or rating has been posted yet, and a link to the “Post a Review” page is displayed, encouraging users to post reviews.



## Add an Opportunity with Sign-In Alert Wireframe

[Sign In](#)
[Register](#)
[Site Map](#)
[Help](#)

[Social Media](#)

[Find an Opportunity](#)
[Add an Opportunity](#)
[Post a Review](#)
[Learn the Basics](#)
[Read Our Blog](#)

Please complete the form below to add a volunteer opportunity.

Name of Org.

Did you sign in?

You must sign in or register your organization to add volunteer opportunity.

E-mail

Enter Text

Password

Enter Text

[Forgot your password?](#)

Not registered? Visit Sign In/Register.

Contact Information

E-mail address

Phone

What volunteer category does this event belong to?  
(Check all that apply.)

☐ Animal Welfare
☒ Arts and Culture
☐ Child and Youth Services
☒ Community Services
☐ Disability Services
☐ Education and Training
☐ Environment

☐ Healthcare
☐ Homelessness/Housing
☐ Legal Services
☒ Literacy
☐ Poverty and Basic Needs
☐ Seniors' Services
☐ Victims' Services

Who is this event great for?  
(Check all that apply.)

☐ Families
☐ Singles

Groups

☐ Small (3-5)
☐ Medium (5-10)
☐ Large (10+)

[About Us](#)
[Contact Us](#)
[Donate to VolunteerAustin.org](#)
[Press](#)
[Our Partners](#)

© 2011
[Privacy Policy](#)
[Terms of Use](#)

A dialog box pops up when the user loads the “Post a Review” page, if he or she hasn’t signed into or registered for the site.

## Add an Opportunity Wireframe

[Sign In](#)
[Register](#)
[Site Map](#)
[Help](#)

[Find an Opportunity](#)
[Add an Opportunity](#)
[Post a Review](#)
[Learn the Basics](#)
[Read Our Blog](#)

# VolunteerAustin.org

Social Media

Please complete the form below to add a volunteer opportunity.

1

Name of Organization   
Name of Event   
When   
    
Where   
Description   
Contact Information

2

What volunteer category does this event belong to?  
(Check all that apply.)

☐ Animal Welfare
☐ Healthcare
☒ Arts and Culture
☐ Homelessness/Housing
☐ Child and Youth Services
☐ Legal Services
☒ Community Services
☒ Literacy
☐ Disability Services
☐ Poverty and Basic Needs
☐ Education and Training
☐ Seniors' Services
☐ Environment
☐ Victims' Services

3

Who is this event great for?  
(Check all that apply.)

☐ Families
☐ Singles

Groups

☐ Small (3-5)
☐ Medium (5-10)
☐ Large (10+)

Submit

[About Us](#)
[Contact Us](#)
[Donate to VolunteerAustin.org](#)
[Press](#)
[Our Partners](#)

© 2011 [Privacy Policy](#) [Terms of Use](#)

1. **Browse by calendar information** – The basic amount of information that volunteers will need for an event is required, decreasing the number of questions volunteer coordinators have to field. The information entered here corresponds to the information that is searchable by the calendar feature.
2. **Browse by topic information** – Information entered here corresponds to the information that is searchable by the category interests.
3. **Browse by topic information** – Information entered here corresponds to the information that is searchable by group size.

### *Post a Review with Sign-In Alert Wireframe*

The wireframe shows the 'Post a Review' page on VolunteerAustin.org. At the top, there is a navigation bar with links: Sign In, Register, Site Map, Help, and Social Media. Below this is a secondary navigation bar with links: Find an Opportunity, Add an Opportunity, Post a Review (highlighted), Learn the Basics, Read Our Blog, and a search bar. The main content area starts with the text: 'Please complete the form below to post a review about your volunteer experience.' Below this is a form with a label 'Name of Organization' and a text input field. A modal dialog box is overlaid on the form, titled 'Did you sign in?'. The dialog contains the message: 'You must sign in or register your organization to add volunteer opportunity.' It has two input fields: 'E-mail' and 'Password', both with 'Enter Text' placeholder text. There is a 'Sign In' button and a link 'Forgot your password?'. At the bottom of the dialog is the text 'Not registered? Visit Sign In/Register.' Below the dialog, the form has a 'Rate' section with five stars (the first three are filled) and a 'Submit' button. The footer contains links: About Us, Contact Us, Donate to VolunteerAustin.org, Press, Our Partners, and copyright information: © 2011 Privacy Policy Terms of Use.

A dialog box pops up when the user loads the “Post a Review” page, if he or she hasn’t signed into or registered for the site.

## Post a Review Wireframe

Sign InRegisterSite MapHelp

Social Media

Find an OpportunityAdd an Opportunity**Post a Review**Learn the BasicsRead Our Blog

Search

Please complete the form below to post a review about your volunteer experience.

Name of Organization

Name of Event

When

MM/DD/YYYY

00:00

AM

PM

Where

1

Review

2

Rate

★

★

★

☆

☆

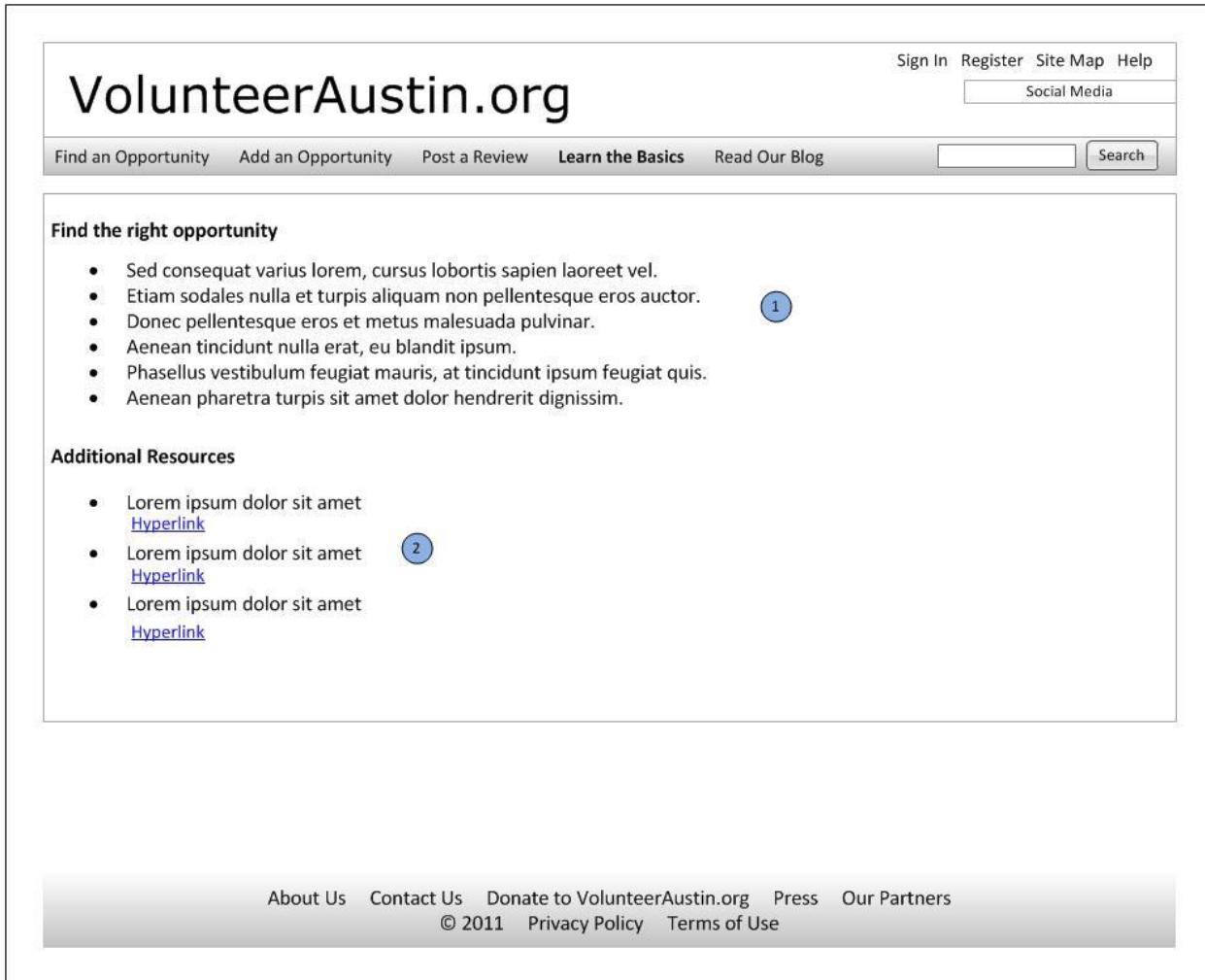
Submit

About UsContact UsDonate to VolunteerAustin.orgPressOur Partners

© 2011Privacy PolicyTerms of Use

1. **Review** – Users can comment on their volunteer experience.
2. **Rate** – Users can also rate their volunteer experience on a five-star scale.

## Learn the Basics Wireframe



1. **Tips about volunteering** – Content including tips about volunteering and how to get started are displayed.
2. **Additional Resources** – Links to additional information about volunteering are also displayed.

“Learn the Basics” is an example of the peripheral content pages within the site, such as “Help,” “About Us,” “Contact Us,” and “Terms of Use.” The header, main navigation, search box, and footer are all consistent across the site.

## Sign In/Register Wireframe

[Sign In](#)
[Register](#)
[Site Map](#)
[Help](#)

[Social Media](#)

[Find an Opportunity](#)
[Add an Opportunity](#)
[Post a Review](#)
[Learn the Basics](#)
[Read Our Blog](#)

Sign In/Register

E-mail

Enter Text

Password

Enter Text

Forgot your password?

Sign In

Why Should I Register?

As a registered user, you can:

- Post reviews about volunteer organizations you've worked with.
- Add volunteer opportunities that your organization is hosting.
- Sign up to receive e-mail newsletters, which contain information about the volunteer opportunities that interest you.

4

Name

E-mail

Password

Confirm password

5

To receive a monthly newsletter, tell us about your interests.

(Check all that apply.)

☐ Animal Welfare
☒ Arts and Culture
☐ Child and Youth Services
☒ Community Services
☐ Disability Services
☐ Education and Training
☐ Environment

☐ Healthcare
☐ Homelessness/Housing
☐ Legal Services
☒ Literacy
☐ Poverty and Basic Needs
☐ Seniors' Services
☐ Victims' Services

Families

Singles

Groups

Small (3-5)

Medium (5-10)

Large (10+)

6

☐ I do not want to receive a monthly newsletter.
☐ I agree to VolunteerAustin's [terms and conditions](#).

Submit

[About Us](#)
[Contact Us](#)
[Donate to VolunteerAustin.org](#)
[Press](#)
[Our Partners](#)

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 [Privacy Policy](#)
[Terms of Use](#)

1. **Sign In/Register page title** – Although there is no link to the Sign In/Register page in the main navigation, the page title clearly orients the user and lets him know where he is within the site.
2. **Sign In** – The sign-in area is at the top of the page, so frequent users can sign in quickly.
3. **Reasons to register** – Provides clear and obvious reasons why a user should register.
4. **Registration information** – Only minimal information is required to register.
5. **E-mail newsletters** – Optional fields can be checked to receive monthly e-mail newsletters that pertain to their interests.
6. **E-mail newsletter opt-out** – Before clicking submit, the user has the choice to opt out of receiving the monthly newsletter.

## TECHNOLOGY IMPLEMENTATION

To implement the main pages and features of the Volunteer Austin website, the team considered three content management systems: Joomla, Drupal, and WordPress. The team decided to use the Drupal content management system due to its high degree of functionality, comparative ease of use, active user community, and available support.

The main site features, such as adding an opportunity and browsing by calendar and topic, will pull information from a database using PHP. The site will require web applications, such as JavaScript, to create interactive homepage features, forms and a wiki, where users can post reviews of their volunteer experiences. The development of a full, functioning database and wiki, however, is outside the scope of this project.

## FONTS & COLORS

### ***Fonts***

The project team desired a simple and modern sans serif font to provide a clean look to the website and to increase readability. After considering several fonts, the team selected Verdana as the main font for the website. At present, the font for the banner and tagline is still to be determined, but is envisioned as a bolder font to stand out from the rest of the site content.

### ***Colors***

In selecting the color palatte for the Volunteer Austin website, the project team’s overall approach was to find calming, complimentary colors that did not detract from the site content. The team also wanted to use colors that would be warm and inviting to the user. The team browsed color themes on Kuler and chose the “Out and About” theme as the best match for our criteria. The table below provides details on the colors used as well as their intended uses.

### Volunteer Austin Colors & Intended Uses

Color Description	HEX	Uses
Dark Yellow-Green	CFC949	Header
Off-White	FFF5BF	Sidebar Background
Light Blue-Green	A9E5C4	Global & Bottom Navigation, Text Boxes
Dark Blue-Green	6AB29F	Logo, Buttons
Gray	665841	Logo
White	FFFFFF	Background

### Logo

The project team set out to create a simple, yet memorable logo based on the design principles presented in class. Four triangles were used to create an “X,” which was divided horizontally into two halves creating two “Vs.” The top V is the initial for “Volunteer.” The bottom, inverted “V” was converted to an “A,” standing for “Austin” with the addition of the graphical star. The star alludes to both the iconic Lone Star of Texas and Austin as the capital of Texas. The arrows and the star also represent pointing the user to information located within the Volunteer Austin website.

The initial version of the logo was created in PowerPoint. The colors were planned to be altered, using colors from the color palate selected for the website. The star will remain gold, but the color will be slightly altered to match the overall site color palette. (See Appendix 4 for logo design sketches.)

### Initial Volunteer Austin Logo





## ***Implementation***

Because the team decided to use a content management system to design the website, we were restricted to using Drupal's themes. We chose the Marinelli theme because the organization and functionality of that theme and its corresponding modules seemed to match the organization and functionality of our overall site strategy and concept. By using the Drupal theme, however, the team sacrificed color palette and font design decisions.

The team still used Kuler's "Out and About" color palette to recreate the logo, but that resulted in somewhat of a seafoam green disaster. In turn, the team decided to rethink the original color palette. Because we were partial to using cool colors and because we ended up choosing the Drupal Marinelli theme, we decided to stick with a blue color palette when redesigning the logo.

Using the Drupal theme colors, the team redesigned the logo.

### **Revised Volunteer Austin Logo**



## PROTOTYPING & IMPLEMENTATION

The team implemented the website in four phases. Each phase was approximately one week in length. At the end/beginning of each phase, user testing was completed and corresponding changes were made to the site. The qualitative findings and design implications (with related screenshots) from user testing is discussed in USER TESTING, EVALUATION & ITERATION.

### **Phase 1**

In this phase of implementation, the team focused on learning how to get started with Drupal and getting the CMS and technology requirements (PHP, Apache, MySQL) running on their individual workstations. The team reviewed several tutorials to get a feel for how to approach implementation. The team also identified resources for finding answers to questions, themes, and example sites made with Drupal.

### **Phase 2**

In this phase of implementation, the team set up a fully functional Drupal environment on a UT School of Information server using the Marinelli theme. The site can be found at <http://nova.ischool.utexas.edu/drupal/>.

The team spent considerable time learning how to download, extract, and display modules. We experimented with content creation and module layout and added basic contact information and static copy. We implemented a blog, event calendar, and multiple forms.

While the skeleton of the site worked during this phase of implementation, some of the functionality was lost. The calendar feature, for example, did not work, and we could not determine how to include the calendar and a web form on the same page in Drupal. As a result, we had to split the *Find Opportunities* and *Post Opportunities* into two pages each—with one page dedicated to date-specific/calendar event content and one page dedicated to the browse-by-category web form.

The other major element that was lost in the second implementation phase was a clear description of what the registration benefits are. Initial solution ideas included displaying that information in the main content area of the homepage, or creating a custom block of text to appear on all pages.

Finally, the team implemented a dummy user-reviews section of the site and a dummy results page. (Because the “Post a Review” wiki is beyond the scope of this implementation, images of hearts were used in place of clickable stars.)

### **Phase 3**

The team continued to develop additional functionality in the Drupal environment. One of the biggest accomplishments was getting the calendar module to function properly. The prior calendar system was abandoned after an upgrade completely disabled the system. A new calendar module, FullCalendar, was installed, which brought with it a new host of issues. Those issues were resolved and the calendar feature works as envisioned.

The team also worked to upload enough content to allow the Volunteer Austin website to be fully tested by users. Users can search for events, opportunities, view organization profiles, reviews, and blog pages. Many static pages were also built, including Getting Started, About Us, Contact Us (with form) and Learn about Volunteering. Although users may not view actual results of their opportunity search, a static page of sample results was created for testing purposes. The sample results have active links to the full entry as well as a link to the organizations' websites and reviews.

The team learned how to use the Panels module, which is more flexible than blocks. Panels have been implemented to show information on the Homepage and the About Us page. The team also addressed registration issue from Phase 2. The information about registration benefits was displayed with a side block on the Homepage. The photo banner, which was originally displayed on every page, was removed on every page except the Homepage.

### ***Phase 4***

The team implemented minor changes based on user tests. Besides implementing those changes, the team focused on incorporating images into the website with little success. While not critical to the organization of the site, images would help the site's overall look and feel and engage users.

## **USER TESTING, EVALUATION & ITERATION**

### ***Wireframe User Testing***

Using the wireframes as low-level site prototypes, the team conducted three semi-structured interviews with a total of five participants. (Testing questions are included in Appendix 5.) The qualitative findings are grouped by page.

Users generally understood the purpose of the website, simply by the name. Users expected to find volunteer opportunities in Austin and have the option to filter the search results based on their interests. The look and feel was described as "very clean and uncomplicated." One user especially liked the font. Another user wanted to see a "Follow us on Facebook/Twitter" display.

When asked what color they expected to see on a volunteer Web site, the most common response was "blue" or "light blue."

### **Homepage**

Key findings:

- Pictures would help users to immediately recognize the purpose of the website.
- Additionally, the purpose of the website could be conveyed with a short description underneath the main image.
- Users expect to see specific information on a few, highlighted opportunities.

The homepage was generally stated to be clear and uncomplicated, but two of the users wanted to see a section about upcoming events or an area where perhaps five upcoming events were

highlighted. Two different users thought this information would be in the large box underneath the global navigation.

The most confusing component of the webpage to users was the “Learn the Basics” tab in the global navigation, which was intended to provide resources for people new to volunteering. Four out of five users expected the information to cover how to use the main website features. The research team will consider renaming this tab in the implementation phase to better match user expectations.

Other suggestions for the homepage include always displaying a caption that corresponds to the main image and adjusting the location of certain boxes to make room for event write-ups.

### **Find an Opportunity**

Key findings:

- The calendar system meets user expectations.
- Users want to search by date *and* category and by category *and* social group.
- Users identified the “Find an Opportunity” tab as the feature they would explore first on the website.
- The meaning of *Social Group* is unclear to some users.

The main feedback on this page is the desire to have multiple browse options available up front. The design implication is to make *all* checkboxes visible and not hidden by tabs. One user preferred to be “thrown into it” by browsing all opportunities at once with a “Browse all” option, for example. He suggested that the *Results* page could include a highlighted list of opportunities at the top of the page and *then* provide a filtering ability. Another user wanted to be able to search by keyword in this section as well. The research team will consider renaming the “search” button to “submit” and adding a key word search on this page.

The “social group” tab was not immediately clear to some users, but it did make sense to them when it was explained what check boxes would be located on that page. No consensus was reached on how to rename the label to better fit user expectations.

### **Opportunity Listings**

Key findings:

- Format of opportunity listings page matched user expectations.
- Users offered minor suggestions for improvements, but nothing requiring major revisions to the design process.

In general, the opportunity results page matched user expectations before viewing. Two users suggested shading every other opportunity for better readability. Other suggestions centered on the review feature. Users also wanted the stars to be closer to the listing, as is standard on Yelp. Several users wanted a link to view all the reviews for a particular opportunity instead of just the summary stars. The team will incorporate these changes to the review listings in the implementation phase. We will also consider shading or some other method to improve readability.

## Sign-In/Register

Key findings:

- Users did not see anything on the form that would be a barrier to registering.
- Users correctly identified most of the benefits of registering for the site vs. what is offered to non-registered users.

One user liked that he could customize his newsletter. Another user liked that both “category” and “social group” were displayed on the page; she mentioned that some people may want to filter by organization, too, though she conceded that they might go to the specific organization for that. One user suggested capturing a user’s zip code in the registration process as well as how far they are willing to travel.

## Add an Opportunity

Key findings:

- Users with experience in organizing volunteer opportunities offered the majority of feedback on this section.
- Users requested a few additions to improve functionality, but generally liked the form.

One user said this section initially seemed like a form to prompt the site to alert him when a particular opportunity becomes available. The team will change the section label to *Post an Opportunity* to alleviate this confusion.

One volunteer organizer suggested adding a “dog-friendly” category, which, based on his experience, is especially important to Austin volunteers. He also suggested capturing how best to contact individuals and shared a story of an angry volunteer who showed up to a cancelled event because he did not receive an e-mail notice sent to volunteers.

## Learn the Basics

Key findings:

- Users had different expectations on the information to be found in this section.

As stated earlier, users expected to find information about the VolunteerAustin organization or the site itself in the *Learn the Basics* section. Another user asked “Learn the basics . . . of what?” Suggestions for change were *Volunteering Basics*, *About Volunteering*, *New to Volunteering?*, *Getting Started*, and *How to Volunteer*.

## Post a Review Form

Key findings:

- Users wondered if they could find reviews from this section.
- Reviews are most likely feature to be explored after “Find an Opportunity.”

Users responded well to the “Post a Review” form and offered no suggestions as to how it could be improved. One user expected to be able to search for reviews in this section. Searching for individual reviews would be a nice addition to the website but is outside the current project scope.

In general, users responded well to the VolunteerAustin website. The site was referred to as usable, clean and simple. While the addition of some of the desired added functionality may not be feasible to implement under the current timeframe, the users study did point to some flaws, especially in labeling and the way reviews are posted, that will be critical to address during the implementation phase.

### ***Website User Testing: Round 1***

In the first round of user testing of the functional website, the team tested five participants. (Testing questions are included in Appendix 6.) The main issues cited by users corresponded with what the team already assumed were problem areas, including which items should be in the main navigation vs. the bottom navigation. Additionally, because the team could not find a way in Drupal to include the calendar feature and web form on one page, we had to split the *Find Opportunities* and *Post Opportunities* into two pages each—with one page dedicated to date-specific/calendar event content and one page dedicated to the browse-by-category web form. As expected, users were very confused by this.

The major design problems concerned site images and text readability. The size of the rotating homepage photo was considered too large, for example, and the speed was too fast. The speed of the photos was easily adjusted in the Drupal template settings, but the size of the photo was not. The team made an effort to make this change but was unsuccessful. Additionally, some users wanted to see additional images throughout the site. Several users mentioned that the readability and organization of the individual event pages could be improved.

Users complained about not being able to get back to the calendar from an event page. Clicking the back button takes the user to the current month, not the month they were last on.

Users provided valuable feedback on the “Post a Review” page. They were confused by what to enter in the Description vs. Experience field. The team will alleviate this issue with better descriptive labeling and by combining the two text boxes, so that the user only has to write in one text box.

In general, users have responded well to the overall website design and have been able to complete assigned tasks. No major flaws have been uncovered.

### ***Wireframe and Round 1 Implementation***

Based on the wireframe and Round 1 of the website user tests, several major problems were resolved, and a list of several smaller issues was corrected. (Screenshots of the homepage and main site sections are shown below.)

The team made modifications to the navigation labels of the site. *Add an Opportunity* was changed to *Post an Opportunity*, and *Learn the Basics* was changed to *Learn about Volunteering*. *About Us* was added to the main navigation.

## Homepage



# Volunteer Austin

Connecting Austinites with local organizations

[ABOUT US](#)
[FIND AN OPPORTUNITY](#)
[POST AN OPPORTUNITY](#)
[POST A REVIEW](#)
[LEARN ABOUT VOLUNTEERING](#)
[BLOG](#)


## Looking for a rewarding experience with children?

Become an Austin After School volunteer today



## Welcome to Volunteer Austin

[View](#)
[What links here](#)

### Volunteers

Volunteer Austin connects people to "day of" volunteer events and long-term opportunities with Central Texas organizations.

[Search by date](#)
[Search by organization or area of interest](#)

### Organizers

Volunteer Austin helps organizations increase their pool of regular volunteers as well as find help for events.

[Post an Opportunity](#)

### Reviews

Our database of reviews help volunteers find their ideal organization. They also help organizations improve the volunteer experience.

"I really liked working with The American Cancer Society because their event was so well organized." - Jennifer, volunteer

[Post a Review](#)

### USER LOGIN

USERNAME \*

PASSWORD \*

- [Create new account](#)
- [Request new password](#)

### WHY SHOULD I CREATE AN ACCOUNT?

- To add reviews
- To add volunteer opportunities & events
- To sign up for e-mail alerts

### RECENTLY ADDED OPPORTUNITIES

[Become an After School Austin Volunteer!](#)
[Farmers Market help needed ASAP](#)
[Volunteers needed for sustainable food education...](#)
[Clean Air Day](#)
[More>](#)

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1. A tagline was added to the heading of the homepage to further establish objective of the site.
2. Large feature photos with clear captions were included in the body with the use of Drupal's Marinelli theme.
3. The speed of the rotating feature images was slowed.
4. Users can navigate the site using the main menu of tabs or by viewing the content panels and identifying which kind of user they are: volunteers or organizers.
5. Reviews panel lets users know that this volunteer site features user reviews.

### ***Find an Opportunity***

**Volunteer Austin**  
*Connecting Austinites with local organizations*

ABOUT US | FIND AN OPPORTUNITY | POST AN OPPORTUNITY | POST A REVIEW | LEARN ABOUT VOLUNTEERING | BLOG

[Home](#) » Find an Opportunity

## Find an Opportunity

[View](#) [What links here](#)

There are a few ways to search for volunteer opportunities in Austin:

[Search by date](#)

[Search by organization or area of interest](#)

We hope you find the opportunity that is a good fit for you!  
And when you do, come back to VolunteerAustin and [Post a Review](#) about your experience!

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**USER LOGIN**

USERNAME \*

PASSWORD \*

[Create new account](#)

[Request new password](#)

[Log in](#)

[f](#) [in](#) [t](#)

[DONATE](#) | [PRESS](#) | [CONTACT](#) | [FEED AGGREGATOR](#) |

Because the team could not find a way in Drupal to include the calendar feature and web form on one page, we had to split the *Find Opportunities* and *Post Opportunities* into two pages each—with one page dedicated to date-specific/calendar event content and one page dedicated to the browse-by-category web form. As expected, users were very confused by this.

The confusion with the separated calendar and web form was resolved by creating two links on the “Find an Opportunity” page, so that although users have to click more to get to the calendar or web form, the path to get to each page is clear and intuitive.



## Search by Date



# Volunteer Austin

Connecting Austinites with local organizations

[ABOUT US](#)
[FIND AN OPPORTUNITY](#)
[POST AN OPPORTUNITY](#)
[POST A REVIEW](#)
[LEARN ABOUT VOLUNTEERING](#)
[BLOG](#)
[Home](#) » [Find an Event](#)

## Find an Event

[View](#)
[What links here](#)
[Today](#)


May 2011

[Month](#)
[Week](#)
[Day](#)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10 11:00:am - 10:00:pm AIDS Services of Austin Gala	11	12	13 8:00:am - 7:00:pm Day Out With Thomas	14 8:00:am - 7:00:pm Day Out With Thomas
15 8:00:am - 7:00:pm Day Out With Thomas	16	17	18 2:00:am - 4:00:pm Landsc 11:00:am - 2:00:pm Meals on Wheels Training	19	20	21 11:00:am - 4:00:pm Orange Ribbons Ice Cream Benefit
22	23	24	25	26	27	28
29 9:00:am - 4:00:pm Clean Air Day	30	31	1	2	3	4
5	6	7	8	9	10	11

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### USER LOGIN

USERNAME \*

PASSWORD \*

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Log in



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## Event Details

The screenshot shows the Volunteer Austin website with a dark blue header and navigation bar. The main content area is white and displays the event details for the AIDS Services of Austin Gala. A user login sidebar is on the right, and social media links are at the bottom left.

**Volunteer Austin**  
Connecting Austinites with local organizations

ABOUT US | FIND AN OPPORTUNITY | POST AN OPPORTUNITY | POST A REVIEW | LEARN ABOUT VOLUNTEERING | BLOG

[Home](#) » [AIDS Services of Austin Gala](#)

[Back to Calendar](#)

### AIDS Services of Austin Gala

View | What links here

posted by [kirk](#) on [Thu, 04/21/2011 - 6:55pm](#)

**NAME OF ORGANIZATION:** AIDS Services of Austin  
**DATE:** Tuesday, May 10, 2011 - 11:00am - 10:00pm  
**WHERE:** Austin, TX  
**DESCRIPTION:** Please volunteer for our annual gala!  
**CONTACT:** John Robbins  
**PHONE NUMBER:** 512-922-3718  
**EMAIL:** [john.roberts@asoaustin.com](mailto:john.roberts@asoaustin.com)

**VOLUNTEER CATEGORY:** Community Services

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1. To improve readability, labels were reformatted to fall in line with field content, and fields were reordered so all contact information could be grouped together.
2. A link back to the calendar was added to the top of the page to orient users.

## Search by Organization or Area of Interest



# Volunteer Austin

*Connecting Austinites with local organizations*

[ABOUT US](#)
[FIND AN OPPORTUNITY](#)
[POST AN OPPORTUNITY](#)
[POST A REVIEW](#)
[LEARN ABOUT VOLUNTEERING](#)
[BLOG](#)
[Home](#) » [Find an Opportunity](#)

## Find an Opportunity

[View](#)
[What links here](#)

To find a volunteer opportunity, search a specific organization, browse by category, or select a date on the calendar.

### NAME OF ORGANIZATION

Search for a specific organization.

### BROWSE ORGANIZATIONS

List of organizations seeking volunteers. You may select multiple options.

### VOLUNTEER CATEGORY (SELECT ALL THAT APPLY)

- ☐ ANIMAL WELFARE
- ☐ ARTS & CULTURE
- ☐ CHILD & YOUTH SERVICES
- ☐ COMMUNITY SERVICES
- ☐ DISABILITY SERVICES
- ☐ EDUCATION & TRAINING
- ☐ ENVIRONMENT
- ☐ HEALTHCARE
- ☐ HOMELESSNESS & HOUSING
- ☐ LEGAL SERVICES
- ☐ POVERTY & BASIC NEEDS
- ☐ SENIOR SERVICES
- ☐ VICTIM SERVICES

### GREAT FOR (SELECT ALL THAT APPLY)

- ☐ FAMILIES
- ☐ SINGLES
- ☐ SMALL GROUPS (3-5)
- ☐ MEDIUM GROUPS (6-10)
- ☐ LARGE GROUPS (11+)
- ☐ ANIMALS
- ☐ CHILDREN

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### USER LOGIN

USERNAME \*

PASSWORD \*

- [Create new account](#)
- [Request new password](#)



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Because the meaning of “social groups” was confusing to users and because they wanted to see all available filtering options when finding an opportunity, we reformatted the browsing page to include a web form with all filtering options displayed at once. There are no longer separate tabs for “Category,” “Name of Organization,” or “Social Group.”

Organizations are listed in a drop-down menu, as another way to search.

## Search Results

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[Home](#) » Opportunity Search Results

### Opportunity Search Results

[View](#) [What links here](#)

**Become an After School Austin Volunteer!**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc vel consequat nisi. Ut vitae turpis augue, eu porttitor nisi. In tempus ullamcorper pharetra. Pellentesque rhoncus tempor metus eu congue. Proin odio nunc, elementum quis fringilla a, placerat volutpat ligula. Cras iaculis... [More>](#)

**After School Austin** ★★★★★ (3 reviews)  
Categories: Child & Youth Services Great For: Singles Posted: 4/27/11

---

**Farmers Market Help Needed ASAP**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc vel consequat nisi. Ut vitae turpis augue, eu porttitor nisi. In tempus ullamcorper pharetra. Pellentesque rhoncus tempor metus eu congue. Proin odio nunc, elementum quis fringilla a, placerat volutpat ligula. Cras iaculis... [More>](#)

**Austin Farm-to-Market** ★★★★★ (1 review)  
Categories: Animal Welfare, Child & Youth Services, Community Services, Environment Great For: Families Posted: 4/27/11

---

**Volunteers needed for sustainable food education project**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc vel consequat nisi. Ut vitae turpis augue, eu porttitor nisi. In tempus ullamcorper pharetra. Pellentesque rhoncus tempor metus eu congue. Proin odio nunc, elementum quis fringilla a, placerat volutpat ligula. Cras iaculis... [More>](#)

**Sustainable Food Center** ★★★★★ (7 reviews)  
Categories: Animal Welfare, Arts & Culture, Child & Youth Services, Community Services, Education & Training, Environment Great For: Families Posted: 4/27/11

---

**Volunteer field workers needed**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc vel consequat nisi. Ut vitae turpis augue, eu porttitor nisi. In tempus ullamcorper pharetra. Pellentesque rhoncus tempor metus eu congue. Proin odio nunc, elementum quis fringilla a, placerat volutpat ligula. Cras iaculis... [More>](#)

**Austin Feral Cat Society** ★★★★★ (2 reviews) Categories: Animal Welfare Great For: Small Groups (3-5) Posted: 4/27/11

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1. Review summary (e.g., "7 reviews") was linked to the organization page to provide another way to get to the Reviews pages.
2. Opportunity title text size was increased to differentiate from the links to organizations.
3. A horizontal line break was inserted between listings to increase readability.



## Post a Review

**Volunteer Austin**  
*Connecting Austinites with local organizations*

ABOUT US | FIND AN OPPORTUNITY | POST AN OPPORTUNITY | POST A REVIEW | LEARN ABOUT VOLUNTEERING | BLOG

[Home](#) » [Post a Review](#)

### Post a Review

[View](#) [What links here](#)

Providing Volunteer Austin with a review of your volunteer experiences provides organizations with valuable feedback and helps other users make decisions about where they would like to volunteer. Submit your review today with our easy-to-use form!

**ORGANIZATION \***

- Select -

Select the organization you would like to review

**REVIEW \***

Write a review about your volunteer experience with this organization. Please include a description of your specific volunteer duties.

**START DATE**

Month ▾ Day ▾ Year ▾

Please enter the date of the event or the day you started your volunteer opportunity.

**END DATE**

Month ▾ Day ▾ Year ▾

Please enter the date you completed your volunteer opportunity. You may leave this section blank if it was a one-day event or if you are currently volunteering for this organization.

**RATING \***

- Select -

Please rate your volunteer experience (one to five stars)

[Submit](#)

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**USER LOGIN**

**USERNAME \***

**PASSWORD \***

- [Create new account](#)
- [Request new password](#)

[Log in](#)

[f](#) [in](#) [t](#)

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1. The initial “Description” and “Experience” text fields were consolidated to keep the web form simple and to require minimal effort from users.
2. The rating drop-down list specifies which rating is lowest and highest.

## Review



# Volunteer Austin

Connecting Austinites with local organizations

[ABOUT US](#)
[FIND AN OPPORTUNITY](#)
[POST AN OPPORTUNITY](#)
[POST A REVIEW](#)
[LEARN ABOUT VOLUNTEERING](#)
[BLOG](#)
[Home](#) » [After School Austin](#)

## After School Austin

[View](#) [What links here](#)

Organization	After School Austin ♥♥♥♥♥ (3 reviews)
Address	888 Windy Willow Rd Austin, TX 78729
Contact	Simon Ambuchet
Phone	512-377-6772
E-mail	<a href="mailto:simon.ambuchet@afterschoolaustin.net">simon.ambuchet@afterschoolaustin.net</a>
Website	<a href="http://www.afterschoolaustin.net">www.afterschoolaustin.net</a>
Volunteer Category	Child & Youth Services
Great For	Singles

### Mission Statement

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam aliquam orci nec arcu blandit interdum. Nam convallis sapien nec metus cursus aliquet volutpat mauris mollis.

### Description

Suspendisse potenti. Cras condimentum neque tortor, quis ultricies dolor. Vestibulum sit amet tempor orci. Donec luctus, nulla a tempus sodales, libero dui lobortis eros, sed molestie nisl massa sit amet purus. Nam nec diam elit. Morbi lorem diam, congue eu pretium eu, pretium et velit.

Average Review ♥♥♥♥♥ (3 reviews)

[Post a Review](#)

♥♥♥♥♥ by Kelly Kapowski

Pellentesque non enim felis, sit amet faucibus dui. Nunc ut aliquet diam. Suspendisse vehicula, sapien eu tempor mollis, lacus justo facilisis dolor, ut fermentum tellus mi sed eros.

♥♥♥♥♥ by The Zack Attack

Vivamus urna tortor, malesuada quis tincidunt et, pharetra non sapien.

♥♥♥♥♥ by A.C. Slater

Pellentesque interdum laoreet fermentum. Etiam ut nisl varius ligula faucibus faucibus at eget felis. Donec erat felis, egestas nec tempus vitae, laoreet et sem. Cras id enim a felis tincidunt lobortis. Proin lacus tortor, blandit non gravida vitae, aliquet at odio.

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### USER LOGIN

USERNAME \*

PASSWORD \*

- [Create new account](#)
- [Request new password](#)

Log in



[DONATE](#) | [PRESS](#) | [CONTACT](#) | [FEED AGGREGATOR](#) |

## Learn about Volunteering

**Volunteer Austin**  
*Connecting Austinites with local organizations*

ABOUT US | FIND AN OPPORTUNITY | POST AN OPPORTUNITY | POST A REVIEW | LEARN ABOUT VOLUNTEERING | BLOG

Home » Learn about Volunteering

### Learn about Volunteering

View | What links here

There are many ways to volunteer. You can help others economically, socially, physically, and spiritually. For example, you can give money or food to people, be a friend to a newcomer, plant a garden for an elderly person, or care for someone who is sick. But there are organizations who can help you find volunteer opportunities as well. Here are some ideas and volunteer organizations in Austin:

- **LifeWorks**, <http://www.lifeworksaustin.org>  
Help youth and families in crisis gain knowledge and skills to be safe and self-sufficient.
- **Participate in local school programs.**  
Boys and Girls Clubs of Austin, <http://www.bgcaustin.org/>  
Austin YMCA, <http://www.austinyymca.org/volunteer.php>
- **Volunteer at a local homeless shelter.**  
Just search for "Austin homeless shelter" in Google, and you will find a LONG list!
- **Help in community literacy programs.**  
Literacy Coalition of Central Texas, <http://www.willread.org/>
- **Volunteer at museums**, <http://www.austinemuseums.org/>
- **Look for volunteer opportunities at nonprofit organizations.**  
Habitat for Humanity, <http://www.habitat.org/cd/local/default.aspx?r=r>  
Heifer International, <http://www.heifer.org/site/c.edJRKQNiFIG/b.201471/>  
CARE, <http://www.care.org/getinvolved/index.asp>  
Capital Area Food Bank of Texas, <http://www.austinfoodbank.org/how-to-help/volunteer.html>
- **Volunteer at a hospital.**
- **Visit with the elderly in a nursing home.**
- **Run a race.**  
Marathons, 10Ks, 5Ks, and other types of races are often organized as fundraisers for nonprofit organizations and hospitals.

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f in e

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(The “Learn about Volunteering” page is an example of a page that includes only static content.)

### Website User Testing: Round 2

In the second round of user testing, the team again tested five participants. (Testing questions are included in Appendix 6.) Three participants were new users, and two were participants from the wireframe user tests. There were no major concerns with the architecture of the site; all users were able to complete tasks very easily and found what they expected to see on each page.

The second round of user testing, however, uncovered several problems or needs that if corrected, would create a better overall user experience. One way to improve the site, for example, would be to add more images and graphics. Some examples cited by users were graphics on the homepage that called attention to certain action event items, such as the “Search by date” link, or photos or visual representations displayed on event details pages to let users get an idea of what they are signing up for. Logos for organizations could also be included on each organization’s review page. Additionally,

background color could be added to various areas of the site—such as the organization information on each review page or the content panels on the homepage—to break content areas up and add visual interest. Links on the homepage could instead be graphical buttons that call attention to search actions.

Another feature that users identified as a development they would like to see was an increase in reviews. One user said, “The more reviews you have, the better,” reinforcing the research that came from the initial user studies conducted for the project. He said he wanted to see links to previous events, upcoming events, and all user reviews related to an organization on the organization and event details pages. One user said he would like to see “everything” on the event details page—basic information, link to related volunteer opportunities, and all reviews listed on the page. He said he envisioned it to look something like an Amazon.com product page. Finally, users wanted a way to search for volunteer opportunities by review, with the highest-reviewed organizations displayed first in the results.

Users also wanted to refine their search. They wanted an option of searching all of volunteer opportunities posted on the site, and some wanted the ability to sort the results with facets (e.g., recently added, highest-reviewed, organization type, time, etc.).

A long list of other suggestions came out of the second round of testing as well. They are comparatively minor, but again, things worth working on in future development to create a better user experience:

- Make every navigational tab stay prominent when on its corresponding page.
- Get rid of “What links here” and other tabs in the main content area of each page.
- Include benefits of registering on every page.
- Reorganize the results page layout to display the organization name first, then the event and corresponding description.
- Perhaps create two versions of the site: one for volunteers and one for organizers.
- Create a prominent label or more direction on how to move to other months.
- Include a smaller, functional version of the calendar on the homepage.
- Increase form text size.
- Move advertisement to bottom-right corner of the homepage.

## ***Round 2 Implementation***

Only one design implication was implemented after the second round of user testing. One user stated that “New Opportunities” label in the right sidebar was slightly confusing, so the team revised the title of that section to “Recently Added Opportunities.”

Other than that, the list of design implications that resulted from this round of testing is beyond the scope and schedule of this project. They will be addressed in later phases of implementation.



## FINAL DESIGN VALIDATION, COMMENTARY & CRITIQUE

### *What was accomplished?*

The project team was successful in accomplishing our objective to implement a website that serves to connect volunteers with organizations. It is also remarkably close to the structure of our original project plan. Overall, we exceeded our own expectations. During the final round of testing, several users thought they were testing a real website and suggested we try to market our idea when informed that it was not a fully-functional, “live” site.

The purpose of the site is well understood by users. The addition of panels to the homepage, the result of the first round of user testing, clarifies the main site functionality and its intended audience. The site is also well organized. Users in the last round of testing had little trouble navigating through pages, completing tasks, or figuring out how to use certain features.

One of the project team's major accomplishments was learning enough about Drupal to get the site at least semi-functional. The team considers this a big success in the given timeframe, considering that it took us a week just to figure out how to install the program and download the modules.

### *What was not accomplished?*

Almost all of our intended features and functions were implemented in our final design. The three features that are not functional, however, are

1. **Event signup** — Users cannot currently sign up for a volunteer opportunity. Ideally, users would register for an event and receive an e-mail reminder. The site would also keep track of how many people were registered for an event and close the event when full.
2. **Required registration alert box** — In order to post an event or review, users must register on VolunteerAustin.org. An alert box is supposed to prompt them to register, if they try to submit events or reviews without first registering.
3. **Site registration** — Although users can create an account and register for the site, there is no separate page to complete for registration. Initially, users would be able to identify areas of interest to receive relevant e-mail alerts.

There were only three minor problems with the site overall:

1. **No keyword search.**  
In the Marinelli Drupal theme, the search box only appears once a user has registered. Further exploration of the theme or downloading a separate module are possible solutions.
2. **No information about the benefits of registration next to every registration box.**  
A possible solution to this problem may be to create a custom block that is enabled to display only on pages with the registration box.
3. **Extra tabs in the body of each page.**  
Below the title and above the content of each page, two tabs labeled “View” and “What links here” are displayed. This seems to be a problem with the site user permissions, though we cannot figure out how to disable those features.

Other features and functions that were not implemented, but considered top-priority for future development are the addition of images and graphics (e.g., graphical buttons instead of standard link style, organization logos, photos that correspond to blog posts) and links to all related content on organization pages (e.g., past events, upcoming events, similar events). Also, in future development phases, the team would customize the style sheet of the Drupal module.

## *Lessons Learned*

### **Project Planning**

The detailed project schedule allowed the team to assess at any given time where we stood. When the team did get behind in the project implementation phase, it was easy to see what upcoming tasks could be condensed to accommodate a longer implementation phase.

The project team also learned the importance of user testing and selecting new users for the second round of testing. This round of testing with new users uncovered at least one major flaw, which may not have been uncovered had we gone back to the same group of users in the first round.

### **Drupal Implementation**

The team learned that it is difficult to assess and select a content management system before implementation. Almost everyone we spoke with were only familiar with one CMS and could only speak to what they had heard about others. We do know that WordPress was probably not the way to go in terms of the functionality required by the Volunteer Austin website. However, the team is left wondering if the experience with Joomla would have been any different.

The team had anticipated a steep learning curve with Drupal, but was still surprised by how difficult the system was to install, learn, and use. In addition, implementing each module on the site had its own associated learning curve. The calendar system proved to be the most difficult module to implement and caused the team to not only fall behind in the schedule, but also to question the use of a CMS altogether. The team attempted to implement three different calendar systems before getting one to work as planned.

Although the team was able to get the website running as intended, the team still has a very basic knowledge of Drupal. One of the most frustrating aspects was not knowing where to go for help for specific issues and not knowing why something was working or not working properly. Towards the end of the project, the team did not have enough time to sit through hours of training videos or scroll through pages of help topics. For example, the team spent approximately 10 hours attempting to get the images module to work. It appears to be set up correctly, but is still not attaching images. It is unclear to the team whether this is the result of improper setup of the module or the way the server is set up to accept user content. Another frustrating aspect of Drupal is that there are so many options and settings to alter, so that when the right combination works, you are not exactly sure how you got there. It makes you hesitate to alter what is working and nearly impossible to explain to someone else what you did to make it work.

If the project team was to do it all over again, we would likely select Drupal 6 instead of 7. Drupal 6 has more documentation and tutorials available. Additionally, many of the Drupal 7 modules are still

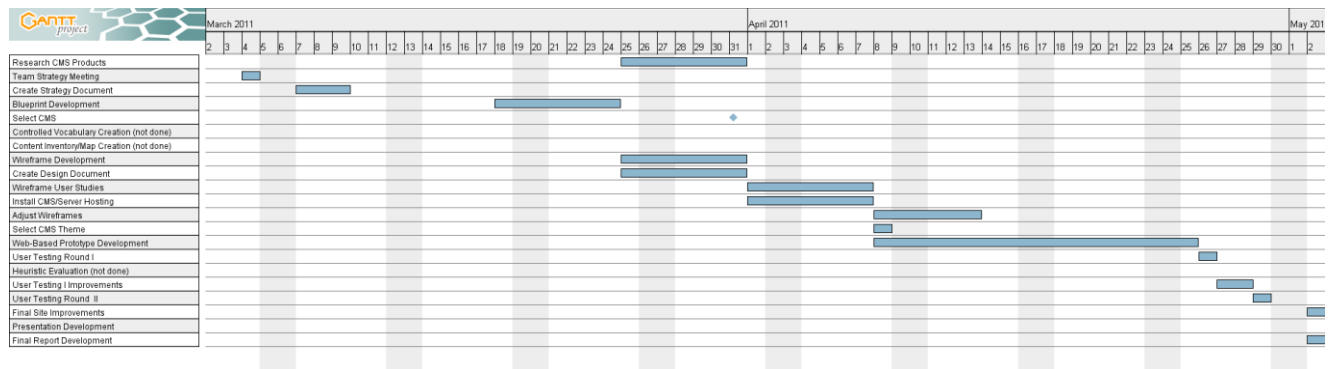
in the development phase. The first calendar module had many problems and was being updated on a daily basis. Installing one of these updates completely disabled its functionality and forced the team to abandon it for another calendar module.

What Drupal does offer, through its themes, is an almost immediate professional-looking and functional website. We received several comments on how great the site was before any real content or functionality had been added. The themes do have their drawbacks in terms of customization. Many times, the project team felt that we were compromising our vision to fit the theme. However, as we became more familiar with Drupal, we began to exert our will on the theme and ended with a site that is remarkably close to our original vision. Although Drupal was exceedingly difficult to learn, we are amazed by what it has to offer, knowing we have only scratched the surface.

### Validator Statistics

VolunteerAustin.org includes 45 active pages. (See Appendix 8 for a list of all pages.) It passed the World Wide Web Consortium's HTML validator (See Appendix 9.), and is an accessible site according to CynthiaSays.com Section 508 checker. (See Appendix 10.)

## PROJECT SCHEDULE



Above is the actual project schedule. When compared to the original project schedule, the following major changes occurred:

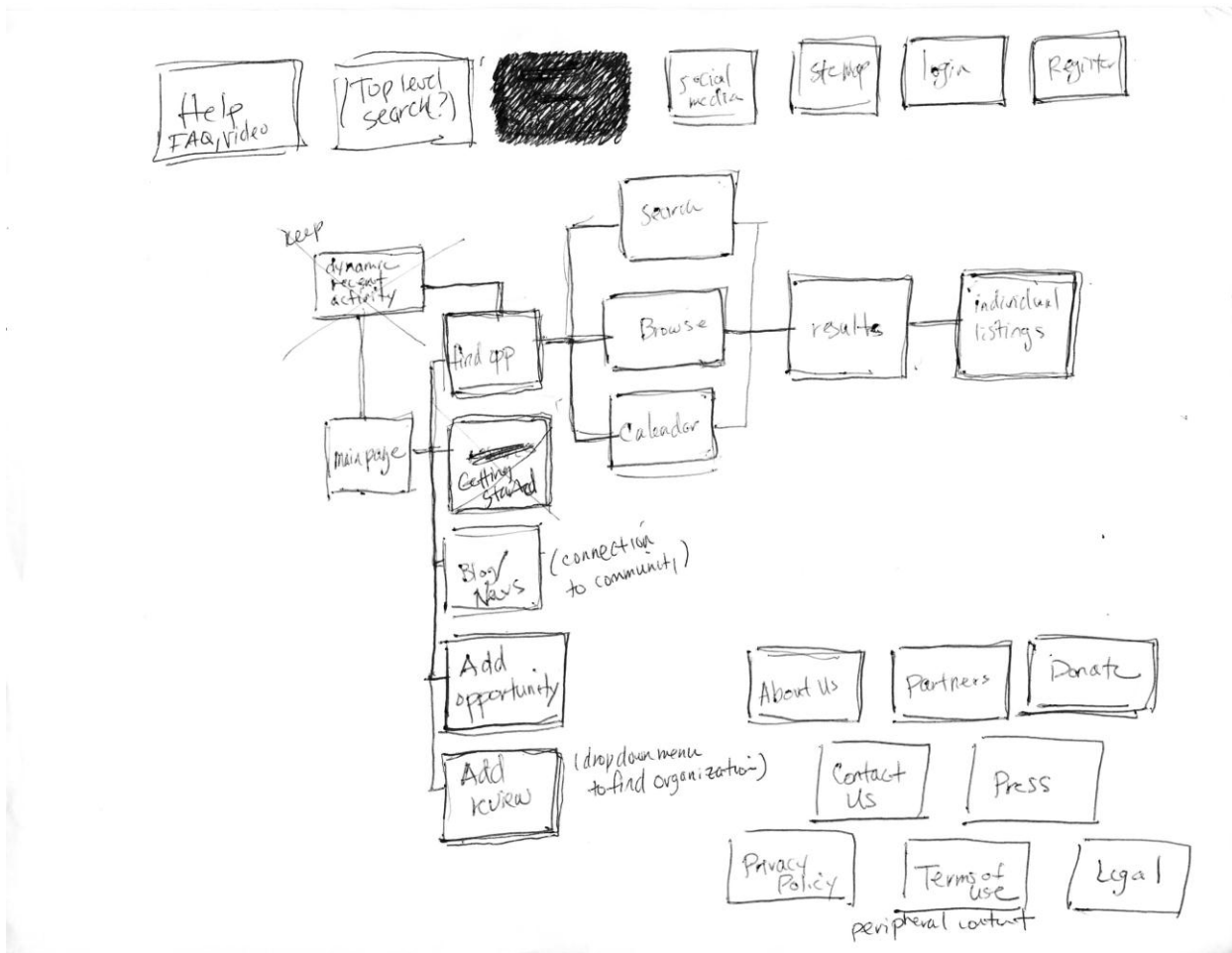
- The researching of CMS products occurred two-to-three weeks later than original scheduled. The original timeline placed this task too early in the process so change had no real bearing on the remaining project timeline.
- Blueprint and wireframe development occurred one week later than intended. However, both were completed by the time of the design document due date.
- Wireframe testing was added to the project schedule. Due to the delay in getting Drupal up and running, the team decided to do a round of testing on the wireframes to better inform the implementation phase.
- Installation of the CMS and securing a hosting environment was added to the schedule. At the time of the original project schedule development, the team did not realize that Drupal installation would be so significant. The team ended up spending a week on this task.

- The team did not develop a controlled vocabulary or content inventory/map as originally planned.
- The team also did not perform a heuristic evaluation of the website. Instead, the team focused on multiple rounds of user testing
- During implementation, the team got approximately one week behind schedule, but the project schedule was flexible enough to accommodate this. However, the delay left only a week to complete the first round of user testing improvements, Round II user tests, final site improvements, the presentation and report.

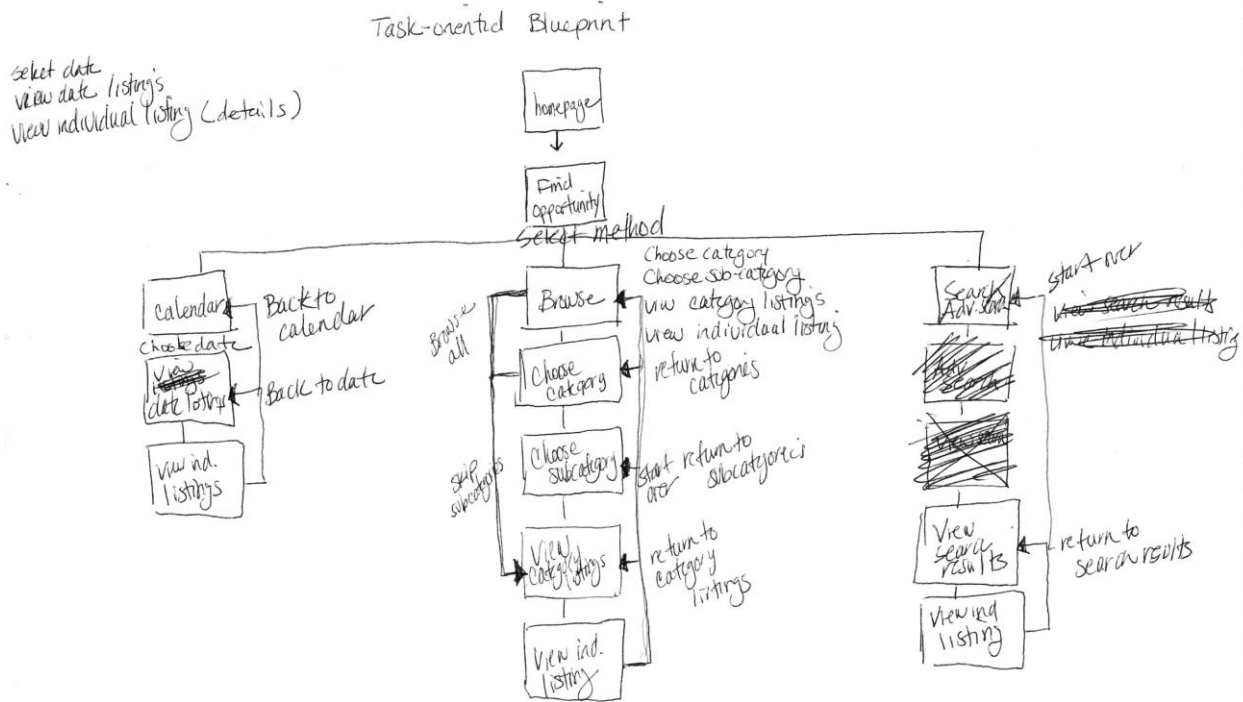
In summary, the original project plan was flexible enough to handle unforeseen, but not totally unexpected, project delays. The team never got more than one week behind schedule and left enough time at the end to accomplish the full set of tasks. The team fully expected to do some heavy lifting in the last week of the project, and the actual final week workload, while challenging, was doable. (For a comparison of the planned implementation schedule versus the actual schedule, see Appendix 7.)

## APPENDICES

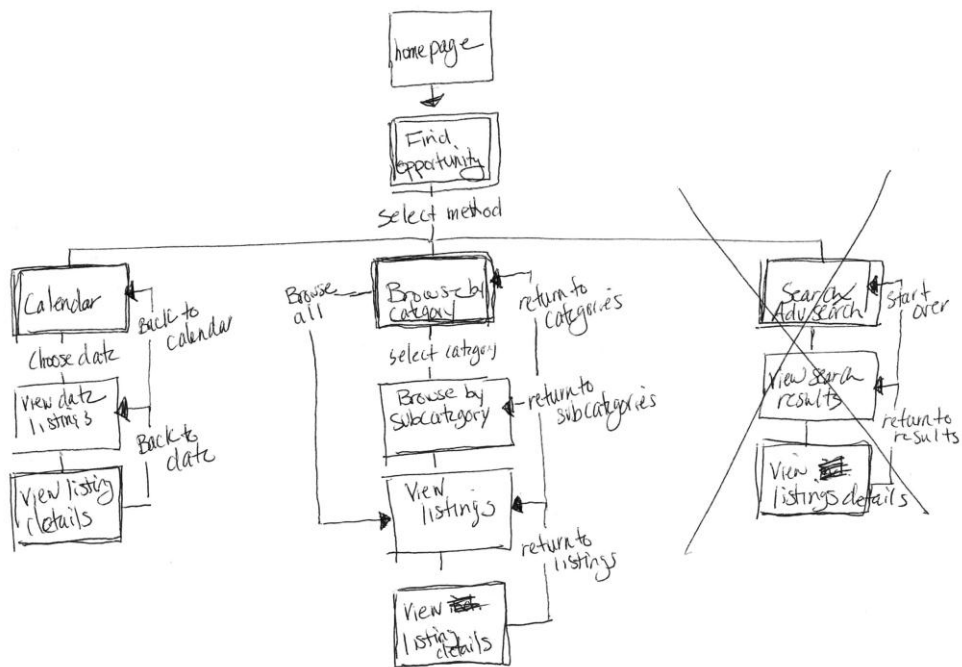
### Appendix 1: High-Level Blueprint Sketch



## Appendix 2: Task-Oriented Blueprint, Sketch 1



### Appendix 3: Task-Oriented Blueprint, Sketch 2



### Appendix 4: Logo Sketches



***Appendix 5: User Test Questions for Wireframe Testing***

1. Regarding the homepage, please explain the purpose of the site and its intended audience.
2. Would the addition of graphics or photos help you better determine the purpose of the site and its intended audience?
3. Without looking at the subpages, please explain what content and features you expect the site to offer.
4. If you were a new user to the site, which feature/section would you explore first and why? What would you expect to find there?
5. Is there any content or feature on the homepage that you do not understand?
6. Please comment on the overall design of the homepage and its organization.
7. Please provide any additional comments on the homepage that would improve its overall design or functionality.
8. Regarding the “Find Opportunity” feature, please explain how a site visitor would use this feature and what options exist.
9. What would you expect to see if you selected a specific date on the calendar?
10. What would you expect to see if you clicked on “Organization” or “Social Group”?
11. What do you think the term “Social Group” refers to?
12. Are there any improvements that you would suggest for the “Find Opportunity” subpage?
13. What do you think the purpose is for registering for the Volunteer Austin website?
14. Are registration process and fields clear?
15. What do you think is the intended purpose and audience of the “Add an Opportunity” subpage?
16. Is there anything related to the design of the registration subpage that would give you reservations about registering?
17. What do you think is the intended purpose of the “Post a Review” subpage?
18. Where on the site would you expect to find submitted reviews?
19. What information would you expect to find on the “Learn the Basics Subpage”?
20. Please provide any comments/suggestions regarding any of the forms on the website.
21. Please provide any additional comments/suggestions that would help inform the design process.



## ***Appendix 6: Script for Website Testing***

### **Introduction**

Thank you for choosing to participate in an evaluation of the Volunteer Austin website. You will be asked to examine and provide feedback on the site's layout and content. You will also be presented with a few scenarios and tasks to evaluate the site's functionality. In order to maximize feedback, we ask that you "think aloud" as much as possible by explaining the thoughts behind your choices, any questions that enter your mind, what you expect to see before performing a function, how the results meet or differ from your expectations, etc. I may occasionally ask you to clarify statements you make or expand on a topic you've addressed.

Please remember that this is a test of the website, not you. There are no right or wrong answers. Do you have any questions before we begin?

### **Part 1 – Homepage**

Without clicking on anything please take a few minutes to examine the Volunteer Austin homepage. Let me know when you are finished.

1. Please explain what you think the general purpose of Volunteer Austin is?
2. Who do you think is the intended audience?
3. In the "Volunteers" box, there are two links, one to find events and one to find opportunities. Please explain what you think the difference between an event and an opportunity?
4. If you wanted to learn more about events and opportunities, where would you go to find more information?
5. If you were to click on the events or tab, what would you expect to see on that page?
6. Please provide some feedback on the site's layout, including the colors, fonts, photos and logo. Do you have any suggestions for how the layout could be improved?

### **Part 2 – Events Scenario**

1. Let's say you are free on Saturday, May 18 and are looking to volunteer. Please use the website to find what your options are (remind to speak aloud).
2. (If they don't click on the date) How would you find more information on that particular event?
3. How easy or difficult was it to complete this task?
4. Do you have any suggestions for how the calendar/event feature could be improved?

### **Part 3 – Opportunity Scenario**

1. Now, let's say you are looking for a long-term volunteer opportunity with an organization. Where would you go on the site to find these opportunities?
2. (on the Find an Opportunity page) Volunteer Austin offers different ways to find organizations looking for volunteers. Can you explain what those options are?
3. (submit something which will take the user to the opportunity results page) This is a sample page of opportunity results. Is this the type of content that you would expect to see? Feel free to explore any of the content on this page.
4. Where would you go to find out more about a particular organization, including user submitted reviews of that organization?

5. Do you have any suggestion for how the Find and Opportunity feature could be improved?
6. Now that you have viewed an event and an opportunity, do you have a better understanding of the difference between the two?

**Part 4 – Reviews Scenario**

1. Volunteer Austin provides a system for users to submit reviews of their volunteer experiences. Please submit a review of the following scenario: On March 5, 2011, you volunteered for the Salvation Army's annual yard sale fundraiser where they had you set up before the event and operate a cash register. You generally enjoyed the experience, but wished it could have been better organized. Please use this information to complete the review form.
2. How easy or difficult was it to complete this task?
3. Do you have any suggestions for how the review feature could be improved?

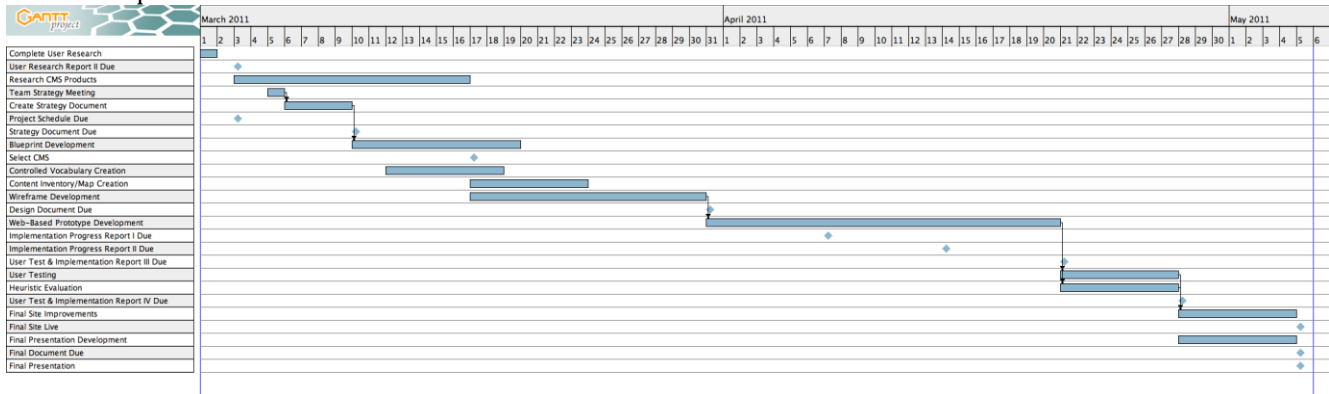
**Part 5 – Getting More Information**

1. Please return to the homepage. If you were new to volunteering and wanted more information, including tips on volunteering, where would you go to find that information.
2. The Volunteer Austin website has a blog. What kind of content would you expect to be able to view on the blog?
3. Are there any additional features not on the website that you would like to see?
4. Do you have any other comments or suggestions for improvement regarding the website? Please feel free to explore any areas of the website and take your time answering.

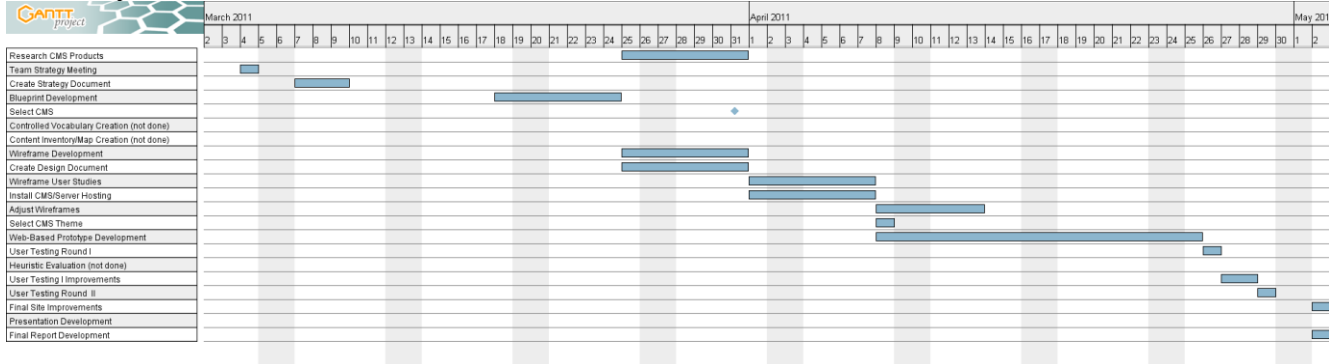
This evaluation is now complete. Thank you for your participation.

## Appendix 7: Planned vs. Actual Implementation Schedules

### Planned Implementation Schedule



### Actual Implementation Schedule



## Appendix 8: List of Active Pages


Sitemap file: <http://nova.ischool.utexas.edu/drupal/sitemap.xml#overlay-context=>

Number of URLs in this sitemap: 48

URL location	Last modification date	Change frequency	Priority
<a href="http://nova.ischool.utexas.edu/drupal/">http://nova.ischool.utexas.edu/drupal/</a>		daily	1.0
<a href="http://nova.ischool.utexas.edu/drupal/about%20us">http://nova.ischool.utexas.edu/drupal/about%20us</a>	2011-04-26T05:56Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/blog">http://nova.ischool.utexas.edu/drupal/blog</a>	2011-04-17T04:19Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/find%20an%20event">http://nova.ischool.utexas.edu/drupal/find%20an%20event</a>	2011-04-28T01:02Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/find%20and%20opportunity">http://nova.ischool.utexas.edu/drupal/find%20and%20opportunity</a>	2011-04-27T21:51Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/find%20opportunity">http://nova.ischool.utexas.edu/drupal/find%20opportunity</a>			0.5
<a href="http://nova.ischool.utexas.edu/drupal/find%20opportunity">http://nova.ischool.utexas.edu/drupal/find%20opportunity</a>	2011-05-01T02:18Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/frontpage">http://nova.ischool.utexas.edu/drupal/frontpage</a>	2011-04-27T15:18Z	weekly	1.0
<a href="http://nova.ischool.utexas.edu/drupal/learn">http://nova.ischool.utexas.edu/drupal/learn</a>	2011-04-22T16:38Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/10">http://nova.ischool.utexas.edu/drupal/node/10</a>	2011-05-01T01:44Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/11">http://nova.ischool.utexas.edu/drupal/node/11</a>	2011-05-01T06:36Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/11">http://nova.ischool.utexas.edu/drupal/node/11</a>	2011-04-17T07:01Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/13">http://nova.ischool.utexas.edu/drupal/node/13</a>	2011-04-17T07:07Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/14">http://nova.ischool.utexas.edu/drupal/node/14</a>	2011-04-26T05:39Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/15">http://nova.ischool.utexas.edu/drupal/node/15</a>	2011-04-18T01:14Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/16">http://nova.ischool.utexas.edu/drupal/node/16</a>	2011-04-18T01:27Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/17">http://nova.ischool.utexas.edu/drupal/node/17</a>	2011-04-18T01:33Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/18">http://nova.ischool.utexas.edu/drupal/node/18</a>	2011-04-18T01:36Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/19">http://nova.ischool.utexas.edu/drupal/node/19</a>	2011-04-18T05:12Z	monthly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/22">http://nova.ischool.utexas.edu/drupal/node/22</a>	2011-05-01T04:27Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/24">http://nova.ischool.utexas.edu/drupal/node/24</a>	2011-05-01T04:30Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/27">http://nova.ischool.utexas.edu/drupal/node/27</a>	2011-05-01T04:59Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/28">http://nova.ischool.utexas.edu/drupal/node/28</a>	2011-05-01T04:59Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/29">http://nova.ischool.utexas.edu/drupal/node/29</a>	2011-05-01T05:00Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/31">http://nova.ischool.utexas.edu/drupal/node/31</a>	2011-05-01T04:31Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/34">http://nova.ischool.utexas.edu/drupal/node/34</a>	2011-04-27T05:05Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/35">http://nova.ischool.utexas.edu/drupal/node/35</a>	2011-05-01T04:51Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/36">http://nova.ischool.utexas.edu/drupal/node/36</a>	2011-05-01T04:56Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/37">http://nova.ischool.utexas.edu/drupal/node/37</a>	2011-05-01T04:54Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/38">http://nova.ischool.utexas.edu/drupal/node/38</a>	2011-05-01T05:53Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/39">http://nova.ischool.utexas.edu/drupal/node/39</a>	2011-05-01T04:50Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/41">http://nova.ischool.utexas.edu/drupal/node/41</a>	2011-05-02T21:58Z	daily	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/42">http://nova.ischool.utexas.edu/drupal/node/42</a>	2011-05-02T21:59Z	daily	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/43">http://nova.ischool.utexas.edu/drupal/node/43</a>	2011-05-02T21:57Z	daily	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/44">http://nova.ischool.utexas.edu/drupal/node/44</a>	2011-05-02T21:58Z	daily	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/49">http://nova.ischool.utexas.edu/drupal/node/49</a>	2011-05-01T05:05Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/50">http://nova.ischool.utexas.edu/drupal/node/50</a>	2011-05-01T05:38Z	weekly	0.5
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<a href="http://nova.ischool.utexas.edu/drupal/node/52">http://nova.ischool.utexas.edu/drupal/node/52</a>	2011-05-01T05:44Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/53">http://nova.ischool.utexas.edu/drupal/node/53</a>	2011-05-01T05:49Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/54">http://nova.ischool.utexas.edu/drupal/node/54</a>	2011-05-01T05:52Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/55">http://nova.ischool.utexas.edu/drupal/node/55</a>	2011-05-01T05:54Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/node/57">http://nova.ischool.utexas.edu/drupal/node/57</a>	2011-05-02T22:26Z	daily	0.5
<a href="http://nova.ischool.utexas.edu/drupal/post%20an%20opportunity">http://nova.ischool.utexas.edu/drupal/post%20an%20opportunity</a>			0.5
<a href="http://nova.ischool.utexas.edu/drupal/post%20an%20opportunity">http://nova.ischool.utexas.edu/drupal/post%20an%20opportunity</a>	2011-04-28T01:05Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/results">http://nova.ischool.utexas.edu/drupal/results</a>	2011-04-27T18:27Z	weekly	0.5
<a href="http://nova.ischool.utexas.edu/drupal/reviews">http://nova.ischool.utexas.edu/drupal/reviews</a>	2011-04-26T17:24Z	weekly	0.5

Generated by the [Drupal XML sitemap module](#).

## Appendix 9: Proof of HTML Validation


**Markup Validation Service**  
Check the markup (HTML, XHTML, ...) of Web documents

**Jump To:** [Congratulations](#) - [Icons](#)

**This document was successfully checked as XHTML + RDFa!**

<b>Result:</b>	Passed		
<b>Address :</b>	<a href="http://nova.ischool.utexas.edu/drupal/">http://nova.ischool.utexas.edu/drupal/</a>		
<b>Encoding :</b>	utf-8	(detect automatically)	
<b>Doctype :</b>	XHTML + RDFa	(detect automatically)	
<b>Root Element:</b>	html		
<b>Root Namespace:</b>	<a href="http://www.w3.org/1999/xhtml">http://www.w3.org/1999/xhtml</a>		

The W3C validators rely on community support for hosting and development. [Donate](#) and help us build better tools for a better web.

1718 [Flattr](#)

**Options**

<input type="checkbox"/> Show Source	<input type="checkbox"/> Show Outline	<input checked="" type="radio"/> List Messages Sequentially <input type="radio"/> Group Error Messages by Type
<input type="checkbox"/> Validate error pages	<input type="checkbox"/> Verbose Output	<input type="checkbox"/> Clean up Markup with HTML-Tidy

Help on the options is available.

[Revalidate](#)

### Congratulations

The document located at <http://nova.ischool.utexas.edu/drupal/> was successfully checked as XHTML + RDFa. This means that the resource in question identified itself as "XHTML + RDFa" and that we successfully performed a formal validation of it. The parser implementations we used for this check are based on [OpenSP](#) (SGML/XML) and [libxml2](#) (XML).

## Appendix 10: Proof of Section 508 Accessibility

HiSoftware® Cynthia Says™ - Web Content Accessibility Report  
 Powered by [HiSoftware Content Quality Technology](#). If you have a question about this output please email [support@hisoftware.com](mailto:support@hisoftware.com)

Verified File Name: <http://nova.ischool.utexas.edu/drupal/>  
 Date and Time: 5/5/2011 6:30:19 AM  
 Passed Automated Verification



HiSoftware can help you meet all of your accessibility needs and more. Our industry leading [enterprise content compliance solutions](#) provide you with an automated, full-featured monitoring, auditing and testing solution to ensure your ever-changing Web content is always compliant with the latest standards for accessibility, privacy and confidentiality, site quality and data and information security. Visit [www.hisoftware.com](http://www.hisoftware.com) to find out more about how HiSoftware solutions can help you meet your Web compliance goals and request a trial copy.

Read [The Accessibility Handbook](#) today! [Download No](#)

The level of detail setting for the report is to show all detail.

Verification Checklist		Passed	
Checkpoints		Yes	No/Other
<b>508 Standards, Section 1194.22</b>			
<b>A. 508 Standards, Section 1194.22.(a)</b> A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	<ul style="list-style-type: none"> <li>Rule: 1.1.1 - All IMG elements are required to contain either the alt or the longdesc attribute.               <ul style="list-style-type: none"> <li>Warning - IMG Element found at Line: 407, Column: 2 contains the 'alt' attribute with an empty value. Please verify that this image is only used for spacing or design and has no meaning.</li> <li>Warning - IMG Element found at Line: 407, Column: 109 contains the 'alt' attribute with an empty value. Please verify that this image is only used for spacing or design and has no meaning.</li> <li>Warning - IMG Element found at Line: 407, Column: 250 contains the 'alt' attribute with an empty value. Please verify that this image is only used for spacing or design and has no meaning.</li> </ul> </li> <li>Rule: 1.1.2 - All INPUT elements are required to contain the alt attribute or use a LABEL.</li> <li>Rule: 1.1.3 - All OBJECT elements are required to contain element content.               <ul style="list-style-type: none"> <li>No OBJECT elements found in document body.</li> </ul> </li> <li>Rule: 1.1.4 - All APPLET elements are required to contain both element content and the alt attribute.               <ul style="list-style-type: none"> <li>No APPLET elements found in document body.</li> </ul> </li> <li>Rule: 1.1.6 - All IFRAME elements are required to contain element content.               <ul style="list-style-type: none"> <li>No IFRAME elements found in document body.</li> </ul> </li> <li>Rule: 1.1.7 - All Anchor elements found within MAP elements are required to contain the alt attribute.               <ul style="list-style-type: none"> <li>No MAP elements found in document body.</li> </ul> </li> <li>Rule: 1.1.8 - All AREA elements are required to contain the alt attribute.               <ul style="list-style-type: none"> <li>No AREA elements found in document body.</li> </ul> </li> <li>Rule: 1.1.9 - When EMBED Elements are used, the NOEMBED element is required in the document.               <ul style="list-style-type: none"> <li>No EMBED elements found in document body.</li> </ul> </li> </ul>	Yes	
<b>B. 508 Standards, Section 1194.22.(b)</b> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<ul style="list-style-type: none"> <li>Rule: 1.4.1 - Identify all OBJECT Elements that have a multimedia MIME type as the type attribute value.               <ul style="list-style-type: none"> <li>No OBJECT elements found in document body.</li> </ul> </li> <li>Rule: 1.4.2 - Identify all OBJECT Elements that have a 'data' attribute value with a multimedia file extension.               <ul style="list-style-type: none"> <li>No OBJECT elements found in document body.</li> </ul> </li> <li>Rule: 1.4.3 - Identify all EMBED Elements that have a 'src' attribute value with a multimedia file extension.               <ul style="list-style-type: none"> <li>No EMBED elements found in document body.</li> </ul> </li> </ul>		N/A
<b>C. 508 Standards, Section 1194.22.(c)</b> Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.			
<b>D. 508 Standards, Section 1194.22.(d)</b> Documents shall be organized so they are readable without requiring an associated style sheet.	<ul style="list-style-type: none"> <li>Note: Document uses external stylesheets, inline style information, or header style information.</li> </ul>		
<b>E. 508 Standards, Section 1194.22.(e)</b> Redundant text links shall be provided for each active region of a server-side image map.	<ul style="list-style-type: none"> <li>Rule: 1.2.1 - Locate any IMG element that contains the 'ismap' attribute.               <ul style="list-style-type: none"> <li>No IMG elements found in document body that contain the 'ismap' attribute.</li> </ul> </li> <li>Rule: 1.2.2 - Locate any INPUT element that contains the 'ismap' attribute.               <ul style="list-style-type: none"> <li>No INPUT elements found in document body that contain the 'ismap' attribute.</li> </ul> </li> </ul>		N/A
<b>F. 508 Standards, Section 1194.22.(f)</b> Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	<ul style="list-style-type: none"> <li>Rule: 9.1.1 - No IMG element should contain the 'ismap' attribute.               <ul style="list-style-type: none"> <li>No server-side image map IMG elements found in document body.</li> </ul> </li> <li>Rule: 9.1.2 - No INPUT element should contain the 'ismap' attribute.               <ul style="list-style-type: none"> <li>No server-side image map INPUT elements found in document body.</li> </ul> </li> </ul>		N/A
<b>G. 508 Standards, Section 1194.22.(g)</b> Row and column headers shall be identified for data tables.	<ul style="list-style-type: none"> <li>Rule: 5.1.1 - Identify all Data TABLE elements.               <ul style="list-style-type: none"> <li>No TABLE elements found in document body.</li> </ul> </li> </ul>		N/A
<b>H. 508 Standards, Section 1194.22.(h)</b> Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	<ul style="list-style-type: none"> <li>Rule: 5.2.1 - Identify all Data TABLE elements.               <ul style="list-style-type: none"> <li>No TABLE elements found in document body.</li> </ul> </li> </ul>		N/A
<b>I. 508 Standards, Section 1194.22.(i)</b> Frames shall be titled with text that facilitates frame identification and navigation.	<ul style="list-style-type: none"> <li>Note: Document is not a FRAMESET Page.</li> </ul>		N/A
<b>J. 508 Standards, Section 1194.22.(j)</b> Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<ul style="list-style-type: none"> <li>Rule: 7.1.1 - Documents are required not to contain the BLINK element.               <ul style="list-style-type: none"> <li>No BLINK elements found in document body.</li> </ul> </li> <li>Rule: 7.1.2 - Documents are required not to contain the MARQUEE element.               <ul style="list-style-type: none"> <li>No MARQUEE elements found in document body.</li> </ul> </li> <li>Note: SCRIPT element(s) found in document body, a visual verification must be done to ensure the script does not cause the screen to flicker.</li> </ul>		
<b>K. 508 Standards, Section 1194.22.(k)</b> A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.			
(k) Option A - Check for the string "Text Version" within the document.			N/V
(k) Option B - Check for a Global Text Version Link within the document.			N/V
(k) Option C - Check for an Accessibility Policy Link within the document.			N/V
<b>L. 508 Standards, Section 1194.22.(l)</b> When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	<ul style="list-style-type: none"> <li>Rule: 6.3.1 - Anchor elements are required not to use javascript for the link target when the NOSCRIPT element is not present in the document. These elements will not cause a failure of the checkpoint if the NOSCRIPT element is found, however, they will be identified.               <ul style="list-style-type: none"> <li>No Anchor elements that use javascript for the link target were found in document body.</li> </ul> </li> <li>Rule: 6.3.2 - AREA elements are required not to use javascript for the link target when the NOSCRIPT element is not present in the document. These elements will not cause a failure of the checkpoint if the NOSCRIPT element is found, however, they will be identified.               <ul style="list-style-type: none"> <li>No AREA Elements found in document body.</li> </ul> </li> <li>Rule: 6.3.3 - Locate elements that use HTML event handlers.               <ul style="list-style-type: none"> <li>No HTML event handlers found in document body.</li> </ul> </li> <li>Note: This rule has not been selected to be verified for this checkpoint.</li> <li>Rule: 6.3.4 - When SCRIPT Elements are used, the NOSCRIPT element is required in the document.               <ul style="list-style-type: none"> <li>Warning - SCRIPT Element(s) are found in document and the NOSCRIPT element is not.</li> </ul> </li> </ul>		
<b>M. 508 Standards, Section 1194.22.(m)</b> When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (i).	<ul style="list-style-type: none"> <li>Rule: 6.3.5 - All OBJECT elements are required to contain element content.               <ul style="list-style-type: none"> <li>No OBJECT elements found in document body.</li> </ul> </li> <li>Rule: 6.3.6 - All APPLET elements are required to contain both element content and the alt attribute.               <ul style="list-style-type: none"> <li>No APPLET elements found in document body.</li> </ul> </li> <li>Rule: 6.3.7 - When EMBED Elements are used, the NOEMBED element is required in the document.               <ul style="list-style-type: none"> <li>No EMBED elements found in document body.</li> </ul> </li> <li>Rule: 6.3.8 - All pages that have links to files that require a special reader or plug-in are required to contain the specified text indicating a link to the reader or plug-in.               <ul style="list-style-type: none"> <li>Note: This rule has not been selected to be verified for this checkpoint.</li> </ul> </li> </ul>	Yes	
<b>N. 508 Standards, Section 1194.22.(n)</b> When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.			
<b>O. 508 Standards, Section 1194.22.(o)</b> A method shall be provided that permits users to skip repetitive navigation links.	<ul style="list-style-type: none"> <li>Rule: (o).1 - All pages are required to contain a bookmark link to skip navigation that has the specified text in either the link text or the 'title' attribute value.               <ul style="list-style-type: none"> <li>Skip Navigation Text:</li> <li>Note: This rule has not been selected to be verified for this checkpoint.</li> </ul> </li> </ul>		
<b>P. 508 Standards, Section 1194.22.(p)</b> When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.			

Checkpoint Result Legend: **Yes** = Passed Automated Verification, **No** = Failed Automated Verification, **Warning** = Failed Automated Verification, however, configured not to cause page to fail (Priority 2 or 3 only), **N/V** = Not selected for verification, **N/A** = No related elements were found in document (Visual only), **No Value** = Visual Checkpoint

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