STATEN ISLAND HUNGER TASK FORCE

USABILITY TESTING REPORT

Anyelina Wu | Flita Fernandes | Sandy Leegumjorn

PRATT INSTITUTE

Executive Summary

The Staten Island Hunger Task Force is an organization connecting Staten Island community members to government resources and pantries, primarily food pantries. Our team decided to **test the usability of their mobile website**, www.hungryonstatenisland.com. The focus and goal of our study was to provide the Staten Island Hunger Task Force with recommendations that would help them elevate their website by sorting and organizing their information in an effective manner. These proposed changes would result in a more enjoyable and easier website experience for their users.

We conducted **Moderated Remote Usability Tests** on the mobile interface of the Staten Island Hunger Task Force website. We first constructed a screening questionnaire to ensure that the selected participants matched our target users (volunteers and healthcare workers) and had the appropriate technological setup to participate in our test. In addition, we provided participants four tasks that targeted the volunteering-related features of the site (i.e. finding pantries and connecting with the Task Force). After conducting the test sessions, we asked our participants follow-up questions about their overall experience using the site.

Afterwards, we reviewed the data we collected and analyzed the participants' experience on the website. Overall, participants felt that the website contained all necessary information, but the information was difficult to find due to the sheer amount of text that overwhelmed the sites, as well as confusing titles for pages and categories. Specifically, users mentioned that they "kept re-reading sections" and that they "lost their position on the page", but that the "information was there" and that "it's good information". As such, our team proposes the following recommendations:

Recommendation #1
Declutter and increase visual hierarchy

Recommendation #2
Give users multiple ways to access information

Recommendation #3
Rename and re-organize pages

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Introduction

The Staten Island Hunger Task Force site provides resources for Staten Island community members who are food insecure, as well as people interested in helping the community. The site contains lists of pantries, ways to reach out to the pantries, and ways to donate and volunteer. The goal of this site is to connect the community members to pantries and pantries to government resources and the SI community.

"We are committed to bringing awareness to the issue of hunger in our borough, encouraging elected officials and government organizations in their efforts to reduce hunger on Staten Island."

-    **(Advocacy, www.hungryonstatenisland.com)**

As such, the main user groups are people that are food insecure as well as people that are looking to donate and volunteer. This website is beneficial to these target users because it acts as a space for these people to connect with each other and be informed on how to receive help or donate.

Instead of searching for a specific pantry to get food or donate/volunteer, users can look up the closest pantry to their location by zip code and map, and plan accordingly by looking at the calendar based on the days and events available. However, in order to utilize these key features to the fullest and to improve the user experience of this website, there are things that have to be fixed.

Our team conducted a **Moderated Remote Usability Test** with a total of 7 participants that fit the website's target users to evaluate the usability of www.hungryonstatenisland.com. During the usability tests, we gave the participants a scenario and a set of tasks which encompassed the site's main objectives. After conducting the usability test and thoroughly considering the usability problems that the participants came across, we created 3 key recommendations which will further improve the usability of the website. **This report contains the methodology used to conduct the moderated remote usability tests, tasks assigned to participants, and 3 key recommendations to improve the usability of hungryonstatenisland.com.**

We hope these recommendations help Staten Island Hunger Task force by aiding their mission and making their website easier to navigate and browse for their users.

Methodology

In remote moderated testing, participants are observed in real-time by a moderator via screen-share technology (Ratcliff et al., 2020). Remote moderated usability testing combines the advantages of both in-person and remote unmoderated tests- it can deliver high-quality findings comparable to in-person testing, but is convenient and inexpensive like remote unmoderated (Moran & Pernice, 2020). To come up with tangible results, we encouraged participants to think out loud while performing tasks that gave them a comprehensive website experience. By "thinking out loud", participants simply **verbalize their thoughts as they move through the user interface** (Nielsen, 2012). In the sections that follow, we've laid out the test plan we used for the Moderated Remote User Testing. For a complete version please refer to our Appendix I.

Test Plan

Participant Recruitment

A total of **7 participants** were recruited, where each team member was a moderator for two participants. Our criteria for participants were **people of any age and income who have actively volunteered in the past and/or have experience working in the healthcare sector**. Our screening questions expected participants to own a smartphone, have a stable Internet connection, be willing to record their phone screen, and know enough English to browse through an English-based site. In the Pre-Test Questionnaire, we also required participants to be informed about food insecurity and to have donated to food pantries in the past.

Screening Questionnaire:

1. Do you own a smartphone?
2. Which operating system is your phone?
   a. iOS
   b. Android
3. Which browser are you currently using?
   a. Safari
   b. Chrome
   c. Firefox
   d. Opera
   e. Edge
4. Do you have a stable internet connection?
5. Are you comfortable with recording your screen on your phone?
   a. If so, do you need help with starting a screen recording?
6. Is your English proficiency level sufficient to navigate through an English-based site?
7. Would you like to share your email address to receive a $10 Amazon gift card?

1. Are you informed about food insecurity?
2. Have you ever donated to a food pantry before?

Scope

The following tasks determine whether users can **accomplish the main functionalities** that the SI Hunger Task Force can offer to potential volunteers. These include finding organizations in need for help, how to donate, joining the Task Force and reaching out to the Task Force.

Tasks

You're interested in helping pantries for SI communities in need and you have time to volunteer.

1. Which organizations are currently accepting volunteers and/or donations?
   - Are you able to find out how?
   - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

2. You're interested in making food donations. Find how to donate to a pantry near you. How would you make an appointment to drop off food?
   - Are you confident that you completed the task(s) correctly? And why?
   - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

3. How can you become a member of the Staten Island Task Force?
   - Are you able to find out how?
   - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

4. You want to make a financial donation to the SI Task Force. How would you connect with a member of the SI Task Force?
   - Are you confident that you completed the task(s) correctly? And why?
   - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

In addition to the tasks above, we also asked participants a **follow-up questionnaire** consisting of the following three questions.

1. What do you like about the site?
2. Do you have any suggestions to improve the site?
3. How likely are you to recommend this site to others? (on a scale of 1 [not likely] -5 [likely])

Afterwards, participants were asked to complete the **System Usability Scale** form in order to record their perceptions of the usability of the Task Force mobile website on a quantifiable scale (Brooke, 1995).

User Testing Sessions

As shown in Figure 1, each team member connected with a participant on a video-calling platform that allowed for screen sharing (i.e. Zoom, Google Meet). Both the team member and participant have their video and microphone turned on, and the participant must make their face and hands visible as they use their phone. They also were required to screen share through their phone as they perform the tasks. The team member starts a recording after all of this is set up, and concludes the recording after all tasks and questionnaires have been completed.
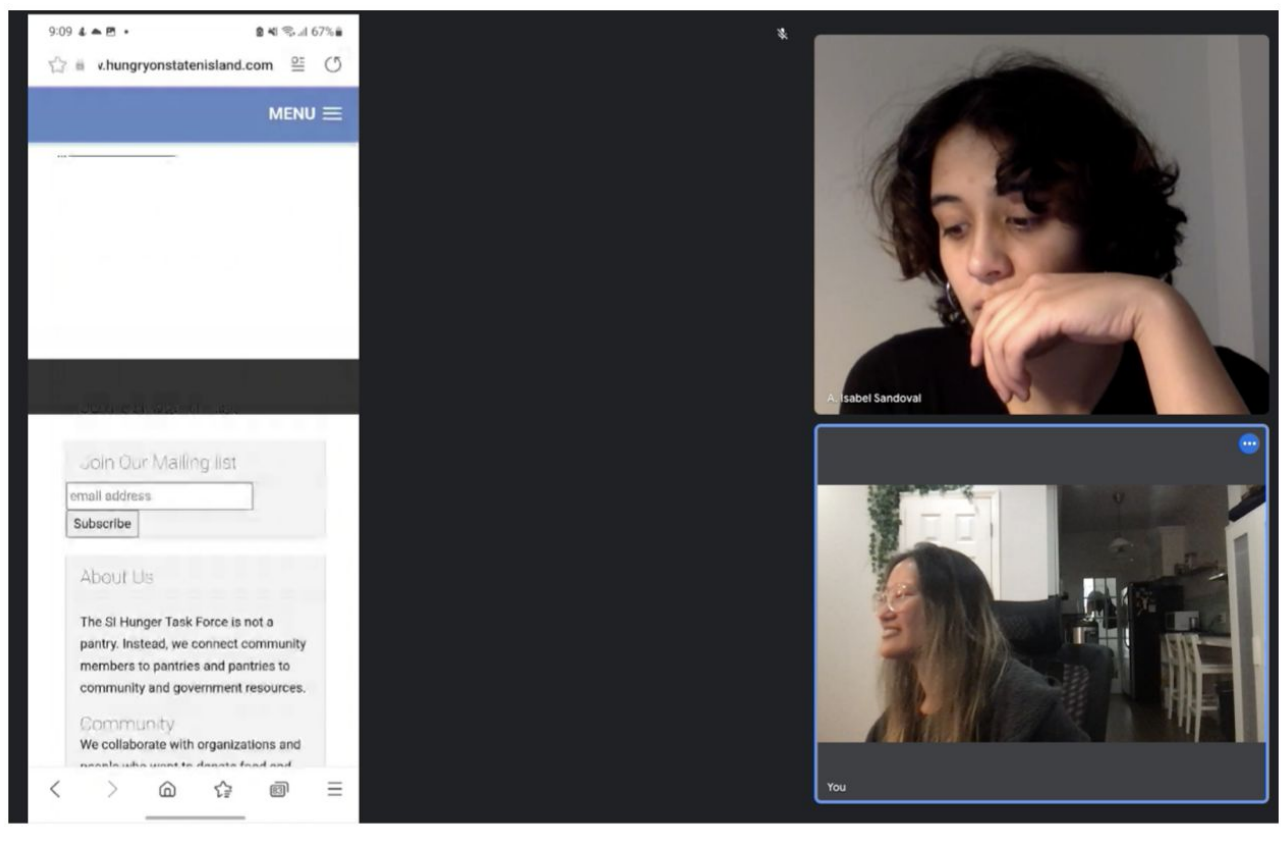
Fig. 1: Moderated Remote User Test snapshot

After finishing the recording, each team member gives the System Usability Scale questionnaire for participants to complete, as well as a sign-up form for an Amazon gift card.

System Usability Scale

The **System Usability Scale** (SUS) is a tool for measuring the usability of sites, apps, and other products and services. Originally created by John Brooke in 1986, it provides a "quick and dirty" reliable tool for measuring usability. It consists of 10 questionnaires with 5 possible responses for participants to answer. The answers vary from Strongly agree to Strongly disagree (Brooke, 1995).

Each response is assigned a value for the SUS score calculation. The points breakdown for the responses are:

Strongly Disagree: 1 point
Disagree: 2 points
Neutral: 3 points
Agree: 4 points
Strongly Agree: 5 points

To calculate the overall SUS score rated by each participant,

- Add up the total score for all odd-numbered questions, then subtract 5 from the total to get (X).
- Add up the total score for all even-numbered questions, then subtract that total from 25 to get (Y).
- Add up the total score of the new values (X+Y) and multiply by 2.5.

Once we got the number in percentages, we graded the performance of the product according to the table in Figure 2.

SUS Score	Grade	Adjective Rating
> 80.3	A	Excellent
68 – 80.3	B	Good
68	C	Okay
51 – 68	D	Poor
< 51	F	Awful

Fig. 2: SUS grading table

SI Hunger Task Force Website grades based on our participants:

1. 55% D
2. 25% F
3. 92.5% A
4. 20% F
5. 32.5% F
6. 47.5% F
7. 65% D

Findings and Recommendations

Key Findings

Key strengths

Overall, users who participated in our team's tests found that the Staten Island Hunger Task Force's website had comprehensive information and a captivating logo. They appreciated finding multiple ways to support the organization beyond donating food, and liked being able to personally connect with members of the task force.

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Key Improvement Areas

Having plenty of necessary information also compromised the readability and navigation of the site. Our participants often were visually overwhelmed by text and extensive scrolling through single pages. In particular, one participant mentioned that **"It is so much, I think I need more time to read to figure out where this is at"**.

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What we heard

In particular, one participant mentioned that **"the information is there"** and another participant mentioned that **"The website has the necessary information needed".** The site content and language was also **"informative and easy to understand"**.

Overall, our findings led us to provide the following recommendations:

Recommendation #1: Declutter and hierarchical placement

There were some pages that had a continuous string of information which made it confusing to access the required information. This resulted in the screen looking text heavy. For example, on the Pantries list, participants reported having to scroll a couple times just to get to the bottom of the page.

Recommendation #2: Give users multiple ways to access information

Some page features were only accessible through subpages (for instance, the calendar with events for a specified zip code). Due to the volume of information, it took users extensive reading and remembering where these features were in order to find them again in their next task. These page features should be accessible via other locations, like the homepage.
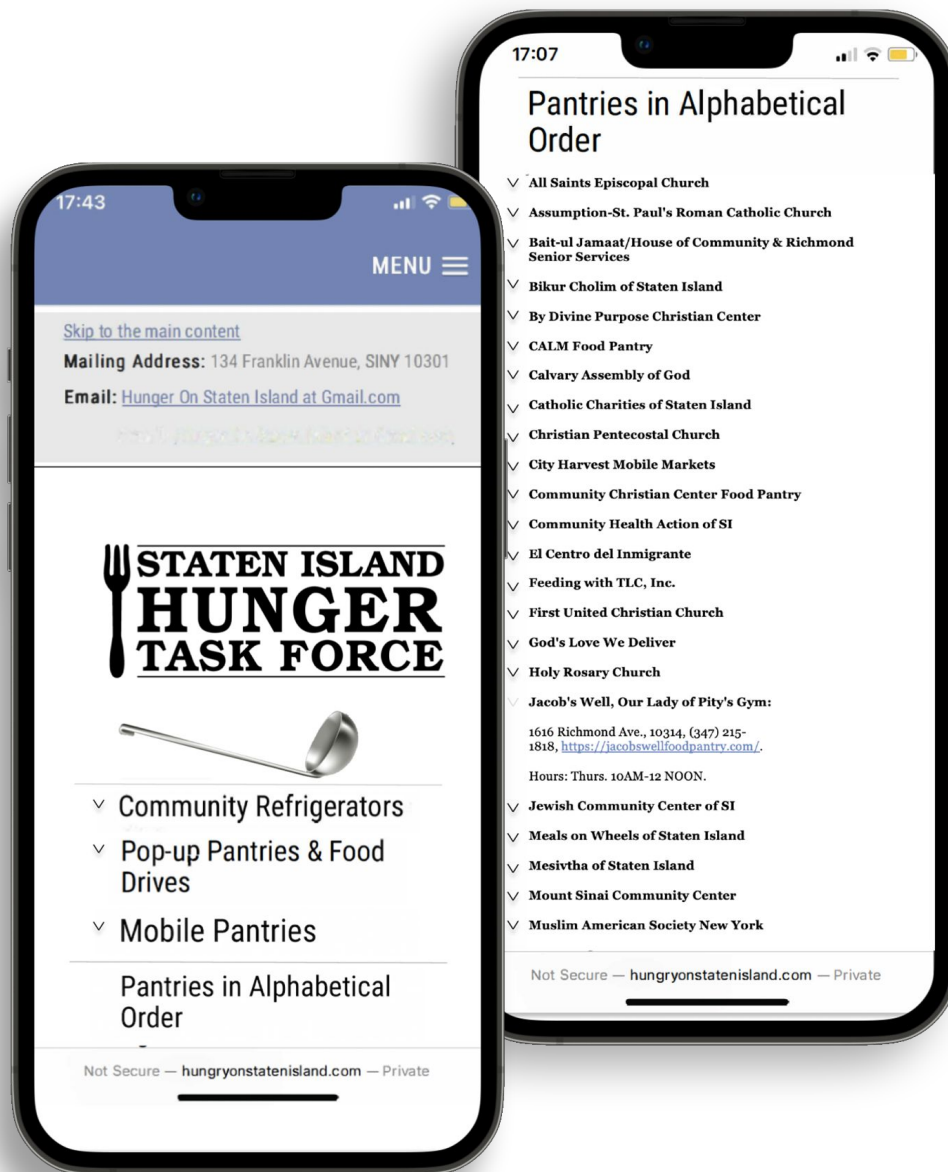
Recommendation #3: Rename and reorganize pages

The menu layout looks confusing and the sub-pages could be named in a way that more accurately informs what each link will provide the users. The menu bar contains excessive links which can be confusing to users when navigating.

Recommendation 1: Declutter and hierarchical placement

The Issue:

Users have had the problem of not being able to access the information they need due to the pages being extremely long. This issue can be concerning since having a text heavy screen presents the users with **too much information** that can be overwhelming and sometimes hard to process. It makes the page lengthy which leads to users having to **extensively scroll through the page** and still not find the information they are looking for, as key information is hidden within the text. This adds to the cluttered look by overpowering the visuals.
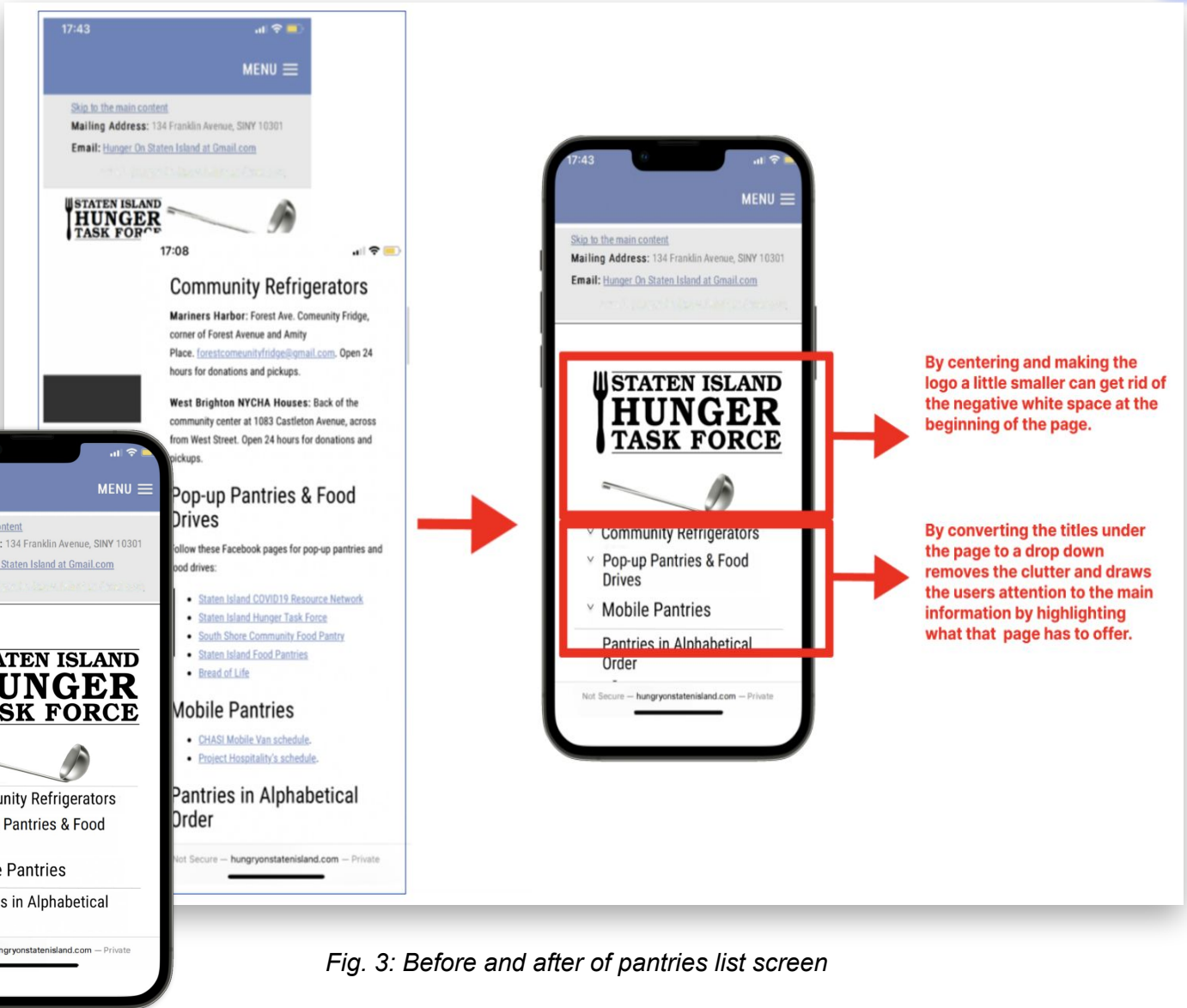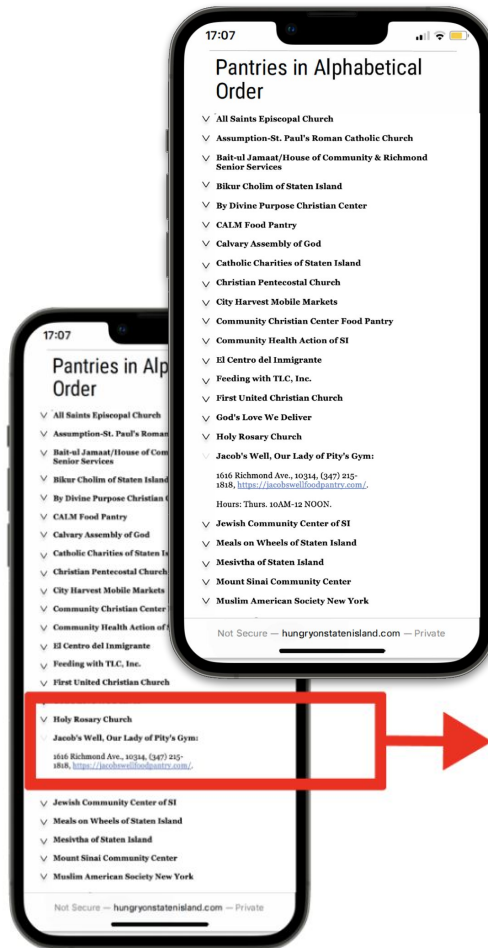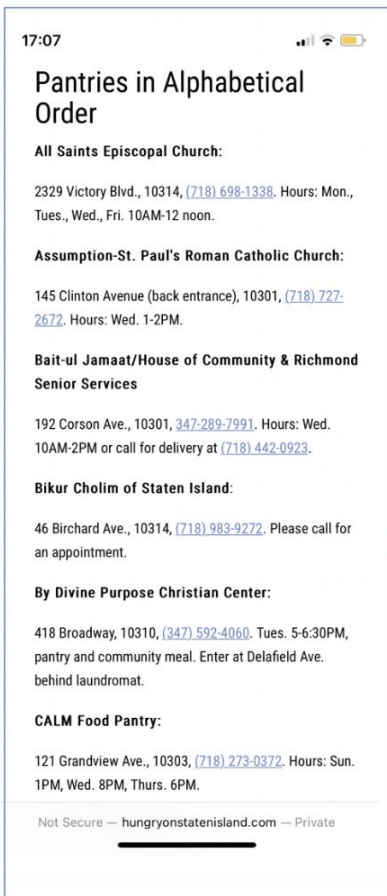
Fig. 3: Before and after of pantries list screen

By centering and making the logo a little smaller can get rid of the negative white space at the beginning of the page.

By converting the titles under the page to a drop down removes the clutter and draws the users attention to the main information by highlighting what that page has to offer.

Solution:

The pantries list page has been redesigned by getting rid of the clutter and hiding unnecessary information. For example, on the original screen all the information has been expanded and presented to the viewer while they might not really need that information, forcing the viewer to take in all the information at once. In order to eliminate this, the screen has been redesigned by **hiding that excess information** under a drop down bar. Doing this draws the users' attention to the main titles and headers on that page. So if a user wants to only access the information in regard to "Pop-up" pantries, all they would have to do is open the dropdown and they'll find the information they're looking for, rather than having to scan through all the information that the page has to offer.

Fig. 4: Before and after of pantries list screen

Solution (continued)

As the main title of the page suggests, the *pantries list* is the main theme of the page. To stay true to that, we chose to keep the pantries list as it is, but to get rid of the visual clutter we hid the address of the pantries under a drop down menu. This way the user can go through the list of pantries and use the drop down to find their location and website.

By making small but compelling changes like converting long strands of information into small chunks of text, we can lead to a more effective way of conveying information to the users. This also adds to a smoother conversion from one topic to another by dividing the page according to the information that's being offered.

Recommendation 2: Give users multiple ways to access information

The Issue:

Some subpages contained important features and information that were only found on that specific page, rather than also being accessible through the homepage. These include the events calendar and information about donations. In particular, one participant **heavily relied on finding necessary information via the homepage** and relied on it more than navigating the menu bar and its subpages. Yet, finding information on the homepage was also delayed by having to read and scroll through extensive text to reach the desired section. These navigation and organization issues made finding specific information difficult. One participant mentioned that they **"saw this feature before, but can't remember how to get to it again"**.
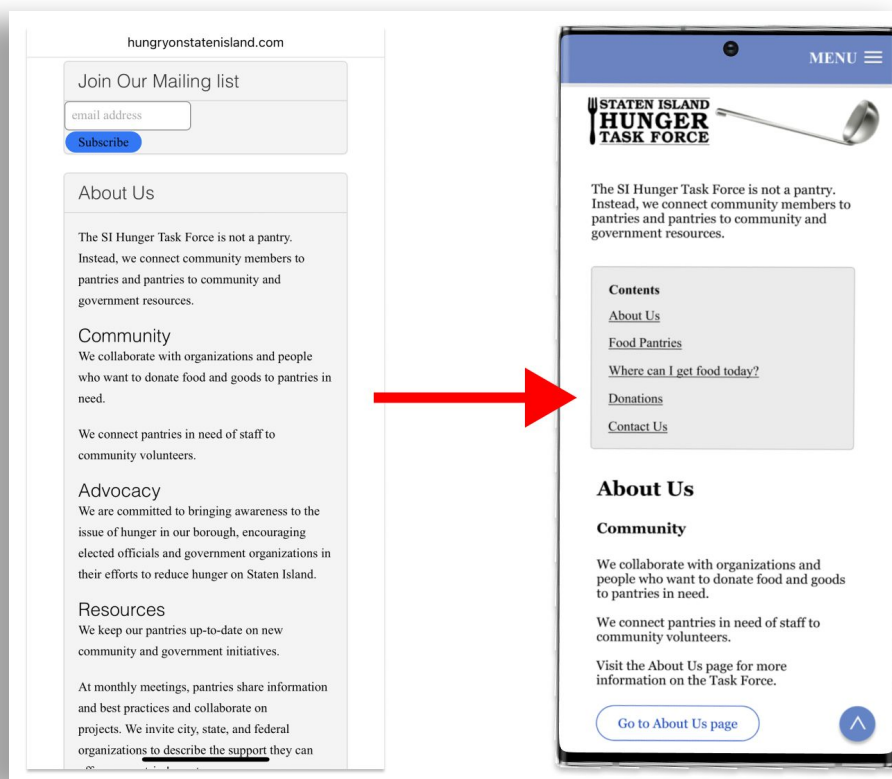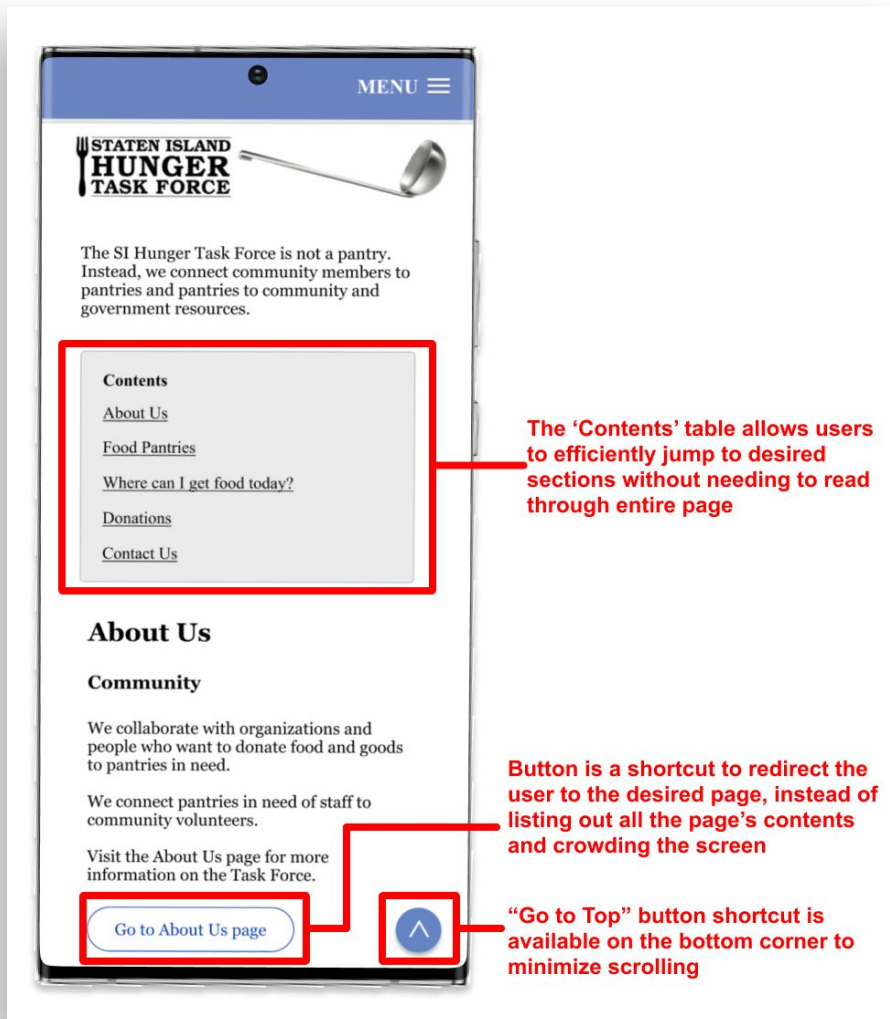

Fig. 5: Before and after of homepage screen

Solution:

Overall, we condensed and compartmentalized the homepage contents such that key information could be easier to find and read. There are buttons and hyperlinks to **redirect users to the appropriate sites** should they want to read more information about that section.

Solution (continued)

The 'Contents' table allows users to efficiently jump to desired sections without needing to read through entire page

Button is a shortcut to redirect the user to the desired page, instead of listing out all the page's contents and crowding the screen

"Go to Top" button shortcut is available on the bottom corner to minimize scrolling

We wanted participants to be immediately aware of what specific content and sections they could find on the homepage. By using a Contents window, we made sure they could efficiently access their desired section at the top of the homepage, rather than scanning through the entire page's contents or even browsing through the menu bar. An addition of a "Go to top" button shortcut expedites finding information and scrolling.

Users had issues remembering the location for specific page features as they were only found after clicking through multiple pages and subpages. In particular, the events calendar was a useful feature that was only accessible if users scrolled down the homepage past the map and clicked on a zip code. We have now redesigned the site's contents such that the calendar is placed directly underneath the map. Both are now **accessible via the homepage rather than in two separate pages.**

Solution (continued)

In Figure 6, we included a button to show and hide the map interface so users can **view both map and calendar at the same time**. Moreover, should users want more information on food pantries, there is a button redirecting them to a separate Food Pantries page. Likewise, several buttons and hyperlinks are now available in the homepage to redirect users to their desired site. As sections in the homepage don't have their full contents on display, this creates a shorter homepage with key information that is easier to read, eliminating the extra time to browse through the menu and subpages. Thus, the homepage now allows users to **access and preview** all key information when it previously crowded the screen by displaying all information.
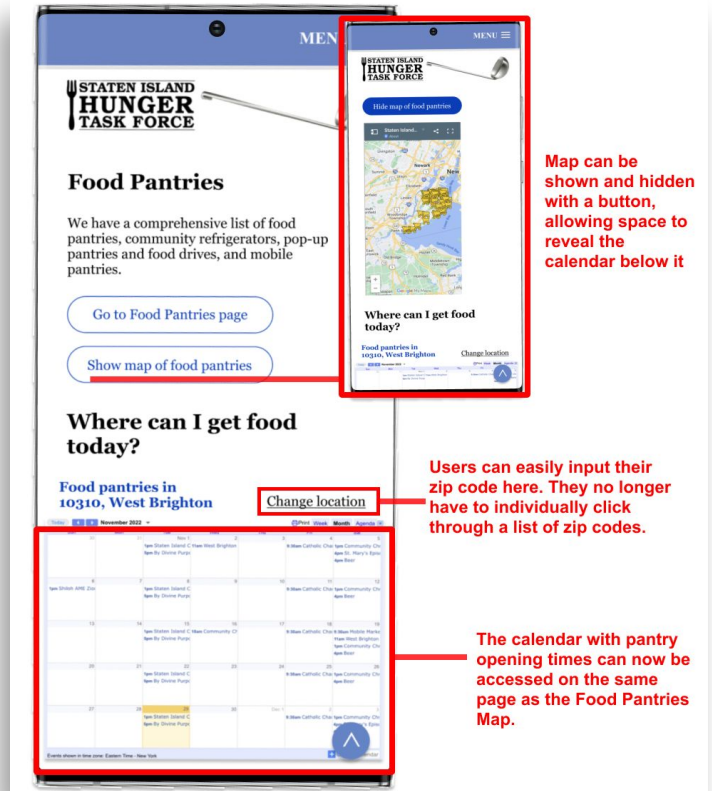

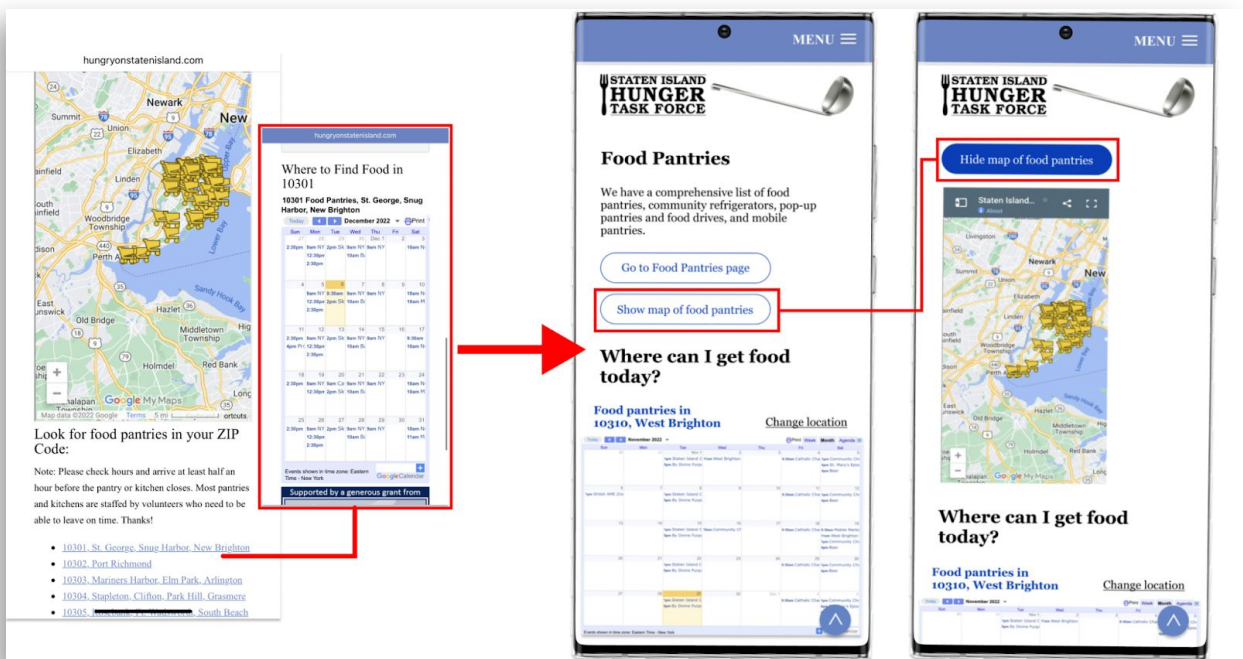*Fig. 6: Food pantries with events calendar section*

Fig. 7: Before and after of map and calendar pages

Recommendation 3: Rename and re-organize pages

The Issue:

The menu layout looks confusing as the category names fails to accurately inform the users where each link will take the users. The category names are vague, too similar to each other, and don't fully inform users about their page contents and what kind of information will be provided. For example, users faced difficulties knowing where to go if they wanted to donate food. One of the participants clicked on **"Help for Pantries"** when given a task to donate food, instead of **"How can I help?"** due to the lack of distinction between the two category names. Yet, the "Help for Pantries" page is a page with information for pantries or people who are interested in starting a pantry – how to start a pantry, where to get food donations, etc, and not a link with the purpose of donating food directly.
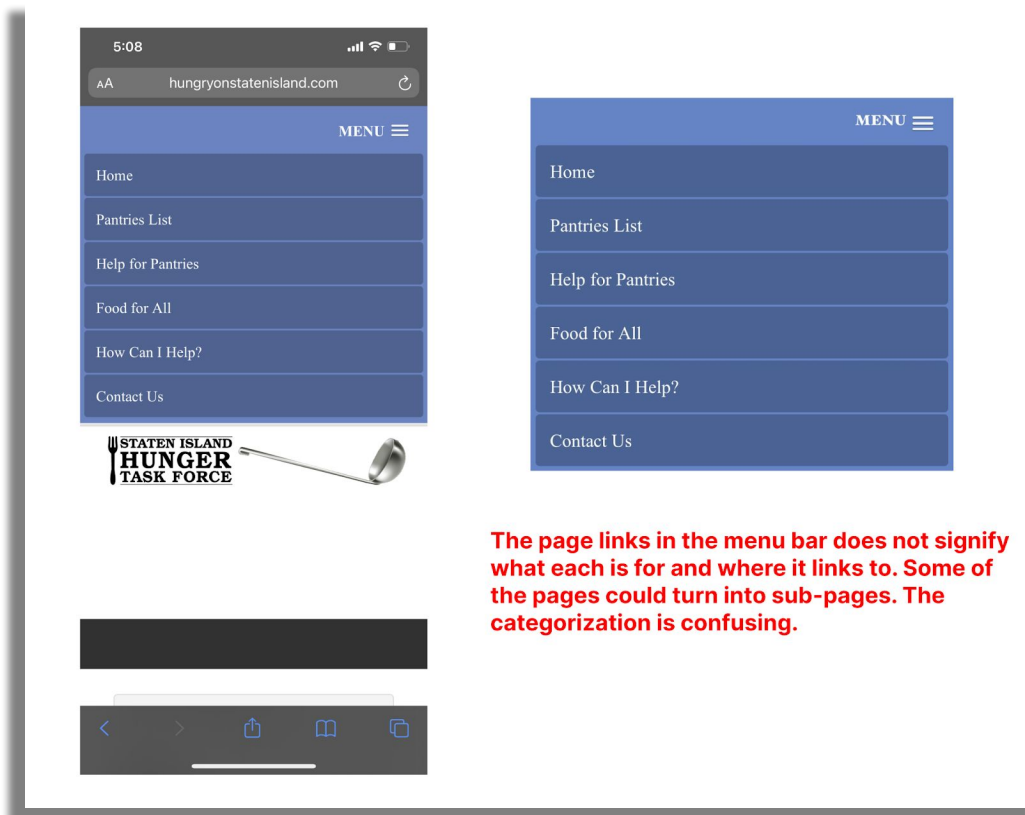

The page links in the menu bar does not signify what each is for and where it links to. Some of the pages could turn into sub-pages. The categorization is confusing.

Fig. 8: Menu bar (original version)

Solution:

After considering the target users' main needs, the menu bar is reorganized in a way that contains one main link – **"Home"** which links to the homepage. In the homepage, users can access the main information needed. There are now three main subpages – **"Food Pantries", "Donate", and "Contact Us"**, which are accessible through the dropdown menu under "Home". A **"Food Pantries"** subpage links users to a list of pantries, zip codes, map, calendar, and information for pantries; for example, how to start a pantry. A "**Donate"** subpage has three subcategories – **"Food Donation", "Financial Donation", and "Volunteer".** These 3 subcategories are useful as they directly take users to the right page based on their purpose. A **"Contact Us"** subpage links to a page that contains the Staten Island Hunger Task Force's contact information.
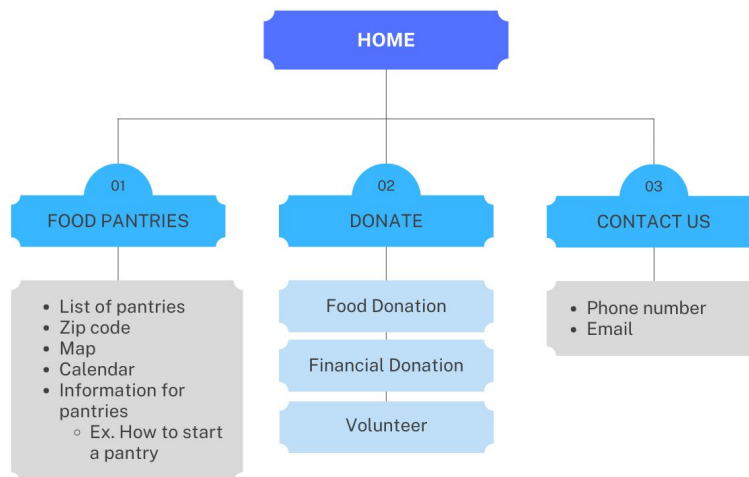
Fig. 9: The site mapping showing one main page "Home" with 3 subpages – "Food Pantries", "Donate", and "Contact Us". The "Donate" subpage contains 3 subcategories – "Food Donation", "Financial Donation", and "Volunteer".
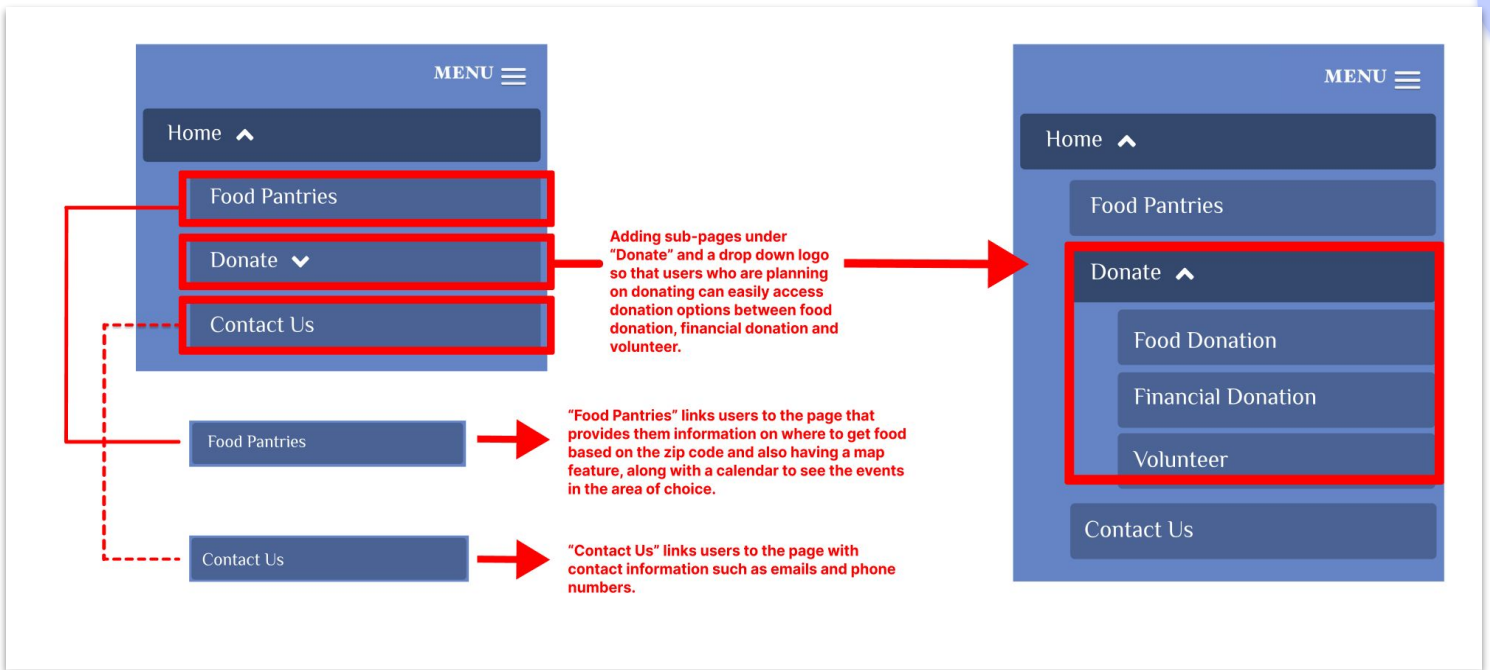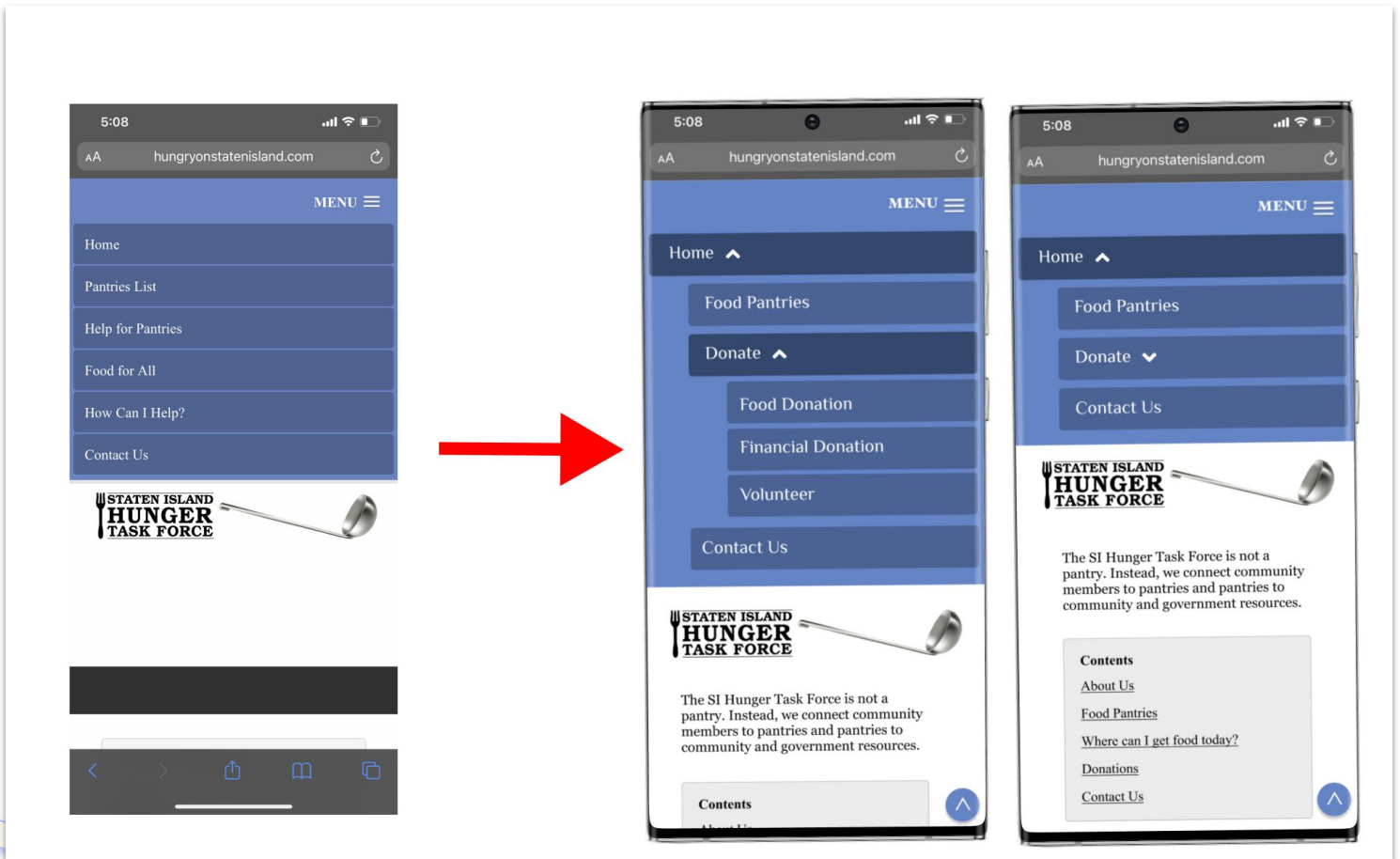
Fig. 10: Prioritizing links based on the potential users' needs, naming the links in a way that accurately tells users what each provides, along with categorizing in a way that is easier to understand.

Conclusion

Participants overall expressed their **approval** of the Staten Island Hunger Task Force website by commenting that the site's content was **informative and easy to understand**, which is always the main goal for a website. However, our participants had some trouble when it came to navigation. They struggled to locate specific information and also has a hard time identifying a connection between page titles and their information. These issues were particularly apparent as they completed tasks relating to **becoming a member** or **locating pantries.**

Recommendation #1
Declutter and increase visual hierarchy

Recommendation #2
Give users multiple ways to access information

Recommendation #3
Rename and re-organize pages

We have provided the three recommendations as summarized above. Upon their implementation to the mobile interface of the SI Hunger Task Force website, we can resolve the major usability issues that we came across during this study. The SI Hunger Task Force website **already provides all the information any user might need upon visiting the site**. So, by implementing our small but effective proposed changes, could make the website's navigation a more streamlined process.

References

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Appendix

Appendix I – User Testing Protocol

Before the test session:
Set up the testing environment

1. Open Zoom on computer and toggle the following settings:
    a) Microphone: On
    b) Camera: On
    c) Participant screen sharing: Allow
2. Have all participants' necessary forms open and ready to share, in this order:
    a) Consent Form
    b) Pre-Test Questionnaire
    c) Tasks
    d) Post-Test Questionnaire
    e) System Usability Scale Form
    f) Amazon Gift Card Form
3. Have your necessary forms open:
    a) Moderator Script, which includes all questions and tasks
    b) Document to take notes during test session
4. Have participant join the Zoom meeting

Introduction and Consent
During this moderated usability test I agree to be physically recorded via webcam and share a screen recording of my phone screen. During the session I will be using the site to find information, complete tasks, and complete questionnaires about the navigation experience. I will be compensated with a $10 Amazon gift card for my participation.

I understand and consent to the use and release of the recording by the Center for Digital Experiences at Pratt Institute. I understand that the information and recording are for research purposes only and that my name and image will not be used for any other purpose.

I understand that participation is voluntary and I agree to immediately raise any concerns I might have.

If you have any questions after today, please contact Angie, Sandy, or Flita.

Please sign below to indicate that you have read and understand the information on this form and that any questions you might have about the session have been answered.

Screening Questionnaire:

1. Do you own a smartphone?
2. Which operating system is your phone?
   a. iOS
   b. Android
3. Which browser are you currently using?
   a. Safari
   b. Chrome
   c. Firefox
   d. Opera
   e. Edge
4. Do you have a stable internet connection?
5. Are you comfortable with recording your screen on your phone?
   a. If so, do you need help with starting a screen recording?
6. Is your English proficiency level sufficient to navigate through an English-based site?
7. Would you like to share your email address to receive a $10 Amazon gift card?

Pre-Testing Questionnaire

We ask you to take a few minutes to answer the following questions so we can learn more about you. All answers are optional and responses are kept confidential. These answers will help us optimize our test data and analysis.

1. Are you informed about food insecurity?
2. Have you ever donated to a food pantry before?

If you're ready to begin the test session, we will begin recording. [Begin recording]
Please share your phone screen now.

Tasks

You're interested in helping pantries for SI communities in need and you have time to volunteer.

1. Which organizations are currently accepting volunteers and/or donations?
   - Are you able to find out how?
   - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

2. You're interested in making food donations. Find how to donate to a pantry near you. How would you make an appointment to drop off food?
   - Are you confident that you completed the task(s) correctly? And why?
   - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

3. How can you become a member of the Staten Island Task Force?
    - Are you able to find out how?
    - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

4. You want to make a financial donation to the SI Task Force. How would you connect with a member of the SI Task Force?
    - Are you confident that you completed the task(s) correctly? And why?
    - On a scale from 1 (hard) to 5 (easy), how easy was it for you to find the information you needed?

Post-Test Questions
1. What do you like about the site?
2. Do you have any suggestions to improve the site?
3. How likely are you to recommend this site to others? (on a scale of 1 [not likely] -5 [likely])

Debrief
Thank you for taking the time to participate in our test! We only need you to complete two last things. Please take the time to complete this System Usability Scale form, and let me know when you are done.

[Participant completes the SUS form]

To thank you for your time and participation, fill out this form to receive a $10 Amazon gift card.

[Participant completes Amazon Gift Card form]

After the Session
Each team member reviews their recordings from the test sessions. As a team, make a spreadsheet with all findings, issues, and quotes observed from the test sessions. Compile and color code similar findings. Using these similar findings, discuss with team to identify and create three recommendations on Figma.

Appendix II – Overall Users' Feedback

User 1 : "Not visually obvious. I had to read two sentences before I knew what was happening in the site, but the information is there".

User 2: "Some things that are on main page could be duplicated in other pages, i.e. "how can I help". It was hard to find where to donate food through only one menu link. You definitely want people to donate, so it's a good idea to include it in the homepage."

User 3: "The website has the necessary information needed regarding the organization, but the information layout on the mobile interface makes it hard to navigate."

User 4:" Website wasn't scoped right, but has the potential to be get better."

User 5: "I find the site informative and easy to understand; however, hard to navigate."

User 6: "I feel like I won't be able to navigate the site seamlessly without spending some time looking through it first."

User 7: "the site isn't the most streamlined and compact because it redirects me out."

Appendix III – Compiled Spreadsheets with User Feedback

Problem (Sandy)	Quote	Place Problem occured	Difficulty level (1-5)
Information clutter, all fonts look the same, no clear indicator where the information needed is at	"So many information right here but I can't find the list of organizations"	Task 1, how can I help page	2
Missed the zip code pantry list option and map entirely, went to the "Pantry list" page instead.	"Would be more helpful if the pantry list is in a zip code order or search option instead of an alphabetical order"	Task 2, pantries list page	4
Finds the closest pantry by using the map and zooming in manually and was taken to another page -- google maps	"I would like it for them to add a way to get to the pantry on the site"	Task 2. Homepage	5
First scrolls down through homepage, and then goes to "How can I help?" page, then pantries list	"Oh my god, I don't know where it is. So many texts, this is so confusing" "It should be on top for me to find"	Task 1, how can I help page	1
The map doesn't load or takes too long to load that the user just skip that option entirely. Goes to "food for all" and scroll all the way down and clicks on the link that takes to Donate NYC page. Looks at the nearest one.	"I think this is right but I'm not sure"	Task 2, homepage, map	3
Goes to homepage first thinking it should be there, then goes to "How can I help?" page	"Should be very obvious on the homepage, no?" "This is really overwhelming, no I cannot find it" "Got confused with join our mailing list option but it only has subscribe button but no that's a different one and I tried to look for it, tried to explore the pages but I couldn't find it. It was tough"	Task 3, Homepage	1
Goes to "Contact us" page	"I don't see any option to just donate financially, the only thing that I can do is go to contact us and probably juust reach out through email about making any financial donations." "I don't think I completed the task but I found the solution at least, to contact them through email."	Task 4, contact us page	3
Not knowing what "Food for all" is for	"Is food for all page for us to look for list of pantries? I don't know what it is for"	Task 2, Food for all	
Contents on top of the page is helpful but realizing it later	"I just realized there is a content list here where I can just click to navigate there but somehow I just didn't notice it at fiirst"	Task 2, help for pantries page	
So many information that sometimes the user does not want to read or needs a lot of time to figure out where to find the specific information	"It is so much I think I need more time to read to figure out where the financial donation option is at"	Task 4, How can I help page	4
The pages could be named better in a way users know what they are for	"I feel like "How can I help?" page and "help for pantries" could be named better to make them more different because I had to click on both when trying to find an option to donate	Task 4, How can I help page	
Problem (Angie)			
Homepage is cluttered, no clear visual hierarchy of essential tools like menu bar	"I didn't notice the menu icon until after I read through the entire homepage and couldn't find the information"	Task 1, homepage	3
"How can I help" page has valuable information, but overwhelms and distracts user	"Forgot what the task was because there's so much information to read" "it's good information though"	Task 1, how can I help	4
Hyperlinks are effective shortcuts to cut down reading and skip to wanted site	"Hyperlinks are useful"	Task 2, how can I help	2
Information (how to donate food) was easy to find with a clear title that matched contents of the section and had good visual hierarchy	"I had a much easier time finding how to donate food than the first one" "title gave it away"	Task 2, how can I help	4
Page content should match titles, titles in menu are vague and uninformative	"I have no idea what 'Help for Pantries' and 'Food for All' is supposed to mean"	Task 3, menu, contact us, help for pantries	1
Large endless text chunks, no indicator of where the user is on the page and how much further they have to read	"I can't focus on the reading" "losing my position in the page" "keep rereading sections"	Task 4, how can I help	3
Give users multiple ways to access information, and important links should be shown in multiple places	Some things that are on main page could be duplicated in other pages, i.e. how can i help. It was hard to find where to donate food through only one menu link. You def want people to donate, so it's a good idea to include it in homepage	Task 4, how can I help	3
Information on each page is comprehensive and informative, but cluttered and requires reading to figure out what's being shown	"Not visually obvious, I had to read two sentences and after that I knew what was happening in the site" "but information is there"	Task 1, homepage	3
They liked the interactive map on the homepage, had informative icons, but there's no input for your own address and calculate how to reach (Google Maps needs to open in a different window)	"the site isn't the most streamlined and compact because it redirects me out"	Task 2, pantry list	2
Poor visual hierarchy in pantries list, needs to be divided into sections to make list more compact (i.e. alphabetical)	"this list is so long" "pantries need to be highlighted better"	Task 2, pantry list	2
Hyperlinks don't inform user what platform they're opening on and whether they are redirected to an external site	"I wouldn't expect their Facebook page to open"	Task 3, contact us / help for pantries	2
Problem (Flita)			
Does not provide enough information on how to become a member	"Can't find exactly to become a member. Just shows the task force officer's names and email."	Task 3, Offier page	3
Too much text might be overwhelming and this probably led to the participant not being able to find the information	"I cant find the organizations that are currently accepting donations"	Task 1, About us page	1
Some of the information on the website seems incomplete.	"Yes, I could find the link for the zoom meetings but it says nothing about becoming a member."	Task 3, Under menu >. Contact us> Mailing list	2
It took the particiant a while to find the information in some tasks since they were either all the way to the bottom of hidden under another topic.	"(Website) Wasn't scoped right, confusing and all over the place."	About the website	3
	The website has the necessary information needed regarding the website, but the information layout on the mobile interface makes everything cluttured.	About the website	2

--------THANK YOU----------