

User Research- Daphanie

Insights:

1. Volunteering is really fun, as long as you know what you're going to do.
2. Finding volunteering opportunities is often through organizations that you're already in, it's hard to find if you are super independent.
3. There are not that many websites to find volunteer opportunities, especially since it's not a money-heavy industry.

Group project:

Our group project is to make a website that appeals to volunteers. There are so many people willing to volunteer, and so much need for volunteers, yet some opportunities are so hidden. Our goal is to produce a user-friendly website that allows anyone to pick out a volunteering role that best suits them, and has a system that easily provides everyone and anyone with a way to help out their community.

Interview questions:

- How old are you?
- Where are you from/where do you live?
- When did you start volunteering?
- How often do you volunteer?
- Why do you volunteer?
- Where have you volunteered before?
- What's your favorite part about volunteering?
- How did you find your volunteering gig?
- Do you volunteer independently or do you go through an organization?
- How long does it take you to travel to your volunteering location?
- How do you travel to your volunteering location?
- Has COVID-19 impacted your ability to volunteer? If so, how?
- How comfortable did you feel going to your volunteering location during the pandemic?
- Is there anything to make volunteering easier for you during Covid?
- On average, how many individuals do you interact with during each shift?
- What is the distribution process at your location if you work with food or goods? (clarify if needed - how do you assign roles? How do you get food?)
- What are the hardest parts of volunteering for you? (both before and during COVID?)
- Do you have volunteering-related Internet websites you regularly use?
- How do you currently look for volunteering opportunities?
- What features of the website make it stand out?
- Does the organization you volunteer at have a website?
- If so, what are your thoughts on the website?
- What do you wish to see on the platforms where you find volunteering opportunities?

Participant responses:

How old are you

19

Where are you from

Washington

Do you volunteer in washington?

I have before

When was that how old were you

I can't remember the first time I volunteered

okay the most recent one

this one I can talk about most reason to have a volunteer It was for my pre medical fraternity **(Do you volunteer independently or do you go through an organization?)** We had a fundraiser for Seattle Children's called anatomy fashion show where we pay screeches getting Good and dress up Are we Get we're where we get painted to look like that bodily systems or just various diseases and then hosted by Action show that was just for students you but also just members of like our friends already and stuff like that and then Yeah people can also just bid on Various auction items with the sponsors that we get and just buy ticket To the show which was last Saturday I was a models that means and an artist So I helped out with painting And I walked down the runway myself

Wow that's really cool Feel So why did you volunteer

because it was for a good cause and I guess because is a part of that free already and being a part of that involves keeps working for these fundraisers sent just helping out and making sure that are like Our partner hospitals Seattle children and is able to Just do things like buy gifts for their kids And also just raise funds for you treatment and stuff like that For people that are aren't able to afford it and then As a future doctor I feel that it also My responsibility to to engage engage Ah but like take part in these activities And how about where I can

are people that aren't in your frat allowed to volunteer

yes And we did actually have quite a few volunteers just Well that brought in their friend It's to help paint for a couple hours or if they wanted to like walk down the runway I know one of my friends brought like her Little sister and her little sister's friend and They helped paint the main model which was like a full body like skeletal muscle model you know it's pretty cool

That was pretty cool so What were the ways that people could find doubt about this volunteering yeah good

mostly through it histogram and word of mouth We did put up a couple of Facebook messages But the main modes of like reaching out was Some people in our fraternity and just our other friends It's like reposting Instagram stories and you Just like reposting the posts that the fighty insert gram had or just telling their friends about it and sending Our Facebook events and stuff like that Good evening If you're just gonna asked me the question is just one after the other

do you guys have up website you can find this volunteering through

Not necessarily we do have a website For our frat but we don't Don't you technically are usually put like well material opportunities up on there because people won't go to that website Looking for a volunteer opportunity

If you had a website what would Katie details of this volunteering opportunity up or what did you tell them

about the event base So we I guess who the event was for so Seattle Children's And then that's where The fundraising money was going towards the different places shines that we had open so they're also ones where was just like like MC use or or I guess Just like door volunteers that would be selling tickets So it's not just like being an artist or model And then also the time commitment and and various trainings that you need associated With being one of the specific Good job so there's ones that take less time he wants to take him More for being like an artist we had a few videos that they want us to watch and just general like training to walk through just that Know how to paint and like what to paint And then for the models at the same thing but then say if you were like just selling tickets out the front door the time commitment would just be during event for like an hour and a half versus The whole day

were there other volunteering opportunities that You had before this on my show
yes

how did you find those

Are those a lot of you Those opportunities if I think back to high school came from there was Key Club which sort of like consolidated all of these opportunities and gave people way to find them and also just Being able to Choose what interests you and why Want to hear for organizations that you like and that Once that fit into your life time schedule and stuff like that so Oh that was one big thing that I can think of and then A lot of the other more recent ones I guess one thing that I do consistently was like I would play piano At this like retirement home that might be No teachers like me too so that was just how I started when I was younger and then just kept going wait are on but And that's it I'm not that great of a person

Hey how did key club present these opportunities to you?

remember They would do they had weekly meetings where they would talk about very as opportunities but also a newsletter Over there could send them out and I think they did like a monthly or maybe they A weekly magazine that also had like various opportunities are like ones that were Like further out in the future and also ones that are like coming up

If you remember Is there anything that could have made the Key Club Flyers easier to see We are like easy or to sort out your opportunity

volunteer I just don't remember give me my computer Thank you I think like part of it could be that they were like really text heavy and some of them It involves like a lot of reading so it wasn't able to like Present the just like the quick facts about like what the A I guess volunteering opportunity be entailed and like the dates are the various times the commitment or like What you like previous experiences You might need to have You're so you sort of have to like search for that information through the light newsletter which was kind of annoying Guess what I guess bye A lot of opportunities on fulfill it if people just didn't want to like read through all that but that's the main thing I can think Go Call etc