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COLLEGE OF INFORMATION SCIENCES AND TECHNOLOGY
THE PENNSYLVANIA STATE UNIVERSITY

Designing a New User Interface for the Website of AID Penn State

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Class Project for IST 521

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1. ABSTRACT

Association for India's Development (AID) is a local student run volunteering body that raises fund for various NGOs supporting similar social causes in India. The objective of this project is to improve the usability of AID website by designing a new user interface. Firstly, we conducted a Verbal Protocol Analysis (VPA) to study the interaction between users and current website and found that the current interface had poor heuristics which made navigating very tedious. According to this, we built a new website for AID based on Wix Artificial Design Intelligence (ADI) to make it more user-friendly. Then, we conducted a usability test to compare the current and new-designed AID website. The result revealed that the usability of the new website was very high (SUS score = 91.39), and users agreed that new website could help them navigate more effectively.

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2. INTRODUCTION

2.1 BACKGROUND

AID PSU is the Penn State chapter of a volunteering cum fundraising NGO called Association for India's Development which is managed by student volunteers from Penn State University with immense support from the local Indian community in State College. The primary objective of this organization is to raise and provide financial aid/support for local NGOs in India, that are working selflessly towards addressing social causes such as promoting literacy in villages, shelter for the less privileged, women empowerment, post trauma rehabilitation, awareness campaigns or relief operations after natural disasters. AID PSU happens to be one of the oldest chapters of AID that raises funds for these high-impact operations through various volunteering activities and events that are great social mixers thus providing a platform for people to participate in a good cause.

2.2 PROBLEM STATEMENT

The goal of the project is to design a user interface for AID PSU website that looks good and is easy to use and navigate. For an NGO like AID Penn State having a good website interface plays a crucial role in marketing their NGO, to let people know more about the causes they believe in and about the plan of action they have to help this cause.

A good website establishes a means to provide instant communication, instant networking and instant credibility which will further help AID PSU expand their outreach and discovery among the local community and industry sponsors who would like to support similar cause cause/projects as AID. The current interface for AID PSU is poorly designed and is in undated state right now, which has been hindering the organization and management of AID PSU's fundraising events

lately. While the NGO has a good social outreach through its individual social media outlets among the local student community, lately the volunteering chapter has been trying to expand its outreach and discovery among the local community and industry sponsors who would like to support similar cause/projects as AID. And the standing committee of the organization thinks having a good website could address this issue.

3. BUILDING THE NEW WEBSITE

3.1 UNDERSTANDING STAKEHOLDER NEEDS

User research in this phase was mostly involved interacting with stakeholders in person. Informal meetings with individual stakeholders (committee member), attending the weekly meetings of AID PSU were the prime means to gather stakeholder needs.

The original motive behind revamping the website was to build an official platform that looks legit while pitching the NGOs cause to get monetary aid from local businesses. However secondary needs also meant creating a platform where people could know about upcoming beneficiary events and also where volunteers could register for volunteering events.

Another major problem with a student organization like AID PSU is that each and every academic year there is a different person handling the website. This is because most of these volunteers are graduate students who either graduate or are forced to take higher/alternate roles within the organization to fill in the gaps left by outgoing student volunteers. Plus, the student who volunteer for this role may not always come with the required technical skills like coding.

3.2 EVALUATION AND SELECTION OF WEBSITE PUBLISHING PLATFORM

The current website is designed on Sites at Penn State which is an open source web publishing platform powered by WordPress. Sites at Penn State is hosted by a third-party vendor, CampusPress (Edublogs). The service is managed and supported jointly by CampusPress and Penn State IT and was first launched as a teaching and learning resource by Teaching and Learning with Technology in 2012. However, it requires a certain amount of learning curve which does not favors beginners who have no background in web page development

The proposed new site is build using Wix. Wix is a website builder that requires almost zero coding background to build and launch an aesthetically good website. Wix Artificial Design Intelligence (ADI) will instantly build a website personalized just for the designer—complete with professional text and images. All that the designer have to do is answer a few simple questions about what the website is about and once they are done; the website is ready to go live.

Once the website is live then the designer could customize the ADI generated website using the available 500+designer-made templates. The most unique feature for which Wix is chosen as the preferred design platform in this case is its innovative drag and drop website building interface, which helps the designer customize anything without knowing to code.

Table 1 Evaluation and selection of website publishing platform based upon stakeholders need

	Sites	Wix
Ease of Use	Advanced	Easy
Easy to Learn	Advanced	Easy
Easy to Maintain	Advanced	Easy

4. STUDYING USER INTERACTION OF CURRENT INTERFACE - VERBAL PROTOCOL ANALYSIS (VPA)

The current website of AID Penn State is built and live on the 'sites.psu' website hosting platform. Testing the usability experience of this website was the starting point in this project. To do so we conducted a Verbal Protocol Analysis (VPA) that required the participants to interact with the current website. The purpose of this experiment is to explore the problems when users interacting with current website, which can help us to build the new website.
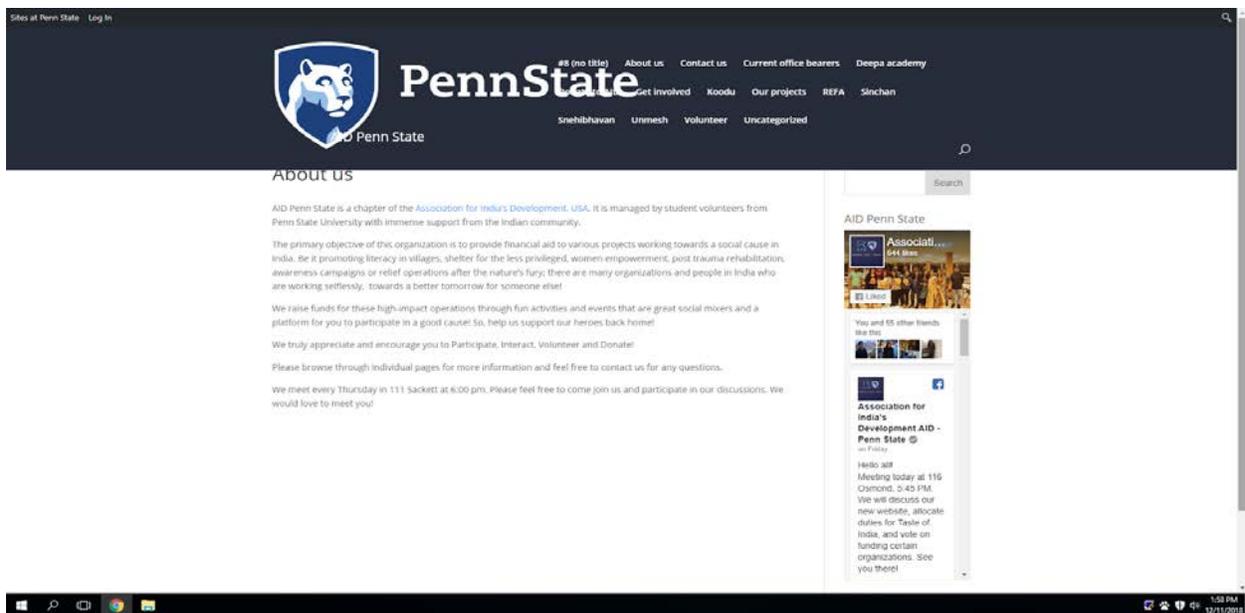

Figure 1 The homepage of the current AID PSU website

4.1 METHOD

Participants

The VPA exercise was done with 2 graduate university students (2 male, mean age = 22) from Penn State. Since both the students recently joined Penn State, they were not completely familiar with the workings of AID. However, they showed interest in joining AID to support their cause

and in doing so had at least attended one of AID PSU events in past. They had zero experience with using AID PSU's current website and had instead preferred sticking to their other social media handles for knowing any information.

Materials and Equipment

A dell laptop was used to conduct the usability testing wherein the windows default game screen recorder – the XBOX program was used to record the user interaction of the user while conducting VPA. And a word document with feedback questionnaire was used to document the feedback from the subjects during the same.

Procedure

Once participants had been welcomed, participants needed to sign their agreement to the experimental procedure, filled out a *Demographic Questionnaire*. Then, they received the introduction to a think aloud exercise (Ericsson, & Simon, 1980; 1993). Then, particpants were required to interacted with the user interface of current website and vocalized their actions in order to execute certain given tasks, including "Find upcoming events", "Register for volunteering events", and "Make donations". These three tasks were selected based on the main functions of the website. While the audio of the participant was recorded for conducting qualitative analysis later, the experimenters also recorded the on-screen interaction of the participants in sync with audio to get a better understanding of what the participants user interaction. The test also required the participants to fill out a feedback form to document their user interaction experience. Once this was done the data collected from VPA along with the data collected during the user research phase where used to create the new user interface.

4.2 RESULT

Data analysis of VPA conducted as part of first round of usability testing required analysis of the audio data collected while running the task (shown in Appendix). Also, analysis was done on the Likert scale data that was collected for a series of questions asked during the task to identify (Likert, 1932). Figure 2 shows the usability experience of both subjects on a scale of 0-10 while conducting all 3 tasks designed for this exercise. The feedback received will be further used to determine the features that needed improvement as well as the portions of the website that were regarded positively and negatively. Specific quotes from individual users were also collected and used to inform the conclusions gathered from the task analysis and design recommendations.
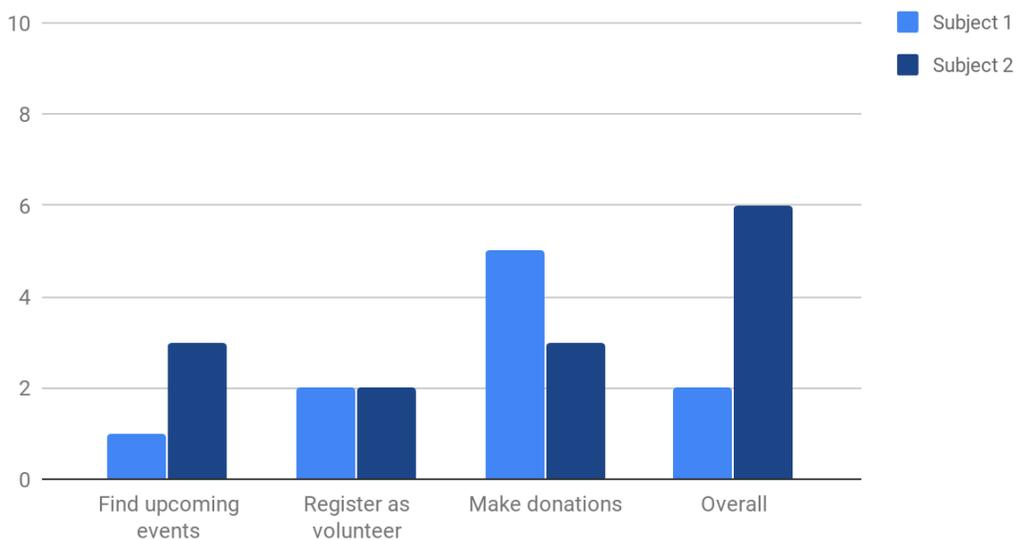
Figure 2 The Score of usability experience in each task

4.3 DISCUSSION

The VPA tasks were designed to evaluate different scenarios to evaluate how different users try to interact with the website. However, there was one limitation about this exercise, we hot to

test with just 2 users who both happen to be graduate students. So, they both had a similar perspective while interacting with the current user interface which may have led to biases in their evaluation. Nevertheless, the trend showed a similar perspective for the subjects who rated the interface poorly based upon their execution of all the 3 tasks. The subjects found it difficult to navigate the website to find what they wanted. While the idea to implement was well received by both the subjects resonating with the cause was one of the motivations which was common among both the subject in their quest to get motivated and donate/volunteer for an organization. Since resonating with the cause was one of the motivations, both the subjects also welcomed the idea of voting in polls that would help them participate and be part of important decisions like deciding on supporting a cause that motivates them.

5. USABILITY TEST - COMPARING THE CURRENT AND NEW WEBSITE

The second round of usability test was done once the new website interface was designed using WIX. In this experiment, we intended to compare the usability of the current and the new website of AID PSU by requiring participants to interact with these two websites. This experiment was designed as a within-subject design.

Figure 3 The homepage of the new AID PSU website

5.1 METHOD

Participants

20 participants (16 male, 4 female) took part in this experiment, and the average age was 21.4 ± 1.9 years old (range 22-27). All of them were international graduate students from Indian. 12 participants have ever used Association of India's Development - Penn State (AID PSU)'s website, and 8 participants have never used it. Among people who have used AID PSU, 2 participants are AID Stakeholders, 4 participants are AID Volunteers, and 2 are community members. Moreover, from the interview about the aim of using AID's website or its other media handles (e.g., Facebook, Instagram, WhatsApp), 70% participants used them to know about upcoming events, 25% participants used to register as volunteers for upcoming events, and 10% participants used to make donations.

Materials

In this experiment, participants were required to use fill in a google form survey with Likert scale data style feedback to streamline the feedback process more effectively. System Usability Scale (SUS) was applied in this experiment. SUS provides a "quick and dirty", reliable tool for measuring the usability (Brooke, 1996). It consists of a 10-item questionnaire with five response options for respondents; from Strongly agree to Strongly disagree. There are lots of benefits of using a SUS. It is a very easy scale to administer to participants, can be used on small sample sizes with reliable results, and can effectively differentiate between usable and unusable systems (Bangor et al., 2008).

Procedure

Once participants had been welcomed, participants needed to sign their agreement to the experimental procedure, filled out a *Demographic Questionnaire*. Then, they received the introduction to the experiment and to the AID PSU website. Next, they were required to finish three tasks by using current or new AID PSU website. These three tasks were selected based on the previous introduction from users and the main functions of the website, including 'registering as a volunteer for a football match', 'find and RSVP for any upcoming event', and 'make donations'. Once finishing each task, participants needed to fill out a Likert Scale (1-5) about how they can complete this task effectively based upon their user experience. After all the tasks were completed, participants were required to fill out SUS based upon both the interfaces of the website and their individual using experience. Then, they needed to interact with the other website, and the procedure was the same. To avoid the order, the sequence has been balanced. The total experiment time was 10-15 min.

5.2 RESULT AND DISCUSSION

Task Experience

The task experience result was shown in Figure 4. From the figure, it was easy to learn about that participants thought they can complete these tasks effectively by using the new-designed website (Register as a volunteer: 2.45<4.8; Find upcoming events: 2.55<4.8; Make donations: 2.9<4.55). By analyzing with paired t test, we found that among each task, the score of the user experience by using the new website is significantly higher than the current one ($t_1(19) = -7.794$, $p_1 < .001$; $t_2(19) = -6.631$, $p_2 < .001$; $t_3(19) = -3.587$, $p_3 < .005$), which means that people considered they can complete these tasks more effectively when using new website.

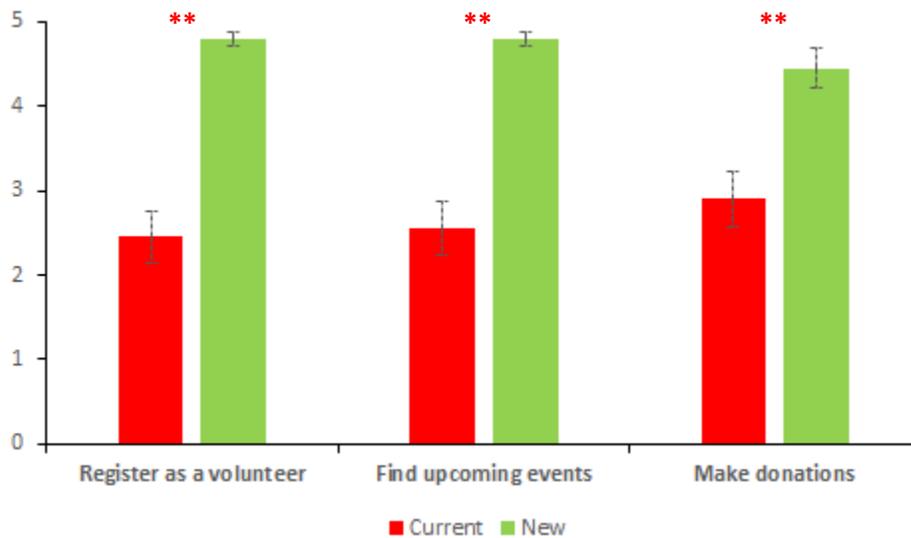**Figure 4** The Score of the effectiveness of completing each task

System Usability Scale (SUS)

Then, we tried to interpret the SUS score. The participant's scores for each question are converted to a new number, added together and then multiplied by 2.5 to convert the original scores of 0-40 to 0-100 (Brooke, 1996). Figure 5 shows the average score of the evaluation from all the

participants. The score of current websites is 41.67 and new websites is 91.39. Results from a paired t test revealed that the SUS score of the new website was significantly higher than the current website ($t(19) = -9.825$, $p < .001$), which means that people think the usability of the new website is significantly higher than the current one.
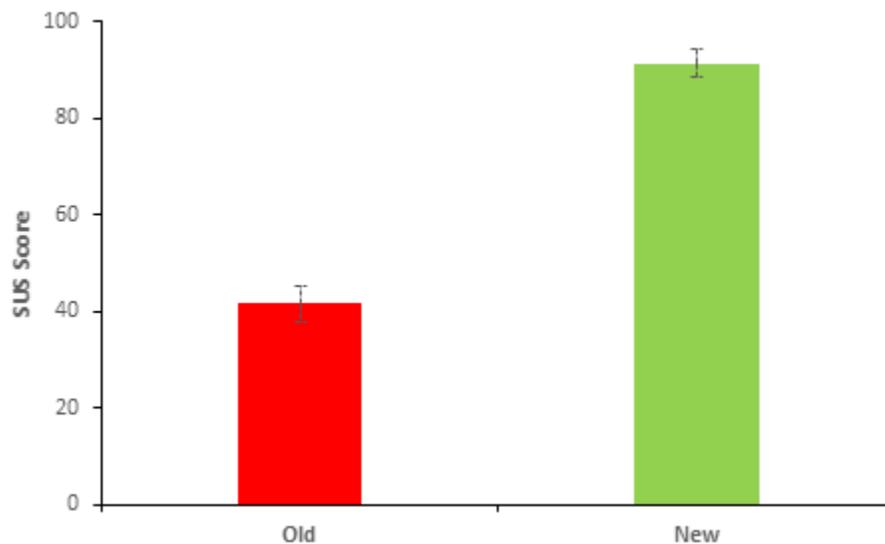
Figure 5 The SUS Score of the current and new website

Afterwards, we tried to interpret the SUS score. Firstly, raw SUS scores can be converted into percentile ranks which can tell us how well our raw score compares to others in the database. The average score (at the 50th percentile) is 68. Besides, Grades are another way to describe the SUS score, which range from A (superior performance) to F (failing performance). Moreover, Bangor et al (2009) associated 1000 SUS scores with a 7-point adjective scale. The scale contains adjectives, including "Best Imaginable", "Excellent", "Good", "OK", "Poor", and "Worst Imaginable", which associate with the usability of the website. Another variation on using words to describe the SUS score is to consider in terms of what's "acceptable" or "not acceptable."

Bangor et al. (2008) applied these terms to the situation when the SUS was well above average or well below average.

Based on what we mentioned above, researchers created a table to interpret the SUS raw score more accurately and detailly. Table 2 shows the result. From this table, we found that the current website (SUS score = 41.67) belonged to the F Grade and was at 2 -14 % of the scores in the database (green front), which means the usability of the current website was poor and it couldn't be acceptable. On the other hand, the new website (SUS score = 91.93) belonged to the best Grade (A+) and was at 96 – 100% of the scores in the database (red front), which means the usability of the new website was best imaginable and it could be acceptable for users.

Table 2 Percentiles, Grades, and Adjectives to describe raw SUS scores (From:

https://measuringu.com/sus/)

Grade	SUS	Percentile range	Adjective	Acceptable
A+	84.1 - 100	96 - 100	Best Imaginable	Acceptable
A	80.8 - 84.0	90 - 95	Excellent	Acceptable
A-	78.9 - 80.9	85 - 89		Acceptable
B+	77.2 - 78.8	80 - 84		Acceptable
B	74.1 - 77.1	70 - 79		Acceptable
B-	72.6 - 74.0	65 - 69		Acceptable
C+	71.1 - 72.5	60 - 64	Good	Acceptable
C	65.0 - 71.0	41 - 59		Marginal
C-	62.7 - 64.9	35 - 40		Marginal
D	51.7 - 62.6	15 - 34	OK	Marginal
F	25.1 - 51.6	2 - 14	Poor	Not Acceptable
F	0.0 - 25	0 - 1.9	Worst Imaginable	Not Acceptable

6. CONCLUSION

Now that we have compared and tested the proposed designed with the existing design, we understand that we have made significant improvements over the current design. The results of the usability test reflect the proposed website can help users navigate more effectively and is more user-friendly compared to its predecessor. And in doing so it addresses the project's initial goal of providing a platform that facilitates an instant communication, instant networking and instant credibility to help AID expand its outreach and discovery.

7. FUTURE WORK

Though the architecture of the interface is finalized, content writers still need to put in additional hours to fill in relevant content that appeals to all potential users be it students, community members or donors. Currently the donation tab in the proposed new design is slight hard to discover, so further redesign will be required to increase the visibility of the donation tab. Future work will also involve publishing the website with a suitable domain name and maintaining it on a regular basis to make it easily searchable for the volunteers and community members.

8. REFERENCES

Bangor, A., Kortum, P. T., & Miller, J. T. (2008). An empirical evaluation of the system usability scale. *Intl. Journal of Human–Computer Interaction*, *24*(6), 574-594.

Bangor, A., Kortum, P., & Miller, J. (2009). Determining what individual SUS scores mean: Adding an adjective rating scale. *Journal of usability studies*, *4*(3), 114-123.

Brooke, J. (1996). SUS-A quick and dirty usability scale. *Usability evaluation in industry*, *189*(194), 4-7.

Ericsson, K. A., & Simon, H. A. (1980). Verbal reports as data. *Psychological review*, *87*(3), 215.

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9. APPENDIX

APPENDIX 1 – VPA TASK FEEDBACK

Subject Number: 1

1. **Can the user effectively navigate the website? Rate each task on a scale of 1-10.**

- Finding upcoming events.

Unsatisfactory   **Satisfactory**

| **1** | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- Ability to register for volunteering events.

Unsatisfactory   **Satisfactory**

| 1 | **2** | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- Ability to make donations.

Unsatisfactory   **Satisfactory**

| 1 | 2 | 3 | 4 | **5** | 6 | 7 | 8 | 9 | 10 |

2. **Would having a say in decisions taken by the committee be a motivation for you to contribute towards the same? If yes, would you mind participating in weekly/ biweekly decision-making polls? Rate this idea on a scale of 1-10.**

Disagree   **Agree**

| 1 | 2 | 3 | 4 | 5 | **6** | 7 | 8 | 9 | 10 |

3. **Would a Fundraising thermometer motivate you to make a donation/ volunteer for an event? Why? Rate on a scale of 1-10.**

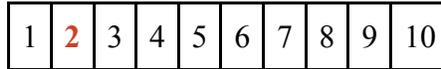**Disagree**   **Agree**

| 1 | 2 | 3 | **4** | 5 | 6 | 7 | 8 | 9 | 10 |

4. **Your honest feedback. What will you try to improve? Rate the current website on a scale of 1-10.**

Bad   **Good**

1	**2**	3	4	5	6	7	8	9	10

Feedback:
My suggestion would be instead of showing donation thermometer it would be better to show how many people the organisation has helped and how. Also, the site needs lots of improvements and better moving into different tabs. My suggestion would be to show upcoming events on front page itself. Don't show the past events instead show the photos of the events if no upcoming is coming.
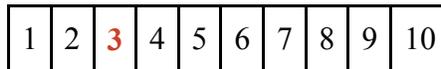
Subject Number: 2

1. **Can the user effectively navigate the website? Rate each task on a scale of 1-10 .**
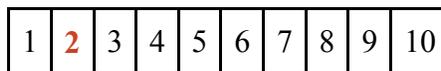- Finding upcoming events.
   Unsatisfactory   **Satisfactory**

1	2	**3**	4	5	6	7	8	9	10

- Ability to register for volunteering events.
   Unsatisfactory   **Satisfactory**

1	**2**	3	4	5	6	7	8	9	10

- Ability to make donations.
   Unsatisfactory   **Satisfactory**

1	2	**3**	4	5	6	7	8	9	10

2. **Would having a say in decisions taken by the committee be a motivation for you to contribute towards the same? If yes, would you mind participating in weekly/ biweekly decision making polls? Rate this idea on a scale of 1-10.**
   Disagree   **Agree**

1	2	3	4	5	6	7	**8**	9	10

3. **Would a Fundraising thermometer motivate you to make a donation/ volunteer for an event? Why? Rate on a scale of 1-10.**
   Disagree   **Agree**

1	2	3	4	5	**6**	7	8	9	10

4.   Your honest feedback. What will you try to improve? Rate the current website on a scale of 1-10.

      Bad   Good

1	2	3	4	5	6	7	8	9	10

Feedback:
So the only thing explicitly clear form the website is the member info and donation link..the upcoming events and the overall interactive nature of the website can be improve. Also the home page should mention more about the problem statement/mission statement of AID, and should be more attractive in general so as to not look unprofessional and novice.

APPENDIX 2 – VPA AUDIO TRANSCRIPT

Transcript from Subject 1

Interviewer: Have you used the current website in past? If yes, for what? If not, then why?

Subject 1: No, because I was not aware about the website I'm looking at this for the first time. I used to get information about their events through facebook or email.

Interviewer: We will try to do see how is your experience with the website. So can you go ahead and find upcoming events?

Subject 1: I' m going through the sites. I have clicked on the PROJECT tab, they have given something about their past project and all but I'm not able to find something about their upcoming events. So I will try to go to GET INVOLVED for VOLUNTEERING. No I'm not able to find anything about upcoming event. So let's go to HOME again. So there is this ABOUT US, Current Office bearers. There is this thread about people of AID. There is this post about Independence Day that was on 15th August, but nothing about upcoming event.

Interviewer: So how will rate this experience out of 10?

Subject 1: 2...1. Because I 'm not able to find anything about their upcoming event. So if there are having a new event they should have it on their first page itself.

Interviewer: Moving on to the next task,. Can you find the link to register for the volunteering events?

Subject 1: Yeah when I was going through the upcoming events I was able to see that there is the option to VOLUNTEER for an event under GET INVOLVED. So I was able to find that say you can volunteer here with us.

Interviewer: But are you able to register for the volunteering?

Subject 1: No there is no name, no link or nothing there for volunteering. There is no name or writing box in a thing. So NO.

Interviewer: So how will you rate this experience out of 10?

Subject 1: I was able to find it so I would say it is 3.

Interviewer: So can you find a link to make donations to AID?

Subject 1: Yes it was in same thing GET INVOLVED. I'm going to click DONATE TO AID, yes there is this link.I will click here, it is pretty good..but it shows error. But yes I was able to find this link where you can donate using credit card or debit card.

Interviewer: So how will you rate this experience out of 10?

Subject 1: 4 because it was not fully working.

Interviewer: Would having a say in decisions taken by the committee be a motivation for you to contribute towards the same? If yes, would you mind participating in weekly/ biweekly decision making polls? Rate this idea on a scale of 1-10.

Subject 1: Weekly Biweekly polls no. But may be monthly polls yes. I would rate this idea 6.

Interviewer: Would a Fundraising thermometer motivate you to make a donation/ volunteer for an event? Why? Rate on a scale of 1-10.So fundraising thermometer is..

Subject 1: I understand the concept. I would say that instead of showing how much money you have collected I would suggest ...or how much money you have given to communities you are trying to help I would say instead of having a donation thermometer I would like to know how the people of that community are helped by the donated money. I would be motivated by that than knowing how much money was donated.

Interviewer: So your honest feedback on the user experience of the website?

Subject 1: 3.

Transcript from Subject 2

Interviewer: Have you used the current website in past? If yes, for what? If not, then why?

Subject 2: No, I haven't used their website as of now. So whatever info I needed about AID I actually used their facebook page for that.

Interviewer: So for this exercise you have to navigate various components of the website, so that we get to know more about your user interaction experience with the interface.

Subject 2: Ok.

Interviewer: So your first activity will be finding upcoming events. So please navigate the site and find information about upcoming events.

Subject 2: So I'm guessing I should go to GET INVOLVED and then VOLUNTEER to know more about the upcoming events, but it just says that "You can volunteer for the Penn State Football Game with us." I will try to go to AID so it says that you could volunteer and attend our meeting at this hour but it doesn't say anything about upcoming events. So I will probably try to go HOME again. So yeah at home it shows me the next event - The Independence Day at 15th August but it doesn't say anything about upcoming event because i know from their facebook page that they have some events that are coming up like tomorrow there is an event where they are participating in the fall fair and there is a Garba event but I'm not sure how to…

Interviewer: So how was your experience finding upcoming events? Can you rate it on scale of 1-10.

Subject 2: It's like 3. There are only limited task plus it isn't very intuitive where it needs to be

Interviewer: So your next task would be register for volunteering event. Try to get register for volunteering event.

Subject 2: So again I try to go to GET INVOLVED and then to VOLUNTEER. So it should have shown me the registration link but it doesn't shows me that. Let's go to CONTACT US. It just shows me form about contact me.So for volunteering the should be in GET INVOLVED> VOLUNTEER but it does not shows anything.

Interviewer: So how would you rate this experience on a scale of 1-10?

Subject 2: 2.

Interviewer: So your next task will be to make a donation?
Subject 2: So that's pretty clear to me. Because GET INVOLVED and then DONATE TO AID. So that's pretty straight forward and it says "Click Here To Donate Using Credit/Debit Card" so that pretty clear. So it shows an error, but the link is there at least .

Interviewer: So how will you rate this scale on 1-3?

Subject 2: 3 I guess,as they need to just fix the link.

Interviewer: Would having a say in decisions taken by the committee be a motivation for you to contribute towards the same? If yes, would you mind participating in weekly/ biweekly decision

making polls? Rate this idea on a scale of 1-10.So they will just give you out polls and you just need to make decisions.

Subject 2: I guess that will help as when you know where your funds are going towards may be you will find somethings that actually resonates with you.So you would like to work towards that. So that actually sounds good and I would actually rate it like 8.

Interviewer: Ok.Would a Fundraising thermometer motivate you to make a donation/ volunteer for an event? So there will be this thermometer that says so much money is collected towards a cause and so much is still to be collected. So would you like having that in this project section. Why? Rate on a scale of 1-10.

Subject 2: I think that's good but for me that will not make much of a difference as compared to what are the funds are actually going towards. If I know that I will be kind of motivate enough, if that does not motivate me then the thermometer will not.

Interviewer: So how will you rate this idea on scale of 1-10?

Subject 2: For me it will be 5 to 6. It may or may not work.

Interviewer: So your honest feedback on the user experience of the website?

Subject 2: So let says that the macro tab - the number of tab that I actually see are very low. I don't know where to go to find particular thing. So I think we should have more tab that will intuitively tell me where to go find a particular thing.

Interviewer: That's it .Thank You.

APPENDIX 3 – WEBSITE USABILITY TESTING FORM

User Demographic question
Please pick the best answer that indicates how you felt during this experiment.
* Required

1. **What is your Age?** *

2. **What is your Gender?** *
Mark only one oval.
Female
Male
Prefer not to say
Other:

3. **Have you ever used Association of India's Development - Penn State (AID PSU)'s website?**
*
Mark only one oval.

Yes
No
Maybe
Other:

4. **Define your user status. (Stakeholders - committee members, Volunteers - active organizers/participant volunteers in AID activities)** *
Mark only one oval.
AID Stakeholder
AID Volunteer
University student
Community members
Other:

5. **What do you use AID's website or its other media handles (facebook, instagram, whatsapp) for?** *
Check all that apply.
To know about upcoming events
To RSVP/ Book Tickets for upcoming events
To register as volunteer for upcoming events.
To make a donation.
To know about projects AID PENN STATE is working on.
Have not used till now.
Other:

User Interaction feedback for OLD website
Use the link to redirect and interact with old website.
https://sites.psu.edu/aidpsu

6. **I can register as a volunteer for a football match event effectively.** *
Mark only one oval.
              1 2 3 4 5
Strongly Disagree   Strongly Agree

7. **I can find and RSVP for any upcoming event effectively.** *
Mark only one oval.
              1 2 3 4 5
Strongly Disagree   Strongly Agree

8. **I can make donations effectively.** *
Mark only one oval.
              1 2 3 4 5
Strongly Disagree   Strongly Agree

Web Usability Scale rating for OLD website
Use the link to redirect and interact with old website
https://sites.psu.edu/aidpsu

9. **I found the website unnecessarily complex.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

10. **I thought the website was easy to use.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

11. **I think that I would need the support of a technical person to be able to use this website.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

12. **I found the various functions in this website were well integrated.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

13. **I thought there was too much inconsistency in this website.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

14. **I would imagine that most people would learn to use this website very quickly.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

15. **I found the website very cumbersome to use.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

16. **I felt very confident using the website.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

17. **I needed to learn a lot of things before I could get going with this website.** *

Mark only one oval.

        1 2 3 4 5

Strongly Disagree   Strongly Agree

User Interaction feedback for NEW website
Use the link to redirect and interact with new website.
https://sagarrasam.wixsite.com/aidpennstate

18. **I can register as a volunteer for a football match event effectively.** *
Mark only one oval.
           1 2 3 4 5
Strongly Disagree   Strongly Agree

19. **I can find and RSVP for any upcoming event effectively.** *
Mark only one oval.
           1 2 3 4 5
Strongly Disagree   Strongly Agree

20. **I can make donations effectively.** *
Mark only one oval.
           1 2 3 4 5
Strongly Disagree   Strongly Agree

Web Usability Scale rating for NEW website
Use the link to redirect and interact with new website
https://sagarrasam.wixsite.com/aidpennstate

21. **I found the website unnecessarily complex.** *
Mark only one oval.
           1 2 3 4 5
Strongly Disagree   Strongly Agree

22. **I thought the website was easy to use.** *
Mark only one oval.
           1 2 3 4 5
Strongly Disagree   Strongly Agree

23. **I think that I would need the support of a technical person to be able to use this website.** *
Mark only one oval.
           1 2 3 4 5
Strongly Disagree   Strongly Agree

24. **I found the various functions in this website were well integrated.** *
Mark only one oval.
           1 2 3 4 5
Strongly Disagree   Strongly Agree

25. **I thought there was too much inconsistency in this website.** *
Mark only one oval.
           1 2 3 4 5

Strongly Disagree   Strongly Agree

26. I would imagine that most people would learn to use this website very quickly. *

Mark only one oval.

                1 2 3 4 5

Strongly Disagree   Strongly Agree

27. I found the website very cumbersome to use. *

Mark only one oval.

                1 2 3 4 5

Strongly Disagree   Strongly Agree

28. I felt very confident using the website. *

Mark only one oval.

                1 2 3 4 5

Strongly Disagree   Strongly Agree

29. I needed to learn a lot of things before I could get going with this website. *

Mark only one oval.

                1 2 3 4 5

Strongly Disagree   Strongly Agree

30. How was your experience using the NEW compared to OLD website? Give Feedback. *