Usability Testing for Manos de Cristo
Courtney Jeffries & Sophia Chia-Yu Kang
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Sponsor: Dr. Randolph Bias
School of Information | The University of Texas

About Manos de Cristo
Manos de Cristo is a non-profit organization that empowers low-income individuals by providing essential oral care, educational development, and basic needs (food and clothing). Manos is open to all and “inspired by the Christian ideals of service and compassion.”

Benefits of Usability Testing
- Increase total online donations
- Move prospective volunteers to action
- Bring more services to low-income families
- Increase Store sales

Methodology
- Use case scenarios
- Pre-test survey
- User tasks
- Post-test survey
- Data analysis
- Recommendations

Usability Testing Tasks
We asked test participants to provide think-aloud commentary while performing tasks that addressed various sections of the site.
- Free exploration
- Navigating information:
  - Non-profit’s history
  - Contact methods
  - Volunteer needs
  - Financial reports
  - Donation options & security
  - Upcoming events & stories

The tasks sought to answer the question: Are users of the Manos de Cristo site motivated to make a donation or volunteer?

Post-Test Survey

Recommendations
We suggest that Manos de Cristo considers the problem areas identified during usability testing. High-priority changes
- Fix broken links – Our Store
- Clickable labels – PayPal & Donate

Secondary changes
- Simplify contact options
- Change Annual Reports to HTML format
- Add a Search bar

Minor modifications
- Remove rollover sounds

Following these design and development changes, we advise that usability testing is repeated to ensure successful implementation.