High-Fidelity Prototype & Group Letter Centre of Learning & Development <tccld.org>

by

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Executive Summary

This project was conducted in three phases:

- 1. Preliminary Site Research & Usability Tests
- 2. Card Sorting Study & Preliminary IA Proposal
- 3. Final IA Proposal & High-Fidelity Prototype (inf2170tccld.com)

Our group first met with our primary contact John Alves, in late September 2019, who currently serves as Development & Operations Lead. We sat down and discussed how The Centre of Learning & Development (CL&D) has been struggling with inconsistency on their website, as well as struggling to attract both donors and volunteers. Thus, we brainstormed solutions and developed a project plan to redevelop a user-friendly website that highlights CL&D's core mission, vision, values, and makes finding information about programs simple.

We first identified that the role of <<u>tccld.org</u>> in the organization is to provide information and resources about CL&D community initiatives, such as social incubators (e.g. the Regent Park Catering Collective and the Regent Park Sewing Studio) and programs (Academic Skills Upgrading (AU) and the Immigrant Women Integration Program (IWIP)). Accordingly, the site aims to fulfill the information needs of two representative user groups: *existing* and *potential stakeholders and clients* (program participants, volunteers, board members, and donors). We then identified and refined **three key IA issues** pertaining to CL&D organization goals and information architecture (IA) design:

- 1. Implement user-friendly navigation menus and labels, with a focus on accessibility
- 2. Improve efficiency of use and ease of website navigation
- 3. Reduce frequency of user errors when navigating the website by increasing consistency organization and labelling systems of <<u>tccld.org</u>>

With these goals in mind, we performed six semi-structured interviews and usability tests with existing users and non-users during the first phase, and a hybrid card sorting study in the second. Based on the findings of these studies, we proposed a **preliminary IA proposal** to address the three aforementioned issues.

Following feedback for the preliminary proposal from CL&D, we developed a **final IA proposal** and a **high-fidelity prototype** in the form of a live, clickable website <<u>inf2170tccld.com</u>>, that addressed the aforementioned key issues. To illustrate the effectiveness of our final proposal, this report includes three hypothetical user scenarios illustrated through a series of sequential storyboards, based on tasks we expect typical CL&D users to perform on the website:

- 1. Finding a Program for New Immigrants
- 2. Finding Information on Donation Usage
- 3. Finding Information About Board Members

The website redesign not only aligns with supporting the organization's strategic priorities, but will also be more meaningful and informative for users. We developed the website in a way that not only provides detailed information, but is also easy to use, to better assist users in grasping CL&D's involvement in the local Regent Park area. Easy accessibility to information will allow neighborhood groups to become involved in the many programs and services available if one wishes to participate. By developing a high-fidelity clickable website, we hope to have achieved CL&D's aim of raising awareness, donations, and welcoming new volunteers.

Sequential Storyboard

Overview: User Scenarios

Previously, we created and illustrated three user scenarios through sequential storyboards. These scenarios were designed around performing tasks that we expect typical CL&D users to complete on their website. However, based on feedback from the CL&D Project Team regarding the preliminary proposal, the IA schematic was changed to reflect some of their suggestions. Some discussion occurred via email, before arriving at our final proposed IA schematic diagram (see next section).

With these changes, it became necessary to redesign our user scenarios to demonstrate the new IA's proposed changes. As such, this report includes the sequential storyboards of three scenarios — one retained from the previous report, one amended to add an additional step, and a new scenario — based on screenshot from our high-fidelity prototype, < inf2170tccld.com >.

For viewing convenience, we have included annotated, high definition, full-page storyboards of the three scenarios in the pages following the descriptions below (Pages 4-9). Furthermore, we have included high definition, single-page versions of the storyboards (non-annotated) in Appendix A and B.

Scenario 1: Finding a Program for New Immigrants

Imagine that you are new to Toronto. You are interested in improving your English reading and writing skills. Using the website, try to determine if CL&D can help you with this. Please describe your actions and think out loud.

I am looking through the website labels to see if I can find a program related to English. I look under the first label of the main menu — "Programs & Services". Hovering over this menu option, I see five programs and services offered by CL&D. One is titled "Academic Skills Upgrading (AU)", which sounds like what I need, so I will click on this link. I decide that I would like to find out more information on resources for this particular program. I scroll down to the bottom of the page and click on one of the annual reports located under the Resources subsection.

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Home Page > Programs & Services > Academic Skills Upgrading (AU) > Resources (page subsection) > Annual Report (2016)
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Scenario 2: Finding Information About Donation Usage

Imagine you are a potential donor, and you want to find information (online) about how your donations to the Centre of Learning & Development would be used. How would you go about doing this? Please describe your actions and think out loud.

On the right-hand side of the main menu, I can see a "Donate" label, so my first instinct is to hover over there. Doing this displays a drop-down menu with two options: "Information" and "Donate Now!". Since I am looking for donation information, I will click the first option.

Home Page > Donate > Information

Scenario 3: Finding Information About Board Members

Imagine that you are interested in becoming a board member at CL&D, and you want to learn more about the current board of directors. Where would you go on the website to find the information for this? Please describe your actions and think out loud.

Since I am curious about the current board members at CL&D, I will go to "About Us", as that is where I expect to find a label about the CL&D staff or team or board members. Hovering over this opens a drop-down menu showing "Our Team", so I click on that and navigate to a page with names, photos, and contact information for all staff and board members at CL&D. At the bottom half of the page, I see a subsection for the current Board of Directors and a link to a form that allows me to apply to become a board member if I want.

Home Page > About Us > Our Team > Board of Directors (page subsection)

$\label{eq:storyboard: Scenario 1 - Finding a Program for New Immigrants$

Page 1 of 2



Figure 1. Page 1 of 2 (Scenario 1 - Finding a Program for New Immigrants).

Storyboard: Scenario 1 — Finding a Program for New Immigrants

Page 2 of 2



Storyboard: Scenario 2 — Finding Information About Donation Usage

Page 1 of 2



Storyboard: Scenario 2 — Finding Information About Donation Usage

Page 2 of 2





Storyboard: Scenario 3 — Finding Information About Board Members

Page 1 of 2

Storyboard: Scenario 3 — Finding Information About Board Members

Page 2 of 2



IA Elements & Justifications

Overview

This section discusses the IA changes proposed and implemented on our prototype, < inf2170tccld.com >, organized by search system and individual top-level categories. Where applicable, subsections include a text-based, side-by-side comparison of changes made between the existing (original) IA and the final (proposed) IA delivered with this report. To illustrate these changes, we have included an image comparing the exposed IAs of the original < tccld.org > website and our < inf2170tccld.com > prototype (Figure 1). A high quality image of this figure is also included in Appendix C.



Figure 1. IA Comparison between <<u>tccld.org</u>> and <<u>inf2170tccld.com</u>>.

Search System

Currently, no search bar exists on the front page of <tccld.org>, although it is easily locatable on all other pages. Although our data indicates that implementing a search function on the front page would yield a better experience for CL&D users, the technical restrictions of our prototype prevented us from doing so (the "Avada" WordPress theme used by CL&D does not allow the addition of a search bar on the front page without significant source code alteration). As such, our redesign of <tccld.org> did not address the website's search system.

"Programs & Services" Category Label & Contents

EXISTING IA

What We Do

- ↓ Programs
 - Academic Skills Upgrading (AU)
 - Immigrant Women
 Integration Program (IWIP)
 - Clear Language and Design (CLAD)
 - Digital Storytelling Toronto (dsto)
 - Youth Empowering Parents (YEP)
- ✤ Social Incubators
 - Regent Park Catering Collective
 - ↓ Regent Park Stewing Studio

FINAL IA

Programs & Services

- ↓ Academic Skills Upgrading (AU)
- Clear Language and Design (CLAD)
- Immigrant Women Integration
 Program (IWIP)
- ↓ Regent Park Catering Collective
- ↓ Regent Park Stewing Studio

Figure 2. Comparison of proposed changes to "What We Do" category.

Category Label. The original <<u>tccld.org</u>> had organized its main pages under a series of four category labels attached to a header; these categories were "What We Do", "Who We Are", "What We Measure" and "Get Involved". During our initial usability testing on the site during the first phase, we found that users were frequently confused by the labeling of the first heading, "What We Do", as well as the labeling of its sub-categories, "Programs" and "Social Incubators". Some users passed over these categories while searching for specific programs without actually finding them. Our card sort study in phase two further confirmed our observations that the category "What We Do" did not have an immediately clear purpose to most users. The category had an agreement score of only 54%, meaning that users did not consistently group similar cards under the heading. Several users commented on the fact that the three categories of "What We Do", "Who We Are" and "What We Measure" are similarly named to the point that it increased uncertainty as to what information belongs where.

Following our card sorting study, we proposed changing the name of this category to "Our Initiatives", an untested label that we felt best represented the fact that this category contained the programs and services of CL&D. We also proposed keeping the subcategories "Programs" and "Social Incubators", as we assumed that since either of these lists could be added to, it would be best to keep them separate to avoid either one becoming too overwhelmingly long. However, upon receiving feedback from the CL&D project team, we

decided to change the name for the final prototype to "Programs & Services", in order to use a label and naming convention that would be more familiar to users.

Contents. Additionally, though we were going to keep the subcategories (and content pages) of "Programs" and "Social Incubators", feedback from the CL&D project team suggested that the labels would be more digestible to users if they were all classified under "Programs" instead. Accordingly, we removed these subcategories and consolidated its existing content into the landing page and top-level category "Programs & Services", grouping all active CL&D programs and services under it.

The existing <<u>tccld.org</u>> "What We Do" drop-down menu includes five programs and two social incubators. In our preliminary proposal, we removed the programs "Clear Language and Design (CLAD)", "Digital Storytelling Toronto (dsto)", and "Youth Empowering Parents (YEP)" based on feedback from CL&D regarding what programs were no longer active — shortening the menu items down to two programs and two social incubators. However, in this final iteration of our IA proposal, we re-added "Clear Language & Design (CLAD)", as CL&D notified us that the program has not been inactivated, but rather rebranded as a *service* affiliated with the organization.

Furthermore, after careful examination of the existing "Resources" page — which users found to be unclear as to which category it should fall under — we identified four content sections which could be combined into new or existing pages for the sake of designing a user-centric IA. The four sections are as follows: *Annual Reports, Yearbooks, CRNA Reports*, and *Celebrating Success* (booklets). Of these sections, two can be combined with existing pages under this category. *CRNA Reports* are reports created by program participants as part of its curriculum; as such, we suggest combining this section with the existing "Immigrant Women Integration Program (IWIP)" page. Furthermore, as *Celebrating Success* booklets are products of the Academic Skills Upgrading (AU) program, we similarly suggest combining this content section with the program's page.

Previously, the pages "Executive Director's Message" and "Contact Us" could only be accessed through the footer navigation. In order to maintain consistency in navigation across the site, we moved these pages to the "About Us" category and removed the menus in the footer, as they did not add value to the overall findability and usability of the site, as indicated by our data. Finally, the page for "Testimonials" which was previously found under the "Who We Are" category, was moved to the "Get Involved" category. Although our usability tests and card sorting study did not indicate that this was an issue, our partners feedback indicated that logically the page fits best under this category as it relates to testimonials regarding participation with the organization.

To illustrate these changes, Scenario 1 conveys the ease with which a user might be able to find one of the programs under the new category heading.

"About Us" Category Label & Contents

EXISTING IA

Who We Are

- ↓ About Us
- ↓ Our Vision & Mission
- ↓ Our Team
- ↓ Our Partners
- ▶ Resources
- ↓ Testimonials

What We Measure (Content Page)

FINAL IA

About Us

- ↓ Executive Director's Message
- → Our Vision & Mission
- ↓ Our Team
- ↓ Our Partners
- ↓ What We Measure Our Approach
- Resources Annual Reports
- ↓ Contact Us

Figure 3. Comparison of proposed changes to "Who We Are" and "What We Measure" categories.

Category Label. Prior to our redesign, most of the general information about CL&D could be found under the "Who We Are" drop-down category on the site's header. Analysis of the data from usability testing suggested this label was unclear, as multiple users browsed its contents while searching for donation information and specific programs — neither of which are contained within it. From our card sorting study, we found a low agreement (52%) among users regarding the purpose of this category, as it was another of the three categories with similar names that confused users alongside "What We Do" and "What We Measure".

Accordingly, we propose relabelling the "Who We Are" category as "About Us", following the naming convention of similar sites.¹ In our prototype, we also made the category label itself a link to the "About Us" page that was previously listed, removing it from the drop-down menu since it would be redundant in relation to the new category title.

Contents. We propose retaining the following menu items "Our Vision & Mission", "Our Team", and "Our Partners", and adding a fourth named "Our Approach". This final item linked to the page previously found by clicking on "What We Measure". Based on further examination of the existing page's contents and data from the card sorting study we propose relabelling this page and relocating its contents under this category.

Our results further revealed "Resources" as one of the items that confused users. As aforementioned, we suggest combining two of its content sections with their corresponding program pages (see above subsection; "'Programs & Services'" Category Label & Contents"). However, we propose that the remaining content sections — *Annual Reports* and *Yearbooks* — be retained within this category, under the new page "Annual Reports".

Furthermore, we moved "Testimonials" to a different category (see below subsection; "Get Involved' Category Label & Contents") based on the feedback we received from the CL&D project team, and moved the "Executive Director's Message" and "Contact Us" links from the footer to the new "About Us" category.

Finally, we suggest removing the menus in the footer in our prototype, as most of its links do not add value to the navigability of the site, and can be confusing as it does not match the menus used in the header. A demonstration of how a user might navigate this category can be found in Scenario 3.

¹ Other community-based organization websites we examined include: <<u>alexandraparkcc.org</u>>, <workingwomencc.org>, and <<u>https://cfee.org</u>>.

"Get Involved" Category Label & Contents

EXISTING IA

Get Involved

- ↓ Create New Opportunities

FINAL IA

Get Involved

- ↓ Create New Opportunities
- ↓ Become a Volunteer!
- ↓ Testimonials

Figure 4. Comparison of proposed changes to "Get Involved" category.

Category Label. We did not change the label name of the "Get Involved" category from the original. During our initial user testing, we did not notice any significant pattern of confusion regarding how users interacted with this category. Despite the fact that the category had a low agreement rating (at 43%) in our card sort study, we decided to leave the category intact because its two original contents, "Become a Volunteer!" and "Create New Opportunities", were relatively consistently sorted into the category. The label's name did not seem to be the factor causing confusion.

Contents. However, following our card sort study, we decided to move the "Testimonials" link to the "Programs & Services" category, due to feedback from CL&D suggesting that they would prefer "Testimonials" under the "Get Involved" category.

"Donate" Category Label & Contents

EXISTING IA

Donate (Content Page)

FINAL IA

Donate ↓ Information ↓ Donate Now!

Figure 5. Comparison of proposed changes to "Get Involved" category and content page.

Category Label. In our initial user testing, we found the single most problematic task for users was trying to find information regarding how the money donated to CL&D would be used. Many users looked for the information on the page linked through the original site's "Donate" button, but the information was actually present mainly on the "What We Measure" page; all of the users gave up on the task without finding the correct page. We felt that this lack of information presented a significant barrier towards potential donors, who would presumably wish to know how their donation would be spent.

Contents. In an attempt to alleviate this problem, we proposed the creation of a new page specifically for the purpose of conveying this information, titled "Information" and stored under a new "Donate" category. Inserting these cards and this category label into the card sort study suggested that users found this very intuitive; the "Donate" category had the highest agreement rating of any and the two cards that were intended to be its contents, the original "Donate" page (which consisted of a form to fill out so that a user could make a donation) and the new "Information" page, were consistently sorted within the category. Accordingly, we carried over this IA change from the preliminary IA into the final IA. We expect that this will lead to a clearer path for users trying to figure out where the money they donate would go, as exemplified in Scenario 2.

Proposed IA Schematic Diagram

The following is a text-based, side-by-side comparison of the existing (original) IA (Appendix D), currently active on <tccld.org>, and our proposed IA, exhibited in our high-fidelity prototype, <<u>inf2170tccld.com</u>>. A fully annotated diagram is included on Page 17. and high quality PDFs of all versions (existing, preliminary, proposed, and proposed + annotated) will be included in Appendix E-G.

EXISTING IA

HEADER

4 What We Do

- L Programs
 - ↓ Academic Skills Upgrading (AU)
 - 4 Immigrant Women Integration Program (IWIP)
 - Clear Language and Design (CLAD)
 - Digital Storytelling Toronto (dsto)
 - ↓ Youth Empowering Parents (YEP)
 - Social Incubators
 - Regent Park Catering Collective L, 4 Regent Park Stewing Studio
- 4 Who We Are

4

- ↓ About Us
- 4 **Our Vision & Mission**
- L Our Team
- 4 Our Partners
- L Resources
- Testimonials Ι.
- What We Measure Ь

Get Involved

- 4 **Create New Opportunities**
- L Become a Volunteer!
- 4 Donate

FOOTER

- Executive Director's Message
- Contact Us Ь

LEGEND

- Bold denotes a main category (label) •
- Plain text denotes a content page (card)
- An underline denotes a recategorized card or label
- Italics denotes an item that is both a card and a label
- Strikeout text denotes a card or label that has been relabelled or removed
- Blue denotes a relabelled card or label
- Green denotes a new card or label
- Red denotes a removed card or label
- Purple denotes cards located only in the footer

PROPOSED IA

HEADER

- 5 What We Do Programs & Services

 - Ļ Academic Skills Upgrading (AU)
 - Ļ Immigrant Women Integration Program (IWIP)
 - Ļ Clear Language and Design (CLAD)
 - L, **Digital Storytelling Toronto (dsto)**
 - 4 Youth Empowering Parents (YEP)
 - Ļ Regent Park Catering Collective
 - **Regent Park Stewing Studio** 4

Who We Are About Us

- 4 Executive Director's Message
- Our Vision & Mission 4
- Our Team 4
- L, **Our Partners**
- 4 What We Measure Our Approach
- ↓ Resources Annual Reports
- L, Contact Us

What We Measure

- Get Involved
 - Create New Opportunities L,
 - L, Become a Volunteer!
 - ↓ Testimonials
- ⊾ Donate
 - ▶ Information
 - 4 **Donate Now!**

Navigation Structure

The navigation scheme for our final IA schematic is comprised of four top-level categories from which all pages on the website can be accessed through. The limited amount of existing (relevant/retained) content in the final IA meant that we were able to streamline the global navigation menu. The main difference between the original schematic and our final schematic was that we were able to simplify the menus by reducing the menu depth from two to one. According to the justifications elaborated in the previous section, we propose the following navigation scheme changes:

- Remove category "What We Measure" (based on the data collected from usability tests and our hybrid card sorting study)
- Nest "What We Measure" under "About Us" (and relabel to "Our Approach")
- Create category "Donate"

Footer Navigation

The original website contained a footer at the bottom of every page that shared many common elements of the global navigation. The two elements that were not present in the global navigation were the pages "Executive Director's Message" and "Contact Us". Since our data suggested that this footer was confusing and does not add value to the site's overall navigation, we propose:

- Remove all IA (menu) elements from the footer
- Add aforementioned pages only linked in the footer to the "About Us" category

Category Labels

The original labelling system for the website was a combination of self-referential headings and action-based labels that included "What We Do", "Who We Are", "What We Measure", "Get Involved", and "Donate." Through usability tests and our card sorting study, it became clear that the labels were a source of confusion for our users. Thus, in order for users to properly way-find from anywhere in the site, we would need labels that describe the content held therein more clearly. Based on our justifications above, we propose the following labelling system changes in order to leverage users familiarity with common naming conventions:

- Relabel "What We Do" to "Programs & Services"
- Relabel "Who We Are" to "About Us"
- Remove "What We Measure" (see "Navigation Scheme" above)
- Retain "Get Involved" as is
- Create "Donate" category and nest existing linked content page (form) within it

Recategorizing and Removing Content Pages

The other most significant change to the website was removing outdated content that no longer reflected the organizations functions. After conferring with CL&D, we propose the following *summary* of IA changes based on the agreement that certain contents of pages will be adjusted or combined into others:

- Programs & Services:
 - Remove content pages and labels "Programs" and "Social Incubators"; combine contents into the new landing page "Programs & Services
 - Remove content pages "Digital Storytelling Toronto (dsto)" and "Youth Empowering Parents (YEP)"
- About Us:
 - Move/categorize the pages "Executive Director's Message" and "Contact Us" under the "About Us" category
 - Remove existing "Resources" page
 - Create new "Annual Reports" page
- Get Involved
 - Recategorize "Testimonials" from "Who We Are" category to "Get Involved"
- Donate
 - Create new "Information" page (containing donation usage information)
 - Recategorize existing "Donate" (containing an embedded donation form) page and relabel to "Donate Now!"





APPENDIX A

Full Page Sequential Storyboards — Scenario 1



Storyboard/Finding Information About Donation Usage



APPENDIX A







Full Page Sequential Storyboards — Scenario 3

"Our Team"

	Board of Directors Candidate Application	
	Thanks for your interest in serving on our Board of Directors. Terms are for three years. Information	
	Date 01-Dec-2019 d# 400/k9999	
	Name *	
	Cell Pone *	
	Mailing Address	
	ApdSuiteRhouse #:	
1	Pound Coule Date of Birth *	
	dd AMAN 2007 In the event you are appointed/extent to the Board of Direction, your DOB in required to the CBN is better able to idently the individuals who are responsible for managing the charry	
	Job Information (If Applicable)	
	Department	
	Area of Expertise Employer	
	Website	
	Work Location City Province	
	Work Phone Work Email	
	Emergency Contact Information (Optional)	
	Anne Anne Anne Anne Anne Anne Anne Anne	
	Relationship Address	
	Street Address	
	Address Une 2 Cop Cop Province	
	Postal Code Alternate Phone	
	Cell Phone	
	Please upload your resume	
	Sove Next	

Storyboard/Finding a Program for New Immigrants (1 of 2)





"Programs & Services" Menu

Storyboard/Finding a Program for New Immigrants (2 of 2)

Key:	
	User journey
	Proposed changes

Centre of Learning Academic Skills Upgradin EMPLOYMENT ONTARIO "Academic Skills Upgrading (AU)"



"2016 Annual Report"

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Storyboard/Finding Information About Donation Usage (1 of 2)

2



Hovering over the category "Donate" will open a drop-down menu.

"Donate" Menu

Our research suggested that users experience difficulty in locating information about how CL&D uses its donations (which had originally been on the "What We Measure" page within the infographic section) directly impacting their decision to donate (or not). Therefore, a separate donation information page was created to address user needs.

3 Programs & Services About Us Get Involved Donate Information Donate Now!

This drop-down menu displays two options: "Information", and "Donate Now!" (donation form). Clicking on the first will direct the user to the donation information page.

······································	out Donation Usage (2 of 2) Key: User journey
	Proposed chan
Phon 4 349-2244 Email: info@tccld.org	f 🖸 🏏
Centre of Learning & Development	Programs & Services About Us Get Involved Donate
Donation Information	Search Q
	The proposed IA includes
Charitable Registration Number:	a new "Information" page that aims to offer
11926 6427 RR0001	
	information regarding
Donate to CL&D.	how donations are used.
Donate to CL&D. Join us in building the stronger, more connected Toronto that we all deserve.	how donations are used. In doing so, users
Join us in building the stronger, more connected Toronto that we all deserve.	how donations are used. In doing so, users experience greater comfortability and
	how donations are used. In doing so, users experience greater comfortability and
Join us in building the stronger, more connected Toronto that we all deserve.	how donations are used. In doing so, users experience greater comfortability and confidence in knowing
Join us in building the stronger, more connected Toronto that we all deserve. Your generous donations help us to run our vital community-building program.	how donations are used. In doing so, users experience greater comfortability and confidence in knowing their money is being used
Join us in building the stronger, more connected Toronto that we all deserve. Your generous donations help us to run our vital community-building program. "I am so grateful for the positive space that CL&D has been for me in what has	how donations are used. In doing so, users experience greater comfortability and confidence in knowing their money is being used responsibly.
Join us in building the stronger, more connected Toronto that we all deserve. Your generous donations help us to run our vital community-building program. "I am so grateful for the positive space that CL&D has been for me in what has for me personally. To mark this appreciation, I've signed up to give monthly to to your amazing community! Now, even from afar I can keep a connection with	how donations are used. In doing so, users experience greater comfortability and confidence in knowing their money is being used responsibly.
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Join us in building the stronger, more connected Toronto that we all deserve. Your generous donations help us to run our vital community-building program "I am so grateful for the positive space that CL&D has been for me in what has for me personally. To mark this appreciation, I've signed up to give monthly to to your amazing community! Now, even from afar I can keep a connection with Cassandra, Former Volunteer Insert testimonial quote here A	how donations are used. In doing so, users experience greater comfortability and confidence in knowing their money is being used responsibly.
Join us in building the stronger, more connected Toronto that we all deserve. Your generous donations help us to run our vital community-building program "I am so grateful for the positive space that CL&D has been for me in what has for me personally. To mark this appreciation, I've signed up to give monthly to to your amazing community! Now, even from afar I can keep a connection with Cassandra, Former Volunteer Insert testimonial quote here ^ Other Ways To Support Our Work	how donations are used. In doing so, users experience greater comfortability and confidence in knowing their money is being used responsibly.
Join us in building the stronger, more connected Toronto that we all deserve. Your generous donations help us to run our vital community-building program "I am so grateful for the positive space that CL&D has been for me in what has for me personally. To mark this appreciation, I've signed up to give monthly to to your amazing community! Now, even from afar I can keep a connection with Cassandra, Former Volunteer Insert testimonial quote here A	how donations are used. In doing so, users experience greater comfortability and confidence in knowing their money is being used responsibly.
Join us in building the stronger, more connected Toronto that we all deserve. Your generous donations help us to run our vital community-building program "I am so grateful for the positive space that CL&D has been for me in what has for me personally. To mark this appreciation, I've signed up to give monthly to to your amazing community! Now, even from afar I can keep a connection with Cassandra, Former Volunteer Insert testimonial quote here ^ Other Ways To Support Our Work	how donations are used. In doing so, users experience greater comfortability and confidence in knowing their money is being used responsibly.

Donation Information Page

Storyboard/Finding Information About Board Members (1 of 2)

Key: User journey Proposed changes



Storyboard/Finding Information About Board Members (2 of 2)

Key:
User journey
Proposed changes



APPENDIX C



Appendix C. IA Comparison of <<u>tccld.org</u>> (top) and <<u>inf2170tccld.com</u>> (bottom).

APPENDIX D



Appendix D. Global Navigation Menu Diagram (Original) for <<u>tccld.org</u>>.

APPENDIX E



Appendix E. Global Navigation Menu Diagram (Preliminary) for <<u>tccld.org</u>>.

APPENDIX F



Appendix F. Global Navigation Menu Diagram (Final/Proposed) for <<u>tccld.org</u>>.

APPENDIX G



Appendix G. Global Navigation Menu Diagram (Final/Proposed) for <<u>tccld.org</u>>.