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101	FAQs	FAQs		http://www.ventureoutdoors.org/help/	/help/	5,516		http://www.venti	WHAT TO EXPECT, HOW TO COMPLETE COMMON	OKAY ACCURATE RIGHT NOW BUT COULD BE AFFECTED BY THE CHANGES TO THE WEBSITE (I.E. QUESTIONS REGARDING HOW TO OR NEXT STEPS)	GOOD	MEDIUM	MEDIUM	TWEAK
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/01.01	Kayak Pittsburgh FAQ	Kayak Pittsburgh FAQ	TRUE	http://www.ventureoutdoors.org/kayak-pittsburgh-fag/	/kayak-pittsburgh-faq/	4,915	5	http://www.vent		2017 SEASON	GOOD	MEDIUM	MEDIUM	TWEAK
/01.02	Online Registration Instructions	Online Registration Instru	TRUE	https://www.ventureoutdoors.org/help/online-registration-instructions/	/help/online-registration-instructions/	296	5		ACTIVITY	POOR DOES NOT ADDRESS THE 2 TYPES OF NON-MEMBERS (THOSE WITHOUT ACCOUNTS AND FREE MEMBERS WITH ACCOUNTS) WITH UPDATES TO WEBSITE, THESE INSTRUCTIONS MIGHT NEED REVISED TO MATCH ANY CHANGES TO THE REGISTRATION PROCESS	OKAY	LOW	MEDIUM	REWRITE
									POLICIES AND EXPECTATIONS FOR					
/01.02.01	Venture Outdoors Terms and Conditions	Venture Outdoors Terms a	TRUE	https://www.ventureoutdoors.org/terms-and-conditions/	/terms-and-conditions/	152	2		OUTINGS WHAT TO EXPECT WITH VARIOUS WEATHER	GOOD	OKAY	LOW	HIGH	MIGRATE AS IS
/01.03	Weather FAQs		TRUE	http://www.ventureoutdoors.org/weather-faqs-2/	/weather-faqs-2/	56	8		CONDITIONS DURING AN OUTING	GOOD	OKAY	LOW	MEDIUM	TWEAK
/02	Contact	Contact	TRUE	http://www.ventureoutdoors.org/contact/	:/contact/	3,040	Google Map location of main office		CONTACT INFORMATION FOR GENERAL INQUIRIES, IN-KIND DONATIONS, KAYAK PGH, MEDIA AND OUTREACH, MEMBERSHIP, PROGRAM REGISTRATION, AND VOLUNTEERING	GOOD	GOOD	MEDIUM	HIGH	MIGRATE AS IS
/03	Sign up for e-news	Sign up for e-news	TRUE	http://www.ventureoutdoors.org/newsletter-signup/	/newsletter-signup/	680	e-news sign-up form (HTML)		SIGN UP FOR EMAIL NEWSLETTER	GOOD	GOOD	LOW	MEDIUM	MIGRATE AS IS
/04	Member Sign In	Sign In	TRUE	https://www.ventureoutdoors.org/join-us/get-pass/sign-in/	/join-us/get-pass/sign-in/		Member Login Form (HTML)		LOGIN PAGE	GOOD	GOOD	HIGH	HIGH	MIGRATE AS IS
5														
/05	I forgot my password! Login Help	I forgot my password!	TRUE	https://www.ventureoutdoors.org/join-us/get-pass/login-help/ https://www.ventureoutdoors.org/join-us/get-pass/?rd=1	/join-us/get-pass/login-help/ :/join-us/get-pass/?rd=1		Password Reset Form (HTML)		RESET PASSWORD FORM TO SIGN UP AS A MEMBER	GOOD POOR MEMBERSHIP BENEFITS INFORMATION IS CONVEYED IN IMAGES RATHER THAN TEXT MEMBERSHIP LEVELS ARE CHANGING, MAKING THIS CONTENT OUTDATED	GOOD POOR CLARITY ON MEMBER BENEFITS COULD BE IMPROVED	LOW	HIGH	TWEAK
/06	Member Sign-Up	Member Sign-Up	TRUE	naps//www.venureoutooors.org/oneus/get-pass/?to=1	Nou-naiffer-hazar : in- i	4,023	Member Sign-Up Form (Javascript) - multi step		VIEW / FINISH	CONTENT OUTDATED	INFROVED	MEDIUM	nien	REWRITE
/07	Cart	Cart	TRUE	https://www.ventureoutdoors.org/cart/	/cart/	892	Cart (Javascript) - multi step		REGISTERING FOR ACTIVITY	GOOD	GOOD	LOW	LOW	MIGRATE AS IS
/08	About Us	About Us	TRUE	http://www.ventureoutdoors.org/about-us/	/about-us/	2,806		IMAGES	U PUBLIC AND PRIVATE GROUPS PARENT ORGANIZATION OF	POOR OUT OF DATE – REFERENCES TO 2016 SEASON AND LINKS TO 2016 ANNUAL REPORT IN-TEXT REFERENCES TO OTHER PAGES WITHOUT LINKS	SWITCHES BETWEEN	MEDIUM	MEDIUM	REWRITE
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/08.01	Our Mission	Our Mission	TRUE	http://www.ventureoutdoors.org/about-us/our-mission/	/about-us/our-mission/	1,132	2		u MISSION AND VALUES OF U VENTURE OUTDOORS	GOOD	PRESENT AS IMAGES INSTEAD OF AS TEXT	MEDIUM	MEDIUM	REWRITE
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/08.02	Our Blog	Our Blog		http://www.ventureoutdoors.org/about-us/blog/	/about-us/blog/	613			FIRST HAND ACCOUNT OF EXPERIENCES OUTDOORS; STORIES ABOUT	GOOD	GOOD OKAY WE THINK YOU CAN ADD IN MORE STORIES ABOUT YOUR OUTREACH (YOUTH PROGRAMS, ADAPTIVE PROGRAMMING, STEWWRDSHIP PROGRAMS		MEDIUM	MIGRATE AS IS
/08.02.01	[blog posts] Staff Archives	[blog posts] [blog category]	TRUE	[blog post urls unique to post name] http://www.ventureoutdoors.org/category/staff/	[blog post urls unique to post name] /category/staff/	#N/A 2	2		VOLUNTEERS POSTS ABOUT STAFF	GOOD	ETC) GOOD	LOW	LOW	MIGRATE AS IS
/08.02.03		[blog category]	TRUE	http://www.ventureoutdoors.org/category/outing-recaps/	/category/outing-recaps/	2	2		POSTS ABOUT OUTDOORS EXPERIENCES	GOOD	GOOD	LOW	LOW	MIGRATE AS IS
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/08.02.04	News Archives	[blog category]	TRUE	http://www.ventureoutdoors.org/category/news/	/category/news/	7			OUTDOORS NEWS	GOOD	GOOD	LOW	LOW	MIGRATE AS IS

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VENTURE OUTDOORS STAKEHOLDER QUESTIONS

Introduction:

Thank you for taking the time out to help us collect some information about Venture Outdoors. As you may know, we are from Shift Collaborative, a creative agency based in East Liberty, and we are helping Venture Outdoors analyze their web presence. We have two of us on the call today so that one person can ask the questions while the second person takes notes.

Today, I'll ask you a series of questions about your experience with the Venture Outdoors brand and its website. This should take about 20 minutes. Please feel free to speak frankly.

We would like to record this call for our purposes of documenting all the information accurately. Shift will not give access to the recording to anyone else. Do we have your permission to record this call?

[thanks and encouragement after their answers will help them open up]

• First, can you briefly tell me about your role [or connection] to Venture Outdoors?

Brand Questions:

If needed: A Brand is a set of "expectations, memories, stories and relationships" that in combination drive the decision to choose a particular company, product or service. The brand relationship is triggered for its audience with color, font, symbols, and message.

- In your opinion, how well is the Venture Outdoors brand expressed on the website? Where could the branding be improved on the website?
- 2. What do you wish people knew about Venture Outdoors that you think they don't know?

Website questions:

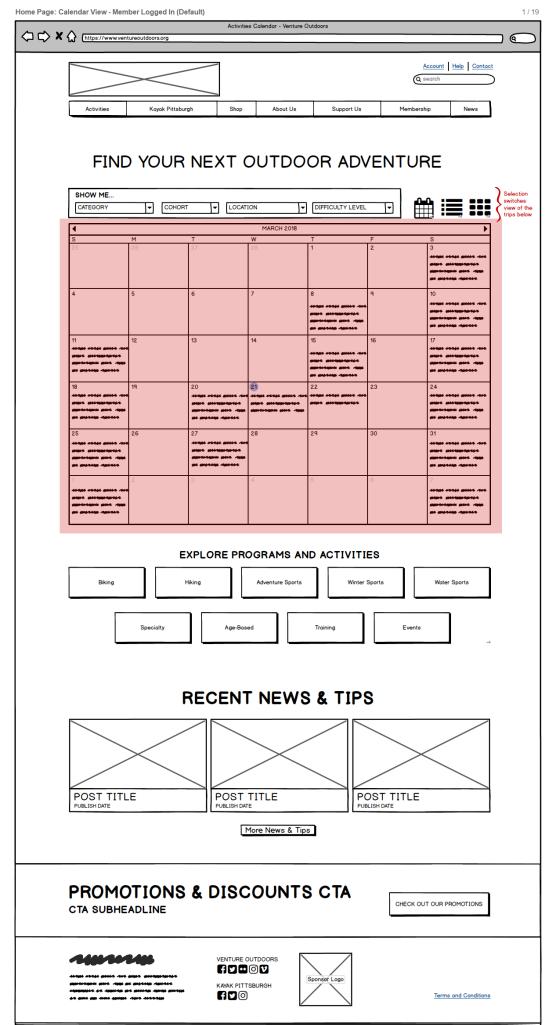
The following questions should be answered from both your personal experiences with the website as well as from the comments you received from members, non-members, trip leaders, and other staff.

- 1. How frequently do you think members, non-members, and trip leaders visit the website? What do you believe motivates them to come to the website when they do visit?
- 2. What are the top 2-3 tasks that you want members, non-members, and trip leaders to be able to accomplish when coming to Venture Outdoors website?

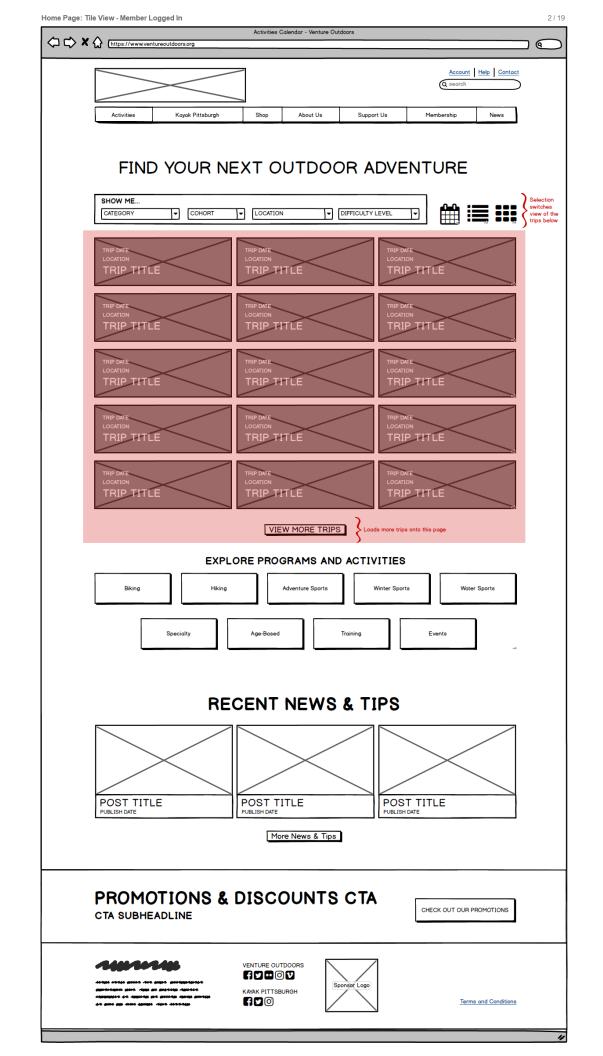
- 3. Are there things things that members, non-members, and trip leaders consistently have a hard time finding on the website? If yes, what?
- 4. What do you wish the Venture Outdoors website did that you see other sites doing?
- 5. When it comes to logging in, filling out forms, signing up for events, or viewing the site on a mobile device, is there any functionality on the Venture Outdoors website that you often receive complaints about?
- 6. What does Venture Outdoors do that should be showcased more on the website?

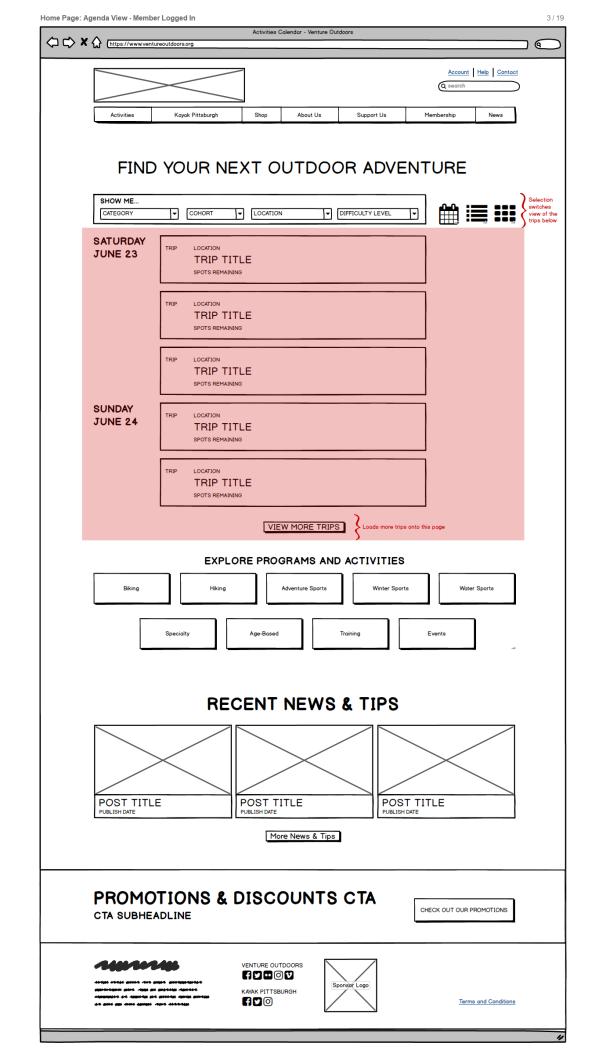
Time permitting: That's all the questions we have for our web and brand research. Do you have any questions or comments about this project in general that you'd like to share?

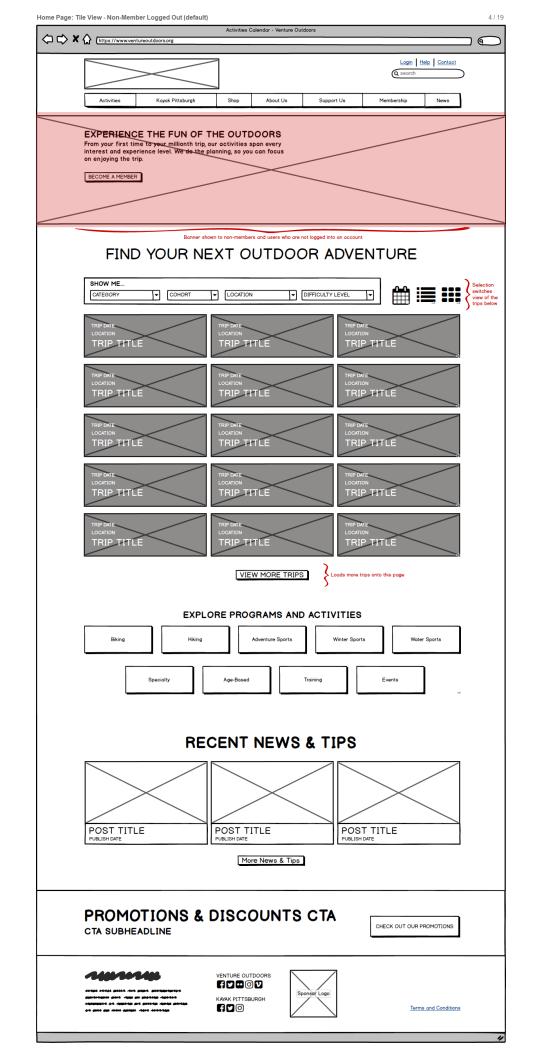


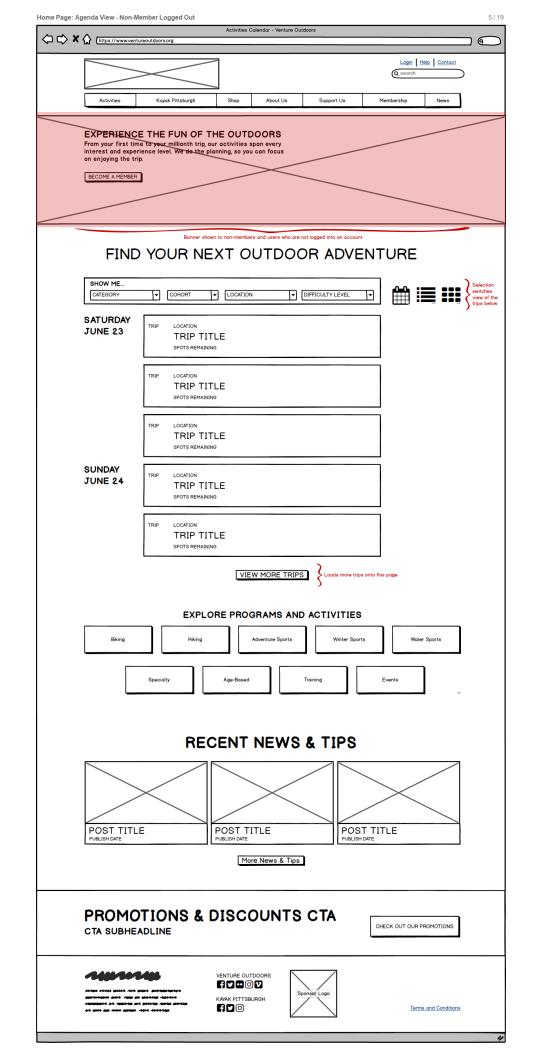


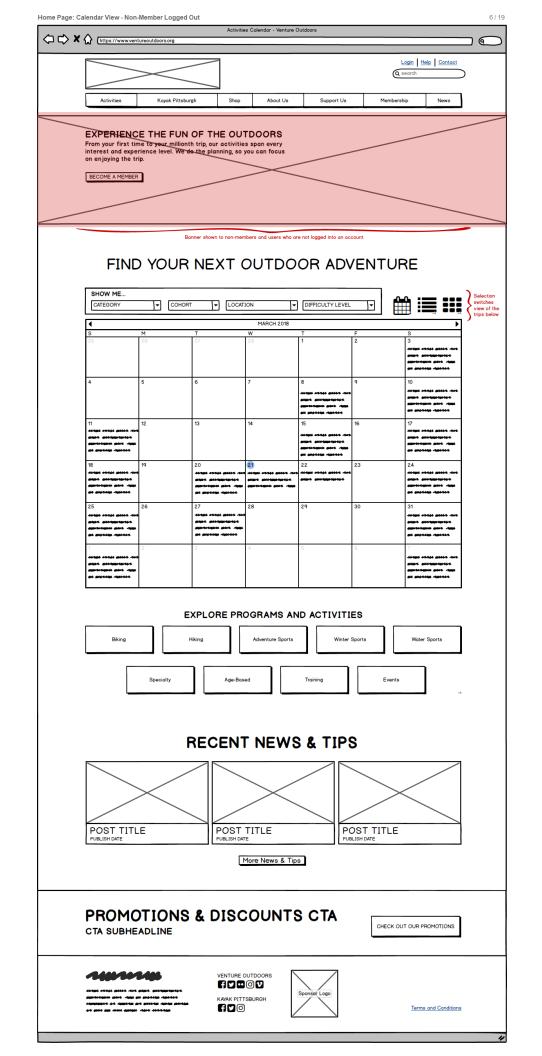
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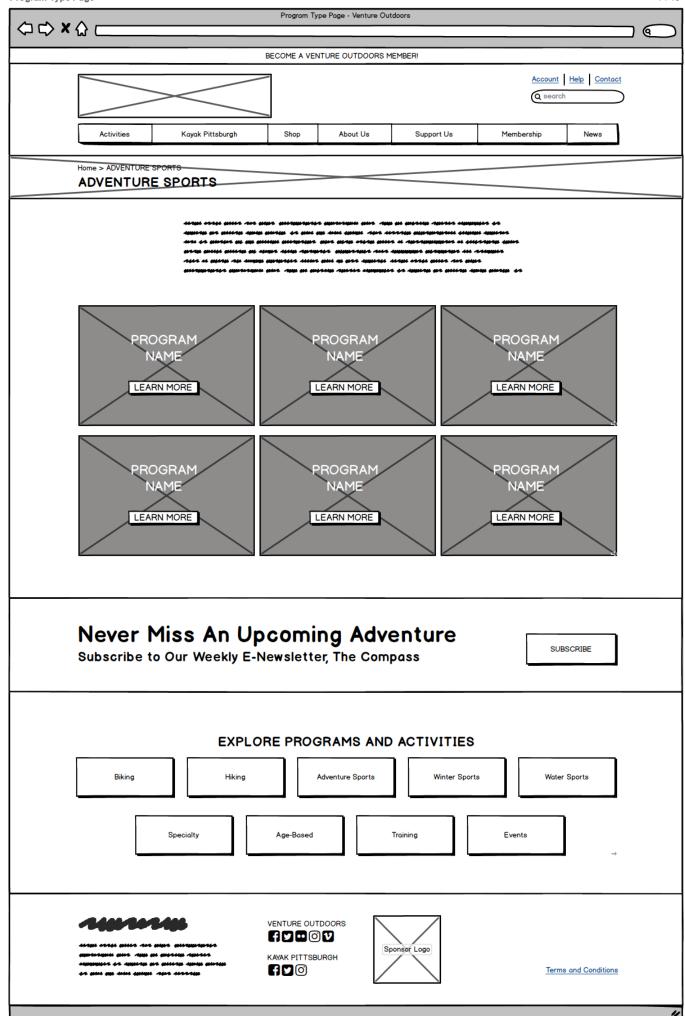


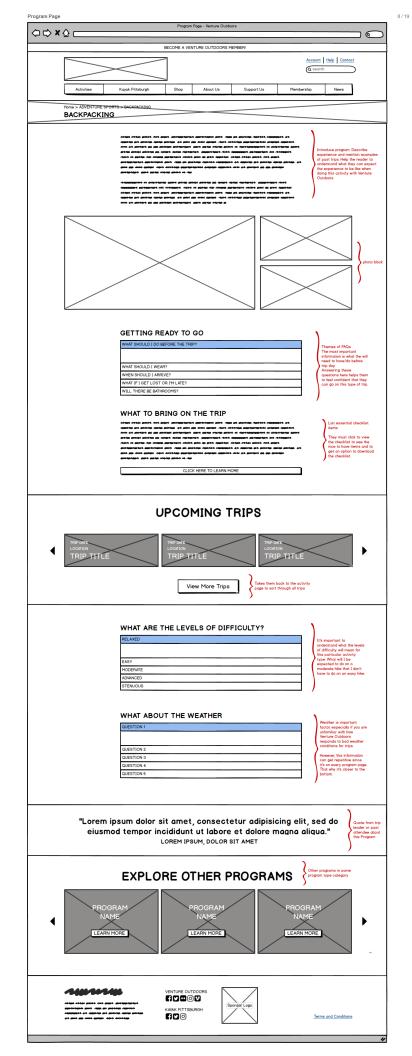


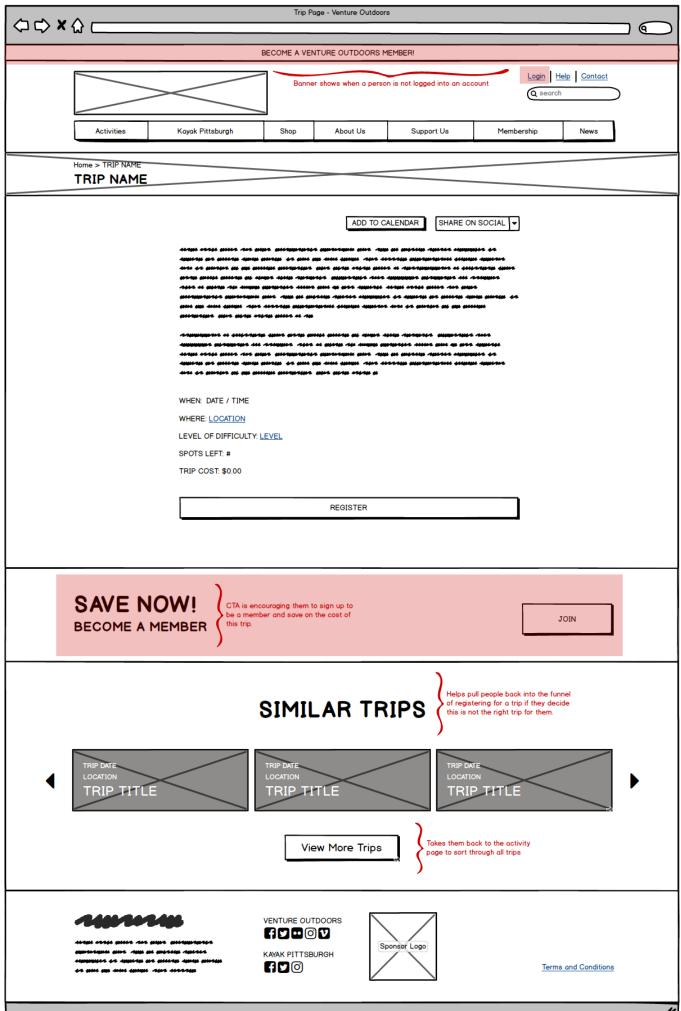




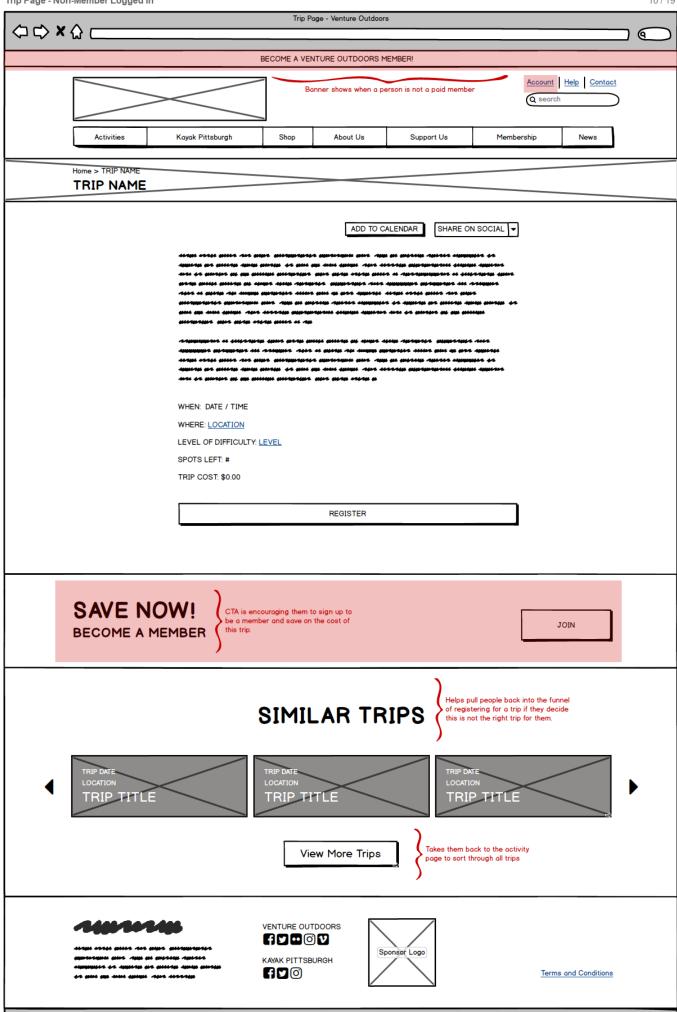
Program Type Page

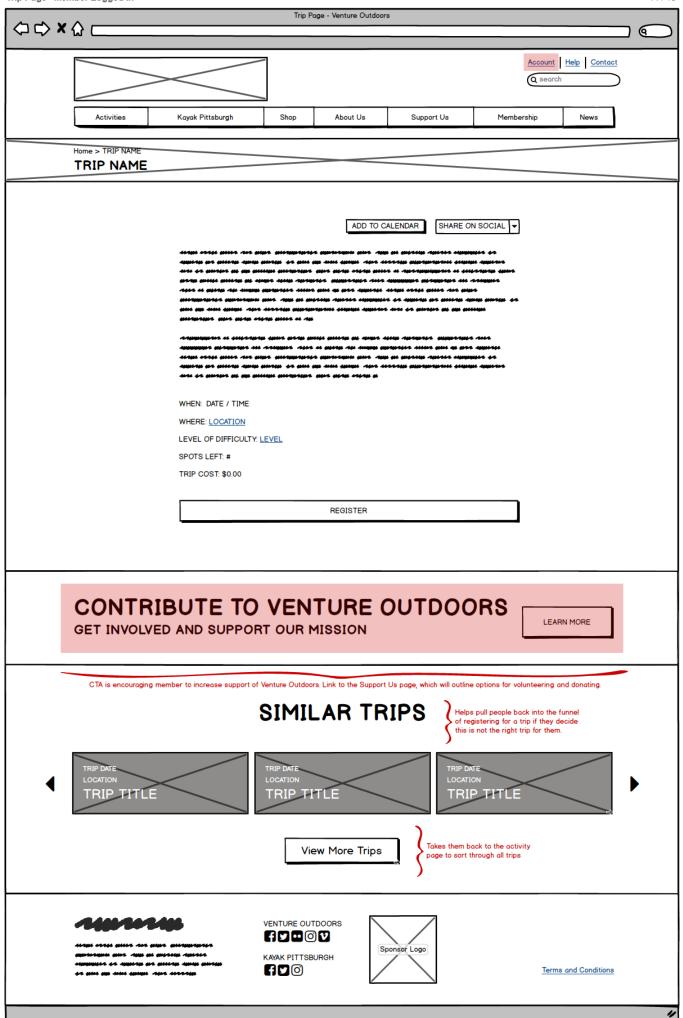






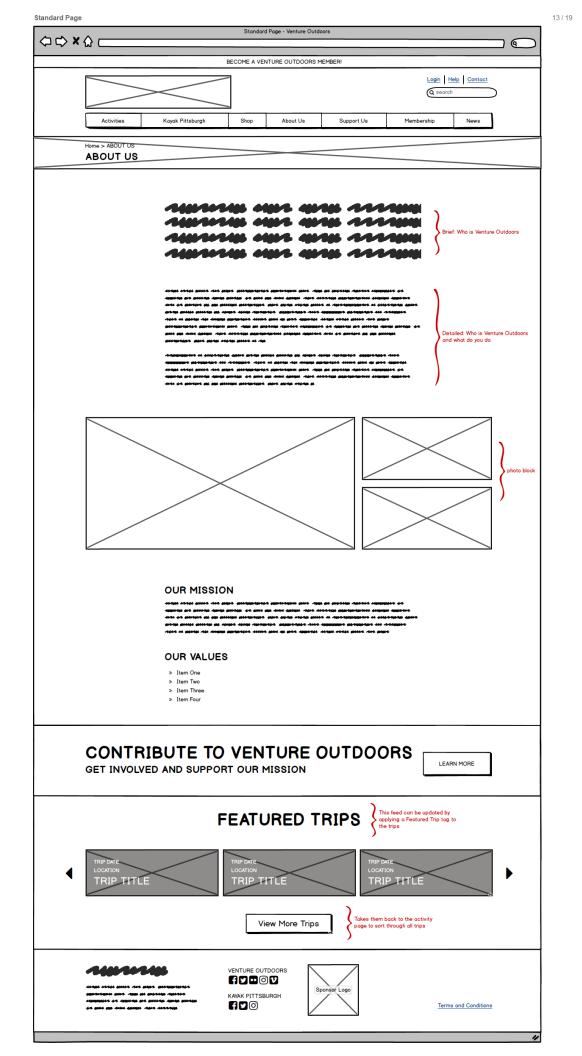
Trip Page - Non-Member Logged In

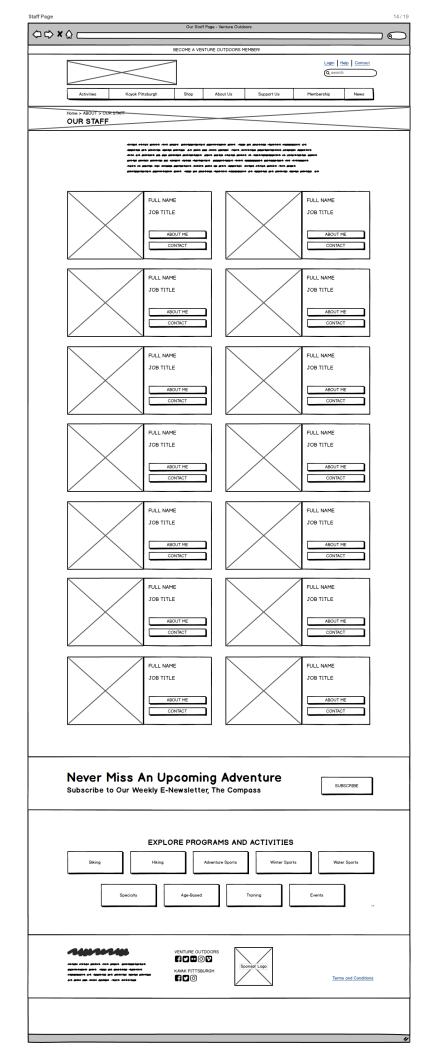




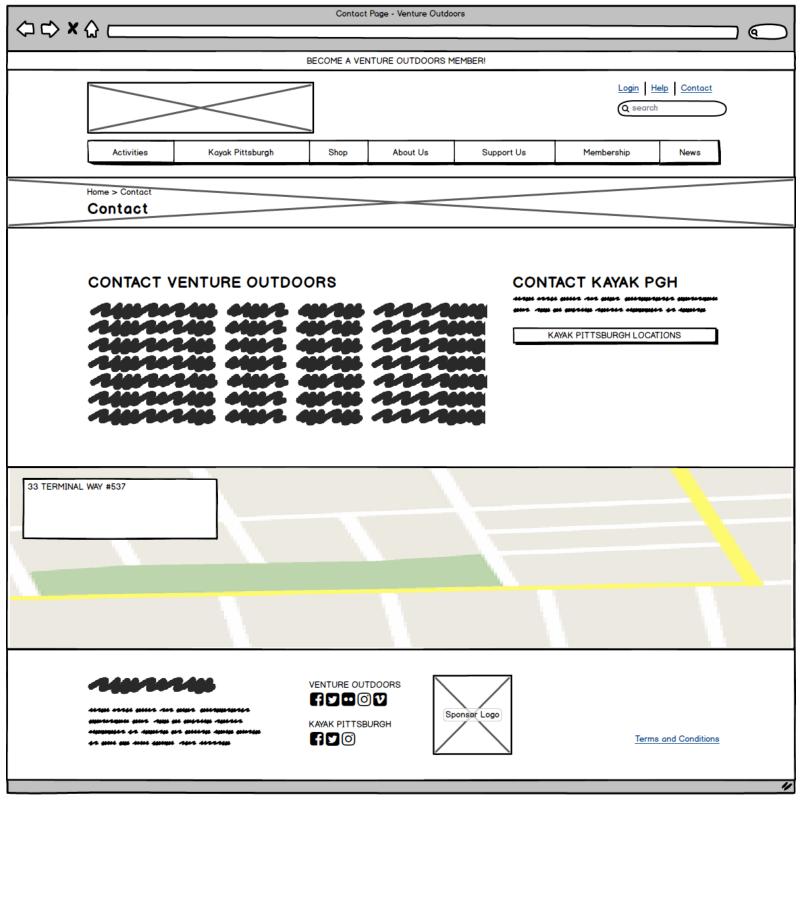
Trip Page - Trip Leader Logged In

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	Account Help Contact Q search										
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Contact Page



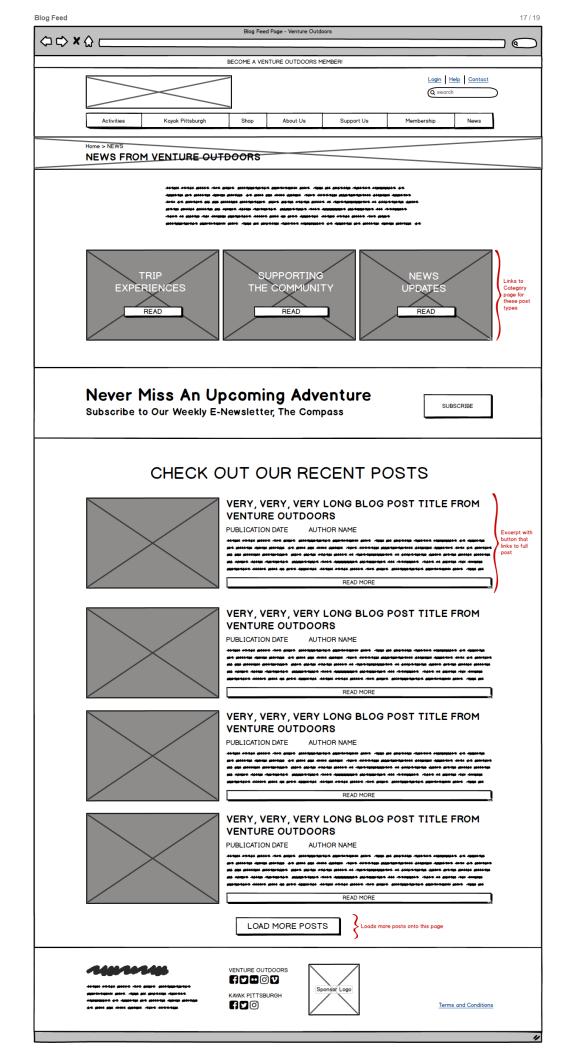
Help (FAQs) Page FAQ (Help) Page - Venture Outdoors (⊐) ⊂) × (∴) (BECOME A VENTURE OUTDOORS MEMBER! Login Help Contact Q search Activities Kayak Pittsburgh Shop About Us Support Us Membership News Home > HELF HELP I HAVE A QUESTION ABOUT ... Buttons jump you down the page to that section of questions KAYAK PITTSBURGH TRIP REGISTRATION ABOUT TRIPS WEATHER C KAYAK PITTSBURGH QUESTIONS CLICK HERE FOR MORE ON KAYAK PITTSBURG TRIP REGISTRATION QUESTIONS QUESTION 1 QUESTION 2 QUESTION 3 QUESTION 4 QUESTION 5 BACK TO TOP ABOUT OUR TRIPS QUESTIONS QUESTION 1 QUESTION 2 QUESTION 3 QUESTION 4 QUESTION 5 BACK TO TOP WEATHER QUESTIONS QUESTION 1 QUESTION 2 QUESTION 3 QUESTION 4 QUESTION 5 BACK TO TOP **UPCOMING TRIPS** 4 TRIP TITLE TRIP TITLE TRIP TITLE Takes them back to the activity page to sort through all trips View More Trips AMAAAAA VENTURE OUTDOORS fy.ov

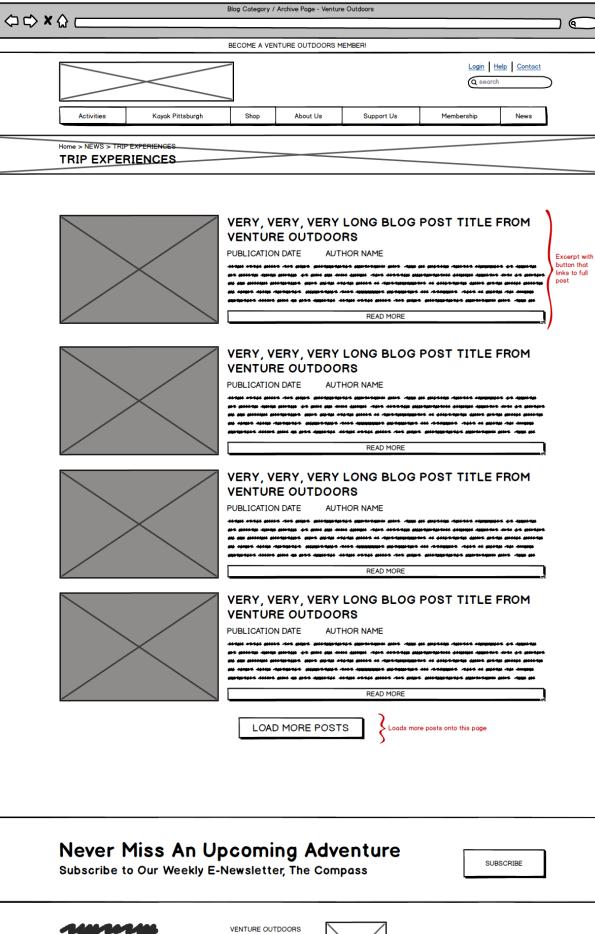
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