ADDRESSING UX BARRIERS IN THE UN VOLUNTEER REGISTRATIONS

UN VOLUNTEERS

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First of all:

We are excited to work with you! (:

1

Understanding the United Nations System

(or just a tiny bit of it)

International organization established in 1945 with the primary goal of maintaining global peace and security, promoting human rights, fostering social and economic development, and providing humanitarian aid in times of crisis.

It serves as a platform for international cooperation among its 193 Member States and operates through various specialized agencies, funds, and programmes to address global challenges.

The UN System is huge.

Each entity has a focus, a public perception and reach, that can widely vary between different territories.

Knowing details about all the UN System is not a simple task. But keep in mind that a key word for approaching the UN "from the inside" is **diversity.**
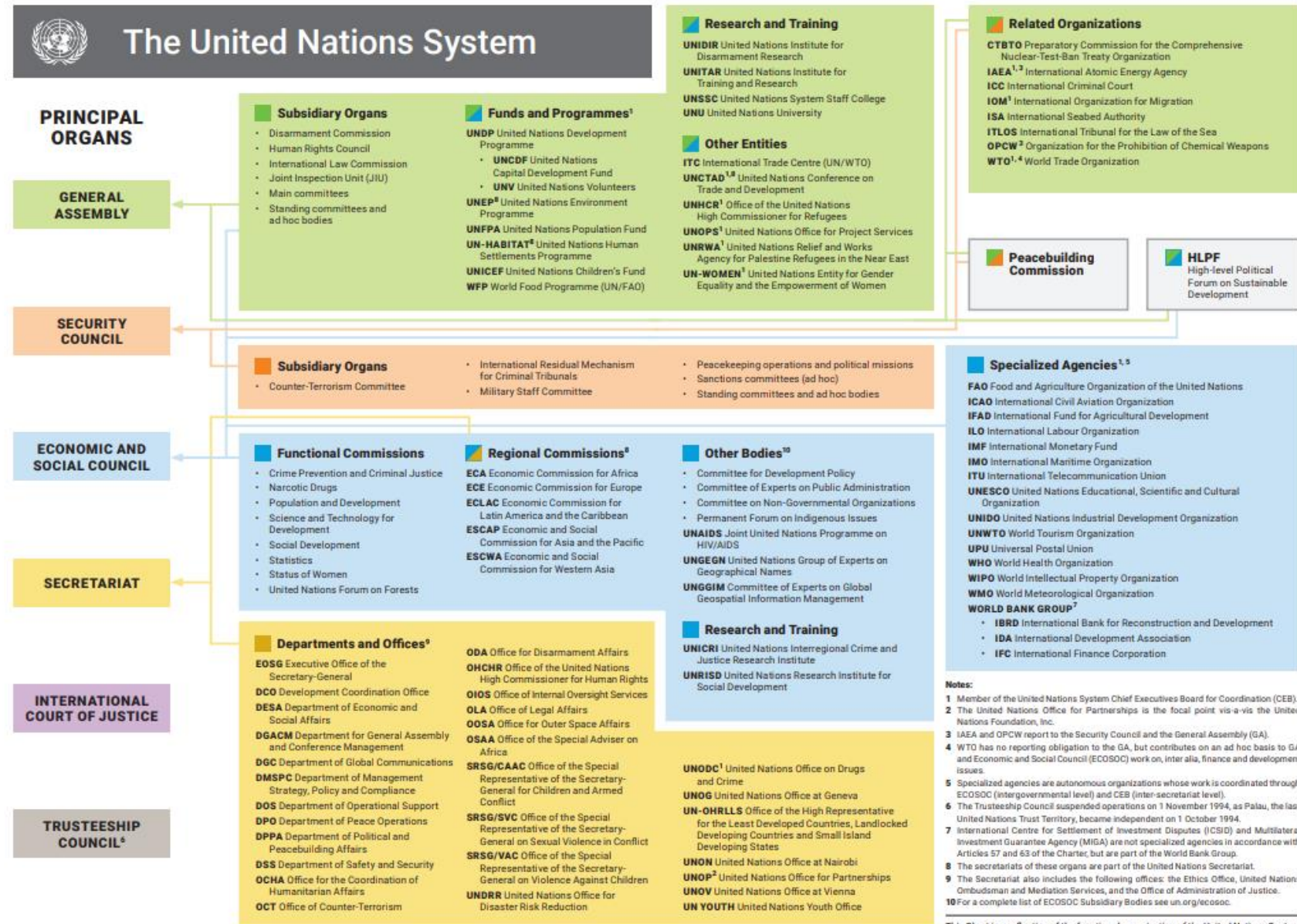
2

The UN volunteers programme and its tech platform (UVP)

UNV was established in **1970,** and it is administered by the **United Nations Development Programme (UNDP).**

UNV offers global citizens an opportunity to volunteer in development, peace and security, and human rights projects. UNV actively collaborates within the UN system, as well as with Member States and civil society.

Recommended reading: UNV Annual Report 2023

The **Unified Volunteering Platform (UVP)** is an initiative of the **United Nations Volunteers (UNV)** to broaden the participation in volunteerism.

It is the primary tech system of the UNV programme. Where several core activities take shape:

- Talent Pool of volunteers

- "Marketplace" of volunteering assignments

- Recruitment activities, performed by UNV core team and hiring agencies

- Bureaucratic procedures in general

A UI consultancy and a accessibility consultancy were provided to support initial phases of UVP release.

The team relies on the UX skills of some team members, but there isn't a UX workflow or design team established

(Some) users of UVP

UNV Recruiting team: Assessing applicants, shortlisting candidates and related tasks

UN Volunteers: Selected applicants, that are in an ongoing assignment. Using UVP for bureaucratic work, such as providing documentation

Back-office UNV team: bureaucratic tasks, such as exchanging documentation between UN entities and candidates

Talent Pool: People interested in volunteering for the UN. This is a very diverse group, from different age groups, familiarity with technology, from developed countries or conflict areas and difficult backgrounds.

The project:

Address usability issues that volunteers face when doing the registration on UVP, ensuring a seamless and inclusive platform for global volunteer engagement.

Today, the registration takes around 45 minutes and has different hiccups.

The hypothesis is that the long process hinder efficiency of UVP, and a better UX can lead to higher engagement and lower drop-off rates.

Ultimately, the goal of the project is to improve the pool of UNV talents, leading to more successful assignments and further advancing the sustainability agenda

Potential deliverable

A suggested deliverable is a [heuristic report](#) of the online registration flow in UVP. We are more than open to hear other suggestions.

Note: The UN Volunteer team cannot commit to provide real usage data or enable the communication with real users. Given this, we are open to suggestions of other UX artifacts. (:

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