CI-12: Learn about a community

A **person** needs to learn about a community and its scope so that the person can appropriately participate in the community.

In most cases, the **person** expects it to work as follows.

1. First, the person opens a web browser and locates the community's website.
2. Then, the person reads the introductory section(s) of the website to learn about the community.
3. Finally, the person is presented with links or options for more information, including appropriate ways to participate in the community.

We'll accept any solution as long as the following are true.

1. All steps can be done using a standard web browser.
2. The community's website is accessible for individuals with a wide range of abilities and disabilities.
3. In Step 2, the terminology and language used on the website is appropriate for a general audience.
4. In Step 3, the person can self-identify appropriate ways to participate in the community.

CI-13: Learn about a community's resources for researchers

A **researcher** needs to learn about the community so the researcher can identify community resources or services that may be useful in the researcher's work.

In most cases, the **researcher** expects it to work as follows.

1. First, the researcher opens a web browser and locates the community's website.
2. Then, the researcher locates and visits the section(s) of the website aimed at researchers and learns about the community's resources and services for researchers.
3. Finally, the researcher is presented with links to specific resources and services for researchers.

We'll accept any solution as long as the following are true.

1. All steps can be done using a standard web browser.
2. The community's website is accessible for individuals with a wide range of abilities and disabilities.
3. In Steps 2 and 3, the terminology and language used on the website allow researchers from a broad set of backgrounds and disciplines to understand what is available and to identify resources and services appropriate for their work.

CI-14: Learn how to provide services within a community

A **service provider** needs to learn about the community so the service provider can plan a new service or resource for the community.

In most cases, the **service provider** expects it to work as follows.

1. First, the service provider opens a web browser and locates the community's website.
2. Then, the service provider reads the introductory section(s) of the website to learn about the current resources and services provided by the community.
3. Then, the service provider locates and visits the section(s) of the website aimed at service providers and learns about opportunities to offer new resources or services to the community.
4. Finally, the service provider is presented with links to specific instructions for service providers.

We'll accept any solution as long as the following are true.

1. All steps can be done using a standard web browser.
2. The community's website is accessible for individuals with a wide range of abilities and disabilities.
3. In Steps 2-4, the terminology and language used on the website allow service providers from a broad set of backgrounds and disciplines to understand what is available and to identify appropriate opportunities for community participation.

CI-15: Access a directory of people and groups within a community

A community member needs a directory of people and groups in the community so the member can get help with a specific issue.

In most cases, the **community member** expects it to work as follows.

1. First, the community member opens a web browser and locates the community's website or portal for community members.
2. Then, the community member locates the contacts, help, or directory section of the website.
3. Finally, the community member finds a contact for the community member's specific issue.

We'll accept any solution as long as the following are true.

1. All steps can be done using a standard web browser.
2. The community's website or portal is accessible for individuals with a wide range of abilities and disabilities.
3. In Steps 2 and 3, the terminology and language used on the website or portal allow community members from a broad set of backgrounds to identify an appropriate contact.

4. For clarification, it is acceptable for the contact identified in Step 3 to be an email or phone contact or an online interface (form or chat system). If the contact is via an online interface, the interface also must conform to the requirements for this use case.