



Just Like Us prototyping research

1. Introduction and instructions

Hi, thank you for agreeing to help with this research!

To start, **please save your own copy of this document so you can add your answers.**

Go to **File > Make a copy** to save to your device and be able to edit.

Saved your own copy and can edit? Great! Tech issues? Email me at anthony.melia@justlikeus.org.

So for the research, I'll be asking you to **think about some questions** and to **complete simple tasks**. This is all about testing some existing websites that are similar to what Just Like Us could possibly create. This will help us know what you value and appreciate.

There are no wrong answers and please be as honest as possible, we're trying to learn and improve so your honest feedback is very valuable.

2. Getting to know you

Firstly, I just want to find out a little about you.

- Roughly how many hours would you say you spent actively using the internet for work last week?
- Do you have any favourite websites? If so, what are your top 3-5 favourite websites to use for work?
- Do you regularly use websites for resources or training?

3. Website 1

Now, please open the first website and only **look at the home page**.

You can scroll if you want to, but don't click on anything yet. Then let me know:

- What are your first impressions?
- Does anything stand out?
- Do you think this is a website for someone like you?
- What kind of person do you think this website is for?

Now I'm going to ask you to **complete a few small tasks**. You can't do anything wrong - we'd like to see how people really interact with websites and check our assumptions.

So please relax and just write whatever comes to mind as you're carrying out these tasks.

Task 1

Register with website 1

- Were you able to complete this task? If not, why?
- What are your thoughts about this process?

Task 2

Find an online course that interests you and enroll

- Were you able to complete this task? If not, why?
- What are your thoughts about this process?

Task 3

Explore programs to find one that interests you

- Were you able to complete this task? If not, why?
- What are your thoughts about this process?

4. Website 2

Now, please open the second website and only **look at the home page**.

You can scroll if you want to, but don't click on anything yet. Then let me know:

- What are your first impressions?
- Does anything stand out?
- Do you think this is a website for someone like you?
- What kind of person do you think this website is for?

Now I'm going to ask you to **complete a few small tasks**. You can't do anything wrong - we'd like to see how people really interact with websites and check our assumptions.

So please relax and just write whatever comes to mind as you're carrying out these tasks.

Task 1

Find a training that interests you and look at registering

- Were you able to complete this task? If not, why?
- What are your thoughts about this process?

Task 2

Find free, searchable resources

- Were you able to complete this task? If not, why?
- What are your thoughts about this process?

5. Website 3

Now, please open the first website and only **look at the home page**.

You can scroll if you want to, but don't click on anything yet. Then let me know:

- What are your first impressions?
- Does anything stand out?
- Do you think this is a website for someone like you?
- What kind of person do you think this website is for?

Now I'm going to ask you to **complete a few small tasks**. You can't do anything wrong - we'd like to see how people really interact with websites and check our assumptions.

So please relax and just write whatever comes to mind as you're carrying out these tasks.

Task 1

Sign in - or join - Website 3

- Were you able to complete this task? If not, why?
- What are your thoughts about this process?

Task 2

Find a calendar event that interests you and access a related resource

- Were you able to complete this task? If not, why?
- What are your thoughts about this process?

Task 3

Search for resources yourself

- Were you able to complete this task? If not, why?____
- What are your thoughts about this process?

6. Conclusion

- How was your overall experience moving around the websites?
- Now you have an idea what the websites are doing, what else would you like them to do?
- Do you feel anything was missing?

Thank you for your time! Please email this completed document and questions back to me on anthony.melia@justlikeus.org.