

Customer: Local Sustainability Leaders

Says:

- How we can get news?
- How can we get support?
- How can we inspire?
- We need true and validate information
- We need resources for local community
- We need guidance for things done
- Where should we start?
- What others think globally regarding goals
- What are the best news stories?
- How can we see achievements and available awards?

Thinks:

- Is there any way to get news of local and international?
- Information is Correct?
- Ask others?
- If we ask for help do, they think we are dumb?
- Can we learn faster this site?
- Can we teach local people to use site so they can know how to get info?

Does:

- Subscribe news channel
- Subscribe international news channel
- Apply for an award
- Find articles info by theme
- See the photo gallery of award winners for confirmation and success of their group
- Upload videos
- Sign Up in site for updates

Feels:

- Confuse
- Excited
- Fear
- Curious
- Struggle

Customer: RCE Sask working group/flagships

Says:

- How we create networking with other RCE globally?
- How we create recognition event & promotion for local media?
- How promote more identification of projects?
- How to make documentation and share to other UN Portal?
- Is this information have visibility?
- How we access support for expertise?

Thinks:

- Is joining group good idea?
- How can I increase networking throughout world using site?
- Can we have organized specific sustainable development goals and RCE principle?
- Can we manage multiple partners?
- How can we track record of every meeting?
- Can I get reminder for meeting?

Does:

- Make Profiles
- Upload photos of teamwork
- Update contact info
- Provide link for other tools and pages for reference
- Upload UNU resources
- Create photo gallery of their activities so other partner can see
- Set Post meeting times if they have not their own site
- Update recent events and post new event as well

Feels:

- Confuse
- Excited
- Unsure who to trust
- Anxious
- Curious
- Struggle

Customer: Education and Research Community

Says:

- How we can access RCE site easily?
- How it Works?
- How we make documenting for our journey?
- Is this Site having Research to assist us?
- How this site useful?
- Where can we make profile?
- We want something easy sharing method for our non-traditional school artifacts.
- Is there anyway to communicate in site?

Thinks:

- What Facility site have?
- Am I right?
- Is this site have new knowledge to learn?
- What is best for us?
- Is it hard to access?
- What this site has missing?
- Is this site give proper guidance to student?
- How can student know new Research Update?

Does:

- Upload new research
- Upload education letters and ppt for knowledge
- Check the website
- List requirements
- Ask advice to other members
- More Research
- Make decision
- Discuss topics in forum
- Blogging (Share blog, Comment, Like and Dislike blog)
- Add new Links for reference
- Do publication, reports

Feels:

- Confuse
- Excited
- Unsure how to use
- Anxious
- Curious