| Month | Question | Theme | Notes |
|---|---|---|---|
| November | How widely known and used is the globalscot site | Customer Awareness | |
| November | Is there any appetite for forums and direct messaging | Design Input | |
| November | What is users experience of the current site | Usability testing | |
| November | Is there an appetite for case studies on any future site | Design Input | |
| December | What functionality do different user groups want from forums and direct messaging | Design Input | |
| December | Design preferences and feedback on 3 wireframes ie which was preferred and why | Design Input | |
| December | how would you get the information to decide whether to join the network and to know what type of membership to apply for | Design Input | |
| December | Is there an appetite for case studies if so what should they contain , where should they appear on the website and should they be public or register to view | Design Input | |
| *January* | *Staff were used as proxy for the GlobalScot members due to the fact that they deal extensively with questions and problems members have with the website at the moment* | *Comment* | |
| January | Is there enough information the enable you to decide on which type of membership to apply for | Design Input | |
| January | Is there an appetite for case studies if so what should they contain , where should they appear on the website and should they be public or register to view | Design Input | |
| February | Design Review with GlobalScots | Design Input | |
| February | Usability testing with Globalscots | Usability Review | |
| March | How do you currently handle the rejection process | Design input | |
| March | What would you like to see on the staff facing dashboard | Design Input | |
| March | How important is the networking capability on the website for you | Design Input | |
| March | what would you like to see in a networking functionality | Design Input | |
| March | what do you think of forums/ groups/one to one networking | Design Input | |
| March | what do you want to see in the staff facing dashboard | Design Input | |
| April | How easy is it to find members | Member Search / Profiles | |
| April | Do filters work in Member Search | Member Search / Profiles | |
| April | Does List/Map view make sense | Member Search / Profiles | |
| April | Is it clear how to ask for help | Help Request | |
| April | Is the form easyand clear to use | Help Request | |
| April | Does a Globalscot find Help Requests clear and easy | Help Request | |
| April | Do people understand how to message another user | Messaging | |
| April | Do people understand how to start a new chat | Messaging | |
| April | Do people understand how to add people to a chat | Messaging | |
| May | Are users able to easily view and manage new users from the admin dashboard? | Admin Dashboard | **Staff** |
| May | Is it clear to users how to suspend an account? | Admin Dashboard | **Staff** |
| May | Is it clear to users how to find information about a member's interactions or feedback they have received? | Admin Dashboard | **Staff** |
| May | Is it clear to users how to accept or reject a GlobalScot application? | Admin Dashboard | **Staff** |
| May | i.Do users understand how to post a question/comment to the feed? | Community Feed | **Customers** |
| May | ii.Do users understand the post categories? | Community Feed | **Customers** |
| May | iii.Does the length of the sector/expertise list cause any issues? | Community Feed | **Customers** |
| May | Is it easy to add Spotlight article | News and Events | **Staff** |
| May | Is the difference between a News and Spotlight obvious to the user | News and Events | **Staff** |
| June | How well does the new Homepage (not signed in) navigation bar work | Home Page Usability | **Customers** |
| June | Do the About Us, Events and Webinars & Contact Us pages work | Home Page Usability | **Customers** |
| June | How well does the HomePage work | Home Page Usability | **Customers** |
| July | Does the proposed New GlobalScot icon work better tha the current one | Usability | **Customers** |