

Your Executive received the following invitation from the User Experience (UX) Team at the BC Pension Corporation:

The UX Team conducts a variety of research to make sure any improvements we make to our online services—like the plan website or My Account—are meeting members' needs.

We're hoping to enlist your help letting retired plan members know about our participant pool for future research.

What is the participant pool?

The participant pool is a list of enthusiastic folks who Pension Corporation's User Experience Team will contact from time to time to participate in simple usability testing or research, either in person, over the phone or (more often) online. Our work is ongoing, with opportunities to take part in a variety of research.

What does it involve?

Usability testing and research isn't about testing *you* — it's about testing systems and services we build. Research activities could be surveys, interviews, focus groups or other studies, and the time commitment varies.

What do I have to commit to?

If you join our participant pool, we promise to contact you a few times per year at most. You're under no obligation to participate in any of the sessions we invite you to — and of course, you're free to opt out of the participant pool at any time. If you do participate, we may offer gift cards or draws for gifts.

Sign me up!

If this is something you'd be willing to participate in, please email or phone us and we'll add your name to our list. In your note, please confirm you are comfortable with us accessing your file for the purpose of administering our pool (i.e., gathering your contact information.)

Email: . memberexperience@pensionsbc.ca Phone: 778-698-6221

We understand the team is particularly interested in retirees who self-identify as needing assistive aids such as text to voice readers, magnifiers, adaptive keyboards and so forth when using technology.

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