**Observation Notes for Challenge.go UX**

**DIRECTIONS:** COPY and RENAME doc with your name-- for example, Sue’s Observation Notes for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type your observations after the dash for each question/task

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| Qs & Tasks | Date:  Participant 1: Deborah Castle |
|  | **General info**: Likes researching how-to activities (e.g., macramé) and to stay informed. Uses Google to find most of her content.  Occupation – Retired nurse  Been to challenge.gov? No |
|  | Homepage Impression: Listing, prizes. Looks like these might be jobs to do or things to do for the Department of Veterans Affairs, NASA. The government has put together a site of things with which they need some assistance; tasks that you can do for the government. Lots of government agencies listed; not sure which agency or department manages this, but it’s likely a government organization.  It looks like perhaps the government is looking for solutions or ideas from anyone who comes to this site and chooses a challenge. |
|  | PrizeWire: Initially, Deborah thought there might be a list of prizes listed here that are associated with each of the challenges. On clicking, she determined this looked like a communication or a way to communicate stories about who has participated in or been in a competition. It is very different than what she expected. |
| 1 | Find all open Science challenges: We started users from PrizeWire and she want back to Challenges main. Since she couldn’t use search, she scrolled down the page to see what might apply. She identified NASA, and used as her reference the “newest challenges” reference. Also, identified fMOW. Eventually found “sort” and feature, but did not initially see it. |
| 2 | Find all challenges with prizes over $10K: Tester was able to sort to change prize amount, but neglected to uncheck scientific/engineering challenges. Having the challenge type reset might be useful; otherwise, it limits her findings. |
| 3 | Find all current EPA challenges: Tester searched for EPA rather than spelling out the full agency name. Eventually typed the title. Again, did not change the prize amount and challenge type information. |
| 4 | Create an account: Did with relatively little difficulty. |
| 5 | Verify account is created: Upon logging in, the screen now says “Register for Challenge.gov” at the top. |
| 6 | Add info to profile: Did not readily see “Edit Your Profile.” |
| 7 | Sign up for notices that match your interests: |
| 8 | Post to discussion board: |
| 9 | Submit a solution: |
| 10 | Contact challenge.gov team: |
| Opt 1 | Find, post to discussion board and submit solution for Student Design Competition challenge for new San Fran Fed Bldg Plaza |
| Opt 2 | Cancel all notifications: |

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| Qs & Tasks | Date:  Participant 2: |
|  | **General info**:  Occupation --  Been to challenge.gov? yes/no: |
|  | Homepage Impression: - |
|  | PrizeWire: |
| 1 | Find all open Science challenges: |
| 2 | Find all challenges with prizes over $10K: |
| 3 | Find all current EPA challenges: |
| 4 | Create an account: |
| 5 | Verify account is created: |
| 6 | Add info to profile: |
| 7 | Sign up for notices that match your interests: |
| 8 | Post to discussion board: |
| 9 | Submit a solution: |
| 10 | Contact challenge.gov team: |
| Opt 1 | Find, post to discussion board and submit solution for Student Design Competition challenge for new San Fran Fed Bldg Plaza |
| Opt 2 | Cancel all notifications: |

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| Qs & Tasks | Date: 9/20/17  Participant 3: Ashley |
|  | **General info**:  Occupation – Content specialist with USA.gov. Mostly looks at news websites. Reads NYT, WaPO, LA Times and Tumblr a lot.  Been to challenge.gov? No |
|  | Homepage Impression: - The page looks kind of dated. I think it’s also the color orange that makes me think of ads or something commercial. But maybe that’s also the use of the word “prize.” It feels like a lot of words and they’re not very well organized. I don’t have a clear understanding of what this is; from context, I guess I know. I think I can look for projects or opportunities to participate. Agencies can post and other agencies, industry can respond. I guess there should be an explainer at the top of the page. Understand that the federal government owns this site. Didn’t really see the tagline under the logo, but afterwards, didn’t know if “your” meant public or agency. |
|  | PrizeWire: |
| 1 | Find all open Science challenges: Clicked sort and selected scientific/engineering right away. Odd that so many older challenges appear. Would expect they would be archived – makes information seem dated. |
| 2 | Find all challenges with prizes over $10K: Slider did not seem user friendly. Did uncheck scientific, but left all fields blank and got no results. Now, checking all challenge types. |
| 3 | Find all current EPA challenges: Also used acronym initially, but quickly typed it out. It would be nice if there’s an acronym dropdown. |
| 4 | Create an account: Yep |
| 5 | Verify account is created: Yep |
| 6 | Add info to profile: Yep |
| 7 | Sign up for notices that match your interests: “Newsletters” seems to be throwing folks off. Perhaps this should be changed to “notifications.” Hoped to get an email confirming her sign-up to newsletters. |
| 8 | Post to discussion board: |
| 9 | Submit a solution: |
| 10 | Contact challenge.gov team: |
| Opt 1 | Find, post to discussion board and submit solution for Student Design Competition challenge for new San Fran Fed Bldg Plaza. Would liked to have seen a location filter. |
| Opt 2 | Cancel all notifications: |