Note

This is a summary of the pain points from the journey map on Muraly. I put them all together so it is easier to read and for us to go through brainstorming together.

Red font indicates important and commonly-shared pain points (shown as red box on Muraly). Green font indicates important but persona-specific pain points (shown as green box on Muraly). (I know it is hard to read this way..but I want to capture what's on muraly)

We decided that we would work on suggestions to most of the pain points internally.

We also decided that we would vote on the problems that we want to host brainstorming sessions with members from other project teams. Both "(4) how to approach team more easily" and "(5) effective matching between team and members" had three votes. And we still need to phrase the questions better.

Pain points

Before Arrival
Finding out/ looking for info
- Unclear webpage about team, what they are looking for, and how frequent work is
- No information about learning opportunities (Apprentice)
- No information about how to contribute (Helper)

Arrival
At the door
- Uncertain about location for 1st visit
- No clear sense of belonging
Walk in
- Not clear what to do first
- No direction (Social event ? what do i do ?)
Find the room
- Not a lot of directions
- Not sure what is going on
- Unclear what to do, who to talk to
Intro/ Check-in
- Not sure which projects accept inexperienced people
- Unsure if pitch idea is appropriate or how to pitch (Visionary)
New member orientation
- No clear display of teams and opportunities
- No info about learning (Apprentice)
- Does not have full audience at this point

Post orientation/ Team assembly
- Hard to find work space
- Team info not displayed
- Not easy to get to know the teams
- Low engagement

Talk to team
- Teams seem busy. Challenging to talk to a team without feeling like a disruption
- Inexperienced, not confident and unsure about opportunities
- No tools to facilitate (whiteboards, pencils, papers, etc) (visionary)
- Participation level required is unknown
- Not sure who to talk to

Talk to others
- Not sure where and how to recruit people if didn't pitch (visionary)

After hacknight
Post communication/ Feedback
- Lack of consistent communication approach
- Lack of recognition for work done
- Lack of deliverables or 'wins' (Doer)
- Not getting traction on learning or participation
- Without specific responsibilities after initial meeting, may become unengaged
- Contribution intangible or incomplete

Votes on which one to invite members from other project teams for brainstorming
1. **How to visually display hacknight-related information?** The experience in the room is not intuitive. It would be nice to have som information out, like the agenda, conference room, people can subscribe for pitch at the door, etc (1)
2. **How to welcome non-coders?** Code for America suggests that it is for coders only. We need to make it more clear in the room, the website, the meetup page, that other skills are needed and welcomed.
3. **How to facilitate pitching and encourage good pitches?** For new comers, it is hard to understand what pitches are, for visionaries if they should pitch. What is a good and reasonable pitch?
4. **How to make it easier to approach teams at the hacknight? (3)**
5. **How to display team infos more clearly to new members and other teams? (3)**
6. **How to enable members and teams contribute, and to enable more effective matching? (3)**
7. **How can we show that projects are moving further? (2)** People are motivated by results.
8. **How to facilitate learning and gain experiences? (2)**

9. How to validate and make pitch more effective? Similar as point 3.
10. **How to help with recruitment? (1)**