UX Research Read-out

Form 24 Survey

December 18th 2024- February 6th 2025

The Purpose

This survey aimed to find out if users created multiple Form 24s in one day

If they had multiple in progress at one time how do they distinguish them in our current workflow?

Our Goal

To use the information gathered to inform user-driven design decisions

The results

All participants reported having multiple Form 24s open at once and often creating more than one on the same day.

Users preferred distinguishing them by candidate/district or dissemination date, though some could differentiate without labels.

The main reasons for multiple Form 24s included independent expenditures reaching itemization thresholds, additional information needs, and 48-hour reporting requirements.

Users found the current FECFile workflow inefficient, preferring automation or at least a warning when a Form24 is required.

Some challenges also arose during the transition from 48-hour to 24-hour reporting, highlighting the need for better management tools.

In Conclusion

In conclusion, the consistent use of multiple Form 24s highlights a need for better organization and efficiency in the filing process.

Users prefer clearer differentiation methods, automation to streamline workflows, and improved tools to manage reporting transitions.

Addressing these challenges would enhance usability and reduce manual effort, making compliance more efficient.

Key Findings

Do you recall a time when you've had multiple Form 24s in-progress at the same time?

Every single participant in the survey reported having multiple Form24s open at the same time, highlighting a clear trend in usage patterns.

Do you recall a time when you've created more than one Form 24 on the same day?

Every participant also said yes when asked it they recalled a time when they created more than one Form24 on the same day.

If you had multiple Form 24's in progress at the same time, how would you like to differentiate them?

NGP allows us to name them – so we can say "10/1/24 48 Hr report"

District or Candidate supported, or date of dissemination

I can just tell which is which

If you've had multiple Form 24s open on the same day, what was the main reason for this?

"Independent Expenditures for different candidates in different districts that crossed the itemization threshold on different dates."

"Generally for expenditures that we know are already in progress within the 48-hour window (ie. in a 10/3 and we know we disseminated something on 10/1 and 10/2) OR during the change from the 48 to the 24 issue."

"Additional Information"

If you had a magic wand, how would you like Form 24s to be identified and sorted in FECFile to make them easier to identify and manage?

"By Dissemination Date or user-created name"

"The current version of FECFile requires you to create the transaction and then create the form 24 and then add that transaction to the form 24.

I would love for the creation of the Independent Expenditure to automatically trigger the creation of any needed form24 and include that transaction on the form24.

It would be great at minimum to have a warning pop up that the transaction you just entered requires a Form-24 or a report you could run to see if a form 24 is required."