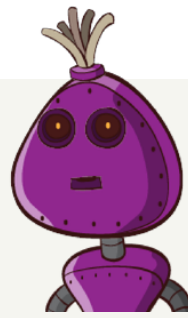


## PROCUREMENT

# Parker



Parker is responsible for evaluating large procurement projects for government departments. They've taken the DITAP course, so they are familiar with agile and how that plays into procurement. They aren't very familiar with accessibility, but they know they have to do more than insert a line about 508 into an RFP.

Parker is hard of hearing and has trouble communicating with people over the phone. They prefer communications over email where they make sure they understand.

### GOALS

Find accessibility information for their report

### THOUGHTS

If there are videos with this site it would be captioned, right?

### BEHAVIORS

Facial expressions and body positions to convey meaning and fill in missing information. They search for accessibility and procurement and land on a page of our site

### NEEDS

Videos with Closed Captions, subtitles and/or transcripts

### FEELINGS

Frustrated when closed captions are out of sync or have poor contrast

### PAIN POINTS

Contact Us pages that do not have alternatives to phone numbers