

## USER FEEDBACK SESSION

### **Attendees**

- Suzanne (User: Foster Parent)
- Kari (User: Case Worker)
- Rajesh (Business Team)
- Anand (Business Team)
- Lauren (Business Team)
- Zach (Business Team)
- Denise (Business Team)

### **Home Page**

Suzanne:

- Upper right corner just says Search—Search... for what?
  - “Search for Facilities”
- The Log In Page should direct to three streams:
  - Current foster parent who is new to our system
  - Brand new foster parent
  - Returning user

Kari:

- Add general information about the foster parent system, becoming a foster parent, how to start the process, etc. –always trying to recruit new parents

### **Landing Page**

Suzanne:

- Currently lands on messaging (dashboard page is coming in next iteration)—can we change to land on the profile instead? Landing on profile seems more natural, the parent probably won’t change anything, but would make more sense.

### **Profile**

Suzanne/Kari:

- Profile Photo: Is it just one photo? Is it of one person, the family, anything? What if someone uploads something inappropriate?—should be one photo of ideally the parent, but could be anything
  - Enhancement: change to options for user selectable avatars
  - Suzanne: Potential enhancement for later—something like one of those back of car bumper stickers with the parents, kids, dog, etc. that updates with the changes in the family’s profile

Kari:

- Profile should be more geared towards the family, rather than the parent
  - Enhancement: change language to be about family, add option to add tiles for each parent with their contact info, should designate primary contact person

Suzanne:

- Can we add something that shows me the best way to contact
- Is there a way to state preferences for kids under age of 1
- A lot of times I would like to know the language, ethnicity, and preferred school system\*
  - \*school system is the key to stable placement
- As a parent, why would I have profile info?
  - Get best placement
  - Communicate changes in contact info/address, etc.
  - Have most current info updated in real time
  - Add/ list certifications, change preferences
- Preferences are the most important feature to a parent

### **Messaging**

Suzanne:

- Priorities for parents are to cultivate relationships, have access point
- Nice to have: upload photos and documents (eg. Report card from school, etc.) → Could also be used to quickly inform caseworker and document bad behavior or threats from biological family (bruises after a visit with the biological family, threats, etc.)

### **Search Screen**

Suzanne:

- Later enhancements: details on a facility such as photo, service hours, link to directions, phone number, etc.
- Capacity is not meaningful to the parent—can strike out

### **Enhancements**

| # | Page/<br>Location        | Description   | Proposed By             | Reasoning  | Priority |
|---|--------------------------|---|-------------------------|--|----------|
| 1 | Home Page                | Add more descriptive label to Search bar at top left—"Search for Agencies" or "Search Facilities"   | Suzanne (Foster Parent) | Are you searching within the website, on a search engine? Won't be clear to a parent especially                            | High     |
| 2 | Home Page, Log In Screen | The Log In Page should direct to three streams: 1) Current foster parent who is new to our system; 2) Brand new foster parent; 3) Returning user                    | Suzanne (Foster Parent) | Make it very clear how to navigate site  | Low      |
| 3 | Home Page                | Add general information about the foster parent system, becoming a foster parent, how to start the process, etc. as a text tile you scroll down to below log in, or | Kari (Caseworker)       | This site might get shown to or found by people who are not yet parents—finding new parents is a large part of the process | Low      |

| # | Page/<br>Location | Description   | Proposed By  | Reasoning  | Priority |
|---|-------------------|---|--|--|----------|
|   |                   | navigate to from menu above   |  |  |          |
| 4 | Landing Page      | Change landing page after log in to profile instead of messaging screen   | Suzanne (Foster Parent)  | More intuitive   | Med      |
| 5 | Profile           | Change profile picture from uploaded picture to choice of avatar  | Suzanne (Foster Parent)/ Kari (Caseworker)/ Denise (Business Team) | Allows for social feeling to the site, while also maintaining privacy of the children/family, avoiding added confusion of what to upload, and avoiding potential liability for inappropriate photos being uploaded. Also a work around for problem with Heroku not storing photos. | Med      |
| 6 | Profile           | Add languages, ethnicity, and school system to profile  | Suzanne (Foster Parent)  | All key factors in determining placement. Keeping the child in the same school system is the key to a stable placement.  | Low      |
| 7 | Profile           | Change wording of profile so that it is geared towards family, ability to add secondary user spouses and their contact info | Suzanne (Foster Parent)  | Both parents are involved in the fostering process   | Low      |
| 8 | Profile           | Add best way to contact field, multiple phone numbers (home, office, mobile)  | Suzanne (Foster Parent)  | Provide options and best way to contact parent   | Low      |
| 9 | Messaging         | Functionality to upload photos and documents  | Suzanne (Foster Parent)  | Used to communicate good and bad behavior from child, quickly inform caseworker and document bad behavior  | Low      |

| #  | Page/<br>Location | Description         | Proposed By             | Reasoning                                 | Priority |
|----|-------------------|---------------------|-------------------------|---|----------|
|    |                   |                     |                         | or threats from biological family         |          |
| 10 | Search            | Strike out capacity | Suzanne (Foster Parent) | Not meaningful information for the parent | Low      |