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:
- Add best way to contact
- Add under age of 1
- Add languages, ethnicity, 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/ 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	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/ Location	Description	Proposed By	Reasoning	Priority
		below log in, or 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/ 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