

## USER FEEDBACK SESSION

**Anna L.**

**10/10/2016**

*Anna is a married woman in her 40s who has served as both a caseworker and a foster parent. Anna was a foster parent for the state of Mississippi. Over the years, she had several foster children, including several with special needs. The children in Anna's care were often in particularly difficult situations. Anna is particularly passionate about helping caseworkers to be better equipped to deal with heavy caseloads and difficult situations.*

First Impression: "I like that nice and big search screen!"

Likes

- Clean, not too many options
- "Nice and big search screen"
- Format with search results on left and map on the right is nice
- Quality rating
  - Would not want the rating system to be open to anyone- too hard to vet, anyone could post
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Needs clarification/Suggestions

- Update language on Subsidized Child Care
- Not clickable at the top, should at least go down to search bar
- Deemphasize All Child Care Facilities
- Back button functionality not working
- Email button is confusing
- Fix licensed language
- Add ages to availability/search criteria
- Focus of the center or what ages they cater to
- Hours for childcare centers! → low income families often have odd hours for work
  - Half day daycare is hard to find- lots of people need it though
  - How long is the waitlist for a particular facility?
- Unclear if a successful search has been completed
  - The filters don't stay visible when you search → automatically filters
- DHS does not really handle child care, mostly foster care
- Potential Privacy Issues/Residential Placements vs. Child Care
  - Every foster child has one person at least who they are not supposed to talk to
  - You don't want anyone calling foster parents
  - Location of Foster children is covered by HIPAA- can't even really post pictures to Facebook

- May want to add descriptions for provider types - Does not know what a Slot Contractor is
- Change the categories so that they are clearer, delete redundant categories, fix the bold/unbold and caps/lowercase
- Search vs. About page is not clear, add Home button
- “Looking for Daycare facilities?” instead of “Subsidized Childcare”
  - Most people looking at this won’t have a BA, may not know what “subsidized” means
- “Questions move people along better” – similar to H&R Block or Turbo Tax

#### Additional feedback

- Anna once had a foster child who had a child, had to look into different options for child care
- Is there ever a reason to view facilities with not availability?
  - Populations change all the time – a parent may want to know what’s available in the neighborhood- it changes all the time, may want to search ahead of time of a child being born/before the child care is actually needed