

User interview with Gary and Liz

Wednesday, September 28, 2016 11:40 AM

Meeting Subject: user interview with Gary and Liz

Meeting Date: 9/28/2016 11:30 AM



Location: Deep Creek (Room 307) (Capacity 10)

Link to Outlook Item: [click here](#)

Invitation Message

Participants

 [Hatem Ghafir](#) (Meeting Organizer)
 [Chris Gordon](#)
 [Luis Najera](#)
 [Xiang Zhang](#)

 [James Tan](#)
 [Lisa Lin-Freeman](#)
 gary.hyzer@hyzergroup.com

Notes

Identified Issue/Feedback	Possible Solution
What do Star ratings in Mississippi mean?	QRIS information can be found here: http://www.mdhs.state.ms.us/media/308148/MS-QRIS-Presentation.pdf
Hours of operation	Add to provider display
After hours care	Add as search criteria
Government food programs	Add to search criteria and provider display
Assistance for teen mothers	Add as search criteria
Capacity per age group	Probably out of scope
Accepts subsidized child care	Add as search criteria
Sort by rating first	Make default sorting
Addresses	Add to provider display
Cost	Add to provider display (possibly add cost range to search criteria)
Brief description of provider	Probably out of scope
Age ranges	Add as search criteria: <ul style="list-style-type: none">• Infant (Under 12 months)• Toddler (12 to under 24 months)• 2 years• 3 years• 4 years• 5-9 years• 10-12 years
Provider Display	<ul style="list-style-type: none">• Place Provider name and contact information at the top• Fix formatting issues (word wrapping and extra white space)• Display rating (in stars)
The word 'Filter' could be confusing	Change to 'Refine Your Results'

User interview with Kathleen

Monday, October 3, 2016 1:00 PM

Meeting Subject: user interview with Kathleen

Meeting Date: 10/3/2016 1:00 PM

Location: Deep Creek (Room 307) (Capacity 10)

Link to Outlook Item: [click here](#)

Invitation Message

Participants

 [Hatem Ghafir](#)

 [Luis Najera](#)

 [Xiang Zhang](#)

 [James Tan](#)

 [Lisa Lin-Freeman](#) (Meeting Organizer)

Notes

Agenda:

-Introductions

-Demo

-Feedback

Notes:

- Kathleen provided feedback from perspective of parent.
- The call was not recorded, due to technical difficulties. However, the team took notes.
- She highlighted preferences for radio buttons instead of pull down menus (to save the user clicks).
- She was interested in additional filtering options to identify providers: background checks, special needs, activities offered.
- She noted the provider types were somewhat confusing. Definitions would be helpful.
- During the demo, we asked her to identify the features she liked the most and what areas would she change. She mentioned a map would be useful, next would be the special needs availability, and then the ages served.
- During the demo, Luis discovered bug in the number of results displayed. Results display in groups of 10, even if you select to see 20 or 30 results per page.