User Story #1

An inmate at a correctional facility, Donovan, was recently approved to participate in the reading program. He has a son, age 5, that will be supervised by his ex-wife. Since he was recently approved, Donovan has never used the software before, but he is familiar with the tablets that will be used. The ex-wife watched a tutorial video instructing her on navigating the menus. She has also been told the login info and has received an approved tablet. Donovan will be reading to his son on Saturday at 3:00 p.m. Donovan is given his login info and signs on, under the watch of a guard. He is prompted to make some security questions and to make his own password. His ID cannot be changed, since his ID is his inmate ID number. The ex-wife also creates a new password, but is also prompted to make a new ID.

On the home screen, he connects with and greets his son, who then selects a book to be read. Once the book is selected, a timer for one hour begins. As they proceed through the pages, Donovan stops to explain any pictures they encounter. At one point, his son wanted to hear the previous page again, so Donovan scrolls up to the previous page and reads it once more. His son can read some of the words, but frequently has to ask what some of them mean. They get through about one and a half books, when the 2-minute log-off warning pops up. They discuss finishing the second book next time, plan the next book to read briefly, and say their goodbyes.

User Story #2

Jerome, an inmate sentenced to 2 years because of battery, has applied for the reading program which has been approved. Jerome has 5 children all one year apart, with the oldest being 9 years old. His wife has agreed to attend these reading sessions. Jerome’s upcoming session is scheduled this Friday at 5 p.m., which his wife has been notified in advance, downloading the program-specific application on her tablet. Jerome will be supervised by a prison guard during his 1-hour session.

Jerome logs into the system with his inmate identification number as well as the default password given to him by the supervising guard, which he can change later. He then proceeds to the book selection screen after skipping the disclaimer, browsing books while waiting for his wife to log in on their end. They eventually log in & one of his children recommends a book to read to them by Dr. Seuss. Jerome chooses the book and proceeds to read to them, taking time in between playfully explaining the illustrations and reading in an enthusiastic tone to keep them engaged. Once Jerome finishes the book, he takes a little bit of time to catch up with his children before selecting the next book to read. At the end, the family reads 3 children’s books together and have already decided what books to read next week.