

03. Shelly - 05/25/2016 - UI feedback

Prototype #3

Child Welfare SME in 3+ jurisdictions. Level of input quality - **high**.

0:40 Not sure that I would want parents to sign in with Google+, Facebook, and Twitter along the bottom

02:21 Is this a safe issue? Not sure that agencies will accept social media login options

04:26 Identify family by License number or Case number. Each kid has their own case number. Family has an overall case number. Change Case Number to Family Case Number.

05:30 The Family Case Number allows us to identify the family. Keep safe.

07:52 Foster parent with kids from different families in the home. Name + email as identification factor. (Current identification aspect of the registration UI is not clear). We miss the name in prototype #3.

12:00 Idea of the SSN usage here is not a good idea. Too personal, too much information to put in a database. Stick with Family Case Number.

14:28 In case of Foster Parent license number belongs to whole Foster family

14:57 Mostly, the user is going to be a mom if it is a Foster family. One account per family is better to avoid situations when mom say something and dad say something else. Family account, not individual account.

18:30 Major benefit to user: Social worker phone number, on call number, keep numbers of key contact persons.

20:40 I like to receive text messages on cell phone. Alerts like – we have a meeting today at 2:30 on Smith's kids. Improves communication.

21:17 Include options in my contact preferences.

21:50 There may be a user who will not use the computer for a system like this. He will only want the worker to contact him by phone.

It depends on the parent.

24:01 System for my smart device

... voice lost for few seconds up to 27:00

30:00 Deleted items question. Some things you want to delete. Same time some things must stay. Example – as Foster parent I got Smith kids in my home. Problem in the family. But when licenser come everything is sweet – no problems. But communication will show issues.

32:19 Option of printing

34:41 Do not forward message – avoid the situation where the case worker sends something to Biological parents or Foster parents and the parent spreads that communication around the web.