Scenario 04 - Find the facility and ask Caseworker about it

Background

We have a basic prototype with relatively common facility map browser functionality.

Typical user stories inside the facility map browser are: find the closest facility near my home, ask a caseworker about this facility..

This scenario will check all of them.

Goal

The goal of this section is to understand the level of usability of the existing prototype application for the facility browser area.

Questions

Is our UI functionality sufficient enough to allow the average user to find the facility they are searching for?

How useful is the system for the end users?

Tactics

Ask end users (no developers or QA) to find the facility near their profile address and ask caseworker about it. Do not give them detailed instructions, only a URL.

Participants

2 (Subject Matter Experts) SME

Various IT staff

Additional staff from the office without coding experience

Timeline

15 minutes

Test Script

User is already registered on CWS Parent Portal http://www.adpq.engagepoint.com/

and has completed a profile update with **2230 North 1st Street, Fresno, CA** as the address.

User to locate the closest licensed foster family agency to North 1st street address.

User to ask their Caseworker about this facility and the services they offer in an email.

Dependency

This scenario depends from results from the following scenarios:

Scenario 01 - Self Registration

and

Scenario 03 - Update my profile