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 says something and dad says 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 history 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.

36:21 Nice idea – to export/print a whole thread of messages

… voice lost for few minutes up to 37:40

39:05 Limited number of contacts – Caseworker, Licenser (in case of Foster care), Therapist, Nurse, Guardian, CASA worker (may be), Supervisor

40:15 Connection on the left side. The person.

40:54 I like the idea of the phone number in the Contact but also what the role is? It can be Social Worker, Agency Nurse.

44:41 We need more than one recipient (for example My child caseworker + Licenser) and CC function

47:00 Parent with different abilities. Rich text editor. Different fonts – little bit bigger. Increase the fonts!

48:32 I like the Inbox and personal communication on the left side. I like the privacy piece of it. Attachment feature – attach file or photo. I like to see the history.

50:12 Send a picture to the nurse. I can show that I did this communication piece.

54:11 Desario case as example of complex conversation

59:30 No need to sign out for the second family kid

01:00:53 I want to keep family information separate

01:01:28 Switch between two families. Private domain between the two families.

01:02:29 I want to separate families. Separate messages related to different kids.

01:03:53 Have a choice of family to communicate about

01:05:03 Complicated in case of many kids from different families.

01:05:46 Keep confidentiality! Do not mix message content.

01:12:42 What about facility details? Hours of operation.

01:14:28 Any other program type and agency type?

01:17:05 I like the map form

01:17:45 I like filters on top. I want to know how far they are from my house. I want closest agency. With Infant – to visit agency 3 times per week.

01:21:00 Messages to reflect all aspects of real story inside Inbox.