User interview #4 -- Foster youth

Version tested: clickable mockups in invision

Date: 6/1/2016

- General demographic info
  a. Age
     i. 11
  b. Gender
     i. female
  c. Profession
     i. n/a
  d. What kinds of devices do you use to access the Internet?
     i. People's phone when they visit me, like my Mom or my CASA
- What is your tie to foster care? How has foster care affected you?
  a. I've been in foster care for 4 years
- What are your biggest pain points currently when working with the foster care system?
  a. I don't like my group home. I want to go live with my godfather. He is trying to get me, but it's been happening for 2 years. It feels like it's never going to happen.
- What are the best parts of working with the foster care system?
  a. My CASA is really nice to me and brings me fun activities when I see her.
- Have you ever tried to search for foster families agencies near you or for foster residential treatment facilities near you?
  a. If no, why not?
     i. Usually my social worker will just tell me if I'm going to move again and then they tell me where.
  b. If yes, why did you need to search? How did you do the search? Was the way you searched easy and intuitive and were you able to find what you needed? What do you wish existed?

User research / testing session:
[**Description told to the user tester:** Ok, we are going to walk you through a prototype we have created. Before we tell you much about it, it would be helpful if you tell us what you think the main use case is for this and how you'd interact with it. If you have any questions, please ask them, but I might wait to answer them until the end, to see how you'd interact with the prototype as close as you would if I was not watching you. I will make sure to answer them all fully at the end. It is also helpful if you talk through everything that you're thinking, so that I can hear this. Finally, don't be worried about hurting our feelings, we want to hear the good, bad, and ugly, that's the only way we will know what to iterate on.]

Questions asked during the user testing session:

- What do you think the main goal of this prototype is?
    - i. So I can see where group homes are in case I need to move.
    - b. How well do you think it accomplished that goal?
        - i. It looks good to me, I like seeing the map and knowing how far it is from me.
- How would you search for a foster family agency near you?
    - a. I would click on the first button on the page you showed me that said to locate facilities
- How would you get in touch with your caseworker?
    - a. I think I would click on the other button that said to message her. It seems like I would kind of be like texting her if I had any questions.
- How would you edit your profile?
    - a. n/a
- Is this something that would help with your current interaction with the foster care system?
    - a. I think it would be nice to know where I am moving to and maybe be able to pick a better group home that is closer to my godfather
- Did the prototype do what you expected it to do?
    - a. I couldn't really use it because it was a fake screen of what it will look like, but if it works like how you showed me, then yeah I think so!
- Was there anything key missing from the prototype?
    - a. No, I think it's good
- What parts did you dislike or were confusing about the prototype?
    - a. I wasn't sure which type of facility I needed to look for. I wasn't sure about the differences of the facilities you showed.
- What parts did you like about the prototype?
    - a. I liked that I can see on a map where the closest ones are to my family. That way I know my mom would be able to come and visit me more, if I were closer to her.
- If this prototype existed in the real world, would you use it? Why or why not? If yes, how often do you think you'd use it and for what purpose?
    - a. Yeah, I think I would search for things when I was thinking of moving facilities or if my social worker told me that I needed to move soon.
- Anything else you want to add? We love hearing any and all feedback!
    - a. No, I think that is all.