User interview #8 -- Foster caseworker

Version tested: final working prototype

Date: 6/7/2016

- General demographic info
    a. Age
        i. 32
    b. Gender
        i. female
    c. Profession
        i. caseworker
    d. What kinds of devices do you use to access the Internet?
        i. Desktop computer, laptop and iphone
- What is your tie to foster care? How has foster care affected you?
    a. I work as a caseworker with SF county HSA in the foster care department, meaning foster care is a part of my daily life.
- What are your biggest pain points currently when working with the foster care system?
    a. How long it takes to find, track, input information. I waste hours every week looking for information on paper forms that I wish I could do more quickly. I want to spend my time working with people, not filling out paperwork. My caseload is too much too.
- What are the best parts of working with the foster care system?
    a. I love when I actually see the fruits of my labor and a child is placed in a good home, that is a good fit for that child.
- 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. n/a
    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?
        i. I need to look at group homes for when I'm placing children. Having a way to search by location so I can try to find one that's convenient and close to different family members of the child would be helpful. I have a list of group homes, but I can sort it on a map.

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. To find foster family agencies and residential facilities
  - b. How well do you think it accomplished that goal?
    - i. It works great -- this shows me my top results, filtered by distance, which is exactly what I expected it to do. I like seeing both the map and the text results of my search.
- How would you search for a foster family agency near you?
  - a. I would type in my zip code of where I am and click "find". I noticed that I could select different types of facilities, but I'm only interested in residential facilities.
- How would you get in touch with your caseworker?
  - a. Messages on top
- How would you edit your profile?
  - a. Clicking profile on top. I'm not that interested in having or viewing a profile.
- Is this something that would help with your current interaction with the foster care system?
  - a. I would definitely use it to see residential facilities on a map when placing a child
- Did the prototype do what you expected it to do?
  - a. Yes, I loved that it filtered by zip code
- Was there anything key missing from the prototype?
  - a. Not that I can think of
- What parts did you dislike or were confusing about the prototype?
  - a. I wasn't sure about the dropdown option of different types of facilities. Once I clicked on it, I understood it better, though.
- What parts did you like about the prototype?
  - a. I liked how easy it was to search, I didn't have to spend a lot of time searching for what I was supposed to do. It just worked.
- 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. Yes! Like I said, I really liked it mostly because of how easy it was to use and because nothing like this exists currently. I would use this a couple of times a week when I needed to search for a close by facility for the children I work with.
- Anything else you want to add? We love hearing any and all feedback!
  - a. I can't think of anything right now!