

User interview #7 -- Foster parent

Version tested: working prototype

Date: 6/5/16

- General demographic info
 - a. Age
 - i. 34
 - b. Gender
 - i. Female
 - c. Profession
 - i. Nurse
 - d. What kinds of devices do you use to access the Internet?
 - i. My phone most of the day, laptop at night, a tablet sometimes on weekends
- What is your tie to foster care? How has foster care affected you?
 - a. My partner and I decided to foster children late last year. We went through the process to get approved to foster and then we recently starting fostering our first child, and we couldn't be happier with him in our house.
- What are your biggest pain points currently when working with the foster care system?
 - a. Everything is SO antiquated. To get a hold of the social worker we have been talking to, we literally have to call her and leave a voicemail. In nothing else I do, do I have to call the actual person. I feel like everything else is online nowadays so it is just frustrating how much slower it makes to use old, antiquated systems like this. It took forever to get approved. If I need help with our foster son, I'm not sure who to contact. The caseworkers are so overworked and they don't get back to you.
- What are the best parts of working with the foster care system?
 - a. Our foster son is the best part
- 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. When we were figuring out where to start, we looked at this one agency we knew through a friend, but then I started thinking, "I wonder if there are other agencies out there like this one, but maybe are better? " So my partner tried searching for them, I think she used Google mostly, maybe she even tried Yelp? I'm not really sure, but I think that's what she did.

We really didn't find much at all from that search. I wish there was a way to have sort of a Yelp for foster agencies. That would be awesome. I wasn't sure who to reach out to first, an agency or the government.

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 help me manage everything with foster care -- so, ideally, be able to message my caseworker, search for all agencies nearby, and stay up to date on our child.
 - b. How well do you think it accomplished that goal?
 - i. Seems like it does the basics of all of those, so I'd say it accomplishes it pretty well!
- How would you search for a foster family agency near you?
 - a. I would click on this button to start [she hovered over the locate an agency button]
- How would you get in touch with your caseworker?
 - a. I would click on this other button [message your caseworker]
- How would you edit your profile?
 - a. I see that link at the top that says "my profile" -- I'm thinking if I click this [she clicked it]. Oh yes, then it takes me here to my profile where I can change any of these inputs. I don't see the point of the profile though really.
- Is this something that would help with your current interaction with the foster care system?
 - a. Yeah, I would like to use all of the things here -- we definitely would have used the map searching tool early on and we will use the messaging app throughout the entire process.
- Did the prototype do what you expected it to do?
 - a. Yes
- Was there anything key missing from the prototype?
 - a. I'm not sure if you can do this, but I'm wondering if when I got a message from a caseworker how I would know? Is this something I would need to log into every day to check to make sure I don't have any new messages?
- What parts did you dislike or were confusing about the prototype?

- a. The only thing I'd mention, is I didn't even know there were text results of my search for an agency nearby. I saw the markers on the map, but that was all I saw, I accidentally started scrolling down and then noticed the text -- I wouldn't have seen this otherwise because the map was is big.
- What parts did you like about the prototype?
 - a. I liked how intuitive it was to use. Each of the things I clicked on, did exactly what I expected them to do.
- 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 could see us using this probably every couple of weeks when we wanted to update our social worker.
- Anything else you want to add? We love hearing any and all feedback!
 - a. I think it's great!!