User interview #2 -- Biological parent of foster youth

Version tested -- low fidelity mockups

Date: 5/27/2016

- General demographic info
  a. Age
     i. 27
  b. Gender
     i. Female
  c. Profession
     i. Hair dresser
  d. What kinds of devices do you use to access the Internet?
     i. I usually just use my phone. My boyfriend has an old laptop that I use sometimes, but it's really slow and he uses it a lot.
- What is your tie to foster care? How has foster care affected you?
  a. My son is in foster care for the last 8 months. It's been pretty rough since he has been in there.
- What are your biggest pain points currently when working with the foster care system?
  a. I just never know what is going on! Ever since my son went into foster care, he has had like at least 3 different people who manage his information. One week, I'll call the one who has been helping him and can't get a hold of her and then I find out later that he has a new worker helping him, but I didn't get their info for at least 2 weeks. So then I try and call that one, but she doesn't really know what's happening because she is new to managing his case. It's just really hard to find the right person.
- What are the best parts of working with the foster care system?
  a. His newest social worker is really smart and nice. She has actually been really good to talk to, but I'm always worried they will switch him to a new worker and I won't even know!
- 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?
  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 my son first went into foster care, I wanted to see what his facility was like and if there was a better one closer to me. I tried to do some searching on my phone one night, but didn't really know what exactly I was looking for or how to find it. I think I just googled some things to see if I could find something close by. I didn't really find anything in my search.

Instead of group homes for foster, it was pulling up senior homes and stuff.

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 know what's going on with my son
  - b. How well do you think it accomplished that goal?
    - i. It seems like it would be helpful from what you showed me. I know what I saw isn't really exactly what it will look like once you make it, but if it does the basic messaging you talked about, I would really like that.
- How would you search for a foster family agency near you?
  - a. Like I said, I tried googling around that one night, but really wasn't sure what to even type or how to know if I found the right kind of facility nearby.
- How would you get in touch with your caseworker?
  - a. I try calling, texting, leaving messages. It really is just random when I am able to get a hold of her. I don't really even know her hours or when I should call her.
- How would you edit your profile?
  - a. I think I would have to go to my profile once I signed in and then there would be a way for me to change that information that I put in there. I'm not sure, maybe you guys would know some basic information on me like my name and stuff from when I signed up?
- Is this something that would help with your current interaction with the foster care system?
  - a. I really wish I had this right now. [laughing] How quickly can you make this so I can start using it?? If the social worker uses it like you're saying they will, it would make my life so much easier to be able to message them in one place and say what I need to say to her when I need to say it, instead of leaving a voicemail and then trying to remember everything when she calls me back a week later.
- Did the prototype do what you expected it to do?
  - a. From what I could tell, yeah I think so. It seems like the main thing is I can message my social worker easily. Also, I do think it would be nice to also see other facilities near me so I can look them up if the caseworker brings one up.
- Was there anything key missing from the prototype?
  - a. It's hard to say, but it doesn't seem like there is much missing at this point.

- What parts did you dislike or were confusing about the prototype?
    a. I didn't notice anything I disliked. Maybe just some more information about my son's foster facility he is in.
- What parts did you like about the prototype?
    a. I like the messages and the search for facilities.
- 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 want to use it today! I would use it to message his social worker mostly. It seems like it is perfect for that.
- Anything else you want to add? We love hearing any and all feedback!
    a. No, that's all!