User interview #1 -- Foster youth

Version tested: low fidelity mockups

Date: 5/25/2015

- General demographic info
  a. Age
    i. 14
  b. Gender
    i. Male
  c. Profession
    i. n/a
  d. What kinds of devices do you use to access the Internet?
    i. I use the computer at my group home and my Dad's cell phone when she visits
- What is your tie to foster care? How has foster care affected you?
  a. I am in a foster home and have been in the system for the last 5 years. Since then, I've moved in and out of group homes. In the last year I've been in 3 group homes.
- What are your biggest pain points currently when working with the foster care system?
  a. I wish I had more freedom and I wish I got to talk to my social worker more to know more details of what's going on. I wish I didn't have to move group homes so much.
- What are the best parts of working with the foster care system?
  a. I like some of the friends I've made living here
- 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 I found out I was moving to a new group home, I wanted to know about it, so I tried searching for it on the internet when my Dad came to visit and brought his phone with him. I couldn't find the home I was looking for, though, so I stopped searching. I think I initially started searching to find out where it was, what it looked like and stuff like that.

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. Let me see all the group homes and maybe pick one that I like better?
    - b. How well do you think it accomplished that goal?
        - i. I think what you told me makes sense
- How would you search for a foster family agency near you?
    - a. That one slide you showed me had some maps on it and stuff, I think that would be where I would look for a home.
- How would you get in touch with your caseworker?
    - a. As of now, I just wait for them to call me or visit, but It looks like I would be able to send a message to them on here.
- How would you edit your profile?
    - a. I think all of the information would be fine that is in there
- Is this something that would help with your current interaction with the foster care system?
    - a. Yeah, I would like to message my social worker through this
- Did the prototype do what you expected it to do?
    - a. From the pictures you showed me, it seems like it will do that, yeah.
- Was there anything key missing from the prototype?
    - a. I would like to see pictures of the group homes.
- What parts did you dislike or were confusing about the prototype?
    - a. I didn't dislike anything -- it all seemed to make sense to me from how you explained it.
- What parts did you like about the prototype?
    - a. I like the map, so I can see where group homes are, that seems cool to me.
- 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 would like to look around at the other group homes when it is built.
- Anything else you want to add? We love hearing any and all feedback.
    - a. No, that's it.