

## User interview #5 -- Biological parent of a foster youth

Version tested: clickable mockups in invision

Date: 6/2/2016

- General demographic info
  - a. Age
    - i. 25
  - b. Gender
    - i. Female
  - c. Profession
    - i. Waitress
  - d. What kinds of devices do you use to access the Internet?
    - i. My phone and sometimes my sister's laptop because we share it
- What is your tie to foster care? How has foster care affected you?
  - a. My child is in foster care due to some issues a few years ago
- What are your biggest pain points currently when working with the foster care system?
  - a. I can never get a hold of my caseworker. I have her phone number, but when I call I usually leave a voicemail and then it takes a while to hear back from her. I also think I have changed caseworkers a few times over the last couple of years, so I always forget which one I should call.
- What are the best parts of working with the foster care system?
  - a. Visits with my 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. I know where my child is located, so I don't really need to search for other facilities
  - 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. n/a

### 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 make it easier for me to talk to my caseworker
- How well do you think it accomplished that goal?
  - i. It seems like the messaging will work really nicely from the screens you showed me. I do like the look of the message center.
- How would you search for a foster family agency near you?
  - a. When I saw that first page you showed, I would click on the button that said something like "find a facility near me"
- How would you get in touch with your caseworker?
  - a. There was a button on the first page which took me to a new screen that showed how I would be able to then message my caseworker. I guess my appropriate case worker would be assigned to me so it would be saved in the system every time I logged in? [yes] ok, great!
- How would you edit your profile?
  - a. That one screen that had my profile information on it, looked like I would be able to edit my information right from that page and save it.
- Is this something that would help with your current interaction with the foster care system?
  - a. Yes, I really can't tell you the number of times I have tried to get in touch with my caseworker to only find out my child has a new caseworker or that they don't call me back for weeks at a time.
- Did the prototype do what you expected it to do?
  - a. Yes
- Was there anything key missing from the prototype?
  - a. I think it would be cool to see more information on my child
- What parts did you dislike or were confusing about the prototype?
  - a. From what you showed me, it seems pretty easy to use. I think I would mainly use it to message my caseworker, which looked simple enough for me.
- What parts did you like about the prototype?
  - a. I liked the way the messages looked and how they seem to work
- 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, I would love to start using this to be able to message my caseworker right now. Even saying that, I realized that I can't even remember her phone number to be able to reach her right now. It will take me a minute to search for her information in my phone from last time I reached out to her. This thing you built would solve that for me.
- Anything else you want to add? We love hearing any and all feedback!
  - a. Could you find a way to add in more online information about my child? I would like to see all of her details -- where she is, who all of her caseworkers have

been, all of her paperwork. You know, that kind of stuff would be super helpful for me to see.

- b. When I get a message, it would be good to send me a text or email so I know to reply.