

## User interview #3 -- Foster parent

Version tested -- low fidelity mockups

Date: 5/27/2016

- General demographic info
  - a. Age
    - i. 30
  - b. Gender
    - i. Male
  - c. Profession
    - i. Recruiter
  - d. What kinds of devices do you use to access the Internet?
    - i. I use my computer (laptop), ipad, iphone and my wife's android
- What is your tie to foster care? How has foster care affected you?
  - a. My wife and I decided a few years back to start looking into fostering a child. After discussing it for a year or so we finally got approved to be foster parents. That was about a year ago now. We currently are fostering one child, she is 5 and so sweet, we just love her! Fostering her has been such a blessing for us both.
- What are your biggest pain points currently when working with the foster care system?
  - a. How long everything takes! Just to get approved took us about a year, that's crazy! There was no central place to see all of our information or all of the information of the children we were potentially going to foster.
- What are the best parts of working with the foster care system?
  - a. Seeing the impact we are having on Jasmine's life. It's been nothing short of life changing for us and we hope her, as well. We are in the process of trying to adopt her.
- 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. Yes, there were a couple of times my wife and I searched to see which agencies close by to us had children waiting. We wanted to know which agency we should work with, but it was confusing if we should go straight with the county or with an agency.

**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. Help us find foster agencies and make it easier to chat with the social worker we are working with for Jasmine.
  - b. How well do you think it accomplished that goal?
    - i. Looks like it will do exactly that
- How would you search for a foster family agency near you?
  - a. I would click that button from the first page you showed me -- yeah, the find a facility one. And then it takes me to that other page, I assume, that lets me search for one.
- How would you get in touch with your caseworker?
  - a. That other button on the first page, which allows me to message the caseworker. Seems simple enough -- I click it and then I can send the message.
- How would you edit your profile?
  - a. Up in the right hand corner I see a link to my profile, I would click that and hope that it takes me to my profile where I can edit my information. Like my email address and stuff.
- Is this something that would help with your current interaction with the foster care system?
  - a. I think this could help cut down on some of the time issues I mentioned in the beginning. Having more stuff online will really help to expedite everything that takes so long as of now.
- Did the prototype do what you expected it to do?
  - a. Yeah, I mean the photos show it doing what I expected, I'll be excited to see it once you have the working product.
- Was there anything key missing from the prototype?
  - a. You should make a way to get the application process done online.
- What parts did you dislike or were confusing about the prototype?
  - a. I was just a little confused on which button I should click at first, but once I thought about it, I understood the one I needed right away was to message my caseworker.
- What parts did you like about the prototype?
  - a. I liked how it seems to just work -- bringing everything to one place will be really nice. I really like the messaging app portion.

- 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, we definitely would use this. Messaging our caseworker has been pretty annoying and looking for facilities is just something that doesn't exist now. Having a central hub would be really awesome.
- Anything else you want to add? We love hearing any and all feedback!
  - a. No, just keep me in the loop and let me know if you need anyone to look at this product down the road when you have something up and running! I'd love to see it and play around with it then.