

User interview template

General questions to start with:

- General demographic info
 - a. Age
 - b. Gender
 - c. Profession
 - d. What kinds of devices do you use to access the Internet?
- What is your tie to foster care? How has foster care affected you?
- What are your biggest pain points currently when working with the foster care system?
- What are the best parts of working with the foster care system?
- 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?

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?
 - a. How well do you think it accomplished that goal?
- How would you search for a foster family agency near you?
- How would you get in touch with your caseworker?
- How would you edit your profile?
- Is this something that would help with your current interaction with the foster care system?
- Did the prototype do what you expected it to do?
- Was there anything key missing from the prototype?
- What parts did you dislike or were confusing about the prototype?
- What parts did you like about the prototype?
- 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?
- Anything else you want to add? We love hearing any and all feedback!