

# BROWN TEAM

HCI 445

USER OBSERVATION  
& ANALYSIS





# PROJECT DETAILS

## ■ ST. VINCENT DEPAUL CENTER

- ~ Similar to Salvation Army
- ~ People Donate items
- ~ Items are sold at a discount
- ~ or given to the poor
- ~ Poor are sponsored by a conference

A conference is  
much like a  
Catholic Parish  
in Chicago (or  
any Church



# PROJECT DETAILS

## ■ CRM WITH A TWIST

- ~ MS Access database application to track and manage its clients, basically CRM
- ~ Except clients do not spend money with SVdP
- ~ Stores details on clients served and provides reporting





# PROJECT DETAILS

## ■ CURRENT APPLICATION

**Client Profile**

#Name? Client # #Name?

Client | Income / Occupation | Household | Current Needs | History | Notes

**Don't Assist** Updated  Enrollment

**Profile**

LastName   
FirstName   
SSN#   
DOB

Gender:   
Race   Head of Household

**Education**

**Disability** Disabled

**Summary**

Children (under 18): 4  
Adults (18 +): 0  
Unknown Ages: 1

**Miscellaneous**

Farmer   
Migrant Farm Worker   
Seasonal Farm Worker   
Veteran   
Health Insurance   Locked

Main Menu



# SPECIAL FINDINGS

## ■ CONDUCTED A CONTEXTUAL INQUIRY

- ~ They don't use the app during calls
- ~ Information is recorded on paper
- ~ Paper forms for everything
- ~ Paper is stacked everywhere
- ~ Data entered later
- ~ Backlog is 4-6 weeks

Conducted an onsite contextual inquiry at SVdP in South Bend, IN

These include:  
-Client Request  
-Vouchers  
-Client Checkout

Data is entered after the calls and in between other activities





# SPECIAL FINDINGS

## PAPER FORMS

DATE: \_\_\_\_\_  
 NAME(S): \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ (Ap. or Home)  
 PHONE: \_\_\_\_\_ MESSAGE # \_\_\_\_\_  
 WHO IT IS: \_\_\_\_\_  
 SOCIAL SECURITY # \_\_\_\_\_ (HIS/HER)  
 BIRTH DATE: \_\_\_\_\_  
 SOCIAL SECURITY # \_\_\_\_\_ (HIS/HER)  
 BIRTH DATE: \_\_\_\_\_  
 # ADULTS \_\_\_ # CHILDREN \_\_\_ AGES \_\_\_\_\_  
 OTHER: \_\_\_\_\_

**INCOME:**  
 FS \_\_\_\_\_  
 TANF \_\_\_\_\_  
 WIC \_\_\_\_\_  
 SS \_\_\_\_\_ (Wto)  
 SSI \_\_\_\_\_ (Wto)  
 SECTION 8 \_\_\_\_\_ (UTILITY CHECK)  
 CHILD SUPPORT: \_\_\_\_\_  
 OTHER \_\_\_\_\_  
 PLACE OF EMPLOYMENT: (FULL/PART TIME)  
 MALE: \_\_\_\_\_  
 WAGES: \_\_\_\_\_  
 FEMALE: \_\_\_\_\_  
 WAGES: \_\_\_\_\_  
 RENT OR MORTGAGE: \_\_\_\_\_  
 UTILITIES: \_\_\_\_\_

**APPLIANCES:**  
 ELECTRIC STOVE \_\_\_\_\_ GAS STOVE \_\_\_\_\_  
 REFRIGERATOR \_\_\_\_\_ WASHER \_\_\_\_\_  
 ELECTRIC DRYER \_\_\_\_\_ GAS DRYER \_\_\_\_\_

**FURNITURE: (4 pieces per year)**  
 SOFA \_\_\_\_\_ LIVING ROOM CHAIR \_\_\_\_\_  
 END TABLES \_\_\_\_\_ KITCHEN TABLE \_\_\_\_\_  
 DRESSER \_\_\_\_\_ (Limit One)

**BEDS**  
 DOUBLE BED COMPLETE \_\_\_\_\_  
 DOUBLE MATTRESS/SPRING/FRAME \_\_\_\_\_  
 SINGLE BED COMPLETE \_\_\_\_\_  
 SINGLE MATTRESS/SPRING/FRAME \_\_\_\_\_  
 CRIB: **REFER TO WOMEN'S CARE CENTER**

**IN NEED OF:**  
 FOOD \_\_\_\_\_ DIETARY RESTRICTIONS \_\_\_\_\_  
 BABY FORMULA \_\_\_\_\_ BRAND \_\_\_\_\_

**DIAPERS: WOMEN'S CARE CENTER**  
**NON-FOOD ITEMS: SOAP: REFER TO TRUSTEE**

**CLOTHES:**  
 SHEETS/BLANKETS/PILLOWS/PILLOW CASES \_\_\_\_\_  
 TOWELS \_\_\_\_\_ CURTAINS \_\_\_\_\_ DISHES \_\_\_\_\_ POTS & PANS \_\_\_\_\_  
 SILVERWARE \_\_\_\_\_ LAMPS \_\_\_\_\_  
 MISC \_\_\_\_\_

NOTES: \_\_\_\_\_

**HOURS HOME:**  
 Monday \_\_\_\_\_  
 Tuesday \_\_\_\_\_  
 Wednesday \_\_\_\_\_  
 Thursday \_\_\_\_\_  
 Friday \_\_\_\_\_  
 Sat-Sunday \_\_\_\_\_

**CONFERENCE**  
 CALL GIVEN TO \_\_\_\_\_

EXHIBIT 3  
 CSBG TRACKER INTAKE FORM Client # \_\_\_\_\_

BIRTHDAY: \_\_\_\_/\_\_\_\_/\_\_\_\_ INTAKE: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 ENROLLMENT DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 S.S.#: \_\_\_\_\_  
 ZIP: \_\_\_\_\_ PHONE #: \_\_\_\_\_

**HOUSEHOLD TYPE:**  
 F=SINGLE PARENT FEMALE  
 M=SINGLE PARENT MALE  
 N=TWO ADULTS/NO CHILDREN  
 T=TWO PARENTS  
 O=OTHER

**HOUSEHOLD TYPE:**  
 A=0 TO 8  
 B=9 TO 12 (NON-GRAD)  
 C=HIGH SCHOOL GRAD/GED  
 D=12+ POST SECONDARY  
 E=2 OR 4 YR COLLEGE GRAD

**HOUSEHOLD TYPE:**  
 A=EMPLOYMENT  
 B=UNEMPLOYMENT  
 C=SOCIAL SECURITY  
 D=AFDC (TANF)  
 F=SSI  
 G=FOOD STAMPS  
 H=MEDICAID  
 J=CHILD SUPPORT  
 I=OTHER  
 N=NO INCOME

**HOUSEHOLD TYPE:**  
 FARMER: \_\_\_\_\_  
 MIGRANT FMWR: \_\_\_\_\_  
 SEASONAL FMWR: \_\_\_\_\_  
 VETERAN: \_\_\_\_\_  
 HEALTH INSUR: \_\_\_\_\_

**HOUSEHOLD TYPE:**  
 ANSWER (Y)es OR (N)o

**HOUSEHOLD TYPE:**  
 MEMBER INFORMATION:

MEMBER NAME	BIRTHDATE	DISAB.	RACE CODE	EDUC. CODE	VETERAN	HEALTH INS.
_____	____/____/____	(Y/N)	_____	_____	(Y/N)	(Y/N)
_____	____/____/____	(Y/N)	_____	_____	(Y/N)	(Y/N)
_____	____/____/____	(Y/N)	_____	_____	(Y/N)	(Y/N)
_____	____/____/____	(Y/N)	_____	_____	(Y/N)	(Y/N)
_____	____/____/____	(Y/N)	_____	_____	(Y/N)	(Y/N)

AGENCY REPRESENTATIVE \_\_\_\_\_  
 revised 3/99 mk

**CHILDREN'S WINTER CLOTHES**

- 3 Shirts
- 3 Pants
- 3 Dresses or Pant Suits
- 2 Sweaters
- 2 Sweatshirts
- 2 Sweatpants
- 2 Socks
- 2 Undershirts
- 2 Underpants
- 2 Socks
- 2 Pajamas or Nightgowns
- 2 Winter Coat or Jacket
- 2 Leather/Suede
- 2 Hats
- 2 Gloves
- 2 Winter Coat \$13.00 or less
- 2 No Leather/Suede

**WOMEN'S WINTER CLOTHES**

- 3 Pants
- 3 Shirts
- 3 Dresses or Skirt Sets
- 2 Sweatshirts
- 2 Sweatpants
- 2 Sweaters
- 3 Bras
- 3 Underpants
- 3 pr. Socks
- 2 Pajamas or Nightgowns
- 1 Winter Coat or Jacket
- 1 pr. Shoes
- 1 pr. Gloves
- 1 Hat
- 1 Winter Coat \$13.00 or less
- 1 No Leather/Suede

**NO FORMAL WEAR**  
 Clothing must be proper size for the individual.

**MEN'S WINTER CLOTHES**

- 3 Shirts
- 3 Pants
- 2 Sweaters
- 2 Sweatshirts
- 2 Sweatpants
- 3 T-shirts
- 3 Undershorts
- 3 pr. Socks
- 1 Pajamas
- 1 Jacket or Winter Coat \$13.00 or less
- 1 No Leather/Suede
- 1 Belt
- 1 pr. Shoes
- 1 Robe

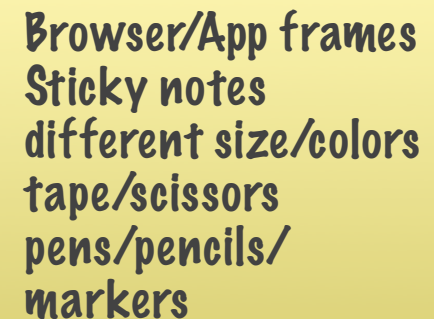
**NO FORMAL WEAR**  
 Clothing must be proper size for the individual.



# LESSONS LEARNED

## ■ CREATE A LIBRARY OF TOOLS AND RESOURCES

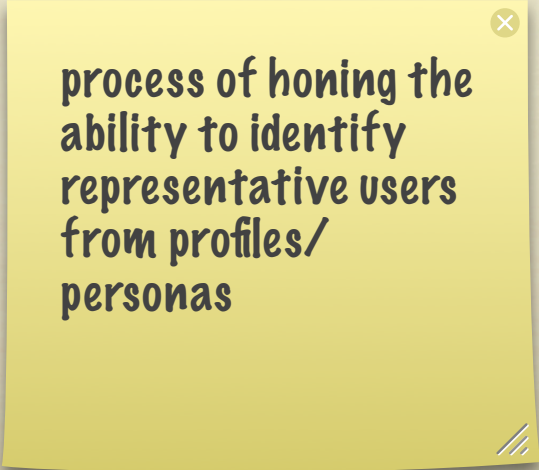
- ~ Paper prototyping
- ~ Consent form
- ~ Report Outlines



Browser/App frames  
Sticky notes  
different size/colors  
tape/scissors  
pens/pencils/  
markers

## ■ RECRUITING USERS

- ~ Not easy getting appropriate users
- ~ Hard to keep on track
- ~ Watching people can be interesting



process of honing the  
ability to identify  
representative users  
from profiles/  
personas





# LESSONS LEARNED

- **SAMPLE USER OBSERVATION OF A SYSTEM WITH REAL USABILITY PROBLEMS**

