

Snapshot		
Audience	Problems	Solution
low income, immigrant parent in Oakland who does not speak English.	how do you find out information about which school to send your child to?	A dashboard that provides information about school locations, test scores, attendance statistics.

Report		Regenerate Summary
<p>Report on User Research Findings for School Information Dashboard</p> <p>As the best User Researcher in the world, I conducted interviews with two individuals facing problems with finding reliable information about schools for their children. Based on their responses, I have summarised the key findings as follows:</p> <p>1. What users think about the product in general Both users agreed that a dashboard providing information about school locations, test scores, and attendance statistics would be helpful for them. It would provide reliable and comprehensive information about different schools in their area, which would make the process of selecting a school much easier.</p> <p>2. Main concerns users have The main concerns were the language barrier, lack of internet access, and cost concerns. The language barrier made it difficult for them to navigate the education system and understand information provided by schools. Lack of internet access further limited their options, and cost could be a significant barrier to accessing the dashboard.</p> <p>3. Most frequent questions about the product Users were interested in knowing who would be responsible for implementing and maintaining the</p>	<p>dashboard, how frequently would the information on the dashboard be updated, how user-friendly would the dashboard be, and if there would be support available for people who need help using it.</p> <p>4. What were the most surprising bits of the received feedbacks The most surprising feedback was that some schools do not have readily available and easily accessible information, which suggests a need for a more comprehensive and reliable source of information about schools.</p> <p>5. Your personal thoughts The dashboard solution could be effective in addressing the users' problems, but it needs to be designed with accessibility and reliability in mind, offering options for different languages and alternative formats. Additionally, to ensure that low-income and immigrant parents have equitable access and can benefit from the dashboard, costs should be kept low or made complimentary, and support should be available for those with limited digital literacy.</p> <p>6.3 representative quotes from the users</p> <ul style="list-style-type: none"> "I feel like I'm missing out on important information and opportunities because I don't have the knowledge and resources to 	<p>pursue them." - Sharmeen Habib</p> <ul style="list-style-type: none"> "The lack of resources and information available in a language I understand has made it difficult for me to navigate the education system." - Sharmeen Habib "I want the best for my daughter, but I don't even know where to start looking for reliable information about schools." - Mireyda Santos <p>7. Suggested next steps for validation Validation should include user testing of the dashboard's usability and design, as well as conducting a needs assessment to ensure the solution meets the needs of low-income and immigrant parents. Additionally, focus groups could be held to get feedback from a wider range of users and stakeholders.</p> <p>8. Final Score Based on the concerns related to accessibility and reliability of the information, cost, and digital literacy, I would rate this solution as a 3. The proposed solution has the potential to address users' problems, but there are significant concerns that need to be addressed effectively to ensure low-income and immigrant parents can access, understand, and use the dashboard.</p>

INTERVIEW 1

Description of problems

My name is Mireyda Santos, I am 28 years old and I live in San Pedro Sula, Honduras. I am a teacher's assistant at a primary school, and I have a 6-year-old daughter who will soon be starting school. One of my main problems is that I don't know how to find information about which schools are best for my daughter to attend. As an immigrant and a non-native English speaker, it is especially difficult for me to navigate the school system and understand what the different schools offer. Additionally, being a low-income parent, I am worried about finding a school that is affordable and yet provides a good education for my daughter. This impacts me greatly because I want the best for my daughter, but I don't even know where to start looking for reliable information about schools.

Strategies used to resolve problems

Until now, I have been relying on recommendations from friends and family members who have already gone through the school system. However, their experiences and needs may be different from mine and their recommendations may not necessarily fit my daughter's needs. I have also tried doing research on the internet but since most of the information is in English, I find it difficult to understand and navigate. The language barrier also makes it hard to communicate with school officials and ask questions about their programs and offerings. I am currently feeling overwhelmed and frustrated with my inability to find reliable information about schools.

****Challenges with current approach****

The main challenge with my approach is that I am not confident in the reliability of the information that I am receiving from friends and family members. They may have had good experiences with certain schools, but those schools may not necessarily be the right fit for my daughter. Additionally, the internet research that I have done has not been very helpful due to the language barrier. Furthermore, I am concerned that I may be missing out on good schools since my circle of acquaintances may not be aware of all the options. Overall, the biggest challenge for me is the lack of certainty and reliability in the information that I have gathered so far.

****Additional challenges****

Another challenge related to my problems is the lack of accessibility to school information. Many schools do not have their information readily available in a way that is easy for me to access. In addition to the language barrier, there may be other obstacles such as not having a reliable internet connection or not having transportation to physically visit different schools. Another concern is the cost of education. As a low-income parent, I am worried about finding a school that is affordable and accommodating to my financial situation without sacrificing quality education for my daughter.

****Effectiveness of proposed solution****

Overall, I think the proposed solution could be very effective in addressing my problem. A dashboard that provides information about different schools' locations, test scores, and attendance statistics would be very helpful for me. This would give me a reliable and comprehensive source of information about different schools in my area, which would make the process of selecting a school much easier for me. Additionally, since the dashboard would be accessible online, I wouldn't have to rely on recommendations from friends or family members and wouldn't have to worry about any language barrier issues since it would be accessible in my native language.

However, there are some potential challenges with the proposed solution that would have to be addressed. For example, there may be limited internet access or not enough digital literacy among low-income and immigrant communities to use the dashboard. As such, some of the information may need to be made available in printed form or through other accessible channels. Overall, the solution is promising, but ensuring equitable access and literacy is critical to its success.

****Improvements to proposed solution****

To improve the proposed solution, I would suggest incorporating additional information such as school curriculums, extracurricular activities, and teacher qualifications into the dashboard. This would give a more comprehensive view of each school, allowing parents to make more

informed decisions. Additionally, to ensure that the dashboard is accessible to low-income and immigrant communities, it would be helpful to offer the information in different formats and languages, such as printed brochures or phone hotlines, for those who may not have internet access or digital literacy. It would also be important to make the dashboard user-friendly and easy to navigate to ensure that parents can quickly understand and compare the information provided. Providing a reliable support system, including hotline centers or chatbots, to address inquiries or concerns about information received, could be helpful as well.

****Concerns about proposed solution****

My biggest concern with the proposed solution is the accessibility and reliability of the information. Even though a dashboard would be a helpful tool, it is important that the information is up to date and accurate. If the information is not being updated regularly, then it could become obsolete or incorrect, which could lead to parents making decisions based on incorrect information.

Furthermore, the solution assumes that parents have access to the internet and digital literacy. However, not all low-income and immigrant families have access to the internet or are comfortable using digital platforms. It will be important to ensure that the information is available in multiple formats to address these concerns.

Another potential concern is in regards to cost. If the dashboard incurs a cost, it could be difficult for low-income families to access it. Therefore, it is important that the dashboard is as affordable or complimentary for these families as possible.

****Queries regarding proposed solution****

Yes, I have a few queries regarding the proposed solution. How will the dashboard interface be designed to accommodate parents who speak languages other than English? Will there be a system in place to ensure that the information is being updated regularly? Also, what measures will be taken to ensure that the dashboard is accessible to low-income families who may not have access to the internet or be comfortable using digital platforms? Finally, what will be the cost for accessing the dashboard and will there be any options for low-income families to access the information for free or a discounted price?

****Reasonable cost for the solution****

As a low-income parent, I would say that a reasonable cost for accessing the dashboard would be free or at a very low cost. However, I understand that there may be costs associated with designing and maintaining the dashboard. If there is a cost for the dashboard, I would suggest making it as affordable as possible, with different pricing tiers that accommodate different income levels. This would help to ensure that all families, regardless of income, have access to the school information they need to make informed decisions. Given the critical role of

education in addressing income inequality, charging high amounts for this service degrades the goals of the proposed solution.

On a scale of 0 to 5, given my concerns related to accessibility and reliability of the information, cost, and digital literacy, I would rate this solution as a 4 out of 5. While the proposed solution is promising, these concerns need to be addressed effectively to ensure that low-income and immigrant parents can easily access, understand, and use the dashboard for making informed decisions about their children's education.

INTERVIEW 2

Description of problems

Hello, my name is Nalani Jendayi. I am 29 years old and I currently live in Oakland, California. I work as a housekeeper to support my family. The main issue I have been facing lately is trying to find the right school for my child to attend. As my parents are immigrants, they do not speak English, so I am the one responsible for finding information about schools in the area. I have been struggling to find information about the different schools, their curriculums, and their reputations. It is also challenging to figure out how I can afford the school fees, as I am a low-income earner. This issue has been causing me a lot of stress and anxiety because I want to make sure my child gets the best education possible, but I do not have the resources or knowledge to do so.

Strategies used to resolve problems

I have been trying various strategies to try to resolve my problem. Firstly, I've asked around to other parents to see if they can give me any information about the schools in the area. However, this hasn't been very helpful because many of these parents have different priorities and different opinions about what makes a good school. Secondly, I have tried using Google to search for schools in the area, but I found it really difficult to filter out relevant information. Lastly, I have visited some of the schools in the area to get a better sense of what they are like but visiting all of them isn't practical due to my work schedule. So, I am looking for an easier and more effective solution.

Challenges with current approach

Yes, there have been several challenges with my approach. Firstly, finding reliable information about schools in my area has been difficult. I found that many of the educational websites I've visited provided conflicting information about the schools. Secondly, as mentioned earlier, it is not feasible for me to visit all the schools due to my work schedule. Thirdly, as my parents do not speak English, it makes it harder for me to understand the information I find online or receive from other parents. Lastly, I don't have a lot of spare time or resources to research schools, so I need a more efficient solution.

Additional challenges

Yes, there are other challenges that I have not mentioned yet. Firstly, I am not familiar with the American education system, as I did not study here myself. Secondly, due to my low income, I am limited in terms of the amount I can spend on school fees. Lastly, I am concerned about the safety of the schools in the area. There have been news reports of violence in some schools in the past, so I want to make sure the school I choose for my child is safe.

****Effectiveness of proposed solution****

The proposed solution of having a dashboard that provides information about school locations, test scores, and attendance statistics would be very useful for me. This would save me a lot of time and effort in trying to collect information about schools in my area. Also, it would make it easier for me to make a more informed decision about which school to choose for my child based on the relevant information provided in the dashboard.

Moreover, this solution would address my concern about the safety of the schools as the dashboard can also provide information about the safety record of each school in the area, which will make it easier for me to make a well-informed decision. Lastly, having a dashboard that also includes information about the fees and financial aid would be extremely helpful for me as a low-income earner, as I can easily compare the different schools and their affordability.

Overall, I think this proposed solution would be very effective in addressing my problem and would make my task of finding the right school for my child much easier.

****Improvements to proposed solution****

While I think the proposed solution is very useful, there are some improvements that can be made to it. Firstly, it would be helpful if the dashboard is available in different languages, including Spanish and Chinese, as many parents in the Oakland community, like my parents, do not speak fluent English. This would make the dashboard more accessible to a wider range of parents who may also have difficulty finding information about schools.

Secondly, it would be great if the dashboard also includes information about afterschool programs or extracurricular activities offered by the schools. This would be very valuable for working parents like me who may need to enroll their child in a program that keeps them busy after school hours.

Lastly, since some schools may not have high test scores or attendance statistics, it would be helpful if the dashboard included more qualitative information about the school environment, teacher involvement, and the school's philosophy. Having these details would help parents understand what type of school environment is suitable for their child beyond just numbers.

By including these additional features, the proposed solution can offer a more comprehensive resource for parents in my situation.

****Concerns about proposed solution****

While the proposed solution is a great idea, there are some concerns that I have. Firstly, I am worried about the accuracy of the information provided on the dashboard. How can I be sure that the information provided is up-to-date and reliable? This is important because the information provided would play a key role in my decision-making process.

Secondly, I am concerned about the accessibility of the dashboard. What happens if I don't have access to a computer or smartphone? It's important that the dashboard is accessible to parents who may not have the necessary technology or internet connection to utilize it.

Lastly, I am concerned that the proposed dashboard may only provide limited information about some schools, which would make it difficult to make a fully informed decision. Additionally, some parents may have different priorities and values that may not align with the information provided on the dashboard. Therefore, I may need to do additional research beyond the dashboard to make a final decision.

These concerns may impact my overall trust in the dashboard and would need to be addressed to ensure that the proposed solution is one that can be relied on.

****Queries regarding proposed solution****

Yes, I have a few queries regarding the proposed solution. Firstly, who is responsible for maintaining the dashboard and ensuring that the information provided is accurate and up-to-date?

Secondly, can the dashboard also provide information about transportation options for the schools? This may be particularly important for parents who do not have access to a car.

Lastly, can the dashboard provide information about the application process and deadlines for each school? This would help me plan my time and ensure that I don't miss any important deadlines while making my decision.

These queries are important because they would help me better understand how to utilize the dashboard and ensure that I have all the information I need to make an informed decision.

****Reasonable cost for the solution****

As a low-income earner, the cost of the solution would be a key factor for me. Ideally, it would be helpful if the solution was free of charge, as this would ensure that it is accessible to all parents in my situation.

However, I understand that there may be costs associated with building and maintaining the platform. In that case, a reasonable cost for the solution would be a one-time fee of no more than \$5 per household. This would ensure that the solution is affordable for low-income families like mine, while also covering the necessary costs of building and maintaining the platform.

I would rate this solution a 4 out of 5. While there are some concerns, such as the accuracy of information and accessibility, the proposed solution would be very effective in addressing my main problem of finding the right school for my child. The cost is reasonable at \$5 per household, and the additional features, such as information about extracurricular activities, would make it a more comprehensive resource. Therefore, I believe that the proposed solution would be a valuable tool for parents in my situation.

INTERVIEW 3

****Description of problems****

My name is Arisbeth Flores, I am 35 years old, I am originally from Honduras, and I currently live in Oakland, California. I work as a nanny. As an immigrant parent, I face the challenge of finding information about schools in the area that may be suitable for my child to attend. This issue is crucial for me because I want to ensure that my child receives quality education, but I also face the additional barrier of not speaking English fluently. I want to make informed decisions about my child's education, but I am not sure where to start. This uncertainty and lack of resources are affecting me because I feel overwhelmed and worried about my child's future.

****Strategies used to resolve problems****

To overcome this challenge, I have tried various strategies. I have asked my friends and neighbors who have children about the schools they attend and what their experiences have been. However, most of the people I know do not have the same language or cultural background as me, so their advice may not be suitable for my specific situation. I have also searched online for schools in the area, but most of them are in English, and I find it challenging to navigate the websites. I have tried to use translation tools, but they are not always reliable, and I cannot be confident that I have correctly understood the information. Additionally, some of the schools require me to make an appointment, but I am not always available during business hours because of my work schedule.

****Challenges with current approach****

Yes, there are many challenges with my current approach. First, most of the information I have found is in English, and I struggle to understand it. This language barrier makes it difficult for me to compare different schools or to understand what to ask when engaging with school staff. Secondly, I am not always able to access this information online because of the limited availability of public computers and the unstable internet connection on these devices. Finally, even when I can access the information, I often feel like I do not understand the educational

system in the US, which makes it harder for me to make informed decisions about my child's education.

****Additional challenges****

One challenge that I have not mentioned yet is the cost of private schools. While I am looking for public schools for my child, private schools may sometimes seem like a better option. However, I am not able to pay for my child's education at a private school, as I have a low income. Therefore, this limits my options for choosing the best school for my child. Another challenge is that as a working parent, it is hard for me to find the time to visit schools during working hours or attend school events. This can make it hard for me to be involved in my child's education and to communicate effectively with school staff.

****Effectiveness of proposed solution****

The proposed solution of having a dashboard that provides information about school locations, test scores, and attendance statistics can be an effective way of addressing my problem. This solution provides a centralized location for me to access information about schools nearby without having to navigate multiple websites or online sources. The information presented in a dashboard could also help me compare between different schools more efficiently.

However, I still have concerns about this solution as it assumes that I can access or afford the technology required to use the dashboard. Also, being a non-English speaker, I am unsure if this dashboard would be available in any language other than English, which would be a significant barrier for me if it isn't. Additionally, attending and understanding data from school events might be a challenge for me, and it's equally important to have in-depth knowledge about the schools that the dashboard might not provide.

Overall, a dashboard that centralizes information about school may be helpful, but it may not entirely alleviate the challenges that I currently face.

****Improvements to proposed solution****

To improve the effectiveness of the proposed solution, it would be helpful to have the dashboard available in multiple languages to accommodate non-English speaking parents. Additionally, it could be useful to provide a "How-To" guide on how to search, interpret and use this provided information. I also believe it might be beneficial to have more pictorial representation of data, because that could help me decipher the information easily. Furthermore, if the solution could provide a dedicated support or hotline, That would be excellent as I would be able to ask questions from the person rather than just relying on the information provided.

Another improvement could be to include data on school-based events or parent-teacher conferences that might be translated into other languages or interpreters available to accommodate non-English speakers, helping me to understand the data better.

Finally, making the dashboard available offline and in other formats, such as printable copies, could be helpful for low-income families or people without stable access to the internet.

****Concerns about proposed solution****

My primary concerns with this proposed solution are the accessibility of this dashboard, particularly for disadvantaged families like mine. The cost of accessing and using this dashboard would be a significant barrier for those without equipment or internet access, which could exclude many low-income families like mine from using it to its fullest potential.

Additionally, my proficiency in using the technology required to access this dashboard may be limited, which could hinder my ability to access and utilize the information effectively. The quality of information could be also questionable if the data source isn't reliable, therefore it's essential to have a trustworthy source of data.

Finally, this dashboard provides statistical data only, and the families need more in-depth information about schools such as school culture or individual teacher quality, etc. which can sometimes be more critical than just data.

****Queries regarding proposed solution****

Yes, I have some queries.

- Will this dashboard replace visiting the schools physically to meet the staff or attend events, or is it just an addition to existing information sources?
- Will there be any additional sources of support to help those who may not have experience using dashboards or technology in general to access this information?
- How will the solution address language barriers, and can I expect to access the dashboard in my native language, like Spanish?
- Will the dashboard provide in-depth knowledge of schools such as school culture, teacher quality, or any specific programs such as Special Education, which isn't easily assessed through numbers?

****Reasonable cost for the solution****

As a low-income parent, I would consider a free solution ideal, as I have limited financial resources to commit to a tool that may not provide comprehensive information. However, if there are costs associated with developing and maintaining the dashboard, a low-cost subscription or pay-as-you-go model could be a reasonable option. I would be open to paying under \$5 per month for a reliable and high-quality dashboard that addresses my specific needs.

Ultimately, the cost should be kept as low as possible to ensure that it is accessible to families like mine that have a limited budget.

On a scale of 0 to 5, considering my concerns and limitations, how well this proposed solution addresses my problem, I would give it a 3. Although the dashboard is a new and convenient way to centralize data and save resources, it may not resolve all the multiple barriers that many low-income, non-English speaking immigrants like me face when trying to navigate an education system in a new country. The solution might require adjustment, and the drawbacks might need to be addressed to make it a more viable tool for more families, but it's a starting point.

INTERVIEW 4

****Description of problems****

My name is Sharmeen Habib, I am 40 years old and live in Karachi, Pakistan. I work as a seamstress. The problem I'm facing is that I have a child who is of school-going age and I don't know which school to send him to. As an immigrant parent with a low income, I don't speak the local language which makes it difficult for me to navigate the education system. It's impacting me because I want the best for my child and their education but I don't know where to start looking. I feel like I'm missing out on important information and opportunities because I don't have the knowledge and resources to pursue them. It's a very stressful situation for me.

****Strategies used to resolve problems****

To try and resolve the problem, I have asked around in my community for recommendations on schools. I have also gone to the local library to try and find information but most of it is in the local language which I don't understand. I have also tried to go to the school directly to inquire, but due to the language barrier, it was difficult for me to understand the information they provided. Unfortunately, I haven't been successful in finding a suitable solution yet.

****Challenges with current approach****

Yes, there have been several challenges with my approach. Firstly, the language barrier is a major obstacle for me. The lack of resources and information available in a language I understand has made it difficult for me to navigate the education system. Additionally, I don't have access to the internet at home, which means that even if there were online resources available to me, I wouldn't be able to access them. Finally, as a low-income parent, I can't afford to pay for consultation services or school admission fees, which limits my options for finding a solution.

****Additional challenges****

Yes, there are a few other challenges that are related to my problem. One issue is transportation. I live in a neighborhood with poor public transportation, which makes it difficult

for me to visit schools that are located further away. Also, as a working parent, I don't have a lot of free time to visit schools during regular business hours, which further limits my options. Finally, there is a lack of trust in the education system due to some schools' poor performance and reputation, which makes it difficult for me to choose a school without having reliable information.

****Effectiveness of proposed solution****

The proposed solution could be effective in addressing my problem since it provides information about school locations, test scores, and attendance statistics. This information can help me make an informed decision about which school to send my child to. However, the effectiveness of the solution would depend on a few factors. Firstly, the dashboard should be available in a language that I can understand, or else it won't be helpful to me. Secondly, I would need access to the internet to be able to use the dashboard, which could be a challenge for me. Finally, the dashboard would need to be reliable and up-to-date, to ensure that I'm getting accurate information. Despite these challenges, I believe that the dashboard has the potential to be an effective solution for my problem.

****Improvements to proposed solution****

To improve the proposed solution, there are a few things that could be done. Firstly, providing an option to switch to different languages would be helpful for immigrants and non-native speakers. Secondly, having printed flyers, brochures or other hard copies of the information available at public places like libraries, schools, and community centers would make it accessible for people who don't have access to the internet. Also, the dashboard could be designed to be simple to use and navigate, even for people who are less familiar with technology. Finally, providing up-to-date information and regular updates could improve the reliability of the solution.

****Concerns about proposed solution****

One of my main concerns about the proposed solution is that it may not provide enough context about the schools that I'm interested in. For example, the dashboard might indicate high test scores, but it might not provide information about the quality of the teachers, extracurricular programs, and other aspects that are important to me as a parent. Additionally, there might be some schools that are not displayed in the dashboard, which means that the solution might not give me a comprehensive overview of my options. Finally, the cost of implementing and maintaining the dashboard may be high, and I'm worried that this may limit its accessibility to low-income parents like me.

****Queries regarding proposed solution****

Yes, I do have a few queries regarding the proposed solution. Firstly, who would be responsible for implementing and maintaining the dashboard, and how would it be funded? Secondly, how

frequently would the information on the dashboard be updated? Finally, how user-friendly would the dashboard be, and would there be support available for people who need help using it?

****Reasonable cost for the solution****

As a low-income parent, I would prefer the solution to be affordable and accessible. It's difficult for me to give a specific cost estimate without knowing the specifics of the solution, but I would hope that the costs could be minimized to make it accessible for low-income parents like me. Perhaps offering the dashboard for free or at a low cost would be helpful to make it accessible to those who need it most. Additionally, any information or resources that could be made available in public places such as libraries or community centers would be helpful to those without access to the internet at home.

On a scale of 0 to 5, I would give this solution a rating of 3. While the dashboard provides helpful information about schools, it may not provide enough detail to make an informed decision. Additionally, the language barrier, lack of internet access, and cost concerns are significant obstacles that need to be addressed to make the solution work for low-income and immigrant parents like me.

INTERVIEW 5

****Description of problems****

My name is Samira Faridzadeh, I'm 34 years old, and I live in Tehran, Iran. I work as a nurse at a local hospital. My biggest problem is that I don't know how to find information about schools in Oakland, California, where my child will be attending school next year. I immigrated to the USA a few years ago, and I don't speak English well. My husband works long hours to support us, so I don't have a lot of help with navigating the American education system. This is causing me a lot of stress and anxiety, as I want to make sure that my child gets a good education, but I don't know how to get started. I worry that I might choose the wrong school and my child might miss out on opportunities or not receive the education they need to succeed.

****Strategies used to resolve problems****

I've been asking around my neighborhood and at my mosque to try and get advice from other parents about schools. I've also been searching online for information, but most of the websites are in English, which is difficult for me to understand. I've tried using Google Translate, but it's not very accurate, so it's hard to know if the information is reliable. I've also called a few schools, but they were not very helpful and I struggled to communicate with them. I feel like I'm not making much progress and it's frustrating because I want to do what's best for my child.

****Challenges with current approach****

Yes, there are many challenges with my current approach. First, I don't know many people in Oakland, and the people I do know don't have a lot of experience with the education system. Second, the information I find online is often confusing and conflicting, and I don't know how to evaluate its reliability. Third, even when I do find something useful, it's often in English, which I don't understand very well. I feel like I'm constantly hitting dead ends and it's hard to know where to turn next.

****Additional challenges****

One challenge that comes to mind is that I work long hours, so it's hard to find time to devote to searching for information about schools. I often come home tired and don't have the energy to do much research. Another challenge is that I don't have a lot of money to spend on private schools, so I need to find good public schools that are affordable. Finally, as someone who is new to the USA, I feel overwhelmed by the complexity of the education system, and I don't know where to start or who to turn to for help.

****Effectiveness of proposed solution****

The proposed solution sounds promising. A dashboard that provides information about school locations, test scores, and attendance statistics could be very helpful to me. If the dashboard is designed in a user-friendly way and includes translations in different languages, it could save me a lot of time and effort. Additionally, the dashboard could help me compare different schools in one place and see which ones meet my criteria. However, it's hard to say how effective the dashboard would be without seeing it in action. The quality and accuracy of the data on the dashboard would also be important, as I need to know that the information provided is reliable and up-to-date.

****Improvements to proposed solution****

To improve the proposed solution, it would be helpful to include information about the programs and services offered by each school, such as special education and language classes. It would also be useful to have information about the qualifications of the teachers and staff members, as this can be an important factor in choosing a school. It would also be great if the dashboard includes reviews from parents whose children attend the schools. Providing a feedback option where parents can leave comments and review the schools could increase the reliability and transparency of the dashboard. Additionally, if there is a chat service or customer support available for the dashboard, it would provide an opportunity to get more information and assistance when needed.

****Concerns about proposed solution****

One concern I have is that the dashboard might not have information about all the schools in the area. Public schools in Oakland can be very diverse, and some schools might be left out of the dashboard, making it hard to make an informed decision. Another concern is that the

information on the dashboard might not be accurate or up-to-date. If the data is not reliable, the dashboard might not provide useful information, and it might make it even harder for me to choose a school. Finally, if the dashboard is too complicated to use or includes too much technical language, it might not be accessible to people like me who are not very familiar with American education terminology.

****Queries regarding proposed solution****

Yes, I have a few questions regarding the dashboard. Will the dashboard be available in multiple languages? How will the data be collected and verified? Will the dashboard be updated regularly, or will it be up to date only at the time of launch? Finally, will the dashboard be free to use?

****Reasonable cost for the solution****

As someone with a low income, it would be ideal if the solution could be provided for free. However, I understand that there might be costs associated with data collection, platform maintenance, and other expenses. If there is a cost associated with the dashboard, it would be reasonable to charge a low fee that is affordable for people in similar financial situations to me. Monthly or yearly subscription fees would not be affordable for someone in my position, so a one-time or very low-cost flat fee for access to the dashboard might be more appropriate.

Based on the information and concerns I have provided, I would rate the proposed solution with a score of 3. While the dashboard has the potential to provide useful information about schools that could save me time and effort, there are still some concerns about the quality and accuracy of the data, and the possibility that it might be too complicated to use. Additionally, I worry about the cost, as I don't have a lot of money to spend on such tools. However, if these concerns are addressed and the dashboard is designed well, it could help me a lot in my search for the right education opportunities for my child.

INTERVIEW 6

****Description of problems****

My name is Zilpha Avetisyan, I'm 35 years old, and I'm an immigrant living in Oakland. As a low-income parent, finding information about which school to send my child to has been a challenge for me. I don't speak English well, so I can't rely on English-language sources of information. The schools in my area are diverse, but that makes choosing a school even more difficult because I don't know which ones offer programs for my child's specific needs. This issue is causing me anxiety and stress because I want to make the best decision for my child's education, but I don't know where to turn for reliable information.

****Strategies used to resolve problems****

To find information about schools, I've tried talking to other parents in my community to get their recommendations. I've also gone to the schools' websites to see if they have translated information available, although not all of them do. Additionally, I've visited some schools in person to get a sense of what they offer, but it can be difficult to get an accurate sense of a school just by visiting once. Unfortunately, these strategies haven't been very successful, and I'm still feeling uncertain about which school to choose for my child.

****Challenges with current approach****

One of the biggest obstacles I've faced is the language barrier. Even when I visit schools or search their websites, the information is often only available in English. This makes it difficult for me to fully understand the services they offer and how they can benefit my child. Additionally, some schools are not very responsive to my inquiries, or they only offer limited information when I contact them. Finally, my limited income means that I'm not able to afford private schools or tutors, which reduces the number of options available to me.

****Additional challenges****

Another challenge is that there are many different types of schools to choose from, and I don't know which one would be the best for my child. For example, there are charter schools, public schools, and private schools, and they all have different strengths and weaknesses. Additionally, each school has its own admissions process, so it can be difficult to navigate and know which requirements I need to fulfill to enroll my child. Finally, I'm also concerned about the safety of the schools in my area, and whether my child will be able to stay safe while attending. These are all important factors that are impacting my ability to make a decision about where to send my child to school.

****Effectiveness of proposed solution****

The proposed solution of a dashboard that provides information about school locations, test scores, and attendance statistics would be very helpful to me. By consolidating this information in one place, I would have an easier time comparing different schools and making an informed decision. Additionally, as this information would be available in multiple languages, it would make it more accessible to parents like me who do not speak English fluently.

However, there are certain limitations to this solution. For example, the dashboard may not provide a full picture of the schools' offerings, such as extracurricular activities, sports teams, or special education programs. Furthermore, it's important to note that test scores and attendance aren't always the best indicators of a school's quality, and so I would need to be careful not to rely too heavily on this information alone. Finally, if the information on the dashboard isn't updated regularly, it may become obsolete and therefore not very useful in helping me make an informed decision.

****Improvements to proposed solution****

To improve the dashboard, it would be helpful if it included more information about the schools' special programs and extracurricular activities. This would give parents a more complete picture of what each school has to offer, and could help them make a more informed decision. Additionally, if the dashboard could be updated in real-time or on a regular basis, that would help ensure that the information is reliable and accurate.

Another improvement would be to provide more context or explanations about what various pieces of data mean. For example, I may not be familiar with the terms or acronyms used to describe test scores or attendance rates. If the dashboard included explanations or definitions of these terms, it would make it easier for me to understand and interpret the data.

Finally, it would be helpful if the dashboard linked to additional resources or information, such as links to the school's website or information about the admissions process. This would save me time and effort in navigating multiple sources of information, and would help me make a more informed decision.

****Concerns about proposed solution****

One concern I have is that the dashboard may not take into account the unique needs or circumstances of my child or family. For example, my child may have special needs or require support services that are not captured by simple data points like test scores or attendance rates. Additionally, the dashboard may not reflect other factors that are important to me, such as the school's cultural responsiveness or climate. Therefore, it's important to remember that the dashboard should be used as a starting point, rather than the only source of information when making a decision.

Another concern is that the dashboard may not be accessible to all parents, especially those who may not have internet access or have difficulty navigating websites. It's important that this information is made available in multiple formats, such as paper handouts or in-person presentations, to ensure that it's accessible to all parents who need it. Finally, if the dashboard includes sensitive information like test scores or attendance rates, there should be safeguards in place to protect the privacy of students and families.

****Queries regarding proposed solution****

I have a few questions regarding the proposed dashboard:

- Who is responsible for creating and maintaining the dashboard, and how frequently will it be updated?
- Will the dashboard be available in multiple languages, and if so, which languages will be supported?
- Will the dashboard include information about all schools in my area, or will it be limited to a certain subset of schools?

- Will the dashboard include information about the admissions process, and if so, what kind of information will be provided?
- Will the dashboard take into account the specific needs and circumstances of my child, or will it only provide general information about schools?

****Reasonable cost for the solution****

As a low-income parent, it's important that the solution is affordable or free, otherwise, it may not be accessible to me and others like me who are facing similar challenges. If the dashboard is publicly sponsored or funded by a non-profit organization, it would be reasonable to expect that it would be available free of charge to all parents. However, if the dashboard is created and maintained by a private organization, they may charge a fee for accessing the information. In that case, it would be reasonable to expect that the cost would be affordable for low-income families and that financial assistance programs would be available to those who cannot afford it.

I would rate this solution a ****3.5**** out of 5. While the proposed dashboard provides valuable information about schools in my area and is a step in the right direction, it may not fully capture the unique needs of my child or provide a complete picture of each school's offerings. Additionally, there are concerns about the dashboard's accessibility and privacy protections, as well as the cost of accessing the information. However, the dashboard is a helpful tool that could save me time and effort in researching schools and provide me with a starting point for making an informed decision.