

## Using IT to Connect Nebraska Counties to Improve Collaboration

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### Research Question

What are the GUI Interface techniques that effectively present context based information at appropriate points in the work flow?

### Characteristics

- Information access to case workers is based on their agency (a row with a gray background is the limited view).
- When needed, users are provided with a name, phone number and an email address of the appropriate contact for the client that is displayed as coming from another agency.
- One click availability to the case file allowing the user to create form letters.
- Information is filtered by specific date ranges or fiscal year.
- The web application is integrated with MS Office products so they can customize data to their needs using Excel and Word.

### User Interface

The screenshot shows the NCJIS web application interface. At the top, there is a navigation bar with the NCJIS logo, a user profile (USER1, 9/19/2011 3:26:52 PM), and menu items (Home, Help, Logout, Criminal, Non-Criminal, Tools). Below this is a header for the 'Juvenile Diversion: Case Management System: COUNTY ATTORNEYS OFFICE GERING'. A search bar contains the text 'mel' and a 'Search' button. Below the search bar, there is a checkbox for 'Search all counties' and buttons for 'New Client' and 'Reports'. The main content area displays 'Search Results' in a table with columns: File Number, First Name, Last Name, Alias, Agency, Date of Birth, Intake Date, Discharge Date, and Seal. The table shows several rows, with the first row highlighted in yellow. Below the table, there is a 'Client Details' section with various input fields for client information, including File Number (1959), NE Student ID, Date of Birth (01/01/1992), Gender (Female), Referral Date (05/01/2011), Referral Source (County Attorney), Intake Date (05/02/2011), Intake Time (11:31 AM), First Name (Melissa), Middle Name (Naaman), Last Name (Frechette), Address Line 1 (123 Main St), Primary Phone (308-555-1000), Address Line 2 (Apt 3), and Alternate Phone (308-555-3000). A tooltip for 'AGENCY CONTACT' is visible, showing Name: Joe Smith, Phone: (308) 555-6666, and Email: jsmith@gmail.com. At the bottom of the client details section, it says 'You are working on: Melissa Frechette [SCOTT'S BLUFF]'. A 'Sample Image' watermark is present in the bottom right corner of the screenshot.

### JDCMS Evaluation - Survey taken 5/11/2011

	Strongly Agree	Generally Agree	Agree	Neutral
The system was easy to use.	33%	37%	26%	4%
The system gave error messages that clearly told me how to fix problems.	22%	30%	19%	15%
The on-screen messages provided were clear.	30%	30%	40%	
The online help information provided was clear.	22%	15%	22%	19%
The information provided by the system was easy to understand.	33%	30%	30%	4%
The color scheme of the system was pleasing.	30%	30%	26%	15%