REMOTE SUPERVISION FIELD VISIT MOBILE APPLICATION

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Abstract
Probation officers are required to keep track of various notes during field visits with probationers; however, due to the length of time it can take for an officer to record such information on paper, travel back to the office, and retype all his/her notes, this process can be significantly improved. To solve these issues, our group has created a prototype mobile application that will allow officers to record field visit contact information and upload such information to an online database in order to make the contact process more efficient.

Our mobile application prototype can support multiple users, can display multiple contacts a probation officer has to undertake each week, display probationer profiles, show previous contact information, and upload new contact information. To differentiate from similar products that already exist for this problem, our application also supports audio recording, text-to-speech, and picture uploading functionalities.

Impact
In this application, field visit forms are mobile, which allows probation officers the ability to upload information on the go. As a result, officers can potentially increase daily quotas or spend more time with specific offenders. Additionally, officer caseloads are organized in logical and consistent ways, and all the form requirements are listed out on the application. Since officers can fill out all the required data during a visit rather than later, they will be less prone to forgetting vital information to include in their reports.

Through this application, probation officers can conduct field visits with improved efficiency and accuracy. This will assist with granting more offenders much needed attention and improve offender accountability, thus making them less likely to commit crime and improving the state of society. Lastly, this project benefits Tyler Technologies by providing a proof of concept for a Probationer Mobile Application and acting as a continuation point for further development.

Results

<table>
<thead>
<tr>
<th>Survey Results</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information is displayed in a way easy to understand</td>
<td>80%</td>
</tr>
<tr>
<td>Action gestures are logical and understandable</td>
<td>88%</td>
</tr>
<tr>
<td>It is easy to transition from one screen to another</td>
<td>100%</td>
</tr>
<tr>
<td>Distance feature in contact listing portion was useful</td>
<td>64%</td>
</tr>
<tr>
<td>Different function of application were working properly</td>
<td>80%</td>
</tr>
<tr>
<td>Content was appropriate sectioned out</td>
<td>72%</td>
</tr>
<tr>
<td>Application was easy to use with minimal instruction</td>
<td>84%</td>
</tr>
<tr>
<td>Application would make job of probation officer easier</td>
<td>88%</td>
</tr>
</tbody>
</table>

Notable comments:
- Suggestions for UI (fix text size, remove home screen, etc.)
- Force landscape mode
- More interaction with external apps
- Navigation/responsiveness issues

Architecture
Development
- Outsystems Service Studio
- C#
- ASP.NET
- Javascript

Database
- SQL

Performance Survey Results
- Of 25 surveyors:
  - 80% felt information was displayed in way easy to understand
  - 88% felt action gestures are logical and understandable
  - 80% felt it was easy to transition from one screen to another
  - 64% felt distance feature in contact listing portion was useful
  - 80% felt different function of application were working properly
  - 72% felt content was appropriate sectioned out
  - 84% felt application was easy to use with minimal instruction
  - 88% felt application would make job of probation officer easier

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