

Care Compare SK User Testing Survey

Name:

Please answer all questions/tasks to the best of your ability. *Care Compare SK* is designed to work on all desktop/laptop monitor sizes (10"-27"+). If having any difficulties, providing a screenshot(s) of where the difficulty is would be helpful. If unable to do so, please describe the issue as best as you can. Leaving you monitor size would be helpful as well if any issues were to arise while completing this survey.

1. Create an account with a username and password. Did you have any difficulties doing this? Was anything confusing? If so, what, and why?
2. Login to *Care Compare SK* using your account information. Did you have any difficulties doing this? Was anything confusing? If so, what, and why?
3. Create a profile on *Care Compare SK*. Did you have any difficulties finding where to do this? Did you have any difficulties doing this? Was anything confusing? If so, what, and why?
4. Now that you have created a profile, please write a post to our forum. It can be about anything you would like, even though this is technically meant for

insurance discussion. Once you have written the post please write a quick reply to the same post and like it. Did you have any difficulties finding where to do this? Did you have any difficulties doing this? Was anything confusing? If so, what, and why?

5. Please go back to the dashboard now. Once on the dashboard, you need to get a quote for prescription drugs and dental plans. Based on our estimate, which insurance provider would be best to go with? Did you have any difficulties finding where to do this? Did you have any difficulties doing this? Was anything confusing? If so, what, and why?
6. After you are done answering the above, whether you have been insured with Sunlife or not, share your experience with them. Please enter a total insurance quote of \$100. This is what you remember paying for your insurance overall with Sunlife. Submit this to *Care Compare SK*. Did you have any difficulties finding where to do this? Did you have any difficulties doing this? Was anything confusing? If so, what, and why?
7. Please logout of *Care Compare SK*. Overall, how was your experience using *Care Compare SK*? Was it confusing at all? Hard to understand? If there was an active community participating along with more insurance providers involved, do you feel as if *Care Compare SK* would be a good place to go before selecting an insurance provider? Please feel free to leave any other comments or suggestions.