*Care Compare SK* User Testing Survey

Name: Carmen Lychuk – 10” Samsung Tablet

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?

Very routine sign-up. Nothing was confusing about it.

1. Login to *Care Compare SK* using your account information. Did you have any difficulties doing this? Was anything confusing? If so, what, and why?

Very routine sign-up. Nothing was confusing about it.

1. 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?

Did not look at the user profile button in the top-right corner immediately. Maybe it should say “User Profile” somewhere near. Looked at it but was not 100%. Auto filling options would be nice to have (city, province, etc.). Nothing confusing.

1. 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?

Found “Post a forum” button fairly quickly, and was able to easily post a new forum topic. Was able to like and reply to my own forum post quite easily. Would like if forum could post to top instead of bottom after immediate posting. Then it could filter to position however you want.

1. 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?

Found it easy to select insurance but confused why there was a price still. Maybe include a message or asterix with core health benefits provided on each insurer. This is because most people do not read the fine print. Maybe add “search individual carrier websites to review Core Health Benefits.

Would go with CAA.

Really likes indicators on the bottom.

1. After you are done answering the above, whether you have been insured with Sun Life 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 Sun Life. 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?

Should automatically fill in Sun Life in selection box. Formatting of inputs slightly pushed below text on left.

1. 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.

Overall pretty good experience. I feel like it is a pretty good site to use and check before buying any insurance policy or plan.