*Care Compare SK* User Testing Survey

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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?

No difficulties. A little wordy on the sign-up page. Would change words such as “input” to select or choose.

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?

Everything all good with this.

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?

Not in the most obvious place. No difficulties creating once found. One note, should have filters on accepting information to ensure it isn’t fake. For example, having an email address that doesn’t end with “.com” or something. Once the page is saved, it should bring you back to the home page automatically.

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?

I am able to both like and dislike posts, should only be one. Also, should I like something, then dislike it, it should decrease the likes. Vice-versa for other way too. When posting the reply, wasn’t sure if it posted until I viewed it afterwards. Should have a message.

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?

The get quote button is half cut-off on the display. Would choose blue-cross. However, confused about the prices. Are these monthly prices, weekly, yearly, lifetime?? For sure health, none of my options were available with them, but a price still came up. Either remove them completely or have the price at $0 since it isn’t applicable (unless you used fixed prices lol).

1. 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?

Once you click on share your experience with xx, it should auto-populate in the choose insurer box. There are spelling errors on the page. Again, a bit wordy. In addition, when adding prices, the total should auto-calculate. When I tried submitting, I wasn’t sure if it submitted as nothing happened. And if nothing did, not sure why.

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.

It wasn’t the most user-friendly site. The website wasn’t very appealing either. When I tried to have the word document beside the website on my screen, the website was half cut-off. This is on a 32” monitor too. Hard to understand what to do on the website since there weren’t instructions. I understood by following this word document.