*Care Compare SK* User Testing Survey

Name: Murray Lychuk Toshiba 55” TV

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, nothing was confusing.

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?

No difficulties, straight forward.

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?

The button placement was good, not a problem. Maybe write “Profile” on it. Without creating a profile, insurance prices will vary whether you have 0 children or 2, same with age.

Have user profile with other dependents input (spouse, children – name, birthday)

Based on “Marital status” and “children” input

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?

Change colour on buttons maybe, or at least reply button. Back to top button on each post div instead of having to scroll back up.

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?

Change colour on selection on get quotes page from black to white maybe. Remove average total insurance pricing. Add back to top button at 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 autofill dropdown menu. Clicking does not remove the 0.

Give some kind of indicator to if your data was actually taken.

Maybe take back to insurance page and anchor back to insurance company contributing to. Display number on page filling experience.

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.

Definitely good to make sure insurance companies are legit or not. Would definitely still check main insurance company’s website though.