

Survey Results

We fielded a brief online survey to gather usability feedback. The survey can be found: <https://www.surveymonkey.com/r/7X2G2CJ>.

We distributed the link to FEi employees and encouraged forwarding to extended networks. We also gathered feedback by posting the link on a local parent group in Facebook. The survey contained a link to the prototype and asked the following questions:

1. Do you find the language used is simple and easy to understand?
2. Do you find searching for a provider, say in Hinds county, easy and intuitive?
3. Do you find searching for a provider in Hinds county that serves children in a given age range easy and intuitive?
4. Please describe one feature that will help us improve your search experience

Sample screenshots:

FEI_MACWIS

1. We are developing a prototype for case workers and parents to search for a child care provider. Please provide us feedback on your experience using the site (<http://msmacwis.azurewebsites.net/#/home>).

Do you find the language used is simple and easy to understand?

☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

Please feel free to provide feedback:

2. Do you find searching for a provider, say in Hinds county, easy and intuitive?

☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

Please feel free to provide feedback:

3. Do you find searching for a provider in Hinds county that serves children in a given age range easy and intuitive?

☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

Please feel free to provide feedback:

4. Please describe one feature that will help us improve your search experience

Done

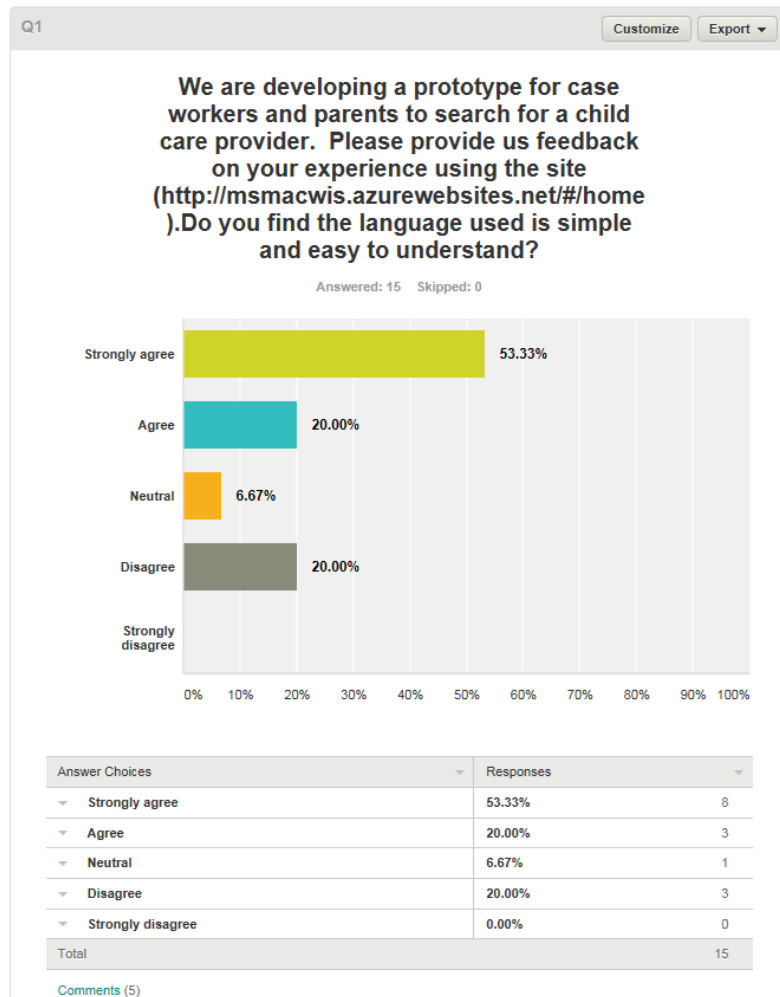
Powered by
SurveyMonkey
See how easy it is to create a survey

Responses

There were a total of 15 responses. Although more responses would be needed for statistical analysis, we found the survey produced useful, informal feedback that was taken into consideration during development. Results by question are presented below:

Q1: Do you find the language used is simple and easy to understand?

- 11 respondents (73.33%) indicated the language used was simple and easy to understand.
- Among the most salient comments, respondents expressed the need for definitions. For instance, it is unclear what “slot contractor” means.



Comments (5)

Responses (5) Text Analysis My Categories

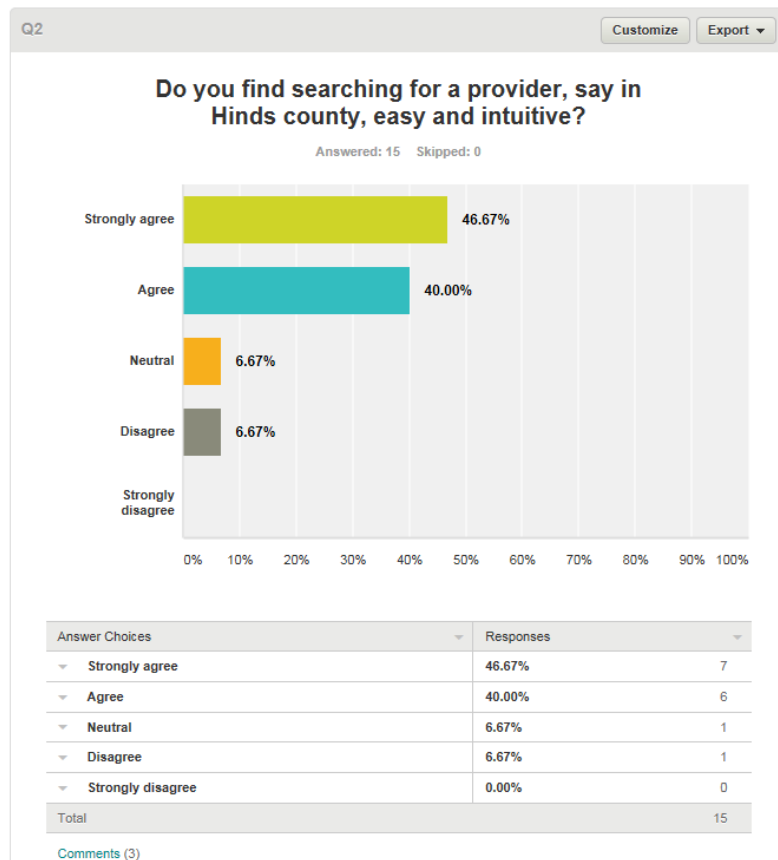
Categorize as... Filter by Category Search responses

Showing 5 responses

What is a slot contractor?	10/12/2016 10:52 AM	View respondent's answers
"stellar priorities" "Stellar" means "star-like." Bad word choice. Too much use of the passive voice. Language should be simple and conversational for intended readers.	10/11/2016 1:06 PM	View respondent's answers
need definitions on provider type.	10/11/2016 12:59 PM	View respondent's answers
Provider types r not explained	10/8/2016 11:54 PM	View respondent's answers
I don't know what slot contractor means. how do i know if i need one?	10/4/2016 10:10 PM	View respondent's answers

Q2: Do you find searching for a provider, say in Hinds county, easy and intuitive?

- 13 respondents (86.67%) indicated that searching for a provider by county (e.g. Hinds) was easy and intuitive.



Comments (3)

Responses (3) Text Analysis My Categories

Categorize as... Filter by Category Search responses

Showing 3 responses

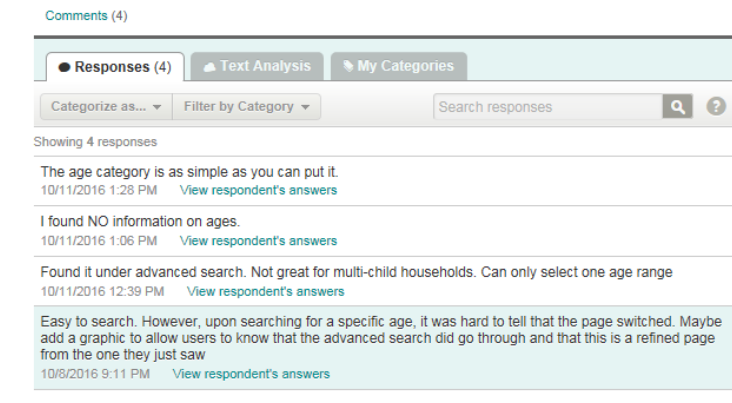
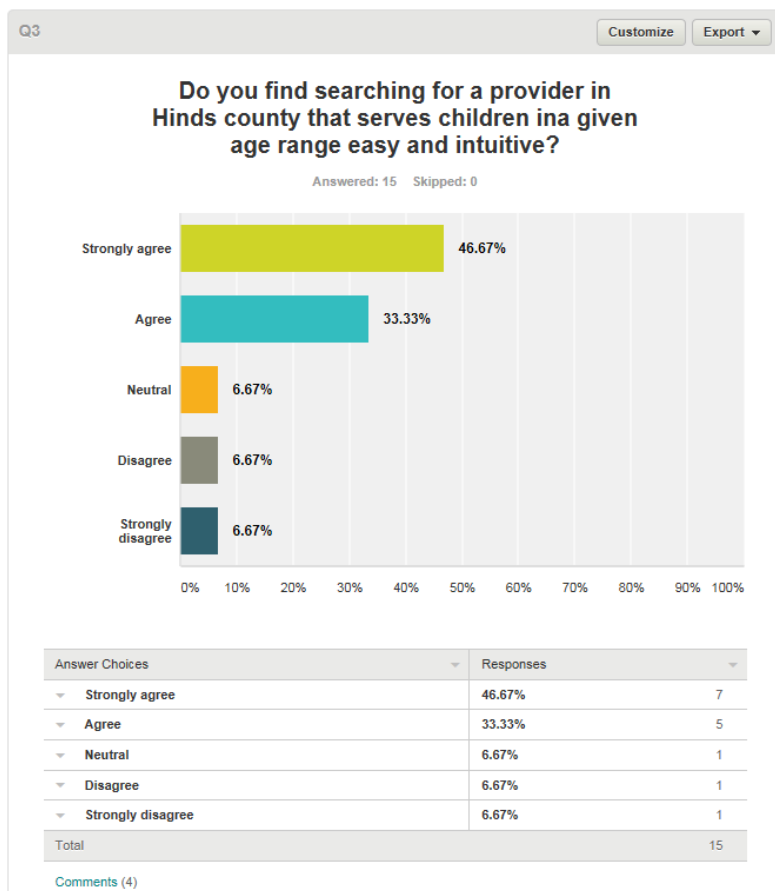
The search options should not allow to select a city that does not exist in a county and vice versa.
10/11/2016 8:07 PM [View respondent's answers](#)

In using the form to narrow choices in the "by provider" category "provider name" being required to initiate search will throw people. If they had the name of a provider why would I be using the site? They would most likely be calling the provider directly with a name in their hands.
10/11/2016 1:28 PM [View respondent's answers](#)

Lots of choices in the county dropdown. Could benefit from typing county name
10/11/2016 12:39 PM [View respondent's answers](#)

Q3: Do you find searching for a provider in Hinds county that serves children in a given age range easy and intuitive?

- 12 respondents (80%) indicated that finding a provider by age range was easy and intuitive.



Q4: Please describe one feature that will help us improve your search experience.

- 9 out of 15 (60%) provided comments.
- Several of them related to mobile display. We addressed those issues during development.

Q4

Export

Please describe one feature that will help us improve your search experience

Answered: 9 Skipped: 6

● Responses (9)

📄 Text Analysis

📁 My Categories

Categorize as...

Filter by Category

Search responses

🔍

?

Showing 9 responses

Make the page more mobile friendly

10/12/2016 10:52 AM

[View respondent's answers](#)

I was doing it on my phone and the search results are not displayed very nicely. The center names overlap with the boxes next to the center name.

10/11/2016 8:07 PM

[View respondent's answers](#)

Search by provider. As I said above, eliminate the "provider name". With a name in hand, they don't need the site, they can call the provider directly.

10/11/2016 1:28 PM

[View respondent's answers](#)

The copy should be simple, expository prose instead of pretentious lecturing. Use bulleted lists. Many readers may be functionally illiterate.

10/11/2016 1:06 PM

[View respondent's answers](#)

Some people only need part time care, perhaps a search for that is ideal. The rating system brochure doesn't tell parents how often sites are evaluated and the process. I wouldn't just trust a 5 star rating without knowing how the ratings are ensured continuously.

10/11/2016 12:59 PM

[View respondent's answers](#)

Could benefit from reorganization of search filters. Move age range up and some geo parameters down

Q4

Export

Please describe one feature that will help us improve your search experience

Answered: 9 Skipped: 6

● Responses (9)

📄 Text Analysis

📁 My Categories

Categorize as...

Filter by Category

Search responses

🔍

?

Showing 9 responses

The copy should be simple, expository prose instead of pretentious lecturing. Use bulleted lists. Many readers may be functionally illiterate.

10/11/2016 1:06 PM

[View respondent's answers](#)

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10/11/2016 12:59 PM

[View respondent's answers](#)

Could benefit from reorganization of search filters. Move age range up and some geo parameters down

10/11/2016 12:39 PM

[View respondent's answers](#)

Including the Provider Type in the search results

10/11/2016 7:59 AM

[View respondent's answers](#)

More info on each provider and contact info other than phone number (website/email/fb page)

10/8/2016 11:54 PM

[View respondent's answers](#)

Why is "Within" pre-filled? It doesn't seem to actually affect initial search results in all cases. The default should probably be blank/NULL

10/4/2016 10:10 PM

[View respondent's answers](#)