Male
Social Worker
Age: 40

<u>Before showing any website</u>

**Have you ever tried to search for day care providers before? If so, how did you search? Were you happy with the existing search options?  What kinds of questions or difficulties have you had when searching for childcare in the past?**
No- I've never had to search for daycare. I've had to search for placements but that's not exactly the same as daytime childcare. Ok, if I think about finding placement… Well finding availability is a difficult thing. Most of the time we don't know if they have openings. For general child care- I just ask my friends. I don't use websites. For placements I just ask around to find out if anyone knows of a recent opening somewhere. I just end up making a bunch of phone calls.

**What are the most critical questions you need answered when searching for a childcare provider? Based on what information will you make your decision?**
They would need to be licensed and then the age range of the kid and then also if there are any special needs.  What the population is, are they able to handle a kid with mental or physical disabilities.

<u>Show MS current website</u>

**What do you like about the site? What aspects of the search worked best for you?**
I don't like it.  The results need to be hyper-linked to web pages. If I were to click on the name of the provider I would expect to be able to know where they are, age range, more detailed information. I would need to know a street address. It would be nice to see a map along with a description of how long they've been providing care, what they specialize in. Some like to push the idea they do tutoring and so if you are looking for an afterschool situation it would be nice to have a list of what they specialize in. I would like to know if they have openings- what's their census. I would want to know what the star rating is.

**What did you like about the search criteria? Are there additions or changes that you would find useful?**
Huh, no because I would want that to be real simple for the initial search step and I would want the additional information on a hyperlink.  This is like a cover sheet and I like it simple at this point.

**What don't you like about the site? What is most confusing/annoying about this site?**
It looks like it's from 1990.  This looks like something a level one programmer at the county would throw together. It's not content rich. It doesn't tell me anything more than a mailing list or a phone book.  It's not taking advantage of linking other websites or pages.

**Do you find it user-friendly and easy to find the information you need?**
At a minimum standard, yes.

**Do you feel you could make an informed decision about childcare from the information provided on this site? What else would you need to know?**
Absolutely not. I would want to know a hell of a lot more than what they give you here. I would want to know, ideally, "A time for learning" open a home page, what they specialize in, what is their census, if they take special needs, exact location, hyperlink to a map, is there a web camera, can I check in, any specialized trainings that they have like medical training. Some promote themselves as a learning facility while others are like a warehouse. It's just, it's just a list and that's not what I would need. You have to know a lot more.

**Would you use this website if it existed in your area? Why or why not?**
No- I would probably do a google search. Or I would use it for just an initial look-up and end up doing google searchers from there. This would be like a first level search and then I would have to do additional searches on top of that. It doesn't tell you anything.

Binti site

**What do you like most about this site?**
It's a lot easier to use this than CMS. It is easy to use. It pulls up a map. If we were to use this we would have to use the different levels. They would have to show placement levels in this dropdown but I like it.

**What is frustrating about this website? What do you wish it could do that it doesn't?**
There needs to be a search field that has the levels. That's the only thing I can think. Maybe some more information when I get the list or get the bubble. Maybe some more stuff about the age, open beds…stuff like that.

**Would you find a site like this useful for finding/identifying childcare services?**
I would need more information when the bubble pops up- I would need the intake person, listing of the contacts of people who work there rather than the corporate office.

**Do you find it user-friendly and easy to find the information you need?**
It's very user friendly. I just need some more information but I like it. It would be interesting to add one of the provider types "substance abuse facility" . We have teens that we need to find facilities for that deal with substance abuse all the time.

**Would you use this website if it existing in your area? Why or why not?**
Yes- I would use this. Other than it needing to be more robust, I like that it integrates the map and I can click on the pin drop—although as a rough concept- not enough detail there right now.