

Female  
Provider/mother  
Age: 36

Before showing any website

**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?**

As a parent- no. As a provider- yes, I do search other facilities via google because I want to look at their websites and compare what their website look like. Websites all seem easy to access so I can't think of any other way I typically look.

Websites don't always have the information I want—How many children do they have in their school? How many teachers do they have? What is their curriculum? So, I want to know is it easy to get in contact with them. So for us, having a phone number to call to get a live person or having a contact form is nice.

**What are the most critical questions you need answered when searching for a childcare provider? Based on what information will you make your decision?**

Price is usually number #1. I feel like I search for price and I feel like the parents... the parents just want to know that. I understand why they don't have it but, it's really important. Space? Is there space in the school? What age groups they provide for? Hours? Hours are always an issue... curriculum? I get teacher questions a lot like what are your teacher qualifications. I like to know that too and I want to know can I find it easily? If not, is there contact information?

Show MS current website

**What do you like about the site? What aspects of the search worked best for you?**

I don't like anything other than you get a list. I don't like that you can't get to the providers websites... there is a phone number to call.

**What did you like about the search criteria? Are there additions or changes that you would find useful?**

Provider name isn't necessary. I do like that not everything is necessary. There's just not enough information. Seems like there would be a lot of phone calls that would have to be made and I don't have time for that. I would want a more selective age type—like age groups. For all I know these could all be school age versus infant-pre K.

**What don't you like about the site? What is most confusing/annoying about this site?**

The most annoying is I can't click and go straight to provider's website.

**Do you find it user-friendly and easy to find the information you need?**

No. Not really.

**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 need to know everything. There is so much missing. Everything from my answers in your first question. Licensed, hours, costs, how do I tour, can I walk in, there's not even an address.

**Would you use this website if it existed in your area? Why or why not?**

If it was only website I could access I would have to but I would probably look at it to try and find other websites. There's just no information. It's almost like it's just a phone book. It's not a very informative thing to look at.

Binti site

**What do you like most about this site?**

I like that it doesn't ask a bunch of questions, just zip and provider type. I like that the list that comes up tells you exactly how far away it is from you.

**What is frustrating about this website? What do you wish it could do that it doesn't?**

There's not a link to the web address for the place and it looks like I'll have go back to making tons of phone calls. At least there is a physical address on this one. I wonder if you get more information if you sign-up? Oh, it's a chat. It would be cool to have a chat with the provider like we have. I wish I could type in a city name option. I mean, I don't always know the zip code especially if I'm looking in an area closer to like work or something or in between.

**Would you find a site like this useful for finding/identifying childcare services?**

Not child care... it looks like it is strictly for social workers. If it had regular childcare it would be useful and if there were website links for each of the providers that pop up. It would also be nice to know if the providers they list on here are cleared or associated with the state. Knowing that it is on the state site it makes me have a little more peace of mind. I think it means they may have some understanding of CDSS and regulations and licensing stuff.

**Do you find it user-friendly and easy to find the information you need?**

The more information you can put about the business is better. Or, if you can upload an application or interest card. That would be great. Web-forms are helpful. Or a live chat for afterhours just to get information without having to call. It seems easier to ask questions online vs. having to call.

**Would you use this website if it existed in your area? Why or why not?**

Absolutely. I know this area well so if it had the added city option and was able to give me the extra information I wanted.