

Female  
Social Worker  
Age: 40

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?**

Yes. I've used google and other search engines to look for providers within my geographic area. Most results show paid ads or yelp reviews and things like that. They are distracting. I don't like that. It's hard because most providers don't have websites or what they do have really doesn't have much. Getting actual meaningful information is difficult.

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

I need to know ages served, cost, if there are any complaints filed against the facility in the past and I need to know what the allegations were. I need to know the number of workers at the facility and their years of experience or also their educational background. I also need to know what the current certifications are like infant first aid/CPR, early child care education units and things like that.

Show MS current website

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

I like that the layout is simple. It's intuitive. I am able to search using very broad and generalized search criteria and see all possible matches when my narrower search yielded nothing.

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

Location is probably the most useful aspect of the search criteria. The star rating is mostly useless because I don't have sufficient information on each facility. Also, I would think that using a star rating there should be some specific correspondence to criteria. It just looks a random rating otherwise. I have no idea what these mean.

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

When you try to specify criteria in each category it limits the search too much so I don't see all the records. It would be nice if you could click on the record shown to be given more information about the facility. This still requires me to do a lot of cold calling to find out more information like if the even accept infants or not or if they take school aged kids and provide transport to and from school. This website really isn't much better than a google search.

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

It's user friendly in that it's very intuitive with simple search criteria. The information listed in the search results is too basic to give me much information to make decisions.

**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?**

No, this site would not allow me to make an informed decision. In order to be able to narrow the search and reduce the amount of facilities I would have to call. I would need to be able to know things like how large is the daycare, how many staff are there, what age ranges do they serve, do they serve meals, do they do before school and after school care, do they accept infants, how long have they been licensed, how many licensing violations have they had, and all that stuff. Since I don't see any of that information on this site I'm not able to do more than get a basic list which I can get from google. I still have to call every facility and ask all those questions. It would be helpful if there were some link to the state licensing agency so you could check on those facilities you're interested in without having to do a completely separate search.

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

No. Just everything I said before.

Binti site

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

It's nice to have a simple site to locate the agencies in my local area. I like that it pins to a map.

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

It's too simplistic. There isn't much information offered. It would be nice if you could add a hyperlink for each agency to take the user to their website. More information would be nice like all the suggestion I made for the other site and also including things like do they do adoptions?

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

Not for childcare services but I would find it useful if I were wanting to locate foster facilities, FFA's and group homes.

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

The site is user friendly. It's an easy search concept. I got a good list of facilities but I notice it needs some maintenance because some of the information is already out of date, Families First changed their name three years ago.

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

Yes, this would be a much simpler and easier to use website for my social work staff to use for finding local FFA's and group home resources than the State website, which is not helpful at all.