Users Feedback

**Real applicant**

* Overall:
  + Tested on Duck’s laptop / Chrome
  + Going too smooth, did not read a lot of things, barely have questions
  + Have filled out applications online before for works, etc.
  + Comfortable with using laptop
  + HS not saving right on first download
  + HS not populating in PDFs until fixed (see education information)
  + Was happy when realized that if the app goes live, he could login/logout to work on the application (some information was not with him)
  + Application did not break
  + Would prefer doing this over paper application definitely
* Personal information
  + Go through very smoothly
  + Dropdown for state selection was cool cause he only have to type wa and autofill
  + Struggle to select race, hesitated, did not know it would show more buttons
  + Wants a backup phone number
  + Easy to go through beside the race issue
  + Did not comment on progress bar nor the completion look
* Language information
  + Some questions about the wording
  + Easy to complete
  + Did not seem to use the tooltip
  + Click on having education outside U.S. but then select no again after hidden section shown
* Education information
  + Why is state prompt for school not having the same as the first form
  + High school attended requirement is not clear (needs wording or better indicator)
  + Last HS attended input (radios) not clear enough
  + Maybe radio button should not have default selected value
  + School background section have textboxes that makes them want to type in a paragraph but in PDFs do not have enough space for that
  + It’s not clear that he don’t have to fill our certain things
  + HS not saving consistently, displayed but later on disappear, had to try 5 times before it saved. Saved when inputted “test” and click add, saved afterwards
  + Siblings attended Kent School district needs to be clear, PDFs generation needs to distinguish siblings attended KSD and those who don’t (located in two different PDF forms) - Carol
  + Was fairly easy to go through other wise
* Household information
  + Phone number two for emergency contact should not optional (writing the 1st as 2nd worked for him when I suggested)
  + Would be helpful if he can edit the table information
  + Moving really fast through everything…
* Health information
  + Easy
  + No health issue
* Other form
  + Assistance wasn’t clear – assistance what?
  + Saw and read the announcement in the last page
  + Acknowledged the danger of downloading the packet to public domain

**Volunteers**

* Overall:
  + Tested on iGrad laptops
  + One guy hard-core struggled with the password restriction even though both have been told about the restriction
  + Internet explorer and Edge break things – stylings and functionalities, certain areas are better however (i.e. date selection); had to switch to Chrome
  + User who used chrome went through everything much smoother
  + Liked the way it looks but no comments on the visual aids in the process
  + Both would prefer using this than doing paper application
  + Both did not seem like they want to be there
* Personal information
  + Race selection was not clear to them, one struggled to find where African American would be, categories name were not clear enough for certain race. The other dude was Mexican/Hispanic and could easily find it and click on it
  + One user used Edge and continue button did not work for him, clicking does not do anything…
  + BLACK race selection did not populate
* Household information
  + Guardian not saving
  + Progress bar messed up – 14/10
  + Chrome display errors with unfocus-able fields (required fields)
* Others forms
  + School background section have textboxes that makes them want to type in a paragraph but in PDFs do not have enough space for that
  + HS and Guardians not saving for both
  + HS ended up saving but Guardians did not
  + Some radio buttons confused them (pre-selected/default)
  + One ran into error (screenshotted)
  + The other guy ran into error but hit refresh or back button and solved his issue, did not get to screenshot it. Something about sql insert/select/update error, sounds like he was navigating back and forth between the forms without completing certain parts?

**PDFs**

* Some place have very small texts
* Some place have too big texts
* Some checkboxes – the “tick” were not in the right angle
* Child strength and weakness text is small
* Request for records - TO: REGISTRA iGrad only they don't have to do it