

Insight from private beta session – Rotherham JCP 1st , 2nd Feb 2016

Customer 1

- Reluctant to use online service at first, requested help completing the clerical form
- Didn't read all information on GOV.UK
- Required constant support using the technology (mouse and keyboard)
- Struggled with motor skills using the mouse and keyboard, was able to start the transaction with support
- Completed online transaction in under 10 minutes
- Commented that he was happy to use the service in the future

Customer 2

- No support AD required for this user, confident using mouse and keyboard
- Didn't read GOV.UK pages, clicked through each screen
- Noted that customer input a £ inside the data fields on Debt Repayment screens
- Slow responses on page loads

Customer 3

- Read all the GOV.UK pages
- No issues using the technology or transacting online, confident technology user
- Used mobile phone while completing the form asking details for each section to complete
- Slow responses on page loads

Customer 4

- Initial AD support required for using the technology (mouse and keyboard)
- Poor motor skills
- Hesitant to click the "continue" button at the bottom of each page, advised that is how to proceed through the claim
- Debt Repayment question, asked what we mean by this, statement it doesn't include "Just normal bills?"
- Completed the transaction in 7 minutes.
- Improved performance with screen loads after update deployed 02/02/16

Customer 5

- Experienced technology user (used to work in a call centre)
- Applied for budgeting loan before, so didn't read any of the GOV.UK screens
- Fastest completion of online form, under 2minutes (1m:38s)
- Said would use the online version and prefers to transact that way

Customer 6

- Customer did not want to use an online transaction
- Suggested to the customer that they would receive quicker decision and loan offer if completing their application online
- Didn't use technology at all
- If any transactions or documents required online completion they would ask a relative to complete for them
- Would not attempt to use technology in a JC even with support.