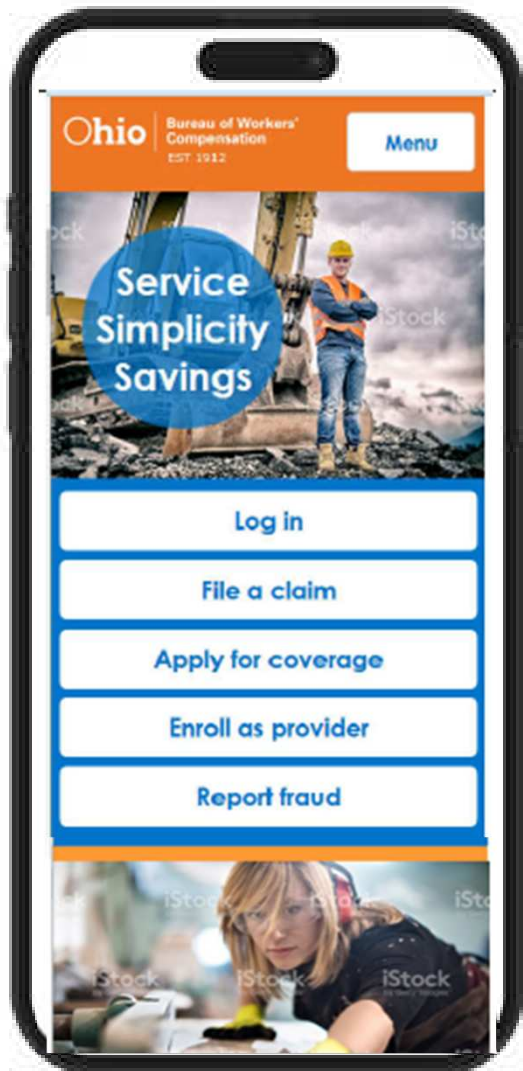


BWC Website Redesign

Moderated Usability Test Results
Worker & Employer

Presented by Theresa Wilkinson

BWC Website Redesign Usability Test Results

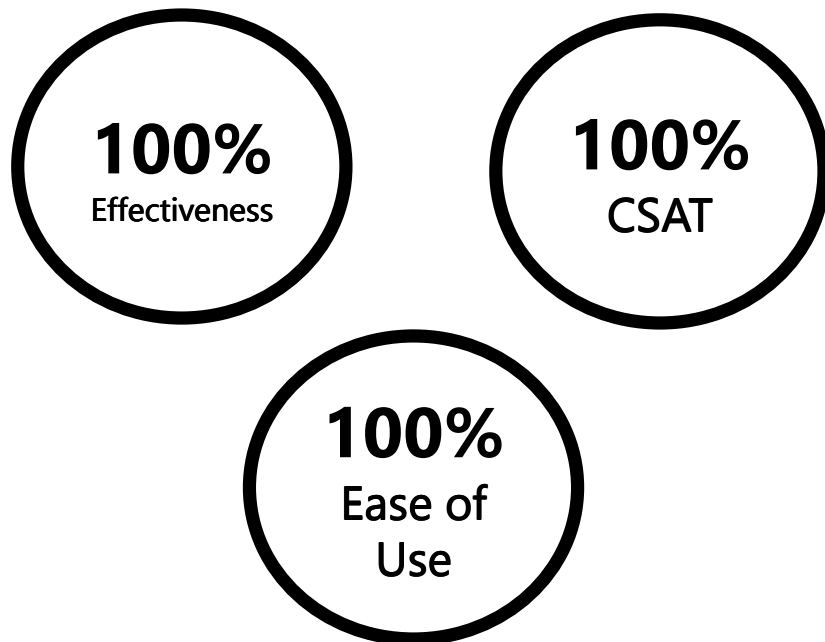


Agenda

1. Executive Summary
2. Worker Test Results
3. Employer Test Results
4. Worker/Employer Test Results
5. Survey Results
6. Research Questions & Answers
7. Appendix

BWC Website Redesign Usability Test Results

Overall Ratings



Recommendations

- Ensure all color meets WCAG 2.1 color contrast guidelines.
- Increase font size so that text is easier to read on mobile devices.

Quotes

- "Fonts were on the small side and the color could be darker. That would make them easier to read on a small device."
- "I really like the big buttons -- very easy to find on the home page."
- "I did like the Next Steps (page) with the list of what is going to happen after I submit a claim."

Executive Summary

- Ohio Bureau of Workers' Compensation first launched their website in 2000. The look and feel of the website have not changed. The website has over 1,000 pages and twelve levels of navigation.
- The BWC prototype was usability tested with five workers and five employers.

Overall Ratings

- **100%** (10 of 10) of participants were moderately satisfied or extremely satisfied (CSAT) with their experience
- **100%** (10 of 10) of participants rated the prototype moderately easy or extremely easy to use
- **100%** (10 of 10) of tasks were completed (Effectiveness)

Improvements

67% (37 of 55) **Positive**

- 27% (10 of 37) Ease of Use
- 24% (9 of 37) Navigation – Large buttons
- 13% (5 of 37) Icons easy to understand
- 11% (4 of 37) Next Steps pages

33% (18 of 55) **Negative**

- 56% (10 of 18) Darker font color
- 44% (8 of 18) Larger font size

Executive Summary

Average Task Time, Task Success, Errors, SEQ

Task		Avg Task Time	Task Success Level	Single Ease Question (SEQ)
Task 1	Worker	300.4*	100%	40% (2 of 5) Slightly Easy
	Employer	72.65*	100%	60% (3 of 5) Slightly Easy
Task 2	Worker	294.91*	100%	60% (3 of 5) Slightly Easy
	Employer	59.60*	100%	80% (4 of 5) Slightly Easy to Moderately Easy
Task 3	Worker	81.72*	100%	40% (2 of 5) Slightly Easy
	Employer	47.41*	100%	60% (3 of 5) Slightly Easy
Task 4	Worker	282.66*	40% (2 of 5) No errors 60% (3 of 5) Minor errors	100% (5 of 5) Slightly Easy to Moderately Easy
	Employer	313.92*	40% (2 of 5) No errors 60% (3 of 5) Minor errors	100% (5 of 5) Slightly Easy to Moderately Easy
Task 5	Combined	143.33*	100%	100% (10 of 10) Moderately Easy to Extremely Easy
Task 6	Combined	40.91*	90% (9 of 10) No errors 10% (1 of 10) Minor errors	100% (10 of 10) Moderately Easy to Extremely Easy

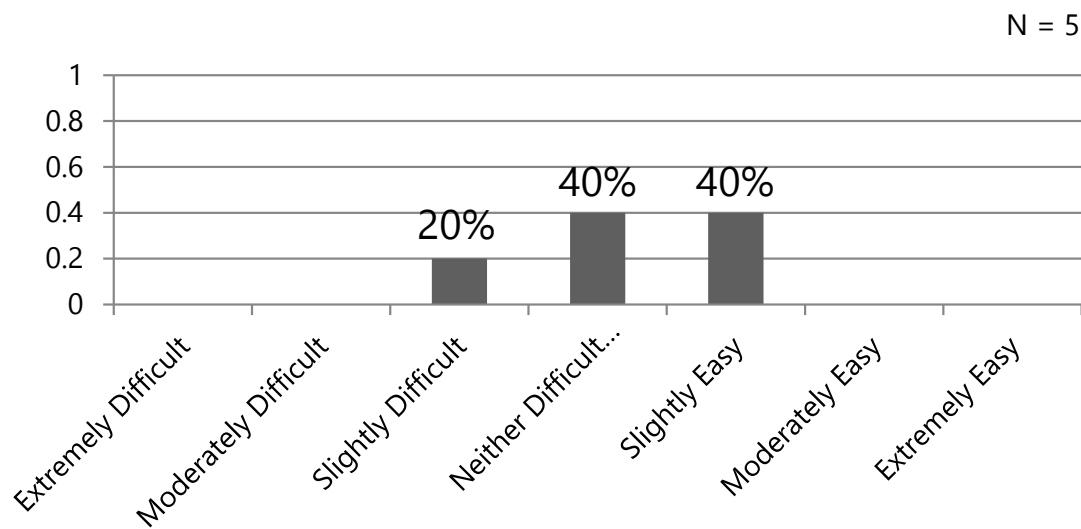
* 95% confidence intervals calculated using the Adjusted Wald method.

Worker Test Results

Worker Results

Task 1

You work for McDonald's Construction Company in Grove City, OH. What is the name of the MCO for that company? Is your employer's worker's compensation policy up to date?



Average Task Time

- 300.4 with 95% confidence level

Success Level*

- 100% (5 of 5) of participants completed task with no errors.*

Navigation Paths*

- 80% (4 of 5) of participants used Navigation Path 1.
- 20% (1 of 5) of participants used Navigation Path 2.

Ease of Use

- 40% (2 of 5) of participants found this task was Slightly Easy.

Comments

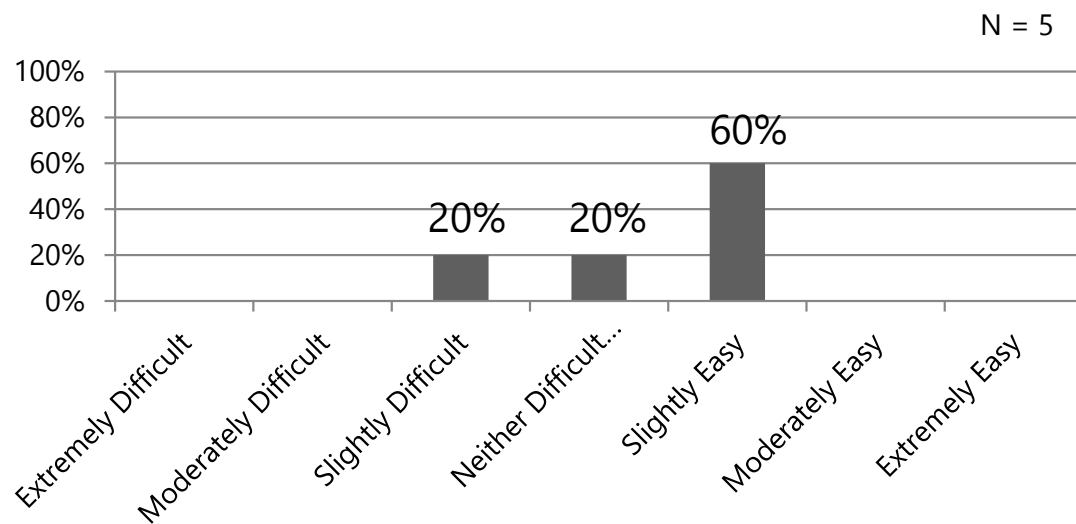
- "I think I just need to figure out where everything is."
- "I am always looking for the information that I need usually on that first screen."

* SEE Appendix for Navigation Paths and Task Success Levels

Worker Results

Task 2

What information is required to file a claim?



Average Task Time

- 294.91 with 95% confidence level

Success Level*

- 100% (5 of 5) of participants completed task with no errors.*

Navigation Paths*

- 40% (2 of 5) of participants used Navigation Path 1.
- 40% (2 of 5) of participants used Navigation Path 2.
- 20% (1 of 5) of participants used Navigation Path 3.

Ease of Use

- 60% (3 of 5) of participants found this task was Slightly Easy.

Comments

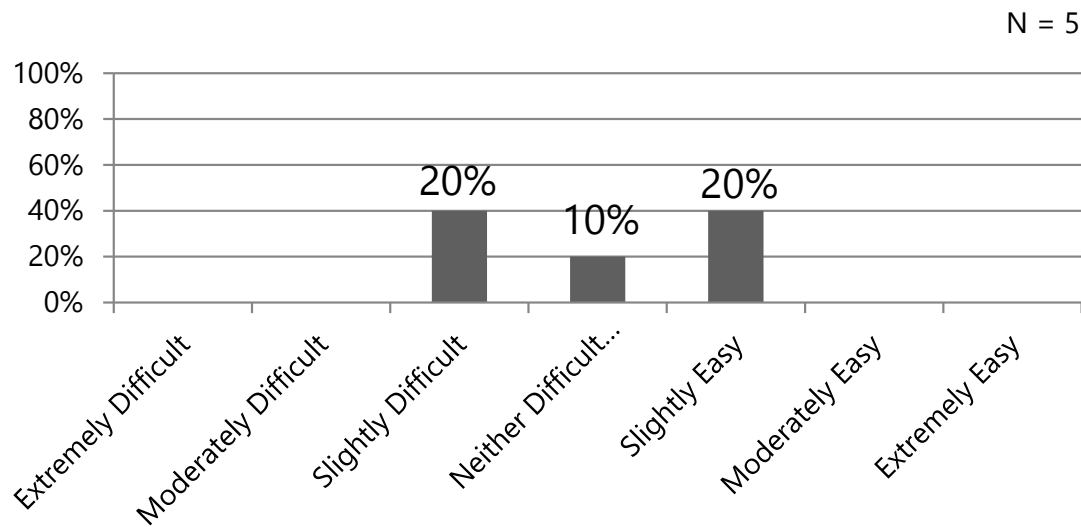
- "That wasn't bad."

* SEE Appendix for Navigation Paths and Task Success Levels

Worker Results

Task 3

Where would you expect to find a direct deposit form?



Average Task Time

- **81.72** with 95% confidence level

Success Level*

- **100%** (5 of 5) of participants completed task with no errors.*

Navigation Paths*

- **40%** (2 of 5) of participants used Navigation Path 1.
- **40%** (2 of 5) of participants used Navigation Path 2.
- **20%** (1 of 5) of participants used Navigation Path 3.

Ease of Use

- **20%** (2 of 5) of participants found this task was Slightly Easy.

Comments

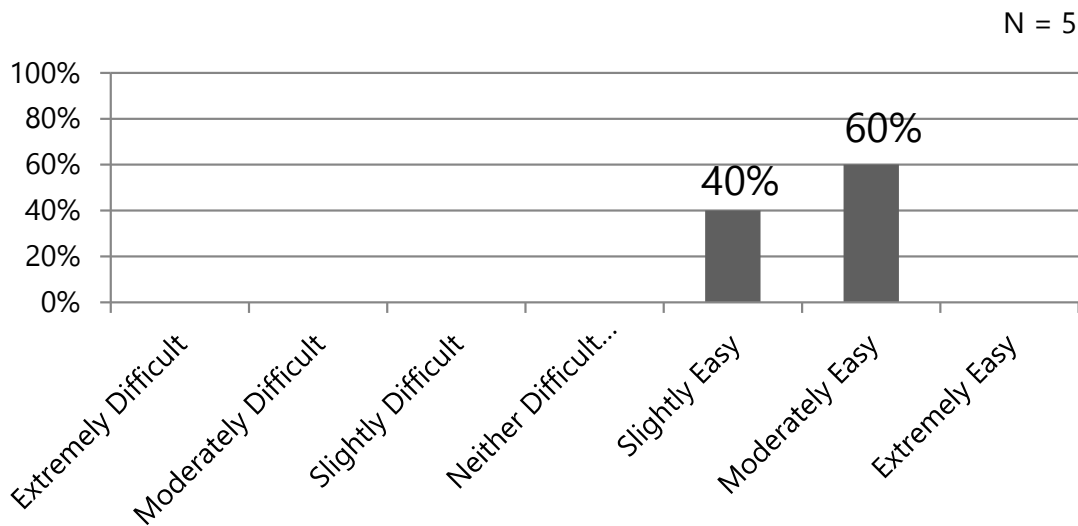
- "I think I just need to figure out where everything is."
- "I am always looking for the information that I need usually on that first screen."

* SEE Appendix for Navigation Paths and Task Success Levels

Worker Results

Task 4

You work for McDonald's Construction Company, 321 Bumble Bee Ave, Grove City, OH 44444. You were injured on a recent job. How would you go about filing a claim? How many steps are in this application?



Average Task Time

- 282.66 with 95% confidence level

Success Level*

- 40% (2 of 5) of participants completed task with no errors.
- 60% (3 of 5) of participants completed task with minor errors.

Navigation Paths*

- 100% (5 of 5) of participants used Navigation Path 1.

Ease of Use

- 100% (5 of 5) of participants found this task was Slightly Easy to Moderately Easy.

Comments

- "I really like the big buttons -- very easy to find on the main page;"
- "That was pretty easy."
- "When I read that task, I felt a lot of dread but that was a lot easier than I thought it would be."
- "I really like the information on the Next Steps page. Helps me understand the process."

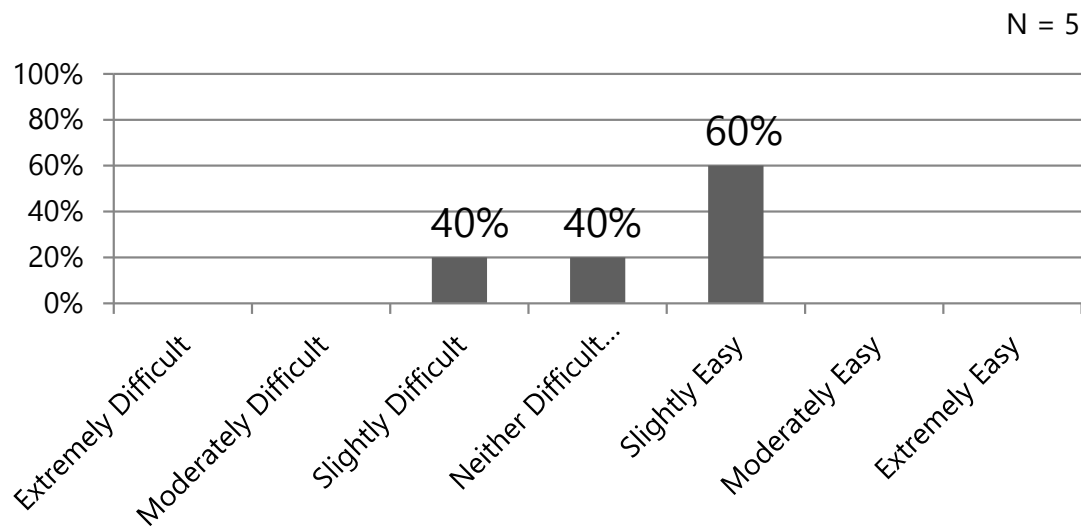
* SEE Appendix for Navigation Paths and Task Success Levels

Employer Test Results

Employer Results

Task 1

You just started a new construction business. Do you need worker's compensation coverage?



Average Task Time

- 72.65 with 95% confidence level

Success Level*

- 100% (5 of 5) of participants completed task with no errors.*

Navigation Paths*

- 100% (5 of 5) of participants used Navigation Path 1.

Ease of Use

- 60% (3 of 5) of participants found this task was Slightly Easy.

Comments

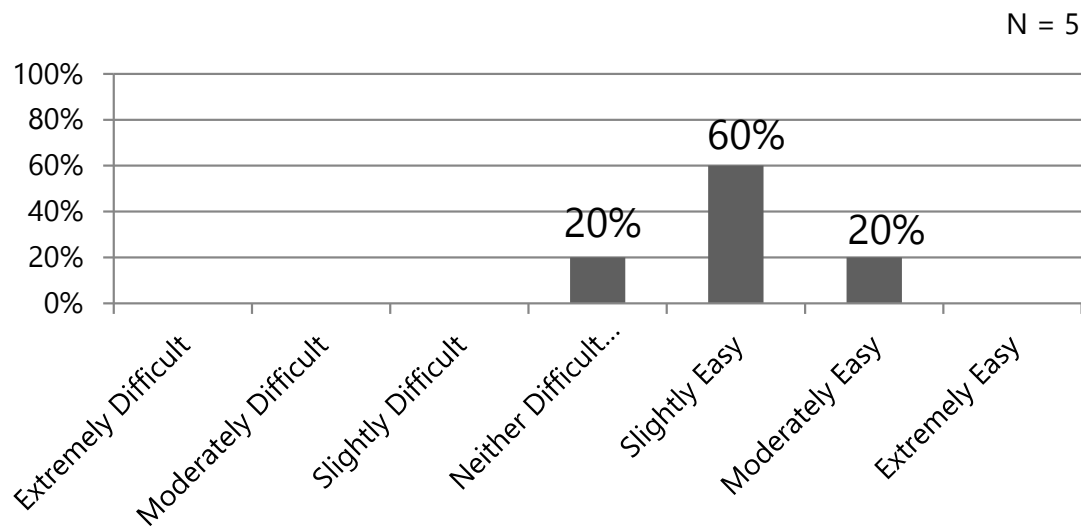
- "Not bad.."

* SEE Appendix for Navigation Paths and Task Success Levels

Employer Results

Task 2

What information is required to apply for workers' compensation coverage?



Average Task Time

- 59.60 with 95% confidence level

Success Level*

- 100% (5 of 5) of participants completed task with no errors.*

Navigation Paths*

- 100% (5 of 5) of participants used Navigation Path 1.

Ease of Use

- 80% (4 of 5) of participants found this task was Slightly Easy to Moderately Easy.

Comments

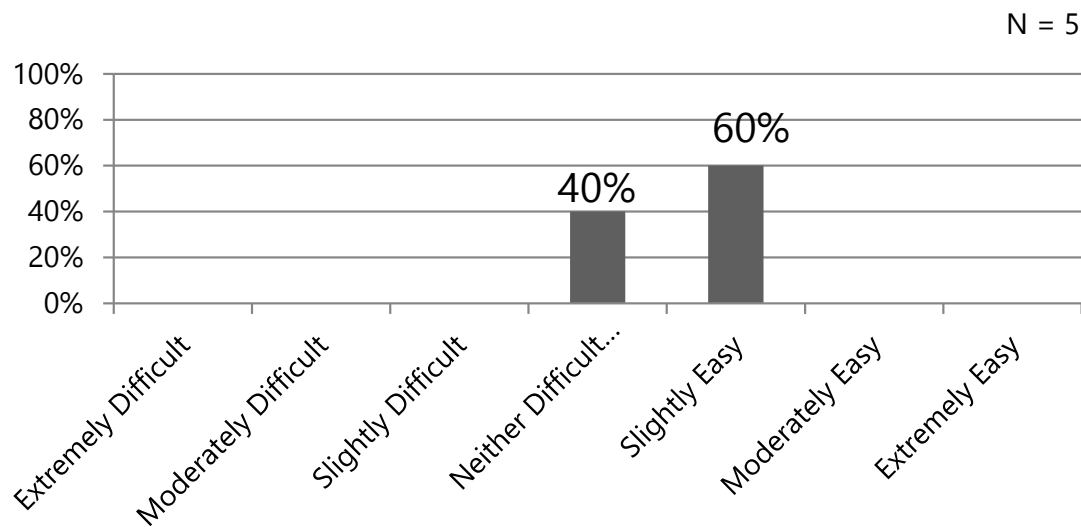
- "It is really hard to find things on the current website. I created a document with links to everything I need to review on a weekly/monthly basis. This seems easier to find things. I like that."

* SEE Appendix for Navigation Paths and Task Success Levels

Employer Results

Task 3

Where would you expect to find a policy update form?



Average Task Time

- 47.41 with 95% confidence level

Success Level*

- 100% (5 of 5) of participants completed task with no errors.*

Navigation Paths*

- 80% (4 of 5) of participants used Navigation Path 1.
- 20% (1 of 5) of participants used Navigation Path 2.

Ease of Use

- 60% (3 of 5) of participants found this task was Slightly Easy.

Comments

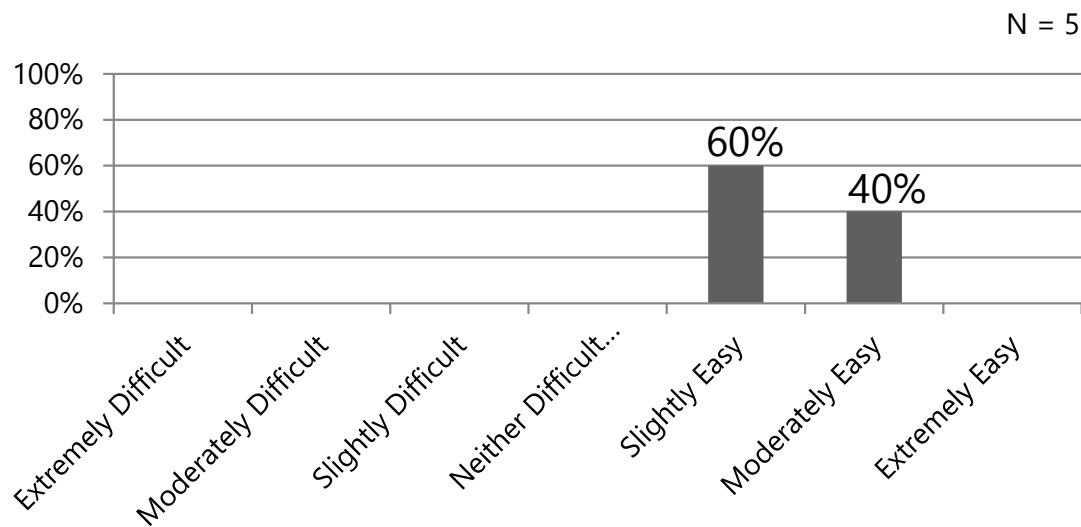
- "That was pretty easy."

* SEE Appendix for Navigation Paths and Task Success Levels

Employer Results

Task 4

You just started a new construction business. Apply for workers' compensation coverage. How many steps are in this application?



Average Task Time

- 313.92 with 95% confidence level

Success Level*

- 40% (2 of 5) of participants completed task with no errors.*
- 60% (3 of 5) of participants completed task with minor errors.

Navigation Paths*

- 80% (4 of 5) of participants used Navigation Path 1.
- 20% (1 of 5) of participants used Navigation Path 2.

Ease of Use

- 100% (5 of 5) of participants found this task was Slightly Easy to Moderately Easy.

Comments

- "That was not bad."
- "I like the buttons. Very easy to see."

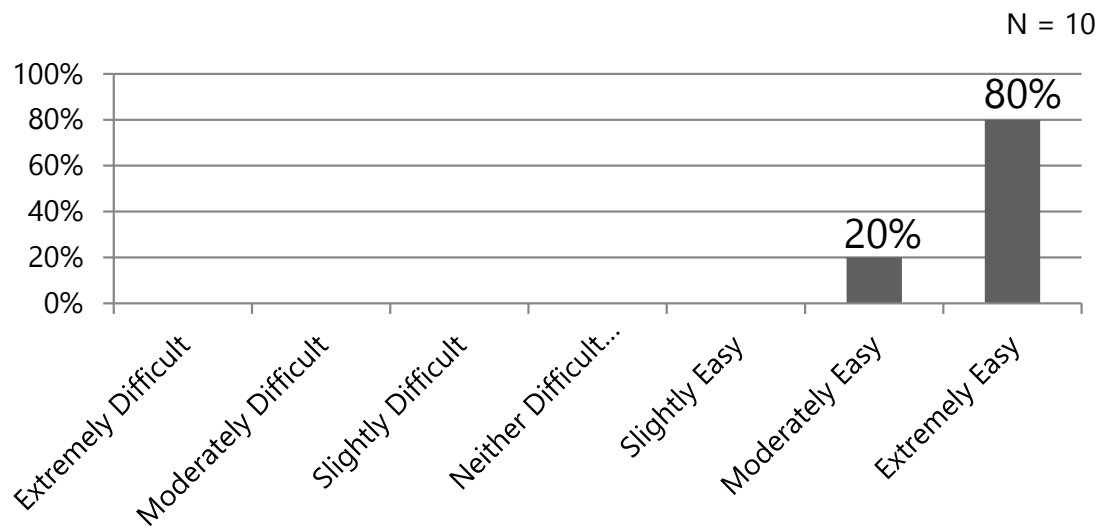
* SEE Appendix for Navigation Paths and Task Success Levels

Worker/Employer Test Results

Worker/Employer Results

Task 5

Your neighbor told you he is getting workers' compensation benefits for a work-related injury and that he can't walk without the cane his doctor provided him with. You have photographed him playing softball on a league that plays twice per week. Please report this online and upload your images.



Average Task Time

- 143.33 with 95% confidence level

Success Level*

- 90% (9 of 10) of participants completed task with no errors.*
- 10% (1 of 10) of participants completed task with minor errors.

Navigation Paths*

- 100% (10 of 10) of participants used Navigation Path 1.

Ease of Use

- 100% (10 of 10) of participants found this task was Moderately Easy to Extremely Easy.

Comments

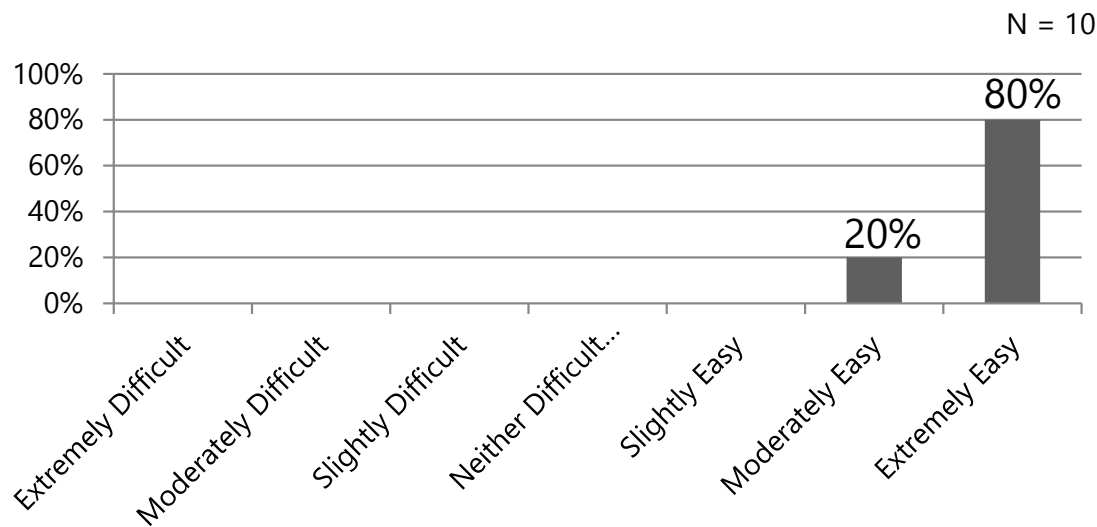
- "I didn't know that anyone could report fraud."
- "Again, love the button."

* SEE Appendix for Navigation Paths and Task Success Levels

Worker/Employer Results

Task 6

What kind of equipment can an employer buy with money from the Firefighter Grants program?



Average Task Time

- 40.91 with 95% confidence level

Success Level*

- 100% (10 of 10) of participants completed task with no errors.*

Navigation Paths*

- 70% (7 of 10) of participants used Navigation Path 1.
- 30% (3 of 10) of participants used Navigation Path 2.

Ease of Use

- 100% (10 of 10) of participants found this task was Moderately Easy to Extremely Easy.

Comments

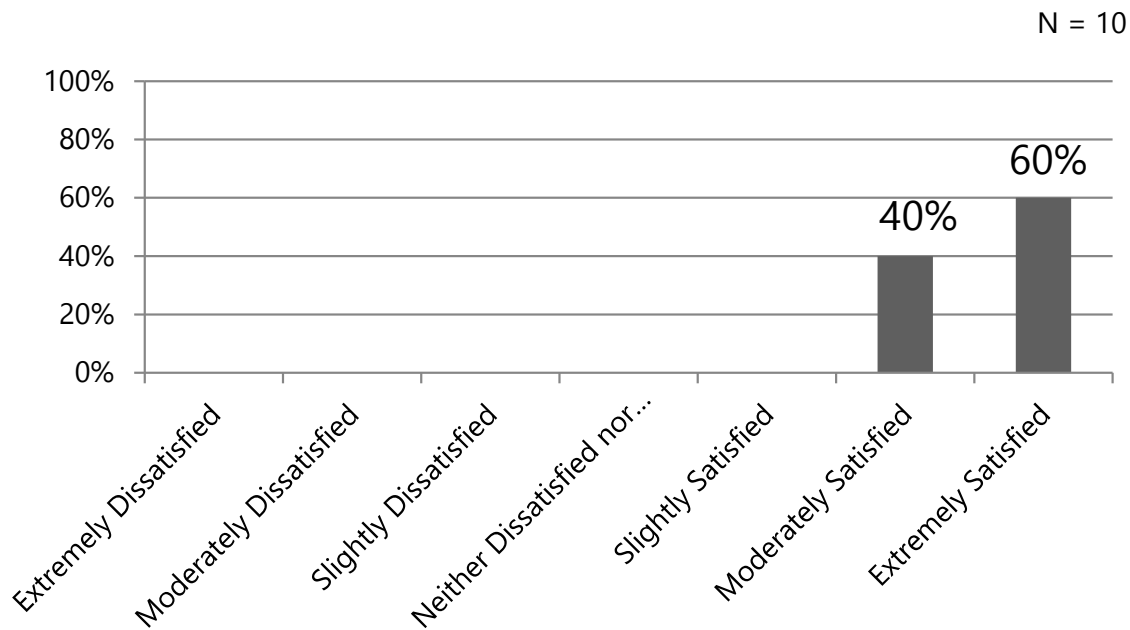
- "I really like how big the buttons are. Easy to see them."

* SEE Appendix for Navigation Paths and Task Success Levels

Survey Results

Customer Satisfaction Score (CSAT)

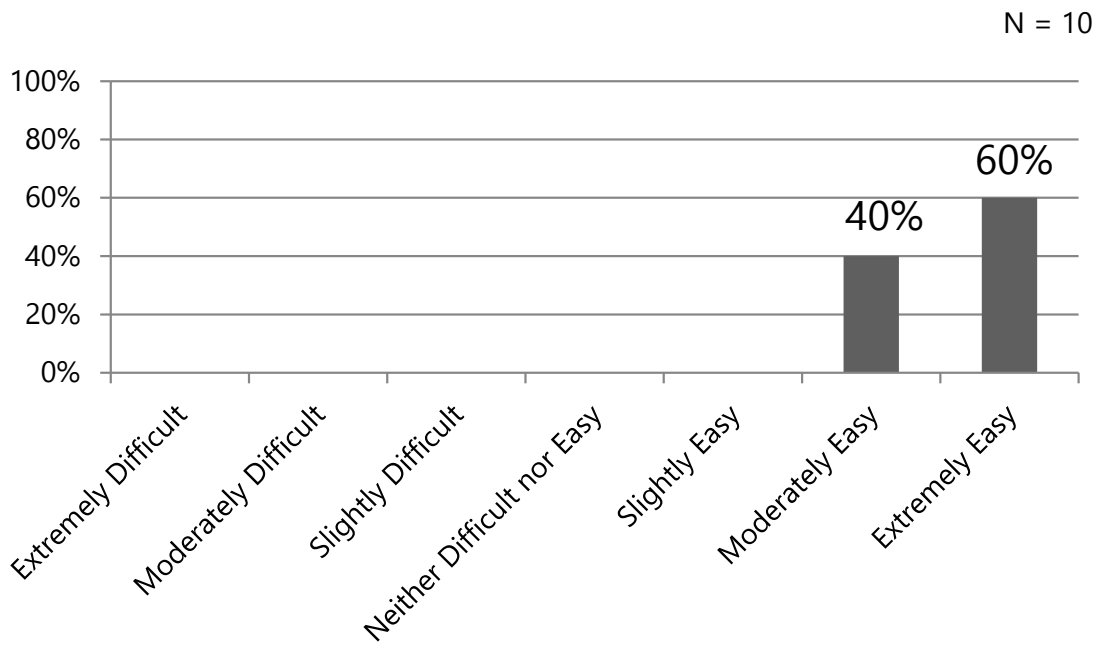
Overall, how satisfied were your experience?



100% (10 of 10) of participants were Moderately Satisfied to Extremely Satisfied with their experience.

Ease of Use

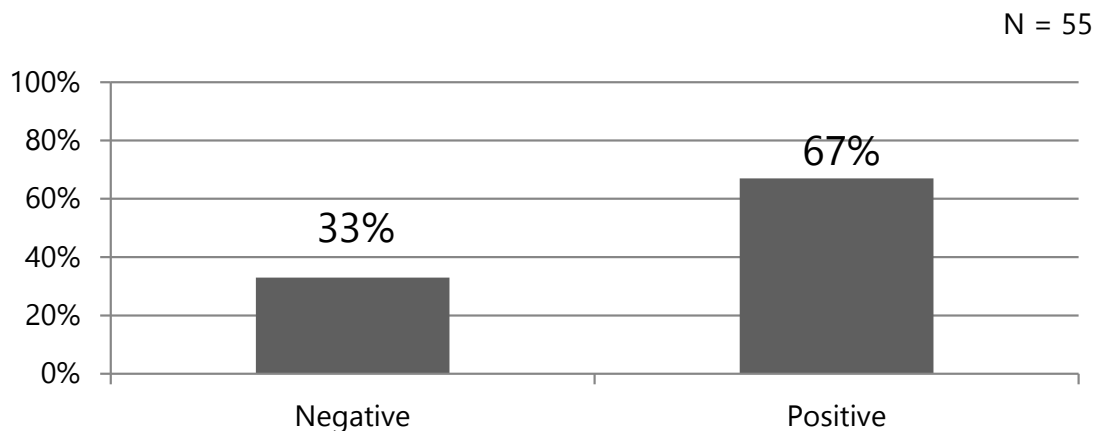
How would you rate the ease of using this prototype?



100% (10 of 10) of participants were Moderately Easy to Extremely Easy with their experience.

Improvements

Is there anything else we can do to improve your experience with this prototype?



33% (18 of 55) Negative

- 56% (10 of 18) Darker font color
- 44% (8 of 18) Larger font size

Comments

- "Fonts were on the small side and the color could be darker. That would make them easier to read on a small device."

67% (37 of 55) Positive

- 13% (5 of 37) Icons easy to understand
- 24% (9 of 37) Navigation – Large buttons
- 11% (4 of 37) Next Steps pages
- 11% (4 of 37) File a Claim
- 14% (5 of 37) Apply for Coverage
- 27% (10 of 37) Ease of Use

Comments

- "The large buttons are easy to see."
- "I did like the Next Steps with the list of what is going to happen after I submit a claim."
- "There was a lot of how-to information in this that is NOT on the current website -- I like it. It could be on the current or I just cannot find it."
- "I liked how the information I just added displayed when I moved to another section in File a claim. I could see if I need to go back and change anything. The current system does not do that."
- "Much easier than the current site."

Research Questions & Answers

Research Questions & Answers

Research Question	
How easy or difficult is it to File a Claim?	100% (5 of 5) of participants found this task was Slightly Easy to Moderately Easy.
How easy or difficult is it to Apply for Coverage?	100% (5 of 5) of participants found this task was Slightly Easy to Moderately Easy.
How easy or difficult is it to Report Fraud?	100% (10 of 10) of participants found this task was Moderately Easy to Extremely Easy.
How easy or difficult is it to find forms?	<p>100% (10 of 10) of participants found the forms.</p> <p>20% (2 of 5) of workers found this task was Slightly Easy. "I think I just need to figure out where everything is."</p> <p>60% (3 of 5) of employers found this task was Slightly Easy. "That was pretty easy."</p>
How easy or difficult is it to navigate the website?	<p>Easy 100% Effectiveness</p> <ul style="list-style-type: none"> ○ "The large buttons are easy to see." ○ "Much easier than the current site." <p>SEE ALSO: Navigation Paths</p>
Did the user identify any improvements to File a Claim and Apply for Coverage screens?	<p>33% (18 of 55) Improvements</p> <ul style="list-style-type: none"> • 56% (10 of 18) Darker font color • 44% (8 of 18) Larger font size ○ "Fonts were on the small side and the color could be darker. That would make them easier to read on a small device."

Research Questions & Answers

Research Question	
Was the user satisfied with their experience using the prototype?	100% (10 of 10) of participants were Moderately Satisfied to Extremely Satisfied with their experience.
Does the File a Claim wizard need to be linked into the section navigation?	No - 100% (5 of 5) of participants used Navigation Path 1. SEE ALSO: Navigation Paths
Does the Apply for Coverage wizard need to be linked into the section navigation?	No - 80% (4 of 5) of participants used Navigation Path 1.; 20% (1 of 5) of participants used Navigation Path 2. SEE ALSO: Navigation Paths
What do they think of the text on the Next steps screens? Does it need more information?	67% (37 of 55) Positive <ul style="list-style-type: none"> • 11% (4 of 37) Next Steps pages <p>"I really like the information on the Next Steps page. Helps me understand the process."</p>
Does the user notice the breadcrumb navigation?	No 70% (7 of 10) of participants did not notice the breadcrumb navigation <p>"No. I didn't see it. I am glad it is there, and I might notice it if I needed it."</p>
Does the user notice like the "sticky" buttons?	No 80% (8 of 10) of participants did not notice the buttons <p>"I didn't really notice it. I might if I needed help, but this (File a Claim) is pretty easy to understand."</p>

Research Questions & Answers

Research Question		
Does the user understand the dual function of the navigation buttons?	Worker	Task 1 – YES - 100% (5 of 5) of participants used Navigation Path 1 and Path 2.
		Task 2 – YES - 100% (5 of 5) of participants used Navigation Path 1, Path 2 and Path 3.
		Task 3 – 100% (5 of 5) of participants used Navigation Path 1 and Path 2.
		Task 4 – YES 100% (5 of 5) of participants used File a Claim buttons on main page of prototype and main navigation.
	Employer	Task 1 – YES 100% (5 of 5) of participants used Navigation Path 1 and Path 2.
		Task 2 – YES 100% (5 of 5) of participants used Navigation Path 1.
Task 3 – YES 100% (5 of 5) of participants used Navigation Path 1.		
	Task 4 – YES 100% (5 of 5) of participants used File a Claim buttons on main page of prototype and main navigation.	
Combined	Task 5 – YES 100% (5 of 5) of participants used Apply for Coverage buttons on main page of prototype and main navigation.	
	Task 6 – YES 70% (7 of 10) of participants used Navigation Path 1.	

Participant Distribution
Worker/Employer Test Questions
Survey Questions
Customer Satisfaction (CSAT)
Worker Test Questions
Employer Test Questions
Survey Questions
Worker Navigation Paths
Employer Navigation Paths
Task Success Levels

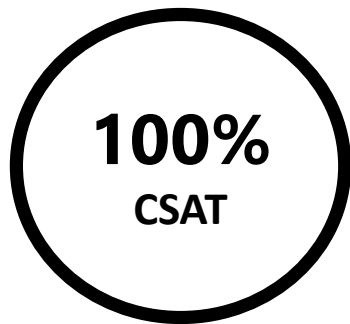
Appendix

Participant Distribution

Participant	Gender	Age	Education	Color Blind?
1	Female	45-54	Bachelor's	No
2	Male	55-64	Bachelor's	No
3	Female	35-44	Associate	No
4	Female	45-54	Some college	No
5	Male	25-34	Bachelor's	No
6	Female	45-54	Bachelor's	No
7	Female	25-34	Bachelor's	No
8	Female	35-44	Some college	No
9	Male	45-54	Bachelor's	N/A
10	Male	35-44	Bachelor's	No

Customer Satisfaction (CSAT)

Customer Satisfaction is calculated by adding the percentage of participants that rated the question as moderately (6) or extremely (7) satisfied. It is reported as a percentage from 0 to 100%



	Rating	# of Participants	
Extremely Dissatisfied	1	0	
Moderately Dissatisfied	2	0	
Slightly Dissatisfied	3	0	
Neither Dissatisfied nor Satisfied	4	0	
Slightly Satisfied	5	0	
Moderately Satisfied	6	6	} 100%
Extremely Satisfied	7	4	
TOTAL		10	

Worker Test Questions

1. You work for McDonald's Construction Company in Grove City, OH. What is the name of the MCO for that company? Is your employer's worker's compensation policy up to date?
2. What information is required to file a claim?
3. Where would you expect to find a direct deposit form?
4. You work for McDonald's Construction Company, 321 Bumble Bee Ave, Grove City, OH 44444. You were injured on a recent job. How would you go about filing a claim? How many steps are in this application?
5. Your neighbor told you he is getting workers' compensation benefits for a work-related injury and that he can't walk without the cane his doctor provided him with. You have photographed him playing softball on a league that plays twice per week. Please report this online and upload your images.
6. What kind of equipment can an employer buy with money from the Firefighter Grants program?

Employer Test Questions

1. You just started a new construction business. Do you need worker's compensation coverage?
2. What information is required to apply for workers' compensation coverage?
3. Where would you expect to find a policy update form?
4. You just started a new construction business. Apply for workers' compensation coverage. How many steps are in this application?
5. Your neighbor told you he is getting workers' compensation benefits for a work-related injury and that he can't walk without the cane his doctor provided him with. You have photographed him playing softball on a league that plays twice per week. Please report this online and upload your images.
6. What kind of equipment can an employer buy with money from the Firefighter Grants program?

Survey Questions

Q 1 – Overall, how satisfied were your experience?

Extremely Dissatisfied	Moderately Dissatisfied	Slightly Dissatisfied	Neither Dissatisfied nor Easy	Slightly Satisfied	Moderately Satisfied	Extremely Satisfied
------------------------	-------------------------	-----------------------	-------------------------------	--------------------	----------------------	---------------------

Q 2 – How would you rate the ease of using this prototype?

Extremely Difficult	Moderately Difficult	Slightly Difficult	Neither Difficult nor Easy	Slightly Easy	Moderately Easy	Extremely Easy
---------------------	----------------------	--------------------	----------------------------	---------------	-----------------	----------------

Q 3 – Is there anything else we can do to improve your experience with this prototype?

Worker Navigation Paths

Task	Path 1	Path 2	Path 3
1	<ol style="list-style-type: none"> 1. On main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Employer navigation. User taps "Find Employer Info" button. 3. On the Find Employer Info page, the user enters "McDonald's" in the Name field and taps the Find button. 4. Employer information displays in listing. 	<ol style="list-style-type: none"> 1. On main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Employer navigation. User taps "New Employer" in Employer navigation. 3. On the New Employer page, User taps "Find Employer Info" button. 4. On the New Employer Info page, the user enters "McDonald's" in the Name field and taps the Find button. 5. Employer information displays in listing. 	
2	<ol style="list-style-type: none"> 1. On main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Worker navigation. User taps "Worker". 3. User swipes down page to Common Searches and taps General claim information. 4. On the Worker page, user taps "How Do I File a Claim" link in Common Searches. 5. On the How to File a Claim page displays, and Information needed is listed on this page. 	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Worker navigation. User taps "Worker". 3. User taps General Claim Information. 4. On the General Claim Information page, user taps "How Do I File a Claim" link in Common Searches. 5. Information needed is listed on this page. 	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Worker navigation. 3. User taps plus sign to open General Claim Information. 4. User taps "How do I file a claim" link in Common Searches. 5. Information needed is listed on this page. 6. User finds the How to File a Claim page.

Worker Navigation Paths

Task	Path 1	Path 2	Path 3
3	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Worker navigation. User taps "Worker". 3. User taps General Claim Info button. 4. On the General Claim Information page, user taps "How Do I File a Claim" link in Common Searches. 5. Information needed is listed on this page. 	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays 2. User taps plus sign to open Worker navigation. User taps "Worker". 3. On the Worker page, user swipes down and taps Forms in Common searches. 	
4	<ol style="list-style-type: none"> 1. On main BWC page, user taps File a Claim button. 	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps File a Claim button. 	
5	<ol style="list-style-type: none"> 1. On main BWC page, user taps Report fraud button. 	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps File a Report Fraud button. 	
6	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Safety navigation. 3. User taps plus sign to open Safety Grants navigation. 4. User taps the Firefighter Equipment Grants. 5. The Firefighter Equipment Grants page displays. 	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps the Safety button. 3. User swipes down the page and taps the Learn About Firefighter Grants button. 4. The Firefighter Equipment Grants page displays. 	

Employer Navigation Paths

Task	Path 1	Path 2	Path 3
1	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Employer navigation. 3. User taps New Employer. 4. User taps How to Apply for Coverage. 5. The How to Apply for Coverage page displays. 		
2	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Employer navigation. 3. User taps New Employer. 4. User taps How to Apply for Coverage. 5. The How to Apply for Coverage page displays. 		
3	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Employer navigation. 3. User taps plus sign to open Other Resources. 4. User taps Forms. 5. User taps U-117 Notification of Policy Update. Forms displays. 	<ol style="list-style-type: none"> 1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps Employer. Employer page displays. 3. User taps Forms in the Quick Links list. 4. The Forms page displays. 	

Employer Navigation Paths

Task	Path 1	Path 2	Path 3
4	1. On main BWC page, user taps Apply for Coverage button.	1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps Apply for Coverage button.	
5	1. On main BWC page, user taps Report fraud button.	1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps File a Report Fraud button.	
6	1. On the main BWC page, user taps "Menu" button. Main navigation displays. 2. User taps plus sign to open Safety navigation. 3. User taps plus sign to open Safety Grants navigation. 4. User taps the Firefighter Equipment Grants. 5. The Firefighter Equipment Grants page displays.		

Task Success Levels

Worker

Task 1

- 100% (5 of 5) of participants completed task with no errors.

Level of Success	Number of Participants	
Complete Success	5	100% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 60% and 100% (*) of our general user population will complete the task with no error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task 2

- 100% (5 of 5) of participants completed task with no errors.

Level of Success	Number of Participants	
Complete Success	5	100% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 60% and 100% (*) of our general user population will complete the task with no error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task Success Levels

Worker

Task 3

- 100% (5 of 5) of participants completed task with no errors.

Level of Success	Number of Participants	
Complete Success	5	100% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 60% and 100% (*) of our general user population will complete the task with no error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task 4

- 40% (2 of 5) of participants completed task with no errors.
- 60% (3 of 5) of participants completed task with minor errors.

Level of Success	Number of Participants	
Complete Success	4	80% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 36% and 98% (*) of our general user population will complete the task with no error.
Success with a Minor Issue	1	20% of our participants placed an order but had a minor issue. Based on this result, we expect that between 2% and 64% (*) of our general user population will complete the task with a minor error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task Success Levels

Employer

Task 3

- 100% (5 of 5) of participants completed task with no errors.

Level of Success	Number of Participants	
Complete Success	5	100% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 60% and 100% (*) of our general user population will complete the task with no error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task 4

- 40% (2 of 5) of participants completed task with no errors.
- 60% (3 of 5) of participants completed task with minor errors.

Level of Success	Number of Participants	
Complete Success	2	80% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 36% and 98% (*) of our general user population will complete the task with no error.
Success with a Minor Issue	3	20% of our participants placed an order but had a minor issue. Based on this result, we expect that between 2% and 64% (*) of our general user population will complete the task with a minor error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task Success Levels

Employer

Task 1

- 100% (5 of 5) of participants completed task with no errors.

Level of Success	Number of Participants	
Complete Success	5	100% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 60% and 100% (*) of our general user population will complete the task with no error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task 2

- 100% (5 of 5) of participants completed task with no errors.

Level of Success	Number of Participants	
Complete Success	5	100% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 60% and 100% (*) of our general user population will complete the task with no error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task Success Levels

Worker/Employer

Task 5

- 90% (9 of 10) of participants completed task with no errors.
- 10% (1 of 10) of participants completed task with minor errors.

Level of Success	Number of Participants	
Complete Success	9	90% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 57% and 100% (*) of our general user population will complete the task with no error.
Success with a Minor Issue	1	10% of our participants placed an order but had a minor issue. Based on this result, we expect that between 1% and 43% (*) of our general user population will complete the task with a minor error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*

Task 6

- 100% (10 of 10) of participants completed task with no errors.

Level of Success	Number of Participants	
Complete Success	10	100% of our participants were able to complete the task successfully with no error. Based on this result, we expect that between 75% and 100% (*) of our general user population will complete the task with no error.

() In this table, the ranges represent 95% confidence intervals calculated using the Adjusted Wald method.*