

User testing before code

From the main page go to “zorgverzekerings pagina” and calculate your premium. Look for total costs and fill in your personal info and stop there. (You don’t have to fill in your own personal info).

- Choose Basic insurance with own risks.
- Choose a “aanvullende verzekering” with also an insurance for your teeth.
- Choose no “ongevallen” insurance
- Choose that you don’t want to insure children.

I did 2 user tests, 1 person that used the Desktop version and 1 person that used the phone version of the website. The desktop version also has the person that has little color-blindness.

Person 1 Desktop version with slight color-blindness:

Navigates using the navigation bar to the health insurance section. Selects all steps pretty easily and fills in their personal information.

1 point wasn’t going great. The error prevention wasn’t very clear. The person didn’t know if you could place a space between the letters when you fill in your first letters of your name. You couldn’t see if it was for example JR or J R. The error wasn’t very clear for this.

Person 2 Phone version:

Navigates via the insurance dropdown menu --> health. Quickly goes through the steps and barely looks at the total costs of the package, only checking at the end.

I asked if he would like some improvement points, and he said he would appreciate it if the total costs were continuously displayed on the screen so that you always know exactly how much you have, instead of having to scroll all the way down.

Apply mandatory fields. There is no asterisk next to the field to indicate that it must be filled in. You only receive this notice later.

Conclusion

After doing both user tests, The conclusion is that there are no error prevention mechanisms before doing the error. You can’t know that you filled in an errored answer only after getting the error. A small label could fix this problem.

The positive is that the site is pretty easy to navigate to the health insurance premium calculator but you first have to search for the health insurance part.