The Ontario government commissioned RBB Innovations to develop a centralized childcare registration system. The OneHSN Childcare Registration System allows parents to apply to childcare providers using a single online form. After its launch in the Kitchener-Waterloo Region, RBB Innovations found that users reported high levels of dissatisfaction. Our team was brought in to determine why the users rated the system so poorly and how the system could be improved.

Three main issues found:

**Restrictive Linearity** - Users found the application’s unyielding step-by-step process to be tedious and time-consuming.

**Invisible Algorithm** - Between the steps of filling out child information and selecting preferred programs, users had little understanding of the mechanism behind program result generation.

**Unassuring Conclusion** - After the users submitted their applications, the system provides no further information. Users thus feel obligated to follow up directly with childcare providers, thereby circumventing the system meant to help them.

Our team employed User Experience (UX) Design methods to enhance the functionality and usability of the OneHSN System. Through the process, we decided the design goal would be threefold:

1. **Increasing User’s Freedom to Navigate as They Please to Solve the Restrictive Linearity Problem**
2. **Minimizing the System’s Opacity by Making the Invisible Algorithm Visible**
3. **Adding Notifications and Status Updating Features to Dispel the Unassuring Conclusion**

After the long journey, we were able to confirm that our design approach aids user’s navigation and orientation in the system. The new design is based on a concept model with more transparency, which has better usability and higher efficiency. Before the intervention, users felt exhausted, confused and unassured. The new design promotes freedom, confidence, confirmation and careful decision-making.

## UX Intervention

### Existing Concept Model

**Invisible Algorithm** Users are unable to see how their informational inputs affect the childcare provider results.

### New Concept Model

**Make the Invisible Visible** The reduction of the invisible algorithm helps users understand how their inputs affect the results.

### Conclusion

- **Clear and Visible Process**
- **Minimized Error Recovery**
- **Increased User Control**

Windows and Macs only. For more information, please visit [www.onhsn.ca](http://www.onhsn.ca).

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**Wireframes**

**My Info:**
View your contact information and child information, and view your progress.

**Program Finder:**
Select the options you need, and the results are sorted dynamically in list or map view.

**My Favourites:**
Your selected programs will be saved here. You can then rank the selections and apply to one or multiple programs.

**Application History:**
Check the status of your applications here.