**Invitation & introduction**

Hi \_\_\_\_\_\_\_\_\_, we are asking people to answer questions regarding our property management system to inform some of the user experience design we are doing. I am really interested in your opinions and experience, please feel free to express any thoughts as we move along.

Interview Questions: (Rate on the scale of 5)

* The system is easy to use
* I am able to find what I need quickly from the main menu
* The system has a clean and simple presentation
* Please rate the experience of using the manager module
* Please rate the experience of using the agent module
* Please rate the experience of using the property owner module
* I believe I could become more productive by using this system
* Overall I am satisfied with this system

**Summary of the research and recommendations**

My interviewees are from different age ranges, it includes same age classmates, young adults and people with Overall interviewee rates the system 4.25 out of 5 which is impressing and acceptable.

For question one to three is focusses on software useability, a vast majority believe that the system is easy to use (4.5 out of 5). Users find that they were able to quickly find what they need from the main menu (4.25 out of 5). In general interviewees think that the design give a clean and simple presentation on their experience in using the prototype (rating 4.25 out of 5). From the statistics, it tells us the latter two items have more room for improvements. For instance interview gave me some suggestion during the interview:

* Check consistency between similar functions. It is obvious that the manager section is a little bit different from the rest of the system. This could be confusing if a person has two roles. Similar UI should be used.
* Error message is not shown in the prototype. Users are interested in how well does the system handles errors as this is one of the critical part of ensuring the data store and input are correct.
* Some buttons are a bit unclear, try to rename buttons. Some suggests that giving users a sentence or two of text to explain what they are doing in a subsection would be helpful in improving understanding

Next I asked the users to rate different modules of the system, which includes manager, agent and property owner. Surprisingly they rated manager module the highest mark of 4.75 out of 5 as compare to agent (4.25 out of 5) and property module (4 out of 5). Here is the summary of reasons:

* Users like the simplicity in manager module. It is easy to understand and find the right information with minimal clicks. Because each subsection only perform one function, new users can easily pick up skills. While on the other hand, subsection in agent module present too much information, for instance an agent can search a property, display a list of properties in table view, edit property information and delete record in the same page. Interviewee found overwhelmed when they read many words.

Lastly, I ask whether the system could help you to be more productive in property management, an average of 4.5 implies users are happy with the functionalities.

* It meets the requirements sets in the story cards. Running cognitive walkthrough in the interview can help identify things that need to be sorted. For instance, how do we record whether the contract is signed by two parties
* Interviewees remind me that our development team should check our end-to-end workflows for key tasks

Appendix

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| Question |  | Rating out of 5 |
| 1 | The system is easy to use | 4.5 |
| 2 | I am able to find what I need quickly from the main menu | 4.25 |
| 3 | The system has a clean and simple presentation | 4.25 |
| 4 | Please rate the experience of using the manager module | 4.75 |
| 5 | Please rate the experience of using the agent module | 4.25 |
| 6 | Please rate the experience of using the property owner module | 4 |
| 7 | I believe I could become more productive by using this system | 4.5 |
| 8 | Overall I am satisfied with this system | 4.25 |