UX Report

SPRINT 5

1. Introduction:
The aim of this
UX report is to assess and enhance the user experience of **LawLink Client Software** through a structured approach. We will begin by evaluating the application against Nielsen & Molich design principles, followed by gathering feedback from users. The insights gained will inform iterative improvements to the application, ensuring it meets the needs and expectations of its users.

2. Nielsen & Molich Design Principles Check:
We conducted a thorough assessment of
LawLink Client Software to ensure alignment with **Nielsen & Molich** design principles. The evaluation focused on the following key areas:

- **Visibility of System Status:**

  - Yes, in the future when a page is loading too much a loading screen could be added.

- **Match Between System and the Real World:**

  - The language used in the software is more related to the language of the law, since the software aims to be used by law firms and all the terms used there are familiar to the users. Since the software is going to be used by clients, who are not aware with all the terminology, a dictionary is going to be implemented

- **User Control and Freedom:**

  - Yes, the next step are clearly indicated.

- **Consistency and Standards:**

  - The application sticks to the default usage of icons, buttons and name conventions to secure easy to navigate design.

- **Error Prevention:**

    - If an error occurs the user is going to be informed in a stylish way.

- **Recognition Rather Than Recall:**

    - In the search bars is going to be implemented a suggestion so we do not load the user's memory with remembering objects and actions.

- **Flexibility and Efficiency of Use:**

    - The application is easy to use for every person of every age. Aiming to make the navigation as easy as possible without any distractions or unnecessary page redirections.

- **Aesthetic and Minimalist Design:**

    - The application have material design as an inspirations.

- **Help and Documentation:**

    - As already stated a dictionary is going to be implemented to ensure that the clients know what is going on.

3. Gathering Feedback on UX Design:
We engaged with two friends from different origins and intersts to provide feedback on the UX design of
LawLink. Feedback was gathered through observation and questionnaires, focusing on the following aspects:

- **Aleksander (Roommate | Software) Feedback:**

    - The application is getting into shape. Main fnctionalities are there but it is still not ready to be put on the market. It is user friendly from both sides – as a Client and as a Attorney. The design is still not fully implemted but when it is I think it will be nice since the colours used are for such application.

- **Peter (Aeroengeneering | TUM Munich) Feedback:**

    - The feedback is pretty much the same, he likes how it looks so far and the vision for the future but does not understand the techniques I am using to create that feeling for premium product. I think he just didn't like the usage of the purple as a secondary colour.

4. Conclusion - UX:

4.1 Incorporate Loading Screen:

- Introduce a loading screen for pages that take significant time to load, enhancing visibility of system status and providing feedback to users.

4.2 Implement Client-Friendly Language:

- Develop a dictionary feature within the application to provide explanations of legal terminology, ensuring clarity for clients who may not be familiar with legal jargon.

4.3 Refine Error Handling:

- Enhance error messaging to inform users of errors in a clear and stylish manner, ensuring a positive user experience even in case of errors.

4.4 Add Search Suggestions:

- Implement search suggestions in the search bars to reduce the cognitive load on users and facilitate easier navigation through the application.

4.5 Address Color Preferences:

- Evaluate the use of purple as a secondary color and consider alternative color schemes that align with user preferences while maintaining a professional and aesthetic design.

4.6 Iterative Improvement:

- Continuously gather feedback from users, both from within the legal field and from diverse backgrounds, to identify areas for improvement and refine the user experience iteratively.

Conclusion:

By implementing these updates based on user feedback and UX principles, the LawLink Client Software aims to enhance usability, clarity, and user satisfaction. The iterative approach to UX design ensures that the application evolves to meet

the needs and expectations of its users, ultimately providing a seamless experience for both clients and attorneys.