

Retrospective

My goal was to create an expert chat app for renters who need to get advice from a lawyer about their living situation.

Lessons learned:

1. People would rather self-serve than engage an expert when it came to get legal advice

While it was hard to see that my great idea of chatting with a lawyer may not actually be the first thing renters need or want when experiencing an issue it was good to know that the self-serve content was being positively received and would benefit users.

2. Usability test multiple times if capable.

I've learned that time is a huge challenge but if its possible having the time for multiple usability tests through out the wireframing and prototyping process is the best way to refine a design based off user data. I also learned that if doing usability testing once during development that doing it before high fidelity wire frames are produced is better. In the future if I only have time to do one round of usability testing I will make sure that I do it in the mid-fidelity stage so that I have more fleshed out designs but haven't sunk too much time into them as they will probably change after getting feedback from users.

Closing thoughts:

Overall I am really proud of the pixel perfect clickable prototype that came out of this project and the skills it taught me along the way, even the ones outside of UX/UI like logo design, branding and copy.

