

# Qualitative Findings Summary

## Purpose

This summary presents key themes that emerged from recent qualitative interviews conducted to understand user experiences with the new online self-service portal. Insights are organized based on participant feedback and categorized according to recurring topics and concerns.

## Key Themes and Illustrative Quotes

### 1. Usability and Navigation

- Most participants found the interface intuitive but noted difficulties in accessing help resources.
- Feedback also indicated a need for clearer labeling of menu items.

*“I like how everything is laid out, but sometimes I can't tell where to find support options.”*

### 2. Visual Design and Clarity

- Respondents appreciated the clean look of the portal.
- Some users suggested that larger fonts would aid readability for visually impaired individuals.

*“The design is nice and simple, but the text is a bit small for me.”*

### 3. Account Management Functions

- Several commented positively on the ease of updating personal information.
- Confusion was reported regarding multi-step authentication during login.

*“Changing my address was really easy, but I was not sure why I had to verify twice.”*

### 4. Suggestions for Improvement

- Participants recommended a step-by-step introduction for first-time users.
- Some suggested a more prominent FAQ or help section accessible from the main dashboard.

*“A short tutorial when you first log in would help a lot.”*

## Conclusion

The feedback highlights broad satisfaction with the platform's basic functions and aesthetics, while pointing to opportunities to enhance support resources, readability, and guided onboarding. These insights should inform ongoing improvements to maximize user satisfaction and accessibility.

## Important Notes About This Document

- Summarizes subjective feedback from a small sample; findings may not represent all users.
- Thematic insights are based on recurring patterns and participant quotes.
- Serves as a basis for design and process improvements; not intended as quantitative analysis.
- Further research may be needed to validate and generalize findings.