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JD: If you see pink highlights, that generally means the highlighted section can be edited. Due to the raw PDF submission, it is harder to get more specific.

USABILITY REPORT

This report focused on measuring four out of five metrics from 8 different users. The metrics used are four, but only three are applied for each user. The first two are learnability, and efficiency which are measured in time, and only one at a time was measured on each user. The other two are, error which is measured in how many errors the user committed, and the second one, is satisfaction which is measured on a scale from 1 to 10. The users focused on using three different systems during the experiment, iTunes, Spotify, and Google Music to perform three different tasks.

The first task the users are asked to perform was, creating three different playlists on each application, each of which should contain 10 different songs. The second task was, to search for five different songs on the online store. The third task asked to them was to import 10 different songs from a local folder on the desktop that contained a list of song.

The users' learnability, and efficiency have been measured depending on their User Proficiency Profiles. For example, some of the users are novice, and have neither used the three different applications, and nor performed any of the three tasks before. Whereas, some of the users have used one or two of the applications, and performed one, or all of the different tasks before, which, depends on their level of interface, and domain, or task knowledge, that can be referred to as either, first-time user, or knowledgeable intermittent user, or expert frequent user.

Tasks Overview:

Task 1: The first task focused on testing the participants on creating three different playlists. Each playlist will have five songs from two different artists, and the participants are asked to name each playlist with the name of the two artists. So, the total number of songs will be 30 songs added to the playlists. The experiment will be timed from the beginning till the end, to measure the learnability, or the efficiency. The number of errors the participants were making was also taken for granted. Finally, the overall satisfaction rate was measured out of 10, with 10 being the highest.

Task 2: The second the task is a little bit simpler than the first task, and It asked the users to search for 5 different songs by using the three different applications' online store. The experiment will be timed from the beginning till the end, to measure the learnability, or the efficiency. The number of errors the participants were making was also taken for granted, and their rating of the system they used to perform the task.

Task 3: The third task asked the participants to import 10 different songs from an existed local folder that contained a list of songs, to the application library. This task has so many different results with big gaps between them such that the first Four users tried to perform the task without any training. While, the last Four users got some training on how to perform the task.

Usability Metrics Results:

First User:

Background: The first participant has used iTunes before, but he is not familiar with using both Spotify, and Google Music.

Task # 1:

FIRST USER	iTunes	Spotify	Google Music
Learnability (Time)	/	3 Min	5 Min
Efficiency (Time)	5.30 Min.Sec	/	/
Error	Adding Song Twice	/	Adding to the wrong Playlist
Satisfaction	8 out of 10	10 out of 10	6 out of 10

Task # 2:

FIRST USER	iTunes	Spotify	Google Music
Learnability (Time)	/	1.36 Min.Sec	5 Min
Efficiency (Time)	2.50 Min.Sec	/	/
Error	/	/	Searching the local library
Satisfaction	9 out of 10	10 out of 10	7 out of 10

Task # 3:

FIRST USER	iTunes	Spotify	Google Music
Learnability (Time)	/	7 Min	20 Min
Efficiency (Time)	3 Min	/	/
Error	/	/	15 Wrong Clicks 3 Drag and Drop
Satisfaction	10 out of 10	6 out of 10	2 out of 10

Second User:

Background: The second participant is not familiar with any of the applications, as she only uses Pandora to listen to music on her phone.

Task # 1:

SECOND USER	iTunes	Spotify	Google Music
Learnability (Time)	8 Min	4.45 Min.Sec	8 Min
Efficiency (Time)	/	/	/
Error	Wrong Click Naming Playlist	/	Wrong Click Adding wrong song
Satisfaction	7 out of 10	9 out of 10	4 out of 10

Task # 2:

SECOND USER	iTunes	Spotify	Google Music
Learnability (Time)	6 Min	4 Min	5 Min
Efficiency (Time)	/	/	/
Error	Wrong Click Search local library	/	Searching the local library
Satisfaction	6 out of 10	10 out of 10	5 out of 10

Task # 3:

SECOND USER	iTunes	Spotify	Google Music
Learnability (Time)	1 Min	8 Min	14 Min
Efficiency (Time)	/	/	/
Error	/	/	10 Wrong Clicks 5 Drag and Drop
Satisfaction	10 out of 10	6 out of 10	3 out of 10

Third User:

Background: The third person is not familiar with using any of the three applications, and here are the results of the experiment.

Task # 1:

THIRD USER	iTunes	Spotify	Google Music
Learnability (Time)	13 Min	10.49 Min.Sec	14.12 Min.Sec
Efficiency (Time)	/	/	/
Error	Wrong Click	/	Wrong Click Drag and Drop
Satisfaction	8 out of 10	7 out of 10	4 out of 10

Task # 2:

THIRD USER	iTunes	Spotify	Google Music
Learnability (Time)	5 Min	3.11 Min.Sec	14 Min
Efficiency (Time)	/	/	/
Error	Search local library	/	16 Wrong Clicks Searching local library
Satisfaction	9 out of 10	10 out of 10	3 out of 10

Task # 3:

THIRD USER	iTunes	Spotify	Google Music
Learnability (Time)	3 Min	7.12 Min.Sec	26 Min
Efficiency (Time)	/	/	/
Error	/	3 Wrong Clicks Added iTunes Library	Multiple Wrong Clicks 13 Drag and Drop
Satisfaction	10 out of 10	6 out of 10	1 out of 10

Fourth User:

Background: The fourth participant, is constantly using iTunes, and Spotify most of the time. But, he has never used Google Music.

Task # 1:

FOURTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	3 Min
Efficiency (Time)	3 Min	2.30 Min.Sec	/
Error	/	/	/
Satisfaction	10 out of 10	9 out of 10	7 out of 10

Task # 2:

FOURTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	4 Min
Efficiency (Time)	2 Min	1.51 Min.Sec	/
Error	/	/	/
Satisfaction	10 out of 10	10 out of 10	8 out of 10

Task # 3:

FOURTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	3.32 Min.Sec	10 Min
Efficiency (Time)	3 Min	/	/
Error	/	/	Wrong Click Drag and Drop
Satisfaction	10 out of 10	10 out of 10	6 out of 10

Fifth User:

Background: The fifth participant has used iTunes before and below is his outcomes.

Task # 1:

FIFTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	10 Min	10 Min
Efficiency (Time)	8 Min	/	/
Error	Wrong Click	Wrong Click Add Wrong Song	Wrong Click
Satisfaction	9 out of 10	7 out of 10	8 out of 10

Task # 2:

FIFTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	2.40 Min.Sec	2.30 Min.Sec
Efficiency (Time)	3 Min	/	/
Error	/	/	/
Satisfaction	9 out of 10	7 out of 10	8 out of 10

Task # 3:

FIFTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	/
Efficiency (Time)	.8 Sec	.6 Sec	.33 Sec
Error	/	/	/
Satisfaction	9 out of 10	7 out of 10	8 out of 10

Sixth User:

Background: The sixth participant had knowledge of all applications, and also used shortcuts.

Task # 1:

SIXTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	/
Efficiency (Time)	5 Min	4.47 Min.Sec	3.35 Min.Sec
Error	Clicked Too Many Songs	Clicked Too Many Songs	/
Satisfaction	6 out of 10	7 out of 10	10 out of 10

Task # 2:

SIXTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	/
Efficiency (Time)	2.23 Min.Sec	3.03 Min.Sec	2.43 Min.Sec
Error	/	/	/
Satisfaction	6 out of 10	7 out of 10	10 out of 10

Task # 3:

SIXTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	/
Efficiency (Time)	.6 Sec	.5 Sec	.30 Sec
Error	/	/	/
Satisfaction	6 out of 10	7 out of 10	10 out of 10

Seventh User:

Background: The seventh participant has used iTunes before.

Task # 1:

SEVENTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	9.30 Min.Sec	11 Min
Efficiency (Time)	8 Min	/	/
Error	Wrong Click	Wrong Click/Search Add Wrong Song	Wrong Click
Satisfaction	9 out of 10	8 out of 10	7 out of 10

Task # 2:

SEVENTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	2.18 Min.Sec	2.20 Min.Sec
Efficiency (Time)	2.55 Min.Sec	/	/
Error	/	/	/
Satisfaction	9 out of 10	8 out of 10	7 out of 10

Task # 3:

SEVENTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	/
Efficiency (Time)	.8 Sec	.6 Sec	.33 Min.Sec
Error	/	/	/
Satisfaction	9 out 10	8 out 10	7 out 10

JD: Shouldn't the Spotify and Google Music times be under Learnability here?

Eighth User:

Background: The seventh participant used iTunes before.

Task # 1:

EIGHTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	10.33 Min.Sec	11.37 Min.Sec
Efficiency (Time)	9.05 Min.Sec	/	/
Error	Wrong Click	Wrong Click/Search Add Wrong Song	Wrong Click
Satisfaction	9 out of 10	7 out of 10	7 out of 10

Task # 2:

EIGHTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	3 Min	2.14 Min.Sec
Efficiency (Time)	3.12 Min.Sec	/	/
Error	/	/	/
Satisfaction	9 out of 10	7 out of 10	7 out of 10

Task # 3:

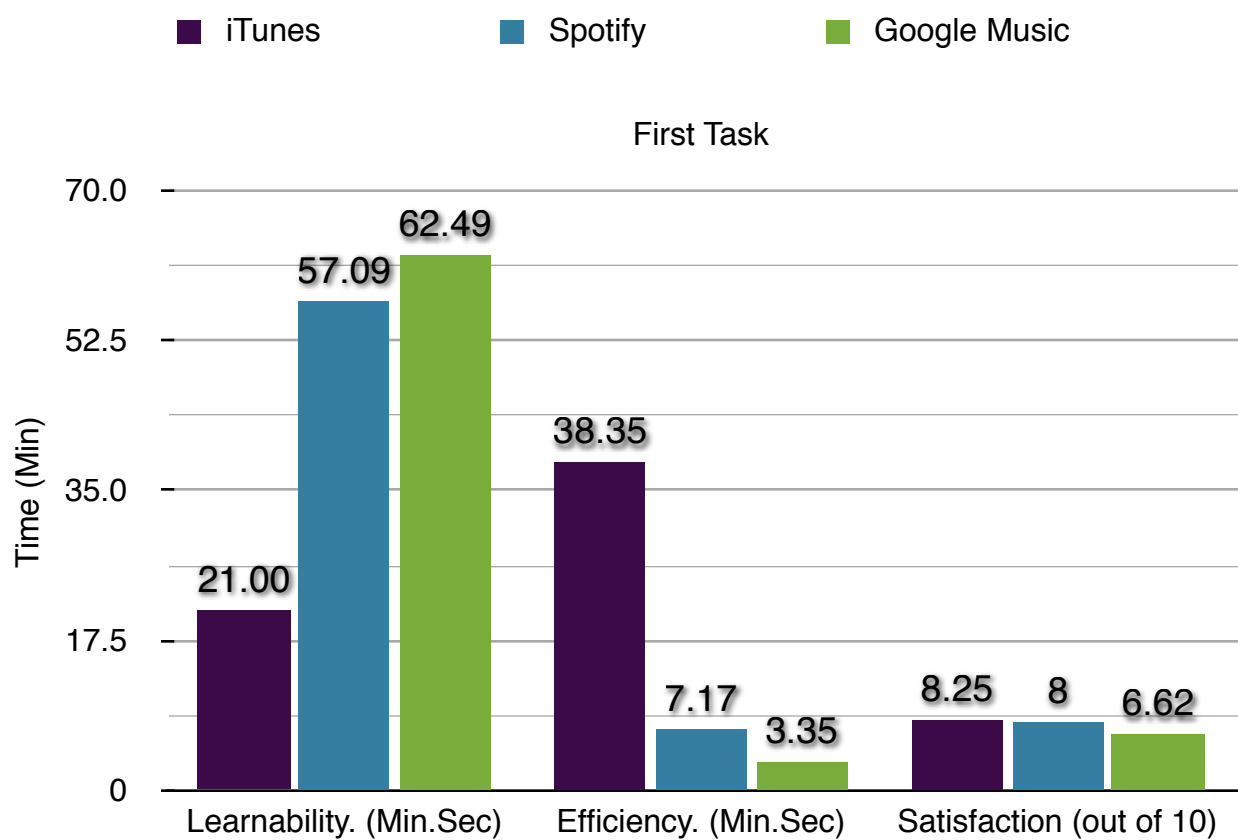
EIGHTH USER	iTunes	Spotify	Google Music
Learnability (Time)	/	/	/
Efficiency (Time)	.10 Sec	.9 Sec	.33 Min.Sec
Error	/	/	/
Satisfaction	9 out of 10	7 out of 10	7 out of 10

Heuristic Evaluation:

For this section, the evaluation will focus on demonstrating why each system performed the way it did. Moreover, the demonstration will focus on the mental model of the three systems from its developers' and users' perspectives, as possible. Also, it will be based on the results we collected from the experiment.

For everyone to clearly see the usability results, and before we discuss the mental model of the three systems, here is one of three charts that shows the learnability, and efficiency times for all the systems, and the average satisfaction rate. The chart shows the results of the first task.

JD: I'm assuming that you properly separated out timing data pertaining to learnability vs. efficiency here.



JD: Hmmm, OK, that highlighted section hints that maybe you *didn't* separate the numbers correctly...

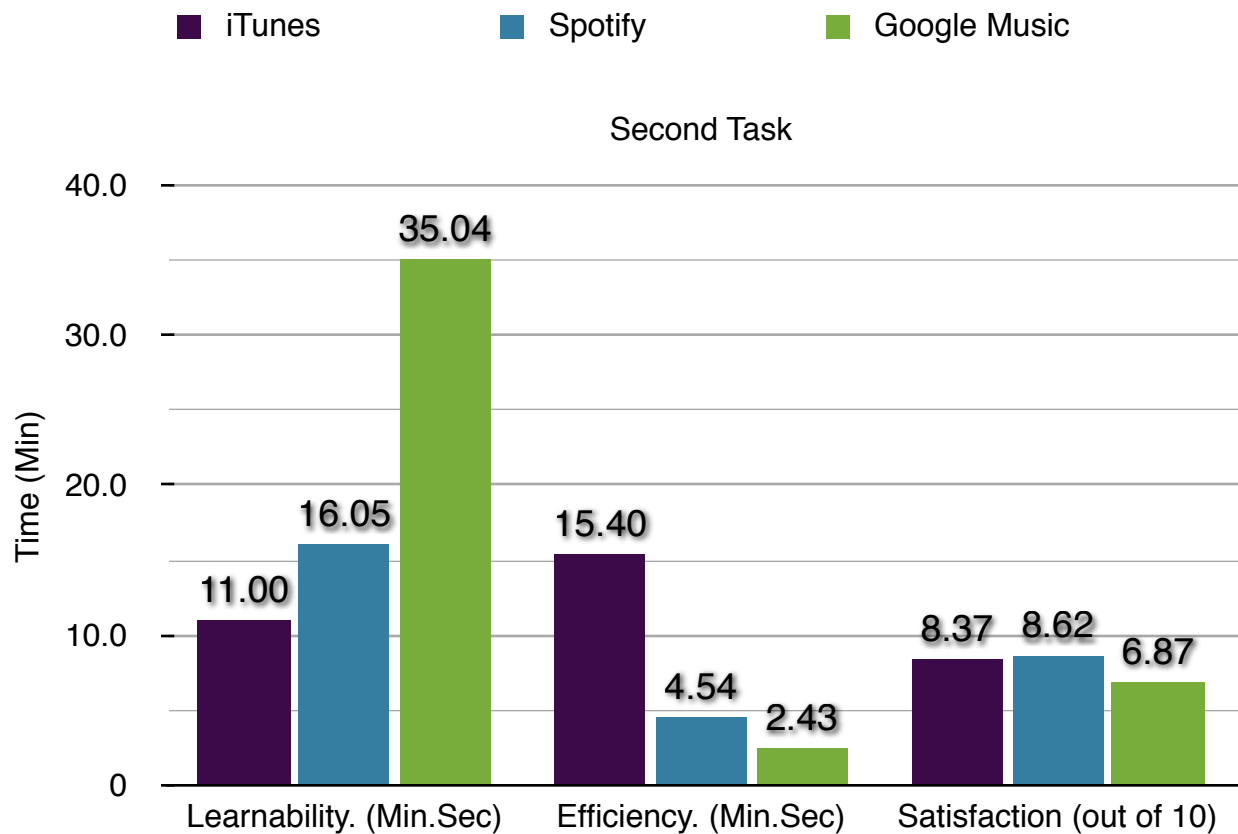
For the first task, we see that iTunes has the best learnability rate of 21 minutes, and that is because most of the users are familiar with the system. Therefore, they haven't been evaluated on, instead they have been evaluated on their efficiency to complete the task. However, iTunes users took them to accomplish their task 59.35 (min.sec), based on the time of both learnability and efficiency added together. On the other hand, Spotify users accomplished the task in a total time of 64.26 (min.sec). Whereas, Google users did it in 66.24 (min.sec). Also, the users satisfaction rate on each system was as follows: For the first system iTunes rating was 8.25 out of 10, for Spotify 8 out of 10, and Google Music 6.62 out of 10.

As we saw that iTunes was the best in accomplishing the task, than Spotify, and finally Google Music. One of the reasons was that iTunes, and Spotify developers, focused on putting the option "Add Playlist" in so many different places, unlike, Google Music developers which they made only one or two ways of doing it. For example, one of the ways that you can add a playlist using iTunes, and Spotify, is by clicking on the menu bar, and the first thing you see is "new playlist," which is most likely the first move to be performed by all kind of users. Also, if you just go and highlight on the songs that you need to add and right click on them, you will see from the options that will come out, "Add to a Playlist." Finally, if you just look at the sidebar where it contains all the playlists, you will find a Plus symbol that if you clicked on it, it will allow you to add a new playlist, which is the only possible way in Google Music.

For this first task, the users actually admired the way iTunes, and Spotify developers made it easy for them to add playlists. They said, the way iTunes, and Spotify included the option to add a new playlist from the menu bar was very thoughtful. As for most of the people when trying to learn any new application, they will click on the menu bar first to discover the possible options.

Finally, we see that the developers' mental model for the design of iTunes, and Spotify was almost the same, as they put so many options, and ways for the same task, so the user can perform the task easily. Also, both of them thought that the user will first go to the menu bar and search there. Which, they took for consideration and made the first option there "Add a Playlist." Whereas, the Google Music developers missed that point which made the users commit errors when using it, and they made it time consuming to perform such a simple task.

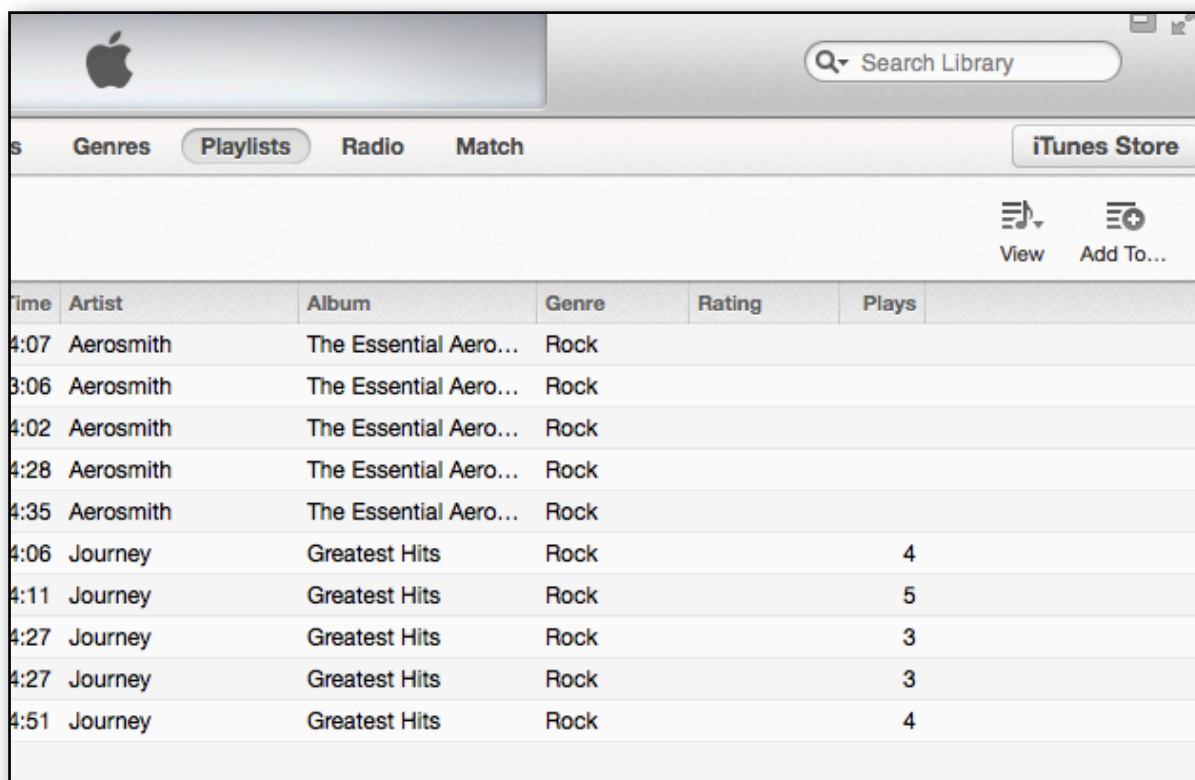
The following is the chart for the second task, which shows the same elements as the first one.



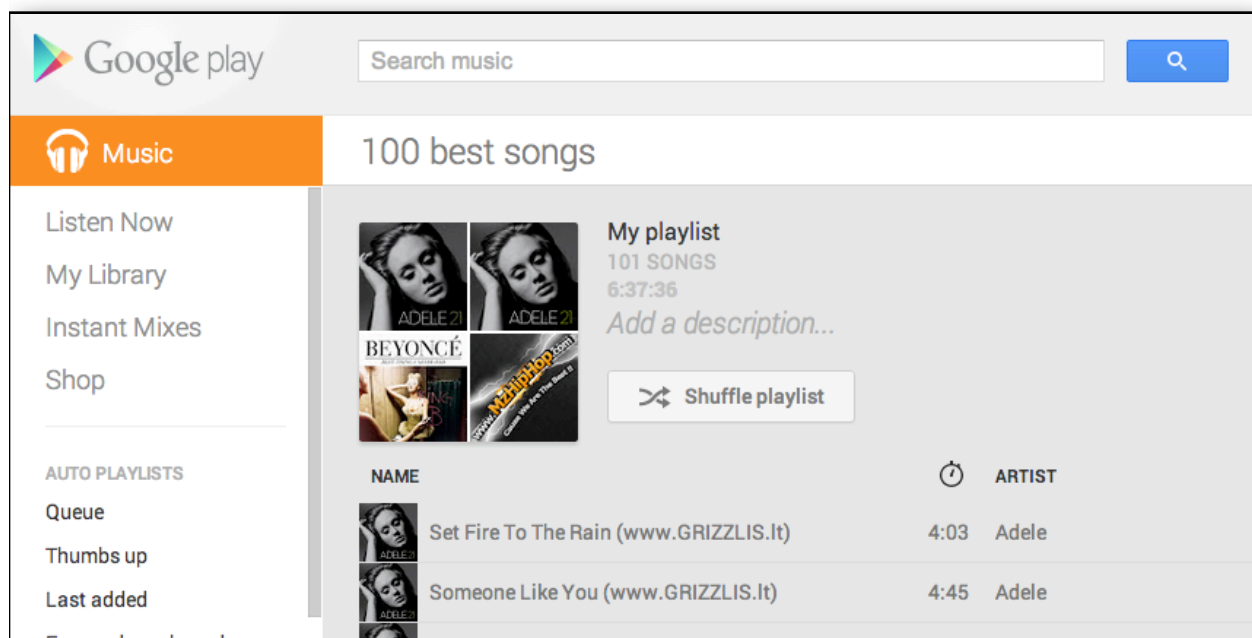
For the second task, we see that Spotify is on top this time when searching the online store for a song, followed by iTunes, and far behind is Google Music. The total time to accomplish to task using Spotify was 21 mintues for all the users. When using iTunes the total

was 26.40 (min.sec). Finally Google Music was, 37,47 (min.sec). The users' satisfaction ratings when they performed the second task using the three application were, 8.62 for Spotify, 8.37 out of 10 for iTunes, and the least convenient system was Google Music with rating of 6.87 out of 10.

When performing the second task there **was** so many errors **done** by the users when using iTunes, and Google Music. For example, most of the users at first searched the local library instead of the online store. Whereas, this problem wasn't there when they used Spotify. Because, when you use Spotify, the search space searches the online store as well as the local files. Furthermore, the reason behind these errors was the search space in iTunes, and Google Music. The user will automatically think that they will search the online store. But, it appeared that they only search the local, or the existed playlists. However, to search the online store using iTunes, you have to click on iTunes store button which is located just underneath the search space as the following image shows. However, it is a smart way from the developers to place the button there, as they obviously expected this kind of error to happen, even-though, they embedded a text saying, "Search Library."

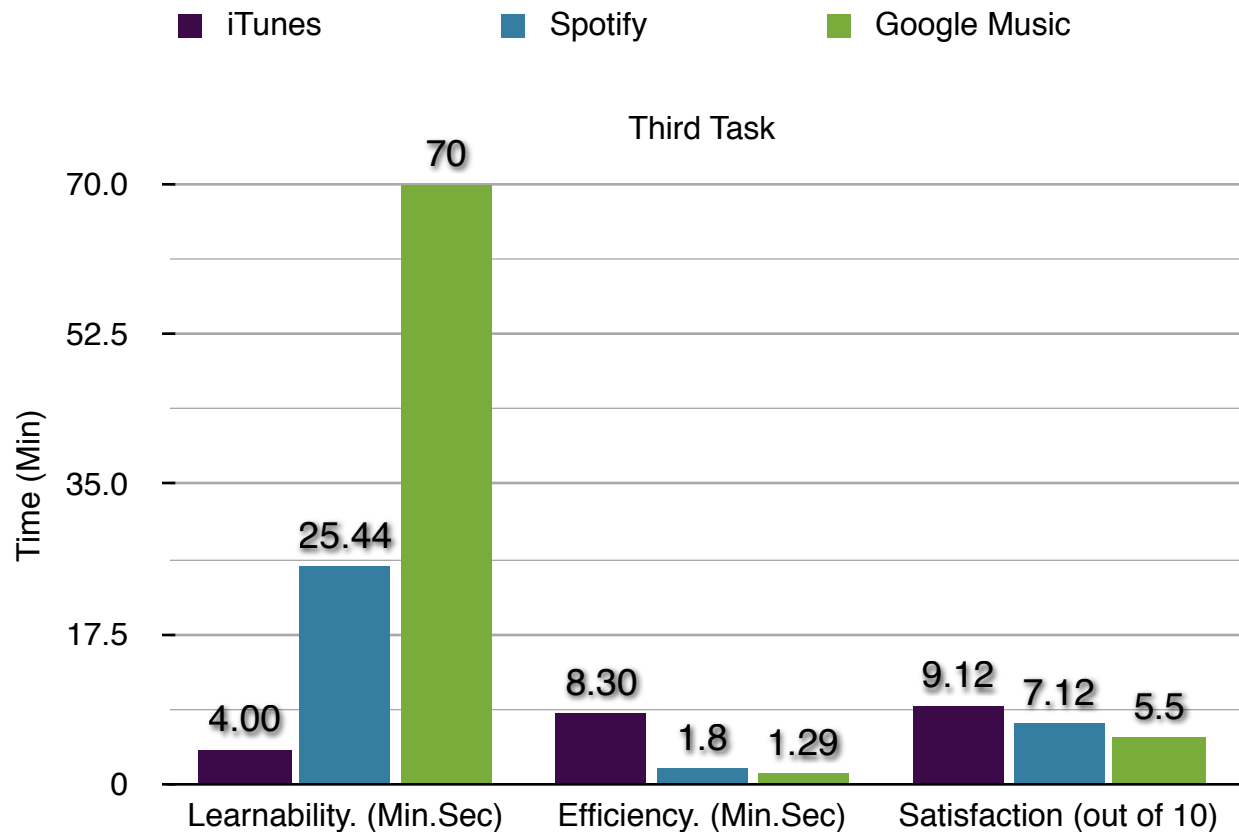


On the other hand, when you use Google Music you need to click on the option “Shop” from the sidebar, and not “Store” as in iTunes. So, this was a little bit confusing for the users. Also, what Google developers have missed, is that they didn’t embed anything within the search space to indicate, if you’re searching the local files, or the online store as in iTunes. Which, most of the users didn’t like, and found it difficult to do at first.



Finally, we see that Spotify developers’ mental model differ from iTunes, and Google Music. As, they made their search space, searches for both the online store and the local files. Which, made it easier for the users to do, and look up their desired songs, with much less errors.

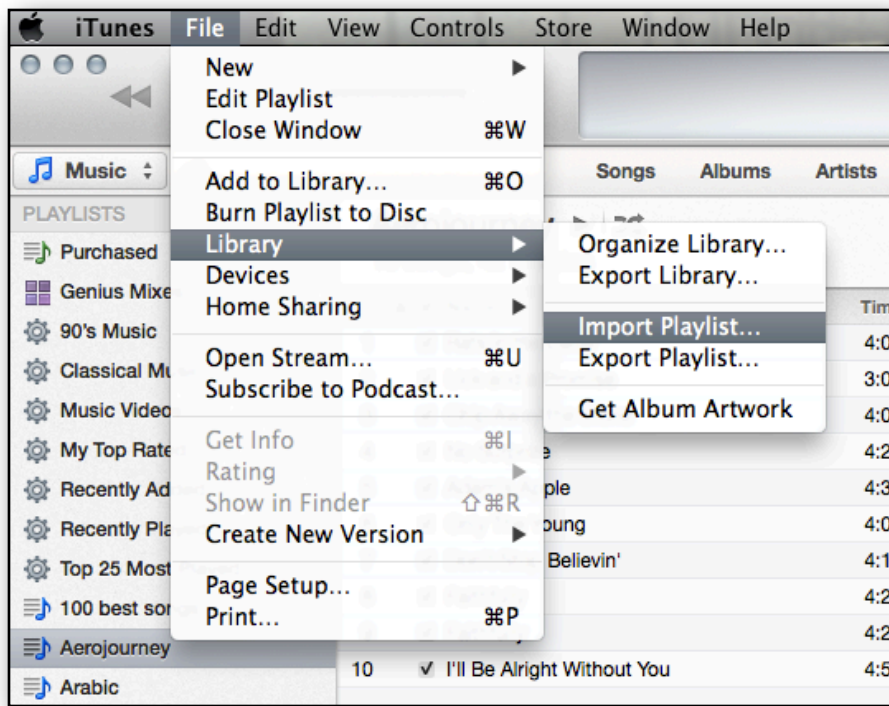
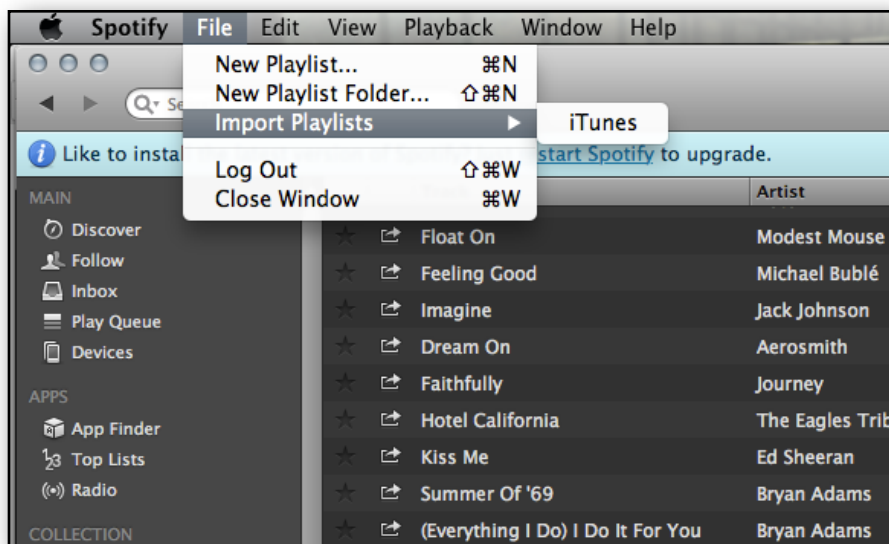
The following is the chart for the third task (Importing Music), which shows the same elements as the first, and the second one.

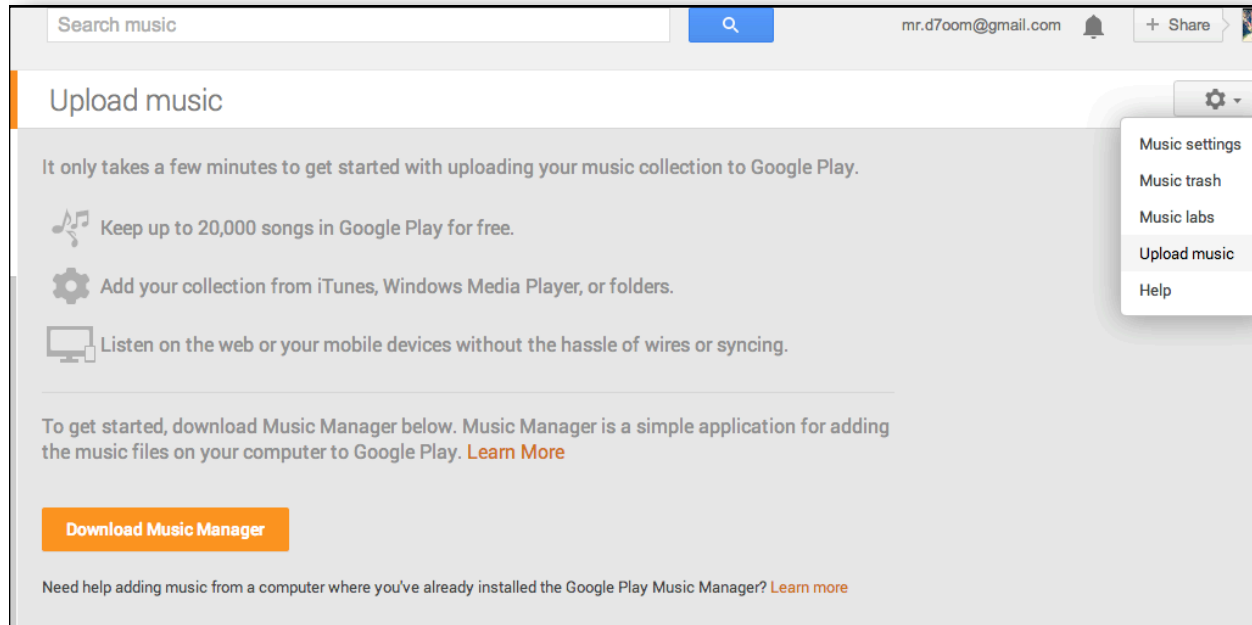


As this chart shows, we see that iTunes, is by far the best system to import music, in terms of learnability, or efficiency. Then, comes Spotify, and finally Google Music.

Again, iTunes developers mental model focused on putting most of the users' used options in the menu bar, for easy access and usage. Spotify used the same idea, but they only included import from the iTunes' library, but not from a local folder in their menu bar. Thus, In order to import songs to Spotify you need to drag and drop from the local folder to the application library. On the other hand, Google Music developers' mental mode is totally different from iTunes, and Spotify in a way that, they use another application to import songs to the library, which first you need to download, then import the desired songs. This method was

not expected by any of the users, which made the learnability takes a long time when performing a supposedly simple task. However, the next two images show how first Spotify and iTunes are similar, and the third one shows how Google asks you to download an application before you be able to do the task.





Finally, as mentioned before, iTunes, and Spotify developers focused on making their mental model as easy as possible to perceive. Allowing the users to accomplish a certain task in different ways, and making their users find what they are looking for in one place most of the time. Also, the user's feedback, and their mental model, and their perception on these two systems indicated the same as what the developers are trying to present, which made the learnability, efficiency, easier with **less error making**, than in Google Music. On the other hand, Google Music developers' mental model on what they are trying to achieve when they designed their system, did not meet with what the users are expecting it to be, therefore, it was the least satisfying system.