

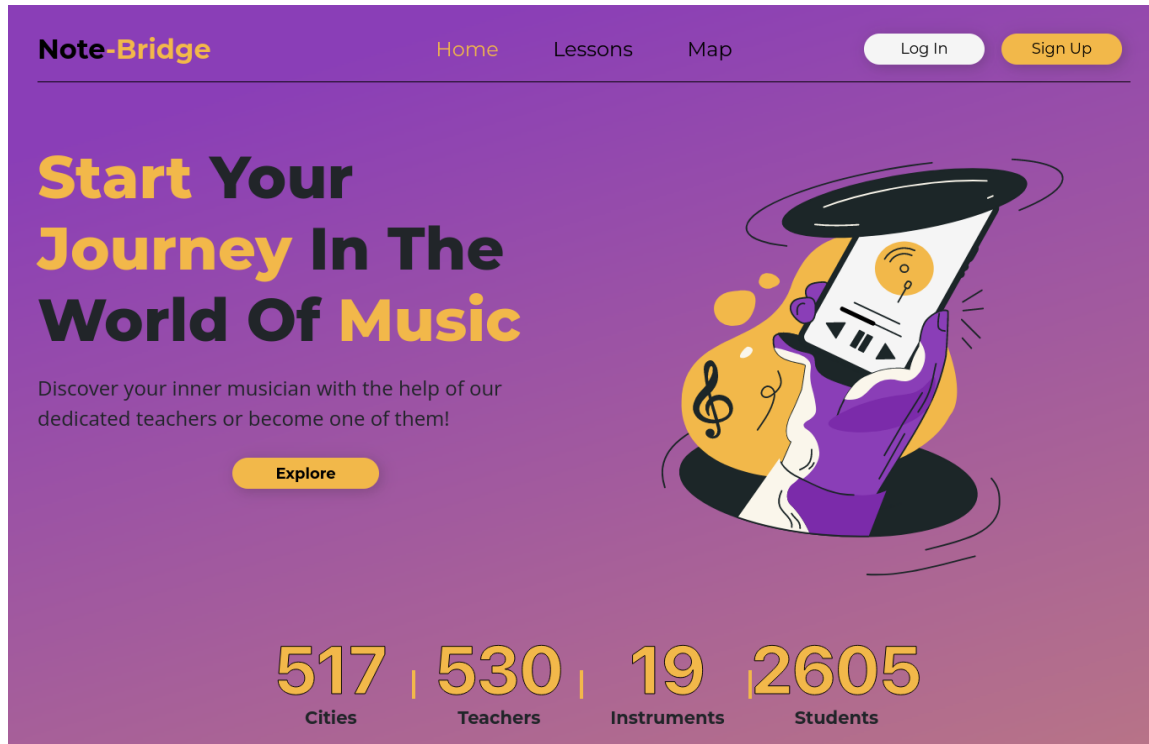
Usability Report

The purpose of this usability testing report is to present the findings and analysis from the usability testing conducted on the Note-Bridge web app. The testing aimed to evaluate the user-friendliness and functionality of the platform's key features and gather feedback for further improvements. The testing sessions were conducted with a diverse group of participants, including musicians, aspiring musicians, and potential music teachers.

Testing Goals:

1. Evaluate the user registration process and profile creation.
2. Assess the search functionality for finding teachers based on preferences.
3. Test the booking and scheduling of lessons.
4. Gather feedback on the review and rating system.
5. Assess the effectiveness of the notification system.
6. Assess the customer support system.
7. Assess overall web-app visual design.
8. Assess accessibility requirements that were implemented in the project.

Main Page



The main page features a purple header with the 'Note-Bridge' logo and navigation links for 'Home', 'Lessons', and 'Map'. On the right, there are 'Log In' and 'Sign Up' buttons. The main content area has a large heading 'Start Your Journey In The World Of Music' and a subtext 'Discover your inner musician with the help of our dedicated teachers or become one of them!'. An 'Explore' button is positioned below the subtext. To the right is an illustration of a hand holding a smartphone with a musical note icon, surrounded by a treble clef and a bass clef. At the bottom, statistics are displayed: 517 Cities, 530 Teachers, 19 Instruments, and 2605 Students.

Note-Bridge Home Lessons Map Log In Sign Up

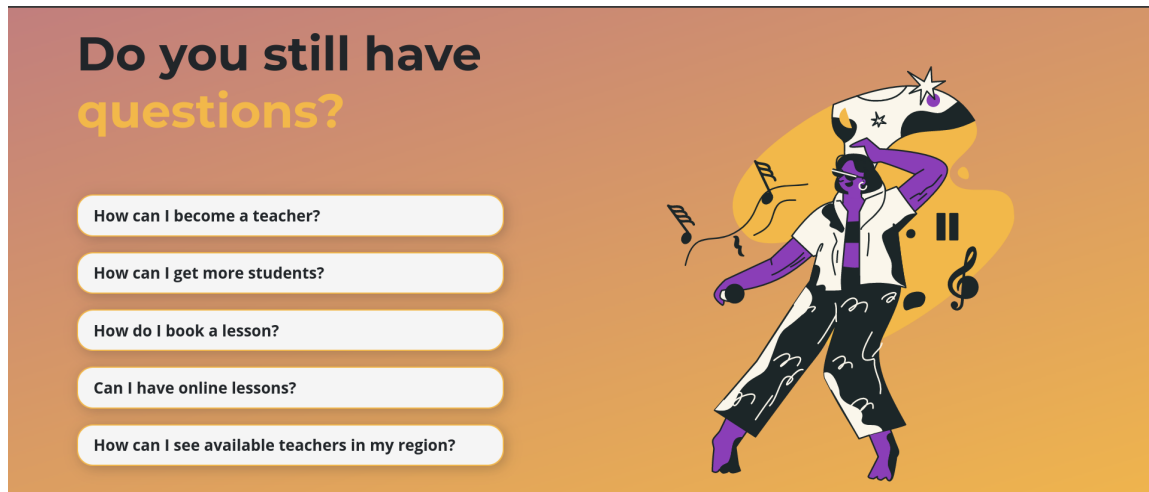
Start Your Journey In The World Of Music

Discover your inner musician with the help of our dedicated teachers or become one of them!

Explore

517 | 530 | 19 | 2605

Cities Teachers Instruments Students



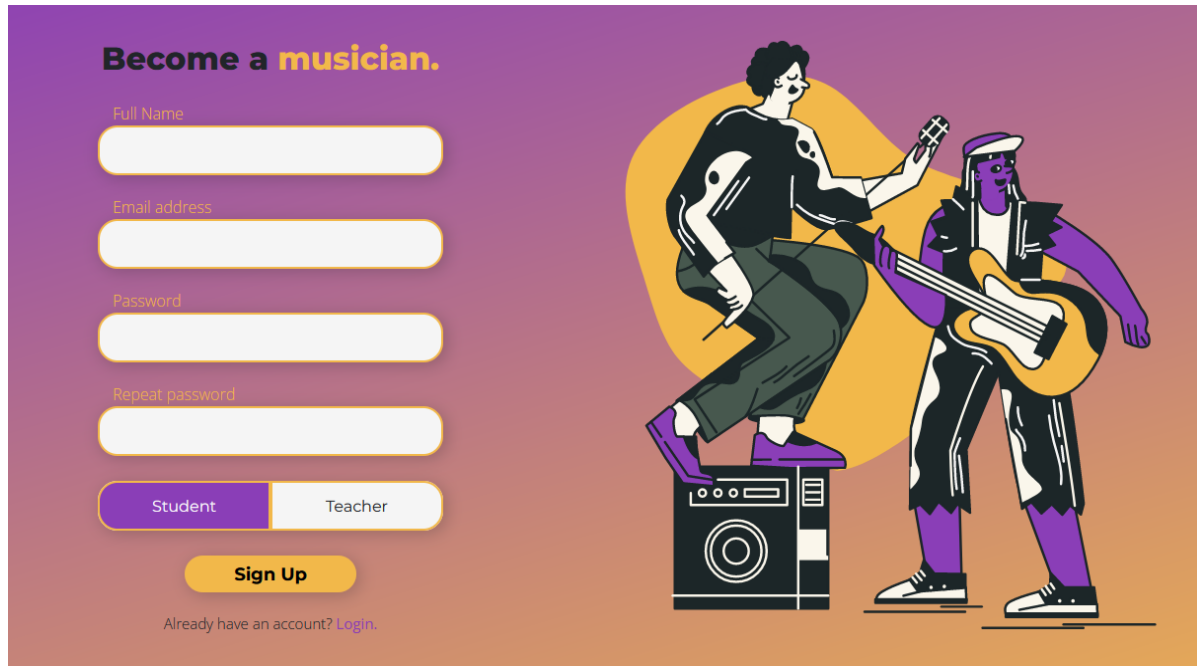
This section is titled 'Do you still have questions?' and lists five common queries in a vertical stack of white buttons. To the right is an illustration of a person in a white shirt and black pants, holding a musical instrument, with a treble clef and a bass clef nearby.

Do you still have questions?

- How can I become a teacher?
- How can I get more students?
- How do I book a lesson?
- Can I have online lessons?
- How can I see available teachers in my region?

The main page provides users immediately with what they want to see, the main statistics of what Note-Bridge has reached so far and an easy-to-catch text to help them explain the goal of Note-Bridge. Furthermore, on the main page there are hyperlinks to easily navigate to other parts of the website and answers to frequently asked questions. This way users find it unnecessary to hop around in the website, but instead immediately have all the information at one glance.

Login/Register



Become a musician.

Full Name

Email address

Password

Repeat password

☐ Student ☐ Teacher

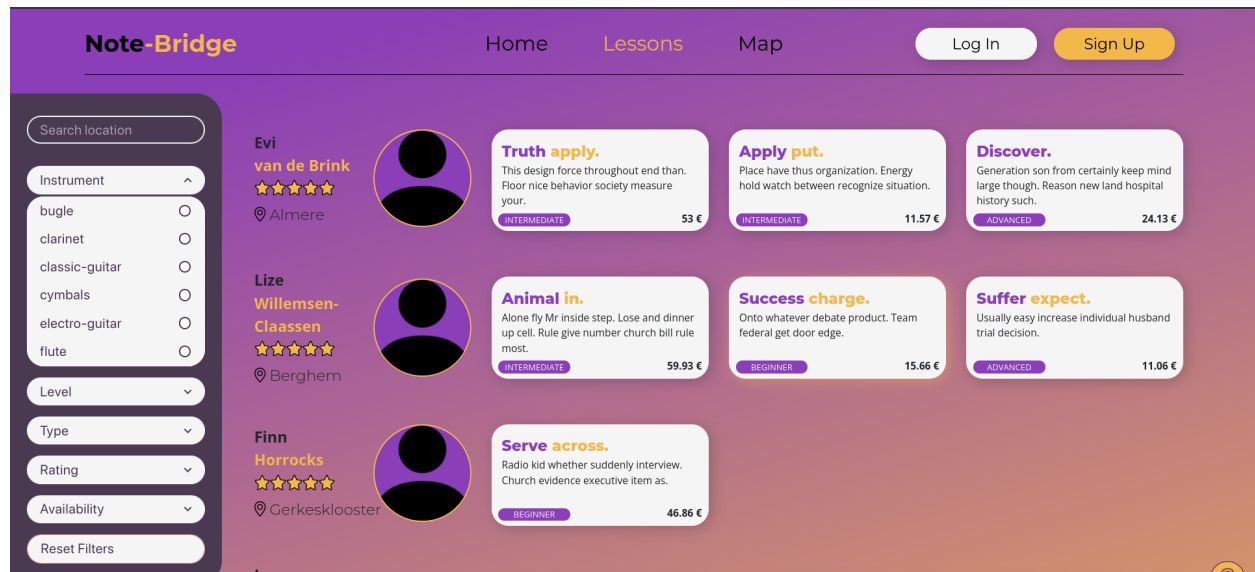
Sign Up

Already have an account? [Login.](#)

The registration form is set against a purple background. It includes a title, four input fields for personal and account information, a role selection section with two radio buttons, a prominent 'Sign Up' button, and a link for existing users. To the right of the form is a stylized illustration of two musicians: one is a woman with dark hair in a black top and green pants, and the other is a man with purple skin and a purple hat, both playing guitars. They are positioned in front of a large yellow circle.

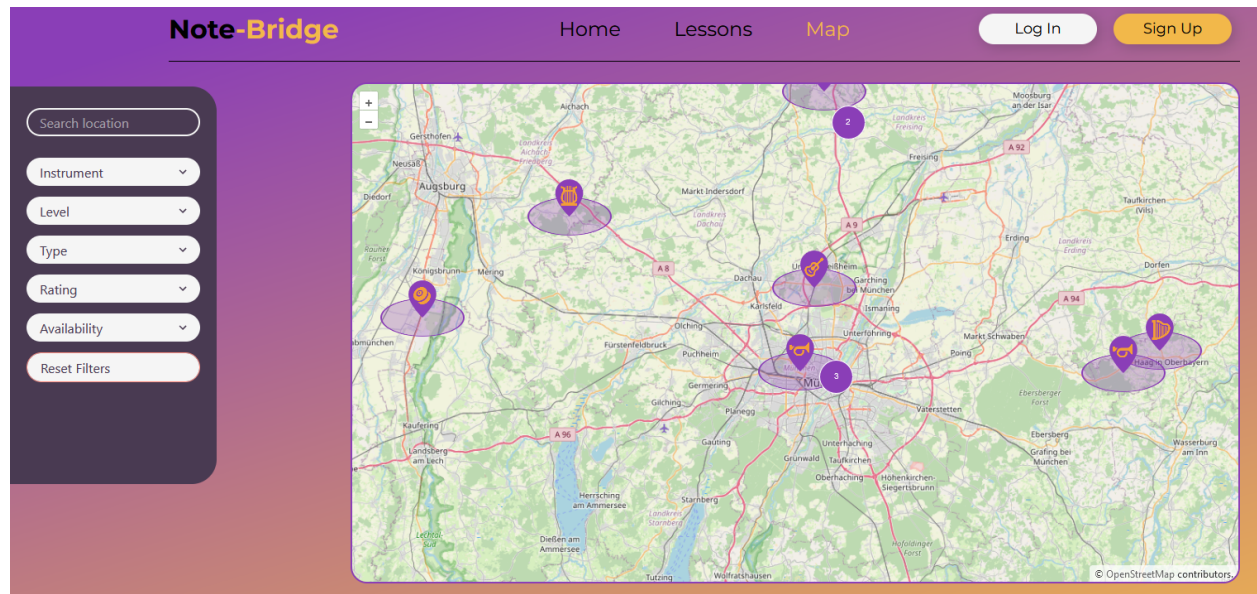
Testers found the registration process straightforward and easy to follow. Profile creation was intuitive, allowing users to showcase their skills and qualifications effectively.

Lessons



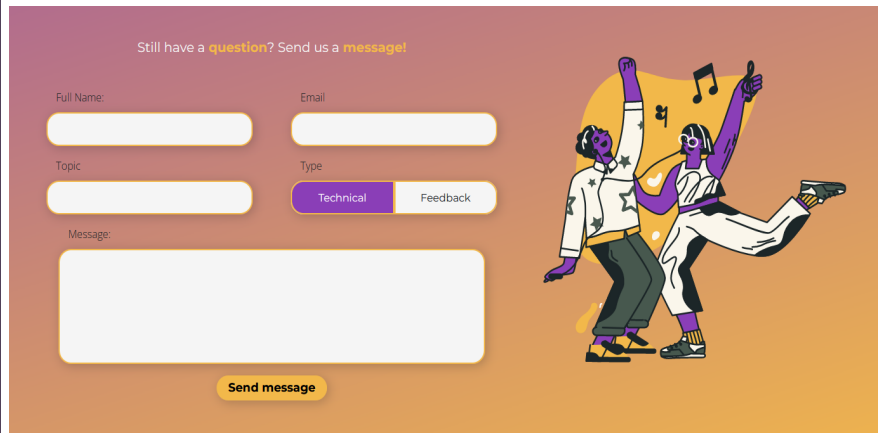
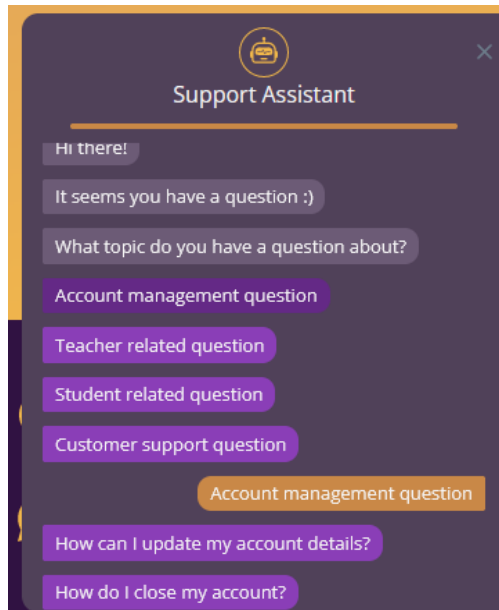
The lesson page serves as well an intuitive-to-use interface, the user could immediately recognize the prominent filters on the left, where the user has a variety of choices to filter from. The lessons are ordered horizontally so users can quickly identify which lessons belong to which teachers. When filtering, the right side could get a bit empty, because the lessons of teachers had decreased, this was found a bit less aesthetic. For the best user experience, the highest rated teachers are put on top so users are assured to always have the best-quality teachers at their fingertips.

Map



On loading the map, it immediately shows the teachers near you through easy-to-view icons, which immediately give away the main instrument of the teacher. This allows for quickly searching the teachers of your instrument of choice. Just like the lesson page, the map page provides a notable filter bar on the left, where just as on the lesson page the user can search for all kinds of filters they want. The map page does not just stop at the point it loads from, users have the ability to interactively travel through the map and view all other teachers in the many cities and regions where Note-Bridge is active.

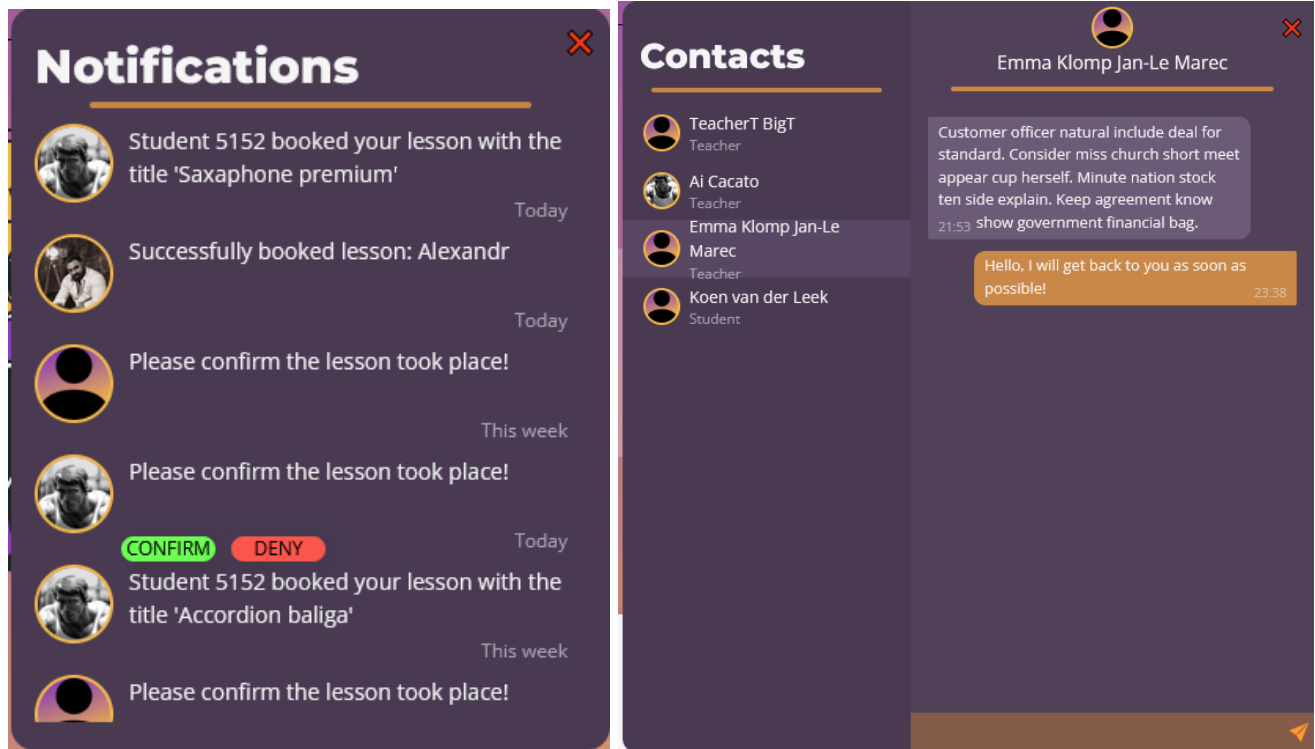
Support Assistant and Customer Support



Whenever a user has difficulty finding something on the website, a support assistant on the bottom-right corner is always available to help. It has been pre-programmed with all frequently asked questions from users, so that the user can be helped with almost all of their questions.

Moreover, for users still lingering with questions, the website provides a contact form with a text field large enough for all their questions. After the contact form is sent, an email is sent out to a staff member, who can quickly solve their problems.

Notifications & Chat



Our goal was to create an intuitive and trivial to use notifications system and chat. Our team has gathered inspiration from Telegram when designing the appearance and the functionality of these two features.

The testers concluded that the systems were intuitive upon first usage, but also expressed their desire of being able to customise the notifications and chats. Some of them have expressed their dissatisfaction because the chat “has no funny emojis”.

Conclusion:

The testing revealed suggestions for improvement: adding more customization options for profiles, refining search filters, implementing a verification system of reviews, providing customization options for notifications, adding performance analytics, and adding a blog post.

Overall, the Note-Bridge web-app has a great potential of becoming a successful platform that will connect music enjoyers and artists all around the world.