IMY Report

1. Pre-planning

We chose two type of users. User with experience of music host products and user with no experience. The user with experience was chosen to test if our product does deliver what it has promised in a better and fast way and if it is easy to use compare to the existing music host products. The user with no experience was chosen to test if the product it is easy to learn in first time encounter, easy to remember and how the product is effective to first time users. Task that the user had to perform are creating an account, login, streaming, uploading songs and profile pictures, downloading and searching a song or artist. This tasks are what our product offers and since this is a music host we have let the user to interact with the product without interfering because we don’t want to help the user but to get an accurate feedback from the user.

3.

* The users had to create an account in order to access all the functionalities of the website, account holders have more privileges than regular users. The account creation requires some user personal details, the user has to provide his or her name, surname and email address. The user has to finally create a password.
* The users are then required to login into their account using the details they provided during the account creation. The users use their username and password to login. User had perform this activity to simulate how they would use the website if they were account holders.
* The users had to do some account manage. The users are asked to upload their profile picture, this picture will be used as an album cover if the uploaded song has no cover art. This task was coupled with the task to upload a song since they follow the same sequence of steps. Song uploading is one of the major functions of the website.
* The website allows users to preview or play the songs that are already uploaded by other users. The user had to stream any of the songs in the database, including those that the user just uploaded. Streaming is another core functionality of the website. Streaming enables users to preview songs before they download them.
* Providing a platform where up and coming artists can easily share their music is the main purpose of website. Being able to download uploaded songs is also a core functionality of the website. The user had to download any song or songs on the website, including those they just uploaded. The website can used as a storage space in addition to music sharing.
* Since hundreds of songs or artist may be available on the website, finding a specific song has to be optimized with search functionality, to enable users to search for a certain song or artist. The last task users had to perform was searching for a certain song. User had to perform this task to simulate how they would use the search function to find a song.

4.

Multiple methods of evaluation were used to find as many usability problems as possible.

Time taken per task was recorded.

How long it takes a user to perform a task can reveal some subtle design flaws. We (the designers) are more familiar to the website interface, thus we perform certain quickly since we know where everything is, however users may take longer, revealing layout errors which may not be apparent to the designers.

Number of errors committed per task were recorded

How many times a user could not find a certain button, or got lost in the website and could not find the main menu was recorded. The number of errors committed per task can be due to an unclear instruction from the list of tasks to be performed or a certain metaphor is not easily understood by the users. Either way, the number of errors can cause the designers to investigate.

The number of users making a particular error was recorded

The frequency at which a particular error occurred was recorded. If the same error is made by more than one user, it indicates that the cause of the error is likely to be due to a certain flaw in the design of the website. For example if more than one user gets lost in the website, then this can reveal an error in the way the pages are linked.

Number of users who completed all their tasks successfully were recorded

If more than 90 percent of the users who tested the website complete all their tasks successfully, then it would be a sensible conclusion to say that the website is usable. However, if only a small portion of the tester population are able to complete their tasks without errors, then there are some design mistakes made by the design team.

5.

6.

The usability test showed that the web site only provided the basic functionalities of a music hosting platform. The site allows the users to download, upload, search and stream music online. These functionalities are important for the web site, and although they were much appreciated by the users, some of them expressed the need for extra features that could create a more exciting and pleasurable user experience. The users suggested a different music organizational structure from what the website provided, they preferred that the music be organized by genre or number of downloads. The web site organized the music by artists’ names, using alphabetical ordering. The users also wanted to be able to link their accounts with their social media platforms, for instance, if a user uploads a new song they wanted it to also reflect in the Facebook account as post including a link to the song on the website.

The results that we received from the usability test were not only limited to feedback about what could be improved, some users were highly impressed and happy with the product. One of the user said that “the website is fast, and easy to access”, another user commented that “the site looks very nice and the colours are so attractive which gives a true reflection of what exactly the site is about…” The positive response is very motivating.

All the feedback we received from the usability test is very important to future versions of the product, the feedback revealed certain design flaws we overlooked and we would not have noticed because from our perspective the product was highly usable. We discovered some layout flaws which caused some of the users to take longer when performing some of the tasks. Thus to improve the product, the feedback we got is very essential.