



**TUNEIN**

# Useability Report

**TEAM 23: APOLLO**



## 1. Introduction

The usability feedback for our app was collected through multiple methods, including Google Forms, in-person testing sessions, and feedback from users who downloaded our APK. This approach allowed us to gather insights from Android users and others who tested the app directly on our devices, as our app requires Spotify Premium for full functionality.

Due to the app's small scale and lack of Spotify verification, we manually added user email addresses to our developer console in order to provide access to the APK. To ensure compliance, we sent consent forms to users before collecting their email addresses.

Link to consent for email address:

[https://docs.google.com/forms/d/e/1FAIpQLSdwPU5Mn\\_Z5PVBcYfECSirYfvD\\_gbD\\_nHTUDJz\\_nwzEOJj\\_AmA/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSdwPU5Mn_Z5PVBcYfECSirYfvD_gbD_nHTUDJz_nwzEOJj_AmA/viewform?usp=sf_link)

Link to TuneIn Usability Feedback Survey feedback form:

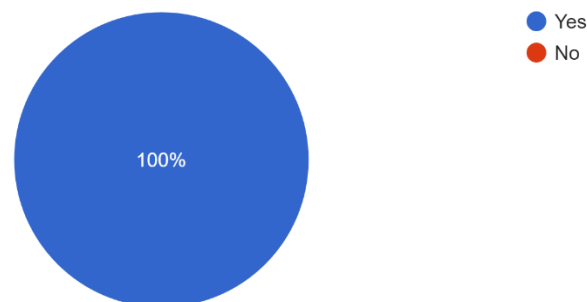
[https://docs.google.com/forms/d/e/1FAIpQLSc8BfF8oDUxGdt-QsyylwZATtN8PgavGL0NLaxncRjMrOt3Q/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSc8BfF8oDUxGdt-QsyylwZATtN8PgavGL0NLaxncRjMrOt3Q/viewform?usp=sf_link)

## 2. Summary of Usability Feedback

### Consent Agreement

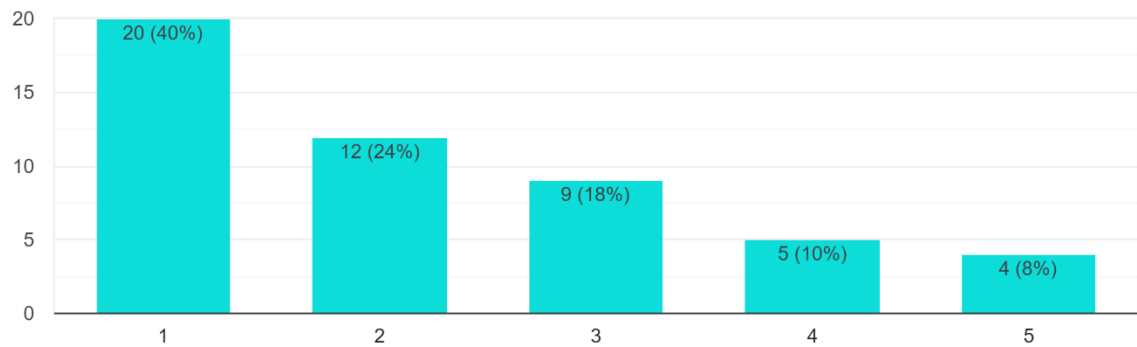
Consent Agreement By agreeing to participate, you confirm that you understand and consent to the following: Voluntary Participation: I understand tha...ility test and agree to the statements listed above?

50 responses



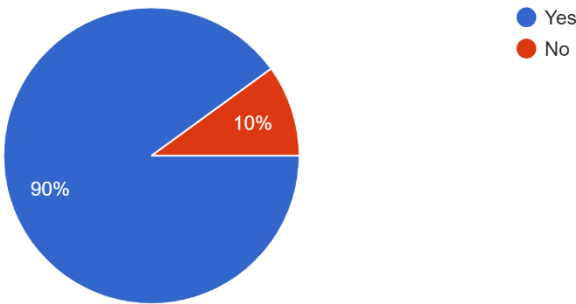
How easy was it to navigate the app? (Very Easy, Easy, Neutral, Difficult, Very Difficult)

50 responses



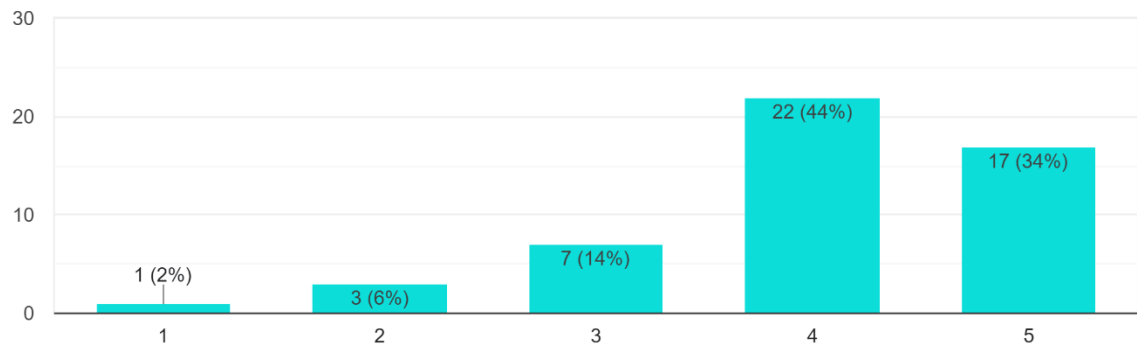
Were you able to find key features (e.g., music playback controls, playlist creation) without confusion?

50 responses



How would you rate the overall design and layout of the app? (Very Poor, Poor, Neutral, Good, Excellent)

50 responses



## Is the app's layout intuitive? Why or why not?

50 responses

Yes seems mostly clear

It was clear for the most part, buttons were intuitive

Not everything is clear for a first time user

The apps layout is intuitive layout because the navigation menu is clearly labeled and easily accessible.

Its intuitive because it was designed well

Yea. It's different from the other apps I've used and it's very user friendly

Yes.

Because the app's intuitive Interface, clean design ,and clear categorisation make discovering new music a breeze.

I think the app's layout is very simple honestly

no, a bit clunky

yes - easy to navigate

Yes, instructions are clear

Yes, it is. It is easy to navigate

Yes, it's very easy to understand and navigate.

yes ,it's easy to understand & very simple to use

Yes

Yes! It took like less than 2 minutes to figure out and that was because i was being stupid. the app is great :)

Yes it is. The iconography makes it easy/simple to find what you are looking for. And it adheres to certain design standards that many companies follow.

the app makes sense

yes

no

Yes

Yes, it's easy to navigate through the app

Yes, because it is Simple Navigation,The main menu is straightforward, offering easy access to various content categories such as live radio, music, podcasts, and sports.

Yes, very easy to follow

Yes it is intuitive. Very easy to use

It is, ux is awesome

I think it is

Yes, because it is really fun to use

Yes the features make sense and feel natural to navigate to

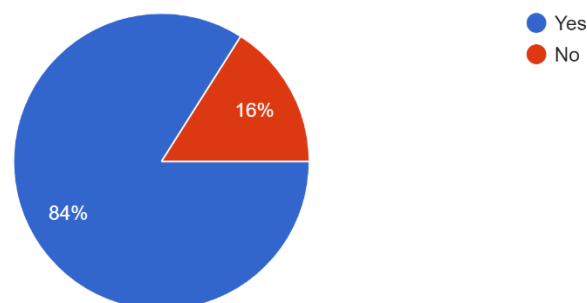
Yes as it has lables

N/A

N/A
Yes seemed straight forward
Everything I need to create a music toom is nicely played out and easy to get to
Very intuitive, love the use of material design and common
Yes, the buttons are clearly labelled
the app's lay out is intuitive, the app is easy to navigate. The buttons and icons are where one can expect them to be.
The app's layout is intuitive. Easy to go through and find what you want without any struggles.
Yes, the layout is quite intuitive. The icons are well-placed, and the colors make navigation easy to follow.
Some parts of the app were intuitive, but I had trouble finding the playlist creation feature. The design could be more streamlined.
no, the labelling of other parts overlap to the other parts.
Yes it was , it was similar to other music apps(with obviously some exceptional unique features )hence the app's layout was easy and natural to navigate .
Yes, everything is organized clearly and is easy to find. I had no issues.
Yes because I like it
No, it was a bit hard to find the playlist feature, and some icons weren't clear.
Yes, given it was user friendly, it was easy to navigate the next step.
Yes, very intuitive. The features are laid out logically, and the design is simple to understand.
Yes, for the most part, it was easy to find everything. However, the settings icon could be more prominent.
The app generally flowed well, as it didn't feel as much of hassle to switch through menus
No, it felt a little cluttered. I had to click through several menus to find what I needed.

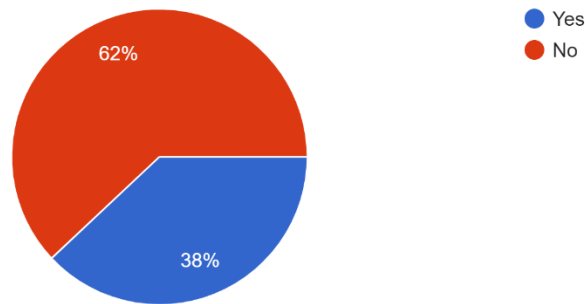
Did the app feel responsive when switching between rooms

50 responses



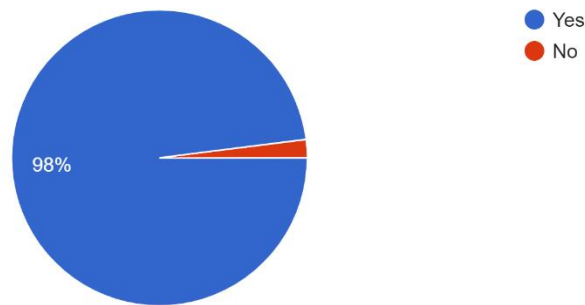
Did you encounter any slowdowns or glitches?

50 responses



Was the music playback feature (play, pause, skip, sync) easy to use?

50 responses



Did synchronized playback across rooms work as expected? If not, what issues did you face?

50 responses

it worked once I added music, thought it didnt work at first

Yes, songs played as expected

Yes

The synchronized playback rooms work as expected.

Yes

Yes

The app seamless playback, both online and offline,ensures uninterrupted enjoyment.

Yes they worked

slow and buggy

yes

Yes, kind of slow but it got there

Most of the time. It glitched here and there

It worked well

they work as expected

Yes

Everything worked great for me

Yes

slight delay

i don't know

not playing

Yes

Yes I did

Yes

Yes

Yes

It did well.

None

Yes

After linking my spotify, I was unable to select my device to play from thus unable to sync

Yes once i figured out music had to be add to the queue and its wasnt playing since the queue was empty

Nothing

Yes

Well it played through spotify so yes

No, some rooms were a bit iffy , but it synced up eventually

no issues face

Yes

Yes.

yes.

Yes, playback was smooth across multiple rooms. No issues encountered.

No, there was a slight delay when syncing playback across rooms.

yes.

Yes

Yes, it worked flawlessly.

Yes

No, there were noticeable delays.

Yes, they worked well.

Yes, no issues at all.

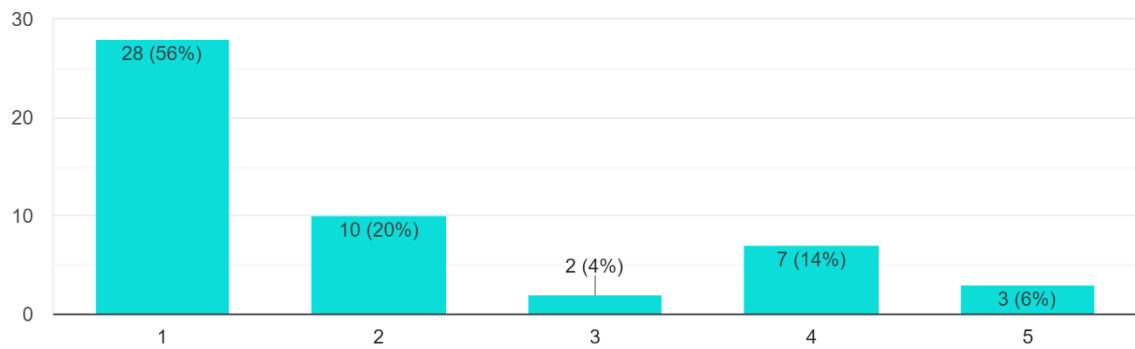
No, sometimes the sync was delayed by a few seconds, which was frustrating.

Yes, it worked as expected

No, there was a noticeable lag when syncing across different devices.

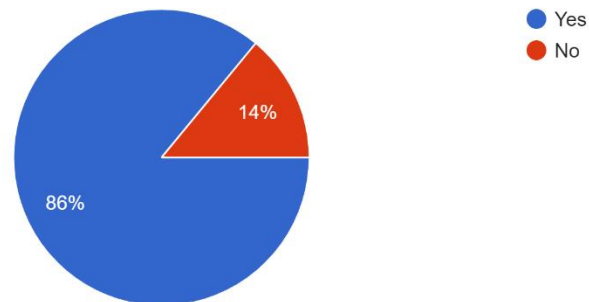
How easy was it to add songs to the queue or playlist? (Very Easy, Easy, Neutral, Difficult, Very Difficult)

50 responses



Were real-time updates clear?

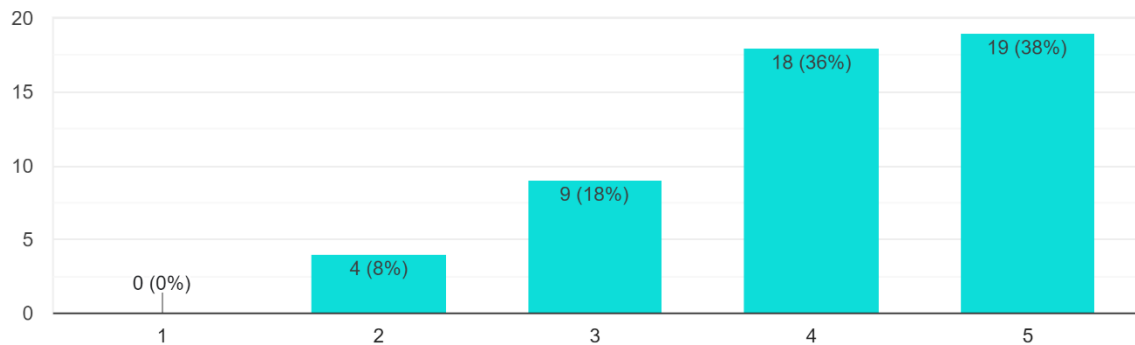
50 responses





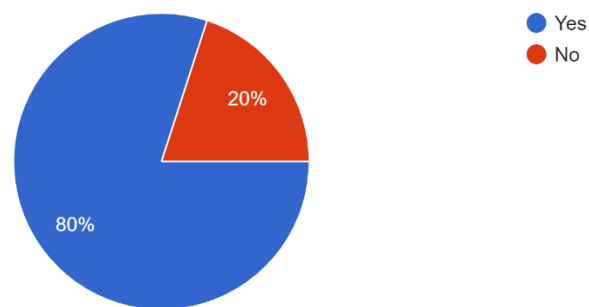
How would you rate the chat functionality? Did real-time messaging and reactions work as expected? (Very Poor, Poor, Neutral, Good, Excellent)

50 responses



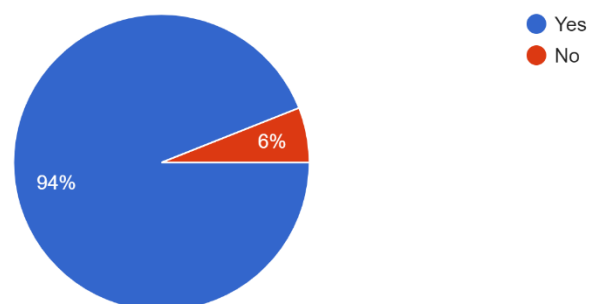
Were the room and user recommendations based on your music preferences accurate?

50 responses



Did the process for creating and managing collaborative playlists feel easy?

50 responses



## Overall Experience

50 responses

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I like the app but some things should be made more clear to the user since its the first time and dont have a hang like now music playing when u join the room because theres no songs

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It was generally good, it was easy to navigate and use.

I think pop ups are needed so you know what type of room u joining, mainly for the nsfw part should be like a warning or something

I am thoroughly impressed with Tuneln app. It is a very good music app. From the rooms, where you can easily interact with people of the same music taste, create playlists in collaboration to the easy navigation. It does have its problems here and there but overall, it is a good app. The navigation is easy, clear design and clear categorization. I would 100% recommend this app to others.

good

It's an awesome app

It's a great app and I really enjoy using it.

It's like using a mini version on Spotify. I liked it

not bad not great either

great

Great

8/10, I'd use this daily.

Really good

would give it a 9/10

Great

great!

It was a fairly pleasant experience

confusing

good

not bad, still could use a few improvements

Hada Great experience while using this app

I'm thoroughly impressed with Tuneln, a phenomenal music app that seamlessly combines exceptional functionality with a vibrant community feature. The app's intuitive interface, clean design, and clear categorization make discovering new music a breeze, while its vast music library caters to diverse tastes. I particularly enjoy the community rooms, where I can connect with like-minded music enthusiasts, share discoveries, and participate in lively discussions. HarmonyHub's real-time recommendations, based on my listening history and preferences, have introduced me to amazing artists and genres. The app's seamless playback, both online and offline, ensures uninterrupted enjoyment. Standout features include Music Match, which connects me with users sharing similar tastes, and Live Sessions, featuring emerging artists. As a community-driven platform, Tuneln has transformed my music experience, offering an unparalleled blend of discovery, engagement, and playback. With a rating of 5/5, I highly recommend Tuneln to music enthusiasts seeking a comprehensive platform. While minor improvements, such as enhanced search functionality and more frequent live sessions, would elevate the app, Tuneln has already become my go-to music destination.

the Tuneln app provides a satisfying user experience, especially for those who enjoy having a large selection of audio content at their fingertips, although frequent ads may diminish the experience for free users.

Good

Great experience

I quite enjoyed using this app to the point that I wish it would continue to run even after this period.

Good

I really enjoyed the app

I really like the concept and it makes connecting to people with similar music taste easy

Would be better if multiple users were on the app at the same time so interacting could be felt better

Good

Good

Good but I was aware that clicking on a header on the home page can take me to a different view of rooms related to that header

Good, needs a few minor polishes, but gets the job done

There are some UI icons that feel out of place, the top right of the home page for example. The use of colour is good and consistent. Better management of user uploaded media could have been employed, make the app noisy. Some of the text is illegible on its background. No sensing of sensitive content.

Alright

overall, the app functioning impressed me. The only thing that annoyed me was having to go to the home button and refresh for changes made to be implemented.

the app is a good one, easy to use, good rooms where you collaborate with your people, can easily block people and never find them again if you feel bothered, nice messaging and easy, fast sending of messages.

Overall, the app was user-friendly and responsive. The design is visually appealing, and the music playback features are reliable.

The app is decent but needs work in certain areas, particularly around the social and sync features.

the app is good just need a few improvements hence I would give it 3/5

It was a good experience.

The app was great, no major issues, and the user interface was smooth and modern.

GREAT

The app has potential, but performance issues and confusing navigation need attention.

This is such a cool app! Very user friendly and I might say it makes me appreciate music a lot more!

Fantastic experience. It's a very modern and sleek app, with no performance issues.

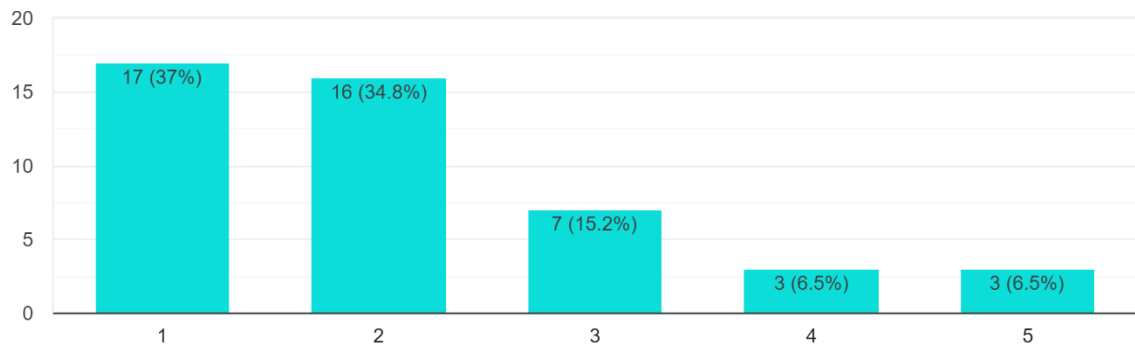
It was mostly positive, though the delay in synced playback and some chat limitations impacted my experience a little.

Overall good experience

The app has potential, but there were performance issues that detracted from the experience, especially with synchronization and chat features.

How satisfied are you with the overall experience of using the app? (Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied)

46 responses



What did you like most about the app?

50 responses

how it looked

rooms plaung music after adding to queue

home screen

The available of rooms where people of the same music taste can interact, the chat option, easy queuing of songs, easy creation of playlists.

Listening to music

I cam create my own public room

I liked that the standout features include music watch,which connects me with users sharing similar tastes and Live sessions, featuring emerging artists.

The rooms are a very cool concept honestly

the room feature was very cool

responsiveness

The Ui

The chat rooms

The rooms and chat functionality

it's kinda like social media but just for music

Listening to music

Vibes, easy to use, social listening to music good

The synchronised playing of music to Spotify

the rooms and songs

the app

the songs

## Features

I like that the app has rooms where I can find people with the same music taste as me

The audio quality is typically high, with minimal buffering or interruptions, contributing to a smooth experience.

The user friendliness

The graphics made it so easy to find your preferred song

The rooms

The fact that all the artists' songs showed

Creating the room

I really like that fact that I can join any room and add my own music and that it's directly linked to Spotify

The UI

Nothing

How easy it was to use

Design

The seamless integration with Spotify

I like the colour blue because it makes me feel calm when listening to music

It just worked

recommendation of rooms based on music taste

that you can block people if they disturb your room, gives me so much peace.

The seamless synchronization of music playback across rooms was a standout feature for me.

The layout is visually appealing.

the rooms because they allow connections to others with same taste in music. building my own fan in music

I liked how you can create rooms this is a creative way to use technology to keep in touch with friends and family

The synchronized playback and seamless navigation.

The Social part

The concept is cool, especially the room sync.

The background music feature

The responsive UI and excellent synchronization of music playback.

The ability to easily manage playlists and add songs in real-time.

The ease of use and design

The music playback feature was straightforward and easy to control.

## What did you dislike most about the app?

50 responses

Not knowing why no music was playing

Occasional playback was delayed

Nothing really, would have been cool to see analytics better but obviously dont have the account/room long enough to get

Nothing.

nothing

None

I would be lying if I said there's nothing I disliked about the app. Well I disliked that the app was introduced late haha otherwise I like everything about the app.

The colors that were picked...

the UI needs improvement

nothing

Nothing

The glitches

I found some rooms that had nothing going on, so what was kinda disappointing.

ads

None

no dark mode? but also I didnt expect there to be one so that's not even a criticism, i liked everything

The laggyiness sometimes

nothing

nothing

nothing

To many ads

Sometime the app works slow

Free users may encounter frequent ads, which can interrupt the listening experience. Premium users benefit from an ad-free experience, along with access to additional content like live sports and news channels.

None

The fact that its not linked to apple music

The long help center

Nothing

That it has to connect to Spotify first

Connecting to my spotify account seemed a bit buggy

Not knowing why the music was playing initially

Features

Nothing
There should be more rooms so that recommendations align better
Some pages didn't provide clear enough feedback
Certain UI elements are static when they should be moving with other elements
Nothing in particular
having to go to the home button and refresh for changes made to be implemented.
nothing
I wish there were more customization options for the chat interface.
Sync issues and occasional lag when switching rooms.
the fact that some things overlap. you find the name of the room overlapping with the little slogan or whatever that you select for your room.
I think that there wasn't much colour so it wasn't drawing the audience in as much as I would have liked .
No complaints
Not the most aesthetically pleasing
confusing layout
It glitched a few times.
Nothing comes to mind
The slight delay in synchronized playback between rooms.
Not anything that I can particularly recall
The app's layout was confusing, and there were too many performance glitches.

What additional features or improvements would you like to see in future updates?

50 responses

A pop up of some kind
Prevent any potential delays
more pop ups
Faster functionality.
dont know
To be able to download
Enhanced search functionality and more frequent live sessions could elevate the app.
None really. It has the features that I need already
nothing jus improve the current app to be good enough
not sure
None
Integration with SoundCloud
Highlight popular and artist rooms

not sure ,maybe allow downloads & remove ads when streaming online even if you don't pay
None
different themes/colour schemes would be fun?
Analytics of my listened artists
more feaures
playing music
nothing
Minimize the flooding of Ads
Try to make the app work faster always
Simplifying the layout or offering customizable home screens would help reduce the clutter for users who find the abundance of options overwhelming.
Nothing at this stage
I would like the syncing to be better
Themes
None
Quicker connection to Spotify
Possibly being able to connect multiple different music platforms
Seems like a little glitch on the analytics page.
Features
N/A
More rooms for better recommendations
More loaders
Sensitive content filtering, i.e checking for age innapropriate words and slurs in the names of rooms
Not much
Improve the process so that changes are added without needing to return to the home screen and refresh.
faster functioning
More themes and UI personalization options would be great. Also, additional music genres in the recommendations.
Improved chat functionality and more accurate music recommendations.
fix the issue mentioned above, it makes the app look unorganized and messed up.
I would want to see more abstract colours or designs on the app this is just so the app is also exciting to use
A dark mode option would be nice.
Being able to change the colour scheme
More user-friendly design
The bugs



Perhaps more room themes and personalization features.

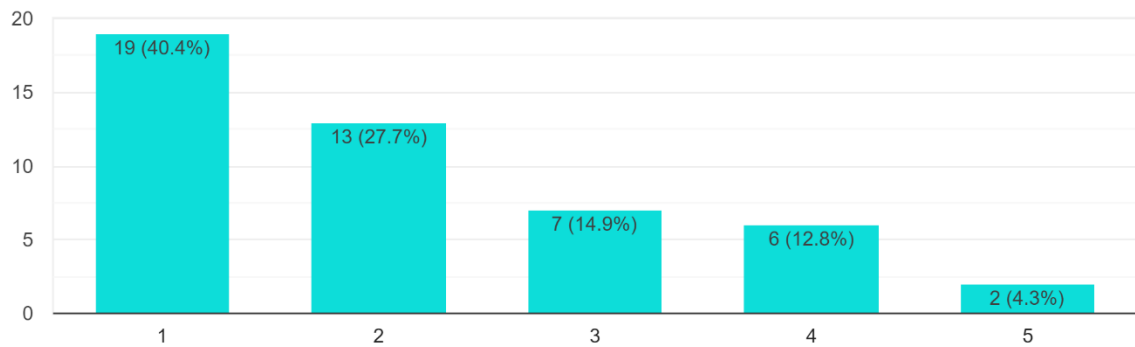
An improved syncing system and the ability to customize notifications for chat.

Not fully sure what would really improve the app

Improve performance and streamline navigation, especially for playlist creation.

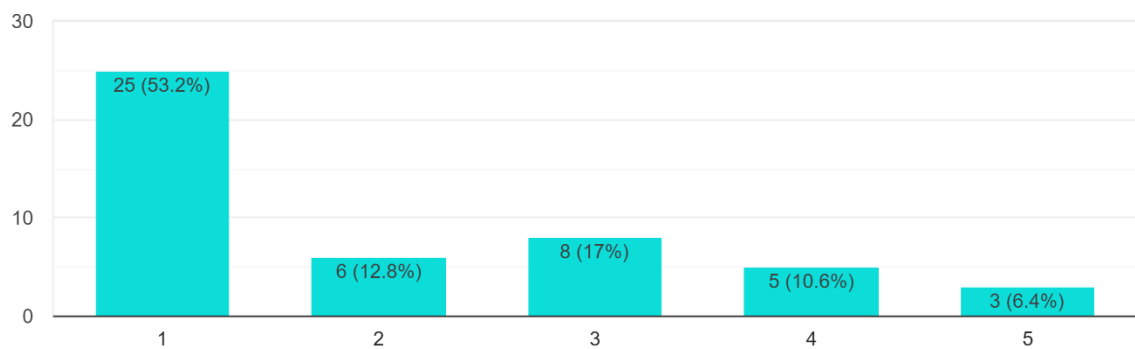
How likely are you to use this app regularly? (Very Likely, Likely, Neutral, Unlikely, Very Unlikely)

47 responses

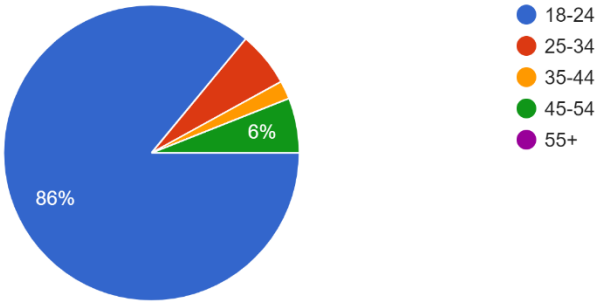


How likely are you to recommend this app to a friend or colleague? (Very Likely, Likely, Neutral, Unlikely, Very Unlikely)

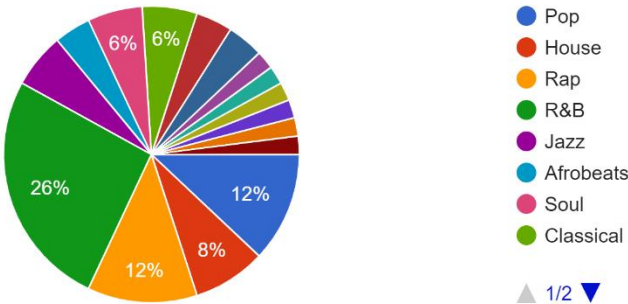
47 responses



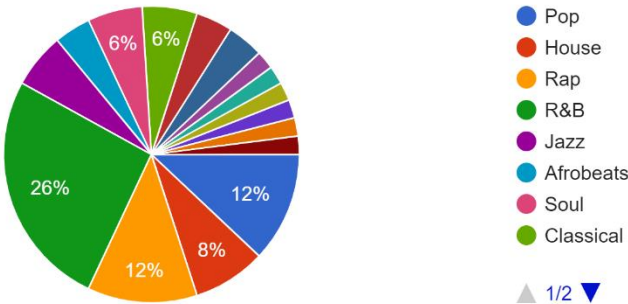
Age group:  
50 responses



What music genres do you listen to the most?  
50 responses



What music genres do you listen to the most?  
50 responses



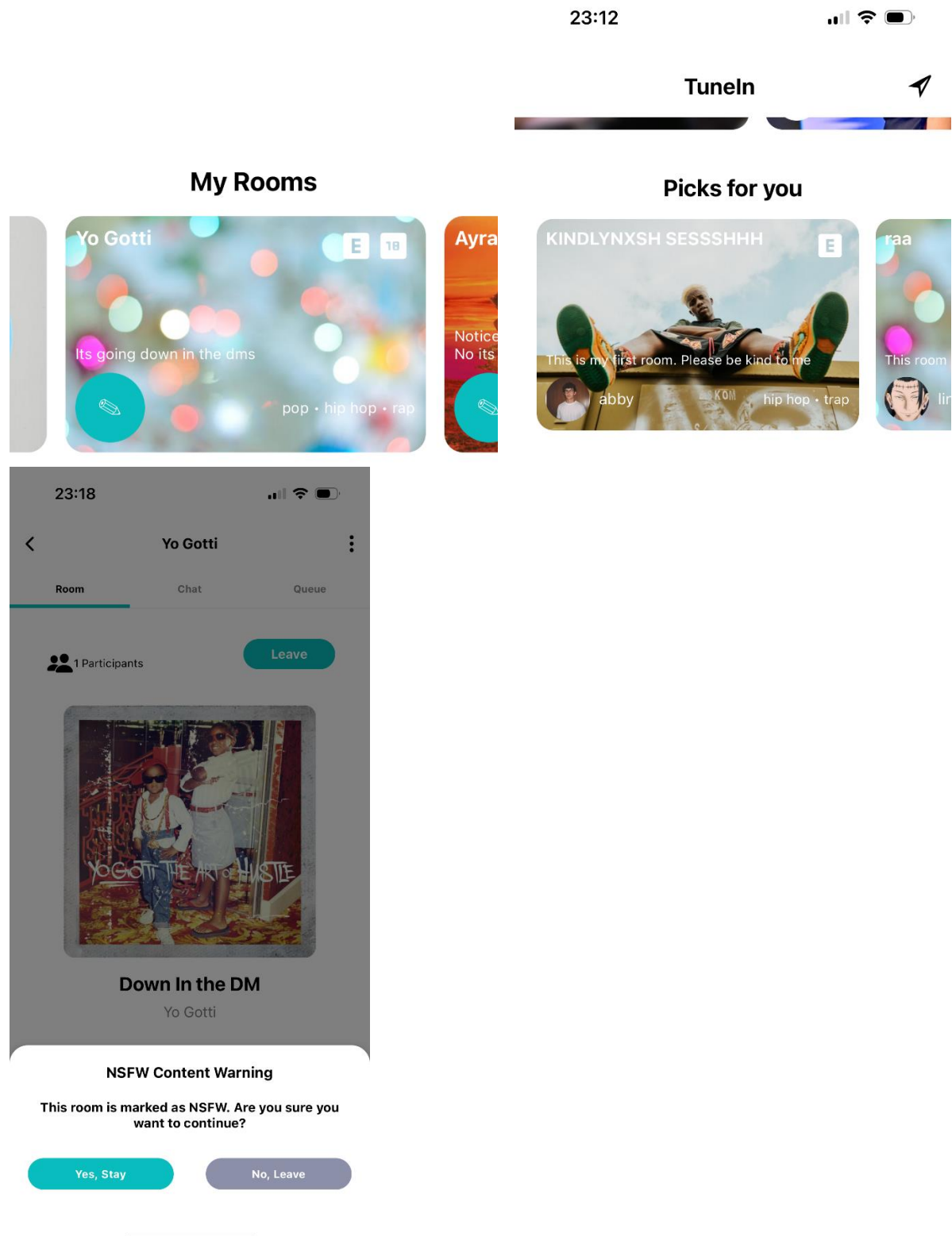
### 3. Actions Taken

- **NSFW Icon and Pop-up:** We added a dedicated NSFW icon for rooms containing explicit content and implemented a pop-up notification to clearly warn users.
- **Improved Navigation:** Adjustments were made to the UI to make room and playlist navigation more intuitive.
- **Expanded Testing:** To address login issues, we offered in-person testing on our devices for those without Spotify Premium.
- **Add to Queue Notification:** We have introduced a pop-up notification that informs users when they enter a room with an empty queue. This message clearly states that the queue is empty and encourages them to add songs to continue playback.
- **Performance Improvements:** We have identified and resolved various sources of delays that were impacting the app's responsiveness. Specifically, we focused on optimizing the loading times and reducing latency to ensure a smoother user experience. Here's how we addressed these issues:
  - **Query Optimization:** We optimized the database queries to reduce response times, ensuring that the app retrieves data more efficiently. This resulted in faster loading of rooms, playlists, and other critical elements.
  - **Caching:** We implemented caching strategies for frequently accessed data to reduce the need for repeated requests to the server, further speeding up the app.
  - **Code Efficiency:** We reviewed and refactored portions of the code to minimize unnecessary computations and redundant processes, improving overall performance.
  - **Load Testing:** After these changes, we performed load testing to ensure the app could handle multiple users simultaneously without delays. The results showed significant improvements in the average response times after query optimization.

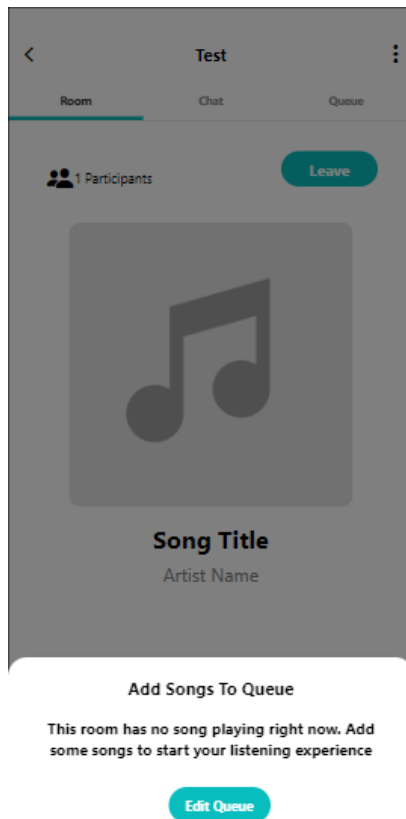
As a result, users should now experience faster navigation and interactions throughout the app, enhancing usability and providing a more seamless experience.

This explanation highlights the specific actions taken and the impact they had on improving app performance.

This displays how users can now distinguish between an explicit room and a NSFW room. Also, the warning they will get if they enter room that has the tag NSFW.



To improve the user experience, particularly for newcomers, we have introduced a notification system that alerts users when the playlist has concluded. This notification informs users that playback has stopped because the playlist has finished, prompting them to add new songs to the queue to continue enjoying the music. This enhancement will help new users understand that if they join a room with an empty queue, they need to add songs before playback can resume



#### 4. Conclusion

In conclusion, the usability tests provided valuable insights that resulted in several key improvements to our app. Moving forward, we plan to explore alternative login options for users without Spotify Premium to enhance accessibility. Additionally, we aim to integrate more music platforms in the future to broaden our user base.

The feedback also reminded us of the importance of fresh perspectives, as we, as developers, sometimes miss certain usability issues due to our familiarity with the app from daily use.