

**Introduction** - Thank you for your participation in the study of Music Mirror. For the next 30 minutes, we will be using a website to gain insight into how it would be used through the lens of an average user as well as to make improvements to the overall website itself.

While using the website please use the method of “Thinking out loud” to complete each task. By providing feedback on what you like & dislike, what surprises or confuses you, and overall features that may work or not work

1. **Background** - get some information about their previous experiences, expectations, etc
  - a. What is the primary way you consume music?
    - i. (If uses streaming services) How many music streaming services do you use and which ones?
    - ii. (If uses streaming services) Have you ever switched music streaming services? If so, why?
  - b. If you wanted to share a playlist with friends or family, how would you go about that?
  - c. (If used music transfer services) What was your experience with a music transfer service?

## 2. Tasks

Task 1: Imagine you have already created accounts for Music Mirror, Spotify, and YouTube. Please use Music Mirror to connect to Spotify and YouTube.

1. Note: Order of actions and mistakes
2. Was the task completed?

On a scale from 1-5 where 1 is “very easy” and 5 is “very difficult”, how would you rate the difficulty of this task?

Task 2: Now that you are logged in and have connected your accounts, you want to move the pop playlist that had been previously created on Spotify over to YouTube. Please use the website to complete this task.

1. Note: Order of actions and mistakes
2. How many clicks did the task require?

On a scale from 1-5 where 1 is “very difficult” and 5 is “very easy”, how would you rate the difficulty of this task?

Task 3: Finally, you have been provided with a list of songs and their artists on a piece of paper. Please create a playlist on your Music Mirror account from the list. Please note to ensure the songs and artists on your paper list match the song titles and artists found in Music Mirror.

3. Note: Order of actions and mistakes
4. Did they need to refine the search?
5. If so, were they aware?
6. Were they successful in refining the search?
7. Was the task completed?

On a scale from 1-5 where 1 is “very difficult” and 5 is “very easy”, how would you rate the difficulty of this task? Why?

List of songs provided:

- Believer - Imagine Dragons
- Humble. - Kendrick Lamar
- Starboy - The Weeknd
- Levitating - Dua Lipa (feat. DaBaby)
- Congratulations - Post Malone

**3. Debrief - Now that you have used the website we want to know more about what impressions you had about it overall.**

- a. What did you like most about the website?
- b. What did you dislike most about the website?
- c. Are there any additional features that are missing?
- d. Looking at specific features of the website, does the transfer from platform to platform adequately perform?
- e. Are the sign-in features placed in a user-friendly way?