

SoundCircle Usability Protocol

Introduction

(Following informed consent...)

Thank you for agreeing to participate in reviewing the Sound Circle application. For the next **30 minutes**, we will be looking at a website to gain insight into how you would use it and how to make it easier to use. Do consider that **we are not evaluating or judging your interaction, we are instead only evaluating the website.**

Under your consent, we will be taking notes during the examination process which will be deleted upon the conclusion of this study. No personal information will be included in the notes and they will be kept strictly confidential.

While you use this website, we would like you to think about what you like and dislike about it, as well as anything that surprises or confuses you, or any other additional thoughts you might have.

We also invite you to compare our product with other social media platforms in order for us to gain insights into its usability and unique value. Your feedback is important to us and will help us to identify strengths within specific areas for future improvements to the website.

Do you have any questions for me before we begin?

Background

Before we begin with testing, please allow me to ask you a few baseline questions.

1. How often do you listen to music?
2. Do you interact with friends, family, or others about music online? If so, which platforms do you use?
3. On a scale from 1 to 10 (with 1 being “Not Important” and 10 being “Very Important”), how important is it for you to meet people with similar music tastes?
4. Which social media platforms do you use most frequently? (e.g. Instagram, Facebook, TikTok, Twitter, Discord...)
5. Are there any features or aspects of these social media platforms that you find frustrating or difficult to use?
6. Would you find it useful to connect with others based on mutual interest in music? Why or why not?
7. How often do you attend music-related events? (e.g. concerts, open mics, festivals)
8. What challenges have you faced when searching for music related events in your local area?
9. Do you currently use social platforms to connect with others about music or music events? If not, would you like to?
10. If a platform helped you discover events and connect with others based on shared music interests, what would make it stand out for you?

Testing

We will now proceed with the testing of the prototype by having you complete several pre-planned tasks.

Task 1

Your friend told you about a music artist who they have recently been enjoying listening to. They let you know that the artist goes by the name “Keygen Church”. Find this artist and follow their account.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult", how would you rate your experience completing this task on our prototype? Why?

Task 2

Your co-worker informed you about a concert downtown that they think you might be interested in, but you can only remember the location of the concert as being called the “Tackle Box”. Find this event happening downtown.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult", how would you rate your experience completing this task on our prototype? Why?

Task 3

Your co-worker that informed you about the event at the "Tackle Box" has sent you a direct message regarding what time to meet up. They go by the username, "wheres_da_beat". Respond to their direct message to confirm your plans with them.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult", how would you rate your experience completing this task on our prototype? Why?

Task 4

You have just moved to Chico, CA and have made a friend from one of your classes. It turns out that you share similar music tastes. This friend has told you about a local group downtown that meets up fairly regularly called "Downtown Life". Find and join this group.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult", how would you rate your experience completing this task on our prototype? Why?

Task 5

A user who lives in the same area as you and by the name of "Pangeometry" has posted their public opinion on the recent Kendrick album. Find their post and respond to it with your own comment.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult", how would you rate your experience completing this task on our prototype? Why?

Task 6

Your friend is very curious about some of your recent listening history. Create a review for a recently listened to album so that you can share your opinion with your friend.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult", how would you rate your experience completing this task on our prototype? Why?

Debrief

Before we wrap up, I have just a few more questions regarding your experience exploring our product.

How would you describe your overall experience using this prototype?

What were your initial thoughts about the website's design and layout?

Was the purpose of this website clear to you? Why or why not?

Were there any tasks that you found particularly difficult or confusing to accomplish? Why?

What did you like most about the website?

What would you change or improve to make it better?

How likely are you to use a platform like this in the future? Why?

Is there anything else you would like to share about your experience today?