

Group: Rosetta Song
Riley Spas

Heuristic Evaluation

***Disclaimer: many of the features of the app are paid, so I didn't get experience with every feature firsthand, and many scores are based off of reviews/user info.

1. Visibility of System Status - 9/10
 - a. I didn't have any issues regarding this category in my personal experience with the app. The app seemed responsive the whole time and feedback was immediate when interacting with any of the features.
2. Match Between System and Real Life - 6/10
 - a. The features work great IF you have the paid version, however the free version is barred off from some useful features. You cannot transfer playlists over 200 songs. If you have playlists over 200 songs this won't sync up with real life at all without paying a monthly fee.
3. User Control and Freedom 7/10
 - a. Similar to the previous category I would give this a much higher score if all the features were not behind a paywall. The app functions and looks great but only if you get over the paywall. That being said, even the free version runs well and includes an undo button and other quality of life features.
4. Consistency and Standards 9/10
 - a. The layout of the app is consistent with many other websites that I have used in the past, and it follows a rather standardized format that starts general at the login and becomes more granular as you continue on to what you're trying to accomplish.
5. Error Prevention 4/10
 - a. From personal experience I didn't encounter any huge errors, but also I didn't encounter any confirmations before impactful actions. I would say that the error prevention is acceptable. However, in multiple user reviews I have seen people say that they have synced accounts to change from one platform to another. However, when they ended a subscription on their previous platform the new one synced up to it and deleted all of their playlists.
6. Recognition Rather than Recall 9/10
 - a. Similar to #4, this category scores high. The set of standard features are common such that a new user will have no issue navigating and using the software simply by viewing the UI, and only shows relevant options at any point of the use of the app.
7. Flexibility and Efficiency of use 8/10
 - a. Similar to most popular software there are shortcuts available to make the program run smoothly for expert users, but also the common conventions for novice users. In a similar way to the google or adobe suite.

8. Aesthetic and Minimalist design 8/10
 - a. The app has a clean and solid layout and it functions well. It focuses on the essential elements to keep the app uncluttered. Unnecessary elements are largely left completely off the screen.
9. Help Users Recognize Diagnose and Recover From Errors 5/10
 - a. From what the reviews and my personal experience tells me is that for the most part there are not many errors on this app. I suppose that is the best way to stop errors, but when accounting for the errors listed earlier there was no fix given at all by Soundiiz itself. For these reasons i'll give it a 5/10. Not many errors but doesn't really help resolve them.
10. Help and Documentation 7.5/10
 - a. The website has a help page if you look for it. That being said, documentation is largely unneeded for an app like this. The help page it has is suitable for its function.