

ASSIGNMENT – 3

Evaluating Group - Purple

Cognitive Walkthrough Sheets

Date of Evaluation: 23rd November, 2022

Names of Evaluators:

1. Faiza Umaitiya (From Group - Orange)
2. Arti Bhalodia
3. Dhruva Patel

Instructions:

In pairs, the evaluators will be walkthrough the system for each task. For each step of the use-case the evaluators will answer three questions – if Abby will know what action to take, how to do the action, and then if Abby can tell if the actions taken is correct (yes, no or maybe with a short reasons). Give any problems (a "No" or "Maybe" a severity rating from 1 to 5 (where 1 is minor and 5 is critical).

Description of System:

A mobile application to let users listen to their favourite songs and share them with friends

Typical Users: Abby and music listeners

Typical Tasks:

It must support the following features and constraints:

1. *Users can listen the desired song.*
2. *User can search the desired song.*
3. *User can Add songs to the playlist.*
4. *User can read lyrics for the song while listening to the songs.*
5. *User can add song to multiple playlists.*
6. *User can change the lyrics of the song to desired language.*
7. *User can share the lyrics.*
8. *User can share the song with custom description and title.*

Cognitive Walkthrough Sheet [Evaluation Sheet/s – Task 1]

Task Title: *Change language of the lyrics of the song being played.*

Task Scenario:

Abby, a PhD student, loves to listen to songs. Abby likes to read lyrics of the song to which she is listening to understand the meaning of the song. She does not have English as her native language, so she wants to read the song lyrics in her native language. She goes to the lyrics section of the sing and changes the language of the lyrics to her native language.

Persona:

Abby Jones¹



- 26 years old
- PhD Student in Science
- Lives in Halifax, NS

Abby has always liked music. When she drives her car to school in the morning, she listens to music that spans a wide variety of styles. But when she arrives at school, she turns it off, and begins her day by scanning all her emails first to get an overall picture before answering any of them.

Background and skills

Abby's research is in Biology. She is comfortable with the technologies she uses regularly, but she just started working in a new lab 1 week ago, and their software systems are new to her.

Abby says she's a "numbers person", but she has never taken any computer programming or IT systems classes. She likes Math and knows how to think with numbers. She writes and edits spreadsheet formulas in her work.

In her free time, she also enjoys working with numbers and logic. She especially likes working out puzzles and puzzle games, either on paper or on the computer.

Motivations and Attitudes

▪ **Motivations:** Abby uses technologies to accomplish her tasks. She learns new technologies if and when she needs to, but prefers to use methods she is already familiar and comfortable with, to keep her focus on the tasks she cares about.

▪ **Computer Self-Efficacy:** Abby has low confidence about doing unfamiliar computing tasks. If problems arise with her technology, she often blames herself for these problems. This affects whether and how she will persevere with a task if technology problems have arisen.

▪ **Attitude toward Risk:** Abby's life is a little complicated and she rarely has spare time. So she is risk averse about using unfamiliar technologies that might need her to spend extra time on them, even if the new features might be relevant. She instead performs tasks using familiar features, because they're more predictable about what she will get from them and how much time they will take.

How Abby Works with Information and Learns:

▪ **Information Processing Style:** Abby tends towards a comprehensive information processing style when she needs to more information. So, instead of acting upon the first option that seems promising, she gathers information comprehensively to try to form a complete understanding of the problem before trying to solve it. Thus, her style is "burst-y"; first she reads a lot, then she acts on it in a batch of activity.

▪ **Learning: by Process vs. by Tinkering:** When learning new technology, Abby leans toward process-oriented learning, e.g., tutorials, step-by-step processes, wizards, online how-to videos, etc. She doesn't particularly like learning by tinkering with software (i.e., just trying out new features or commands to see what they do), but when she does tinker, it has positive effects on her understanding of the software.

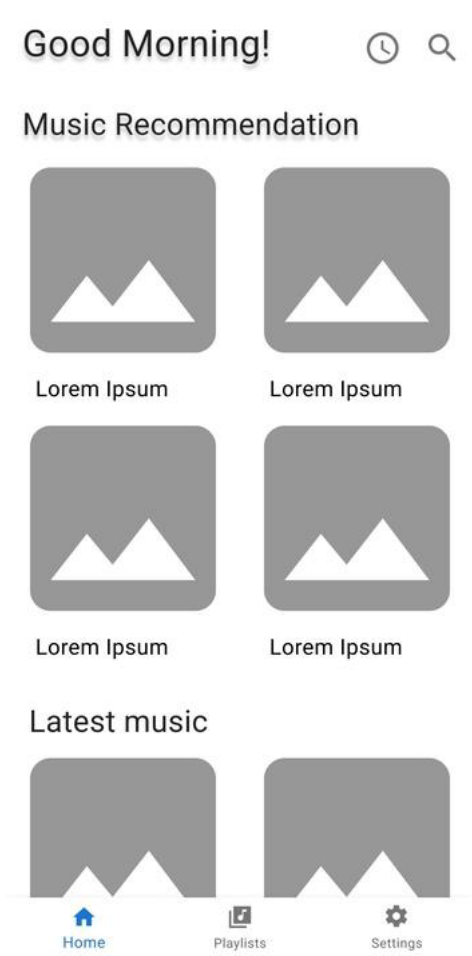
¹ Abby represents users with motivations/attitudes and information/learning styles similar to hers. For data on females and males similar to and different from Abby, see <http://eusesconsortium.org/gender/gender.php>

Usecase:

1. The user will open the home page of the application (user action)
2. The system displays all the music recommendations based on the user's previous search history. (system action)
3. User can either choose any recommended song by the system or they can search for the song of their choice by clicking on the search icon (user action)
4. User types the name of the song (user action)
5. The system will show the list of songs that matches the search criteria (system action)
6. User can select the song of their choice. (user action)
7. User can click on play icon. (user action)
8. The system will play the song for the user. (system action)
9. The system will show the song details like song name, artist name along with the lyrics of the song, share icon, shuffle icon, etc. (interface)
10. The user clicks on small lyrics screen to make the screen more visible. (user action)
11. The system shows all the lyrics along with highlighted part of the lyrics where the song is playing currently. (system action)
12. At the top of the lyrics screen, system gives flexibility to change language of the lyrics. (interface)
13. The user clicks on dropdown and selects preferred language. (user action)
14. The system changes the language of the lyrics. (system action)

Step 1: Abby opens the home page of the application to search for a song (steps 1-2 in the use case).


| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?) | Yes - The home page of the application is very clear and its understandable to search for the song. | | | 1 |
| Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - The search button on the top right side of the homepage is evident that Abby can search for the song. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - Based on the music recommendation and latest music, Abby can look for different songs or search for songs. | | | 1 |



Step 2: Abby searches for the song (steps 3-4 in the use case)

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|---|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes – The search page makes it clear for the Abby to search the song by various playlist mentioned or by the search icon on the top right side of the page. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes – The search icon makes easy for the Abby to search the song which is mentioned in the "Search" page. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes – The search icon will provide the Abby with the desired songs. | | | 1 |

Search



Pop

Hip-Hop

New Releases

R&B

Mood




Discover

Radio

Indie

Sleep

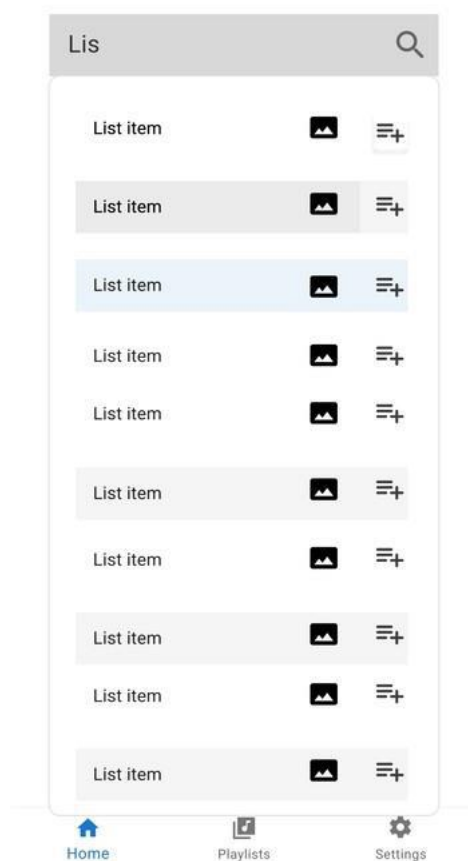
Cnill

 Home
  Playlists
  Settings

Step 3: Abby selects the desired song from the displayed list (steps 5-6 in the use case).

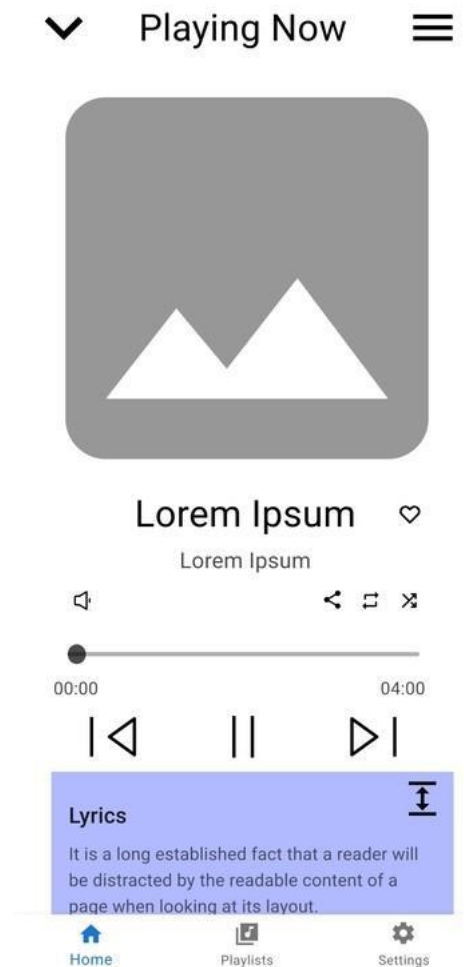
| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|---------------|--|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - Abby can easily understand to select the songs from the list of the search results. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | | | Maybe - Because the list of songs that appears from the search results makes Abby "Select" the song or "Play" the song or "Add to the queue". So, action may or may not be noticeable. | 3 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - the list of the songs shows that the Abby can select the song of their choice from the search results. | | | 1 |

Search



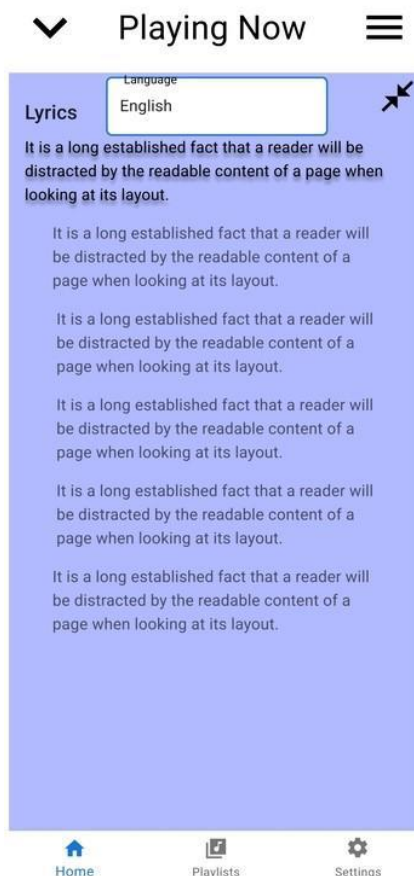
Step 4: Abby Played the song by clicking on play icon (steps 7-8 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|---|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - Abby can easily play the song by clicking on the "play" icon which is mentioned in the "Playing now" page. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - The "Play" button allows Abby to play the song. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - After clicking on the "Play" button, the song starts playing and the icon changes to the "Pause" button which shows that the song is in playing mode. | | | 1 |



Step 5: Abby clicks on lyrics to see the lyrics of the played song (steps 9-10 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|---|---------------|---|-----------------------|
| Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?) | Yes – The action to see the lyrics that’s mentioned on the “Playing Now” page is clear. | | | 1 |
| Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | | | Maybe - There’s no lyrics dropdown or search button for the language. It only mentions the language. But if Abby wants to change the language, she should know to click on the language selected and change it because there’s no search icon. <u>Solution:</u> There should be the dropdown icon in this scenario which makes it easy to understand on how to change the lyrics language. | 2 |
| Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes – On clicking on the lyrics, Abby should get the songs with that language. | | | 1 |



Step 6: Abby changed the language of the lyrics of the song by clicking on the given dropdown (steps 11-13 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?) | Yes – Abby can easily change the language by clicking on the dropdown list which is mentioned in the “Playing Now” page. | | | 1 |
| Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes – The dropdown list provides the list of the language which Abby can use to change the lyrics language. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes – On changing the lyrics language, Abby can see the language change that reflects on the page where song is mentioned. | | | 1 |

Lyrics

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout.

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Language

English

- Catalan
- Arabic
- Portuguese
- German
- Spanish
- Hindi

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Home

Playlists

Settings

Cognitive Walkthrough Sheet [Evaluation Sheet/s – Task 2]

Task Title: Add a song to multiple playlists.

Task Scenario: Abby, a PhD student, loves to listen to songs. Abby has multiple playlist according to the daily tasks she does during the day such as workout and studying. She has found a song that she would like to listen while both workout and studying. She uses the add to playlist feature and selects both workout and study playlist to add the song.

Persona:

Abby Jones¹



- 26 years old
- PhD Student in Science
- Lives in Halifax, NS

Abby has always liked music. When she drives her car to school in the morning, she listens to music that spans a wide variety of styles. But when she arrives at school, she turns it off, and begins her day by scanning all her emails first to get an overall picture before answering any of them.

Background and skills

Abby's research is in Biology. She is comfortable with the technologies she uses regularly, but she just started working in a new lab 1 week ago, and their software systems are new to her.

Abby says she's a "numbers person", but she has never taken any computer programming or IT systems classes. She likes Math and knows how to think with numbers. She writes and edits spreadsheet formulas in her work.

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- **Learning: by Process vs. by Tinkering:** When learning new technology, Abby leans toward process-oriented learning, e.g., tutorials, step-by-step processes, wizards, online how-to videos, etc. She doesn't particularly like learning by tinkering with software (i.e., just trying out new features or commands to see what they do), but when she does tinker, it has positive effects on her understanding of the software.

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Usecase:

1. The user will open the home page of the application (User action)
2. The system displays all the music recommendations based on the user's previous search history. (System action)
3. User can either choose any recommended song by the system or they can search the song of their choice by clicking on search icon (User action)
4. User types the name of the song (User action)
5. The system will show the list of songs that matches the search criteria. (System action)
6. User can select the song of their choice. (User action)
7. User can click on play icon. (User action)
8. The system will play the song for the user. (System action)
9. The system will show the song details like song name, artist name along with the lyrics of the song, share icon, shuffle icon, etc. (System action)
10. The user clicks on the sandwich icon at the right side of the screen (User action)
11. The system gives multiple options to the user (Interface)
12. The user clicks on Add to Playlist option. (User action)
13. The system opens a list of all the playlists with multiple check options. (Interface)
14. The user clicks on all the playlists that they want the song to be added to. (User action)
15. The system adds the songs to all the playlists. (System action)

Step 1: Abby launches the application and wants to look for a song (steps 1-2 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|---|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?) | Yes - The home page of the application is very clear and it’s understandable to search for the song. | | | 1 |
| Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - The search button in the homepage makes easy to understand for the Abby to search for the song. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The response from the action correctly interprets because the music recommendations and latest song options gives a hint to look for the songs. | | | 1 |

Good Morning!



Music Recommendation



Lorem Ipsum



Lorem Ipsum



Lorem Ipsum



Lorem Ipsum

Latest music



Home



Playlists

Settings

Step 2: Abby enters a keyword to search for the song (steps 3-4 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - The Search page of the application is very clear and it's understandable to search for the song by entering a keyword. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - the text view bar on top of the page gives Abby idea to enter the song keyword to look for the desired songs. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The Abby can look for the songs after entering a keyword. Additionally, from the different playlist options, Abby can interpret to look for the desired songs. | | | 1 |

Search

Pop

Hip-Hop

New Releases

R&B

Mood

Discover

Radio

Indie

Sleep

Cnill

Home

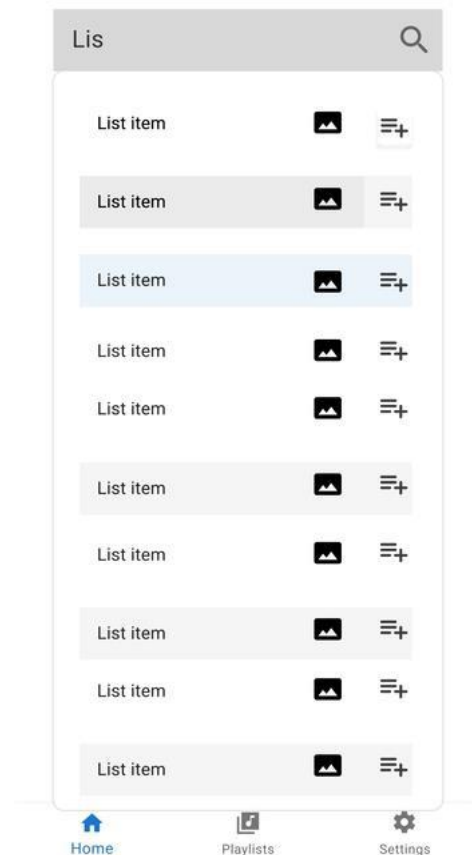
Playlists

Settings

Step 3: Abby selects a song of their choice from the search results (steps 5-6 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|---|---------------|--|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - Abby can easily understand to select the songs from the list of the search results. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | | | Maybe - Because the list of songs that appears from the search results makes Abby "Select" the song or "Play" the song or "Add to the queue". So, action may or may not be noticeable. | 3 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The list of the songs shows that the Abby can get the song of their choice on selecting the song from the list. | | | 1 |

Search



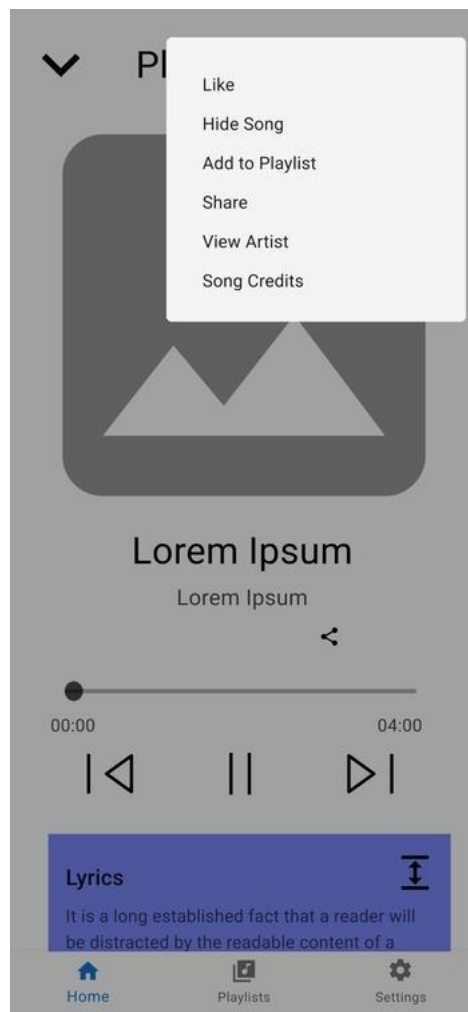
Step 4: Abby plays the song chosen (steps 7-9 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - It is clear for the Abby by looking at the "Playing Now" page, that the songs can be played by clicking on the "Play" and "Pause" button. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - The "Play" button shows that Abby plays the song. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | The Abby can clearly see the result of playing the song because the "Play" button changes to "Pause" as soon as the song starts playing and viceversa. | | | 1 |



Step 5: Abby clicks the burger icon on the top right and clicks add to playlist button (steps 10-12 in the use case).

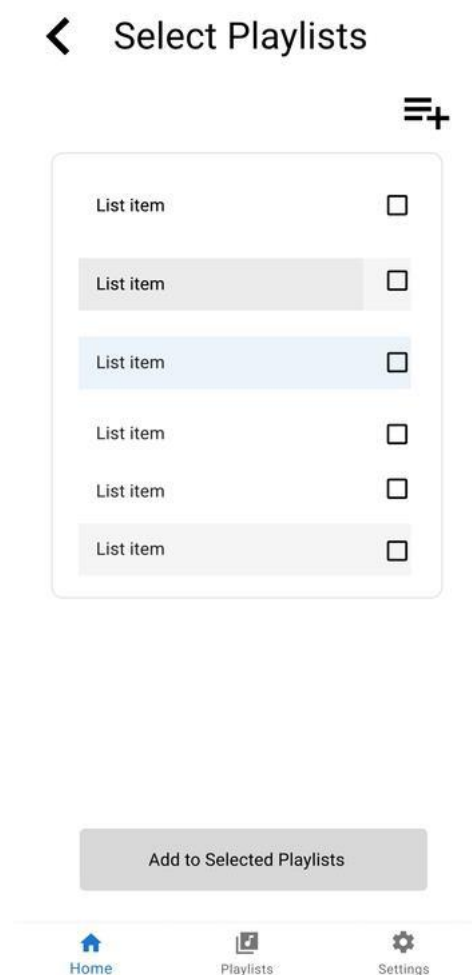
| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|---|---------------|---|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes – The page is clear which mentions the list of things like "Add to Playlist". This will help Abby to add the songs to playlist. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | | | Maybe - The "burger" icon is not available on the "Playing Now" page which makes Abby unclear about where to add the songs to the playlist. | 2 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The "Add to Playlist" is visible which helps Abby to add the songs to the playlist. | | | 1 |



Step 6: Abby selects all the playlists user wants to add the song to (steps 13-14 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|---|--|---------------|--|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" - Will the Abby know what to do to achieve the task?) | Yes - The Abby can add the songs to the list of playlists as shown in the "Select Playlists" page. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | | | Maybe - Abby can get confused on the looking the "Create Playlist" icon which has no use because Abby wants to add the songs to the playlist and not create the playlist. <u>Solution:</u> There should be no "Create Playlist" icon because it has no usage where user wants to add the songs in the playlist. | 3 |

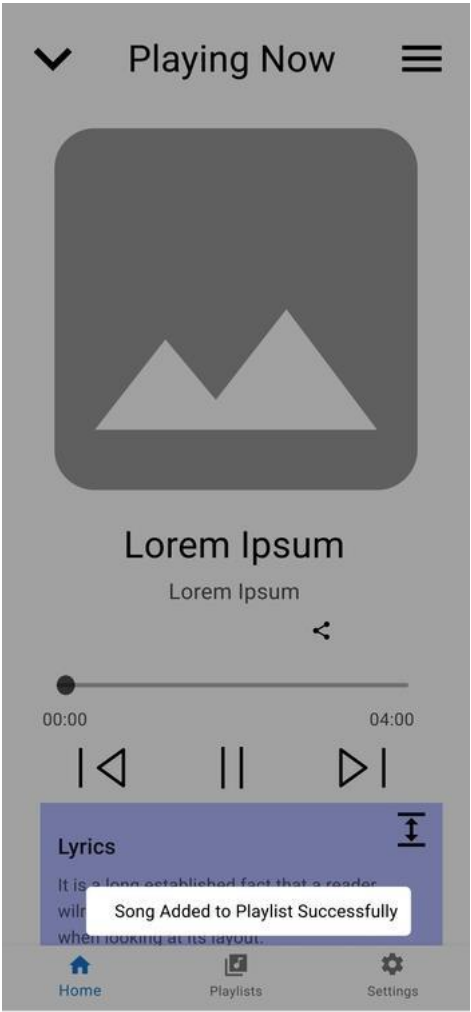
| | | | | |
|--|--|--|--|---|
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The Abby can select the playlists to which she wants to add the song using the "Add to selected Playlists" button. | | | 1 |
|--|--|--|--|---|



Step 7: Abby is prompted that the song is added to the playlist successfully (step 15 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|---|---|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - The screen clearly mentions the alert message of the song successfully added to the playlist. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes – There's no action done for this page but the prompt itself tells Abby that the song is added to the playlist. | | | 2 |
| Will the Abby associate and interpret the response from the action correctly | Yes - The prompt itself tells Abby that the song is added to the playlist. | | | 1 |

| | | | | |
|---|--|--|--|--|
| (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | | | | |
|---|--|--|--|--|



Cognitive Walkthrough Sheet [Evaluation Sheet/s – Task 3]

Task Title: Share a Song with friends

Task Scenario: Abby, a PhD student, loves to listen to songs. Abby generally looks out for new songs from their favourite band Green Day, and she likes to share this song with her friends with some things she liked/disliked about the song. She uses share song feature and adds her feedback of the song and shares the song with her friends.

Persona:

Abby Jones¹



- 26 years old
- PhD Student in Science
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- **Motivations:** Abby uses technologies to accomplish her tasks. She learns new technologies if and when she needs to, but prefers to use methods she is already familiar and comfortable with, to keep her focus on the tasks she cares about.

- **Computer Self-Efficacy:** Abby has low confidence about doing unfamiliar computing tasks. If problems arise with her technology, she often blames herself for these problems. This affects whether and how she will persevere with a task if technology problems have arisen.

- **Attitude toward Risk:** Abby's life is a little complicated and she rarely has spare time. So she is risk averse about using unfamiliar technologies that might need her to spend extra time on them, even if the new features might be relevant. She instead performs tasks using familiar features, because they're more predictable about what she will get from them and how much time they will take.

How Abby Works with Information and Learns:

- **Information Processing Style:** Abby tends towards a comprehensive information processing style when she needs to more information. So, instead of acting upon the first option that seems promising, she gathers information comprehensively to try to form a complete understanding of the problem before trying to solve it. Thus, her style is "burst-y"; first she reads a lot, then she acts on it in a batch of activity.

- **Learning: by Process vs. by Tinkering:** When learning new technology, Abby leans toward process-oriented learning, e.g., tutorials, step-by-step processes, wizards, online how-to videos, etc. She doesn't particularly like learning by tinkering with software (i.e., just trying out new features or commands to see what they do), but when she does tinker, it has positive effects on her understanding of the software.

¹Abby represents users with motivations/attitudes and information/learning styles similar to hers. For data on females and males similar to and different from Abby, see <http://eusesconsortium.org/gender/gender.php>

Usecase:

1. The user will open the home page of the application (User action)
2. The system displays all the music recommendations based on the user's previous search history. (System action)
3. User can either choose any recommended song by the system or they can search the song of their choice by clicking on search icon (User action)
4. User types the name of the song (User action)
5. The system will show the list of songs that matches the search criteria. (System action)
6. User can select the song of their choice. (User action)
7. User can click on play icon. (User action)
8. The system will play the song for the user. (System action)
9. The system will show the song details like song name, artist name along with the lyrics of the song, share icon, shuffle icon, etc. (System action)
10. The user clicks on share icon (User action)
11. The system opens a popup to give the flexibility to the user to write any description of the song along with the link. (Interface)
12. The user clicks on share button. (User action)
13. The system gives the user the option to share the song on multiple platforms WhatsApp. (Interface)
14. The user selects the platform of their choice. (User action)

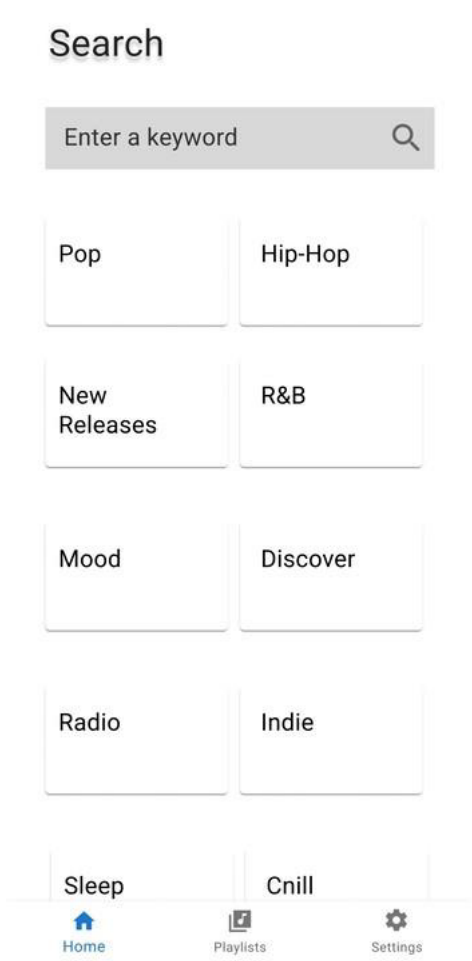
Step 1: Abby opens the home page of the application to search for a song (steps 1-2 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|---|--|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - The home page of the application is very clear and it's understandable to look for the song. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - The home button in the homepage makes easy to understand for the Abby that she is currently on the home page. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The response from the action correctly interprets because the music recommendations and latest song options on the home page | | | 1 |



Step 2: Abby searches for the song (steps 3-4 in the use case).

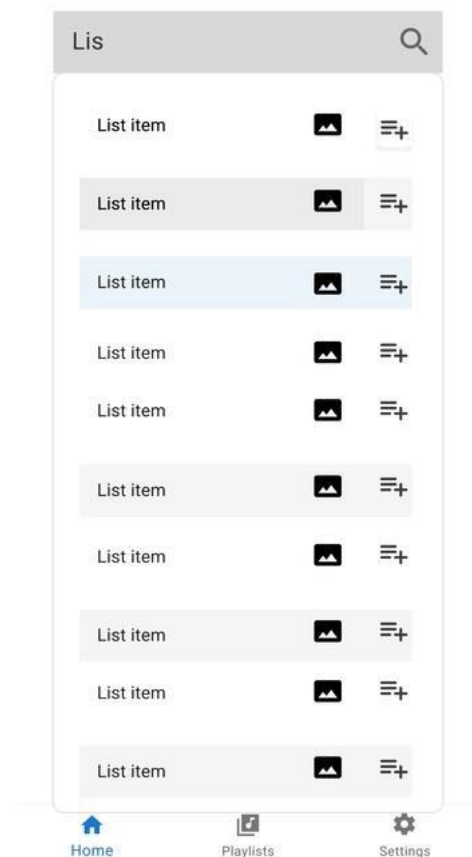
| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?) | Yes - The home page of the application is very clear and it’s understandable to search for the song. | | | 1 |
| Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - The search button in the homepage makes easy to understand for the Abby to search for the song. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The response from the action correctly interprets because the music recommendations and latest song options gives a hint to look for the song. | | | 1 |



Step 3: Abby selects the desired song from the displayed list (steps 5-6 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|---------------|---|-----------------------|
| Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?) | Yes - Abby can easily understand to select the songs from the list of the search results. | | | 1 |
| Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | | | Maybe - Because the list of songs that appears from the search results makes Abby “Select” the song or “Play” the song or “Add to the queue”. So, action may or may not be noticeable. <u>Solution:</u> There should be the “Select” icon, to know Abby to select the list of the songs. | 2 |
| Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The list of the songs shows that the Abby can select the song of their choice from the search results. | | | 1 |

Search



Step 4: Abby Played the song by clicking on play icon (steps 7-8 in the use case).

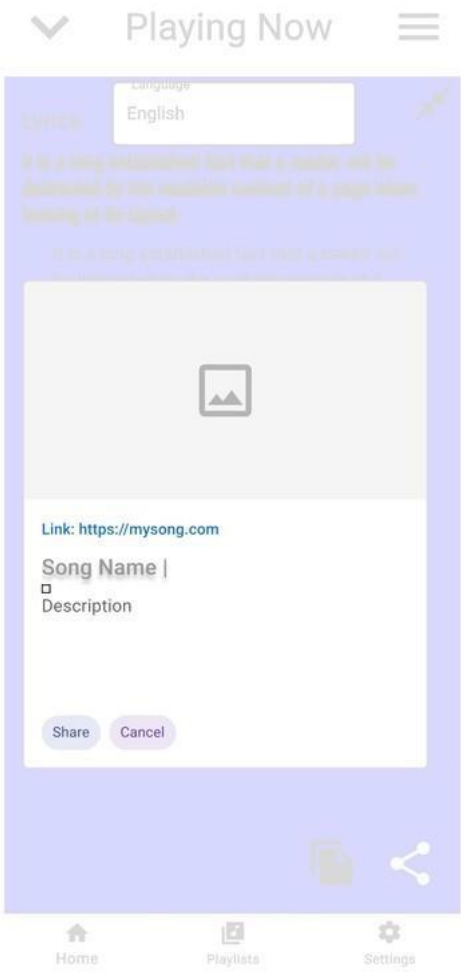
| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|---|---------------|------------------|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - Abby can easily play the song by clicking on the "play" icon which is mentioned in the "Playing now" page. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes - The "Play" button allows Abby to play the song. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - After clicking on the "Play" button, the song starts playing and the icon changes to the "Pause" button which shows that the song is in playing mode. | | | 1 |



Step 5: Abby clicks on share icon to share the song with the friend and write the description of song also. Then user clicks on share button. (Steps 9-12 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|---|--|---------------|--|-----------------------|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - Its visible for Abby to write the song description and share it to the friend. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | | | Maybe - The music link mentioned will make Abby confuse about whether the link is the song link or the link to which the song is to be sent. <u>Solution:</u> There should be a text view that mentions the type of the link. For instance, "Music/Song Link" or "Whatsapp Link" to | 2 |

| | | | | |
|--|--|--|--|---|
| | | | mention the type of the link. In this case, it should be “Music/Song Link” | |
| Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?) | Yes - The share button below gives the hint of the response that the song will be shared to the Abby’s friend. | | | 1 |



Step 6: Abby gets the option to share song and song is shared on desired platform (Steps 13-14 in the use case).

| Question | Yes (reason/s) | No (reason/s) | Maybe (reason/s) | Severity Rating (1-5) |
|--|--|--|------------------|---|
| Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?) | Yes - The page provides clear understanding to the Abby that the song can be shared on the desired platform. | | | 1 |
| Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?) | Yes – Abby can share the songs on different platforms by having the options of the different platforms. | | | 1 |
| Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?) | | The Abby has no option of "Share" or "send" button after selecting the app to send the song. | | MF: There should be the option of "Share" or "Send" button. Because after selecting the single or multiple platforms, the action of sending the song is not fulfilled until there is send or share button. |



AirDrop



First Last



Group

2 People



First Last



Fir



App Name



App Name



App Name



App Name

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