

## Overview:

**Name of application being evaluated:** Discord (Desktop)

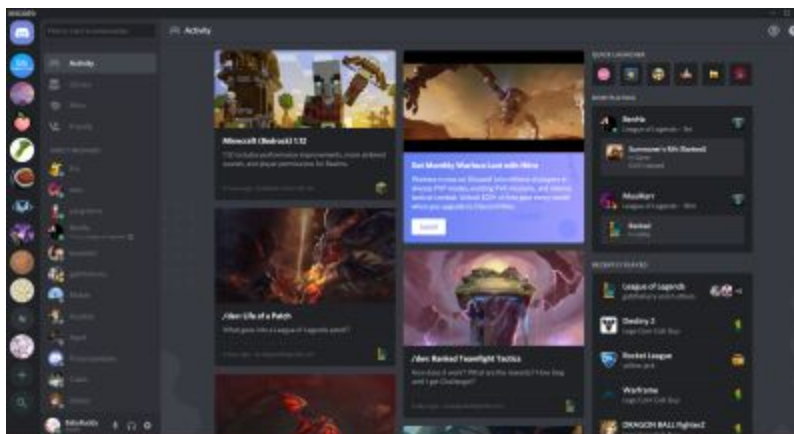
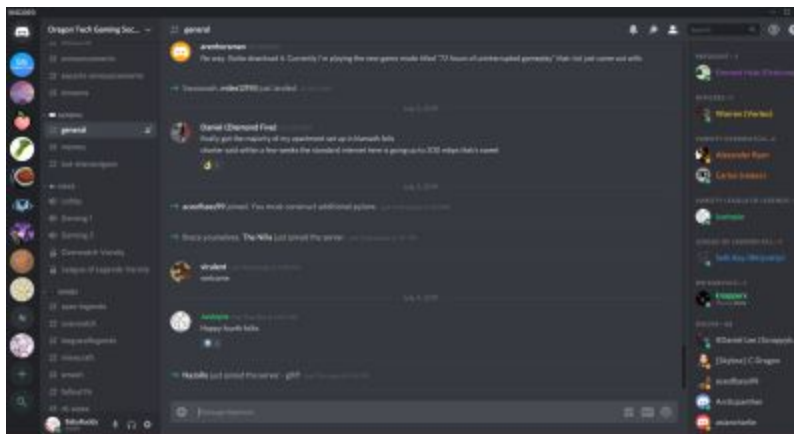
**Creator or publisher:** Discord Inc. (Originally Hammer And Chisel)

**Platform(s) it runs on:** Mobile devices and Desktop Windows, macOS, Android, iOS, Linux, and in web browsers.

**Purpose (what it is used for):** Chat, Voice Comm, Screen Sharing, File Sharing, Game Activity Sharing, and Connecting with fellow Gamers, Streamers, Content Creators, etc.

**Intended users of the application:** Video Gaming Community

### Screenshots:



## Evaluation:

**Learnability:** How easy is it for users to accomplish basic tasks the first time they encounter the design?

On a scale from difficult to easy (1-10): Fairly Easy (7).

**Efficiency:** Once users have learned the design, how quickly can they perform tasks?

On a scale from slow to quickly (1-5): Quickly (5).

**Memorability:** When users return to the design after a period of not using it, how easily can they reestablish proficiency?

On a scale from difficult to easy (1-10): Easy (10).

**Errors:** How many errors do users make, how severe are these errors, and how easily can they recover from the errors?

On avg. users make 2-3 errors. Errors tend to be slips (ie. Join wrong channel, call wrong user)

On a scale from trivial to severe (1-10): Trivial (1).

On a scale from difficult to easy (1-10): Easy (10).

**Satisfaction:** How pleasant is it to use the design?

Dark mode default is pleasant, layout is a bit mobile app-ish but organized.

On a scale from unpleasant to pleasant (1-10): Fairly Pleasant (7).

## Surveyed Evaluations (same criteria):

### Summary of Responses:

Learnability: On a scale from difficult to easy (1-10): Fairly Easy (7).

Efficiency: On a scale from slow to quickly (1-5): Quickly (4.5).

Memorability: On a scale from difficult to easy (1-10): Fairly Easy (7.5).

Errors: On avg. users make 2 errors.

On a scale from trivial to severe (1-10): Trivial (1.5).

On a scale from difficult to easy (1-10): Pretty Easy (9).

Satisfaction: On a scale from unpleasant to pleasant (1-10): Fairly Pleasant (7.75).

## Conclusions:

Discord is a very useful app with a lot of functionality, but the UI can sometimes be overwhelming for new users mostly due to the many buttons to click and tasks a user can accomplish with not a clear path for which buttons they need to click to reach their end goal. For example, if a brand new user wants to talk to a friend who already has an established account they must follow quite a few steps that are easy to get lost in, if you are not familiar with computers or the internet.

Steps:

1. Go to [www.discordapp.com](https://www.discordapp.com)
2. Download app or proceed to web app
3. Create an account.
4. If Downloaded, Launch and then Login
5. Navigate to Friends Tab
6. Add Friend with their Username and Tag Id (ie. CodeVil #6669)
7. Have Friend Accept Request
8. Call Friend

These steps can be especially hard to follow for first time users and can cause frustration because they require some level of coordination between both parties and require the new user to have some other medium for communication to connect with their friend(s) on Discord. Overall I conclude that Discord as a desktop application is usable for experienced users but much less usable for new users.

Form: <https://forms.gle/jPt1M8bzcJJchTrr9>

Form Responses:

<https://docs.google.com/forms/d/e/1FAIpQLScf1xtkFSKJDXcxHEiZfOcXoKofsND2i-ZdjXI0A3cuWpyamA/viewanalytics>