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User Experience Consultation for VoicetoGoog

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User Experience

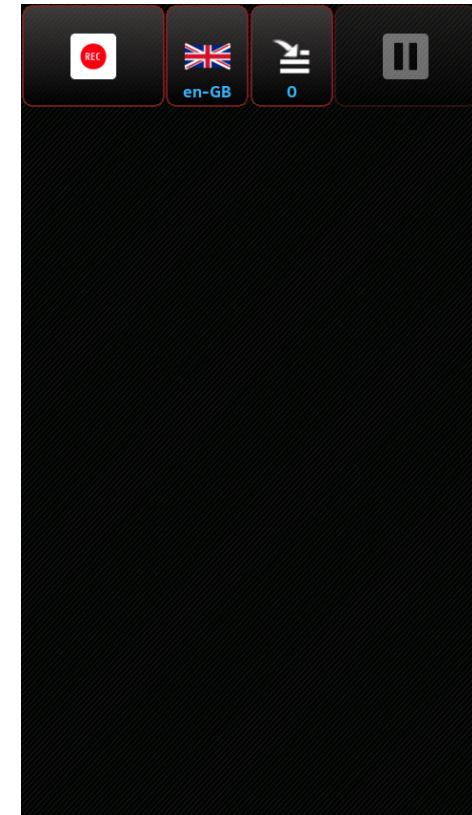
December 21, 2011

In Partnership with

NOKIA Developer

Application details

Nokia contact name: **Niels Mayer**
Application name: **VoiceToGoog**
Application version: **v0.3.0**
Application contact: **NielsMayer@gmail.com**
Application platform: **Meego Harmattan**
Evaluation tool **Nokia N9**
Firmware version: **PR1.1**
Evaluator [name]: **Lauri Apajalahti**
Evaluator contact: **nokia-uxsupport@etnoteam.fi**
Evaluation date: **December 21, 2011**



The main view and also the first view of the application.

About this document

What is this report for?

We want your application to be as successful and popular as possible so that you're rewarded for all your hard work. Using our years of design and usability experience, we offer you advice that has been proven to improve the user experience of mobile applications.

Some of our recommendations may be related to Nokia UI style guides, while others may concern mobile heuristics (see more on the next pages). Whatever we suggest, we will always refer to these baselines to help you understand the design ideas. We are happy to clarify any questions you may have about this document – simply contact us by email.

If you find our suggestions helpful and would like the new build of your application reviewed, contact us to organise a usability testing session. We look forward to seeing the improvements you've made to your app!



*Improving UX
doesn't have
to be
difficult.*

Mobile UX heuristics

Visibility of system status

User always knows what is going on

Match with real world

Application should use symbols, icons, formats and layouts that users are familiar with

Consistency

The functions and UI controls must behave as the user expects them to

Ergonomics

The visual design and the text must be relevant to the user and easy to read

Ease of input

Minimise the amount of text input required

Aesthetics and social

Device should look and work beautifully, and the user's data should be kept safe and secure

Flexibility and efficiency

Allow users to personalise the UI and to use shortcuts

Error management

Help users to recognise, diagnose and recover from error situations

UX-issue priority scale

What do you gain by fixing these issues?



Fixing this issue is crucial before release. The quality of your application's user experience will vastly improve and enable a successful launch.



Major UX improvement



This is a high-priority issue. By fixing this, your app's user experience will be significantly improved.



Big UX improvement



This issue is low priority. It doesn't improve the user experience significantly, but it might add the final polish to your application.



Minor UX improvement



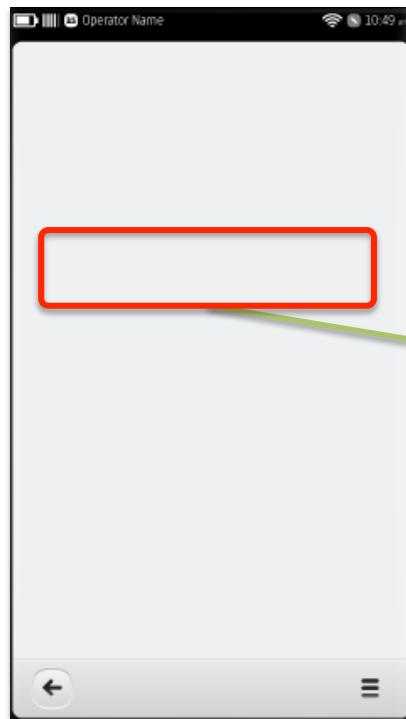
This issue is the lowest priority. If you have higher-priority fixes, you should concentrate on those.



Cosmetic UX improvement

How to read this report

Current application



This is the frame used to highlight elements on screenshots.

This is the standard callout used to indicate potential issues we have noticed.

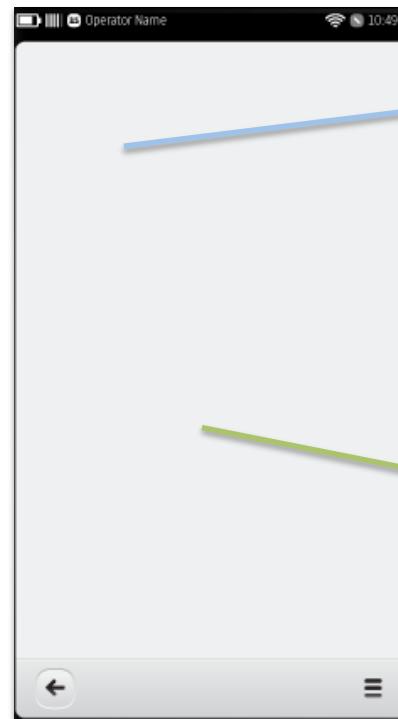


This is the standard box used to explain why we believe this to be a potential issue.



[Image caption that describes what the user is doing on the screen and the result.]

Improvement suggestions



This is the callout used for suggesting fixes. This is the callout for pointing out good elements.

This is the box for explaining the suggested fix.

This is the callout for pointing out good elements.

This is the box used to explain why these things are good.

This box can be used to highlight information, or for when data is not directly related to a screenshot or image.

[Image caption that describes what the user is doing on the screen and the result.]

Touchscreen interaction guide

Tap



- Open items>Select buttons/links
- Insert cursor (in text field)
- Reveal hidden controls
- Stop kinetic scrolling

Long press



- Reveal Object Menu
- Repeat (QWERTY) key press.

Swipe



- Unlock device in locked mode
- Return to last state of Home from full screen application.

Drag



- Pan/Scroll content
- Paint to select text in text field (interaction needs to be first started horizontally, otherwise panning is triggered)
- Move between 3 Home views (Notifications, Applications, Multitasking)

Flick



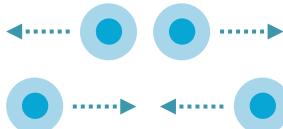
- Kinetic pan/Scroll content (in some cases, bringing in new content, e.g. Gallery, switching to next picture)

Double tap



- Switch between zoom levels (touch screen)
- Silence alert (accelerometer)

Pinch



- Zoom in/out (points touched on screen follow fingers)

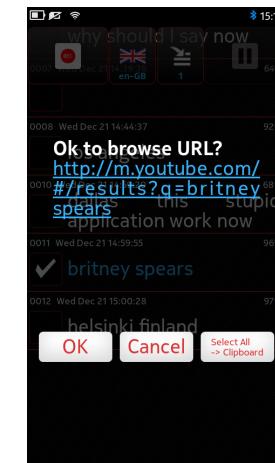
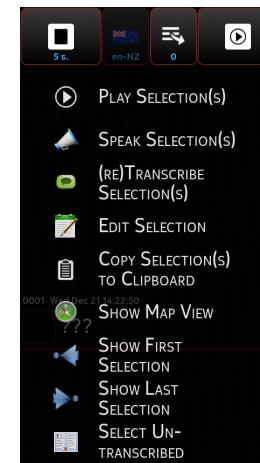
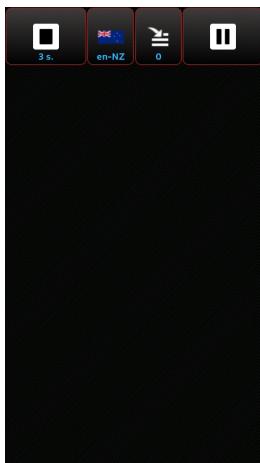
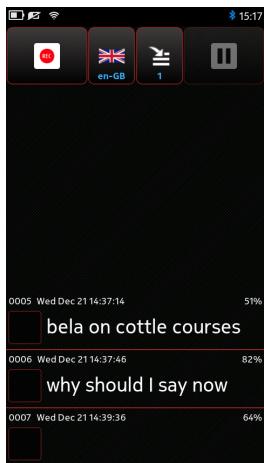
VoiceToGoog

Summary

VoiceToGoog is an app that enables audio/voice note-taking alongside speech-to-text provided by Google's speech recognition service. The transcribed text can be applied to multiple external services.

Evaluated use cases or flows:

- Recording a note
- Playing the note back
- Using the note in external services



What works well in your app

Summary



The idea behind the app is good

Many functions are useful and, when a sentence has been correctly recorded, external programs work perfectly

Some UX issues we discovered

Summary



- The app does not follow Meego Harmattan guidelines which makes it unintuitive to the user
- The app's structure is very complicated; the Options list is far too long and includes many unnecessary functions
- No Help text is provided, leaving the user unaware of many terms and functions
- Transparency makes the views look complicated and somewhat messy



- Scrollbars are not fully optimised
- Empty views appear, both during first time usage and when content has been cleared



- The app is not properly optimised for landscape orientation
- The user doesn't receive appropriate feedback when tapping an interactive item



Detailed findings

User Interface

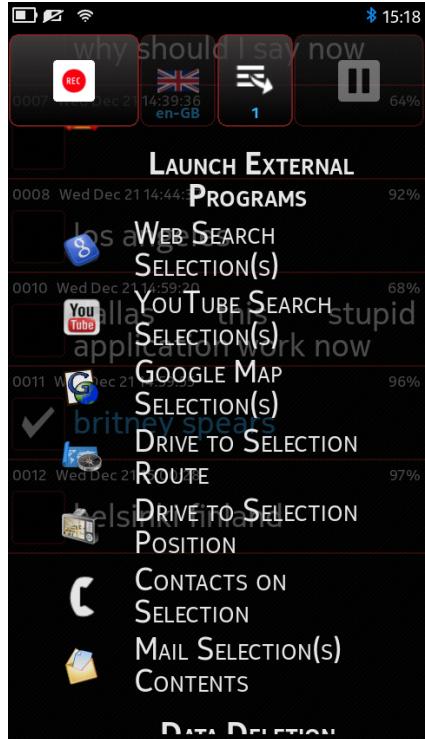
Ergonomics

Match with
real world

Consistency

Make sure the app follows UI guidelines

Current application



*The Options menu
overlapping with the main
view.*

The app doesn't follow Harmattan UI guidelines. The navigation structure is very different from what the user would expect, and the components used feel unfamiliar.

The app appears visually crowded, with overlapping and transparent menus. The titles of list items and the icons beside them are not that intuitive. In many cases, it is unnecessary to use both an icon and text - either one should be sufficient.

Improvement suggestions

It is strongly recommended that developers familiarise themselves with the Harmattan UI guidelines before designing and developing an app. The guidelines give a description of the overall framework model for Nokia N9, explain the relevant interaction rules and outline the framework support available.

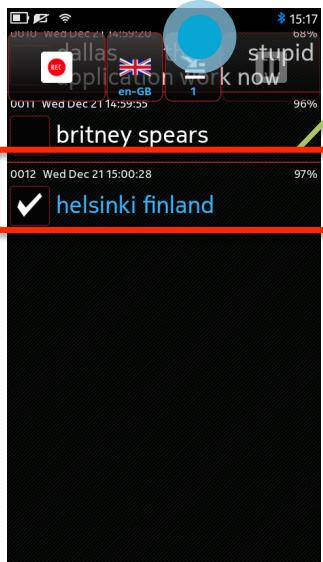
See the following pages for detailed improvement suggestions.

For further information on Harmattan UI, see:
http://harmattan-dev.nokia.com/docs/ux/pages/Harmattan_UI.html

App structure 1/6

Shorten and simplify Options list

Current application



The user has to tick one of the notes and tap the Options button to perform a function on it. This is not intuitive and requires too many actions.

The Options list includes over 30 items that are separated by sub-headers that are difficult to see. This will lead to the user getting frustrated when trying to find a specific item.

The sub-headers divide the list into four types of actions: the first part has no title, the second is Launch External Programs, the third Data Deletion and the fourth System and Settings.



The upper part of the Options list and the System and Settings view.

The user is unlikely to change the language used for speech recognition often, maybe only once during first time use. It is therefore unnecessary to provide this option as one of the main buttons.

The languages are in an arbitrary order which makes it difficult to find the correct one.



The Select language view with the list of available languages for speech recognition.

See the following pages for improvement suggestions.

App structure 2/6

Enhance the main view's functionality

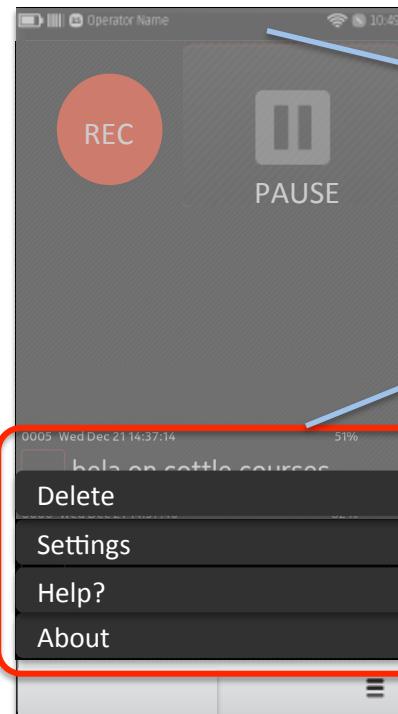
Improvement suggestions



Bring the most important buttons into the view to make them more easily accessible. The buttons should adhere to the user's actions e.g. after recording starts, the REC button should be replaced by STOP.

The recorded notes could remain in the content area without the tick box on the left.

Use the Tool bar at the bottom which the users are familiar with. In this improvement suggestion, the tool bar only contains an Action menu.



Consider making the status bar viewable at the top of the screen. This would prevent the user from having to exit the app every time they want to check something else.

The Action menu would contain **Delete**, **Settings**, **Help?**, and **About**. **Delete** is presented in greater detail on page 16 and **Settings** is on page 17. The **Help?** text could be quite short, but it should contain a description of the app and explain the main functions. **About** can remain similar to the current **About VoiceToGood**.

For more information on Action Menus see:
http://harmattan-dev.nokia.com/docs/ux/pages/Dialogue_and_Menus.html

For more information on Application basic views see:
http://harmattan-dev.nokia.com/docs/ux/pages/App_basic_view.html

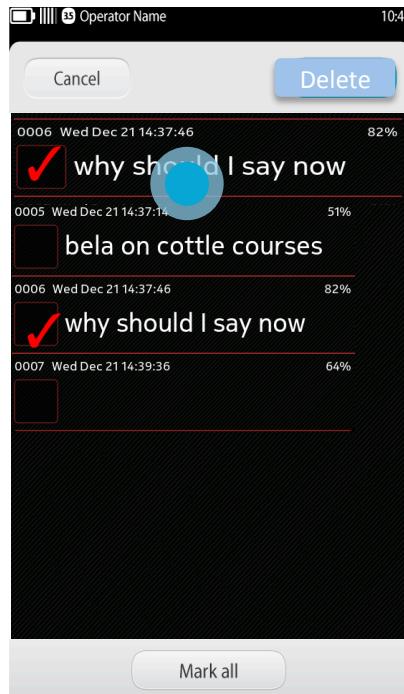
App structure 3/6

Consistency

Delete multiple items

A multi-selection mode could be used to delete multiple items. It could be accomplished using the **Delete** button in the Action menu.

Improvement suggestions



Improvement proposal - deleting items in a multi-selection mode.

In the multi-selection mode, a view header could appear at the top of the view, displaying the action name (**Delete**) and a **Cancel** button. The user could single tap items to add them to the list. A **Mark all** button could feature in a view footer and would be used to select or deselect all items. Following the selection, pressing the action in the Tool bar would return the user to the original application view with the action having taken place.

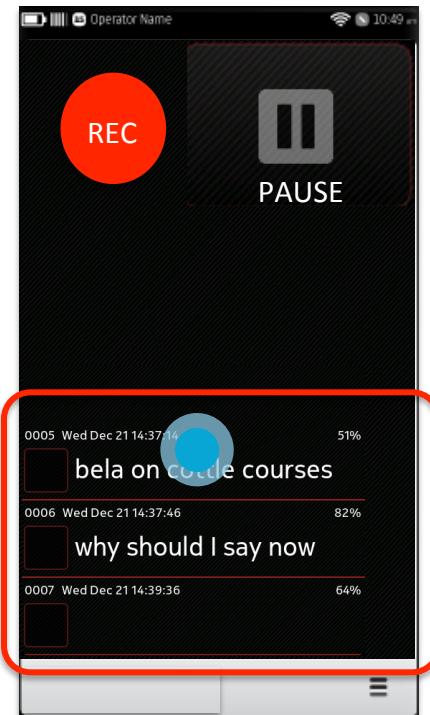
For more information on multiple selection, see:
http://harmattan-dev.nokia.com/docs/ux/pages/Multiple_selection.html

App structure 4/6

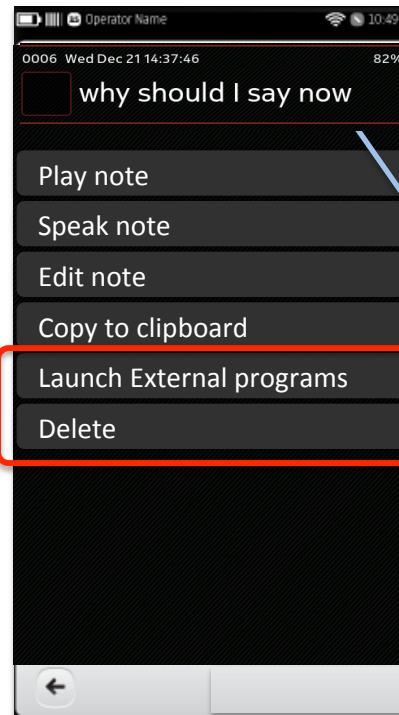
Consistency

Make notes tappable buttons

Improvement suggestions



The recorded notes could feature as tappable buttons.



After tapping on a note, a new view featuring the functions originally in the upper part of the Options list would appear.

In this view, the note title could serve as the heading.

See the next page for improvement suggestions on dialogues related to **Launch External programs** and **Delete**.

An improvement proposal where the notes feature as tappable buttons.

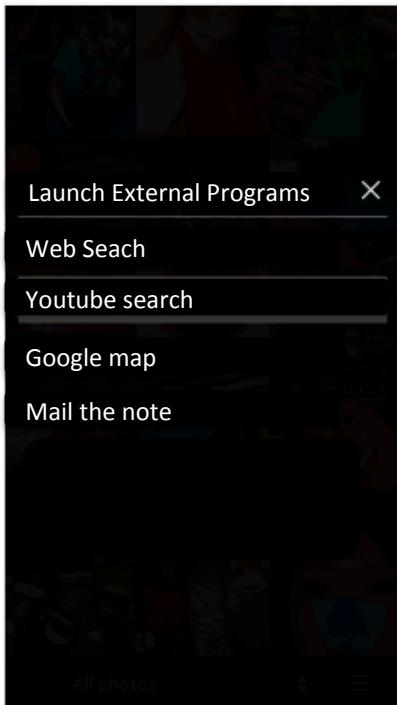
Improvement proposal for the Settings view. This example doesn't feature all the settings.

App structure 5/6

Consistency

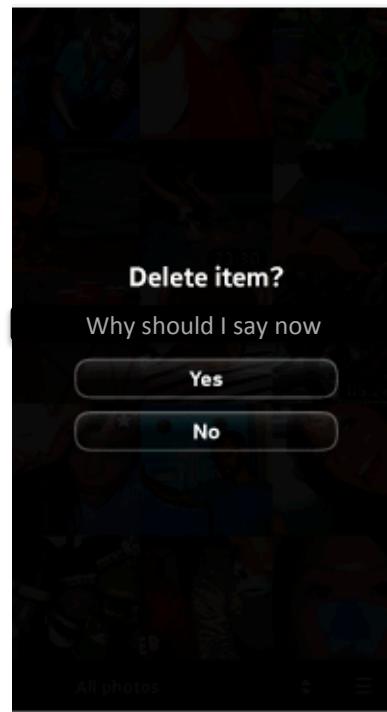
Implement dialogues

Improvement suggestions



The suggested Launch External Programs generic dialogue.

Tapping **Launch External Programs** could open a generic dialogue listing all the external programs. These items could be opened with a single tap.



Suggested query dialogue for deleting an item.

A Query dialogue should be used for items that require an immediate response. They are typically used to notify the user of actions and/or requesting confirmation e.g. **Delete item** or **Go to URL**.

For more information on different dialogues, see:
http://harmattan-dev.nokia.com/docs/ux/pages/Dialogue_and_Menus.html

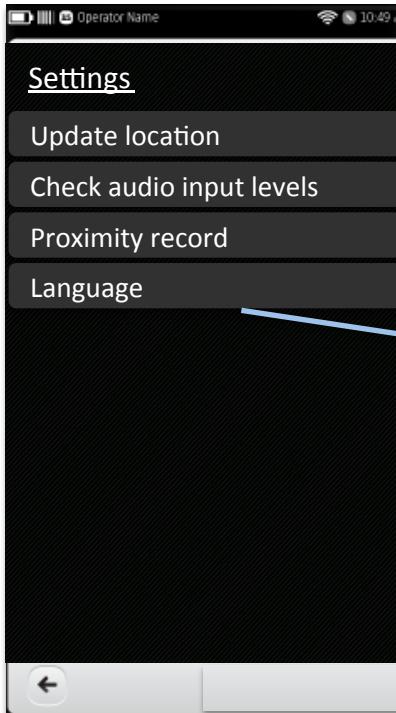
App structure 6/6

Consistency

Optimise Settings view

The **Settings** view could contain all the items that are currently in the **Settings** subview within the **Options** list.

Improvement suggestions



*The suggested **Settings** view.
This example doesn't contain
all the settings.*

Include **Language** in the **Settings** menu.
Tapping this button would open a generic
dialogue with all the supported languages
listed in alphabetical order.

If you have designed your application to have its own **Settings** view, you can centralise this view with the Nokia N9 **Settings** system. The user can then access your application's settings via the mobile device's own **Settings** application, which is accessible through the **Applications** view.

For more information on settings, see:
[http://harmattan-dev.nokia.com/docs/ux/pages/
Application_settings.html](http://harmattan-dev.nokia.com/docs/ux/pages/Application_settings.html)

Scroll bar

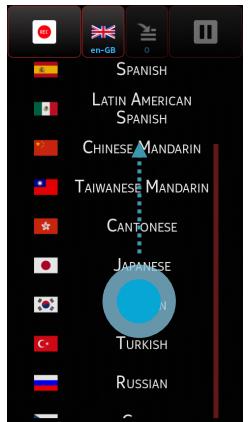
Visibility of system status

Ergonomics

Consistency

Optimise Scroll bar's functionality

Current application



An example of scroll bar.



When scrolling down, the list, the scroll handle moves to the bottom of the view and then starts to shorten. This is somewhat misleading and means the Scroll bar doesn't serve its usual purpose.



An example of a view that is too long.

Improvement suggestions

The scroll handle on the scroll bar indicates the location within the view. The size of the scroll handle indicates the number of displayed items relative to the total number of items in the list.

See N9 Settings for an example of a fully functional scroll bar.

The view should only be as long as the content requires. All empty space above and below should be removed.

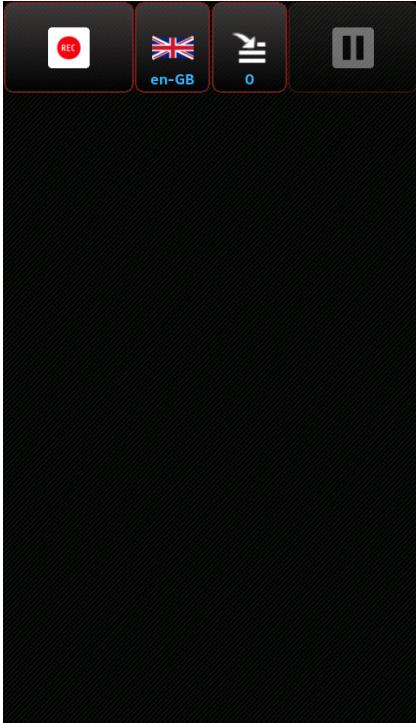
The view extends above and below the content.

Empty view

Visibility of system status

Offer guidance text

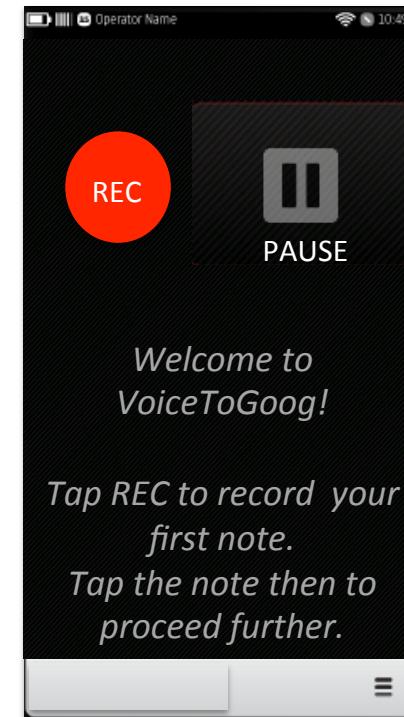
Current application



The app's main view during first time use.

When opening the app for the first time, this empty view is shown. It provides no guidance on how to proceed or what the app's function is. It also appears after deleting all the recorded notes.

Improvement suggestions



The main view with suggested instructive text.

During first time use, the user should be presented with relevant information about the application and how to proceed.

A message should also be displayed when the user has cleared all content from the screen. For example, after all the notes have been removed from the view, a similar guidance text should appear.

For more information on empty states, see:
http://harmattan-dev.nokia.com/docs/ux/pages/Empty_States.html

Landscape orientation

Ergonomics

Maintain layout when switching orientation

Current application



The Options list with no feedback when tapping an item.

The position of the pause button is substantially different when the user switches to landscape orientation.



Improvement suggestions

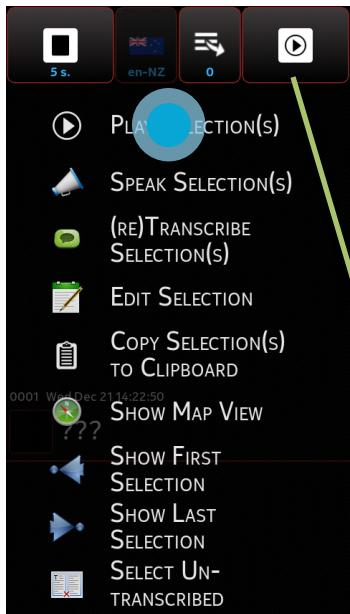
Nokia N9's framework supports switching between orientations automatically. However, changing orientation should not change the nature of the content or task. Depending on the orientation, it is recommended that you optimise the screen's function and/or layout.

For more information on portrait & landscape, see:
http://harmattan-dev.nokia.com/docs/ux/pages/Portrait_vs_Landscape.html

Touch interaction

Immediate feedback is not provided

Current application



The Options list.

Insufficient visual and haptic feedback is provided when tapping one of items in the Options list. When touch releasing, all that happens is the item briefly changes colour.



Proper feedback is provided when tapping the main buttons at the top of the list.

Improvement suggestions

Provide visual and tactile feedback on user actions immediately every time an interactive item is tapped. Touch down gives feedback and release activates the function.

After the user lifts their finger, the highlight should disappear. The user is able to cancel the action by sliding their finger away from the button without releasing it.



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Want to learn more about application UX? Follow these links:

For general information about user experience design for Nokia devices, go to:

<http://www.developer.nokia.com/Design/>

For information about platform style and technical implementation, visit:

<http://library.developer.nokia.com/>

Severity rating for usability issues (by Jacob Nielsen):

<http://goo.gl/arQCi>

Heuristics for Mobile devices:

Joanna Lumsden: Handbook of Research on User Interface Design and Evaluation for Mobile Technology. Edited by: Joanna Lumsden, National Research, Council of Canada, Canada , Released Feb2008. ISBN: 978-1-59904-871-0.