

UX FEEDBACK REPORT

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INTRODUCTION

Purpose of this document

Testing has a crucial role for the quality of every application. While the most commonly met perception assumes that reassuring the proper work-flow of the software functionalities is more important than its design, after all what is the purpose of providing flawless features if the users will not be able to properly interact with the product due to a bad user experience. Consequently, this document is going to keep track of several users' interactions with the application and is going to state their feedback as well as the

Project needs

As the main purpose of the application is related to streaming music collections, the system needs simple user interface which will still deliver to the user pleasant experience. The design also needs to be creative, suitable for artists, modern and original. Additionally, the user interface should not be distractive because that may get in the way of users who are working on creating new content. Moreover, the design needs to support functionalities related to the following features:

- Signing in, signing up and signing out
- Easy navigation throughout the website
- CRUD operations related to playlists and their songs
- Searching songs, playlists and other users' accounts
- Displaying of recommendations

To ensure the usability and the satisfactory level of design according the user needs, the Nielson and Molich design principles will be taken into consideration while both the development and the feedback gathering processes are being performed.

NIELSEN & MOLICH DESIGN PRINCIPLES

In this document section I'm going to explain how I ensured the implementation of the Nielsen and Molich design principles to guarantee a satisfying user experience.

1. Visibility of system status - I always make sure to let the user know what is happening with his input, requests or notify him if some process may take a couple of seconds to be completed. For example, when a user creates a new playlist, I make sure that it will be immediately visible so he can be reassured that the action was smoothly completed.
2. Match between system and the real world - To guarantee the implementation of this principle I try to use as many icons and pictures as possible if its applicable because that helps the user's interaction with the application. For example, I included icons in the menu options because they help the user to navigate faster. I'm using the same strategy with icons for search bars and logout buttons.
3. User control and freedom - To ensure the presence of an emergency exit I followed the commonly used pattern to use the logo as a navigation to the home page. That always ensures the user that if something goes wrong, he has a quick way out.
4. Consistency and standards - That principle is widely applied in my application because I took in consideration a lot of the commonly used design standards. For example, I located the search bars in the upper part of the website, I placed the logo in the left upper corner and I'm sticking to that pattern in each of its appearances. Even if the commonly used standard for navigation bar/menu is to be placed on top of the page, I choose to locate it in the left side of the application because in my opinion it's more futuristic and despite being rarely used it still gives a clear sense of orientation. Another standard which I followed for in my system's design is the location of the "forgot password" option which reassures the user that even in the unfavorable case of forgetting his credentials there's an easily accessible option to the rescue.
5. Error prevention - Not yet implemented
6. Recognition rather than recall - I implemented this principle in occasions where the user may feel confused because of his previous actions such as navigation through different pages - I highlight the link to the current location and I make sure to also display a label notifying the user about his site.
7. Flexibility and efficiency of use - Not yet implemented
8. Aesthetic and minimalist design - This principle is broadly applied as I always pay attention to include only the necessary components to a specific page and don't

overwhelm the user with excessive decorative elements that can hinder the usability of the application.

9. Help users recognize, diagnose, and recover from errors - Not yet implemented.
10. Help and documentation - Not yet implemented

USER FEEDBACK

User 1 – Ilia Desov

- **User background** – Ilia is 20 years old and his hobby is playing bass guitar. He often visits and uses music-related websites (mainly bands and artists webpages). He regularly uses music streaming applications which makes him a suitable candidate for evaluating the design and user experience of my project.
- **User feedback**
 - Login Page: The user said that it's easy to navigate through the login page and the registering page if you're a new user. As a remark he said that it will be nice if the login button is a bit larger and somehow highlighted to make it more visible and stand out from the other labels and links.
 - Home Page: The user liked the general design of the home page. However, he advised me to change the color of the play button with another shade of purple which will better match the background of the page. Next, he tried to find the search bar and commented that it is easy to find and still it takes some efforts from the users to visualize it. As a recommendation he mentioned that if I change the color of the search bar to a lighter one it will be easily spotted. Another remark that he shared with me was that some of the labels weren't following the pattern of capitalizing the first letter of each word which makes the application look more professional.
 - Playlist Page: The user was glad to have the option to choose playlist name before creating it. However, he said that it would be better if when you attempt to create a playlist there's also an option to close the creation form in case you changed your mind. He said that the design is simple and good-looking but some of the information added for playlists is unnecessary to be immediately available (e.g., playlist total duration, date of creation). In his opinion this may interfere the cleanliness of the design and may overwhelm the user with useless information. His suggestion was to add a separate little button for information available for each playlist which on request will display these details and in that way that will be accessible only when desired.

User 2

- **User background**
- **User feedback**

FEEDBACK OVERVIEW

UPDATED AND DESIGN CHOICES