Authors: Jia Hao Yang, Oscar Rico Rodriguez
ULPGC - GCID - HPI

1. *Strive for consistency*

Youtube Music

The webpage of YouTube Music is pretty consistent in the way that it looks very uniform, respecting the text size, the bolded text, the background colour... So we decided to mark this rule with a ten out of ten.

Spotify

Spotify webpage is so consistent in the way that they use the same process for every kind of playlist, same title style, same subtitle style, everything in boxes of the same size and when you want to hear any of their songs, you just have to click and select which one you want to hear. However, Spotify's web page doesn't have any kind of support for users, so we decided to mark it with an eight out of ten.

2. *Seek universal usability.*

Youtube Music

In this rule we gave this mark to YouTube Music because the webpage contains two important features. The first one is that it is very easy to use for everybody, even for somebody that has never used this platform before, also, it has shortcuts on the webpage that increases the quality perceived for the users using this interface. And the second one, it has subtitles on songs for the people who can't hear, read the lyrics of the song.

Spotify

Spotify webpage doesn't really bring us much help, you can tab on it (use tab to move), which is great, but apart from this, Spotify doesn't have any other kind of shortcuts. Also, compared to Youtube Music it doesn't have a free lyrics mode (it is just available on premium) and you can't search music just by writing some of the lyrics, like in Youtube. That's why we decided to mark it with a six out of ten.

3. *Offer informative feedback.*

Both

In this rule, YouTube Music and Spotify fail. There is no informative feedback from the webpage from anywhere, it doesn't matter if your account is new or old, there are no text messages from the interface to the user.

4. *Design dialogs to yield closure.*

YouTube

As in the example, YouTube Music has a good sequence of actions while going through the paying section. But it also gives users a good experience of usability in the search engine. For example, if somebody doesn't know the name of the song, just typing some part of the lyrics you can search the exact song that the user wanted. (A good example is if you search: "when I met you in the summer" it will search "Summer" from Calvin Harris).

Spotify

Spotify's web page is okay in most cases, but something that none of us liked is that for non-premium users, when you select a song that is not played, Spotify chooses a random song from the son's album and plays it. This from our point of view is not a great user experience so we decided to mark it with a six out of ten

5. *Prevent errors.*

YouTube

YouTube Music has a pretty good interface so it is very hard for users to make mistakes doing something. But there is a slight lack of design that could make the user get mistaken, but this is very slight so it is not very significant.

Spotify

Spotify's web page follows this rule very well, since they show the user every change they do with icons, when you increase the volume, when you loop a song, it makes clear what every icon does by showing a little text when you hold your mouse on the icon describing what it is. This can prevent users from breaking their heads thinking about why their song is not playing, why it is loud, why it is high… This is the reason why we mark it with a ten out of ten.

6. *Permit easy reversal of actions.*

YouTube

Here this webpage does it very well. In the way that the platform contains a record of the songs that you played but it is not perfect because it only registers the songs that your heart for a few seconds otherwise it won't record it. But, it has the advantage that every single song that you hear is registered in the record of the webpage.

Authors: Jia Hao Yang, Oscar Rico Rodriguez
ULPGC - GCID - HPI

Spotify

Spotify's web page unlike Youtube Music doesn't have any instrument to go back to the song that you were hearing if you miss click on any other song, also their history is not as good as Youtube's one since it just saves the album of the song, so we decided to mark it with a six out of ten

7. *Keep users in control.*

Both

In this rule, both interfaces work perfectly according to what users demand. The system answers as it should and there is not any strange input of data, it's easy to use and easy to obtain information from the webpage.

8. *Reduce short-term memory load.*

Both

YouTube Music and Spotify are awesome. They are so easy to remember, they aren't complex for anything, we both hadn't used Youtube Music for around 2 years and we remembered how everything worked. Spotify was easiest to remember, since we did a DACD work focused on it, but it is also pretty simple to use, and so intuitive, that's why we marked both with a ten out of ten