

# Listen Up

## UX Feedback Report

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## Introduction

This document is about checking if website is user friendly and bug free. This documentation also helps to improve website by see customer's point of view. Therefore, website has been provided to two normal users to test its user-friendliness and functionality and those users has provided feedback on it.

## Nielsen & Molich's 10 principles

### 1. Visibility of system status

Currently ListenUp application shows moderate amount of precise message to every action a user takes. For example, if user provides with wrong login info application is going to shows that use is providing wrong credentials. However, sometimes ListenUp application fails to update some lists after action is taken on them.

### 2. Match between system and real world

This application also allows users to use it comfortably. Right now, it has search bars above every list there is, and user can sort them with their favorable choice. However, it is sometimes difficult to use because sometimes application is less user friendly.

### 3. User control and freedom

Currently this application does not follow this principle.

### 4. Error prevention

Application shows precise message that can be easily understood by normal user. If application crashed or wrong link is clicked it takes user to a page description what happened.

### 5. Help users recognize, diagnose, and recover from errors

Application shows precise message that can be easily understood by normal user. It will show where the application stopped working and why it happened. The problem is application does not show how to solve the problem.

### 6. Consistency and standards

ListenUp partially follows this principle. For example, application differentiate list of genres, artists, and albums with different colors, but this is not the case for the whole application sometimes it gets inconsistency.

### 7. Recognition rather than recall

ListenUp is following this principle. When admin must make a song or album, they don't have to remember any artist name and type it out, they can just select it from the list.

### 8. Flexibility and efficiency of use

ListenUp does not follow this principle

### 9. Aesthetic and minimalist design

When admin makes a song user needs to select if it is a single or album song. For single song admin needs to see only list of genres and list of artists. As for album songs user only need to see list of albums. Application shows limited amount of list depending what admin wants to make.

## 10. Help and documentation

No more documents.

## User feedback

### User 1: Esther Wolfs

- Applications need great deal of improvement.
- User did not like the font (smh).
- Login function did not work.
- When adding song or album there were too many lists to select from.
- CSS of some part is nice.
- Not too many customers' functionalities implemented.

### User 2: Lars Kluijtmans

- Applications need great deal of improvement.
- Login function did not work.
- User liked the part where application allows to choose artist from list when making songs or albums.
- CSS is nice.
- Not too many customers' functionalities implemented.