

The image displays the mobile application interface for 'musicMate'. On the left, the login screen features a dark background with a large, glowing golden musical note graphic. Below it is the 'musicMate' logo in a stylized font. The text 'Where Musicians Meet' is visible above the login and sign-up buttons. At the bottom of the screen are two buttons: 'Login' and 'Sign up', both in white text on a gold rounded rectangle. Below these buttons is a small link: 'Forgot password? | Forgot username?'. On the right, a user profile for 'Bob Roberts' is shown. The profile header includes a small profile picture of a man, the name 'Bob Roberts', and a person icon. Below the header are 'Followers' (5038) and 'Following' (7025). A 'Professional' badge is present, along with a bio: 'Professional guitarist' and a location: '12 miles'. A message box contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt.'. At the bottom of the profile section are three buttons: 'Follow' (with a dropdown arrow), 'Appointment', and 'Message'. Below the profile is a grid of content. The top row shows 'Posts' and 'Videos' with corresponding thumbnail images: a guitar on stage and a night concert crowd respectively. The bottom row shows a close-up of a guitar and a puppy. At the very bottom are five navigation icons: a house, a magnifying glass, a musical note, a person, and an envelope.

# musicMate

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Human Centered Design

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# Introduction of Project

Our team chose to work on a project that sought to connect musicians through a social media platform. There are many individuals who are interested in music, however they do not know where to begin to explore this hobby. By creating musicMate, we hope to give aspiring and current musicians a tool that will allow them to connect and learn alongside one another. The targeted users are musicians of all levels, music students, music teachers, and anyone interested in the music industry. The musicMate platform features a user-friendly interface with a sleek design. It includes a newsfeed where users can share posts, videos, and music tracks. The platform has a search function that allows users to find other musicians based on their location and experience.

**Professionals  
Nearby**

-  Clara Marvin  
Experience: 6 years  
20 Miles away..
-  Bob Roberts  
Experience: 5 years  
3 Miles away..
-  Zakary Nolan  
Experience: 7 years  
40 Miles away..
-  Shanna Gusikowski  
Experience: 3 years  
41 Miles away..
-  Christ Kemmer  
Experience: 12 years  
50 Miles away..

**Create Post**

Type Here...

**Media**



**Videos**













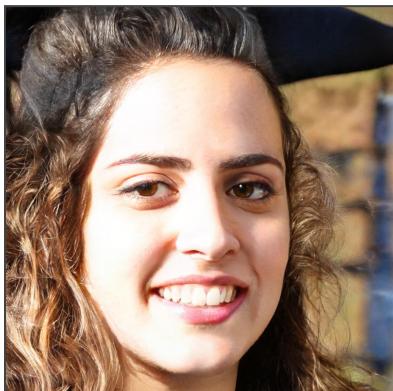

## Needfinding

During our needfinding activity, our team conducted a survey in order to understand what problems our potential users needed to solve within an app. Our survey first asked the user about their background. This information was relevant in order to make sure our team would provide solutions to the ideal audience. Information entered from users who stated pursuing music or playing an instrument was interesting to them was much more valuable than those who stated otherwise. If we listened to users who had no interest in music, and catered to their needs, our app would not have design goals intended for its true audience.

We found that users who would be interested in engaging with a potential social media platform intended for musicians were those who had played instruments before, had a desire of learning how to play an instrument or simply wanted to become part of a musically inclined community. Approximately 75% of survey takers were interested in learning how to play an instrument. We expected at least 5% of survey takers to be professional musicians, however, to our surprise, all of the participants were complete beginners or intermediate beginners. While none were professional musicians, 50% of survey participants played at least one instrument. The most interesting fact that we gathered from our survey was that out of 41 participants, 7 had previously been a member of a band.

In order to generalize our target users, our design team created two personas:

### Persona 1: Musician Molly

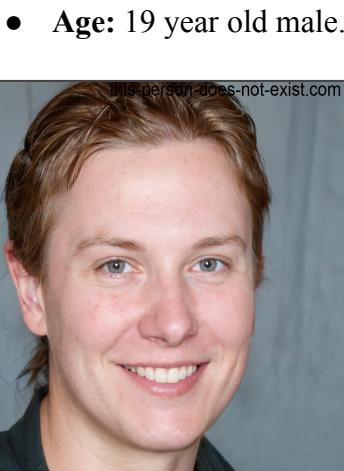


- **Age:** 27 year old female
- **Motivation:** motivated by the attention she receives from people when they find out that she can play the trumpet.
- **Hobbies:** learning about different types of cacti and taking care of her pet birds.
- **Beliefs:** She believes that everything happens for a reason and that music heals her when she has a hard time. She does not practice any religion.

- **Life / Career:** She was inspired by Taylor Swift in 2015.
  - She still aspires to be a professional musician even though being a single mother has stopped her dreams.
  - Therefore she lives her dream by being an elementary school teacher.
  - In college, she joined the music club, to which she owns all of her skills.
- **Abnormal behavior:** She goes on a weekly hike with her child, and strangely likes to eat pickles with sriracha sauce on wednesday nights.

- **Technological knowhow:** She is an average technology user, and has basic skills. But she has never used any other social media site besides facebook.
- **Story to tell:** Molly is a young beautiful woman who likes to eat pickles and bananas. While in college she didn't major in music, she majored in elementary education. One thing that got her excited in college is going to her music club. She couldn't pursue her goal of becoming one of the greatest musicians of all time because of a tragic accident that caused her to lose her fine motor skills. It took Molly approximately 5 years to fully recover. When she was ready to pursue her dream again, she found out she was expecting a child. Her partner decided to pursue music and managed to find a well paying job as a producer, leaving her and her child behind.
- Molly will enjoy this club because 11% of the participants have been practicing their instruments for approximately 5 years. Molly will be the 2% that is older than 25 in our music club.

## Persona 2: Average Andy



- **Age:** 19 year old male.
- **Motivation:** He is motivated by his older sister who dropped out of college to open her own business.
- **Hobbies:** His hobbies include hanging out with friends, video games, soccer, and learning new skills.
- **Occupation:** A student majoring in Computer Science.
- **Beliefs:** He was raised agnostic and continues to have the same belief.
- **Life / career:** Since he is a college student, he still does not have any professional experience yet, however, he spent 3 summers working as a waiter at a Friday's.
- **Social Situation:** Single student living in a college dorm.
- **Abnormal Behavior:** He tends to fall asleep at his desk when he is working on different coding projects. He has recorded his longest nap at his desk to be 11 hours. He is proud that his longest record of playing video games is 14 hours.
- **Technological Knowhow:** Andy has many skills in technology, he essentially grew up with technology.
- **Story to tell:**
  - His parents got divorced when he was 7 years old. However, when he turned 10, his parents surprised him that they were getting remarried. His older sister was a prodigy child to whom he was always compared to. He has a younger brother that also turned out to be a child prodigy, and because of this they were always in the same class together. Andy went to his first Weezer concert when he was 15 and passed out from excitement, he was not able to enjoy the show. Because of this,

he was inspired to learn how to play an instrument, but still does not know which one. It has been 4 years since he hopes this club will finally push him.

- Andy will make part of the 59% of people that are not musically experienced. He will also be part of the 98% of 18-25 year olds. Andy will thrive here because he wants to learn to play an instrument.

# Design Goals

Our app seeks to unite those who have a passion for music. By creating a social media platform solely based on love for music, our users will have the chance of joining and being part of a community.

Our goals with this study include:

**1. Users are able to learn from different users through feedback**

- a. This goal is important because it allows users within the app to connect with one another and get feedback from one another. By connecting and networking with each other, they can be inspired to continue working on their own personal goals.

**2. Allows the user to organize meetups**

- a. Meetups and being together in person is another good way for users to learn and grow, which is very essential in learning. The goal is important because it gives the user the opportunity to connect and message each other so they can meet in person and practice together.

**3. Allows user to schedule meetings with professional musicians**

- a. Scheduling meetings with verified professional musicians can enhance an aspiring musician's growth. Allowing easy meeting features, encourages musicians to seek professionals to further their aspirations and careers.

## Scenarios:

### Scenario 1:

- Jake is a college student that enjoys listening to music. One day he watches a video about how to play twinkle twinkle on the guitar. He suddenly decides that he wants to learn how to play the guitar as well. He however, does not know where to begin. None of his friends are musicians, so he does not know who to ask for guidance.

### Scenario 2:

- Claire, a high school student, is taking a music class. She gradually developed a great interest in playing the piano. One rainy day at home, she was practicing new different music she discovered from the internet, but she needed help from an experienced musician. While trying to figure out a solution, her best friend, Layla, called and Claire explained her situation. Layla then informed her about an app that could be of help. She downloaded the app and she was able to connect with a mentor that helped her expand her resources.

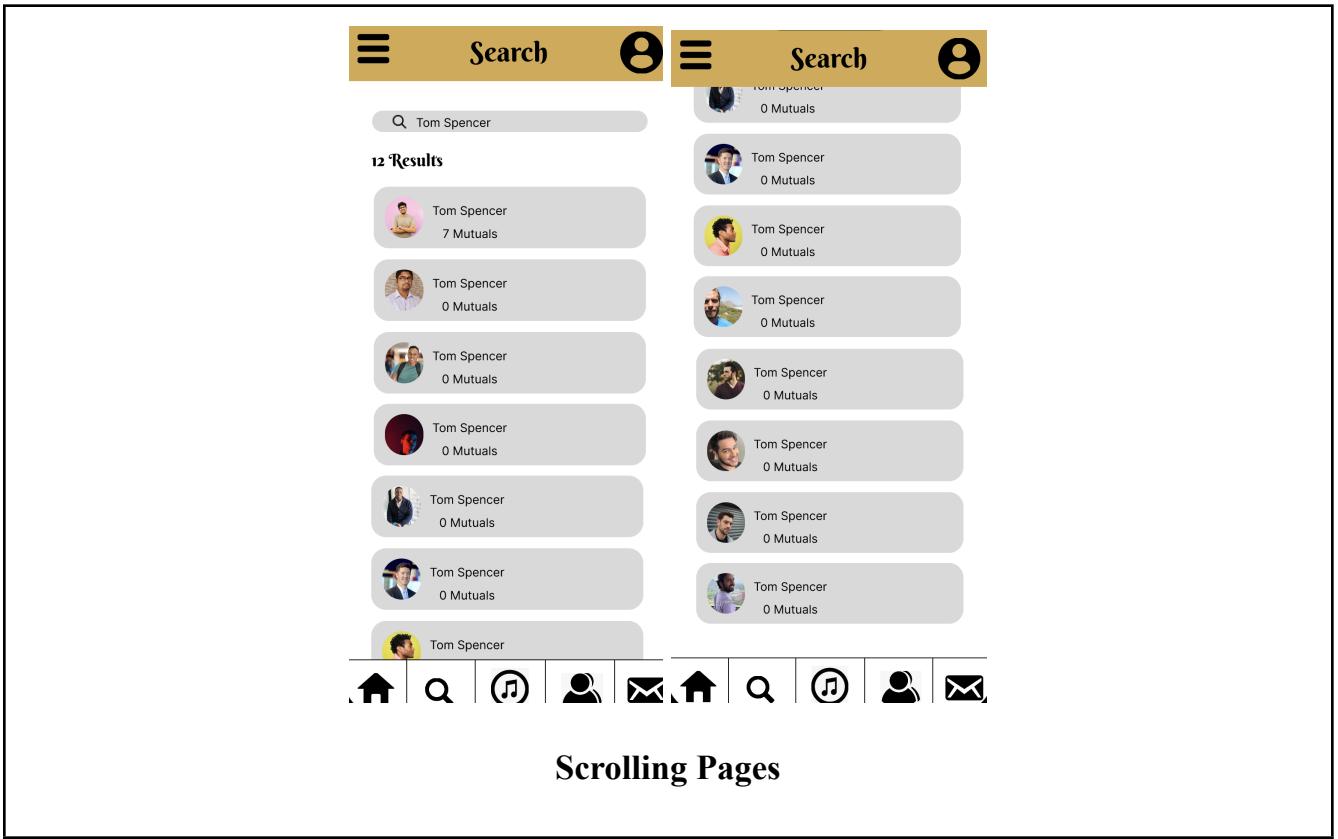
## Storyboard



## Design Description

When deciding what type of application we wanted to create, our team agreed that the most common usage of an application is through a mobile device. While websites are still largely used, a social media app is generally accessed through mobile devices. Therefore, we made sure to design our app having in mind mobile phone dimensions and common features found on apps used through a mobile phone.

The table below shows the different elements of design and interactive elements:



The screenshot shows a mobile messaging application interface. At the top, there's a header bar with a back arrow, a profile picture of a man named Bob Roberts, and the name "Bob Roberts". Below the header, the timestamp "Yesterday 10:39" is displayed. The message history consists of two messages: one from Bob Roberts and one from the user. Bob's message says, "Hey Molly! I noticed you followed. I would love to meet up!". The user's response is, "Yes! I loved your profile!". Below the messages is a virtual keyboard. At the bottom of the screen, there's a decorative icon bar featuring five icons: a house (Home), a magnifying glass (Search), a musical note (Music), a person (Profile), and an envelope (Email). The text "Dialogue Boxes" is centered at the bottom of the main content area.

Hey Molly! I noticed you followed. I would love to meet up!

Yes! I loved your profile!

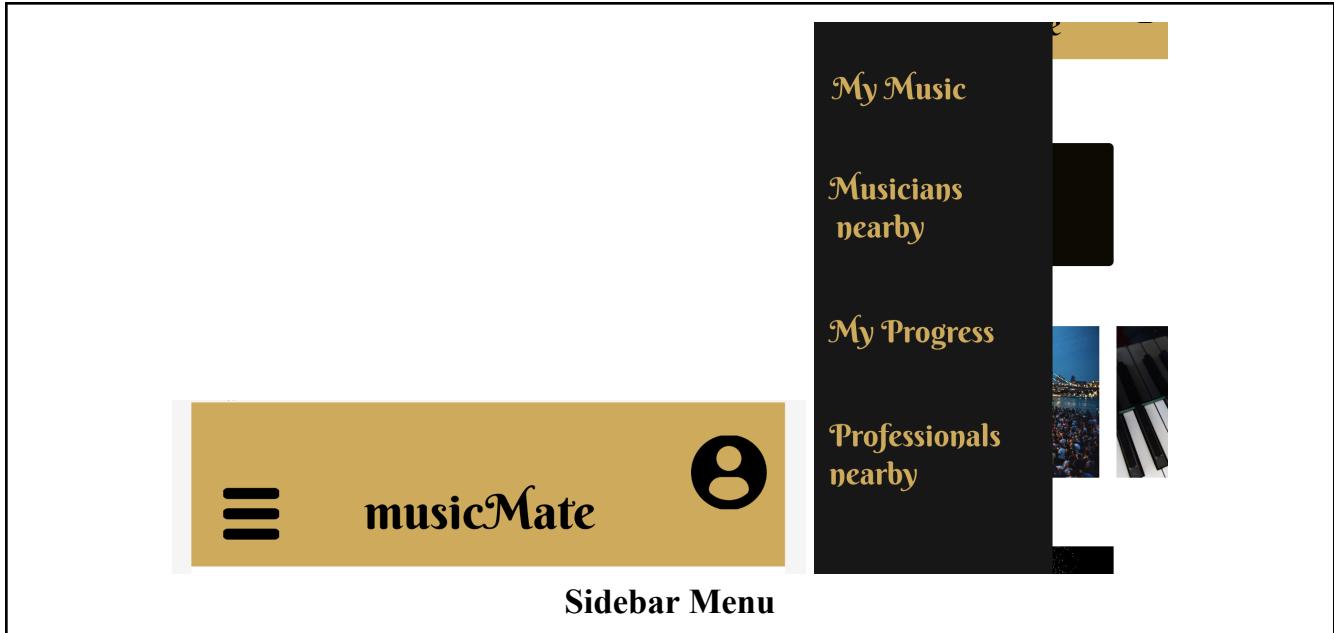
I received your schedule notification! I'm looking forward to it.

Q W E R T Y U I O P  
A S D F G H J K L  
⇪ Z X C V B N M ⌘  
.?123 page... space return

Dialogue Boxes

The screenshot shows a mobile interface with a decorative icon bar at the bottom. The icon bar contains five icons: a house (Home), a magnifying glass (Search), a musical note (Music), a person (Profile), and an envelope (Email). The text "Icon Bar" is centered below the icon bar.

Icon Bar



The My Progress interface features a yellow header bar with the 'musicMate' logo and a black sidebar on the left containing a 'Weekly Recap' section and a 'Goals reached' section.

**Weekly Recap**

click to open CALENDAR

**Goals reached**

Goals reached	
Sunday	<input checked="" type="checkbox"/>
Monday	<input checked="" type="checkbox"/>
Tuesday	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>
Thursday	<input type="checkbox"/>
Friday	<input type="checkbox"/>
Saturday	<input type="checkbox"/>

**Checkboxes (Blue areas show it is user interactive)**

**myMusic**

Livin' on a Prayer- Bon Jovi

Instrument: Guitar Piano Bass

**Bob Roberts**

Followers 5038 Following 7025

Professional Distance 12 miles

Professional guitarist  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt.

Follow Appointment Message

Follow Block Videos

**Dropdown Menu**

**Search**

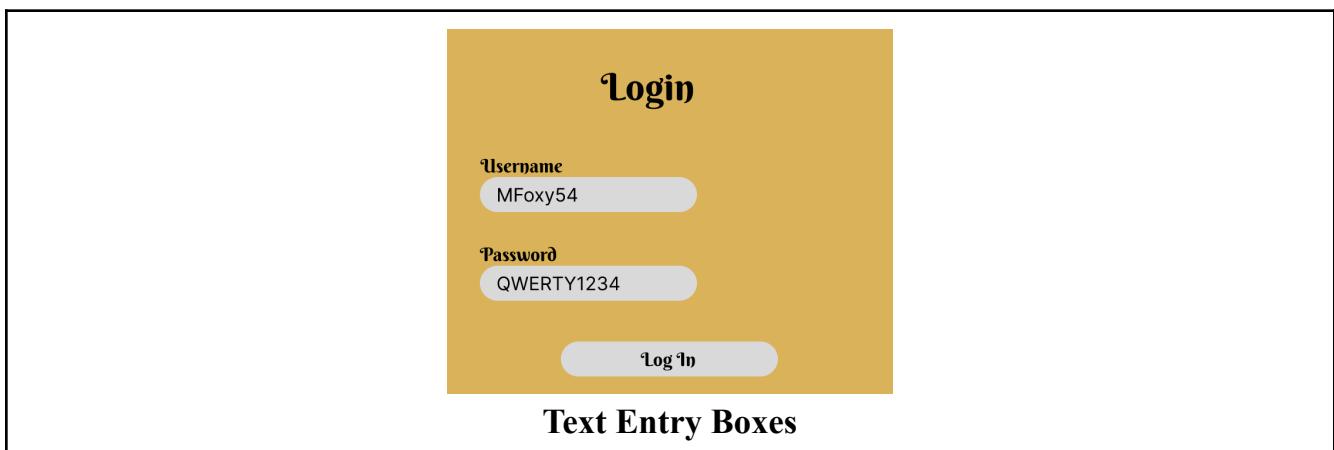
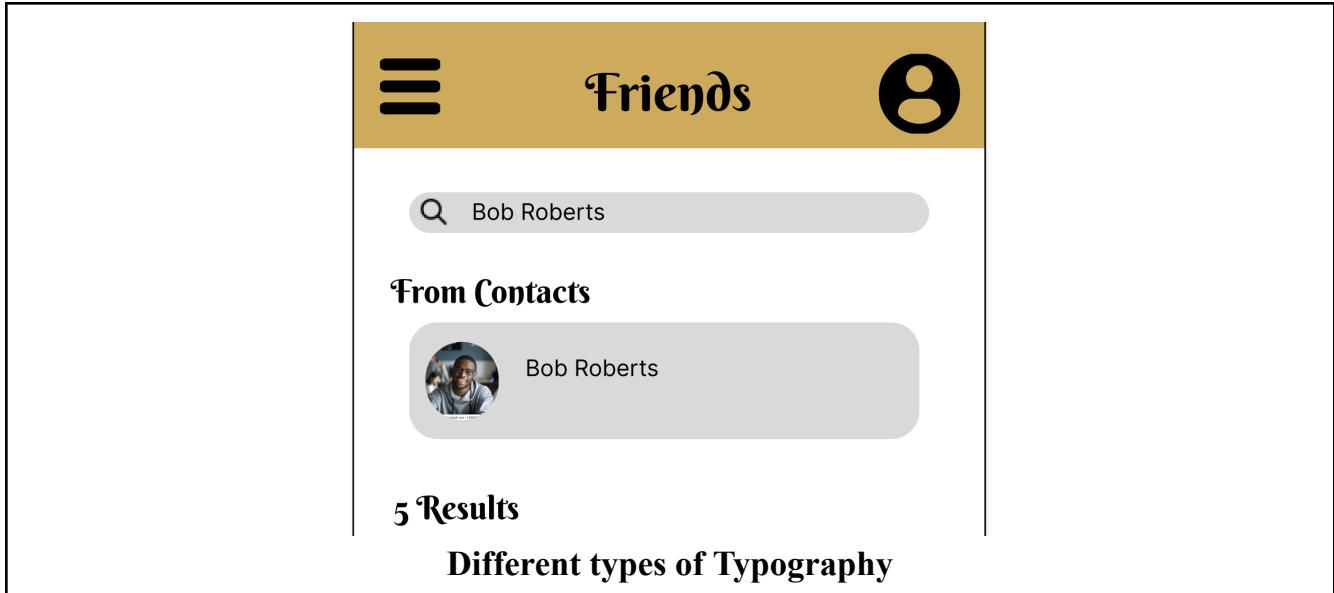
Q Tom Spencer

**12 Results**

Tom Spencer 7 Mutuals

Tom Spencer 0 Mutuals

**Search Field**



The image shows a mobile application interface for a music service. The top navigation bar is gold with the text "myMusic" in black. To the left of the text is a black icon with three horizontal lines. To the right is a black circular icon with a white person symbol. Below the navigation bar is a yellow rounded rectangular button with the text "Liked Songs" in black. The main content area has a white background and displays four items, each representing a liked song. Each item consists of a small square image on the left, a red heart icon with a white outline to its left, and a blue rounded rectangular box containing the song title and artist name. The first item is "Livin' on a Prayer" by Bon Jovi. The second is "Let it Be" by The Beatles. The third is "When I Was Your Man" by Bruno Mars. The fourth is "All of Me" by John Legend. At the bottom of the screen is a blue button with a white plus sign in the center, labeled "Add Music".

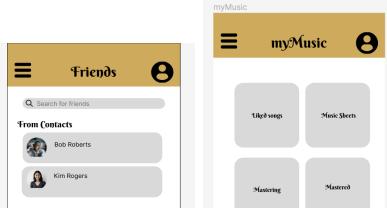
**Usable Buttons (Blue areas show it is user interactive)**

## Heuristic Evaluation

### Severity Ratings:

- 0: not a problem
- 1: cosmetic issue, only fixed if extra time
- 2: minor usability problem, low priority
- 3: major usability problem, high priority
- 4: usability catastrophe, must be fixed

### 1 - Visibility of system status

Positive	Negative
 <p>This feature allows users to recognize what part of the app they're navigating. The top of each feature of the app has a topic like "friends", "myMusic".</p>	

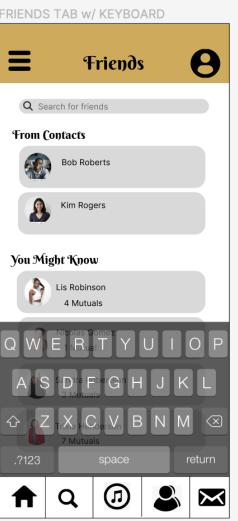
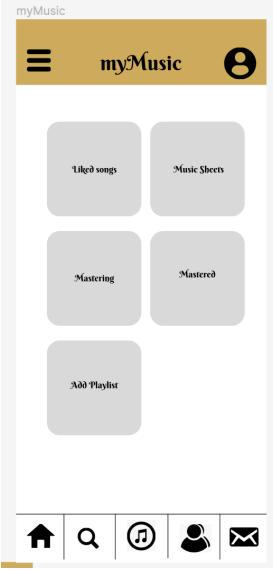
## 2 - Match between system and the real world

Positive	Negative
 <p>W</p> <p>This app does an excellent job at creating a visual connection for the user by using clear language that the user understands. Like the use of “create password”. Users know that they have to create a password for their account.</p>	

### 3 - User control and freedom

Positive	Negative
	 <p>This part of the app allows users to record, but does not support user control and freedom. If a user decides they want to go back, there's no feature that allows them to go back to the previous section of the app.</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>Severity: 2</b></p> <p>The lack of this feature does not prevent the user from understanding the functionality of the website. The feature has a menu at the bottom of the screen that allows them to change to a different part of the app.</p> </div>

#### 4 - Consistency and standards

Positive	Negative
 <p>FRIENDS TAB w/ KEYBOARD</p> <p>The Friends tab interface includes a search bar for friends, a 'From Contacts' section listing Bob Roberts and Kim Rogers, a 'You Might Know' section listing Lis Robinson with 4 Mutuals, and a QWERTY keyboard at the bottom.</p>	 <p>myMusic</p> <p>The myMusic tab interface features a grid of four rounded square buttons labeled 'Liked songs', 'Music Sheets', 'Mastering', and 'Mastered'. Below the grid is an 'Add Playlist' button. At the bottom is a horizontal menu bar with icons for home, search, notifications, profile, and messages.</p>

All of the pages follow the same template and color scheme. They all have the bottom menu that directs the user back to the homepage or desired page.

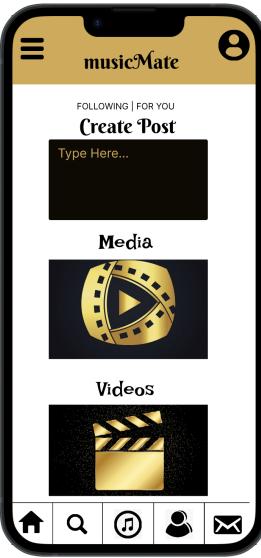
This is the only page that strays away from the curved rectangles, and shifts to curved squares

**Severity: 2**

## 5 - Error prevention

Positive	Negative
<p>Every page has a functional bottom menu, the user can easily go back to the page they were in.</p> 	 <p>Unless the user is instructed to slide the sidebar menu, they may take some time trying to figure out how to exit the menu.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <b>Severity: 3</b> </div>

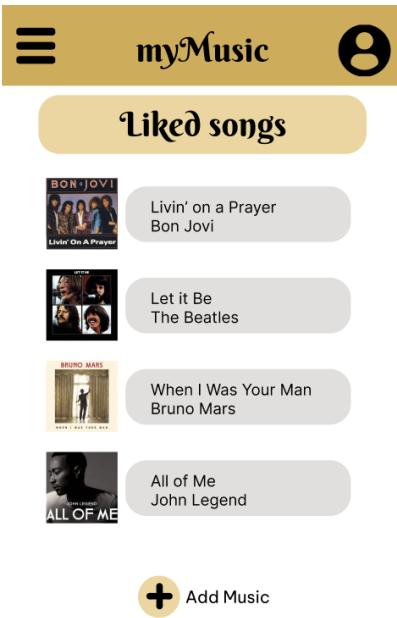
## 6. Recognition rather than recall:

Positive	Negative
 <p>The sidebar menu is an icon that can be used by any user. Immediately, they will know that it leads to other actions or tabs.</p>	 <p>The homepage has high quality images that are not constantly found throughout the other pages, this may confuse the users and distract their understanding of the icons functions.</p> <p><b>Severity: 3</b></p>

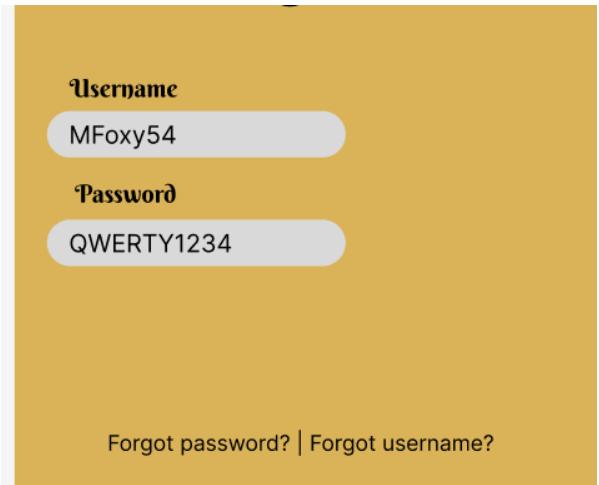
## 7. Flexibility and efficiency of use

Positive	Negative
	 <p>The login page does not really give more options to the user to choose from. The user can only log in using only their username and passwords. Could have added more options such as using google, facebook, or yahoo.</p> <p><b>Severity: 1</b></p>

### 8. Aesthetic and minimalist design:

Positive	Negative
 <p>This image shows a screenshot of a mobile application with a minimalist design. The top bar is dark with the text "myMusic" in white. Below it is a large, rounded rectangular button with a yellow-to-white gradient containing the text "Liked songs" in black. Underneath are four song cards, each consisting of a small album cover thumbnail on the left and a song title with artist name on the right. The first card is for "Livin' on a Prayer" by Bon Jovi. The second is for "Let it Be" by The Beatles. The third is for "When I Was Your Man" by Bruno Mars. The fourth is for "All of Me" by John Legend. At the bottom is a small circular icon with a plus sign and the text "Add Music".</p> <p>This page has minimal design with no unnecessary or irrelevant information.</p>	

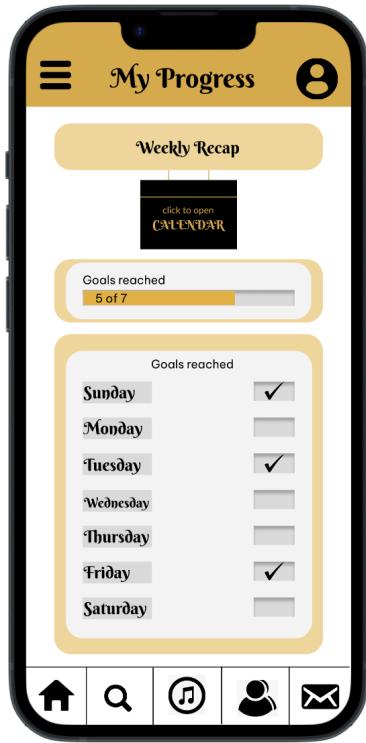
**9. Help users recognize, diagnose, and recover from errors:**

Positive	Negative
	 <p data-bbox="833 825 1432 990">When logging in, there is no button or anything indicating if the username or the password is incorrect. <b>Severity 2</b></p>

**10. Help and documentation:**

Positive	Negative
	 The logo for musicMate features a large, shiny gold treble clef and several gold musical notes (quarter and eighth) swirling around it against a dark background. Below the graphic, the word "musicMate" is written in a bold, gold, sans-serif font. Underneath that, the tagline "Where Musicians Meet" is written in a smaller, gold, cursive script font. <p data-bbox="833 1106 1432 1121">The app does not provide any help to the user, whether it is about-us page or contact- us page.</p> <p data-bbox="833 1227 975 1262"><b>Severity 2</b></p>

## Design Prototypes

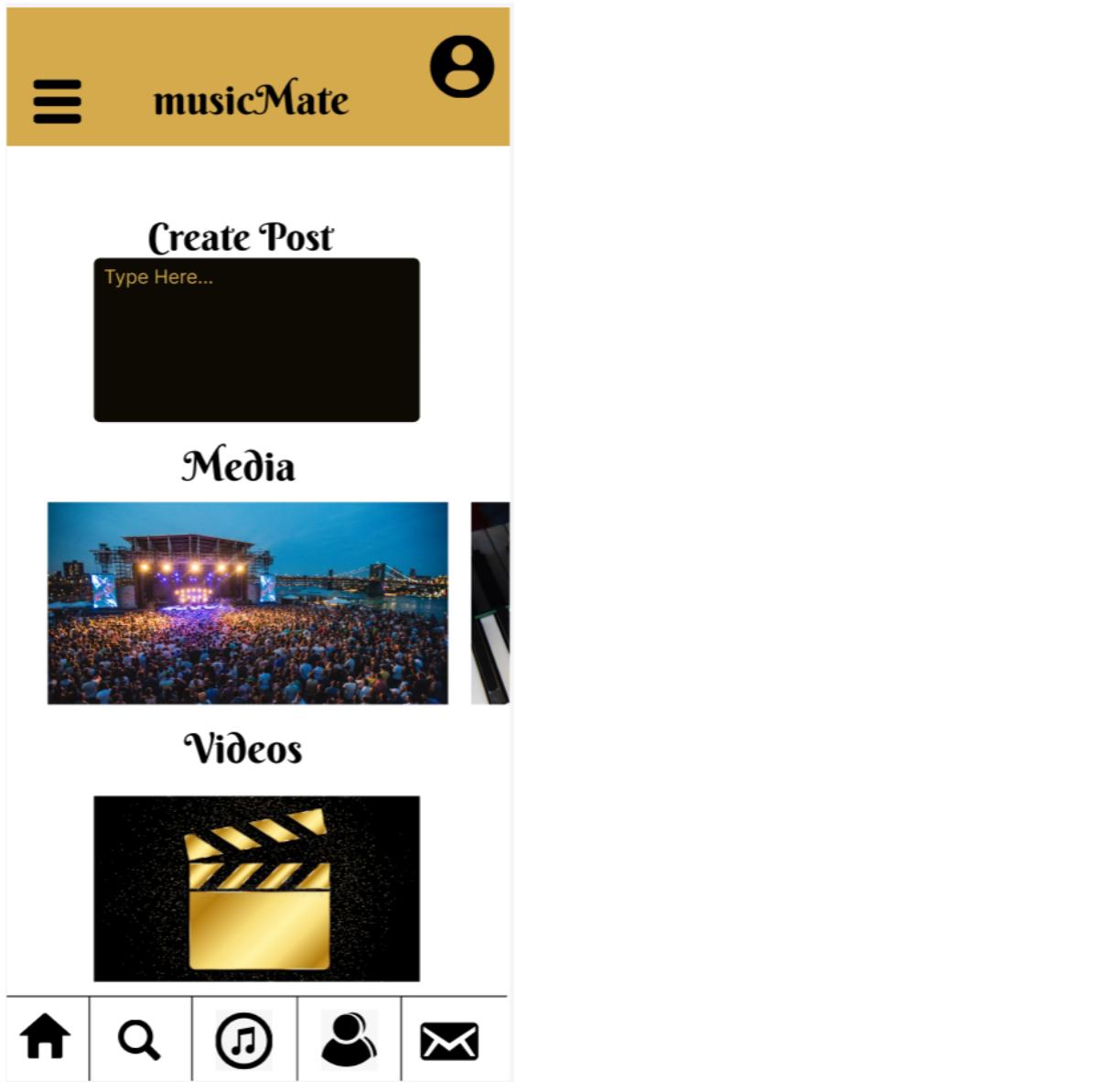


**Signifiers:** Sunday, monday... button and Goals reached tab. They look like buttons but they are un-clickable and do not produce actions. It signifies that days of the week that the user has practiced and how many goals they reached per week.

**Affordances:** Calendar button shows that it is clickable and there in action taken which takes the user to a calendar page.

**Metaphors:**

**Modalities:** Tapping the checkboxes changes empty boxes to boxes with checks.



**Create Post**

Type Here...

**Media**



**Videos**




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Signifiers: Create post, media and videos they support the contents or buttons underneath (affordances) but they do not produce any action if you click on them. It signifies that there are videos, media content.

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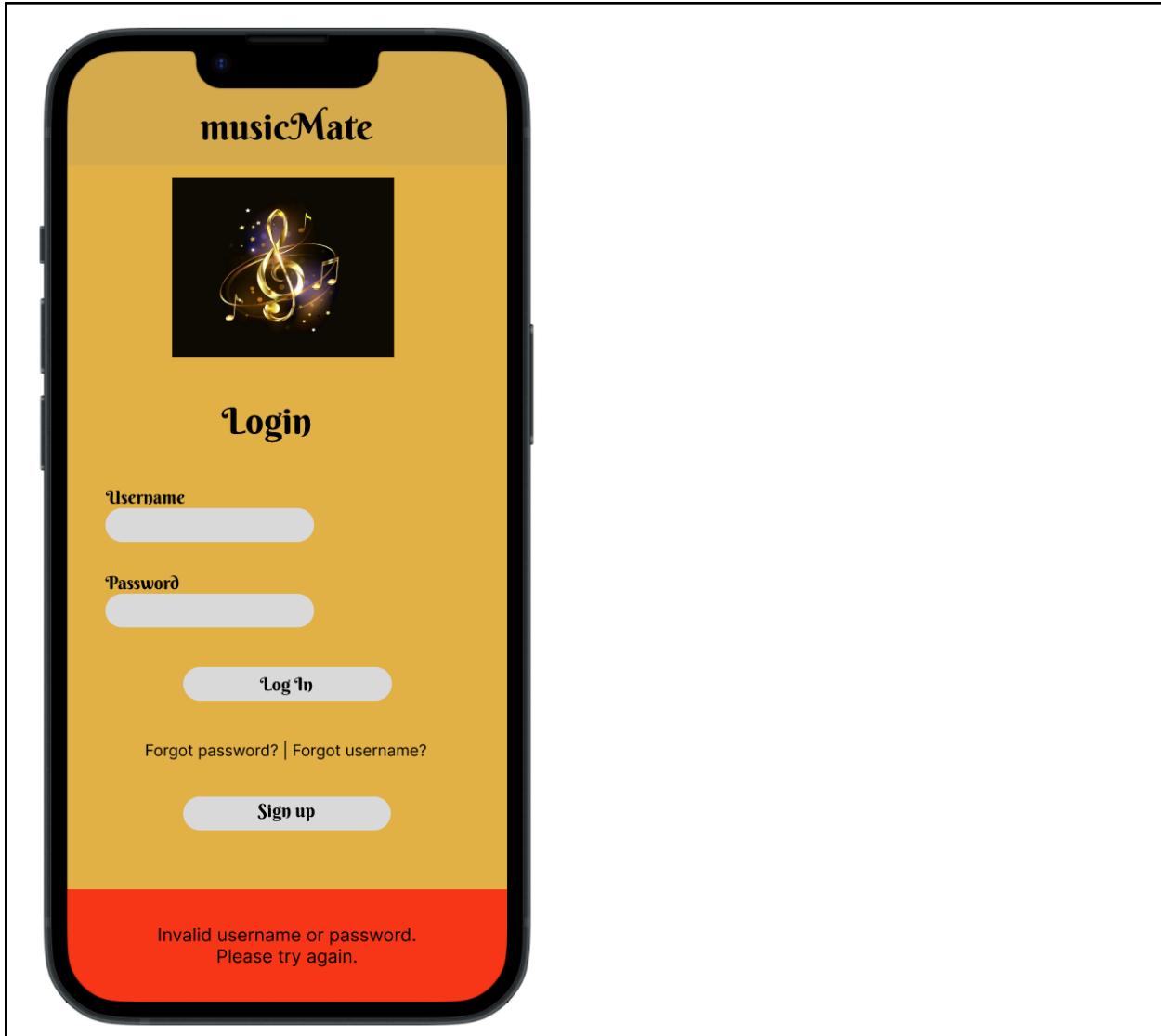
Affordances: Home, search, and messages buttons. They are clickable and produce action when clicking on them.

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Metaphors: Moving text model is used to scroll through media.

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Modalities: Swipe left and right with finger to look through the media page.



Signifiers: “Invalid username or password” signifies that the user entered the wrong username/password.

Affordances: log-in button, it tells the user that by clicking there is a login action taken.

Metaphors: Moving text model is used to exit the error notification.

Modalities: The action of tapping on the login button and sign up button. Swipe down on the error to remove it.

# Usability and Evaluation

## Design goals:

### **1. Users are able to learn from different users through feedback.**

The design goal was achieved through the completion of task 2, which involved viewing Bob Roberts's profile to check what days he is available to meet up. Users were able to easily navigate through the prototype, and we utilized various methods like think aloud, and observed each participant.

### **2. Users are able to connect with professional musicians.**

The design goal was achieved through the completion of task 1, which involved sending a message to the first user recommended under the "Musicians Nearby" tab. To evaluate the effectiveness of the task, we employed various evaluating methods, including interviews and close observation of nine participants. All participants were able to complete the task with ease, demonstrating their ability to navigate the app's features by applying knowledge from other apps.

### **3. Users can organize meetups.**

The design goal was achieved through the completion of task 3, which involved checking "my progress" page , and telling how many hours were recorded on friday. We employed the effectiveness of the task by measuring the amount of clicks it took each participant to complete the task. Users were able to successfully complete this task which indicates that the prototype design goal was fulfilled.

## Usability goals:

- **Generalizability:** The user can rely on common features to aid their navigation to complete goals.
  - We will measure this goal, by testing how well users can recognize design elements that are common, that we have implemented within our app design. These include sidebar navigation, search fields, common icons, and others. The user was able to effortlessly access a person's profile by using the profile icon, demonstrating the effectiveness of the design in meeting this usability goal.this successful interaction supports the notion that the prototype is well-designed and can adapt to user needs and preferences.
- **Learnability:** After navigating the site, the user will be able to complete tasks in a more efficient manner.

- We will measure this goal by seeing how well users are able to navigate the app while completing a task, after having explored it on their own. During the testing, the user's interaction with the prototype was closely observed and recorded by measuring the number of errors made, the number of clicks, the time it took to complete the task, and the feedback from the testers.

## Methodology

Given that most Computer Science major students are very familiar with many types of interfaces, we want to target non Computer Science students. This way, as designers, we can make sure that our app does not indirectly require a certain level of navigational expertise from the user. We will not avoid them directly, however, they will not be the main targeted user.

We will look for users at the Atkins Library and at the Student Union. We will ask if they are interested in participating in our usability study. We will ask a couple of background questions to see if they are ideal for our test. Then, with the facilitator and note taker present, we will read the tasks and will measure their actions throughout the test.

We plan on asking 7 - 11 people to participate in our usability study. Given that we will be in common areas of the university, we will find people from different majors and age groups.

## Protocol Script/Steps

*Hello, my name is \_\_\_\_\_. We are conducting a usability study, would you feel comfortable participating? We will ask you to perform some tasks on our application, and will measure how long it takes you to complete them. We will start off by asking you some pre task questions.*

- *What do you consider your comfort level with application navigation to be?*
- *What is your major?*

*Now we will let you go through the application before asking you the tasks.*

**1. Message the first user that is recommended when looking under the musicians nearby tab.**

- a. This task tests our second design goal of connecting with different musicians within the app.
- b. It also measures learnability, by allowing the user to become familiar with the different features within the website.

**2. Check Bob Rberts's profile to check what days he is available to meet up.**

- a. This task tests our third design goal, it tests whether users can organize a meetup with other musicians (users) within the app.
- b. This task measures generalizability, given that the task must be achieved through the elements that count with common features found throughout most social media apps.

- 3. Check your progress, and tell me how many hours were recorded on friday.**
  - a. This task measures the first design goal, which measures the user's progress.
  - b. This will measure learnability given that the user must navigate through the app in order to learn how to access this tab.
- 4. Tell me the names of your Liked Songs.**
  - a. This task measures the third design goal, which tracks progress of the musician's tasks and goals.

*Now that you have finished the tasks, we will ask you post- task questions.*

- How efficient do you think the application helps users to connect with others ?
- Compared to other familiar applications, how hard was it for you to figure out how to navigate through the app and complete the tasks?
- Are there areas where the design is not consistent?

*Thank you for participating in our usability study, we really appreciate your time.*

## **Measure Results & Goals**

We will ask the participants to say what they are thinking while completing a task. For example, if a participant is navigating through the app we will ask him/her to say what they are thinking about outloud (steps, clicks, and expectations). We will record them by checking the time it takes them to finish each task, count wrong clicks, and difficulty navigating the app. Our note taker will take notice of these measurements.

## Evaluation of Results

This study focuses on evaluating the usability and design goals of the prototype interface to ensure it meets the user's needs and application. The prototype under evaluation is musicMate that connects musicians through a social media platform. Evaluating the prototype is critical to determine how well the application performs in terms of usability efficiency, effectiveness, consistency, visually appealing, and satisfaction of the user. This evaluation includes heuristic evaluation and usability testing. The aim of this study is to identify the prototype's strengths and weaknesses in terms of usability and design and for users to provide feedback for improvement.

### Usability Goal Results:

1. **Generalizability:** The user can rely on common features to aid their navigation to complete goals.
  - a. Users are able to rely on common features to aid in their navigation through the app to complete the goals. The low amount of wrong clicks observed in the study is an indication that users were able to find the features they were looking for without confusion or frustration. The results of the study suggest that users were able to complete their task efficiently because there was no need for excessive instruction or training. The design can be modified further by
2. **Learnability:** After navigating the site, the user will be able to complete tasks in a more efficient manner.
  - a. Learnability tests users ability to use past information from the website in order to assess how they will complete other tasks within it. Due to many users not understanding task # 3, which tested both design goal number 3 and learnability, we concluded that this goal was not met. Users took longer to complete this task than expected, and commented on it the most. 7 out 9 users took more than the average time to complete it, taking more than 25 seconds.

### Design Goal Results:

1. Users are able to learn from different users through feedback.
  - a. The second task was to check Bob Robert's available days to meet up. This task is to help users to navigate through their contact lists, message other users, and eventually organize a meeting with other users. This task was designed to accomplish our design goals of connecting with other users and learning from them, as well as organize meetups with other musicians. The task was relatively easy to do as well. Only 2 out of 9 users had wrong clicks, yet all users finished the task within 25 seconds. These results proved that our generalizability goal was

met given that the tasks involved common icons used in general websites, which many users recognized immediately

## **2. Users are able to connect with professional musicians**

- a. The first task consisted of the users being able to message a musician near him/her. This task was designed in order to fulfill the design goal of being able to connect with professional musicians. Most users did not have any issues completing this task, only 3 users had 3 wrong clicks. Since this task was direct, and quite simple, most users were able to finish this task in under 25 seconds. The goal was met by going into a musicians profile, clicking on the message button and connecting with different musicians across the app and in nearby locations. This task also tested generalizability, given that the icons were common ones, and easy to spot on the users profile. According to the data, this goal was met.

## **3. Users can organize meetups.**

- a. This task was to check the user's progress and tell us how many hours were recorded on a specific day. We had this task so users are able to check their progress weekly and see if they are practicing enough every week and to connect with other users to learn from them, work together to achieve all their weekly goals which accomplished the goal of organizing meetups and connecting with other users. This task was a bit confusing for most users, some users found the calendar confusing and unnecessary to have. Many stated that it did not match the theme of the app. Because of this, we concluded that the calendar was a distracting element. This small turmoil leads us to believe that the usability goal for this task was not met, given that it was the task that took the longest to complete. 7 out of 9 users took more than 25 seconds to complete this task. It was also the task that most users questioned. Because of this we can also conclude that this result was caused due to our design, rather than the users knowledge or skill.

## Summary

In conclusion, our usability study proved to be very effective in terms of giving the design team appropriate pointers for areas of improvement. Our tasks highlighted the most crucial goals of our application. By having users test these out, we were able to understand how to better our features. The think - out - loud method was very effective, as users were vocal about their opinions, not only regarding their paths to complete the tasks, but also the visual design of the application as well.

Despite having some design goals where the users got lost, our design goals were met. All users were able to finish each of the tasks given to them, all under a minute. There was not a large amount of wrong clicks, as we were expecting. The users' mistakes however reflected our design, and allowed us to understand how to make the pathway much more efficient. There are areas within our prototype, where we focused on visual looks over efficiency. Moving forward, we can make sure to consider both aspects equally, rather than considering one over the other. By doing this we can ensure that we will be able to provide the user with a comfortable and effective experience. Based on our experience, from our last usability study, we decided to narrow down our tasks and make them slightly more direct. This allowed users to understand the tasks more effectively.

By implementing all of the feedback earned through our usability study, we can make certain that our design pathways will be much more efficient and direct. We will remove unnecessary redundant steps that may confuse users and cause an unpleasant experience. The user's experience with our app will be significantly improved.

## Appendix

### Design Goal 1 results:

	User 1	User 2	User 3	User 4	User 5	User 6	User 7	User 8	User 9
Task 1	6 clicks 0 wrong 11 secs	7 clicks 0 Wrong 9 secs	6 clicks 0 wrong 10 secs	6 clicks 1 wrong 24 secs	4 clicks 1 wrong 12 secs	5 clicks 0 wrong 11 secs	4 clicks 1 wrong 11 secs	4 Clicks 0 Wrong 15 secs	5 clicks 1 Wrong 16 secs

### Design Goal 2 results:

	User 1	User 2	User 3	User 4	User 5	User 6	User 7	User 8	User 9
Task 2	5 clicks 0 wrong 8 secs	6 clicks 0 Wrong 13 secs	5 clicks 0 wrong 11 secs	8 clicks 0 wrong 25 secs	5 clicks 0 wrong 16 secs	5 clicks 0 wrong 10 secs	4 clicks 1 wrong 8 secs	5 Clicks 0 Wrong 10 secs	6 clicks 2 Wrong 12 secs

### Design Goal 3 results:

	User 1	User 2	User 3	User 4	User 5	User 6	User 7	User 8	User 9
Task 3	9 clicks 3 Wrong 15 secs	15 clicks 5 Wrong 45 secs	8 clicks 2 Wrong 23 secs	14 clicks 2 wrong 41 secs	12 clicks 2 wrong 44 secs	11 clicks 2 wrong 30 secs	10 clicks 1 wrong 24 secs	15 Clicks 3 Wrong 17 secs	13 clicks 3 Wrong 30 secs

### Design Goals results:

	User 1	User 2	User 3	User 4	User 5	User 6	User 7	User 8	User 9
Task 4	12 clicks 4 Wrong 21 secs	10 clicks 2 Wrong 20 secs	7 clicks 1 wrong 14 secs	5 clicks 0 wrong 12 secs	4 clicks 0 wrong 8 secs	5 clicks 1 wrong 12 secs	4 clicks 0 wrong 10 secs	5 Clicks 0 Wrong 10 secs	6 clicks 2 Wrong 20 secs

## Full Table of Data from Interviews

	Task 1	Task 2	Task 3	Task 4
User 1	6 clicks 0 Wrong 11 secs	5 clicks 0 Wrong 8 secs	9 clicks 3 Wrong 15 secs	12 clicks 4 Wrong 21 secs
User 2	7 clicks 0 Wrong 9 secs	6 clicks 0 Wrong 13 secs	15 clicks 5 Wrong 45 secs	10 clicks 2 Wrong 20 secs
User 3	6 clicks 0 wrong 10 secs	5 clicks 0 wrong 11 secs	8 clicks 2 Wrong 23 secs	7 clicks 1 wrong 14 secs
User 4	6 clicks 1 wrong 25 secs	8 clicks 0 wrong 25 secs	14 clicks 2 wrong 41 secs	5 clicks 0 wrong 12 secs
User 5	4 clicks 1 wrong 12 secs	5 clicks 0 wrong 16 secs	12 clicks 2 wrong 44 secs	4 clicks 0 wrong 8 secs
User 6	5 clicks 0 wrong 11 secs	5 clicks 0 wrong 10 secs	11 clicks 2 wrong 30 secs	5 clicks 1 wrong 12 secs
User 7	4 clicks 1 wrong 11 secs	4 clicks 1 wrong 8 secs	10 clicks 1 wrong 24 secs	4 clicks 0 wrong 10 secs

User 8	4 Clicks 0 Wrong 15 secs	5 Clicks 0 Wrong 10 secs	15 Clicks 3 Wrong 17 secs	5 Clicks 0 Wrong 10 secs
User 9	5 clicks 1 Wrong 16 secs	6 clicks 2 Wrong 12 secs	13 clicks 3 Wrong 30 secs	6 clicks 2 Wrong 20 secs

### Feedback from users:

**User 1:** Task three was a bit confusing because I do not know whether the colored circles indicate that the user is available or not available.

**User 2:** While navigating the process page to check for how many hours were recorded on Friday, there was a confusion because I thought the hours would be right next to the day not in the calendar on the top of the page. The user thought there is no need for a calendar and we should just have the hours right next to each day and have a weekly process page.

**User 3:** Overall project is very user friendly and easy to navigate. A couple of issues and extra pages while completing the tasks but nothing major.

**User 4:** The calendar in my progress page is very confusing and needs to be more clear on what to click on like putting. The days of the week listed on the progress page look useless and it's not interactive. The first asked for the recommendation profile, but the profile was only available under contact. While on the message page, users should be able to access their profile page by clicking on the profile picture.

**User 5:** The overall project seems very cool. The design and font style can be changed to look more professional. The progress page needs to be more clean. Some parts of the profile were hard to navigate compared to the other familiar app, especially the progress page.

**User 6:** I struggle the most with the side tab to find the progress, it seems hard to notice. The app is not the easiest to navigate and could be more user friendly compared to other apps. Overall the design looks great.

**User 7:** The progress page needs to be more clear on what to click on. The calendar should be bigger and noticeable since it's the only way users can access each day's progress. Overall the app was pretty to navigate.

**User 8:** Not difficult to navigate. The tab labels are very efficient and useful. It's a very simple and concise design. Everything seemed in theme. They would merge the Professionals Nearby and Musicians Nearby tab, it seems a bit redundant and extra.

**User 9:** It's a very efficient app, the appointment availability under professionals app is a very useful feature. Simply because it's a new app, it takes some time to navigate. The calendar used is not in line with the theme, and it was difficult to understand which dates were available. Less white space under liked music. Would also merge Professionals Nearby and Musicians Nearby tab.