

Spotify OSX Desktop App			
	Usability Heuristics	Definition	Review
1	Visibility of system status	The system should always keep users informed about what's going on through appropriate feedback within a reasonable period of time.	Artist and song name of the currently played song is shown. Like other media players, Spotify has a bar showing the position of the song played. Same for Volume. In playlists, the currently played song is marked in green.
2	Match between system and the real world	The system should speak the users' language with words, phrases, and concepts familiar to the user rather than system-oriented terms. Follow real-world conventions, displaying information in a natural, logical order.	Spotify follows a casual, Millennial-like wording to address its users, if so. Like with advertising on TV for example, the sound of advertisements in Spotify is far louder than the rest, which is awful.
3	User control and freedom	Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.	There is forth and back arrows top left and high-level menu options on the left, which always enable the user to move to every possible place in the app from anywhere.
4	Consistency and standards	Users shouldn't have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	The app uses well-established design patterns for its UI. Most mechanics have been learned by currents users from their beginning of software usage.
5	Error prevention	Even better than a good error message is a careful design that prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.	There's not many possibilities for errors, though when clicking <u>s.th.</u> there won't be any confirmation messages, so clicking on „erase“ in playlist options will execute such and can't be undone.
6	Recognition rather than recall	Minimize the user's memory load by making objects, actions, and options visible. The user shouldn't have to remember information from one part of the dialog to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	Due to the minimalist menu structure with high-level options, a search field and back and forth buttons always visible, there is not much memory load to handle.
7	Flexibility and efficiency of use	Accelerators—unseen by the novice user—can often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.	Users can create their own playlists. Spotify will also suggest certain songs, artist, and playlist, depending on the user's preferences.
8	Aesthetic and minimalist design	Dialogs shouldn't contain irrelevant or rarely needed information. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	A clear hierarchy giving visual feedback of the location within the app would be useful. Given the fact, that the main aim is playing audio, the app itself sometimes shows a lot of text (Artist name, album, menus, etc.)
9	Help users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.	When offline, the Main window of Spotify will stay empty and an error message in an otherwise not used light blue color will inform the user about being offline and ask how to solve the problem, by connecting to the internet.
10	Help and documentation	Ideally, a system could be used without documentation, but it's still sometimes necessary to provide it for your users. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.	Help links to support.spotify.com , which is very well organized and offers search through the well-documented software. Also, a community feature offers an exchange with other users.