Iteration 1: Adapt Phase

Documented feedback

For my feedback, I reached out to a potential user in my target audience, someone who plays guitar frequently and utilizes electronic tools to help them learn. I first briefly described what ChordJam is and gave him a list of simple tasks I wanted him to accomplish and observed to see how he interactive with the prototype. Some of these features still aren't fully implemented, so I only intervened when was necessary to describe what would've theoretically been the response. Below are these said tasks with the reaction.

Interaction Observation:

Task: Display a four chord pattern

Reaction: User added first chord fine with FAB but was confused on adding a second chord and beyond. Clicked action buttons in upper right after adding first chord.

Task: Edit a chord

Reaction: User selected chord image after staring for a second where the edit options popped up.

Task: Rearrange chord.

Reaction: User selected chord image again. (I then notified user that feature wasn't implemented yet).

Task: Save the current progression.

Reaction: User clicked upper right action button to display save options.

Task: Upload a previously saved progression.

Reaction: User clicked upper right action buttons. (I then let user know that this method wasn't implemented yet either.

Follow-up Questions:

After observing the interaction, I asked the user if they have used similar apps. They responded that they have used apps which displayed a fretboard instead of individual chord images. I asked if they would use an app like with the intended features it would have and the user said they would. User also commented that the use of mini chord diagrams was a nice addition that they haven't seen before.

Summary of feedback:

I then asked the user what were some things that were confusing as they were interacting with the app. First, they mentioned that when I asked them to display four chords, they were expecting an option to display a specific type of pattern, like a button which would populate 3, 4, 5, or more chords from a list such as a blues pattern, rock pattern, etc. That's why they initially clicked the top right action

buttons. Additionally, the user was confused with the load symbol which would've theoretically shown the saved progressions. However, he did say that he recognized the save icon for its intended purpose.

Lessons Learned

Upon seeing my test subject interact with my app, I've noticed a gap between what the user expects the app to do and what it actually does. While the user was expecting an app that would generate chords from a list of known patterns, as a creator I thought it would've been apparent that this app was intended to create custom chords. This makes me want to focus more on adding some instructional text to guide the user to what they can and cannot accomplish.

Additionally, the top right action buttons didn't have an obvious purpose. The user selected the buttons only after being forced to experiment around when they were trying to figure out how to add additional chords. This makes me want to rethink my navigation by either starting from a load screen from which the user can then be given the option to create a new chord progression. This would do away with the top right action buttons and make it more apparent what can and cannot be done.

Also, the rearrangement/deletion of chord images was not an intuitive task for the user. I'm not sure if the remedy to this is simply more instructional text and/or a different approach to the visual design. An initial thought is to add an outline or bezel around the chord images, so they appear more "draggable".

In summary, I need to make it more obvious how to add/edit chord images and rethink my load/save button locations. After trying something else out, I'll do another round of observation with someone fresh to see if I get improved results. Despite these fallbacks, I am pleased to hear that there does exist a guitar player out there who sees the potential in this app which they haven't seen before so I do believe that the overall concept still offers something that is wanted. It's just going to require a little more finesse to implement it more gracefully.