

## 1. Introduction

The purpose of this report is to look at a website that is currently in use and make any necessary changes to improve the usability. The website in question is based on choral music. Before making any changes it is important to get an understanding of choral music and some idea of the website's target audience.

There is no specific type of person who can sing in a choir and it is open to all ages, genders and abilities. There are 4 basic voice types or ranges – Soprano, Alto, Tenor and Bass (Vocal Types and Ranges n.d.).

Choral music is far more popular than most would have considered. A 2002 study by Chorus America found that 23.5 million American adults sing weekly in choral organisations and that there are 250,000 choruses nationwide. More Americans perform in choral singing than in any other art form (Bell, 2004).

Choral singers are often amateur performers with a commitment to the choir, its purpose and practise. They commonly desire a need to belong and a sincere love of singing. Individual singers rely on an ability to imitate sound and recall melodies (Brenda Smith / Robert T Sataloff 2013).

There are many health benefits associated with singing. These include making you feel happier, enhancing lung function, can tackle stress, improves memory, builds a sense of community, lets you express yourself, helps with pain relief, boosts confidence and is fully inclusive (10 Reasons Singing 2023).

There are many websites and apps that have a database of Choral music. This report will look at one such website -[learnchoralmusic.co.uk](http://learnchoralmusic.co.uk)- and identify any issues with the website and potential solutions that would be needed in the website redesign.

### 1.1. Methods of Analysis

Choral singing is one of the most inclusive activities for disadvantaged and disabled people and this needs to remain. This was my main consideration when looking at redesigning the website. To do this, I used personas to evaluate the usability (see Appendix A). A persona is a portrayal of your ideal client and should consider subjective and quantitative information and statistical surveying. Personas will assist with designs that make sites that are custom-made to the requirements and needs of their interest group. By understanding my client I could create a more usable interface. By using personas, I can decide how clients will communicate with the site and what would be required to improve their user experience. By taking into consideration the users' needs, I could create an application that is suitable for the target audience.

When deciding on the different personas used, I took into consideration that choral singers will come from all different backgrounds and will have different abilities. It was also important for me to make sure that the personas were all inclusive with regards to disabilities.

### 1.2 Example of a Persona:

#### Scenario

Margaret wishes to learn new choral music that she can rearrange, with her own Gospel twist.

TARGET PERSONA IMAGE	PERSONA INFORMATION
 <small>this-person-does-not-exist.com</small>	<b>PERSONA NAME</b> <b>Margaret Collins</b> <b>JOB TITLE</b> <b>Retired music teacher</b> <b>Location</b> <b>Tennessee</b> <b>AGE</b> <b>74</b> <b>Education</b> <b>Degree in Music</b>
GOALS AND MOTIVATIONS	
To learn new music and new modern techniques. To take knowledge back to her gospel choir. To add a gospel twist to modern choral music. To not let her age or struggles affect how she lives her life.	
VALUES AND WORK METHODS	
Margaret has a lot to organise and always ensures she meets her own deadlines but the current website she uses slows her down and makes this more difficult. She puts the church at the forefront of her life and is fully committed to anything she undertakes. Margaret likes to put her own twist on any new musical piece she believes will benefit the church.	
CHARACTERISTICS THAT APPLY TO YOUR PRODUCT	

Margaret is a committed member of her local church. She sings in the church choir twice a week and takes on full responsibility for all rehearsals. Currently she is using 'learnchoralmusic.co.uk'. She has difficulty using the website as she is not good with technology and over the years she has developed visual impairments. She does not want to let this stop her from accessing the website as she does not want these issues to affect her day to day life. She believes this site to have the best music for her and her needs.

### 1.3 Cognitive Walkthrough

Following on, I then conducted a cognitive walkthrough (see Appendix B) that looked at how my different personas would access and use the website. The process of making this involves performing tasks on the website while trying to think in the perspective of the personas, seeing what issues they may face and whether they would be able to perform certain tasks. The results of the cognitive walkthrough are below.

### 1.4 Problem/Solution

Problems	Solutions	Priority
Too many options	Remove pages and information that users won't need.	high
Options not where they should be	In redesign focus on location of pages and what they are called to make it clear for users what they are.	high
Instructions are too lengthy	Summarise large texts on all pages that remain in redesign.	high
Pages are not needed like: sitemap, Links to other Sites which may be of interest, If you have comments ..., It may not sound nice, Other Rehearsal aids, Search this Site using Google Search, Mistakes etc, Recent corrections and additions, Commissions, introduction.	Not include any of these in redesign.	high

The about us page is called 'what we do'.	In the redesign name page 'about us'.	high
Help with playing midi files, downloading midi files, how to make cds from midi files pages should all be part of faq, no need for 4 pages.	Include the information from the pages in faq and remove them apart from faq.	high
No option to make donations even though there is a page.	Remove the page or add an option to donate.	high
Blind links (search this site link on sitemap)	Not include any links that don't lead to what they say they do.	high
Home Page, Return Page & Back to opening Page, are all the same page.	Keep the same terminology of page names and text in links.	high
No contacts page, email is just at the bottom of random pages.	Add a contact page with email.	high
Doesn't make sense which pages contain email.	Only include it where it is relevant to the page, likely just the contact page.	high
Email is encrypted with numbers.	Remove numbers and put correct emailable email maybe with a link to make it easier for users.	high
Too much redundant data on most pages.	Only include information that the user needs or that will improve their overall experience.	high
Flashing text is annoying	Don't include any flashing text in the redesign.	high

Too much small text	When data is removed there will be more space to make text bigger.	high
Poor colour scheme	Redesign with intention of creating a new colour scheme.	high
Some links open new tabs this is annoying	Make all links open pages in the same tab.	high
No need for 2 layer composer lists where you click someone in block text, and then you are taken to there alphabetical row	Not include block text of composers page and when they click a composer list take them straight to an alphabetical row format.	high
Block text full of composer names is hard to read or find anyone in first page of composer lists	Not include this part of the composer list.	high
Opening different genre composer lists shouldn't be the only option; there should be a list with all composers and all their songs rather than only composers and their songs on 1/3 genres.	Add all artists and songs to composer list, maybe include filters	high
Download box for music is confusing	If they click the song they want to download it could give user options where they can tick boxes for different versions and then a download button at bottom	medium
When song downloads users are not notified	A confirmation text could be included at the end of the solution to the last problem.	medium
No search tool for finding music	Could potentially be added to composer list along with filters	low

Entire website doesn't look nice	On the redesign focus on making a user friendly design that is nice to operate and look at.	high
Text is not easy to understand, example "Session is a DOS/3.1, 16-bit"	Don't include technical jargon on the website as users don't understand.	high
Home page has "if you want them, E-mail me", but no email address or link near	In the redesign include the email or tell the user where to find it close to all places where it is mentioned in text.	high

## 1.5 Conclusion

To conclude there are many problems that need to be addressed for the personas to use the service.

There are too many options and redundant data, which can be addressed by removing pages and information that users don't need. Instructions are lengthy and can be summarised, as can some of the titles.

Where options are not easily found, the location and naming of pages can be improved. This includes using the same terminology throughout the site.

Some links do not work or take you to the correct place. This needs to be amended. Also some links open new tabs which is irritating. All these issues need to be resolved.

The email address appears on random pages and is also encrypted. A "contact us" page needs to be added with clear and concise information detailing the different means of contact.

Options and filters are limited and not consistent when selecting music. To start with, there needs to be a composer list that contains all composers and songs, splitting it into 3 lists as your only options doesn't make sense and it's confusing. In addition, filters could be added to give users the best of both worlds.

The experience of the user is that the website looks bad. This can be enhanced by removing flashing text, removing jargon, increasing the text size, improving the colour scheme and changing the layout. This would make the website user friendly, aesthetically pleasing, and easy to operate. With so much wrong it would be easier to completely redesign and rebuild the website from scratch, keeping only the midi files.

The high and medium priority issues will all be fixed. The low priority issue will be looked at but may not all be resolved.

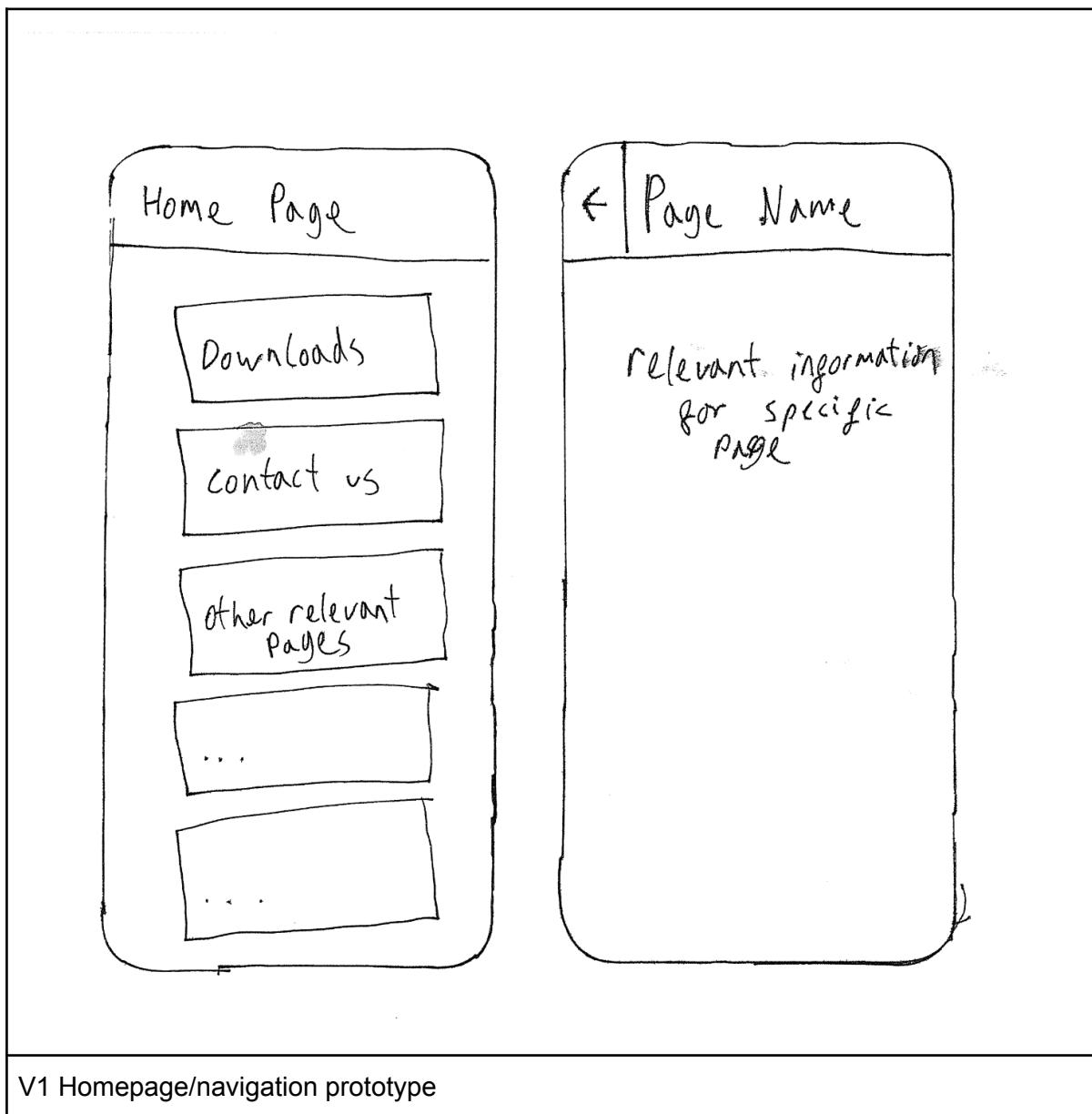
## 2 Hierarchical Task Analysis

Hierarchical task analysis (HTA) are used to describe a set of instructions, step by step. The HTA I carried out is based on the problems found in section 1. After performing the cognitive walkthroughs and finding where users fail, I was able to describe how the tasks should be performed through the HTA's (see Appendix C). I used this to plan the design and architecture of the app.

### 2.1 Designs

Designs are made based on hierarchical Task Analysis (see Appendix C) so that it incorporates better methods of performing tasks without the previously found problems. This is to increase usability and decrease difficulty operating the application.

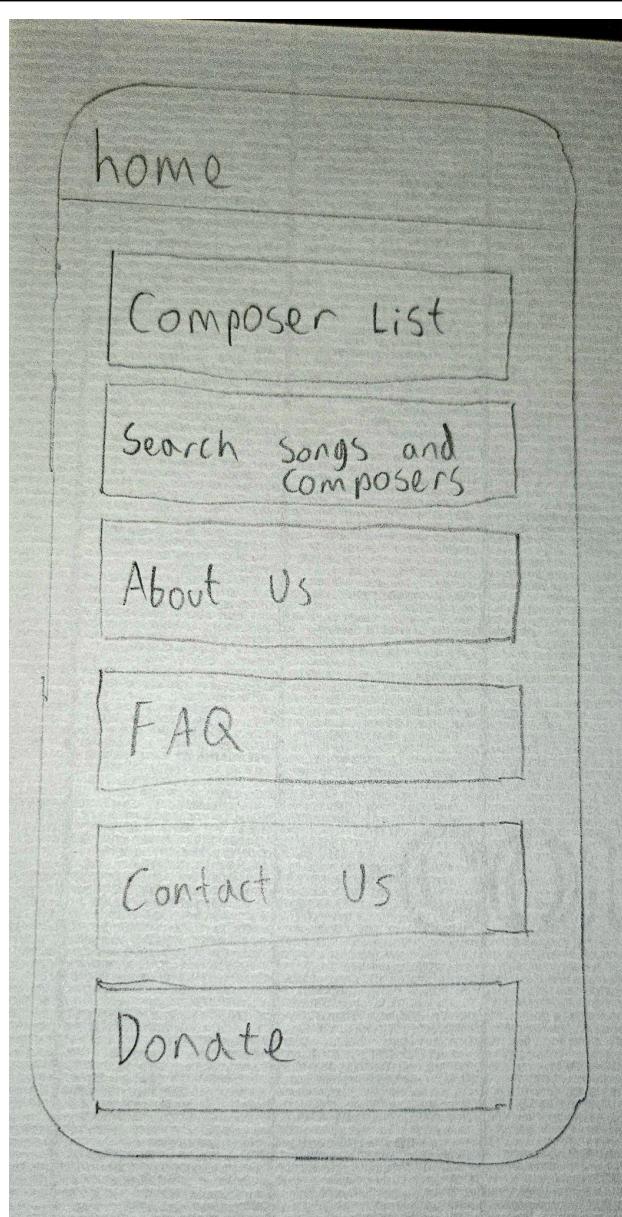
V1 prototype only covers how the user will get to pages and get back to the home page, it is very basic.



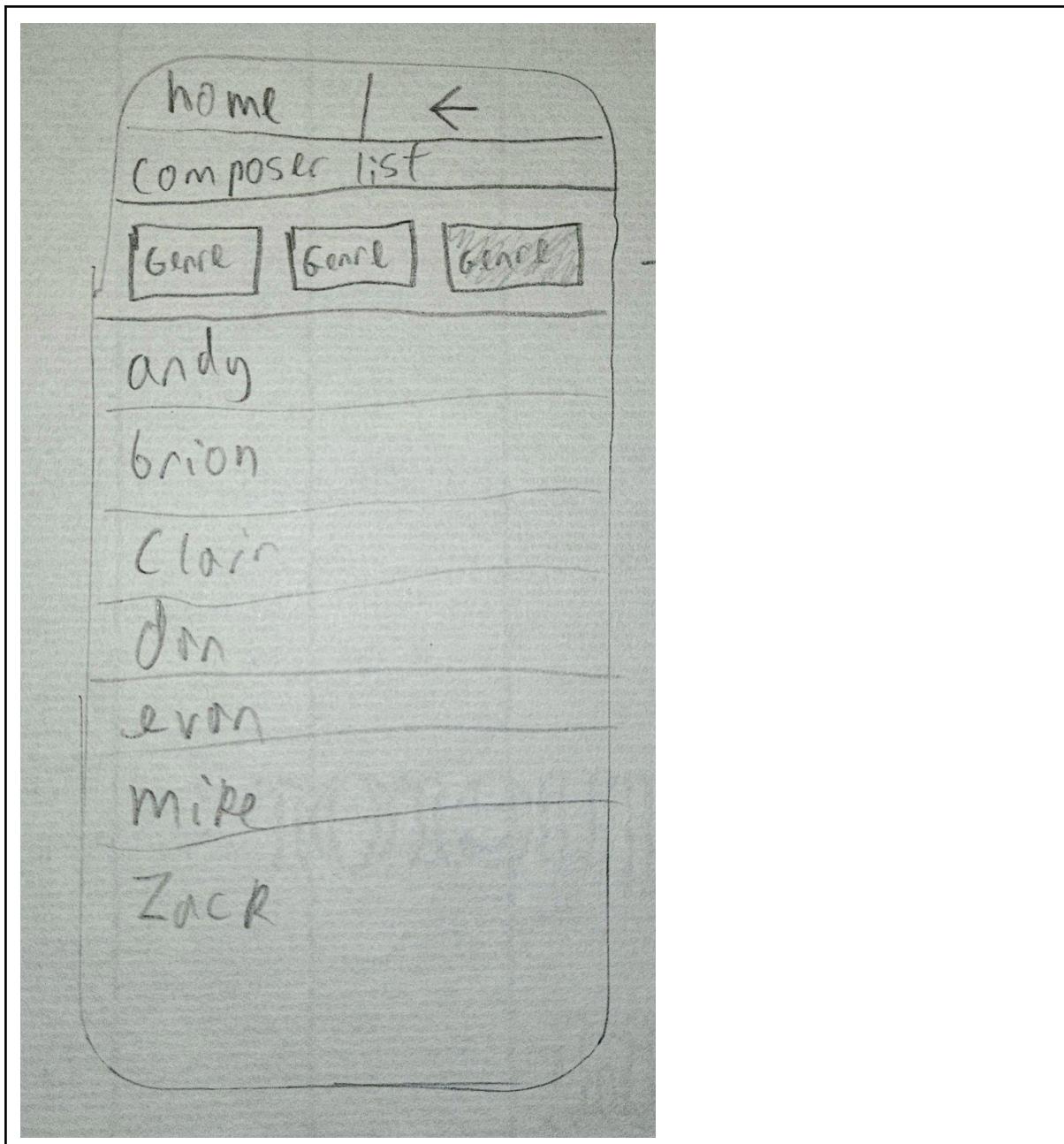
Changes to be made between this and the V2 designs only covers navigation as it is the only feature present in V1. Other changes include implementing the other pages.

Changes	Reason
Include a back and home button	Some pages will have multiple pages linked so they need the option to go back a single page or straight to home page

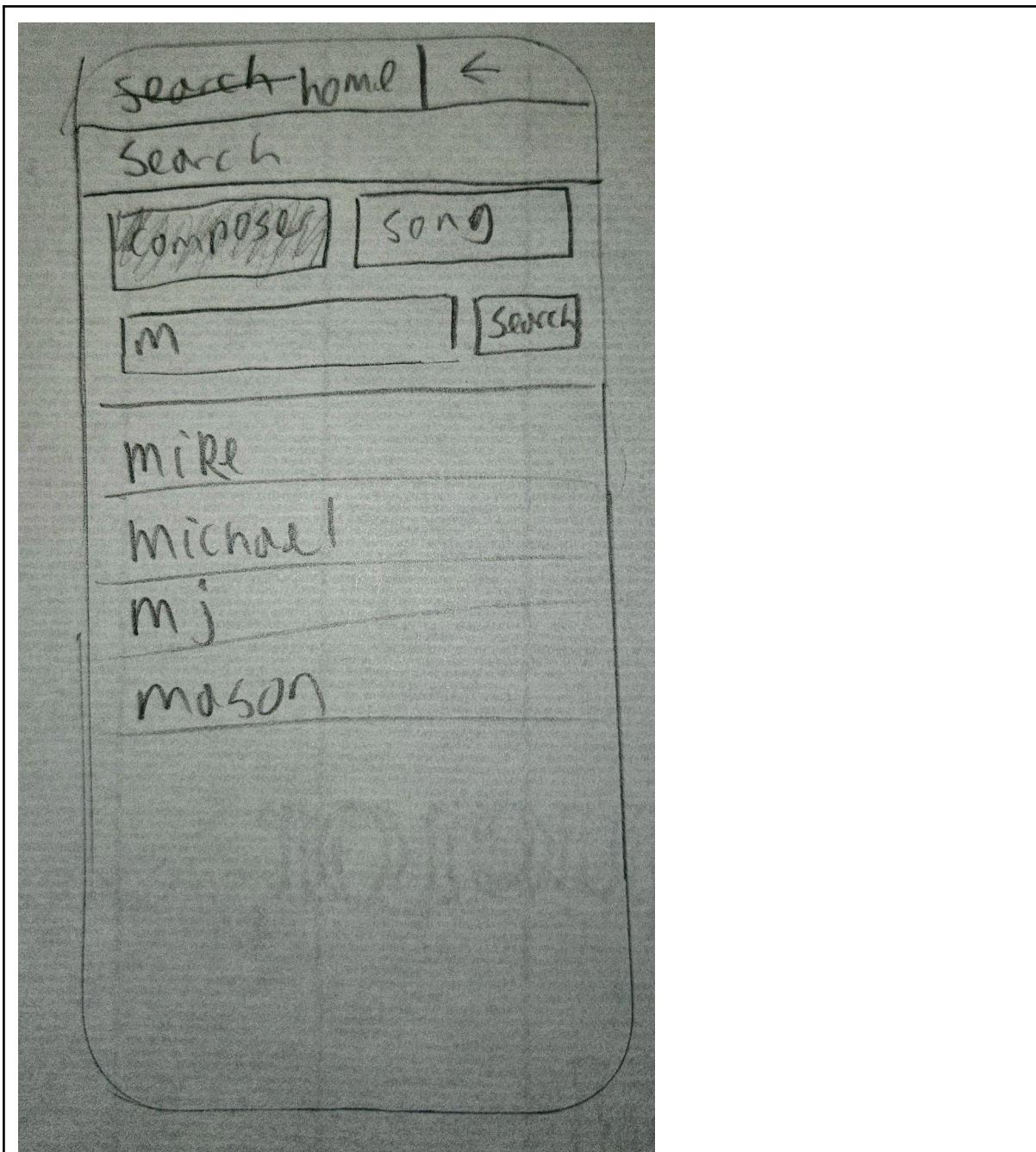
**2.2 V2 designs**



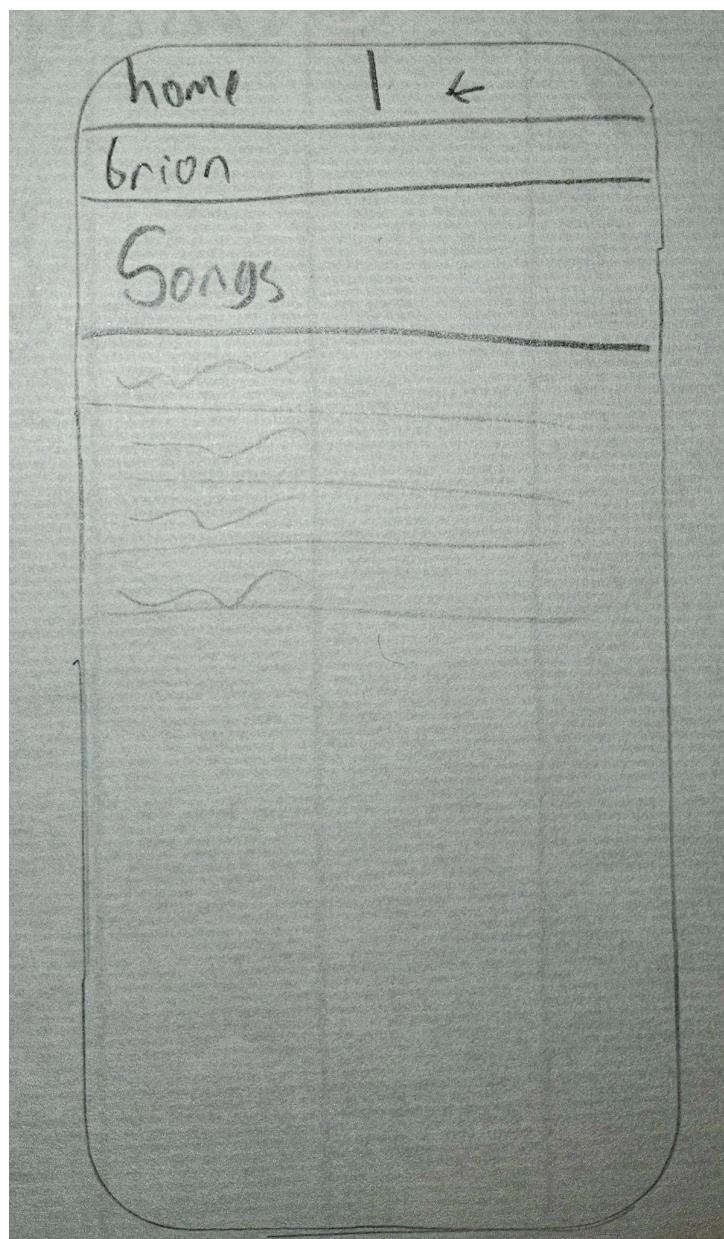
V2 Home page with buttons to other pages



V2 Composer List page allows user to browse composers



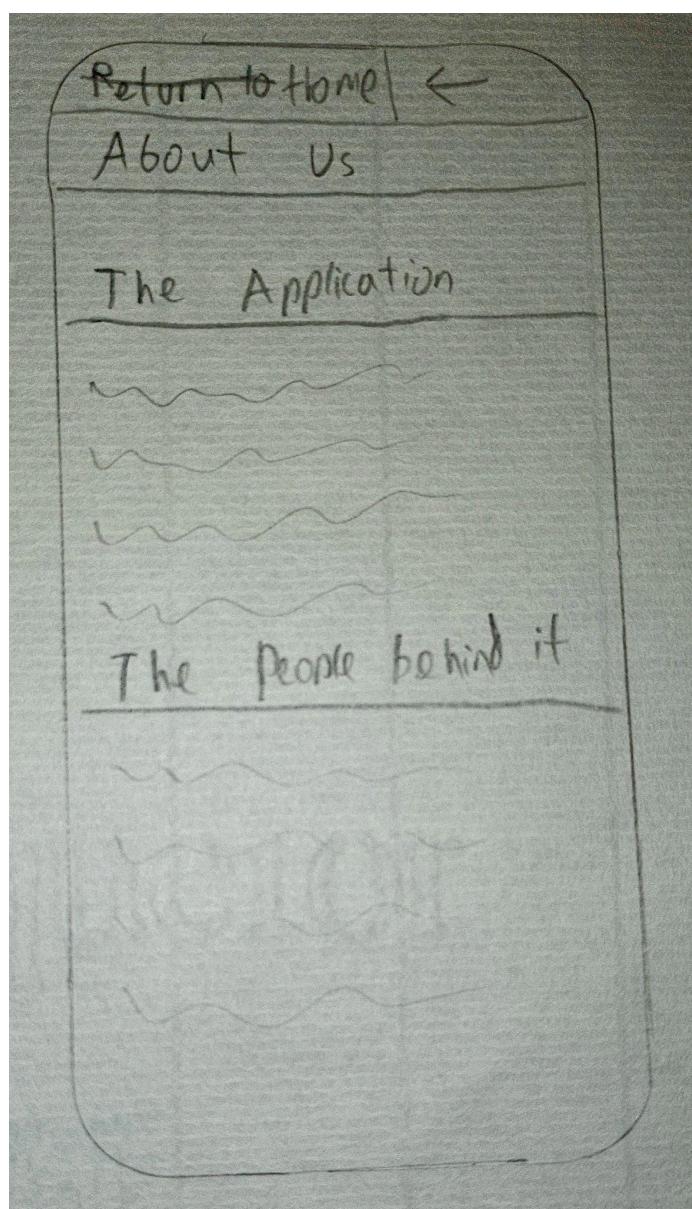
V2 Search page, allows user to search composers or songs



V2 Composer page, what user sees when they click on a composer; lists all of their songs

The sketch depicts a mobile application interface for a music player. At the top, there is a header bar with rounded corners containing the word "home" on the left and a back arrow icon on the right. Below the header is a search bar labeled "Song name". The main content area is a large rectangular box. Inside this box, at the top center, is a play button icon. Below the play button is a horizontal slider with numerical markers "0:00" on the left and "3:01" on the right. Underneath the slider, the text "Voice type" is written, followed by two rows of three buttons each, labeled "alto 1", "bass 1", "Soprano 1", "alto 2", "bass 2", and "Corno". Below these buttons is a section labeled "loop". This section contains two sets of input fields: "Start min" and "Start sec" (with values "00" and "21" respectively), and "end min" and "end sec" (with values "02" and "30" respectively). At the bottom of the main content area, the text "playback speed:" is followed by a slider with the value "110" and a percentage symbol "%". At the very bottom of the interface, there is a button labeled "download".

V2 Song page with all song filtering options and ability to download and play songs

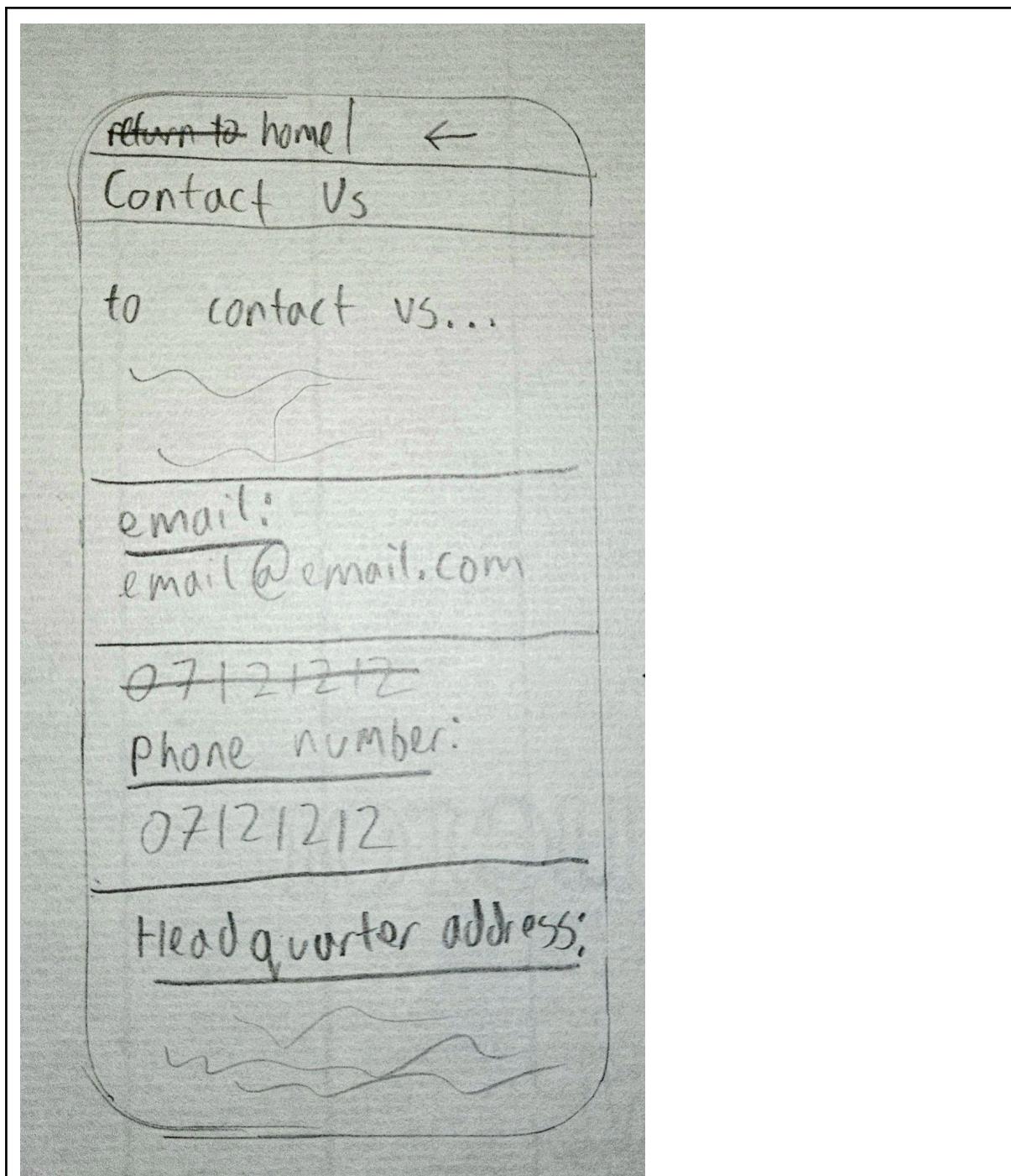


V2 About Us page

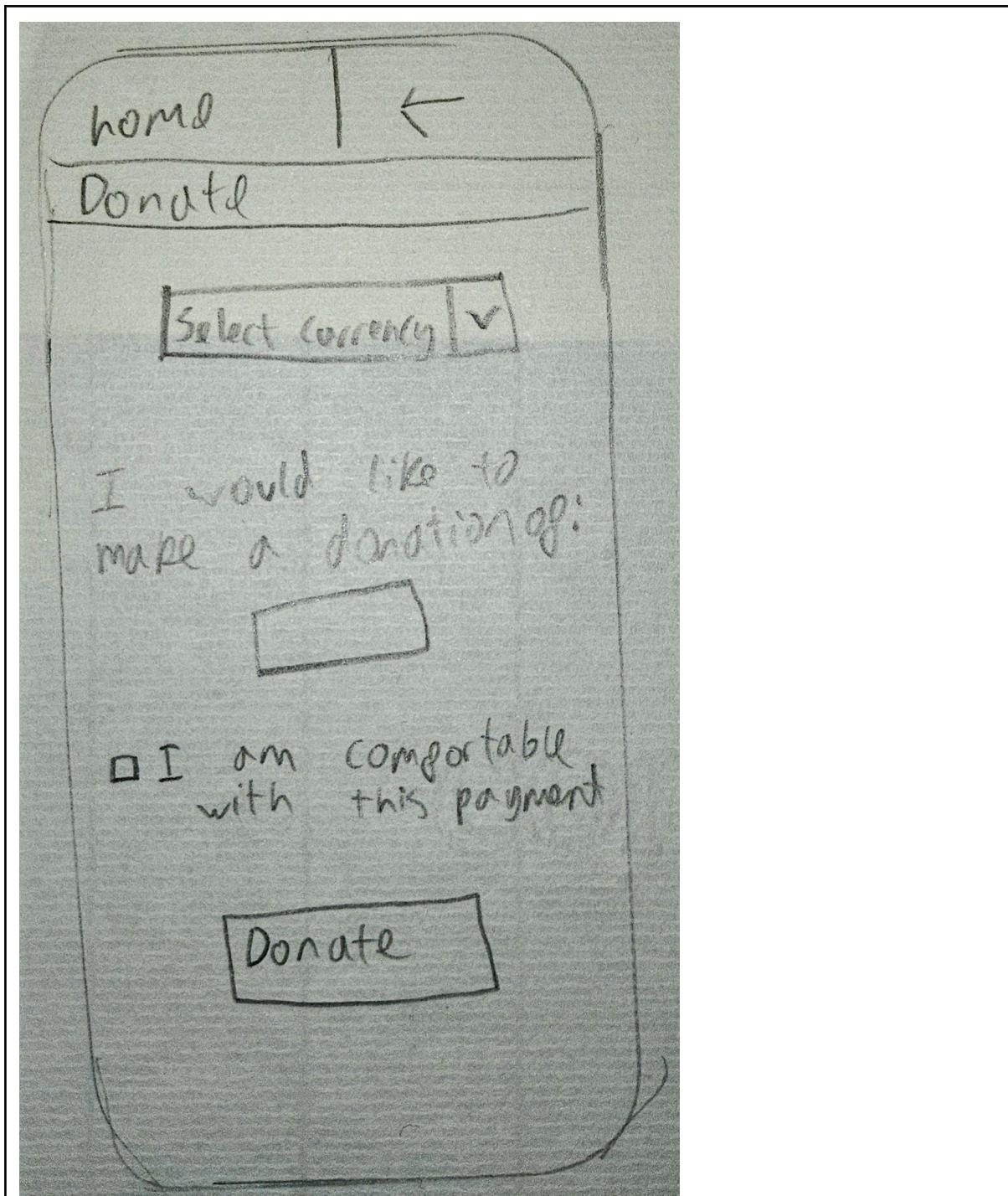
The diagram depicts a mobile phone screen with a dark grey background. At the top, there is a navigation bar with rounded corners containing the word "home" and a left arrow icon. Below this is a section labeled "FAQ" with a crossed-out "About" label above it. The main content area contains five questions listed vertically, each preceded by a question mark and followed by a wavy line representing a dropdown menu. To the right of each question is a vertical line and a checkmark. The questions are:

- Q: How to play midi
- Q: How to download midi file
- Q: How to contact us
- Q: [empty]
- Q: [empty]

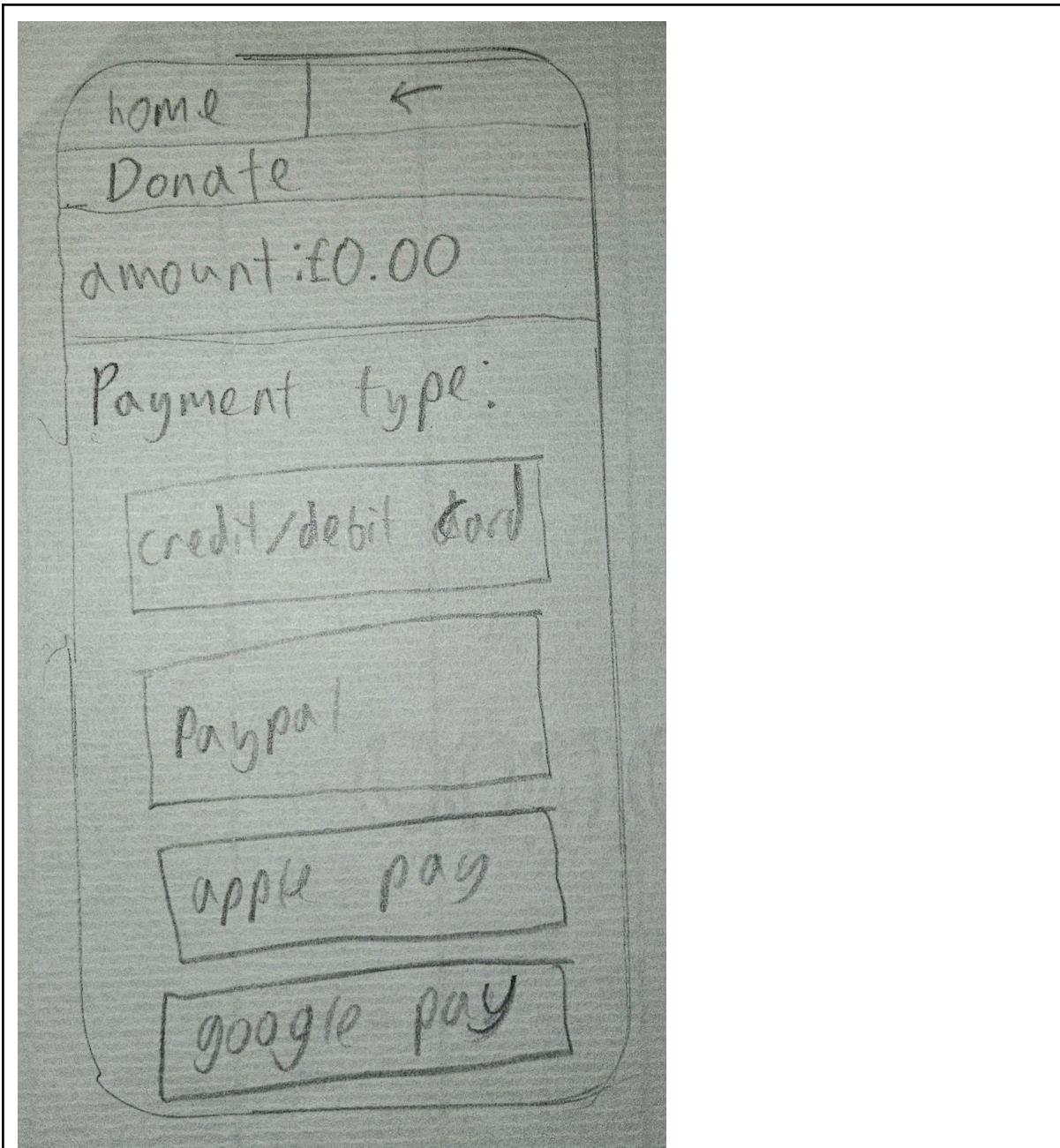
Below the phone screen, there is a horizontal line and the text "V2 FAQ page, questions will drop down with answers when clicked on".



V2 Contact Us page with all relevant information relating to contact



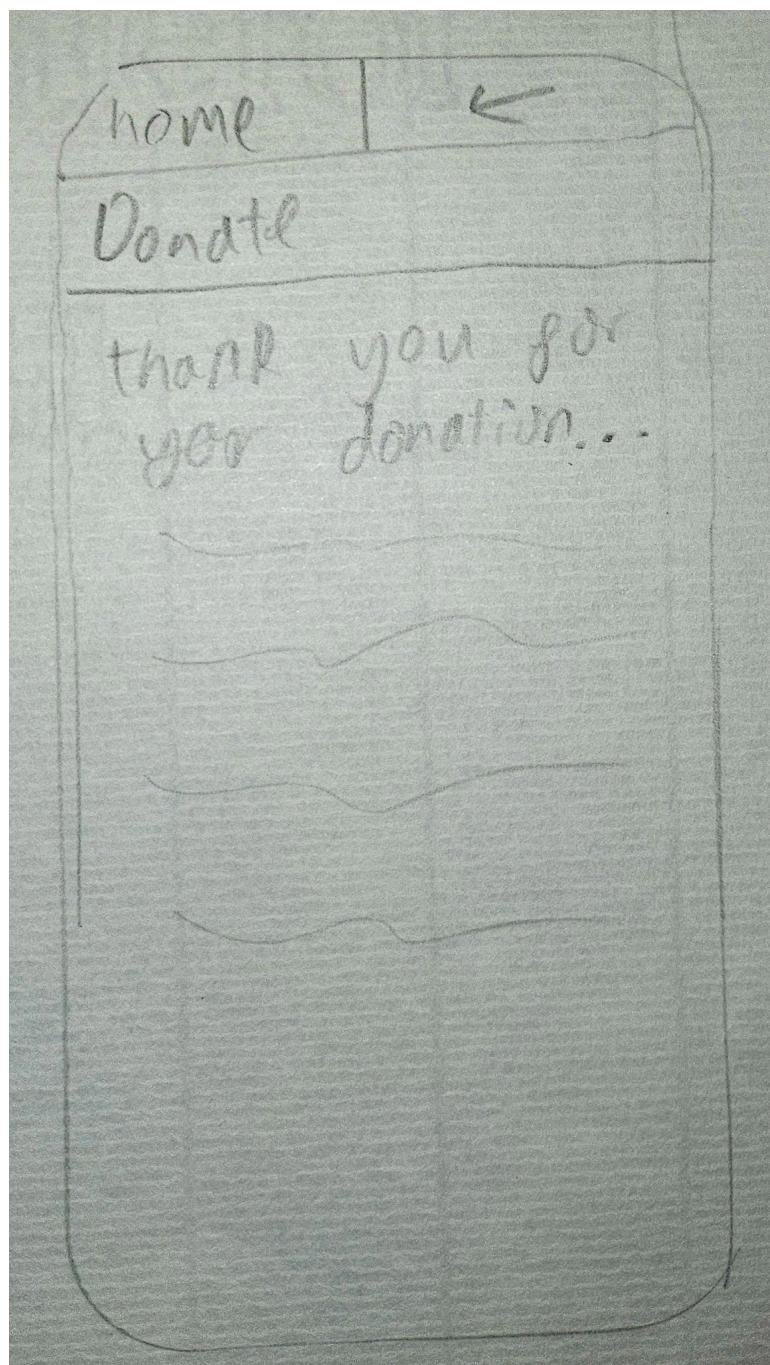
V2 Donate page, user selects donation details



V2 Select payment method page

home | ←  
Dorothy  
credit/debit card  
Personalia  
firstname [ ]  
lastname [ ]  
Billing address  
Post code [ ]  
address 4 [ ]  
Ad Day 12 [ ]  
optional  
County/Province [ ]  
Town [ ]  
Country [ ]  
Card type [ ]  
Card number [ ]  
Sort code [ ]  
Exp date [ ]

V2 Card payment form page where user enters their card details



V2 After payment page

<u>Changes that need to be made before next prototype</u>	<u>Relevant page</u>	<u>Reason</u>	<u>Reference</u>
Dropdown for select currency	Donate	Less detail in paper designs compared to the digital prototype.	Feature is present in HCI
Error message for loop end > loop beginning	Song page	Less detail in paper designs compared to final prototype	Feature is present in HCI-'find download and play a song of your choice via composer list'-3.3 and 'find download and play a song of your choice via search'-3.3
Error message for loop time not in song	Song page	Less detail in paper designs compared to final prototype	HCI-'find download and play a song of your choice via composer list'-3.3 and 'find download and play a song of your choice via search'-3.3
Error message for playback speed not in range	Song page	Less detail in paper designs compared to final prototype	HCI-'find download and play a song of your choice via composer list'-3.2 and 'find download and play a song of your choice via search'-3.2
Add confirm payment button	Donate/card payment form	Missing button is a mistake made in 2nd prototype	HCI-'make a donation'-3.1.1.3
Tidy and reorder payment form	Donate/card payment form	Confusing for user and messy due to changes mid design	User feedback-'form is confusing and messy'
Download complete confirmation	Song page	Less detail in paper designs compared to digital prototype	HCI-'find download and play a song of your choice via composer list'-4.1.1 and 'find download and play a song of your choice via search'-4.1.1

If donation =< 0 error message	Donate page	Less detail in paper designs compared to digital prototype	User feedback- 'what if donation is 0 or they don't select a currency.'
No currency selected error message	Donate page	Less detail in paper designs compared to digital prototype	User feedback- 'what if donation is 0 or they don't select a currency.'
Show FAQ with answers dropped down and another screen without being dropped down	FAQ	Less detail in paper designs compared to digital prototype	General- extra detail in final prototype
Text added to pages	All	Less detail in paper designs compared to digital prototype	General- extra detail in final prototype
Place fillers replaced by meaningful text	All	2nd prototype was a concept of how it should look final prototype is how it will look	General- extra detail in final prototype
Tidy and refine song filter form	Song page	Missing buttons and confusing to user	User feedback- 'form is confusing and messy'
Colour scheme added	All	Less detail in paper designs compared to digital prototype	General- further developing designs
Digital prototype	All	Further development	General- further developing designs

## 2.3 V3 designs



Home ←

## Composer List

Major Works and Anthems   Partworks and Madrigals   Carols and Hymns

Albert, Prince Consort

Aleotti

Alfven

Arbo

Arnesen

Ash

Astorga

V3 composer list page

Home ←

## Search

Composer Song

Search Search

Albert, Prince Consort

Aleotti

Alfven

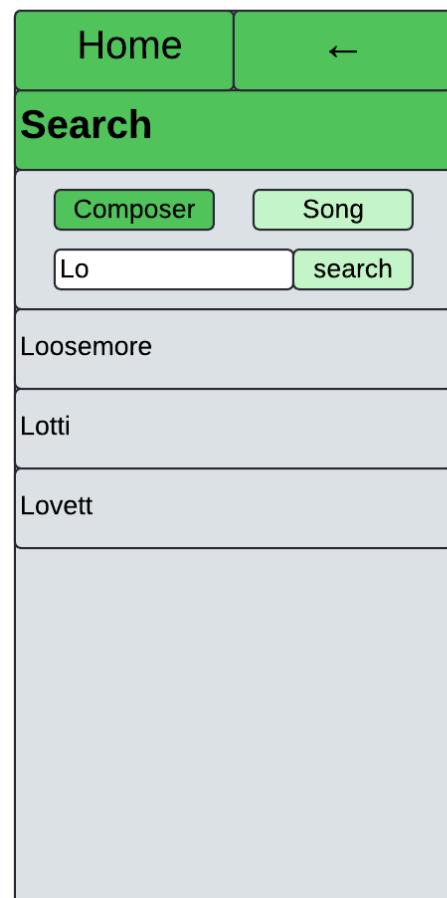
Arbo

Arnesen

Ash

Astorga

V3 search page



Search page options for songs + composers

<a href="#">Home</a>	<a href="#"></a>
<b>Pergolesi</b>	
<a href="#">Magnificat</a>	
<a href="#">Stabat Mater</a>	
<a href="#">Stabat Mater SATB choral version</a>	

V3 Composer page with options of their songs in alphabetical order

Home ←

## Ave Maria

||  
0:00 \_\_\_\_\_ | \_\_\_\_\_ 3:01

**Voice Type:**

Soprano 1	Alto 1	Tenor 1	Bass 1
Soprano 2	Alto 2	Tenor 2	Bass 2

**Loop:**

Start min:  Start sec:   
End min:  End sec:

**Playback Speed:**

%

**Download**

V3 Song page with relevant filters download option and play option

<p>Home</p> <p>Ave Maria</p> <p>▶</p> <p>0:00 ————— 3:01</p> <p>Voice Type:</p> <p>Please select a voice type.</p> <p>Okay</p> <p>Loop:</p> <p>Start min: 0      Start sec: 0</p> <p>End min: 3      End sec: 01</p> <p>Playback Speed:</p> <p>100 %</p> <p>Download</p>	Error message for no voice type selected
--	--

Home	←		
<b>Ave Maria</b>			
▶			
0:00 _____3:01			
<b>Voice Type:</b>			
Soprano 1	Alto 1	Tenor 1	Bass 1
Soprano 2	Alto 2	Tenor 2	Bass 2
<b>Loop:</b>			
Please make sure loop range is within the range of the song.			
<input type="button" value="Okay"/>			
<b>Playback Speed:</b>			
100	%		
<input type="button" value="Download"/>			

Home	←		
<b>Ave Maria</b>			
▶			
0:00 _____3:01			
<b>Voice Type:</b>			
Soprano 1	Alto 1	Tenor 1	Bass 1
Soprano 2	Alto 2	Tenor 2	Bass 2
<b>Loop:</b>			
Please make sure loop end comes after loop beginning.			
<input type="button" value="Okay"/>			
<b>Playback Speed:</b>			
100	%		
<input type="button" value="Download"/>			

Error messages for invalid loop values

Home	←		
<b>Ave Maria</b>			
▶			
0:00 ————— 3:01			
<b>Voice Type:</b>			
Soprano 1	Alto 1	Tenor 1	Bass 1
Soprano 2	Alto 2	Tenor 2	Bass 2
<b>Loop:</b>			
Start min: <input type="text" value="0"/>	Start sec: <input type="text" value="0"/>		
End min: <input type="text" value="3"/>	End sec: <input type="text" value="01"/>		
<b>Playback Speed:</b>			
Please enter a speed between 30 and 200.			
<input type="button" value="Okay"/>			
<input type="button" value="Download"/>			

Error message for invalid playback speed value

<p>Home</p> <p>Ave Maria</p>	<p>←</p>								
<p>Download complete</p> <p>Okay</p> <p><b>Voice Type:</b></p> <table border="1"><tr><td>Soprano 1</td><td>Alto 1</td><td>Tenor 1</td><td>Bass 1</td></tr><tr><td>Soprano 2</td><td>Alto 2</td><td>Tenor 2</td><td>Bass 2</td></tr></table> <p><b>Loop:</b></p> <p>Start min: 0      Start sec: 0 End min: 3      End sec: 01</p> <p><b>Playback Speed:</b></p> <p>100 %</p> <p><b>Download</b></p>		Soprano 1	Alto 1	Tenor 1	Bass 1	Soprano 2	Alto 2	Tenor 2	Bass 2
Soprano 1	Alto 1	Tenor 1	Bass 1						
Soprano 2	Alto 2	Tenor 2	Bass 2						
Download complete confirmation message									

<a href="#">Home</a>	←
<b>About Us</b>	
<b><u>The Application</u></b>	
This app is designed for people to enjoy choral music. You can listen to or download midi files of your choice. We provide the music at no cost but there are costs involved. We appreciate, where possible for a small donation to help with our costs. Donations can be made from the donate page which you will find on the homescreen.	
<b><u>The People Behind It</u></b>	
This website is organised and run by John. John is dedicated to sharing Choral music through this app. He wishes to make the music available to the world through sharing basic Midi Files for free, to anyone who needs them. His background is singing in choirs in and around the Cambridge area. He has been an active member of Haslingfield Choir, Histon Choir 2000 and The Cambridgeshire Choral Society.	

V3 About Us page

<a href="#">Home</a>	←
<b>FAQ</b>	
Q: What is a Midi File?	
Q: How do I download your Midi Files?	
Q: Why do some midi files play quickly and some slowly?	
Q: Why is one or more voice/instrument not there at all?	
Q: Why do your Files sometimes play with odd or jerky tempos?	
Q: Why are there some wrong notes?	
Q: Why aren't there any lyrics in your Midi Files?	
Q: Why can't I burn a Midi File to disk to get an Audio CD?	
Q: Can I use your Midi Files in my own Choir's Website?	

<a href="#">Home</a>	←
<b>FAQ</b>	
Q: What is a Midi File?	
A: MIDI is an acronym; it stands for Musical Instrument Digital Interface. A MIDI file is a set of instructions that tell a device - such as a computer's soundcard - what to do to provide a representation of a sound, typically a piece of music. The relationship of a MIDI file to the music it can be used to generate is much the same as that of a musical score to the music it represents.	
Q: How do I download your Midi Files?	
Q: Why do some midi files play quickly and some slowly?	
A: We try to match the tempo of the unemphasized MIDI files, to those of the real recording. We provide an option to change the playback speed of and MIDI file you select.	

V3 FAQ with and without dropdowns open

Home	←
<b>Contact Us</b>	
<p>Before contacting us please check the FAQ as we have tried to answer most common questions in that section. For other enquiries please use the contact information below.</p>	
<b><u>Email:</u></b>	
<a href="mailto:Email@email.com">Email@email.com</a>	
<b><u>Phone Number:</u></b>	
<a href="tel:07755237714">07755 237714</a>	
<b><u>Headquarters Address:</u></b>	
<p>42 ladbroke road Sutton Surrey SM2 1ST United Kingdom</p>	
V3 Contact Us page	

Home ←

**Donate**

British Pound GBP ▾

I would like to make a donation of:

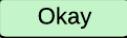
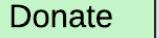
I am comfortable with this transaction.

**Donate**

V3 Donate page

Home	←
<b>Donate</b>	
Select Currency 	
British Pound GBP	
Euro EUR	
US Dollar USD	
Australian Dollar AUD	
Canadian Dollar CAD	
Danish Krone DKK	
Hong Kong Dollar HKD	
Japanese Yen JPY	
Mexican Peso MXN	
Select currency drop down	

<p>Home</p>	<p>←</p>
<p><b>Donate</b></p>	
<p>British Pound GBP </p>	
<p>Please enter an amount over £0.</p>	
<p> Okay</p>	
<p><input type="checkbox"/> I am comfortable with this transaction.</p>	
<p> Donate</p>	
<p>Error message for donation = &lt; 0</p>	

<p>Home</p>	<p>←</p>
<p><b>Donate</b></p>	
<p>Select Currency </p>	
<p>Please select a currency.</p>	
<p></p>	
<p><input type="checkbox"/> I am comfortable with this transaction.</p>	
<p></p>	
<p>Error message for no currency selected</p>	

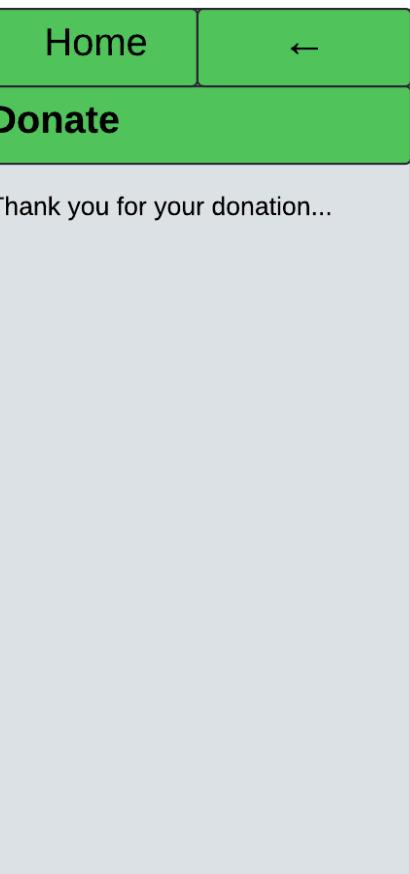
<p>Home</p> <p>←</p> <p><b>Donate</b></p> <p>Select Currency <input type="button" value="▼"/></p> <p>Please tick the box to verify you are comfortable with this transaction if this is the case.</p> <p><input type="button" value="Okay"/></p> <p><input type="checkbox"/> I am comfortable with this transaction.</p> <p><input type="button" value="Donate"/></p>	<p>Error message for if user doesn't tick the box to say they are comfortable with the payment (this feature was missing in the HTA (see Appendix C) or changes to be made as it was found as an issue while producing the V3 prototype)</p>
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Home	←
<b>Donate</b>	
Payment Amount: £10	
Payment Type:	
Credit/Debit Card	
Paypal	
Apple Pay	
Google Pay	

V3 select payment option

<a href="#">Home</a>	<a href="#">←</a>
<b>Donate</b>	
<b>Personal Details</b>	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
<b>Card Details</b>	
Name on Card:	<input type="text"/>
Card Number:	<input type="text"/>
Security code: Expiration Date:	
<input type="text"/>	/ <input type="text"/>
<b>Billing Address</b>	
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
Town:	<input type="text"/>
county:	<input type="text"/>
Postcode:	<input type="text"/>
<b>Home</b>	<a href="#">←</a>
<b>Donate</b>	
Last Name: <input type="text"/>	
<b>Card Details</b>	
Name on Card:	<input type="text"/>
Card Number:	<input type="text"/>
Security code: Expiration Date:	
<input type="text"/>	/ <input type="text"/>
<b>Billing Address</b>	
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
Town:	<input type="text"/>
county:	<input type="text"/>
Postcode:	<input type="text"/>
Country:	<input type="text"/>
<b>Make Payment</b>	

V3 card payment form



V3 after payment page

<b>Features added</b>	<b>Reason</b>
Contact us page	Simplify contact process as on current website it is difficult. The new page offers simple links to email and phone number highlighted in blue to make it clear they are clickable along with a concise description of the page.
Donation functionality	On old website this feature appears to be available until you attempt to perform it and can't. In redesign functionality is added and emphasis is on simplicity.
Payment options	Necessary for donation functionality.
Error messages	Helps users understand where they go wrong when they attempt to perform a task not in the way it was intended to be performed.
Download confirmation	Helps users understand they can now access the song where it has been downloaded.
Loop song	Extra option added to optimise experience. This allows the user to practise a certain part of the song.
Playback speed	Extra option added to optimise experience. Main function is to slow the song down so it's easier to learn but also they can speed it up if they wish to do so.
Play song	Extra option added to optimise experience. They no longer have to download the song to listen to it as it can be played from within the application. Reasons behind this is so users can listen to songs before they choose to download it, this will make it easier for users who aren't familiar with songs and composers as they don't have to wait for download, open it and play it to trial every song. Also if they don't want to download any songs they can just listen to them in the app.
Search song	This is a new feature added to make it easier to find songs for users who know what song they would like to play. It means they don't have to look up the composer in a long list and then find the song. They can now just search for it.
Home button in clear position on all pages	Allows easy return to the homepage if the

	user is not on the page they want to be on. From here with the new navigation architecture they should be able to locate the page they want easily.
Back button in clear position on all pages	Allows for a quick and easy return if the user clicks something wrong.
Search composer	This is a new feature added to make it easier to find composers for users who know what composer they would like to play. It means they don't have to look up the composer in a long list.
Phone number with link	Allows users to call a support service if they encounter issues they cannot resolve and don't feel comfortable using email.
Hq address	Allows users to write letters to the people behind the website for whatever reason. This is a further contact option to incorporate all users.

Features removed	Reason
Introduction page	Does not contain any useful information to the user. It is to explain how to use the service but simplifying the application will mean it is no longer necessary. Further concerns and inquiries for confused users will all be in FAQ.
Description of Playing Midi Files page	Shouldn't be a page in itself, this information belongs in FAQ.
2 layer composer list first layer block text of composers	No need for the user to navigate 2 composer lists with all the same names.
How to download these midi files	Shouldn't be a page in itself, this information belongs in FAQ.
How to use these midi files	Shouldn't be a page in itself, this information belongs in FAQ.
How to make CDs or MP3s from these Midi Files	Shouldn't be a page in itself, this information belongs in FAQ.
It may not sound nice	Shouldn't be a page in itself, this information belongs in FAQ. Furthermore, the wording is poor, if this question is part of FAQ it would be reworded.
Other Rehearsal aids	Shouldn't be a page in itself, this

	information belongs in FAQ.
Search this site using Google search	This page doesn't help the user in any way.
Recent corrections and additions	This page doesn't help the user in any way.
Commissions	This page doesn't help the user in any way.
Links to other sites that may be of interest page	This page doesn't help the user in any way.
If you have comments	This page doesn't help the user in any way. It is a badly named contact page that has problems with the naming and the page it opens.
Flashing text	This feature makes text difficult to read and delivers a poor user experience.
Sitemap	In the redesign all pages can be easily accessed from the home page so this page isn't necessary.
Blind links	This is a feature of poor website design and makes the experience worse for users.
Technical jargon	This is a feature of poor website design and makes the experience worse for users as it has information they won't understand and may confuse them.
Return button removed	return/back/home buttons not consistent. Only back and home are necessary.
Some links open new tabs	This is a feature of poor website design and makes the experience worse for users.
Remove email from other pages other than contact us	Contact information belongs in the contact us page not on what seems like random pages.

Features changed	Reasons
Navigation simplified all pages are a button off the home page other than a couple pages having pages connected that are directly related.	This allows users to see everything the app has to offer from the homepage and easily make an informed decision of what page they need regardless of the task they need to perform.
Faq will include information from removed pages	This is so that the information to help the users on the removed pages is still present. It will be presented in a more concise and

	user-friendly manner.
Faq is in a new format where you click on question to see answer instead of blocks of irrelevant text	This is so the user can read the questions and click the ones that provide relevant help, without having to scroll through paragraphs that are not relevant to them.
All contact information on contact us page	This is where users would expect to find contact information so they will find it easier.
Donation page updated to accept donation with multiple payment options, a card payment form and a thank you page	This provides functionality so task can be performed on the application.
Ui completely redesigned with uniform headers and colour schemes throughout	This is to make the user interface easy to use and learn as emphasis is on simplicity and a user friendly design.
App instead of website	This is because more people own a phone than a computer. Also it is easier and more accessible as people will usually carry a mobile phone with them. They don't need to get a computer out and open the site, they can just click on the app and they are on the homepage.
Removed useless information; if you are reading something you have taken the steps to find it such as clicking on about page to read about the company or clicking on faq and clicking on the question you want the answer for	This allows users to click on the page relevant to their needs and perform tasks easier as they are only presented with information relevant to what they previously clicked.
What we do renamed to about us page	This is where users would expect to find information about the company so they will find it easier.
Email not encrypted	This is to simplify the process of contacting the people behind the app by removing unnecessary steps.
Email has link	This is to simplify the process of contacting the people behind the app by allowing them to be in their email service with the relevant email already there so they just have to type what they want to say and press send.
Text size increased where possible	This is to make information easier to read.
Only one download button is present and voice type depends on how user filters	This is to accommodate for the new song page as there is a play and download button but voice type needs to be selected regardless of which the user wants to do. It also fits better in a mobile application.

Composer list has only 1 layer instead of 2 and is a horizontal alphabetical list	No need for the user to navigate 2 composer lists with all the same names.
Only 1 composer list instead of 1 for each genre, genre is instead a filter option	This is because users should be able to view all composers along with their songs in different genres.
Composer page added contains only a list of that composers songs in alphabetical order	This allows composer list to just list composers and each composer has a page with their songs. Allows for a better ui as you can look for composers and then their songs separately.
Layout of song page changed text removed only filter options play and download remain	Has less irrelevant information if users need extra help they should check FAQ.

## 2.4 Conclusion

By conducting the hierarchical task analysis (see Appendix C) I was able to identify how issues found, could be implemented in the redesign of the application. It became obvious that the old website had large amounts of redundant data and information that needed to be removed. Some of the removed data may go into the “FAQ” or “About Us” sections but this would need to be discussed with the site owner. Other redundant data and information would be handed back to the site owner. It also became clear what needed to be changed and what needed to be added (as identified in the charts above). The hierarchical task analysis would not have given the required information without first creating potential users (by creating personas (see Appendix A)) and carrying out the cognitive walkthroughs (see Appendix B). This methodical approach has enabled the application to be re-designed with the user at the forefront.

The navigation has been simplified with a homepage and a link back to the homepage on every screen. There is also a back button on every page for when a new link has been opened or to go back if users click something they didn't mean to. From the homepage you can now navigate the entire site. The home page is simplified and all redundant data has been removed with only buttons to current pages remaining (Architecture for pages below).

Option of home page	Architecture
Composer list	The composer list is a complete list of all composers in alphabetical order with the option to filter by genre. Clicking on a composer leads to a list of their songs in alphabetical order. Clicking on a song leads to the page with filtering options such as

	playback speed, loop, and voice type along with the option to download or play the song based on selections filtered.
Search songs and composers	Search is a new feature that enables you to search by composer or song title with buttons at the top to pick which. If you choose composer and click a composer it leads to a list of their songs in alphabetical order. Clicking on a song (whether off the composer's page or search ) leads to the page with filtering options such as playback speed, loop, and voice type along with the option to download or play the song based on selections filtered.
About us	About us has basic information about the application and the people behind it.
Faq	FAQ has clickable questions that drop down answers.
Contact us	Contact us has a brief descriptive paragraph; below this is a linked email, a phone number and a postal address.
Donate	Donate page has a dropdown menu to select currency, and a text box to type an amount. It has an i am comfortable with this donation box to tick. If details are ok and user presses donate it will take them to a select payment method page with the amount at the top and clickable payment options. If they select debit/credit card it takes them to a form where they type their details into text boxes and press make payment. If they select one of the other options they will be redirected to the service they select. After this step they are sent to a thank you for your donation page.

### 3. Study

An essential part of the design process is to carry out a study. A study readdresses potential issues to ensure they are resolved or taken into account in the design of the application.

My study will be another cognitive walkthrough (Appendix D) along with 3 think allowed interviews (Appendix E).

The cognitive walkthrough is due to the fact that it did so well at identifying problems for the initial version of the application. It will also offer a direct comparison to the initial study due to the fact it will use the same tasks and personas. This helps to measure levels of improvement from the old website and truly see if the problems found before have been solved by the redesign.

The think allowed interviews offer feedback from real people. This is useful as all feedback before was performed by myself from the perspective of others. This offers real insights from people that I maybe wouldn't have seen.

The aim of the study is to identify the remaining problems in the most up to date prototype (if any) and consider solutions to resolving them.

The materials used will be:

Persons (see Appendix A)	Cognitive walkthroughs from the perspective of these people.
Initial Cognitive Walkthroughs (see Appendix B)	However only the name of the tasks will remain, steps and problems with these tasks will be remade based on the prototype however only the name of the tasks will remain, steps and problems with these tasks will be remade based on the prototype.
V3 designs	The subject of the walkthroughs/interviews.
Question set	Questions asked to participants for the interviews.

The procedure for the cognitive walkthroughs (see Appendix D) will be going through the tasks from the original walkthroughs (see Appendix B) with the original personas (see Appendix A). While performing each task the previous problem solution table will be taken into consideration to ensure all problems have been resolved and, if this isn't the case, what problems remain. Also I will be looking for new problems that may have been made with the new design.

The procedure for the think allowed interviews will consist of me showing my participants (my father, younger sister and nan) the v3 prototypes, i will then ask them a set of questions with an aim to engage constructive responses (see Appendix E).

If problems are found I will determine their priority based on:

High	If it creates serious usability concerns that limit users from operating the application
Medium	If it makes tasks longer to perform, but doesn't stop users from performing the task
Low	If it has little to no impact on the application

Prototypes for possible resolutions may be included in the response to this study.

From the new cognitive walkthrough (see Appendix D) and think allowed interviews (see Appendix E) I have identified the following problems.

Problems	Solutions	Priority
FAQ has a lot of questions and some users may take longer to find what they need.	Implement a search feature.	Medium
If a user fills in debit/credit card payment form wrong by missing fields or entering invalid entries they don't know what mistakes they made.	Error messages should be implemented to tell users what fields are incorrect.	High
Contact us by email requires user to login on whatever device they are using to send email  Problem found in both the walkthroughs and interviews.	A simple form could be implemented that asks for 2 fields: a message and the user's email.	Medium

Add a short description about what the app actually is on the home page.	I believe this to not be necessary, the home page is for navigation between pages if users want more information they should look on the about us page.	Low
Interviewee doesn't know the term FAQ.	Could be an issue for some users however this term is commonly used on websites that have good usability so I don't see it as a major issue. Also if you click on it and view the page users should be able to work out what it is about.	Low
Interviewee didn't like the colour scheme.	This is down to personal preference so I don't see it as an issue. Also another interviewee said they do like the colour scheme.	Low

### 3.1 Analysis of Study

I believe my study has done a good job at analysing my design.

The cognitive walkthroughs (see Appendix B & D) have shown that it is much better than the original design due to only 3 problems being found whereas before there were 26. This shows massive improvement and also shows what areas need further development. I believe it to have identified all usability issues with the latest version.

The think aloud method was somewhat useful, despite most of the problems found were not actual problems, I still think it engaged constructive responses (see Appendix E). I believe the lack of actual problems to be because of me removing most of the serious problems from the application already, so the few problems left were harder to find. A third of the problems found in the walkthroughs were mentioned in the interviews however none of the problems were obvious and the application is usable with them. The colour scheme was mentioned by one user and an addition of introductory text was suggested by another along with them not understanding the term FAQ. I do not view these as problems, however questions will be made regarding them for a questionnaire with the purpose of gaining more opinions.

### **3.2 Questionnaire**

After analysing the initial study it was apparent that more opinions were needed on potential issues. A questionnaire was conducted to analyse the three issues mentioned in the think allowed exercise (see Appendix E & F). The purpose was to see if the app needed to be redesigned to take into account the feedback received.

The questionnaire was sent to 20 of my peers. It asked them to look at the v3 prototype and say if they agree or disagree with three statements regarding the potential issues.

It concluded that none of the issues raised in the think allowed (see Appendix E) were actual problems in the design. 75% had no issue with the colour scheme, only 5% thought introductory text was necessary, and 100% understood what to expect on an FAQ page. The questionnaire was useful as it shows that the issues mentioned in the think allowed exercise, do not need to be addressed.

### **3.3 Limitations**

Limitations of my cognitive walkthrough include the fact that I performed it myself although trying to think from the perspective of disadvantaged users (see Appendix D). The fact that I designed the app, automatically means I understand how it works. I believe the reason for there being much less issues is because the redesign was made based on usability and trying to make every step as easy as possible, and what you would expect. When analysing my design I also took into account disabilities and disadvantages that my personas face and how this may affect them when operating the application.

Limitations of my think aloud allowed interviews include the fact that I only interviewed 3 people (see Appendix E). A larger interview group could be beneficial, however I don't think this would gain enough additional information to make it worthwhile due to the cognitive walkthroughs being more successful at identifying issues (see Appendix B & D). Another limitation could be the fact that my interviewees aren't educated on the subject of usability. Educated interviewees may be more successful at finding issues, however my subjects are average people who may use the application with varying ability. The fact that they all think they can use it is positive and demonstrates that it is in a usable state.

Limitations of my questionnaire (see appendix F) is the fact that it was based only on the problems found in think allowed (see appendix E) that I didn't believe needed to be addressed. This is to determine if they were problems or just the participants' opinion. If a larger think allowed was performed maybe a more detailed questionnaire could be made.

4. V4 prototype

<p>Home</p> <p>←</p> <p><b>Contact Us</b></p> <p>Before contacting us please check the FAQ as we have tried to answer most common questions in that section. For other enquiries please use the contact information below.</p> <p><b>Email:</b></p> <p>Your email address here</p> <p>Type message here</p> <p><b>Send Message</b></p> <p><a href="mailto:Email@email.com">Email@email.com</a></p> <p><b>Phone Number:</b></p> <p><a href="tel:07755 237714">07755 237714</a></p> <p><b>Headquarters Address:</b></p> <p>42 ladbroke road Sutton Surrey SM2 1ST United Kingdom</p>	<p>Home</p> <p>←</p> <p><b>Contact Us</b></p> <p><b>Email:</b></p> <p>Your email address here</p> <p>Type message here</p> <p><b>Send Message</b></p> <p><a href="mailto:Email@email.com">Email@email.com</a></p> <p><b>Phone Number:</b></p> <p><a href="tel:07755 237714">07755 237714</a></p> <p><b>Headquarters Address:</b></p> <p>42 ladbroke road Sutton Surrey SM2 1ST United Kingdom</p>
<p>New contact page(scrollable due to extra option)</p>	

<a href="#">Home</a>	<a href="#">←</a>
<b>FAQ</b>	
<input type="text" value="Search"/>	<input type="button" value="Search"/>
Q: What is a Midi File?	
Q: How do I download your Midi Files?	
Q: Why do some midi files play quickly and some slowly?	
Q: Why is one or more voice/instrument not there at all?	
Q: Why do your Files sometimes play with odd or jerky tempos?	
Q: Why are there some wrong notes?	
Q: Why aren't there any lyrics in your Midi Files?	
Q: Why can't I burn a Midi File to disk to get an Audio CD?	
Q: Can I use your Midi Files in my own Choir's Website?	

<a href="#">Home</a>	<a href="#">←</a>
<b>FAQ</b>	
<input type="text" value="Files"/>	<input type="button" value="Search"/>
Q: What is a Midi File?	
Q: How do I download your Midi Files?	
Q: Why do some midi files play quickly and some slowly?	
Q: Why do your Files sometimes play with odd or jerky tempos?	
Q: Why aren't there any lyrics in your Midi Files?	
Q: Why can't I burn a Midi File to disk to get an Audio CD?	
Q: Can I use your Midi Files in my own Choir's Website?	

New FAQ page with search feature added

Home ←

**Donate**

Please enter a valid Country, Postcoad and Sercurity coad.

Okay

Last Name: smith

**Card Details**

Name on Card: j smith

Card Number: 1111 1111 1111 1111

Sercurity coad: Expiration Date: 1/26

**Billing Address**

Address Line 1: flint road

Address Line 2:

Town: portsmouth

county:

Postcoad:

New error message for card payment form (all fields in form can appear in the error message). If they press donate at the bottom of the page, instead of the donation being made, the form will be scrolled back up with the error message present and all fields the user previously filled in (other than the invalid ones) remain as they were before the user pressed donate.

I believe these changes have resolved the 3 problems (medium and high priority) found in my V3 designs so any user would be able to operate the application. I do not think any part of my design poses threats to usability.

#### 4.1 Conclusion

The cognitive walkthrough (see Appendix D) revealed a few issues with the app that would likely have been missed if it wasn't performed. These additional steps really identify the value of rechecking the prototype against specific users. Whilst the V3 prototype worked for me, it would not have worked for all potential users.

The think allowed interviews showed that the app is usable as all subjects believe they could use it (see Appendix E). It didn't identify any problems that weren't found in the cognitive walkthrough, as the questionnaire proved them insignificant (see appendix F).

Although the issues identified were fairly minor, they have now been eliminated in the final design.

Completing this report has shown me the importance of checking and rechecking every step in the design process when making an application. It has also shown me how crucial it is to look at the design from an outsider's perspective to ensure that the final product is usable for its target audience. I found all of the checks laborious to complete, but I am satisfied that they have helped in delivering, what I believe to be a well designed application that has proved my study to be effective.

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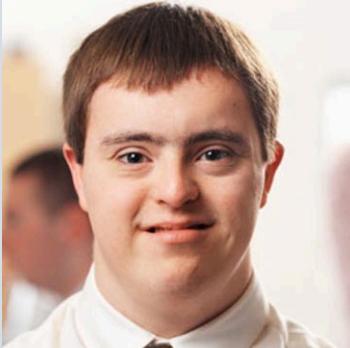
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## Appendices

### Appendix A Personas

#### Scenario

Johnathan likes to sing to music he finds online.

TARGET PERSONA IMAGE	PERSONA INFORMATION
	<b>PERSONA NAME</b>
	<b>Johnathan Spikes</b>
	<b>JOB TITLE</b>
	<b>Organises trolleys in Tesco car park</b>
	<b>Location</b>
	<b>Birmingham UK</b>
	<b>AGE</b>
	<b>26</b>
	<b>Education</b>
	<b>Attended high school</b>

#### GOALS AND MOTIVATIONS

Johnathan wants to be able to use the website to sing along with different songs. His main enjoyment in life is music.

#### VALUES AND WORK METHODS

Jonathan loves being at work and mixing with his colleagues. He believes he is treated equally even though he has down syndrome. He takes great pride in making sure that shopping trolleys are always available for the store's customers. Jonathan believes he is a great singer and sings for customers and staff at work as well as singing for his family.

#### CHARACTERISTICS THAT APPLY TO YOUR PRODUCT

Jonathan uses 'learnchoralmusic.co.uk'. Jonathan struggles with reading. When using the website he struggles with the mix of small text and redundant data. This makes what he is looking for, and the tasks he wants to perform difficult.

## Scenario

Lisa is a semi professional singer and needs to increase her musical knowledge to progress with her career.

TARGET PERSONA IMAGE	PERSONA INFORMATION
 A placeholder image of a young girl with blonde hair and blue eyes, smiling. The source is cited as "this-person-does-not-exist.com".	<b>PERSONA NAME</b> <b>Lisa Larkin</b>
	<b>JOB TITLE</b> <b>Student</b>
	<b>Location</b> <b>Glasgow</b>
	<b>AGE</b> <b>10</b>
	<b>Education</b>  <b>Attending primary school</b>

## GOALS AND MOTIVATIONS

Lisa is a semi professional singer and wishes to increase her musical knowledge. She wishes to compete in competitions in different musical genres. She has sung for television advertisements and her aim is to sing on Broadway.

## VALUES AND WORK METHODS

Lisa is committed to her singing career and it is always at the forefront in her life. She attends music practice 3 times a week and also sings in her school and local church choir. Lisa understands she has ADHD but she is not completely sure what it actually is. She is determined to not let it influence her life or stand in the way of what she aims to achieve.

## CHARACTERISTICS THAT APPLY TO YOUR PRODUCT

Her singing teacher uses 'learnchoralmusic.co.uk' as it has all the songs she requires to practise. Due to her ADHD and colour blindness she finds the website hard to read and described it as a 'jumble of words that all look the same'. Through muscle memory she has managed to find the songs she requires to listen to however, she is unable to perform tasks she does not know as to her the website is difficult to navigate.

## Scenario

Cliff has no musical knowledge or background. It is something he is considering as a hobby.

TARGET PERSONA IMAGE	PERSONA INFORMATION
	<b>PERSONA NAME</b>
	<b>Cliff Clancy</b>
	<b>JOB TITLE</b>
	<b>IT consultant</b>
	<b>Location</b>
	<b>London</b>
	<b>AGE</b>
	<b>27</b>
	<b>Education</b>
	<b>Degree in Computing</b>

## GOALS AND MOTIVATIONS

Cliff is a freelance IT consultant. He wishes to learn a musical instrument (as yet undecided) and improve his singing.

## VALUES AND WORK METHODS

Cliff works 70 hours a week as an IT consultant. He likes working in the city as he believes this is where he achieves the best income. He enjoys working on his own and controlling his own destiny.

## CHARACTERISTICS THAT APPLY TO YOUR PRODUCT

Cliff wants to learn to read music, play an instrument and improve his singing. He has looked at the website and finds it all very confusing. Coming from an IT background he can see all of the flaws in the website and is not prepared to persevere with it. He has found other websites that are far better at displaying their information and feels they are better for someone with his limited knowledge.

### Scenario

Mason is a pianist and tours the US as a member of a Fleetwood Mac tribute band.

TARGET PERSONA IMAGE	PERSONA INFORMATION
 A headshot of a man with short brown hair, smiling. The watermark 'this-person-does-not-exist.com' is visible in the top left corner of the image.	<b>PERSONA NAME</b>
	<b>Mason King</b>
	<b>JOB TITLE</b>
	<b>Musician</b>
	<b>Location</b>
	<b>Austin, Texas</b>
	<b>AGE</b>
	<b>45</b>
	<b>Education</b>
	<b>Degree in History</b>

### GOALS AND MOTIVATIONS

Mason wishes to complement his skills in rock and blues by adding a classical/country twist. By becoming more diverse he hopes to become a backing musician for actual bands and singers rather than just performing in a tribute band. By adding other genres to his portfolio he knows he stands a better chance at becoming a session musician for more famous artists. He has a young family and wishes to spend less time on the road.

### VALUES AND WORK METHODS

Mason spends a vast majority of his time touring the US and Canada. He currently performs in more than a hundred gigs a year. Music was his life until he became a father and he is now looking for ways to spend more time with his family.

### CHARACTERISTICS THAT APPLY TO YOUR PRODUCT

Mason uses 'learnchoralmusic.co.uk' to learn new music styles. He understands that to stay more local he needs a better understanding of "Country Music" and that this particular genre can often have a choral feel and background. He struggles to navigate learnchoralmusic.co.uk as he cannot seem to find a way to search for particular pieces of music.

## Appendix B

### Cognitive walkthrough

- **TASK 1: Find the contact details of the author of the site on**

Action Step: scroll to the bottom of the page and click any of the blue links in the box next to the picture(other than 'playing midi files' 'faq' and 'what i do' for some reason)		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Potentially not because the way I completed this step did not indicate that it would lead to an email and some users wouldn't work this out by themselves.
Will the user try to achieve the right result?	<input type="checkbox"/>	Maybe not they are looking for words like contact us or email. They may even click on the link to faq(completing this step) and think they are in the wrong place and go back
Will the user notice that the correct action is available?	<input type="checkbox"/>	The problem is there are too many options available and page is to cluttered so they may not notice
Will the user associate the correct action with the effect they are trying to achieve?	<input type="checkbox"/>	No they probably won't, it is just a page with lots of information that's unrelated to email
After the action is performed, will the user see that progress is being made towards the goal?	<input type="checkbox"/>	No, even if they get to the page they wont know that they have got closer unless they are at the bottom of the page..
Comments this is an issue as there should be a clear option that the user can see will contain an email such as 'contact us'		

Action Step: scroll to the bottom of the second page		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	If they search the page they will most likely find it but i think a lot of users may leave the page before they do
Will the user try to achieve the right result?	<input type="checkbox"/>	Kind of if they are on the page they will be looking for the email but they wouldn't know to scroll all the way to the bottom.

Will the user notice that the correct action is available?	<input type="checkbox"/>	No they will be randomly searching the page until they happen to get to the bottom
Will the user associate the correct action with the effect they are trying to achieve?	<input type="checkbox"/>	No, at this point they are unsure if they are on the correct page and probably aren't expecting the email to be at the bottom.
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: If a user searches the whole page they should find it but they won't know to scroll to the bottom as they are not aware that the page they are on contains an email.		

Action Step: unscramble email as it has letters changed for numbers		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	They most likely just copied the email without reading the text and skipped this step.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	If they read the text.
Will the user notice that the correct action is available?	<input type="checkbox"/>	They will most likely just try to email the wrong address without changing it.
Will the user associate the correct action with the effect they are trying to achieve?	<input type="checkbox"/>	No they probably haven't had to do this to email someone before.
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: After this step the user possesses the correct email for John (the author). However this step is annoying and unnecessary and will confuse some users.		
<ul style="list-style-type: none"> <li>- I believe all personas other than Mason would fail to complete this task and Mason would struggle. Cliff may have the ability, however he has no commitment to this website so would likely find a different service .</li> </ul>		

- **TASK 2: locate help with playing midi files, downloading midi files, how to make cds from midi files and faq**

<p>Action Step: Scroll down to the box full of blue links, if you click the specific link of what you are looking for you will be taken to a scrollpoint on the page containing what you want, some of the required information are on the same page and some share different pages so you may have to go back and click a different link in the same box to get from faq to playing midi files for example. I have put all these in one task as it is data that should be together that isn't that can also be located the same way.</p>		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input type="checkbox"/>	No, there is a lot of redundant data and small text so they may not know where to look.
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
<p>Comments: The user should be able to complete this task however the page containing this information has a lot of unrelated data and related data is in different pages when it shouldn't. For example faq is a separate page to the other sections in this task. Realistically, finding help with playing midi files, downloading midi files and how to make cds from midi files should all be part of faq and some users may go to faq looking for these. Some of the information is also repeated on faq and other pages; this is redundant and unnecessary.</p> <ul style="list-style-type: none"> <li>- I believe only Lisa would fail to complete this task, however Jonathan would struggle. The fact that the website design is poor may make Cliff not want to start using this service.</li> </ul>		

- **TASK 3: locate an about page**

Action Step: Scroll down to the box full of blue links, and click the link that says 'what we do'.		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	They may, depending if they make the association between 'what we do' and 'about us'.
Will the user try to achieve the right result?	<input type="checkbox"/>	Maybe after searching the website and not finding 'about us' they will try 'what we do'
Will the user notice that the correct action is available?	<input type="checkbox"/>	After not finding any link called 'about us', most likely they will find the 'what we do page'.
Will the user associate the correct action with the effect they are trying to achieve?	<input type="checkbox"/>	Depends on the user but in some cases no.
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: This time the problem isn't related to how you get to a point but bad naming of headings that may mislead the user. Also when this page is opened it opens a new tab which is annoying. Some but not all of the blue links do this, it is an issue.		
<ul style="list-style-type: none"> <li>- I believe Cliff, Margaret and Mason would successfully complete this task. The incorrect naming of the page along with an overcomplicated screen would be too much for the others to work out.</li> </ul>		

- **TASK 4: Make a donation to the website**

Action Step: Scroll down to the box full of blue links, and click the link that says 'donations'.		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Finding donations was clear but to make a donation you have to email john.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input type="checkbox"/>	At this point they are likely confused
Comments:		

Action Step: Scroll down to the bottom of the 'donations' page and locate the email.		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Most users probably would not attempt this step.
Will the user try to achieve the right result?	<input type="checkbox"/>	Depends how much they want to make a donation but the task is more long winded than it should be.
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	

After the action is performed, will the user see that progress is being made towards the goal?	<input type="checkbox"/>	If John gets back to them in a timely fashion with concise answers.
Comments: most users aren't going to start an email conversation with john regarding donations.		

Action Step: unscramble email as it has letters changed for numbers		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	They most likely just copied the email without reading the text and skipped this step.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	If they read the text.
Will the user notice that the correct action is available?	<input type="checkbox"/>	They will most likely just try to email the wrong address without changing it.
Will the user associate the correct action with the effect they are trying to achieve?	<input type="checkbox"/>	No they probably haven't had to do this to email someone before.
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: After this step the user possesses the correct email for John (the author) to make donation enquiries. However this step is annoying and unnecessary and will confuse some users. This is all a lot to make a donation and they still have to speak to John and make an arrangement. It would be better if you could just send an amount of money to the organisation and they deal with it.		
<ul style="list-style-type: none"> <li>- I believe none of the personas would complete this task.</li> </ul>		

- TASK 5: Download a midi file for the Soprano 2 Part of Vaughan William's Mass in G minor *Agnus Dei***

Action Step: click 'major works and anthems' link near top		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	They may click one of the other 2 composer lists if they do n't find it, having 3 composer lists is an issue especially considering they share the same composers but with different songs.
Will the user try to achieve the right result?	<input type="checkbox"/>	Unless they click a different composer list
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: 3 composer lists is an issue		

Action Step: locate and click on 'vaughan william' in the list of names		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	It is hard to find as there are alot of names in close proximity and small font.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input type="checkbox"/>	If they can find the name
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: way that names are displayed is an issue		

Action Step: click 'mass in g minor' link		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: user will click the song they want to listen too		

Action Step: click box in 'soprano 2' column and 'agnus dei' row.		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	If the user understands these terms they should be able to select the option they require.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input type="checkbox"/>	The table with files could potentially confuse some users.
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input type="checkbox"/>	Depends if they notice that the files downloaded and are in their folders. A message could be useful to indicate to the user that it is downloading.
Comments: now the user possesses the midi files. They probably don't have software to play it though. Links and instructions to download a media player and listen to the file are in the 'playing midi files' link on the home page. Some users may be overwhelmed by this task and not be able to listen to the files. A method to play the songs on the website without downloading files would be better.		

- Completing this task for the first time with no help, I believe only Mason and Margaret would be successful. However if Margaret goes to the wrong composer list she could potentially fail. This would likely be the last time Cliff uses this service.

## Appendix C

### Hierarchical Task Analysis

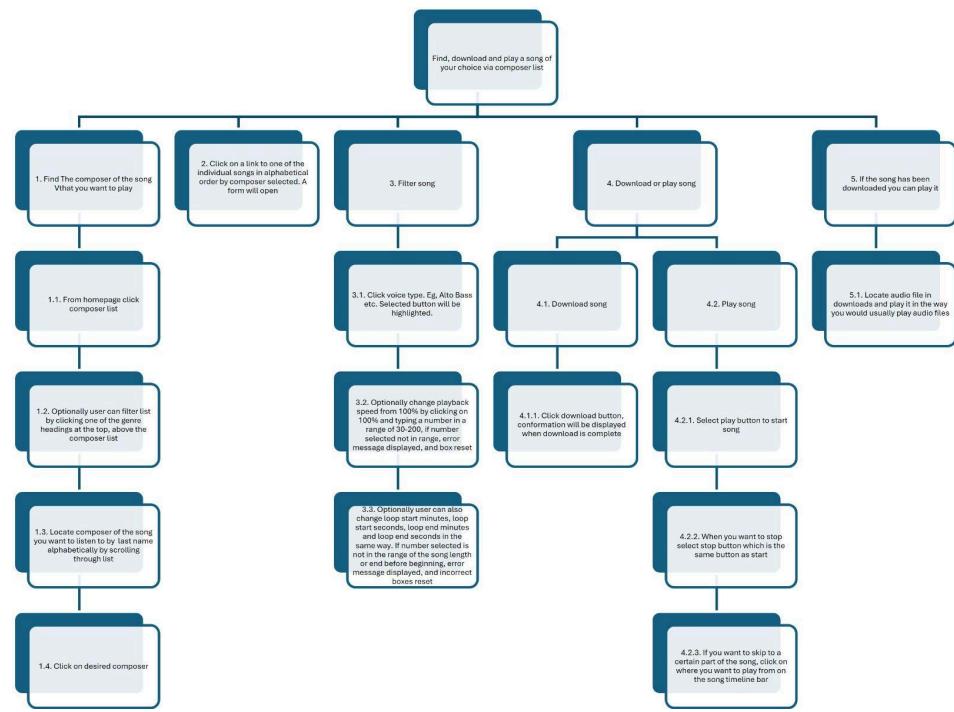
plan 1  
do 1.1, 1.2, 1.3, 1.4

plan 2  
do 2

plan 3  
do 3.1, optionally 3.2,  
optionally 3.3

plan 4  
do 4.1 (4.1.1)  
or 4.2 (4.2.1, optionally  
4.2.2, optionally 4.2.3)

plan 5  
if in plan 4 you did 4.1 do  
5.1



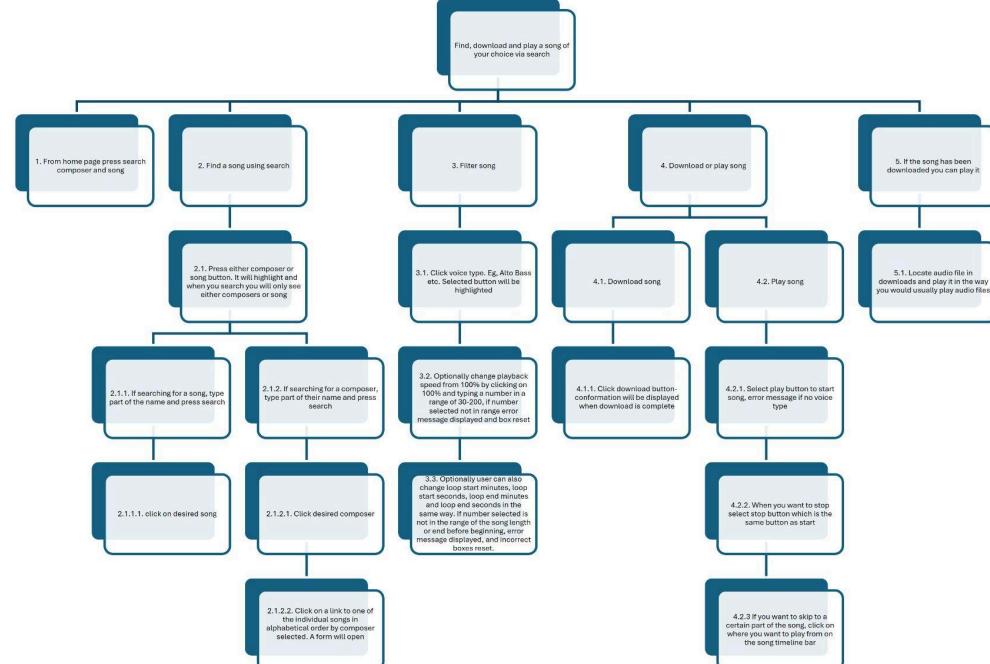
plan 1  
do 1

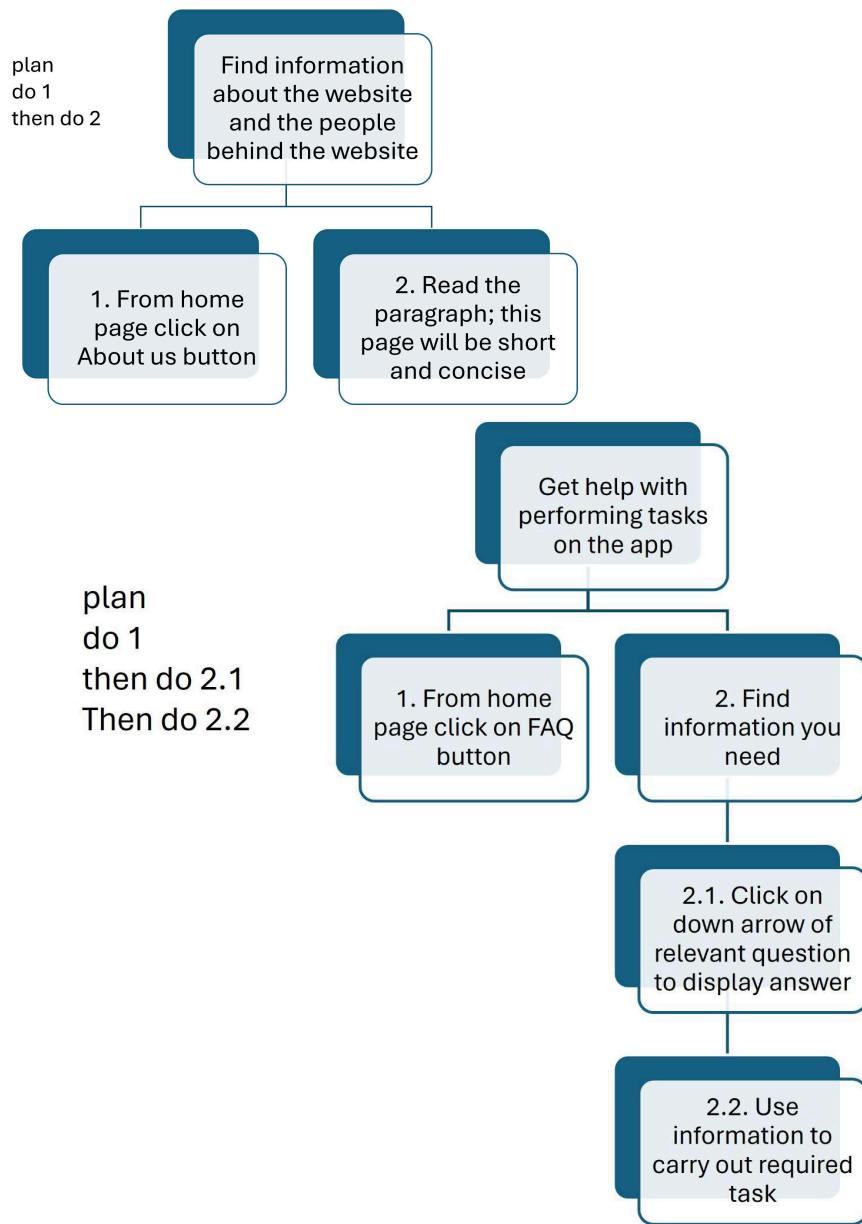
plan 2  
do 2.1 then do 2.1.1,  
2.1.1.1 or 2.1.2, 2.1.2.1,  
2.1.2.2

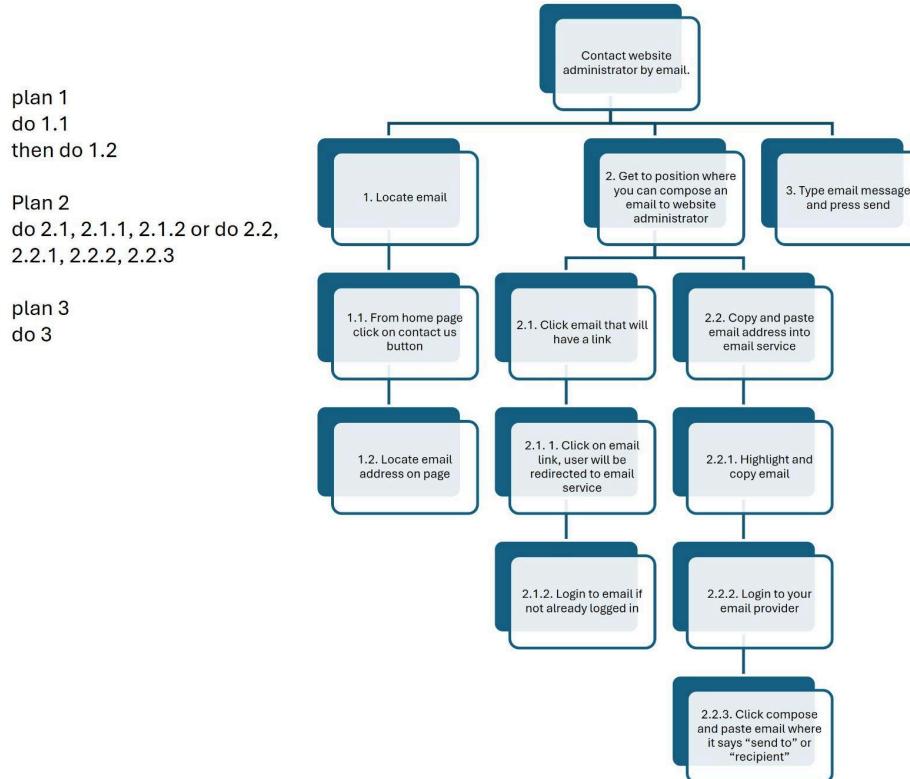
plan 3  
do 3.1, optionally 3.2,  
optionally 3.3

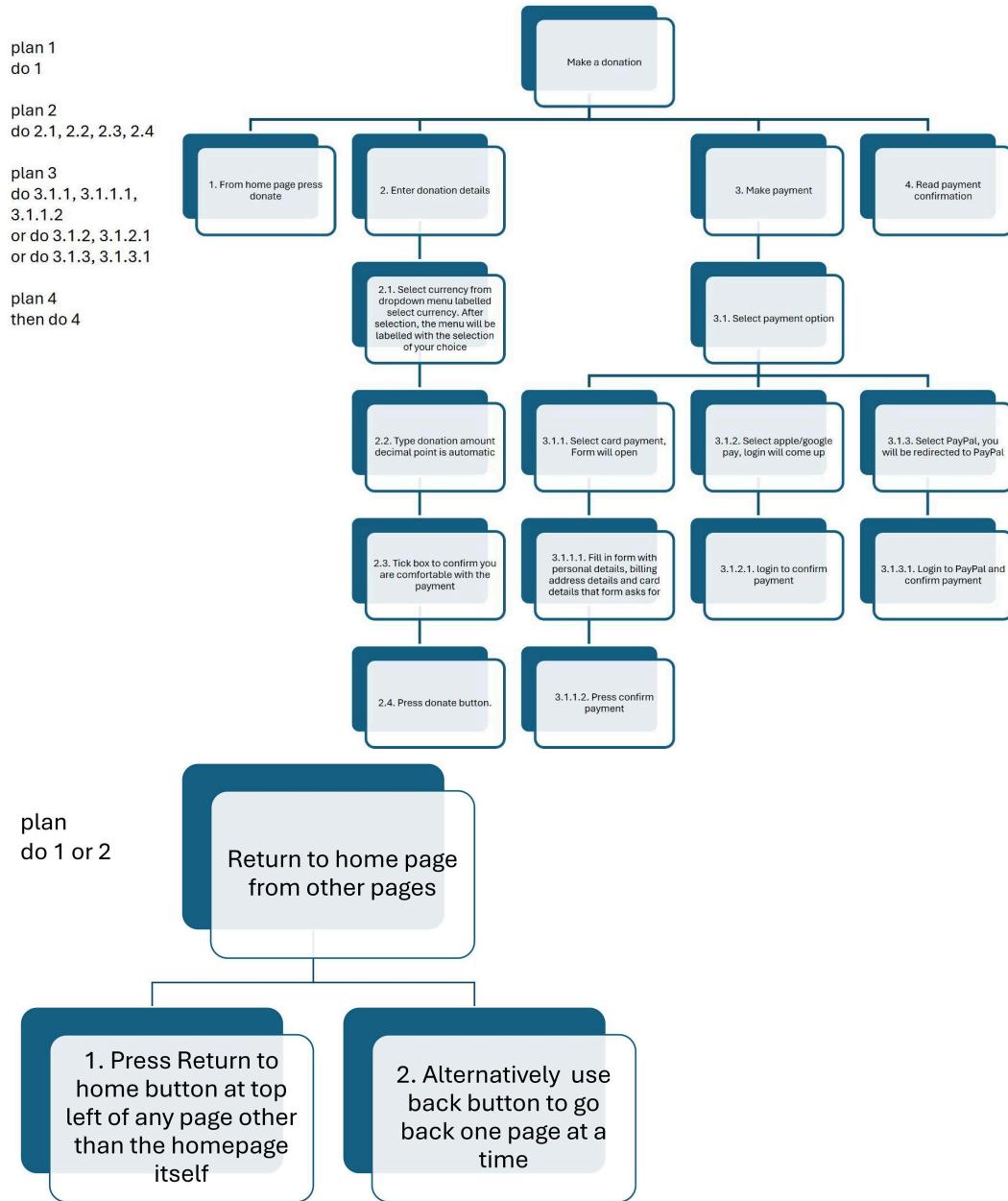
plan 4  
do 4.1 (4.1.1)  
or 4.2 (4.2.1, optionally  
4.2.2, optionally 4.2.3)

plan 5  
if in plan 4 you did 4.1 do  
5.1









## Appendix D

### Cognitive walkthrough 2

- **TASK 1: Find the contact details of the author of the site on**

Action Step: Click 'Contact Us' button		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: Users will successfully get to the page regarding contact		

Action Step: Click on the phone number or email link or make note of the address that can be put on letters.		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	

Comments: Users will successfully get to the page regarding contact
---

Action Step: if they choose the phone number it will call the number, if they choose to send a letter they just need to put the address as seen on the page on it. However if they want to send an email they need to choose a service and login before

	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Some users may not be logged into an email service on that device and may not know their login.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: Users who don't know their login to email may struggle to get into the email service. Also if they are on someone else's device they may not want to login, or they do login and then their account is on someone else's device.		

Action Step: When logged in the user will be in compose email with the recipient name automatically there. Now they just have to type the email and press send.

	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made	<input checked="" type="checkbox"/>	

towards the goal?		
Comments: Users will successfully get to the page regarding contact		

- **TASK 2: locate help with playing midi files, downloading midi files, how to make cds from midi files and faq**

Action Step: From home page click on 'FAQ'		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: Users will successfully perform this step		

Action Step: All enquiries users may have would be on 'FAQ' so user has to scroll through the questions until they find what applies to them		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see	<input checked="" type="checkbox"/>	

that progress is being made towards the goal?		
Comments: Users will successfully perform this step, although it may take some of the personas longer to find what they need such as jonathan and lisa.		

Action Step: Click on desired question answer will drop down		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: Users will successfully perform this step, Task complete		

- **TASK 3: locate an about page**

Action Step: From home page click 'About us'		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see	<input checked="" type="checkbox"/>	

that progress is being made towards the goal?		
Comments: Users will successfully perform this step. Task complete		

- **TASK 4: Make a donation to the website**

Action Step: From home page click on 'Donate'		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: Users will successfully perform this step.		

Action Step: Click the select currency drop down and choose what currency applies to you		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see	<input checked="" type="checkbox"/>	

that progress is being made towards the goal?		
Comments: Users will successfully perform this step.		

Action Step: Type the amount you wish to donate in the text box and click the box to say you are comfortable with the payment. Then press the 'Donate' button.		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: Users will successfully perform this step. If they filled in donation details incorrectly, an error message will be displayed that will tell the user what they did wrong so they can update it and press donate again.		

Action Step: select a payment method		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	

After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: user selects either credit/debit card, paypal, apple pay or google pay		

Action Step: If they choose card fill in there details and press make payment		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Some users may not know their details or may fill it in wrong.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: Error messages to support users who fill forms in wrong could be added. However some users may be too young to make a payment or not have access to their own finances for whatever reason, these users should not be able to make donations so them not having a card would stop them from being able to make a card payment such as Lisa and maybe Johnathan.		

Action Step: If they choose paypal they will be redirected to paypal to login and make the payment		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Some users may not know their details.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	

Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: the users who don't have access to a paypal account should not be able to complete this step.		

Action Step: If they choose apple pay they will be redirected to apple pay to login and make the payment		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Some users may not know their login.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: the users who don't have access to apple pay should not be able to complete this step.		

Action Step: If they choose apple pay they will be redirected to google pay to login and make the payment		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Some users may not know their login.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the	<input checked="" type="checkbox"/>	

correct action with the effect they are trying to achieve?		
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: the users who don't have access to google pay should not be able to complete this step.		

Action Step: after they have made a payment on any of the 4 methods the user is redirected to a thank you/ confirmation page.		
	Yes	No - Why?
Was the action step successful?	<input type="checkbox"/>	Some users may not know their login.
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: the task is complete		

- **TASK 5: Download a midi file for the Soprano 2 Part of Vaughan William's Mass in G minor *Agnus Dei* (Via Composer list)**

Action Step: click 'Composer list'		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	

Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: users will successfully perform this step		

Action Step: scroll down to V in the alphabetically organised list and press 'Vaughan William'		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: users will successfully perform this step		

Action Step: press 'Mass in G minor Agnus Dei'		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect	<input checked="" type="checkbox"/>	

they are trying to achieve?		
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: users will successfully perform this step		

Action Step: press 'soprano 2' button and press download, alternatively they can press the play button to listen to it from within the app.		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: users will successfully perform this step		

**TASK 5: Download a midi file for the Soprano 2 Part of Vaughan William's Mass in G minor *Agnus Dei* (Via Search songs and composers)**

Action Step: click 'Search Songs and Composers'		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	

Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: users will successfully perform this step		

Action Step: click either 'song' or 'composer' and type a few letters for song typing 'Mass in' should be sufficient or for composer 'vau' and press search. Then click on 'Vaughan William' or 'Mass in G minor Agnus Dei' depending which they are searching for.		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: if user types less into search it just means more options will come up, they should still be able to find it.		

Action Step: if they searched by composer press 'Mass in G minor Agnus Dei'. If they searched by song they will already be on the correct page.		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	

Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: users will successfully perform this step		

Action Step: press 'soprano 2' button and press download, alternatively they can press the play button to listen to it from within the app.		
	Yes	No - Why?
Was the action step successful?	<input checked="" type="checkbox"/>	
Will the user try to achieve the right result?	<input checked="" type="checkbox"/>	
Will the user notice that the correct action is available?	<input checked="" type="checkbox"/>	
Will the user associate the correct action with the effect they are trying to achieve?	<input checked="" type="checkbox"/>	
After the action is performed, will the user see that progress is being made towards the goal?	<input checked="" type="checkbox"/>	
Comments: users will successfully perform this step		

## Appendix E

### Think allowed interviews

**Participant 1- 52 male**

**Participant 2- 77 female, slight visual impairment**

**Participant 3- 17 female**

Question	Participant 1	Participant 2	Participant 3
What do you think about the colour scheme?	For this type of app I don't really think it makes any difference.	I like the green, it's my favourite colour.	The colour is ok, maybe I would have gone for different colours on different pages.
What do you think of the font size?	It's good I can read everything.	It's fine, I can read it with my glasses on.	It's ok, not really much to say.
What do you think about the home page? Is there anything missing that you think would improve it?	I think it covers everything that I need to see.	I don't know what FAQ is but I understand everything else.	Maybe I would add a short description about what the app actually is.
Do you think the application is easy to navigate?	I find it easy enough to use.	I like it, I think I would be able to use it and I don't know anything about mobiles or computers.	It's a bit boring but so is the subject so I don't really know.
Looking at the design pages, do you think you would be able to find a particular song?	Yes, it seems simple enough, can't tell for sure as I don't get to actually use it, I'm just looking at pictures.	Probably with a bit of help from you.	Yes
Do you think you would be able to make a donation?	Yes, I like that there are plenty of different options.	I don't know about using my credit card, I think I have paypal on my computer.	I wouldn't but yes I could.
Is there anything that you could think	On my website we have a form for contact. I think this	I don't really know, everything seems really good.	I don't really like green, I would of gone for brighter

of that would improve the design?	could be better than a link.	I don't really know, everything seems really good.	colours and maybe more colours on different pages.
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## Appendix F Questionnaire

Statement	Agree amount	Agree percentage	Disagree amount	Disagree percent
The colour scheme is good and suits the purpose of the program.	15	75%	5	25%
The home page needs introductory text.	1	5%	19	95%
I know what faq stands for or know what to expect if a click on it.	20	100%	0	0%