

Heuristic Evaluation Sheet

Device **Mobile**

Evaluator **Mark Andal**

Browser/OS **N/A**

Date **04/06/2022**

Task/Feature **N/A**

Website/App **Earpeggio**

- 0 I don't agree that this is a usability problem at all
- 1 Cosmetic problem only: need not be fixed unless extra time is available on project
- 2 Minor usability problem: fixing this should be given low priority
- 3 Major usability problem: important to fix, so should be given high priority
- 4 Usability catastrophe: imperative to fix this before product can be released

1. Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

Severity



Issues *Please be specified*

- Has bar on top indicating which questions were right or wrong but confused as to when the lesson would end or how to move on
- Has percentages for each skill to show progress
- Has indications for which note is being played during the activities

Recommendation

- Have a “goal” or instructions or something show up at the beginning so users know what they need to do to progress in lessons and complete it

2. Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

Severity



Issues *Please be specified*

- Has explanations underneath the category goals – “learn to compare basic intervals by ear” for basic interval comparison
- Maybe can be understood after doing the activities but doesn't explain what interval is for example for first-time users

Recommendation

- Have introductions for first-time users or for launching the activity for the first time to make more beginner friendly

3. User control and freedom

Users often choose system functions by mistake and will need a clearly marked “emergency exit” to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

Severity



Issues *Please be specified*

- Quit is shown at all times
- Can add or remove and edit goals easily in the main homescreen

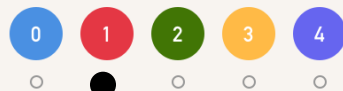
Recommendation

- N/A

4. Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing.

Severity



Issues *Please be specified*

- Not as beginner-friendly, maybe more for those with a bit more experience, but some of the terms and things being asked, such as common tone, or fixed root note, etc aren't explicitly defined for beginners
- But tapping as an action is consistent throughout

Recommendation

- Could have a list of vocab words for users to reference so not as to assume
- Could include descriptions for the terms/categories/activities that may not be familiar
- For example, interval comparison, could describe what it is the first time somebody plays that activity

5. Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

Severity



Issues *Please be specified*

- Has confirmation when wanting to quit in the middle of an activity
- Doesn't have confirmations for removing goals
- Can spam the “play” button, doesn't prevent users

Recommendation

- Needs more confirmation buttons, like for removing goals
- Should have sounds run through fully to prevent spam tapping

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6. Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Severity



Issues *Please be specified*

- Each lesson / activity is designed in a good, logical flow to understand what needs to be done
- Divides up goals by easy, medium, hard goals but could also explain main categories

Recommendation

- Have explanations or basic overall hierarchical explanations
- For example, interval is grouped up as a category in practice, but having a title above it with some explanation

7. Flexibility and efficiency of use

Accelerators - unseen by the novice user - may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Severity



Issues *Please be specified*

- Have to scroll through all of practice and goals
- Could do a swipe to remove or edit goals rather than having the edit button on the top right

Recommendation

- Could simplify and have things broken up in tabs or categories to make selection faster
- But not a huge selection so not the most necessary

8. Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Severity



Issues *Please be specified*

- Simple color scheme, colors the activities by category - i.e. interval, chord, scale, melodic, rhythm which helps to associate
- Simple design

Recommendation

- Could make it a bit more aesthetic but does the job

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

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

Severity



Issues *Please be specified*

- Has a popup for if your answer is correct or incorrect, stating the exact notes that were played for example during basic melodic dictation
- Can tap between the correct answer and your answer if answer incorrectly - "tap the score to listen"

Recommendation

- Could make suggestions for how to improve, otherwise just seems like a rinse-and-repeat process

10. Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Severity



Issues *Please be specified*

- In the profile tab, has "Send us your feedback" but no help or accessibility options
- Does have a "show tips" options that is by default turned on

Recommendation

- Could have a more interactive support or help guide to direct first-time users and those not as familiar with mobile apps
- Could have more accessibility options