

# Heuristic Evaluation Sheet

Device **Mobile**

Evaluator **Mark Andal**

Browser/OS **N/A**

Date **04/06/2022**

Task/Feature **N/A**

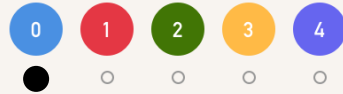
Website/App **Yousician**

- 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*

- None: Has progress bars during activities and indications of what the user should be doing at all times
- For navigation, the tab is highlighted in a white color to denote what is currently being shown

Recommendation

- N/A

## 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*

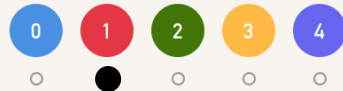
- None: Has a intro video for each category (i.e. Resonance for building a stronger voice) to explain the type of exercises that will be done
- During the actual activities, has voice-overs explaining what to do in simple language
- Very clear that it is beginner friendly
- For music-specific words, has explanation underneath; i.e. "Building a Strong Voice" for resonance

Recommendation • N/A

## 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*

- Has a non-intrusive way to leave and resume, there is focus on the activity and only when you tap the screen is there the option to go back to main menu

Recommendation

- Based on preference, but could have the exit always readily available instead of the added tap first to have the option to exit during activities

## 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*

- There are explanations for the vocab/ categories, but could do better with the vocab
- Consistent user interactions / actions, nothing out of the ordinary and taps work as expected

Recommendation

- Could have a list of vocab words for users to reference so not as to assume

## 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*

- No confirmation between switching between instruments, instantly switches, which brings up a loading screen which may be annoying to wait through

Recommendation

- Needs more confirmation buttons, could be for more feedback but usually instantly

# Heuristic Evaluation Sheet

Device

Evaluator

Browser/OS

Date

Task/Feature

Website/App

- 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

## 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*

- Might be confusing when switching from one instrument to another, but the general premise (with songs, learn, workouts) are consistent and recognizable
- Each lesson / activity is designed in a good, logical flow to understand what needs to be done

Recommendation

- Just have instructions for each instrument or ensuring that there is no confusion when going across different instruments

## 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*

- Rather than horizontally swiping to scroll through the different levels of learning activities, there's a level bar at the bottom that can be tapped to skip to the tapped level

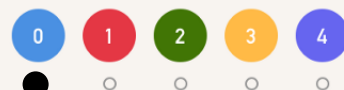
Recommendation

- Not as necessary since the sections are a little shorter than learn, but could have a side tab similar for songs and workouts too

## 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*

- None: Very aesthetic and pleasant color-scheme, design, visuals
- Simple and to the point and intuitive design

Recommendation

- N/A

## 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*

- Uses color and scoring and feedback to rate and grade users. Has bars / notes and indicators for what the user should be aiming for, so knows if they're not hitting the target

Recommendation

- Could make suggestions for what more could be done to improve score if not scoring as well as one would like

## 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*

- Has a support tab in the settings, but just directs you to a help center website
- Not as many accessibility options, does have a colorblind mode, left handed mode but nothing very comprehensive

Recommendation

- Could have a more interactive support or help guide to direct first-time users and those not as familiar with mobile apps
- Should have captions for intro videos