

Polifonia Web portal: Expert Usability Review

Direct/Reverse Analysis + Focus Group

This analysis of the mockups has been done by looking at the guidelines with respect to the system and vice versa. The evaluation has been based on the functions available within the system and it is independent of expected user. Experts considered every guideline in order to find out which functions breaches them. This violation recap has been complemented with comments coming from the experts focus group held in person before the systematic analysis of the system.

21/04/2022

Focus Group Report

Full transcription link: [evaluation_m18.docx](#)

Direct Analysis & Guidelines violation

GUIDELINE	VIOLATION
1. User control	<p><i>Feed:</i> If the feed is only showing randomly changing material and the user doesn't know what is available in the data behind the feed, then they are not in control because they don't know what the choices are and will assume that what is on screen is all they can see. The search mode needs to be more obvious from the start</p> <p><i>Feed:</i> In order to change from a featured entity (e.g. "Jazz Music") to another entity in the same category (e.g. "Classical Music") I have to click a "more +" button. This is counter intuitive.</p> <p><i>Tuner Mode:</i> Yes in one sense, but also no, in that more advanced users will want to search freely and less advanced searchers may not know what category to pick.</p>
2. Human limitations	<p><i>Feed:</i> audio effects triggered by scrolling might be overwhelming, and will be good to clearly signal how to turn off audio if desired.</p>

	<p><i>Feed:</i> Good clear color scheme and uncluttered design.</p>
3. Modal integrity	/
4. Accommodation	<p><i>Feed:</i> It is not clearly communicated how, by whom and how often featured entities are curated.</p> <p><i>Feed:</i> I miss an easy way to see an overview of available Data Stories and be able to navigate to them.</p> <p><i>Feed:</i> Expert users will want a more obvious way into the 'hard data' and not have to waste time scrolling</p> <p><i>Feed:</i> I think it probably fits the way a casual user works and thinks, but I'm finding it hard to see how it fits the way an expert user might work.</p> <p><i>Tuner Mode:</i> I miss an easy way to see an overview of available Data Stories and be able to navigate to them.</p> <p><i>Tuner Mode:</i> I don't understand the term "Tuner mode"</p> <p><i>Tuner Mode:</i> yes, but I'm still not convinced by the term tuner mode as it has too many meanings</p> <p><i>Tuner Mode:</i> I think it probably does fit the way a casual user would work and think, but not the expert user. But my understanding is that 'tuner mode' is not aimed at the expert user.</p>
5. Linguistic clarity	<p><i>Feed:</i> what is "Tuner mode"? I don't understand this name.</p> <p><i>Feed:</i> At this stage, a short description of how to navigate the web portal would help. The 'tuner' option is unclear. A tuner may be an object used to ensure correct pitch of an instrument, part of an old radio system, or even what one does to a car engine. Use a term that is unambiguous.</p> <p><i>Feed:</i> At this stage, a short description of how to navigate the web portal would help. The 'tuner' option is unclear. A tuner may be</p>

	<p>an object used to ensure correct pitch of an instrument, part of an old radio system, or even what one does to a car engine. Use a term that is unambiguous.</p> <p><i>Feed:</i> The language may work for many users, but possibly not for others - I find terms like soundtrack and tuner mode misleading and exclusively suggestive of audio resources and functions.</p>
6. Aesthetic integrity	<p><i>Tuner Mode:</i> Again, probably yes for the casual user. It's not really 'appropriate' for the expert user though.</p>
7. Simplicity	<p><i>Feed:</i> I think it probably does for the casual user who is scrolling through. But I don't think that the expert user can simply and easily see the resources they would want to use and thus understand what kinds of research can be attempted/what kinds of research questions asked of the resources.</p> <p><i>Tuner Mode:</i> It seems quite complicated to me, but these are not the kinds of tasks I would be interested in performing, so it may make better sense to another kind of user.</p> <p><i>Tuner Mode:</i> It doesn't seem to be for the expert user - I find it impossible to tell from the mockup how an expert user would know what resources are available and thus what kinds of research could be attempted.</p>
8. Predictability	<p><i>Feed:</i> Navigating to a section is not very clear. I can click on a section heading button, but it is not clear what will happen (or that it is even a button). Maybe a text like "jump to Genre section" might help?</p> <p><i>Feed:</i> no, it needs some explanation to the user how they can interact with it.</p> <p><i>Tuner Mode:</i> when I select filters in multiple categories, are these clearly communicated to me? In the mockups they seem quite hidden.</p> <p><i>Tuner Mode:</i> I am not sure if it is clear that the list of displayed entities (eg. 11 out of 73 genres) is just the top of the list and there are 62 more genres that I can search. Also the search option is not very prominent.</p>

9. Interpretation	<i>Feed</i> : hard to tell without an interactive example
10. Accuracy	/
11. Technical clarity	/
12. Flexibility	<i>Tuner Mode</i> : yes, but is it flexible enough? What if I were searching for G mode music by Bach? How deeply can the options be refined?
13. Fulfillment	<i>Tuner Mode</i> : I think it probably will for the casual user, but not the expert user.
14. Cultural propriety	/
15. Suitable tempo	<i>Feed</i> : I want to see an overview of what is available on the page at the top. The current TOC section headings require me to scroll. I'd rather not scroll for the overview.
16. Consistency	/
17. User support	<i>Feed</i> : Some introduction / tutorial / guidance about the interface might be helpful.
18. Precision	<i>Tuner Mode</i> : hard to tell without an interactive example to play with <i>Tuner Mode</i> : Probably for the casual user, yes, but as I've said, these aren't the kinds of tasks an expert user will want to perform.
19. Forgiveness	/
20. Responsiveness	/

28/04/2022

Focus Group Report

James:

- Responsiveness on mobile?
- Colorblindness and use of color. Might that be a problem?
- Are colors actually useful?
- Terms Feed and Tuner Mode are not self explanatory
- How do I know that Feed will be updated?

- Switch off sounds: is it possible?
- Does the user need to know the link between people and documents?
- Cards do represent documents?
- Aesthetic is excellent.

Peter:

- Terms Feed and Tuner Mode are not self explanatory
- Connection is not clear in the Feed
- Knowledge graph dimensions against Feed showcase possibilities
- What does “story” mean? Difference between highlights and datastories? Not clear
- How do I reach dashboards?

Achille:

- Agrees with others
- *Repertoire* used instead of “Genres”
- Does the portal allow you to go to each pilot’s database?

Full transcription link: [evaluation_m18.docx](#)

Direct Analysis & Guidelines violation

GUIDELINE	VIOLATION
1. User control	<p><i>Feed:</i> When scrolling, the user may not perceive an obvious ordering to the appearance of the coloured dots, so may not know whether to scroll fast or slow.</p> <p><i>Feed:</i> Yes. Maybe the most pervasive aspect is the sounds of the 'musicbox', but these can be switched off. Still might lower the perception of control.</p> <p><i>Tuner Mode:</i> Overall, the tuner mode is probably "easier" for the user as it is a well-known paradigm.</p>
2. Human limitations	<p><i>Feed:</i> The speed of scrolling of items will need careful tuning to avoid the feeling of trying to scroll to the bottom of a huge webpage - especially in the case where a *returning user* wants to revisit something they saw previously, and they know it's "far down" in the page.</p> <p><i>Feed:</i> Each section on its own seems comprehensible. Maybe navigating the</p>

	<p>page as a whole could be cognitively demanding. There are quite some sections. I can image it takes a while to have a mental map of that.</p> <p><i>Tuner Mode</i>: the complexity here is not greater than the complexity of a typical web-shop!</p>
3. Modal integrity	<p><i>Tuner Mode</i>: I'm not sure how motor/kinesthetic will be used here. Perhaps an audio player is to be embedded for listening to recordings? This will fit the task.</p>
4. Accommodation	<p><i>Feed</i>: I think this question is about eg visually-impaired users or other groups... Does the feed allow for a "fallback" to plain text allowing a screen reader to be used?</p> <p><i>Feed</i>: Hard to say. For interested generic users who just want to explore the contents of the Polifonia data, it seems well-accommodated. Also for users with a specific targeted information need. The categories (topics, tunes, genres, etc.) are very powerful for constructing quite specific queries.</p>
5. Linguistic clarity	<p><i>Feed</i>: The names "Feed" and "Tuner Mode" may not be obvious.</p> <p><i>Feed</i>: I do not expect the interface to be fully self-explanatory at first sight. So, some instructions might be included somewhere. The tool-tips are very helpful in this respect. The terms 'feed' and 'tuning mode' might be replaced by more self-explanatory terms.</p> <p><i>Feed</i>: Another problem is different terminology for popular/classical/other music. E.g. 'tune' seems to refer to folk music, 'song' would be appropriate for mainstream popular music, while 'piece' or 'composition' would be good for classical music.</p>
6. Aesthetic integrity	
7. Simplicity	<p><i>Feed</i>: It could be slightly simpler, but at the cost of being attractive, so I think the current trade-off is right.</p>

8. Predictability	<i>Feed:</i> Perhaps not on the first usage, but the user will quickly "learn" the interface.
9. Interpretation	<p><i>Feed:</i> I'm not sure where the interface makes any "guesses".</p> <p><i>Tuner mode:</i> Again I think there is no guessing by the interface.</p>
10. Accuracy	
11. Technical clarity	
12. Flexibility	<i>Feed:</i> Maybe allow a custom color scheme.
13. Fulfillment	
14. Cultural propriety	<i>Feed:</i> Users are well-trained to enjoy endless scrolling feeds, so it's good!
15. Suitable tempo	
16. Consistency	
17. User support	<i>Tuner Mode:</i> Not clear what extra user support will be provided.
18. Precision	<p><i>Feed:</i> I think this is really the job of the advanced search / tuner mode.</p> <p><i>Tuner Mode:</i> will be dependent on data being available, eg some filters will result in "no results"</p>
19. Forgiveness	/
20. Responsiveness	<p><i>Feed:</i> The implementation should be tested in the case of network slowdowns or browser slowdowns, or eg in case the UI tries to load / query a very large data source.</p> <p><i>Tuner Mode:</i> Similar to the feed - implementation will need to be careful of responsiveness when dealing with large data or slowdowns.</p>