UX Evaluation Worksheet

Criteria	Spotify Rating (1-5)	Evidence	Youtube Music Rating (1-5)	Evidence
Learnability *How easy is it for first-time users?*	5	- Intuitive onboarding asks for genre preferences. - Standard music app paradigm with clear labels. - First-time users can search and play music within seconds of opening.	4	- Familiar Google interface patterns help onboarding. - However, mixed audio/video content can confuse first-time users about app's primary purpose.
Efficiency *How quickly can tasks be completed?*	5	- Search returns results instantly. - Quick actions reduce taps. - Voice search is reliable. - Recently played, always accessible. - Spotify Connect enables instant device switching.	4	- Search is fast but returns mixed content types requiring filtering. - Google Assistant integration excellent. - Creating playlists comparable to Spotify in step count.

Memorability *Is it easy to use after time away?*	5	- Consistent three-tab layout means returning users immediately know where everything is. - Core navigation unchanged over years. - Muscle memory develops quickly.	4	- Core music features memorable if user sticks to audio. - YouTube integration can cause confusion about where certain content (videos, live performances) lives after time away.
Error Handling *Are errors prevented and easy to recover from?*	4	- Clear offline mode indicators. - Undo option when removing from playlist. - Network errors shown with retry option. - Some cross-device sync issues lack clear feedback.	4	- Good error messages for playback issues. - Automatic quality adjustment on poor connections. - Offline download failures could be clearer. - Undo available for most destructive actions.
Navigation *Is it easy to find what you need?*	5	- Clean three-tab structure: Home, Search, Library. - Breadcrumb-style back navigation. - Now Playing card persists across navigation. - Deep links work reliably.	3	- Four tabs with Explore adding complexity. - Library organization less intuitive with uploads, playlists, and liked songs in different places. - Can feel fragmented.

Satisfaction *How enjoyable is it to use?*	5	- Smooth animations, satisfying micro-interactions. - Wrapped feature create annual delight. - Social features like Blend playlists engaging. - Premium experience feels valuable.	4	- Music video access is unique value-add many appreciate. - Smart downloads feature helpful. - Interface can feel utilitarian rather than delightful. - Less brand personality than Spotify.
Functionality *Does it have the features you need?*	5	- Comprehensive: offline mode, crossfade, gapless playback, collaborative playlists, podcast integration, lyrics, sleep timer. - Spotify Connect for device switching is excellent.	5	- All core features plus music videos, live performances, covers not on other platforms. - Upload your own music feature. Background play. - YouTube Premium bundle value.

UX Total Scores

Spotify UX Score: __34__ / 35	YouTube Music UX Score: __28___ / 35