

Usability Testing & Heuristic Evaluation

David Martin & Tia Basak

[Prototype A \(Click Here\)](#)

[Prototype B \(Click Here\)](#)

Part 1:

Interview 1: 11/28/18, 4:00, WeatherTech Cafe

Name: Timothy

Interviewed by: David Martin

Observations from Prototype A: What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?

During testing of prototype A I guided them through the possible pathway and interaction options. However they complained of a lack of clarity as to what the icons meant and how they operated. Because of this they brought up that in the moment of inspiration or a thought of a gulf of evaluation can be the difference of maintaining their stream of thought.

Observations from Prototype B: What happened when testing prototype B? Did you notice anything surprising? Any confusion or mistakes?

During testing of prototype B the user complemented the increase in flat design and simplicity. In addition, while accessing the project and its potential actions they noted that having a “home-screen” of sorts for the project itself is extremely helpful in separating trains of thought. Most of their comments on this prototype were compliments of the improvements on prototype A. They said that this prototype was easier to figure out although they expressed the icons can still cause some confusion for those not yet familiar with the application.

Participant feedback:

The participant asked that in the future we should consider icons that better indicate the actions as well as find a way to use the space, center of the screen, to our advantage in whatever way we can see fit.

Interview 2: 12/1/18, 8:30 pm, Breckenridge, Colorado

Name: Johnny Appleseed

Interviewed By: David Martin

Observations from Prototype A: What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?

When we launched the app the user commented that they want to be able to either write/record ideas as soon as physically possible. This means that when the app launches the user can either immediately select a new project and by the next page begin writing, or by the second interaction they are editing an existing project. I noticed that they were pleased by the simplicity of the design but I was disappointed when they did not like the lack of speed from launch to writing. A common mistake they made as well was mis-interpretation of the icon buttons and their functions.

Observations from Prototype B: What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?

On prototype B the user did initially notice that the text, font and line usage was extremely pleasant, however they encouraged me to use a different background that matched better with this writing. They did backtrack however and say that they would also encourage losing the initial screen for a faster access to projects. Also during the the testing the user said they wish that the organization of the folders were prioritized based off of recency of use. This way it can be nearly reflexive to access an existing project. They did enjoy the movement of the icon bar to the bottom but still had trouble exactly remembering what icon related to what kind of actions.

Participant feedback:

Overall the user's main feedback was to expedite the process of accessing projects (or editing projects) as well as making the icon's more understandable as to what actions they relate to. They suggested a collection view of sorts may be the most efficient method to do this.

Interview 3: 11/27/18, 1:00, Engineering Center

Name: Richa

Interviewed By: Tia Basak

Observations from Prototype A: What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?

To test the product I gave a very basic instruction to create a new song and to find the icon where you can write your own music, they were having trouble identifying what the different icons actually mean. It was not very intuitive what each of the icons actually do or mean.

Observations from Prototype B: What happened when testing prototype B? Did you notice anything surprising? Any confusion or mistakes?

In prototype B the user understood what the icons meant a lot better, however they still had trouble finding the icon which lets you actually write music.

Participant feedback: It would be better if you the writing icon had a pen on it.

Interview 4: 11/30, 12:00 PM, Bear Creek Apartments

Name: Arushi

Interviewed By: Tia Basak

Observations from Prototype A: What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?

The user got to the notes section pretty quickly, but when I had asked them to find the icon which lets you write music, it was not very intuitive. They struggled with it for bit, but then eventually found it without me having to redirect them.

Observations from Prototype B: What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?

The user was more easily able to understand prototype B, however they thought that they mic icon meant that you get to hear what every you wrote. But they really liked that this one had a home button.

Participant feedback: The first prototype was kinda hard to understand what all the icons mean, maybe if they were labelled it would be better.

Part 2:

Prototype	Heuristic	Tester
A	Visibility of System Status	Tia
A	User Control and Freedom	Tia
A	Match with system & Real World	Tia
A	Consistency and Standards	Tia
A	Help and Documentation	Tia
B	User Control and Freedom	David
B	Consistency and Standards	David
B	Aesthetic and Minimalist Design	David
B	Help and documentation	David
B	Recognition rather than recall	David

UAR #: 1	Problem/Good: Problem	Rated by: David Martin
Name: David Martin		
Relevant heuristic: User Control and Freedom		
Steps to reproduce: Access the second page beyond the initial screen (which is the project home screen) and view the icon for the top left of the screen.		
Detailed explanation: This home icon allows the user only some level of freedom as it forces the user to completely exit all the way back to the new/old project screen in order to exit the current project instead of adding the optimal option of just moving back one screen. This is a problem because it offers some control and freedom to the user but not full control and freedom.		
Possible solution: The obvious and probable solution is to simply add a back button option rather than keeping the current home page directed button.		

Severity (low, medium, high, critical): Medium	See also: Screen 6/6 in adobe preview (third page accessed)
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UAR #: 2	Problem/Good: Problem	Rated by: David Martin
Name: David Martin		
Relevant heuristic: Consistency and Standards		
Steps to reproduce: Start the application, select get started, open existing project, select My Song, and then view the bottom option collection		
Detailed explanation: The problem is that there exists two icons related to musical actions that are similar. One being the microphone icon and the other being the musical note. These two do not indicate what actions they perform very well and were highlighted issues during our usability testing.		
Possible solution: A possible solution to this would be to either redraw how these buttons are displayed and add a method of previewing these action such that the selection of the option is more intuitive, or the design of the icons is re-formatted such that the user can intuitively understand what task they perform.		
Severity (low, medium, high, critical): High	See also: Usability Testing Feedback	

UAR #: 3	Problem/Good: Good	Rated by: David Martin
Name: David Martin		
Relevant heuristic: Aesthetic and minimalist design		
Steps to reproduce: No particular steps are required aside from simply following and exploring the layout and design of each of the screens of the application.		
Detailed explanation: This application makes great use of aesthetic and minimalist design in how it leaves almost no distractive information and directly funnels the user to their desired project. This means the user can easily navigate the app while at the same time leaving room for aesthetic appeal.		
Possible solution: While this is not an issue, this pro can be improved upon by finding a way to integrate the large quantity of screen space to add to the minimalist design and aesthetic.		
Severity (low, medium, high, critical): None	See also: iOS design layouts and Flat Design	

UAR #: 4	Problem/Good: Problem	Rated by: David Martin
Name: David Martin		
Relevant heuristic: Help and documentation		
Steps to reproduce: Start the application, select Get Started, select open existing, then select My Song.		
Detailed explanation: At this point there is no documentation or helpful information on how to do what the user wants. The use of the light bulb button for fast documentation is a good idea but there is no labeling or indication of what it does. The same problem arises for the other two buttons on this page as well and can likely only offer confusion for an initial user.		
Possible solution: A viable solution could be to add a “Help” option to the top of the screen for better use documentation or add useful labeling to the vague buttons along the bottom of the app.		
Severity (low, medium, high, critical): High		See also: Usability testing feedback

UAR #: 5	Problem/Good: Good	Rated by: David Martin
Name: David Martin		
Relevant heuristic: Recognition rather than recall		
Steps to reproduce: Open the application, select Get Started, select Open Existing, and select My Song.		
Detailed explanation: By utilizing objects, actions, and all visualizing all options the user’s memory load is significantly decreased in order to retrieve a previous project and thus allows them to better focus on their main of using the application which is to maintain and add to ideas or trains of thought.		
Possible solution: As this is not a problem there are no solutions to offer, however, an improvement for the user could be to increase button or surface area interaction size as well as prioritize projects based off of recency of use.		
Severity (low, medium, high, critical): Low		See also: Data organization and management

UAR #: 6	Problem/Good: Problem	Rated by: Tia Basak
Name: Tia Basak		
Relevant heuristic: Visibility of System Status		
Steps to reproduce: When using the app, click on an icon, and it will immediately go to the correct page. However it will not necessarily give you a feedback of what you did was the right action.		
Detailed explanation: The app does not have a very good feedback system, the system just directly goes to the page that it needs to without really letting the user know that they have correctly done the action.		
Possible solution: Maybe having the buttons flash a little, to indicate that you did in fact tap the button.		
Severity (low, medium, high, critical): Low		See also:

UAR #: 7	Problem/Good: Problem	Rated by: Tia Basak
Name: Tia Basak		
Relevant heuristic: User Control and Freedom		
Steps to reproduce: The user needs to press the create new song button.		
Detailed explanation: Once the user presses the create new song button, there is no button that lets the user go back in case they made a mistake and instead want to choose an existing file.		
Possible solution: Add a home button, so that the user can exit and doesn't have to exit the app to go back a page.		
Severity (low, medium, high, critical): High		See also:

UAR #: 8	Problem/Good: Problem	Rated by: Tia Basak
Name: Tia Basak		
Relevant heuristic: Match with system and Real World		
Steps to reproduce: Press the Get started button, and then press the icon that say “Create New Song”, then as you navigate through the app, you will see that the icons have pictures represengin what it does		
Detailed explanation: The app icons are not very easy to understand what each one does, the users found that it was not really intuitive to know what each icon does. The symbols on the icon did not really match the real world.		
Possible solution: A possible solution is to maybe change the icons, take a survey from the users and see what icons they think would be best for each of the different elements in the app.		
Severity (low, medium, high, critical): medium	See also:	

UAR #: 9	Problem/Good: Good	Rated by: Tia Basak
Name: Tia Basak		
Relevant heuristic: Consistency and Standards		
Steps to reproduce: Press the “create new song” icon, then go the notes icon, then click the back button, then click the music icon to write music, then click back again.		
Detailed explanation: There is consistency in the app throughout, all the icons are the same, that need to be the same, for example the go back button is very clearly labelled and the user knows to go back to be able to get to the main page of the create new song page.		
Possible solution: Keep this consistency		
Severity (low, medium, high, critical): Low	See also:	

UAR #: 10	Problem/Good: Problem	Rated by: Tia Basak	
Name: Tia Basak			
Relevant heuristic: Help and Documentation			
Steps to reproduce: Go to the main page of create new song, and choose the icon to write a song,			
Detailed explanation: When the users were trying to navigate, they had no idea which icon meant what, they had to ask me which icon means what.			
Possible solution: We should have a help button where there is a short but understandable tutorial of how to go through the app and navigate through different parts of it. This will help the user see how to use the app.			
Severity (low, medium, high, critical): High		See also:	