

Usability Aspect Report – U7

Study Name: Karaoke Machine Design – High Fidelity Prototype 2
Date of Study: 12/1/2014
Experimenters' Names: Amalya Henderson
Subject ID: U7


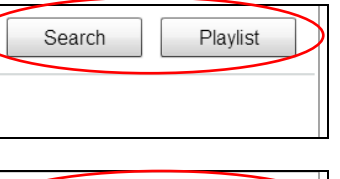

No. U7-TA1	Good Aspect																																																												
Name: Ability to add a song multiple times is good.																																																													
Reference:																																																													
<div style="border: 1px solid #ccc; padding: 10px;"> <p style="margin: 0;">KARAOKE TIME: Edit the playlist <input type="button" value="Search"/> <input type="button" value="Browse"/> </p> <p style="margin: 5px 0 0 0;">Playlist: <small>Drag and drop the songs to reorder the playlist.</small></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #f2f2f2;"> <th>Order</th> <th>Title</th> <th>Artist</th> <th>Genre</th> <th>Language</th> <th>Remove</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Hijo De La Luna</td> <td>Mecano</td> <td>Pop Latino</td> <td>Spanish</td> <td>X</td> </tr> <tr> <td>2</td> <td>Love Shack</td> <td>The B-52's</td> <td>Pop</td> <td>English</td> <td>X</td> </tr> <tr> <td>3</td> <td>Let It Go</td> <td>Idina Menzel</td> <td>Soundtrack</td> <td>English</td> <td>X</td> </tr> <tr style="border: 2px solid green;"> <td>4</td> <td>I Will Survive</td> <td>Gloria Gaynor</td> <td>Rock</td> <td>English</td> <td>X</td> </tr> <tr style="border: 2px solid green;"> <td>5</td> <td>I Will Survive</td> <td>Gloria Gaynor</td> <td>Rock</td> <td>English</td> <td>X</td> </tr> <tr style="border: 2px solid green;"> <td>6</td> <td>I Will Survive</td> <td>Gloria Gaynor</td> <td>Rock</td> <td>English</td> <td>X</td> </tr> <tr> <td>7</td> <td>Run To You</td> <td>DJ DOC</td> <td>Hip Hop</td> <td>Korean</td> <td>X</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Play"/> <input type="button" value="Clear All Songs"/> </p> </div>		Order	Title	Artist	Genre	Language	Remove	1	Hijo De La Luna	Mecano	Pop Latino	Spanish	X	2	Love Shack	The B-52's	Pop	English	X	3	Let It Go	Idina Menzel	Soundtrack	English	X	4	I Will Survive	Gloria Gaynor	Rock	English	X	5	I Will Survive	Gloria Gaynor	Rock	English	X	6	I Will Survive	Gloria Gaynor	Rock	English	X	7	Run To You	DJ DOC	Hip Hop	Korean	X												
Order	Title	Artist	Genre	Language	Remove																																																								
1	Hijo De La Luna	Mecano	Pop Latino	Spanish	X																																																								
2	Love Shack	The B-52's	Pop	English	X																																																								
3	Let It Go	Idina Menzel	Soundtrack	English	X																																																								
4	I Will Survive	Gloria Gaynor	Rock	English	X																																																								
5	I Will Survive	Gloria Gaynor	Rock	English	X																																																								
6	I Will Survive	Gloria Gaynor	Rock	English	X																																																								
7	Run To You	DJ DOC	Hip Hop	Korean	X																																																								
Evidence: User mentioned during and after the task that she considers being able to add the same song multiple times “super important” since she likes to sing and listen to songs multiple times in a row.																																																													
Explanation: This is a good example of Nielsen’s User control and freedom heuristic since this option allows users the freedom to choose multiple instances of the same song in the playlist if they so choose.																																																													
Severity or Benefit: This is not a usability issue (level 0).																																																													

Possible solution and/or Trade-offs:

A possible trade-off of this function is that some users may accidentally add the same song more than once without realizing that that is an option.

Relationships:

None.

No. U7-TA2	Problem
Name: Top navigation buttons for Browse and Playlist change positions	
Reference:	
KARAOKE TIME: Edit the playlist Playlist: <small>Drag and drop the songs to reorder the playlist.</small>	
KARAOKE TIME: Select a song Browse:	
KARAOKE TIME: Select a song Search:	
Evidence:	
<p>User became confused when she couldn't immediately find the Browse or Playlist button during the tasks and specifically mentioned in the post-tasks interview that this was particularly frustrating.</p>	
Explanation:	
<p>This is a violation of Nielsen's Consistency and standards heuristic since the buttons for the browse and playlist pages were not in consistent spots throughout the interface.</p>	
Severity or Benefit:	
<p>This is a major issue (level 3) since the user became disoriented and lost track of her current task while dealing with the frustration of the changing buttons.</p>	
Possible solution and/or Trade-offs:	
<p>A solution is to have all three buttons on all pages and disabling the one on the current screen to avoid confusion. Two trade-offs of this solution are that some people may still be confused by seeing a button on the page for the same page they are currently on and that three buttons takes up much more space in the interface and may make the design look more cluttered.</p>	
Relationships:	
<p>None.</p>	

No. U7-TA3	Problem
Name: Shouldn't be able to sort by the Add and Remove fields	

Reference:

KARAOKE TIME: Select a song

Search

Playlist

Browse:

Title	Artist	Genre	Language	Ad	Remove	Added to Playlist?
La Playa	La Oreja De Van Gogh	Pop Latino	Spanish	+	X	
Don't Stop Believin	Journey	Rock	English	+	X	
Hijo De La Luna	Mecano	Pop Latino	Spanish	+	X	Added
I Will Survive	Gloria Gaynor	Rock	English	+	X	Added
Candy	H.O.T.	K-Pop	Korean	+	X	
Let It Go	Idina Menzel	Soundtrack	English	+	X	Added
Love Shack	The B-52's	Pop	English	+	X	Added
One Little Love Song	Mongol800	Punk Rock	Japanese	+	X	
Run To You	DJ DOC	Hip Hop	Korean	+	X	Added

KARAOKE TIME: Select a song

Search

Playlist

Browse:

Title	Artist	Genre	Language	Add	Remove	Added to Playlist?
La Playa	La Oreja De Van Gogh	Pop Latino	Spanish	+	X	
Don't Stop Believin	Journey	Rock	English	+	X	
Hijo De La Luna	Mecano	Pop Latino	Spanish	+	X	
I Will Survive	Gloria Gaynor	Rock	English	+	X	
Candy	H.O.T.	K-Pop	Korean	+	X	
Let It Go	Idina Menzel	Soundtrack	English	+	X	
Love Shack	The B-52's	Pop	English	+	X	
One Little Love Song	Mongol800	Punk Rock	Japanese	+	X	
Run To You	DJ DOC	Hip Hop	Korean	+	X	

Evidence:

While exploring the interface, the user found that you can sort by the Add and Remove columns where the buttons are. These sort options do, in fact, change the order of the songs but with no immediately visible reasoning for the order of the sort.

Explanation:

This is a violation of Nielsen's Visibility of system status heuristics since the user has no idea what the columns are sorting by which defeats the purpose of a sort.

Severity or Benefit:

This is a minor issue (level 2) since there is no particular reason to try to sort by these columns, so it will probably be a very rare occurrence and no information is lost by choosing this option. It is just reorganized in an unintuitive way that can be quickly fixed by selecting another sort.

Possible solution and/or Trade-offs:

The solution is to make those two columns unsortable. The only trade-off is that users may find it strange that they can sort by all of the other columns but not these ones.

Relationships:

None.

Usability Aspect Report – U8

Study Name: Karaoke Machine Design – High Fidelity Prototype 2
Date of Study: 12/1/2014
Experimenters' Names: Amalya Henderson
Subject ID: U8

No. U8-TA1	Good Aspect																																																															
Name: Search finds partial phrases and information from other categories																																																																
Reference:																																																																
<div style="border: 1px solid #ccc; padding: 10px;"> <p style="margin: 0;">KARAOKE TIME: Select a song <input type="button" value="Browse"/> <input type="button" value="Playlist"/></p> <p style="margin: 5px 0 0 0;">Search Results: "PO"</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 25%;">Title</th> <th style="width: 25%;">Artist</th> <th style="width: 15%;">Genre</th> <th style="width: 15%;">Language</th> <th style="width: 5%;">Add</th> <th style="width: 5%;">Remove</th> <th style="width: 15%;">Added to Playlist?</th> </tr> </thead> <tbody> <tr> <td>La Playa</td> <td>La Oreja De Van Gogh</td> <td>Pop Latino</td> <td>Spanish</td> <td>+</td> <td>X</td> <td></td> </tr> <tr> <td>Hijo De La Luna</td> <td>Mecano</td> <td>Pop Latino</td> <td>Spanish</td> <td>+</td> <td>X</td> <td></td> </tr> <tr> <td>Candy</td> <td>H.O.T.</td> <td>KPop</td> <td>Korean</td> <td>+</td> <td>X</td> <td></td> </tr> <tr> <td>Love Shack</td> <td>The B-52's</td> <td>Pop</td> <td>English</td> <td>+</td> <td>X</td> <td></td> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <p style="margin-top: 10px 0 0 0;"><input type="button" value="New Search"/></p> </div>		Title	Artist	Genre	Language	Add	Remove	Added to Playlist?	La Playa	La Oreja De Van Gogh	Pop Latino	Spanish	+	X		Hijo De La Luna	Mecano	Pop Latino	Spanish	+	X		Candy	H.O.T.	KPop	Korean	+	X		Love Shack	The B-52's	Pop	English	+	X																													
Title	Artist	Genre	Language	Add	Remove	Added to Playlist?																																																										
La Playa	La Oreja De Van Gogh	Pop Latino	Spanish	+	X																																																											
Hijo De La Luna	Mecano	Pop Latino	Spanish	+	X																																																											
Candy	H.O.T.	KPop	Korean	+	X																																																											
Love Shack	The B-52's	Pop	English	+	X																																																											
Evidence:																																																																
While exploring the user experimented a lot with the search feature. She was very happy to see that the search function worked with partial phrases and searched all of the information, not just the title or artist name. She particularly enjoyed that she could search using the genre names.																																																																
Explanation:																																																																
This is a good example of Nielsen's Flexibility and efficiency of use heuristic since the search function serves as a valuable shortcut for finding songs.																																																																
Severity or Benefit:																																																																
This is a benefit (level 0 severity).																																																																

Possible solution and/or Trade-offs:

A possible trade off of this function is that including all categories in the possible search results may result in very long lists of search results when the song list is increased.

Relationships:

None.

No. U8-TA2

Problem

Name: No dash on keyboard

Reference:

KARAOKE TIME: Select a song Browse Playlist

Search:

Search

1 2 3 4 5 6 7 8 9 0 Backspace

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M

Space

Evidence:

When the user was searching for genre names, she tried to type K-Pop, but couldn't search the whole word because dash is not included on the keyboard. She ended up finding the entry by searching Pop.

Explanation:

This is a violation of the User control and freedom heuristic since the user had to take a round-about way to complete her desired task.

Severity or Benefit:

This is a major usability issue (level 3) since there is no current capability to search with a dash.

Possible solution and/or Trade-offs:

The solution is to add a dash (-) button to the keyboard. A trade-off is that the keyboard will become more complicated and cluttered, especially if this key becomes the gateway to placing all possible symbols in the keyboard.

Relationships:

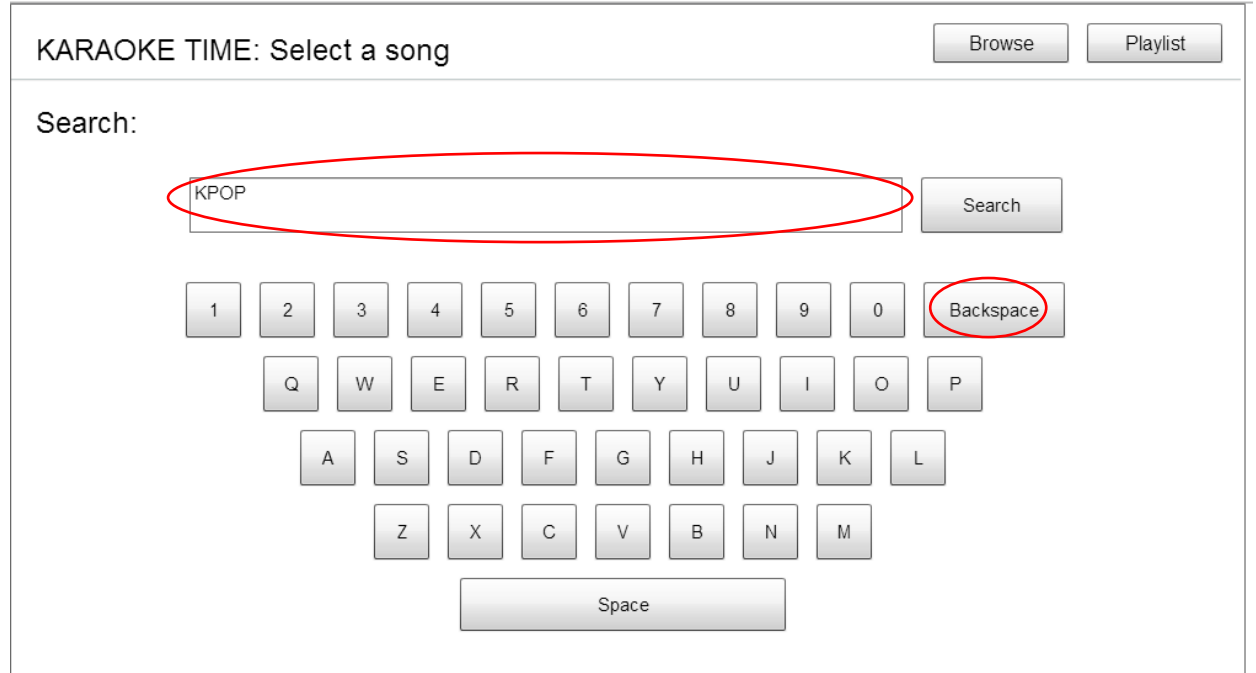
None.

No. U8-TA3

Problem

Name: No clear all on search page

Reference:



Evidence:

The user was able to use the Clear All button on the Playlist page and was disappointed that the feature was not implemented on the Search page as well.

Explanation:

This is a violation of Nielsen’s Flexibility and efficiency of use since using the backspace button over and over again is an inefficient way to clear the search input on the Search page.

Severity or Benefit:

This is a minor issue (level 2) since the characters can be removed using the backspace button, but it would be much more efficient to add a clear button on the Search page.

Possible solution and/or Trade-offs:

A solution is to add a clear button to the Search page that will empty the search bar’s text input. A trade-off is that it may further clutter the Search page interface.

Relationships:

None.