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# Usability Test on **Spotify** **The Mobile App**

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# Background



## When

September 27 - November 7



## What

Test of basic tasks on the *Spotify* music application to determine usability, with pre and post surveys



## The Goal

Test 1 regular *Spotify* user, 1 *Apple Music* user, and 1 hearing impaired user





## Summary



While *Spotify* was easy to navigate for users who were already familiar with the app, it proved very **difficult** for those who were using the interface for the first time.

It was fairly **easy** for a test subject with hearing aids to switch between inputs without having to navigate out of the app.

It was **most difficult** for users to understand the different symbol buttons that are used to navigate within the app.





# Positive Findings



## The **SEARCH** feature

- Easy to use, helpful for finding familiar and new music and podcasts with search history and browsing options

## The **RECOMMENDED MUSIC** section

- Personalized to each users music taste and interests

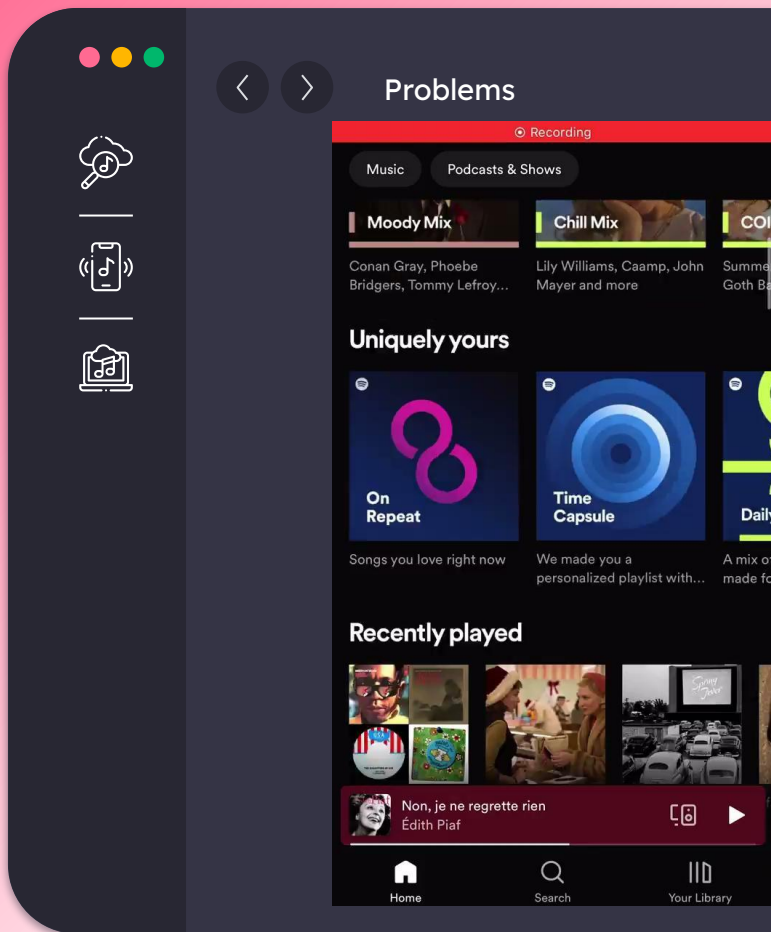
## The **SELECT A DEVICE** feature

- Allows for easy transition for users with hearing aids





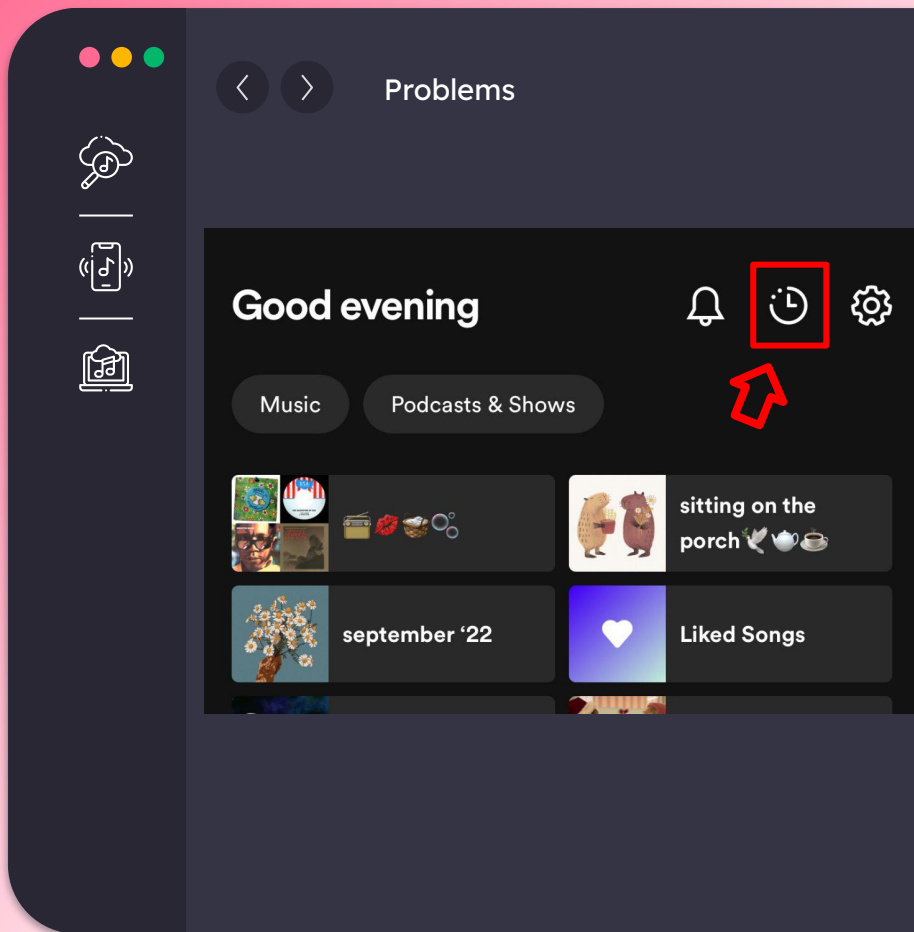
Select a device  
feature in action



## The Minor Problem #1

Too many recommendations for users to choose from.

User #2: “It is *a lot* on the screen. I don’t think I need *that* many recommendations! Using less would be more effective.”

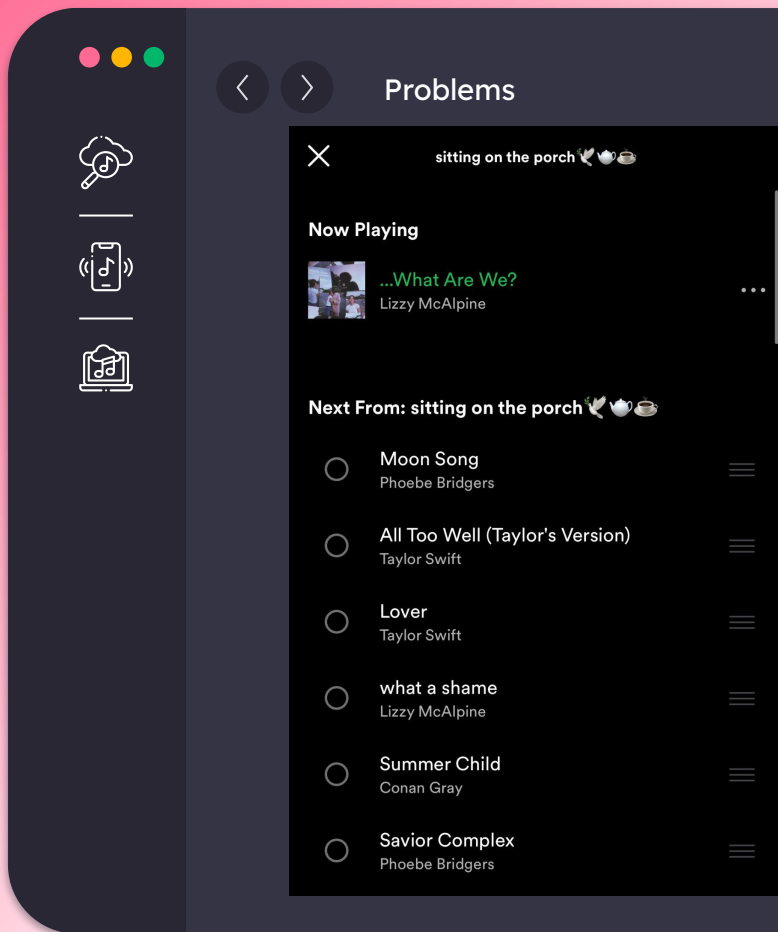


## The **Minor** Problem #2

The **Recently Played** list is not easily locatable.

Only *one* user was able to find it successfully during the tasks.

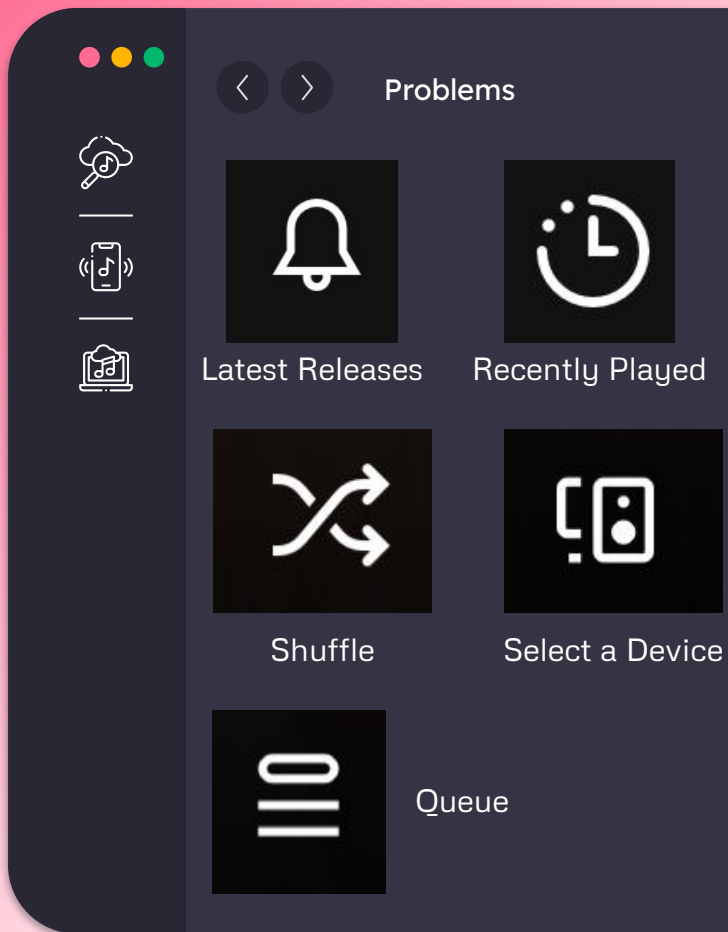




# The Major Problem

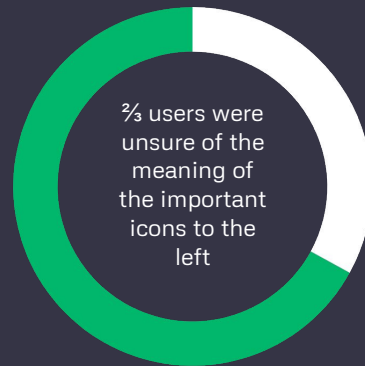
Users could not locate the **music queue**, which is an essential part of *Spotify*, allowing users to see what music is playing next and adjust the order.

User #1: “The most difficult part to navigate is the **queue** ... I’ve used *Spotify* for a very long time and I did not know how to look at the queue until within the last year.”



## The *Concluding* Catastrophic Problem

Users did not understand what the **icon buttons** meant, which make the app impossible to navigate. This is the root cause of the majority of all other problems users experienced.





# Recommendations



## Icons

Have an **icon cheatsheet** somewhere easily accessible in the app (settings?) where users can quickly discover the icon meanings

## Recommended Music

Instead of scrolling both horizontally and vertically, each category should have a **more, or "+", button** where horizontal scroll usually occurs

## Recently Played

Have the recently played be **labeled** like the music and podcasts & shows buttons

Good evening

Music

Podcasts & Shows



## Queue

Have the queue be its **own unique, labeled page** accessible at the top or bottom of the app