

Contextual Inquiry

Description of the user:

Subject T is a 22 year old college student who uses the Droid's music application and is moderately technology savvy. User is, for the most part, content with the Droid phone but does express a possibility of looking into another platform to listen to music from because of some minor, yet annoying issues that spring up from time to time.

Summary of tasks:

Subject T demonstrated the Google Droid Music application on the phone he possesses. The first task that the user demonstrated was creating a new playlist. It was mostly straightforward – select a song and select to create a new playlist, give the playlist a name, and the song shows up in a newly created playlist. User demonstrated the menu at the bottom of the screen that displays settings options such as audio effects. The user demonstrated how to navigate through the menus, which includes both touchscreen navigation as well as static hardware buttons located on the phone. At one point, Subject T could not get the hardware buttons to function when pressing and he did express his annoyance of the problem.

After listing some of the features that the Music application possesses, Subject T describes some issues that the application has, for instance, the categorization feature that the phone does for music – by artist, song title, or genre – does not always categorize correctly. Because of this, Subject T must update a song's information manually so that the application correctly categorizes it. Another issue that stems from the previously mentioned is the inability to change information about a particular song from the application itself. Instead, the user must connect the phone to a computer and adjust the information from there, which can be cumbersome and tedious. On an aesthetical end, many songs do not have album artwork, leaving a long list of blank album covers with intermittent artwork in between. Another subject mentioned was the lack of recommendations, which the user felt would be nice to have to create playlists of songs for similar genres. Subject T does mention that he does use his iPod at times due to instability of the Music application.

List of breakdowns:

- Music application does not display recommendation for similar artists or songs
- User sometimes prefers iPod when Music application is instable
- When navigating to the current playing song using the banner bar at the bottom of the screen and then returning to the list of songs, the user's place within the list is lost and displays the beginning of the list
- Cannot play all songs from a specific artist
- Cannot change song information from the Music application's interface
- Application does not categorize well
- No way to remove bottom banner bar if desired – in some cases, takes up valuable screen space

Reflections:

The interview itself is not the most exciting part, but it is the best way to gather information about the system and processes at hand to fully understand how an end user might utilize an application and make suggestive improvements to the interface or function. I noticed some parts that the user blamed on the application may partly have been the underlying operating system's fault, being that the application used some of Droid's menu features and interface. Contextual inquiries are not that complicated, but do require more thought than one would initially think.

Sequence Model

- Create a playlist:

Navigate to the first song in the playlist



Press and hold on the song to reveal the menu



Choose to add the song to a playlist

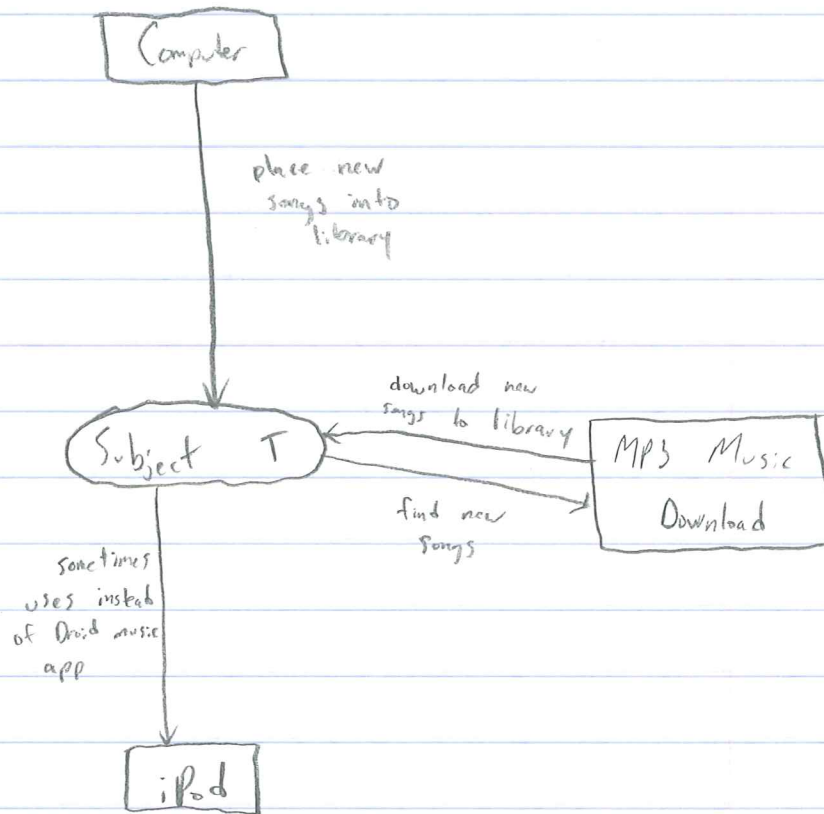


Give the playlist a name

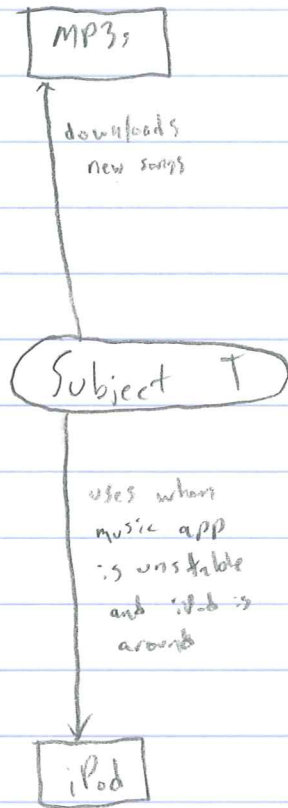


Press save to create the new playlist

Workflow



Cultural



HCI HW 1 Notes

- Subject T is a person who uses Droid
- Holds phone in hand
- Hits buttons but they don't work
- To make a new playlist, go to song & add
- Give it a name, save
- Shuffle exists
- Menu exists at bottom of screen
- Some songs have album covers, some don't
- Audio effects settings
- As playing, other actions can go on
- Music plays out of speaker
- Cannot change song into from phone interface
- No recommendations for new music
- No like - doesn't categorize well, cannot rename
- Sometimes uses iPod / prefers iPod due to instability
- Genres listed
- Play all feature / all songs or within an album
- Cannot play on with an artist
- Doesn't show how many songs you have
- Drop an MP3 into the phone or use an app, MP3 Music Download
- Scroll feature - tap & then tap side bar to scroll through list
- Doesn't have letters to scroll feature
- Bottom has currently playing song while browsing
- Side buttons control volume
- No way to get rid of the bottom bar
- Categorizing doesn't work well sometimes
- When going back, it starts at the beginning of the list

