

iTunes 12: Hall of Shame

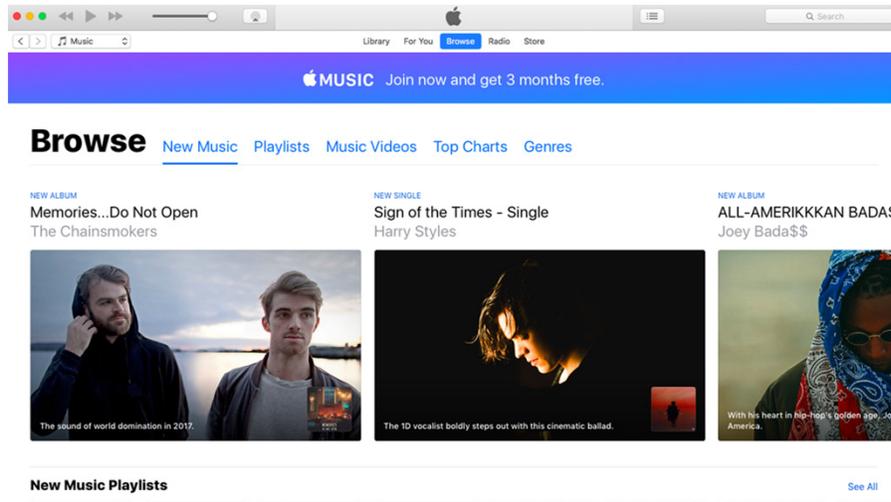
Gabi Farley : Homework 4

Unclear/ Unnecessary Functionality

iTunes is now a radio, a store (for music, shows, and movies), a storage for your personal music, a method of syncing and backing up your personal devices, and more.

Highly functional applications are okay, but to me, it's not organized very well and is confusing to navigate. I'm not even sure what the "For You" and "Browse" tabs really do. It would be better to keep it simplistic and for useful purposes only. What happened to just a simple music purchase and storage center?

Unclear/ Unnecessary Functionality



What am I joining? How is this “browse” tab different from the “radio” tab and the “for you” tab?

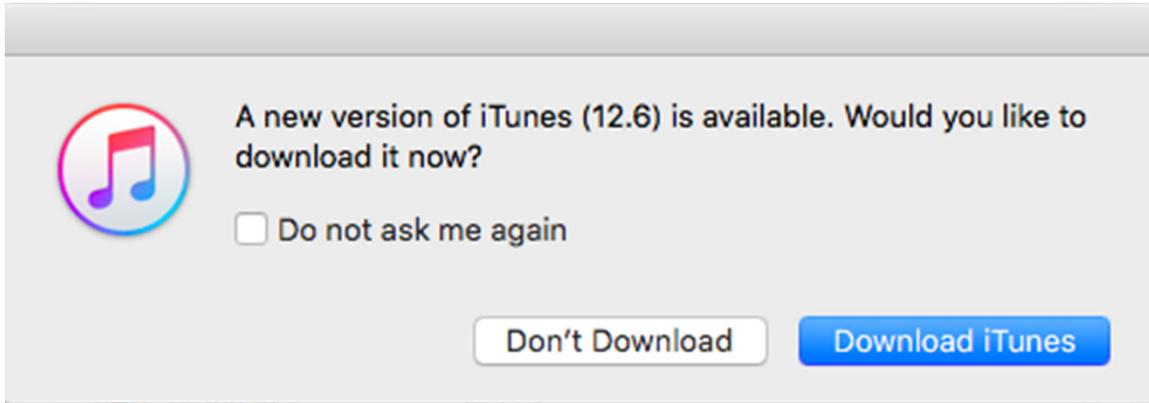
Some brief description of each functionality would be helpful here.

Constant Updates

Before you have time to learn a new user interface, iTunes is asking you to update again! It’s too much... I get that they have to update bugs and small things they find wrong. But to completely change the interface over and over again is just plain confusing.

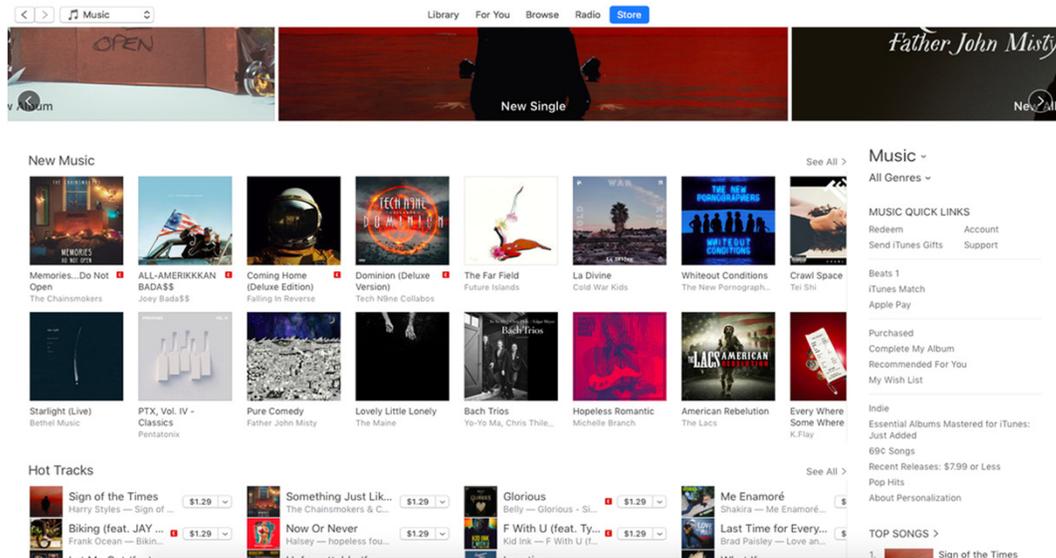
I feel like I never know what’s going on with iTunes and when I try to think about the interface off the top of my head, I can’t picture it since it’s changed so much over the years.

Constant Updates



Classic iTunes...

Cramming too Much On the Store Page



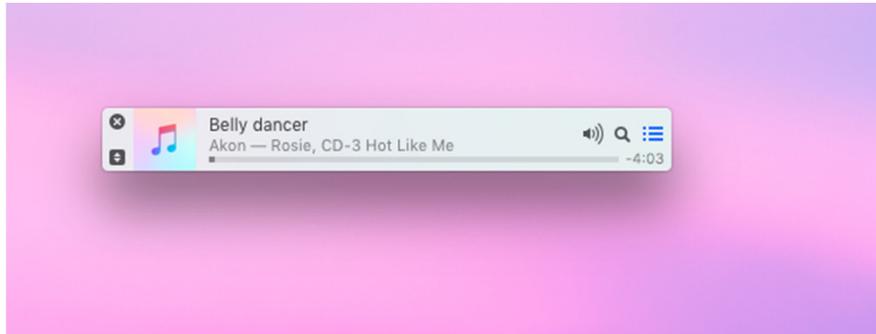
Cramming too Much On the Store Page

There is WAY too much happening on this page for the human mind to process. It would be better to just have the basic categories: Top Albums, Top Songs, Top Videos, etc... Then the user should be able to click on those categories to get a more detailed view of each one. By displaying so much detail of each category all at once, it's overwhelming for the user to take in. Maybe iTunes should take a user survey to see what other users think about this. But from doing some googling on the topic, it looks like other users of the software feel similarly.

Unintuitive user interface

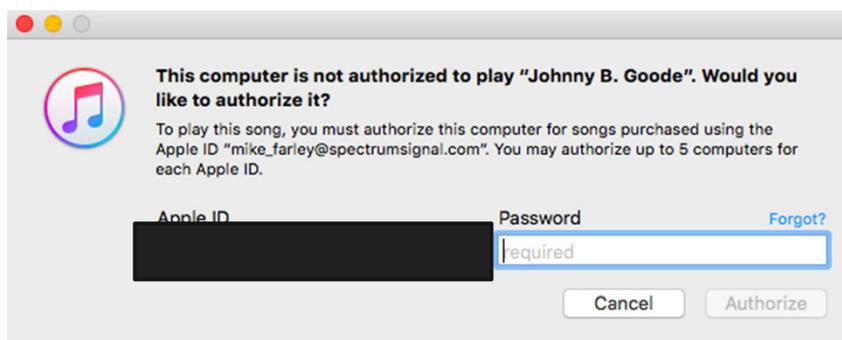
A lot of things are unintuitive about the user interface. The next few slides will display some examples of what I'm talking about...

Unintuitive user interface



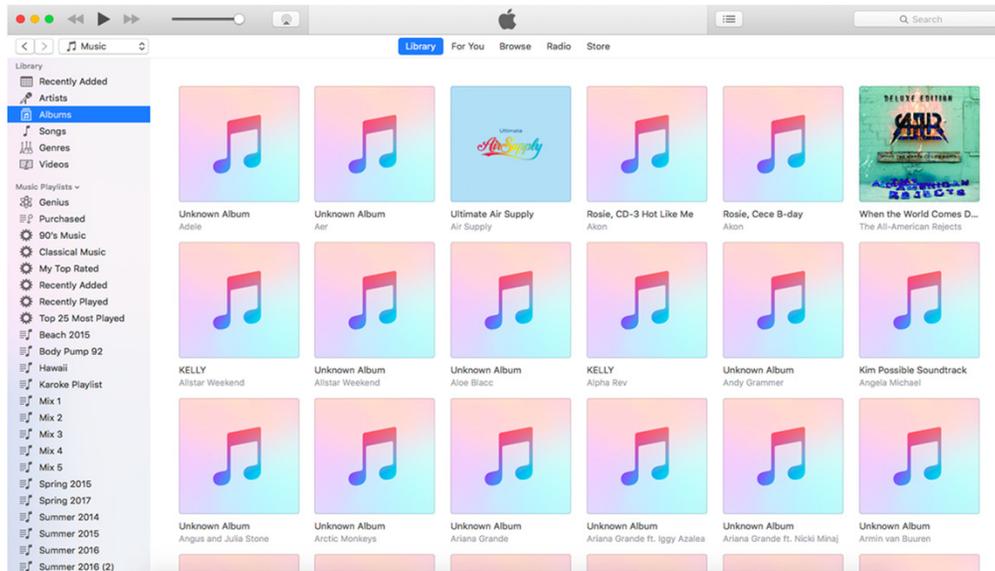
First of all, the button I clicked to get to this minimized view of iTunes is still a mystery to me. But even weirder, is to get back to the maximized view, you have to unintuitively click the “X” button in the upper left hand corner. How does “X” correlate to maximize?

Unintuitive user interface



This message pops up when I click on certain songs in my library. Why is this song even in my songs library if I'm not authorized to play it? Before iTunes even adds songs to the songs library, it should require you to enter the password associated with the corresponding apple id that bought the song. Otherwise, it shouldn't even take up space in the library in the first place.

Hard to do user customization



Hard to do user customization

As you can see on the previous page, most of my album images are given an automatic default image. That's because I don't buy most of my music from iTunes directly. If you don't get your music from iTunes, then you can't easily add an Album picture yourself or personalize your albums images. (or at least I haven't found an simple way to do this...). You should just be able to right click and upload!

iTunes wants you to do everything through iTunes and iTunes only. So if you get music from other sources, it becomes a more complicated process. So, other user, device, or software integration would be great.

iTunes belongs in the Hall of SHAME

iTunes needs to do some heuristic evaluations before their next software update. After doing some research, it looks like a lot of users are generally very unhappy. Personally, I think iTunes belongs in the Hall of Shame because of...

- Unclear / Unnecessary Functionality
- Constant Updates
- Cramming too much on Store Page
- Unintuitive User Interface
- Hard to to User Customization