QuranFlow Mobile App

Comprehensive usability review identifying critical issues, design inconsistencies, and actionable recommendations for product improvement

49	6	20	18
Total Issues	Critical (P0)	High (P1)	Medium (P2)

Date: November 27, 2025 | **Version:** 1.0.8 (1)

Framework & Approach

Severity Framework

P0 **Critical**

Blocks core functionality or causes major user frustration. Must be fixed immediately before any feature work.

P1 **High Priority**

Significantly impacts user experience or engagement. Should be addressed in next sprint.

P2 **Medium Priority**

Noticeable issues that should be fixed for polish and professional quality.

P3 **Low Priority**

Nice-to-have improvements and minor visual refinements.

Framework: Nielsen Norman Group UX Review + HEART Metrics (Happiness, Engagement, Adoption, Retention, Task Success)

Audit Context

Scope

Complete user journey from App Store to core task completion. Covers all 16 primary screens and interaction flows for Level 4 student experience.

Impact Areas Assessed

Task Success: Can users complete core workflows?
Engagement: Are features discoverable and compelling?
Retention: Does UX encourage continued use?
Accessibility: Barriers for diverse users?

Key Focus Areas

- Video playback functionality
- Submission and feedback workflows
- Live session accessibility
- Quranic text presentation
- Navigation and information architecture
- Account management capabilities

Critical Finding: 6 P0 issues block core functionality. These must be resolved before marketing efforts or feature additions.
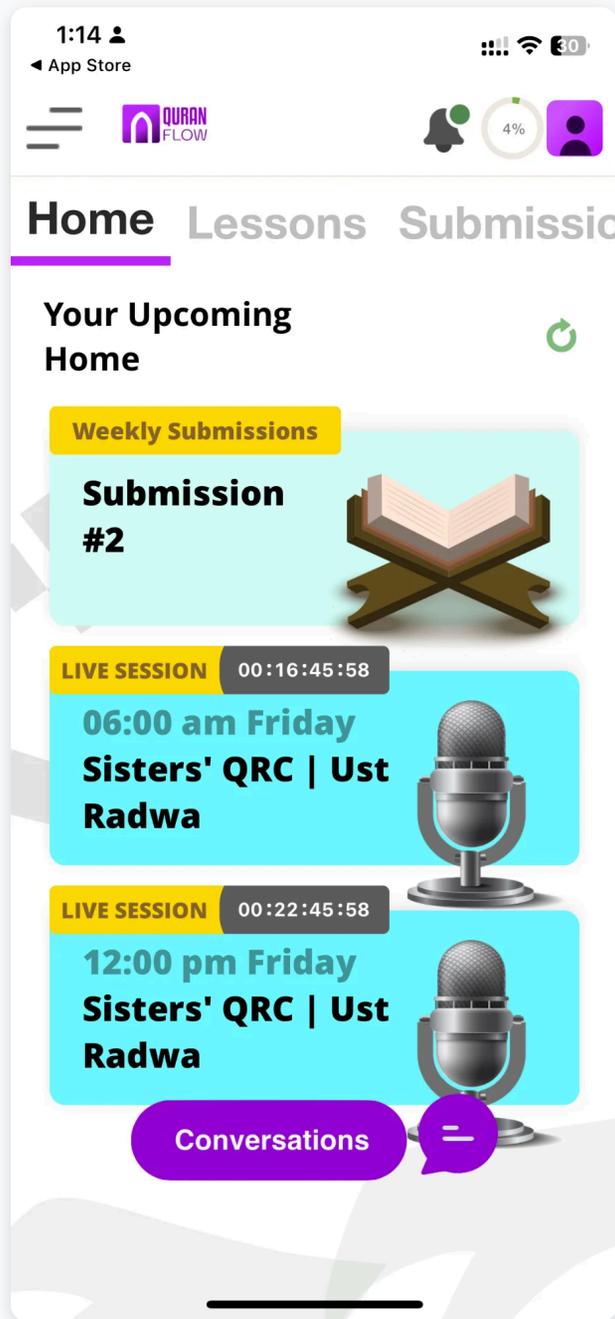
Home Screen

✅ What Works

- Live sessions prominently displayed creates sense of active learning
- 3D icons provide clear visual differentiation for older users

P2 Timer Format Unclear

Countdown timer not labeled - users don't understand time hierarchy

P1 Text Accessibility Concern

Light text on yellow background likely fails WCAG contrast requirements

### P1 Conversations Feature Confusion

Purpose unclear - appears to mix TA messages, peer discussion, and FAQ

P2 Redundant UI Elements

Conversations has button + chat bubble appearing as separate elements

→ Key Recommendations

- Add time unit labels to timer (e.g., "16h 45m until session")
- Audit color contrast (WCAG AA: 4.5:1 minimum)
- Clarify Conversations purpose or separate into distinct sections
- Consolidate Conversations UI into single call-to-action
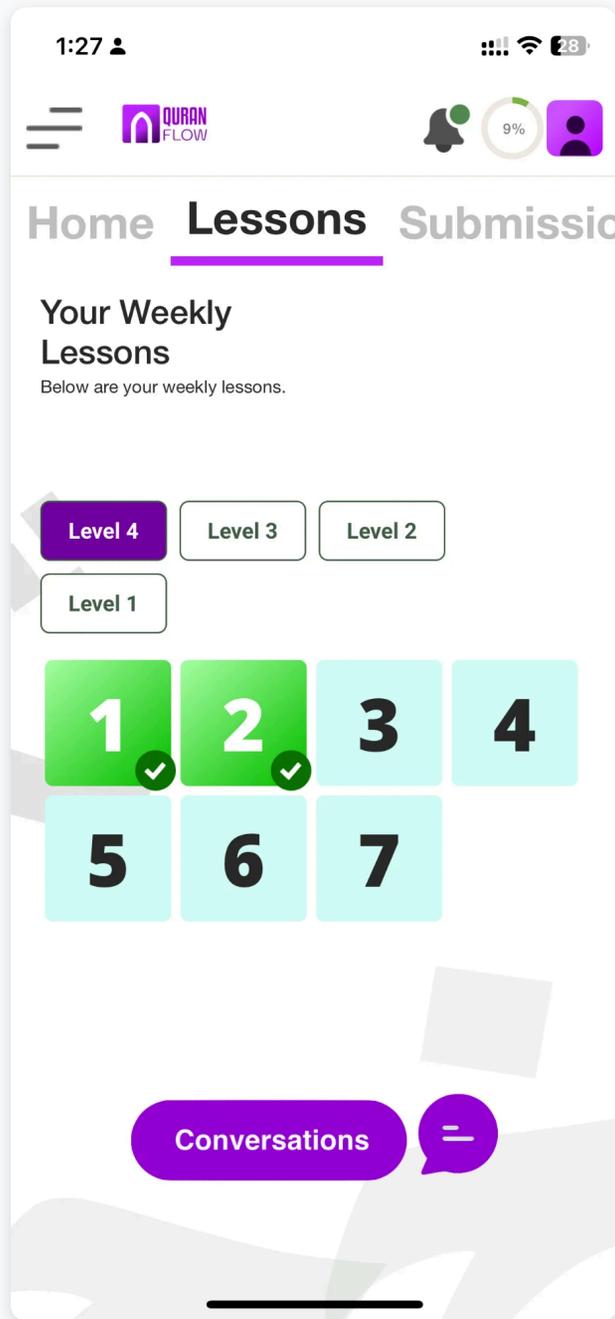
Lessons Screen

✅ What Works

- Simple, clean design with clear completion status
- Green checkmarks provide immediate visual feedback
- Clear next action with visual hierarchy

P2 Outdated Loading Pattern

Visible loading screen feels dated - modern apps use skeleton screens

P1 Missing Contextual Information

No indication of week numbers, dates, topics, or learning objectives

→ Key Recommendations

- Implement skeleton loading states or pre-caching
- Add lesson metadata: week number, date range, topic title
- Display overall curriculum roadmap or progress path

Lesson Detail & Video

✅ **What Works**

- Subtitles functionality present

P0 **Video Playback Failure**

CRITICAL: Video constantly pauses and cannot play reliably. Core functionality broken - users cannot complete lessons.

P1 **Non-Native Video Player**

Player doesn't feel like native Apple player. Poor user experience and potential streaming inefficiency.

P1 **Difficult Full-Screen Access**

Requires two steps with small corner button - accessibility issue for older users
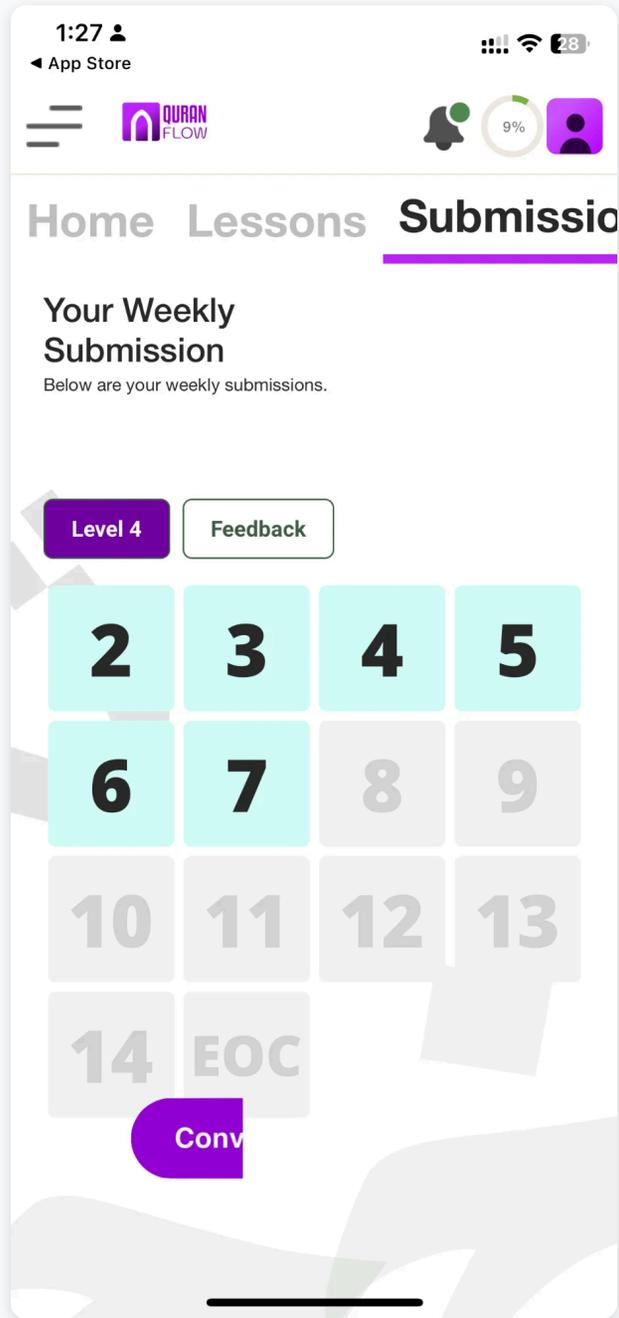
P2 **Generic Video Thumbnails**

Thumbnails not descriptive; relies only on text titles - harder to identify content visually

P1 **Cannot Undo Completion**

"Mark Complete" is one-way - violates basic UX principle of reversible actions

➡️ **Immediate Actions**

1. **Fix video playback** - investigate streaming/CDN infrastructure
2. **Implement native iOS player** (AVPlayerViewController)
3. **Single-tap full-screen** with larger button
4. **Create custom video thumbnails**
5. **Allow un-mark completion**

Phone mockup:

1:23

◀ App Store

← Level 4 Week 2: Extra Stretches,…

Stretch followed by the Rest And Strong Signs — Video 1 of 3

Practice Video: Stretches — Video 2 of 3

Mark Complete

Submissions Overview

P0 **Missing Submission History**

CRITICAL: Past submissions not visible. Cannot access feedback, grades, or review past work. Users cannot learn from instructor feedback.

P1 **Confusing Feedback Label**

"Feedback" button initially interpreted as "give feedback on instructors" rather than "receive feedback on submission"
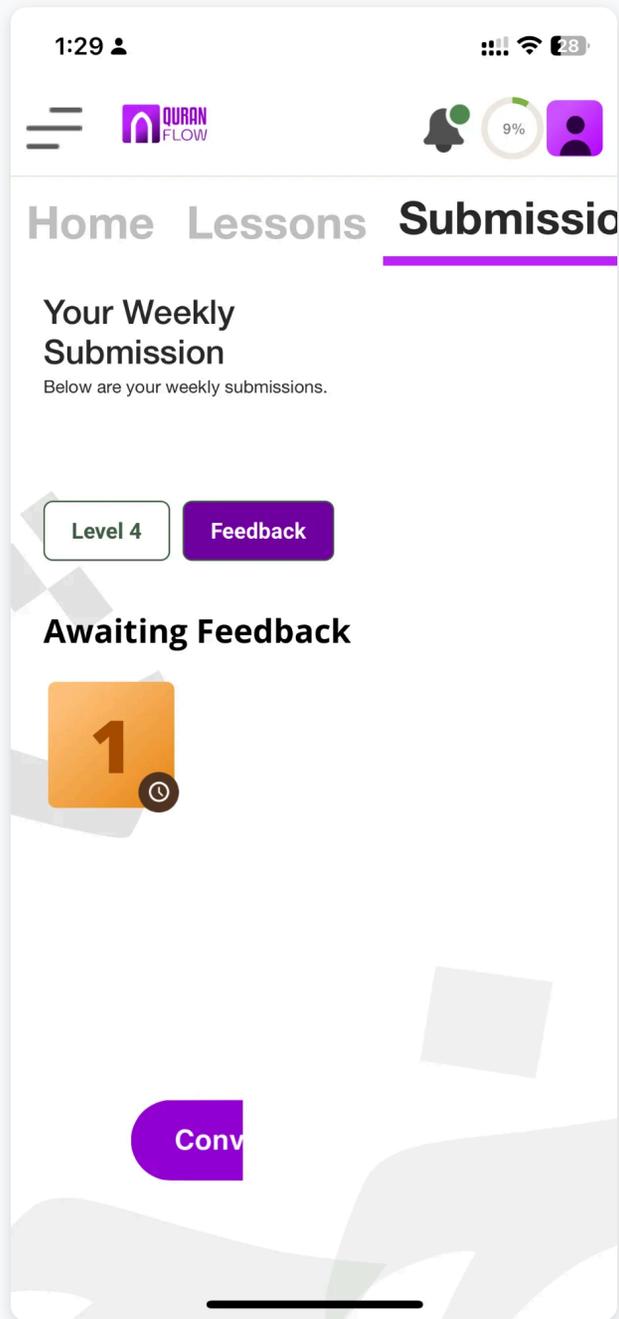
P1 **Conflicting Status Display**

Two different status indicators shown: "Level 4" and "Feedback" buttons - unclear hierarchy and relationship

→ **Key Recommendations**

IMMEDIATE: Build submission history view showing all past work with feedback and grades
• Rename "Feedback" to "View Feedback" or "My Results"
• Simplify status indicators - create clear hierarchy

Awaiting Feedback

✅ What Works

- Clock icon provides clear visual indicator of pending state
- "Awaiting Feedback" text is clear and unambiguous
- Color coding helps users understand status at a glance

P1   Inconsistent Turnaround Messaging

Toast notification says "5 business days" but success screen says "2 business days" - contradictory messaging throughout submission flow erodes trust

→ Key Recommendations

- Standardize messaging: determine realistic turnaround time
- If 90% delivered in 2-3 days, message that with "up to 5 days" fallback
- Use consistent timeline across all touchpoints
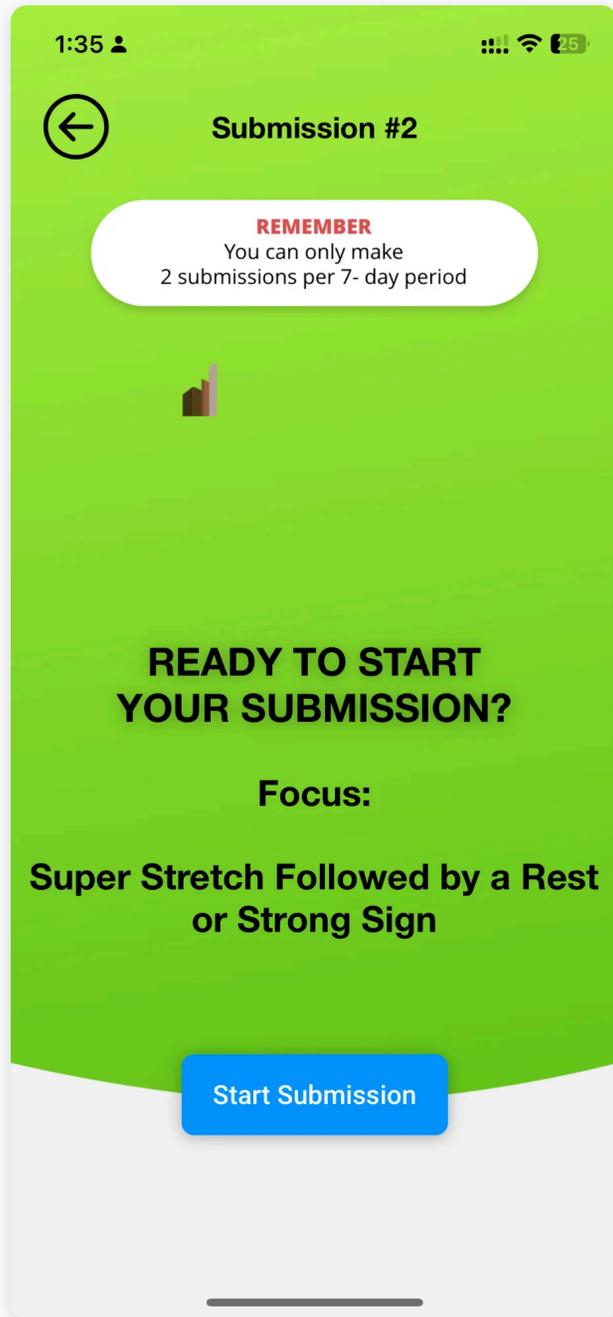
Submission Start Screen

✅ **What Works**

- Lesson name displayed provides clear context
- Rate limiting (2 per 7 days) clearly communicated upfront

P0 **Non-Standard Quranic Font**

CRITICAL: Uses non-mushaf font. Standard font exists but is hidden in Settings. Must be default for Quranic learning app.

**P2** **Poor Visual Design**

Lime green gradient described as "hideous" - detracts from professional feel

P2 **Misleading Numbering**

Shows "Submission #2" but should be "Week 2" or "Lesson 2" for consistency with rest of app

➡️ **Immediate Actions**

1. **Make mushaf font DEFAULT** for all Quranic text
2. **Include font selection in onboarding**
3. **Redesign color palette**
4. **Use consistent terminology** (Week # vs Submission #)
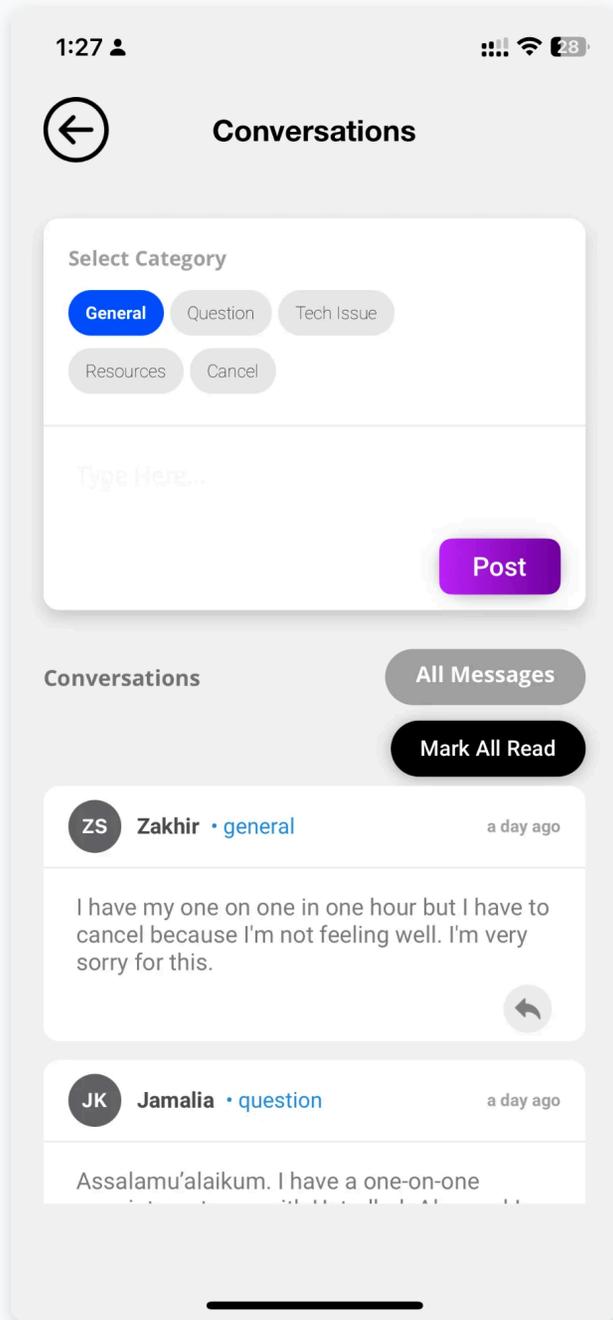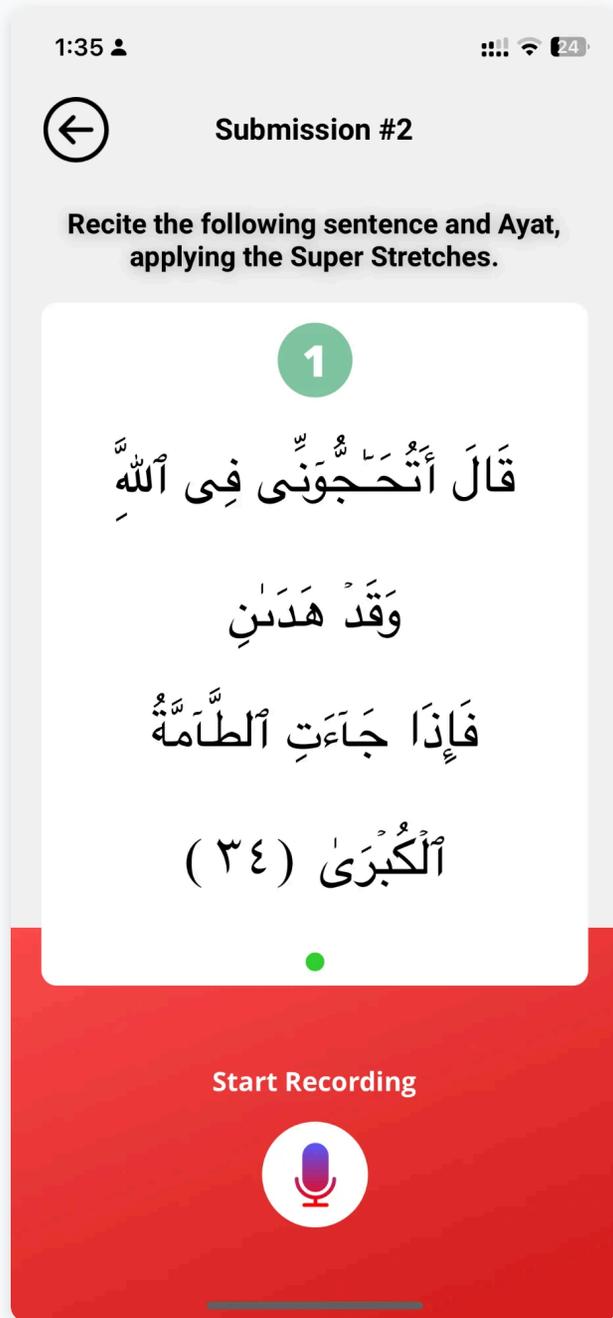
Conversations

P1 **Unclear Purpose**

Feature mixes general questions, tech issues, resources, and personal messages. Users confused about what it's for and who will respond.

P1 **Poor Information Architecture**

Is this TA communication? Peer discussion? FAQ? Support tickets? The mixing creates confusion about expectations and response times.

➡ Key Recommendations

- Define clear purpose: TA communication, peer forum, or support
- Consider separating into distinct sections:
  - TA Messages (direct instructor communication)
  - Community Discussion (peer learning)
  - Support/FAQ (help center)
- Many issues could be handled with well-structured FAQ

Conversations (mobile screen)

Select Category

General | Question | Tech Issue

Resources | Cancel

Type Here...

Post

Conversations — All Messages — Mark All Read

ZS **Zakhir** • general — a day ago

I have my one on one in one hour but I have to cancel because I'm not feeling well. I'm very sorry for this.

JK **Jamalia** • question — a day ago

Assalamu'alaikum. I have a one-on-one

Recording Interface

✅ What Works

- Lesson name displayed provides context during recording
- Clear instructions for recitation task
- Simple, focused interface minimizes distractions

P0 Font Still Not Standard

Quranic text not in mushaf font – must be default everywhere in app

## P2 Unclear Recording Instructions

No indication of number of attempts allowed, how the recording process works, or what happens after recording

P3 Mysterious Green Dot

Green dot with "1" – purpose unclear, needs explanation or label

→ Key Recommendations

- Ensure mushaf font used everywhere Quranic text appears
- Add onboarding tooltip or help section explaining recording process
- Clarify attempt limits and what indicators mean
- Include recording tips (quiet environment, pronunciation focus)
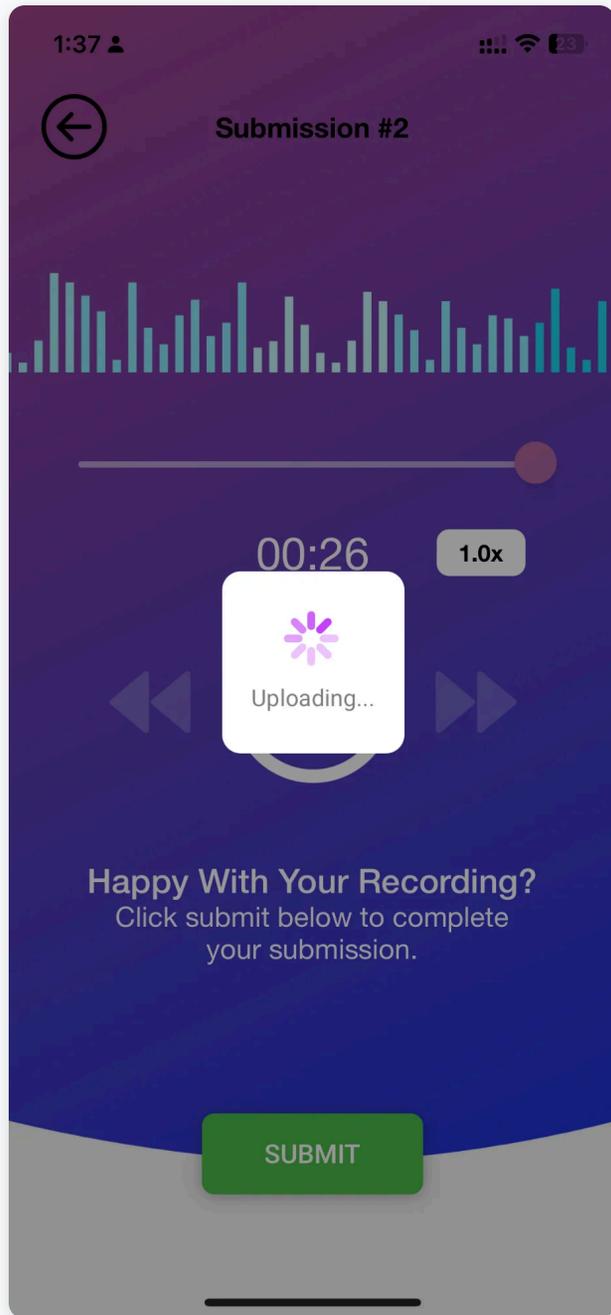
Recording Review

✅ What Works

- Review and re-record before submitting - excellent UX pattern
- Playback controls with speed adjustment
- Clear "Happy with recording?" prompt sets expectations
- Waveform visualization helps understand recording quality

P2 Uploading State Unclear

Shows "Uploading..." without progress indication or estimated time remaining

→ Key Recommendations

- Add upload progress percentage
- Show estimated time remaining during upload
- Confirm successful upload before allowing navigation away
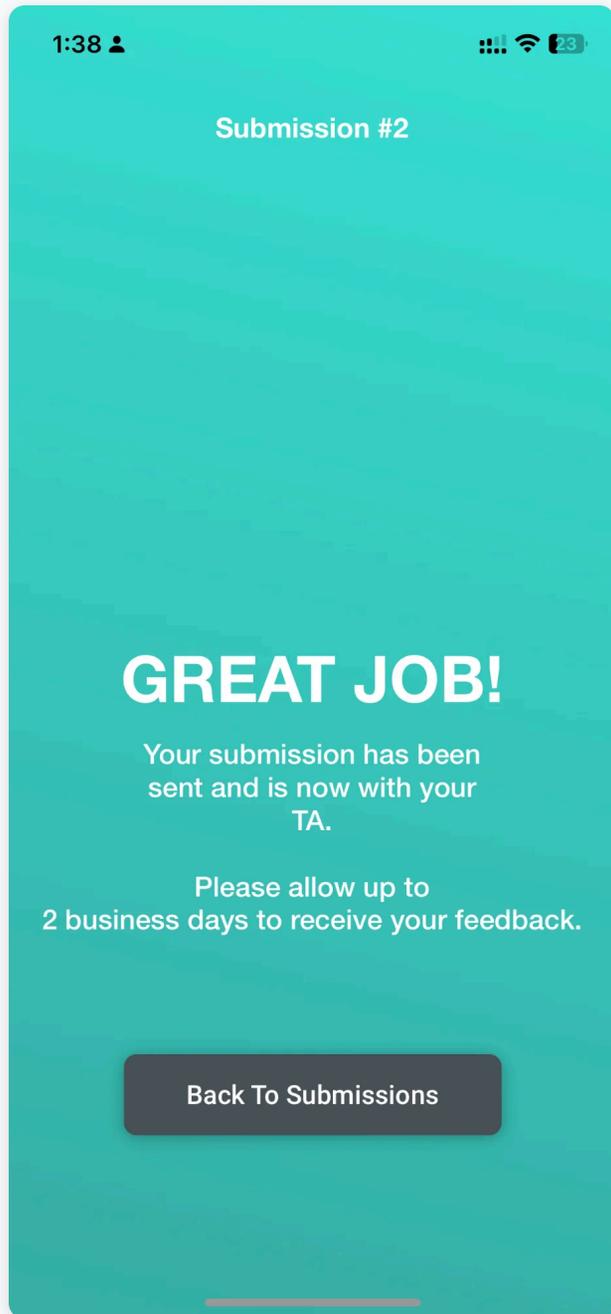
Submission Success

✅ What Works

- Clear, celebratory success message ("GREAT JOB!")
- Sets expectation (2 business days for feedback)
- Provides next action (Back to Submissions button)

P1   Contradicts Earlier Message

Says "2 business days" but toast notification said "5 business days" – inconsistent messaging damages credibility

→ Key Recommendations

- Standardize timing across all touchpoints in app
- Use realistic expectations based on actual turnaround data
- Consider adding confirmation email as additional touchpoint
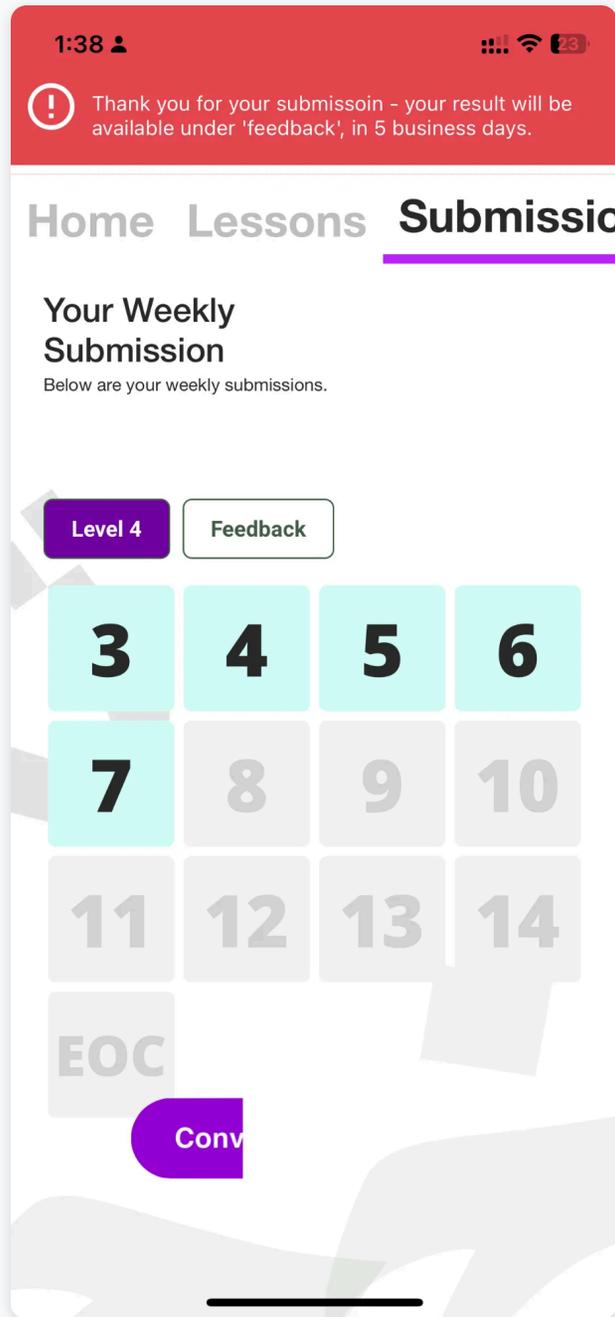
Toast Notification

P1 **Inconsistent Messaging**

"5 business days" directly contradicts success screen's "2 business days"

**P1** **Overly Conservative Timeline**

5 business days creates negative first impression if actual turnaround is significantly faster - sets low expectations and discourages engagement

P2 **Toast Disappears Too Quickly**

Important information disappears before users can fully read it

→ Key Recommendations

- Align messaging: determine realistic turnaround and use consistently
- If 90% of feedback delivered in 2-3 days, message that
- Make toast persistent or significantly longer duration
- Consider dismissible banner instead of auto-dismiss toast
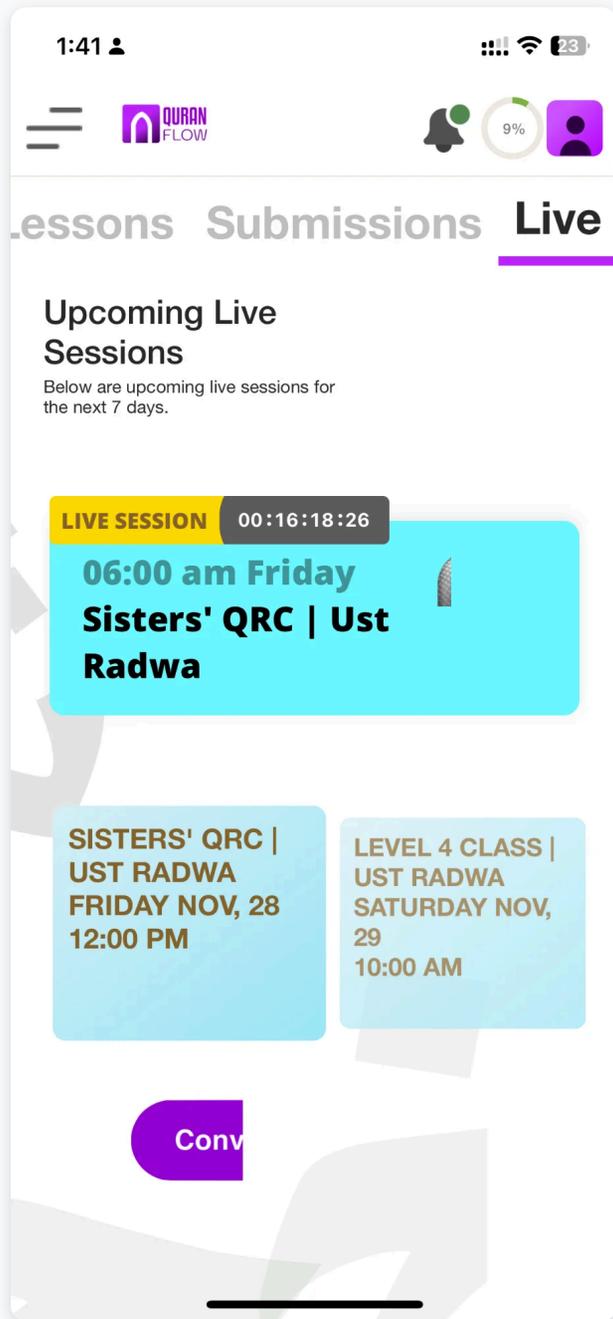
Live Sessions

P0 · **No Timezone Information**

CRITICAL: Shows "06:00 am Friday" with no timezone indication. Users cannot determine if they can attend - renders live session feature unusable.

P1 · **No RSVP or Calendar Integration**

Cannot mark interest, add to device calendar, or commit to sessions. Instructor has no attendance visibility.
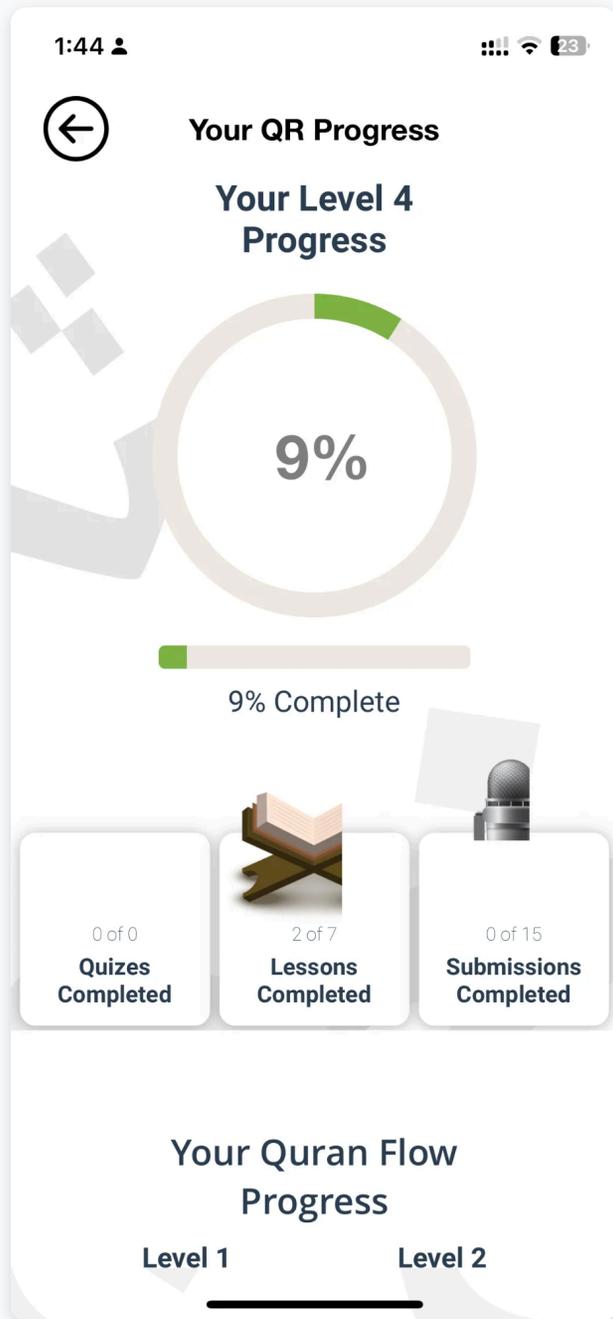
P1 · **Poor Text Formatting**

All text same size, no visual structure or typography hierarchy - described as "absolutely hideous" and unprofessional

P1 · **No Session Content Preview**

No indication of what will be covered in each session - users can't decide which sessions are relevant

→ **Immediate Actions**

1. **Display timezone** or auto-convert to user's timezone with clear indicator
2. **Add RSVP system** for attendance planning
3. **Calendar integration** (generate .ics files)
4. **Redesign session cards** with proper typography hierarchy
5. **Show session topics/agenda** for each live session

App screenshot content

1:41

QURAN FLOW

9%

Lessons Submissions **Live**

Upcoming Live Sessions

Below are upcoming live sessions for the next 7 days.

LIVE SESSION 00:16:18:26

06:00 am Friday
Sisters' QRC | Ust Radwa

SISTERS' QRC | UST RADWA FRIDAY NOV, 28 12:00 PM

LEVEL 4 CLASS | UST RADWA SATURDAY NOV, 29 10:00 AM

Conv

Progress & Statistics

P2 **Outdated Branding**

Shows "Your QR Progress" (Quran Revolution) instead of "QuranFlow"

P1 **Unclear Progress Metric**

Shows "9%" with no clear indication of what this percentage represents

P1 **Missing Context**

No indication of total lessons in current level - cannot gauge remaining workload or pace

P2 **Redundant Visual Elements**

Both circular progress indicator AND horizontal progress bar - unnecessary duplication without added value

P0 **No Feedback Access**

CRITICAL: Shows completion percentages but no way to access past feedback or grades. Cannot learn from mistakes or review instructor guidance.

→ Key Recommendations

- Update all branding from "QR" to "QuranFlow"
- Add clear labels: "9% of Level 4 Complete" or "2 of 22 lessons"
- Show total lessons/weeks in current level prominently
- Create "Feedback History" section accessible from progress
- Remove redundant progress bar visualization

User Profile

✅ What Works

- Photo upload capability present

P0 Critical Missing Information

CRITICAL: Profile lacks essential account management: billing, payment method, subscription cycle, purchase history, past level performance, achievements. Users cannot manage their account.

P1 No Category Labels

Shows "Test", "Level 4", "35" with no headings or context - users don't know what data means

P1 Minimal Information

Only shows email and phone number field (often empty) - inadequate for account management
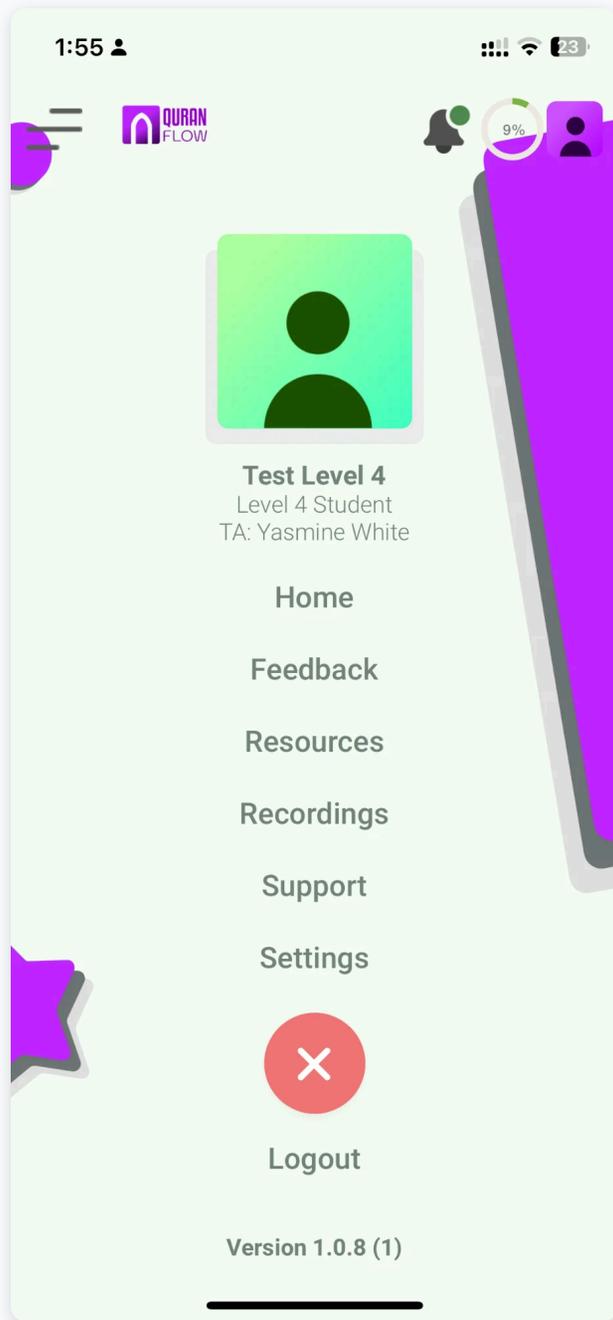
P0 Overall Design Failure

Screen described as "ridiculous" and complete fail requiring full redo - undermines user confidence in product quality

→ Immediate Actions

Complete redesign required with sections for:
- Account & Subscription (billing, payment, cycle, renewal)
- Learning History (past levels, grades, achievements)
- Personal Information (proper field labels)
- Settings Quick Access
- Support/Help

Phone mockup

1:54

Welcome Test

Tap to add a photo

You can change your profile here

Test

Level 4

35

level4@quran.flow

🇺🇸 +1132523523532

Fill these fields if you want to change password

Old Password

New Password

Save

Side Menu

✅ What Works

- Shows student level, name, and assigned TA - valuable information
- Provides access to key sections (Feedback, Resources, Support)
- Clean, organized menu structure

## P1 Hidden Critical Information

Student level and TA information only accessible via hamburger menu that users wouldn't think to check - unaware of important enrollment information

P2 Non-Standard Pattern

Hamburger menus largely deprecated in iOS in favor of tab bars and action sheets - outdated pattern increases cognitive load

→ Key Recommendations

- Surface level and TA info prominently on home or persistent header
- Restructure navigation using iOS-standard tab bar
- Follow iOS Human Interface Guidelines for navigation patterns
- If hamburger retained, include account-specific content unavailable elsewhere
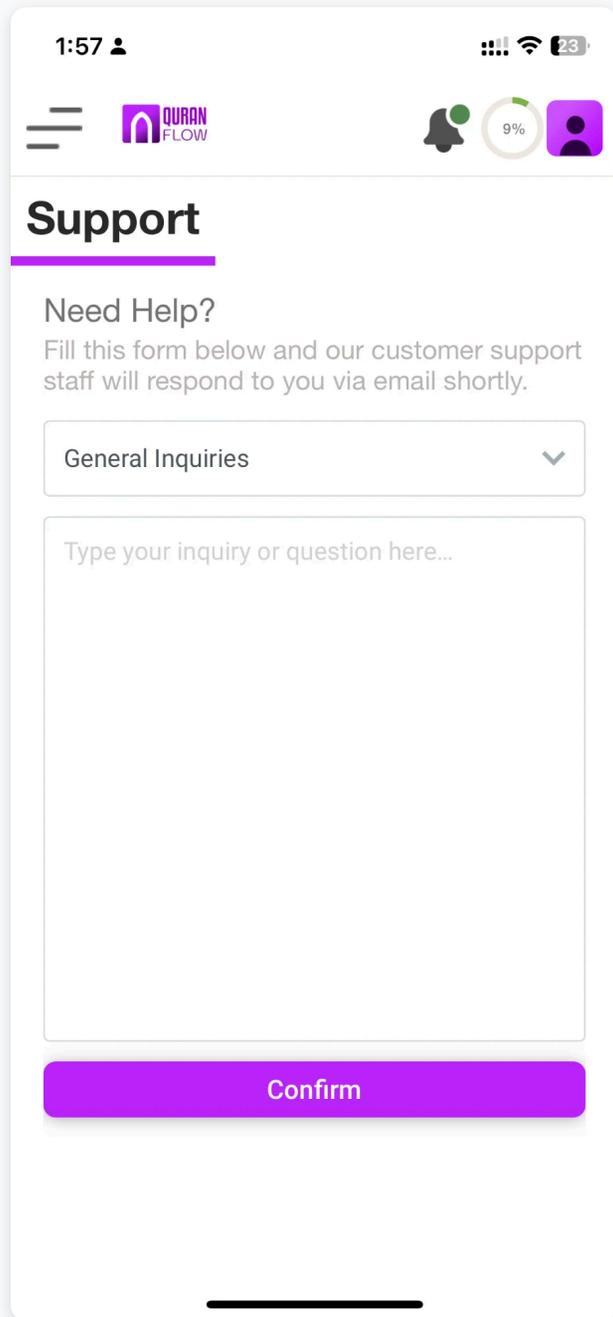
Support Screen

✅ What Works

- Category dropdown available (General, Technical, Billing)
- Clear form structure with text area for detailed inquiry
- Sets expectation about email response

P1 Support Well-Hidden

Only accessible through hamburger menu - no obvious path when users need help

P0 Font Setting Hidden Here

CRITICAL: Mushaf font selector buried in Settings (accessible via this menu). Critical feature for Quranic app is invisible to users.

P0 Missing Onboarding

Font selection should be introduced in first-week onboarding but isn't - users never discover feature that significantly improves experience

P1 Settings Split Across Screens

Settings accessible from side menu but not from user profile - inconsistent, violates principle of least surprise

→ Immediate Actions

- Add "Help" or "Support" to main navigation/tab bar
- **Create first-week onboarding with font selection as required step**
- Make font setting more discoverable - home screen quick access
- Consolidate settings access from both profile and menu
- Consider in-context help triggers (? icons where needed)

Support

Need Help?

Fill this form below and our customer support staff will respond to you via email shortly.

General Inquiries ⌄

Type your inquiry or question here...

Confirm