**Interview Summary**

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**Tasks**:

Try searching the textbook you need, try searching by its name, author, or ISBN.

Try searching the textbook by department/course/instructor.

Finally, try adding textbooks to the cart and proceeding to checkout.

Try to search for multiple book at once using department/course/instructor.

Try to change the department/course/instructor to look for a different book.

Try to find a book that is not text book.

(More task as needed)

**Questions**:

What do you like about it?

Were you able to find the textbook you needed using its name, author, or ISBN? If not, which method did you find most effective?

How did the website handle searches for multiple books using department/course/instructor? Was it clear and straightforward?

Was the process to change the department/course/instructor smooth and easily understandable?

Were there any non-textbook items that appeared in your search results? If so, was this helpful or confusing?

Were there any sections or elements of the website that you felt were unnecessary or cluttered?

If you had to use the website again, would you feel confident in navigating and finding what you need?

REMEMBER TO ASK WHY AS NEEDED

**Reference Question**

How would you compare this website's usability to other online bookstores or e-commerce sites you've used in the past?

Were there any error messages or glitches you encountered during your tasks?

How easy was it to differentiate between different editions or versions of textbooks, if applicable?

Would you feel comfortable making a purchase based on your experience navigating and using the site?

How easy or difficult was it to proceed to checkout after adding textbooks to your cart?

Did the website provide relevant information or recommendations related to the textbooks you searched for?

How would you rate the speed and responsiveness of the website while completing these tasks?

How intuitive was the search function when you tried to look up the textbook by department/course/instructor?

Did the system allow for efficient addition of textbooks to the cart? Were there any issues during this process?