## Interview Report with Eric, a Senior Computer Science Major at the University of Manitoba

Participant's Background:

Eric is a 23-year-old senior at the University of Manitoba majoring in computer science.

Summary of Tasks:

In our interview, Eric was asked to complete a series of tasks to evaluate the University of Manitoba bookstore website. The tasks were designed to test various website functionalities, including searching for textbooks by different methods, adding items to the cart, and searching for multiple books at once.

#### Summary of Findings:

**Strengths**:

- Clear Search Bar: Eric found that the search bar was clear, but only useful for searching for books.

- Locating Textbooks: Despite some initial challenges, he was able to find textbooks using the search methods of name, author, or ISBN.

- Ease of Use: Overall, Eric found the website relatively easy to use, though not particularly outstanding.

**Areas for Improvement:**

- Search Results Button: The button to execute searches was hard to locate.

- Complex Multiple Searches: Although Eric was able to search for multiple books, the process wasn't straightforward. The search button was far from the selection options, making it hard to notice.

- Editing Options: Eric found that once a department, course, or instructor was selected, it couldn't be changed; he could only remove the selection.

**Key Takeaways:**

1. Website Functionality: Eric found the website's functionality to be average. Although he could complete basic tasks, he found some of them unnecessarily complicated.

2. Search Options: While the search bar itself was clear for book searches, the button to execute the search was difficult to find. This led to challenges in locating specific textbooks and conducting multiple-book searches.

3. Modifying Preferences: The website was not user-friendly in terms of making changes to selected options. Eric could only remove a selection but couldn't change it.

4. Non-Textbook Items: Eric did not encounter any non-textbook items in his search, maintaining focus on textbooks but offering no additional value.

1. Overall Usability: Eric felt that if he had to use the website again, he would be relatively confident, although his overall experience was average.

#### Interview Questions and Responses:

1. What do you appreciate about the website's features and functionality?

- Eric: I appreciate that the search bar is clearly intended for book searches. It makes it easier to focus on finding textbooks. However, the rest of the website's functionality is average, and some features could be more user-friendly.

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

- Eric: Yes, I was able to find the textbooks I needed using the name, author, or ISBN. However, the search results button was difficult to locate. I needed the interviewer's assistance to find the textbooks.

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

- Eric: I could search for multiple books, but the process was neither clear nor straightforward. The search button was far from the selection options and hard to notice. I only discovered this feature accidentally while struggling to find the search button.

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

- Eric: Not at all. It didn't work the way I expected. I could only remove selections and couldn't change any selected options once they were edited.

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

- Eric: I didn't encounter any non-textbook items in my search results. It kept the focus on textbooks.

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

- Eric: I didn't find any unnecessary or cluttered elements on the website.

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

- Eric: The website is relatively easy to use, but the overall experience was average. I'd be confident in navigating it again, although there are aspects that could be improved.

This format offers a detailed understanding of Eric's experience and opinions, and it could be valuable for any future evaluation or redesign of the University of Manitoba bookstore website.

#### Future Use:

Eric's experience with the University of Manitoba bookstore website suggests there is room for improvement, particularly in user interface design and functionality. While the website is generally functional for basic tasks, enhancing the search functionality and allowing users to edit their selections would significantly improve the user experience.