**Interview Summary**

**confused because of 2 search bars**

**Tasks**:

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

+ try searching by author: not successful

+ try searching by name: not successful due to misspell.

+ Take a while if the search return is big

Try searching the textbook by department/course/instructor.

+ The search bar doesn’t clear on showing everything. She test after the other guy and her search section still contained what the other guy have searched (without clearly showed it)

+ She says too ez when doing it.

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

+ Still pretty streamlined.

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

+ Still has to delete the first one, which is pretty time consuming.

+ Take too many step.

Try to find a book that is not text book.

+ Not many people noticed that there is a bar that search for book and a bar that search for other item.

+ Asked her to find a calculator it only happens to show up because it was under the reference.

+ she can’t find a pencil. tried in other Merchandise section but still can’t find it -> still find

+ Found a pencil using the search bar but not sure if it is a pencil since there is no image.

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

+ Did it pretty effortlessly. Still take sometime to read the option.

(More task as needed)

**Questions**:

What do you like/dislike about it?

+ finding using department. It is ez and assuring. Because she can confirm the right course name and professor name. from department to course to prof.

+4/10 in term of appearance. -> no image for text book

+ Easy to navigate -> simple but this make it boring.

+ OK for functionality but not visually attractive

=> Not beautiful interface but ez to use

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

+ ISBN is very efficient

+ Author is a luck game since a book can have many author but only one author is written

+ book name -> searching by key word is difficult

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

+ Ok ez. Because the interaction is ez, not too many test. The result is well separated for different courses.

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

+ Have to delete but she didn’t mind that

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

+ Confusing for first time if too many references material is shown.

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

+ She find every thing is already compact but the left panel is cluttered

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?

+ Indigo is more fun to use since it is colorful and always have image to make sure that you get the correct one.

+ Indigo also have preview section. There is a summary of book content.

-Text book summarize? maybe an introduction of the chapters (but not that important)

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

+ Pencil searched but showed nothing match your criteria.

+ Doesn’t think that the request to delete is an error

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

+ There is ISBN and the version written below it.

What is one thing you want to change?

+ The left panel should have better font size and clearer (accessibility problem)

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

+ OK, ez. Also cheaper than other sites.

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

+ Must pay using credit. Information must match with registered name when making account, which is a nuisance.

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

+ Fast, no lag