**Interview Summary**

Sapote is a 20-year-old student at UoM, studying Microbiology. He identifies as a male. Sapote has been using the website to check the price of textbooks. He has more experience than the other users.

Sapote was able to locate the correct search bar and was able to find the book using name, although it takes some time for him to look up for the book’s name. Searching using author name was not easy though since there are many authors with the same name. The search using department/course/instructor was more intuitive for him as he was able to navigate and do the query very quickly. The search for multiple books at the same time using this feature was also non-frictional.

As Sapote was more experienced, we asked him to find a pencil. Sapote spent a lot of time checking each category without finding anything. He was only able to find it after using the big search bar located at the top right corner of the screen. He could not be sure if that is really a pencil since there was no image.

Sapote likes the fact that the website was fast for searching textbooks and check the price. He prefers using the department/course/instructor as that process was more straightforward than looking using name/author/ISBN. He doesn’t like that there were too many references material included in the search using department/course/instructor. He also feels that the website was so cluttered, especially the labels on the left side.

**Tasks**:

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

+ User used the right bar from the get-go.

+ It is sometime difficult to remember name and author.

+ Find it using name on first try.

+ Searching by author is way more difficult. Too many authors with the same name

+ ISBN: more exact -> the fastest way

=> Can’t search in combination

Try searching the textbook by department/course/instructor.

+ Some of the courses don’t have book.

+ It should be note that higher level course doesn’t have required books

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

+ Did it pretty efficient

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

+ Confused while trying to change course – instructor because it has to be deleted

+ Take too many step to go back and forth to update search query

Try to find a book that is not text book.

+ Tried to find a pencil. Has to go through many category. Finally find sth using the search bar

+ Difficult to buy since some of it doesn’t have image

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

+Take some time to read the long policy line.

(More task as needed)

**Questions**:

What do you like about it?

+ Fast for looking book and check price. not for other things.

+ Appearance ugly, confusing

- why confusing? Labels on the left are not separated.

**+ There are some books that was written as required but it was not actually used in class.**

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

* by author, too many same authors name.

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

* faster than search bar
* Clear and straight forward

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?

* Yes. It was not necessary. Most of the other items were reference material and they are TBD.

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

* Reference material is not necessary. Just need requirement or not require textbook.
* interface is compacted.

REMEMBER TO ASK WHY AS NEEDED

**Reference Question**

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

* No error messages.

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

* No, you can’t view it because there are no images. Hard to know if it is in a different version.

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

* Yes. Because it is a school website, and it is a safe source (not so sure about his replied) himself. He thinks the process from finding to buying is streamlined.

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

* Hard to check out since you need an account. should have a guest account.

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

* Yes. Clear department and clear prof as each prof have different selection.

If you could change one thing, what would you change?

* When searching for an author, it should give some hint. Because there may be some misspelling or many author of the same book