**Participants name:** Spongebob

**Summary of Tasks:**

We concentrated on assessing the functioning and usability of the University of Manitoba bookstore website during the SpongeBob interview. We gave them the following tasks to do in order to evaluate the website thoroughly:

Evaluation of Website Features and functioning: We started by asking SpongeBob for their opinions on the features and functioning of the website that they value. This work attempted to determine the platform's advantages from the viewpoint of the user and comprehend which elements of the website were functioning well.

Locating Textbooks: We tested their ability to find books using various search criteria, such as title, author, or ISBN. This investigation helped us assess the website's search functionality, which is crucial for users looking for specific course information.

The question of whether SpongeBob had used department, course, or instructor filters to look up many books at once was posed to him. This challenge evaluated the website's capacity to group relevant textbooks to simplify searches and save users time.

Modifying Preferences: We wanted to gauge how easily SpongeBob could change their department, course, or instructor preferences. This task assessed the website's flexibility and user-friendliness in accommodating adjustments to course selections.

**Summary of Participant:**

Spongebob identifies as a female and is 18-25 years old. She works as an support workers where she helps individuals with disabilites. Spongebob is focused and committed to being a nurse and is currently doing her prerequisites before applying to nursing school.

In evaluating the University of Manitoba bookstore website's interface, several strengths emerged. These included efficient navigation, clear search functionality, and user-friendly filters for departments and courses. Modifying preferences was easy, and search results usually delivered relevant textbooks. However, there is room for improvement in clarifying the primary search bar's functionality and enhancing the website's top section for first-time users. Addressing occasional loading speed issues and error messages would also enhance overall performance.

there were several aspects that Spongebob appreciated. These included efficient navigation, clear search functionality, user-friendly filters, easy modification of preferences, and the website's ability to consistently deliver relevant textbook search results. On the downside, there were some areas for improvement, notably the need for clearer labeling and placement of the primary search bar, as well as the potential to enhance the top section of the website for a more welcoming and intuitive user experience. occasional loading speed issues and error messages would also contribute to an overall improvement in the website's performance.

**Interview Questions:**

Q1. What do you appreciate about the website's features and functionality?\*\*

* I have a few notable points of appreciation regarding the website's features and functionality. Firstly, the ability to navigate through various book categories significantly simplifies the process of finding textbooks for my courses. Additionally, the option to input multiple courses in a single search, yielding all the associated textbooks, enhances efficiency. Notably, the user-friendly interface enhances accessibility and contributes to an overall positive user experience.

Q2. Were you able to find the textbook you needed using its title, author, or ISBN? If not, which search method proved to be the most effective for you?

1. In most instances, I successfully located the required textbooks by conducting searches based on their titles, authors, or ISBNs. However, there were occasional challenges, particularly when dealing with textbooks authored by multiple individuals. For example, when attempting to locate my Anatomy lab manual by the professor's name, the search yielded no results. In such cases, I found that the most efficient approach was to search within specific departments, as it consistently delivered more accurate outcomes compared to searching by names or ISBNs.

Q3. How did the website handle searches for multiple books using department/course/instructor filters? Was it straightforward and clear in this regard?\*\*

1. The website adeptly managed searches for multiple books across different departments, courses, and instructors. This feature saved a considerable amount of time, obviating the need for separate searches for each course. It was both straightforward and transparent in its execution, simplifying the process of inputting courses from different departments and retrieving the requisite textbooks.

Q4. Was the process for changing departments, courses, or instructors smooth and easily comprehensible for you?\*\*

1. The process of modifying department, course, or instructor preferences was notably smooth and comprehensible. The website's design and interface ensured an intuitive and hassle-free experience when making adjustments to my course selections.

Q5. Were there any non-textbook items that appeared in your search results, and if so, did this enhance or confuse your search experience?\*\*

1. Throughout my searches, I did not encounter any non-textbook items in the search results. The website consistently provided textbook-related results, which contributed to a streamlined and unambiguous search experience, preventing any potential confusion.

Q6. Were there any sections or elements of the website that you felt were unnecessary or cluttered, and how do you think they could be improved?\*\*

1. While the website generally met my needs, there were a few areas that could benefit from improvement. Initially, I found the primary search bar somewhat perplexing, as it did not readily guide me toward textbook searches. Additionally, the top section of the website could be enhanced to provide a more welcoming introduction and intuitive entry point for first-time users.

Q7. If you had to use the website again, would you feel confident in your ability to navigate and locate the items you need?\*\*

1. Should the need arise for me to utilize the website again, I am confident that I would possess increased proficiency in navigating the platform and efficiently locating the necessary items. My initial experience involved a learning curve as I familiarized myself with the platform, but subsequent visits would undoubtedly be characterized by greater ease and user-friendliness.

\*\***Follow up Questions**\*\*

1. How would you compare the usability of this website to other online bookstores or e-commerce platforms you've used previously?\*\*

In comparison to my past experiences with other online bookstores or e-commerce platforms, I would describe the University of Manitoba bookstore website as relatively basic. It lacks some of the visual appeal and user-friendly features commonly found on other e-commerce websites. Initially, navigation was somewhat awkawrd, but it became more manageable with familiarity.

2. How would you rate the website's speed and responsiveness during your interactions with it?

While the website's speed and responsiveness were generally satisfactory for most of my searches, I did encounter occasional instances where the website did not load promptly, causing delays in locating specific textbooks. On rare occasions, it would display an error message indicating that the textbook was not found, though subsequent attempts usually resolved the issue. Overall, the website functioned well, but there was some performance issues.