



IT3060 - Human Computer Interaction

Assignment 1

Project title: User Research Techniques

Craigslist.org

Group number: 2023-WE-S1-13

Group name: DreamWeave

Member Details

Reg. No	Name	Work Distribution
IT21181474	Hettiarachchi H.K.Y. K	Identify the usability issues. User Groups Identify Make Gantt Chart Identify and add ratings of the usability problems. Contribute to make the report
IT21360046	Jayasekara B.B.R. Y	Identify the usability issues. User groups identified. Edit report. Identify usability issues referring the videos.
IT21358616	Munasingha M.H.C	Identify the usability issues. User groups identified. Create a persona. Contribute to the interview.
IT21356636	Perera P.K. L	Identify the usability issues. Create a persona. User group Identify. Edit a video.
IT21345746	Siriwardana A.P.G.D. P	Identify the usability issues. Contribute to make the report. Contribute to the interview. Identified usability issues using contextual inquiry.

1. Table of Contents

2.	Project Description	2
3.	Alternatives Considered	2
4.	User groups identified.	2
5.	Personas	3
6.	Usability Issues.....	4
7.	Scripts for contextual inquiry	5
➤	Craigslist.org: User Category – Novice Seller	5
➤	Craigslist.org: User Category – Job Hunter	5
➤	Craigslist.org: User Category – Apartment seeker	5
8.	Sharable links of uploaded videos	6
	Mr. Sandalu Samarakoon (Job Hunter).....	6
	Mr. Bhanuka Subash (Apartment Seeker)	6
	Mr. Anishka Udith (Novice Seller)	6
9.	Usability issues identified using contextual inquiry.	6
10.	Ratings	7
11.	Time Schedule (Gantt Chart)	8
12.	References	8
13.	Appendix.....	9

2. Project Description

Our team chose the website called “Craigslist” the one of most well-known websites for online marketplace. The primary purpose of this website is to connect users within specific geographical areas, enabling them to post listings for items, services, housing, jobs and more. Users can explore listings, communicate with sellers through mail, and negotiate transactions directly. Its simplistic, Text-heavy interface and lack of modern designs (e.g. images etc.) can be occur as usability challenges for users.

3. Alternatives Considered

We considered several alternative considerations. Our team members chose,

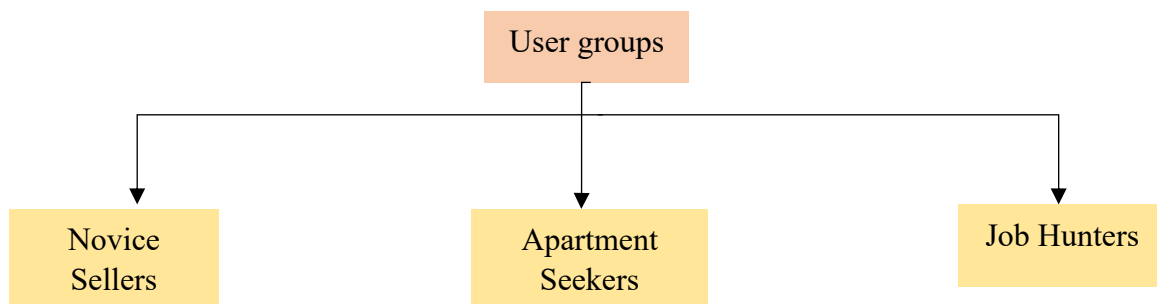
<https://blinke.com/>

<http://www.chestertourist.com/>

<https://kerala.craigslist.org/> websites.

After considering the given instructions in our HCI module we came up with the Craigslist website Because it has too many usability issues to cover up. Overall, it’s really failed to cover up the UI/UX.

4. User groups identified.




Novice Sellers: Individuals who are new to the website trying to sell items.

Apartment Seekers: Users who are looking for rental housing.

Job Hunters: People searching for Job opportunities.

5. Personas



ANISHKA UDITH

AGE: 25

GENDER: Male

LOCATION: No. 118, Narmmala, Kurunegala

EDUCATION: Undergraduate Student

BIO

I'm Anishka Udith, a passionate student at SLIIT University, studying Software Engineering. I'm dedicated to learning and growing in a world of technology and I enjoy

GOALS

- Aim for the High grade attempt classes regularly and seek academic honors like Dean's List recognition.
- Engage in clubs, organizations, or activities that develop your skills and leadership abilities.

SKILLS

Communication

Leadership experience

Computer proficiency

PERSONALITY

Leadership

Problem-Solving

Public Speaking


Collaborative

PAIN POINT

- Lead Source
- Self-motivated
- New technology
- Lack in experience.
- Navigating the transition from a student to a professional

BEHAVIOURAL DEMO INFO

- Actively participates in class discussions and group project
- Attends workshops, seminars and industry events to expand knowledge



BHANUKA SUBASH

AGE: 23

GENDER: Male

LOCATION: No. 525/14, Tiththawella, Kurunegala

EDUCATION: Undergraduate Student

BIO

I'm Bhanuka Subash, an enthusiastic government university student, is on a relentless quest for knowledge. With a penchant for academic rigor, community involvement, and innovation, he strives to bridge learning and societal impact, embodying the spirit of a dedicated scholar and a responsible citizen.

GOALS

- Participate in social programs and volunteer work to give back to the community.
- For a successful career, secure internships and networking opportunities.
- Participate in seminars and workshops in a variety of subjects to further your education.

SKILLS

Research and Analysis

Innovation

Problem Solving

PERSONALITY

Resilience

Open-Mindedness

Responsibility

Empathy

PAIN POINT

- Time Management Struggle
- Limited Resources
- Fear of Missing Out
- Pressure to Excel
- Balancing Social Engagement

BEHAVIOURAL DEMO INFO

- Reflects on his accomplishment and areas for improvement, setting goals for the next day.
- Spends the evening working on his personal coding project, experimenting with new coding languages and frameworks.

7. Scripts for contextual inquiry

➤ Craigslist.org: User Category – **Novice Seller**

Background description of the user	Questions to be asked from the user	Tasks to be given to the user
Aniska Udith is a passionate student at SLIIT University. He is a person who is always willing to learn new technologies and get high grade classes. He is into a lot of different activities to show and improve his skills and qualifications.	<p>What is the main problem when using the website?</p> <p>What kind of improvements Do you wish to have here?</p> <p>What do you think about the design on the website?</p> <p>Do you recommend filling the empty spaces in our website?</p>	<p>“Go to the make a post section.”</p> <p>“Move to the housing section and tell me about the design of the page.”</p> <p>“Go to the community page.”</p>

➤ Craigslist.org: User Category – **Job Hunter**

Background description of the user	Questions to be asked from the user	Tasks to be given to the user
Sandalu Samarakoon is a hotel manager. He is a person who is committed to guest satisfaction. He is passionate to improve the productivity of his job role.	<p>What are the think about facilities on this website?</p> <p>Have you use this in your mobile phone” tell me it is mobile responsiveness ?</p>	<p>“Go to the Jobs category and find the errors on this page.”</p> <p>“Go to services page and tell me about error did you faced.”</p>

➤ Craigslist.org: User Category – **Apartment seeker**

Background description of the user	Questions to be asked from the user	Tasks to be given to the user
------------------------------------	-------------------------------------	-------------------------------

Bhanuka Subash is an enthusiastic government university student. He is a person who is always seeking opportunity to succeed in his career and secure his internship by enroll in a lot of different activities.	<p>What are the problems did you face during surfing in our website?</p> <p>What are your suggestions to improve that kind of issues of our site?</p>	<p>"Go to the for sale page and showing that an add has been deleted, it is big mistake that anyone can delete the ad in this way ."</p> <p>"Go to the feedback page and show me how to design feedback form "</p>
--	---	--

8. Sharable links of uploaded videos

Mr. Sandalu Samarakoon (Job Hunter)

- https://drive.google.com/drive/folders/1Z4AGJ6OEbayOLBSCOpJWVUCs_hdBSnSo

Mr. Bhanuka Subash (Apartment Seeker)

- https://drive.google.com/drive/folders/19KMoVBPXN52k2uE6XDKcw4N1UpIf3o_7












Mr. Anishka Udith (Novice Seller)

- https://drive.google.com/drive/folders/17-_WEW80wpyMoRlipehGGbgYIzsJDZcJ

9. Usability issues identified using contextual inquiry.

- Fonts are too small.
- page contents are complex.
- not user friendly.
- Not attractive.
- Hard to find information quickly because of no highlights.
- No graphics
- Unclear information
- This site is very racking.
- Users can also delete information.
- Confusing filtering system.
- Confusing content because links are everywhere.

10. Ratings

Issue	High	Medium	Low
Fonts are too small.			
page contents are complex.			
not user friendly.			
Not attractive.			
Hard to find information quickly because of no highlights.			
No graphics			
Unclear information			
This site is very racking.			
Users can also delete information.			
Confusing filtering system.			
Confusing content because links are everywhere.			

11. Time Schedule (Gantt Chart)

Task	Week 1	Week 2	Week 3	Week 4	Week 5
Group registration					
Website Selection					
Workload Distribution					
Identify Usability Issues					
Stakeholder Identification					
Creating Personas					
Creating Contextual Inquiry					
Recording Videos					
Make the Document					
Submit Assignment 1					

12. References

1. Expert tips for writing a project description

By: Kate Eby on May 25,2021

Received date: August 03,2021

Link: <https://www.smartsheet.com/content/project-description>

2. 6 Steps to identify Usability Problems

By: Jeff Sauro, PhD on September 17,2013

Received date: August 05,2021

Link: <https://measuringu.com/six-steps-usability-problems/>

13. Appendix

Hettiarachchi H.K.Y.K. - IT21181474

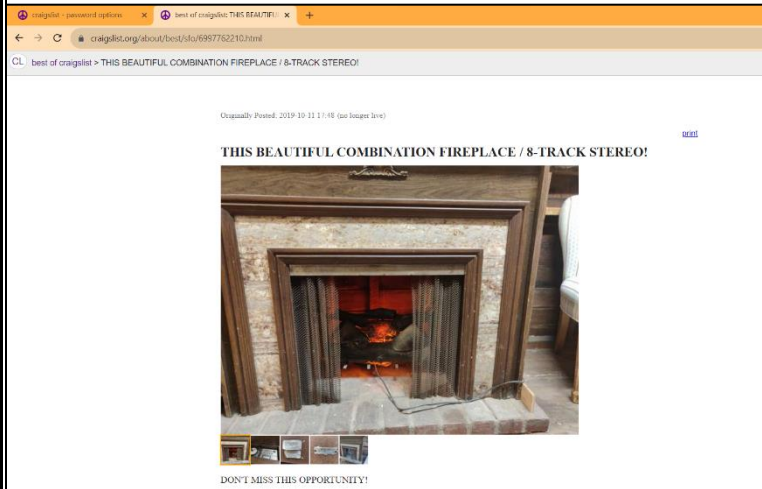


Figure 0-1:• about-> best of craigslist-> THIS BEAUTIFUL COMBINATION FIREPLACE / 8-TRACK

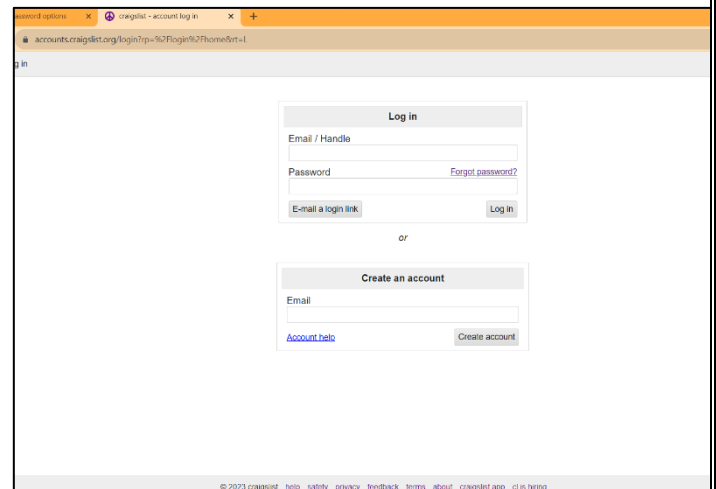


Figure 0-2:• account log in

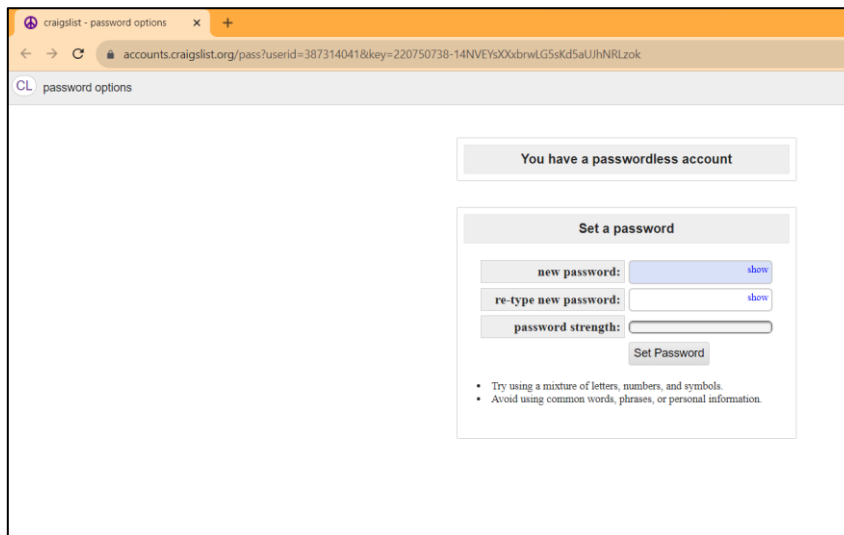
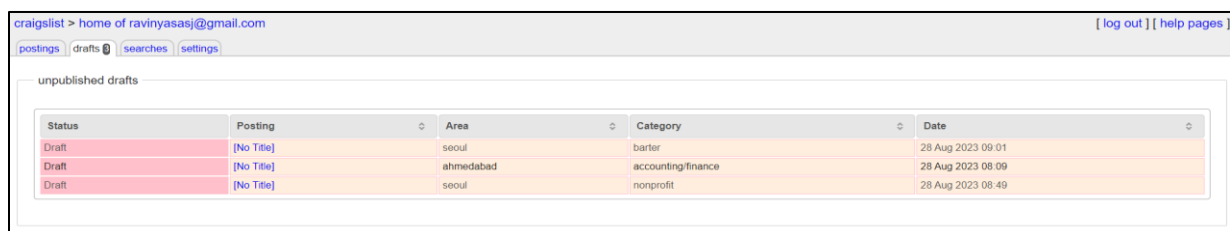
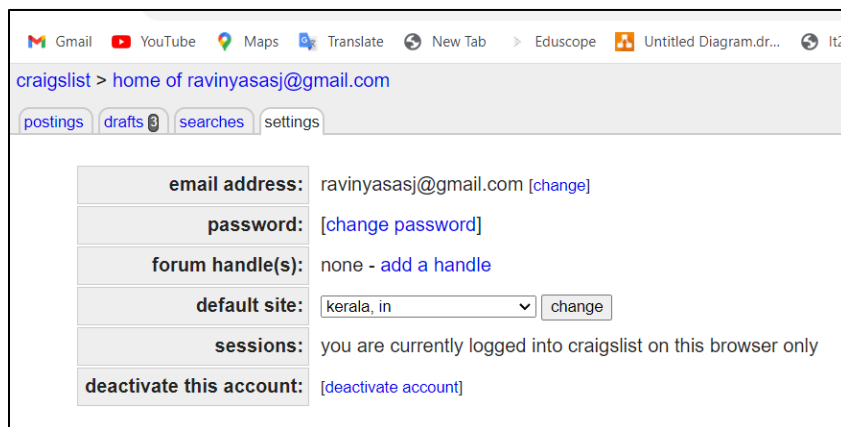
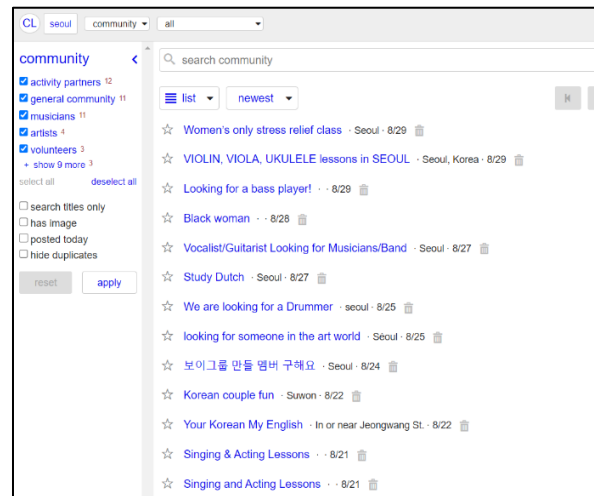
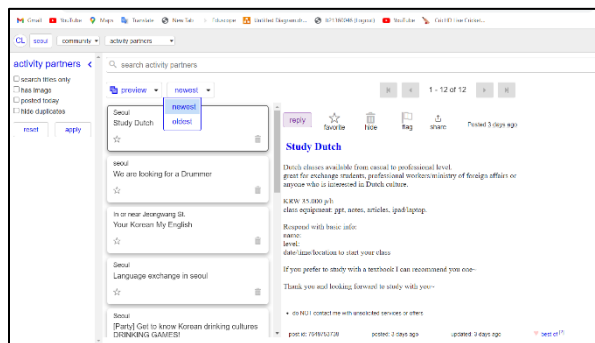


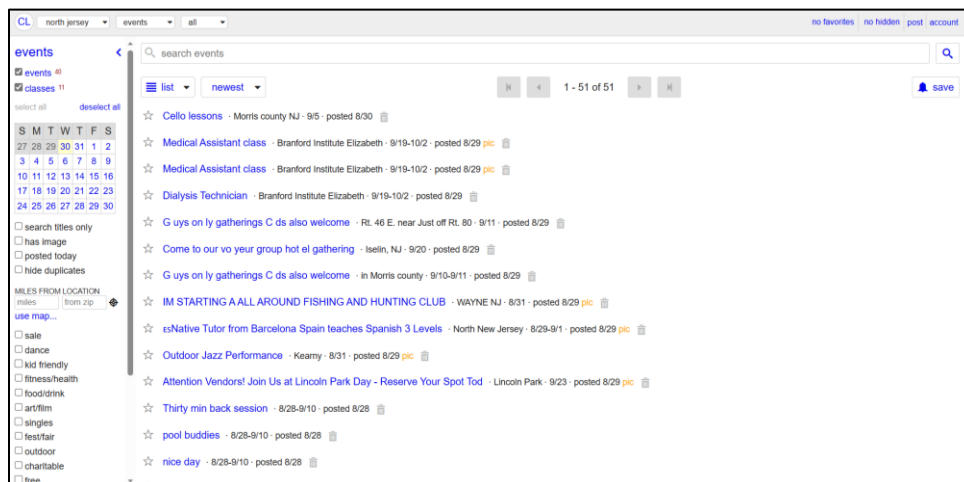
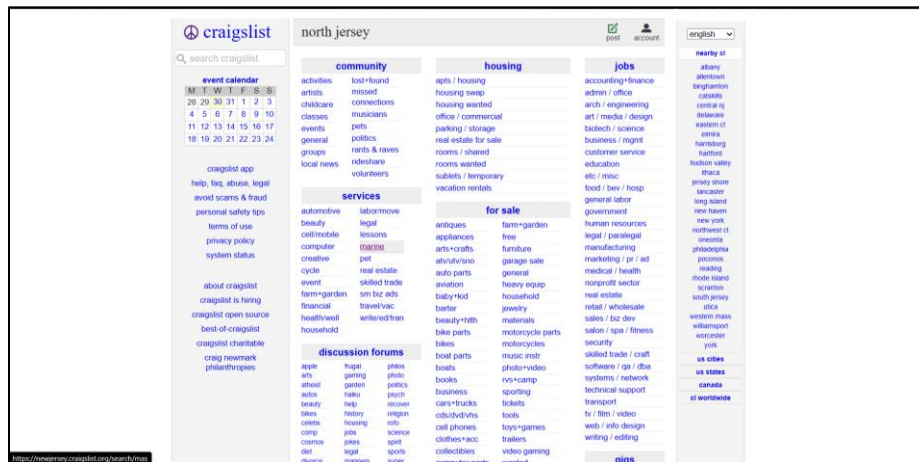
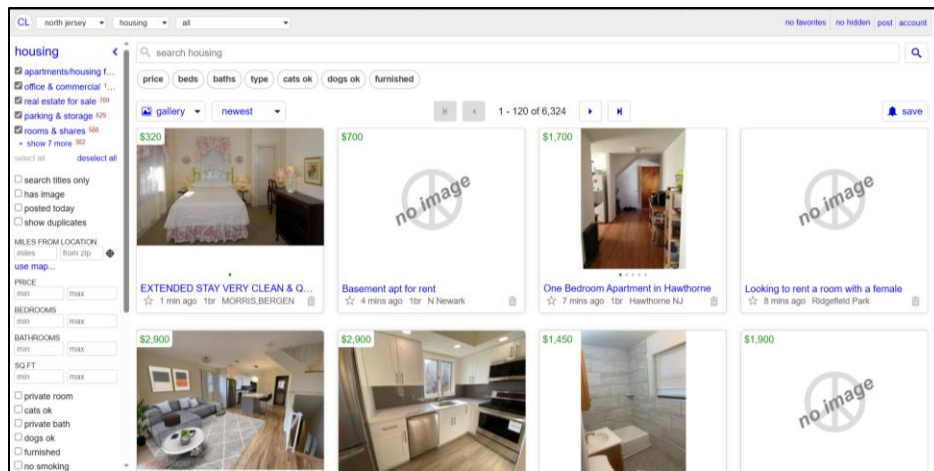
Figure 0-3:• password options

- about-> best of craigslist->
THIS BEAUTIFUL
COMBINATION
FIREPLACE / 8-TRACK
STEREO!
- account log in
- password options

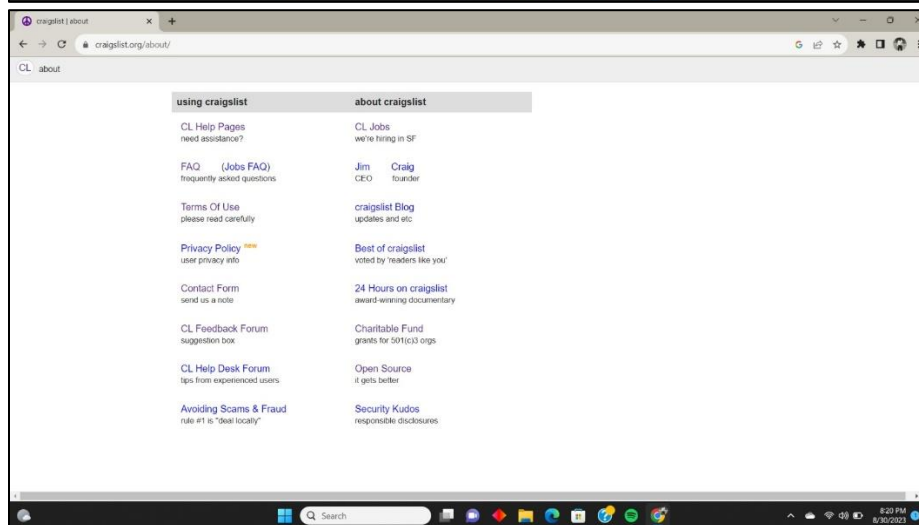
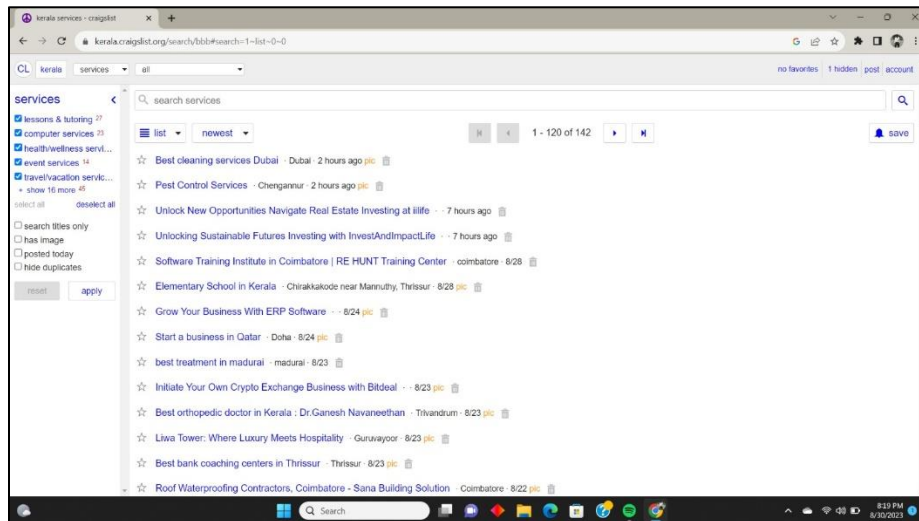
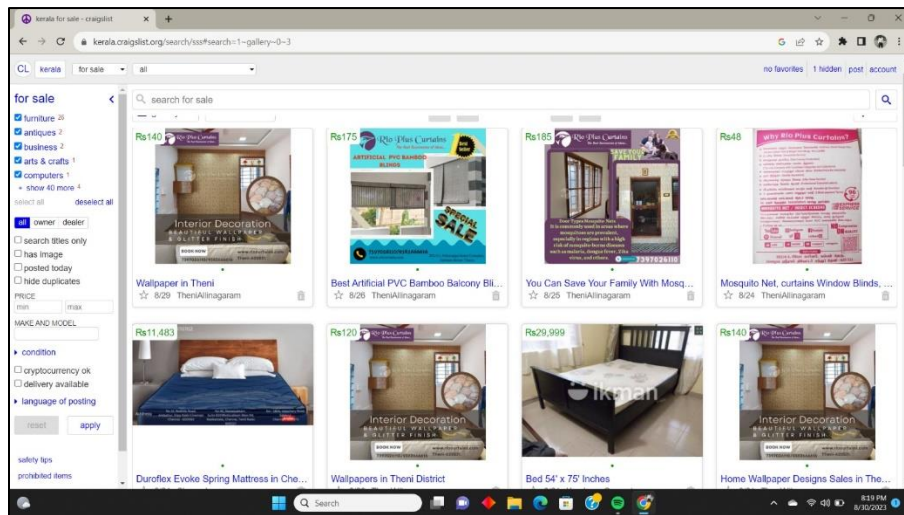
Jayasekara. B.B.R. Y - IT21360046



Siriwardana A.P.G.D.P - IT21345746



Munasingha M.H.C - IT21358616



Perera P.K. L - IT21356636

please limit each posting to a single area and category, once per 48 hours

what type of posting is this: (see [prohibited](#) list before posting)

- ☐ job offered
- ☐ gig offered (this being in a short-term, semi or real job)
- ☐ resume / job wanted
- ☐ housing offered
- ☐ housing wanted
- ☐ for sale by owner
- ☐ for sale by dealer
- ☐ wanted by owner
- ☐ wanted by dealer
- ☐ service offered
- ☐ community
- ☐ event / class

[continue](#)

please choose a category: (see [prohibited](#) list before posting)

- ☐ rooms & shares
- ☐ apartments / housing for rent
- ☐ housing swap
- ☐ office & commercial
- ☐ parking & storage
- ☐ real estate - by broker
- ☐ real estate - by owner
- ☐ public & temporary
- ☐ vacation homes

[continue](#)

posting title city or neighborhood postal code

Only one job description per posting please.
Please use our [FAQ](#) for job posters

description

posting details

employment type

- ☐ direct contact by recruiters is ok
- ☐ internship
- ☐ non-profit organization
- ☐ relocation assistance available
- ☐ telecommuting ok

job title

compensation
(describe compensation here please be as detailed as possible)

The posting has 1 image of a maximum 2M
Upload Post Image Here - It will be featured

[Add images](#)

You can also drop image files here to upload them

[done with images](#)

posting title city or neighborhood postal code

Only one job description per posting please.
Please use our [FAQ](#) for job posters

description

posting details

employment type

- ☐ direct contact by recruiters is ok
- ☐ internship
- ☐ non-profit organization
- ☐ relocation assistance available
- ☐ telecommuting ok

job title

compensation
(describe compensation here please be as detailed as possible)

[publish](#)

posting title city or neighborhood postal code

Only one job description per posting please.
Please use our [FAQ](#) for job posters

description

posting details

employment type

- ☐ direct contact by recruiters is ok
- ☐ internship
- ☐ non-profit organization
- ☐ relocation assistance available
- ☐ telecommuting ok

job title

compensation
(describe compensation here please be as detailed as possible)

[publish](#)