Accessibility

U2 - 1

I don't know the position of the forum entry, I just go through the entire IVLE and find it.

U2 - 3

It takes me a few steps to find out the updated used textbook forum in new IVLE.

U2 - 2

I don't know there is a new version used textbook forum.

U4 - 2

hard to find the used textbook forum, too small and not very obvious

U2 - 18

I don't know there is a IVLE app and there is a used textbook forum inside the app.

U4 - 3

the color of odd entries and new entries are different, very confusing

U1 - 1

don't know where is the new IVLE textbook forum

User Interface

U2 - 4

The new forum looks nice.

U3 - 4

search icon is ugly

U4 - 14

The interface should be as neat as possible, minimized number of buttons

U2 - 5

Only when moving the mouse on the title, the user can know the title is a link. It is an old style. I cannot say whether like it or not.

U3 - 13

don't know the functionality of most buttons

U2 - 17

I want the UI to be simple and easy to use.

U2 - 24

I think students from other faculties can use the forum well, as well. Because they must know how to use the IVLE, and the design of the forum is consistent with the IVLE. It is hard for a person to use a new system if there is no guideline.

U2 - 28

The whole UI logic is wrong. It is very confusing.

U2 - 30

The Ui is not attractive and not colorful.

Responsiveness

U4 - 1

very slow

U3 - 14

IVLE forum somethings experience server errors

U4 - 4

It's very time consuming to wait for the sellers' replies since they may not check IVLE very frequently

U4 - 16

just simple text but takes very long to reply

U4 - 20

User confused the submit results shown, need to search again to check the post, but not remember the previous title any more. The whole process took about 10 minutes

U4 - 22

Most of time are wasted in waiting for the page to load

U1 - 2

very slow

User Actions

U3 - 05

always try to click the most recent one when finding a textbook

U2 - 9

If I leave a message, I will check the reply per 10 mins.

U2 - 10

If I want to buy a book, I will check several sellers.

U3 - 10

not often reply the post. The sellers may not check the forum very often

U2 - 19

I would like to update my selling status. I don't think it is troublesome.

U2 - 20

If what I want to buy comes from a module, I will type in the module code to search it. If it is a personal book, I will type the full title.

U3-20

Create a new topic: module code and text book content: details, conditions, price, contact, place/time to meet.

Alternatives

U2 - 11

The other platform for selling second-hand textbook I know is carousel. I check the book I want on the app, as well.

U2 - 12

I don't know there is a NUS market place on carousell.

U3 - 11

IVLE Textbook forum is only dealing with textbooks, but Carousell is not. There fore he use IVLE instead of Carousell

U2 - 14

Between the forum and carousel, I will choose the forum. It is because it is within NUS. If the seller is from NTU, then it will become troublesome.

U3 - 33

Carousell: review the conversation, make a offer, but not sure this is necessary. It's not very necessary to have such chatting functionality.

Multiple platforms support

U2 - 15

Whether I will use a new platform depends on whether it is popular and easy to use.

U3 - 30

Mobile apps are better than a website

U4 - 19

A hand phone app will send you notification. Currently the notification is not strong enough

U2 - 16

If the forum has an app version. Maybe I will choose the app one but not the website one.

Privacy

U2 - 25

I think the full name which is put in the forum is fine.

Sorting

U2 - 27

I have no idea how can I find the most recent post after the sorting. I think the whole sorting algorithm is wrong.

U2 - 26

I never used the sorting in the forum. The sorting function is useless.

U3 - 18

better have the function of sorting by price

U3 - 15

statistics of IVLE forum cannot analyze the post

U3 - 16

sorting of author names is not very important

U1 - 12

need sort by price/post time functions

User Expections

U2 - 31

I will rate 5-6 to the forum if the rate range is from 1 to 10. Because it is still usable and we do not use it a lot. So I think it's still ok.

U2 - 32

I think for buyer, the most important function is search. For sellers, it should be convenience.

U3 - 23

want to highlight the some part of the text

U3 - 28

Account: to see all post I've made

U3 - 27

Like: he may not go back to this page and look at the page again. But in case of comparing it may be useful

U3 - 34

filter to separate the buyers and sellers

U4 - 17

after submit the post, users expect to go back to the same post to check whether everything is correct, but currently just go back directly to the root home page

U4 - 21

Having a user center would be better

U2 - 13

There is a problem. When I want to buy something not used in our courses. I don't have the module code so that I cannot find the book in the forum.

U2 - 8

I want to receive the reply within 5 mins.

U1 - 11

can have a credit system

U1 - 16

delete the posts once a semester

Redundant & Confusing functions

U2 - 29

There is a guideline in the forum. But it seems the content is for other things, not for the forum.

U4 - 30

Provide the choice to select the faculty, but only a specific one is legal

U1 - 14

the rate function is a bit confusing since one star means interesting post, 4 star means very useful

U4 - 8

the audio msg is quite confusing

U1 - 6

the search function at the home page is just for faculty title

U1 - 9

sometimes it redirects users to some not relevant pages

Search

U3 - 29

The search functionality of home make makes no sense (it only searches for faculties)

U4 - 28

global search is needed

U1 - 13

when search for a book, need a way to search for version so that a user can make sure the book is what he wants

U1 - 15

don't know the relationship between search by keywords and search by heading is and / or

Communication

U4 - 18

prefer message instead of reply

U3 - 6

will call or sms to contact

U2 - 7

When using the forum, people will first find a contact. Because I think people would rather to send a SMS than leave a message. It is because leaving a message will cost a long time for the seller to know about it. During the time, the textbook may be sold already.

U3 - 8

need to chat with the seller face to face to confirm (meet somewhere and then check the book and negotiate the price)

Attachment

U4 - 23

Pictures are not shown directly, but as an attachment

U2 - 21

I would like to attach the photo of the book I want to sell.

U3 - 7

no picture to tell the condition

U4 - 12

Don't know whether the book is the one I want, I still need to contact that person since there is no photo in the post

U3 - 9

better if support posting pictures

U3 - 31

Important to easily upload the images, display should be intuitive

Information format

U1 - 7

some students don't follow the rules, for example don't sell e-book

U3 - 17

a standard of condition is useful: (e.g. how long have you use the book, etc.)

U4 - 7

need another column to state the price

U4 - 24

The user can't make sure if the textbook is still available

U4 - 13

I don't care about the format

U3 - 3

need to check condition and price

U3 - 22

better have different fields for different content

U3 - 26

templates for textbooks + customizable content (previous + remarks)

U4 - 11

Need to check whether there is a certain edition

U2 - 6

I cannot find the contact of the seller. It seems that he/she forget to leave one.

U3 - 19

no button to get back to the home page

U3 - 21

The interface keeps him away from uploading a picture.

U3 - 24

most of the button is not user-friendly (icon doesn't indicate the functionality)

U3 - 32

Price, title should be clear, only list on-sale items.

U4 - 6
only 10 items are listed in each page and the button to go to next page is very hard to find

U4 - 10
don't know the functionality of most of the button

U4 - 29
troublesome to type in ; some prompts might be needed

U4 - 26
no create post button on faculty page

U1 - 3
some buttons are very confusing, don't know whether they are clickable or not

U1 - 4
colors are confusing

U1 - 10
some info that provided by users are not that obvious