

## Homework 11 by Nolan Meeks and John Hunt

### Task List

1. Create a user
2. Add a book listing
3. View books user is selling
4. Change the price of a book
5. Change the class of a book
6. Verify its up for sale
7. Delete the book
8. Verify its no longer up for sale

### Seller Hub

After completing step 2 the user's next task was to view the book he created on the My Books page. The user was able to find the page by going back from the Add Book page. However once at this page it is unclear how to populate the list of books being sold by the user. The user expected the book list to populate once he typed in his username, however this doesn't happen until the user presses enter. The lack of options for the user to achieve their desired goal in their own way led to the app not behaving in the way the user expected. Two users encountered issues similar to this.

### Sign In

While the user was trying to set up a user account for our app he became confused by the sign in page. The user was looking a sign-up button but the only button on that page says "login". The user then tried to look for a place to sign up by clicking the home navigation link, eventually the user went back and put in data into the sign-up page and made an account. I believe this issue was from not having enough information on the page describing that the function of the buttons. Two users encountered this issue.

### Adding a book

Another big problem we saw all but one of our users encounter was again relating to just after adding the book. After the users would click to make their new book post, the add book page would be refreshed, and from there users should click on the navigation button back to their "My Books" page to view the book they are now selling, however most users were expecting the app to automatically return back to this page, as opposed to simply refreshing and were thus confused after this.

### Going from My Books to Search for Course

After completeing step five, one of our users encountered an issue of expecting to be able to go from the My Books page straight to being able to search for a course. Since the user couldn't remember if the home page had the "Search for Courses" button, they were going based off what they saw and could not find where to go.

## Addressing Usability Issues

### Sign In

For the Sign in page the main issues we wanted to address is to move the text to the center so that there isn't as much blank space. Next, we increased the size of the text so that it is more readable to the user. Finally, we changed the text of the button to say that it has the dual functionality of being used for signing up and for logging in. These changes will put the important information directly in the enter so that the user's eyes will read it immediately and by changing the button text there will be less confusion about how to setup an account. This should result in a more pleasant and efficient experience for the user.

#### Before

Sign In

First Name:

Email:

Password:

Login

NAV LINKS

- [Home](#)

#### After

Sign In

First Name:

Email:

Password:

Sign Up/Login

### SellerHub

For our SellerHub page, we wanted to make it clear that just because a username is typed out in the specified box, that doesn't necessarily mean that the books being displayed are for that user. To help with this, we added an actual search button next to that field, this way users will know that they will need to actually perform that last step of either clicking search, or simply hitting enter, to get the results they are looking for without any critical incident.

Before

The screenshot shows a purple-themed web interface. At the top, there are two buttons: 'Back Home' (green) and 'New Book' (blue). Below them, the text 'Books I'm Selling:' is displayed. Underneath, there is a label 'Enter Username:' followed by a text input field containing 'jhunt11'. Below the input field, the text 'Hello, jhunt11' is shown. At the bottom, there is a table with five columns: 'Title:', 'Author:', 'Course:', 'Price:', and 'Edit:'. The 'Title:' column contains the text 'No Books.' and a small blue arrow icon. The 'Author:', 'Course:', and 'Price:' columns are empty. The 'Edit:' column contains two buttons: 'Edit Info' (orange) and 'Remove?' (red).

After

The screenshot shows the same purple-themed web interface as before, but with a 'Search' button added next to the 'Enter Username:' input field. The 'Search' button is blue and contains the text 'Search'. The table below now contains one row of data: 'Principles of solid mechanics' in the 'Title:' column, 'Richards, Rowland' in the 'Author:' column, 'cs104' in the 'Course:' column, and '8586' in the 'Price:' column. The 'Edit:' column still contains the 'Edit Info' (orange) and 'Remove' (red) buttons.

## Adding a book

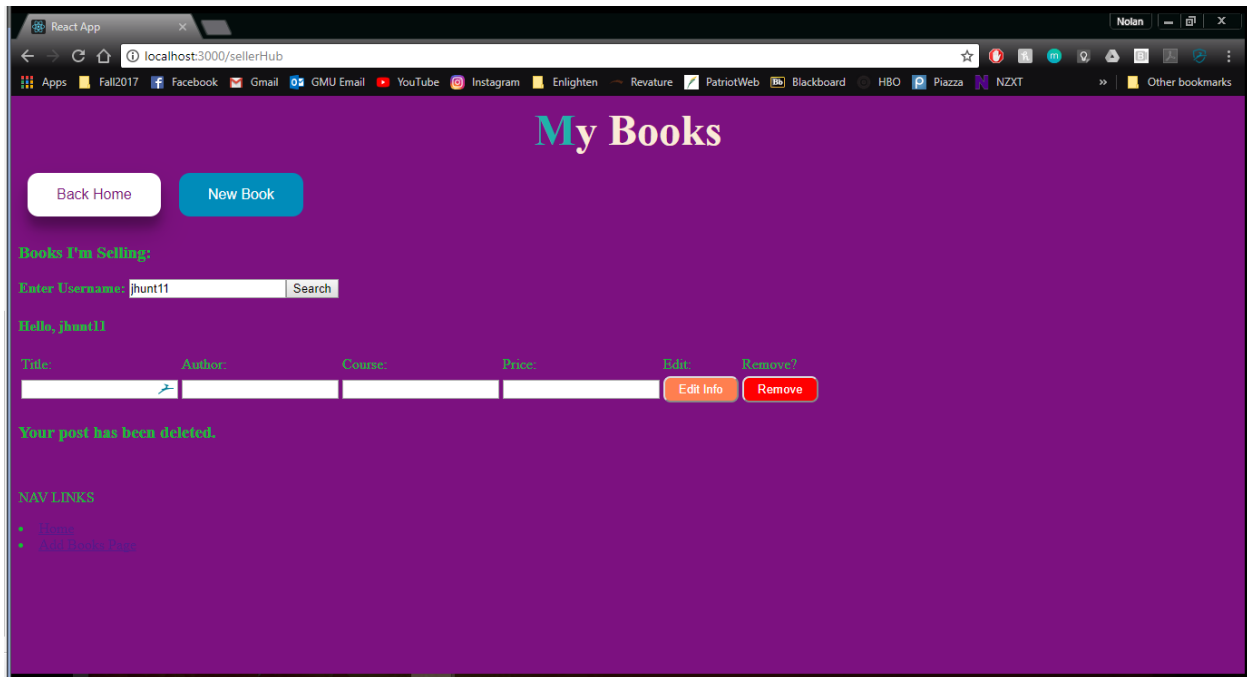
To address this confusion users are getting when creating a new book post, we went in and made it so that assuming you made a new proper book post, once you clicked the post button, instead of the page refreshing, you would then be taken back to the "My Books" home page where you could then search for your username to view the books you are selling. (Screenshots hard to show this implementation)

## Going from My Books to Search for Course

We addressed this issue simply by adding a tooltip on the Back Home button, informing users if they wish to now search for a course to look for a book to purchase, they want to click the Home button and then they will find their goal. We wanted to make it clear to users where they can and need to go for

their desired task, but we still wanted to try and keep these two opposite paths of buying and selling separate, so simply adding another button to cut straight from my books to the course search wasn't exactly what we wanted, so the tooltip was our next best option.

Before



After

