

CSC 642/842 HCI Fall 2021

Final Team Report

GatorBuy

A peer-to-peer general sell/buy ecommerce site for the SFSU community.

Team 11

Member:

Leslie Zhou: zzhou2@mail.sfsu.edu

Justin Yee

Nianzi Yi

Dec 14 2021

URL: <https://csc642-gatorbuy.web.app/>

Github: <https://github.com/ohlesl1e/csc642-team11-gatorbuy>

Table of Content

| | |
|---|-----------|
| URL: https://csc642-gatorbuy.web.app/ | 1 |
| Github: https://github.com/ohlesl1e/csc642-team11-gatorbuy/tree/main | 1 |
| Part A: Phase 1-6 reports | 4 |
| Executive Summary. | 7 |
| Persona | 8 |
| Customer (Student): | 8 |
| Customer (Staff/Faculty): | 9 |
| Admin: | 10 |
| Use cases | 11 |
| Customer (Student) Use Case | 11 |
| Customer (Staff/Faculty) Use Case | 11 |
| Admin Use Case | 11 |
| Major Functions | 12 |
| Customer (SFSU Student/Staff/Faculty) users: | 12 |
| Admin: | 12 |
| Competitive analysis | 13 |
| Tools and framework | 14 |
| Executive Summary | 17 |
| Mockups and Storyboards | 17 |
| Use Case 1: Buyer (Staff/Faculty/Student) | 17 |
| Use Case 2: Seller (Staff/Faculty/Student) | 23 |
| Use Case 3: Admin | 29 |
| Functions | 32 |
| Priority 1 | 32 |
| Customer (SFSU Student/Staff/Faculty) users | 32 |
| Admin | 32 |
| Priority 2 | 32 |
| Customer (SFSU Student/Staff/Faculty) users | 32 |
| Admin | 32 |
| Priority 3 | 32 |
| Customer (SFSU Student/Staff/Faculty) users | 32 |
| Improvements Over Key Competitor | 33 |
| Executive Summary | 36 |

| | |
|---|-----------|
| Platforms and Tools | 36 |
| Storyboards | 37 |
| Use Case 1: Buyer (Staff/Faculty/Student) | 37 |
| Use Case 2: Seller (Staff/Faculty/Student) | 42 |
| Use Case 3: Admin | 49 |
| Key Competitor: SFSU bookstore | 52 |
| Home page | 52 |
| Search Page | 53 |
| Item Detailed Page | 54 |
| Executive Summary | 57 |
| Usability Test Plan | 58 |
| Usability Task Description | 58 |
| Effectiveness | 58 |
| Efficiency | 58 |
| Subjective Feedback | 58 |
| Meeting Organization | 62 |
| Summary Of Feedback Obtained | 63 |
| Our plan | 64 |
| Executive Summary | 67 |
| Platforms and Tools Used in This Project | 67 |
| Screenshots of Final Implementation | 68 |
| Use Case 1: Buyer (Staff/Faculty/Student) | 68 |
| Use Case 2: Seller (Staff/Faculty/Student) | 72 |
| Use Case 3: Admin | 73 |
| URL of Relevant Material | 76 |
| UI QA Automated Test | 76 |
| GitHub Repository | 77 |
| Here is the link to our repository: | 77 |
| Here is the link to our app: | 77 |
| Part B: Self-Assessment | 78 |

Part A: Phase 1-6 reports

CSC 642/842 HCI Fall 2021

Phase 1: Initial Proposal

GatorBuy

A peer-to-peer general sell/buy ecommerce site for the SFSU community.

Team 11

Member:

Leslie Zhou: zzhou2@mail.sfsu.edu

Justin Yee

Nianzi Yi

Sep 22 2021

Table of Content

| | |
|--|-----------|
| Table of Content | 2 |
| Executive Summary | 3 |
| Persona | 4 |
| Customer (Student): | 4 |
| Customer (Staff/Faculty): | 5 |
| Admin: | 6 |
| Use cases | 7 |
| Customer (Student) Use Case | 7 |
| Customer (Staff/Faculty) Use Case | 7 |
| Admin Use Case | 7 |
| Major Functions | 8 |
| Customer (SFSU Student/Staff/Faculty) users: | 8 |
| Admin: | 8 |
| Competitive analysis | 9 |
| Tools and framework | 10 |

Executive Summary

There is heavy student demand for supplies to aid in their collegiate endeavors. GatorBuy seeks to alleviate both financial and time stressors of processes as such, by providing a peer-to-peer platform for the students and faculty of San Francisco State University to purchase their general needs and sell unused or unwanted items. Users will be able to create listings, and potential buyers may search for materials by attributes. There, the buyer may contact the seller by creating an offer through the GatorBuy interface. This comprises of negotiatory details such as price, meeting time, and meeting location, which may then be either accepted or rejected by the seller. This provides an intuitive and streamlined communications process between both parties.

Additionally, GatorBuy gives the faculty of SFSU authority to moderate listings for various reasons. For example, in the case of textbooks, they may ensure outdated material is not purchased by accident. More importantly, they can determine whether the condition of the material is misrepresented, and whether the seller's identity can be ascertained to be trustworthy. Precautions will be in place to ensure that every transaction is done without malintent, and that both parties are provided the necessary information to make informed choices regarding their transactions.

Persona

Customer (Student):



SFSU Student

Student of San Francisco State University

"I want to sell and buy affordable second-hand textbooks in a reliable marketplace."

DEMOGRAPHICS

Grew up on the West Coast, enjoying the city life

Studying at San Francisco State University

Proficient with technology and E-commerce app

GOALS

Wants to sell second-hand textbook easily.

Hopes to buy cheap goods from a reliable marketplace.

Hopes to be ready for new semester

PERSONALITY

Outspoken
Organized
Hardworking
Practical
Candid

FRUSTRATIONS

Struggling with the high living cost in San Francisco

Unable to afford expensive brand-new textbook

She is safety conscious, but she is unable to find a safe and reliable platform that allows her to sell and buy inside the SFSU community

FREQUENTLY-USED APPS

eBay, Letgo, Poskmark, facebook, Amazon

Customer (Staff/Faculty):



SFSU Staff/Faculty

Professor of San Francisco State University

"I want to sell my unused goods and buy second-hand goods easily and efficiently."

DEMOGRAPHICS

- Moved to San Francisco to attend SFSU for her Bachelor
- Works as a professor of Business Management and is on several committees at the school
- On top of modern technology as it pertains to entrepreneurship

GOALS

- Wants to create programs and partnership that would give students real life experience
- Build a competitive lesson plan for her classes
- Hopes to simplify the process of selling and buying

PERSONALITY

- Enthusiastic
- Decisive
- Intuitive
- Resourceful
- Candid

FRUSTRATIONS

- Have too many unused goods in her home
- Wishes she could have more one on one time with students
- Sometimes feels that upper administration is disconnected from student needs

FREQUENTLY-USED APPS

- eBay, Slack, Outlook, Google, Facebook

Admin:



Admin
Administrator for GatorBuy

"I want to ensure users are happy and have flexible selling and buying experience"

DEMOGRAPHICS

Grew up in the Bay Area and plans to stay
Working as an administrator of GatorBuy
Experienced in technology and customer service

GOALS

Ensure information on the app is accurate
Create an easy and reliable user experience
Receive feedback from users to improve app

PERSONALITY

Enthusiastic
Kind
Detail-Oriented
Reliable
Authoritative

FRUSTRATIONS

Thinks app experience could be better for users if monitored correctly
Does not have the time to meticulously correct app information
Struggles with communication with users

FREQUENTLY-USED APPS

Google Calendar, Facebook, Apple Music, Google, Amazon

Use cases

1. Customer (Student) Use Case

She is a student from San Francisco State University. In the beginning of a new semester, to get ready for this semester, she wants to buy some cheap second-hand textbooks for her classes. So she opens GatorBuy. She searches about the textbooks she wants to buy, and clicks the displayed goods to see more details about them and the owners of them. To buy goods, Sophia needs to create a user account with her SFSU email first. She would be required to provide the username, the SFSU email, and the password. After registration, she logs into the app with her email account. Then she adds the textbook to her shopping cart and goes to the checkout process. In the checkout process, she is required to enter her phone number, select preferred meetup locations on campus, and meetup time.

2. Customer (Staff/Faculty) Use Case

One day, she plans to sell some of her unused goods because she found that there is too much stuff in her home. She opens the GatorBuy app. She goes to the post item page, and fills out the post form with information of her second-hand goods. She is also required to include at least one photo of the item for each post. Then, she creates a user account with her SFSU email. She is required to provide the username, the SFSU email, and the password. After she has an account, she uses her email and password to log in to post items on GatorBuy successfully. The posted items would display in her account page after the admin approves them.

3. Admin Use Case

He is an administrator for the GatorBuy app and wishes to provide users with the best experience possible. It is important for him to be able to do his job well and in a timely manner. His work consists mainly of checking information on the app and ensuring it is accurate. With the GatorBuy app, Shawn logs into GatorBuy with his admin account and checks the list of unapproved items posted by users. With each item, he checks if the seller's account has the correct sfsu email to make sure each seller is reliable. Once the information has been checked, he either clicks the button to approve or deny the item post.

Major Functions

Customer (SFSU Student/Staff/Faculty) users:

- 1.1 Customer shall be able to browse items
- 1.2 Customer shall be able to sign up through their SFSU email
- 1.3 Customer shall be able to login/logout to buy/list items to protect account safety
- 1.4 Customer shall be able to message each other to negotiate on an item
- 1.5 Customer shall be able to search items they want by name
- 1.6 Customer shall be able to search textbooks by courses
- 1.7 Customer shall be able to post items they want to sell
- 1.8 Customer shall be able to view order history
- 1.9 Customer shall be able to receive new placed order notification
- 1.10 Customer shall be able to propose meeting arrangements to the other party
- 1.11 Customer shall be able to accept/reject proposals from the other party
- 1.12 Customer shall be able to add items to their shopping cart
- 1.13 Customer shall be able to select a safe delivery location on campus at checkout

Admin:

- 2.1 Admin shall be able to see posted items
- 2.2 Admin shall be able to approve or deny the items to be posted, but not edit or modify them
- 2.3 Admin shall be required to ban users for posting illegal items

Competitive analysis

| Features | GatorBuy (Our app) | eBay | Craigslist | Facebook Marketplace | OfferUp | SFSU Bookstore |
|---------------------------------|-----------------------|------|------------|-------------------------|---------|-------------------|
| In-App Messaging | ++ | + | - | ++ | ++ | - |
| Select meetup location | + | - | - | - | - | - |
| Item search tailored to SFSU | + | - | - | - | - | + |
| Browse items by department | + | - | - | - | - | + |

In comparison to our competitors, we plan to implement a safe e-commerce platform for the SFSU community. We found that our competitors either have the seller ship the item or have the buyer pick it up at the seller's home. To improve this, we will have a few safe and public spots on campus for buyer and seller to meetup for the exchange. While a couple of our competitors also have in-app messaging, which makes it easier for buyer and seller to communicate, others are lacking the feature. And the items sold on this platform will be more suited for the SFSU community, since they are listed by their peers.

Tools and framework

Framework:

Frontend: React/Redux + Bootstrap

Backend: Selenium, Express.js

Tools:

Figma

Github

CSC 642/842 HCI Fall 2021

Phase 2: Initial UI/UX Design

GatorBuy

A peer-to-peer general sell/buy ecommerce site for the SFSU community.

Team 11

Member:

Leslie Zhou: zzhou2@mail.sfsu.edu

Justin Yee

Nianzi Yi

Oct 8 2021

Table of Content

| | |
|---|-----------|
| Executive Summary | 3 |
| Mockups and Storyboards | 3 |
| Use Case 1: Buyer (Staff/Faculty/Student) | 3 |
| Use Case 2: Seller (Staff/Faculty/Student) | 9 |
| Use Case 3: Admin | 13 |
| Functions | 16 |
| Priority 1 | 16 |
| Customer (SFSU Student/Staff/Faculty) users | 16 |
| Admin | 16 |
| Priority 2 | 16 |
| Customer (SFSU Student/Staff/Faculty) users | 16 |
| Admin | 16 |
| Priority 3 | 16 |
| Customer (SFSU Student/Staff/Faculty) users | 16 |
| Improvements Over Key Competitor | 17 |

Executive Summary

There is heavy student demand for supplies to aid in their collegiate endeavors. GatorBuy seeks to alleviate both financial and time stressors of processes as such, by providing a peer-to-peer platform for the students, faculty and staff of San Francisco State University to purchase their general needs and sell unused or unwanted items. Users will be able to create listings, and potential buyers may search for materials by attributes. There, the buyer may contact the seller by creating an offer through the GatorBuy interface. This comprises of negotiatory details such as price, meeting time, and meeting location, which may then be either accepted or rejected by the seller. This provides an intuitive and streamlined communications process between both parties.

Additionally, GatorBuy gives the faculty of SFSU authority to moderate listings for various reasons. For example, in the case of textbooks, they may ensure outdated material is not purchased by accident. Precautions will be in place to ensure that every transaction is done without malintent, and that both parties are provided the necessary information to make informed choices regarding their transactions.

Mockups and Storyboards

Use Case 1: Buyer (Staff/Faculty/Student)

She is a student from San Francisco State University. In the beginning of a new semester, to get ready for this semester, she wants to buy some cheap second-hand textbooks for her classes. So she opens GatorBuy. She searches about the textbooks she wants to buy, and clicks the displayed goods to see more details about them and the owners of them. To buy goods, Sophia needs to create a user account with her SFSU email first. She would be required to provide the username, the SFSU email, and the password. After registration, she logs into the app with her email account. Then she adds the textbook of classes in SFSU to her shopping cart and goes to the checkout process. In the checkout process, she is required to enter her phone number, select preferred meetup locations on campus, and meetup time.

She is a student from San Francisco State University. In the beginning of a new semester, to get ready for this semester, she wants to buy some cheap second-hand textbooks for her classes. So she opens GatorBuy.

GatorBuy

ALL ▾ Search for items...

Go Account Cart Login

New Posted items:

Item Name

Item Name

Item Name

Item Name

Item Name

Item Name

@2021 GatorBuy

Want to sell things?

She searches about the textbooks she wants to buy, and clicks the displayed goods to see more details about them and the owners of them.

The screenshot shows the GatorBuy website interface. At the top, there is a navigation bar with links for "GatorBuy", "ALL ▾", "Search for items...", "Go", "Account", "Cart", and "Login". Below the navigation bar, a message "2 Results Found" is displayed. Two search results are shown, each consisting of an "Image" placeholder, "Item name", "Price", "Seller's name", and an "Add to Cart" button. To the right of the results, there is a sorting dropdown menu set to "Price: low to high" and "Price: high to low". At the bottom of the page, there is a footer with the text "@2021 GatorBuy" and a link "Want to sell things?"

The screenshot shows the GatorBuy website interface, similar to the previous one but focused on a single item. At the top, there is a navigation bar with links for "GatorBuy", "ALL ▾", "Search for items...", "Go", "Account", "Cart", and "Login". Below the navigation bar, there is a large "Item Image" placeholder. To the right of the image, there are fields for "Item name", "Price", "Seller's name", and "Seller's phone". A button "Questions? Contact with Seller!" is also present. Below the image, there is a section for "Item description" and an "Add to cart" button. At the bottom of the page, there is a footer with the text "@2021 GatorBuy" and a link "Want to sell things?"

In the checkout process, she enters her name, email, phone number, preferred meetup locations on campus, and meetup time.

The screenshot shows the GatorBuy checkout page. At the top, there's a navigation bar with 'GatorBuy' (highlighted), 'ALL ▾', a search bar ('Search for items...'), 'Go', 'Account', 'Cart', and 'Login'. Below the navigation is a 'Checkout' section. It offers two login methods: 'Login' or 'or' 'Name' (with a red asterisk) and 'SF State Email'. There are also fields for 'Phone' (with a red asterisk) and 'Pick up location on campus' (with a red asterisk). A checkbox labeled 'I have read and agree to the terms and conditions' is present. A large 'Checkout' button is at the bottom of the form. To the right, an 'Order Summary' box details the purchase: 'Textbook1' from 'Seller1' costs '\$20', and a 'Laptop' from 'Seller2' costs '\$300'. The total amount is '\$320'.

| Order Summary | | |
|---------------|---------|--------------|
| Textbook1 | Seller1 | \$20 |
| Laptop | Seller2 | \$300 |
| Total | | \$320 |

Checkout

Login or
*Name
*SF State Email
*Phone
*Pick up location on campus
*Pick up Time
I have read and agree to the terms and conditions

Order Summary

| Order Summary | | |
|---------------|---------|--------------|
| Textbook1 | Seller1 | \$20 |
| Laptop | Seller2 | \$300 |
| Total | | \$320 |

Checkout

@2021 GatorBuy

Want to sell things?

To buy goods, she needs to create a user account with her SFSU email first. She enters her name, SFSU email, password, and phone number. Then she clicks the continue button to register.

The screenshot shows the GatorBuy website interface. At the top, there is a navigation bar with the logo "GatorBuy", a dropdown menu "ALL ▾", a search bar "Search for items...", and buttons for "Go", "Account", "Cart", and "Login". Below the navigation bar, the main content area has a title "Create a New Account". The form consists of five input fields labeled "First Name", "Last Name", "SF State Email", "Password", and "Phone", each with a corresponding gray input field. Below these fields is a note "* are mandatory". There is a checkbox labeled "I have read and agree to the terms and conditions". At the bottom of the form are two buttons: "Continue" and "Cancel". Below the form, a link says "Already have an account? sign in". At the very bottom of the page, there is a footer with the text "@2021 GatorBuy" on the left and "Want to sell things?" on the right.

GatorBuy ALL ▾ Search for items... Go Account Cart Login

Create a New Account

*First Name

*Last Name

*SF State Email

*Password

*Phone

* are mandatory

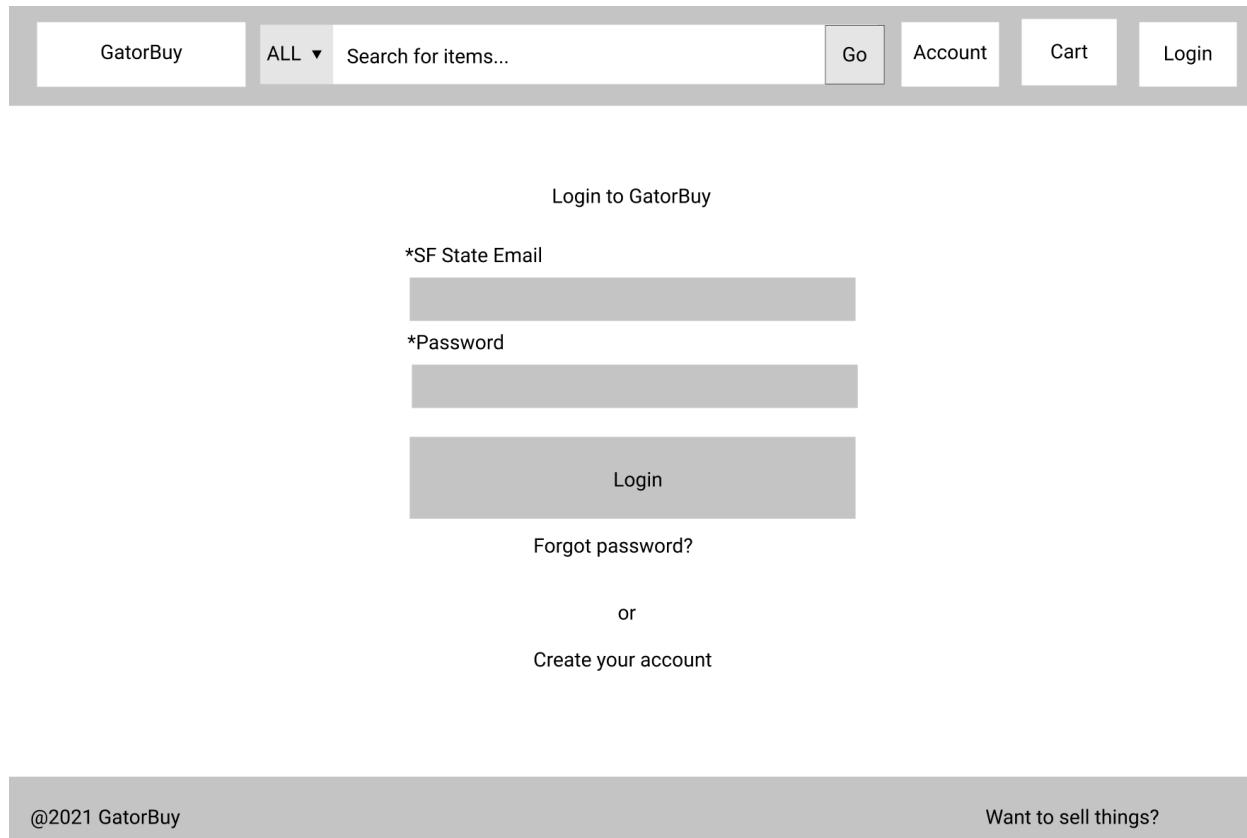
I have read and agree to the terms and conditions

Continue Cancel

Already have an account?
sign in

@2021 GatorBuy Want to sell things?

After registration, she logs into the app with her email account and the password.



The image shows the GatorBuy mobile application's login screen. At the top, there is a navigation bar with the "GatorBuy" logo, a search bar containing "Search for items...", a "Go" button, and account-related buttons for "Account", "Cart", and "Login". Below the navigation bar is a large white area containing the login form. The form includes fields for "SF State Email" and "Password", both represented by redacted input fields. A "Login" button is centered below these fields. To the right of the "Login" button is a link "Forgot password?". Below the login form is a horizontal line with the word "or" in the center, followed by a link "Create your account". At the bottom of the screen, there is a grey footer bar with the copyright notice "@2021 GatorBuy" on the left and a link "Want to sell things?" on the right.

Login to GatorBuy

*SF State Email

*Password

Login

Forgot password?

or

Create your account

@2021 GatorBuy

Want to sell things?

Use Case 2: Seller (Staff/Faculty/Student)

One day, she plans to sell some of her unused goods because she found that there is too much stuff in her home. She opens the GatorBuy app. She goes to the post item page, and fills out the post form with information of her second-hand goods. She is also required to include at least one photo of the item for each post. Then, she creates a user account with her SFSU email. She is required to provide the username, the SFSU email, and the password. After she has an account, she uses her email and password to log in to post items on GatorBuy successfully. The posted items would display in her account page after the admin approves them.

The user is a faculty member of San Francisco State who has a surplus of unused items in her home. She can use GatorBuy to sell these unneeded items, helping others to get the supplies they need while obtaining some money back.

First, she registers an account, providing the pertinent personal information to do so.

The screenshot shows the 'Create a New Account' form. At the top, there is a navigation bar with 'GatorBuy', a dropdown menu showing 'ALL ▾', a search bar with 'Search for items...', and buttons for 'Go', 'Account', 'Cart', and 'Login'. Below the navigation bar, the form title 'Create a New Account' is centered. The form consists of five text input fields labeled 'First Name', 'Last Name', 'SF State Email', 'Password', and 'Phone', each with a corresponding gray input field. Below these fields is a note '* are mandatory'. A checkbox labeled 'I have read and agree to the terms and conditions' is present, followed by 'Continue' and 'Cancel' buttons. At the bottom, links for 'Already have an account? sign in' and 'Want to sell things?' are visible.

GatorBuy

ALL ▾ Search for items...

Go Account Cart Login

Create a New Account

*First Name

*Last Name

*SF State Email

*Password

*Phone

* are mandatory

I have read and agree to the terms and conditions

Continue Cancel

Already have an account?
sign in

Want to sell things?

After confirming that her account has been made, she logs in with her credentials.

The screenshot shows the GatorBuy website's login interface. At the top, there is a navigation bar with the following items from left to right: 'GatorBuy' (in a white box), 'ALL ▾' (in a grey box), a search bar containing 'Search for items...', a 'Go' button (in a grey box), 'Account' (in a white box), 'Cart' (in a white box), and 'Login' (in a white box). Below the navigation bar is a large grey rectangular area containing the login form. In the center of this area is the text 'Login to GatorBuy'. Below this, there are two input fields: the first is labeled '*SF State Email' and the second is labeled '*Password', both with red placeholder text. To the right of the password field is a 'Forgot password?' link. Below these fields is a large grey button with the word 'Login' in white. To the left of the 'Login' button is the text 'or', and below it is a 'Create your account' link. At the bottom of the page, there is a grey footer bar with the copyright notice '@2021 GatorBuy' on the left and a 'Want to sell things?' link on the right.

GatorBuy

ALL ▾

Search for items...

Go

Account

Cart

Login

Login to GatorBuy

*SF State Email

*Password

Forgot password?

or

Create your account

@2021 GatorBuy

Want to sell things?

She navigates to her account by clicking the Account button.

The screenshot shows the 'My Page' section of the GatorBuy website. At the top, there's a navigation bar with 'GatorBuy', a dropdown menu 'ALL ▾', a search bar 'Search for items...', 'Go', 'Account', 'Cart', and 'Login' buttons. Below the navigation is the title 'My Page' and a user ID placeholder 'User ID: xxxxxxxxx'. To the right is a 'Create New Listing' button with a plus sign. A horizontal menu bar below the title includes 'Account' (which is selected and highlighted in grey), 'Purchase History', 'Selling', and 'Inbox'. The main area contains form fields for personal information: 'First Name' (Jeff), 'Last Name' (Jefferson), 'Email' (email@mail.com), and 'Phone Number' ((xxx) xxx-xxxx). At the bottom right of this area is a 'Save Changes' button. The footer of the page includes the copyright notice '@2021 GatorBuy' and a link 'Want to sell things?'.

The screen shows all the personal information she used to sign up with. There isn't a need to change anything, so she leaves everything as it is. Firstmost, she checks if she has received any messages regarding her previously made listing by clicking the appropriate tab.

My Page

User ID: xxxxxxxx

Create New Listing



Account

Purchase History

Selling

Inbox

| | | |
|------------|---------------------------------------|----------------|
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |

1-4 of 10 shown

This brings up the Inbox page. There are a couple of messages from before, but nothing new. Having gotten that out of the way, she proceeds to click the tab for Selling.

The screenshot shows the GatorBuy 'My Page' interface. At the top, there is a navigation bar with 'GatorBuy', a dropdown menu 'ALL ▾', a search bar 'Search for items...', and buttons for 'Go', 'Account', 'Cart', and 'Login'. Below the navigation bar, the page title 'My Page' is displayed, along with the user ID 'User ID: xxxxxxxxx'. A 'Create New Listing' button with a plus sign is also present.

The main content area displays two listing cards:

- Listing 1 (Approved/Live):** Shows an 'Image' placeholder, 'Item Name: Best Offer (by price)', '# of unreviewed offers', and the status 'Approved/Live' with a white circle. Below it, it says 'Listing Published (xx/xx xx:xx AM)'.
- Listing 2 (Denied):** Shows an 'Image' placeholder, 'Item Name: Proposed Price', and the status 'Denied' with a black circle. Below it, it says 'Reason For Denial (hover/click for details)' and 'Last Reviewed/Edited (xx/xx xx:xx PM)'.

At the bottom of the page, there is a footer with the text '@2021 GatorBuy' and a link 'Want to sell things?'.

Here, she views all information about her previously created listings. The first one on the page has been approved. She looks at when the listing was approved and made public, the number of new offers received since she last checked, and the price of the best offer made to her. Everything looks fine.

However, she then looks at the second listing to see that it had been denied by an admin on xx/xx at xx:xx PM. She looks at the reason for denial, and sees she made a slight mistake with the item's information. Mentally, she makes a note to fix the listing and resubmit it for review.

In the meantime, she decides to create a new listing for a new item by navigating to the appropriate page.

The screenshot shows the GatorBuy website interface. At the top, there is a navigation bar with the 'GatorBuy' logo, a search bar containing 'Search for items...', and buttons for 'Go', 'Account', 'Cart', and 'Login'. Below the navigation bar, the main content area has a title 'Create Listing' and a 'Cancel' button. The form fields include: a dropdown menu labeled '-SELECT-' for 'Item Category and Name'; a text input field for 'Proposed Item Price'; a text area for 'Item Description (optional)'; and a placeholder for 'Upload an image'. A note at the bottom left states '*May take up to 24 hours for approval.' On the right side of the form, there is a 'Submit For Review' button. At the very bottom of the page, there is a footer with links for '@2021 GatorBuy' and 'Want to sell things?'.

GatorBuy ALL ▾ Search for items... Go Account Cart Login

Create Listing

Cancel

*Item Category and Name

-SELECT- ▾

*Proposed Item Price

Item Description (optional)

*Upload an image

*May take up to 24 hours for approval.

Submit For Review

@2021 GatorBuy Want to sell things?

Upon opening the “Create Listing” page, she enters the pertinent information into the form and uploads an image. After thoroughly checking the submission to try and avoid the risk of rejection once more, she sends the listing in for review.

Use Case 3: Admin

He is an administrator for the GatorBuy app and wishes to provide users with the best experience possible. It is important for him to be able to do his job well and in a timely manner. His work consists mainly of checking information on the app and ensuring it is accurate. With the GatorBuy app, Shawn logs into GatorBuy with his admin account and checks the list of unapproved items posted by users. With each item, he checks if the seller's account has the correct sfsu email to make sure each seller is reliable. Once the information has been checked, he either clicks the button to approve or deny the item post.

The screenshot shows the GatorBuy mobile application interface. At the top, there is a navigation bar with the 'GatorBuy' logo, a search bar containing 'Search for items...', and several buttons labeled 'Go', 'Sell', 'Login', and 'Cart'. Below this is a large white area containing the 'Admin login' form. The form includes fields for 'SF State Email' and 'Password', both represented by redacted input fields. A large grey 'Login' button is centered below these fields. At the bottom of the screen, there is a footer bar with the text '@2021 GatorBuy' on the left and 'Want to sell things?' on the right.

For security purpose, the admin login page does not have a direct button in the app. Shawn first go to the URL “/admin_login”. From there he can login with his credentials.

GatorBuy
ALL ▾
Search for items...
Go
Account
Cart
Login

Admin Dashboard

Pending listings
All listings
All users

Image

Item Name
 Best Offer (by price)

Review

Submitted (xx/xx xx:xx AM)

Image

Item Name
 Proposed Price

Review

Submitted (xx/xx xx:xx PM)

Image

Item Name
 Best Offer (by price)

Review

Submitted (xx/xx xx:xx AM)

@2021 GatorBuy
Want to sell things?

GatorBuy
ALL ▾
Search for items...
Go
Account
Cart
Login

Admin Dashboard

Pending listings
All listings
All users

Image

Item Name
 Best Offer (by price)

Review

Submitted (xx/xx xx:xx AM)

Image

Item Name
 Proposed Price

Review

Submitted (xx/xx xx:xx PM)

Image

Item Name
 Best Offer (by price)

Review

Approved (xx/xx xx:xx AM)

@2021 GatorBuy
Want to sell things?

After login, he can go to the admin dashboard page from the Admin button on the top right. And he can go to the pending listings tab to see the ones that need approval, or all listings tab to see older listings

Review Listing

Item Name *

Ikea Table

Proposed Item Price *

\$30

Item Description

Used, very good condition

Images



Reason to deny (if applicable)

Deny

Approve

Back

Then he clicks on a listing to review it. In the listing review page, he reads through the listing and is able to approve it, deny it with the right reason, or go back to the other listings.

Functions

Priority 1

1. Customer (SFSU Student/Staff/Faculty) users
 - 1.1. Customer shall be able to browse items
 - 1.2. Customer shall be able to sign up through their SFSU email
 - 1.3. Customer shall be able to login/logout to buy/post items to protect account safety
 - 1.4. Customer shall be able to search items they want by name
 - 1.5. Customer shall be able to add items to their shopping cart
 - 1.6. Customer shall be able to select a safe delivery location on campus at checkout
 - 1.7. Customer shall be able to contact with sellers
 - 1.8. Customer shall be able to post items they want to sell
2. Admin
 - 2.1. Admin shall be able to see posted items
 - 2.2. Admin shall be able to approve or deny the items to be posted, but not edit or modify them

Priority 2

1. Customer (SFSU Student/Staff/Faculty) users
 - 1.1. Customer shall be able to view order history
 - 1.2. Customer shall be able to accept/not respond to proposals from the other party
 - 1.3. Customer shall be able to receive new placed order notification
2. Admin
 - 2.1. Admin shall be required to ban users for posting illegal items

Priority 3

1. Customer (SFSU Student/Staff/Faculty) users
 - 1.1. Customer shall be able to search textbooks by courses

Improvements Over Key Competitor

In comparison to our key competitors Craigslist, we plan to implement a safe e-commerce platform for the SFSU community. We found that Craigslist often has the buyer pick it up at the seller's home. To improve this, we will have a few safe and public spots on campus for buyer and seller to meetup for the exchange. While Craigslist allows users to reach out to each other via email, we look to implement in-app messaging, which makes it easier for buyer and seller to communicate, others are lacking the feature. And the items sold on this platform will be more suited for the SFSU community, since they are listed by their peers.

CSC 642/842 HCI Fall 2021

Phase 3: High Fidelity UI Design Prototype

GatorBuy

A peer-to-peer general sell/buy ecommerce site for the SFSU community.

Team 11

Member:

Leslie Zhou: zzhou2@mail.sfsu.edu

Justin Yee

Nianzi Yi

Oct 30 2021

Table of Content

| | |
|--|----------|
| Executive Summary | 3 |
| Platforms and Tools | 4 |
| Storyboards | 5 |
| Use Case 1: Buyer (Staff/Faculty/Student) | 5 |
| Use Case 2: Seller (Staff/Faculty/Student) | 10 |
| Use Case 3: Admin | 16 |

Executive Summary

There is heavy student demand for supplies to aid in their collegiate endeavors. GatorBuy seeks to alleviate both financial and time stressors of processes as such, by providing a peer-to-peer platform for the students, faculty and staff of San Francisco State University to purchase their general needs and sell unused or unwanted items. Users will be able to create listings, and potential buyers may search for materials by attributes. There, the buyer may contact the seller by creating an offer through the GatorBuy interface. This comprises of negotiatory details such as price, meeting time, and meeting location, which may then be either accepted or rejected by the seller. This provides an intuitive and streamlined communications process between both parties.

Additionally, GatorBuy gives the faculty of SFSU authority to moderate listings for various reasons. For example, in the case of textbooks, they may ensure outdated material is not purchased by accident. Precautions will be in place to ensure that every transaction is done without malintent, and that both parties are provided the necessary information to make informed choices regarding their transactions.

Platforms and Tools

- a. The main platform of our app will be WWW/desktop. We'll use react/redux along with bootstrap as our frontend framework.
- b. We use Figma for our high fidelity design

Storyboards

Use Case 1: Buyer (Staff/Faculty/Student)

She is a student from San Francisco State University. In the beginning of a new semester, to get ready for this semester, she wants to buy some cheap second-hand textbooks for her classes. So she opens GatorBuy. She searches about the textbooks she wants to buy, and clicks the displayed goods to see more details about them and the owners of them. To buy goods, Sophia needs to create a user account with her SFSU email first. She would be required to provide the username, the SFSU email, and the password. After registration, she logs into the app with her email account. Then she adds the textbook of classes in SFSU to her shopping cart and goes to the checkout process. In the checkout process, she is required to enter her phone number, select preferred meetup locations on campus, and meetup time.

She is a student from San Francisco State University. In the beginning of a new semester, to get ready for this semester, she wants to buy some cheap second-hand textbooks for her classes. So she opens GatorBuy.

The screenshot shows the GatorBuy mobile application. At the top is a purple header bar with the "GatorBuy" logo on the left, a search bar containing "ALL" and a placeholder "ex.laptop, book, lamp.....", and three buttons on the right: "Go", "Sell", "Cart", and "Account". Below the header is a white background area with a purple banner containing the text "Buy and sell your items on campus! We help you save money!". Underneath this banner is a section titled "New Posted items:" featuring a grid of six items:

- A notebook on a wooden surface with a "Buy" button.
- A laptop with a pair of scissors next to it, labeled "laptop \$300" with a "Buy" button.
- A desk lamp with a small potted plant, labeled "lamp \$9" with a "Buy" button.
- A chair in a shadowed area with a "Buy" button.
- An alarm clock being held by a hand, labeled "clock \$4" with a "Buy" button.
- An open textbook on a table with a "Buy" button.

At the bottom of the screen is a dark footer bar with the text "@2021 GatorBuy".

She searches about the textbooks she wants to buy, and clicks the displayed goods to see more details about them and the owners of them.

GatorBuy ALL ▾ ex.laptop, book, lamp..... Go Sell Cart Account

Showing 1 to 2 out of 2 items

Sorted by : ▼
Price: low to high
Price: high to low

Dell laptop
\$400 Buy Now
Kate Add to Cart

Macbook Air
\$300 Buy Now
John Add to Cart

@2021 GatorBuy

GatorBuy ALL ▾ ex.laptop, book, lamp..... Go Sell Cart Account

Macbook Air 13



Macbook Air
\$300
John
123-456-7890

Questions? Contact with Seller!

Buy Now
Add to cart

This is Macbook Air 13
Released in 2017
Model is A1466

@2021 GatorBuy

In the checkout process, she enters her name, email, phone number, preferred meetup locations on campus, and meetup time.

The screenshot shows the GatorBuy website's checkout process. At the top, there's a purple header bar with the "GatorBuy" logo, a search bar containing "ALL ▾ ex.laptop, book, lamp.....", and buttons for "Go", "Sell", "Cart", and "Account".

The main content area is titled "Checkout" and contains the following fields:

- Login** (green button) or **Register** (yellow button)
- *Name: Input field
- *SF State Email: Input field
- *Phone: Input field
- *Pick up location on campus: Input field
- *Pick up Time: Input field
- I have read and agree to the terms and conditions
- Checkout** (green button)

To the right, there's a "Order Summary" box with the following details:

| Order Summary | | |
|---------------|--------|--------------|
| Textbook | Sophia | \$20 |
| Macbook Air | John | \$300 |
| Total | | \$320 |

At the bottom left of the main content area, it says "@2021 GatorBuy".

To buy goods, she needs to create a user account with her SFSU email first. She enters her name, SFSU email, password, and phone number. Then she clicks the continue button to register.

The screenshot shows the GatorBuy website interface. At the top, there is a purple header bar with the 'GatorBuy' logo on the left, a search bar containing 'ex.laptop, book, lamp.....', and several buttons: 'Go' (yellow), 'Sell' (white), 'Cart' (white), and 'Account' (yellow). Below the header, the main content area has a white background. It features a title 'Create a New Account' centered at the top. Below the title are five input fields, each preceded by an asterisk indicating it is mandatory: 'First Name', 'Last Name', 'SF State Email', 'Password', and 'Phone'. To the right of the 'First Name' field, the text '* are mandatory' is displayed. Below these fields is a checkbox labeled 'I have read and agree to the terms and conditions'. At the bottom of the form are two buttons: 'Cancel' (red) and 'Continue' (green). Above the 'Continue' button, there is a link 'Already have an account? sign in'. At the very bottom of the page, a dark footer bar contains the text '@2021 GatorBuy'.

GatorBuy ALL ▾ ex.laptop, book, lamp..... Go Sell Cart Account

Create a New Account

*First Name

*Last Name

*SF State Email

*Password

*Phone

* are mandatory

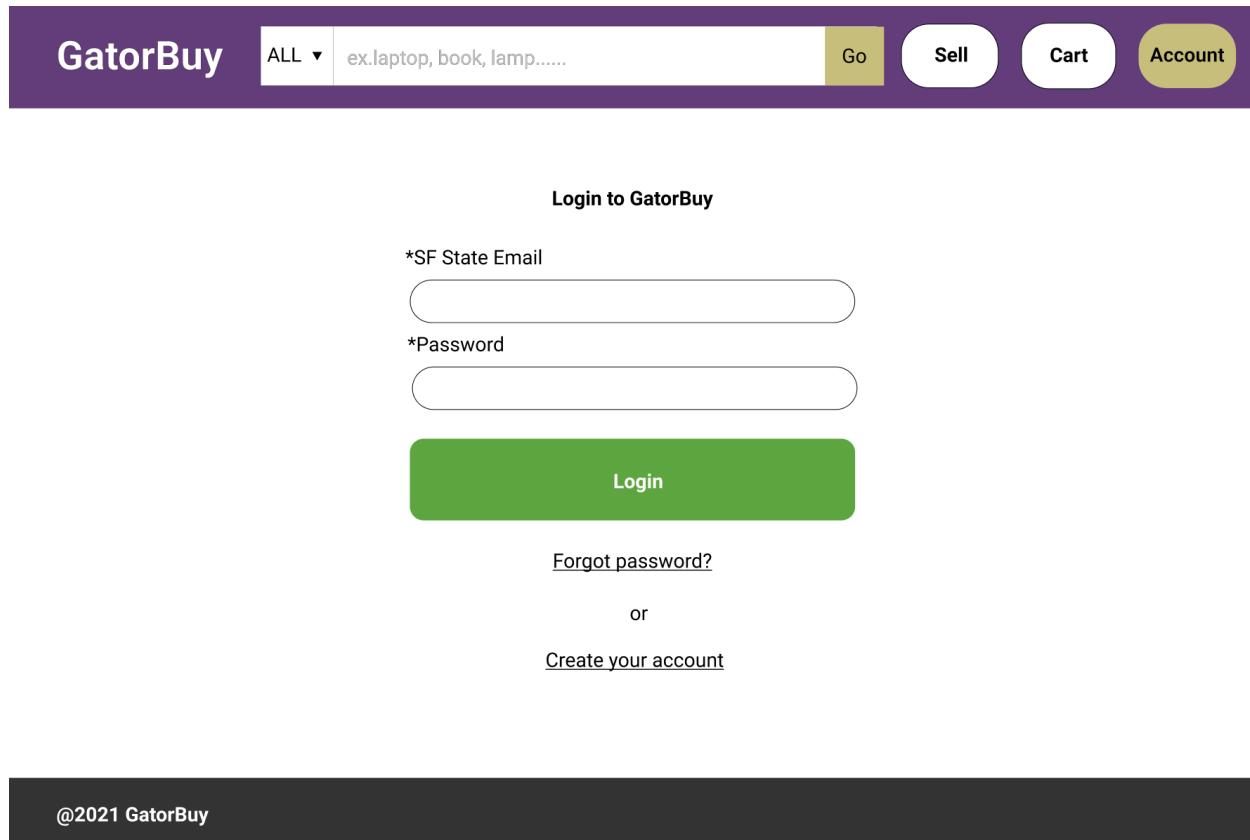
I have read and agree to the terms and conditions

Cancel **Continue**

Already have an account?
[sign in](#)

@2021 GatorBuy

After registration, she logs into the app with her email account and the password.



The image shows the GatorBuy login screen. At the top, there is a purple header bar with the "GatorBuy" logo on the left. To the right of the logo is a search bar containing the placeholder text "ex.laptop, book, lamp.....". Below the search bar are four buttons: "Go" (yellow), "Sell" (white), "Cart" (white), and "Account" (yellow). The main body of the screen has a white background. In the center, the text "Login to GatorBuy" is displayed above two input fields: one for "SF State Email" and one for "Password", both with placeholder text. Below these fields is a large green "Login" button with white text. Underneath the "Login" button are links for "Forgot password?" and "Create your account". At the bottom of the screen, there is a dark grey footer bar with the copyright text "@2021 GatorBuy".

GatorBuy

ALL ▾ ex.laptop, book, lamp.....

Go Sell Cart Account

Login to GatorBuy

*SF State Email

*Password

Login

[Forgot password?](#)

or

[Create your account](#)

@2021 GatorBuy

Use Case 2: Seller (Staff/Faculty/Student)

One day, she plans to sell some of her unused goods because she found that there is too much stuff in her home. She opens the GatorBuy app. She goes to the post item page, and fills out the post form with information of her second-hand goods. She is also required to include at least one photo of the item for each post. Then, she creates a user account with her SFSU email. She is required to provide the username, the SFSU email, and the password. After she has an account, she uses her email and password to log in to post items on GatorBuy successfully. The posted items would display in her account page after the admin approves them.

The user is a faculty member of San Francisco State who has a surplus of unused items in her home. She can use GatorBuy to sell these unneeded items, helping others to get the supplies they need while obtaining some money back.

First, she registers an account, providing the pertinent personal information to do so.

The screenshot shows the 'Create a New Account' page of the GatorBuy app. At the top, there is a purple header bar with the 'GatorBuy' logo, a search bar containing 'ex.laptop, book, lamp.....', and buttons for 'Go', 'Sell', 'Cart', and 'Account'. Below the header, the main form area has a light gray background. It features five input fields labeled 'First Name', 'Last Name', 'SF State Email', 'Password', and 'Phone', each with a corresponding text input field. To the right of the 'First Name' field, a note says '* are mandatory'. Below these fields is a checkbox labeled 'I have read and agree to the terms and conditions'. At the bottom of the form are two buttons: 'Cancel' (red) and 'Continue' (green). Above the 'Continue' button, there is a link 'Already have an account? sign in'. At the very bottom of the screen, a dark footer bar contains the text '@2021 GatorBuy'.

Create a New Account

*First Name

*Last Name

*SF State Email

*Password

*Phone

* are mandatory

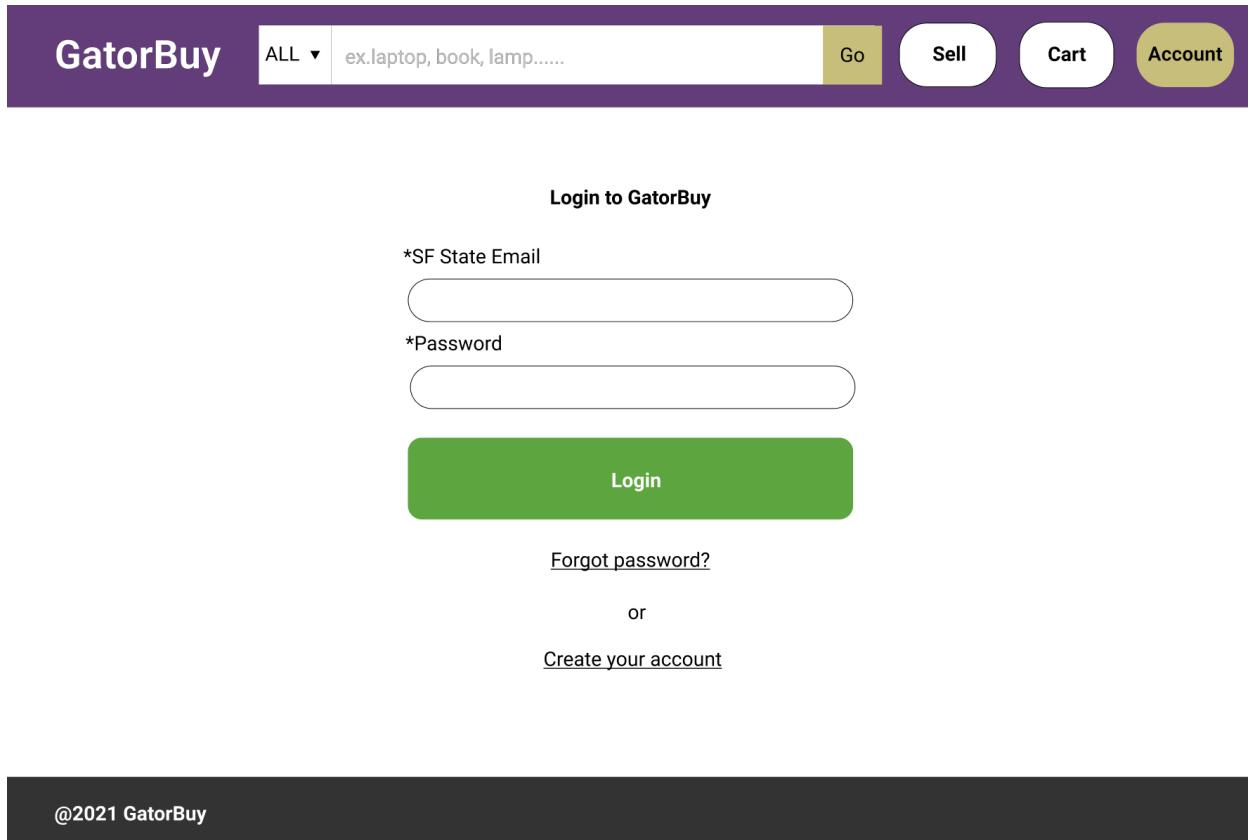
I have read and agree to the terms and conditions

Cancel **Continue**

Already have an account?
[sign in](#)

@2021 GatorBuy

After confirming that her account has been made, she logs in with her credentials.



The screenshot shows the GatorBuy login page. At the top, there is a purple header bar with the "GatorBuy" logo on the left. To the right of the logo is a search bar containing the placeholder text "ex.laptop, book, lamp.....". Below the search bar are four buttons: "Go" (yellow), "Sell" (white), "Cart" (white), and "Account" (yellow). The main content area is white and features a "Login to GatorBuy" heading. Below it are two input fields: one for "SF State Email" and one for "Password", both with placeholder text. A large green "Login" button is centered below the fields. To the right of the "Login" button are links for "Forgot password?" and "Create your account". At the bottom of the page, a dark footer bar contains the text "@2021 GatorBuy".

GatorBuy ALL ▾ ex.laptop, book, lamp..... Go Sell Cart Account

Login to GatorBuy

*SF State Email

*Password

Login

[Forgot password?](#)

or

[Create your account](#)

@2021 GatorBuy

She navigates to her account by clicking the Account button.

The screenshot shows the 'My Page' section of the GatorBuy website. At the top, there's a purple header bar with the 'GatorBuy' logo, a search bar containing 'Search for items...', and buttons for 'Go', 'Account', 'Cart', and 'Login'. Below the header, the page title 'My Page' is displayed, along with the user ID 'User ID: xxxxxxxxx'. A 'Create New Listing' button with a plus sign is also present. The main content area contains four input fields for personal information: 'First Name', 'Last Name', 'Email', and 'Phone Number', each with a corresponding text input box. At the bottom right of the page is a green 'Save Changes' button. The footer features a dark bar with the copyright notice '@2021 GatorBuy' on the left and a link 'Want to sell things?' on the right.

The screen shows all the personal information she used to sign up with. There isn't a need to change anything, so she leaves everything as it is. Firstmost, she checks if she has received any messages regarding her previously made listing by clicking the appropriate tab.

My Page

User ID: xxxxxxxx

Create New Listing [Account](#)[Purchase History](#)[Selling](#)[Inbox](#)

| | | |
|------------|---------------------------------------|----------------|
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |
| From: User | lorem ipsum whatever blahblahblahblah | xx/xx xx:xx AM |

1-4 of 10 shown

This brings up the Inbox page. There are a couple of messages from before, but nothing new. Next, she takes a look at her purchase history to see if anything was out of the ordinary.

My Page

User ID: xxxxxxxx

Create New Listing

[Account](#)[Purchase History](#)[Selling](#)[Inbox](#)

Image

Item Name
Amount Paid

Delivery Fulfilled (i.e. meeting happened)

Purchased xx/xx xx:xx AM

Image

Item Name
Amount Paid

Delivery Pending

Purchased xx/xx xx:xx AM

1-2 of 103,859 shown

It looks like everything is as it should be. Having gotten that out of the way, she proceeds to click the tab for Selling.

The screenshot shows the GatorBuy 'My Page' interface. At the top, there's a purple header bar with the 'GatorBuy' logo, a search bar, and navigation links for 'Account', 'Cart', and 'Login'. Below the header, the page title 'My Page' is displayed, along with a user ID placeholder 'User ID: xxxxxxxxx'. A 'Create New Listing' button with a plus sign is also present. The main content area contains two listing cards. The first card, which has a green 'Approved/Live' status indicator, displays an image placeholder, the item name 'Best Offer (by price)', the number of unreviewed offers, and the date it was published. The second card, which has a red 'Denied' status indicator, also shows an image placeholder, the item name 'Proposed Price', and a link to 'Reason For Denial (hover/click for details)'. Below the cards, a message indicates '2 of 2 shown'. At the bottom of the page, there's a dark footer bar with the text '@2021 GatorBuy' on the left and 'Want to sell things?' on the right.

Here, she views all information about her previously created listings. The first one on the page has been approved. She looks at when the listing was approved and made public, the number of new offers received since she last checked, and the price of the best offer made to her. Everything looks fine.

However, she then looks at the second listing to see that it had been denied by an admin on xx/xx at xx:xx PM. She looks at the reason for denial, and sees she made a slight mistake with the item's information. Mentally, she makes a note to fix the listing and resubmit it for review.

In the meantime, she decides to create a new listing for a new item by navigating to the appropriate page.

Create Listing

[Cancel](#)

*Item Category and Name

*Proposed Item Price

Item Description (optional)

*Upload an image



*May take up to 24 hours for approval.

Submit For Review

@2021 GatorBuy

Want to sell things?

Upon opening the “Create Listing” page, she enters the pertinent information into the form and uploads an image. After thoroughly checking the submission to try and avoid the risk of rejection once more, she sends the listing in for review.

Use Case 3: Admin

He is an administrator for the GatorBuy app and wishes to provide users with the best experience possible. It is important for him to be able to do his job well and in a timely manner. His work consists mainly of checking information on the app and ensuring it is accurate. With the GatorBuy app, Shawn logs into GatorBuy with his admin account and checks the list of unapproved items posted by users. With each item, he checks if the seller's account has the correct sfsu email to make sure each seller is reliable. Once the information has been checked, he either clicks the button to approve or deny the item post.

The screenshot shows the GatorBuy mobile application interface. At the top, there is a purple header bar with the "GatorBuy" logo on the left, a search bar with the placeholder "Search for items...", and several buttons on the right labeled "Go", "Account", "Cart", and "Login". Below the header, the main content area has a white background. In the center, there is a form titled "Admin login". It contains two input fields: one for "SF State Email" and one for "Password", both represented by rounded rectangular input boxes. Below these fields is a large green rectangular button with the word "Login" in white. At the bottom of the screen, there is a dark footer bar containing the text "@2021 GatorBuy" on the left and "Want to sell things?" on the right, with a small question mark icon next to it.

Admin login

*SF State Email

*Password

Login

[Forgot password?](#)

@2021 GatorBuy

Want to sell things?

For security purposes, the admin login page does not have a direct button in the app. Shawn first goes to the URL "/admin_login". From there he can login with his credentials.

GatorBuy ALL ▾ Search for items... Go Account Cart Login

Admin Dashboard

Pending listings All listings All users

| Image | Item Name Best Offer (by price) | Review |
|-------|------------------------------------|----------------------------|
| | | Submitted (xx/xx xx:xx AM) |
| Image | Item Name Proposed Price | Review |
| | | Submitted (xx/xx xx:xx PM) |
| Image | Item Name Best Offer (by price) | Review |
| | | Submitted (xx/xx xx:xx AM) |

@2021 GatorBuy Want to sell things?

GatorBuy ALL ▾ Search for items... Go Account Cart Login

Admin Dashboard

Pending listings All listings All users

| Image | Item Name Best Offer (by price) | Review |
|-------|------------------------------------|----------------------------|
| | | Submitted (xx/xx xx:xx AM) |
| Image | Item Name Proposed Price | Review |
| | | Submitted (xx/xx xx:xx PM) |
| Image | Item Name Best Offer (by price) | Review |
| | | Approved (xx/xx xx:xx AM) |

@2021 GatorBuy Want to sell things?

After login, he can go to the admin dashboard page from the Admin button on the top right. And he can go to the pending listings tab to see the ones that need approval, or all listings tab to see older listings

Review Listing

Item Name *

Ikea Table

Proposed Item Price *

\$30

Item Description

Used, very good condition

Images



Reason to deny (if applicable)

Deny**Approve****Back**

Then he clicks on a listing to review it. In the listing review page, he reads through the listing and is able to approve it, deny it with the right reason, or go back to the other listings.

Key Competitor: SFSU bookstore

Home page

Both SFSU bookstore and GatorBuy show items list and their price clearly. SFSU bookstore has a clear most popular item list, and sale information. Compared to the bookstore, for each item, GatorBuy provides users direct access to add to cart. This saves the number of clicks.

SFSU bookstore

The screenshot shows the SFSU bookstore website. At the top, there is a large green banner with the word "SPIRIT" in white. Below the banner, a "Most Popular" section displays four items:

- adidas Defender IV Small Duffel** (\$35.00)
- Adjustable Face Mask With Filter Pocket 3-Pack - ONLINE ONLY CONSTRUCT**
- The North Face Jester Backpack** (\$69.00)
- Fjallraven Kanken Backpack Graphite** (\$80.00)

Below the items, a banner reads "ART SUPPLY STOCK UP SALE".

GatorBuy

The screenshot shows the GatorBuy website. At the top, there is a purple header bar with the "GatorBuy" logo, a search bar, and buttons for "Sell", "Cart", and "Account". Below the header, a promotional message reads "Buy and sell your items on campus! We help you save money!"

New Posted items:

| Item | Price | Action |
|----------|-------|--------|
| Notebook | \$5 | Buy |
| laptop | \$300 | Buy |
| lamp | \$9 | Buy |
| chair | \$7 | Buy |
| clock | \$4 | Buy |
| textbook | \$15 | Buy |

At the bottom, a footer bar contains the text "@2021 GatorBuy".

Search Page

SFSU bookstore has a more detailed category filter, while GatorBuy only sorts items according to the price. However, the advantage GatorBuy has is each item card has direct access to add to cart, while SFSU bookstore only allows add to bag.

SFSU bookstore

Category

- General Reading (3502) >
- Video Games (55)
- Vinyl Records (12)
- School Supplies (24)
- Art Materials (5)
- Specialty Supplies (5)
- Lighting & Electrical (13)
- Shelves & Organizers (1)
- Computers & Tablets (9)
- Computer Accessories (3)
- Office & Travel (2)

Special Category +

Color +

Brand +

Search result for "book" (6393)

Sort By Relevance ▾

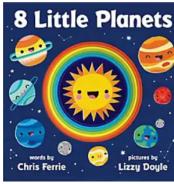
01 02 03 04 ... 123 >



STARTALK YOUNG READERS
TYSON NEIL DEGRASSE
ISBN 9781426330872
\$17.99



FIRST WE MAKE THE BEAST BEAUTI
WILSON SARAH
ISBN 9780062836786
\$26.99



8 LITTLE PLANETS
FERRIE CHRIS
ISBN 9781492671244
\$10.99



ABCs OF SPACE
FERRIE CHRIS
ISBN 9781492671121
\$9.99

GIFTS UNDER \$50



GatorBuy

GatorBuy

ALL ▾ ex.laptop, book, lamp.....

Go Sell Cart Account

Showing 1 to 2 out of 2 items

Sorted by : ▾

Price: low to high
Price: high to low



Dell laptop
\$400
Kate **Buy Now**
Add to Cart



Macbook Air
\$300
John **Buy Now**
Add to Cart

@2021 GatorBuy

Item Detailed Page

SFSU bookstore allows users to choose quantity before adding to the bag, while GatorBuy doesn't have this function. However, compared to the bookstore, the advantages of GatorBuy is that we allow users to buy items directly instead of having to add to cart first. Also GatorBuy provides buyers with access to contact with sellers directly.

SFSU bookstore

The screenshot shows the product page for 'STARTALK YOUNG READERS' by Neil deGrasse Tyson. The product image features Neil deGrasse Tyson in a space-themed setting with celestial bodies. The price is listed as \$17.99. Below the price, there's a 'PayPal' button for interest-free payments. A quantity selector shows '1'. Below that are 'Add to Bag' and 'Add to Wishlist' buttons. To the right, a sidebar titled 'Customers also viewed' lists other books: 'ASTROPHYSICS FOR PEOPLE IN HUR', 'POWER OF HABIT', and 'BARRACON'.

GatorBuy

The screenshot shows the product page for a Macbook Air 13. The main image shows the laptop open on a desk with a glass of water and a white ball. A text box below the image states: 'This is Macbook Air 13 Released in 2017 Model is A1466'. To the right, the product name 'Macbook Air' is listed with a price of '\$300'. The seller information shows 'John' and the phone number '123-456-7890'. A 'Buy Now' button is at the top of a green 'Add to cart' button. A 'Questions? Contact with Seller!' link is also present.

CSC 642/842 HCI Fall 2021

Phase 4:Usability Evaluation/Testing

GatorBuy

A peer-to-peer general sell/buy ecommerce site for the SFSU community.

Team 11

Member:

Leslie Zhou: zzhou2@mail.sfsu.edu

Justin Yee

Nianzi Yi

Nov 4 2021

Table of Content

| | |
|----------------------------|----------|
| Executive Summary | 3 |
| Usability Test Plan | 3 |
| Usability Task Description | 3 |
| Effectiveness | 3 |
| Efficiency | 4 |
| Subjective Feedback | 4 |

Executive Summary

There is heavy student demand for supplies to aid in their collegiate endeavors. GatorBuy seeks to alleviate both financial and time stressors of processes as such, by providing a peer-to-peer platform for the students, faculty and staff of San Francisco State University to purchase their general needs and sell unused or unwanted items. Users will be able to create listings, and potential buyers may search for materials by attributes. There, the buyer may contact the seller by creating an offer through the GatorBuy interface. This comprises of negotiatory details such as price, meeting time, and meeting location, which may then be either accepted or rejected by the seller. This provides an intuitive and streamlined communications process between both parties.

Additionally, GatorBuy gives the faculty of SFSU authority to moderate listings for various reasons. For example, in the case of textbooks, they may ensure outdated material is not purchased by accident. Precautions will be in place to ensure that every transaction is done without malintent, and that both parties are provided the necessary information to make informed choices regarding their transactions.

Usability Test Plan

Usability Task Description

- a. The function we choose is “Customer shall be able to add items to their shopping cart”
- b. Task: Let users (Staff/Faculty/Student) search laptops. Then pick one they like from the search result, and add it to the shopping cart.

Effectiveness

To measure the effectiveness, we would count how many users can search laptops in the search bar and add the one they like to the shopping cart successfully. We would also record the average error clicks to complete this task, and record the data in the following table:

| Test | %completed | errors | comments |
|-------------|------------|--------|----------|
| Add to cart | | | |

Efficiency

To evaluate the efficiency, we would measure the average time and the number of clicks to complete this task.

Subjective Feedback

1. The search bar is easily located

| | | | | | |
|------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| Select one | <input type="checkbox"/> |

2. The search bar is easy to use

| | | | | | |
|------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| Select one | <input type="checkbox"/> |

3. The results are easy to understand

| | | | | | |
|------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| Select one | <input type="checkbox"/> |

4. The item information is easy to read on the item page

Strongly disagree Disagree Neutral Agree Strongly agree

Select one

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

5. The add to cart button is easily located

Strongly disagree Disagree Neutral Agree Strongly agree

Select one

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

CSC 642/842 HCI Fall 2021

Phase 5: Focus Group Feedback

GatorBuy

A peer-to-peer general sell/buy ecommerce site for the SFSU community.

Team 11

Member:

Leslie Zhou: zzhou2@mail.sfsu.edu

Justin Yee

Nianzi Yi

Nov 11 2021

Table of Content

| | |
|-------------------------------------|----------|
| Meeting Organization | 3 |
| Summary Of Feedback Obtained | 4 |
| Our plan | 5 |

Meeting Organization

Team 12 had four people participating in the meeting. We first told them our goal for the project, then we asked them if they used some of our competitors before and some of the pain points from using our competitors' products.

Then we went over the executive summary, and jumped into the use cases and storyboards. We walked them through the storyboards for each persona, so they get a sense of the flow of our application. And then we went back to each page to see if there's anything they would like to change. Some pages, they already had the feedback after the walk through. For other pages that we had some concerns, we asked them how they feel on the certain elements that we had concerns on.

We recorded the meeting, so we can go back and watch their feedback.

Summary Of Feedback Obtained

| Component | Feedback |
|---------------|--|
| Homepage | <ul style="list-style-type: none">• More commercial displays• Advertising the application in homepage• Add images about promotions/sales• Move item names to above image |
| Checkout Page | <ul style="list-style-type: none">• Clients might not create accounts ever since guest checkout is an option; lazy registration might be better• Extra, separate page for the guest checkout form info; button leading to that page<ul style="list-style-type: none">◦ May be confusing when presented with form, user might fill it out even if they have an account already |
| Account Page | <ul style="list-style-type: none">• Make boxes same size |
| Selling Page | <ul style="list-style-type: none">• Play around with colors to highlight important information |

Our plan

| Component | Plan |
|--------------|---|
| Homepage | <ul style="list-style-type: none">• Add some images or text about promotions/sales• Move item name above each image, but still keep buy button on the bottom |
| Checkout | <ul style="list-style-type: none">• Keep the guest checkout, then have a lazy registration form in the confirmation page if they'd like to make an account |
| Account Page | <ul style="list-style-type: none">• Make boxes same size• Make input fields and labels bigger |
| Selling Page | <ul style="list-style-type: none">• Add colors to highlight important information |

CSC 642/842 HCI Fall 2021

Phase 6: Final implementation and evaluation

GatorBuy

A peer-to-peer general sell/buy ecommerce site for the SFSU community.

Team 11

Member:

Leslie Zhou: zzhou2@mail.sfsu.edu

Justin Yee

Nianzi Yi

Dec 14 2021

Table of Content

| | |
|---|-----------|
| Executive Summary | 3 |
| Platforms and Tools Used in This Project | 3 |
| Screenshots of Final Implementation | 4 |
| Use Case 1: Buyer (Staff/Faculty/Student) | 4 |
| Use Case 2: Seller (Staff/Faculty/Student) | 8 |
| Use Case 3: Admin | 9 |
| URL of Relevant Material | 12 |
| UI QA Automated Test | 12 |
| GitHub Repository | 13 |
| Here is the link to our repository: | 13 |
| Here is the link to our app: | 13 |

Executive Summary

There is heavy student demand for supplies to aid in their collegiate endeavors. GatorBuy seeks to alleviate both financial and time stressors of processes as such, by providing a peer-to-peer platform for the students, faculty and staff of San Francisco State University to purchase their general needs and sell unused or unwanted items. Users will be able to create listings, and potential buyers may search for materials by attributes. There, the buyer may contact the seller by creating an offer through the GatorBuy interface. This comprises of negotiatory details such as price, meeting time, and meeting location, which may then be either accepted or rejected by the seller. This provides an intuitive and streamlined communications process between both parties.

Additionally, GatorBuy gives the faculty of SFSU authority to moderate listings for various reasons. For example, in the case of textbooks, they may ensure outdated material is not purchased by accident. Precautions will be in place to ensure that every transaction is done without malintent, and that both parties are provided the necessary information to make informed choices regarding their transactions.

Platforms and Tools Used in This Project

- a. We use React with bootstrap as our frontend framework
- b. We use Figma for our high fidelity design
- c. We use Selenium for our QA testing
- d. We use Firebase to host our app

Screenshots of Final Implementation

Use Case 1: Buyer (Staff/Faculty/Student)

GatorBuy All Search Sell Cart Account

Buy and sell your items on campus!
We help you save money!

New Posted items :

| | | |
|--|--|---|
|  Notebook \$5 |  Laptop \$300 |  Lamp \$9 |
|  Chair \$7 |  Clock \$4 |  textbook \$15 |

@2021 GatorBuy

Home Page

GatorBuy All Search Sell Cart Account

Showing 1 to 2 out of 2 items :

Price: low to high ▾

 Macbook Air
\$300
John

[View More](#)
[Add to Cart](#)
[Buy Now](#)

 Dell laptop
\$400
Kate

[View More](#)
[Add to Cart](#)
[Buy Now](#)

@2021 GatorBuy

Search

GatorBuy All Search Sell Cart Account

Macbook Air 13



Macbook Air 13

\$300

John

123-456-7890

[Questions? Contact with seller!](#)

[Add to Cart](#)

[Buy Now](#)

This is Macbook Air 13

Released in 2017

Model is A1466

@2021 GatorBuy

Item Page

GatorBuy All Search **Search** Sell Cart Account

Create a New Account

* are mandatory

***Firstname**
John

***Lastname**
Davis

***SF State Email**
your@mail.sfsu.edu OR your@sfsu.edu

***Password**
your password

***Phone (format: xxxxxxxxxx)**
1234567890

* I have read and agree to the [terms and conditions](#)

Cancel **Submit**

Already had an account?
[Sign in here!](#)

@2021 GatorBuy

Registration Page

GatorBuy All Search **Search** Sell Cart Account

Login to GatorBuy

***SF State Email**
your@mail.sfsu.edu OR your@sfsu.edu

***Password**
your password

Login

[Forgot Password?](#)

OR

[Create your account](#)

@2021 GatorBuy

Login Page

GatorBuy All Search Search Sell Cart Account

Checkout

Login or Register

*Name

*SF State Email

*Phone

*Pickup location

*Pickup time
 AM

*I have read and agree to the terms and conditions

Checkout

Order summary

| | | |
|--------------|------|-------|
| Macbook Air | John | \$300 |
| Total | | \$300 |

@2021 GatorBuy

Checkout Page

GatorBuy All Search Search Sell Cart Account

Thank you for your purchase

Please consider registering for faster checkout next time

Login or Register

@2021 GatorBuy

Confirmation Page

Use Case 2: Seller (Staff/Faculty/Student)

Selling Page

User ID: 1234567890

Buyer Messages Selling

From: Alice how do i use this 11/11 11:11 AM

From: Bob do you take bitcoin? 12/32 4:20 PM

Create New Listing +

@2021 GatorBuy

Seller page (messages)

GatorBuy All Search Sell Cart Account

Selling Page

User ID: 1234567890

Buyer Messages Selling

 Used Chair
Best Offer - \$30 Approved/Live ●
Listing published (11/12 11:21 PM)

 Free Time
Proposed Price - \$12 Denied ●
Listing reviewed (12/14 08:41 AM)

Create New Listing +

@2021 GatorBuy

Seller page (listings)

Use Case 3: Admin

GatorBuy All Search Search Sell Cart Account

Admin Login

*SF State Email

*Password

Login

[Forgot Password?](#)
OR
[Create your account](#)

@2021 GatorBuy

Admin Login

GatorBuy All Search Search Sell Cart Account

Admin Dashboard

Pending listings [All listings](#) [All users](#)

Showing 3 of 69

| | | |
|---|--|------------------------|
|  | 2018 Macbook Air 13 Best offer (by price) | Review |
|  | IKEA Desk Lamp Proposed Price | Review |
|  | IKEA Chair Best offer (by price) | Review |

Submitted (04/20/2021 04:20 PM)
Submitted (04/20/2021 04:20 PM)
Submitted (01/06/2021 01:15 PM)

« < 1 2 3 4 ... > »

@2021 GatorBuy

Admin Dashboard - Pending Listings

GatorBuy All Search [Search](#) [Sell](#) [Cart](#) [Account](#)

Admin Dashboard

[Pending listings](#) [All listings](#) [All users](#)

Showing 3 of 69

| | | |
|---|---|---------------------------------|
|  | 2016 Dell XPS 13 Best offer (by price) | Review |
| | | Approved (04/20/2021 04:20 PM) |
|  | IKEA Desk Lamp Proposed Price | Review |
| | | Submitted (04/20/2021 04:20 PM) |
|  | IKEA Chair Best offer (by price) | Review |
| | | Submitted (01/06/2021 01:15 PM) |

[«](#) [«](#) [1](#) [2](#) [3](#) [4](#) [...](#) [»](#) [»](#)

@2021 GatorBuy

Admin Dashboard - All Listings

GatorBuy All Search [Search](#) [Sell](#) [Cart](#) [Account](#)

Admin Dashboard

[Pending listings](#) [All listings](#) [All users](#)

Showing 6 of 69

| | |
|---|---------------------|
| John Member since: 04/15/2018 | Ban |
| Sophia Member since: 04/15/2018 | Ban |
| Joe Member since: 06/14/2019 | Ban |
| Ashley Member since: 05/25/2020 | Ban |
| Maddie Member since: 09/05/2017 | Ban |
| Alex Member since: 01/31/2021 | Ban |

[«](#) [«](#) [1](#) [2](#) [3](#) [4](#) [...](#) [»](#) [»](#)

@2021 GatorBuy

Admin Dashboard - All Users

Review Listing

Item name

IKEA Chair

Proposed item price

\$ 30

Item description

Used, very good condition

Images



Reason to deny (if applicable)

Deny

Approve

Back

URL of Relevant Material

React: <https://reactjs.org>

React-bootstrap: <https://react-bootstrap.github.io>

Figma: <https://www.figma.com>

Selenium: <https://www.selenium.dev>

Firebase hosting: <https://firebase.google.com/docs/hosting>

UI QA Automated Test

For the QA test, we use Selenium to do the automated test. We test the checkout page, and make 5 test cases:

1. Test if user can go to correct page with given url
2. Test if user can type in their name, email, and phone
3. Test if user can select the pick up location and time
4. Test if user can check the term agreement
5. Test if user can click the checkout button

Here is our test results:

```
Test results are ready:

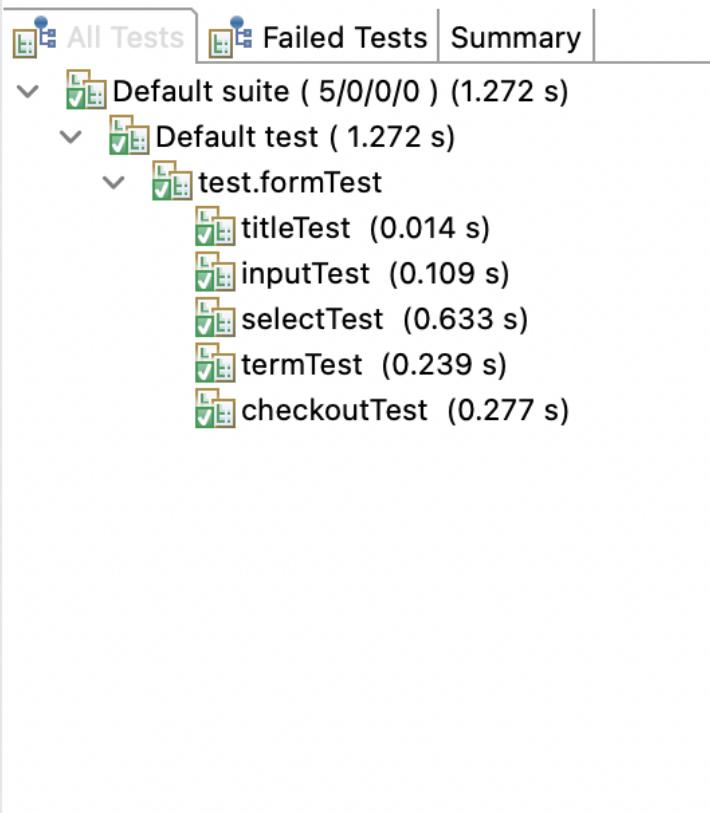
PASSED: titleTest
    Test if user can locate to correct page
PASSED: inputTest
    Test if user can type in their name, email, and phone
PASSED: selectTest
    Test if user can select pickup location and time
PASSED: termTest
    Test if user can click the term agreement
PASSED: checkoutTest
    Test if user can click the checkout button

=====
Default test
Tests run: 5, Failures: 0, Skips: 0
=====

=====
Default suite
Total tests run: 5, Passes: 5, Failures: 0, Skips: 0
=====
```

✓ Passed: 5 ✘ Failed: 0 ☺ Skipped: 0

Tests: 1/1 Methods: 5 (6182 ms)



GitHub Repository

Here is the link to our repository:

<https://github.com/ohlesl1e/csc642-team11-gatorbuy/tree/main>

Here is the link to our app:

<https://csc642-gatorbuy.web.app/>

Part B: Self-Assessment

Nianzi Yi:



Nianzi Yi <nyi1@mail.sfsu.edu>

12/13/2021 6:49 PM



To: Justin Bryan Yee; Leslie Zhou

Hi,

Here is my self-assessment and contribution.

Contribution:

- Contributed to phase 1-6 reports
- Made Buyer use case and persona
- Made Buyer's mockups and storyboards
- Contributed to Usability Test
- Contributed to Focus Group
- Implemented Buyer's UI screens
- Did QA test

Main Challenge:

Generally, I think my team works and organizes very well. Every team member participates and contributes to each task actively. The main challenge I met was learning new technology. This is my first time to use React, so it was difficult to start in the beginning. My team lead helps me a lot to get familiar with React. Additionally, since I'm in different time zone from other team members', it's also challenging to find a time which is available to everyone.

Best
Nianzi

Justin Yee



Justin Bryan Yee <jyee9@mail.sfsu.edu>

12/13/2021 7:12 PM



To: Leslie Zhou; Nianzi Yi

Hello, here are my responses for the self-assessment;

a. Contributions

- Design, mock-ups, implementation, and contribution to reports for the following pages and components:
 - Account page - Account Information and Purchase History
 - Faculty page - Buyer Messages and Selling
 - Create Listing page
- Transcribed feedback during focus group session

b. Challenges

The main challenge I encountered during the project was learning how to use React-Bootstrap, along with HTML needed for the framework. This was one of the first courses/projects I've taken that involved these and just web-related stuff in general, so it took a bit of getting used to error fixing (especially in the command prompt) and messing with parameters. Working with the team definitely helped with this.

Regards,
Justin

Leslie Zhou:



Leslie Zhou <zzhou2@mail.sfsu.edu>

1:36 AM



To: Justin Bryan Yee; Nianzi Yi

Hi Team,

Here's my self-assessment and contributions.

Contributions:

- Contributed to phase 1-6 reports
 - Admin use case
 - Admin storyboards and mockup
 - Defined the platforms and tools we used
- Hosted focus group
- Setup GitHub repository
- Implemented admin's UI screens
- Did general style cleanup and bug fixes
- Deployed project to Firebase
- Organized meetings
- Delegated tasks to team members

Challenges:

The biggest challenge for me is getting used to being team lead. I'm usually more comfortable taking tasks to do than giving out tasks. Luckily, we all got our own persona to work on from the beginning, so we were able to just follow through on them over the course of the project. Another challenge is balancing my projects among all my classes. Good thing is that my team has been very reliable, so I don't need to worry for this project.

I'm very proud of my team. They've done a tremendous job on their parts of the reports, which saved me a lot since I'm not very good with writing documentations. Nianzi did excellent work on the implementation. Although Justin isn't as experienced in web development like Nianzi and I, he turned in his work on time, which allow us to make the adjustments if needed.

Best,
Leslie