

CSC 642 842 HCI Fall 2021

Phase 4: Usability Evaluation

SFSU Buy/Sell/Trade

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Made by Gators, for Gators

Team 12

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Executive Summary

SFSU Buy Sell Trade is an exclusive platform for SFSU Gators to buy, sell, and trade any items they need to make their college experience easier. It's already hard enough for you having to deal with moving into your dorms, or picking your classes, so we are here trying to make getting all of your supplies easier.

Most students find that having to search for the best prices for their textbooks is a long and boring process, but buying them at the full price at the bookstore feels hard on their wallets. Not to mention that standing in line for your books is a process that no one wants to go back to. On campus, everyone is confirmed to be vaccinated, so meeting with others is a safe experience. It is also very convenient since everyone is available on campus, all you need to do is look at their preferred meeting location, and confirm through our in-app messaging system.

As opposed to our competitors, we have your best interests in mind. We strive to make buying and selling as convenient and as beneficial to the SFSU Gators as possible. This can be further confirmed on your end by looking at the account's reviews to ensure that they are someone you can trust with a safe transaction. It's also easier to find more relevant items since you can search on our website using keywords and filter the search results by category, subject, ratings, popularity, and prices.

Along with this convenience is the reassurance that textbooks are not going to waste since you are buying used products that can be traded for many semesters to come.

Usability Evaluation/Testing Plan

1) Effectiveness

Test/Use Cases	% Completed	Errors	Comments
Search			
Contact Seller			
Sell (create a post)			
Add to Wishlist			
Log In			
Register			

2) Efficiency

Testing Plan:

- **Purpose:**

To test the ease and speed at which the tester is able to perform tasks such as searching for an item, selecting a listing, signing in to an account, registering for an account, posting a listing, and adding an item to their wishlist.

- **Problem Statement:**

We want to see if our website is intuitive and efficient in the amount of clicks it takes to do a task. We are also looking to see if the order in which things are done (specifically when we ask for account log in) is frustrating for the tester or expected.

- **Task Plans:**

- Search for an item
- Select a listing
- Sign in or create an account
- Contact seller to start transaction process through messaging

- Browse through the Fiction category
- Select a listing
- Contact seller

- Log in to an account
- Find where to start creating a listing
- Fill out necessary information

- Confirm post
- **User Profile:**
SFSU students and staff
- **Method and Test Design:**
Testers will go through high-fidelity Figma designs and point out where they believe they should click or type in order to get the tasks done.
- **Test Environment and Equipment:**
Testers will be given the information to access our Figma designs and Zoom meeting.
- **Test Monitor Role:**
To aid the tester by telling them what their choice does and to guide them through which design their screen would look like at any given moment.
- **Evaluation Measures and Collection Method:**
We will be writing down the number of clicks taken to complete each part of the tasks.
- **Legal Issues:**
 - We will prevent legal issues by asking the testers not to provide private information while going through things like the forms or messaging system. They will be asked to tell us what they would type in general rather than specific terms (i.e., saying “my email” rather than their actual email when performing a task where they would input an email).

3) Satisfaction (Questionnaire)

It was easy to search for a listing.

Strongly Agree 1 2 3 4 5 Strongly Disagree

It was easy to contact the seller of a listing.

Strongly Agree 1 2 3 4 5 Strongly Disagree

The pricing was clear.

Strongly Agree 1 2 3 4 5 Strongly Disagree

Overall the process of buying something was easy.

Strongly Agree 1 2 3 4 5 Strongly Disagree

It was easy to fill out the details to create a post.

Strongly Agree 1 2 3 4 5 Strongly Disagree

It was easy to upload pictures to create a post.

Strongly Agree 1 2 3 4 5 Strongly Disagree

Overall, creating a post was easy.

Strongly Agree 1 2 3 4 5 Strongly Disagree

It was easy to register for an account.

Strongly Agree 1 2 3 4 5 Strongly Disagree

It was easy to log into an account.

Strongly Agree 1 2 3 4 5 Strongly Disagree

Overall, navigating around the website was easy.

Strongly Agree 1 2 3 4 5 Strongly Disagree

If you could change one thing about our website what would it be?