

Concert Ticket-Buying Experience Survey

11 responses

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What is your name?

11 responses

Kiahna

Hunter

Lord Andradus

M Dawg

Bobby James

Mercy

Joshua Z

Mohammed

Zachary Seligman

aidan

Daniel Gutierrez

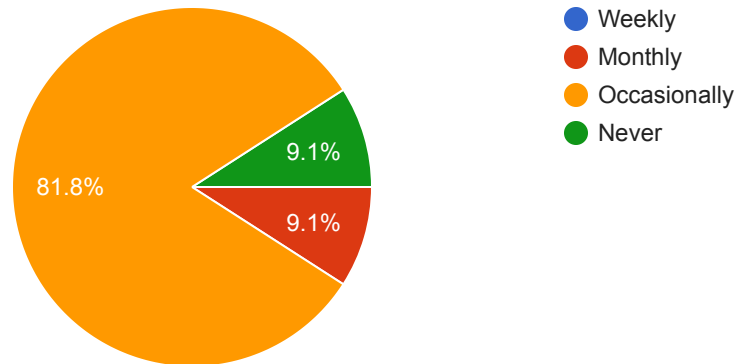
Ticket-Buying Habits and Preferences





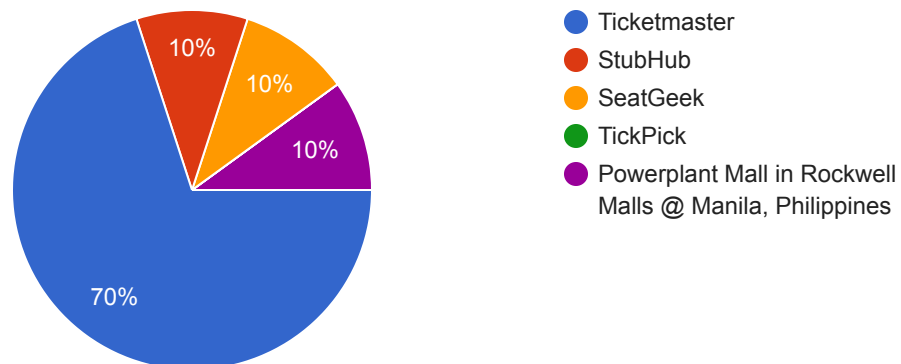
How often do you purchase concert tickets online? (e.g., Weekly, Monthly, Occasionally)

11 responses



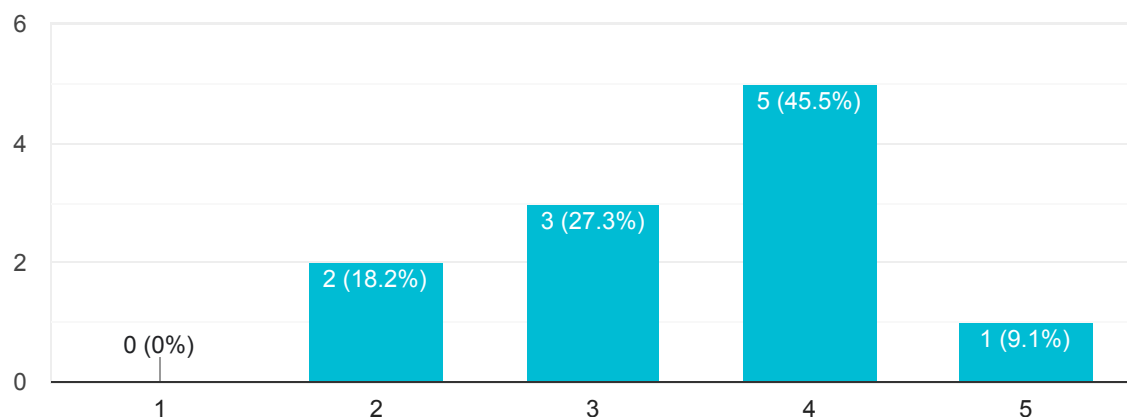
Which platform(s) do you most frequently use to buy concert tickets?

10 responses



How would you rate the ease of navigation on the site(s) you use?

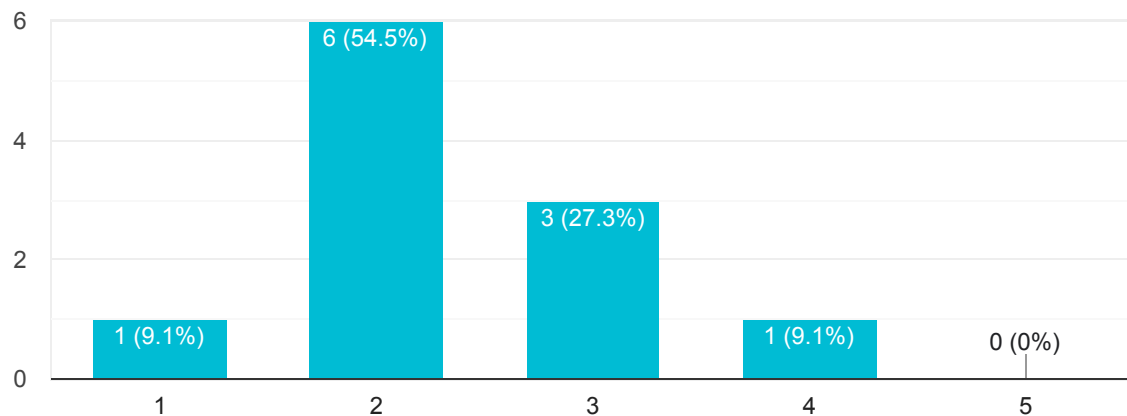
11 responses



How often do you encounter difficulty purchasing tickets?



11 responses



What difficulties do you encounter the most when using concert ticket-buying websites?

10 responses

Resellers

Difficulty in selecting/deselecting ticket spots

None, the whole website is really well made. It just feels a little outdated.

Trying to see my seat view, changing the selection of seat location

Sold out shows, long queues

Laggy UI and also for something like UTSA games we have to access a different site from the main ticket master site for the free tickets.

Its hard to always find the cheapest ticket, and sometimes its hard to get a ticket paid quickly or smooth.

navigation

Annoying pop ups, confusing layout, service fees galore

Most websites have a 10 minute mark to purchase everything and that is stressful



What do you like most about the concert ticket-buying platform you use?

10 responses

Easy to navigate

Many have outlines of the venue making it easy to understand where you're buying tickets for

I liked the seating chart, it makes it easier to buy tickets

seeing seat view to stage/location

The ability to save artists to favorites, the UI

seems safe

You can pick where u want to set

reliable prices

lower service fees

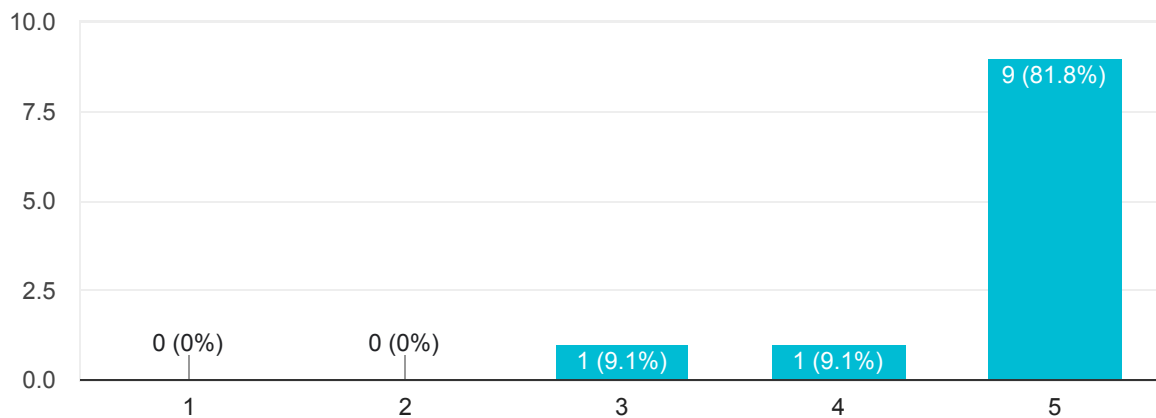
That I can resell the ticket if needed

Features, Fees, and Suggestions

How important is having a seating chart when purchasing tickets?

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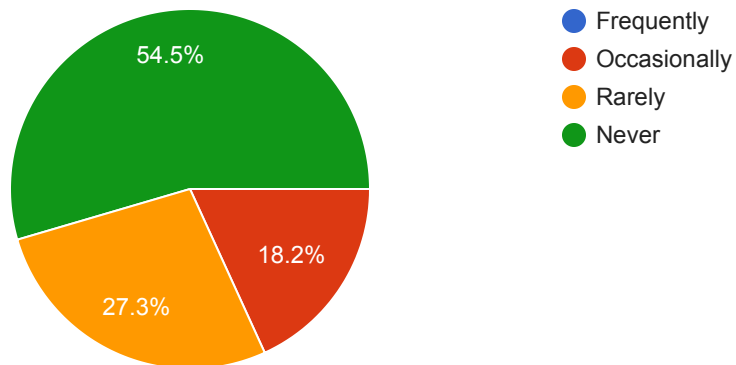
11 responses



How frequently do you buy or sell tickets through resale (such as tickets purchased from other users rather than directly from the event organizer)?

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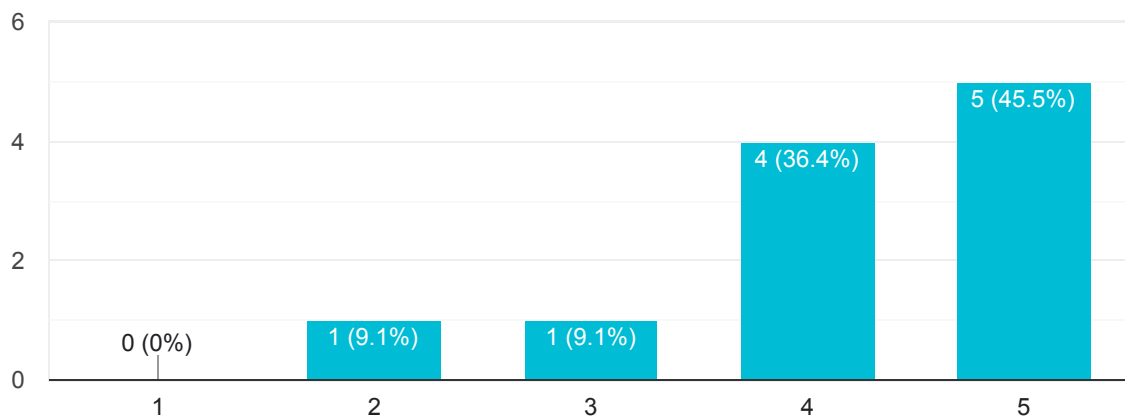
11 responses



How important is it for you to see reviews or ratings for online purchases?

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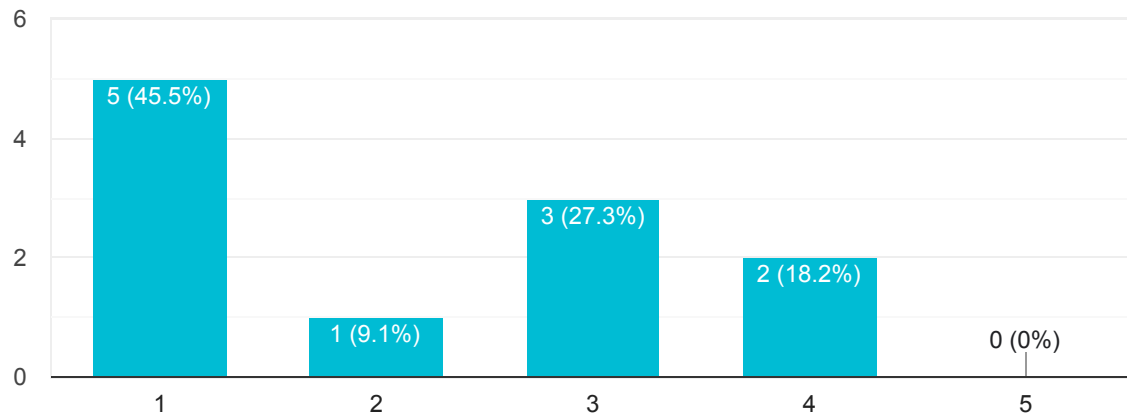
11 responses



How satisfied are you with the transparency of fees on ticket-buying platforms?

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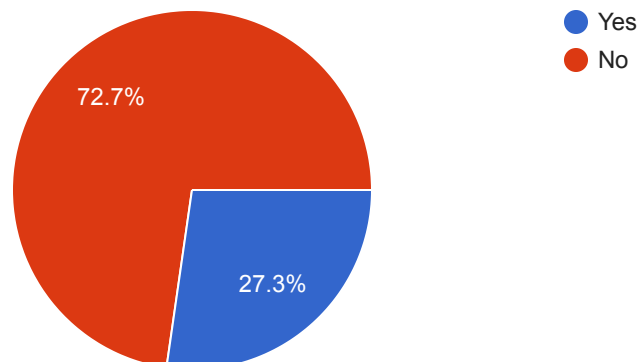
11 responses



Do you feel that service fees are reasonable on current ticket platforms?

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11 responses



What additional features would you like to see on concert ticket-buying platforms?

8 responses

Many have the ability to resell tickets, which is very useful. This should be a standard across platforms

To stop price gouging me, *nudge* *nudge* ticketmaster

Trailers of the tour, like they do for movies pages like imdb. integrated access to tour merch.

pictures of the venue where the concert is held. why google lol

Na na

option to receive notification when tickets go live for buying, as well as whether or not there is an option for pre-ordering through a 3rd party service

I just want the seating chart, an ticket fee with fees included

To have the final price upfront

In your opinion, what is missing from the current concert ticket-buying experience?

7 responses

Sometimes information about the event is vague or misleading. It can even vary site to site

Satisfying selection options that justify the price and fees

the ability, as a fan, to secure tickets to your favorite artists before they sell out

Na na

see mentioned above

fee transparency

IDK

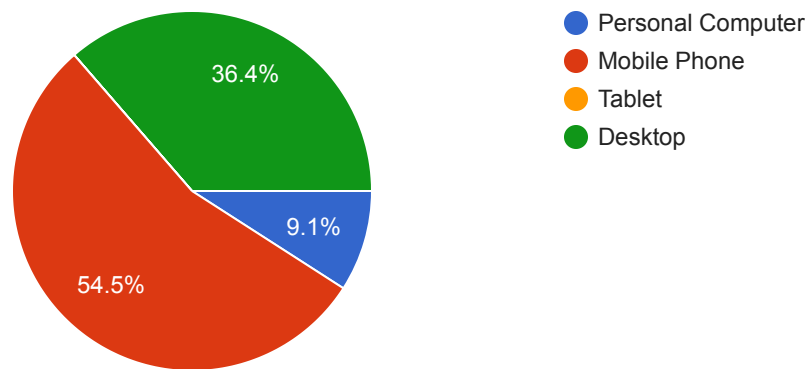
Context of Use, Abilities, and Demographics



What device(s) do you primarily use to purchase concert tickets?

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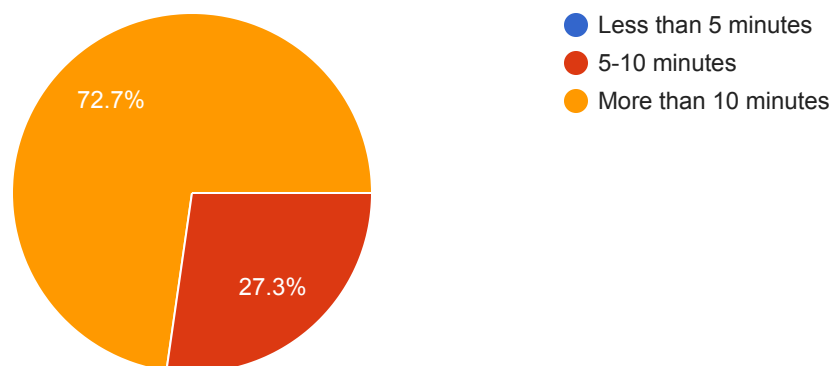
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How long do you typically spend on a ticket-buying site before making a purchase decision?

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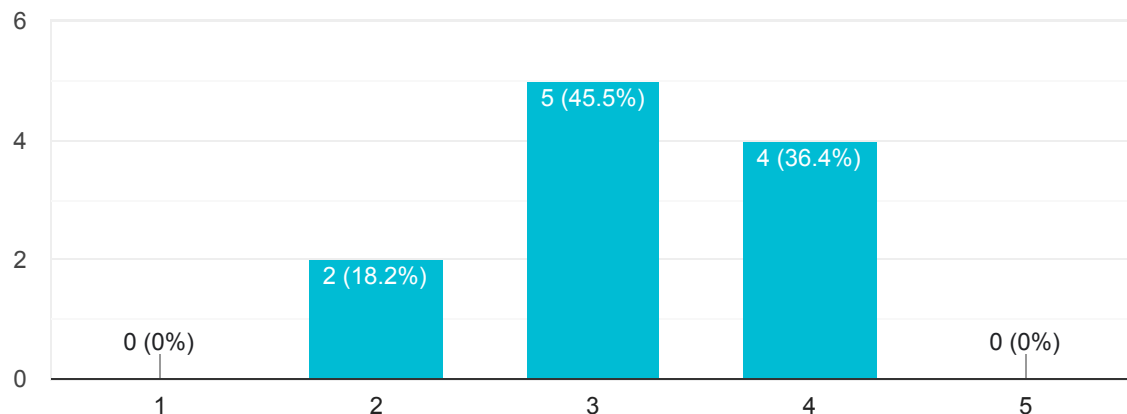
11 responses



How easy is it for you to make decisions when comparing ticket options (e.g., seat location, price, resale vs. primary)?

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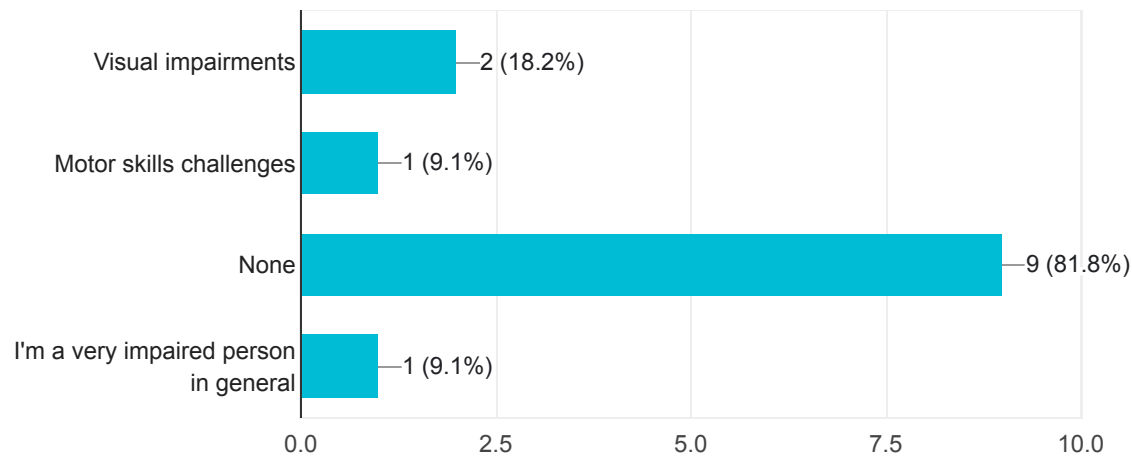
11 responses



Do you experience any physical challenges that affect how you interact with websites?

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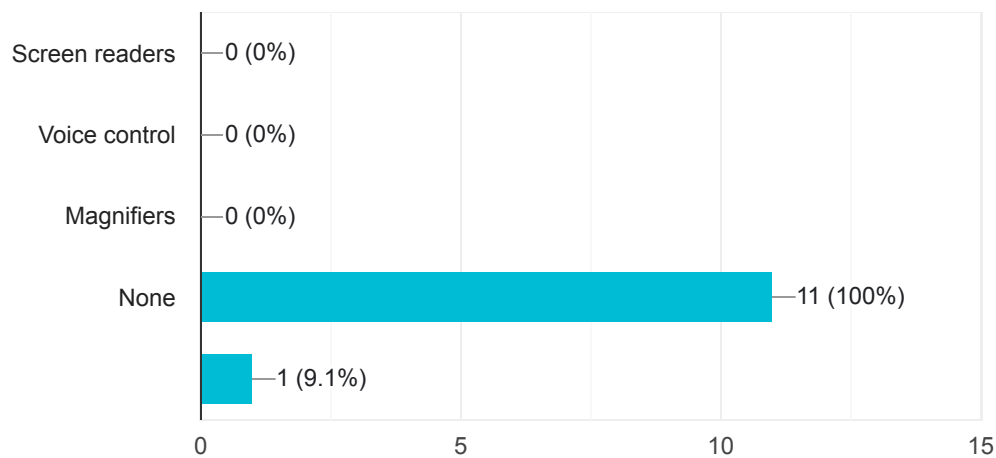
11 responses



Do you use any assistive technologies (e.g., screen readers, voice control) to navigate websites?

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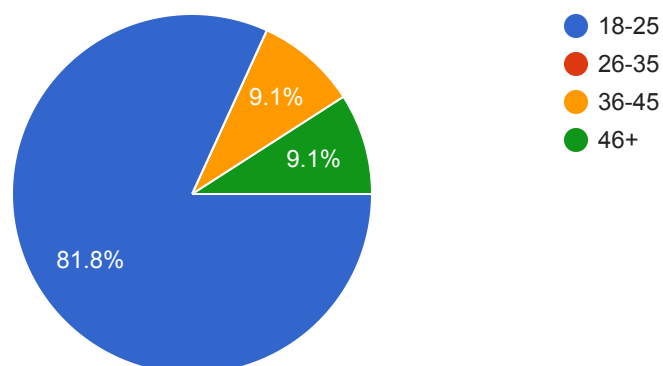
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What age group do you belong to? (e.g., 18-25, 26-35, 36-45, 46+)

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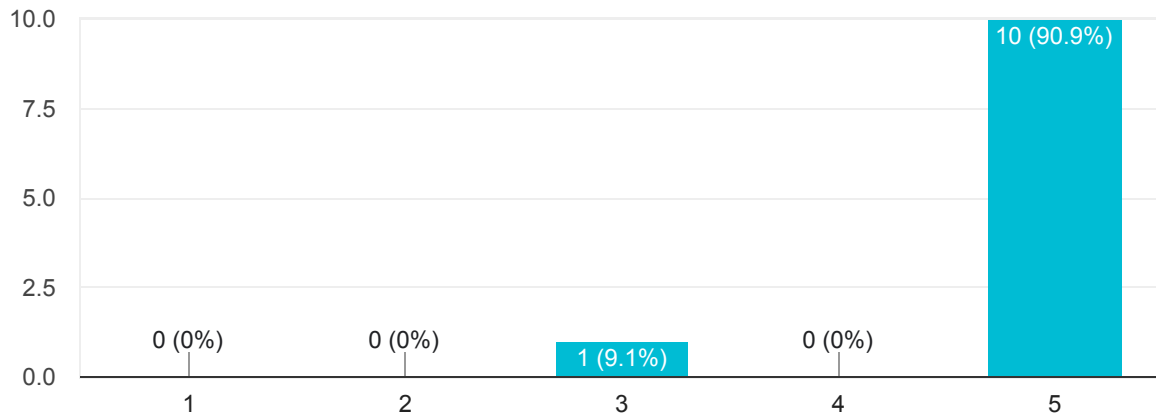
11 responses



How comfortable are you with using technology to make online purchases?

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11 responses



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