**University marketplace / Bartering App Interview Structure**

*For the problem description, check the end of the document.*

**Introduction:**

* Welcome and Introduction:
  + Hello, how are you? I’m … and today I will be conducting this interview. Is it alright if I record it?
* Background Information:
  + Would you mind telling me a bit about your background, that is, your name, occupation, age, semester, career, etc.
* Contextualize the Conversation:
  + The questions I will be asking you concern a problem faced by university students, which is to buy or sell materials used for a class.

**Understanding Their Relationship with the problem:**

Routine in relation to the problem:

* + How do you come across this problem? What is happening in your life when buying or selling materials becomes an issue?

**Identifying Current Problem Solutions:**

* Current Pain Points:
  + What do you find frustrating about selling or buying materials for university? What is annoying about the process previously, during and after?
* Previous Solutions:
  + Have you tried finding solutions? If so, what approaches have you tried?

**Digging Deeper:**

* Impact on Their Life:
  + How does this emotionally, mentally, or socially affect your life, or more specifically, your student life?
* Desired Outcomes:
  + What outcomes or improvements are you hoping for? What scenario would be ideal?

**Understanding Perspectives:**

* Different Perspectives:
  + Do you think other students are also having trouble buying or selling materials, or is your experience unique?
* Value Assessment:
  + How important is it to you that the problem is solved? Or, if you’re almost done with your degree, how important would it have been?

**Closing:**

* Thank You and Next Steps:
  + Thank you so much for your time and your responses, they will be of great help in our project.
* Permission for Follow-up:
  + Finally, I would like to ask your permission for a follow-up interview if my team and I do decide to work on it.

**Problem Description:**

