User interview

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| Interview Date: 3rd Aug 2021 | Interview way: wechat meeting |
| Interviewee’s name: Haiyang Li | Interviewee’s occupation: Higher education students |
| Interviewer’s name: Weibang Tang | Interview’s occupation: pets selling website developer |
| Content of interview items: we have developed three new features and want to get some feedback from users | |
| Before the interview, we thanked the interviewers for taking time out of their busy schedule to accept our interview. The purpose of our interview is to get users’ feedback from users who have experienced our new features  Q: Do you think the current usage rate of the functions on the website is high?  A: I think it should be quite tall. If I am a seller, I think I still need to manage the pets I sell frequently. Including frequently adjusting the tags of pets on sale to facilitate users to filter choices.  Q: With regard to the filtering function and the labeling function, do you think there is any uncomfortable operation?  A: Personally, I don't think so. In the few minutes I have experienced, these functions are similar to my familiar usage habits. So my use is relatively smooth.  Q: What about adding and deleting functions? As a seller.  A: The added function is very good to use. But for the delete function, I have a suggestion.  Q: What advice?  A: The button to delete a pet is not humane enough. It is a bit difficult to use. I remember that when I delete some things on other websites, there is a sign similar to a trash can. I think you can do the same.  Q: Okay, I will record it. Is there anything else to add?  A: No more. This is my entire experience with these functions.  Q: Okay, thank you for your valuable suggestions.  Summary: The current functions are generally good, and they are recognized by users. However, if the delete button is replaced with a trash can symbol, the operation will be more user-friendly. So we will make improvements here. | |