

# Craigslist

Craigslist Mobile App Proposal

# 1 - CLIENT OVERVIEW

### Client

On March 1, 1995, Craig Newmark wrote an email to his friends said that he had reached a time in his life to "give back". He started by creating a classified ads site with FREE ads in San Francisco.

Craigslist is undoubtedly website that many people are loved by its quality, and hated by its outdated designs. It is understandable for its design because Craigslist's minimalist strategy means its users are the ones who make the decisions, on their time, with no distractions. Today, it serves over nine billion page views per month in 450 cities across 70 countries.

### **Objective**

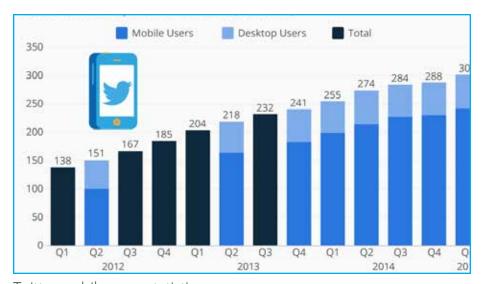
One of the reasons why Craigslist app is necessary is over 36 percent of the world's population is using a smartphone by 2018, up from about ten percent in 2011. Which means we can mostly access the internet anytime, and anywhere.

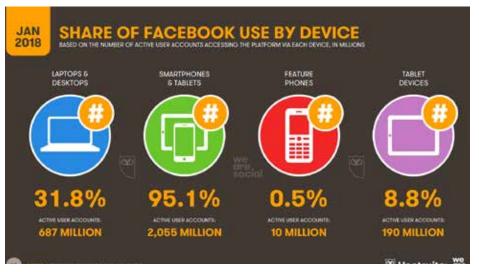
With the growth of the mobile app, Craigslist will help its users, especially busy users who want to save more time spend on finding classified ads. The app is convenient and it also intends to improve the security of customer information.



Craig Newmark, poses in front of his company's old San Francisco office in 2006

# 2 - MOBILE USERS STATISTIC





Twitter mobile users statistic

Facebook mobile users statistic

Over 36 percent of the world's population is using a smartphone by 2018, up from about ten percent in 2011.

### 3 - CREATIVE BRIEF

### **About Craigslist App**

Craigslist is an app created for the need of the current desktop users. It is designed to help local users find what they need instead of being required to have a computer anytime. The goal is to create a mobile app that eases to use for everyone without any confusion.

The app will first ask users to select their current location. These data will then be gathered and used to find the local classified ads that match the target user. Users can also search multiple cities at a time from their mobile.

Also, users can customize their profile by saving their favorite ads and postings. The results list will be shown in order of the ones which recent post. Users could then browse through and find ones that they like the most, then send a request to know more information about the post.

### **Problems**

There are several 3rd parties that officially licensed by Craigslist. When using their app, a user will be asked to accept Craigslist's term and conditions to be able to use the app.

However, acceptance means that their information will be shared with a 3rd party, which make user concern about security. That's why Craigslist decides to create an official app for its users. It emphasizes that personal information of users is always a top priority.

### **Target Audiences**

- Both Genders
- Live in US

- College Students
- Average Incomes

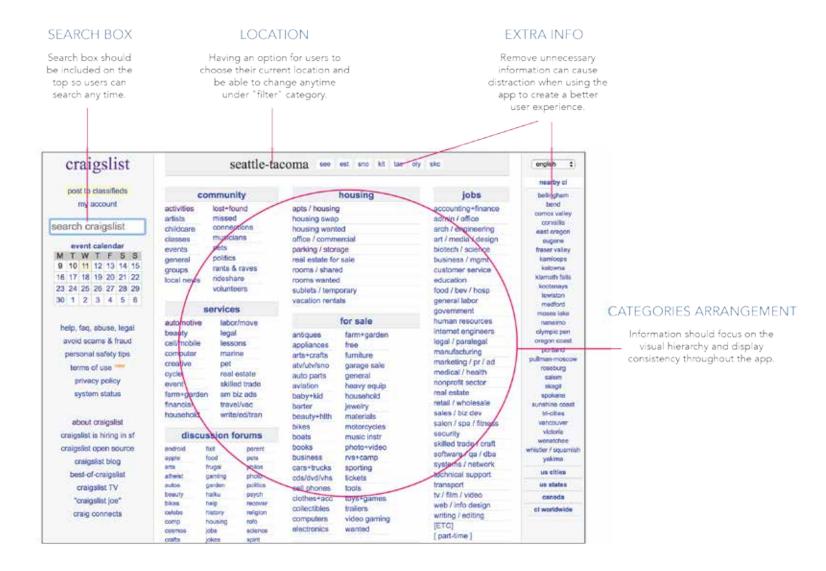
### **Solutions**

Emphasizes the importance of information quality rather than focus on aesthetics. The core user value is to make the app works with a clear design layout and make it appears most specific to their primary target audiences.

# 4 - CRAIGSLIST DEMOGRAPHIC STUDIES

NUMBER OF USERS	60 Million Users
AUDIENCE GEOGRAPHY	United State: 94.9 % Canada: 1.1 % Japan: 0.6 %
AUDIENCE DEMOGRAPHICS	GENDER BROWSING LOCATION EDUCATION  Internet Average Internet Average Internet Average  Male Home No College  Female Ballow Above Graduate School College  Graduate School College  Graduate School College  Ballow Above College  Graduate School College  Ballow Above Relief Above  Female Ballow Above Relief Above  Female Ballow Above Relief Relief Above  Female Ballow Above Relief
NUMBER OF LANGUAGE SUPPORTED	13 Languages
NUMBER OF COUNTRIES THAT CRAIGSLIST OPERATES IN	70 Countries
NUMBER OF MONTHLY USER POSTINGS IN CRAIGSLIST DISCUSSION FORUM	200 Million Postings
AVERAGE NUMBER OF MONTHLY JOBS LISTINGS POSTED	More Than One Million
AVERAGE NUMBER OF CLASSIFIED ADS POSTED MONTHLY	80 Million Ads
NUMBER OF CRAIGSLIST LOCAL SITES	More Than 700 Sites
ESTIMATED CRAIGSLIST REVENUE IN 2016	\$690 Million
ESTIMATED CRAIGSLIST REVENUE IN 2015	\$396 Million
NUMBER OF CRAIGSLIST EMPLOYEES	40 Employees
AVERAGE NUMBER OF MONTHLY PAGEVIEWS	50 Billion Payviews Per Month
WHERE DO VISITORS GO ON CRAIGSLIST.ORG?	accounts.craigslist.org: 10.21% post.craigslist.org: 10.02% sfbay.craigslist.org: 9.03% losangeles.craigslist.org: 6.92% craigslist.org: 6.11%
	https://www.alexa.com/siteinfo/craigslist.org https://expandedramblings.com/index.php/craigslist-statistics/

### 5 - CONTENT STRATEGY



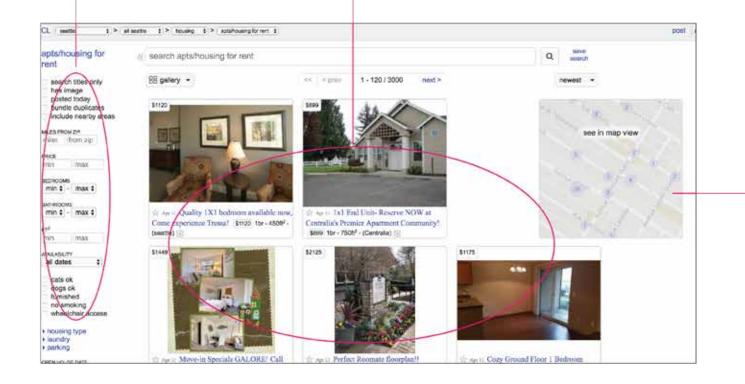
# 5 - CONTENT STRATEGY

#### **FILTERS**

#### Filter is one of the most important functions in a Craigslist app. User should be able to select the data to narrow down their search.

#### **POST DISPLAY**

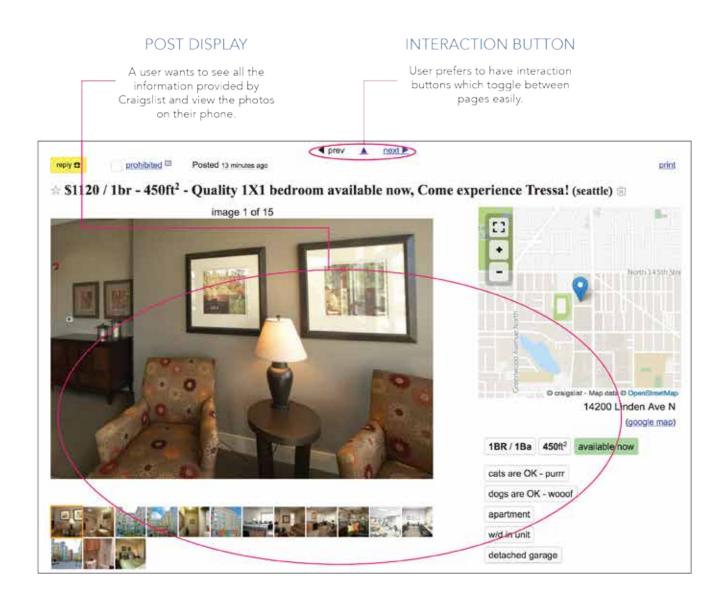
A user expects to find the type of information that Craigslist provides on their mobile app including images, post information, and poster's contact information.



#### MAPS

User would like to see the location of the post from their app so they can arrange an appointment in a controlled manner.

# 5 - CONTENT STRATEGY



### **OfferUp**

OfferUp is one of the biggest mobile marketplace for local buyers and sellers. Almost all of its functions support the buy and sale; and exchange of information between users.

### Platform

- IOS
- Android

#### Price

- Free
- More options in-app purchases







#### **Features**

- Message buyers and sellers securely from within the app
- Browse items by image and sort by category or location
- List an item using your phone or tablet in as little as 30 seconds
- Know who you're dealing with through reputation and safety features

### Design

- Price highlighted
- Bold text
- Blur the image that currently view.
- Grid design layout

- Messages is glitchy with the latest update
- Ads are not automatically deleted after 14 days unless the seller manually renews the ads.
- None of user posted items appear when searching for said items.

### Cplus

CPlus is an officially licensed Craigslist app for both Windows Phone and iPhone. CPlus offers huge extra features that make browsing and searching on Craigslist very smoothly.

### Platform

- IOS
- Android

#### Price

- Free
- Premium alert feature: \$1.99
- Upgrade to the Pro version: \$2.99







#### **Features**

- Post, edit, and browse listings
- Search multiple cities at once
- Many options to show search results in a grid, map, or list.
- Save searches that you frequently search and set up notifications for new listings.
- Map search for nearby listings

### Design

- Multiple color theme options
- Large screen display
- Greys out listings you've already looked at
- Change theme available

- Should include a hide listings button from certain posts.
- Hard to update post
- It takes a long time to load in between postings.
- Lack of individually customize the search areas for each saved search.

### Qwilo

Owilo is officially licensed craigslist app. It carries everything you love about Craigslist and places it all together in one easy to use. It is a feature-wise, beautiful and reliable Craigslist mobile app.

### **Platform**

IOS

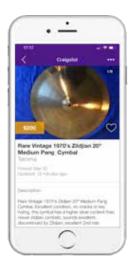
#### Price

Free

Pro Upgrade: \$0.99







#### **Features**

- Filter Craigslist search results; includes advanced search filters.
- View results in Text-only, Grid, Thumbnail and Picture layouts
- Run up to five alerts at one time (require Qwilo Pro)
- Create Craigslist alerts to be notified when a listing matches your criteria.
- Map view with clustering

### Design

- There is a handy night mode
- A big contact button on every listing
- Listing status icons (active, inactive, deleted)
- Full screen pictures

- Limited in posts management even if upgraded to Qwilo Pro.
- Hard to update post
- Owilo locks saved searches and notifications behind a \$1 paywall (CPlus includes both for free).

### **CSmart**

CSmart allows users have the full capability as if they were on a computer. The quickest way to browse and search craigslist with excellent feature wise though.

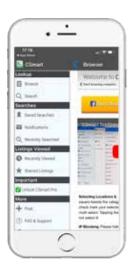
### Platform

IOS

#### Price

Free

CSmart Pro: \$2.99







#### **Features**

- Automatically notifies user when a new item is found that they are searching for.
- Options to enable or disable: Automatic Sync, Notifications and Sounds
- Multi-city saved searches
- Integrated with Notification Center
- Sort results by price, date, and optionally group first by city then sort within each city.

### Design

- Grey highlight for read listings
- Starred Listings
- Different cities are color coded in search results.

- Overall design looks a bit outdated
- If you leave the app, users lose their place when they come back.
- Sometimes the previous search information does not remove.

### **Decision**

Qwilo and Cplus apps share many common features. Qwilo is a modernly designed app focused more on aesthetics while Cplus is a traditionally built app and design based on the grid system. OfferUp can be considered as an innovation in design because its information communicated more efficiently and straightforwardly. Csmart is the less favorite one, possibly because of its outdated design.

After analysing the strengths and weaknesses of the competitors, official Craigslist mobile app should incorporate positive features while avoiding negative features from its competitors. It should focus on the quality of information and find the best solutions to help a user find what the need for just minutes. Visual aspects should also be concentrated on the layout, color scheme, and visual hierarchy to make it right for both aesthetic and usability aspects.

### Adopt

- Visual hierarchy
- Fixed navigation
- Suitable color scheme
- Photo display layout
- Bold and simple icons
- Clear button designs
- Organized grid layout

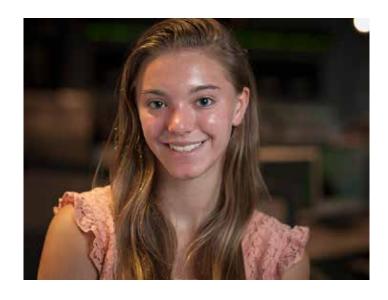
### Avoid

- Unnecessary information
- Extra functions
- Unclear description
- Crowded design layout
- Outdated design
- Lack of photos

# 7 - MOOD BOARD



# 8 - USER PERSONAS



### **Chloe Shakin**

22, Student Single Tacoma, WA

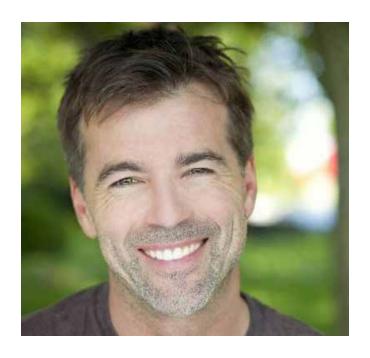
Chloe is a college student at the University of Washington. Apart from school works, Chloe works part-time at a bookstore. Being a student, she does not have a big budget so she have to spend intelligently. Chloe is looking to buying a new car because she thinks about working at a local vet clinic in Seattle that is a bit far from where she currently lives.

As most college students, Chloe cannot live without her phone. To her, mobile apps are very convenient and can be used any time, so she loves to use it. She is looking for the cheapest car, and the seller should not be farther than 10 miles from Tacoma. She then decided to buy a new car through Craigslist. Chloe has little knowledge about cars, so she wants to know more details offered by Craigslist's seller. With a tight daily schedule, Chloe would love to use the mobile app to see all the available options before actually going out to see a car.

#### Goals:

- Time-saving and efficiency
- Convenience to contact a seller over the mobile app
- Detailed information provided

# 8 - USER PERSONAS



### Jonathan Howell

42, T-mobile Manager Married Austin, Texas

Jonathan has seven years of experience working for T-mobile as manager. He has 18 years old daughter who is going to study at Seattle University in this summer. As a father, Jonathan always want to help his children get the best preparation. He decides to help his daughter to find a friendly and safe apartment in Seattle.

After researching, Jonathan decided to choose Craigslist for its quality and reputation. As a manager, Jonathan is responsible for many projects, so he must presents at the store most of the time to help his colleagues. Jonathan love to use his mobile phone to find information before spending an extra time communicating with the poster.

#### Goals:

- Time-saving and efficiency
- Updated the most relevant posts
- Contacting sellers easily

# 8 - USER PERSONAS



### Rebecca Jensen

48, History Professor Married Spokane, WA

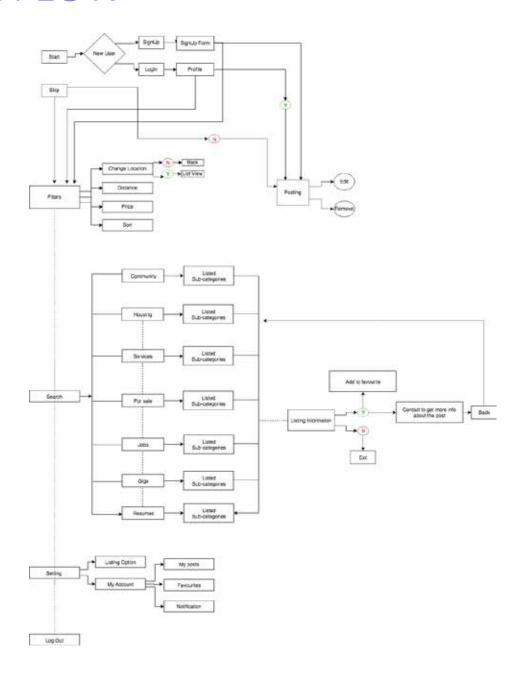
Rebecca teaches history at a local high school in Spokane. Besides teaching, she does volunteer for local nonprofit organizations. Rebecca frequently seeks for charity activities in Craigslist and encourages her students to contribute and help miserable people.

Between her classes, Rebecca uses her phone to check on the volunteer's opportunities. She wants to contact people who have involved to see the requirements and positions are available so she can keep it for her students and her friends. As a teacher, Rebecca is a detailed and organized person. She wants to able to save the information that she found in her favorites so she can check back later.

#### Goals:

- Posts reminder
- Time-saving
- Saving to favorites quickly

# 9 - USER FLOW



### 10 - STYLE GUIDE

To make sure that my app design remains as consistent as possible with the desktop version, I will not change dramatically about its style. Instead, I will adopt and sticking to Craigslist's current design style guide but will be adding more design elements to make it more close to the user.

### **LOGO**

The logo is popularly known to be the Peace symbol. It was designed by Gerald Holtom as a logo for a British campaign for Nuclear Disarmament. If you pay close attention, you can also see the CL wordmark, from top to bottom.

Craigslist CEO Jim Buckmaster brought this in his 2009 "Why Craigslist is such a mess" article. He said, "Craig thought it was associated with the hippies and that hippies were discredited," "Whereas I think peace is among the most desirable things you can have." Buckmaster disagreeing about is the peace sign that enhances the craigslist web address.



# 10 - STYLE GUIDE

### **COLOR**

The color scheme of the site is now by default HTML, CSS. To create a connection between the desktop version and the app, I decided to choose the purple shade of the current Craigslist's color. Neutral shades of the grayscale are the best choice to keep all the shades are matched with others.



# 10 - STYLE GUIDE

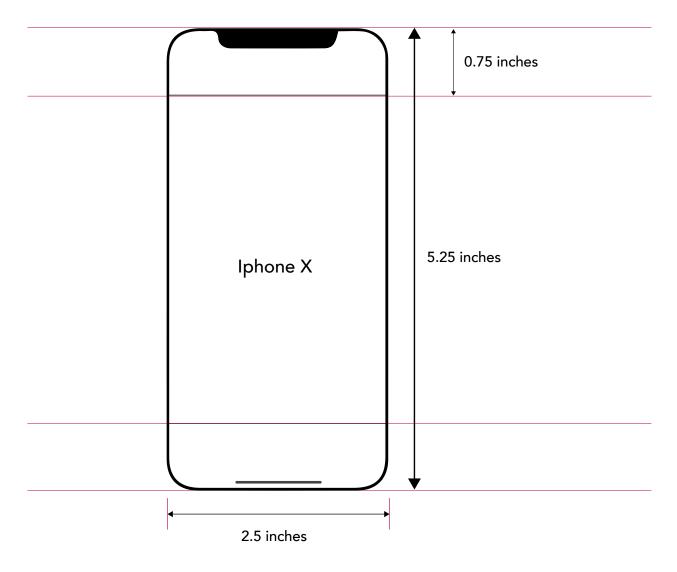
### **TYPOGRAPHY**

The hierarchy will be my primary concern. For each page, there will be no more than three levels of hierarchy so the user will not be overwhelmed while toggling between each page. SF Pro Display is the font for iOS. I choose this font because it is clear and simple to use for a small platform like a mobile app.

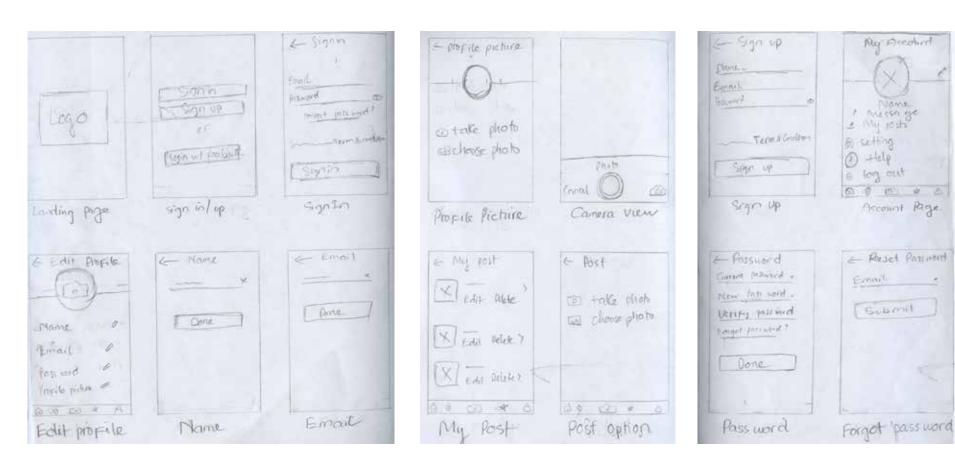


# 11 - PLATFORM

I will challenge myself by designing a Craigslist app for iPhone X. Here are the parameters of the iPhone X and depending on the purpose of each page, I will adjust it reasonably.

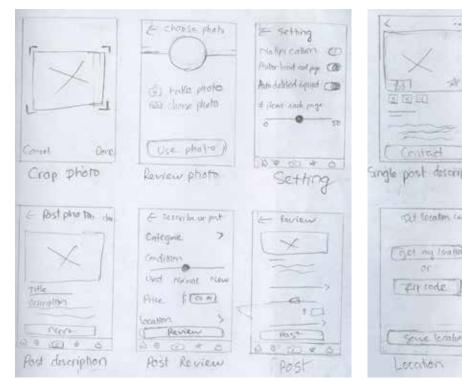


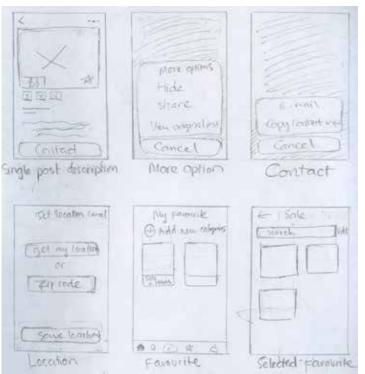
# 12 - SKETCHES

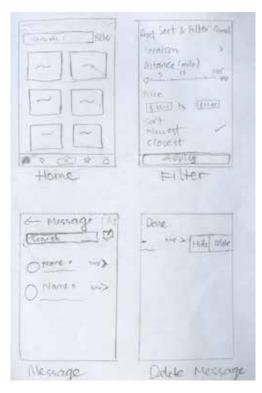


Sketch #1 Sketch #2 Sketch #3

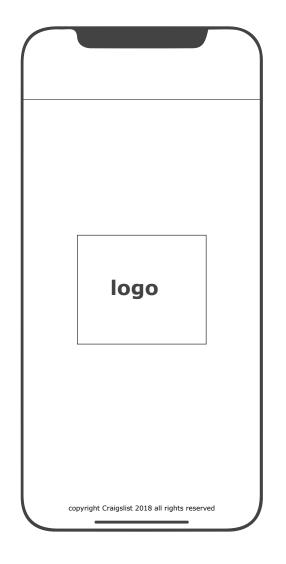
# 12 - SKETCHES

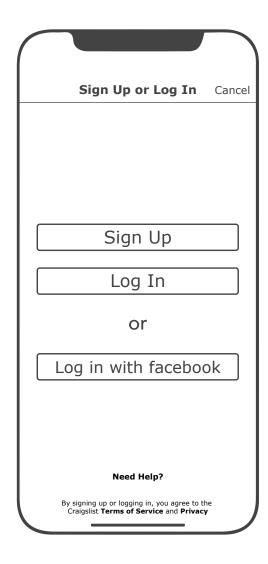


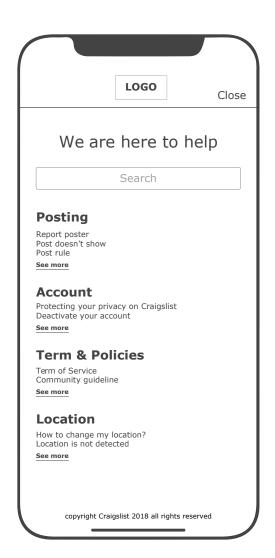




Sketch #4 Sketch #5 Sketch #6



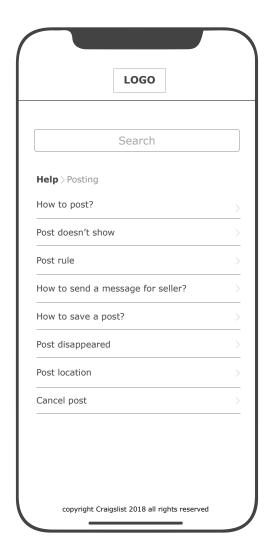


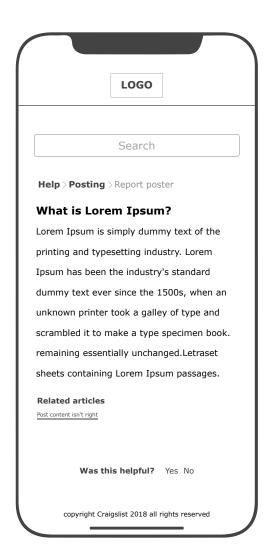


Landing page

SignUp/LogIn

Help





Help Info

Help-sub-info







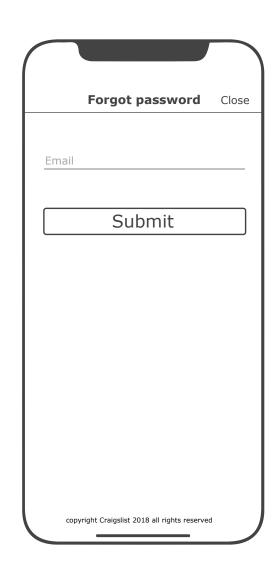
SignUp

SignUp Entered

SignUp Hide Password



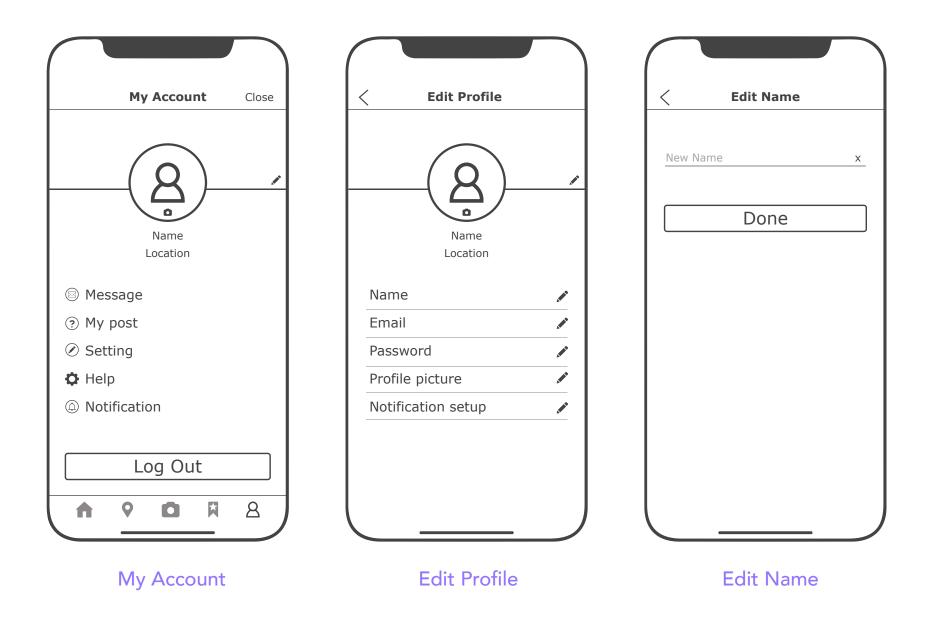


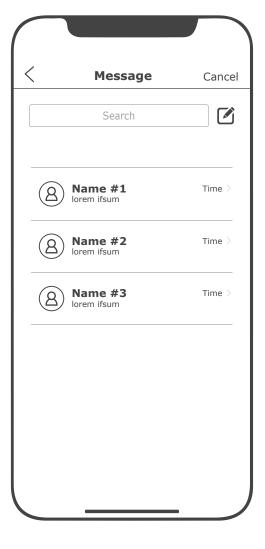


SignIn

SignIn Entered

Forgot Password

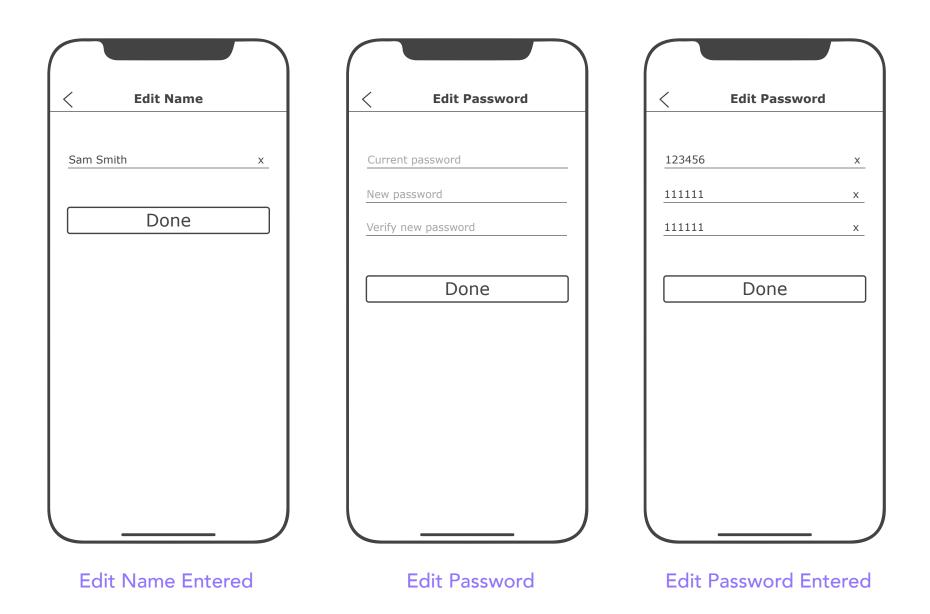


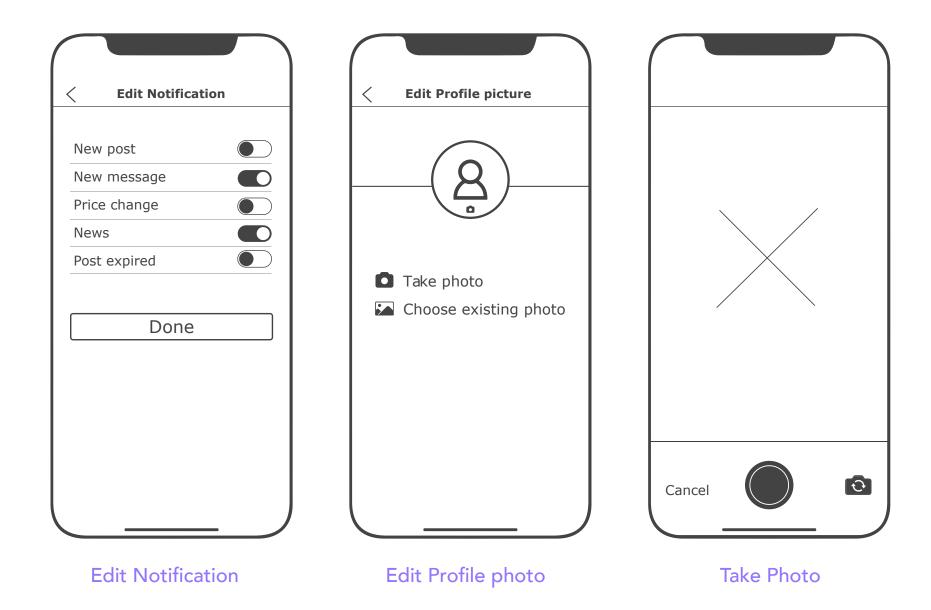


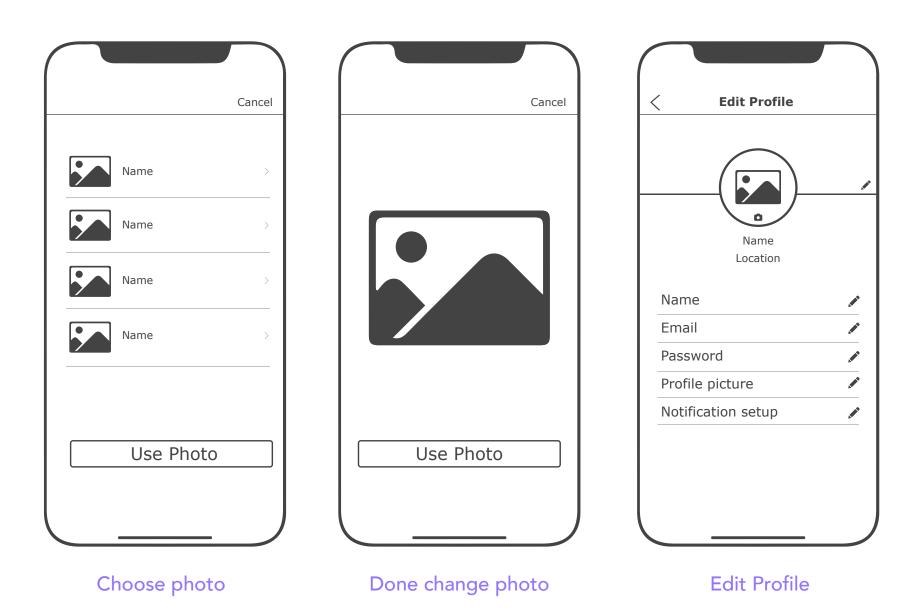
Message Cancel Search Time Hide Delete Name #2 Time lorem ifsum Name #3 Time lorem ifsum

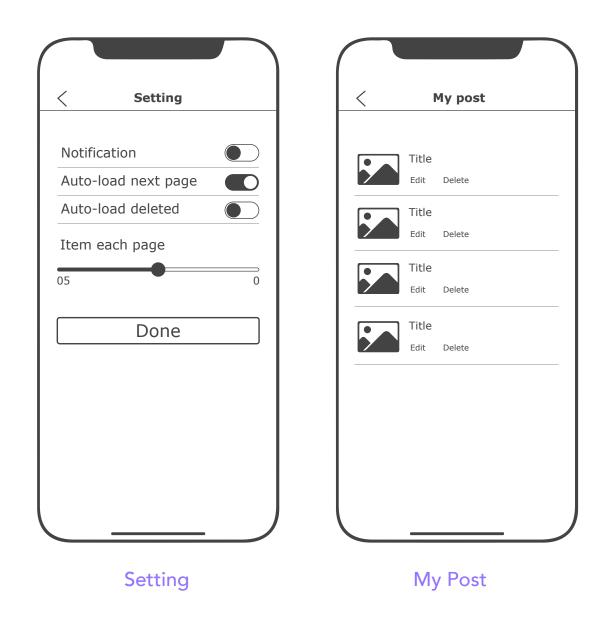
Message

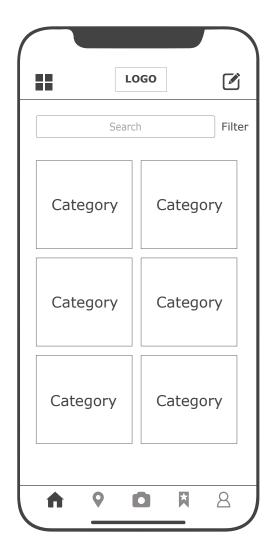
Delete Message



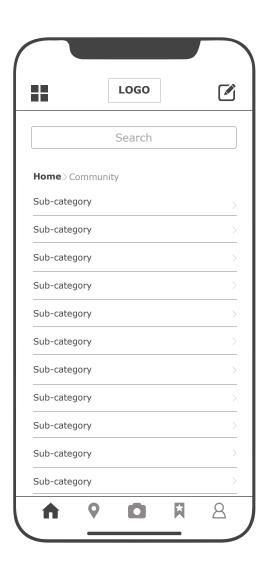




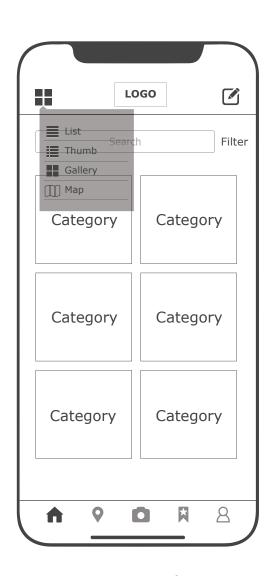




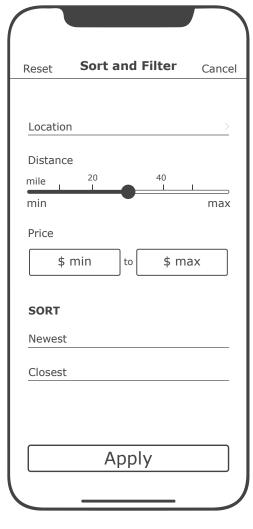
**Home Categories** 



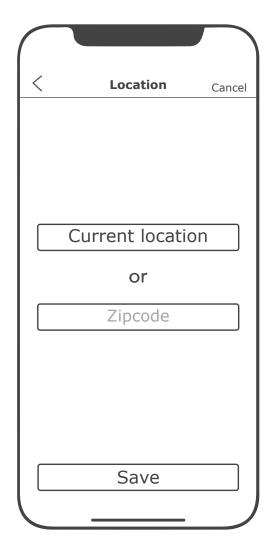
**Sub-categories** 



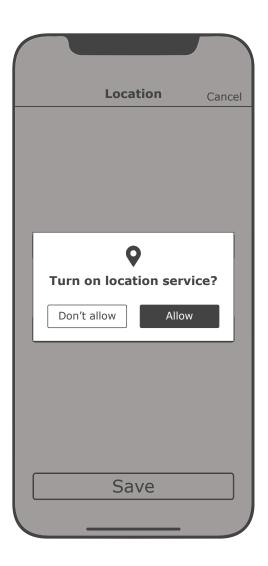
View Mode



Sort and Filter



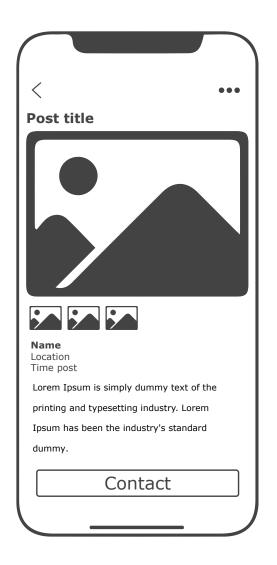
Location



Accept turn on location



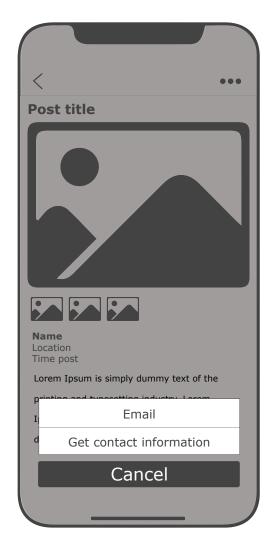
Community Cancel Search Add new favourite TitleT itle



**Favourites** 

**Category Selected** 

Post information



Contact information

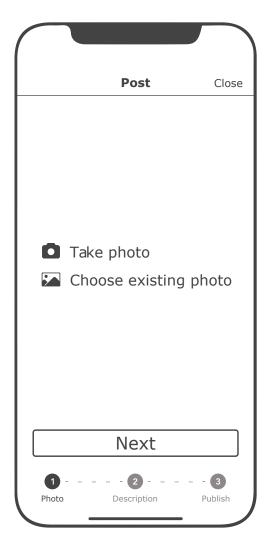


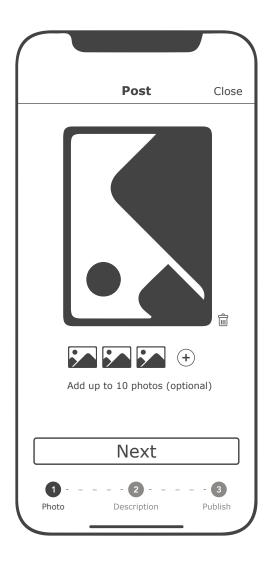
More Option



Share



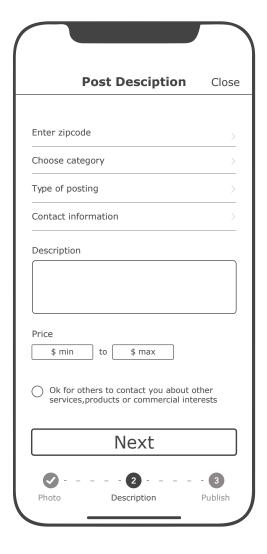




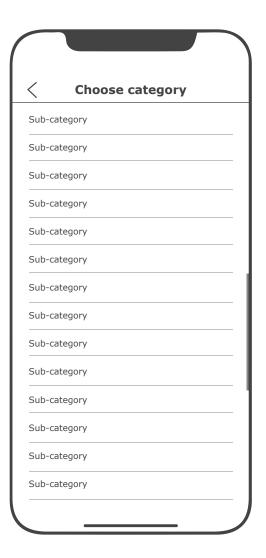
Add To Favourite

Post

Post Step #1



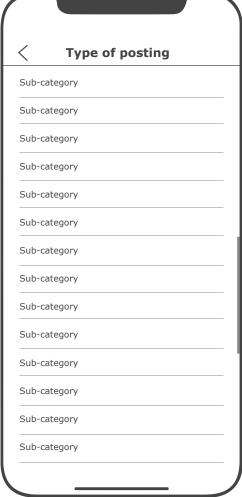
**Post Desciption** Close Enter zipcode Choose category Type of posting Contact information Description Price \$ max \$ min to Ok for others to contact you about other services, products or commercial interests Next 3 Photo Publish Description



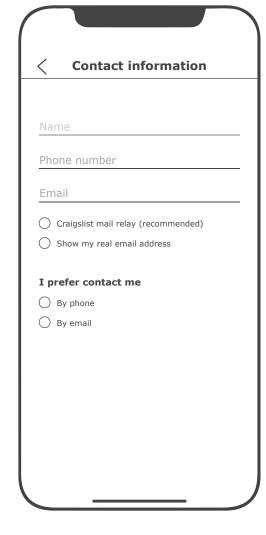
Post Step #2

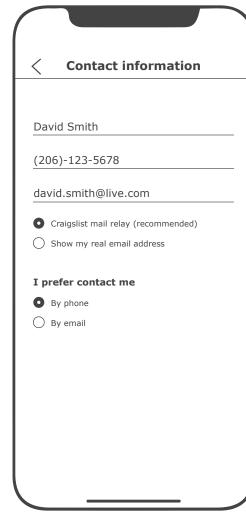
Post Step #2

Post step #2- Slection





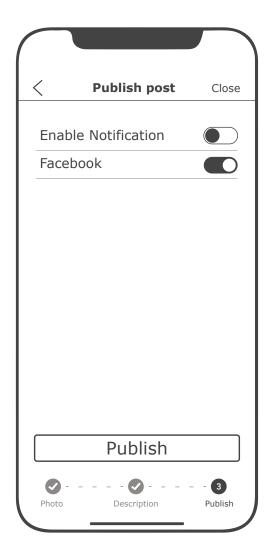




Post step #2-Type

Post step #2-Contact

**Contact Entered** 



Post step #3-Publish



**Post Confirmation** 

### **Summary**

For the usability test, I designed a scenario and six small tasks. I create a prototype of Craigslist through Sketch and Invision. The tasks will be tested on the iPhone X.

Total of five participants in this usability test. They are all college students ages from 20 to 29. They are all familiar with IOS interface and have experienced using iPhone X at least one time. All participants finished all six tasks and they provided their suggestions and comments about Craigslist app after the completion of tasks.

### **Scenarion**

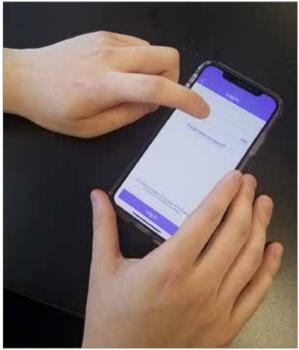
Imagine you are a college student and works part-time at a local vet clinic. Recently, you have to work night shift so getting home after 9 p.m is a bit scare to you.

You decide to buy a used car for your convenience and safety. Being a student, you do not have a big budget so you have to spend wisely. Your friend has bought a car from Craigslist. it was in good conditions and reasonable price so you want to start with Craigslist for your car. Craigslist currently launch an app so you decide to search it while on the bus home.

### **Tasks**

- **Task 1:** Since your first time so you want to know how to post
- Task 2: Sign up a new account and login
- Task 3: Change your profile picture
- Task 4: Search for "Toyota 2018" for sell then contact a seller via email
- Task 5: Assume that you have a car for sale, try to post it
- Task 6: Add a "housing" category under "add to favorite" section







### **SUCCESS RATE**

	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
Participant 1	Y	N	Y	Y	Y	Y
Participant 2	Y	Y	Y	Y	Y	Y
Participant 3	Y	Y	Y	Y	Y	Y
Participant 4	Y	Y	Y	Y	Y	Y
Participant 5	Y	Y	Y	Y	Y	Y

Note: "Y" Stands for success, "N" stands for fail

### Feedback from participants

#### Participant 1

The interface layout is clean and bold
The navigation between screen is well-observed and smooth
Prefer to have another icon for "favorite" category
Having a "Craigslist" feeling

#### Participant 2

Having a bit difficult finding "need help" section
The user flow is understandable and smooth
Thought posting icon was a taking photo icon
Like to have a list of sub-category when clicking on home
category sections before taking to the posts

#### Participant 3

The "favoite" icon reminds him of tag icon Like to see a review screen before publish the post The interface design is smooth and simple The color palette is really matching with Craigslist

#### Participant 4

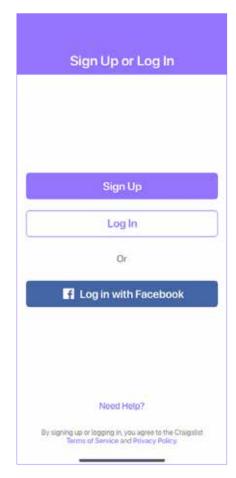
She didn't understand why need a camera icon for changing profile picture. Instead, can use word"edit".

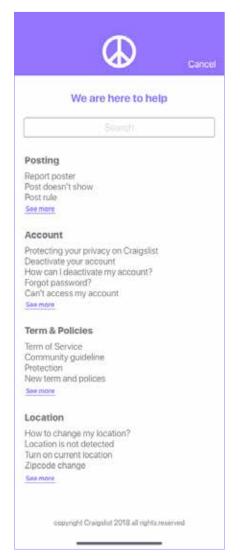
Like the overall feeling

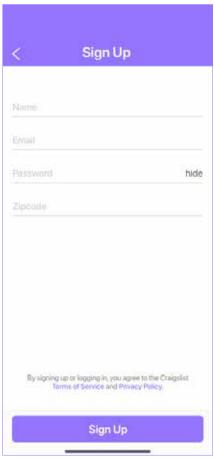
#### Participant 5

Want to add "sub-category" for each category in homepage The "add new category" is a bit confusing The user flow was simple and smooth.









Landing page

SignUp/LogIn

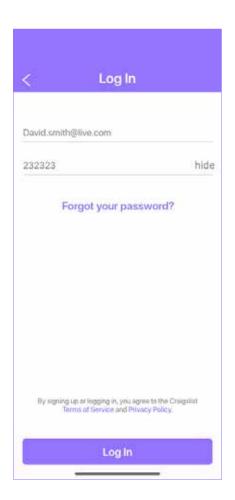
Help

SignUp







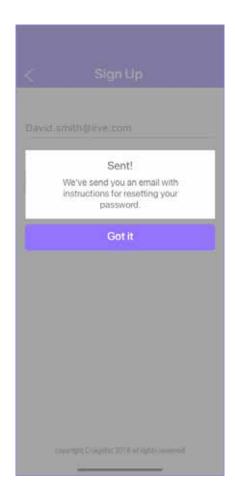


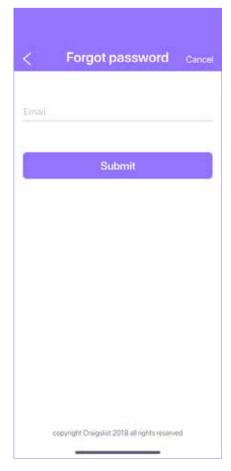
SignUp Entered

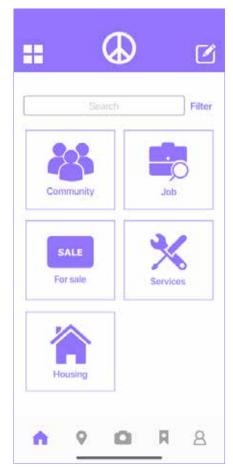
SignUp Hide Password

Log In

Log In Entered







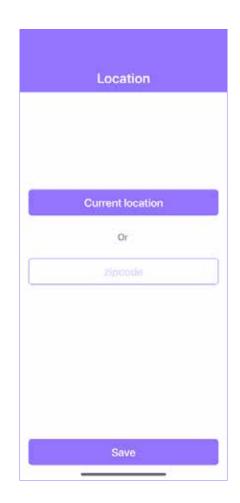


Forgot Password Sent

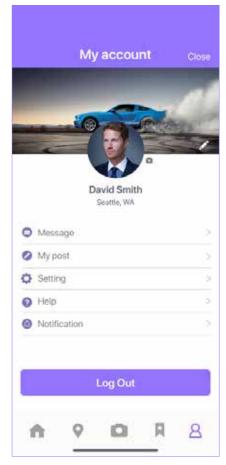
Forgot Password

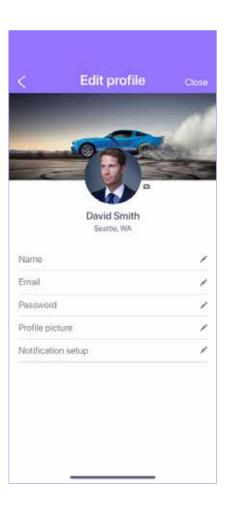
Home Page

View list







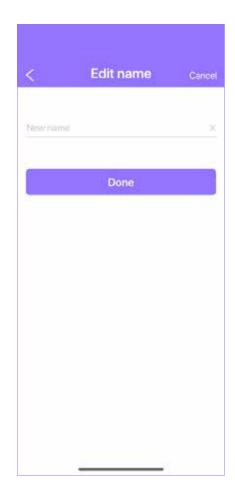


Location

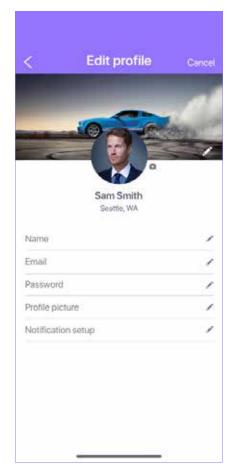
**Location Entered** 

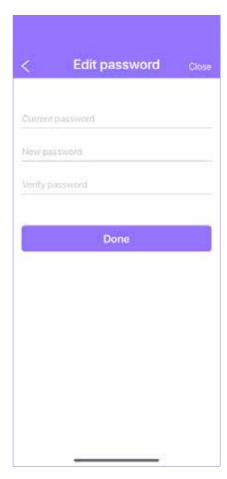
My Account

**Edit Profile** 







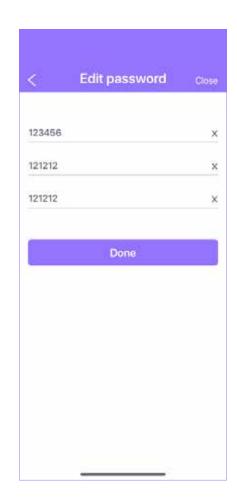


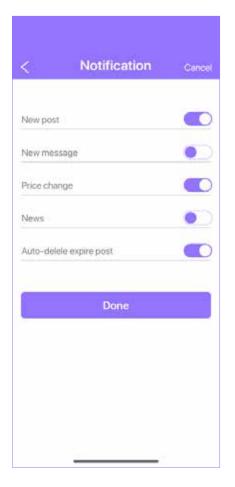
**Edit Name** 

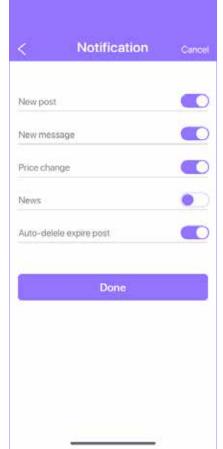
**Edit Name Entered** 

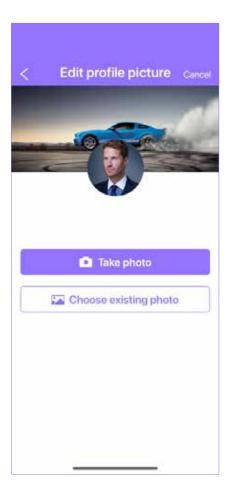
**Edit Name Changed** 

**Edit Password** 







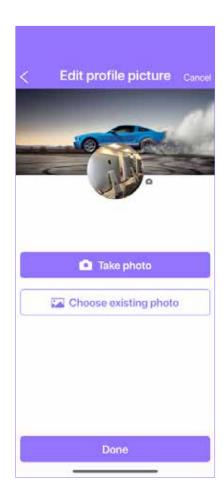


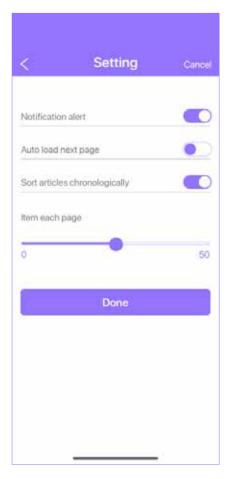
**Edit Password Entered** 

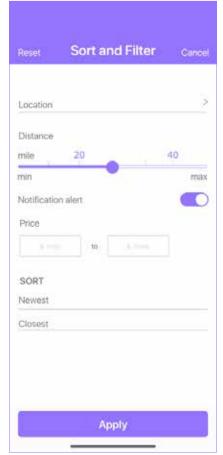
Notification

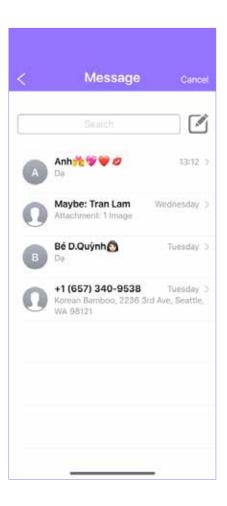
Notification Swich changed

**Edit Profile Picture** 







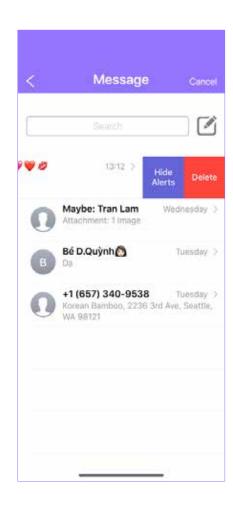


Edit Profile Picture Changed

Setting

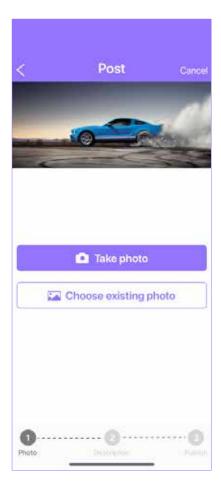
Sort and Filter

Message







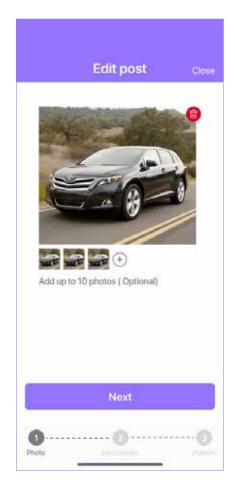


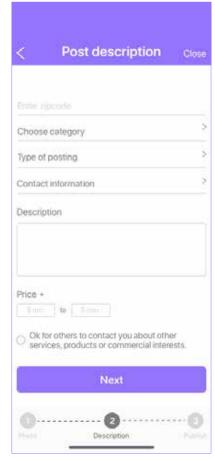
Message Delete

Message Infor

**Message Typing** 

Post





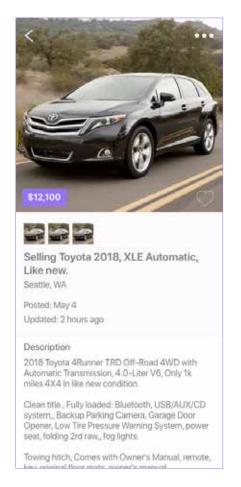


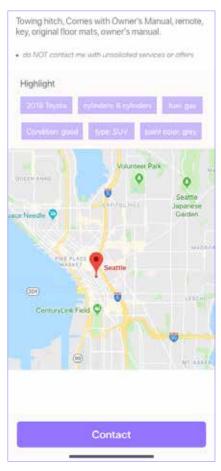


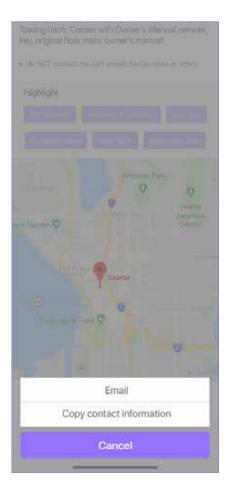
**Choose Photo** 

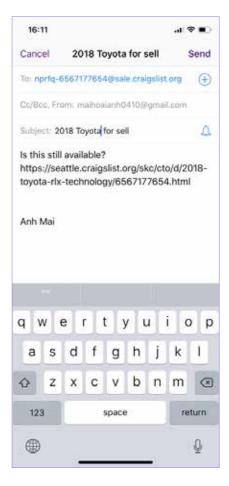
**Post Description** 

Publish Post Confirmantion









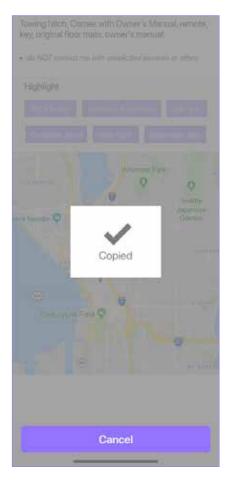
Post Detail #1

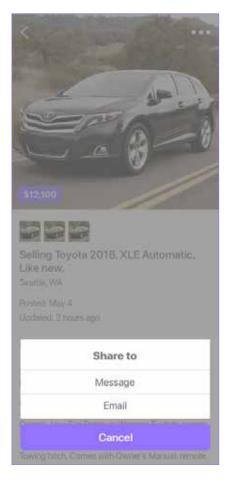
Post Detail #2

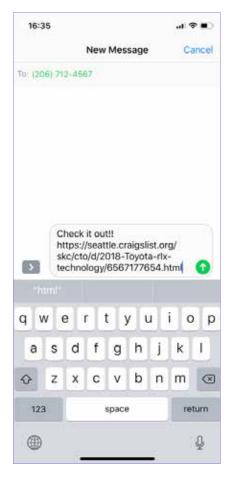
Contact

**Contact Via Email** 







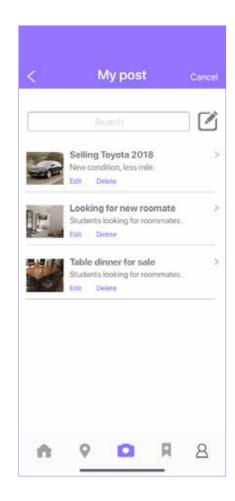


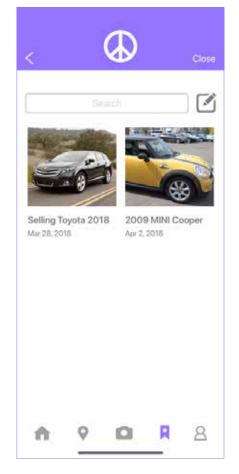
Delete email

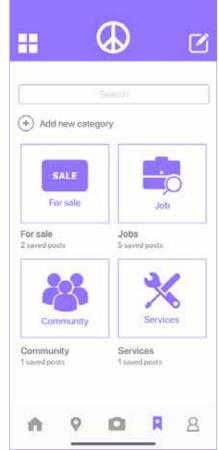
**Copied Contact Info** 

**Share Post** 

Share To Message







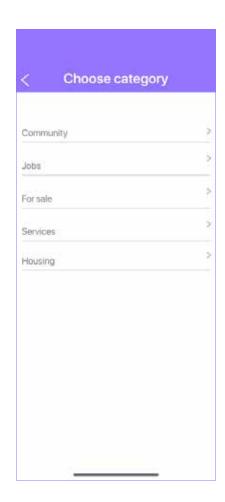


My Post

Post Display

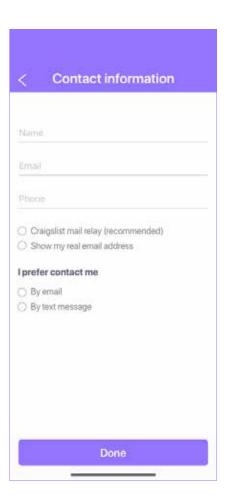
**Favorite** 

Add new category









Choose category

Seach Bar Display

Type Of Posting

**Contact Info**