INTERVIEW 1

What is your name?

Anonymous

How old are you?

27 years old

Are you educated?

- If so what is your highest education?

I have a studentspróf, currently working on a bachelor degree

Are you currently working or in school?

Both

How often do you use computers?

A couple of times a day

What website do you use the most?

Social media, canvas

Have you sold anything online before?

- If so, what website did you use?

I used Bland and Facebook

- How did it go?

Very well

- Would you do it again?

yes

Have you bought anything online before?

Yes

- If so, what website did you use?

The same sites, bland anf facebook

- How did it go?

No complaints

- Would you do it again?

Yes

Anything else you want to add?

Nope, let's get to it.

Task 1 - Register a new account on the site.

No problems. Finished the task successfully. No comments.

Task 2 - Edit your profile by adding a short bio to your profile.

No problems. Finished the task successfully. No comments.

Task 3 - Find an item you like and place a bid for 24.50

„I would choose browse, I see the item I want. Place offer."

Task 4 - Create a new listing for an item you want to sell.

„I would go to ‚Sell an item'. I don't see an option to set the price for my product???"

(Oversight on our part)

Task 5 - Check your active bids to see if your bid for 24.50 has been accepted and finish the purchase by checking out.

„I would go to ‚My bids'. Go to checkout. One thing that is bothering me is the phrasing ‚contact information'. I'm unsure if this is billing information or shipping information. I would like to se a more descriptive name here."

Task 6 - Check the status of the listings to see if you have any offers. Then accept an offer.

„I would go to my listings. Choose accept. Are these different bids on the same item, or different items?"

How difficult did you find solving these tasks?

No problems at all

Did you have a problem with anything?

Hmm no not really, just the thing I mentioned about the price, and the contact information name.

Are there any things you would want to change about the overall design?

No, I would just like to congratulate you. The site looks fantastic!

INTERVIEW 2

What is your name?

Andri

How old are you?

30 years old

Are you educated?

- If so what is your highest education?

I have a studentspróf, and I have a pilot's license

Are you currently working or in school?

Both. Working as a pilot and studying computer science.

How often do you use computers?

Every day. A bunch.

What website do you use the most?

Social media, Vísir, YouTube.

Have you sold anything online before?

Yes

- If so, what website did you use?

Bland.

- How did it go?

Nicely.

- Would you do it again?

Yes

Have you bought anything online before?

Yes

- If so, what website did you use?

Bland, Craigslist, Amazon.

- How did it go?

It went ok

- Would you do it again?

Yes, apart from craigslist. It was a bit scary.

Task 1 - Register a new account on the site.

„I see a great logo. I see „register" I would click that."

Task 2 - Edit your profile by adding a short bio to your profile.

„Clearly I would go to edit account, very straightworward"

Task 3 - Find an item you like and place a bid for 24.50

„I would go to ‚browse items'. I dont see an item for 24.49. I would want to order by price. Not a price filter per say. Just a order by price." „I see the information I need. Seems straight forward."

Task 4 - Create a new listing for an item you want to sell.

„I go to sell an item. I upload photos, fill in the information and create a listing."

Task 5 - Check your active bids to see if your bid for 24.50 has been accepted and finish the purchase by checking out.

„I see ‚my bids' and ‚my listings' So obviously I would go to my bids. I go through the finish. How would the seller contact me? I'm a bit confused as to how I will recieve my product."

Task 6 - Check the status of the listings to see if you have any offers. Then accept an offer.

„I would go to ‚my listings' I see my products. I see the prices. Are these the same item? Oh, guess not. I'm gonna accept the first item I see."

How difficult did you find solving these tasks?

No very straightforward.

Did you have a problem with anything?

I would like to see phone/email on the checkout page.

Are there any things you would want to change about the overall design?

No I liked the look of the site and I loved the interview.

INTERVIEW 3

What is your name?

Anonymous.

How old are you?

46 years old.

Are you educated?

- If so what is your highest education?

I have a Bachelor's degree.

Are you currently working or in school?

Working as of now.

How often do you use computers?

Every weekday on the job, sometimes at home.

What website do you use the most?

Work related things and reading the news.

Have you sold anything online before?

Yep.

- If so, what website did you use?

Bland.is.

- How did it go?

Well. I prefer meeting people and talking so it's nice to sell from there.

- Would you do it again?

Easily.

Have you bought anything online before?

Yes

- If so, what website did you use?

Sometimes bland.is but mostly some other online services like Heimkaup and the like.

- How did it go?

The dedicated service websites are really good. Communcation through bland.is can be a hassle.

- Would you do it again?

Yes!

Task 1 - Register a new account on the site.

„I look up to the right and see the „register" button so I would click on that I guess. Then fill out the necessary information."

Task 2 - Edit your profile by adding a short bio to your profile.

„I look in the same direction and see the „edit account" function, that's what I click on. Then I fill out the text field named „bio."

Task 3 - Find an item you like and place a bid for 24.50

„I want to search first but since the task is to find a product with a set price, I think I click the „browse items" button."

Task 4 - Create a new listing for an item you want to sell.

„The „sell an item" button looks like the right choice, I click on that and fill out the necessary information."

Task 5 - Check your active bids to see if your bid for 24.50 has been accepted and finish the purchase by checking out.

„I click on the „my bids" button because the other one says „my listings" which would indicate things I'm selling, yeah? But okay, I see an item that's within my budget and I go there to buy it."

Task 6 - Check the status of the listings to see if you have any offers. Then accept an offer.

„Okay, now I go to the „my listings" button. I go there and it takes me to a site where I can accept offers, do I just accept any offer?"

How difficult did you find solving these tasks?

It's concise, not a hassle at all.

Did you have a problem with anything?

I think a few back buttons would be good, like on the „register account" popup.

Are there any things you would want to change about the overall design?

No, not really.