

Pre Study Questions :

1. How old are you?
2. What gender do you identify as?
3. How familiar are you with the Best Buy Brand? (5 = Very Familiar, 1 = Not so Familiar)
4. How frequently do you use Best Buy's website? (5 = Very Frequently, 1 = Not so Frequently)
5. How familiar are you with the Best Buy's website? (5 = Very Familiar, 1 = Not so Familiar)

Questions regarding task 1:

1. It was easy purchasing an item from the 'Shopping History' on Best Buy's site. (5 = Strongly Agree, 1 = Strongly Disagree)
2. I'm satisfied with the process of purchasing an item from the 'Shopping History' of Best Buy's site. (5 = Strongly Agree, 1 = Strongly Disagree)
3. Are there any improvements Best Buy could make to improve the process of this task?

Questions regarding task 2:

1. It was easy to add a preferred store location on Best Buy's site. (5 = Strongly Agree, 1 = Strongly Disagree)
2. I'm satisfied with the process of adding a preferred store location on Best Buy's site. (5 = Strongly Agree, 1 = Strongly Disagree)
3. Are there any improvements Best Buy could do to improve the process of this task?

Questions regarding task 3:

1. It was easy purchasing an item from the product's product page on Best Buy's website. (5 = Strongly Agree, 1 = Strongly Disagree)
2. I'm satisfied with the process of purchasing an item from the product's product page on Best Buy's website. (5 = Strongly Agree, 1 = Strongly Disagree)
3. Are there any improvements Best Buy can make to improve the process of this task?