



DOUGLAS COLLEGE

CSIS 4495 – 002

(Applied Research Project)

Title: EcoTots

(MERN Stack Website for the Exchange of Gently Used kid's Clothing)

Parent Survey on Children's Clothing Exchange Platform

Submitted To:

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Team Members:

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Survey Conducted by Lovish Dhanda

Participant 1: Natasha, Mother of Two (Ages 3 & 6)

Q1: How often do you purchase new clothing for your children?

A: Every 3-4 months, as they outgrow clothes very quickly.

Q2: What challenges do you face when buying children's clothing?

A: Finding affordable yet good-quality clothing is a big challenge. Stores have high prices, and online shopping doesn't always meet my expectations.

Q3: Would you consider exchanging clothes with other parents? Why or why not?

A: Yes! I think it's a great idea. Kids grow fast, and this would help save money while also being eco-friendly.

Q4: What features would you like in an online exchange platform?

A: Easy navigation, size filters, good pictures, and a trustworthy review system.

Q5: What concerns do you have about exchanging used clothes online?

A: Hygiene and clothing condition. Clear descriptions and ratings would help.

Participant 2: Raj, Father of One (Age 2)

Q1: How much do you spend on children's clothing every year?

A: Around \$500 to \$700, depending on the season.

Q2: What are your thoughts on second-hand children's clothing?

A: As long as they are in good condition, I have no problem using them.

Q3: What payment or exchange method would you prefer?

A: A credit-based system would be nice. If I give away clothes, I can use credits to get other items.

Q4: Would you prefer a pick-up, drop-off, or shipping system?

A: A mix of both. Local meetups for pick-ups would be great, but shipping options should also be available.

Q5: Would you use this platform if it had a chatbot for assistance?

A: Yes, an AI chatbot would help answer quick questions about listings.

Survey Conducted by Gurkanwal Singh

Participant 3: Amanda, Mother of Three (Ages 2, 5 & 8)

Q1: How do you usually dispose of your children's outgrown clothes?

A: I donate them to charities or pass them to friends and family.

Q2: Have you ever bought second-hand clothes before? Why or why not?

A: Yes, I have bought from thrift stores. It's a great way to save money.

Q3: What kind of quality control would you expect from a clothing exchange platform?

A: Clear images, honest descriptions, and a rating system from other parents.

Q4: How important is privacy and security when using such a platform?

A: Very important! My personal data and transactions should be secure.

Q5: What would make you trust a new platform for exchanging children's clothing?

A: Verified users, reviews, and maybe a small fee to ensure commitment from users.

Participant 4: Michael, Father of Two (Ages 4 & 7)

Q1: Would you be willing to exchange your children's clothes with other parents?

A: Yes, I would if the process is easy and safe.

Q2: What price range do you think is fair for second-hand children's clothing?

A: Depends on the condition. Around 50-70% off retail price seems fair.

Q3: Would you like the platform to have a communication feature between buyers and sellers?

A: Yes, a chat feature would be useful to discuss sizes and conditions before purchasing.

Q4: Do you prefer using a mobile app or website for such a service?

A: A mobile app would be more convenient for quick browsing.

Q5: What would encourage you to use this platform regularly?

A: Discounts, referral rewards, and an easy return or dispute resolution system.

Conclusion

The survey responses indicate that parents are highly interested in an online clothing exchange platform. They prioritize affordability, convenience, and trust. Key concerns include quality control, privacy, and secure transactions. Implementing user-friendly features such as chat support, AI chatbots, verified user accounts, and a credit-based system would enhance the platform's success.