Craigslist Affinity diagram

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Organization

omit subcategories from homepage

make category buttons bigger and more visible

create guidelines for posting to filter out nonsense and repeat listings

make subcategories for dealerships and retailers

messages to sellers need to be item-specifc because some may have multiple listings

Usability

Too much information on the homepage makes the interface difficult to use

Filtering options are difficult to use

have to leave the site to communicate with buyers and sellers

Searching is not speciifc enough and can lead to incorrect results

there is no way to know if a listing is still active, leading users to waste time

Security

Some feel unsafe using the site because you have to share personal info and meet in person to make the sale.

Posts are
vague because
of the lack of
certain details
and info

Users cannot buy and sell through the website, only in person

Users would like sellers to have a profile and be able to contact them privately through the site

Sellers need a way to ensure they will recieve payments

Aesthetics

Text is small

Webasite has outdated look

Search Bar is not in obvious spot

Home page is cluttered

Homepage has too many options shown at once