

Second User Testing

28.09.12

Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What browser you are using?

|  |  |  |
| --- | --- | --- |
| * Internet Explorer | * Google Chrome | * Opera |
| * Firefox | * Safari | * Others: \_\_\_\_\_\_\_\_\_\_\_ |

1. Do You Spree?
   * Yes
   * No
2. How often do you shop online?
   * Every month
   * Every week
   * Only when I see something I like
   * I don't shop online very often
3. What is your biggest concern when it comes to shipping when shopping online?

*(Can tick more than one)*

* + Package Tracking
  + Price
  + Delivery Time
  + Customer Service (Quick Response)
  + Shipping Insurance

1. How do you find current Sprees Website?
   * Easy to use
   * Difficult to use
2. Which platform do you usually use to organize your sprees?

|  |  |  |
| --- | --- | --- |
| * ST701 | * Wordpress/Blogspot | * Facebook |
| * Forum | * Livejournal | * Others: \_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |

1. Which merchants do you usually organize Sprees for?
   * Forever21
   * Victoria Secret
   * Gap
   * GoJane
   * River Island
   * Disney Store
   * Drugstore.com
   * Beauty
   * E.L.F
   * Others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. How often you open a spree?
   * Every once a week
   * Every fortnightly
   * Every month
   * Only when there are merchants promotions
3. What are the issues you face when organizing a spree? (you may tick more than one)
   * Collating customer information
   * Dealing with money
   * Ordering from merchants site
   * Calculating Shipping and handling fees
   * Updating Spree participants regularly on progress of Spree
   * Sending orders to customer
4. Would you prefer to collect money directly from customers or allow a system to collate the consolidated amount from the spree before releasing it to you when the spree closes?
   * Collect directly from Spree Participants
   * Collect lump sum when Spree is closed
5. Any suggestion to improve the current spree-ing process?

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| --- | --- | --- | --- | --- | --- |
| Please Tick the following from 5 (Strongly Agree), 4 (Agree), 3 (Neutral), 2 (Disagree), 1 (Strongly Disagree) : | **Strongly**  **Agree/**  **Very Likely**  **5** | **Agree/**  **Likely**  **4** | **Neutral**  **3** | **Disagree/**  **Not Likely**  **2** | **Strongly Disagree/**  **Not Very Likely**  **1** |
| 1. It is difficult to set up a spree on our portal. |  |  |  |  |  |
| 1. Rate how the Plugin is likely to ease the ordering process for items in a spree? |  |  |  |  |  |
| 1. Please rate the ease of getting information you need for starting a spree? |  |  |  |  |  |
| 1. What is the likelihood that you would use our portal when it’s launch? |  |  |  |  |  |
| 1. If our new service were available today, would you likely recommend it to your friends? |  |  |  |  |  |
| 1. You would want to share your tag items with other users in the portal. |  |  |  |  |  |
| 1. Seeing what others are buying would give you inspiration of what to buy. |  |  |  |  |  |
| 1. You would want to have your own spree organizer profile page, to state your terms and conditions which would appear for every spree, so you do not need to add it in for every new Spree created? |  |  |  |  |  |
| 1. You are able to remove orders that you do not wish to take in. |  |  |  |  |  |
| 1. You would want to limit the audience of your profile page, so that only friends you approve can view the items you tag. |  |  |  |  |  |
| 1. You would want your spree participants to rate you after they have received their items, to increase your credibility. |  |  |  |  |  |
| 1. You are able to manage your sprees easily. |  |  |  |  |  |
| 1. Our spree management system allows you to update your spree participants easily. |  |  |  |  |  |

1. What else would you like to see in our portal in the future?

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