

Interview script Hi and thank you for taking the time to meet with me!

My name is Sabina and I am a user experience design student that is looking to gain a better understanding of student experiences with buying and selling second hand items for one of my classes. This interview will take approximately 30 minutes and any information taken down today will be used to inform our work.

There are no wrong answers - we are just looking to learn more about your thoughts and opinions. At any time you can refuse to answer any questions that make you feel uncomfortable and you can also leave at any time.

Your identity will appear in our informed consent form that we submit but will not be shared with teammates, instructors, and the rest of class. The audio will also not be shared and after we transcribe the audio and look over the data we will take care to dispose of it properly.

I will be taking notes during the interview if that is okay with you? I'll give you some time to look over our consent form before we begin. Do you have any questions before we begin recording?

[start recording] Okay I have begun the recording, please let me know if you have any concerns or wish to stop the interview at any point.

Warm-up questions

1. Have you ever bought or sold something second-hand?
  - a. Can you give me a few examples of things that you have bought or sold?
  - b. How often would you say that you buy and sell second-hand items?
  - c. Tell more about that... Did you buy that online or in store? What was your experience like?
  
2. What types of spaces do you use to purchase second-hand items and what are some of your challenges?
  - a. Do you primarily purchase items online or in physical stores?
  - b. How have these challenges impacted your experience with buying/selling items?
  - c. How have these experiences impacted your views on the platform and future purchasing/selling habits on the specific platform?
  - d. How have you previously handled transactions and/or transporting items?
  
3.
  - a. What type of second hand items are you interested in purchasing?
  - b. Was the condition of the items you purchased accurate to the description?
  
4. What are the main reasons that you buy and sell items second-hand?
5. What concerns do you have when purchasing second hand items?
  - a. What are the main types of information that you look for when you purchase second-hand items?

6. How do you determine what type of platform to use when you purchase or sell items?
  - a. What is your perception of these platforms?
  - b. What are ways they could improve your perception and/or trust in them?
  - c. Would the use of technology (such as virtual models or AI-generated product quality ratings) impact your perception of in-person or online platforms?

Thank you so much for your time today. If you have any questions or concerns later on, feel free to reach out and contact me to follow up.

