

HCDE 518 - User-Centered Design

Assignment — User Research & Personas

Team Sustainable Squad

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User Research Summary

Stakeholders

Primary Users

College Students

Undergraduate or Graduate students who live either in a dorm on campus or in off campus housing, such as an apartment or shared house. A subgroup includes freshmen and first-year graduate students who are furnishing a place for the first time. They can't afford to pay for high quality furniture and look for cheaper options such as Target, IKEA, or second hand furniture.

New Grads

Newly graduated students who are moving to a new city for a new job. They are moving out of their college housing and may need to sell, donate, or remove a lot of belongings. They can't bring a lot of furniture with them due to expensive moving costs, and need to purchase new furniture once they find their apartment.

Tertiary Stakeholders

New Furniture Stores

Stores such as IKEA, Target, which produce "fast furniture" with cheaper materials intended for young adults and college students who have little budget and only need temporary pieces.

Second-hand Furniture Stores Platforms

Stores such as Goodwill and platforms such as Facebook Marketplace, which enable people to buy and sell second hand furniture.

User Research Methods

The three research methods we conducted are: competitive analysis, semi-structured interviews, and surveys. We felt that these three research methods could complement each other well to give us broad knowledge about the existing second-hand furniture market (competitive analysis), qualitative data about user experiences (semi-structured interviews), and quantitative data about users (surveys). These three methods allowed us to go both broad in understanding the problem space, and deep into specific user stories, challenges, and behaviors.

Competitive Analysis

We choose to use competitive analysis to research the market trends and existing solutions in the second-hand furniture industry. We compared several of the popular second-hand furniture platforms, as identified from our survey results, from aspects such as seller profiles, pickup and delivery services, product description and interface design. The market research is highly beneficial for us to get inspiration by comparing the strengths and weaknesses between different platforms. We could define the unsolved problems and come up with strategies to improve credibility, affordability and navigation efficiency in the process of buying and selling second-hand furniture.

Competitive Analysis of Second-hand Furniture Stores or Platforms

	Facebook Marketplace	Offer Up	Buy Nothing Project	Craigslist	Goodwill	UW Surplus Store
Brand						
Experience						
Description	Social app and marketplace for online buy and selling	Mobile marketplace app for buying and selling locally	Community based groups to give things away for free	Advertisement website for buying and selling	Physical thrift store and donation center	Physical store with unwanted UW furniture and more
Online store / Physical store	Online	Online	Online	Online	Physical Store And online	Physical Store
Seller Profile & Credibility	Medium (profile image and facebook posts, history of previous listed items)	High (profile image, contact info, history of purchase/ sales)	Medium - Low (profile image, history of previous listed items)	Low (no user background information)	Medium (selected furniture by a large organization)	Medium (selected furniture by a large organization)
Seller & Buyer Review system	Yes	Yes	No	No	No	No
Affordability	\$0 - No maximum	\$0 - No maximum	Free	\$0 - No maximum	\$5 - \$100	\$0 - \$50
Product descriptions and details	Inconsistent but generally informative	Inconsistent but generally informative	Not enough information	Not enough information	Visual in-store impression	Visual in-store impression
Delivery/Pickup	Discuss with seller	Discuss with seller	Discuss with seller	Discuss with seller	Pick up at the store. Third party company delivery	Pick up at the store Curbside pickup
UI design	Good	Good	Ok	Bad	N/A	N/A
Strengths	Social media networks provide sellers' background information for potential buyers to review.	Sellers' previous listings and reply rate are displayed in their personal profile.	Community vibe to foster trust between group members. Free product.	Plentiful furniture to choose from.	High affordability. Organized product description. Standard shipping and pick up information.	Large furniture supply from UW departments and buildings. Local option, affiliation with UW.
Weaknesses	Lacking a standard of product description for sellers to follow. Essential information such as furniture dimensions is missing for some products.	Product description is inconsistent and is depending on the sellers' effort of showing as much details as they can on the platform.	User interface presents least information about the product that includes the condition, material and dimension	Low credibility due to the lack of information about sellers' background and product description.	Less varieties of furniture to choose from compared to other second-hand furniture platforms.	Doesn't have a strong connection to students and furniture is mostly office/corporate style.

Competitive Analysis Findings

By comparing the second-hand furniture platforms and thrift stores in the market, we discovered most platforms lack a standard format for users to review the furniture's material, condition and dimension information. Although most platforms allow sellers to describe their furniture, the information depends on the sellers' decisions of collecting and showing that data. This has a negative impact on the user experience when buyers are looking for second-hand furniture that can fit in their living environment and planning for transportation to pick up the furniture. The inconsistency of product descriptions is more likely to be observed on marketplace platforms compared to the platforms managed by large organizations. On the Goodwill website, the product information is created by the internal stakeholders who are more familiar with the company's rules. Potential improvements for marketplace platforms could be requiring sellers to specify more detailed information of their second-hand furniture.

Most of the sellers tend to post images of second-hand furniture across platforms. Photos could be helpful for users to get a visual impression of the products but the discrepancies between photos and the real products could influence users to make prudent decisions. It could also lower the credibility of the platforms if their purchased furniture is in a different condition from the photos on the website.

Many of the second-hand platforms are developing a community to foster trust between users that could have a positive impact on furniture transactions and online communications. For example, Facebook marketplace is built upon the social media networks users are familiar with and the sellers profiles are connected with their personal Facebook account. Buyers can review the seller's background and previous furniture selling experience. Other platforms such as Offerup and Buy Nothing also show sellers' history of previously listed furniture transactions to increase the credibility of the marketplace. However, a review system might be more constructive for users to avoid the bad experiences. In the competitive analysis, we only found Offerup and Facebook offered the review system. Although customer reviews and ratings for products on large eCommerce platforms such as Amazon, eBay, and Alibaba are popular, it is still an undeveloped function for most of the second-hand furniture platforms. Craigslist has the lowest credibility. Without seeing any information of sellers and buyers on Craigslist website, users are interacting with anonymous profiles in the process of transacting second hand furniture. It could be helpful to protect users' privacy but the trust of the community is significantly impaired.

Semi-structured Interviews

We chose to conduct semi-structured interviews with our target audience in order to understand their experiences with moving, buying or selling furniture (either new or second-hand), and discover any pain points and opportunity areas. We recruited users from friends or coworkers and ran 30-minute interviews. We were able to talk to 9 users total, 4 new graduates, 1 grad student, and 4 college freshmen. Prior to the interview, we developed a discussion guide which included the basic background questions (e.g. where did you move from) and also covered important topics related to our project (e.g. have you bought used furniture.) We recorded the interviews and also took notes. All the user profiles, discussion guide questions, and interview notes can be found in the Appendix.

We decided to use the semi-structured interview format so that we can keep the conversation slightly open-ended to cater toward different types of people (college students, new grads; people who have used certain platforms; people who dumpster dive), but also kept a few common grounding questions so that we can compare between the experiences of each participant and keep the conversation focused on our topic of sustainable furniture.

Interview Participants

- Julia: New grad, Stanford, moved to Seattle for first job
- Anna: New grad, moved across country, uses estate sales
- Josh: New grad, discovered dumpster diving
- Felicia: New grad, uses FB marketplace
- Amber: Graduate student, dumpster dives and buys on FB marketplace
- Saahil: Freshman
- Rahul: Freshman
- Vaishnavi: Freshman
- Chinmay: Freshman

Key Themes & Findings

Theme 1: Timing

People have to throw away things when they run out of time due to move-out deadlines or other higher priorities

Josh mentioned talking to a co-worker who had to suddenly move back to India due to visa issues. Since he had so many things to take care of, he didn't have time to deal with selling and donating things and had to just throw everything away.

The time window for buying and selling items is small

Julia likes to plan ahead and did not like "leaving it down to the wire" when buying used furniture. Most people selling furniture needed it to be gone within a few days. But she wanted to buy it a few months ahead. So the timing didn't always work out for her.

Buying second hand requires waiting for the right item to become available

Anna mentioned that to thrift furniture or find free furniture you need a lot of patience, and sometimes you have to live without a thing if you can't find it immediately. Anna has been living in her apartment without a bedside table for a few months because she hasn't found a good one yet, and doesn't want to buy a brand new one. Other participants mentioned similar stories; Amber used a bed as a temporary couch since she couldn't find a good one from dumpster diving.

Theme 2: Cost

Affordability is a big motivator for most college students and new grads

The most important factor for buying furniture across all participants is the cost, since they don't have enough money to purchase higher quality new furniture, they use platforms like Facebook Marketplace to find good quality used items for a lower price. UW Surplus Store was also a good option and they trusted it more than other sources. If the product was functional and in decent condition, most students would go for it.

Theme 3: Logistics

Not having a car makes it a lot harder to buy second hand

People who didn't have a car had to put in more effort to buy second hand furniture, for example filtering down to a smaller radius which is walking distance, using public transportation, paying for Uber/Lyft, asking a friend for help, or paying extra for delivery. Some even split up with others for a U-Haul. Individuals also let go of a lot of good deals on platforms like Facebook Marketplace because they will not be able to transport the

items back to their place.

Theme 4: Culture & Stereotypes

People from affluent backgrounds can afford to buy and throw things away

Amber talked about how UW feels more affluent and therefore people are able to buy brand new, or don't think much about things they throw away. Whereas in her undergraduate school, it was a low-income community and everyone was very conscious about keeping things in good condition and passing it on to new owners. She sees a more privileged culture here where people buy things and throw them away, instead of having a mindset of being ok with minor defects or being handy and fixing things up.

Concept of “thrifting” is a culture-shock for international students

Vaishnavi talked about coming from India and how buying second hand furniture is very uncommon there and it feels weird to use items that someone has already used so it was a little difficult for her to get adjusted to that.

Survey

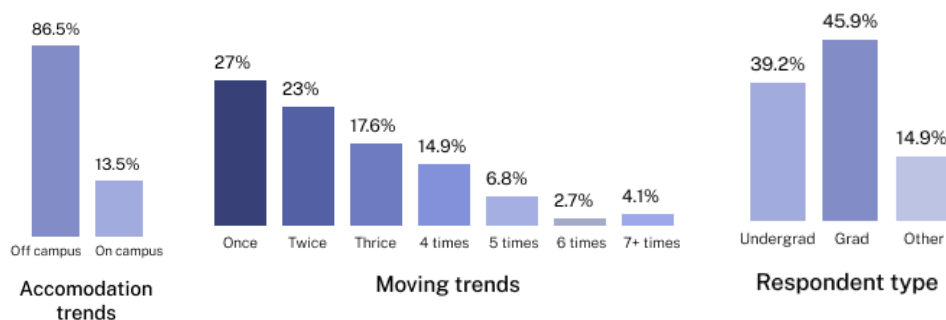
The survey we conducted mainly focused on university students and new graduates who need to move, buy, or sell furniture during relocation. We distributed the survey to the UW student groups and Reddit college forums and collected approximately seventy plus responses which provided a sufficient amount of information to understand students' preferences, challenges and motivations when buying and selling second-hand furniture. However, the information collected from the survey were mostly in short answers and quantitative form. In-depth qualitative research such as semi-structured interviews is needed to enhance our understanding of the design problems.

To help us get a basic understanding of the demographic characteristics of the targeted users, we included some background questions at the beginning of the survey to collect information such as their living location, moving timeframes and year level in university. We then followed up with multiple-choice and short-answer questions to collect data about platform popularities and the reasons behind students' furniture recycling behaviors. The survey is a suitable method for us to quickly develop the questions and distribute it to a large number of participants. Although we are not going to have a hundred percent response rate, there are still enough responses to support our research findings.

Details of Survey Responses

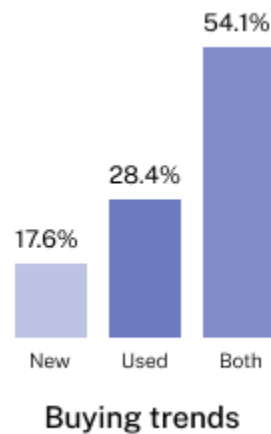
Demographics

Majority respondents are students living off-campus. Most of them are also Graduate students (46%). 73% of the total respondents have moved to their current place between 2021 and 2022. Around 96% have moved around a couple of times in the last five years.

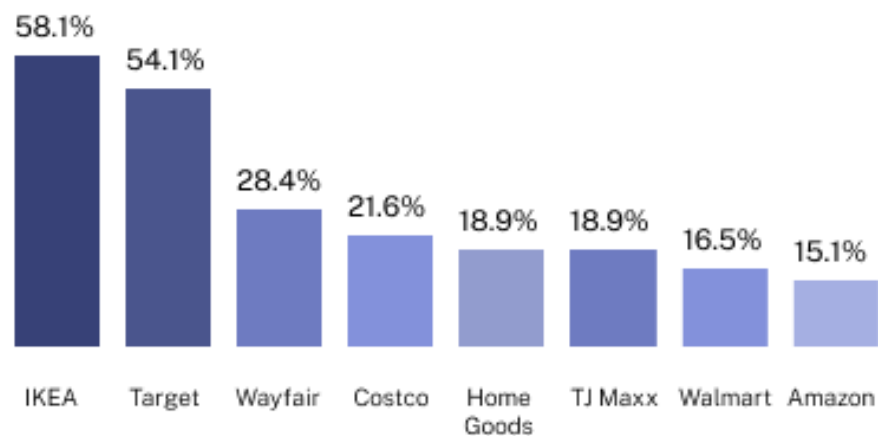


Furniture Buying/Selling Behaviors

Over 28% prefer to buy used furniture. A little over 17% prefer to buy only new furniture. 54% prefer to buy both kinds of furniture.

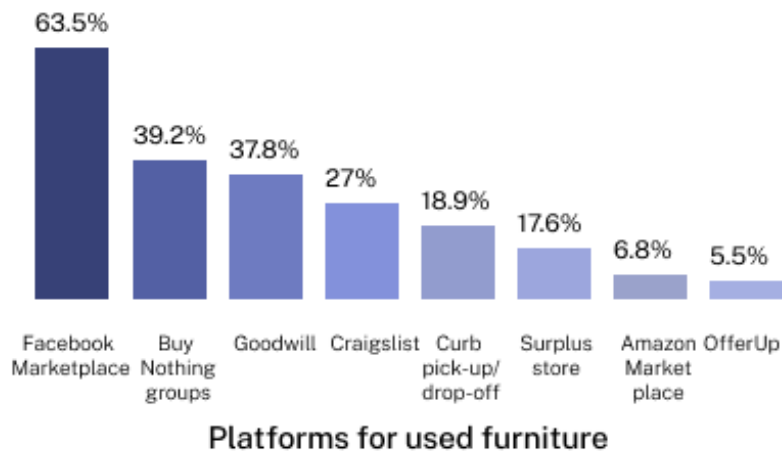


Of the respondents that buy new furniture, the majority tend to buy from IKEA, Target, Wayfair, and Costco, followed by HomeGoods and TJ Maxx. Rest buy from multiple other places like Home Depot, Amazon, Walmart, Bed Bath Beyond, Ross, etc.



Platforms for new furniture

Of the respondents that buy used furniture, most of them buy off of Facebook Marketplace, followed by the UW Surplus Store, Buy Nothing groups and Goodwill. Other options include Amazon Marketplace, Ebay and Craigslist, OfferUp, etc.



Motivations For Buying Used Furniture

- Cheap and Affordable
- Sustainable

Majority of the individuals prefer to buy some amount of used furniture. The choices for new furniture are mostly major retail giants like IKEA and Target. The popular choices for buying used furniture are Facebook Marketplace, UW Surplus Store, etc and the motivations were regarding the furniture being cheap and affordable as well as sustainability.

Motivations For NOT Buying Used Furniture

- Hygiene concerns (Germs, Bugs, etc.)
- Transportation Problems
- Trust issues with Seller

Top Priorities For Buying Used Furniture

- Quality
- Affordability
- Hygiene
- Transportation Convenience

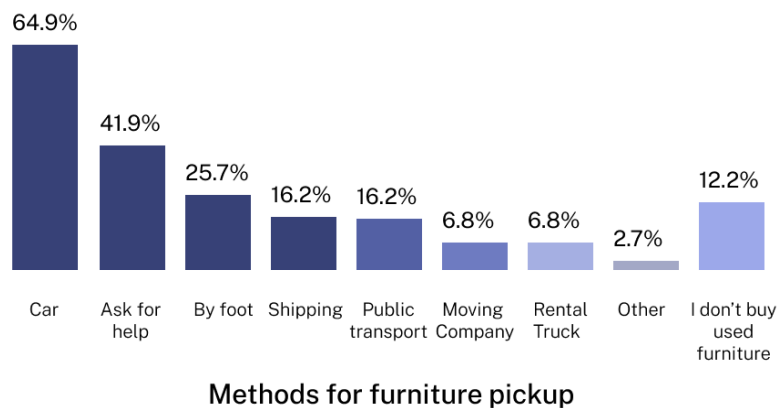
Of the respondents who did not opt for buying second hand furniture, the main reasons that they stated were hygiene concerns, transportation problems and also lack of trust in

the sellers. However, for the participants who did choose to buy used furniture, they valued the quality, affordability, hygiene and transportation convenience the most.

Transportation Used For Second Hand Furniture

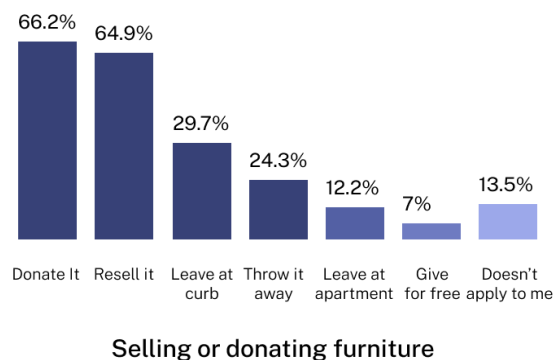
- Over 60% of the respondents use a car for this purpose.
- Others travel by foot or use public transport
- Many individuals also ask for help from others
- A small part of the respondents use U-Haul or other Rental Services

Using a private vehicle seemed to be the popular choice for transporting furniture that was bought second-hand.



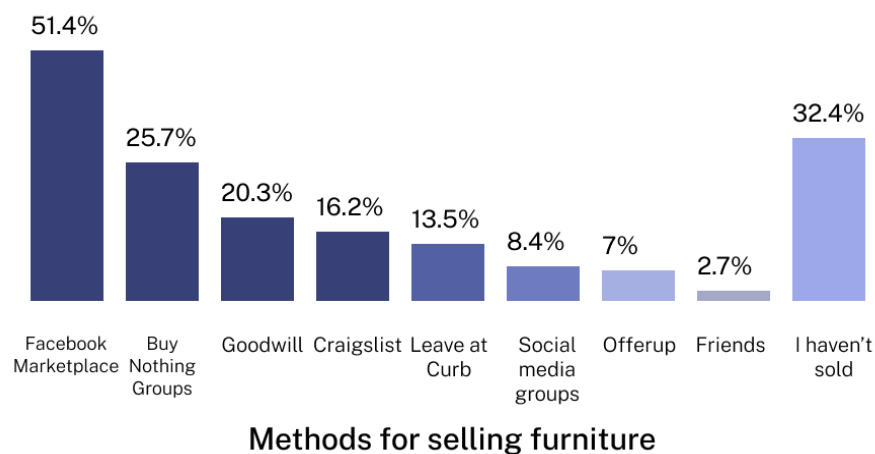
Selling or Donating Furniture

- Over 60% of respondents chose to resell as well as donate old furniture.
- Over 25% chose to throw it away or leave it at the curb.
- Over 10% chose to leave the furniture in their apartment itself



Second-hand Furniture Selling Platforms

- Majority of the respondents chose these platforms: Facebook Marketplace, Buy Nothing Groups, Craigslist, GoodWill, or even curb pick-ups.
- Some even opted for OfferUp or local thrift stores.
- Over 32% have not sold their furniture.
- A little over 65% of respondents chose to sell their furniture 14 to 30 days in advance. 24% chose to take their furniture along with themselves.



Reasons for Donating, Leaving Behind or Throwing Away Furniture

- Time Constraints
- Transportation Issues
- Furniture was not good enough to donate (Bad Condition)
- No buyers
- Downsizing into a smaller space

The main reasons for choosing to donate, leave behind or throw away furniture were time constraints, transportation issues, the furniture being in a bad condition, unavailability of buyers as well as moving to a smaller place.

“What do you wish could be improved about the process of selling, donating, or getting rid of furniture?”

- Transportation
- Recycling options
- Consistent Pricing
- Centralized process through School
- Accessible Vintage furniture
- Government program to legally pick up thrown furniture

- Better platforms as compared to Facebook Marketplace
- Trustworthiness
- Common place in a city or University to Buy/Sell used furniture

Overall, it can be concluded that students and recent graduates are pretty open to buying secondhand furniture in order to reduce economic costs and save money. Those who choose to buy and use second hand furniture prioritize quality, affordability, hygiene and transportation convenience. They mostly choose platforms like Facebook Marketplace as well as the UW Surplus Store or Goodwill and using a car is the most widely used mode of transportation. The participants who do not buy second hand furniture are mostly concerned with trusting sellers, the cleanliness of the furniture and even having trouble with transportation. Majority of the respondents also resell their furniture and therefore it is clear that the participants have an open-mind regarding it. They generally use platforms like Facebook Marketplace, Craigslist or just curb pick ups. The survey gives insights into the frustrations of participants, mostly aimed at transportation problems as well as trust issues with sellers.

Open-ended response findings

Almost all of the survey participants think buying used furniture is an affordable choice. Looking for cheap furniture to use only for a period of time is the main reason why students consider buying and selling second-hand furniture. Since most university students don't have enough budget to buy new furniture, finding used furniture is a good alternative for them. Students usually don't have really high expectations about used furniture and they think it is acceptable and repairable if the furniture only has a slight damage compared to the price they pay for the used furniture.

Many students are aware of the environmental issues caused by unnecessary waste and they think it is valuable to use second-hand furniture to help reduce waste. Only a few students are looking for particular styles when they are searching second-hand furniture. The vintage style of used furniture is an additional value for students who prefer second-hand furniture. In terms of the furniture type, students generally don't like to buy large pieces of furniture such as a couch compared to table and chairs. When students are selecting used furniture, many students mentioned the cleanliness issue and would avoid fabric furniture due to its difficulties for deep cleaning. Therefore the top qualities students care about when buying used furniture are the prices, condition and cleanliness. Some other qualities like the furniture location, convenience for pick up and seller's authenticity are considered by a few students when making purchasing decisions.

Students usually donate their used furniture because no one wants to buy it and the move-out timeline is intense which leaves them with limited choices of getting rid of their furniture. The most convenient ways for students are donations and throwing furniture into dumpsters. Moving into a smaller house is another reason why students need to leave the furniture that couldn't fit in the new environment behind.

Several improvements are given by the students to suggest a better experience of buying and selling second-hand furniture. One thing that students repeatedly mentioned is having a developed delivery system or any other transportation options supported by the platforms or the government organizations could be extremely helpful to facilitate the furniture recycling process. Reliable product description is another topic students really care about for enhanced experience of buying used furniture. Some students would like additional support to protect their safety when buying and selling furniture for future improvements in the furniture recycling industry.

Students don't like inefficient communication on marketplace platforms when people are not replying with the next step on their messages.

One student has a special strategy to prepare the used furniture in a good and clean condition then place it in an obvious location so there is an increased possibility of the furniture getting picked up by other dumpster divers.

Design Requirements

The solution should...

Stay within affordable price range

Students and new grads have a small budget for purchasing furniture.

Save time and be efficient

The process for listing furniture for sale or browsing second-hand marketplaces is time consuming and requires patience. People are too busy to coordinate the transactions.

Enable easy, quick, reliable communication between buyers and sellers

The current experience of messaging sellers and buyers is difficult due to unresponsive people, and people who “ghost” and never reply.

Provide transportation or delivery option for people who don't have a car

Many people said that they needed help from friends to pick up items, or had to travel by foot, which hinders their ability to purchase second-hand items.

Show true images of the product, including any scratches and defects

Photos might hide problems with the furniture and cause dissatisfaction.

Verify that furniture is clean

The second hand furniture should be cleaned and in generally usable condition.

Verify seller's credibility

Buyers want to know that the seller's aren't going to scam them and are providing truthful representation of the furniture and giving fair prices.

Educate users on environmental issues and circular economy

Although most users are motivated by affordability, they mention sustainability as a nice benefit, and want to learn more about how they can contribute.

Provide access to more donation opportunities

Many people had to throw away items or leave them behind due to time constraints. They would like to have a better alternative for these leftover items.

Provide timeframes that match buyer and seller's moving deadlines

Sometimes the timeframes for moving don't align between the buyer and seller, which causes some sales to fall through.

User Personas



Raj

"First Year Grad Student"
Primary Persona

Age: 25

Location: Seattle, Washington

Occupation: First Year Graduate Student

Bio

Raj is an international Graduate student studying Information Management at the UW. He just moved to Seattle and is looking for economical deals to furnish his apartment.

economical

hard-working

kind

Goals

- Get affordable stuff either from Facebook Marketplace or other sources like the UW surplus store
- Save on transportation costs
- Buy stuff only necessary for the duration for educational program

Frustrations

- Missing good deals because of travel issues
- Not being able to trust sellers on online platforms
- Hesitance about buying some second hand products
- Concerned about environmental impact but unable to afford eco-friendly products

Motivations

- Economical and budget-friendly furniture options
- Products being clean and in decent condition
- Saving money instead of buying first hand
- Spending minimum on essentials
- Not a lot of time to spend before quarter starts

Needs

- Finding economical furniture deals
- Cleanliness of furniture
- Time-friendly options
- Cheap transport options for second hand furniture

"One of the main challenges is furnishing the apartment and transportation for the furniture that I buy since I don't have a car or know how to drive"

Personality



Channels





Steph

“New Graduate”
Primary Persona

Age: 22

Location: Seattle

Occupation: QA Engineer

Bio

“It’s hard to know what to list the price for”

Steph just finished school and secured a great job in Houston, Texas. Now that a new experience beckons, she has to plan her move. Steph has effectively 30 days to pack her entire life in boxes and think about the future of the furniture in her apartment.

organised

trait

trait

Personality



Channels



Goals

- To be able pack necessary belongings in time and juggle all the work of finding an apartment, housemates, and settling into a new city
- Give a new home to her furniture, since she can’t bring it with her
- Safe and efficient selling process

Frustrations

- Listing and marketing the furniture piece
- Time constraints
- Ghosting
- The possibility of dumping the furniture
- Stranger danger
- Large and bulky furniture

Motivations

- Some monetary return for the furniture piece
- Helping out someone in need
- Help to reduce environmental waste
- Want to clear out unnecessary furniture with the help from second-hand furniture buyers

Needs

- Faster responses
- Verified buyers
- Easy and streamlined selling process
- Optimization of the list price



Jessie

“Thrifter/Dumpster Diver”
Secondary Persona

Age: 23

Location: Seattle

Occupation: Graduate Student

Bio

“In my college, we established a code: when we move or have to leave things behind we keep it in pristine condition and place it away from dumpster, so you know someone wants you to take it.”

Jessie grew up in a low-income area and went to a college which had a lot of first-gen, low-income students. She just moved to Seattle to attend graduate school. She started dumpster diving in college and has continued the habit since moving to Seattle.

thrifty

opportunistic

generous

Goals

- Save money by getting cheap or free furniture
- Get only the essentials
- Stay flexible; she hasn't permanently settled and she might need to move in the future
- Avoid wasting and throwing away
- Avoid spending money on brand new things

Personality



Channels



Frustrations

- Culture of shame or negative stereotypes about dumpster diving
- People throwing items into the dumpster and breaking them or getting them dirty
- Not being able to find an item means she has to live without it for a while
- Takes a lot of time and patience to find things

Motivations

- Passing on kindness to others
- Getting lucky
- Finding a good deal
- Building community and helping others

Needs

- Access to free or affordable furniture in usable condition
- Ability to pick up and move heavy items
- Clean furniture
- Feeling part of a safe and generous community

Other personas which we considered

“Career Seller” (Secondary Persona)

Someone who has a side-business selling second hand furniture, thrifted or upcycled furniture, through online platforms such as Facebook Marketplace. They may enjoy the process of recovering and refurbishing furniture and making extra money from selling them.

“Big Furniture” (Supplementary Persona)

Big furniture stores such as IKEA, Target, Wayfair which produce cheaper and less expensive (and less durable) furniture targeted at college students and young adults. They mass manufacture the furniture in modern, trendy styles to appeal to younger audiences.

Refined Design Question

Initial Design Question

How can we improve the experience of buying and reselling furniture sustainably for young adults who are frequently moving to new places?

Refined Design Question

How can we motivate more college students and new grads to buy and sell second hand furniture sustainably?

Justification

We narrowed the scope to focus on second-hand furniture, and will not be exploring solutions in the new furniture retail space. We found that there are a lot of existing platforms for second-hand furniture, but there are still many challenges when going through the buying and selling process. For example, the product description section still needs refinement for most of the platforms to clarify product conditions to support buyers purchasing decisions. The challenges customers are facing currently in the furniture resale market could be the opportunities for us to focus on when we are tackling the problems of the second-hand furniture exchanging process for students.

We refined the target audience to college students and new graduates, as they are usually living in a temporary housing situation and need affordable furniture that is easy to move around. The participants of the project research are mostly university students or recently graduated students. The research findings provide us solid support to further refine our understanding about furniture recycling problems and think about solutions that could help improve students' experience of exchanging second-hand furniture.

We still want to keep the design question open to both buyer and seller experiences, since there are challenges on both sides of the process.

Appendix

Contents

1. Interview Discussion Guide
2. Interview Notes
3. Survey Questions
4. Survey Responses

1. Interview Discussion Guide

Participants:

- Julia: New grad, Stanford
- Anna: New grad, Moved across country, uses estate sale and FB marketplace
- Josh: New grad, discovered dumpster diving
- Felicia: New grad, uses FB marketplace
- Amber: New Grad student
- Saahil: First Year Grad Student
- Rahul: First Year Grad Student
- Vaishnavi: First Year Grad Student
- Chinmayi: First Year Grad Student

Discussion Guide:

Give context and ask if ok to record the interview

Intro/Warm up question

- When did you move here and where did you move from?
- Where do you currently live?
- How did you find this place?

Questions about moving

- Tell us about your moving process
 - Why did you need to move
 - How was the packing process? Did you need to get rid of anything?
 - Did you ask anyone for help or hire a company to help with the move?
- Did you face any problems while moving?
- Can you elaborate on these problems?
- How did you try to resolve these problems?
- How did you furnish your new place?
- Where do you go to shop for furniture? What kind of qualities do you value when shopping for furniture (e.g. aesthetics, pricing, assembling, location)
- Have you ever sold your furniture? Why/why not?
 - If yes, where did you sell it? Tell us about the entire process

- Have you ever bought second hand furniture? Why/why not?
 - If yes, where did you buy it from?
 - Tell us about your experience with this platform (issues, quality, etc.)
- What's your perception of buying furniture from places like Craigslist, FB Marketplace, Ebay?
- What's your perception of buying furniture from places like Goodwill and thrift stores?
- How was your experience buying furniture from stores vs. second hand?

Questions about sustainability

- What do you think happens to donated or discarded furniture?
- Are you aware of Fast Furniture and its environmental impacts?
- What are your thoughts on eco-friendly products and brands?
- What factors are stopping you from purchasing sustainable and eco-friendly products?
- What factors are stopping you from purchasing second hand furniture?

2. Interview Notes

Felicia

- Went to school in Dallas, graduated, moved for work about 8 months, moved June, finally moved to New York
- Dallas and NY were unfurnished
- Austin -> Dallas, brought stuff from college. Big furniture (couch, TV stand, coffee table, bought from FB marketplace)
- Because I'm young, I don't have enough money to buy super nice pieces. I'm not super attached to anything. It's easier to buy and sell on FB.
- I've used Marketplace for both apartments in Dallas and NY. It's easier in any city other than NY, NY is so compact, the smallest distance is within 1 mile radius but that's a 30 minute walk. I just have to walk on the street with it, or call a cab, extra 10-15. I have to calculate the transportation cost.
- In Dallas I can drive my car everywhere to pick up things, 1 mile by car is 5-6 minute drive.
- I don't use FB as often in NY. Now I unfortunately go on Amazon, it's what I've had to do at this point. I got necessities desk, nightstand, mirrors, from FB marketplace. Looking for a kitchen cart. I got two lamps for free randomly. Now if I buy more things it will probably be Amazon or IKEA, but I'll always check FB Market place or flea markets first. I also want to check out estate sales.
- It's only because I don't have a car. It's a NY thing. I get a lyft/taxi to take it for me or I get on the subway. It's big and clunky. So to cut down on cost, I'll take a train to the place or walk there, and uber back. But that's the biggest thing.
- Mostly affordability for me, the fact that its also sustainable is a nice plus. If I can get the same thing for half the price, that's just so worth it, I can spend the money on something else like food.
- I love finding random niche unique pieces.
- My chair - someone put it outside my apartment so I just took it. I've heard about dumpster diving but never done it. I know at the end of every month, in summer, people walk outside apartment complexes and pick stuff up. There's always things randomly on streets, there were magazines left on the street. I found some cool ones. NY's version of dumpster diving. People put it out because they know people will pick it up.

- In college, my places were furnished or I would get stuff from Target. I didn't get into FB marketplace until senior year or when I graduated. I would get stuff from Goodwill, I would thrift mirrors from thrift stores.
- I thrift a lot
- Furniture I'm ok with doing it online, but clothes I like doing it in person.
- I ask what condition is it in, are there any scratches or marks. I'm ok with tiny things but not willing to pay \$30 for something torn on the side.
- I tried selling my rug, and wasn't able to sell it. It would be cool if FB suggested places to donate to. Sometimes there are shelters for people, or homes, people in need. Giving those resources to them and pass on belongings would be cool.
- I always hated the fact that I would throw stuff away.
- I had plants that none of my friends wanted. I put them in my apartment trash room, because I can't throw it away. At least I want to see if someone wants to grab it. I hate it being a waste.
- Sometimes clothes, random shoes, plant stand, it was so cute and so sad I couldn't bring it with me, I put it out and hoped someone would pick it up.
- There's another app I used that's community based, in Austin and Dallas, for selling random stuff.

Amber

- Moved in September this year, moved by myself
- Took a gap year, after undergraduate, already pre-planned, lots of things packed and organized, fitting everything into car or mailing boxes over here
- Already moved 4 times within 4 years undergrad, a lot of things were for free, dumpster dived, didn't feel like it was correct to sell them, gave them away for free
- Advertised through FB Marketplace, said it was free, sometimes in my area see people dumpster diving and walk up to them and offer it, or I just leave it outside in a very prominent spot, clean, it's a signal to other dumpster divers that is to take
- Freshman year, living with an older friend, she also dumpster dived, we're right next to student living areas with large dumpsters, from window we can see when people throw furniture. We saw someone try to move a couch into the dumpster, during my first quarter, my roommate told me let's go ask if we can get the couch. She has done it bunch of times before. So he gave us his couch, lamp, cooking appliances, so we got a lot of free stuff
- I buy new always mattresses, for cleanliness sake, no used mattress. I look for cheapest ones because I don't need expensive ones
- I may get pots and pans new, not a huge fan of getting it new because it's easy to carry with you
- I use FB Market, a lot of people just want things gone on that platform.
- Craigslist very commercialized
- Some people overprice their stuff. I try to get my stuff when people are moving out of their dorms/rooms. College towns are best to get reusable furniture, people keep moving, there's always someone moving in every season, and they want stuff gone within 2-3 days. It's a time thing, if they can't make it in time they'll throw it away.
- I threw away my mattress. The next mattress I moved it two times, it's still being used. I go to IKEA for my mattresses
- I have IKEA chairs from someone who dumped them, I had to buy a new seat cover (one of them the screws was broken)
- At first it was more of a convenience thing, my roommate and best friend was doing it, so I did it with her. But after moving away I continued the habit, I got into this rhythm, and I see how much good furniture is thrown out every single quarter

- It's a luck thing, there's always people who leave it in a bad state I can't keep, I try to fix some of it. Some things are so awful I just leave it on street/dump.
- Long periods of time where I'm missing a vital piece of furniture; last 2 apartments we didn't have a couch at all, we couldn't find a couch. We repurposed a bed into a makeshift couch.
- It's too expensive for my budget at the time; I recognize I was going to move soon; just wasn't convenient (to buy a new couch)
- If I move to settle down for many years, but for college student, not economical
- Current apartment we went for a month without chair at work desk, had to use a kitchen chair for it, but I managed to find a free one
- It's always a time sensitive
- In undergrad, there was more first-gen poorer people. UW is extremely rich and prestigious inc comparison. At UW, because of wealth, people don't care to think about buying used furniture. A lot of people will buy brand new. If they throw away, they don't care for people who would dumpster dive
- In my undergrad, lot of people first-gen, poor, not a secret that we're a poor school, so we establish a code when we move or have to leave things behind we keep it in pristine condition and place it away from dumpster so you know someone wants to take it.
- People here in UW just dump stuff directly into the dumpster and break it while dumping it
- There may be a factor of race, people of color would be more handy with fixing and mending things, while people here don't have that culture. It's a white people thing in Washington. Or people adapted to that attitude of buying and throwing away, instead of seeing things as long term investment that can be fixed.
- There's a huge shame aspect in UW that I don't agree with. For students that need to borrow equipment, other students look down on that. I've never been to a college where so many people are capable of buying their equipment. People stop making weird looks or comments about people who need to borrow.
- I wish people here would be more considerate about how they see living in a college town, other people also moving in and out, have a community sense to help other people settle. I don't think a lot of other people here have idea of community in a college town. My old college was tight knit.
- Dumpster diving has a negative connotation but the culture there was inclusive.
- Passing on kindness.
- A lot of people expect perfection, like mechanical perfection to bedframes, desk, they have a specific idea for what they want a bedroom or living room to look like. For people like me, we rely on luck to get furniture that we want. I have a table, the screws are wonky, it's not a big deal to me.
- Other people have a perfect first world idea of how they want things to be in their house, so they don't think they can use second hand furniture that maybe has some small problems, or think of someone else who would find value in it

Josh

- Went to throw IKEA boxes and found a table, surprised to find that people are throwing out things in good condition (e.g. rug)
- Local buy/sell group (e.g. Microsoft) lowers risk factor rather than buying from a random person
- Got rid of my TV quickly
- If you have a couch and you can't take it out of your apartment, someone will come pick it up for free
- Don't want to pick up lice from something, easy to tell if something is coming from a good or bad home, if it looks risky avoid it

- You need key to access apartment recycling facilities but the quality is generally good. One time find a completely clean rug
- Buying and selling, small risk of getting scammed or meeting bad people, putting yourself in that risk
- Surprising to me, a coworker on my team didn't get green card to continue working in US and had to go back to India, he has a bunch of stuff to get rid of, and it's going to the dumpster, the time frame you have to deal with moving back to another country, what to take with, work/tax, last thing you think about is getting \$100 out of a couch. A lot of it ended up in the trash.
- I am happy to secure a deal when I can. I didn't spend any money of this, and this is good for the environment too
- Bigger thing people don't think about is electronics waste, so much good used phones, everyone thinking about getting brand new phone
- Wish people had a bigger impetus before throwing something away. I had mattresses that I needed to get rid of, but it's really expensive to dump some stuff. There should be a bigger cost to throw things away to incentivise people to buy second hand.

Julia

- FB Marketplace and Craigslist for second hand items, sometimes even better than new items, in good condition
- Work desk - have very specific criteria, found one on FB Marketplace. Really want a wide keyboard tray for both keyboard and mouse (lot of desks don't have enough space), needs space for monitors on risers, and fit into corner of a room, not easy to find a desk like that
I like good UIs, FB has a better experience, there's a commerce profile to see what seller's selling, reviews, feels more transparent than Craigslist
- Go to Craigslist if I didn't find anything
- All the things I got from FB since more rapid turnaround with sellers; FB refreshes more, new listings every day
One challenge, I like to plan ahead, started looking for furniture 2-3 months in advance, but usually people are looking to get rid of it in the next week, so timelines didn't match. I find something I really like, and ask if they are ok with pickup 2 months in future, and they said no. So it's down to the wire, a week or a few days before.
- Larger furniture and rental car - rental car large SUV but if the furniture is not disassemblable then it's a tight fit, the couch we had to take off legs and barely fit into the trunk. Getting it up to the floor is kind of a hassle. Getting sth from IKEA disassembled shipped to you would be nice.
I asked one woman if she could leave stuff with a friend, and if I could pick up from the friend, that was a workaround
- I was thinking IKEA, Wayfair, Amazon, Walmart, Target. One of the draws of second hand furniture is it comes preassembled. I got an ikea table and four chairs. I don't really like having to assemble the whole thing myself. The price, it cost less. I don't know how long I'll be in the area, it didn't feel like a very permanent, I didn't know if I want to keep all the furniture with me. Make it more flexible for me to rebuy stuff instead of moving it across the state.
- In college, all furniture was provided by my dorm (drawer, bed, desk, chair). I had a step stool.
- Mattress topper was so annoying. Every year it's the biggest struggle. Moving out freshman and sophomore year, three of my guy friends have to help me roll it into a bag and duct tape it shut to make it smaller. Large bulky items not easy for a single person to handle. I dropped it off at a donation box, I was very happy to get rid of that.

- I never thought of IKEA or Wayfair as fast furniture. Maybe because I grew up with my mom loving IKEA furniture, to me it's a very durable long lasting thing. We have IKEA furniture that is more than 20 years old and is in very good shape.
- All the packaging and stuff that comes with it, I wonder if there's a way to reduce it.
- On campus there's a large number of people who need those things and didn't have trouble finding buyers. One thing that's unoptimized, sometimes it's hard to know what to list the price for. There were awkward times when people were bidding for the textbook because they wanted it, I guess my starting price was too low.
- Matching and discovery, being able to filter with some more specific requirements, people who are willing to hold this for a longer time.
- Logistical transportation, white glove delivery costs a lot, if it's just a one off, you don't want to hire a moving company to just move that. There's TaskRabbit but I didn't look too much because I had some family members to help me. But felt like a hassle I was bothering them, if there was a more cost effective way.

Anna

- Moved in July
- Moved from Florida to Seattle, lived in sorority house in college and didn't have furniture, but bought some big items (bed, mattress, couch) and used company relocation to move them
- Grew up around estate sales furniture (mom would shop there a lot), like looking for cheap old people's furniture, e.g. stuff over 100 years old
- Couch is the only thing she bought brand new
- Got a kitchen table from neighbor, on the side of the road for free, had a lot of damage, refinishing the wood, recoating, etc. to refurbish it
- Her family renovates houses so she knows how to do all of that
- Goal is to find furniture that is better quality, and cheaper, had history, won't break in 5 years, best for the environment
- Needs a lot of patience - moved in July and still waiting to find a bed stand (currently using cardboard boxes)
- Roommate is different - bought all new stuff from IKEA - does not have a car, needed to get something dropped off at apartment (asked for \$20)
- Estate sales - only old people's houses
- FB Marketplace - more popular in younger generation, could be tricked by pictures (e.g. backing peeling)
- Most young people don't like styles at estate sales
- Cushion - had to wash and scrub it 1000 times to get smell out
- She enjoys searching and taking the time, enjoys thrifting
- If seller over 40 yr old, they want cash, don't trust zelle/venmo
- Younger prefer venmo
- Sellers who do it more for a living- might not be kind - FB has reviews on sellers
- Always negotiating for a price, take off 25%
- All about quality, want something that will hold up for over 100 years, I can move from apartment to apartment and not worry about it breaking
- Temporary furniture - people don't have time or money searching for quality pieces on a budget

Saahil

- New graduate student, moved here from Kolkata for Master's in Information Management. Stoked to be here.
- Currently living in an apartment with 3 other roommates.
- "So when we all came in, one of the challenges that we faced was furnishing our place because we had been given an unfurnished flat"
- Primarily looking at second hand stuff because it is cheaper and since it is being resold, it must be in a usable condition. Not everything we wanted was secondhand. Mattress was bought new because of hygiene issues.
- Looked at Facebook Marketplace primarily but also UW surplus store. Both are good in their own ways. The UW surplus store does not have other stuff apart from office things like table chairs. We got a dining table from Facebook marketplace, which we would not have gotten at the surplus store (this is what his roommates told him). FM- personalized and can get anything you wished for
- Transportation was the biggest issue- had to carry the dining table on our backs. Even if it was a good deal and we disassembled the table and chairs, we had to make 2 trips to get it all home.
- I bought some furniture from the UW surplus store- chairs and tables- chairs are still easy to transport so got it on the bus. For the table, I used U-haul with some friends
- Transportation is a problem because there are no personal vehicles or driving skills. Maybe later when we have a car and know how to drive, it will be easier.
- Ebay Craigslist- have not heard good reviews so I stay away from them, I am concerned about scammers.. FM is still decent, you know the seller and their area, connected with FB is a safer medium. You can see and still cancel if you are not happy with the product.
- Have never been to Goodwill but will explore. Don't really care if furniture is first or second hand as long as it is usable and in a decent condition.
- Ideally- I would like to buy first hand but went for second hand because coming from a third world country, it is difficult to manage finances and also student loans so do not want to spend more money. But ideally i would buy first hand
- If it is donated, I feel it will be usable- will get the work done, helping the needy. Discarding is a tricky situation, an item may not be in usable condition or a person just had to let go of it, they didn't know what to do with it.
- I think it ends up in landfills.
- Don't know about impacts
- Much more aware about environmental impacts. It is pricey but in the long run much more sustainable. Right now, finances are stopping me. I have a limited amount of funds so at the moment I want to just get what I can as long as I can use it. Maybe later, I can shift to more eco-friendly products.

Chinmay

- Moving from Mumbai to Pittsburgh last year for Master's, it was a life changing experience, I was scared, anxious, but also excited to be independent. Lives with two other roommates.
- It was difficult adjusting to the climate but otherwise it was pretty good.

- I have not sold any furniture before.
- “I mostly bought furniture from Facebook Marketplace, took some from my seniors, went to Church Sales or even picked up furniture from the curb if it was in a good condition”
- Like mentioned before, he bought secondhand furniture from the sources mentioned above. As a student he said that he did not want to spend a lot of money on furniture which he is only going to use for around two years.
- He also mentioned that it is better to use furniture in a good condition even if it is secondhand when you are a student as it is used for a good cause instead of being thrown away.
- He said that his experience on Facebook was really good. It was convenient, cheap and he did not have any issues with the sellers.
- He said, thrift stores are okay, but places like Goodwill are for the needy who cannot afford basic things and if we can afford to buy at least subsidized things, we should consider that.
- Obviously buying from retail stores is a good experience, but I have not yet explored stores in the US, I just bought my mattresses off of Amazon. I have bought first hand furniture from large retail stores in India.
- If donated furniture is sent to Goodwill or other places where they give it to the needy, then it is used well, he thinks, else it just ends up in garbage.
- I believe most furniture these days is made of sawdust instead of wood. Which I think is sustainable and durable. It lasts for quite some time so it can also be resold when not needed.
- Once I start earning money, I will consider buying eco-friendly things in general but as of now I do not think I can afford them.

Rahul

- Moved from Bangalore to Seattle for Master’s this September. Lives with three other roommates.
- It was difficult for me to analyze what things I will need when I first arrived here.
- The flat was unfurnished and I was clueless what all to buy and where to buy from.
- Only Amazon was similar to me, but all other stores seemed very different, so I was a little anxious about it.
- I had to buy a bed mattress, kitchen stuff, a table and a chair.
- I also had to make a choice between buying first hand or second hand things. Most of my friends were going for second hand stuff and I was not so inclined for it. However I did buy my chair second-hand from Facebook Marketplace.
- The deals on Facebook Marketplace are good but the problem is the transportation. Since I don’t have a car or any other vehicle, I had to take the chair by myself whilst walking for around 20 minutes.
- Apart from the chair, I did not choose to buy secondhand furniture because I felt like investing in good quality things. I was also scared of trusting people who lived far away from me and I had transportation issues too, so I went for new furniture.
- I have not used Craigslist or Ebay, but I have used Facebook Marketplace like mentioned before, whose experience was fairly good.
- I like the experience of buying first hand furniture because I am assured that it is new and not defective in any way. Whilst buying secondhand furniture, it is always a gamble.
- I have actually never sold any furniture, even in India, when me and my family had some furniture that we no longer needed, we just donated it to a charity.

- I think after coming to Seattle, I saw a lot of thrift stores which I don't have in India. It is good for people who are looking for temporary cheap options, but I am not very inclined to buy from such shops.
- I believe the most important thing for me is trusting the quality of a product and it is not possible to do so when buying secondhand. I am also very picky about things. Maybe that's why I also don't like such furniture. But if the source was trustworthy, validated by someone I trust, or a well-known brand or something with assurance of hygiene, and also considerably cheaper, I would definitely go for it.
- I hope that donated furniture gets sent to needy children or adults who need it the most, but I don't know if this is actually the case, but I really hope it happens.
- I think it must have harmful impacts but I have not read about it or anything, sorry.
- If eco-friendly stuff is equal in cost with normal things then definitely yes, otherwise I do not currently have extra funds to spend on such products just because I feel like it.
- The quality, trustworthiness and transportation problems like I mentioned before are the main reasons I opted out of buying second hand furniture.

Vaishnavi

- Moved from India to Seattle in the second week of September. Apartment- found on Zillow or HotPads.
- Was living with my parents so I did not need to get rid of anything other than a few clothes which I will not use later.
- Apartment was completely unfurnished so I had to get a lot of stuff. Had already ordered mattresses and had got some kitchen stuff from india
- Got furniture after a couple of weeks from the UW Surplus store. For me, I was looking for clean furniture even if it was second hand. Don't like the feeling of using unclean stuff. For chairs, things that have cushions, if they have stains and they don't go away even after washing, I feel uncomfortable sitting on them. Mattress or bed frames- I prefer to use new stuff. Have to be sure they do not have bugs or something.
- Had a coffee table back in India that I had sold online. Platform called OLX- had sold there. Sold it because we had invested a large amount of money in it but we had to sell it off because it had sharp edges and we had elderly people in our home who could have gotten harmed. We did not want to throw it away and thought of making some money out of the deal because we had invested a lot of money in it. It was definitely in a very good condition.
- Have not bought any other secondhand furniture apart from the UW surplus store things. Just got a used chair from one of my family friends but that is all. Also have a document cupboard from surplus store which I use to store documents
- Experience of Surplus Store- Good, one of the reasons that I went to the surplus store and not buying used stuff that has been used in other people's homes is that I for a fact that the stuff in the Surplus store was used in the University rather than someone's home. Gave me a sense of positivity rather than someone using it in their house and then selling it. Other than that, transportation was one of the biggest issues that I faced. Even when the Surplus store was really cheap, I spent more than half of what I bought on transportation. I took a U-haul with some people who I met at the store who had booked it beforehand. So we just split the cost of travel. They helped me move. Another hassle was to transport the furniture from the ground floor to the


fourth floor where I live. We thankfully have an elevator but we needed 4 people to carry all the stuff. Chair was still okay but the aluminum cabinet was very heavy and difficult to carry.

- Sometimes I feel that I do not want to use secondhand furniture because it has been used by someone, that's just how I feel, I don't like to use stuff that has been used by someone. If it is clean and kind of new and well- used, all functions are working properly, then I don't have much of an issue but since I don't have my own car or I cannot afford uber or lyft.
- I had checked out FM, they were offering a lot of good options but the only problem was transportation. When I considered the transport, it was the biggest issue.
- I have been to GoodWill a couple of times but I don't get a good vibe from there so I will not buy furniture, or even clothes or even the smallest things, I would never buy from there. I get a negative vibe from there.
- Retail stores are well lit and well decorated so you feel like going in and purchasing. Positive lit atmosphere. Motivates you or persuades you to buy from there. Whereas in GoodWill or other thrift stores, it's a little shady, not well lit, dark and gloomy, I don't get the vibe of buying stuff from there.
- Lot of thrift stores in the US that people actually go to. In India, I have rarely seen this, cars and all is another thing but definitely not furniture. It is a cultural thing and since I am also from that background, I find it difficult to adjust here. But it is pretty evident that second hand stuff is pretty common here and I think it is good in a way for people who cannot afford expensive items or normal day to day stuff but they can go for cheaper options that are good quality.
- Not aware of its environmental impacts
- Eco Friendly brands or products- definitely a good option but such stuff is generally more expensive than normal stuff. One of the reasons why people feel like it is not a good option is because not everyone has the money to go for things that are eco friendly when there are similar items that are much cheaper. Yes because at the moment I am a student and I don't have money to spend on such stuff because they are more expensive.

3. Survey Questions

Sustainable Furniture Survey

We are interested in learning about how you furnish your place or get rid of furniture when moving out of a place. Furniture includes items such as tables, chairs, futons, couch, bookshelf, drawers... and anything you might purchase to decorate your room. Your responses will be anonymous by default.

 vixiao@uw.edu (not shared) [Switch account](#)



* Required

Where are you currently living? *

- ☐ On campus housing (e.g. dorm)
- ☐ Off campus housing (e.g. apartment, house)

Please select which best describes you *

- ☐ Undergraduate student
- ☐ Graduate student
- ☐ Other

When did you move to your current residence? *

- ☐ 2022
- ☐ 2021
- ☐ 2020 or earlier

How many times have you moved to a new residence in the past 5 years? *

Choose ▼

Buying Furniture

Do you prefer to buy new or used furniture? *

- ☐ New
- ☐ Used
- ☐ Both

What platforms do you use to buy new furniture? *

- ☐ Wayfair
- ☐ IKEA
- ☐ Target
- ☐ Costco
- ☐ Home Goods
- ☐ TJ Maxx
- ☐ I don't buy new furniture
- ☐ Other: _____

What platforms or methods do you use to buy used furniture, if not new? *

- ☐ Facebook Marketplace
- ☐ UW Surplus Store
- ☐ Amazon marketplace
- ☐ Buy Nothing groups
- ☐ Curb pick-up
- ☐ Goodwill
- ☐ Craigslist
- ☐ Ebay
- ☐ I don't buy used furniture
- ☐ Other: _____

Why do you buy used furniture? (If you don't buy used furniture, respond N/A)

Your answer

Would you consider buying used furniture? Why or why not? (If you do buy used furniture, respond N/A)

Your answer

What are your top priorities when purchasing used furniture. Example of priorities: Quality, affordability/price, convenience, material, size, convenience, trust of seller, etc.

Your answer

What methods of transportation do you use to pick/drop used furniture? *

- ☐ Car
- ☐ Shipping/delivery
- ☐ By foot
- ☐ Public transport
- ☐ Moving company
- ☐ Ask for help
- ☐ I don't buy used furniture
- ☐ Other:

Selling or donating furniture

What do you do with the furniture you can't take with you when you plan to move out? *

- ☐ Re-sell it on a platform
- ☐ Donate it
- ☐ Leave it at the curb
- ☐ Leave it in the apartment
- ☐ Throw it away
- ☐ This doesn't apply to me
- ☐ Other: _____

What platforms or methods do you use to sell used furniture? *

- ☐ Facebook Marketplace
- ☐ UW Surplus Store
- ☐ Amazon marketplace
- ☐ Buy Nothing groups
- ☐ Curb pick-up
- ☐ Goodwill
- ☐ Craigslist
- ☐ Ebay
- ☐ I haven't sold my furniture
- ☐ Other: _____

When do you plan to start selling your furniture from your planned move-out date?

- ☐ 7 days in advance
- ☐ 14 days in advance
- ☐ 30+ days in advance
- ☐ I'm taking my furniture with me
- ☐ Other: _____

If you ever had to donate, throw away, or leave your furniture behind, why did that happen?

Your answer _____

What do you wish could be improved about the process of selling, donating, or getting rid of furniture?

Your answer _____

Almost done!

We would love to follow up with you to get feedback on design concepts and prototypes later on. If you're ok with us reaching out to you, please provide us with your contact email.

If you do not want to be contacted by us, you can skip this and press submit.

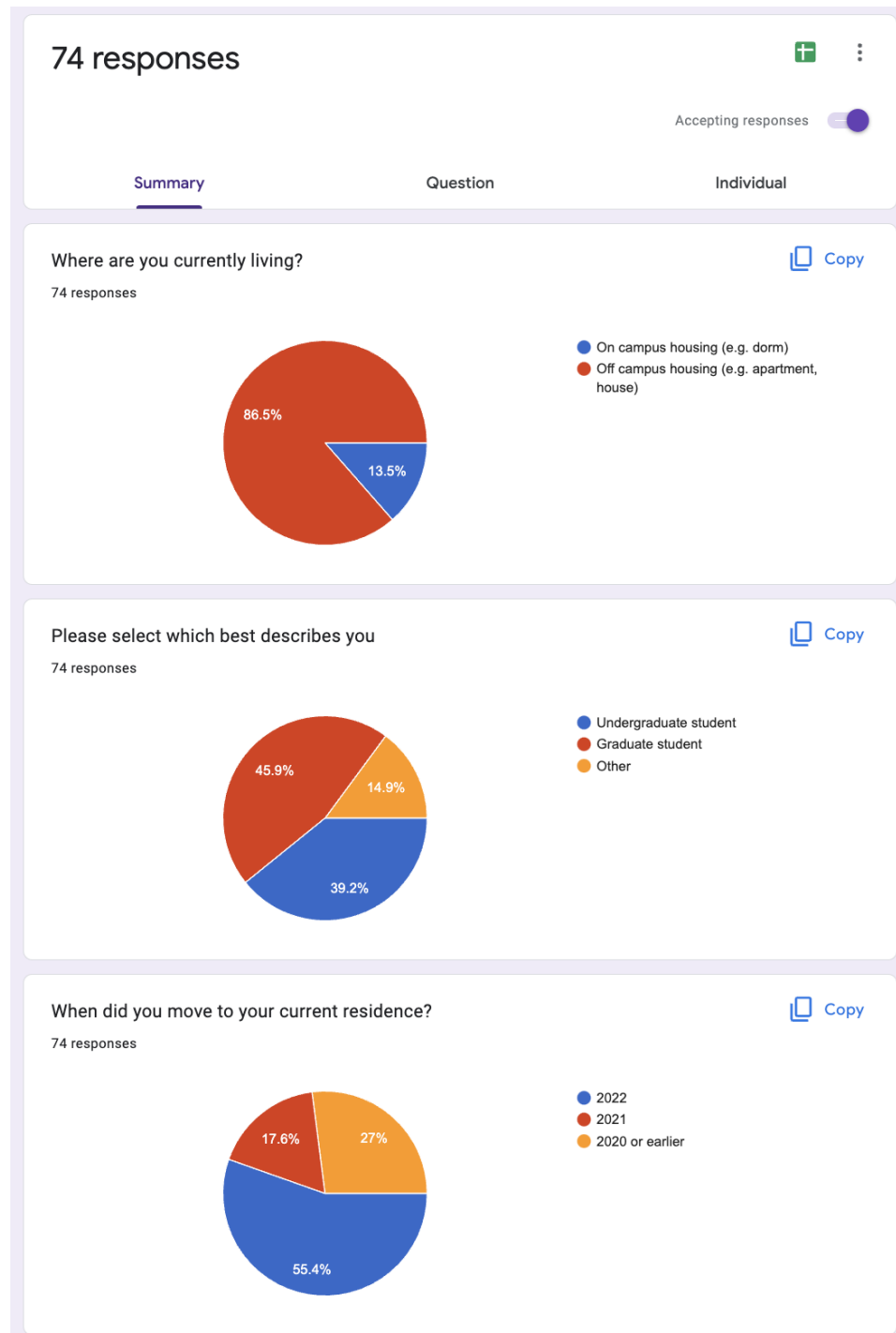
Email (Optional - your responses will no longer be anonymous)

Your answer

Is there anything else you'd like to share about your moving and furniture buying/selling process?

Your answer

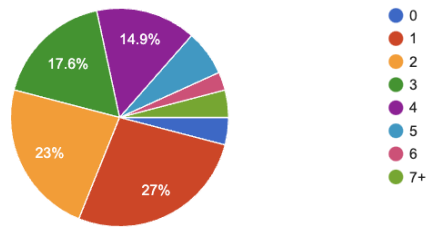
4. Survey Responses



How many times have you moved to a new residence in the past 5 years?

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74 responses

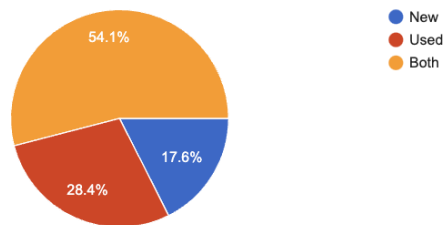


Buying Furniture

Do you prefer to buy new or used furniture?

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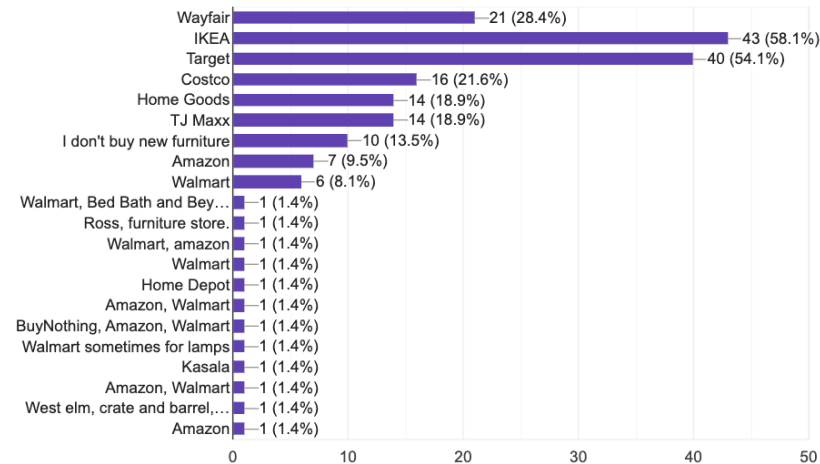
74 responses



What platforms do you use to buy new furniture?

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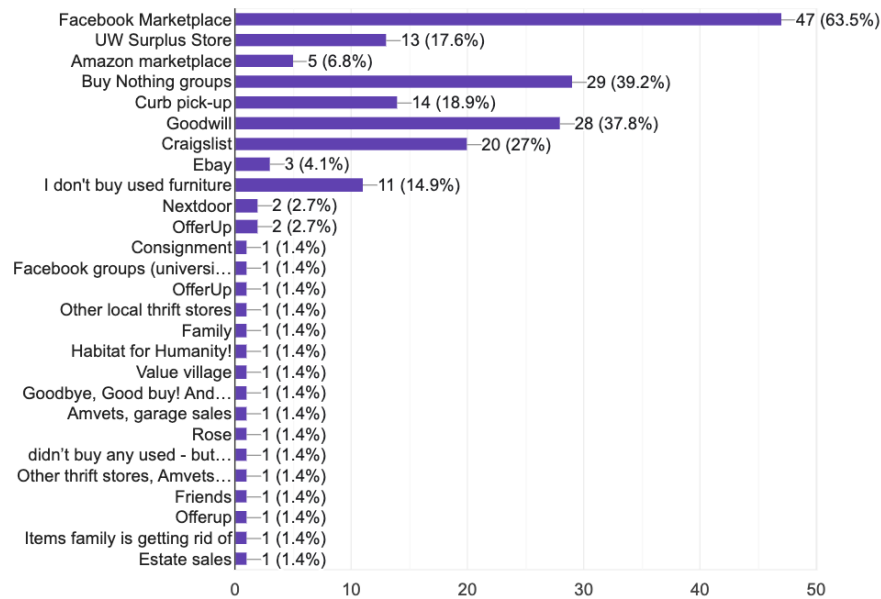
74 responses



What platforms or methods do you use to buy used furniture, if not new?

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74 responses



Why do you buy used furniture? (If you don't buy used furniture, respond N/A)

67 responses

N/A

Cheaper

Cheap

Cost

To save money and reduce waste.

Can get quality for cheap

Na

It is cheaper than buying new, it is better for the environment, and it is fun to look for a bargain

Quality brands (west elm room & board) for less

Would you consider buying used furniture? Why or why not? (If you do buy used furniture, respond N/A)

63 responses

N/A

NA

N/a

Yes

n/a

Na

Yes but not upholstered pieces (Lice bed bugs)

Yes because it is affordable

Yes, but not for things like couches. Only tables/chairs and other non-cloth surfaces.

What are your top priorities when purchasing used furniture. Example of priorities: Quality, affordability/price, convenience, material, size, convenience, trust of seller, etc.

71 responses

Price

Quality

N/A

Convenience is my highest priority because I don't have a car to pick it up. Other considerations are price and condition.

Na

Affordable price, convenience, size, trust of seller

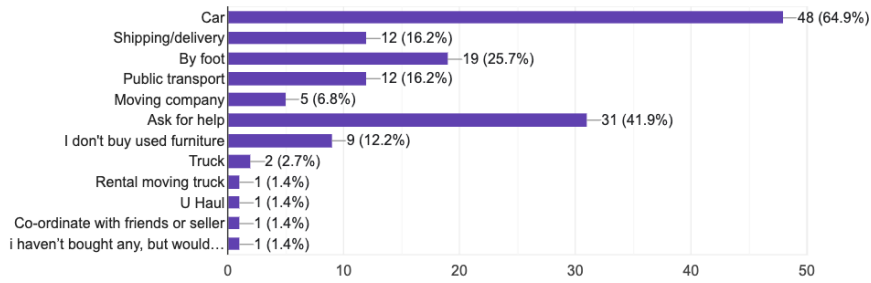
Quality price location

Aesthetics matters, and general good quality/condition, convenience to pick it up (has to be close to where I live)

What methods of transportation do you use to pick/drop used furniture?

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74 responses

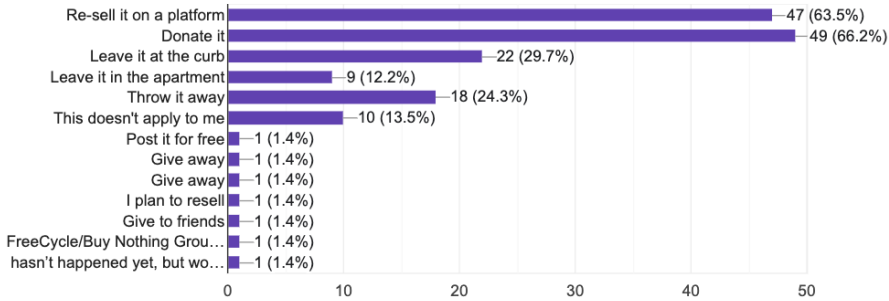


Selling or donating furniture

What do you do with the furniture you can't take with you when you plan to move out?

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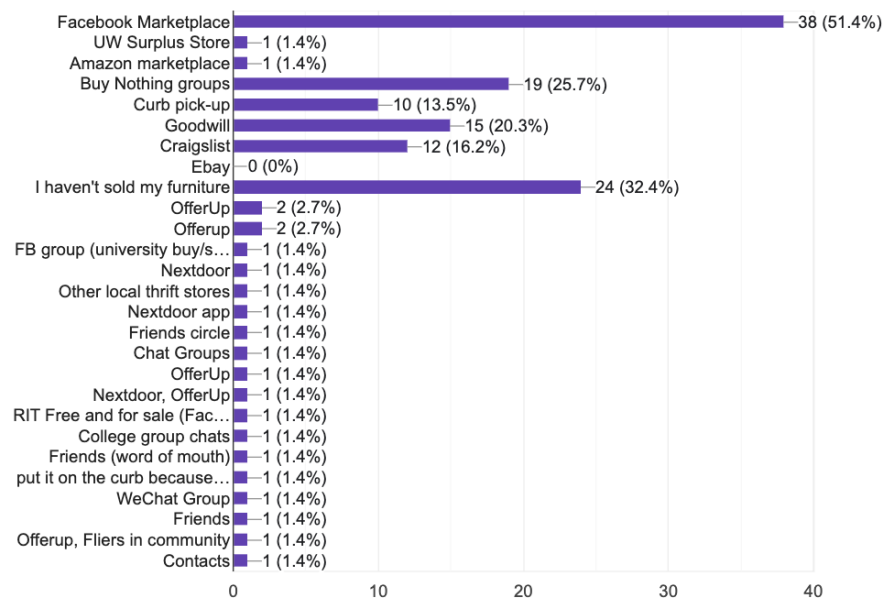
74 responses



What platforms or methods do you use to sell used furniture?

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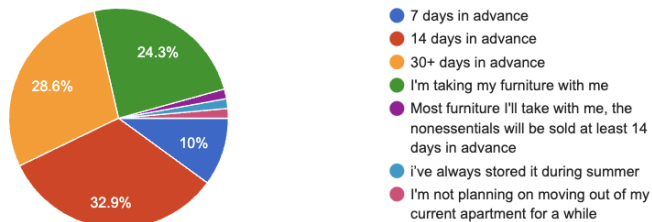
74 responses



When do you plan to start selling your furniture from your planned move-out date?

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70 responses



If you ever had to donate, throw away, or leave your furniture behind, why did that happen?

51 responses

N/A

N/a

Last year I tried selling a piece of furniture on Facebook but did not have a buyer by the time I needed to move out, so I donated it instead.

Move out deadline and out of state

The furniture was not in good enough condition to sell it to someone in good conscience

Did not want or did not fit in new place

Stuff that I didn't think anybody would want anymore

I needed to downsize

Easv

What do you wish could be improved about the process of selling, donating, or getting rid of furniture?

51 responses

N/A

The hardest part is transportation. I wish there were easily accessible carts or dollies on campus to make this more feasible.

More convenient process to donate or resell

I wish recycling options were available

Better pics videos description & moving it storing it

Pricing is kind of inconsistent. Good deals get snatched up really fast so you have to constantly be on the lookout

People that are flakey are so annoying. Thats the only risk you take when posting or searching

Brings out the worst in people