

Craigslist Usability Report

April 17, 2012

Professor Daniel Cooney
University of Michigan

By Banalyze
Kuan-Yu Hsiao, Juliana Mi,
Evan Frederick, Jan Konarzewski, David Fein

Table of Contents

Executive Summary...Pg 3

Introduction...Pg 3-4

Methods...Pg 4-6

Findings and Evidence...Pg 6-8

Recommendations...Pg 8-9

Conclusions...Pg 9-10

Appendix...Pg 10

 Tasks/Questions...Pg 10-11

 Participant Notes...Pg 11-18

Executive Summary

For this report, we analyzed the usability of Craigslist.org, a classified ad and forum based website. To do this, we focused on whether Craigslist's layout is intuitive, whether Craigslist's language is intuitive, how well Craigslist ensures safety and security for its users, and whether Craigslist has any confusing inconsistencies. Our goal for this report was to improve the usability of Craigslist in a way that addressed the popular concerns regarding Craigslist's plain layout and the security risks of meeting a stranger through the site. We also hoped to increase the efficiency and capabilities of Craigslist, making one's visit more fluid and rewarding.

Our methods were to conduct a few tests to get a feel for some prevalent issues. Our first test was a competitive analysis on three of Craigslist's competitors: eBay, Olx, and Oodle. Through this we noticed Craigslist's lack in social networking, online transactions, and aesthetics. Next, we did a heuristic evaluation using Nielsen's ten usability heuristics, where we observed more issues regarding Craigslist's layout. The site's design appeared to be too simplified and its information lacked variety and seemed much like a "wall of text." Finally, we conducted a usability test and interviewed five college participants. For these interviews, we conducted a series of entrance questions, observed a series of tasks that showcased key Craigslist features, such as the ability to change one's location and to use the search tools, and finally asked a few exit questions. From this test, we found several positive and negative factors in Craigslist. Craigslist's simple layout was positively thought of as easy-to-use and effective. Nevertheless, our participants felt that the site was too crowded and they had difficulty locating the sections relevant to the tasks, such as the event calendar or posting buttons. Users further pointed out the inconsistent layout of the discussion forums, and the lack of security. Because of these findings, we recommend Craigslist do such things as put only the main selections on the homepage to remove clutter, use a consistent layout across all features, and add poster information to increase credibility of its ads. We hoped through these recommendations, users could find things more efficiently and put more trust in Craigslist.

Introduction

Craigslist.org is a for-profit site that has been around since 1995. It is one of the most popular English language sites in the world with upwards of fifty million users alone in the United States and is available in eleven other languages as well. Forum posts, job listings, and classified ads are as well in the millions each month. Craigslist attracts its audience, members of the general public who have at least some computer knowledge and who seek to get in touch with their communities, through its highly simple layout resembling a table of links and its small learning curve involving its post and reply-to-post system. Craigslist has proved itself to be a leading source of information on such things as local housing, employment, trade, events, and personal connections. This then raises the

question on how well of a job Craigslist is meeting the usable needs of its users.

For our report, we hope to expose some of the major usability errors that Craigslist users must face with. Because usability errors are problematic, acting as sources of frustration for new and veteran users alike, it is important to identify and address them so as to keep Craigslist's user base intact. We want to keep Craigslist users from closing out of the site as well as from potentially leaving to find what they want from a competitor. The usability questions that we will particularly be focusing on are: whether Craigslist's layout is intuitive, whether Craigslist's language is intuitive, how well Craigslist ensures safety and security for its users, and whether Craigslist has any confusing inconsistencies. Through the findings of our various methods, we will identify answers to these questions and provide our own recommendations on how to fix some of Craigslist's main usability errors.

Our utmost goal is to improve the usability of Craigslist in a way that addresses the primary concerns of our peers. These concerns largely address the simplistic, plain style of the website and the vulnerability asked of Craigslist users to meet with strangers as a means to receiving their desired service. We would also like to improve the efficiency and capabilities of Craigslist, so as to make a user's visit fluid and rewarding.

Methods

In order to create our Craigslist usability report, we ran a number of tests such as competitive analysis, heuristic evaluation and a usability test. Each of these tests gave us a slightly different point of view on Craigslist; revealing a variety of usability issues that the Craigslist team might want to consider in future updates of their site.

The first test that we ran was competitive analysis. It was an important first step because we had to think about who the real competitor of Craigslist is, and how they differ. We decided to focus on sites such as Ebay.com, Olx.com and Oodle.com. Each of these sites has something that Craigslist does not have and that point us in the direction of potential improvement. For example, Oodle.com put an emphasis on registration and connecting your account with the popular social networking site, Facebook.com. On the other hand, EBay provides users with an easy and safe way of completing transactions without leaving their place, and they have a system of recommendation so each buyer can leave a comment about the seller and vice versa. Furthermore, we have learned that each of the sites, even the simplest Olx.com, has more a complex and attractive design than Craigslist.

Next, we performed a heuristic evaluation test to see which features would not be user friendly based on the Nielsen ten usability heuristics and his five-point rating scale. Overall, we did not find any feature that would be completely useless, or as Nielsen defines it, a "usability catastrophe." However, there were certain aspects of the site that we found worth spending some time on to come up with possible improvements. One of

these findings was a feature that we already knew is an issue after running the competitive analysis, the design of the site. Nielsen talks about how an aesthetic and minimalist design is something that is always welcome on the site. However, Craigslist's simplicity seems to be so simple, that it can sometimes be confusing for the users.

Another big issue with this aspect is the amount of information displayed on the main page, and the lack of the variety of fonts or clearly distinguishable categories. In other words, everything looks almost identical. Furthermore, the number of features available from the main site is too high, and users can get lost very easily and simply leave the site.

Finally, based on our findings from both the competitive analysis and heuristic evaluation, we conducted the usability test. We conducted five interviews. Unfortunately, our test was limited to interviewing our friends, college students that are familiar with using computers and online shopping. However, not all of them were familiar with Craigslist, and none of them were using the site on a daily basis. Before we started the interviews, each participant was asked entrance questions so we could have a little bit of an overview of their backgrounds, such as their shopping habits and computer knowledge. The entrance questions were:

- *Do you shop online?*
- *How often do you shop online?*
- *What is the last thing you bought online?*
- *Do you negotiate the final price with the seller?*
- *How would you rate your knowledge of computers?*
- *Do you look at competitor's prices when you find something that you want to buy before making the purchase?*

After collecting this information, we asked our participants to complete a number of tasks. Each of these was supposed to test how intuitive and complex the Craigslist interface is. We set up browsers so it displayed the homepage of Craigslist, and the user was asked to go to his/her hometown city site. Then we asked the participant to find the page for Tuscaloosa. This task could give us quick information about the most important feature of the site, how easy it is to find the Craigslist site closest to your actual location. Then we asked our interviewee to create a free account and post an ad to the "for sale" section, pretending they were selling a football. This task gave us information about how complex the process of registration and posting an ad is. Registration is an important feature in terms of having access to all features on Craigslist, while posting ads is the most popular feature used by registered users. Next we asked participants to visit the "Personals" section of the site and look for the section where Men are looking for Women and give us information about what they have learned from a randomly picked post. The goal of this task was to check if the language and shortcut used in the "Personals" section

can be understood by people who do not use this section very often. Furthermore, we wanted to see how easy it is for users to find a specific item with specific criteria, such as price, in the “for Sale” section. We asked the interviewees to look at ads for a necklace under \$100 that included a picture and to look for the cheapest offer. This way we could test search tools. We also, decided to check how useful the Craigslist event calendar is by asking our participants to look up an event for the Friday of the test and respond to it. Finally, we asked the interviewee to look up a discussion on dogs in a discussion forum section, find the post they want to reply to, and to rate the reply. Again, this task’s goal was to not only check how user friendly the discussion section is, but also to test how hard it is to find a concrete discussion section board.

After our participants got done with our tasks, we asked them the following exit questions:

- *Is there anything else you think we should have asked about in regards to Craigslist?*
- *Overall, how would you rate your satisfaction with Craigslist?*

We wanted to get immediate feedback from the participants about their satisfaction with Craigslist and to get to know if there was anything particular that they wanted to share with us about their experience with Craigslist that we either did not ask or did not realize.

Findings

From the five usability tests we conducted, we were able to come to a variety of positive and negative conclusions. Across the board, users agreed that Craigslist’s simplicity enhanced the usability of the site. Craigslist is careful not to be too elaborate with colors, ads, and aesthetics that may interfere with the users’ experience on the site. Collectively, users thought that Craigslist has a very intuitive user interface. This applies to the information on the site, how to use Craigslist, and where to input information. For the majority of the tasks that asked users to “fill in information,” the users were able to complete the task with ease by following the explicit step-by-step instructions on the site. Many of the participants also expressed how easy and effective Craigslist’s search function is to use. Multiple users really liked the general search term on the home page. Additionally, users pointed out that the majority of pages on the site use the same template, creating a more consistent user experience.

On the contrary, our usability tests also presented us with aspects of the usability of the Craigslist site that could be improved. The users unanimously agreed that the homepage of the site was too crowded, and that because of the overwhelming number of links it was difficult to navigate or find any specific area on the site. Also, some of the most important features on Craigslist, such as the ability to post something to sell, are rather

tucked away. The “post” button is located in the upper right-hand corner on some pages, but the upper left hand corner of other pages, which made it difficult for our test subjects to locate.

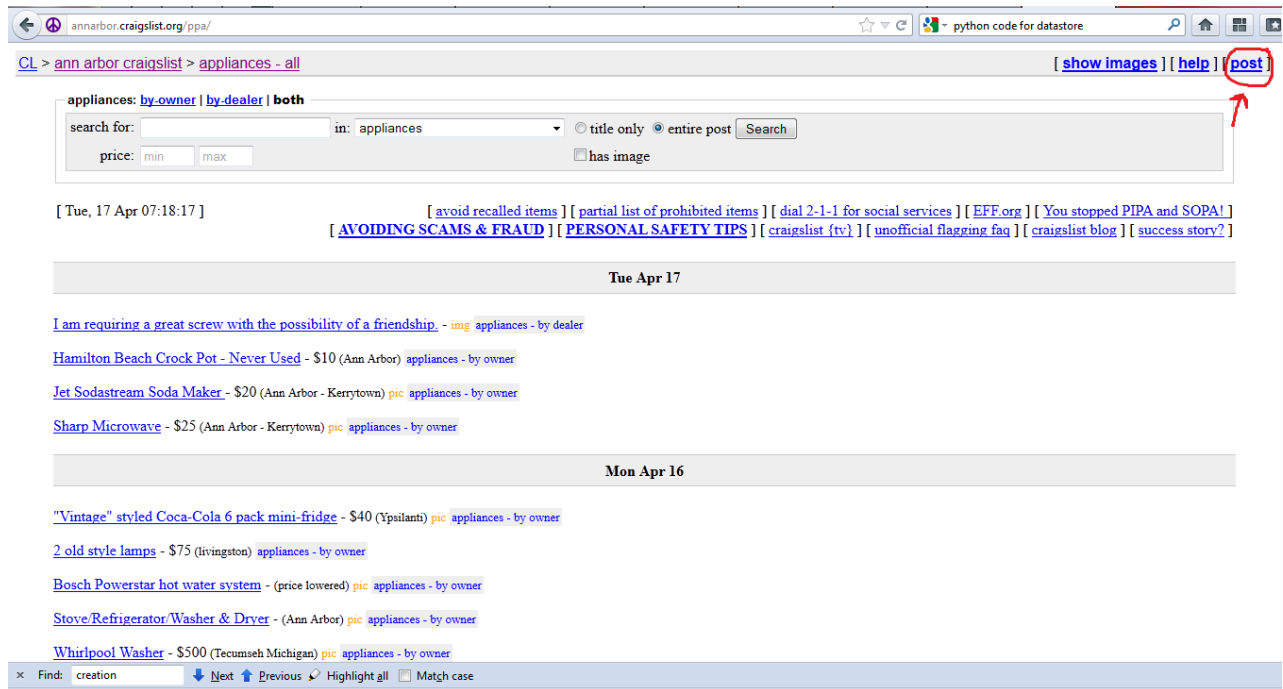


Figure 1 --Very tiny post button on a busy interface

Our task that involved the discussion forums revealed that users didn't like that the forums used a different layout than the rest of the site. One participant explained how “using the discussion forum is like learning how to use a whole different site.” When presented with the task of changing the Craigslist location, a few of our subjects found it difficult to find the more obscure locations, if they even knew which continent the city was located on. They also could not locate the general Craigslist homepage which had a list of all of the locations, because there is no obvious link to this page.

The page is accessed by clicking the “Craigslist” logo in the upper left-hand corner of the homepage, but there is no clear indication that this is even a link. When asked to find an upcoming event, some users were unable to locate the “event calendar” in the left sidebar. Multiple participants chose to search through the myriad of links on the homepage for the calendar. Most often, they defaulted to clicking the “events” link under “community,” and upon arrival there, could not choose to view events on a certain day in the past or future, but rather, had to scroll through all of the events. Our users also collectively agreed that Craigslist was messy and lacked moderating by administrators, which led them to believe exchanges done through the site would lack the security that other, larger sites such as Ebay and Amazon offer. They also pointed out that it appeared

to be very easy for users to “cheat” the Craigslist system and mislead others by posting inaccurate information about their event, offering, for sale item, etc. Most often, this is seen through users who list their item as “\$1” in order to attract more viewers. It is not until users reach the item description that they realize the item is, in fact, not as cheap as they expected. Furthermore, when the users attempted to sort posts by price the results were often ordered incorrectly because posters aren’t required to follow a specific format when putting a price on items. In fact, posters don’t even need to put a price on posts, further decreasing the effectiveness of the sorting function.

Recommendations

Based on our findings from the numerous analytic processes we performed over the course of the semester, we have compiled a list of positive and negative recommendations for Craigslist. Our usability tests exposed weaknesses and flaws in the site, as well as successful features that improved the user experience. Our suggestions focus on fixing mistakes with the site, improving aspects of the site that are already successful, and adding completely new features.

When our participants were asked to search for specific items on the site, we were surprised to see that none of them had trouble with any part of the search engine and were able to use many of its filtering features without mistake. This also applied to other data fields throughout the site where users are requested to input information. Therefore, we recommend that Craigslist continue to add intuitive data entry fields and consider adding more constraints to the search engine. Since the users we tested had no trouble with the current search functionality, we believe it would be a good idea to give the user even more control with searching.

One of the most frequent issues we found with the site was the plethora of links that clutter the homepage. Many users had trouble locating specific links on the home page. It could take a minute or more just to find the first link you want to click on, and in “internet time” that’s extremely long. We recognized that the majority of users click on many of the same links when they visit the site, especially the major sections like “for sale” and “jobs.” As a result, we suggest that Craigslist alter the hierarchy of their pages and move all of the subsections deeper within the site. It’s unnecessary to keep links on their homepage that hardly ever get clicked on. We believe they should have larger buttons for each major section on the homepage with a brief description of that section. Then, once you select a section you will be presented with a list of all the subsections. Another common issue we found was inconsistency throughout the site. On the homepage the “post” button is found in the top left corner but on subpages the “post” button is located in the top right corner. Also, while nearly the entire site used the same templated layout, the discussion forum uses a completely different layout. In order to prevent confusion, we recommend that Craigslist alter their discussion forum to match the rest of the site, and

make sure to keep important links like the “post” link in a consistent location. One last difficulty we frequently noticed users having was navigating “up” and “down” through the site. Once a user was on a search page, they couldn’t figure out how to get back to the homepage, or to the main Craigslist page with all the countries listed. An easy solution to this would be to include the breadcrumbs at the top of *every single* page on the site. Not only will this follow the theme of consistency, it will help users easily navigate throughout the hierarchy of pages.

We also had some ideas for completely new features to add to the site based on quotes from our participants and our own ideas. First, a common issue with Craigslist is that people sometimes feel unsafe responding to posts because they don’t have any information about the poster or any proof of their credibility. Therefore, we recommend that Craigslist include poster information next to every post including their username and an average rating determined by their past buyers. This will help users feel at ease knowing that many people have had a positive experience buying from this person in the past. We also noticed that when our participants tried to sort posts based on price, the site often ordered them incorrectly or didn’t know how to order them because posters used invalid or false prices. As a result, we recommend that Craigslist require posters to follow a very specific format for pricing and make the price an essential attribute for all posts. This will significantly help with sorting and will also prevent people from spamming by just putting the lowest price possible. Finally, our users expressed that it would be much easier to complete the Craigslist transactions if you could pay online. We also feel that if it was properly regulated, the capability for online transactions would greatly increase the number of daily transactions on Craigslist.

Conclusion

For this report, we focused on the problems of whether Craigslist’s layout is intuitive, whether Craigslist’s language is intuitive, how well Craigslist ensures safety and security for its users, and whether Craigslist has any confusing inconsistencies. We explored these questions with the goal of improving the usability of Craigslist in mind, improving its efficiency and capabilities. In particular, we wanted to address the popular concerns regarding Craigslist’s plain layout and the security risks of meeting a stranger through the site. Our testing allowed us to address most of these questions from our test plan. For example, our heuristic evaluation and competitive analysis explored the issues of Craigslist’s layout and aesthetics. We learned about how Craigslist’s overly simple display appeared less trustworthy than some of its competitors like eBay. Furthermore, it was missing out on some features such as online transactions, which could really help improve its security for users. These tests also allowed us to think of what Craigslist was doing well, which could be enhanced, or was missing, which could be added to improve the Craigslist experience. For example, adding more searching and sorting capabilities

would help organize the ad posts so as to reduce the time taken for a user to find what they are looking for.

Through our usability test interviews, we also were able to learn more about how intuitive some of Craigslist's features were. In particular we learned that several features, such as posting and navigation, were not as obvious as they should have been given their popularity of use. We also observed some inconsistencies in regard to the pages of various features. The discussion forum in particular seemed like a whole different site. One thing we would like to have focused more on in our testing would be the security risks and what users themselves would have liked in order to feel safe using Craigslist. We can speculate on such fixes as adding account profiles to give ads more credibility, as well as online transactions to make one's money seem secure, however, without more direct responses from users, we may be missing out on key concerns such as the act of coming face to face with a stranger. One way we could better test for these concerns is by asking more questions that specifically address participant worries. That way, we could gather more information and make more powerful recommendations that can fix the root of the problem.

Appendix

Tasks/Questions We Asked the User:

Entrance Questions:

- Do you shop online?
- How often do you shop online?
- What is the last thing you bought online?
- Do you negotiate the final price with the seller?
- How would you rate your knowledge of computers?
- Do you look at competitor's prices when you find something that you want to buy before making the purchase?

Scenarios/Task Based Questions:

1. Go to Craigslist and find the page for your city. Now find the page for Tuscaloosa.
2. Create a Craigslist account. Next, post an ad to the for sale pretending you are selling a football. Fill in all the necessary information to complete the post.
3. Find the strictly platonic section of the Personals and go to the section for Men looking for Women. Choose a post and verbalize any information you can gather about the poster.
4. You want to buy an inexpensive necklace on Craigslist. Find the appropriate subsection of For Sale and search for a "necklace" that costs less than \$100 and only include posts that include a picture. How much does the cheapest necklace cost?

5. Go to the event calendar and look up an event for this Friday. How would you RSVP to this event?
6. You want to look up a discussion on dogs. Find the Discussion Forum and go to the Pets section. Search for a discussion about dogs and click on any of the **replies** to the post and rate the reply.

Exit Questions:

- Is there anything else you think we should have asked about in regards to Craigslist?
- Overall, how would you rate your satisfaction with Craigslist?

Our Condensed Combined Findings for 4 of our Test Participants

We decided to only include audio recording for our personal purposes and not video recordings in order not to make the users uncomfortable and interfere with the usability testing. Also for the functions of our group, we were able to make great findings by combining notes without a specific “form” to fill out since much of our information overlapped. This way we were free to pay attention during the usability tests to extra insights and quotes that the users had, rather than making sure we were just “filling out a form.”

Participant 1

Entrance Questions:

- Do you shop online?
Yes
- How often do you shop online?
Once or twice a month
- What is the last thing you bought online?
Halo Reach
- Do you negotiate the final price with the seller?
Not usually
- How would you rate your knowledge of computers?
Very good
- Do you look at competitor’s prices when you find something that you want to buy before making the purchase?
Yes

Scenarios/Task Based Questions:

1. Go to Craigslist and find the page for your city. Now find the page for Tuscaloosa.

- a. Clicked "Worldwide" on the sidebar. Not sure where Tuscaloosa is. Clicked through links under worldwide. Couldn't find it.
2. Create a Craigslist account. Next, post an ad to the for sale pretending you are selling a football. Fill in all the necessary information to complete the post.
 - a. My account > sign up for account > got email
 - b. Signed in > clicked "for sale" > had a bit of trouble finding "post" in the upper right hand corner > posted
3. Find the strictly platonic section of the Personals and go to the section for Men looking for Women. Choose a post and verbalize any information you can gather about the poster.
 - a. Clicked strictly platonic > m4w (took a second to figure out)
 - b. "there's a guy who's looking for an internet friend... says he's bored with his everyday life and needs someone to talk to"
4. You want to buy an inexpensive necklace on Craigslist. Find the appropriate subsection of For Sale and search for a "necklace" that costs less than \$100 and only include posts that include a picture. How much does the cheapest necklace cost?
 - a. went to for sale > jewelry > entered "necklace" into search box, set high price to 100, clicked has image > clicked low price (had a bit of trouble with this part) > cheapest necklace is \$15
5. Go to the event calendar and look up an event for this Friday. How would you RSVP to this event?
 - a. went to homepage but had trouble locating the calendar for a second
 - b. clicked on friday the 13th, clicked first event (comment: this doesn't look very legit)
 - c. clicked on photo (there is no text in this post) (comment: what? this isn't even an event. it's just spam!)
6. You want to look up a discussion on dogs. Find the Discussion Forum and go to the Pets section. Search for a discussion about dogs and click on any of the **replies** to the post and rate the reply.
 - a. "there are two search bars. what's a handle? do i just enter a keyword?"
 - b. enters "dog" as key word
 - c. clicked on first discussion, then first reply
 - d. rated comment correctly

Exit Questions:

- Is there anything else you think we should have asked about in regards to Craigslist?
 - not really, i don't think so.

- Overall, how would you rate your satisfaction with Craigslist?
 - it's kind of confusing and messy... i probably wouldn't actually use it. i like using amazon and ebay. it's easier to navigate through those and those sites are more reliable anyway!

Participant 2

- Do you shop online?
Yes
- How often do you shop online?
Once a month
- What is the last thing you bought online?
Lawn chairs for a friend's wedding gift.
- Do you negotiate the final price with the seller?
No, because I tend to use retail sites.
- How would you rate your knowledge of computers?
Beginner
- Do you look at competitor's prices when you find something that you want to buy before making the purchase?
Yes, I go to different companies websites and compare prices for the item I want to purchase.

1. Go to the Craigslist site that is closest to you--either where you live right now or where you are born. After that, go to the Craigslist site of 2 more areas of interest.

I found the sidebar on the right that shows the different locations, and I clicked on the heading for cl-worldwide and then clicked on Africa and chose a few countries.

1. Create a Craigslist account. Next, make a post to classifieds.

I clicked My Account on the left and filled in my email and a password. I clicked on the 'post to classifieds' button on the left. I clicked on personals and clicked on the subtype. Then I filled in the post title and description.

1. Go to any of the personals sections and look at the first post. Record all the information you can gather about the user. Click on the post and record what the ad is about.

I found the first post of the rants and raves section called "Fidels place." It's a rant about Cubans and Fidel Castro.

1. Go to the for sale section, click on furniture. Search for “table” in the furniture section. How much does the cheapest table cost?

I looked on the homepage for the for sale section and then found furniture in the subheadings. After the posts came up, I clicked on “low price” to sort it so that I could find the cheapest table.

“These aren’t cheap tables, the cheapest ones aren’t at the top. There’s something that is \$32 that is below a table that is \$108. A lot of the posts don’t say the price in the title so you have to click on them to see it.”

1. Go to the event calendar and look up an event for this Friday. How would you RSVP to this event?

I found the events calendar on the left sidebar and clicked on this Friday, the 13th. I clicked on a viewing party for some television shows. I would RSVP by replying to the email at the top of the post.

1. You want to look up a discussion. Go to the Discussion Forum and click on Pets. Search for some discussions about dogs.

I looked around on the homepage and found discussion forums. Then I found the pets section and clicked on it. I looked straight down through the posts on the left until I saw dog in the title and clicked on it.

Note: Didn’t notice the different levels of posts

- Is there anything else you think we should have asked about in regards to Craigslist?
Ask better questions.
- Overall, how would you rate your satisfaction with Craigslist?
Somewhat, it looks old. It is cluttered and could use better organization. It should include thumbnails of the pictures and there should be a standard system for the prices so they can be sorted better.

Participant 3

Questions:

Do you shop online? yes

How often? ~ once every two or three months

Last thing bought online: shoes

Do you negotiate price? no

Knowledge of computers: intermediate

Look at competitor prices? yes

Used Craigslist before? yes

How often? ~ twice a year

Testing:

Finding Ann Arbor: She doesn't use control+F function. Take a while to find.

Finds Battle Creek & Grand Rapids on right side pretty easily.

Do you have a Craigslist account? no

Do you mind creating one right now? no, *clicks on my account, sign up, enters email address and captcha ("captcha is so annoying"), creates account (yay, it worked)

Making a post to classifieds: *clicks post to classifieds, clicks "item wanted," enters post title ("Bike Wanted"), enters price ("100"). ("that was pretty easy, you just click post to classifieds"). enters her email in "reply to" and clicks "hide" for email address. Enters "bike wanted" in description, clicks continue twice.

Go back to the home page. Go to personals section and look at first post. Click "strictly platonic," confused by warning & disclaimer page, doesn't know what to do, needed guidance.

First ad: Man looking for adventurous female, m4w 39 ("what does m4w 39 mean?")

Clicks in "~after reading~ what does FWB mean?"

Go to for sale section & click on furniture, search for table:

How much is the cheapest table? *she clicks order by low price. first one doesn't say price, second one says \$50

Go to event calendar & look up event for this Friday: a random event is Red Lobster \$500 giftcard free

You want to look up a discussion, go to discussion forum & click on pets, search for discussions on dogs: (seems confused by the format of the discussion forums. uses "look up keyword" for dogs, but had a hard time finding it. Page took a moment to load ("maybe this isn't how you do it?" *after loading* "ohh"). thinks it looks like a chat between two people about dogs being pack animals.

Anything else we should have asked? "maybe like if there should have been a picture so that we can see the items?"

Your satisfaction w. Craigslist & why? “pretty good, because i think you can get good deals. I’ve also heard bad things about it though.”

Do you feel safe on Craigslist/how well is the site set up? “it’s kind of confusing because there’s a lot of stuff in each page, you need to search and find everything after searching for a while. about feeling safe, i feel safe as long as i’m not giving out personal information, and if i’m getting something, that it’s controlled.”

Favorite thing about the site: “variety of items, and how you can go to a certain topic and do a specific search, not having to search through the whole thing.”

Participant 4

Questions:

Do you shop online? not often

How often? ~ once or twice a year

Last thing bought online: soccer jersey

Do you negotiate price? no

Knowledge of computers: intermediate

Look at competitor’s prices? yes

Used Craigslist before? no

Testing:

Finds Ann Arbor by scrolling down.

Find two different states. *clicked back in the browser, clicked Minneapolis, clicked back again, clicked Orlando.

Make an account: *clicks make account, sign up for new account, enters email address and captcha. (struggling, captcha’s suck), account is made successfully

Go to personal section: Clicks on personals, men seeking women (on warning screen)

Locate post from Mar 16, and tell us what you can see from the title: Searches for March 16, doesn’t get any results. Clicks back & scrolls down, hits next 100 postings (3x). (“can’t find date jumps? have to scroll backwards”). Post link is “very important for your benefit (*shrug) - 21 (“age?”) - Winter Spring (“guess that’s where they’re from”).

Go to for sale section & click on toys + games. Search for toy train and limit cost to \$50, limit to toy train in the title only. Enters search info correctly. How much is the cheapest one? ("it says one dollar??")

Look up event for this saturday and explain how you could RSVP to this event. (has trouble finding event calendar "not sure where that is?"). Does not use Calendar on left sidebar. Clicks back... scrolls, scrolls. Finds it! yay. Having trouble figuring out how to RSVP to this event because it doesn't have an email address...weird. ("i've accessed all of the ways to do this and there is no way to. there's a button that says notify craigslist if there's no way to contact though.")

Go to forum & look up vegan dog food. Finds discussion forum without issue, searches without issue. Click first post & tell us what it's about -- "it says there are vegan diets for dogs that have correct vitamins."

Anything else we should've asked you? "um. i guess the ease of finding um different kinds of events... were off the side, that wasn't easy."

Why have you never used Craigslist before? "i've used AMazon & Ebay -- i've found what i wanted there, and they're easy to navigate"

What's confusing & what did you like? "I like searching keywords, not products. But user interface is definitely not as friendly, no pictures or anything."

How would you rate your satisfaction with Craigslist today? "5/10"