

The survey for Expert app

Hello:

I am Lai Fu. You are invited to participate in our survey "Experience of accessing to an Expert". In this survey, we would like to learn more about you and your experience of obtaining an advice or guidance from a professional. It will take approximately 5 minutes to complete this questionnaire.

Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions.

Thank you very much for your time and support. Really appreciated! :)

***Required**

1. Q1: What's your age? *

Mark only one oval.

- ☐ 16-24 years old
- ☐ 25-34 years old
- ☐ 35-44 years old
- ☐ 45-54 years old
- ☐ 55 years or older

2. Q2: Have you ever asked for a help from an expert? If so, what kind of help did you get? For example: plumbing, car repairing, technology, math, career advice, design critique, etc. *

3. Q3: Which approach would you prefer to seek a solution when you face a problem? *

Mark only one oval.

- ☐ Search online and resolve it by yourself
- ☐ Ask for a help from family/friends/colleagues...
- ☐ Ask for a help from an expert

4. Q4: Have you ever paid for an expert service to ask for a help? If yes, go to Q5, if not, please skip Q5.Q6 and go for Q7. *

Mark only one oval.

- ☐ Yes
- ☐ No

5. Q5: Which platform/website have you used before?

6. Q6: Continuation with Q5, have you ever felt any frustrations while using the platform/website? If yes, please describe. For example: couldn't find the category you need.

7. Q7: What's the most important feature for you while using an Expert app? *

Mark only one oval.

- ☐ Top experts
- ☐ Category list
- ☐ Pricing list
- ☐ A way to communicate with an expert
- ☐ Payment method

8. Q8: How long would you expect to wait for a response from an expert? *

Mark only one oval.

- ☐ Less than 10 minutes
- ☐ 10-30 minutes
- ☐ 31-59 minutes
- ☐ Longer than 60 minutes

9. Q9: Which payment method would you prefer for paying this service? *

Mark only one oval.

- ☐ Pay for a monthly membership subscription with limited questions
- ☐ Pay by case
- ☐ Pay by the time-consuming per call

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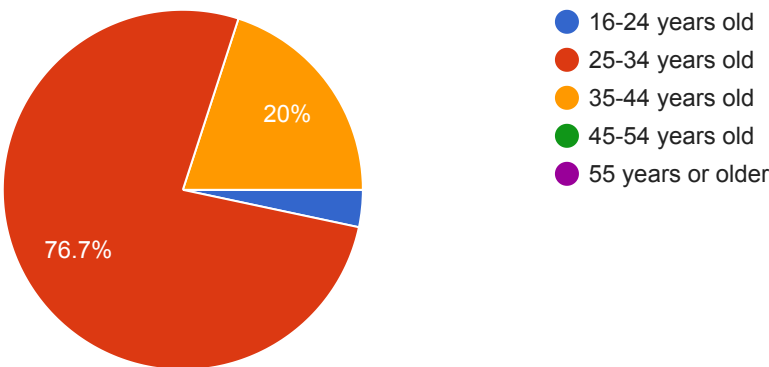
30 responses

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Q1: What's your age?

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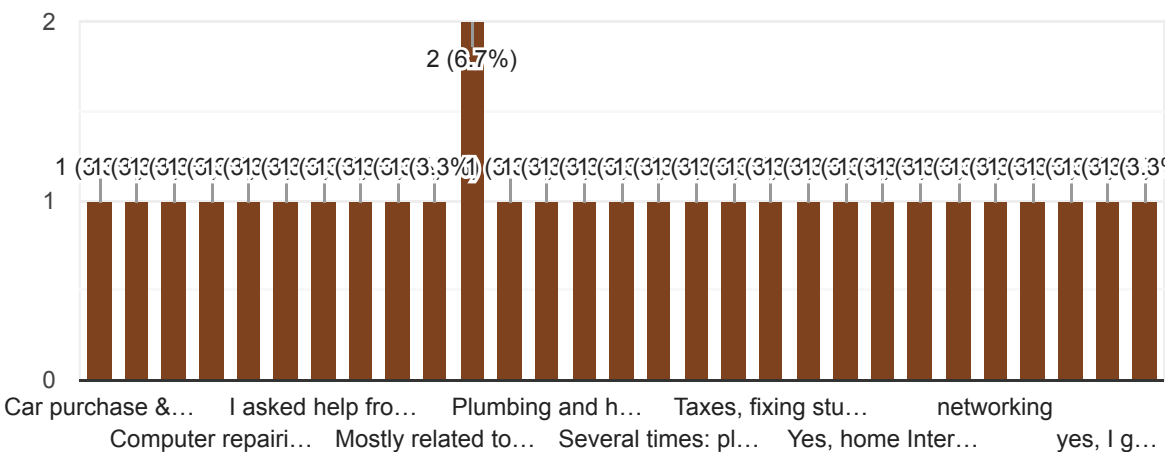
30 responses



Q2: Have you ever asked for a help from an expert? If so, what kind of help did you get? For example: plumbing, car repairing, technology, math, career advice, design critique, etc.

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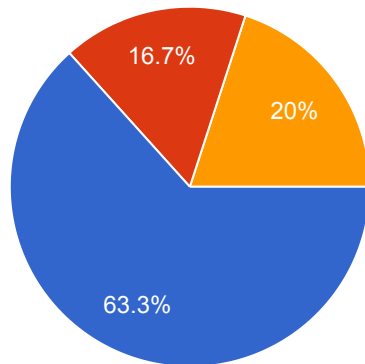
30 responses



Q3: Which approach would you prefer to seek a solution when you face a problem?

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30 responses

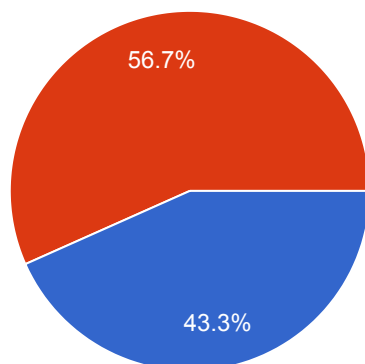


- Search online and resolve it by yourself
- Ask for a help from family/friends/colleagues...
- Ask for a help from an expert

Q4: Have you ever paid for an expert service to ask for a help? If yes, go to Q5, if not, please skip Q5.Q6 and go for Q7.

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30 responses



- Yes
- No



Q5: Which platform/website have you used before?

12 responses

Profi

Werkspot

Translation companies

MrFix

Mostly google until I find something by comparing (local) websites

No platform, found contact from co-workers

<https://www.blueumbrella.nl/>

Recommendation from friends and colleagues so no specific website

I never use any online platform yet. I talk to expert in person



Q6: Continuation with Q5, have you ever felt any frustrations while using the platform/website? If yes, please describe. For example: couldn't find the category you need.

12 responses

No

Can't find the straight answer from the website.

Lack of categories, hard to trust expertise on the desired solution

Yes

Nope, all good :)

Yes, plenty. My problems were mostly specific to my case so calling an expert solved it much quicker

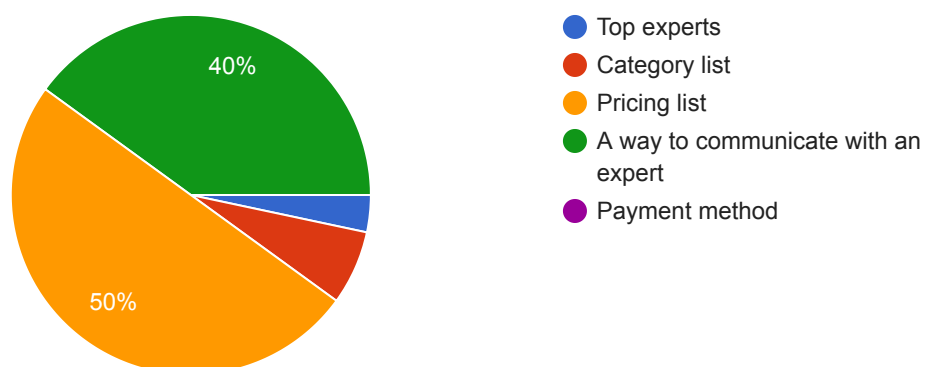
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it was clear from the beginning the steps required to complete the form, which was helpful.

Q7: What's the most important feature for you while using an Expert app?

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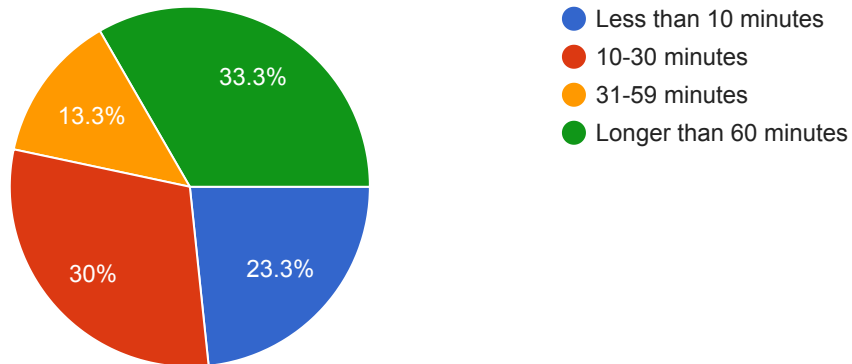
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Q8: How long would you expect to wait for a response from an expert?

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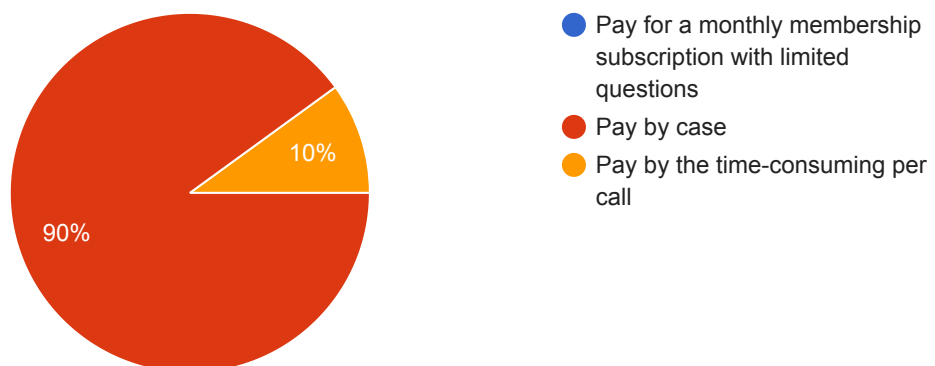
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Q9: Which payment method would you prefer for paying this service?

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30 responses



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