Pet Stop

For Pet-Parents

Tutorial group No. 2
Project Group No. 1

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Requirement Gathering:

Potential Users

- Those who are busy with their work life and can’t spend time with their pets.
- People who are newly adopting a pet and need to train it.
- Those who feel that they don’t know much about their pets. These people can easily access blogs and vlogs made by content creators.
- People who need to buy a new pet from a certified place.
- Those who need medical assistance for their pets regularly.
- People that are looking for friends for their pets. They can use the find a playdate feature to meet up with some other pet owners.

Problem Statement

An average pet-parent faces a lot of problems on a daily basis, from finding quality products for their fur baby to finding a good veterinarian near them when in need.

The new to be pet-parents also are not able to find good pet shops and pet trainers.

Often the busy pet-parents have to leave their pets all alone and are not able to travel with them.

Some of them do not have adequate information about the particular behaviour of their pets and often feel lost.

Proposed Solution

- Authorized adopting and selling of pets from trusted sources.
- Online booking for Veterinarian appointments and general consultation.
- Pet trainers for better training and behavior of pets.
- Online store for all the pet products
- Booking a caretaker for the pets when the owner has to go out.
- Providing pet friendly transport services.
- Blogs and vlogs for the users to follow to take care of their pets in a better way and understand their pet.
- Playdate arrangements for the pets.
- Will provide some platforms for creators who post about their pets.

Requirement Gathering:

Stakeholders

Stakeholders

- Veterinarian
- Pet shop owners
- Existing pet-parents
- New pet-parents
- Caretakers for pets
- Pet trainers

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Survey by using Google Forms

Google form link:

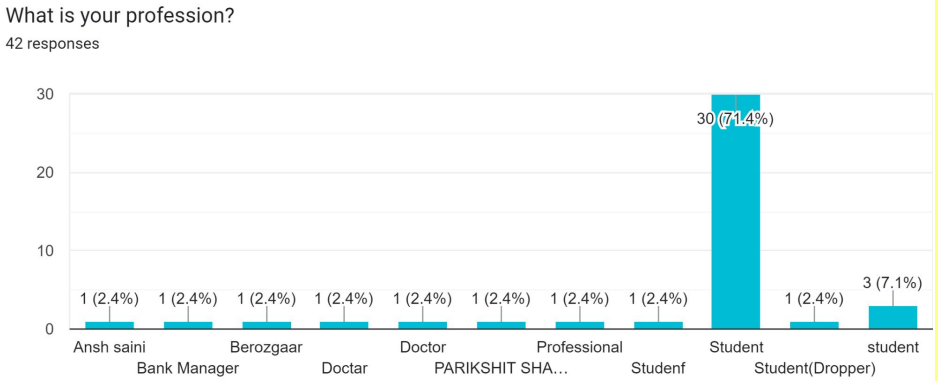
https://forms.gle/NCtQAfBwFDmFwj5Q7

Response Spreadsheet:

https://docs.google.com/spreadsheets/d/1cG2PXOA0Ln7ZCwDW68W-0rpKD1b1aQ6twRPuL24UXAY/edit?usp=sharing

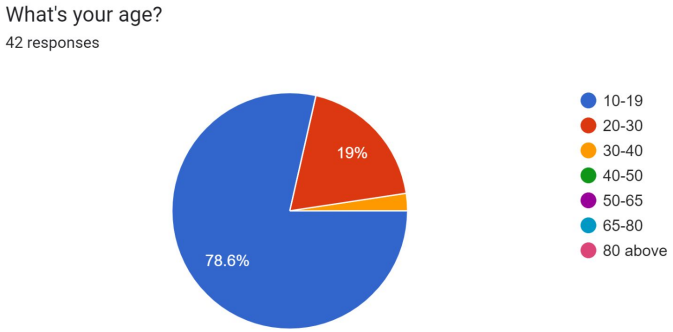
Google form Summary

Q1) What's your Profession?



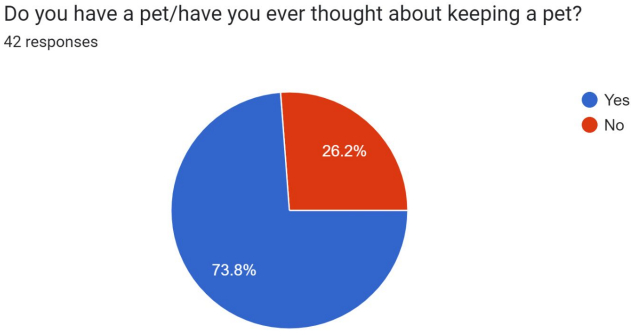
Google form Summary

Q2) What’s your age?



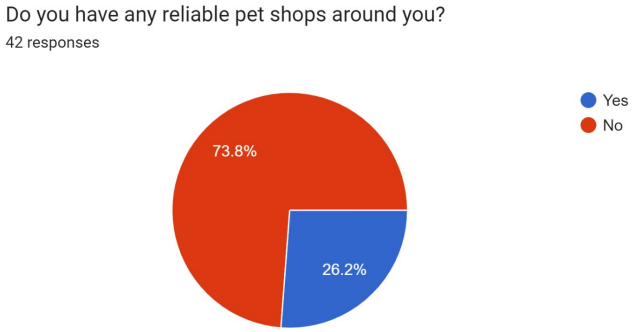
Google form Summary

Q3) Do you have a pet/ have you thought about keeping a pet?



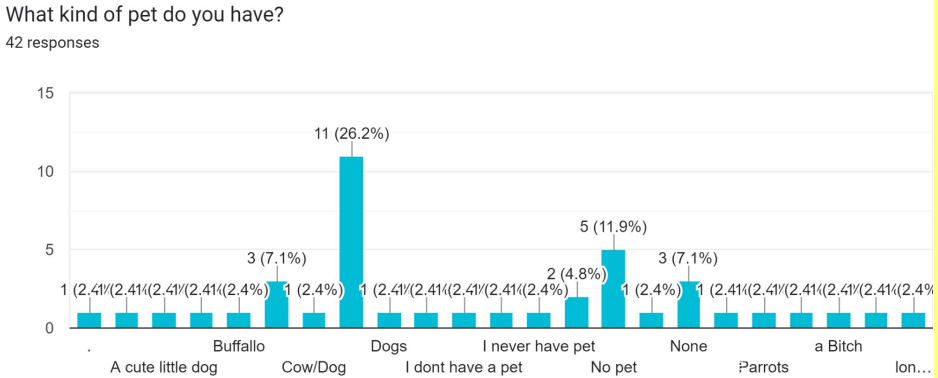
Google form Summary

Q4) Do you have any reliable pet shops around you?



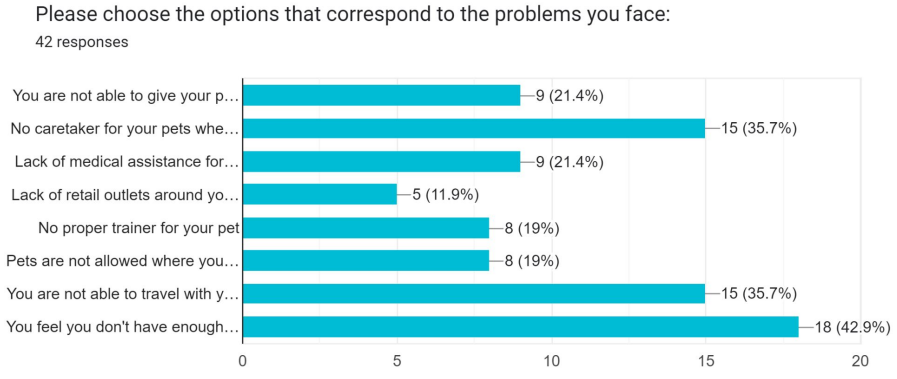
Google form Summary

Q5) What kind of pet do you have?



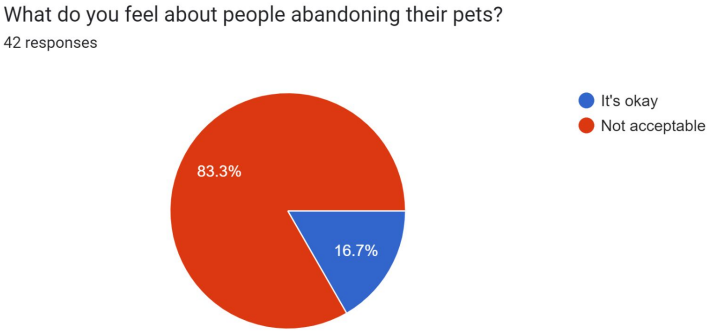
Google form Summary

Q6) Please choose the option that corresponds to the problem you face:



Google form Summary

Q7) What do yu feel about people abandoning their pets?



Interview

Link to the video:

[interview of a pet owner | hci project group 2.1 | hindi]

Personas

Sakshi

Age: 26

Sex: Female

Marital Status: Unmarried

Edu. Qualification: B.Com.

BEHAVIOR AND HABITS

- Loves animal
- Understand animal's emotions
- Hardworking
- Emotional creature
- Works for animal NGO
- She believes animals are the purest form of life on the planet.

FRUSTRATION/PAIN POINTS

- She needs a daily paying job
- She needs to have a job on a regular basis.
- Her job should not be competitive.
- She should have some self time after job hours
- She wants to help street dogs

NEEDS/REQUIREMENTS

- She wants to be trained as She pursued her degree online and doesn't know a thing about that.
- She wants to help the underprivileged.
- She wants to support her family.
- She wants job security.

Personas

Rahul Kumar

Age: 39

Sex: Male

Marital Status: Married

Edu. Qualification: BVSc

BEHAVIOR AND HABITS

- Rahul is a dog n' cat veterinarian in new Delhi.
- He has been a practicing veterinarian for past 15 years.
- He has very good communication with pets and is very famous for his work.

FRUSTRATION/PAIN POINTS

- He is not getting enough patients, even though he can work a few hours more.
- He wants to do good for pets and animals but cannot do because of financial problems.

NEEDS/REQUIREMENTS

- He is in search of a platform where he can expand his work and help more pets.
- He also need a way to connect to more pets as his daily patients are not filling his schedule so he can earn more by working some extra hours.

Personas

Vijay Pal

Age: 51

Sex: Male

Marital Status: Married

Edu. Qualification: B.Tech.

BEHAVIOR AND HABITS

- Runs an NGO
- Works for welfare of society through his NGO
- Is very lively and joyful
- Loves animals and wants to help them
- Hopes that people will start adopting pets from streets instead of buying from shops.

FRUSTRATION/PAIN POINTS

- Can't give time to his family even at his age.
- Doesn't have enough funding for his NGO
- Have to go out of his way to buy food and medicine for stray animals.

NEEDS/REQUIREMENTS

- Wants to help as many animals as he can
- Get funding for his NGO
- Needs someone who can supply him animal food and medicine because he doesn't have time to go and buy himself.

Personas

Atish

Age: 29

Sex: Male

Marital Status:Married

Edu. Qualification: Diploma in professional dog training

BEHAVIOR AND HABITS

- Loves animals
- Is punctual and hardworking
- Loves his family a lot
- He is well versed with technology
- Gets frustrated when given too many options to choose from
- Often visits dog cafes.

FRUSTRATION/PAIN POINTS

- He is not able to adopt a pet
- He is not able to get a regular job
- He is becoming lethargic and feels dejected due to lack of job opportunities
- He feels that he is not able to support the family financially

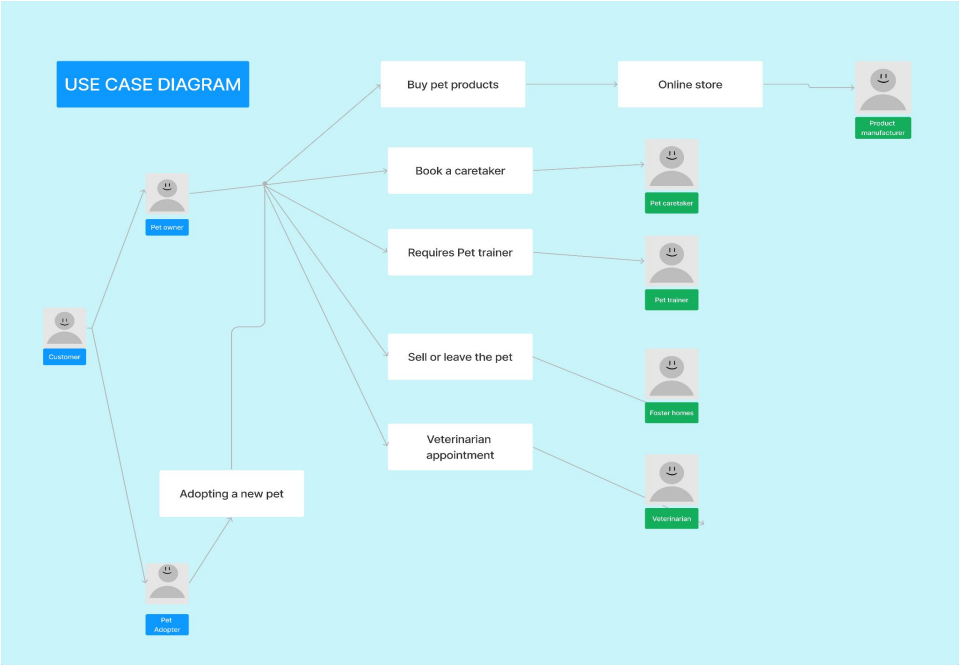
NEEDS/REQUIREMENTS

- He wants to get back to an active life
- He wants to spend more time with animals to feel happy
- He wants to get a good paying job that he likes
- He wants to financially support his family

Use Case Diagram

Link to the Figjam :

https://www.figma.com/file/XiiZmOc38nKiD6g8mDzNbd/Untitled?node-id=0%3A1&t=liXq8Dt0edUzN43R-1



Mind Map

Link to the Figjam :

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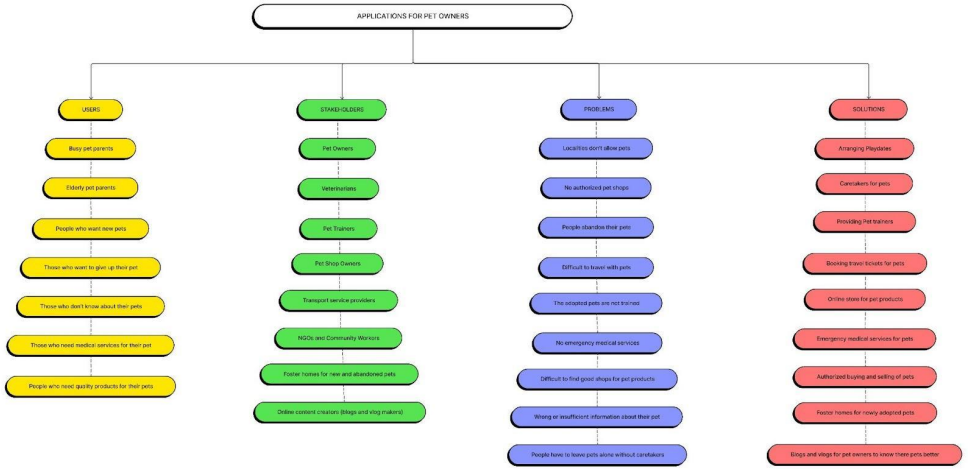


Problem Understanding

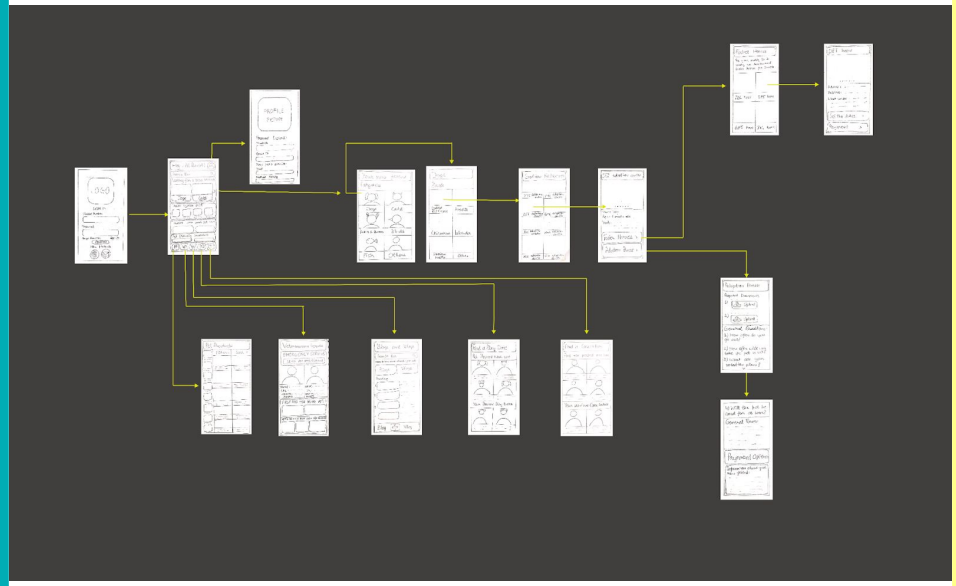
Our proposed solution will provide these solutions:

- Authorized adopting and selling of pets from trusted sources.
- Online booking for Veterinarian appointments and general consultation.
- Pet trainers for better training and behavior of pets.
- Online store for all the pet's needs like food, clothes, basic medicines, hygiene products and accessories.
- Booking a caretaker for the pets when the owner has to go out.
- Providing pet friendly transport services.
- Updates about pet friendly localities, hotels and resorts.
- Blogs and vlogs for the users to follow to take care of their pets in a better way and understand their pet.
- Foster homes for newly adopted and abandoned pets.
- Playdate arrangements for the pets.
- Will provide some platforms for creators who post about their pets.

Lo-fidelity designs

By Aditi

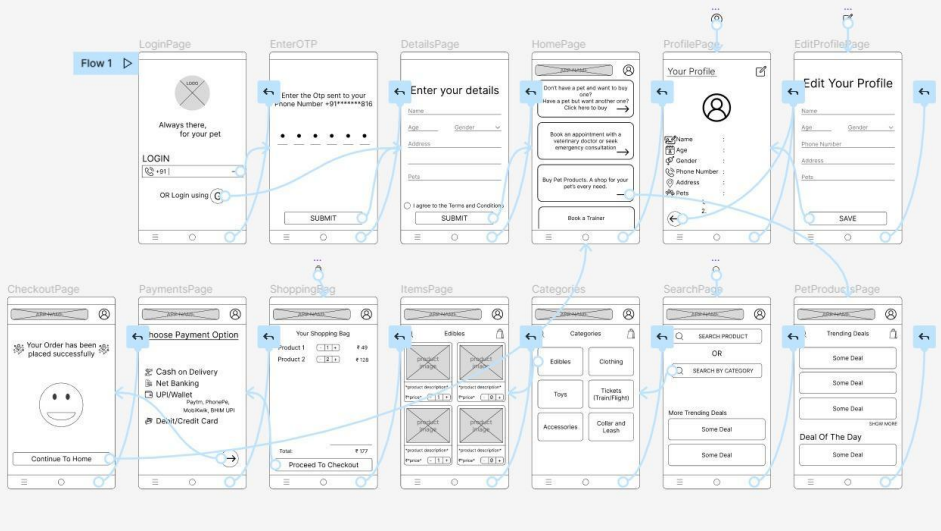
https://www.figma.com/file/C1nU0CR30yqG3qQVWSoGnr/Untitled?node-id=2%3A125&t=aA1fawrBIXjx9q2S-1



Lo-fidelity designs

By Abhishek Bansal

https://www.figma.com/proto/PzNtlAQb2fJDk58jQ6QIMV/IHCI-Project-Phase-2?node-id=2%3A111&scaling=scale-down&page-id=0%3A1&starting-point-node-id=2%3A111



Lo-fidelity designs

By Abhishek Beniwal

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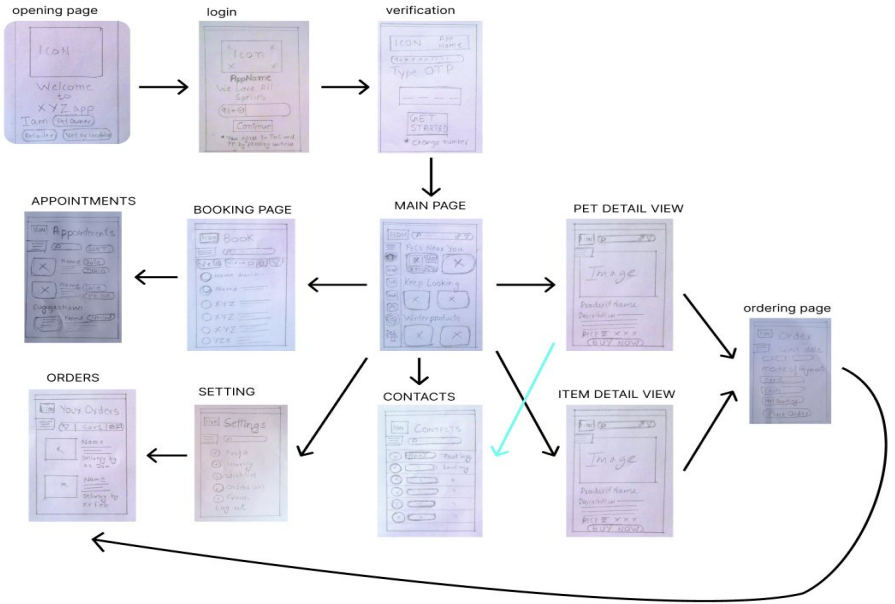
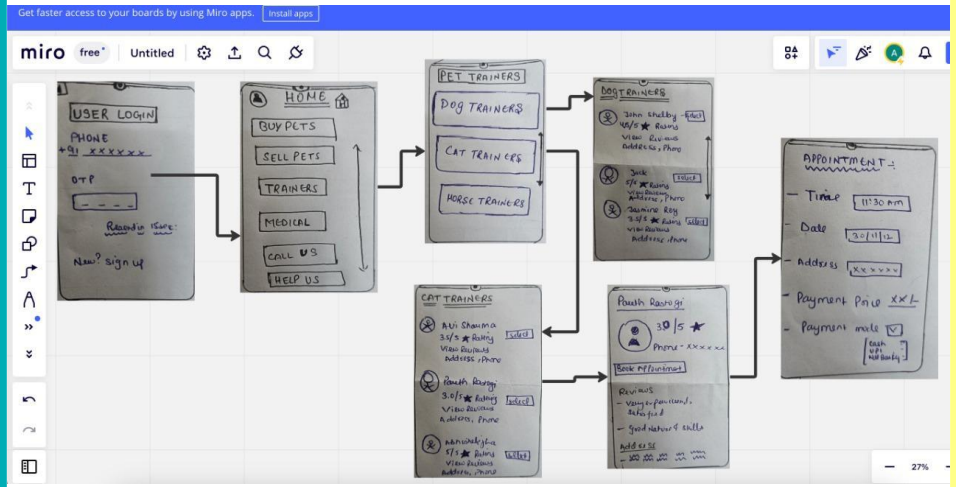


Lo-fidelity designs

By Abhishek Jha

https://miro.com/app/board/uXjVP2e-XxY=/?share_link_id=653524653500



Lo-fidelity designs

By Adarsh Jha

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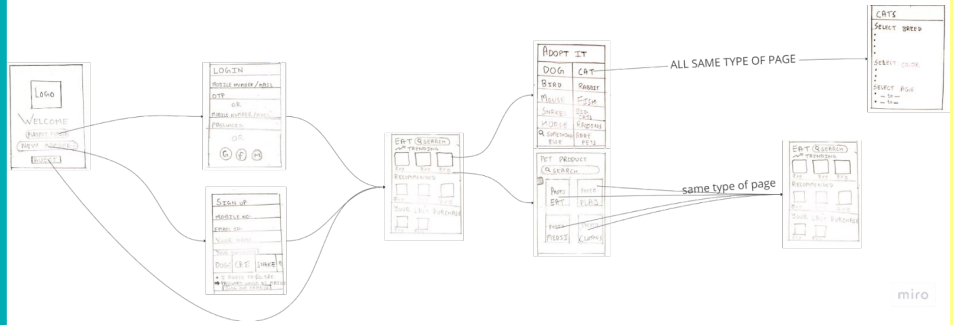


Lo-Fi Testing

SURVEY

Q1) Do you feel the lo-fi completes its purpose as a one-stop shop for pet parents?

A1) It fulfills the purpose as we can see from the options on the homepage.

Q2) Do you feel something is missing that you would've liked in the application?

A2) There is no option to access the user profile from every page so the user will have to go back to the homepage to go to the user profile. This will make a bad user experience.

Q3) Do you feel the design is easy to understand i.e. can the user easily navigate through the design?

A3) The buttons at the bottom of the homepage are creating confusion as users might not know what the abbreviation means, which will make navigating difficult for users.

Q4) Do you feel the application is useful?

A4) The application is useful as it solves all possible problems a pet parent might face. The user will not have to have multiple applications for each problem.

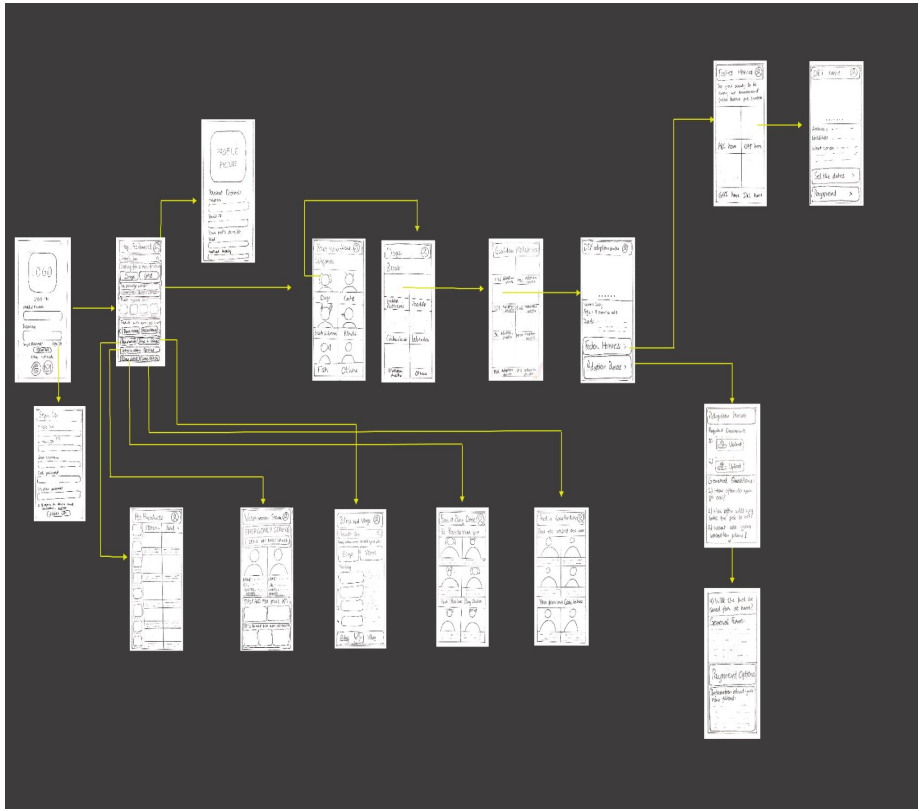
Observations From lo-fi testing

:

- The application fulfills all requirements discussed earlier.
- There should be a sign-up page.
- Access to user profiles from every page.
- Make the icons at bottom of the homepage more understandable.

Alternate lo-fi design

https://www.figma.com/file/TbCGuUrUvrVJO6Rsmt7lSa/Untitled?node-id=0%3A1&t=dPj1AwQHhNmETogG-1



Hi-fidelity designs

https://www.figma.com/proto/RfqyOWA1hSyCM1oYTLSppE/Hi-Fi-2.0?node-id=2%3A49&starting-point-node-id=2%3A49

User evaluation

By google form

https://forms.gle/5zmwDPQuCxU6dxCc7

Response spreadsheet:

https://docs.google.com/spreadsheets/d/1cG2PXOA0Ln7ZCwDW68W-0rpKD1b1aQ6twRPuL24UXAY/edit?usp=sharing

Learning and Reflections

This project helped us understand the process of developing
An application from the scratch. We started from requirement gathering to the very end with a working prototype.
It helped us identify and analyze the sort of critical thinking that goes behind developing an app and the teamwork that is required to develop a prototype.

We efficiently used the double diamond design to come up with the end result. The use of Figma for developing the hi-fi design made me develop an interest in designing and using the software

We learned from the mistakes and improved them in the final hi-fi prototype.