Walkie Doggie

Team: Puppies

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Mid-fidelity Testing

1. User Testing Methods

       Due to the current situation regarding the COVID-19, we were restricted in choosing our test users. Thus, we carefully chose those users among our close relatives, all of whom we can visit in person. We filtered only those who own and walk their dogs, to match the target users of our application. We contacted them in person, as stated above, visited their homes, and asked for their participation. All four sessions took less than twenty minutes. Being present in all those sessions, we were cautious not to intervene while performing tests and recorded them. Analyzing those recorded videos as a group together, we could obtain beneficial data and figure out the users' needs and possible improvements. Furthermore, we asked users to fill out the Google form after tests, so that they could be more active.

2. User Testing Results

       Although there was no dispute among users in agreeing that the application was built for the casual dog walkers, not everyone could catch the three main functions that we implemented. Those functions (i.e. recommended routes, the points system, and interaction between nearby users) did not seem to stand out among other functions, such as shopping dog products.

       All users agreed that our team's application may be beneficial while walking their dogs, as they can not only record past walks but also gain motivation from points awarded to them, find new routes, and manage their dogs' activities. Regarding design, users mostly gave favorable evaluations. However, they also mentioned unintuitiveness in some components such as the 'money' and 'heart 'icons, the absence of the main page which lists all functions, and the lower visibility of the swipe menu bar.

       We also obtained crucial feedback that could greatly improve our application. They provided us with some additional functionalities that could be added, for instance, alarms to remind users to walk their dogs, recording feeding snacks in addition to water, which is already implemented, and an additional function for hiring pet-sitters or pet-walkers. Furthermore, information about nearby pet hospitals could be beneficial for target users.

Appendix

I.   <u>Notes Taken from the User Testing Sessions:</u>
  A. Test Subject 1 (Female, Age: mid-twenties)
    a. Tested on May 5, 2020, 16:31 KST
    b. Test conducted by Hyeon Joon Lee
    c. Notes:
        i.   Compliments on the dog picture on the login page.
        ii.   Struggles to find the menu bar, which is found by sliding from the left side of the screen.
        iii. Tries to drag the map around but notes that it is not working
        iv.   Tries out poo&pee marking functionality and notices that it is not working (It's not implemented because this was not part of the three primary tasks)
        v.   The subject wanted to have a tracking functionality that logs how many treats were fed while walking her dog.
        vi.   Compliments on the simplicity of the functionalities and user experience.
        vii. Comments on how elders who are not familiar with mobile applications *might* be able to use our application due to its simplicity.

  B. Test Subject 2 (Female, Age: fifties)
    a. Tested on May 4, 2020, 13:00 KST
    b. Test conducted by Donghun Kim
    c. Notes:
        i.   Comments on the cuteness of the design (login page)
        ii.   Struggles to go pass the login page.
        iii. She did not notice there was a menu bar; She starts by pressing the start button. (I had to tell her to try swiping the screen on the main page)
        iv.   She asked what the coins and heart icons meant (Route selection page)
        v.   Overall, she had a hard time experiencing the application, what functionalities are offered, and how they are used.
        vi.   She mentioned that she might be too old to follow this application.
        vii. Requests for an explanation were often done.

C. Test Subject 3 (Female, Age: Fifties)
   a. Tested on May 1, 2020, 11:00 KST
   b. Test conducted by David Cha
   c. Notes:
      i. She was familiar navigating through the menu slider bar
      ii. She liked the design of the application
      iii. She questioned the usefulness of poo&pee tracking functionality.
      iv. After she selected the route, she was first confused about whether she had to walk to the given starting point or whether she is able to start wherever she was at the moment.
      v. I had to explain what the coins and hearts meant. She did not notice from the start that there was an incentive system when walking her dog.
      vi. She complimented the simpleness of the design.
      vii. She seemed familiar with using mobile applications.

D. Test Subject 4 (Male, Age: Thirties)
   a. Tested on May 5, 2020, 17:00 KST
   b. Test conducted by Hojin Jeong
   c. Notes:
      i. He seemed unexpected that the main page (after logging in) immediately showed the current location on a map. He expected a list of main functions to choose from.
      ii. He liked the fact there is an incentive system to motivate taking his dog out for a walk.
      iii. He wanted to have a vet (pet hospitals) marked on a map so that he can check by when he takes out his dog for a walk.
      iv. Commented on the menu bar not being intuitive and easily noticed.
      v. Recommends a short tutorial for the users who first experience our application.

II. Scan of the Survey Responses
A. Test Subject 1 Response

Team Puppies Mid-Fidelity Prototype

Please submit feedback regarding the user testing you have just completed, including feedback on the application's structure and content.

What do you think are the main functionalities of our application? What do you think is the main purpose of the application?

I think this app is for dog owners who walks their dogs often. The main functions of the app are close to those of a pedometer, but with additional features for managing the users' dogs, such as recording the time and location of his/her dog's water consumption.

Were there any inconveniences or were you ever confused while testing the application? Please provide examples (e.g. "I could not see the purpose of the point system in the application").

I tried to move the map around, but didn't work. However, I think this will be fixed in the actual implementation. Also, I was confused immediately after login. I expected a more detailed or organized home page that lists the functions of the application. I didn't notice the side bar for about 5 seconds.

Can you describe a situation in which our application is most useful? Do you think our application will help you achieve your goals?

I think the application will be very useful for tracking and recording the dog's walks. Often, I lose track of the time while walking my dog and this application will help be avoid those situations. Also, I let my dog pee or poo while walking her. It would be convenient to record such activities so that I know that my dog went potty or not.

If you were to add some functionalities to our application, what are those? What functionalities do you think our application lack?

In addition to recording my dog's pee, poo, or drinks, I think it would have been better if the application also let the users record feeding their dogs treats. I try to not feed my dog too much. If I know when I fed her snacks, it would be easier to figure out when to give her snacks again.

Regarding clarity and intuitiveness, how would you rate our application? Do you think the prototype is easy to use for general users?

I think the application was clear and intuitive overall. The design was simple enough, did not contain too much text, and when it did, texts were provided in big and easily readable fonts. I think even the elderly people can easily use the application.

Overall, how would you rate our application (out of 5)? Please state possible improvements.

I will give 4.5 points for now. It can have additional features, such as recording the time and location of feeding your dog, stated above, and could also have a clearer main page. The slide bar on the left is not very noticeable. If used on a real phone, it could also trigger gadgets on my mobile phone. Swiping to the right from the left edge of the phone on default shows some gadgets such as youtube or google. I don't want those to turn on while using the app.

B. Test Subject 2 Response

Team Puppies Mid-Fidelity Prototype

Please submit feedback regarding the user testing you have just completed, including feedback on the application's structure and content.

What do you think are the main functionalities of our application? What do you think is the main purpose of the application?

The main functionality of your application seems to be a dog-walking application. The main purpose of this app seems to record walking history and shopping dog-related items

Were there any inconveniences or were you ever confused while testing the application? Please provide examples (e.g. "I could not see the purpose of the point system in the application").

It was really hard to find the swipe menu bar and to be honest, I did not even notice its existence before I randomly click on the screen. In addition, I was confused since I could not find out how to charge the coins to do shopping.

Can you describe a situation in which our application is most useful? Do you think our application will help you achieve your goals?

Your application may be most useful in recording dog-walking history.

If you were to add some functionalities to our application, what are those? What functionalities do you think our application lack?

I want to have an alarm function that reminds me to walk my dog.

Regarding clarity and intuitiveness, how would you rate our application? Do you think the prototype is easy to use for general users?

um...I think your application has a cute and adorable design. But sometimes it was hard to use your application. So I will rate your application 7 out of 10. Yes I think the prototype is easy to use for general users but as far as I'm concerned, may be I'm too old to follow this application.

Overall, how would you rate our application (out of 5)? Please state possible improvements.

4, please include detailed explanation.

C. Test Subject 3 Response

Team Puppies Mid-Fidelity Prototype

Please submit feedback regarding the user testing you have just completed, including feedback on the application's structure and content.

What do you think are the main functionalities of our application? What do you think is the main purpose of the application?

The main functionality of the application is a pet walking tracker. The purpose is to keep track of where I am walking the dog. The app also recommends me where to walk and share/save the walk logs. Moreover, there is shopping option where I can spend my coins.

Were there any inconveniences or were you ever confused while testing the application? Please provide examples (e.g. "I could not see the purpose of the point system in the application").

I was confused at first what coins and heart meant in the page where I could pick a route. There seemed to be no explanations or any sort. Also, it was inconvenient that I had to actually start from the given starting point instead of walking from where I am.

Can you describe a situation in which our application is most useful? Do you think our application will help you achieve your goals?

If I were to walk my dog in a place where I have never been, this application suite the best. Also, it might motivate me to walk my dog to get a discount on the products I need to purchase for my dog.

If you were to add some functionalities to our application, what are those? What functionalities do you think our application lack?

A functionality I would like to see is to be able to connect with a pet sitter/walker whom I would pay to walk and take care for my dog for few days or hours whenever I am busy or out of town.
Also, it's a personal preference, but I would like the app to recommend a route where there I would encounter less people, instead of recommending a route which everyone prefers. It's because my dog is not so friendly around strangers.

Regarding clarity and intuitiveness, how would you rate our application? Do you think the prototype is easy to use for general users?

In clarity and intuitiveness, I give a thumbs up. However, a small tutorial(that's will not take so long) when I first use the app might help me what functionalities are offered. I would not deny that the app is simple for anyone to use.

Overall, how would you rate our application (out of 5)? Please state possible improvements.

I would say 4 out of 5 because I had a pleasant experience using it. Some functionalities are easy to use and simple to understand. I gave 4 instead of 5 because I am not sure I might want to use this app consistently whenever I go out to walk my dog.

D. Test Subject 4 Response

Team Puppies Mid-Fidelity Prototype

Please submit feedback regarding the user testing you have just completed, including feedback on the application's structure and content.

What do you think are the main functionalities of our application? What do you think is the main purpose of the application?

I think the main purpose of the application is to aid dog-walkers by letting them track the past walks, recommending routes, and giving motivation as a form of points or incentives.

Were there any inconveniences or were you ever confused while testing the application? Please provide examples (e.g. "I could not see the purpose of the point system in the application").

The main page, which is mainly composed of a map and the user's current position, is not what I had expected. In most mobile applications that I use, there are lists of main functions.

Can you describe a situation in which our application is most useful? Do you think our application will help you achieve your goals?

Sometimes I feel that it is really bothersome to walk my dog. However, with the points awarded according to the distance that I walked, I think I will gain much motivation to do so.

If you were to add some functionalities to our application, what are those? What functionalities do you think our application lack?

I may need to go see a vet from time to time. If there were also lists of nearby pet hospitals on the map or as a separate function in the slide bar, I think it would greatly help desperate users.

Regarding clarity and intuitiveness, how would you rate our application? Do you think the prototype is easy to use for general users?

Slide menu bar is not very intuitive, but that may only be because of my inexperience in using such applications. Also, I think the background color of the slide bar should be more distinguishable from other features such as the map.

Overall, how would you rate our application (out of 5)? Please state possible improvements.

I will rate it 4.5 Some brilliant ideas that I have never thought of. Overall, the application seems to be easily usable for general users, regardless of their age. Tutorials for new users could also be helpful.