

FindMyPet

Audrey Volle, Miles Wilson, Brandon Webb, Adnan Asif

Roles:

Audrey Volle: Organizer

Miles Wilson: Idea Creator

Brandon Webb: Note Taker

Adnan Asif : Presentor

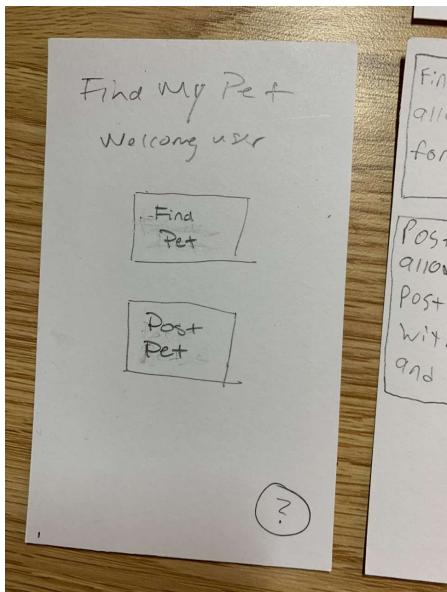
Problem:

Losing a pet is a tragedy that sadly many people have experienced. The American Society for Prevention of Animal Cruelty reported that fifteen percent of lost pets are not found While frantically searching for their pet, owners often have to rely on searching themselves, calling animal control, word of mouth, distributing papers with descriptions of the animal, Facebook, etc. The success rate of these methods is not high. This is often due to the amount of time these methods take. By the time the information is spread that the pet is lost, the pet may have been stolen, wandered far away, or possibly passed away. When a person finds a lost animal, it also is a very difficult situation to navigate. The finder often has to make several calls, go door to door, or make a social media post. This is also a time-consuming endeavor. The good samaritan may be on their way to an event. Bystanders who choose not to help the abandoned animal may do so because they know the process of finding the owner would be too hard. There should be a solution that can make this process easier and more successful for the owner as well as the finder.

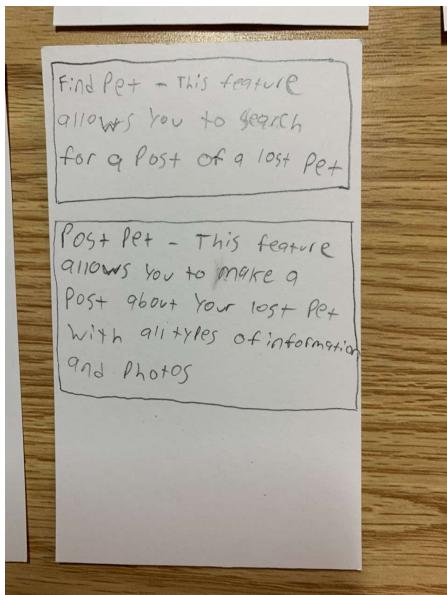
Solution:

This design, FindMyPet App, was chosen because it was clearly the one that our research with various people indicated to be the right choice. Each time we explained our overall idea for the App everyone unanimously agreed it was a fantastic idea to implement, from people who had lost a pet to even to a shelter worker. This design is the easiest and most efficient way to reach the people who have lost their pet or people who want to help find a pet. The app itself is made in an easy to use design, along with being what we understand as the most efficient and successful way to reunite a pet with its owner. This is all done through our functions included in the app and our potential implementations with existing pet tracking technology. Overall there were not many other tasks that our group could use, but these are clearly the most important tasks we could have used. The fundamental function of the app is to allow an owner to create a post of their lost pet and hope through other people they may be found. Without including this task in this assignment we would be doing a massive disservice to what our overall goal and purpose is with our design. The same exact thing can be said with our second task, finding a pet owner on the app. It's simply the conclusion to task 1 and once again without including this we would never be able to show how this design is the most efficient to reunite a lost pet with its owner.

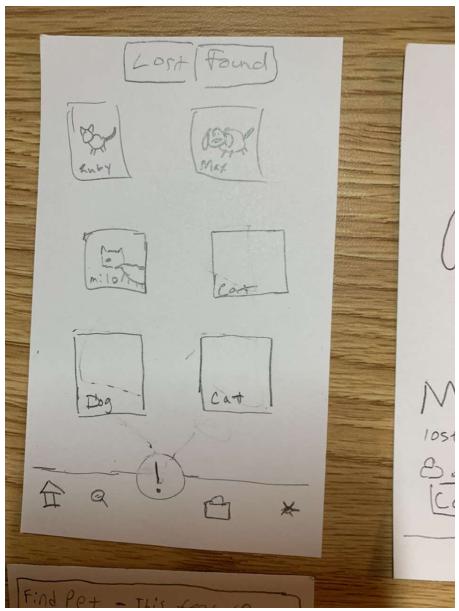
Initial Paper Prototype:



The starting point of both processes. Users can click to find or post the pet.

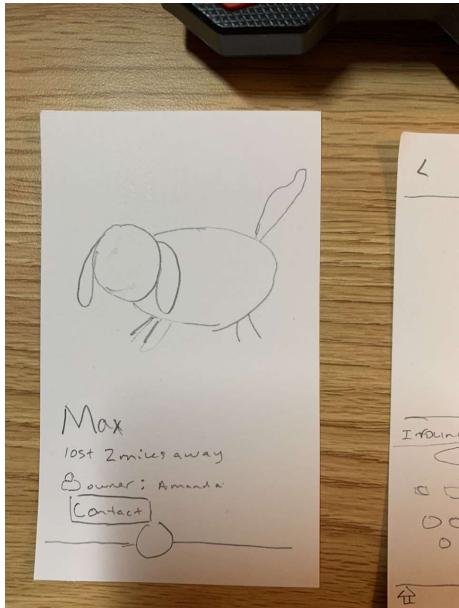


The display shown if the user clicks the question mark on the bottom right.

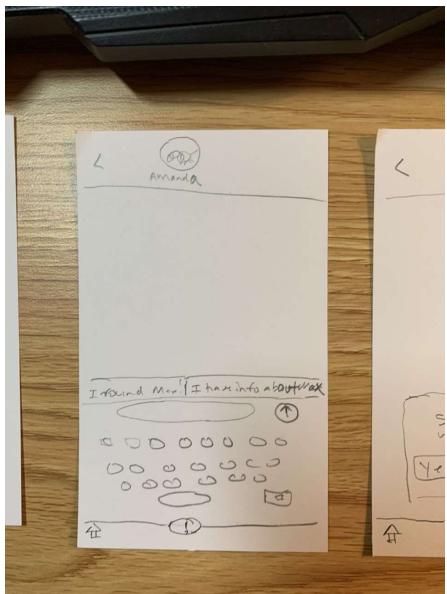


STARTING TASK 1: Find pet

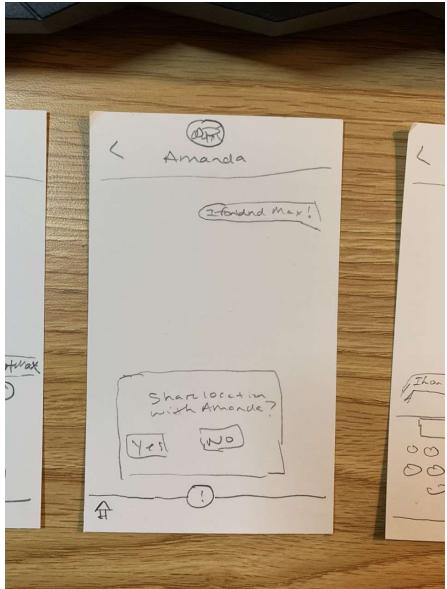
The home page that is shown if the user clicks find pet. It displays all the lost or found pets in their area.



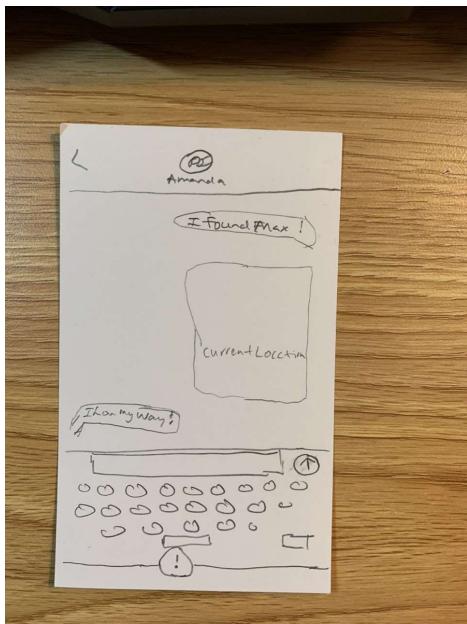
The user finds the pet and clicks on their profile.



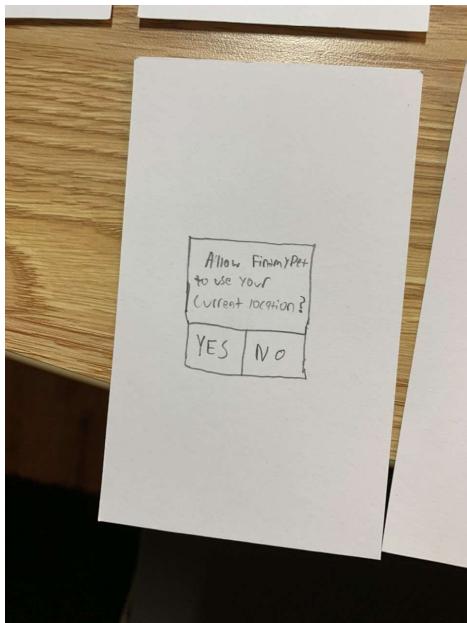
After clicking the contact button they are shown a chat with the owner of the pet.



The user messages the owner and the app requests the user's location to share with the owner.

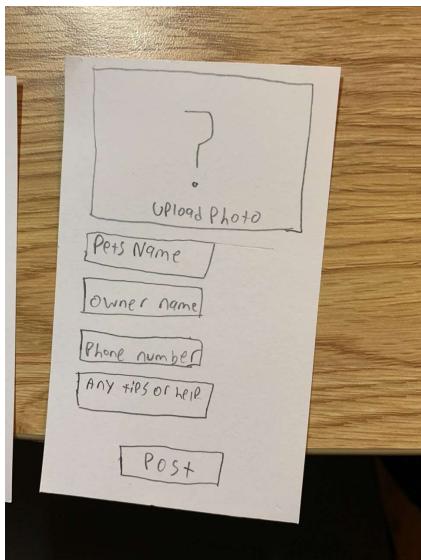


The user shares their location and the owner messages back agreeing to meet with the user.



STARTING TASK 2: Post Pet

The first display shown after clicking post pet. This prompt asks for the user's location to inform people in the area that their pet is missing.



After clicking “yes,” the user is asked to fill in information about the pet.

Testing Process:

Our testing process consisted of conducting usability tests on three participants. Our three participants happen to all be college students. We conducted most of these tests in environments with little distractions to keep the participant focused on our design. Our first and third test, we let the participant freely use the prototype and asked questions when they arose. For the second test, we had a more uniform way to conduct the test, but decided that it was less confusing for us and the participant if we let the participant have more control of the processes. The environment the second test was conducted in was not ideal. Due to scheduling conflicts, we were forced to conduct this test in a busy public area. However, the test worked out well and the participant was

able to focus on our prototype. By the third test, we had a much better way of conducting the tests. We laid out a list of tasks we wanted them to complete and let the participant do this freely. It was a combination of what worked and what did not work with our first two usability tests: quiet environments, clear laid out tasks to accomplish, and freedom to explore the prototype. The tests were very useful and allowed us to understand what does and does not beneficially contribute to our design.

Testing Results:

Usability Test 1:

Our first usability test was conducted on a college student. The environment of this test was conducted in a room with just us and the participant. This kept distractions minimal and allowed the participant to fully focus on our design. We chose this participant and environment because they have a pet and are experienced in using apps. Our test protocol was to let the participant “use” the app and ask questions when they were unsure about what to do. We tried to keep instructions minimal so that the participant could vocalize what was confusing or misleading. We received a lot of useful feedback from this participant. A lot of the negative feedback centered around confusing additions we added after the heuristic evaluations. We will review and revise these new additions to be more clear. The participant liked the feel of our design (minimalistic). We received a lot of useful feedback from this participant.

Usability Test 2:

This participant is a college student with experience with usability tests and owning pets. The environment we conducted this test in was not as we planned. We had planned on conducting it in a quiet room with little distractions, but due to scheduling issues, it had to be conducted in a public room with lots of other people around. Our approach was changed. After conducting the first test, we refined our approach and made a clear list of tasks we wanted the participant to complete. This approach worked better than our earlier approach. The feedback for this participant was great. This participant's feedback was focused more around the processes rather than the small details. They said that the difference between our two main tasks was hard to comprehend and we should rethink the way we implement them. The revisions that we will make will be more related to the starting page and making the two processes clear.

Usability Test 3:

This participant was also a college student who had no experience with usability tests but had owned pets in the past. This environment was like we planned, in a private room with little to no distractions. This time through it was decided to provide as little help/tips as possible to the user and just ask the task such as "how would you go about posting a lost pet?". The feedback for this test was quite interesting compared to what we were expecting. The user passed the tests with flying colors and seemed to have no issue completing the tasks, much to our surprise. They even said "I can't believe anyone's been having issues with this unless they were like a grandma or something". From this specific test there is not much to revise other than the mentioned some design things, which we explained were helpful but not really helpful as a result of it being a paper prototype.

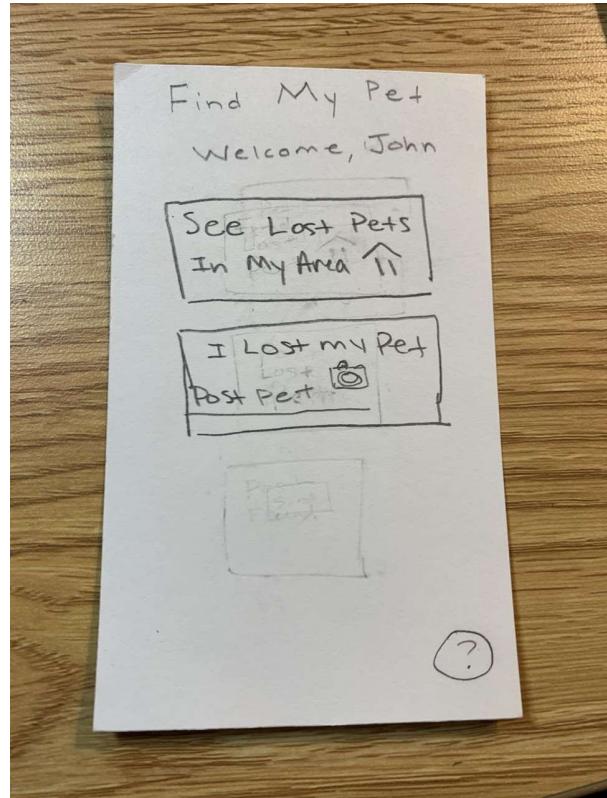
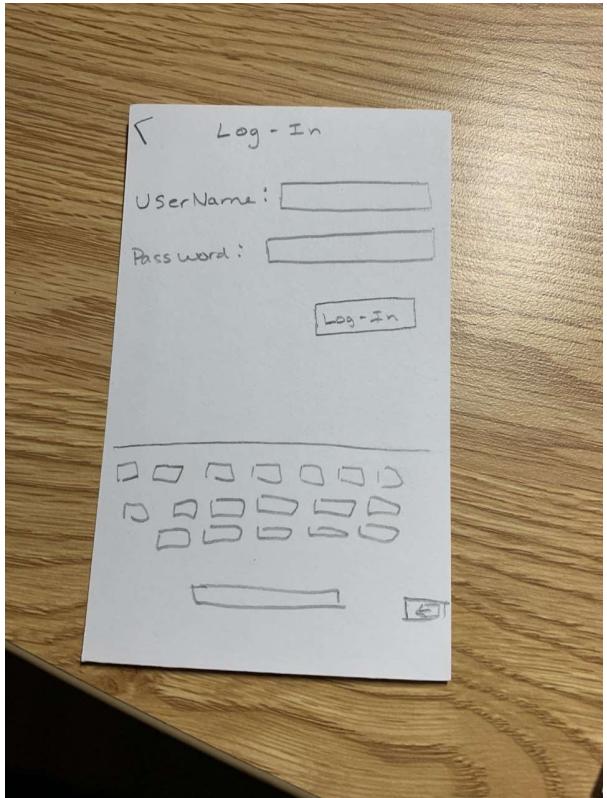
Testing Summary:

The biggest issue we dealt with during the usability tests was confusing wording and buttons. Most of the questions and comments of the first two participants were about functionality, which would not have arisen if the wordings of the buttons were more clear. The heuristic evaluations showed us that there was not enough to our design and we needed to create more to make the design more usable. The usability tests revealed our bad design choices and allowed us to refine our design.

Final Paper Prototype:

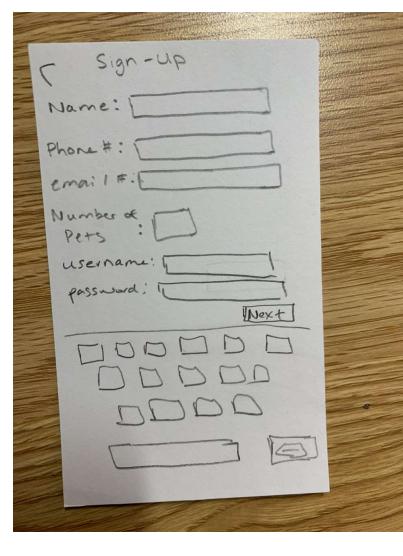
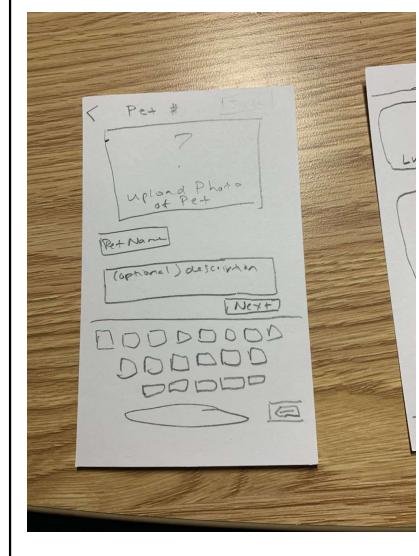
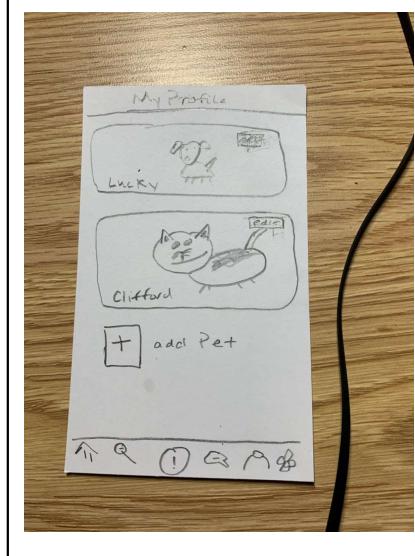


Starting page - user can pick from 5 options

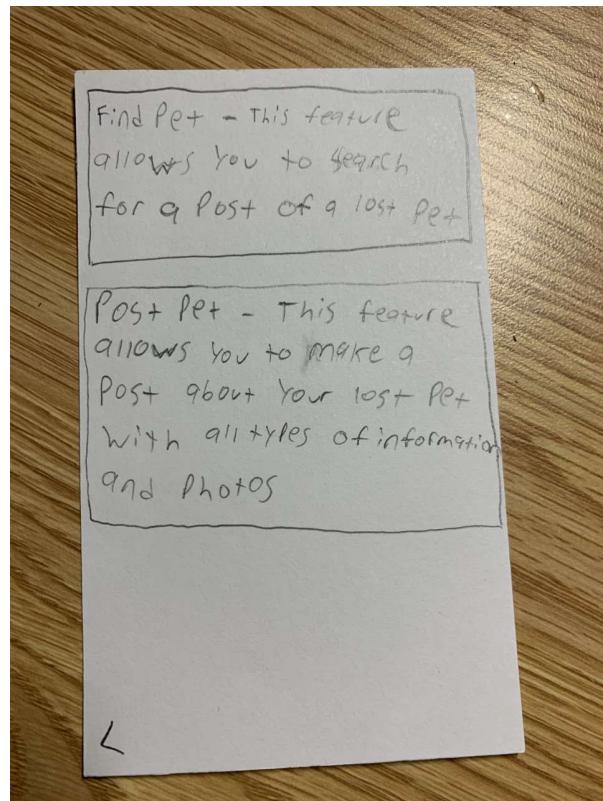
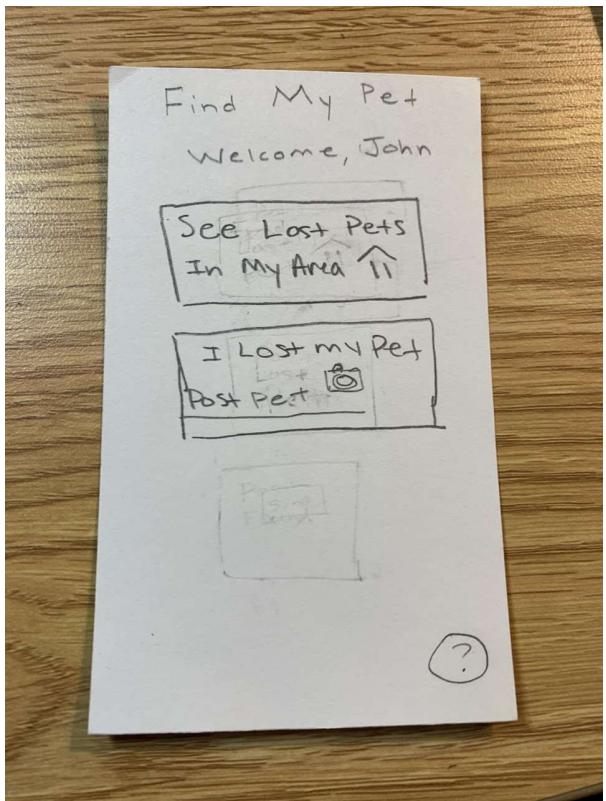


- | | |
|-------------------------------------|--|
| 6. Existing user inputs information | 7. Brought to the starting page and can 8. start either task. |
|-------------------------------------|--|

Login process

| | | |
|---|--|---|
|  |  |  |
| <p>1. User inputs their information and hits next.</p> | <p>2. Add information for each pet. Repeated for the number of pets they entered in stage 1.</p> | <p>3. After inputting info for all pets, they are brought to this page and can click any of the bottom buttons to navigate through the app.</p> |

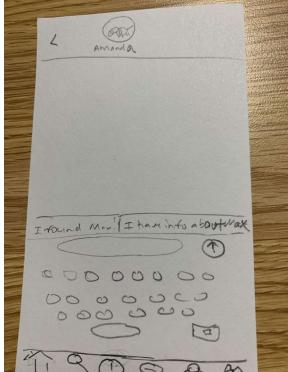
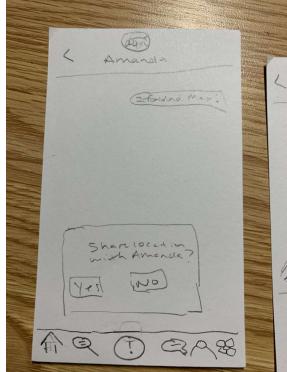
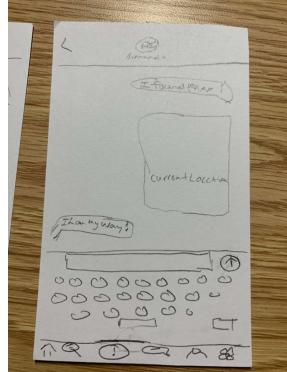
Signup process



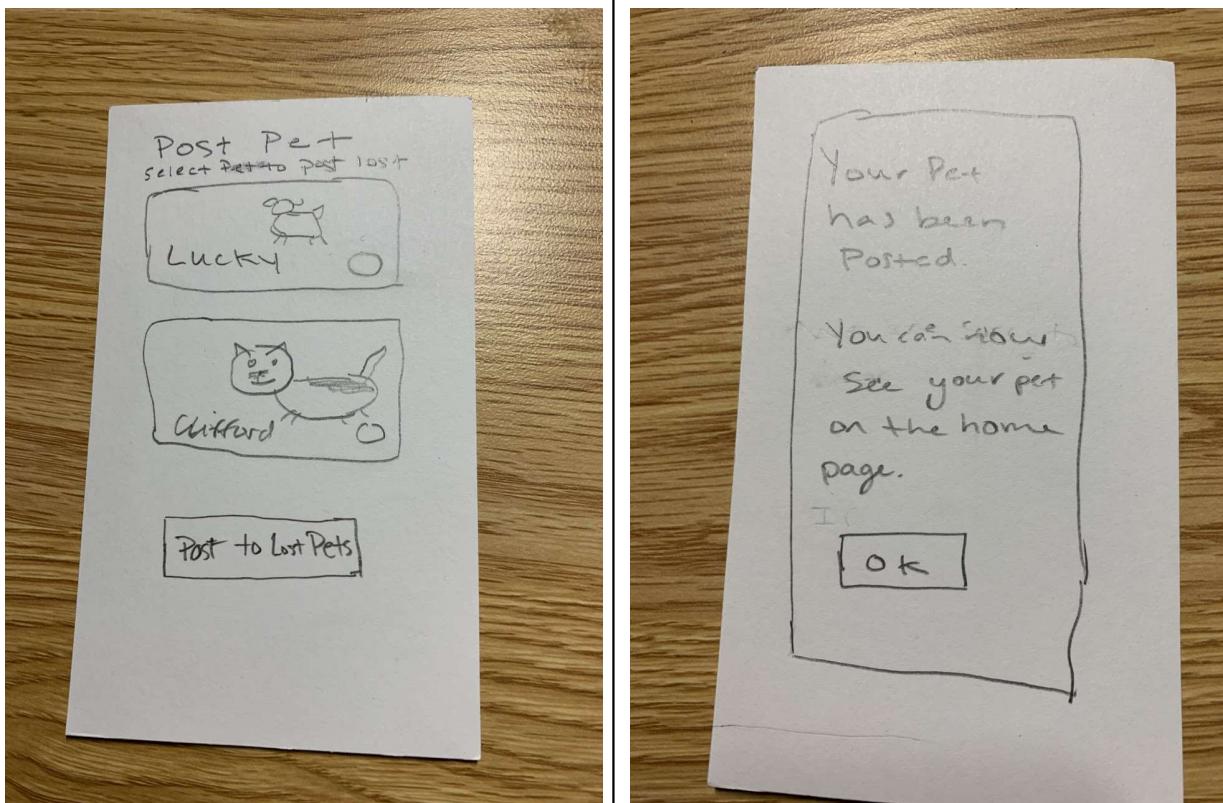
3. Logged in users starting page. Starting point of both tasks

2. "?" Explains what all buttons mean

Home page

| | | | |
|---|---|--|---|
|  |  |  |  |
| 9. Max's profile | 10. Contacting owner after hitting "Contact" | 11. Giving the owner the user's location | 12. Confirmation |

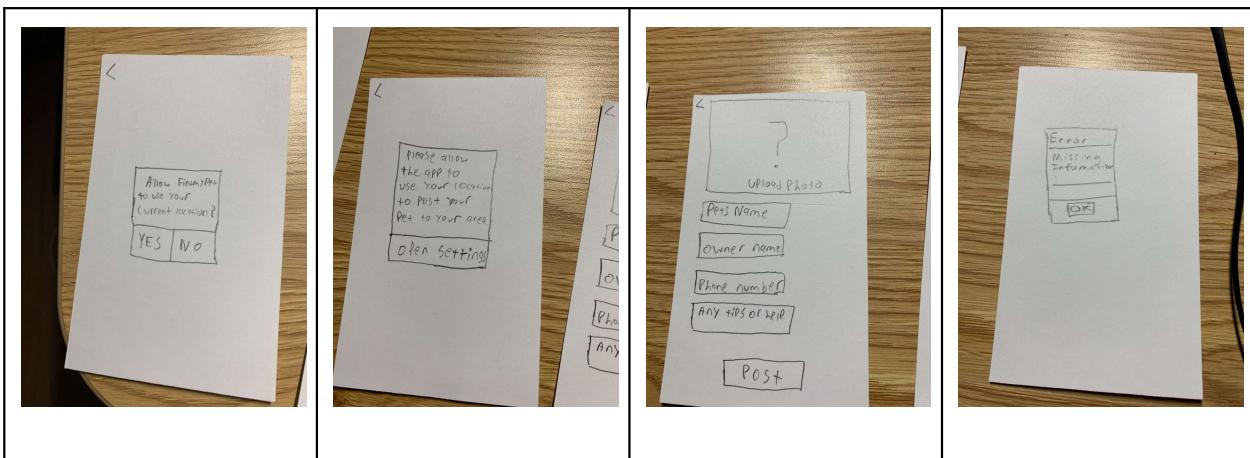
FIND LOST PET



5. User selects which pet is lost to post

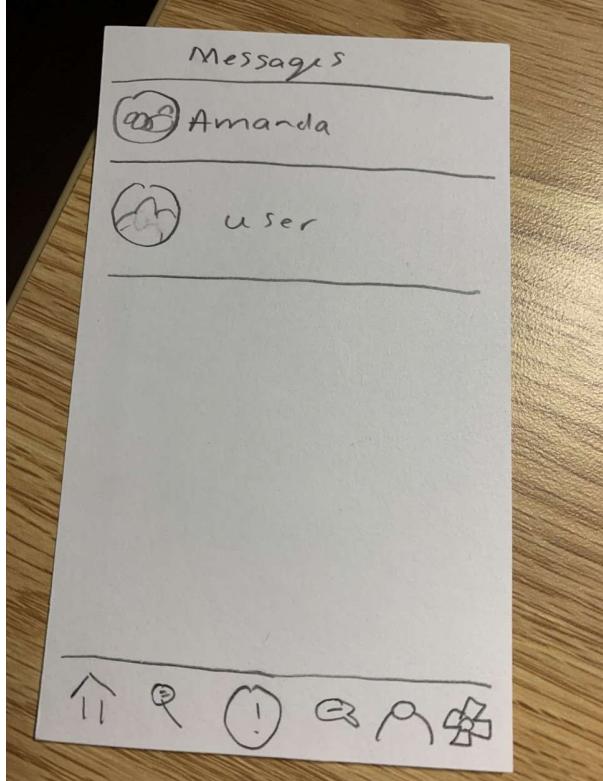
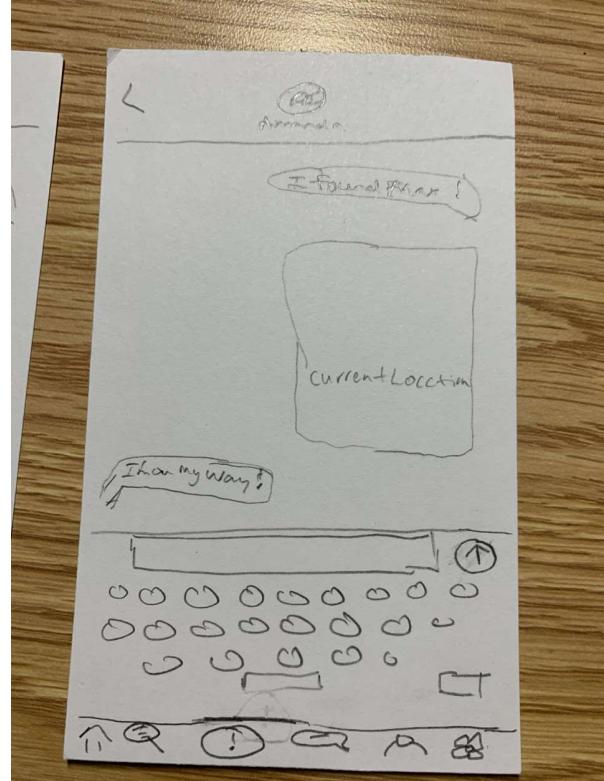
6. Confirmation that the pet was posted.

POST LOST PET(logged in user)

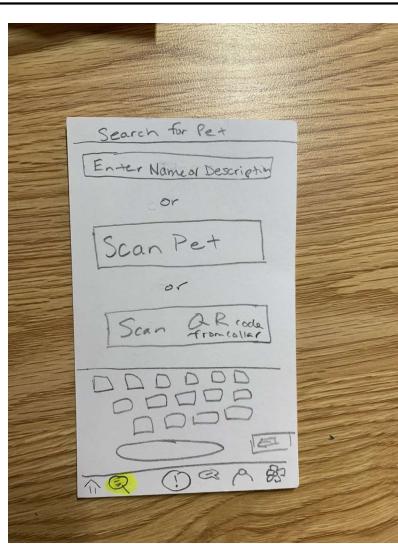
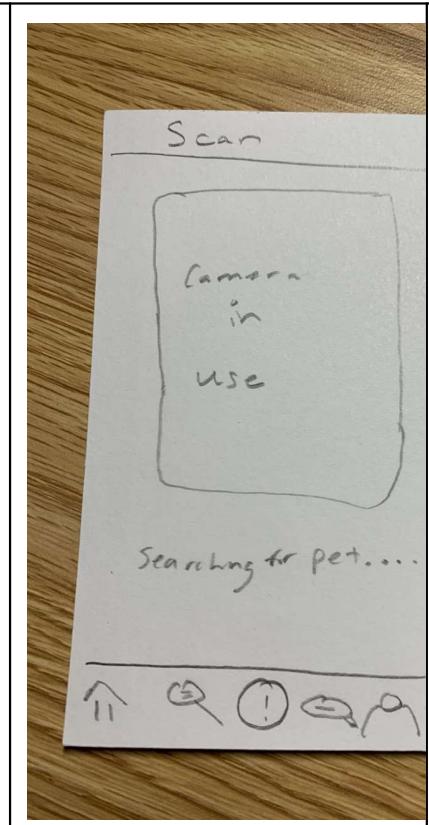


| | | | |
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| 9. Asks user for location | 10. If selected “NO” | 11. “YES” - input pets information | 12. Pop up if any information is missing. |
|---------------------------|----------------------|------------------------------------|---|

POST LOST PET (new user)

| | |
|--|---|
|  |  |
| <p>5. Displays all of the user's past messages</p> | <p>6. Messages with Amanda</p> |

Messages

| | | |
|---|---|--|
|  |  |  |
| <p>5. Options of how the user can search for a pet</p> | <p>6. After selecting scanning</p> | <p>Result of search by name or description</p> |

Search for pet

Digital Mockup:



This page is the starting point of our design. It features a login/signup option that users can choose to do or not to do. If the user decides to not login or sign up, they have the option of posting a pet or viewing lost local pets as a guest. There is also an option to hit the help button if they are unsure of anything on this page. Originally, we did not include logging in or signing up, but decided that adding it would be better for ease of use. We also added the help button and reworded the button description of “view local lost pets.”

Find My Pet

Welcome, John

[View Local Lost Pets](#)

[Post Pet](#)

[Log Out](#)



This is the same page as before, but for users who have logged in. This will be the page the user is brought to once they have logged in/signed up. This page did not exist before we decided to add the logging in and signing up options.

Find My Pet



[Sign In](#)

Username:

Password:

[Sign In](#)

[Forgot Password?](#)

Login page. A typical sign in page that prompts the user for their username and password. Once the user is signed in, they are brought back to the starting page and can begin one of the two main tasks.

Find My Pet



Sign Up

Name:

Phone Number:

Password:

Number of Pets:

Next

Sign up page. Asks the user for name, phone number, password, and number of pets.

Find My Pet



Add A Pet

Upload a Photo:

Name:

Description:

Add

After inputting the information above, the user is asked to input information for each of their pets. Once this is completed, the user has successfully signed up and is brought to the logged in starting page to begin one of the main two tasks.



Home page. This features all of the lost and found pets in the user's area. They are able to scroll through the list view or find a lost or found pet. This page was not changed throughout our design process. We found that it accomplished what we needed it to without confusion.



Lost pet profile. This is a profile of a dog who was lost 2 miles away from the user's location. If they found max and wished to contact the owner, they would click the "contact" button. This page was not

changed throughout our design process. We found that it accomplished what we needed it to without confusion.



The result of hitting “contact” on the previous page. The owner was contacted that their pet was found. It brought up a chat feature which allows for the user to get directly in contact with the owner on the app rather than texting.

Discussion:

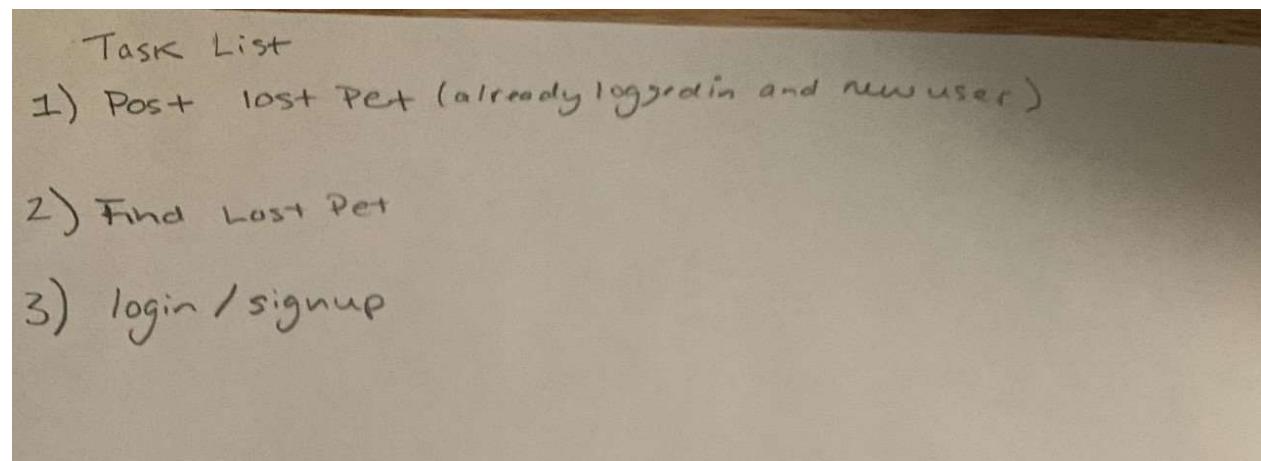
From the process of iterative design, we were able to learn a few things. We learned that testing is extremely important. If we had not tested our prototype at all, our design would have been practically unusable. Through each iteration, our prototype became more and more usable and successful. We began with a very simple prototype that only supported our primary two tasks and expanded to an intricate prototype with many features. The questions on how to use or

design became fewer as we went through the testing process. We took what each participant had to say seriously and addressed any concerns that they had with our design.

Our tasks remained somewhat consistent throughout our iterations. After our heuristic evaluations, we added sign in and log in options. As a result of those additions, we added both of those to our tasks list, but our main two tasks stayed the same. We unofficially added a few minor tasks to the list such as open past messages, view your profile, and search for a pet using the search bar. These were tasks that did not affect the main functionality of our design, but their addition would be beneficial. All of these tasks did not exist initially, but were added with each iteration based on comments and critiques.

We received the most feedback from our initial tests and evaluations. The feedback became more and more sparse as we continued. We would have sufficient feedback from doing only two usability tests. The last one confirmed that the accumulation of changes was completely usable, so in that aspect it was useful, but by that point there were no criticisms to revise our design with. Overall, each test and evaluation provided us with unique feedback that proved beneficial in our final design creation.

Appendix:



This is a photo of the tasks list given to the participants during our usability testings.

Contributions

- 25% Audrey - Organized 3G, Worked on assignments leading up to 3G
- 25% Miles - Worked on assignments leading up to 3G
- 25% Brandon - Worked on assignments leading up to 3G
- 25% Adnan - Worked on assignments leading up to 3G