Pawsera Usability Test Report

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# 1. Introduction

Pawsera is a smart pet care management platform designed to support pet owners, veterinarians, and administrators. Its goal is to make pet care organized, accessible, and user-friendly by allowing owners to create pet profiles, track vaccinations, medical history, and appointments, while enabling veterinarians to update medical records and share recommendations. Administrators oversee user and vet approvals.  
  
A Steve Krug-style usability test was conducted to evaluate the usability of Pawsera’s prototype. The objective was not to prove the system works, but to discover areas of confusion, inefficiency, and potential improvement. The test focused on core user flows across different roles.

# 2. Executive Summary

The Pawsera usability test took place on September 29, 2025, using an interactive Figma prototype. The test was conducted in-person with four participants, each representing different roles: pet owner, veterinarian, and admin. Sessions lasted 15–20 minutes.  
  
Purpose: To evaluate how well the Pawsera interface supports essential tasks for pet owners, vets, and admins.  
  
Key Findings:

* Participants praised the clean, modern dashboard layout and easy navigation.
* Pet profile creation and appointment booking were completed quickly and without errors.
* Some users wanted clearer labels/icons for vaccination records.
* Veterinarian participants requested more prominent analytics features.
* Admins appreciated the approval workflows, but suggested better visibility of pending requests.

# 3. Methodology

## Sessions

Testing Approach: Task-based feedback   
Prototype: Interactive Figma prototype  
Session Duration: 15–20 minutes per participant  
Focus Areas: Pet profile management, appointment booking, vaccination tracking, vet care notes, and admin account validation

## Participants

|  |  |  |
| --- | --- | --- |
| Participant  Priyank | Role  Veterinarian | Experience Level  Moderate |
| Dhruv Chavda | Pet Owner | Moderate |
| Jaspreet Kaur | Veterinarian | Experienced |
| Jashan Gill | Admin | Moderate |
| Fenil Gael | Pet Owner | Beginner |

## Evaluation Tasks

* Pet Owner: Register/Login and Create Pet Profile
* Pet Owner: Book a veterinary appointment
* Veterinarian: View a pet record and add a care note
* Veterinarian: Update a vaccination record
* Admin: Validate a new vet account
* Admin: Manage user accounts

# 4. Results

## Task Completion Success Rates

|  |  |  |
| --- | --- | --- |
| Task | Completion Rate | Notes |
| Login & Create Pet Profile | 100% | Smooth process; minor confusion on photo upload. |
| Book Appointment | 100% | All participants succeeded quickly. |
| Vet – Add Care Note | 75% | One participant hesitated with note-saving button. |
| Vet – Update Vaccination Record | 75% | Labels/icons needed clearer wording. |
| Admin – Validate Vet Account | 100% | Completed without issues. |
| Admin – Manage User Accounts | 100% | Easy navigation through approval/rejection flow. |

## Task Ratings (5-point scale)

Ease of Use: Mean rating = 4.5

Learnability: Mean rating = 4.6

Site Organization: Mean rating = 4.4

Visual Appeal: Mean rating = 4.7

## Time on Task (average)

Pet Profile Creation: 3 min

Appointment Booking: 2 min

Vet Care Note: 4 min

Vaccination Update: 5 min

Admin Validation: 2.5 min

## Errors

Most common error: confusion with vaccination record labels (2/4 participants).

Non-critical error: hesitation on care note saving (1 participant).

## Overall Metrics

Participants found Pawsera to be intuitive, visually appealing, and task-friendly, with minor areas for clarification.

# 5. Recommendations

|  |  |  |
| --- | --- | --- |
| Recommendation | Justification | Severity |
| Improve vaccination record labels/icons | Participants were confused by 'update' vs. 'add new.' | Medium |
| Add clearer save confirmation for vet care notes | One vet hesitated, unsure if notes were saved. | Low |
| Highlight pending approvals on Admin dashboard | Admin suggested clearer 'pending requests' section. | Medium |
| Simplify pet photo upload process | Some hesitation uploading profile photo. | Low |

# 6. Conclusion

The Pawsera prototype demonstrated strong usability and participant satisfaction. Pet owners could easily create profiles and book appointments, veterinarians could manage records effectively, and admins found their workflows efficient.  
  
Minor usability adjustments—particularly around vaccination record clarity and admin pending approvals visibility—will improve efficiency further. Continuing to follow a user-centered design approach with iterative Krug-style testing will ensure Pawsera meets the real needs of pet owners, veterinarians, and administrators.

## Participant Task Feedback

### Dhruv Chavda – Pet Owner

* Task 1 (Login & Dashboard): Very straightforward. The login process was smooth and the dashboard was easy to understand.
* Task 2 (Create Pet Profile): Simple, but I hesitated slightly with the photo upload option.
* Task 3 (Book Appointment): Quick and intuitive – I liked the date/time picker.

### Jaspreet Kaur – Veterinarian

* Task 1 (View Pet Records): Records were well organized and easy to scan.
* Task 2 (Add Care Note): Adding notes was simple, but I was not sure if my note was saved until I refreshed.
* Task 3 (Update Vaccination): Icons for update/add were a little confusing.

### Jashan Gill – Admin

* Task 1 (Validate Vet Account): Clear and efficient – the approve/reject flow was obvious.
* Task 2 (Manage Users): Very good layout. It would be even better if pending approvals were highlighted more prominently.

### Fenil Gael – Pet Owner

* Task 1 (Login & Dashboard): As a beginner, I could navigate easily. The instructions were clear.
* Task 2 (Create Pet Profile): Took me a bit longer because I was unsure about required fields.
* Task 3 (Book Appointment): Worked smoothly and I appreciated the confirmation screen.

## Overall Metrics

After completing the tasks, participants rated the system on several usability measures. Ratings were based on a 5-point Likert scale (1=Strongly Disagree, 5=Strongly Agree).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Measure | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
| Easy to use | 0 | 0 | 1 | 2 | 1 |
| Would use frequently | 0 | 0 | 1 | 2 | 1 |
| Easy to learn | 0 | 0 | 0 | 3 | 1 |
| Well organized | 0 | 0 | 1 | 2 | 1 |
| Visually appealing | 0 | 0 | 0 | 2 | 2 |

## Likes, Dislikes, and Participant Recommendations

### Liked Most

* Dashboard layout is clean and easy to understand.
* Appointment booking was fast and user-friendly.
* Clear separation of roles (Pet Owner, Vet, Admin).
* Visually appealing design with consistent icons.

### Liked Least

* Vaccination record update icons were confusing.
* Photo upload was slightly unclear for new users.
* Admin dashboard could highlight pending approvals better.

### Participant Recommendations

* Improve icon clarity for vaccination records.
* Add a confirmation popup after saving care notes.
* Highlight pending approval requests on the Admin dashboard.
* Provide inline help tips for beginners (e.g., tooltips on forms).

# 7. Attachments

## Attachment A – Background Questionnaire

Participants completed the following background questionnaire before starting the tasks:

* 1. What is your role? (Pet Owner / Veterinarian / Admin)
* 2. How frequently do you use web applications? (Daily / Weekly / Monthly / Rarely)
* 3. How comfortable are you with using new technology? (Beginner / Moderate / Experienced)
* 4. Have you used a pet care application before? (Yes / No)

## Attachment B – Post-Task Questionnaire

After each task, participants rated the experience using a 5-point Likert scale (Strongly Disagree – Strongly Agree):

* It was easy to complete this task.
* I was able to predict where the feature would be located.
* I could keep track of my location in the site.
* The instructions/labels were clear.

## Attachment C – Post-Session Overall Questionnaire

After completing all tasks, participants rated Pawsera overall:

* The platform was easy to use.
* I would use Pawsera frequently.
* The system was well organized.
* The design was visually appealing.
* I could quickly learn how to use the system.
* I could find information quickly.

## Attachment D – Task Scenarios

Participants attempted the following task scenarios:

* 1. Log in as a Pet Owner and create a new pet profile including a photo and vaccination record.
* 2. As a Pet Owner, book a veterinary appointment for your pet next week.
* 3. As a Veterinarian, open a pet’s record, add a new care note, and update a vaccination.
* 4. As an Admin, validate a pending veterinarian account request.
* 5. As an Admin, manage user accounts by approving or rejecting one request.