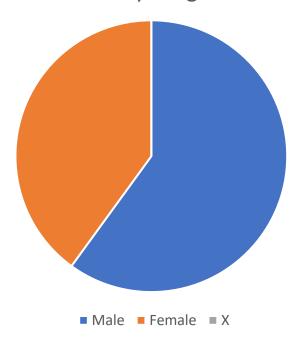


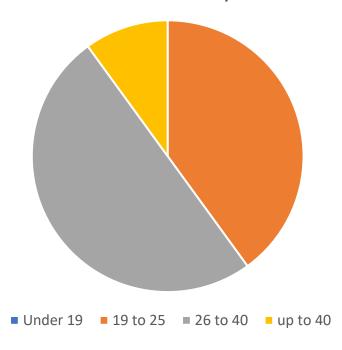
Introduction

The app provides an online platform for pet owners, pet hospitals, pet shelters and pet supply stores to communicate, making it easier to adopt, see a doctor and shop. At the same time, users can also get to know more friends who are interested in keeping pets through this app, share or learn about the experience of taking care of pets, and make information more flexible.

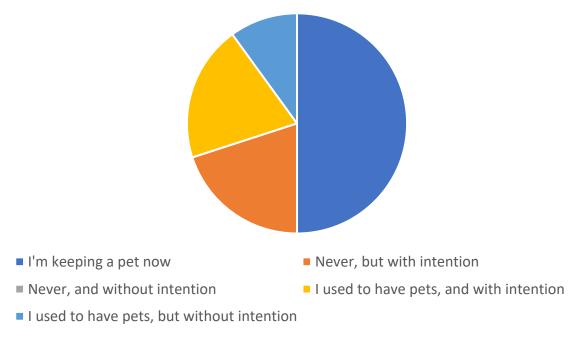




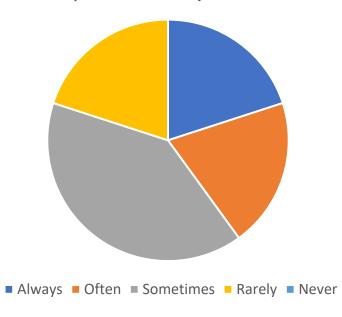
2. How old are you?



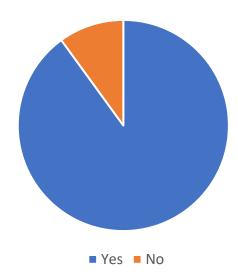




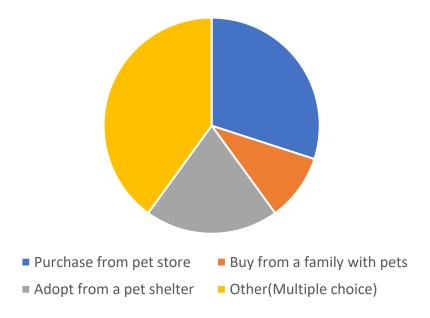
4. Do you care about the adoption of stray animals?



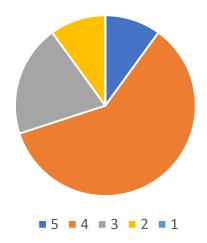
5. If conditions permit, are you willing to help those stray animals that are about to be euthanized?



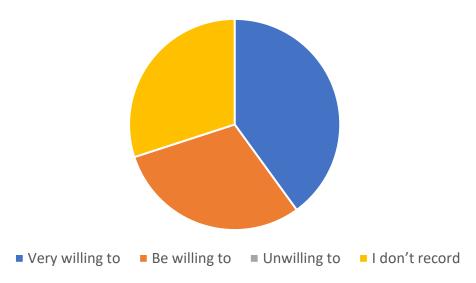
6. If you want to keep pets, how do you want to get them?



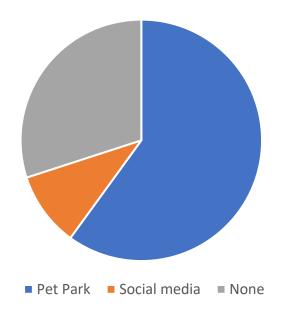
7. If there is an app that can adopt pets online, release pet rescue information and exchange pet topics, will you try?(
rate your interest)



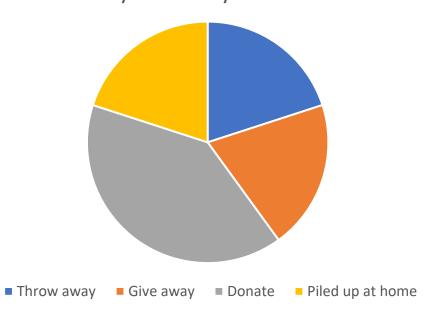
8. Do you have the habit of recording your pet's daily life? If so, would you like to share it with others?



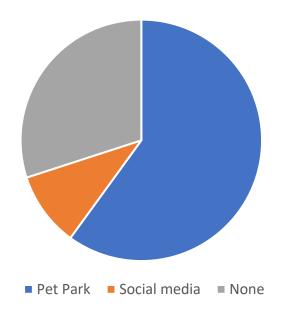
11. How does your pet usually make new friends?



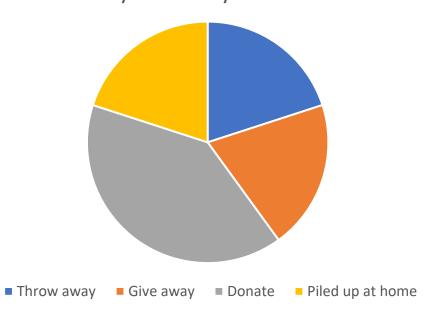
12. If your pet has some unused items, what do you usually do with them?



11. How does your pet usually make new friends?



12. If your pet has some unused items, what do you usually do with them?



SULY Overall Summary

Among the respondents, the number of genders was very average, most of them were young people, and most of them had the intention of pets or keeping pets. At the same time, more than half of the people care about and are willing to help stray animals and share their experiences. But a third of them only want to buy pets from pet shops. Also, a third of people's pet have never socialized with others.

In terms of software, almost everyone has never used PET software, but most people have expressed their expectations for such software.

1. If you plan to adopt a pet, what preparation do you think is necessary before adoption?

1: Decide whether to adopt a puppy or become a dog: Puppies need to spend more time teaching. Ask about the dog's health. Get familiar with the dog's personality before you know it. If you have a pet in your home, you need to make sure that your adopted pet can live in peace with your pet at home. There is an economic basis: dog food, medical care, etc. Have time to accompany the dog, have time to accompany the dog, walk. Be responsible and patient: Make sure you can take care of them for so long Dog supplies: kennels, dog chains, dog bowls, basins, dog food, bones, toys, etc.

2: I will see if I'm responsible enough to adopt the pet, because responsibility is basic requirement to respect life.

3: I would want to ensure that I set aside time off so that I can take care of pet at the beginning after first taking it home as it could take some time for the pet to get used to the new home. I would also want to research about all the nutritional facts so that I am aware of the essential needs that the pet will need. I would also want to know about the medical details like what shots and vaccinations are required.

4: The food, toy, shelter and so on for pets.

5: a. Living situation is pet friendly (landlord approved or parents approved)

- b. Daily necessities for pet (food, bed)
- c. Responsibilities for taking care of your pet
- d. Enough saving for emergency

- 2. Do you think it's important to fully understand a pet's personality before adopting it?
- 1: Important because each dog also has its own personality, some dogs lively and active and calmer, if it is more impulsive dogs, then you have to be psychologically prepared may have to spend more experience fighting with him, or more often take him out to play.
- 2: Yes, it's necessary to know your pet well. The better I know my pet the less conflict will occur. Also it is a requirement that get along well with your pets.
- 3: I think it could be important especially if you have kids. A very hyper and strong dog could be potentially dangerous around the kids as it could accidentally hurt them. Also new pet owners may not be well equipped to tame an animal with a bad temperament.
- 4: Yes. To be a good pet owner, it is important to understand a pet's personality and let it grow well.
- 5: Yes, if it's possible I would like to know before adoption.

- 3. What do you think are the problems with pet adoption?
- 1: If already have pets, they are likely to run afoul of new members.
- 2: How to get along with the pet, whether the pet owner likes the type, the owner has enough responsibility to keep it
- 3: Some problems with pet adoptions can range from a variety of concerns. For example, rescue animals may have had previous trauma which not all pet owners may be able to handle.
- 4: The adaptability of pets to new environments, if the pets are less adaptable, it is likely to cause psychological problems.
- 5: a. No specific pet information on the website
 - b. People may return their pets as long as they find out the difficulty of taking care of a pet

- 4. Would you like to share your experiences with other pet owners? In what way do you want to know and what do you want to know?
- 1: Online message board, small video teaching. Health and food taboos, pet care
- 2: Yes, sharing the experience of keeping a pet is one of the reasons for me to keep a pet. Communicating with other hosts will make it easier for me to develop an interactive topic. You can also hit on girls basic information such as how old you are and what breed you are.
- 3: I would definitely share my experiences with other pet owners. I would tell them all the positive and negative experiences I've had and my learning experience on how I would do things differently if I could. I would also want to know how other people handled their pets and what kind of temperaments their pet had or what lifestyle the owner had.
- 4: Yes. I may post some experiences into some communication App.
- 5: a. Yes, I would like to share.
 - b. I would like to see blogs or videos about taking care of a sick pet

5: Short Videos, Live chats, and Specific pet info.

5. If there is an app about online pet adoption and communication with pet owners, what functions do you want it to have?
1: Online instant interrogation (answering questions after adoption)
Pet Knowledge Small video.
2: Question and answer function, can learn other people's experience.
3: I think an open forum functionality is a must. Pet owners should be able to communicate freely and ask questions freely. Some type of tracking system to keep track of the pets that are available to adopt. An educational feature giving advice to the new potential owners would also be great.
4: Information about pets, if you want to help your pet meet new people, use this information as a guide.

- 6. What top three features would you want to see in an app like this?
- 1: Update adoption information, nodding instruction (nail cutting hazard precautions, how to squeeze the glands, brush your teeth) dog recipes from time to time.
- 2: Help walk the dog. Question and answer function. The collar is positioned so your dog won't be lost.
- 3: I think an open forum functionality is a must. Pet owners should be able to communicate freely and ask questions freely. Some type of tracking system to keep track of the pets that are available to adopt. An educational feature giving advice to the new potential owners would also be great.
- 4: a. Pet profile
 - b. Alarm for repelling insects
 - c. Pet stores
- 5: a. Short videos or pictures of the pet I am interested of
 - b. Searching (for the closest place I can adopt a pet)
 - c. the way I can get to know a pet better

- 7. What top three reasons would make you avoid using an app like this?
- 1: Use cumbersome, single color, layout is too dense.
- 2: The user base is too small, the UI is too ugly, and paid content is too much
- 3: If the app started trying to profit by making certain features pay to use.
- If the company of the app showed that they did not care about the animal's well being.
- If the company did not do proper screening for the new potential owners.
- 4: Too many advertisements. Too many notifications. The user interface is too simple and not interesting
- 5: a. Privacy
 - b. There is no specific information(like personality) about a pet on the website or a APP
 - c. No manual for taking care of the pet



Most of respondents will focus on solving economic and health problems in the adoption process. Others put forward the requirement of responsibility and patience.

All respondents agreed that personality was an important factor in deciding whether or not to adopt a pet. In addition, they are also concerned about the relationship with adopted pets, the pets' adaptability and the problems of withdrawal.

When using pet-related software, respondents were most focused on experiential learning about caring for pets. And too much paid content and sloppy design can discourage them from using software.

Persona1



- 28 years old
- Single
- Has 3 small dogs
- Retail store manager

Characteristics

- Likes browsing pet information very much
- She is keen to share her dog on social media
- She like to buy pet products, but I feel that there are too few choices in the physical store, and it is difficult to describe her needs online
- She has a lot of spare pet supplies in her home, but she doesn't know what to do with it
- Wants to adopt a new animal, but she is afraid the new member can't get along well with the 3 dogs in the family
- Wants to learn more about pet care

Persona1



- 28 years old
- Single
- Has 3 small dogs
- Retail store manager

Pain Points

- The oldest dog is not in good health, but most of time it doesn't need to see a doctor, but she has to go to a pet hospital because she doesn't know how to care
- Sometimes she cannot buy everything she wants at the same pet store, but she is too busy to spend time on shopping
- Hates to feed dog food all the time, and hopes their food is rich and nutritious

Persona1



- 28 years old
- Single
- Has 3 small dogs
- Retail store manager

Needs

- Help organizing a meal plan, and suggestions for easy recipes for dogs
- Get a better understanding of the projects she needs, the ongoing transactions, and the location of those transactions
- Doctors can provide advice and help on cable, so that there is no need to arrange schedule and make appointments to pet hospitals
- A convenient way to donate or trade idle items

Persona1



- 28 years old
- Single
- Has 3 small dogs
- Retail store manager

Day-in-the-life

- 1. Karen wakes up on the weekend morning, grabs mobile phone and began to watch videos on Tiktok.
- 2. Fortunately, she sees a pet recipe, so she goes into the kitchen to try it.
- 3. The dogs seem satisfied with the new recipe, and after breakfast Karen goes out for walking the dogs.
- 4.One of the three dogs is very lively, so Karen has to take the other two home in half an hour before continuing to walk him.
- 5.By the time she gets home, it is an hour later. Karen washes the dogs' feet and sits on the sofa reading books. Three dogs are at her feet.
- 6.In the afternoon, she plays with the dogs for a while and films the process.
- 7. Karen uploads the video to the tiktok and gets the praise of others.

Persona1



- 28 years old
- Single
- Has 3 small dogs
- Retail store manager

User Stories

- 1. As a pet care person, I want to have a reliable platform to teach me the basic knowledge of pet care.
- 2.As a sociable person, I would like to have a special app that allows me to make friends or exchange experiences with other pet owners.
- 3.As a user of this app, I want to be able to get recipe suggestions based on pet information stored in the app.
- 4.As a worker with little time, I hope this app can create shopping list and location search, so as to save time searching for shopping target.
- 5.As a pet supplies hoarder, I need a way to deal with these things properly

Persona1



- 32 years old
- Married with a kid(son, 4 years old)
- Always wanted to have a pet

Characteristics

- Tend to adopt a pet(maybe a dog or a cat or a rabbit)
- Has never had a pet, she wants to learn some basic knowledge
- Pays attention to price, likes to buy second-hand stuff for unnecessary things
- She often uses social networks and likes to make new friends
- Hates the noisy environment

Persona1



- 32 years old
- Married with a kid(son, 4 years old)
- Always wanted to have a pet

Pain Points

- Worries about pets will increase economic pressure
- Hopes the new pet can get along well with child
- Worries about the pet getting sick because the lack of experience
- Wants to buy cheaper and affordable pet products

Persona1



- 32 years old
- Married with a kid(son, 4 years old)
- Always wanted to have a pet

Needs

- A way to know about the information and personality of a pet to be adopted
- A platform to learn and discuss useful pet knowledge
- Ask for comments and comments on pet products she might be interested in
- Second-hand sales information from the same city

Persona₁



- 32 years old
- Married with a kid(son, 4 years old)
- Always wanted to have a pet

Day-in-the-life

- 1. Vicky gets up at 6:00 a.m., takes a shower and starts preparing breakfast for the family.
- 2. After sending her son to school, Vicky goes to the supermarket and buys the ingredients she needed today according to the list made last night.
- 3. When she gets home, she begin to do the housework and laundry.
- 4. After all this, it is 2:00 p.m., and Vicky feels a little bored.
- 5. She decides to check the adoption information online.
- 6.The information on the Internet is very simple, only the names and ages of the pets. She is very disappointed because she thinks that she can decide whether to adopt or not only after she fully understands them.

Persona1



- 32 years old
- Married with a kid(son, 4 years old)
- Always wanted to have a pet

User Stories

- 1. As someone who enjoys thrifting, I would like to be able to see the price comparison of pet products I am interested in at different locations so that I can decide where to shop.
- 2.As a person who wants to adopt a pet, I need a way to fully understand the pets to be adopted.
- 3.As a new pet owner, I want to learn how to take good care of pets
- 4.As a user of this app, I hope to be able to track my shopping habits so that I can get some information about the pet supplies I need.
- 5.As a conscious mother, I would like to be able to see reviews about the pet product from other users' quality and ratings so that I can decide what items to buy.

User Flows

Action 1:

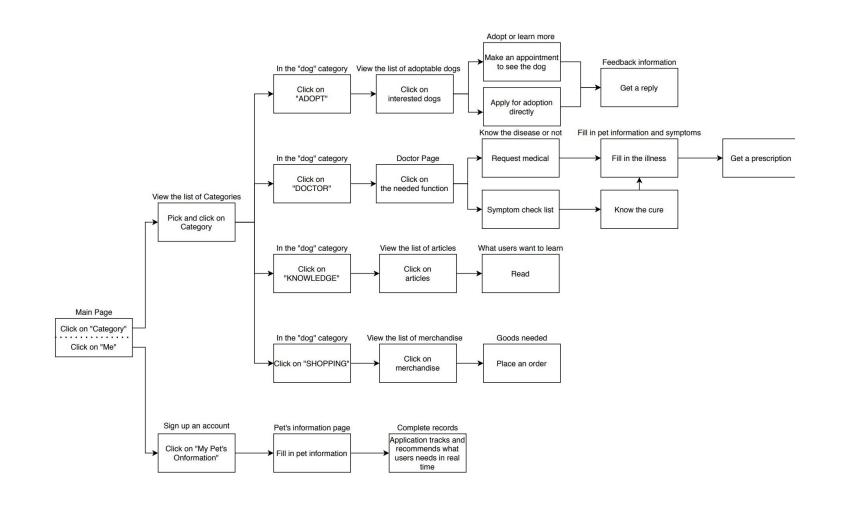
log in their account and add their pets' information.

Action 2:

Action 3:

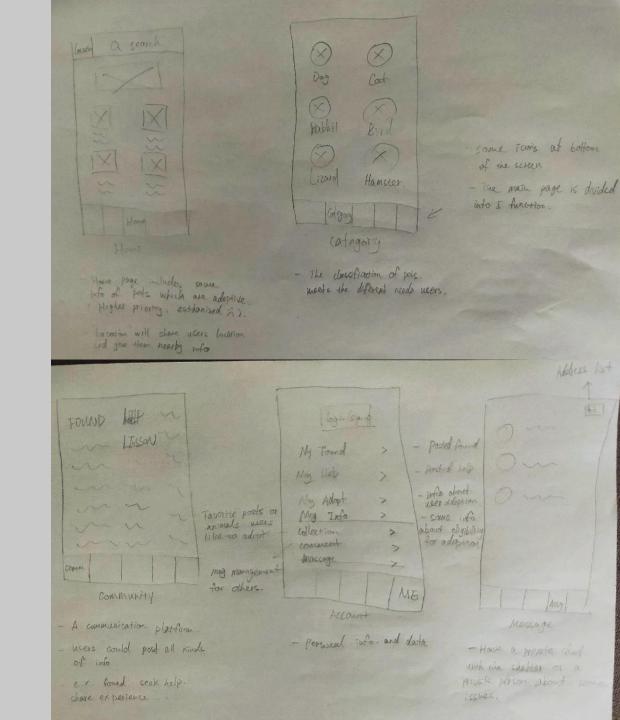
Action 4:

Action 5:



Initial Sketch Design

- The original design had five main screens.
- These screens include home page, account page, category page, chat page, and community page.



Initial Digital Wireframes

• This initial digital wireframe is based on the original sketch design. I chose these screens because they set the basic usage content of the application, which is more convenient for users to use.



The purpose of user testing:

The purpose of this user testing is to determine if the users are able to complete 5 actions without any problems. Also, analyze the feedback and make changes to improve interface and functions.

There are total of 5 iterations, and each iterations includes:

Steps of users take

The benchmarks

Questions that users are asked

Feedback from users

Conclusion

The changes that are made based on users' feedback

Iteration 1

• The purpose of this user testing:

The purpose of this user testing that includes 1 task is to determine:

if the user is able to log in their account and add their pets' information.

The benchmark:

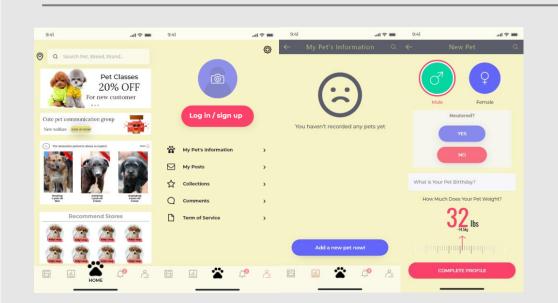
The goal of the benchmark is no more than 2 errors during this action.

Task 1:

Find the Account page, create a new account, or log in and add information of pets.

- Ouestions for task:
- 1. Were you able to find the Account page without making mistake?
- 2. What part of the options that you completed confusing?
- 3. Are there any changes or improvements that you would suggest for this action?
- 4. How many errors did you make during the action?

Iteration 1



- 1. Click on the icon in the lower right corner.
- 2. Click to log in or register.
- 3. After logging in, select Pet's Information.
- 4. Add information and submit.

Iteration 1 - Feedback

	Akink Neko	Vicky Almolte	Ronak Hassanl Nejad	Yu-Pei Chun	Sharon Wong
Q1	Yes	Yes	Yes	Yes	Yes
Q 2	There are many information shows under the account page.	No, it was all clear so far.	If I come back from my last login, I need to tap the "profile" button at the bottom to see if I am currently login?	No	No, it's quite clear.
Q3	May be delete these lists before user login.	The Home button is too big, looks discordance for me.	It would be nice to know the login status on the home page, which would be more intuitive for users.	I was wondering if you could add user guide steps for first-time users, like most mobile games, where you can choose to follow the guide or skip it.	Maybe on the main page, all the adoptable pets can be suggested based on the info user filled in.
Q4	0	0	0	0	0

Iteration 1

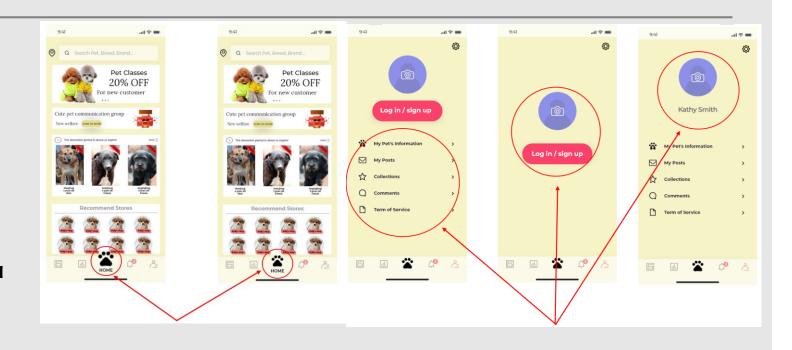
User feedback analysis:

The icon on the home page can be more concise, and the personal account section can remove unnecessary content before users log in.

Changes:

Make the home button size less obtrusive.

The interface before and after login is divided into two parts, and the superfluous content before login is deleted.



Iteration 2

• The purpose of this user testing:

The purpose of this user testing that includes 2 tasks is to determine:

if the user is able to find the Doctor page.

If the user is able to submit pet cases or complete self-diagnosis.

The benchmark:

The goal of the benchmark is no more than 2 errors during this action.

Task 1:

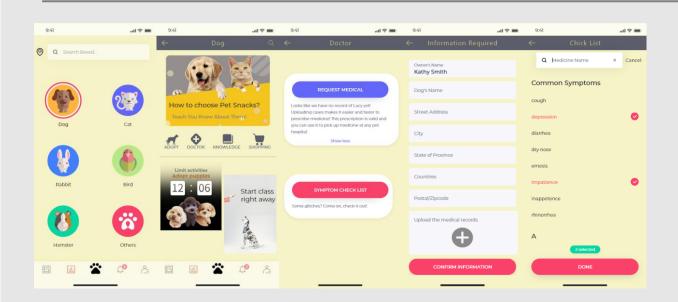
Find the Doctor page.

Task 2:

Submit pet cases or make self-diagnosis according to users' own needs.

- Ouestions for task 1:
- 1. Were you able to find the Doctor page without making mistake?
- 2. What part of the options that you completed confusing?
- 3. Are there any changes or improvements that you would suggest for this action?
- 4. How many errors did you make during the action?
- Questions for task 2:
- 1. Were you able to find the account page without making mistake?
- 2. What part of the options that you completed confusing?
- 3. Are there any changes or improvements that you would suggest for this action?
- 4. How many errors did you make during the action?

Iteration 2



Task 1:

- 1. Click the second icon in the lower left corner.
- 2. Select any pet category.
- 3. After entering the page, select the doctor icon.

Task 2:

- 1. Click on Request Medical or Symptom Check List bottom.
- 2. Fill in the information required by the application.
- 3. Click SUBMIT when everything is done.

Iteration 2 - Feedback

T1	Akink Neko	Vicky Almolte	Ronak Hassanl Nejad	Yu-Pei Chun	Sharon Wong
Q1	No	Yes	Yes	Yes	Yes
Q2	I took sometime to find out where is the doctor and there are 2 icons at the bottom of main screen are really confusing me.	No	No	No	No
Q3	Make the process easily, and provide online pet doctors, so that I don't need to wait for their calls, and I can solve my problems quickly	I don't think this function needs any change, it's good to use for me.	No, it looks good.	I am very satisfied with this part of the design.	The icon at the bottom left corner is similar and can be changed to be more recognizable.
Q4	1	•	•	•	•

Iteration 2 - Feedback

T2	Akink Neko	Vicky Almolte	Ronak Hassanl Nejad	Yu-Pei Chun	Sharon Wong
Q1	Yes	Yes	Yes	Yes	Yes
Q2	No, this part is quit clear and simple.	No	The 2 icons on the button is a bit confusing.	It is not clear whether the page that pops up after clicking Request Medical is filled in by myself or evaluated by the doctor after evaluation. It says that the uploaded case can be more easily and quickly prescribed. I think the contradiction is that if the case is known, it should have been evaluated by the hospital.	No
Q3	I don't think this function needs any change, it's good to use for me.	The part of the uploaded case can add the owner's phone number for the convenience of hospital tracking.	I think the description of each bottom could be more specific.	Would it be better for me to share my experience by uploading medical records instead of Request Medical?	On the last page, maybe leave more space for self-filling description box and it can be added to the check list.
Q4	0	0	0	0	•

Iteration 2

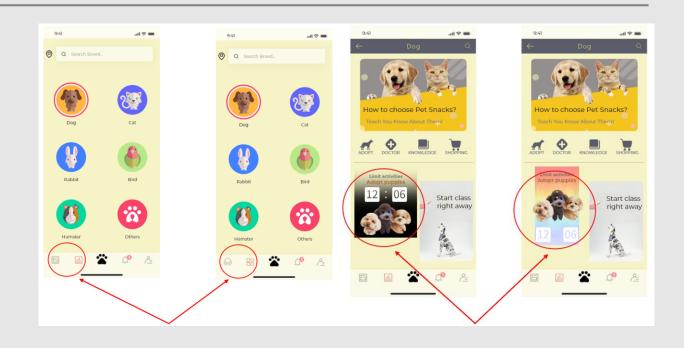
User feedback analysis:

Categories and community ICONS are so similar that they can easily be confused and should be made more recognizable. In addition to puppy adoption ads can be designed to be more colorful.

Changes:

Changed the community and category icons to make them clearer now.

The puppy adoption campaign has changed its context and become more visible.



Iteration 3

The purpose of this user testing:

The purpose of this user testing that includes 1 task is to determine:

if the user is able to find the Adopt page and submit either appointment or adoption request.

• The benchmark:

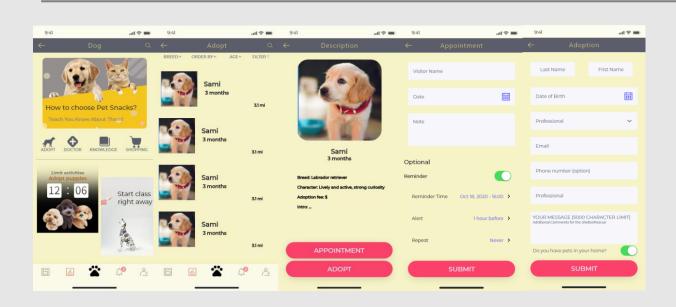
The goal of the benchmark is no more than 2 errors during this action.

Task 1:

Find the Adopt page and submit either appointment or adoption request.

- Ouestions for task 1:
- 1. Were you able complete this task without making mistake?
- 2. What part of the options that you completed confusing?
- 3. Are there any changes or improvements that you would suggest for this action?
- 4. How many errors did you make during the action?

Iteration 3



- 1. Click the second icon in the lower left corner.
- 2. Select any pet category.
- 3. After entering the page, select the adopt icon.
- 4. View the adoptable list and select any dog.
- 5. Click appointment or adopt button.
- 6. Fill in information that app requests.

Iteration 3 - Feedback

	Akink Neko	Vicky Almolte	Ronak Hassanl Nejad	Yu-Pei Chun	Sharon Wong
Q1	No	Yes	Yes	Yes	Yes
Q 2	I am not sure which part I can adapt animals the description confusing me.	No	Why do I submit twice?	What confused me here is that only the dogs that are about to expire can be adopted, and there is a MORE nearby, which makes people think that only this side can choose.	No
Q3	Make adapt sections clearer.	No, all clear	Maybe to merge two buttons of appointment and adoption into one?	I wonder if it is possible to move the above page to the ADOPT page?	I think it looks good, very specific.
Q4	1	•	•	1	•

Iteration 3

The entrance to the pet store is a little confusing, but I think that's because the test instructions aren't clear enough. Indeed, there are two ways to enter the mall. The homepage is the recommendation of stores cooperating with the app, while the classification is the comprehensive mall. I don't think there is any need to modify this.

Iteration 4

• The purpose of this user testing:

The purpose of this user testing that includes 2 tasks is to determine:

if the user is able to find the Knowledge page and read any article.

If the user is able to post an article on Knowledge page.

The benchmark:

The goal of the benchmark is no more than 2 errors during this action.

Task 1:

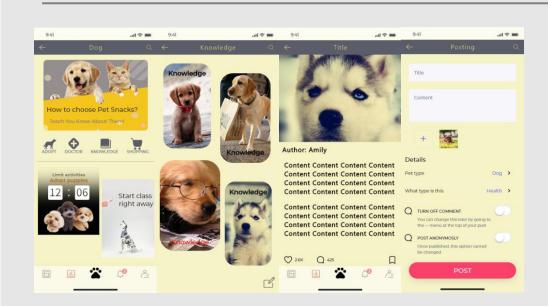
Find the Knowledge page and read any article.

Task 2:

Post an article on the Knowledge page.

- Ouestions for task 1:
- 1. Were you able complete this task without making mistake?
- 2. What part of the options that you completed confusing?
- 3. Are there any changes or improvements that you would suggest for this action?
- 4. How many errors did you make during the action?
- Questions for task 2:
- 1. Were you able complete this task without making mistake?
- 2. Is it the purpose clear enough?
- 3. What part of the options that you completed confusing?
- 4. Are there any changes or improvements that you would suggest for this action?
- 5. How many errors did you make during the action?

Iteration 4



Task 1:

- 1. Click the second icon in the lower left corner.
- 2. Select any pet category.
- 3. After entering the page, select the knowledge icon.
- 4. View the paragraph title.
- 5. Click any paragraph.

Task 2:

- 1. Click on the icon in the lower right corner on the knowledge page.
- 2. Fill in the content.
- 3. Click the post button.

Iteration 4 - Feedback

T1	Akink Neko	Vicky Almolte	Ronak Hassanl Nejad	Yu-Pei Chun	Sharon Wong
Q1	No	Yes	Yes	Yes	Yes
Q2	Again, these 2 icons at bottom look very similar.	No	No	No	Is knowledge page based on categories or on what kinds of dog?
Qз	Too many stuffs in this page separate them.	No	No	I think it should be divided into two parts: one is official information and the other is user experience sharing so as not to get confused.	Maybe make more clearly about the dog type on the knowledge page
Q4	2	0	•	•	•

Iteration 4 - Feedback

T2	Akink Neko	Vicky Almolte	Ronak Hassanl Nejad	Yu-Pei Chun	Sharon Wong
Q1	Yes	Yes	Yes	Yes	Yes
Q2	Yes	No	No	Yes	No
QЗ	I don't know what the meaning of these pictures on this page are.	This page is a little bit messy.	I thought it was the to comment the knowledge on page 2.	No	Not really, very simple I like it.
Q4	People can see other post on above page.	Same as above.	Change the icon of the post button or make it more intuitive.	This part is good for me.	Maybe add some hashtag to let people to search articles more easily.
Q5	0	•	1, I didn't know that was the post button at firt time.	0	0

Iteration 4

User feedback analysis:

The knowledge pages are too cluttered and need to be optimized and categorized.

Changes:

The content is divided into two parts and divided into more details.





Iteration 5

The purpose of this user testing:

The purpose of this user testing that includes 1 task is to determine:

if the user is able to find the Shopping page and complete an transaction.

The benchmark:

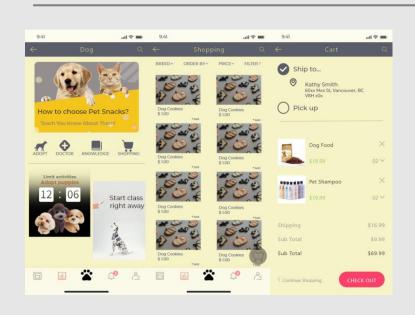
The goal of the benchmark is no more than 2 errors during this action.

Task 1:

Find the Shopping page and place an order.

- Questions for task 1:
- 1. Were you able complete this task without making mistake?
- 2. Do you think the icons are clear enough?
- 3. What part of the options that you completed confusing?
- 4. Are there any changes or improvements that you would suggest for this action?
- 5. How many errors did you make during the action?

Iteration 5



- 1. Click the second icon in the lower left corner.
- 2. Select any pet category.
- 3. After entering the page, select the Shopping icon.
- 4. View the list of products and select any of them adding into cart.
- 5. Select the mode of delivery.
- 6. Click the check out button.

Iteration 4 - Feedback

	Akink Neko	Vicky Almolte	Ronak Hassanl Nejad	Yu-Pei Chun	Sharon Wong
Q1	No	Yes	Yes	No	Yes
Q2	No	Yes	Yes	Yes	Yes
Q 3	In the home page I can see find store and, in another section, I can see shopping its confusing me.	No, everything is clear.	I think the preview picture is decent though the add button might be too small, which might cause misclick, and I find it hard to distinguish the preview area and add area.	I'm not sure if it's directly into the store or just an AD campaign for the app.	No
Q4	Make shopping in a clear icon or section, don't combine them together.	No	Maybe change the design of the add button.	Like above, I wanted to make that part a little more specific, to give the user more information and let others know what it is.	It looks good.
Q5	1	0	0	1	•

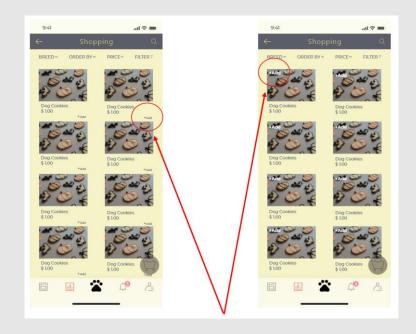
Iteration 5

User feedback analysis:

The "Store Recommendations" at the bottom of the category page can be confusing, but it's one of the places an app advertises, and it's also one of the ways you shop, so it doesn't change. In addition, adding shopping cart icon can be easy to touch by mistake, so some adjustments were made.

· Changes:

Changed the position of the "add" icon to prevent users from touching the product by mistake while browsing.



Final Prototype Design

- The final prototype design:
 The final prototype includes all 5 actions that have been tested and improved.
- *The Link to the Final Prototype:* https://xd.adobe.com/view/7f73e088-849a-4d3e-a234-3969d7c7150d-2a20/?fullscreen&hints=off