



DESIGN CONCEPT PROPOSAL

Introduction



Animal companionship is a very important aspect which has gained popularity after the covid 19 pandemic. Companionship is important but it should also be convenient and shouldn't cause any problems for the person. Animals provide steadfast love and companionship, providing comfort and a sense of connection. They can also have a positive effect on physical health, as they promote exercise and can lower blood pressure. They can make a person more responsible and provide a sense of purpose. Animals facilitate children's developments by teaching empathy. Animals require proper care to ensure their well being.





From my previous research the problems that I noticed were the users were not sure if they should get a pet, because they were not aware of all the conditions that need to be considered with getting a pet. If they were new to owning a pet they had very less knowledge about everything related to the pet for example the expenses, veterinary checkups and where to obtain the pet from. They want all this information in one place, they do not want to be bothered by looking for this information in different places. They also want the information to be reliable, because they will want to make major decisions after obtaining this information. The people that I'm designing for are mainly families or adults who have never owned pets before. Another one of the issues that the people encounter is that even though they want a pet, they will need to find which pet they will be most suitable to get as it depends on how much time and money they are willing to spend on the pet and how much grooming they would like for the pets. Depending on this they will need different pets.

To address this topic, I'm thinking of making an app which will have all the required information in the same place. I am trying to create a platform where all the information can be found regarding pets for first time owners. This application will be the most helpful for first time users. This app can be a place where they find reliable information about buying a pet and also if they are eligible to own a pet. This app will focus on recommending the best pet based on a questionnaire which will analyse the results and give the user the pet that they should get and is the most compatible. There will be three iterations in total. The first one will be the sketches that I draw based on the initial solution that I'm trying to achieve.



The number of people that I will be testing are 4 for my second and third iteration which are the paper prototypes and the wireframes for the apps which are the various screens which I'll be making with the help of figma.

Iterative design



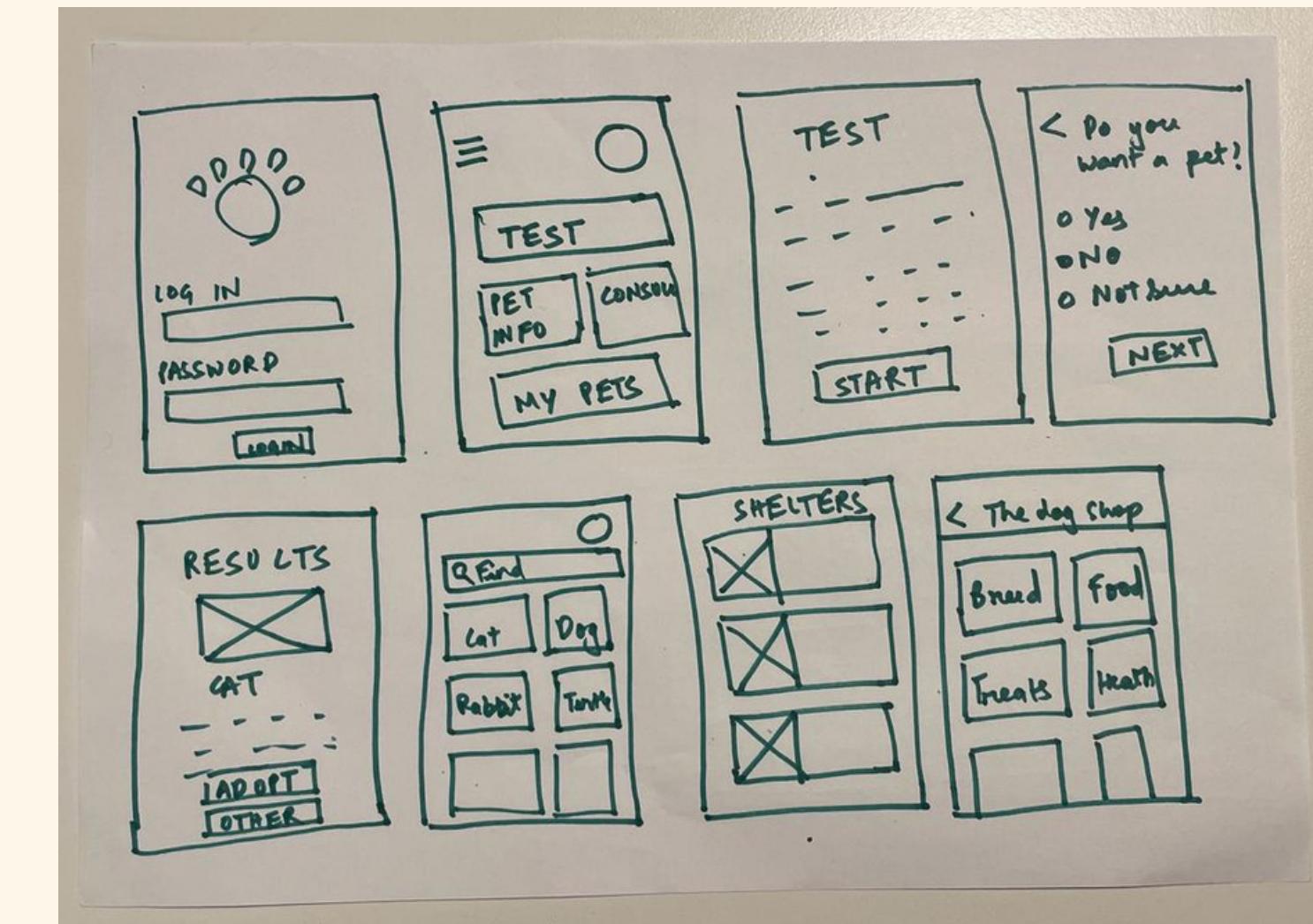
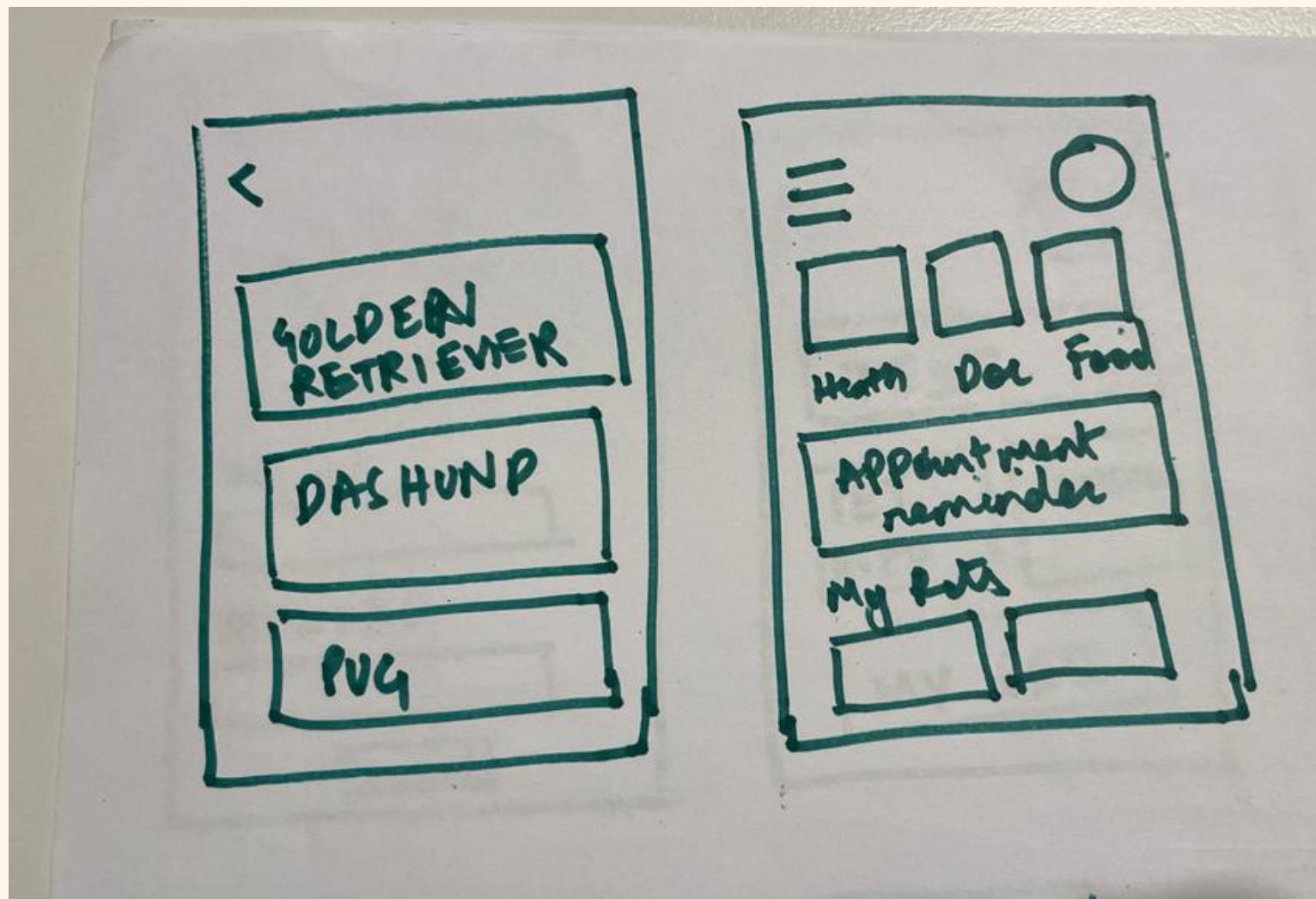
The three concepts that I have come up with after reviewing the feedback from the users, the first one is users want to get all the information about getting a pet in the same place. The second one is that they don't know which pet they should get or which pet is the most compatible for them depending on various conditions regarding their expenses and time available.

The third concept is that they want to talk to people who have owned pets in the past and have some experience and can talk about it. This is because the owners want to be sure before getting a pet, that they have made the right decision for their sake as well as the pets. Once the pet has been adopted, the pet deserves to get the best care they deserve.

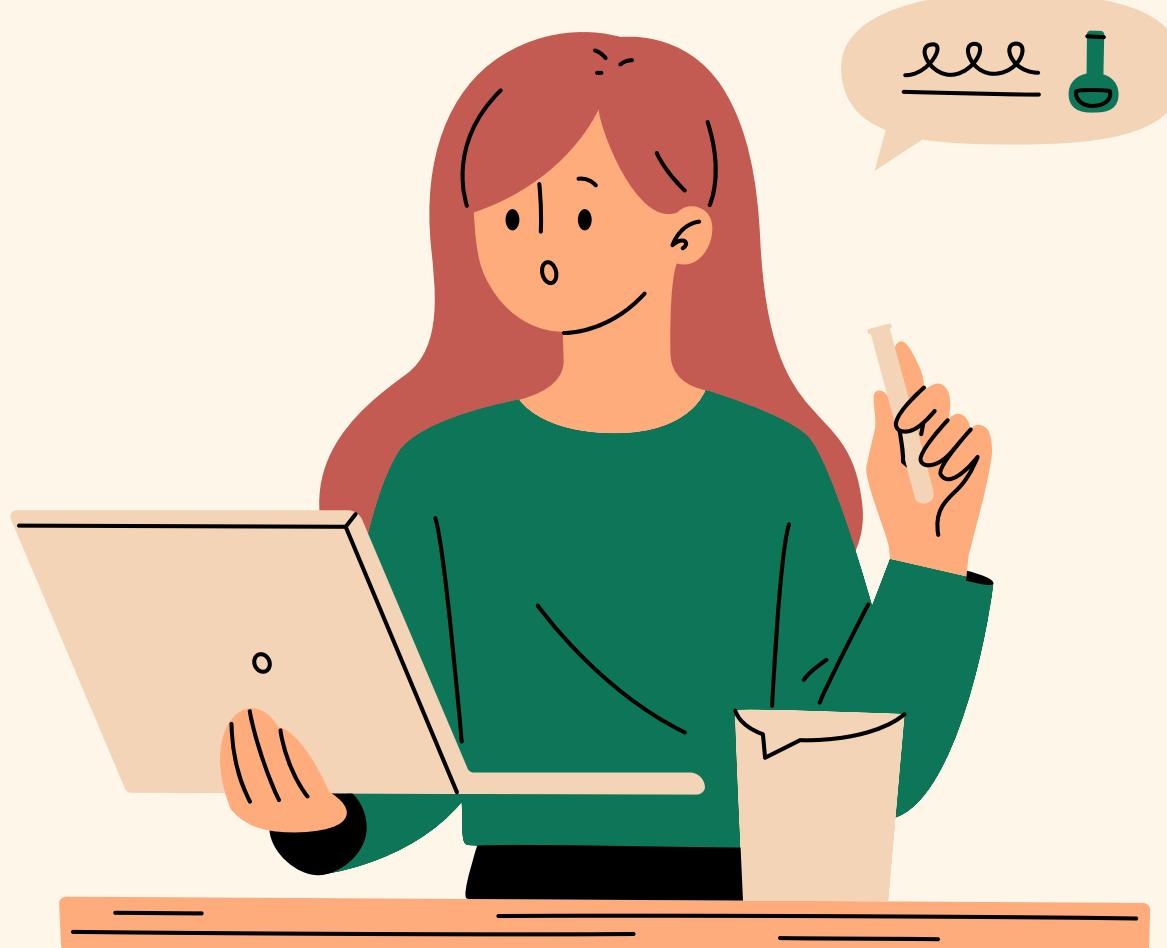
The owners need to be prepared financially and sure of the pet they need to get, because sometimes people get a pet because they want companionship but they don't end up getting the pet most suitable for them and then the pet they got is not well taken care of due to various reasons.



First Design Iteration



Second Design iteration



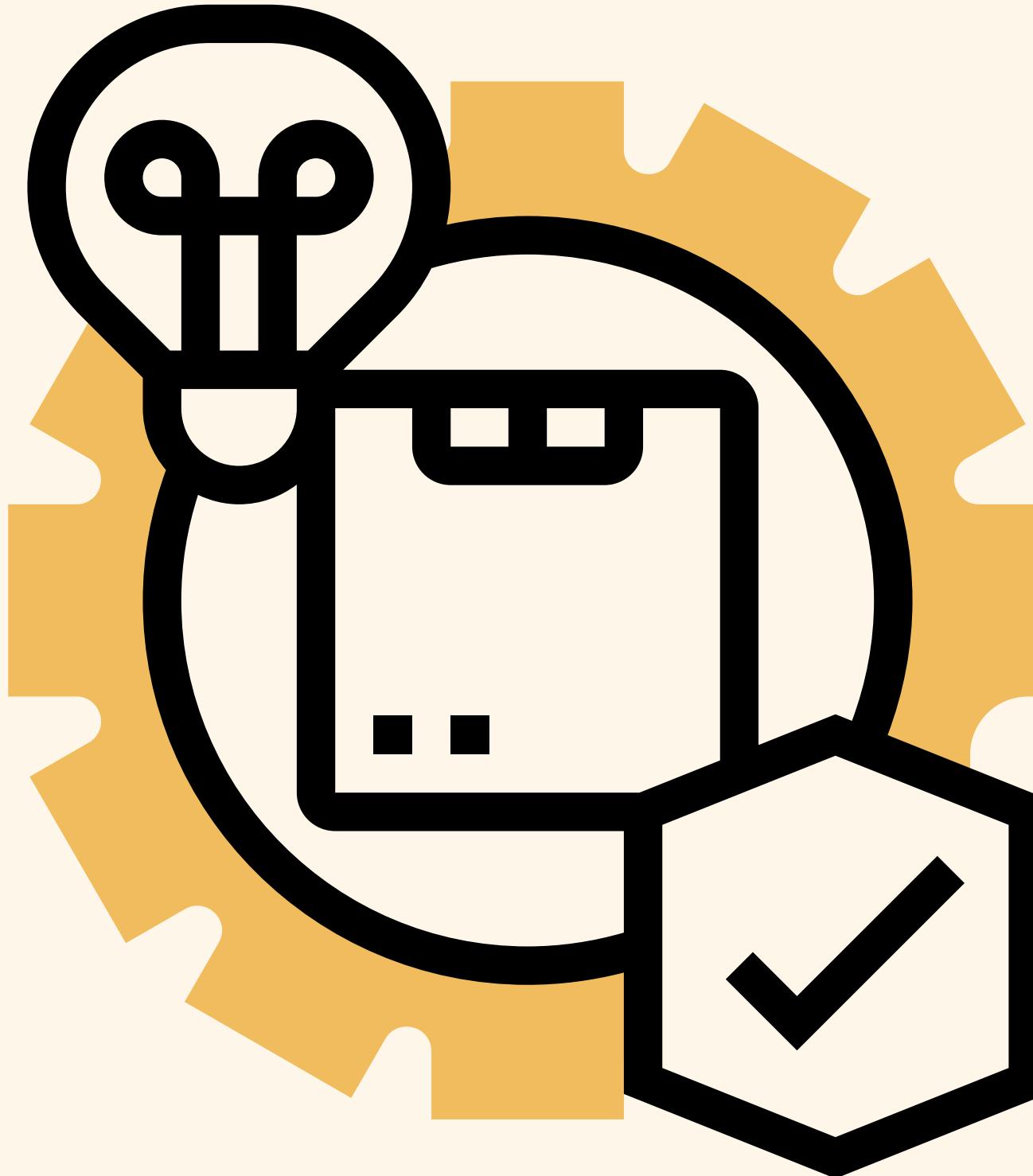
For the second iteration I have made paper prototypes of my application. The first screens that i have made for the app are the login and sign up page along with the forgot password screen. These are the most basic screens used in all applications which handle errors made by the users. After the user has logged in or created an account they are taken to the homepage of the app, which contains options for eligibility tester, consultation, pet information and profile information.

In this the eligibility tester is a quiz which helps the user in knowing if they are ready to get a pet and if they are then which pet is the best pet for them to own. After this test the user gets their results and they get to choose from three options which are summary, acquire and browse other pets. The summary will take the user to a screen with the information about the pet they got in their eligibility test results. The acquire option will take the user to the shelters screen, which will have all the shelters available that have pets available to be adopted.



Once a user picks a shelter from the shelters screen, they will be taken to the next screen which has pets by category. If the user got a dog as the result and they have made their decision to get a dog then they will go to the dog option on the pawstore screen. They can choose a dog or any other pet by searching on the search bar. Once they have made a choice of a pet, the next screen will have options for that particular pet, including the breed, food, treats, healthcare of the pet, veterinary doctors nearby.

Once you have gone in the shop by breed, they have various dogs by breeds, when u click on the shop by breed we will get the different breeds of dogs and then we can choose any one and that will take the user to the screen where there are details about a pet of the breed and a option saying we can adopt the pet. The browse other pets option will take the user to the pawstore screen which will have the same procedure as stated before.



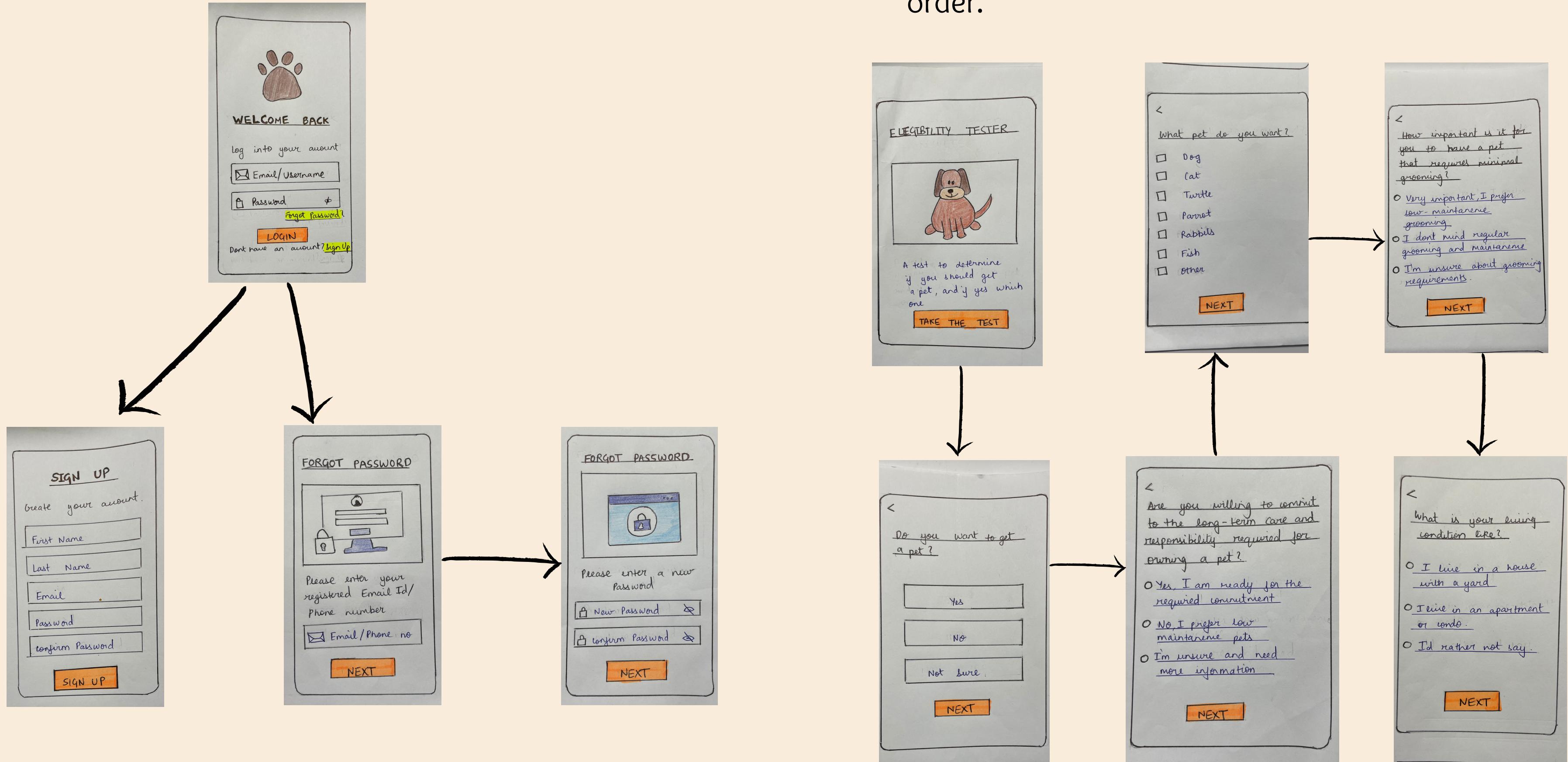
This is the paper prototypes which will be further tested. Initially there were sketches based on the ideas that I had for the app which I have made into paper prototypes for this phase of User testing. In this I will ask three users to test my paper prototypes. The three users who will do the testing can be anyone. I tested the app with the help of my peers. My aim was to check that the app could be easily used and understood.

The User were asked to complete some tasks on the paper prototypes and were asked to think aloud with how they were performing these tasks. During the testing they were asked to tell if there were any **errors** in the app and what could be changed to make the app **better**. From all of the User testings that i did the feedback that I got was, firstly the eligibility test had no progress bar and they also didn't have the time the test would take.

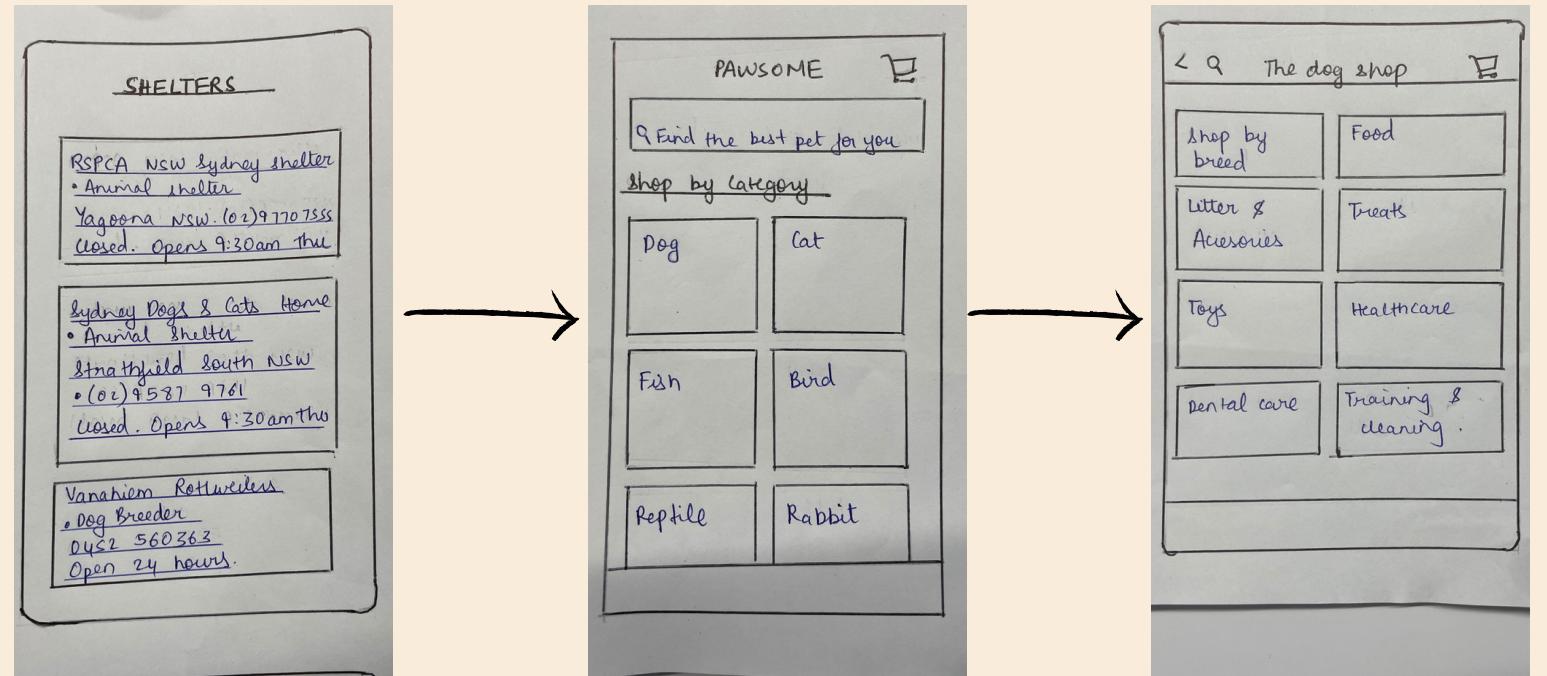
The second thing to improve was the results page of the test had two options that pointed to the same thing and it could be changed to one option as the option acquire was confused by the Users, they thought of adopting the pet we will have to press on the browse for pets. The user tried to change their name and phone number on the same edit button but it was in two different places. Thirdly, the consultation was confused with pet information.

These are the main **welcome page** screens.

The prototypes here are for the eligibility test which we can be done in the following order.



This is the page where the user goes for getting a pet, the first is the shelters screen.

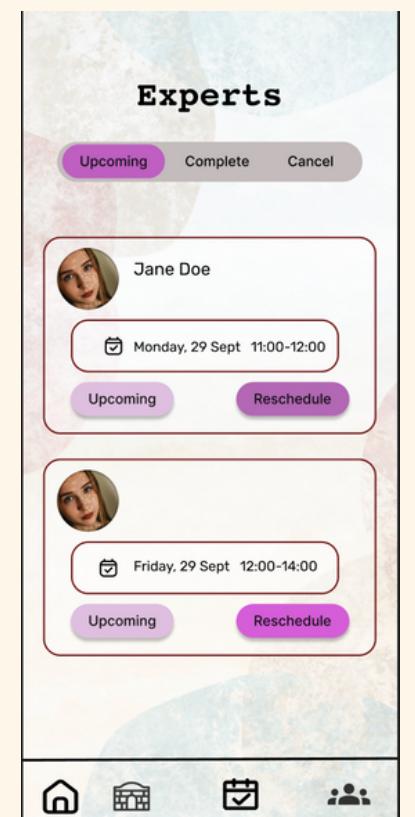
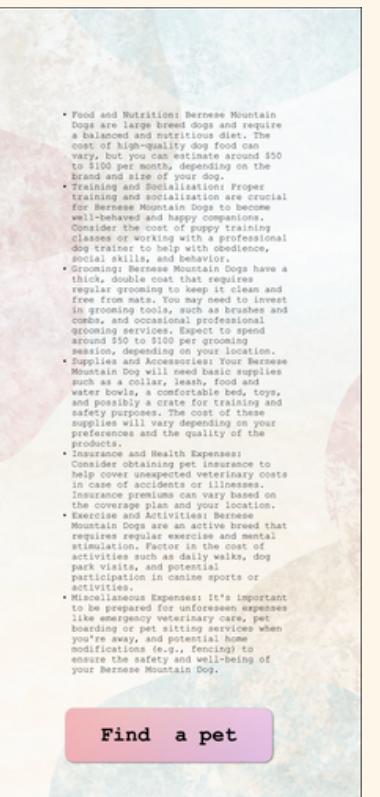
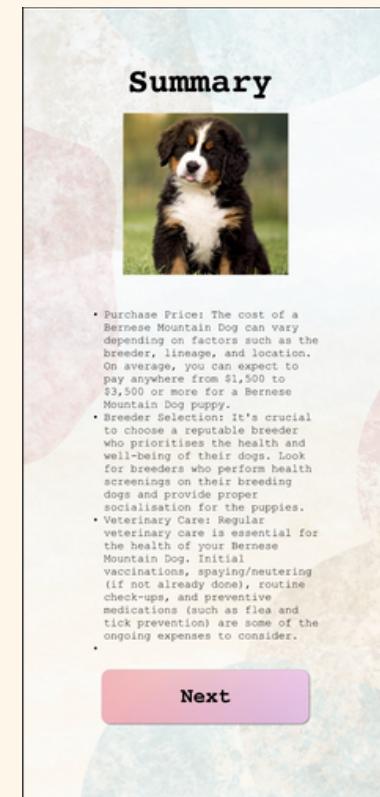


This is the **Edit profile** page.

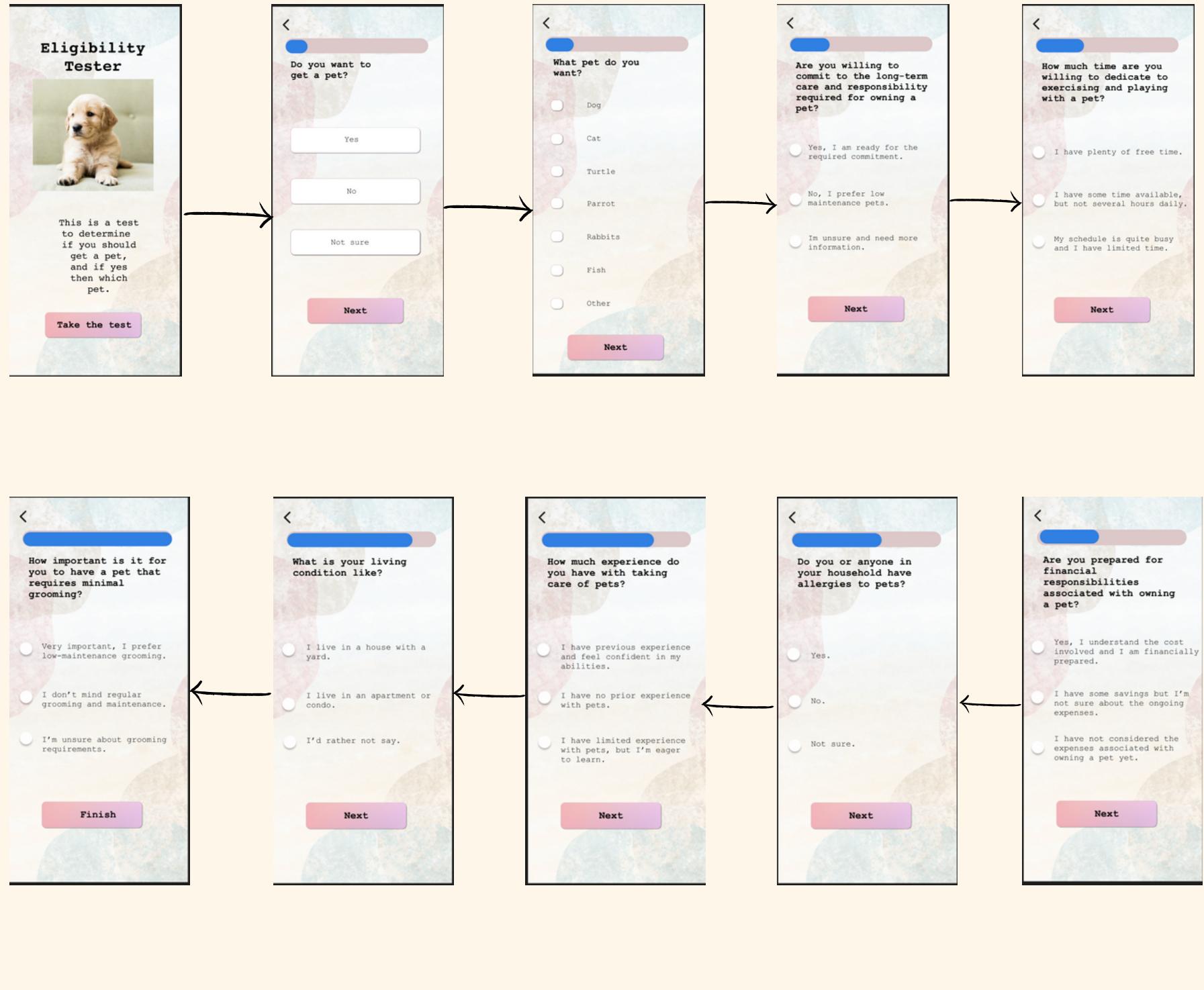
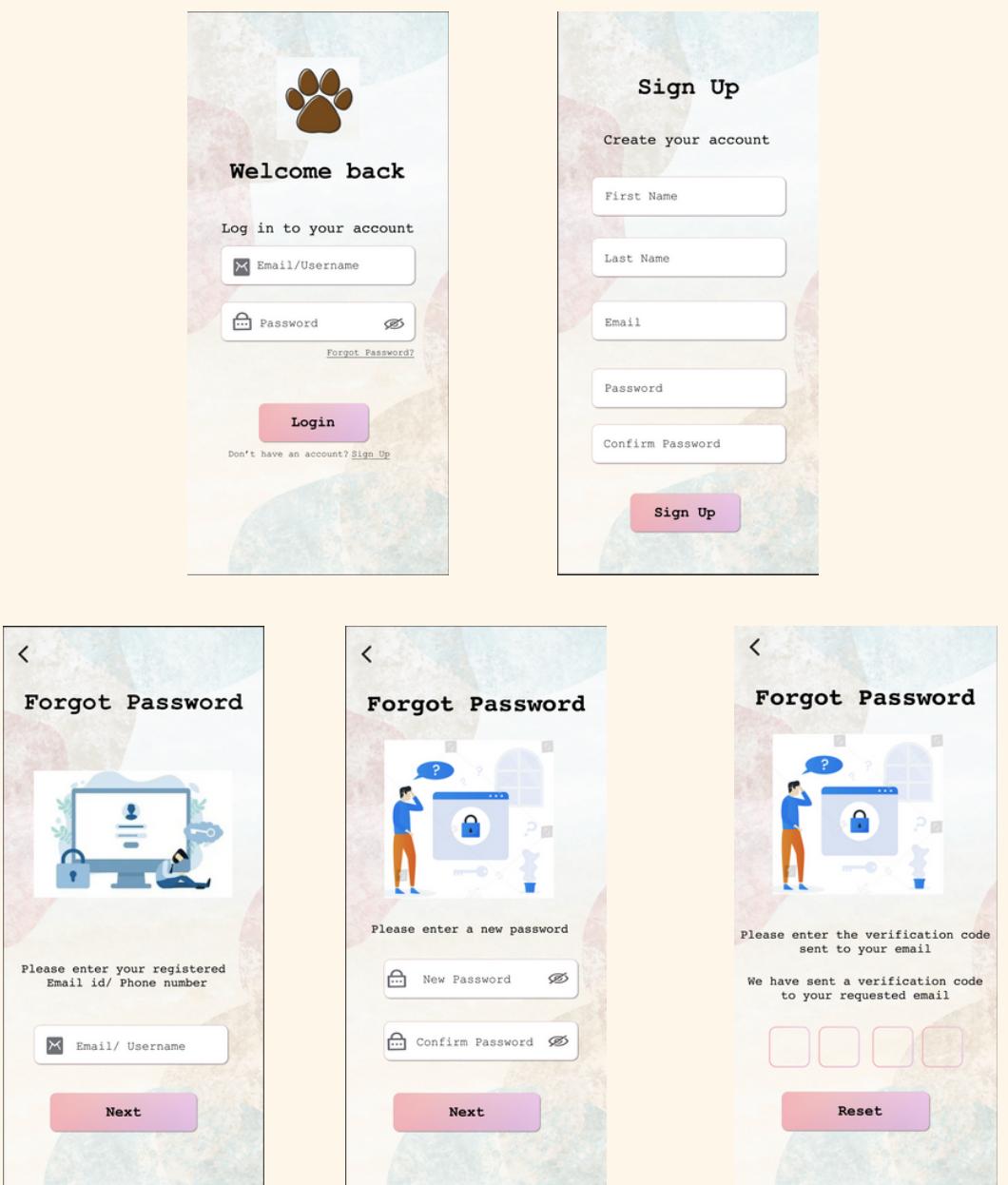


Third Design Iteration

This is the results screen and the summary of the results screen. The screens on the right are the ones which show up when the user decides to adopt a pet of their choice or adopt a pet from their results.



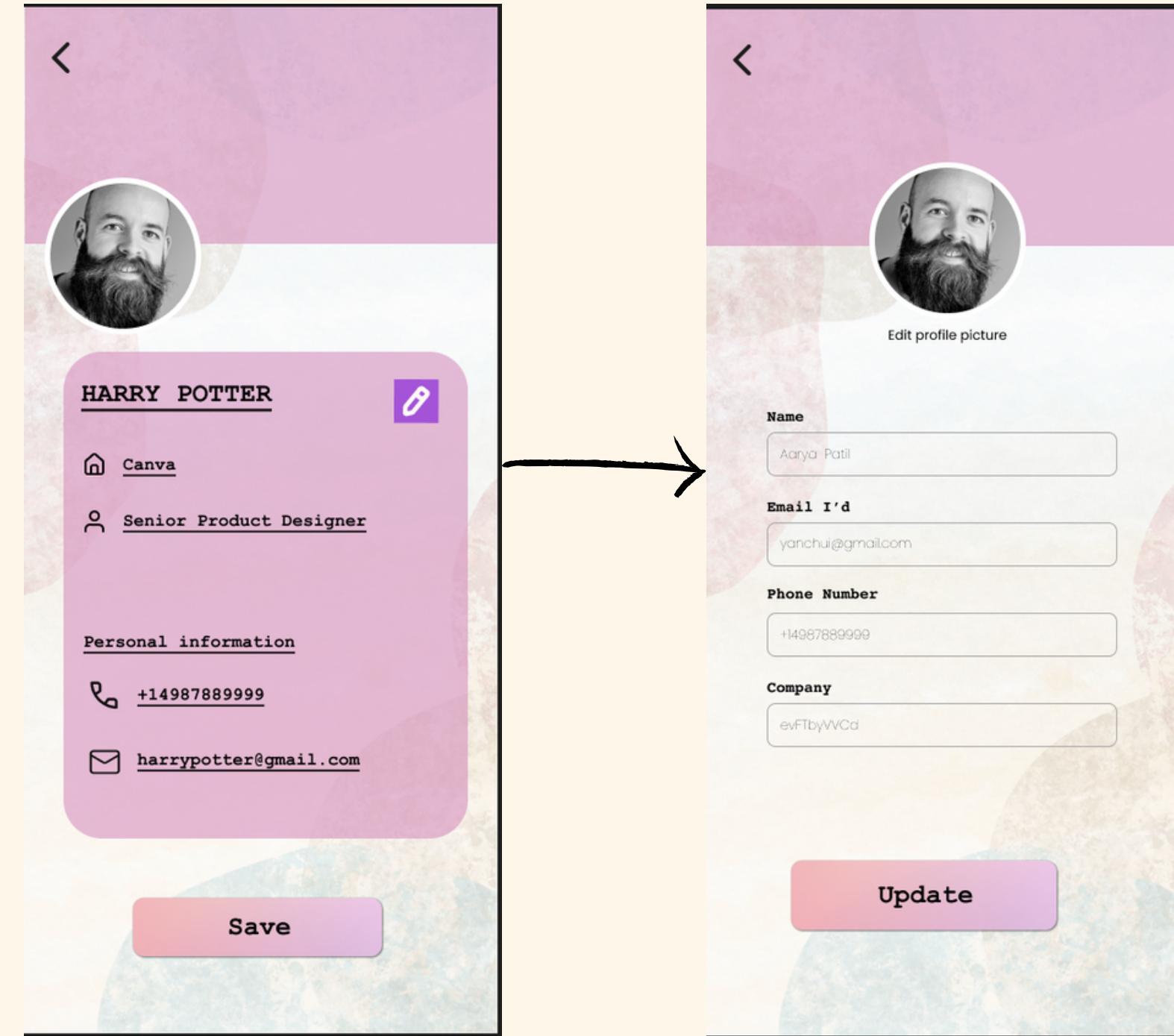
I've added the progress bar in the eligibility tester, because this will give the users a sense of how long the quiz is going to take. I didn't add the time required to finish the quiz as the time depends on the person doing the quiz.



This is the main screen that shows up once anyone log in their account.



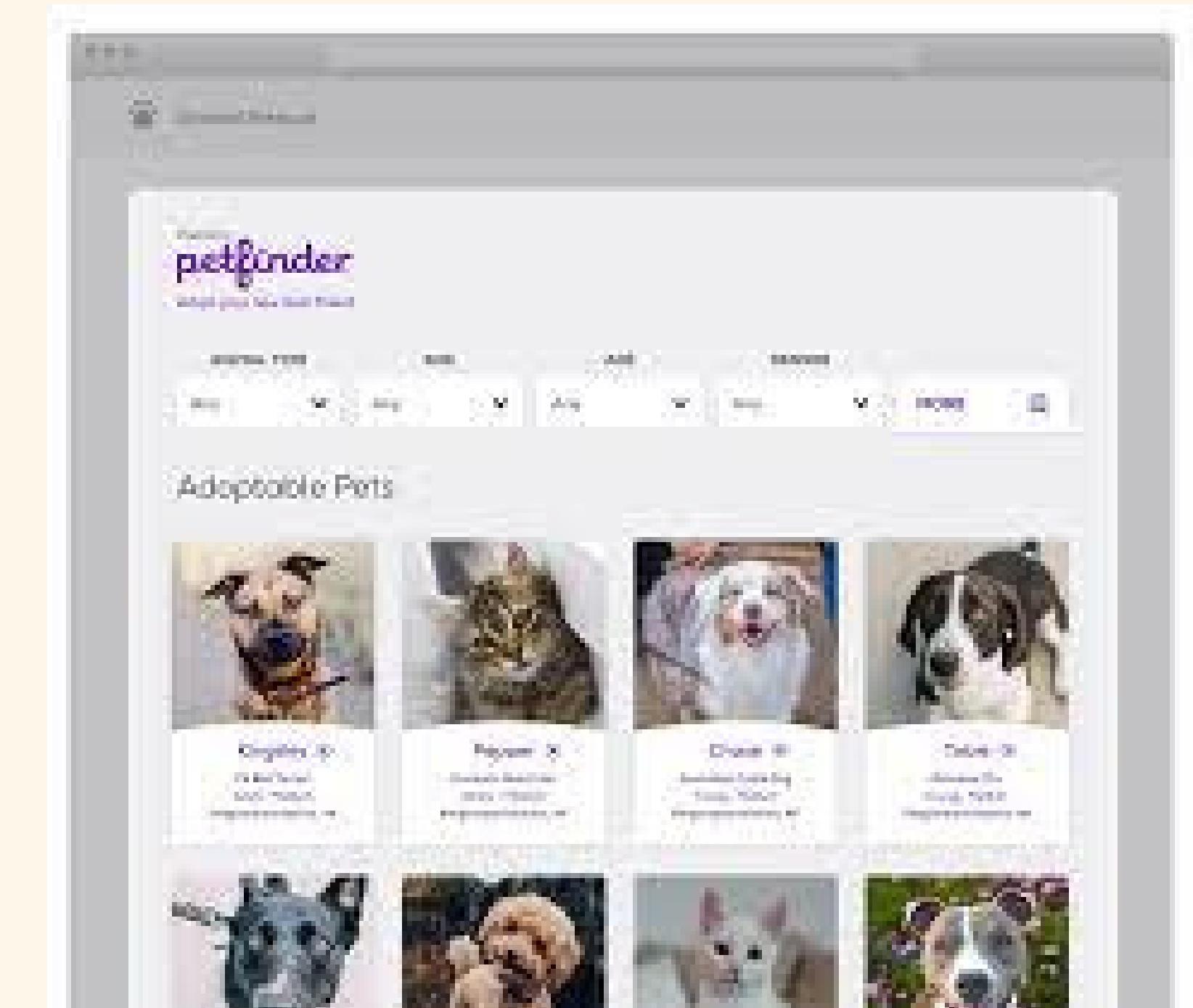
This is the edit profile screen. I changed it by adding the edit option for everything and not different edit for name and phone number.



Design Precedance

There are some applications in real life which are similar to the app I just designed and they also fulfil the purpose of finding the right pet for the user. Petfinder is an application that makes it easy to adopt a pet from the thousands of shelters and rescue groups. There are filters like location, race, age, size and gender to find the right pet for the user.

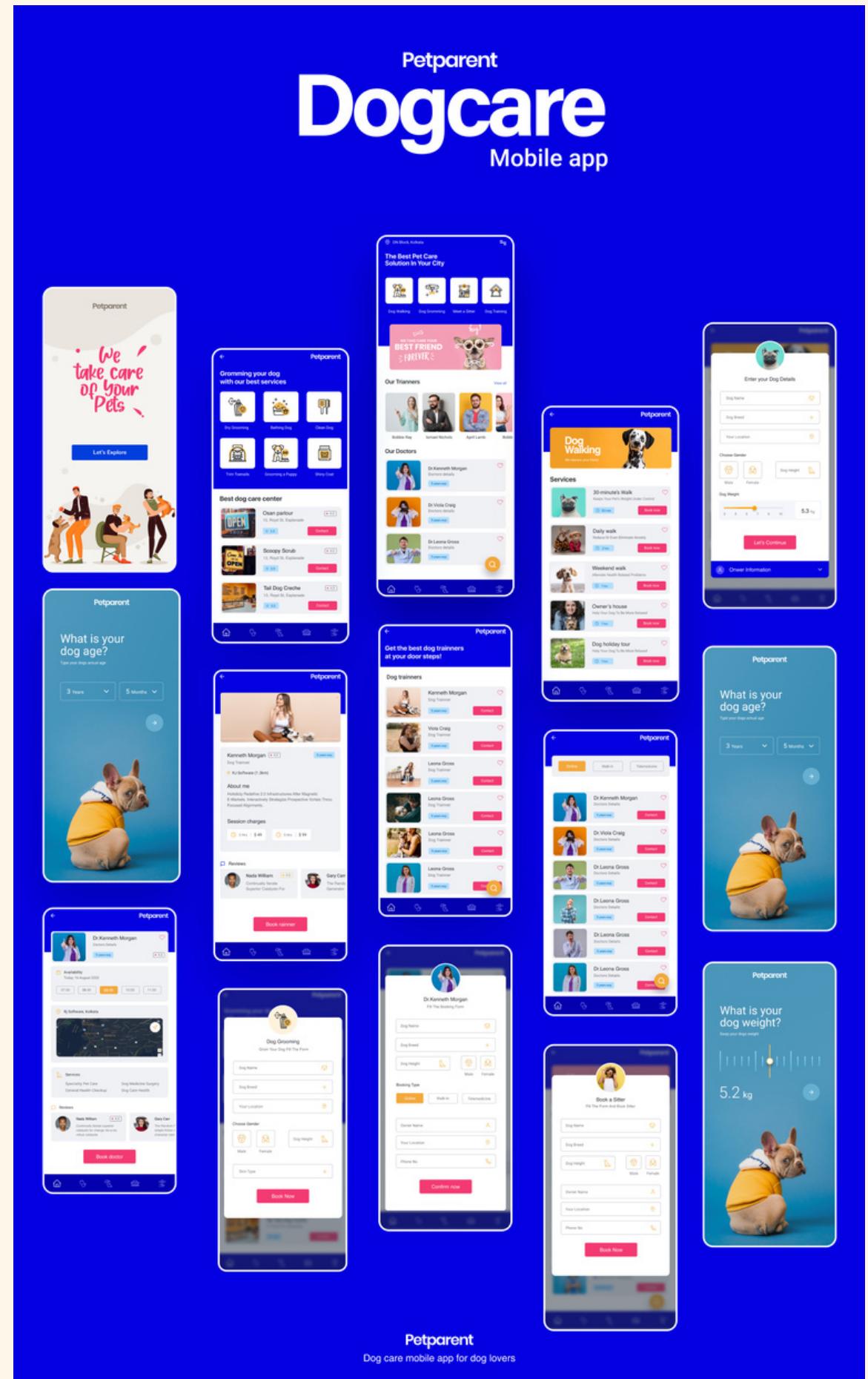
This app helps in finding a pet, but it doesn't help in finding which pet is the best for the user to get but the app that I have designed has a tester which will help in deciding the right pet for the user given their requirements. The best part about the app PetFinder is that it has the filters which can help in finding the pet with the correct requirements.



The second example of an application in real life which already exists is the PetParent app which helps pet owners to create an account and talk about their stories about the app. They have interest groups and forums which help new pet owners to know the experience of existing pet owners. This provides valuable insights and knowledge about pet ownership.

In my application I have two things that are similar to this app, the first one is the consultation option which helps with talking to existing pet owners who can share their experience to users through appointments that the users can make through the app. The users can choose who to talk to, as there is a list of options to choose from.

The next similarity is that there is information on all the pets, which can provide all the owners with the information they need to know about any pet they are curious to get. In my design I have all the features in the same place, so it's easier to use one app than different apps for all the purposes.



Discussion

From the problem statement, I have tried to cover all the necessary features that I thought were required to make this design according to the user's needs. My initial concept of this app also included some concepts that will help the user to access the app after they have gotten the app. The app had a profile page which included all the pets but it was very overwhelming for the users and they said that it would be better if the app was more focused on one thing rather than many different concepts. This was the reason I decided to discard this idea. Another idea was to make a swipe option for all the pets through which the users can choose whichever pet they want. This concept was technically like a tinder for dogs and their owners so I decided to discard this idea.

My final design was based on the following ideas. I realised that users have a lot of questions before getting a pet as they need to be aware of all the important things that are necessary to know and they want to get to know this from a reliable source. This design helps the users to talk to reliable and vetted pet owners who can talk to the users about their experiences and hardships they have faced with owning the pet. The app has information on all the pets and this helps the user in looking for the information about the pet by just clicking the search bar. Another feature that I have added here is the Test for finding the right type of pet. The test will evaluate the pet based on the quiz that the user will have to take. This takes into consideration all the information that is required for pet ownership for example the time required, the expenses and the commitment.

The next thing that I see for this app is improvements in some screens like the home page has very few features and the app could be made better by making the quiz a bit shorter and asking only the necessary questions. The next feature that can be added is making a profile after owning a pet and then keeping track of all the details of the pet like their veterinary appointments, their dental care, information about their training, their food and reminders on their requirements. I wasn't able to test if the users wanted an app which was more resourceful, with more information.

APPENDIX

FIRST ITERATION



Participant 1



Usability Testing

Data sheet (1)

Task(s) (Enter a brief description for each task)	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	# of Errors	Notes/Observations (Note why the user was successful or not successful, e.g. wrong pathways, confusing page layout, navigation issues, terminology)
#1: You have opened the application. I want you to sign in if you have an account or create an account if u don't have one. I want you to change the password.	2			The test for eligibility needs to have a progress bar and probably should have a estimated time for taking the test and the last question should have finish instead of next because that can be misleading.
#2: After you've received the results from the eligibility tester, you have decided to adopt a pet what will be your next step that you will take. If you decide to get a different pet what will you do.	1			
#3: You decided to acquire the pet, you are taken to the screen with shelters, what will you do, the next screen what will you press if u want a particular pet and its not on visible on the screen.	2			There are two options on the results page which can be confused for each other so that need to be changed , acquire can be adopt and browse other pets can remain the same.
#4: You have decided to talk to an expert, due to your lack of knowledge, where will you go.	2			
#5: How will you change your name and phone number on your profile	1			User tried to change the name and phone number from one place but it was at two different places.

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.
Designed by the authors of 'Design. Think. Make. Break. Repeat. A Handbook of Methods' (BIS Publishers)
designthinkmakebreakrepeat.com

Usability Testing

Data sheet (2)

System Usability Scale

Participant # Rashika

	1	2	3	4	5	strongly disagree	strongly agree
1	I think that I would like to use this system frequently.					x	
2	I found the system unnecessarily complex.	x					
3	I thought the system was easy to use.					x	
4	I think that I would need the support of a technical person to be able to use this system.	x					
5	I found the various functions in this system were well-integrated.					x	
6	I thought there was too much inconsistency in this system.	x					
7	I would imagine that most people would learn to use this system very quickly.					x	
8	I found the system very cumbersome to use.	x					
9	I felt very confident using the system.					x	
10	I needed to learn a lot of things before I could get going with this system.	x					

Source: Brooke, J. (1996). SUS-A quick and dirty usability scale. In P.W. Jordan, B. Thomas, I.L. McClelland and B. Weerdmeester (Eds.) Usability evaluation in industry, pp.189-194. London: Taylor and Francis.

Transcript 1

Speaker 1 0:07

Hi, I have made an app which will help users choose the right pet for them with given conditions and once they know which pet, this app will help in getting a pet and will also help with all possibilities relating to the pet that the user is trying to acquire.

Let's say you've locked. Let's say you've just downloaded the app. This is your first page. I want you to sign in. Sign in. Yes. And if you have an account sign in, if you don't have an account, create an account for me.

Speaker 2 0:27

Am I a new user right now?

Speaker 1 0:29

Oh, it depends. I want you to do both. First if you are a user, if you want a user, show me how you log in. And if you're not a user, show me how you will sign.

Speaker 2 0:42

So if I am a user, then this is the login screen I would input my email, email and using email or username and password. And this button here would allow me to see the password to make sure that I put the right password and our login. But if I'm a new user, then I would see that I don't have an account right now. So click on sign up. This is a hyperlink that would lead me to the signup page, which is here.

Speaker 1 1:06

What would you do?

Speaker 2 1:09

I would create my account, it gives me a form and I put in my first name, last name, email address, type in my password right we type in my password and click on the Sign Up button.

Speaker 1 1:21

Okay. Once you've logged in or signed up for this app, you will be taken to this screen. So now like if, if I want you to do a test for me, where will you click? Oh, there are options there. I want you to do a test or eligibility test. Now you will be leading you to this screen here. I want you to take the test for me.

Speaker 2 1:46

Okay, so I see that there's another option that should happen and we should get a pet. And if yes, which one then click on take the test and it's highlighted and I'll click on that.. Do you want to get a pet? Yes, no, I'm not sure for now. I'd say yes. And then I'll click on next. If I want to change her mind, I can click on the back button here. And then what do you want? This is basically asking what I want. And because it's a checkbox, I think I can choose multiple options. And I'm going to but right now I just want to talk so I'm going to click on OK. And then I'll click on next again. And then are you willing to commit to the long term care and responsibility required for owning a pet? Yes, I'm ready. No, I prefer low maintenance, I'm unsure. Likewise, I would just keep answering the questions. But for now, let's say I am ready. And then I'll click on that. Then how much time am I willing to dedicate? I will answer this basically I keep going next. And for this test due to my answers that matter. No.

Speaker 1 2:52

Once you all these questions are gonna decide which pet is the best option for you, or if you should not get a pet.

Speaker 2 2:58

Yeah, but for the test I don't think I need the answer. No, I just want to check if I would use anything. I even read financial responsibility just to say yes. Next and then do you or anyone in your household have allergies to pets I would put no are not sure now click on next. But I don't want to change again. I want to change my answer. I can always go back. Whenever you slide, How much experience do I have? I have limited experience with my pet and then and then I would continue answering what is your living condition? I live in a half of the yard next time. Is it for you to have a bed that requires minimal grooming? I don't mind being regular next time. And now when I'm done eating your next I will get my results. And

Speaker 1 3:48

Okay now that you've gotten your results from the eligibility test, let's say you want to adopt a pet like you. You've gotten a result for a dog and you want to get a dog to go forward with it. What button will you play?

Speaker 2 4:03

Acquire? Yes.

Speaker 1 4:05

Okay. Once you acquire you will be taken back to the shelter space. So this is a page of shelters. Okay, so what do you see on that?

Speaker 2 4:17

should take me to here yes, no here. Nope. Oh, I see the different shelters. Then I got the name.

Speaker 1 4:27

What would you do if you want to see all the shelters? What do you think of this page? What is happening here?

Speaker 2 4:32

All the shelters are listed and I can click on one to see what dogs are available in that.

Speaker 1 4:38

So I want you to click on one of the shelters and forward. You go here.

Speaker 2 4:42

Okay, so find the pet for you. I was eligible for a dog. So I'm going to click on a dog.

Speaker 1 4:48

Okay, or have a question. If, if there's a pet that is not listed in here, wherever you go to look for the pet. It's not even there. It's like a very long list.

Speaker 2 5:03

Then I would show that's the card option that says what?

Speaker 2 5:12

To enter the best fit enter it and search it up. Yes,

Speaker 1 5:16

you would enter. All right, after let's say you've chosen a dog, where do you think it will go? What do you think of this page? What will happen if you click on the cart button?

Speaker 2 5:30

It will show me what I have in my cart. Okay. And there's a back button in case I wanted to do another pet search option to see if I want to search for something for the dog. And I get options sorted by the breed. This is what I'm looking for: pet food, literally accessories, treats, toys, healthcare. So right now I have to get after adopting a dog. So click on shop to buy a breed. Okay. Yeah.

Speaker 1 5:55

Okay on how that now let's see you back on the homepage is the homepage for your app. Let's say you're very new to this and you want to talk to someone about things like just talks in general about the pet. What do you think you should click on? Consultation? Okay, and then we take you to this page. What do you think is happening here?

Speaker 2 6:16

So these are my upcoming consultations that I have to reschedule and this as it says, I'm coming and this is the person who I have to meet. Okay. And this is the time

Speaker 1 6:30

Let's say you want to cancel an appointment. How do you do it?

Speaker 2 6:37

This button here.

Speaker 1 6:38

Okay. And over here. Let's see you again on the home page and you want to go to your profile and let's say your name is wrong. On the app. You want to change your phone number and your name. Where will you go?

Speaker 2 6:50

My Profile? Okay, that will take you here. And then I will go to the pencil button with no info that will get the message because you're changing my personal information. So click on that in addition to me here Yeah. And then I would restate my name, age. Email my phone number here

Speaker 1 7:12

okay. So this has your name so you will go here if you want to change your name and anything related to your but if your your new phone numbers you'll see we'll go here okay, and both of them will take you to different pages.

Speaker 2 7:26

Okay, so firstly, I want to change my name. I'll click on here and I'll change my name and I'll change my name and then I'll put the tape to indicate that we will. I'm satisfied. And then our be directed back to here and then I will take it like this. Okay, and they should take me here.

Speaker 1 7:43

Okay, yeah, no, just after you're done with this, we'll come back. No, no, but

Unknown Speaker 7:47

I want to share my phone number. Oh,

Speaker 1 7:51

Okay, Now that you've seen all the screens? What do you think of the entire app and what changes do you think need to be made

Speaker 2 8:00

I feel like the app is helpful because it will help you decide, like, when he called the purpose of the app is very helpful because a lot of times people like it's another source for people to be like, Yep, I should get a dog another like validation, I guess. And they have a lot of help that they can get and I saw that in one of the pages. There were shops for all sorts of accessories that you might need for your pet. And I feel like that is very important. And whereas here, it has, it basically has categories for shopping for food. Treats, drinks, that just makes your whole life easier because you won't have to go around looking for places that have food looking for places that have toys. And the shop by breed is also really useful because like it basically would give you I guess all the breeders in one place and you won't have to go around searching for internet or the Internet where you'd have to go through many, many websites to be able to find one better. And I was a little bit confused here. If they're in the shelter's yes screen so if this takes me to this page, and then this takes me to this page.

Speaker 1 9:21

Yeah.

Speaker 2 9:23

But where did the shelter go? Sorry, what? What shelter? So this shelter takes you here? Yes. And then I clicked on this, and it took me here. Yes. But how does that have anything? to do with the other shelters?

Speaker 1 9:36

So basically, for all the shelters you're gonna have a different page, which will take you the same as a store page, which will have all the categories of the rest of the show. All the pets the shelters have, that's why you have the search option and like not all the pets available in all of them. But they're just all available sectors and when they open the contact info.

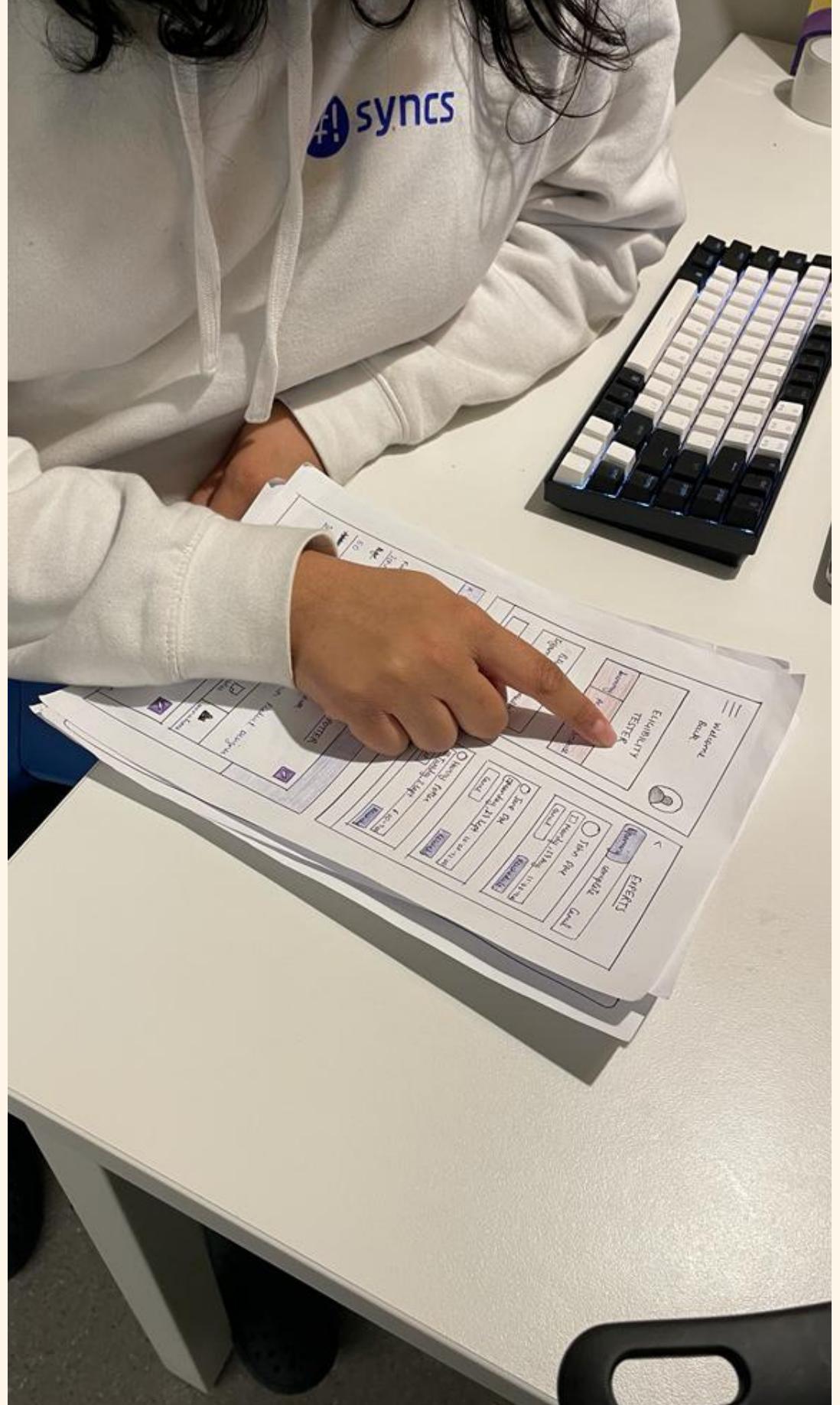
Speaker 2 9:59

Fair enough. Yeah, I think the app is pretty useful, pretty nice. And if I was ever to get a pet, I would definitely use this.

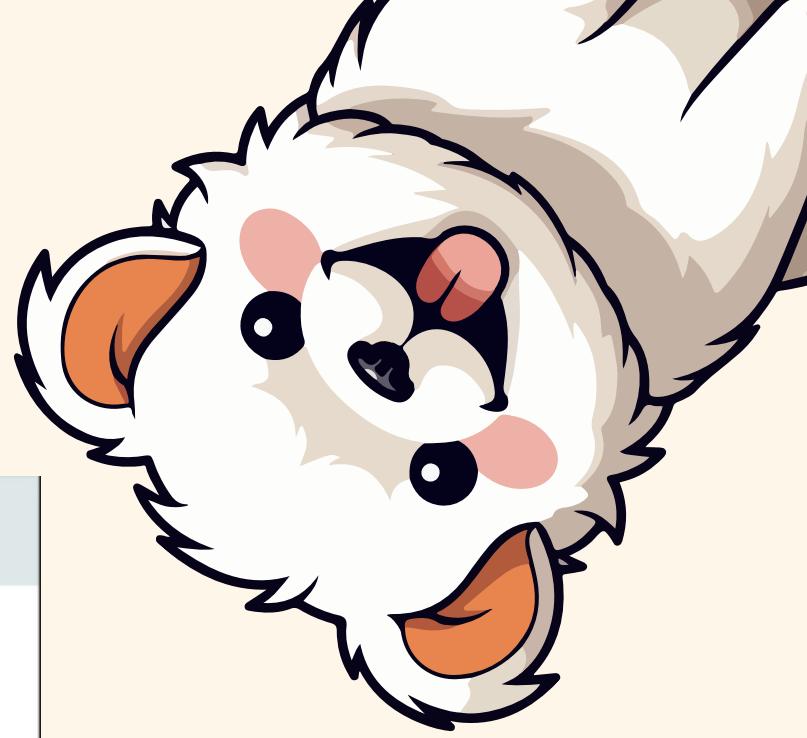
Speaker 1 10:13

Thank you so much for your time.

Transcribed by <https://otter.ai>



Participant 2



Usability Testing

Data sheet (1)

Task(s) (Enter a brief description for each task)	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	# of Errors	Notes/Observations (Note why the user was successful or not successful, e.g. wrong pathways, confusing page layout, navigation issues, terminology)
#1: You have opened the application, I want you to sign in if you have an account or create an account if u don't have one. I want you to change the password.	2			User was confused about the acquire option and browse for pets options because the user thought that the browse for pets will be the option one
#2: After you've received the results from the eligibility tester, you have decided to adopt a pet what will be your next step that you will take. If you decide to get a different pet what will you do.	0			should click if they want to look for pets to adopt or acquire.
#3: You decided to acquire the pet, you are taken to the screen with shelters, what will you do, the next screen what will you press if u want a particular pet and its not on visible on the screen.	2			
#4: You have decided to talk to an expert, due to your lack of knowledge, where will you go.	2			
#5: How will you change your name and phone number on your profile	2			

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.
Designed by the authors of 'Design, Think, Make, Break, Repeat. A Handbook of Methods' (BIS Publishers)
designthinkmakebreakrepeat.com

Usability Testing

Data sheet (2)

		strongly disagree	1	2	3	4	5	strongly agree
1	I think that I would like to use this system frequently.						X	
2	I found the system unnecessarily complex.	X						
3	I thought the system was easy to use.						X	
4	I think that I would need the support of a technical person to be able to use this system.	X						
5	I found the various functions in this system were well-integrated.						X	
6	I thought there was too much inconsistency in this system.	X						
7	I would imagine that most people would learn to use this system very quickly.						X	
8	I found the system very cumbersome to use.					X		
9	I felt very confident using the system.						X	
10	I needed to learn a lot of things before I could get going with this system.					X		

Source: Brooke, J. (1996). SUS-A quick and dirty usability scale. In P.W. Jordan, B. Thomas, I.L. McClelland and B. Weerdmeester (Eds.) Usability evaluation in industry, pp.189-194. London: Taylor and Francis.

Transcript 2

Speaker 1 0:04

So let's say you've just, you've just downloaded the app. Now you are taken to this page, I want you to log in. How will you do that?

Speaker 2 0:17

Sign up first because they don't have an account.

Speaker 1 0:21

There's two scenarios I want you to first assume that you are a user trying to login.

Speaker 2 0:28

I'll type my username and my password and then click the Login button.

Unknown Speaker 0:35

Okay. Now let's say you don't have an account, but you need to create an account

Speaker 2 0:39

I'll click the highlighted signup button. Go to the signup page, enter my first name, last name, email,

Speaker 1 0:47

Let's see if you already have an account and you forgot your password.

Speaker 2 0:56

Go to the login page and click forget password. Go to the forget password page. Enter my email. Okay, click Next without reading the text because I don't do that. Enter my new passwords. After getting the confirmation link from the email. Click next.

Speaker 1 1:16

Okay, now that you've logged in successfully, this is the page you're gonna go to. Um, I want you to take a test. Yes, an eligibility test.

Speaker 2 1:32

I will go to a eligibility tester. Okay.

Speaker 1 1:42

So now that you've gone to the eligibility tester, take you here. How do you take the test?

Speaker 2 1:47

More take the test, a test to determine if you should get a pet and if yes, which one? Take the test room and start the test. Do you want to get a pet? Not sure if your next pet would be a dog? No cat.

Speaker 1 2:09

It has multiple options. You can choose multiple pets.

Speaker 2 2:14

Turtle no parrot? Yes. Rabbit. Hell yes. Other Yes. Click Next. Are you willing to commit to the long term care and responsibility required for owning a pet? I am unsure and need more information. Okay, quick next. How much time are you willing to dedicate to ensuring and playing with the pet exercising and thank them for this action. I have some time available but not several quick that next? Are you prepared for financial responsibilities associated with owning a pet? No, I'm broke. I have not considered the expenses associated with owning a pet. Next, do you or anyone in your household have allergies to pets? No. Next, How much experience do you have with taking care of pets? I have limited experience but I'm eager to learn. Let's go on to the next page. What is your living condition like? I live in an apartment or condo. Next, How important is it for you to have a pet that requires minimal growth. I'm unsure what grooming requires. And I get to the results page saying I'm most compatible to get a dog even though I didn't select dog yay.

Speaker 1 4:15

Now that you have to choose the three options or let's say you want to adopt a pet, let's say you got a dog and you satisfied with the result and you want to get a pet which of the options would you press

Speaker 2 4:28

I will click Browse pet flick acquire a quick acquire

Speaker 1 4:33

yes because browsing pets is the option if you want to browse for other pets.

Speaker 2 4:37

acquired. acquired. Okay,

Speaker 1 4:41

um Okay, let's say you want to acquire a pet, you've acquired it and now you will be taken to the shelters page. What do you see here? What do you think of this page? What is happening here?

Speaker 2 4:55

Shelters page is the list of shelters where you can get different pets.

Speaker 2 5:05

I have chosen the RSPCA shelter.

Speaker 1 5:09

You see into this space now. Let's say this, all of these pets are for this particular shelter. So let's say you want a turtle and it's not in the options wherever you go to search for one

Speaker 2 5:23

I will go to the search box. Find the best bet for you.

Speaker 1 5:28

Okay. All right now, let's see you're back to the homepage. Let's say you want to talk to someone who knows more about the pet than you do because you have never owned a pet before.

Unknown Speaker 5:50

Since I want to talk to someone I click on consultation,

Speaker 1 5:53

okay. When you go to consultation, you're going to be taken to this page. What do you think is happening? Here?

Speaker 2 6:01

It shows me different people's expertise in the field of pet ownership.

Unknown Speaker 6:07

Do you see anything else?

Speaker 2 6:09

I see. It's my upcoming and complete consultations.

Speaker 1 6:18

This is just the upcoming stuff coming. Let's say you want to cancel your appointment with Jane Doe.

Speaker 2 6:24

What will you do? I will click the Cancel button on Jane Doe.

Speaker 1 6:29

Okay. Okay, let's say you're back to this and you fill in your details. Wrong your name and phone number

Speaker 2 6:37

yes. Click on the profile.

Speaker 1 6:42

Do you not see My Profile?

Speaker 2 6:43

I completely skipped it. Click on the

Speaker 1 6:48

if I come by the My Profile and the profile icon Yes. So now let's say you've clicked on my profile. If you come here, what will you do to change the name and phone number?

Speaker 2 6:59

I will click the edit box okay.

Speaker 1 7:02

And then you'd be taken here you should enter

Speaker 2 7:04

your details. Yes, change my name and click OK. checkmark.

Speaker 1 7:09

Thank you so much for your time.



Participant 3



Usability Testing

Data sheet (1)

Notetaker **Aarya**
Participant # **Kalyani**
Tested product (e.g. website URL):

Task(s) (Enter a brief description for each task)	Success (0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed)	Time to complete	# of Errors	Notes/Observations (Note why the user was successful or not successful, e.g. wrong pathways, confusing page layout, navigation issues, terminology)
#1: You have opened the application, I want you to sign in if you have an account or create an account if u don't have one. I want you to change the password.	2			User tried to open the pets information option instead of the consultation. When
#2: After you've received the results from the eligibility tester, you have decided to adopt a pet what will be your next step that you will take. If you decide to get a different pet what will you do.	2			asked to do a eligibility test from the homepage, the user thought that it was a heading and the options
#3: You decided to acquire the pet, you are taken to the screen with shelters, what will you do, the next screen what will you press if u want a particular pet and its not on visible on the screen.	1			under that were the options we could choose from and not the actual eligibility tester button.
#4: You have decided to talk to an expert, due to your lack of knowledge, where will you go.	0			
#5: How will you change your name and phone number on your profile	1			

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.
Designed by the authors of 'Design, Think, Make, Break, Repeat. A Handbook of Methods' (BIS Publishers)
designthinkmakebreakrepeat.com

Usability Testing

Data sheet (2)

System Usability Scale

Participant # **Kalyani**

	1	2	3	4	5
strongly disagree					
1 I think that I would like to use this system frequently.				X	
2 I found the system unnecessarily complex.	X				
3 I thought the system was easy to use.			X		
4 I think that I would need the support of a technical person to be able to use this system.	X				
5 I found the various functions in this system were well-integrated.				X	
6 I thought there was too much inconsistency in this system.	X				
7 I would imagine that most people would learn to use this system very quickly.				X	
8 I found the system very cumbersome to use.	X				
9 I felt very confident using the system.		X			
10 I needed to learn a lot of things before I could get going with this system.			X		

Source: Brooke, J. (1996). SUS-A quick and dirty usability scale. In P.W. Jordan, B. Thomas, I.L. McClelland and B. Weerdmeester (Eds.) Usability evaluation in Industry, pp.189-194. London: Taylor and Francis.

Transcript 3

Speaker 1 0:06

Hi, I have made an app which will help users choose the right pet for them with given conditions and once they know which pet, this app will help in getting a pet and will also help with all possibilities relating to the pet that the user is trying to acquire., let's say you've got it you just got the app, you're gonna be taken to this page. Let's see you already have an account. How do you login?

Speaker 2 0:17

Well, just the email user's new password is just like this.

Speaker 1 0:20

Let's say you don't have an account, what will you do? Sign up. Okay. And let's say you forgot your password. And then you're gonna go here, what do you do?

Speaker 2 0:30

And email or phone number click next probably. And entering the new password, confirm the password, next.

Speaker 1 0:40

Okay, now that you've done your signup, or login, you're going to be taken to this page. I want you to do an eligibility test. What will you press?

Speaker 2 0:53

consultation? No, sorry.

Speaker 1 0:58

Okay, um, maybe try looking for a test.

Speaker 1:01

What is an eligibility tester?

Speaker 1:04

So this app is basically trying to check if you are eligible to get a pet so if you click on a tester

Speaker 2 1:14

here, okay, right on the head, okay. Yep.

Speaker 1 1:17

So when you take the eligibility test, you're going to be taken to this page. I want you to take the test.

Speaker 2 1:26

You meet, obviously take the test. Okay. And then and then it probably goes on to do you want to get a pet? Yeah. And then from there to work?

Speaker 1 1:36

Yeah. Can you show me how you're going to do it? Because I'm testing Yeah, how you use the app. And then next, yes, and then here.

Speaker 2 1:44

A dog and then next

Speaker 1 1:47

Do you see anything different? Like these checkboxes you can choose multiple and probably you can keep going next.

Speaker 2 1:54

Are you feeling committed to long term care? Yes. And the next okay. Here sorry, how much time are you willing to dedicate to overuse and playing with a pet? plenty of free time. And then are you prepared for financial responsibilities? I had some learning to do next. Does anyone? Yes, next. How much experience do you have with taking care of pets? No experience next

Speaker 1 2:26

let's say you don't want to go next and you want to change a previous answer, how will you do that

Speaker 2 2:30

Go back. A person's will to live in a condition like an apartment next to how important it is for you to have a pet doesn't matter next and then probably because you're just gonna get the results okay.

Speaker 1 2:46

Now let's say you've gotten the results and you got a dog. You want to get a dog now you just want to adopt a dog. Which one of these options will we purchase as a new one like the one that there? Yes, you like it and you want to move forward with it and you want to like for

Unknown Speaker 3:01

probably you would press Acquire?

Speaker 1 3:02

Yes. Okay, once you first acquire a Dog, it takes you to the shelters page. What do you see on this? Now let's say you want to choose a pet from one of the shelters with nuclear what we'll do,

Speaker 2 3:14

probably on one of the first options.

Speaker 1 3:16

Okay. You've chosen this now you're going here. Now, this way the particular shelter that you've chosen does not have a dog in the available options wherever you go to look for like search for the pet,

Speaker 3:30

probably it's the same category so dog

Speaker 1 3:32

I know, like let's say you want a turtle and it's not visible here wherever you go to look for the search bar. And then let's say you've chosen a dog now you're going here. Now what do you see on this page?

Speaker 2 3:46

Well, it is obviously the option that you want to go to your shop because you want to get a dog. But obviously you could always go back to page one to get it because it has like multiples that you know the dog

Speaker 1 3:55

Okay. Now let's say you're back to the home page, which is this okay? Now, you're not very experienced with pets. So I want you to look for a button where you like, oh, talk to other people, maybe which button will you press consultation? Okay, now, where are you? Now you're gonna go here? What do you see on this

Speaker 2 4:20

page? A list of experts with whom you can book a meeting for a consultation.

Speaker 1 4:25

Or do you see a lead? Do you see if these are already booked?

Speaker 2 4:29

Oh, no, it looks like you can see that Harry Potter is booked out obviously but Jane Doe and John Doe look pretty much free.

Speaker 1 4:37

All of them are your upcoming appointment actually held and like you can reschedule or cancel. So like yeah, that's it and if you go here you'll see a list of your complete appointments. If you go here, you can check all the upcoming appointments and then you can cancel those as well.

Speaker 2 4:53

They're not so, wait what's a checkbox?

Speaker 1 4:55

The checkbox is actually a calendar. That makes sense. It's not a checkbox. I'm sorry for that. No, no. Okay. Now let's say you're back on this home page. And if you fill in your details wrong then you will change your details.

Speaker 2 5:11

Information joining for me your information my profile sorry.

Speaker 1 5:18

And then you'll go here. Now let's see your name isn't Harry Potter. What will you do when you want to change that

Speaker 2 5:25

with your name isn't it so

Speaker 1 5:27

Now the name here is Harry Potter. So like when you go to change the name pen icon next to her and then when you go here, what do you change? Full Name, okay. Sure. And then how will you confirm or go back

Speaker 2 5:42

the tick mark up above the green?

Unknown Speaker 5:44

Okay. Thank you so much for your time. Thank you



SECOND ITERATION



Usability Testing

Data sheet (1)

Notetaker Aarya

Participant # Udit

Tested product (e.g. website URL):

Task(s) (Enter a brief description for each task)	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	# of Errors	Notes/Observations (Note why the user was successful or not successful, e.g. wrong pathways, confusing page layout, navigation issues, terminology)
#1: You have opened the application, I want you to sign in if you have an account or create an account if u don't have one. I want you to change the password.	2			
#2: After you've received the results from the eligibility tester, you have decided to adopt a pet what will be your next step that you will take. If you decide to get a different pet what will you do.	2			
#3: You decided to acquire the pet, you are taken to the screen with shelters, what will you do, the next screen what will you press if u want a particular pet and its not on visible on the screen.	2			
#4: You have decided to talk to an expert, due to your lack of knowledge, where will you go.	2			
#5: How will you change your name and phone number on your profile	1			There shouldn't be two different options for editing name and phone number.

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.
Designed by the authors of 'Design, Think, Make, Break, Repeat. A Handbook of Methods' (BIS Publishers)
designthinkmakebreakrepeat.com

Usability Testing

Data sheet (2)

System Usability Scale

Participant # Udit

strongly
disagree
strongly
agree

	1	2	3	4	5
1	I think that I would like to use this system frequently.				x
2	I found the system unnecessarily complex.	x			
3	I thought the system was easy to use.			x	
4	I think that I would need the support of a technical person to be able to use this system.	x			
5	I found the various functions in this system were well-integrated.				x
6	I thought there was too much inconsistency in this system.	x			
7	I would imagine that most people would learn to use this system very quickly.				x
8	I found the system very cumbersome to use.	x			
9	I felt very confident using the system.				x
10	I needed to learn a lot of things before I could get going with this system.		x		

Source: Brooke, J. (1996). SUS-A quick and dirty usability scale. In P.W. Jordan, B. Thomas, I.L. McClelland and B. Weerdmeester (Eds.) Usability evaluation in industry, pp.189-194. London: Taylor and Francis.

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.
Designed by the authors of 'Design, Think, Make, Break, Repeat. A Handbook of Methods' (BIS Publishers)
designthinkmakebreakrepeat.com

Transcript

Speaker 1 0:10

Okay, so now that you've done one user testing before, this is the final design and I want you to create an account because you don't have one.

Speaker 2 0:24

Click on the Sign Up, click on this underlined signup button. Okay, wait, can I just click on No?

Speaker 1 0:31

Okay, now you've gone to the signup page. I want you to fill in your details.

Speaker 2 0:37

So I will fill in my first name, my last name, my email, my password, and I will read out my password and then click on sign up to confirm all my details.

Speaker 1 0:48

Okay, now that you've signed up already, um, the page that's going to open is the home page. I want you to take the test.

Speaker 2 1:02

So the eligibility test, this is very similar to the previous design so I can just say okay, that is a huge button here that says eligibility tester. And I think that is what's going to allow me to take the test so I'm going to click on that button.

Speaker 1 1:18

Okay. Now you now that you've clicked on the eligibility test, I want you to

Speaker 2 1:23

Okay, so now there's a test. If I should get a pet, and if I should then which pet and there's a button that says take the test and when I click on that button and start the test, and then it says do I want to get a pet? I will answer each question and then I will click on Next. Then and then I will choose what pet I want. And I think I can select multiple options here. Because this doesn't seem to be a single choice. Single choice, multiple questions, and then I can go on with the next question. Which am I willing to commit? To the long term care and responsibility? And I can select my answer and go to answer the next question. And I can do that for this question as well. And I would say my schedule is quite busy and I have limited time. And I can go to the next 1 am I prepared for the financial financial and their financial responsibilities associated with owning a pet. Let's say I have some savings but I am not sure about ongoing expenses. And do you or anyone have allergies? I'm gonna say I'm not sure. And then I don't have much experience. Do have a dog. So I'm going to say I have previous experience and I feel confident. And then I'm gonna go on with the next question. When asked about my living conditions, I'll say I live in an apartment.

Speaker 1 3:01

I'm not going to make it condos

Speaker 2 3:06

I am going to select these and then I can create them. I can click on the Next button. And then I get my results and I can look at the summary of my results. I can adopt or I can browse all the pets.

Speaker 1 3:40

Thank you. Now that you've gotten your results I want you to oh, you've got your result and it says if you're most compatible to get a dog I want you to adopt a dog because you're satisfied with the results.

Speaker 2 3:57

I would click on adopt. Okay. And that would take me to the next page. Yes, which is the shoulders and there are some shelters here I can see that. And to top three of them at close. So for now I cannot choose these shoulders, but I could possibly choose them tomorrow. And let's say I pick a different shoulder that's open right now. And that takes me to the page to the shoulders page where I can again choose the pet I want and I was most compatible with a dog. So let's say I chose a dog.

Speaker 1 4:38

Okay. Now let's say you go on your back on the profile page. The home page is this. All right, and you have to, you want to find a person to talk to because this is your first time as a pet owner and you want to know more about it.

Speaker 2 5:02

Because I want to talk to someone I see some options here for pet information consultation. So I'm going to click on

Speaker 1 5:09

Oh, now you have to change your name and phone number on your profile. How will you do that?

Speaker 2 5:17

So I would go to this my profile and I will click on that and that should take me to Yep.

Speaker 2 5:40

That should take me here. And because I want to change my model or change

Speaker 1 5:45

your name and your I see to name and phone number.

Speaker 2 5:50

I see two different bubbles here. One of them has my name in it and there's an edit button for each of them. So I'm going to first edit my name I'm going to click on that edit button. And then that should take me to this page where I can change my name and I would click on the button that allows me to save my changes. Okay, and then I would go ahead and do the same for the phone number. Okay.

Speaker 1 6:21

Now that you've seen the first design and my second design the final design, do you think this one has improved?

Speaker 2 6:28

Yes, I definitely see improvements compared to the prototype okay. Yeah, and I have a better idea on how long the quiz will take because there's a progress bar. And I also like the app which looks much nicer. I love the background and buttons are well highlighted. And I like the fact that there's only one question per page doesn't overwhelm.

Speaker 1 6:59

Do you think the app will be helpful if you decide to use it in the future? Yes, definitely. I was easy to use. Do you need a lot of information before?

Speaker 2 7:07

No. It's pretty straightforward with everything. Just so like with one look at this main screen you can tell you have access to have

Speaker 1 7:15

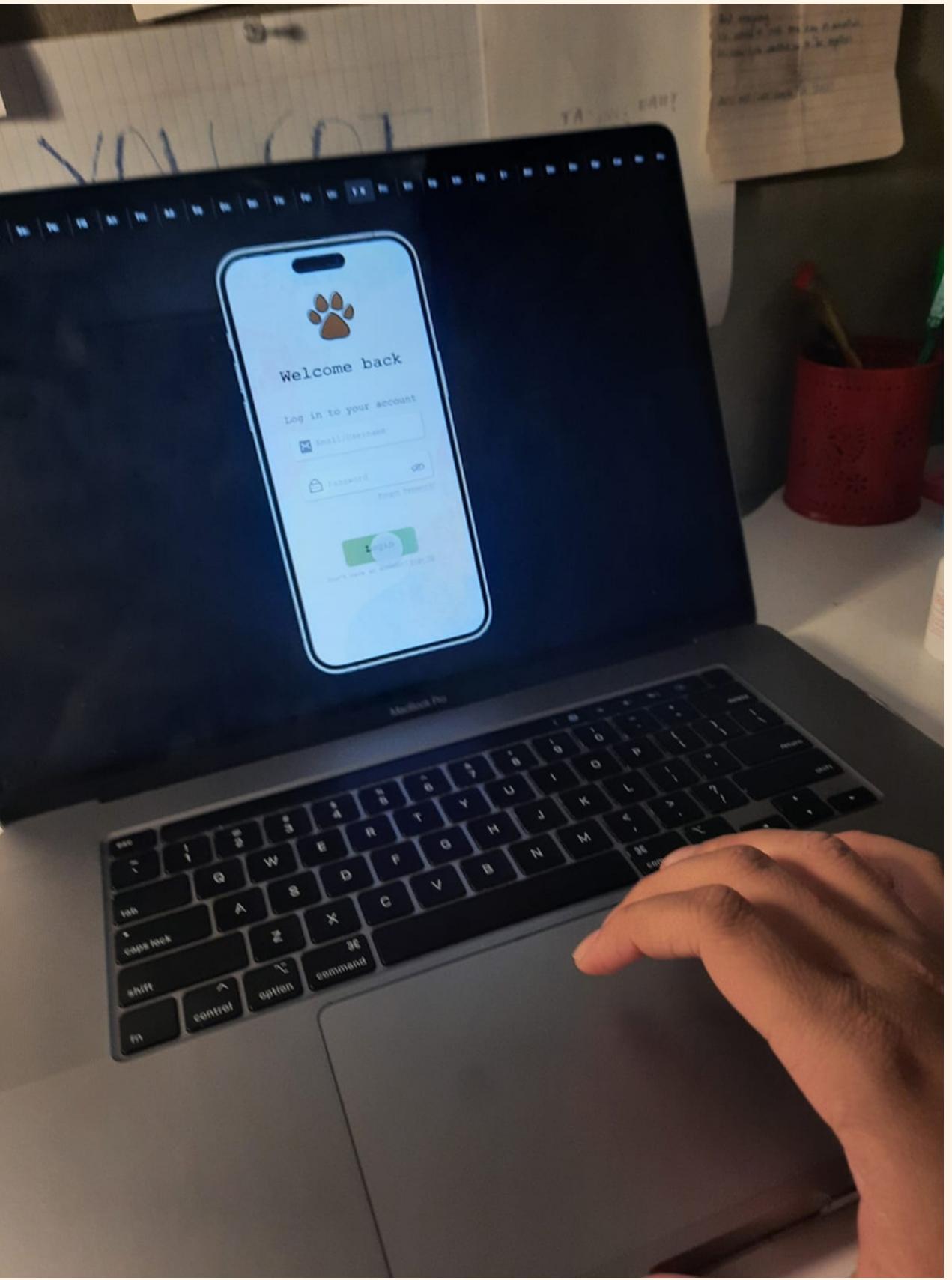
Any page that you think needs to be changed.

Speaker 2 7:31

Okay, I think the profile page instead of having two different levels for it, I think you could just have one one. Alright. Yeah, because that way it's like when I had to change my name and phone number I had to go through the process twice. Okay. So I think just having it into one would be good. Okay, anything else? I think that's it for now.

Speaker 1 7:52

Thank you so much for your time. Thank you.



REFERENCES

- Embeddable Custom Pet List | Free Widget | Petfinder. (2023). Retrieved June 16, 2023, from Petfinder.com website: <https://www.petfinder.com/tools-widgets/custom-pet-list/getting-started/>
- WordPress-Studio. (2020, August 21). Petparent | A Dog Care Mobile App and Landing page Figma Template. Retrieved June 16, 2023, from ThemeForest website: <https://themeforest.net/item/petparent-a-dog-care-mobile-app-and-landing-page-figma-template/28278223>