Whoof N' Whiskers **project**

CCSW-225 Human Computer Interaction

Spring 2021/2022

Group Project

Project Title:	Whoof N' Whiskers
Assignment#	1
Submission Date:	Mon , 31 Jan
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Section:	B5L

WHOOF 'N WHISKERS

General project Idea

Whoof N' Whiskers

The idea behind the Whoof N' Whiskers is creating a pet hospitality application in the near future. For starters, it's a system with two interfaces, accommodating pets or dropping your pets for accommodation. The first interface is going to include information about the person(s) accommodating the pet and about the accommodation itself. The second interface is going to be about the pet. The pet's kind and breed, age, other specifications the owner requests for their pet.

Whoof N' Whiskers' **main goal** is to provide an application that would help find pet friendly accommodations to host your pet in the easiest way possible. The pet owner can travel with confidence, safely and securely, knowing they've got all the bases covered.

Overall, helping the pet owner and the accommodation owner, to either find a cautious shelter for your pet or provide an extra income for every host.

What the user undergoes when using the application :
- ❖ Choosing one of the two interfaces (accommodating or dropping for accommodation).
- ❖ Accept or decline offers that want their pets in your accommodation or looking for the best accommodation for your pet .
- ❖ Receiving a text message confirmation and filling personal information about the pet and its owner.

Target users

The targeted users are preoccupied pet owners and pet lovers seeking a little extra income.

Main Problem

The main problems Whoof N' Whiskers is trying to resolve are:

1- Lack of accommodations

The lack of animal accommodations that host pets when the owner is away for a period of time. So, Pet owners usually struggle to find a suitable place to leave their pet at, due to the lack of animal awareness and pricey pet hotels. Therefore, when a pet owner is exposed to any circumstances, they are forced to leave their pet on
the street or put it up for adoption, thus they are obliged to abandon it forever.

2- Absence of jobs

There are a lot of pet lovers including students who would host their houses for other pets and take a nominal amount for that service. That would help increase job
rates drastically.

3- The possibility of insecurity and lack of animal welfare

When the animal is displayed to the host, the host is not guaranteed to update the owner about the pet. There is no permanent means of communication, so the pet
owner needs a program that provides him with animal safety and constant communication with the host. Communication might be by directly contacting the host and
meeting them before the agreement to check for a suitable environment for the pet.

4- The lack of hygienic assessments

The lack of hygienic assessments for both the accommodation and the other animals surrounding the pet being hosted.
So, the most satisfactory solution is to require a health and behavior check. This will help prevent diseases and infection including fleas.

Ways to collect data from users
The way of data collection we're using is interviewing and preparing questions related to the application we are processing.
How to find the users
Family and friends interested in pet hospitality and pet wellbeing.

List of needs and insights

user	needs	insights
A person who owns a pet	To place his\her pet in a safe environment whenever the pet owner is busy	The user will eventually get busy and would place their pet in a pet friendly environment when away while being completely worry free
	To protect the pets from homeliness	The user wants a safe place to put his\her pet, so they don't have to abandon his\her own pet
	To have direct communication with the tenant	The user needs to know the person who will take care of their pet and to communicate with him\her and make sure that they have a good experience to take care of the pet
A person who seeks a part time job	To increase the income for people who want a part time job	The user is struggling from difficult financial conditions and needs an additional source of income.
	To gain experience and training	The users who want to gain experience such as graduate veterinary students who want to be trained on how to handle the animals and to understand its behavior.

project questionnaire

In this part of the project, we going to ask several people with different positions related to our project

❖ **questions:**

- What services do you expect us to offer through our pet hospitality Application?
- On a scale of 1-10, how much do you think the pet hospitality application is going to be useful?
- Would you like to visit the accommodation and the owner before dropping your pet for accommodation or have you and your accommodation be checked by the pet's owner beforehand?
- Do you prefer for the pet's food and facilities to be provided by the owner of the pet or the person accommodating the pet?
- Do you think a health and behavioral checking assessment is required before the whole confirmation process?
- Would you like to receive notifications if the desired accommodation is vacant?
- As a tenant, how do you know your environment is ready to accommodate a pet?

❖ **The link of our survey:**

https://forms.gle/V64xixbku8KiPcyk9

Interview 1:

For today's interview, handled on Sunday September 19th, 2021, we chose Ms. Zainab Abdullah Almansory, IT graduate, research analyst and senior graphic designer at Frequency research consultancy to conduct the interview with.

1. **Who are the target users?**
   "Pet owners and families who want to help and host animals."

2. **What design considerations does the system have to work within?**
   "The design should be simple and easy to use, and the system will be in mobile format. Therefore, this system will contain two interfaces with a login page, an interface for pet owners and another for families who are willing to host pets. Also, we need to have a menu bar to list all services we have ."

3. **Is there another application that can be used as inspiration for how this new system should be implemented?**
   "B&B finder app is a good example for how I would imagine this system to be, but the difference is that this system is for pet's hospitality instead of actual human B&B."
   Is there some groundbreaking feature you want to implement?
    - "Online customer service."
    - "A medical record for each animal."
    - "Cooperation with dog training centers and animal care centers."

Respondent's information

Name	Zainab Abdullah Almansory
Email	zalmansory@gmail.com
Phone number	+966 56 793 1874
Job title	student
Pet's name	Maia

Interview 2:

Today, on a Saturday evening, September 18th,2021, our interview is going to be with student Ms. Zaraa Abdulaziz Kashhah, an owner of a wonderful German Shepherd dog named Maia.

1. **What services do you expect us to offer through our pet hospitality Application?**
"Displaying the unrestrained accommodations that are available for booking in an easy form. The services I expect to be provided by the tenant are daily updates about my pet while I'm away, that, of course, includes pictures. A special request space where the owner can fill all the specific needs of their pet that are a little unusual. A panel where people can type about their experience with the tenant so other pet owners can benefit from other experiences."

2. **On a scale of 1-10, how much do you think the pet hospitality application is going to be useful?**
"Definitely 10. The application is beneficial for many reasons. As a student, taking pets for accommodation would be like a part time job for me, which means extra income. Another reason would be having a safe shelter for my pet while I'm away, of course. In our community we lack pet facilities, like parks where we can take our pet for walks, so having special accommodations for pets is a fantastic idea."

3. **Would you like to visit the accommodation and the owner before dropping your pet for accommodation or have you and your accommodation be checked by the pet's owner?**
"Visiting the owner or the person providing the accommodation would be an amazing concept for sure. Meeting the owner tells you a lot about the pet itself, same goes for the accommodation. I believe checking that is very important to make sure the habitat and the environment is suitable for your pet."

4. **Do you prefer for the pet's food and facilities to be provided by the owner of the pet or the person accommodating the pet?**

"Personally I'd like to provide everything my pet needs by myself, that includes food and food plates, medication, comb and towel. I believe it's the most hygienic solution. It's a comfortable solution for both my pet and I."

5. **Do you think a health checking assessment is required before the whole confirmation process?**

"Health and behavior checking is a must. Health assessment lies under hygiene too, which, as you can tell, is an important aspect for me. That also helps in preventing the spread of fleas and other contagious insects that may affect the pet and might put them in serious health conditions."

6. **Would you like to receive notifications if the desired accommodation is vacant?**

"Pet owners like me would appreciate that. A person sometimes likes or dislikes the accommodation after trial and if I actually like the place, I'd want my pet to get used to preferably one accommodation. So yes, that feature is needed."

7. **As a tenant, how do you know your environment is ready to accommodate a pet?**

"In my opinion, having an outdoor environment that is hazard free and having all the resources need for the pet prior accommodation."

Respondent's information

Name	Zaraa Abdulaziz Kashhah
Email	sarahkashhah@gmail.com
Job title	student
Pet's name	Maia a GSD

The raw data collected

Do you think a health and behavioral checking assessment is required before the whole confirmation process?

View options ⌄

◉ Yes, it's very important for both parties

29 responses

◉ No, I won't put my pet for checking

7 responses

◉ It doesn't really matter to me, I never considered it.

2 responses

Question left blank

1 response

As a tenant, How do you know your environment is ready to accommodate a pet?

View options ⌄

☑ Having an outdoor enviroment
☑ Clean and quiet place for the pet
☑ Hazard free environment
☑ Having enough resources for the pet

9 responses

☑ Having an outdoor enviroment
☑ Clean and quiet place for the pet
☑ Hazard free environment

3 responses

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Would you like to receive notifications if the desired accommodation is vacant?

View options ⌄

◉ Yes, I'd like that feature.

26 responses

◉ No, I don't prefer receiving any notifications

7 responses

◉ It doesn't really matter to me, I never considered it.

6 responses

‹   ›

Would you like to visit the accommodation and the owner before dropping your pet for accommodation or have you and your accommodation be checked by the pet's owner beforehand?

View options ⌄

◉ Yes, it's a very useful feature for great safety measures

30 responses

◉ No, I don't prefer my accommodation being checked

7 responses

◉ It doesn't really matter to me, I never considered it.

2 responses

‹   ›

Do you prefer for the pet's food and facilities to be provided by the owner of the pet or the person accommodating the pet?

View options ∨

◉ yes, I'd rather provide what my pet needs because it's more hygienic

23 responses

◉ No, I'd prefer everything being included within the accomodation

11 responses

◉ It doesn't really matter to me, I never considered it.

5 responses

< >

On a scale of 1-10, how much do you think the pet hospitality application is going to be useful?

	1	2	3	4	5	6	7	8	9	10	
Useful Least	○	○	○	○	○	○	○	○	○	◉	Most useful

21 responses

	1	2	3	4	5	6	7	8	9	10	
Useful Least	○	○	○	○	○	○	○	◉	○	○	Most useful

7 responses

	1	2	3	4	5	6	7	8	9	10	
Useful Least	○	○	○	○	○	○	○	○	◉	○	Most useful

WHOOF 'N WHISKERS

What services do you expect us to offer through our pet hospitality Application?

View options ∨

☑ A medical record for each animal

☑ Direct contact for both parties

☑ Displaying available accomodations in a simple form

☑ A panel with all the previous client experiences

4 responses

☑ A medical record for each animal

☑ Direct contact for both parties

☑ Displaying available accomodations in a simple form

1 response

	1	2	3	4	5	6	7	8	9	10	
Useful Least	○	○	○	○	○	◉	○	○	○	○	Most useful

3 responses

	1	2	3	4	5	6	7	8	9	10	
Useful Least	○	○	○	○	◉	○	○	○	○	○	Most useful

3 responses

	1	2	3	4	5	6	7	8	9	10	
Useful Least	○	○	○	○	○	○	◉	○	○	○	Most useful

1 response

WHOOF 'N WHISKERS

The visualization of the data collected

What services do you expect us to offer through our pet hospitality Application?
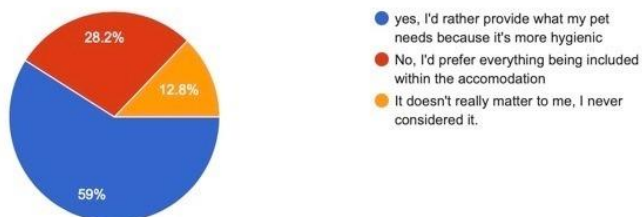
39 responses

Service	Responses
A medical record for each animal	23 (59%)
Direct contact for both parties	14 (35.9%)
Displaying available accomodations in a simple form	15 (38.5%)
A panel with all the previous client experiences	11 (28.2%)
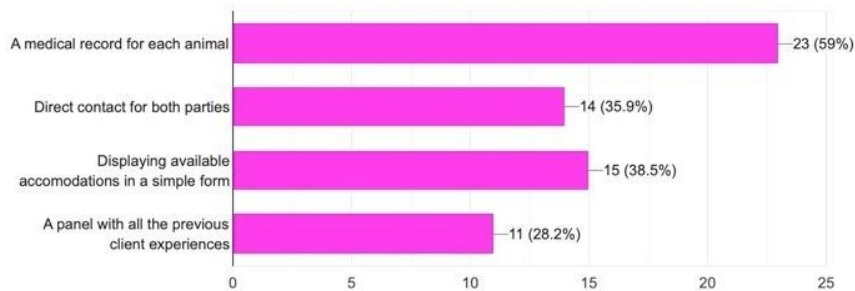
On a scale of 1-10, how much do you think the pet hospitality application is going to be useful?

38 responses
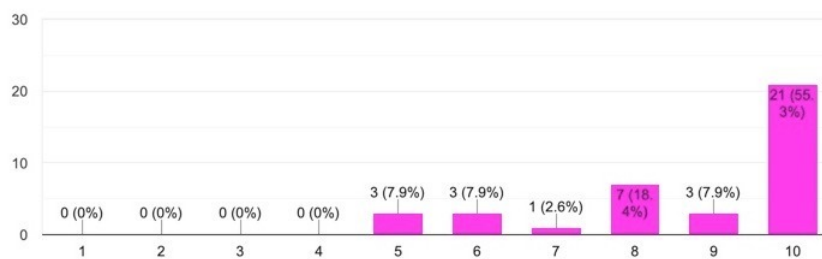
Scale	Responses
1	0 (0%)
2	0 (0%)
3	0 (0%)
4	0 (0%)
5	3 (7.9%)
6	3 (7.9%)
7	1 (2.6%)
8	7 (18.4%)
9	3 (7.9%)
10	21 (55.3%)

Do you prefer for the pet's food and facilities to be provided by the owner of the pet or the person accommodating the pet?

39 responses

- yes, I'd rather provide what my pet needs because it's more hygienic — 59%
- No, I'd prefer everything being included within the accomodation — 28.2%
- It doesn't really matter to me, I never considered it. — 12.8%

Would you like to visit the accommodation and the owner before dropping your pet for accommodation or have you and your accommodation be checked by the pet's owner beforehand?
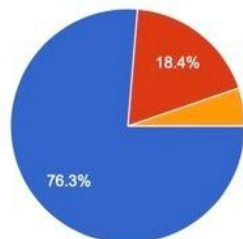
39 responses
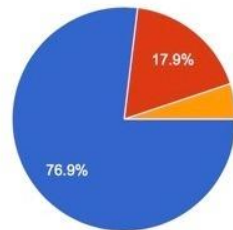
- Yes, it's a very useful feature for great safety measures
- No, I don't prefer my accommodation being checked
- It doesn't really matter to me, I never considered it.

76.9%
17.9%

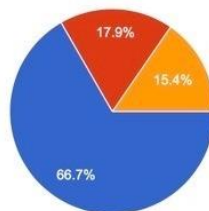**Do you think a health and behavioral checking assessment is required before the whole confirmation process?**

38 responses

- Yes, it's very important for both parties
- No, I won't put my pet for checking
- It doesn't really matter to me, I never considered it.

76.3%
18.4%

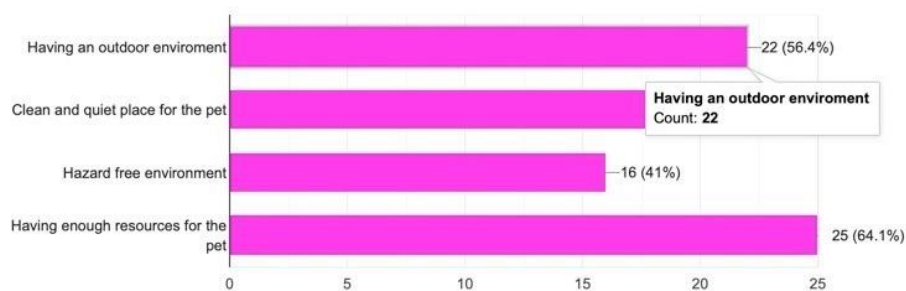**Would you like to receive notifications if the desired accommodation is vacant?**

39 responses

- Yes, I'd like that feature.
- No, I don't prefer receiving any notifications
- It doesn't really matter to me, I never considered it.

66.7%
17.9%
15.4%

As a tenant, How do you know your environment is ready to accommodate a pet?

39 responses

Category	Count
Having an outdoor enviroment	22 (56.4%)
Clean and quiet place for the pet	
Hazard free environment	16 (41%)
Having enough resources for the pet	25 (64.1%)

Having an outdoor enviroment
Count: 22

WHOOF 'N WHISKERS

Survey summary

Based on the survey we executed, we realized our community lacks pet awareness. So the application needs to be implemented soon as possible. The user would appreciate daily updates about their pet, a comment section to share experience and a special instruction panel. The application also helps increase freelancing jobs opportunities. Visiting the tenant and the owner of the pet would help both sides. Users are more comfortable with affording their pets' needs to prevent any hygienic infections whatsoever. Based on the user's answer, they think that it is a must to provide health and behavior checking to prevent any fleas spreading and other contagious insects that might not only affect one pet, but also the other pets all around the place. Lastly, users would definitely like to receive notification if the desired accommodation is vacant to make the process easier.

Low-fidelity prototyping designs

First interface of the Whoof N' Whiskers application. The user gets to pick if he's using the application as a pet owner or a pet host. There's also an about us and contact us field.
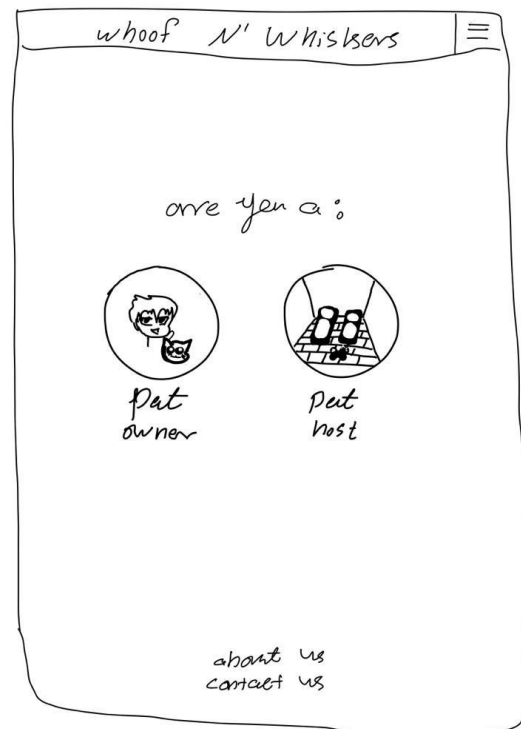
The program allows the user to find pets to either host or put up for hosting. It's arranged in groups according to the species, thus making it easier for the user to access the pet they're dealing with.

This page is for pet information and will be edited by the pet owner. This will appear to the pet host after submission.

Age   Gender
[3]   [male]

weight
[7.5]

info about the Pet %
☑ fish meal
☑ milk Products
☐ meat or chicken
☐ Vitamin and mineral supplements
history medical: healthy.

add more info
[. . .]
[. . .]

information about the
Pet owner to Contact

name: rami Salem
City: jeddah
Email: rami 446 @gmail.com
phone: +966 5431
from 1 march to 13 merch

🏠   back ↩

This page is to determine the appropriate date for the pet owner and determine the appropriate price as well. This information page will appear to the pet host.

Suitable time

from

2020	July	1 2 3 4 5
2021	feb / August	6 7 8 9 10
2022	July / Jun	11 12 13 14 15
. . . .		16 17 18 19 20
		21 22 23 24
		25 26 27 28

to

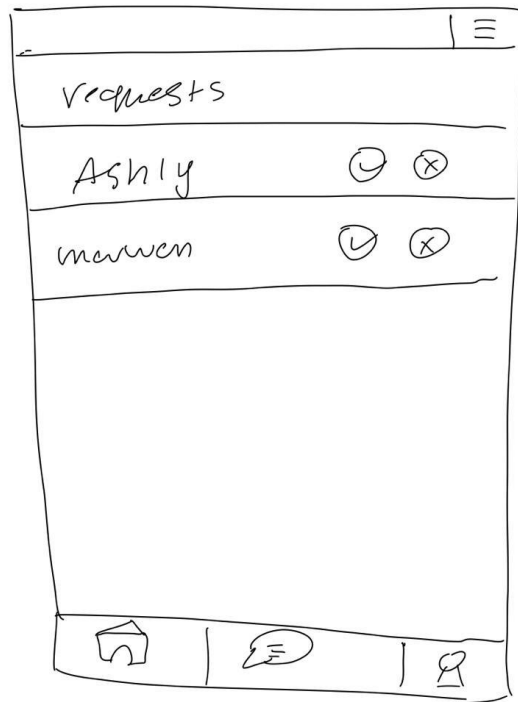| 2020 | July | 1 2 3 4 5 |
2021	feb	— — —
2022	August	. . . — .
. . . .	. . .	. — . — .

Price
[200RS] to [250RS]

(submit)

This page will display to the pet
host after the pet owner submits
his/her request. The pet host will
decide to accept or reject.

The live chat feature, where the user
could have an instant chat with the other
party from the app directly. Images and
voice notes can also be sent in the chat
for simpler usage.

This is the profile page for each pet host with all the information about them, their ratings, and other peoples' feedbacks too. At the bottom, you could see a panel with 3 important functioning buttons, a home page. button, a live chat button and the profile page button.
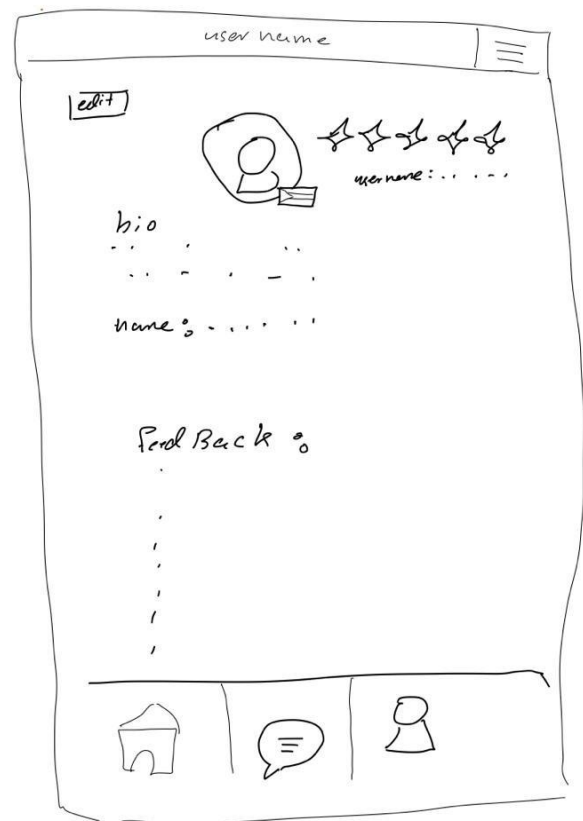
The search feature for the appropriate pet host, this feature enables the pet owner to search for the right person with the ability to see the profile of the pet host.
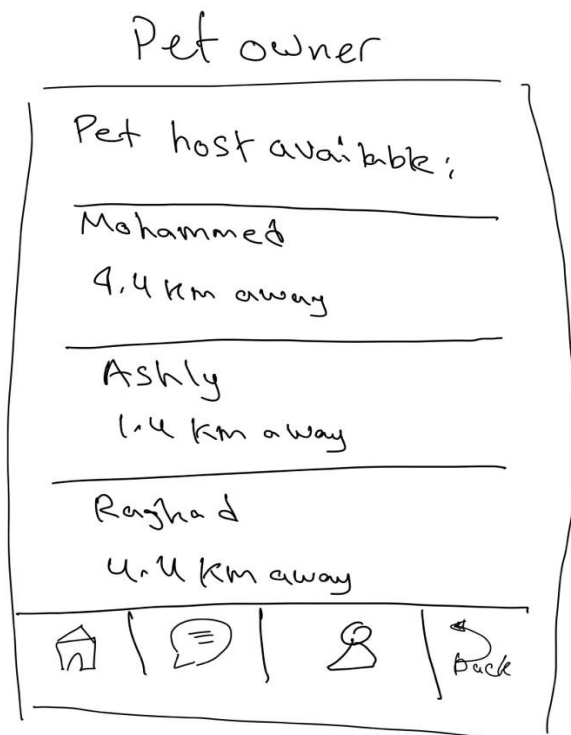
Design explanation

The application design will meet the user requirements by the added features for the users, either the pet owners or the pet hosts. The features for the pet owners are the ability to search for hosts by filtered search engines that include picking the species of the pet from a selected displayed number of other animal species. The pet owner can have direct contact with the host in case of any emergencies. The displaying of the pet hosts portfolio will help the pet owner to pick the suitable pet host for their pets.

The pet hosts can also use the application easily, they can easily accept or reject the offers that are given by the owners. The live chatting feature can also help the best host to have simple contact with the pet owner to discuss the suitable timing or price if not listed prior. The pet host also has all the information needed to be displayed in his profile page to avoid repetition of questions.

 In conclusion, the application design is suitable for all users and it's very easy and fast to use and avoids complications for almost any user of the application.