**Paws:**

**Usability Report**

https://gitlab.com/CourtneyFarnsworth/Paws

Courtney Farnsworth

Ben Goldin

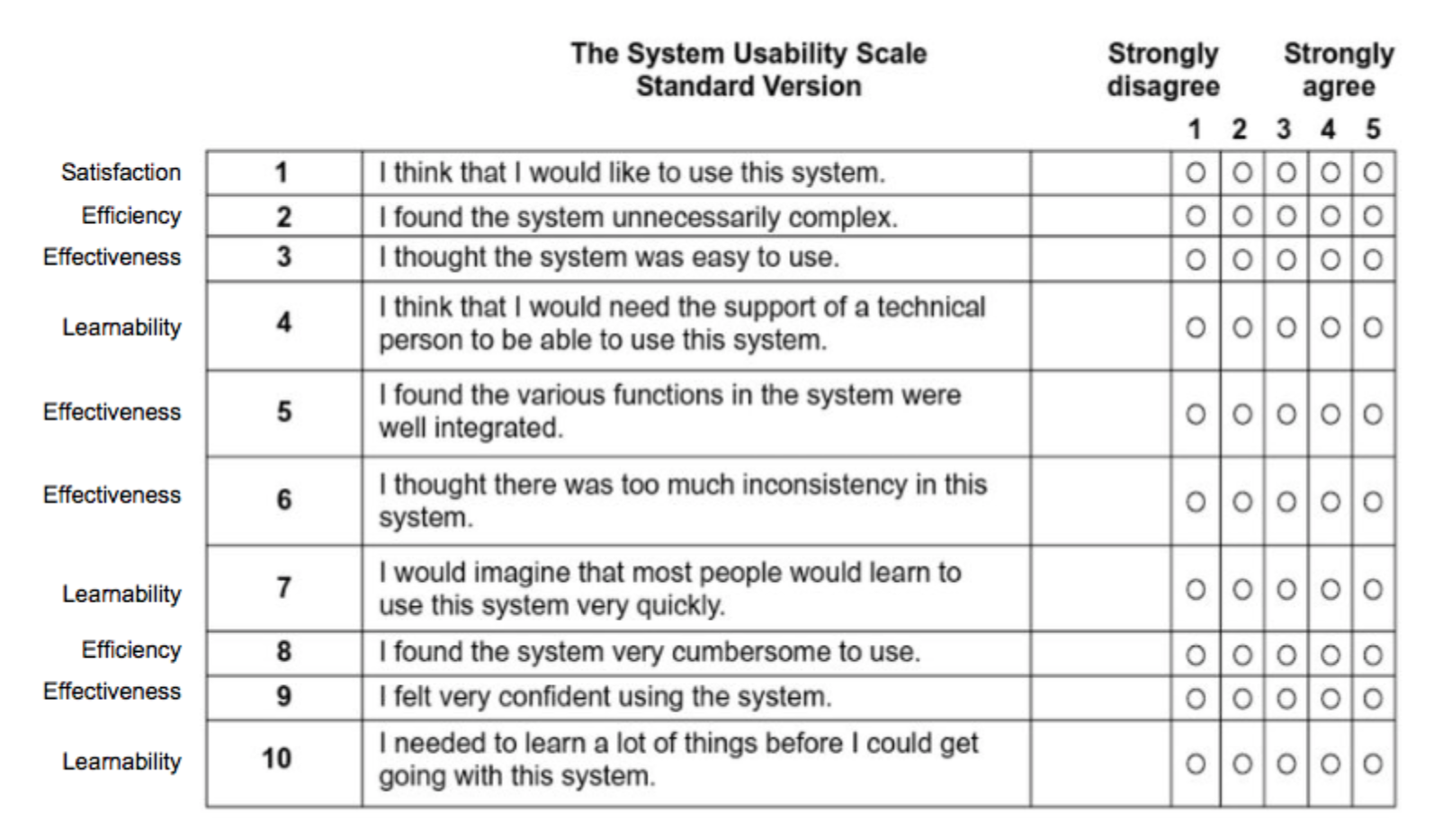
Hannah Hwong

Michael Nguyen

**\*\* Our Moderator Guide \*\***

Tasks for user to complete:

1. Register for account
2. Sign on with those credentials
3. Add a dog to be adopted
4. View the dog they just added
5. Delete that dog they just added
6. Find a dog they would like to adopt
7. Add and Delete a dog from their favorites
8. Change search filters
9. Log out



Courtney Farnsworth

User Test Notes:

* Subject: Female, 30 years old, our app is designed to be used be all ages capable of owning a pet so this is a good test subject
* Location: Friends house, which I would say is “in situ” because people looking to adopt a pet can be anywhere
* Technology: She was using my personal lap top, which was hosting our app locally

**Task: Register for account**

User login page is already up on the screen for them. User enters email and then password and then clicks “create an account”. Users says “ oh well I guess I shouldn’t have entered that before..” I ask what do you mean and she explains that she has to enter her username and password again on this screen. She enters the registration information and clicks “create” which then it takes her to the login page.

I would say she got the registration correct. She did it pretty fast and the only error was entering her email/password on the login page instead of just clicking “create an account”. If other team members had similar issues we might think about store the entered info and pre-filling the registration with these values?

**Task: Sign on with those credentials**

User is already at the sign on page after registration. User enters email and password and clicks “log in”. It was a successful login so that app takes her to the users main page.

She correctly logged in. She did it fast and without any errors.

**Task: Add a dog to be adopted**

Users says “ok here I am at the home screen and I have to add a dog to be adopted now so I will click …. ‘find a home’ and now I will enter information about my pet who I want to find a home for”. The user clicks “choose file” and says is this supposed to be for a pets picture or something. I explain “yes it is, I have already put a picture of a dog onto my desktop for you to use for this test.” User choses the dog picture and begins filling out the other fields saying “I will just make this part up”. User clicks “Add Pet” the app takes her back to the home screen and the user says “Ok I think I did it.”

I would say she got the add a dog to be adopted task correct. She did it pretty fast. The error that she ran into and had to ask for clarification was that the button “choose file” was confusing. I think we should change the button to say “choose pets picture”. Another possible issue was that she said “Ok I think I did it”. If my other team members tests have a similar experience we might want to add some sort of clarification for the user that the pet has been added successfully.

**Task: View the dog they just added**

The user is at the home screen to start with and she says “Now I want to see my dog…I think I will click ‘My Pets’” which takes the user to the My Pets page I ask “what will you do next to see the dog you just added?” and user says “now I will choose ‘My Adoptable Pets’”. This shows a drop down with the dog that they just added. The user clicks the dogs name and it goes to a PetInfo page with all of the details the user entered for her dog. I say “Good job you did it”

She found her dog that she added successfully. She did it fast and without errors.

**Task: Delete that dog they just added**

The user is starting off from the Pet Info page. She says “Ok to delete my pet I will go back” and clicks “back”. The user explains “I already saw the trashcan icon when I had to find my pet that I added so I am cheating a bit”. The user clicks ‘My Adoptable Pets’ and when the drop down appears the user clicks the trashcan icon which takes her back the the MyPets page. The user clicks the ‘My Adoptable Pets’ again and says just “making sure the pet was gone”

The user correctly deleted her dog that she previously added. She did it very fast and without any errors. The only comment I would make is that she clicked the ‘My Adoptable Pets’ button again after the pet was deleted to “make sure”. I think if during the other team members tests this occurs for them too we should give user feedback that the pet was in fact removed.

**Task: Find a dog they would like to adopt**

The user is beginning from the My Pets page. She says “Will this take me home” as she clicks the paw logo in the upper left. The home screen appears and the user says “Yes it will now to find a dog for me to adopt I will click the obvious button ‘Find a Pet’”. The user clicks find a pet and waits for a few extra seconds with a confused looking face (I think the API call for each pet slows down the app) until the Find a Pet page appears. The user says “Oh this is fun and clicks the arrows to move through the optional pets ” The user clicks the info button on a few of the pets and changes her mind and keeping clicking through more pets. I say “ok your not really adopting the pet so just go ahead and try to adopt one of them.” The user says “Ok I will the adopt button on the info page I already saw it a few times.” The user chooses a dog, clicks info, and clicks adopt. She types a fake message to the pet owner and clicks the send button.

The user performed the find a dog to adopt task correctly. I would say that she was capable of doing it pretty fast but she was having fun looking at the dog profiles so it took her a little longer. I think this is a good sign because it shows that the app is enjoyable to use.

**Task: Add and Delete a dog from their favorites**

The user is starting from the Pet Info page. The user clicks the back button which takes her to the Find a Home page with the dog profiles. The user says “I will add this dog to my favorites by clicking the heart icon”. I say “Ok good and now what will you do if you want to remove the dog from your favorites?” The user says “This is probably by the other place I removed my previous pet” and clicks the ‘MyPets’ link in the navigation bar. It takes her to the My Pets page and then the user clicks the button “My Favorite Pets” which displays a dropdown with that pets name, picture, and trashcan. The user says “Yep here it is” and clicks the trashcan icon.

I would say the user correctly added and removed a favorite. She did it fast and without errors.

**Task: Change Search Filters**

The user is starting from the My Pets page. The user clicks the top link ‘Search Filters’ and begins changing the sliders. She enjoyed how ‘easy’ it was and also thought it was cool when she started typing the dogs breed that it auto completed her breed choice. She clicked ‘Search’ and it took her to view the pets that fit her requirements.

I would say the user correctly searched. She did it fast and without errors.

**Task: Log out**

The user is starting off from the My Pets page. The users says “Ok I will log out by clicking logout” which is a link in the navigation bar. The user clicks the link and it logs her out and takes her back to the log in screen.

The user performed the log out task correctly. She did it very fast and without any errors.

**Users Overall Experience (The System Usability Scale):**

1. 5
2. 1
3. 5
4. 1
5. 5
6. 1
7. 5
8. 1
9. 5
10. 1

**User Recommendations:**

Add an edit button so that when you add a pet and want to add another detail to its profile on a later date you can edit the profile instead of deleting it and and creating a whole new one.

Ben Goldin

User Test Notes:

* Subject: Male, 22 years old, owns a dog and would adopt in the future
* Location: Apartment (Roommate)
* Technology: Hosted locally on laptop

**Task: Register for account**

User looks at screen for a moment and navigates to create account and creates his account.

Fairly straightforward/I would say he got it right, though having “register for account” as name of task kinda clues the user into having to navigate to create an account first.

**Task: Sign on with those credentials**

User logs in with credentials.

He logged in correctly and efficiently.

**Task: Add a dog to be adopted**

After some stumbling around with the language of “find a home”, user clarifies that he was expecting different language but “find a home” does make sense. With a pet picture provided the user fills out the required information and clicks “add pet”.

The user got it right, just it took a little longer (as expected) because of the need to fill out information, and the misunderstanding of the term “find a home”. It’s not confusing, and we don’t have a better alternative at the moment so it’s fine (if anything just put put up for adoption in small grey font or something under it).

**Task: View the dog they just added**

User quickly navigates to my pets and my adoptable pets pages.

User seemed more focused and did it correctly quickly.

**Task: Delete that dog they just added**

User fumbles around the app a bit, partially exploring, partially not finding the delete button. After a few more ums and hms he exclaims “it’s probably the trashcan”. User deletes pet.

User eventually correctly deletes pet, obviously took a bit longer, and a confirmation for the pet being deleted would be useful.

**Task: Find a dog they would like to adopt**

User clicks find a pet, clicks through a few profiles and chooses a pet/sends a message to the owner.

User correctly performed task, swiping/choosing through a list is a now-intuitive feature in apps so it was pretty self-evident what to do. Would be even better on a mobile app probably (user brought up point initially)..

**Task: Add and Delete a dog from their favorites**

User quickly did task, commented he gets the app more now, but felt he’s probably just memorizing where everything is.

User did task correctly and pretty efficiently.

**Task: Log out**

User opens navigation bar and logs out.

Correctly accomplished, fast speed.

**Users Overall Experience (The System Usability Scale):**

1. 5
2. 1
3. 5
4. 1
5. 5
6. 2
7. 5
8. 2
9. 4
10. 2

**User Recommendations:**

“Confirmations and clarifications. Also do it on a phone.”

Hannah Hwong

Moderator Guide:

Hannah’s Subject: Female, 21 years old college student who already has a dog at home

Location: College Park apartment

Technology: hosted locally on laptop

1. **Register for an account**

The user was able to locate the link to register for a new account and enter her credentials fairly quickly. The user asked why a zipcode was necessary before realizing it is a location-based web application.

**2. Sign in with those credentials**

The user was able to sign in with those credentials and view the main menu immediately.

**3. Add a dog to be adopted**

The user mistakenly chose “Find a Pet” instead of “Find a Home” at first, a simple reading error. The user was able to fill in the fields without any issues except to clarify what values should be inputted for “Special Needs”. I told her she can put in any needs or disabilities that the pet has. Lastly, the user asked what file should be uploaded, unclear that it should be a picture of a pet. I believe we should change the button name to “Upload a Pet Profile Picture.”

**4. View the dog that was just added**

The user was able to navigate quickly from the home page to “Find a Pet,” where she could see that the pet she added was the first result to appear.

**5. Delete dog that was added**

The user is currently on the Main Menu page and proceeds to go to “Find a Home” before realizing that it is not the way to delete a pet. She pauses before she clicks on “My Pets” in the header and asks what “My Adoptable Pets” and “My Favorites” means. Before I respond, she clicks on “My Adoptable Pets” and hesitates before she hits the trashcan icon. This entire process took more time for my user just to navigate to the right page, but she was able to complete it.

**6. Find a dog they would like to adopt**

This part confused my user, as I had not loaded any pets into the database and there were no pets available to adopt After loading in pets, the user went through each pet and admired how easy it was navigate.before finally choosing a dog they would like to adopt and clicking “favorite” before clicking “More Information” and typing a short message to the owner. My user thoroughly enjoyed this part, as she liked looking at the pictures.

**7. Add and Delete a dog from their favorites**

My user was able to navigate from the Main Menu into “My Pets” and under “My Favorite Pets” find the trashcan icon to delete the entry. I observed that my user was becoming more and more familiar with each tab and the interface as a whole. She mentions that it is becoming very easy to navigate and thinks this app would be very useful for adoption purposes.

**8. Change search filters**

My user was able to locate the “Search Filters” tab quickly and fix the entries and fields so that she could find her ideal dog. She mentioned that the icons and dials made sense to her, and appreciated the amount of breeds in the dropdown menu.

**9. Logout**

My user was able to find the Logout button at the top right from her current page.

**System Usability Rating**

5

1

5

1

5

1

4

1

5

1

Michael Nguyen

User Test Notes:

* Subject: Male, 21 years old, does not own a dog but is definitely interested in adopting sometime in the future
* Technology: The app was hosted locally, so the subject used my own laptop to test the app

1. **Task: Register for account**

User started on the registration page. User seemed to have no problem understanding that since he did not have an account registered already, he needed to register. He had no problem finding the register button quickly and signed up with no issues.

1. **Task: Sign on with those credentials**

After signing up for an account, the user used those credentials to log in. The user did it quickly without any questions or problems.

1. **Task: Add a dog to be adopted**

The user is now at the main menu page after logging in successfully and notices that there are two buttons that say “find a pet” and “find a home”. User clicks on “find a home” in order to add a dog to be adopted. He entered some mock information about his dog. The user then clicked on “choose file” and uploaded a picture of a dog to be uploaded. The user clicks on “Add Pet” and is taken back to the home screen and asks if that’s all there was to it. I answer “Yes, that’s basically all you have to do to add a pet”.

The user added the dog fairly quickly without any issues. The user said it was pretty intuitive and straightforward and did not have any questions regarding that process.

**4. Task: View the dog they just added**

The user is now back at the main menu screen and wants to see the dog that he has just added, so he navigates to the “My Pets” tab at the top of the page. He then clicks on the drop down menu labeled “My Adoptable Pets” and sees the pet that he has just added. He then clicks on the dog’s name and it displays the details of that dog that he had just created a profile for.

**5. Task: Delete that dog they just added**

The user navigates back to the main menu page by clicking home. Using the same process from task 4, the user navigates back to the drop down menu that displays “My Adoptable Pets”. He sees the trash can next to the name, but admitted that he was going to go back to the pet profile in order to try to delete the dog.

This seemed to be his first instinct, so perhaps it may be a good idea to also have a delete pet button somewhere on the pet’s profile (if it is a pet that the user has put up for adoption).

**6. Task: Find a dog they would like to adopt**

The user clicked on “Find a Pet” and was surprised to see an error because there were no pets loaded already. I quickly loaded a few dogs into the database and then asked the user to try this again. He clicked on “Find a Pet” again and had a lot of time swiping through the pets. He said that it was a very good experience and seemed well designed. Overall, he performed the task correctly and said that it was very fun. He did not take long at all to figure out how to look through the dogs.

**7. Task: Add and Delete a dog from their favorites**

The user is starting from the “Find a Pet” page. The user says that “I think to add a dog to my favorites I probably just have to click on this heart icon.” He clicks on it and says “Ok now to remove it I’ll just click on the heart icon again.” That did not work so he navigated to the “My Pets” page and clicked on “My Favorite Pets” which showed a dropdown with the pets that he had favorited. He then clicked on the trashcan icon to remove that pet from his favorited pets list.

Overall, the user did it pretty fast, he made an error when he hit the favorites button so perhaps we should add functionality there to remove the pet from the database if the user clicks on the favorite icon again.

1. **Task: Log out**

The user started on the home page. The user navigated to the log out button on the top right hand corner of the page. It was quick and effortless for the user.

**Users Overall Experience (The System Usability Scale):**

1. **5**
2. **1**
3. **5**
4. **1**
5. **5**
6. **5**
7. **5**
8. **1**
9. **5**
10. **1**

**User Recommendations:**

The user said that the favorite button should double up as an “un-favorite” button, too (if the dog is already favorited). in addition, the dogs that have been put up for adoption should be able to be deleted from the pet info page, not just from the “My Pets” page.

**USER TEST RESULTS**

While we all tested our application by running it locally on the web, our users varied in ages and genders (We had an even number of males and females use the application). We did this so that we wouldn’t have a biased view since our users will include both genders and across all ages. Our users will also be in many environments while using our application, and it is imperative that despite the differences among our users and their environments, we provide a pleasant experience for all. Listed below are the summaries and changes for each task:

Register for account:

**Summary:** All users we’re able to complete this task fast and without instructions.

**Changes:** No changes are necessary based on user tests

Sign on with those credentials:

**Summary:** All users we’re able to complete this task fast and without instructions.

**Changes:** No changes are necessary based on user tests

Add a dog to be adopted:

**Summary:** One user was able to complete this task fast and without instructions. One user was confused about the ‘Find a Home’ button. Two users were confused about the ‘choose file’ button.

**Changes:** Modify the button label on the Find a Home page from ‘choose file’ to ‘upload pet picture’. We also might think about adding a small clarification under the button ‘Find a Home’ on the Main Menu page because this was a confusion for one of the users.

View the dog they just added:

**Summary:** All users we’re able to complete this task fast and without instructions.

**Changes:** No changes are necessary based on user tests

Delete that dog they just added:

**Summary:** One user was able to complete this task fast and without instructions. Two users mentioned they were unaware if the delete had taken place. One user went to the pet profile page to delete the pet.

**Changes:** We plan to add a delete confirmation pop up which will double check with the user before deleting the pet based on two of the user tests. We will think about adding a delete button to appear on the pages of the pets that are up for adoption by that user because of the one test user who tried to delete that way.

Find a dog they would like to adopt:

**Summary:** All users were able to view the array of dogs without any additional help. Also all users enjoyed this task so much that they wanted to spend extra time looking through the pet profiles.

**Changes:** No changes are necessary based on user tests

Add and Delete a dog from their favorites:

**Summary:** Three of the users we’re able to complete this task fast and without instructions. There was one user who clicked the heart icon to add and then attempted to click the heart icon again to delete the favorite.

**Changes:** We will change the favorite button so that once it is clicked by someone it shows up in an active state as ‘a chosen favorite’ then when they click it a second time it will remove the favorite and the button will appear to be in an inactive state.

Change search filters:

**Summary:** All users who attempted this we’re able to complete this task fast and without instructions.

**Changes:** No changes are necessary based on user tests

Log out:

**Summary:** All users we’re able to complete this task fast and without instructions.

**Changes:** No changes are necessary based on user tests

Overall, we feel for the most part our application is pretty intuitive and easy to navigate, according to the high ratings given by the users at the end of the usability test. A few of the ratings point out inconsistencies and unnecessary complexity within the application, but after implementing the above changes, the app will be more consistent and even more intuitive. A user recommendation that was not included in the usability test that we would like to implement was to add an edit button so that when a person would like to add a detail to the dog’s profile, the user can simply edit the profile instead of deleting it and and creating a whole new one. All in all, we do not have to make major changes to the structure of our app (ex: we are not adding any additional pages), we do have minor clarification changes that involve modifying buttons, adding confirmation and/or feedback to pages, and adding extra instructions.