Questionnaire: Pet Owner Needfinding (Streamlined)

Our Project: rePawsitory (A Digital Pet Health Record System) **Our Goal:** To understand how you currently manage your pet's health records and what challenges you face.

Section 1: Understanding Your Current Process

1. To start, could you tell me a little bit about your pet(s)?

Respondent 1
The need to manage records for 8 different pets and it suggests a strong potential user base who could benefit from a centralized system.
Respondent 2
Focuses on two healthy Chow Chows.

2. Where do you currently keep your pet's important health information, like their vaccination history? (e.g., a paper booklet , notes on your phone , a folder?)

Respondent 1
The current process is heavily focused on a physical, tangible record given by the vet.
Respondent 2
his user is already proactive, using both a manual (notebook) and a self-created digital system (notes/Excel).

3. How do you keep track of *when* your pet is due for appointments or their next shots?

Respondent 1
Tracking is primarily done by checking the booklet.
Respondent 2
This is a highly organized user who uses multiple, active reminder systems (calendar alarm and vet outreach).

Section 2: Finding Problems & Challenges

4. Have you ever had trouble *providing* your pet's medical history when you needed it?
   ○ *(Prompt if needed: For example, have you ever lost the booklet , been in an emergency, or just couldn't remember a specific past diagnosis?)*

Respondent 1
The owner recognizes the risk of physical loss, but the vet's existing digital backup removes the urgent need for a new system.
Respondent 2
Due to their highly proactive and organized system(the notes, calendars, reminders), they have not experienced issues providing medical history.

5. Tell me about the process the last time you had to take your pet to a **new** veterinarian.
   ○ *(Follow-up: How did you get your pet's old records to the new clinic?)*

Respondent 1
For this user, the existing system allowed for simple, albeit infrequent, record transfer using the physical booklet.
Respondent 2
This user has not needed to transfer records because they stuck to one high-quality clinic. This reinforces the idea that the app's value is not in frequent transfers, but in security and organization.

Section 3: Interacting with Vets

6. When you're looking for a new veterinarian, what's your process? What information is most important to you?

Respondent 1
Pet comfort is the #1 priority, followed by standard criteria (reputation and location/convenience for emergencies).
Respondent 2
The primary focus is on the quality of the clinic experience and how their pets are treated.

7. After a vet visit, how does your veterinarian typically give you your pet's updated records or test results?

Respondent 1
All updates are given physically, either in the booklet or on a receipt.
Respondent 2
This vet already provides the preferred method: records are delivered both digitally (via email) and manually (in the booklet).

8. If you could change one thing about the process of managing your pet's health records, what would it be?

Respondent 1
This is a strong signal that the project's value proposition should not rely on solving a day-to-day frustration this user currently has.
Respondent 2
The user explicitly asks for the dual manual/digital system, suggesting that rePawsitory should not replace the manual process but integrate with it.

Section 4: Testing Our Concept

Now, I'd like to briefly describe an application we're thinking of building...

*"**Our** app is called 'rePawsitory' . The idea is that you would create a digital profile for your pet . You could then search for a verified vet and give them permission to see your pet's file . Your vet could then add official medical entries, like new vaccinations, directly to that single, shared profile ."*

9. What is your initial gut reaction to this idea?

Respondent 1
The core benefit immediately recognized is portability and accessibility during travel or urgent situations.
Respondent 2
This user is an ideal early adopter, as they are already creating a digital record (Excel) and immediately see the benefit of a professional, dedicated app

10. What would be the biggest benefit of a system like this *for you*?

Respondent 1
Confirms that the search/transfer in an emergency/new location is the strongest feature for this user.
Respondent 2
The value proposition is less about record transfer and more about centralization, security, and easy access for their existing, trusted vet

11. What are your biggest concerns about using an app like this?

Respondent 1
The user's biggest concern is not about security or usability, but whether enough veterinarians will use the app to make the core feature viable.
Respondent 2
The respondent is focused on the technical risks of a new app (security, performance, reliability).

12. We have two key ideas for the app. How do you feel about them?
    ○ a) You, the owner, would control *which* veterinarians can see your pet's records .
    ○ b) Only verified vets could add *official* medical records, but you could add your *own* notes (like feeding schedules or behavior) .

Respondent 1
Both owner control and the ability for owners to add supplemental notes are validated as beneficial.
Respondent 2
They want a clear presentation of who controls the official medical data versus supplemental notes (feeding, behavior)

Section 5: Wrap-up

13. Is there anything else you wish you could do related to your pet's health records that we haven't talked about?

Respondent 1
Questions are satisfactory enough

Respondent 2
Questions are satisfactory enough

14. Would you be willing to look at an early design or prototype of this application in the future?

Respondent 1
The user is interested but has high standards for reliability and ease of use before committing.
Respondent 2
This user is open to trialing the app and providing detailed feedback on usability, which is valuable given their concerns in Q11.