

Interview Transcript: PupPal App User Research with P04

interviewer: hi there thanks for joining us today for this interview about our new app puppal how are you doing

p04: oh hi yeah im doing alright thanks for having me

interviewer: great to hear before we get started can i just confirm that its okay if i provide a transcript of this interview as part of my assignment submission

p04: yeah sure thats fine with me no problem

interviewer: perfect thank you so much lets start by getting to know you a bit better can you tell me about your dog

p04: um yeah so i have a small breed dog hes probably around two or three years old i got him from a shelter actually and hes just the sweetest little guy

interviewer: thats wonderful how long have you had him

p04: oh gosh its been about a year and a half now time really flies you know

interviewer: it sure does can you walk me through your daily routine with your dog

p04: sure so my daily routine is pretty hectic because of my job in finance i usually take him for a quick walk in the morning before i head to work then i have a dog walking service that comes in during the day to give him another walk in the evening i try to spend some quality time with him maybe a longer walk or just playing around the apartment

interviewer: sounds like youve got a good system going what would you say are the biggest challenges you face as a dog parent

p04: hmm i think the biggest challenge is definitely balancing my work schedule with my dogs needs you know sometimes i feel guilty about not having enough time for him its tough to make sure hes getting enough exercise and attention when im so busy with work

interviewer: i can imagine that must be difficult how do you currently track your dogs health like vet visits vaccinations medications that sort of thing

p04: oh um well i keep track of vet visits and vaccinations mostly on my phones calendar its not super organized but it works for now i dont have any medications to track currently thankfully

interviewer: got it and what about feeding do you follow a specific plan for your dog

p04: honestly i dont really follow a specific feeding plan i just stick with the same dog food brand and follow the instructions on the bag i havent really thought about changing it unless my vet recommends something different

interviewer: i see and what about training whats the most difficult part about training or managing your dogs behavior

p04: oh man the most difficult part is definitely finding the time to train him properly i dont have a lot of experience with training so its hard to know where to start or how to do it effectively you know

interviewer: that makes sense have you ever needed urgent pet care like if your dog got lost or had a sudden illness

p04: thankfully i havent had any major emergencies yet knock on wood but if something did happen id probably reach out to my vet or a local pet emergency service i guess

interviewer: thats good to hear do you use any apps or tools to manage your dogs health training or care

p04: um not really i dont use any specific apps for managing my dogs care right now i just stick with my phones calendar and reminders its not ideal but its what ive been doing

interviewer: interesting what features do you think would be most valuable to you in a dog care app

p04: oh well i think features that help with scheduling vet visits and dog walks would be really useful and maybe some quick training tips or advice on how to manage behavior that would be great too

interviewer: those are great suggestions are there any pet related tasks you wish were easier or more automated

p04: yeah definitely automating reminders for vet visits and making it easier to schedule dog walks would be a big help oh and maybe something to help me remember when to buy more dog food i always seem to run out at the worst times

interviewer: those are all great ideas do you engage with other dog owners for advice or socialization

p04: um i occasionally chat with other dog owners at the park but i dont have any regular groups or online forums that i participate in its mostly just casual conversations when were out walking

interviewer: i see would you be interested in an app that helps connect you with other dog parents or pet services nearby

p04: yeah that sounds interesting actually it could be nice to find more dog friendly spots or connect with other owners in the area especially since im still relatively new to having a dog

interviewer: that makes sense if you had a magic wand what one thing would you improve about dog parenting

p04: oh wow if i had a magic wand id create more time in the day to spend with my dog it feels like theres never enough time to give him the attention he deserves you know between work and everything else

interviewer: i totally understand that feeling lastly would you be open to testing an early version of the app in the future

p04: yeah id definitely be open to testing an early version of the app it sounds like it could really help streamline things for busy dog parents like me and i'm always looking for ways to make things easier

interviewer: thats great to hear thank you so much for your time and insights today is there anything else youd like to add or any questions you have for me

p04: no i dont think so this was really interesting though im curious to see how the app turns out

interviewer: wonderful well thank you again for participating in this interview your feedback is incredibly valuable to us as we develop puppal

p04: oh youre welcome happy to help good luck with everything

interviewer: thanks again have a great rest of your day

p04: you too take care bye

Interview Notes:

- p04: works in finance, has small breed dog from shelter, about 2-3 yrs old
- daily routine: morning walk, dog walker during day, evening quality time
- biggest challenge: balancing work and dog's needs, feels guilty about time
- health tracking: uses phone calendar for vet visits/vaccinations, no meds to track
- feeding: no specific plan, sticks to one brand based on bag instructions
- training challenges: lack of time and experience, hard to start/execute training
- no major emergencies yet, would contact vet or emergency service if needed
- doesn't use specific apps for dog care, relies on phone's calendar and reminders
- app features needed: scheduling for vet and dog walks, training tips, behavior management help
- wishes for automation: reminders for vet, easier scheduling for walks, reminders for buying dog food
- social engagement: occasional chats with other dog owners at the park, no regular groups
- interested in app for connecting with dog parents, finding dog-friendly spots
- magic wand: more time in the day to spend with dog

Prioritized List of needs from application:

- Time Management Support
- Health Management Tools
- Training Support
- Automated Reminders
- Socialization Opportunities
- User-Friendly Dog Care Applications