

Round 3 - First Paper Prototypes

Method: Think aloud testing - Using Abstract Tasks

Low-Fidelity paper prototype

User Reached = 5

Task (1)	Find out why sandra found get ahead useful
Observation	- Easy performed - Interesting and easily found it, found it easy to find the button, made sense and put it in slightly shaded purple box - Click it easily - Found relation of back button to heading confusing as well - Easily Performed
Errors	No errors however some took time to recognise the button
User Comments	Adding a shaded box around the question would make it stand out more
Solution to errors	- Call to action question - encourage and incentivise sign up - Adding shaded box so user can distinguish between the two features

Task (2)	- View Emergency fund balance - Find the payments section - Navigate to emergency fund page - Call out balance
Observation	- Easy found emergency fund navigating app - Trouble finding it first - recognising what e-fund stands for - E- fund is confusing, easily found balance - E -fund easily found balance - E - fund easily interpreted
Errors	- Found balance easily but was confused if to was her emergency fund - Most interpreted that e-fund stood for emergency fund, some did initially experience difficulty but this is just an affordance of being a first time user
User Comments	N/A
Solution to errors	N/A

Task (3)	● Make an emergency fund contribution ○ Find the payments section ○ Navigate to emergency fund page ○ Find make a contribution button
Observation	1. Easy clicked make contribution 2. Clicked the plus sign and add in the amount and click confirm 3. Easily recognised plus button 4. Made a contribution easily , easily
Errors	- N/A
User Comments	- N/A

Task (4)	● View Rosie's medical record ○ Click on 'x' Pet ○ Tell me what Rosie is allergic too ○ Find when Rosie had her first allergic reaction - what were the symptoms?
Observation	1. Easily navigated 2. Easily performed 3. Probably go home page, more about rosie , view medical file 4. View full file 5. Difference between pets medical file and history - is it the right terminology, medical history 6. Back to the home screen more about rosie, and then view medical file and then view full file, straight forward
Errors	- N/A
User Comments	- Making terminology consistent, e.g medical history and file, is confusing so just choose one
Solution to errors	● Terminology being consistent between each page - changed medical file/ history to medical history

Task (5)	● Send medical records to vet ○ Click on 'x' Pet ○ Navigate to medical record summary page
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	○ Click on the share button
Observation	1. Share file 2. Easily done 3. Easily done
Errors	- N/A
User Comments	- Question what type of sharing would be available, explain it would be standard sharing options

Task (6)	● Find the nearest emergency vet ○ Find the nearest vet for rosie ○ Take rosie to the vet
Observation	- User took a prolonged period of time to find the emergency vet button, we will need to change this so it is immediately recognised. By changing we will ensure we meet our user need : To have easy access to essential information in times of crisis
Errors	1. Struggling to notice it small , wording off emergency vet 2. Emergency icon, tap on rosie, feature about late or over night, favorite vets, google rating, do something different , read about vets surrounding blog feedback and spotlight for smaller local vets 3. Home and then a while to navigate, click rosie 4. Icon was too small to notice
User Comments	- N/A
Solution to errors	● After conducting paper prototype round 1 we discovered users need simpler navigation. To overcome this we included another page with a corresponding icon in the nav bar. Additionally we reworked the home screen to allow for better positioning to find emergency vet button - visible .

Task (7)	● Tell us if you have a payment due of the 24th ○ Tells how much the payment is for/ is anything else on that day?
Observation	- Once user navigated to calendar it was easily found - Bar present on all screen because it is confusing - Confused if she had anything else on

Errors	- Wording of the task, need to know to go to calendar - heading on the back button and should clearly be clearly separate to the heading so they don't think it is the name for the back page - Click payments, click on 24th, easily
User Comments	- Separate back button from heading
Solution to errors	• The positioning of the back buttons on certain screen created a cognitive connection to the title of that page. To create separation we closed the button in square.

Task (8)	• Tell me which appointment rosie has coming up, Have you paid it off yet? ○ Find rosie profile ○ Find information about rose upcoming appointment
Observation	1. Got confused probably would have just gone through each dot on the calendar to see when rose next appointment would be rather than going into rosie individual profile to find info 2. Start at the home screen, confused super confused i have no idea, lots of trouble navigating 3. Is the appointment paid of and payment right there same things confusing - wording , detail for the day?
Errors	- Navigation to upcoming appointments for specific pets was confusing, user often did not know where to go to find that information out from - User confused the open and closed dots in the calendar for task being completed and not done, instead of two different categories
User Comments	- Findings rosie next appointment was confusing and was well as the dots and i was really overwhelmed - the dots - Yes because it's filled in open not done closed not done, colour in its been done already , 2 colour instead - dog picture not as important as the calendar on home screen - Swap home and payment plan - We will need to reassess what's the most important information that should be visualized on the home screen
Solution to errors	• The drop down menu within the calendar allows easier viewing of individual pets appointments.

	The empty verses filled dot's in the calendar created a false association with completion of tasks/ payment. We choose to categorise using colours instead
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Users Feedback

Likes.....	Criticisms...	Ideas....	Questions....
Simplicity of design and minimalism	Dots filled in indicate paid when they actually don't mean that - confusing	Make the bottom navigation buttons (for home page) available on each page	
Really nice design, really clear to follow	The button to go back to the previous screen looked like it was apart of the screen you were going back to - confusion	Additional calendar icon on home screen	
Aesthetically pleasing- minimalist design & consistent colours	The emergency vet finder icon is too large on the home screen	Put calendar on pets home screen	
Functions were clear and usable			

Changes after paper prototype round 1

Here are some key changes we've made according to the feedback

- Calendar placement is now in a separate tab - easier to use
- Call to action question - encourage and incentivise sign up
- We assessed the composition of the "Individual Appointments page" . Whilst Details of appointments are important to the user we discovered that the visibility status of the progress of payment for appointments is more important. We changed our UI composition to make this a salient feature.
- After conducting paper prototype round 1 we discovered users need simpler navigation. To overcome this we included another page with a corresponding icon in the nav bar. Additionally we reworked the home screen to allow for better positioning to find emergency vet button - visible.

- Navigation to upcoming appointments for specific pets was confusing, user often did not know where to go to find that information out from
- After think aloud we asked users for feedback, we gave the sticky notes. Participants used the sticky notes to give feedback on likes, criticism, ideas and questions.
- Making the drop down go up so it wouldn't cover the calendar/
- The drop down menu within the calendar allows easier viewing of individual pets appointments.
- The positioning of the back buttons on certain screen created a cognitive connection to the title of that page. To create separation we closed the button in square.
- The empty versus filled dot's in the calendar created a false association with completion of tasks/ payment. We choose to categorise using colours instead.
- Terminology being consistent between each page - changed medical file/ history to medical history
- Most interpreted that e-fund stood for emergency fund, some did initially experience difficulty but this is just an affordance of being a first time user

Information architecture secured

Round 4 - Second paper Prototypes

Method: Think aloud testing - Using Abstract Tasks

Low-Fidelity paper prototype

User Reached = 4

Task (1)	Find out why sandra found get ahead useful
Observation	- I'm deciding if it worthwhile and i'm gonna click the little button - Im assuminig ive already, signed and im gonna sign in a user id, arrow pointing to the button is confusing - get rid of it - Easily done
Errors	The arrow is confusing possibility changing the direction of it would help user navigate better
User Comments	Maybe making it more clear/ eye catching
Solution to errors	Changing the direction of the arrow would show the right connections between the login button and the call to action question

Task (2)	- View Emergency fund balance - Find the payments section - Navigate to emergency fund page - Call out balance
Observation	- So ive signed up, click login guessing e- fund stands for emergency fund, easily see the fund - Easily found emergency fund and I don't feel like it's still image and i want to put money in to it, and pop up happens - Forgotten id consideration? - Mmmmmmmmmmmmmmm probably unsure
Errors	Confused of the meaning to e-fund
User Comments	- Adding animation to the piggy bank - Using emergency money for upcoming payment
Solution to errors	- Changing e-fund to emergency fund to avoid confusion - User suggestion to have an interaction in the emergency fund page- the user envisions it instead of having a plus button to make a contribution, the same action could be performed through

	the coin on top of the piggy bank. Here user would swip the coin into the piggy bank to make a contribution. We will explore both options through a/b testing, allowing us to manifest which options would meet the heuristics better. - Options to withdraw money or contribute to upcoming payments.
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Task (3)	• Make an emergency fund contribution ○ Find the payments section ○ Navigate to emergency fund page ○ Find make a contribution button
Observation	1. Okay so i'm gonna click little plus cross and i'm going to type 25 dollars and press confirm 2. Easily navigated , don't want my card to be saved, I don't want anybody to use my card 3. I click make a contribution, easily found confirm
Errors	- Option available for card not to be saved, needs to be considered in the heuristics
User Comments	- Confirmation - visual feedback
Solution to errors	- Provide visibility of system status through haptic feedback

Task (4)	• View Rosie's is allergic too and now her medical history ○ Click on 'x' Pet ○ Tell me what Lucy is allergic too ○ Flnd when Lucy had her first allergic reaction - what were the symptoms?
Observation	1. Okay so I'm going to go home and i'm gonna click medical history - so much easier from change of name 2. Okay i'm gonna got to home - easily done 3. Easily found allergy, and easily found medical history
Errors	- N/A
User Comments	- N/A - Changes of consistent name has made the navigation so much easier :)

Task (5)	● Send medical records to vet ○ Click on 'x' Pet ○ Navigate to medical record summary page ○ Click on the share button
Observation	1. Share file and will open up phones default share easily done - no changes needed 2. Easily share with her vet, can i add to it, notes to it ? 3. Easily done
Errors	- N/A
User Comments	- Would like to have options to add message or notes when they share the file.
Solution to errors	- Add ability to attach message when sharing the file

Task (6)	● Find the nearest vet ○ Find the nearest vet for rosie ○ Take rosie to the vet
Observation	1. I'm gonna go home click find emergency vet, easily done no trouble quick and easy to navigate, no changes needed 2. Easily found emergency vet easily functions the app, easily take 2 min drive 3. Question about legitimacy of emergency vet? 4. Found emergency vet, easaily for found rosie, - no changes needed, bad things about animal hospital i'm gonna go rockdale vet
Errors	- N/A
User Comments	- Possibility provided more detail of the vet upon request, legitimacy in emergency that these people will be wanting to seek this extra information. We will explore the idea in future developments.

Task (8)	● Tell me which appointment rosie has coming up, Have you paid it off yet? ○ Find rosie profile ○ Find information about roise upcoming appointment
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Observation	1. Payment plan easily e payment plan - no changes needed 2. Going to rosie upcoming appointments 3. Through home to rosie to upcoming and easily said perfect
Errors	- N/A
User Comments	- N/A

Task (9)	• Navigate to calendar and tell us what you have coming up on the 24th ? ○ Find rosie profile ○ Find information about roise upcoming appointment
Observation	1. Easily found calendar check if appointment paid for details button- details button so small it was something unfamiliar 2. Any changes - dots consing again :(tick through them 3. THis is when all my appointments for my pets are, easily understand each individual pets and choose her pets, currently todays dates because the circle just use dots because it's been easily confused, appointment been paid for but click payment instead confused of how he is paying for it, confirmation about changes payment plan. 4. Pay straight from emergency fund to upcoming payments 5. I'll jump into my calendar easily found, i feel like details button no straight away if it's paid for, wants to know if it paid for 6. Color to signify different things
Errors	
User Comments	- Possibly refined questions help user understand how to navigate better

Users Feedback

Likes.....	Criticisms...	Ideas....	Questions....
The layout is done nice and clear	Colour coding filed in/open circles on calendar confusing	Could Have a notification for when a payment is overdue or very close to being	What happens if you have 15 pets?

		overdue, and could have an option to ask friends/ family centrelink to make contributions to pay your bill	
Think it's a great and can't think of anything similar already in existence	User should have the option to withdraw money or contribute to upcoming payments.		What happens if your nearest emergency vet is very far away?
Nice UI - Easy to use and simple/minimal			

Changes after paper prototype round 2

- Changing the direction of the arrow would show the right connections between the login button and the call to action question
- Changing e-fund to emergency fund to avoid confusion
- User suggestion to have an interaction in the emergency fund page- the user envisions it instead of having a plus button to make a contribution, the same action could be performed through the coin on top of the piggy bank. Here user would swipe the coin into the piggy bank to make a contribution. We will explore both options through a/b testing, allowing us to manifest which options would meet the heuristics better.
- Options to withdraw money or contribute to upcoming payments.
- Provide visibility of system status through haptic feedback - contribution
- Add ability to attach message when sharing the file
- Possibility provided more detail of the vet upon request, e.g. legitimacy in emergency that these people will be wanting to seek this extra information. We will explore the idea in future developments.

Round 5 - Mid Fidelity Prototypes 1

Method: Think aloud testing - Heuristic Evaluation

Mid-Fidelity Digital prototype

User Reached = 1

Task (1)	● View Emergency fund balance ○ Call out balance ○ make a contribution
Observation	- Tasks was easily performed
User Comments	- Liked the interaction and found it really easy it use

Task (2)	● View Zens medical history ○ Share with your vet
Observation	- Trouble navigating - Went to the payments - Card not seen struggled to see - Easily found history and sent

Task (3)	● Find the nearest vet ○ Find the nearest vet for rosie ○ Take rosie to the vet
Observation	- Ahh find a vet and for rosie and easily chosen worked it - Got your medical history - Don't all vets have access to everything? - This is incorrect

Task (4)	● Tell me which appointment zen has coming up, Have you paid it off yet? ○
Observation	- Easily done

Task (5)	• Navigate to the calendar and tell us what you have coming up on the 4th ? ○ See me about your payment due/ weekly contribution on the 4th what is it for? ○ Tell me exactly how money is going towards rosie's checkup?
Observation	- I've got one appointment and - Error to click card - make card clickable on payment due - I shouldn't click for that - information not easily accessible pie chart should be able to see quickly

Task (6)	• Can you go to calendar and switch to you only see rosie's appointments?
Observation	- Easily

Task (7)	• Tell me about your payment plan? ○ How often are you putting money towards your payment plan? ○ Tell me how much of your weekly contribution is going to rosie grooming?
Observation	- Icons confused emergency fund plus should be easier

Heuristic	Question	Is the heuristic violated ? how?	Severity out of 10, 10 being best
1.Visibility of system status: The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.	A. Are there any times when the system doesn't keep you informed? B. Are there any times you become frustrated from not receiving feedback within appropriate time?	1) 170/ paid the whole concept. I just think i don't know i'm not familiar, the 25%. I've paid all rosie's	1. 8/10 2. 10/10

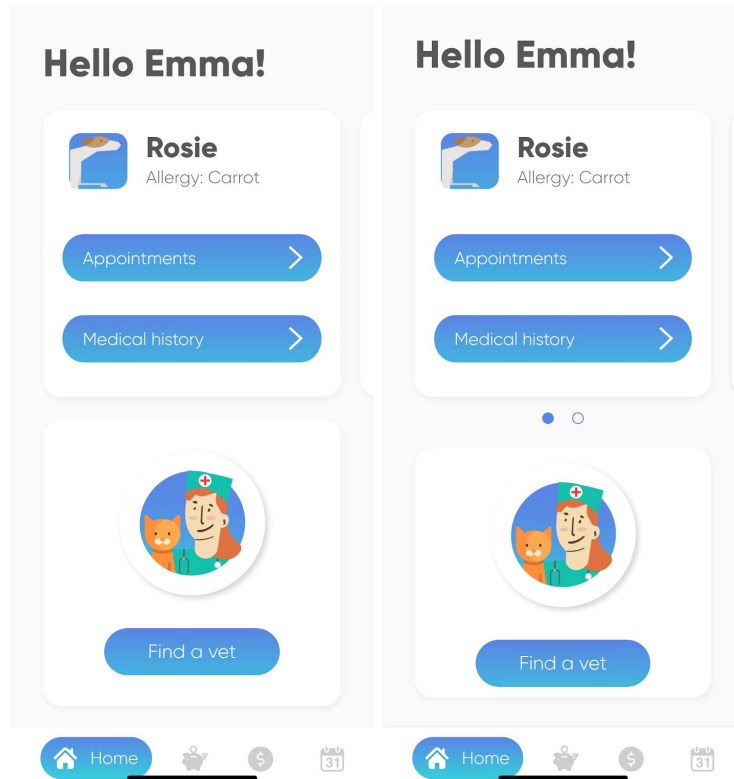
		payments. Pay with emergency fund. A Lot of people have pet insurance.	
2. Match between system and the real world The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.	A. Are there any words or phrases you don't understand? B. Does this app follow real world conventions? Is there anything that is difficult to understand? C. Are there any times where Information does not appear in logical and natural order?	2) Not familiar whats the app is about and familiar paying system works- rounding up of, emergency fund a bit more clear. Add extra 10. Fixed amounts - hidden surprises. Suggested prices in brochure.	3. 9/10 4.
3. User control and freedom Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.	A. If you accidentally click on something wrong can you fix it? B. Do you feel like you have freedom and control to do want you want?	3) No XD prototype fault and i didn't see any back button. Back button aren't very consistent. Back buttons are not visible.	5. 6/10
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	A. Are there any phrases that confuse you, or that you didn't understand?	4) Details button- arrow a lot easier navigated make car clickable. 5) Words make sense, confusing to have 2 money cards, didn't	6. 9/10 7. 9/10

		explain properly. Balance in payment plan.	
5. Error prevention Even better than good error messages is a careful design which prevents a problem from occurring in the first place.	A. Were there any screens on which you felt like it was easy to make a mistake??	G. detail thing again,	8. /10 9. /10 10. /10
6. Recognition rather than recall Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	A. Did you know straight away what to press to navigate ? B. Are all navigation elements visible and appropriately labelled?	I don't like the carousel. If your going to do carousel. Dot dot dot to show there more. I can;t tell and it doesn't catch my attention. I read left to right because i don't see it. I didn't know how to carousel, hard to distinguish that it is a carousel	11. 7/10
7. Flexibility and efficiency of use Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.	A. Does the app account for beginners and expert users? B. Do you feel like there can be any shortcuts that can make things faster?	J. After exploring it they will be okay with it and be more clear, nav was fine and emergency fund and payments more clear. Filter most recent automatically sorted, systematically sought.	12. 8/10 13. 8/10
8. Aesthetic and minimalist design Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	A. Is there any information you perceive as irrelevant? B. Is there any page that contains too much text or too much images? C. Is there anything that was not visible? D. Is there anything that was not a nice aesthetic?	K. Edit button to add more pets, M. nothing satisfying, Carousel	14. 6/10 15. /1010

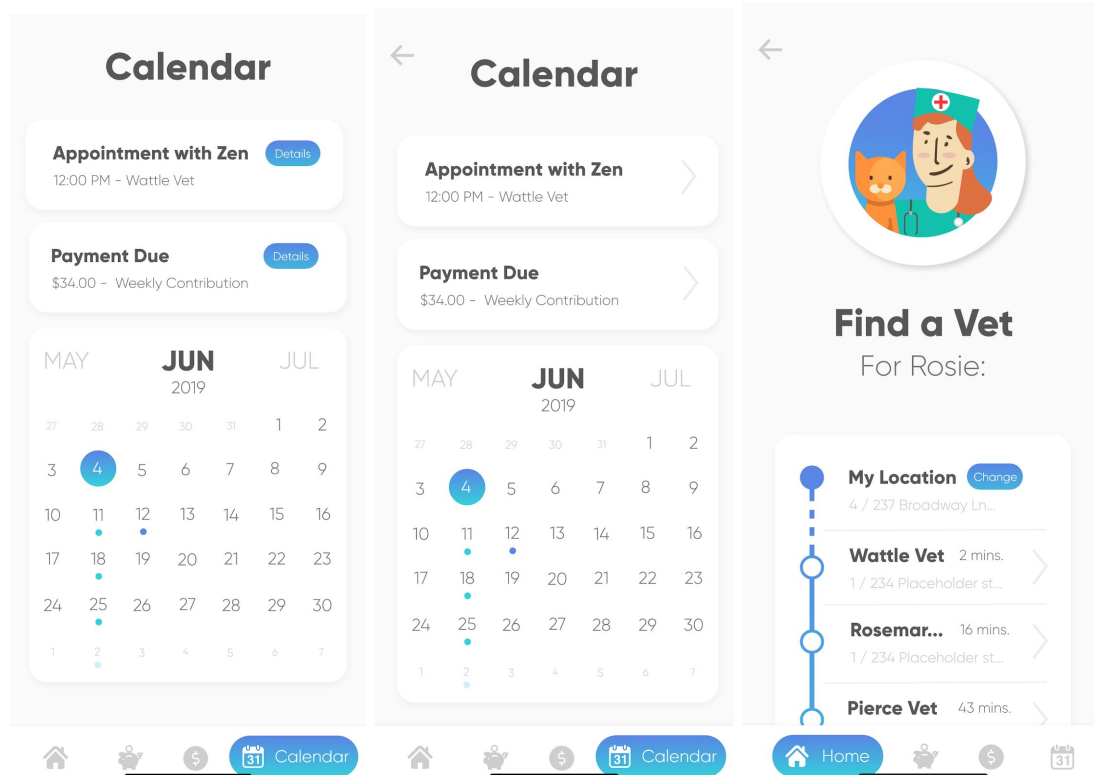
9. Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution	A. Are all error messages easily understandable?	N/A	16. 10/10
10. Help and documentation Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.	A. Is information easy to search? B. Does the system provide instructions and inform users how to use it appropriately?	L. search not necessary M I don't think it's hard to figure it out, explaining how payments work.	17. 10/10 18. 6 /10

Changes after mid fid round 1

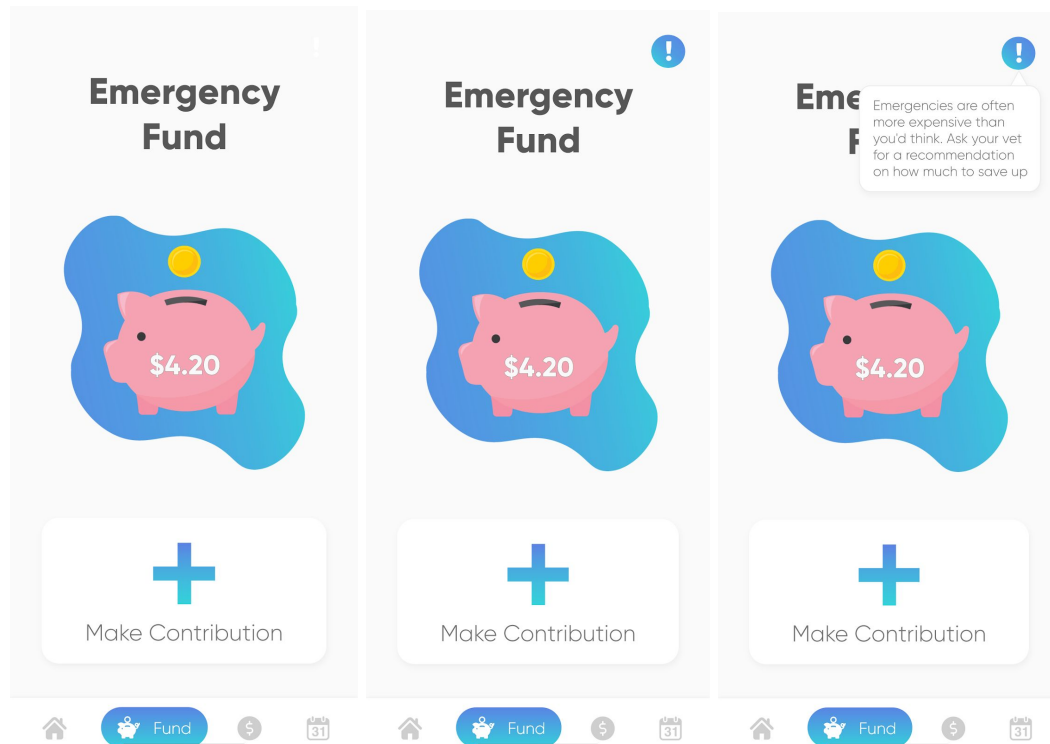
1. Upload own medical file - flexibility freedom
2. Dots on the carousel to give user visibility of system status



3. Details button in calendar was confusing because it didn't follow other pages
Consistency and standards of buttons, to fix this heuristic we will make it the same
button as other pages by adding arrow instead of a details button.
- As well as a back button picture on the right



4. The user expressed that the heuristics of of Match between system and the real world, could be improved on the payment plan page. They were confused by phrases and didn't understand what a lot of the terms meant. After a while they did become familiar to improve this heuristic we will run a tour guide when the app it first download to make the user experience more streamlined.
5. We will also add explanation button on the emergency page, our user expressed the need to be informed of recommended emergency fund savings as they may underestimate it, the explanation button will tell them that it is going to cost more than they think and they should seek advice from a vet if they want to know more, because we are not in the position to inform on the issue.



Hamish Nar Bar

Round 5 - Mid Fidelity Prototypes 2

Method: Think aloud testing - Heuristic Evaluation

Mid-Fidelity Digital prototype

User Reached = 1

Task (1)	● View Emergency fund balance ○ Call out balance ○ make a contribution
Observation	- Ohh im gonna assume it a piggy bank, like the metaphor - Easily done

Task (2)	● View Zens medical history ○ Share with your vet
Observation	- Home navigation straight it's not which card it is going to turn, they are consistent. Change sizes. - It's not 2nd most important information, - Afford the same thing and asmaa type of data, rewording upcoming appointments. - Easily done not problem
Errors	- Didn't notice carousel because both cards were consistent however only one had a carousel function became confusing and didn't align with traditional affordances for carousels
User Comments	- Home navigation, i didn't notice the carousel straight away probably because it is on a card similar size below, but only one is carousel which is confusing - Why is allergies 2nd most important information
Solution to Errors	- Getting rid of the card off the information which isn't a carousel to avoid confusion

Task (3)	● Find the nearest vet ○ Find the nearest vet for rosie ○ Take rosie to the vet
Observation	- Find a vet, directions google maps pattern
Errors	- Thought the list of available pets ws instruction to get to one vet because of the close alignment with google map overview of journey

User Comments	- The list of all available vets caused me extreme confusion because it follows the same layout of google maps, showing the sequence of direction to get to a location. However the list was not directions to one location it was a list of all available vets for the chosen pet.
Solutions to Errors	- We changed the list to not have a line running through available options as well as changing the icon that was used at the start of list

Task (4)	• Tell me which appointment zen has coming up, Have you paid it off yet? ○
Observation	- Went into zens appointments

Task (5)	• Navigate to the calendar and tell us what you have coming up on the 4th ? ○ See me about your payment due/ weekly contribution on the 4th what is it for? ○ Tell me exactly how money is going towards rosie's checkup?
Observation	- Goes to calendar, weekly contribution - Total = 34.00 - wording was off - Clicking on tabs, information should just displayed
Errors	- The concept of clicking in the pie chart segments to view individual amounts was found to be not understood by the user many not even realising this was a function, and when many did saw no real function to it other than it add something "cool" . So we decided for the practicality of our app which is designed for everyday use, we would just make all details available all the time to make the user experience more streamlined.
User Comments	- The wording of 34.00 dollars didn't follow affordances it should specify that it the total amount to pay instead

Task (6)	Can you go to calendar and switch to you only see rosie's appointments?
Observation	Eyes went straight to it easily done

Task (7)	- Tell me about your payment plan? - How often are you putting money towards your payment plan? - Tell me how much of your weekly contribution is going to rosie grooming?
Observation	- Go little dollar sign - Looks like a subdivision - Make a bar graph instead on progress bar
Errors	We found that our payment plan page was confusing and was being misinterpreted by the user. Users found the gradient bar chart unclear, and suggest for clarity we should just use 3 colour and show each segment that makes up the payment in that colour. User also misinterpreted the visualization of the individual payment that make up the payment plan. They were unsure if it was a representation of how much was paid off each payment, or the percent that makes up the weekly payment. We will as heading to overcome this confusion and add clarity.
User Comments	Above

Heuristic	Question	Is the heuristic violated ? how?	Severity out of 10
1.Visibility of system status: The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.	01. Are there any times when the system doesn't keep you informed? 02. Are there any times you become frustrated from not receiving feedback within appropriate time?	01. Not particular pretty responsive and sometimes actions, system meet expectations and times where I was expected to take action and it wasn't clear.It didn't look like an affordance. 02. No	01. 8/10 02. 10/10

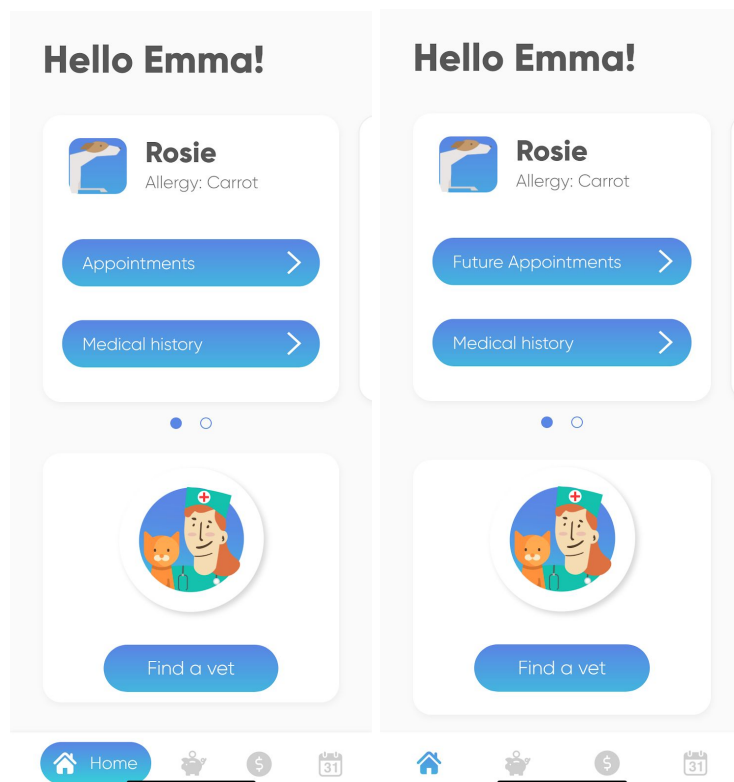
2. Match between system and the real world The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.	01. Are there any words or phrases you don't understand? 02. Does this app follow real world conventions? Is there anything that is difficult to understand? 03. Are there any times where Information does not appear in logical and natural order?	01. The wording of appointment change it too - upcoming appointments 02. 34.00 was confusing add total The list of all available vets caused me extreme confusion because it follows the same layout of google maps, showing the sequence of direction to get to a location. However the list was not directions to one location it was a list of all available vets for the chosen pet. 03. card thing didn't follow real word convention and they were similar sized one. Play with pet and vet button show two different button. 04. easily	01. 7/10 02. 7/10 03. 10/10
3. User control and freedom Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.	01. If you accidentally click on something wrong can you fix it? 02. Do you feel like you have freedom and control to do want you want?	01. error prevention, back button were clear 02. you have the freedom and i didn't feel railroaded, there wasn't a time were I wasn't accomplish a task and happy with structure	01. 10/10 02. 10/10
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	1. Are there any phrases that confuse you, or that you didn't understand?	01. upcoming appointments, totally payment ; 34.00	01. 8/10
5. Error prevention Even better	01. Were there any	01. It was good	01. 10/10

than good error messages is a careful design which prevents a problem from occurring in the first place.	screens on which you felt like it was easy to make a mistake??		
6. Recognition rather than recall Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	01. Did you know straight away what to press to navigate ? 02. Are all navigation elements visible and appropriately labelled?	01. Follow standard conventions 02. yes	01. 10/10 02. 10/10
7. Flexibility and efficiency of use Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.	01. Does the app account for beginners and expert users? 02. Do you feel like there can be any shortcuts that can make things faster?	01. Probably built upon patterns existence, build upon affordance 02. really hard and suggest the same vet. Fav vet practises possibly.	01. 10/10 02. 9/10
8. Aesthetic and minimalist design Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	01. Is there any information you perceive as irrelevant? 02. Is there any page that contains too much text or too much images? 03. Is there anything that was not visible? 04. Is there anything that was not a nice aesthetic?	01. I don't think so , it wasn't glaring. 02. Potentially and home screen. Put a find a vet in individual pets. 03. Novel the app, future organise dog food	01. 10/10 02. 9/10 03. 10/10
9. Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively	01. Are all error messages easily understandable? 02.	01. N/A	01. 10/10

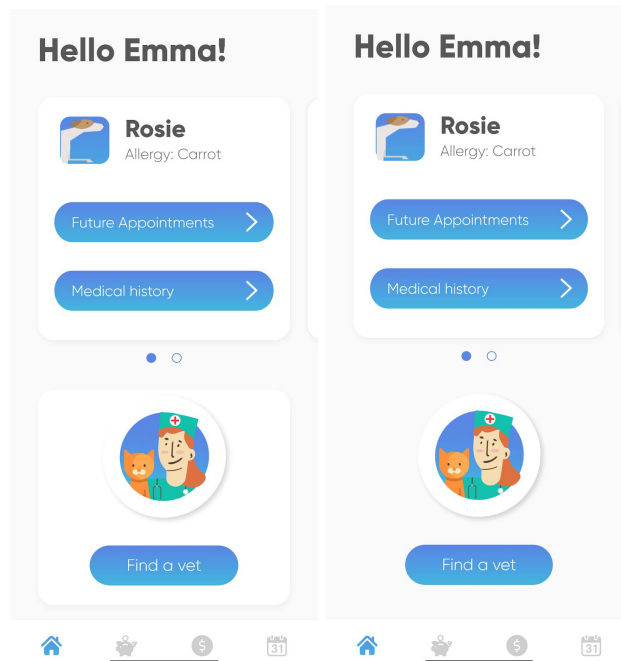
suggest a solution			
10. Help and documentation Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.	01. Is information easy to search? 02. Does the system provide instructions and inform users how to use it appropriately?	01. Easily navigated, familiar, possibly adding a tour guide at the start may be beneficial 02. Yes	01. 8/10 02. 8/10

Changes after iteration mid fi round 2

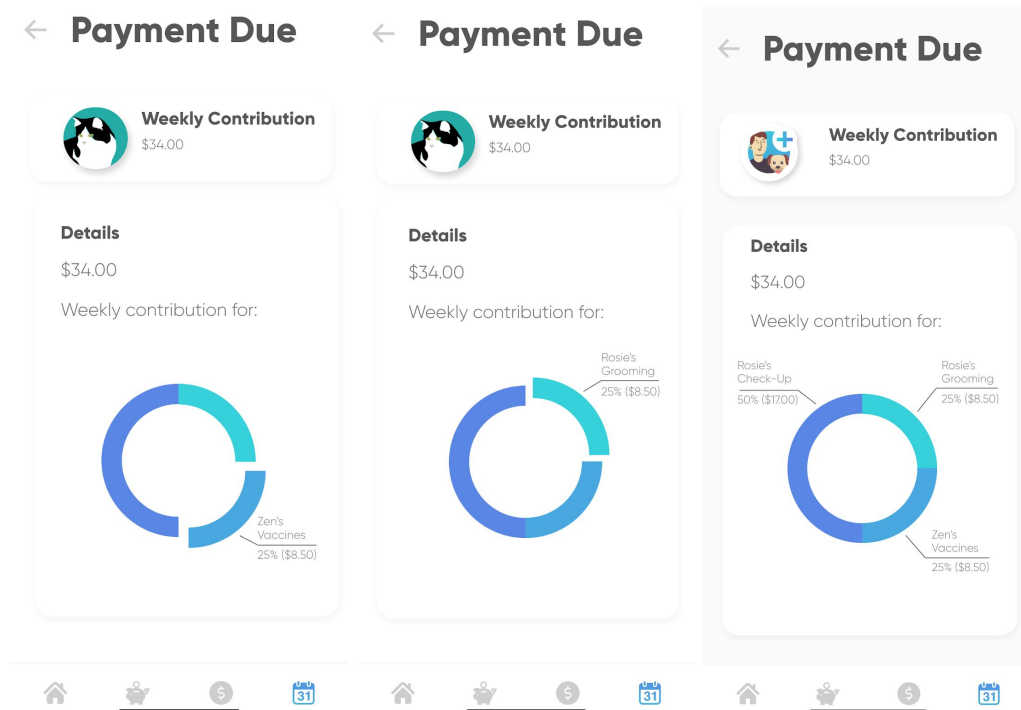
- Match between system and the real world - our testing highlighted that our phrasing in home on the cards of individual pets, was confused by labelling it appointments, the user got confused if the appointment were past or present because it was listed next to medical history. To avoid this correlation we re-labeled the button to future appointments to afford the user the ability to correctly navigate.



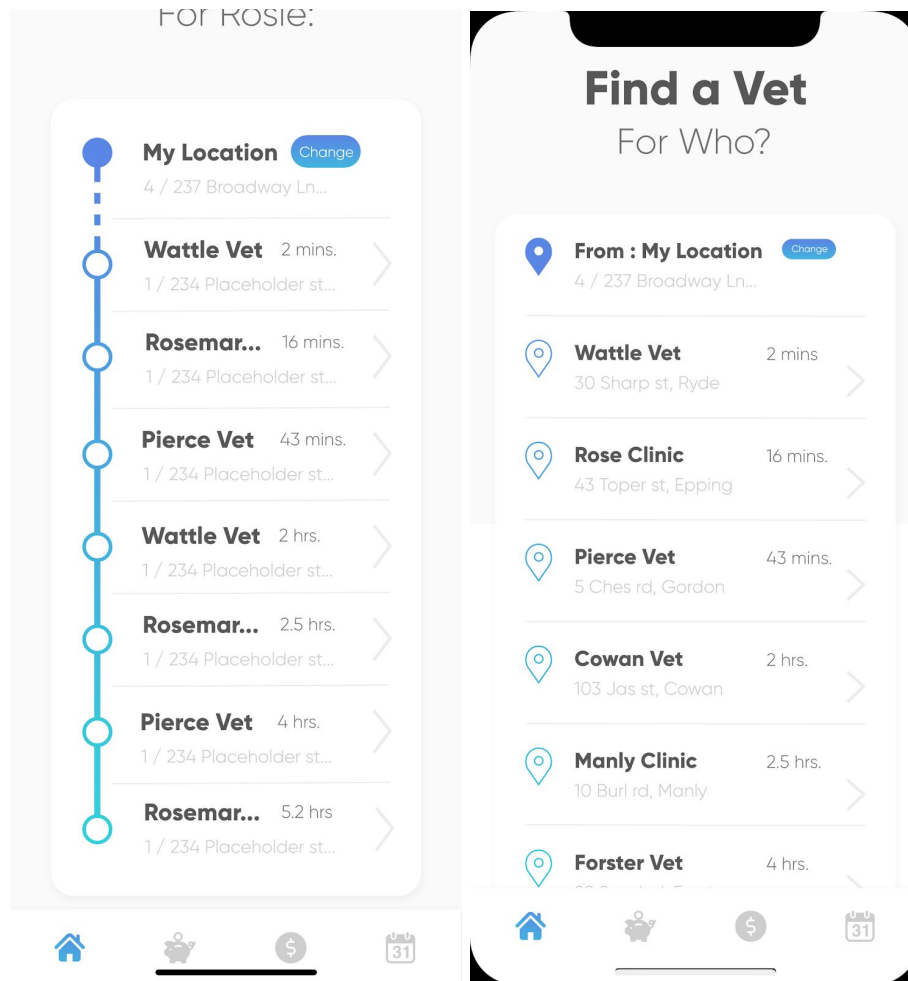
- Home screen cards, were both similar sized however only one was a carousel. This was confusing to the user because it didn't follow real world convention. We overcame this consistency problem by removing the card off the function which did not contain a carousel.



- The concept of clicking in the pie chart segments to view individual amounts was found to be not understood by the user many not even realising this was a function, and when many did saw no real function to it other than it add something “cool” . So we decided for the practicality of our app which is designed for everyday use, we would just make all details available all the time to make the user experience more streamlined.



- We found that our payment plan page was confusing and was being misinterpreted by the user. Users found the gradient bar chart unclear, and suggest for clarity we should just use 3 colour and show each segment that makes up the payment in that colour. User also misinterpreted the visualization of the individual payment that make up the payment plan. They were unsure if it was a representation of how much was paid off each payment, or the percent that makes up the weekly payment. We will as heading to overcome this confusion and add clarity.
- The list of all available vets caused me extreme confusion because it follows the same layout of google maps, showing the sequence of direction to get to a location. However the list was not directions to one location it was a list of all available vets for the chosen pet.



- Total = 34.00 - wording was off
- really hard and suggest the same vet. Fav vet practises possibly.
- Potentially and home screen. Put a find a vet in individual pets.
- Adding a tour when the app is first installed
- Futures - more pet related products
- Google maps thing
- Allergies - It's not 2nd most important information - edge case

Round 5 - Mid Fidelity Prototypes 3

Method: Think aloud testing - Heuristic Evaluation

Mid-Fidelity Digital prototype

User Reached = 1

Task (1)	● View Emergency fund balance ○ Call out balance ○ make a contribution
Observation	- First thing i see is an icon and im touching, i put the details in and then i'm like oh shit i have to create a password 2nd password check. - Easily navigated abit of lack familiarity but got there. - Easily contributed, first time user don't have card set
Errors	- N/A
User Comments	- When creating an account it didn't follow existing affordances of a 2nd password check

Task (2)	● View Zens medical history ○ Share with your vet
Observation	- Home perfect easily swiped and easily went to medical history and easily sent, an overview maybe show just pdf more actions to take.
Errors	- N/A
User Comments	- Would like an overview of the pdf instead of having to go through another step in medical file to click and open up the pdf

Task (3)	● Find the nearest vet ○ Find the nearest vet for rosie ○ Take rosie to the vet
Observation	- Find a vet, i wouldn't know i would open up an app to find a vet. Viewed as list instead of google maps and easily navigated. - These vets can look at your, I didn't know. Pop up. - Feedback that it has been sent.more like cohesive process, confirmation.
Errors	- N/A

User Comments	- User would like to know that these vets shown are vets that can treat your particular type of pet - User would like to receive system feedback that when she sends her medical history of her pet to the vet that it has successfully been sent
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Task (4)	• Tell me which appointment zen has coming up, Have you paid it off yet?
Observation	- So zen future appointments, i wanna know how many days to go, I want an overview
Errors	- N/A
User Comments	- When user opened up Zen's appointment it just showed her dates and location and what the appointment was for, however she expressed an interest in having how many days to go as an important detail to include

Task (5)	• Navigate to the calendar and tell us what you have coming up on the 4th ? ○ See me about your payment due/ weekly contribution on the 4th what is it for? ○ Tell me exactly how money is going towards rosie's checkup?
Observation	- User would like 2 more distinct colour to show different events in the calendar because it was confusing - Easily seen navigated to see if it had been paid off
Errors	- N/A
User Comments	- I'm kinda confused why would split it, different colour dots and brighter shades - I wish I could review the payment before clicking into the individual appointment - I want to see an overview

Task (6)	• Can you go to calendar and switch to you only see rosie's appointments?
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Observation	- I would just looked at it, maybe circle aren't the best for data visualization. A bar chart .
Errors	- N/A
User Comments	- Would like data to visualised differently other than a pie chart

Task (7)	• Tell me about your payment plan? ○ How often are you putting money towards your payment plan? ○ Tell me how much of your weekly contribution is going to rosie grooming?
Observation	- Icon similar in context document with icon
Errors	- N/A
User Comments	- N/A

Heuristic	Question	Is the heuristic violated ? how?	Severity out of 10
1.Visibility of system status: The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.	A. Are there any times when the system doesn't keep you informed? B. Are there any times you become frustrated from not receiving feedback within appropriate time?	01. n/a 02. N/a	01. 8/10 02. 10/10
2. Match between system and the real world The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.	A. Are there any words or phrases you don't understand? B. Does this app follow real world conventions? Is there anything that is difficult to understand? C. Are there any times where Information does not appear in logical	01. All labels make sense, current balance in emergency fund. 02. Password 2nd	01. 10/10 02. 9/10

	and natural order?		
3. User control and freedom Users often choose system functions by mistake and will need a clearly marked “emergency exit” to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.	A. If you accidentally click on something wrong can you fix it? B. Do you feel like you have freedom and control to do what you want?	01. I could 02. Add button on the calendar to allow them to manage other things for pets	01. 10/10 02. 6/10
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	A. Are there any phrases that confuse you, or that you didn't understand?	01. Medical history, when i first clicked on it I expect a preview but its not there which causes unexpected navigation.	01. 8/10
5. Error prevention Even better than good error messages is a careful design which prevents a problem from occurring in the first place.	A. Were there any screens on which you felt like it was easy to make a mistake??	01. Well spaced out	01. 10/10
6. Recognition rather than recall Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	A. Did you know straight away what to press to navigate ? B. Are all navigation elements visible and appropriately labelled?	01. Easy to navigate 02. yes	01. 10/10 02. 10/10
7. Flexibility and efficiency of use Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.	A. Does the app account for beginners and expert users? B. Do you feel like there can be any shortcuts that can make things faster?	01. Easy to navigate 02. Would like the function to be able to use my emergency fund to pay vet how	01. 10/10 02. 8/10

		would that interaction happen?	
8. Aesthetic and minimalist design Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	A. Is there any information you perceive as irrelevant? B. Is there any page that contains too much text or too much images? C. Is there anything that was not visible? D. Is there anything that was not a nice aesthetic?	01. No but could possibly add a section that show possible emergency that can happen to your pet so pet owners can become aware of suggested amounts to save in an emergency fund.	1. 8/10
9. Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution	A. Are all error messages easily understandable?	01. N/A	2. 10/10
10. Help and documentation Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.	A. Is information easy to search? B. Does the system provide instructions and inform users how to use it appropriately?	01. Button workable	3. 10/10

Changes after mid fid round 3

- Adding the edit function of payment plan to assess if it's a case of not understanding of app as opposed to the functionality, structure and navigation
- No but could possibly add a section that show possible emergency that can happen to your pet so pet owners can become aware of suggested amounts to save in an emergency fund.
- Medical history, when i first clicked on it I expect a preview but its not there which causes unexpected navigation
- Add button on the calendar to allow them to manage other things for pets
- Would like data to visualised differently other than a pie chart
- I'm kinda confused why would split it, different colour dots and brighter shades
- I wish I could review the payment before clicking into the individual appointment - I want to see an overview
- Would like an overview of the pdf instead of having to go through another step in medical file to click and open up the pdf
- When user opened up Zen's appointment it just showed her dates and location and what the appointment was for, however she expressed an interest in having how many days to go as an important detail to include
- User would like to know that these vets shown are vets that can treat your particular type of pet
- User would like to receive system feedback that when she sends her medical history of her pet to the vet that it has successfully been sent

Hi-Fidelity

Method: Think aloud testing - Heuristic Evaluation

Hi-Fidelity Digital prototype

User Reached = 2

Task (1)	● View Emergency fund balance ○ Call out balance ○ Make a contribution
Observation	- First went into the payments section, then quickly returned to the right navigation tab - Immediately found the contribution button - Didn't immediately recognise the navbar, but after noticing it used it confidently

Task (2)	● View Zens medical history ○ Share with your vet
Observation	- Easily navigated to the right page and extracted the information - Easily found the vital information

Task (3)	● Find the nearest vet ○ Find the nearest vet for rosie ○ Take rosie to the vet
Observation	- Easily navigated, did not hesitate in any of the actions. - Found the section easily.

Task (4)	● Tell me which appointment zen has coming up, Have you paid it off yet? ○
Observation	- Did not hesitate, Extracted key information quickly - Initially navigated to the calendar, but then redirected back to the Future Appointments section. This is fine, as both methods of access are viable.

Task (5)	• Navigate to the calendar and tell us what you have coming up on the 4th? ○ Tell me about your payment due/ weekly contribution on the 4th what is it for? ○ Tell me exactly how money is going towards rosie's checkup?
Observation	- Needs an indicator of whether the appointment is paid off on the tab - Otherwise easily found

Task (6)	• Can you go to calendar and switch to you only see rosie's appointments?
Observation	- Found the element after a second, but did not seem to hesitate in using the dropdown menu - Easily found the relevant element

Task (7)	• Tell me about your payment plan? ○ How often are you putting money towards your payment plan? ○ Tell me how much of your weekly contribution is going to rosie grooming?
Observation	- Navigated to the correct section instantly, but scanned the page for a second before calling out the amount. - Called out the percentage without hesitation

P1: Novice user

Heuristic	Question	Is the heuristic violated ? how?	Severity out of 10
1.Visibility of system status: The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.	A. Are there any times when the system doesn't keep you informed? B. Are there any times you become frustrated from not receiving feedback	01. n/a 02. n/a	01. 10/10 02. 10/10

	within appropriate time?		
2. Match between system and the real world The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.	A. Are there any words or phrases you don't understand? B. Does this app follow real world conventions? Is there anything that is difficult to understand? C. Are there any times where Information does not appear in logical and natural order?	01. All labels make sense, current balance in emergency fund.	01. 10/10 02. 10/10
3. User control and freedom Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.	A. If you accidentally click on something wrong can you fix it? B. Do you feel like you have freedom and control to do what you want?	01. I could	01. 10/10 02. 10/10
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	A. Are there any phrases that confuse you, or that you didn't understand?	01. Some buttons were unnecessarily large, and the user found it condescending.	01. 8/10
5. Error prevention Even better than good error messages is a careful design which prevents a problem from occurring in the first place.	A. Were there any screens on which you felt like it was easy to make a mistake??	01. Dropdown button is too small, as is it's clickable area	01. 10/10
6. Recognition rather than recall Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	A. Did you know straight away what to press to navigate ? B. Are all navigation elements visible and appropriately labelled?	01. Easy to navigate 02. The difference between the coin and piggy bank was not obvious	01. 10/10 02. 9/10

		initially, but once the user clicked on it, they admitted that it was logically sensible, and admitted they would prefer the distinction.	
7. Flexibility and efficiency of use Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.	A. Does the app account for beginners and expert users? B. Do you feel like there can be any shortcuts that can make things faster?	01. Yes 02. No shortcuts necessary	01. 10/10 02. 10/10
8. Aesthetic and minimalist design Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	A. Is there any information you perceive as irrelevant? B. Is there any page that contains too much text or too much images? C. Is there anything that was not visible? D. Is there anything that was not a nice aesthetic?	01. No, all is fine	1. 10/10
9. Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution	A. Are all error messages easily understandable?	01. N/A	2. 10/10
10. Help and documentation Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to	A. Is information easy to search? B. Does the system provide instructions and inform users how to use it appropriately?	01. N/A	3. 10/10

search, focused on the user's task, list concrete steps to be carried out, and not be too large.			
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P2: Expert User

Heuristic	Question	Is the heuristic violated ? how?	Severity out of 10
1.Visibility of system status: The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.	C. Are there any times when the system doesn't keep you informed? D. Are there any times you become frustrated from not receiving feedback within appropriate time?	03. Besides the slow response times of the prototype, everything responded as expected 04. N/A	03. 10/10 04. 10/10
2. Match between system and the real world The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.	D. Are there any words or phrases you don't understand? E. Does this app follow real world conventions? Is there anything that is difficult to understand? F. Are there any times where Information does not appear in logical and natural order?	02. All phrases make sense 03. For a second, the concept of a coinciding appointment and payment did not make sense.	03. 10/10 04. 10/10
3. User control and freedom Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.	C. If you accidentally click on something wrong can you fix it? D. Do you feel like you have freedom and control to do want you want?	02. I could 03. The navbar is always there	03. 10/10 04. 10/10
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	B. Are there any phrases that confuse you, or that you didn't understand?	02. Not really	02. 10/10

5. Error prevention Even better than good error messages is a careful design which prevents a problem from occurring in the first place.	B. Were there any screens on which you felt like it was easy to make a mistake??	02. N/A	02. 10/10
6. Recognition rather than recall Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	C. Did you know straight away what to press to navigate ? D. Are all navigation elements visible and appropriately labelled?	03. Easy to navigate 04. Yes, although the piggy bank and coin icons are not entirely distinct in meaning at first.	03. 10/10 04. 10/10
7. Flexibility and efficiency of use Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.	C. Does the app account for beginners and expert users? D. Do you feel like there can be any shortcuts that can make things faster?	03. Yes 04. No shortcuts necessary, as the current steps are already quick and efficient	03. 10/10 04. 10/10
8. Aesthetic and minimalist design Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	E. Is there any information you perceive as irrelevant? F. Is there any page that contains too much text or too much images? G. Is there anything that was not visible? H. Is there anything that was not a nice aesthetic?	01. No, all seemed pretty straight-forward	4. 10/10
9. Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution	B. Are all error messages easily understandable?	02. N/A	5. 10/10

10. Help and documentation Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.	C. Is information easy to search? D. Does the system provide instructions and inform users how to use it appropriately?	02. N/A	6. 10/10
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