

Design Research Plan

Target Participants and Stakeholders

The focus of this project is to help dog owners understand the health condition, physically and mentally, of their dog(s). To gain more insights into the topic, we want to conduct user research with our target participants and other stakeholders. Our target participants include the dog owners who care about the health condition of their dog(s) and their dog(s). We also consider veterinarians, dog trainers, and pet store owners as our stakeholders due to their involvement in the health care of the dogs. In order to get a detailed perspective on professional dog healthcare, we have reached out to a certified dog trainer and veterinarians from Ravenna Animal Hospital. We have also reached out to the owner of a local pet shop, Wally Pets. In the case that these professionals are unavailable, we also scheduled interviews with 2 dog owners so far and are currently reaching out to several more through the UW Dog Club Facebook group.

Design Research Methods

We plan to use semi-structured interviews as our primary method of research and study. Our main goal of the interviews is to better understand what practices and methods participants use to care and understand their dog's emotional and physical health needs. Thus, our questions are centered around routine, dog behavior and owner response to that behavior, dog health, and services that the owner seeks to help care for their dog. With participants that have services related to dogs, we plan on centering the interview around bettering our understanding of professional perspectives on dog-caring in comparison to the everyday dog owner.

Interview Protocol

Introductory Script

Hi, my name is _____. (Thank them for letting us interview them). This is _____, who will be taking notes for the interview and may occasionally ask a follow-up question.

Our group is conducting a design study focused on dog owners and detecting the emotional/physical health of their dogs. We wanted to talk to you more to gain more insight into this topic. We aim for the interview to not last for more than hour, but you may stop at any time. Also, please don't feel obligated to answer questions that you don't want to. Is it okay if we record audio?

Interview for Dog Owners

Main Goal: Understanding concerns they have for their dog(s) and how they currently handle those concerns (including treatment and care)

Demographics Questions

Sub-Goal: Get background information about the dog(s) and owners

- How many dog(s) do you have?
- What are their names?
- How old is/are your dog(s)?
- What kind of dog(s) are they?

Sub-Goal: Get background information about the owner

- How long have you been a dog owner?
- How long have you had your (current) dog(s)?

Primary Questions

- **What's your daily routine with your dog(s)?** (probe for a brief overview of direct interaction between dog and dog owner)
 - Are you using any pet services and if yes, what are they?
 - How many hours is your dog left alone, if any?
 - Does your dog have any problems during the hours and what are they?
 - How do you tackle the problem?
- **Have you used any tools to track information about your dog(s)?** (probe for what they are and why they use it)
- **Do(es) your dog(s) have good and bad behaviors?**
 - If yes] What are they? How do you deal with those certain behaviors?
- **How do(es) your dog(s) express emotions or needs?** (probe more for possible social needs)
- **What health concerns do you have for your dog, if any?** (probe for how they know when the dog is ill)
 - [If yes] How are you dealing with these concerns currently?
 - [Follow Up] What's the disease history of your dog?
 - How did you find out?
 - What did you do to deal with these diseases?
- **How has your perspective on dog health changed as your dog(s) have grown up?** (probe so that you understand what concerns and needs dog/dog owner to have as dog ages)

Interview for Vets/Pet Trainers

Main goal: Understanding the professional perspective of proper care for dogs

Demographics Questions

Sub-Goal: Get background information about the Vets/Pet Trainer

- How long have you been a Vets/Pet Trainers?
- What is your primary training focus?
 - What training methods do you utilize?

Primary Questions

- [Start with a subset of questions from Pet Owner questions, if applicable]
- How can a pet owner prevent their puppy from getting injured or sick?
- How do you determine when a dog is stressed?
 - How do you identify the cause?
 - How do you calm the dog?
- What are some health data that the dog owners should pay attention to/keep track of?
- Have you heard of / used any of the Dog Activities Monitors? What do you think of those monitors?
- What do you wish dog owners had more information on in order to keep their dog(s) emotionally/physically healthy?