

## Introduction

- **Title:** Creating the Cat Shelter inventory management and ordering app
- **Author:** Alex, UX Researcher, alex@email.com
- **Stakeholders:** Cat shelter volunteers, Jenn Carmody – shift manager, Oli Valermos, Cat Shelter President
- **Date:** March 18, 2023
- **Project background:** The purpose of this app is to create a single mobile interface for users to access, edit quantities of, and reorder inventory for the cat shelter. Previous methods of inventory tracking and ordering were manual and cumbersome, resulting in many mistakes and frustrations.
- **Research goals:** Determine whether the app is an upgrade from prior inventory management and ordering methods.

## Research questions

- How does the Requests feature impact org-wide communication?
- Will the inventory quantity adjustment features provide a good experience for all Cat Shelter volunteers?
- How long will it take to fulfill an order from start to finish?
- Will the ordering process be simple and straightforward to the users?
- How often will the News feature be used per month?
- Will automated communications, such as low stock notifications and invoice alerts, assist the company in achieving its goals?

## Key Performance Indicators (KPIs)

- Time on Task
- System Usability Scale
- Net Promoter Score
- Drop-off rates
- Conversion rates
- User error rates



<b>Methodology</b>	<ul style="list-style-type: none"> <li>● Supervised usability study</li> <li>● Location: at the Cat Shelter</li> <li>● Date: Monday, March 27<sup>th</sup> through Friday, March 31<sup>st</sup> (to work with one or two volunteers per day [shift])</li> <li>● Each participant will complete the tasks in the usability study following the below outlined script. Each session will last approximately 30 minutes and will conclude with a satisfaction questionnaire to advise future studies</li> </ul>
<b>Participants</b>	<ul style="list-style-type: none"> <li>● Because the only users of this app will be the Cat Shelter volunteers and leadership, participants will consist only of volunteers and leadership of the cat shelter who are involved in any daily operations or management, including cleaning cages, caring for the animals (feeding, grooming, cleaning, etc.), and/or maintaining facilities. All cases have a direct reliance on shelter inventory.</li> <li>● One volunteer and, where applicable, one shift lead will be interviewed per each of the five days of the study</li> <li>● Interviewing at least one user that is in charge of ordering supplies (i.e. Jenn Carmody) will be required.</li> </ul>
<b>Script</b>	<ul style="list-style-type: none"> <li>● Intro <ul style="list-style-type: none"> <li>○ Hello, my name is Alex, and I am conducting a study to assess the usability and usefulness of the new Cat Shelter inventory app to make it the best product it can be for you and your teammates. Before we begin, do I have your consent to record this interview? Recordings will only be used as referential material for me and my design team, and will be deleted once the study is complete.</li> <li>○ Please note that there are no right or wrong answers and I encourage you to ask questions at any time in the interview. We will take any feedback you have.</li> <li>○ Basic questions: <ul style="list-style-type: none"> <li>■ What is your name and how long have you been volunteering with the cat shelter?</li> <li>■ How often do you interact with the inventory available in the shelter, for any purpose?</li> <li>■ What types of inventory or items do you work with in a normal day?</li> </ul> </li> <li>○ Thanks! Next, I will set up the app and give you a short series of tasks to complete on your own while I observe, followed by additional questions about the experience of completing the task. Remember, this isn't a test, meaning you can't fail, and any feedback or questions you might have on the process are welcome at any time.</li> </ul> </li> </ul>



## ● Tasks

- Task 1: Imagine you take 4 cans of the wet cat food out of your current physical inventory to give to the shelter cats. Please update the quantity of that item in the app to reflect those changes.
  - Please describe your experience with this prompt. Did you find it confusing, challenging, or maybe satisfying?
- Task 2: You receive a push notification that the wet cat food is running dangerously low. Reorder 38 cans from the cheapest available vendor in the app.
  - Did the process work as you expected?
  - What difficulties, if any, did you have while completing the process?
  - What would have happened if that push notification hadn't been sent? Did you find it useful?
- Task 3: The cat shelter will be intaking a litter of 7 kittens next week, and you'll need extra kitten food. Please submit a request for 21 cans of kitten food.
  - How confident, on a scale from 1-10, are you that this request will be noticed by and communicated to the person in charge of ordering?
- Task 4: Please publish a News article notifying the team of a new development in the cat shelter.
  - How often do you think you would use this feature to communicate with the rest of the organization?
- Task 5: Overall, please explain your thoughts towards the inventory app. What did you like and dislike about it? What do you think its impact could be?

