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E-HARVEST MOBILE APP ITERATION 1 ADAPT PHASE

Introduction

This document contains feedback and methods used for gathering feedback, as well as detailed feedback on what went well and what went wrong. We as a team believe that every app people use may have some comments, feedback, and suggestions for the app or any application. We welcome those comments, feedback, and suggestions too and we welcome those comments, feedback, and suggestions in order to provide the best app, satisfy users, and provide the best user experience. During this process of gathering feedback from our users which include farmers, agri-cooperative, and users who consider being the customers of what farmers and agri-cooperative supply or provide. The team prepared some questions about app usability and distributed them to different people in those different categories we are connecting through our app for them to answer. Two approaches and methods have been used to impose those questions on those people to get their views on the app we are developing for them.

Approaches and method

❖ Survey

During this process of gathering feedback, we send survey forms to our stakeholders, and users in general to get feedback about app usability. We give out a form to seven strong farmers and Agri-cooperative and also give it out to 10 users.

❖ Interview

Two people in a team went out with the same questions sent out as a survey and asked people about the app but with the same question. Most of them were users and few of them were farmers. At the end of the day, they came with results that were not far away from what we got from the survey.

The detailed results will be discussed in the next section where questions asked during the interview and in the survey will be presented as well.

Summary of feedback

The questions asked during interviews and survey forms

- ❖ How can this App text visibility on a scale of 10 and why?
- ❖ What do you think we can improve?
- ❖ Do you have any features or functionality we can put into consideration?
- ❖ How do you feel about our App?
- ❖ Do you found this app helpful in terms of the business you do
- ❖ Do you have anything we can add to the app that might facilitate your business we didn't consider

We were expecting feedback suggestions and user comments above the asking question. Most of our users were direct and honest in providing this feedback, pointing out where we were going wrong and expressing an eagerness to assist us in developing a nice and good product that will succeed.

The result of interviews and the survey

We as a team were delighted to receive feedback from various users, and we are committed to changing and implementing whatever they requested that is possible and feasible to implement. Because some of the feedback, suggestions, and comments are similar, we will not list them all here. We attempted to select those that are extremely useful. We are not saying that some of them are not useful, but we prioritize them based on how the user provided them and the importance and impact of following or implementing whatever that user said in the feedback response. The list will have questions and one or two pieces of feedback based on that question.

How can this App text visibility on a scale of 10 and why?

- ❖ 8, because the idea is nice and will help many people. But again it is not well designed
- ❖ I can rate this app's text visibility to 8, this is because each text displayed on the front is clear I can be able to see them very well. I should have said 10 but there are some inconsistent text cases like uppercases and lower cases. I am criticizing this as a person who also has some basis in technical things.

What do you think we can improve

- ❖ User experience UX/UX should be improved
- ❖ I saw many things to improve regarding the app and how activities follow each other. You should have put much effort into organizing how activities will follow each other. You can redesign and make follow of actions once the user wants to use the app

Do you have any feature or functionality we can put into consideration

- ❖ There should be a payment feature to enable payment through the app and the way of advertising
- ❖ Yes, as users we can be happy if this happy payment system also we are wondering why you don't have a way of buying. I wish you can also put into consideration how users can localize the nearest vendor or supplier.

For this question, most of the interviewees and people who filled out the survey found payment an important feature they need to see on the app. There are other many questions asked but one of them is an important question to use to get feedback from users about what can be added to the app so that it can affect their business. We didn't consider this when we were analyzing the features of the app.

The link to the sample questions and responses we got from users is below where you can see some of the answers from users. [Link](#)

Do you have anything we can add to the app that might facilitate your business we didn't consider

- ❖ It should be easy to use since many farmers are not very experienced in technology tools like this application and considering the accessibility for people who don't use smartphones
- ❖ Easing the navigation through the application and Helping in reaching more customers
- ❖ If you can give a way of communicating as a vendor or supplier and other parties we are partnering with like Ministries and people in the transport of goods and products. This can help a lot.

Those were some of the feedback we got from a survey we sent out and interviews conducted by the team.

We are grateful for the feedback we got from our users, farmers, and agri-cooperative and we are ready to put more effort and commitment to create an ideal environment for our users where they can run their businesses without worrying about customers, advertising their goods, etc.

Lesson Learned

Everyone on a team believes in progress, getting things done, and being useful to those for whom they are developing an app. We enjoyed collecting user feedback and learned a lot during this stage. Some of the things we learned are as follows.

- ❖ Learn to accept feedback whether is positive or negative
- ❖ We get to know how the user feels about our app

- ❖ We learned to get useful information from the feedback
- ❖ We learned that not every feedback will be useful. Some of them aren't informing or expressing their feelings but apps instead are discouraging feedback.
- ❖ We learned that better products or apps come from feedback provided by the users

What we considered as unexpected feedback was from people who talked about accessibility for imperial people like the blind and others. The reason why we were surprised is that we didn't consider that or even thought about this scenario. Also, this was very useful feedback, and from here we learn that seeking and collecting feedback from users is a very important thing to do.

Sometimes whatever is planned to complete in iteration might not complete based on certain things. In our case, some of the work went well and others didn't. We even got that as a comment from our instructor. What didn't work are the following

- ❖ Updating, and deleting products
- ❖ The search was not implemented
- ❖ FAB was used wrongly
- ❖ Failed to come up with better architecture
- ❖ Failed to handle multiple users

What worked well.

- ❖ Designed different screens including adding product screen, home, login, register, forgot password, and reset password.

The team manages to complete some screens that were supposed to be completed in this iteration but the team fails to make better architecture due to the lack of use of persistence data in kotlin. Our time management during this iteration wasn't good enough which is why we failed to complete some of our features that were in product backlogs.

There are so many things that gather from feedback that will need to change. For now, the team will look at accessibility and better app architecture and also commit to completing features that are in MVP as fast as possible.