TEAM MEMBERS:

1. Patrick Ishimwe (pishimwe)
2. Honore Ndayishimiye (hndayish)
3. Robert Ngabo Mugisha (rngabomu)
4. Bienvenu Murenzi (bmurenzi)
5. Schadrack Ngirimana (schadran)

E-HARVEST MOBILE APP ITERATION 2 ADAPT/CLOSE PHASE

Introduction

This document includes feedback and feedback methods, as well as detailed feedback on what went well and what went wrong. We believe that every app people use may have comments, feedback, and suggestions for the app or any application. We welcome those comments, feedback, and suggestions as well, to provide the best app, satisfy users, and provide the best user experience. Throughout the process of gathering feedback from our users, which include farmers, agri-cooperatives, and users who consider themselves to be customers of what farmers and agri-cooperatives supply or provide. The team prepared some app usability and user experience questions and distributed them to people in the categories we are connecting through our app for them to answer. Two approaches and methods were used to impose those questions on those people in order to obtain their feedback on the app that we are developing for them.

Approaches and method
- ❖ **Survey**
  We send survey forms to our stakeholders and users in general during this feedback-gathering process to get feedback on app usability. We distribute a form to seven strong farmers and an Agri-cooperative, as well as ten users.
- ❖ **Interview**
  Two members of a team went out with the same survey questions and asked people about the app, but with different questions. The majority of them were consumers, with only a few being farmers. At the end of the day, they produced results that were not dissimilar to those obtained 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
- ❖ Why will you keep using the e-harvest mobile app? Explain why?
- ❖ Will you recommend other farmers and Rwandan citizens to you e-harvest
- ❖ How fast is our e-harvest app?
- ❖ How is the e-harvest user experience?

Above the asking question, we expected feedback suggestions, and user comments. Most of our users were direct and honest in their feedback, pointing out where we were going wrong and expressing a desire to help us develop a nice and good product that will succeed.

The result of interviews and the survey

We were ecstatic to receive feedback from a variety of 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 tried to choose those that are extremely useful. We are not saying that some of them are not useful; however, we prioritize them based on how the user provided them and the significance and impact of following or implementing whatever that user said in the feedback response. The list will include questions and one or two pieces of feedback in response to those questions.

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 un consistent text cases like uppercases and lower cases. I am criticizing this as someone who also has some basis in technical things.

What do you think we can improve

- ❖ User experience UX/UX should be improved

❖ Text visibility needs to be the things you need to change

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

❖ There should be a payment feature to enable payment through the app including Paypal and crypto payment and the way of advertising
❖ Yes if you might the way of tracking orders it might help users very much?

For this question, the majority of interviewees and survey respondents said payment is an important feature they want to see on the app. There are many other questions asked, but one of them is critical for gathering feedback from users about what can be added to the app to affect their business. We didn't think about it when we were analyzing the app's features.

Will you recommend other farmers or Rwandan citizens to use e-harvest?

❖ 5 of 10 people said yes, without extra complaint and the other 5 said yes and mentioned things to improve including making the app easy to be used.

How fast is our e-harvest app?

❖ All of the 10 people (farmers and users) we interviewed and gave out forms to fill out, the result was the same say that our app. Medium. The options to choose from were high, medium, and slow.

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. Some of the feedback was the same because at this iteration we send two forms one of which was similar to the one we send for the first iteration and another one we designed for this iteration.

We appreciate the feedback we received from our users, farmers, and agri-cooperatives, and we are willing to put in 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, and payment, and so on.

Lesson Learned

Everyone on a team believes in making progress, getting things done, and being useful to those for whom an app is being developed. During this stage, we had a lot of fun collecting user feedback and learned a lot. The following are some of the things we discovered.

- ❖ Learn to accept feedback whether 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 to resolve conflict in code as we worked in a group
- ❖ 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

Unexpected feedback included discussions about using face recognition to log into the app, as well as requests to include PayPal and cryptocurrency payments in the system. We were surprised because we had not considered or even considered this scenario. Also, this was very useful feedback, and we can conclude from this that seeking and collecting feedback from users is critical.

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 users. What didn't work are the following

- ❖ Working on accessibility
- ❖ The search was not implemented
- ❖ Handling user sessions
- ❖ Tracking purchase

What worked well.

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

- ❖ Designing and implementing a shopping cart
- ❖ Connect to firebase and store and retrieve data from firebase

The team manages to complete some screens that were supposed to be completed in this iteration and configure and use Firebase to store and retrieve information from Firebase Database. Our teamwork during this iteration wasn't clear which lead us to fail to do some of the tasks and features.

Future plan

- ❖ Working on feedback
- ❖ Integrating payment system into app
- ❖ Tracking orders
- ❖ Providing way farmers can give discounts
- ❖ Publish app on the play store