

weReport

Francesca, Hee, Nicole, Qian



Problem space



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- 7,000 Peace Corps Volunteers at any given time
- \$318.8 million is budgeted every year
- no current community feedback mechanism = ineffective monetary spending

Problem space

Who will care about a solution?

- US Government (USAID)
- Peace Corps Organization and Volunteers
- Community Members

Who will a solution effect?

- All stakeholders
- Selected Latin American Communities (short-term)
- All communities with Peace Corps presence (long-term)

Project description

weReport will be a **user-friendly, intuitive platform** that would allow NGO-affected community members to publically and anonymously report feedback on developmental projects **using SMS.**

Project description

using weReport...

- community members will be able to voice concerns
- Peace Corps will be able to use the information collected to more effectively allocate resources

The main elements

- existing infrastructure in project communities (feature phones, smart phones)
- computers in the US for data aggregation

Design Challenge

- restricting the design to use the existing technology infrastructure
- each community has its own set of cultural factors (language barriers, literacy, SMS plans, cellphone sharing, etc)
- community members may be concerned about anonymity
- across all countries with a Peace Corps presence (about 68, spanning across the world), existing infrastructure and cultural factors vary

dramatically

Related work

- Many humanitarian crowdsourcing projects relate to weReport, including...
 - Alive in Afghanistan (Todd Huffman)
 - Ushahidi
- Our contacts include:
 - Jaron Reed (Peace Corps, volunteered in Guatemala)
 - Todd Huffman (Alive in Afghanistan)
 - Other Peace Corps volunteers
 - Developers of open-source tools like ODK and FrontLine SMS
- What makes this project novel/interesting?
 - Huge scope
 - Many small projects, feedback not mapped based on location
 - How do we generate a consistent flow of feedback?

Findings so far

What did you do?

- Surveyed PCVs
- Talked to Jaron, Todd, Trevor

What did you learn from your fieldwork?

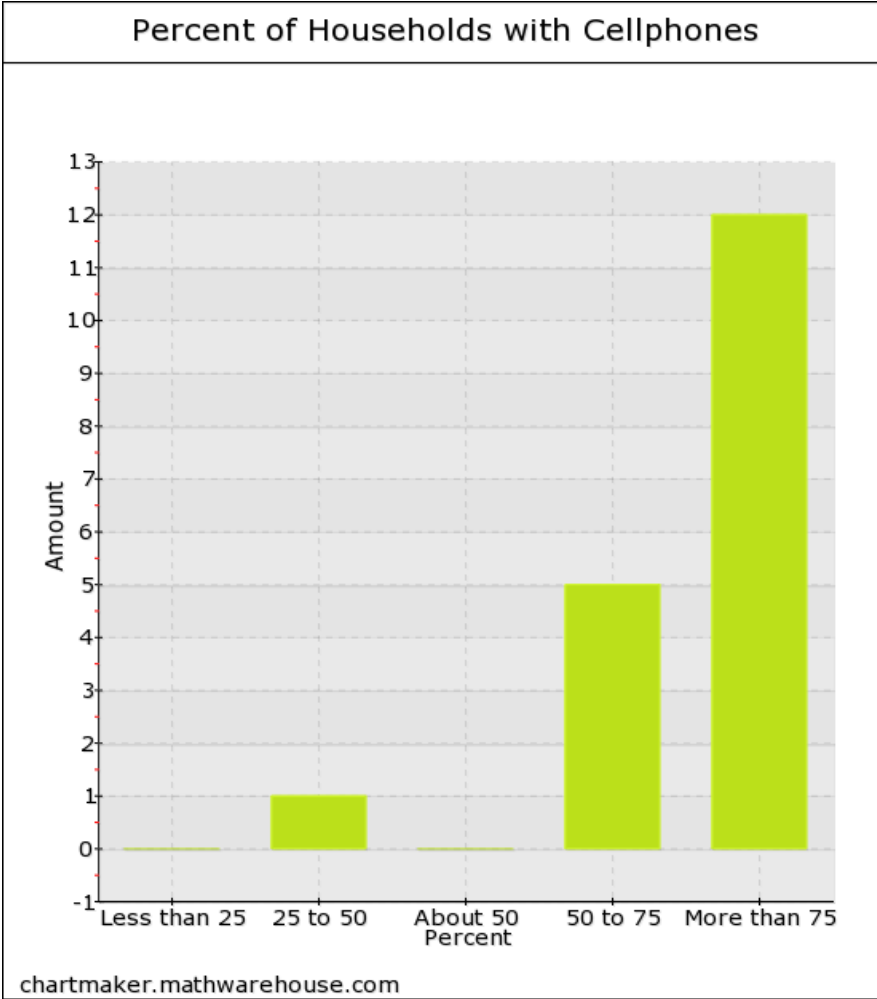
We need to narrow our scope to a few countries (Latin America)

What further fieldwork is needed?

- Need to explore which specific existing technologies we'll use (ie ODK, Frontline SMS)

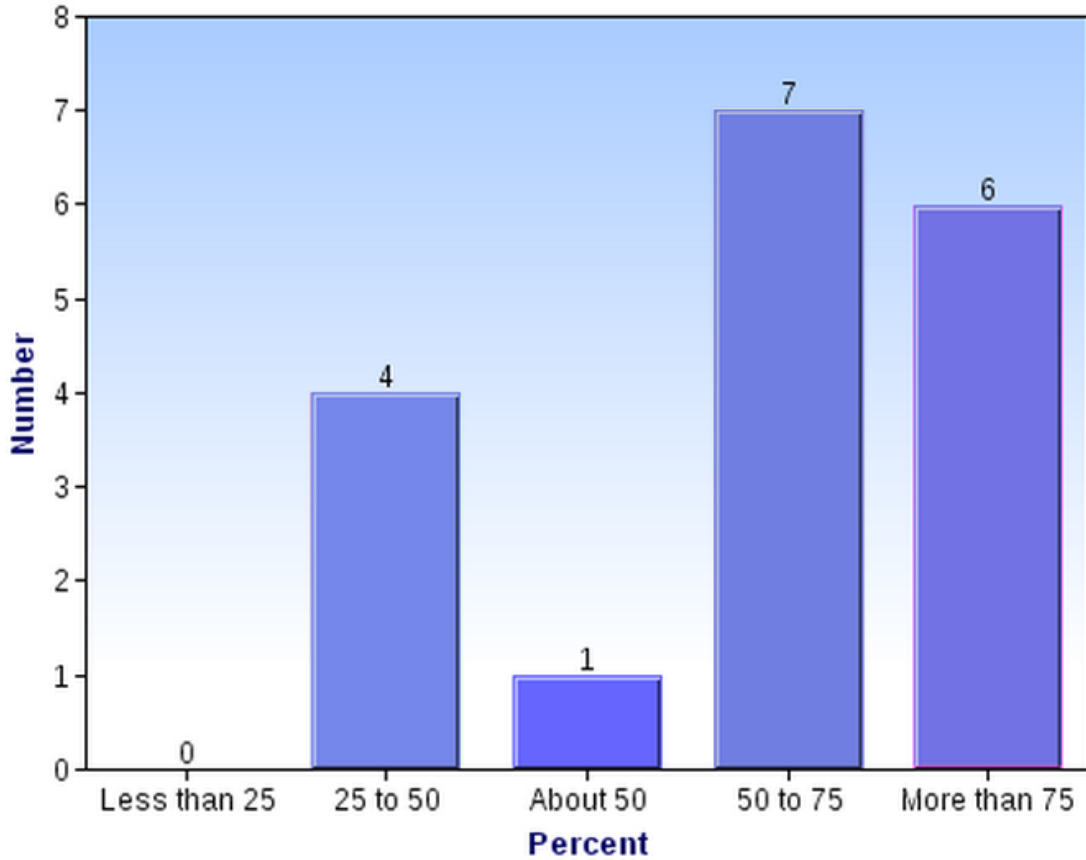
Data Collected

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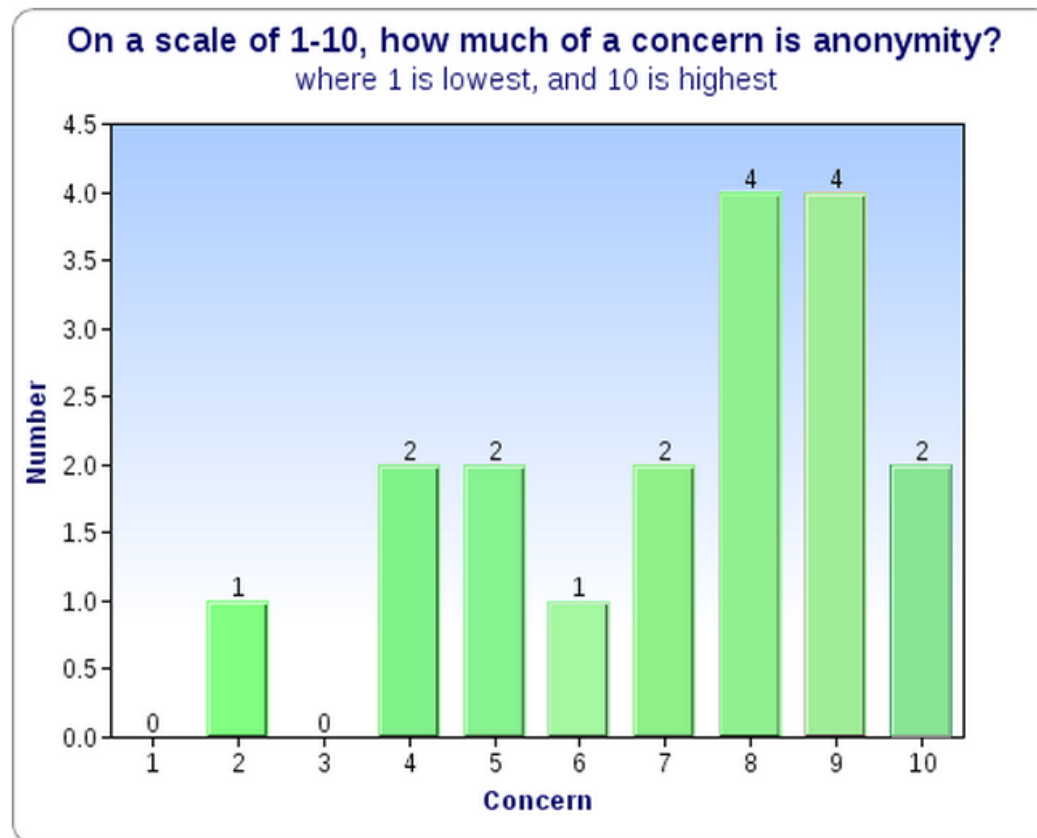
Data Collected

Percent of Population that uses SMS

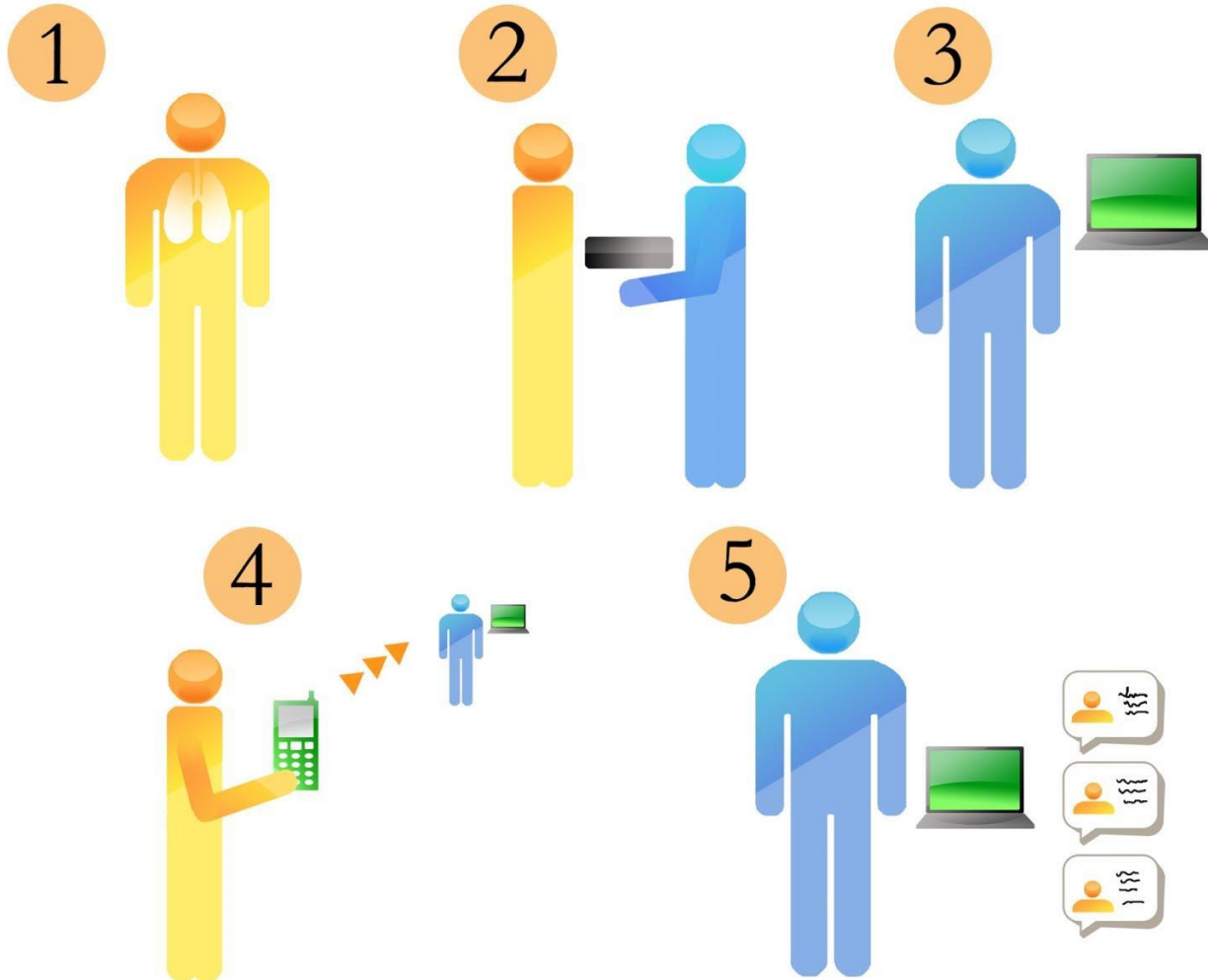


Data Collected

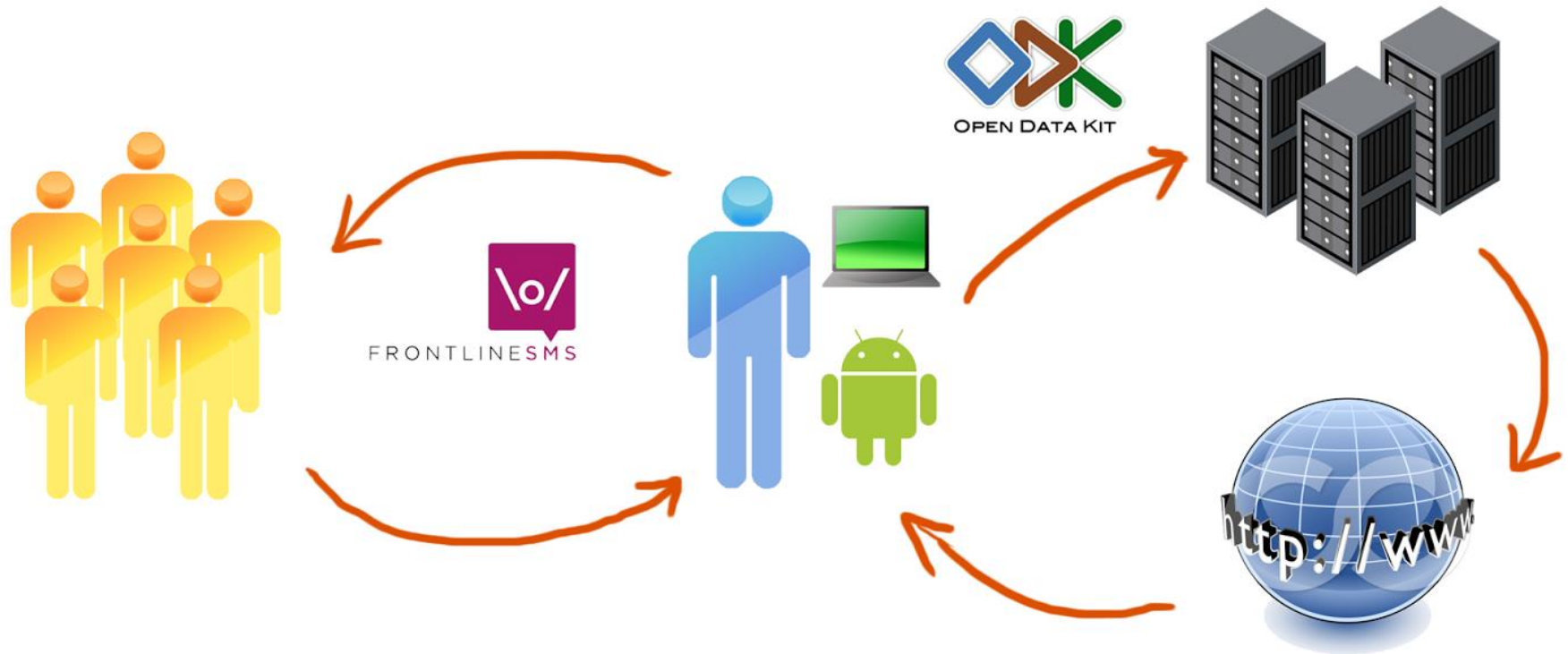
- Most areas spend less than 10\$ a month on phone services



Basic scenario



Architecture



Design and evaluation

How will you iterate on your prototype and its UI?

- Talk to PCVs in initial countries of deployment about what works and what doesn't

Who will you ask to provide feedback?

- PCVs

How will you evaluate your prototype and its UI?

- Amount of feedback
- Usefulness of feedback
- General sentiment of PCV

Plan for next quarter

Week 1-2: ODK, ODK Aggregate, and SMS Frontline running on the devices.

Week 3: Test out system locally and focus on security and reliability.

Week 4: Redesign based on the findings on Week 3, have a fully functional prototype done.

Week 5-6: Send out cellphones to Latin America and have PCVs test it out in the field. Gather data and feedback at the same time.

Week 7-10: Analyze the feedback and redesign, re-evaluate, re-implement.