

AFRIPADS



11/20/2018

User Experience Report

E4C user experience reports are meant to capture the user perspective from the field in the technology for development space.

Afripads

USER EXPERIENCE REPORT

“This product is really good for our young girls and women, since we don't have access to healthy feminine hygiene product. We are so thankful for this provision to help us continue with our daily chores feeling clean and free. We are just thankful.” - **Jackeline – South Sudan Refugee**



JACKELINE

FACTS



The girls with raised hands are Afripad users Since April 2018

User: Female users, ages 12 yrs – adult women

Location of the interviewee: Bidi Bidi Refugee Camp, Yumbe District, Uganda Africa

Interview Language: English / Arabic / Kakwa / Badi

Interview Date: November 20, 2018

User provision

Afripads can only be purchased at local facilities. There is no minimum purchase and the cost is \$5.95 USD per pack. The product takes a series of steps to be manufactured and can take some time from start to finish. This will depend on the speed of the maker, since product is stitched by foot pedal machines. Afripads is working on expanding and are currently in 4 locations; Uganda, Malawi, Netherlands & Kenya. They will also ship and deliver upon request.



INTERVIEW QUESTIONS:

Example of 8 questions. See questions in the google doc containing the guidelines.

Remember that the range of questions should be from 6 to 8. Include pictures as you see fit. If you want more quotes duplicate any of the 2 boxes presented above. Follow the same format.

- How long have they been using the product? **7 months and new users**
- How frequently do they use the product? **Monthly, upon menstrual cycle**
- What products were they using before? **Old cloths layered for support, rags and paper**
- Cost of operating? Maintenance? **This product is maintained with small amounts of water, soap and sun heat. The challenge is that most refugees don't have soap and/or proper underwear for support.**
- Would you purchase it again/recommend it to friends/colleagues? **Refugees can't afford to purchase this product on their own or have access to the facility. Additionally, these are only received as donations. When purchasing from manufacturer they can't be sold.**
- What things would you change? Suggestions for designer? **A few highlights to keep in mind when providing Afripads is also the provision of underwear and soap which has been the constant challenge. Especially when serving refugees.**

