

## Feature -Based Customer Review Mining

### Raw Data

\*\*Chose 4 wildflower identification apps with minimum 5 reviews\*\*

#### **Wildflower Identification – 29 ratings, 11 reviews Overall 2.3**

AP– 3/5

not bad Both realtimerendering and this app desperately need to sort the key as choices are made because too often you get "no results". Both should also use the genus and species in the search field instead of common names which often return results from multiple species in google searches. Other than that this will make a nice companion to my copy of Newcomb's when out in the field. I've used the site many times in the past as well as others.

DH – 1/5

Buggy Key confusing to understand some things. Can not deselect number of petals. More than often comes up with nothing as result even with very few selections.

CK – 1/5

Doesn't work Even the simplest specifications don't work.

BH – 1/5

Yeah right Worthless!

SJ – 4/5

Very helpful

AW – 1/5

Rubbish

DA – 1/5

Poor, very poor This is probably the worst app I have ever used. I input the parameters of the flower I wanted to identify. It said there were too many parameters. I input less parameters and it said there were too many results. The app is useless and needs to be sorted out.

AGU – 1/5

Waste Need pics or at the very least populate the name of the flower in search field when it pulls up Google. Uninstalled.

MH – 1/5

Did not pull up any results no matter what info we changed. Uninstalled

TAC – 1/5

I tested the app with the parameters for a simple penstamen. The app couldn't handle it. Uninstalled

AGU - 1/5

Bad. Waste of time.

**Oregon WildFlowers – 19 ratings, 7 reviews Overall 5.0**

R 5/5

Great App! A must have for field ID. Very helpful.

DA – 5/5

Worth it! Very helpful and convenient. The species descriptions are rather short, but it's a great quick guide for reminders of plant names, family descriptions, and images of plants. All the scientific names are up to date!

DB 5/5

Very intuitive Works with very little effort...and just like my Birding App. Make a few choices of characteristics and it quickly narrows the possibles.

HC – 5/5

Loved it!!!!!!! Yay

TM - 5/5

Great Tool for identifying Plants in the wild I typed in my location and a couple of plant characters like flower color and leaf shape and my search was narrowed from nearly a thousand plants to just a few. Scrolled through the few that were left and voila! I found my plant. The photos are stunning. A handy feature is tapping on plant family description brings up all the plants in that family. Can't wait for the next app from the Oregon Flora Project.

DM – 5/5

Quick, easy, thorough, and gorgeous. A wealth of knowledge in your pocket! Customizable decision-tree allows you to narrow possibilities even if you lack characteristics or are uncertain. Fantastic for beginning botanists like myself. Gorgeous macro photos with black backgrounds and multiple angles for easy differentiation of features (Gerald D. Carr is prolific!). A wealth of knowledge in your pocket!

KW – 5/5

Perfect for quick plant ID This app is great. I found it easy to use and a great way to identify the plants you're most likely to see while out hiking in Oregon!

**Washington Wildflowers – 26 ratings, 14 reviews Overall 4.8**

TM – 5/5

Love this app Super easy way to i.d. flowers. Only recommendation would be for more info about the plant. I like reading about cultural uses of plants.

SMW – 4/5

Overall, I recommend it. However, a little disappointed that the feedback option in the app doesn't work, also the email that the feedback option points to gives an error. Needs some work. I couldn't find 1 of 3 wildflowers plants I looked for today - Great Hedge Nettle. Seems like it's common enough that it should be in there. (Thanks for the reply. I found the Great Hedge Nettle, but it was listed in forest instead of wetlands (which I where I found it, and what the habitat is described online. Also the ones I saw were very strongly purple, but it's listed under pink/red. )

JO – 5/5

Great for the Pacific NW! With the new Kit Kat update today the program works flawlessly. Additionally, the company (High Country Apps) tried to fix a problem a I was having, on their side, but it was ultimately an android problem. Excellent customer service.

GM – 5/5

Works well. Used in eastern WA and OR. Comprehensive. Search criteria seem a bit arbitrary Did not download to the SD card

TS – 5/5

My favorite app! This is the only app I've ever rated. Love it. Great tech support from Katie.

MM – 4/5

Useful app. Needs bigger thumbnail pictures. Hard to find the right plant from the tiny thumbnails. Other than that is pretty handy. I wish they would add more plants too out, though

JS – 5/5

Buy it Love this app if u like plants buy it well worth the cost and it is very easy to use and u dont need to be connected to a network to use it

MJA – 5/5

Wonderful app Love the way you can narrow down the search by identifying flower characteristics, location and time of year. So easy to use!

RH – 5/5

Quick and easy identification Enter the flower's characteristics and you're done. Quick and easy to use. Works great on HTCONE but will not run on Nook HD+.

DH – 5/5

Fun to use This app is teaching my family more about flowers, and it's fun and easy to use!

PJ – 5/5

Wonderful Authorative and easy to use. Might only suggest a favorites list function for a future update. Thanks!

RC – 5/5

Best Easy to use comprehensive

WT – 5/5

You will love this app. Fantastic app.

BS – 5/5

Well worth the price, nice pictures good information and very nice customer service.

**Wild Flower Id – British Isles – 203 ratings, 97 reviews Overall 4.4**

SW – 1/5

The Auto Recognition function seems not to work as I am also being told I have not replied to a mysterious authentication email. For now it only gets 2 stars. If they fix the problem i will revise, if they dont then i want my money back. I uninstalled and tried to reinstall but it says i still have it on my device. I now dont have anything. Email sent.

AB - 5/5

Daily conservation use. This app has been a godsend. As a conservation worker, I find this app more useful in the field than the standard guide books, mainly through its use of a simplified key and little botanical terminology. It is also much more portable.

RM - 4/5

Great App Very good but would be excellent if there was a link from flowers identified in "my sightings" back to the full information provided in "flower families"

EK – 5/5

Awesome! Very complete collection of wildflowers with detailed info such as where you are likely to find a particular plant or which months it is flowering. Had great fun identifying flowers on hikes and country walks.

IH – 4/5

Great app, but you can only search 1x using the parameters on the Identification function. Subsequent searches does not seem to apply filter. To search again I have to close the app and relaunch. Also an ability to zoom photos would be great as some of the photos are small (on a 5.5 screen)

JB – 4/5

Hi can you reset my auto rec please as it is telling me I didn't reply to an authentication email that I never received? Thanks

HK – 4/5

Great App Still doesn't have some of the wild flowers I am trying to ID though

Anon – 5/5

6 plants have some pictures missing.... Annual wall rocket, Common Mouse Ear, Fennel, Lily of the Valley, Monkshood and Pignut. Otherwise a very good app. Thank You.

SE – 4/5

I've just downloaded it and after watching the YouTube video about using automatic recognition I tried it out, problem is there's no email address that I can see to send my own picture of the flower to for identification (?) so not sure how that works, otherwise a promising app.

KG – 5/5

A great app helps lots with flowers unknown to me. Latest release excellent

JB – 4/5

Ok, a shame that the images can not be enlarged,

Anon – 4/5

It's a great help in the field, auto recognition doesn't seem to be working, still waiting for the confirmation email. But otherwise great.

AF – 5/5

Up to now I love this app. It helps me to find the flowers that keep arriving in my garden. Very pleased

PHS – 5/5

Wildflowers in our garden Helps me identify all the wildflowers I don't know of heart - excellent!

DF – 3/5

Search function seems very poor. e.g. entering some common name flashes 'not found'.

Anon – 5/5

Very informative app. Helps me in my herb walks that I do as part of my herbal medicine course.

SH 5/5

Stephen I find this app very helpful when out and about with my dogs. Excellent

SL - 5/5

Really useful app Ideal for identifying wild flowers when out and about in the countryside.

MB – 5/5

A great app which is easy to use and is so useful on a mobile device.

SW – 4/5

Helpful A useful ap for identifying wildflowers in the field.

JG – 4/5

Would be 5 stars if the auto recognition worked

Anon – 5/5

Love it saves hours trying to id flowers from a book

C – 2/5

Please reset the automatic recognition then I will give you 5...

CH – 4/5

Good introduction to the wild flowers of the uk Useful on country walks and the photos are excellent for I.D

SR – 5/5

Really Great App Love the quiz to test my knowledge of wild flowers.

JD – 4/5

Educational If you are learning about flowers, very good.

Lee Porter – 5/5



Great Good guide with multiple photos of flower for easy identification

AM – 5/5

Excellent Desperately needs more plants adding to it, but otherwise very good.

Rupert Creed – 4/5

Great app This is a great app but it takes a bit of time to work out that you need to know the genus of the plant you are trying to identify

NS – 5/5

Excelent Quick pocket guide Saves carrying yet another field guide on your walks. Very good identification and nice pictures.

Gerald Nutt – 4/5

Great As a 60ish ignoramus this is so useful and makes a country walk so much better.

Alex Oakley – 4/5

Great, but, would be nice to see other people's flower spotting as well.

DF – 4/5

Good images of the plants that are included in the app. As time goes by new images are being added - still some way to go before it is anything like complete.

KB – 5/5

Very useful I love the identification system - it's helped me identify many plants. Photos are excellent quality and great to have several including close-ups of leaves, flowers etc.

MR – 5/5

Very helpful Like the other apps in this series, it is well designed and easy to use. Well worth the money.

MQ – 4/5

Good app, but... Like the app, good for a beginner like me. As with other reviewers, I'd suggest a more complete db of flowers. Perhaps give users a choice of Small, Medium or Full dB. One other suggestion - I took photos on a trip and mainly used the Sightings tab to identify the flowers the following day. These were recorded on the day "Added" rather than the day "Taken". They therefore appeared to be from a second trip rather than all from one trip.

DV – 5/5

Very useful This app is really helping me to identify some of the wildflowers I didn't recognise. Clear pictures, useful info on each species, and I love the quiz.