

How to make more users love free software

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About me

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UnB



GNOME™

What is usability?

What is usability?

- Learnability
- Efficiency
- Memorability
- Errors (recover from errors)
- Satisfaction

Why usability?

1. Usability focuses on users
2. People use products to be productive
3. Users are busy people trying to accomplish tasks
4. Users decide when a product is easy to use

Usability and Free Software

How do we ensure good usability?

What is usability testing?

Evaluate **representative** people
doing **representative** tasks on
your design!

Some types of usability testing

- Field observation
- Questionnaires
- Thinking Aloud
- Eye tracking

Where can we run tests?

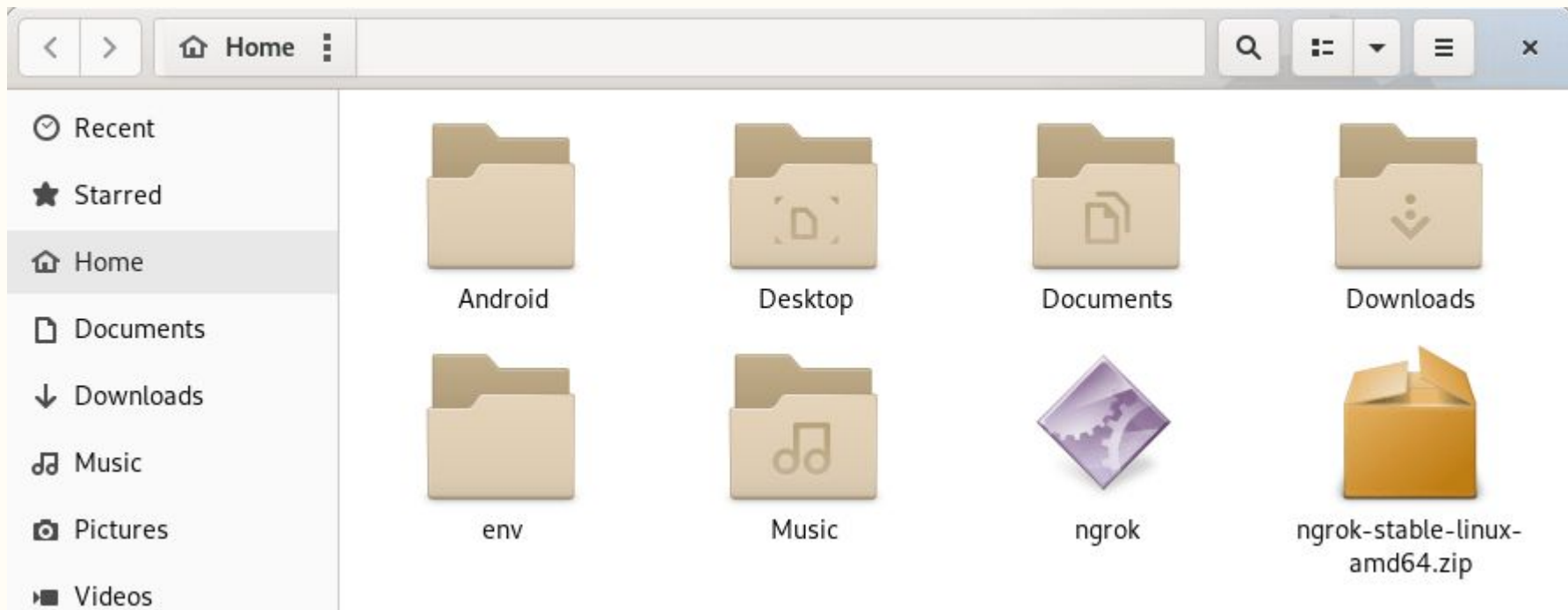
- Paper prototypes
- High fidelity prototypes
- Released designs

How to do usability tests on my own?

Recipe :)

1. Decide what needs to be tested
2. Write tasks and scenarios
3. Prepare the test environment
4. Test your own test!
5. Find out how many testers do you need
6. Run the tests
7. Analyze the results

Example: tests on Files program



Tasks

Writing the tasks

- Search for files
- Move files through folders
- Select all files
- Copy and paste files
- Create new folders
- Change exhibition

Scenarios

Writing the scenarios

Yesterday, you re-organized your files and you don't remember where you saved the copy of one of the articles you were working on. Please search for a file named "The Hobbit".

Prepare the test environment

Test your own test

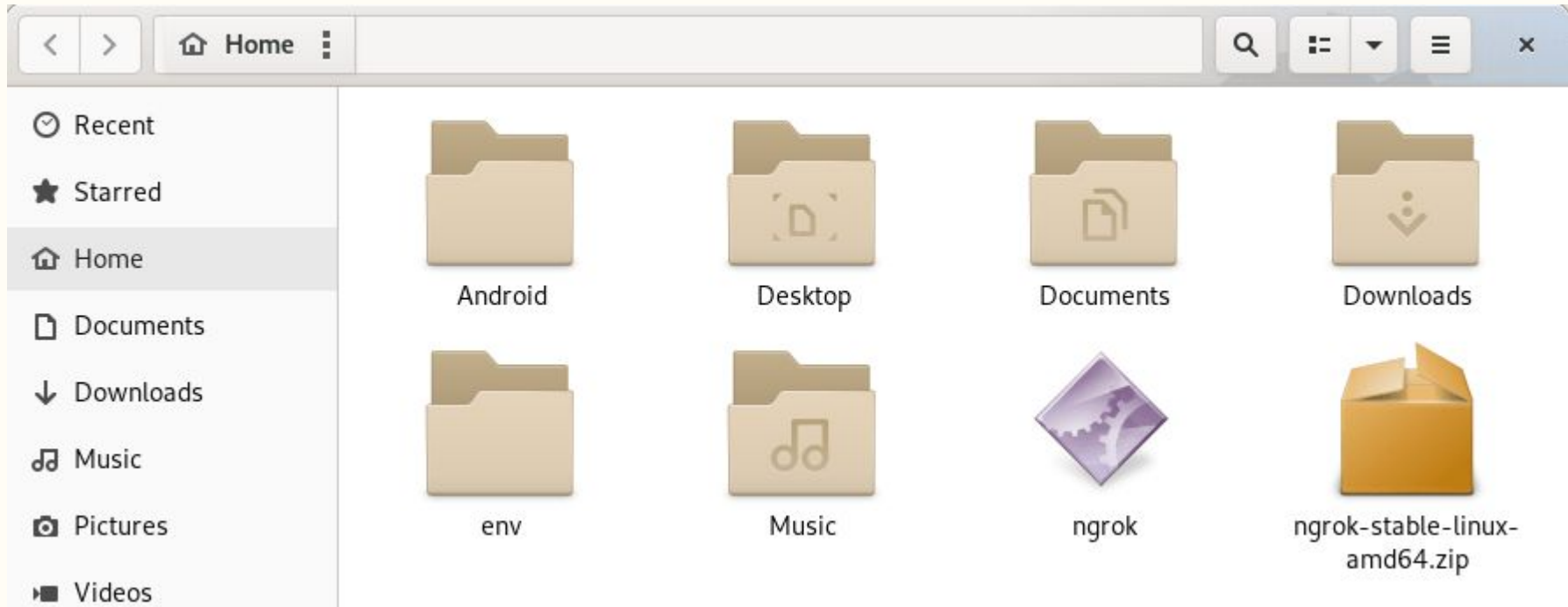
Find out how many testers do you
need

(yeah, not necessarily 5, but 5 is a good number)

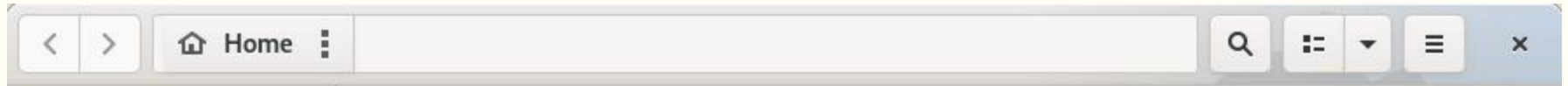
Run the tests with each user,
separately

Analyze the results

Task: Search for files



Task: Search for files



gedit GNOME text editor

- Create and save a text file
- Edit a text file
- Create a copy of a text file
- Customize the program's presentation



GNOME Calendar

- Create a new calendar
- Create an event
- Set time, place and a note to an event
- Search for an specific date
- Search for an specific event
- Connect with an online account




GNOME Files

- Search for files (find where they are)
- Move files through folders
- Create new folders
- Change icons exhibition
- Change the text size



Card sorting exercise

 Network & Internet

 Bluetooth

 Background

 Notifications

 Search

 Desktop & Shortcuts

 Applications

 Privacy

 Online Accounts

 Sound

 Power

 Displays

 Mouse & Touchpad


 Printers

 Region & Language

 Universal Access

 Users

 Date & Time

 About

When can we test usability?

Wrapping everything up and final
considerations

Thank you! Questions?

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