

---

# HOW TO **NOT** REPORT YOUR UX BUG

---

Fabiana Simões @ GUADEC 2013

I'm Fabiana Simões

4 interviews with UX designers

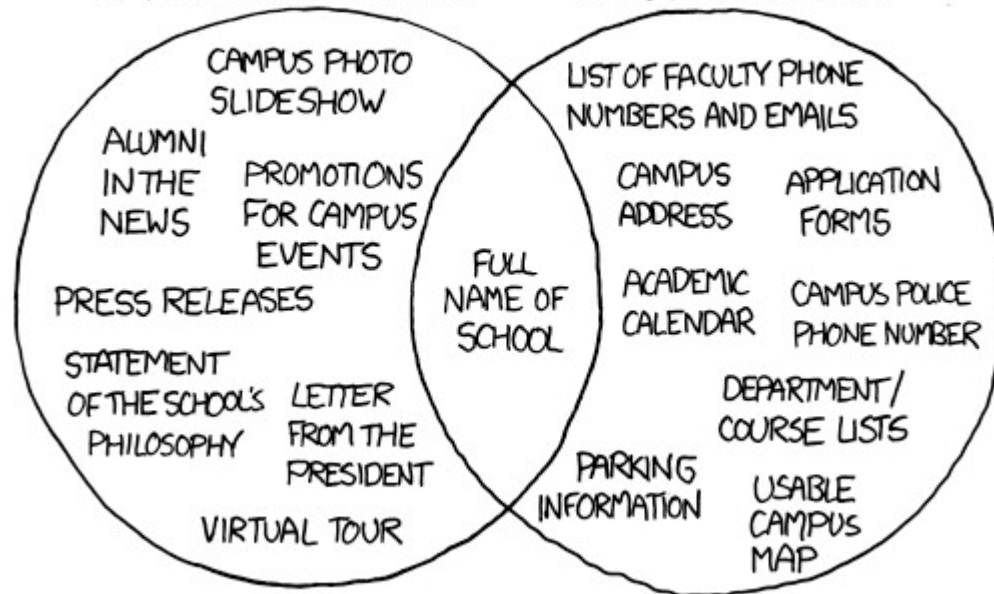
547 UX bug reports

WHY SHOULD YOU CARE?

# #1 DESIGN EVALUATION

THINGS ON THE FRONT PAGE  
OF A UNIVERSITY WEBSITE

THINGS PEOPLE GO TO  
THE SITE LOOKING FOR



CAMPUS PHOTO  
SLIDESHOW

ALUMNI  
IN THE  
NEWS

PROMOTIONS  
FOR CAMPUS  
EVENTS

PRESS RELEASES

STATEMENT  
OF THE SCHOOL'S  
PHILOSOPHY

LETTER  
FROM THE  
PRESIDENT

VIRTUAL TOUR

FULL  
NAME OF  
SCHOOL

LIST OF FACULTY PHONE  
NUMBERS AND EMAILS

CAMPUS  
ADDRESS

APPLICATION  
FORMS

ACADEMIC  
CALENDAR

CAMPUS POLICE  
PHONE NUMBER

DEPARTMENT/  
COURSE LISTS

PARKING  
INFORMATION

USABLE  
CAMPUS  
MAP

# Evaluation Methods

---

- Usability testing

# Evaluation Methods

---

- Usability testing <3



# Evaluation Methods

---

- Usability testing
- Heuristic Evaluation

# Evaluation Methods

---

- Investigation

# Evaluation Methods

---

- Investigation
- Inspection

# Evaluation Methods

---

- Investigation
- Inspection
- Observation

# Evaluation Methods

---

- Investigation
  - Inspection
  - Observation
- 
- Think of bug reports as a tool for **observation**

# #2 BUGS AS CONTRIBUTION

# Bugs as a contribution

---

Would you contribute code that...

# Bugs as a contribution

---

Would you contribute code that...

- Doesn't work?



# Bugs as a contribution

---

Would you contribute code that...

- Doesn't work?
- Only works for you?

HOW TO NOT DO IT

#1

“I THINK X SHOULD BE Y”

# PROBLEM VS. SOLUTION

# Problem vs. Solution

---

- It's OK to propose a solution...

# State the problem

---

- It's OK to propose a solution...
- But it should **not** be your main point

LET OTHERS BRAINSTORM  
WITH YOU

#2

“IT SUCKS”











IT'S BROKEN

I DON'T LIKE IT

IT DOESN'T WORK

IT'S DIFFICULT

IT'S NOT INTUITIVE

IT'S BROKEN

I DON'T LIKE IT

IT DOESN'T WORK

IT'S DIFFICULT

IT'S NOT INTUITIVE

IT'S NOT USER FRIENDLY

WHY?

# Describe context

---

- You don't want to solve a problem that is not the problem that you actually have



# Describe context

---

*"The aim of a bug report is to enable the programmer to see the program failing in front of them"*

- Simon Tatham

#3

“MOST USERS...”

# Speak in first person

---

- Did you actually survey most users?

# Speak in first person

---

- Did you actually survey most users?
- UX is a fairly personal matter



#4

SEVERITY MINOR









I CAN'T FIGURE OUT HOW TO...

I DON'T KNOW WHAT THIS MEANS

I DON'T KNOW HOW TO CONTINUE

IT SEEMED TO WORK...

# Are all UX bugs minor issues?

---

- This is something we should review as a community

# Are all UX bugs minor issues?

---

- This is something we should review as a community
- Better guidelines for UX severity ratings?

# Nielsen's severity ratings

---

1. I don't agree that this is a problem
2. Cosmetic problem
3. Minor usability problem
4. Major usability problem
5. Usability catastrophe

HOW TO DO IT

#1

6 PIECES OF INFORMATION

# Information needs

---

- What were you trying to do?
- Why did you want to do it?
- What did you do?
- What happened?
- What were your expectations?
- What are you running?



WHAT WERE YOU  
TRYING TO DO?

*“We try to get more information about what is it that they were trying to do, because that has to be the drive of the solution”*

WHY DID YOU  
WANT TO DO IT?

*“Context information is really valuable to me.  
It helps me understand the motivation behind a request or a  
problem”*

WHAT DID YOU DO?

*“It's great when reports are **narrative** (...) You know, every interaction problem is very much like a story”*

*“You know, the full story is very useful, like...  
this is what I wanted to do,  
this is where I started,  
this is what I did,  
this is where it all went wrong,  
this is how I tried to work around it”*

WHAT HAPPENED?



*“Often, you may have have fairly lengthy interactions with people just trying to understand what they are experiencing”*

WHAT WERE YOUR  
EXPECTATIONS?

*“So, I lot of the feedback I get is 'Oh, I think X should be like Y', and we don't know if that's because that reporter just thinks that's a better idea, or if it's something related to their actual expectations, their uses and experience”*

*“The expectation is usually very revealing. This is where I think the best information comes from, from the expectations. The difference between 'I think X should be like Y' and 'I tried to do X, and I expected Y to happen, but then Z happened and I wasn't able to accomplish X'... That definitely would be more useful”*

WHAT ARE YOU RUNNING?

*“A lot of times, it is because of the version number  
that I know what a user is talking about”*

#2

TALK ABOUT YOUR EXPERIENCE

BAD USER EXPERIENCE IS A BUG



# Usability vs. UX

---

- Usable software is great

# Usability vs. UX

---

- Usable software is great
- Usable software is condition to a good UX

# Usability vs. UX

---

- Usable software is great
- Usable software is condition to a good UX
- ... but it's not all.

#3

WRITE AS MUCH AS NEEDED

# When writing UX bug reports...

---

- Be specific

# When writing UX bug reports...

---

- Be specific
- Be verbose

# When writing UX bug reports...

---

- Be specific
- Be verbose
- Describe what you see

# When writing UX bug reports...

---

- Be specific
- Be verbose
- Describe what you see
- Describe what you did



# When writing UX bug reports...

---

- Be specific
- Be verbose
- Describe what you see
- Describe what you did
- Describe how you felt

# When writing UX bug reports...

---

- Be specific
- Be verbose
- Describe what you see
- Describe what you did
- Describe how you felt
- Describe, describe, describe

#4

HIT PRINT SCREEN

WALK THE EXTRA MILE

GIVE PRAISE

---

Thank you!

---

[fabianaps@gnome.org](mailto:fabianaps@gnome.org)