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

- Campus Photo Slideshow
- Alumni in the News
- Press Releases
- Statement of the School's Philosophy
- Virtual Tour

THINGS PEOPLE GO TO THE SITE LOOKING FOR

- List of Faculty Phone Numbers and Emails
- Campus Address
- Academic Calendar
- Parking Information
- Full Name of School
- Application Forms
- Department/Course Lists
- Campus Police Phone Number
- Usable Campus Map
- Letter from the President
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
"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
IT'S BROKEN

I DON'T LIKE IT
IT'S BROKEN
I DON'T LIKE IT
IT DOESN'T WORK
IT'S BROKEN
I DON'T LIKE IT
IT DOESN'T WORK
IT'S DIFFICULT
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
“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
I WANT...
I FEEL...
I WISH...
I STRUGGLE...
I THINK...
I CAN'T FIGURE OUT HOW TO...
I CAN'T FIGURE OUT HOW TO...

I DON'T KNOW WHAT THIS MEANS
I CAN'T FIGURE OUT HOW TO...

I DON'T KNOW WHAT THIS MEANS

I DON'T KNOW HOW TO CONTINUE
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 \textit{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 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