





industry



industry

2007

2010

2012

2017

2021



PhD



# Who have we spoken to so far?

Embedded Linux commercial vendors	2
Distribution engineers	2
Technical marketing / customer support	1
Application developers	0

This is a HUGE  
problem

# Usability Testing Plan

## Purpose of the test

Our work in a new interface concept for a risk application has resulted in a high-level design that includes screen layout, data manipulation tools, information architecture and navigation mechanisms. The purpose of this usability study is to obtain feedback on that high-level design from target users, to expose its strengths, flaws and possible improvements.

We will test the following aspects of the design:

- ▶ Navigation mechanisms: navigation controls and navigation through table data
- ▶ Screen layout
- ▶ Table manipulation controls: filtering and changing table data; selecting reporting currency and date range
- ▶ Delta PnL journey flow
- ▶ Bucketed risk table structure
- ▶ “Tear off” functionality (i.e open a table in a new window)

We will also explore:

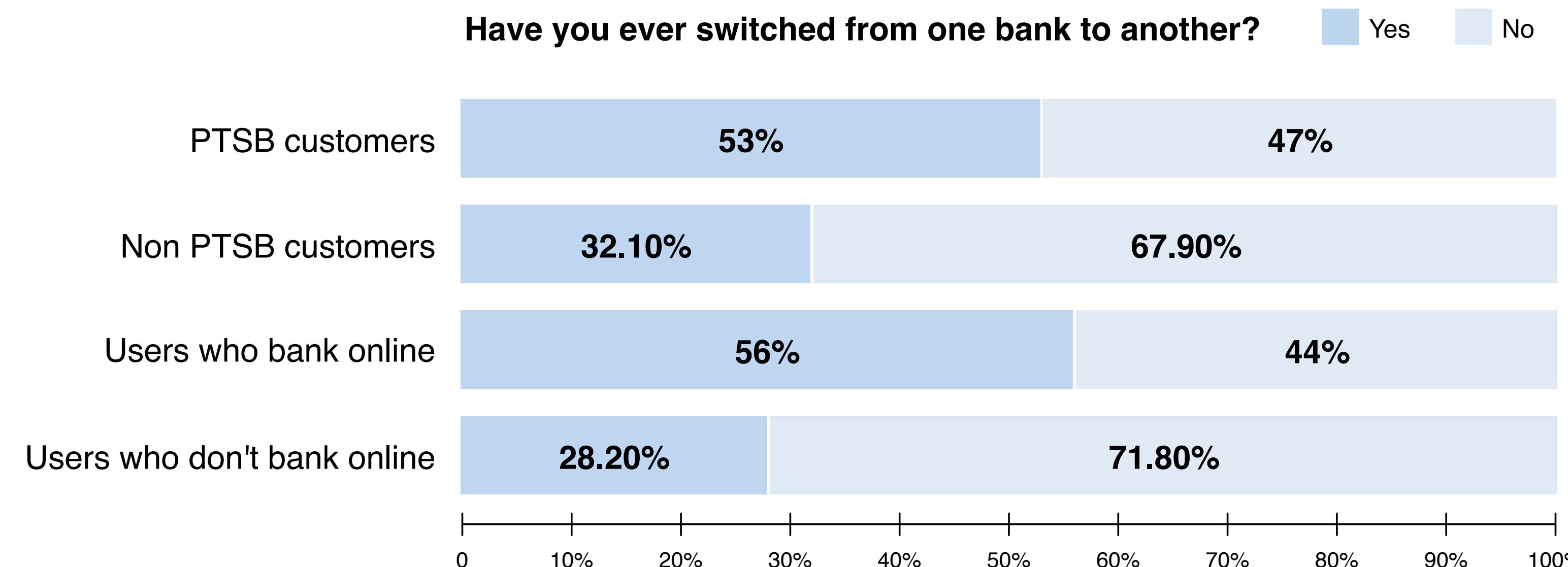
- ▶ Familiarity with UBS IB business hierarchy
- ▶ Readability

## Participants' profile

We'll aim to test 5 participants, who:

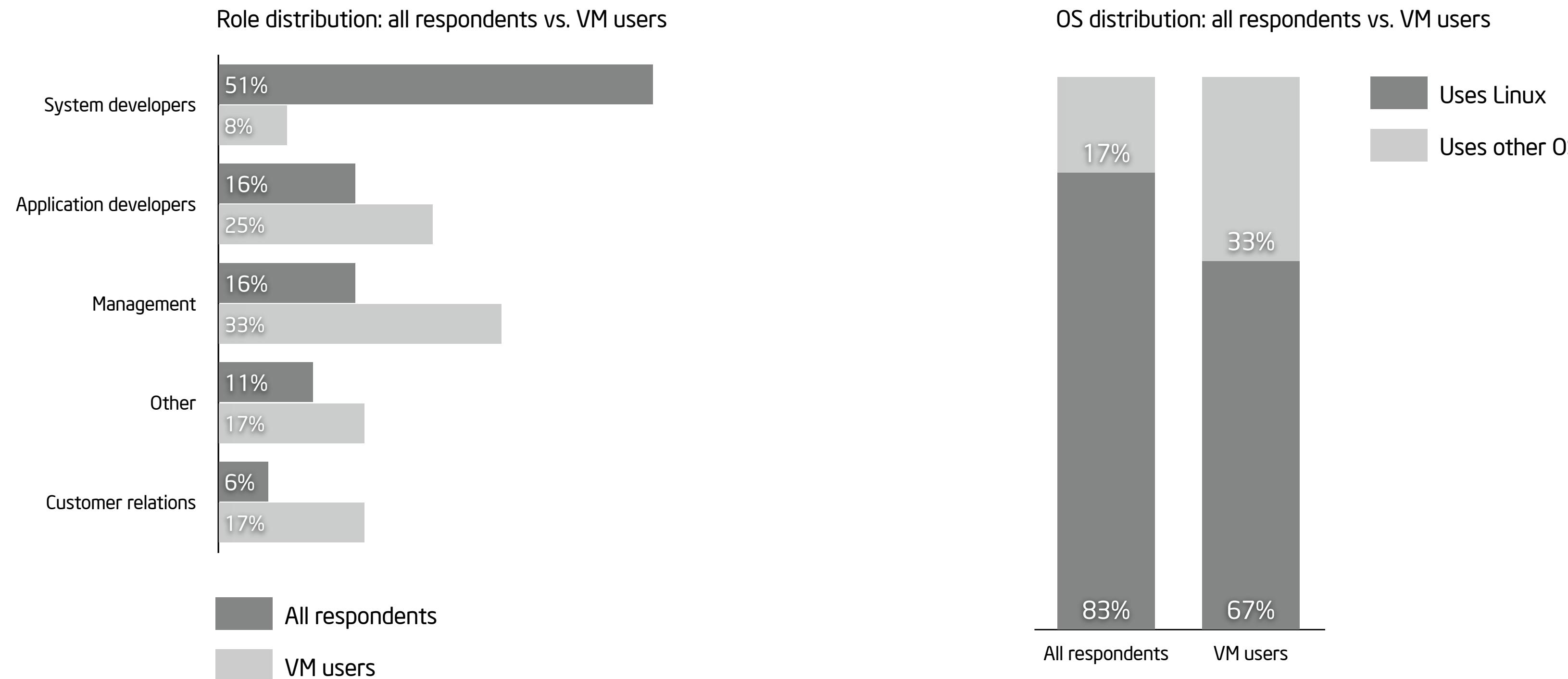
## PTSB customers and users who bank online are more likely to switch banks

53% of PTSB customers who responded to the survey have switched banks, vs. 32.10% of non-PTSB customers. 56% of users who bank online have changed banks, vs. 28.20% of users who don't bank online.



A significant minority of respondents (21%) builds images using virtual machines. VMs are more popular between managers, application developers and non-Linux users, even though 67% of VM users still use Linux as their main OS.

What type of computer do you normally use to build your images?

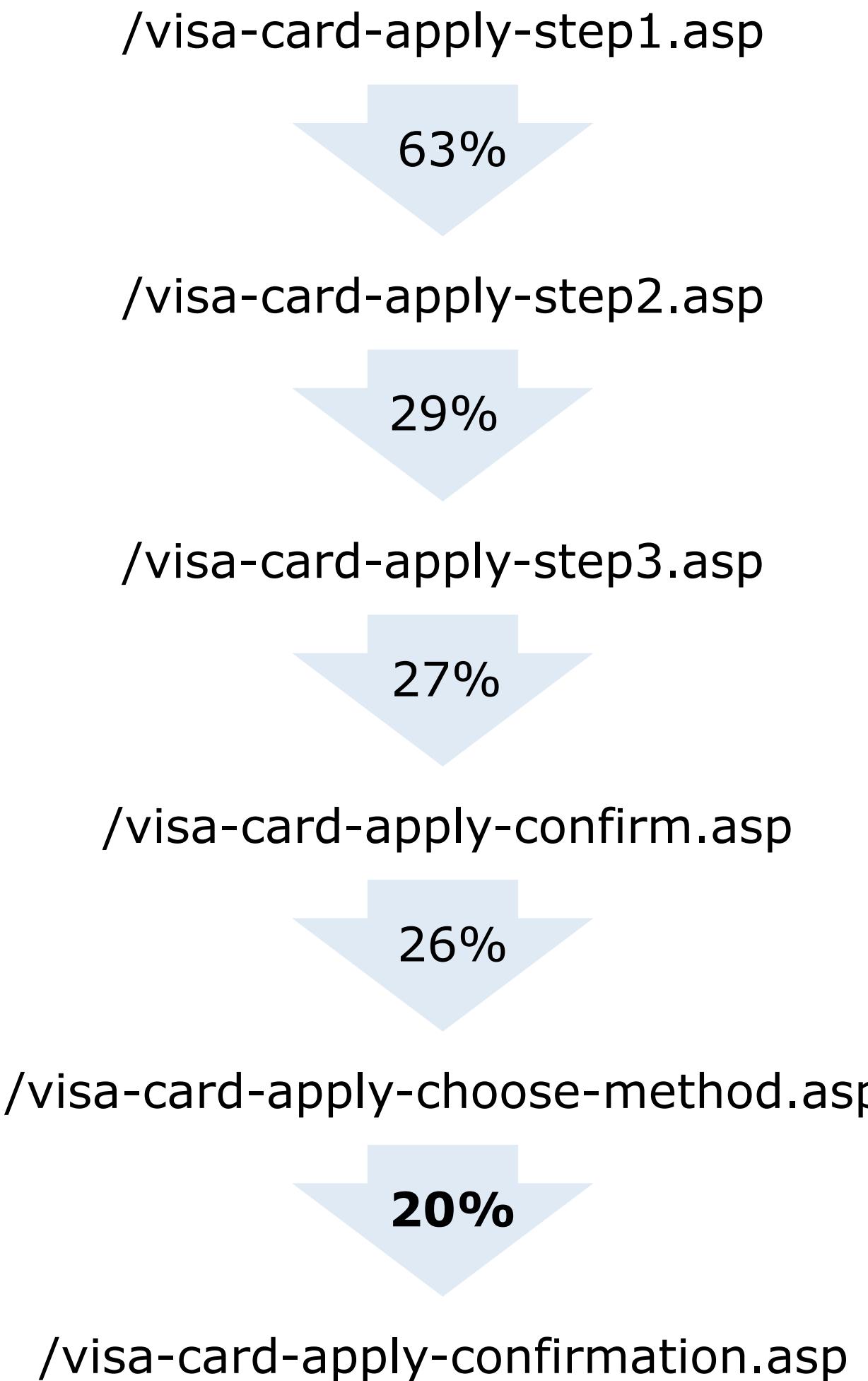


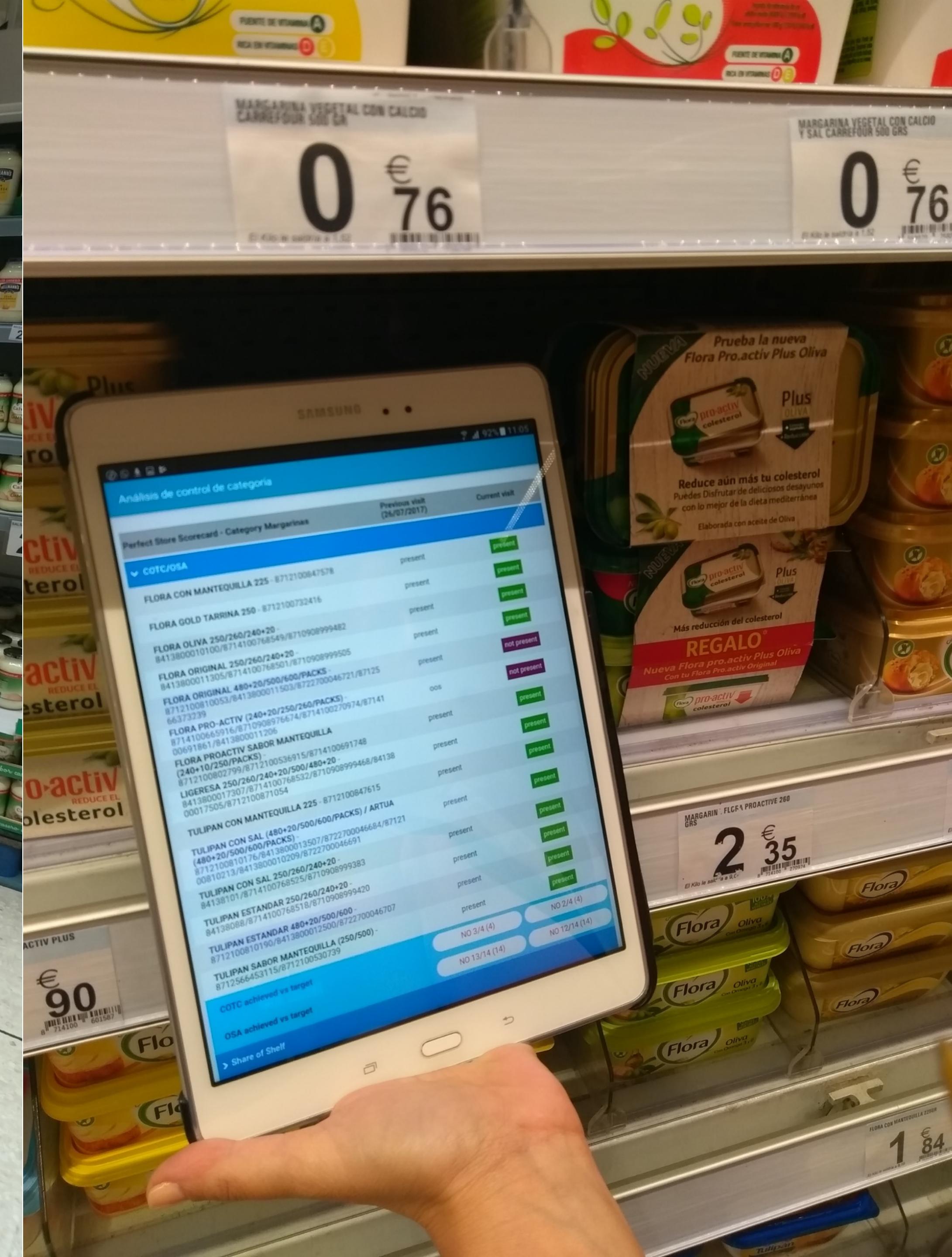
# Tag cloud of top internal search terms (20-28 January 2009)



## Credit card application form conversion rate (November 2008): 20%

The conversion rate is the percentage of users who completed the application form following the shortest path (i.e. without navigating back and forth between steps)





# Spain Interviews - Executive Summary

## PlanoMobile main issues

- By far the main problem was the delay in receiving the instant reports. This is sometimes due to lack of mobile phone coverage in the stores, but other times informants blamed the Planorama servers. For informants who had to verify the results of the instant report while in store this is a big issue, since they time their stay in each store based on the visits they must carry out daily, and cannot wait in store indefinitely for the reports to arrive.
- Informants structured their workflow in store based on the need to wait for the instant reports. They visited all category aisles and took all the photographs first. Then they retraced their steps as the reports arrived.
- Inaccuracies in product presence reports were also an issue. Most reports I witnessed had to be amended manually. Glare, temporary packaging and very similar products were identified as the main reasons for inaccurate product presence reports.
- In general taking photographs does not pose any technical challenge, although it was harder for refrigerated products, since fridge doors must be kept open.
- It is worth observing that photo-taking is frowned upon in some Spanish stores, with some store chains forbidding it altogether.
- Regarding hardware, all users had tablets (both Android and iPad) provided by their employers. None of them used PlanoMobile on a smartphone.

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- In general taking photographs does not pose any technical challenge, although it was harder for ~~refrigerated~~ products, since fridge doors must be kept open.
- It is worth observing that photo-taking is frowned upon in some Spanish stores, with some store chains forbidding it altogether.
- Regarding hardware, all users I talked to used a tablet provided by their employers. None of them used PlanoMobile on a smartphone.

## PlanoClient main issues

- It is worth noting that I met 2 informants with very different use cases, which resulted in different issues. One informant used PlanoClient to ensure appropriate stock and moni-

industry

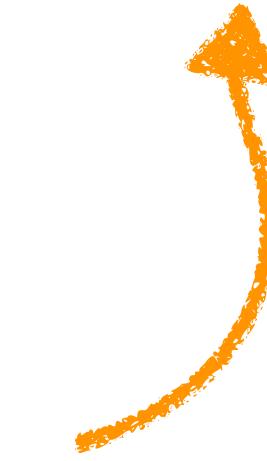
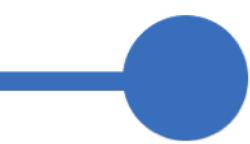
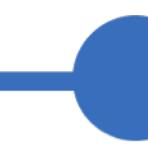
2007

2010

2012

2017

2021



WHY SO LITTLE?

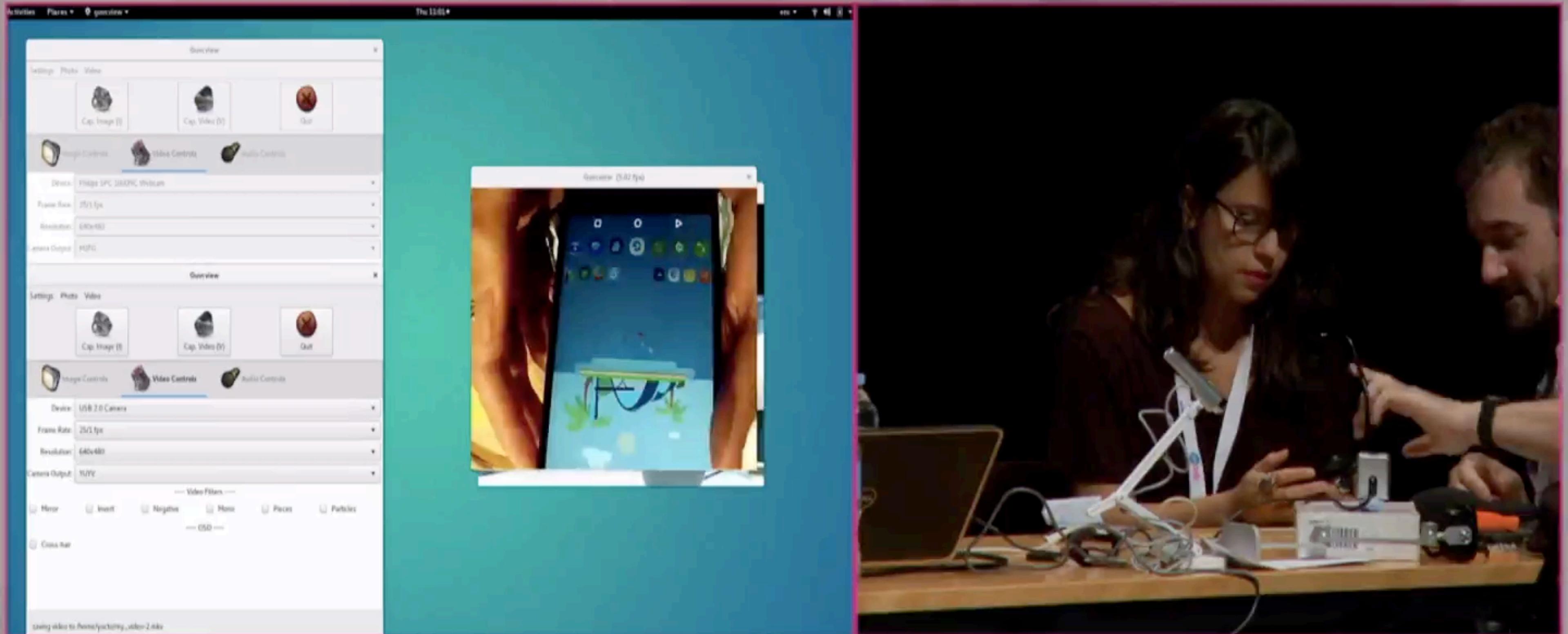
PhD

JUBILEE CLIP

WEBCAM

MECCANO

BLU-TACK



téléphone, de son visage et de ses doigts. Quelque chose d'intéressant vis-à-vis du téléphone, quand on connecte une caméra sur un téléphone comme celui-là,

Over the Air 2010

EuroIA 2010

UXLX 2011

IA Summit 2011

UX Sofia 2012

South By Southwest Interactive 2012

UX Spain 2013

MozFest 2014

FOSDEM 2015

ParisWeb 2016

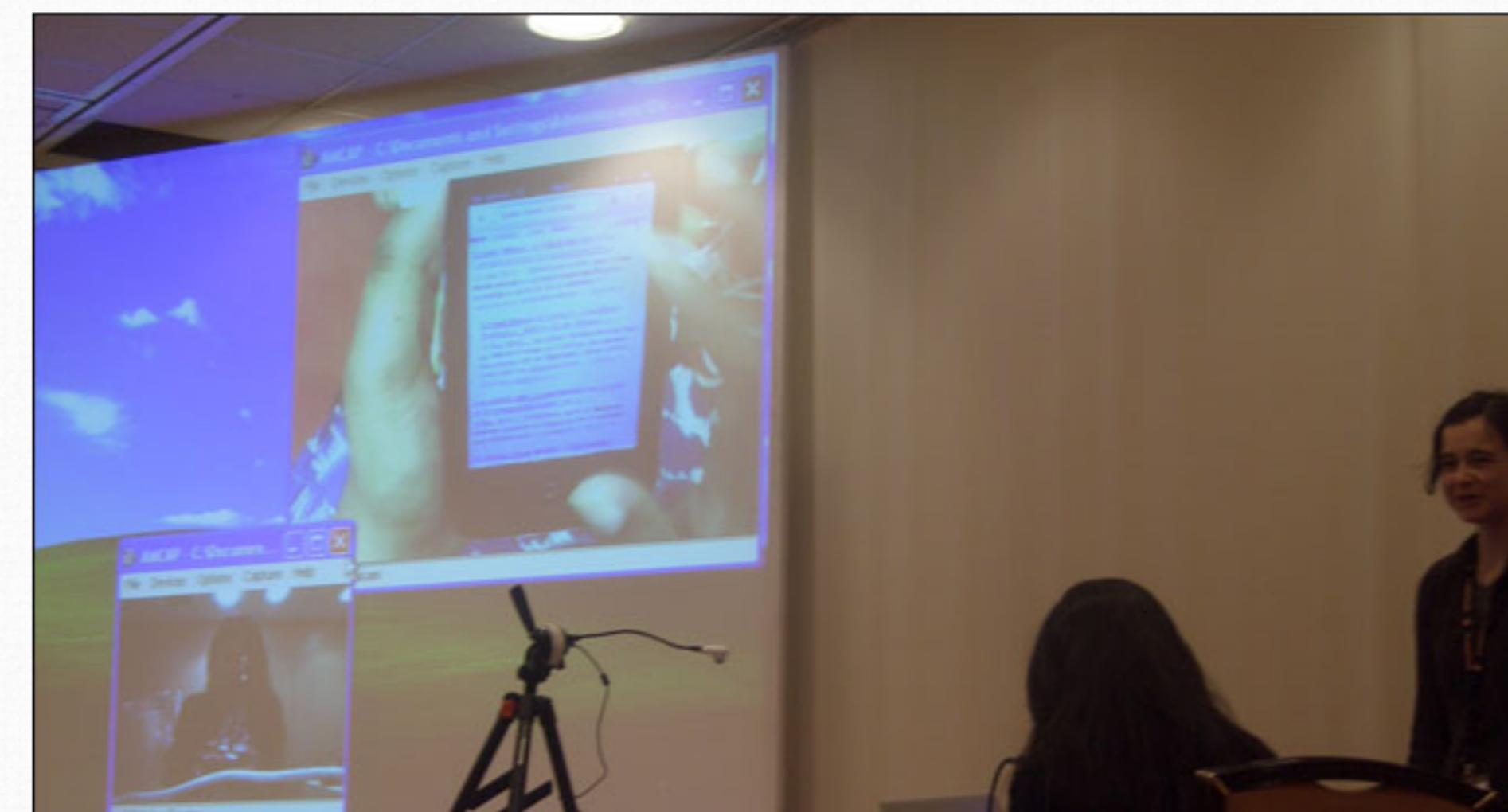
## The MacGyvers of mobile usability testing - Belén Barros Pena and Bernard Tyers at EuroIA 2010

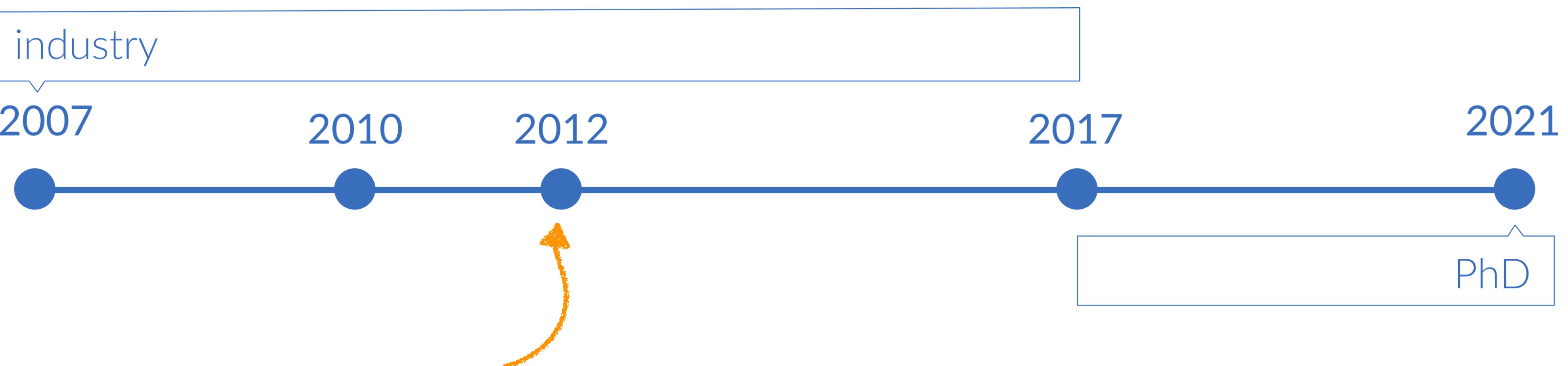
by [Martin Belam](#), 4 October 2010

As I tweeted at the time, any presentation that featured a slide of The Muppets' Swedish chef, then immediately followed it up with some close-ups of specified Meccano parts, is alright with me.

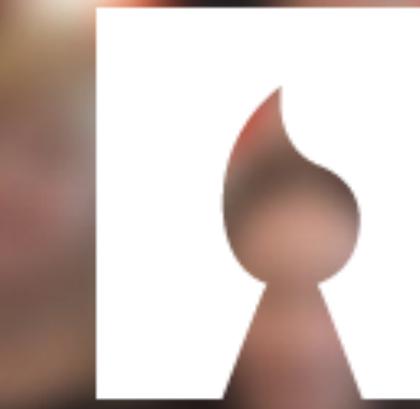


At [EuroIA](#) this year, [Belén Barros Pena](#) and Bernard Tyers were presenting their approach to DIY usability testing on mobile devices. Having listed various expensive ways of doing it, and their drawbacks, the duo then MacGyver'd up a device that clamped to a phone, and filmed the screen as a user, in this case my friend Theba Islam, carried out the test.





FREE & OPEN SOURCE SOFTWARE (FOSS)



# Open Source Design

Bringing great design to Open Source Software

**We are a community of designers and developers pushing more open design processes and improving the user experience and interface design of open source software.**

We write [articles](#), run a [job board](#), put on [events](#), provide [resources](#), and present talks targeted at **developers and designers** interested in working and designing in Open Source.

Read more about our [manifesto](#) and [goals](#). If you are interested in contributing, check out the [frequently asked questions](#) and find how you can [contribute](#). Also join our [forum](#).

## Articles

[Mozfest 2021: Open Source Design helps out Simply Secure with a UX Clinic](#)

[FOSS Backstage 2021: Open Source](#)

## Events

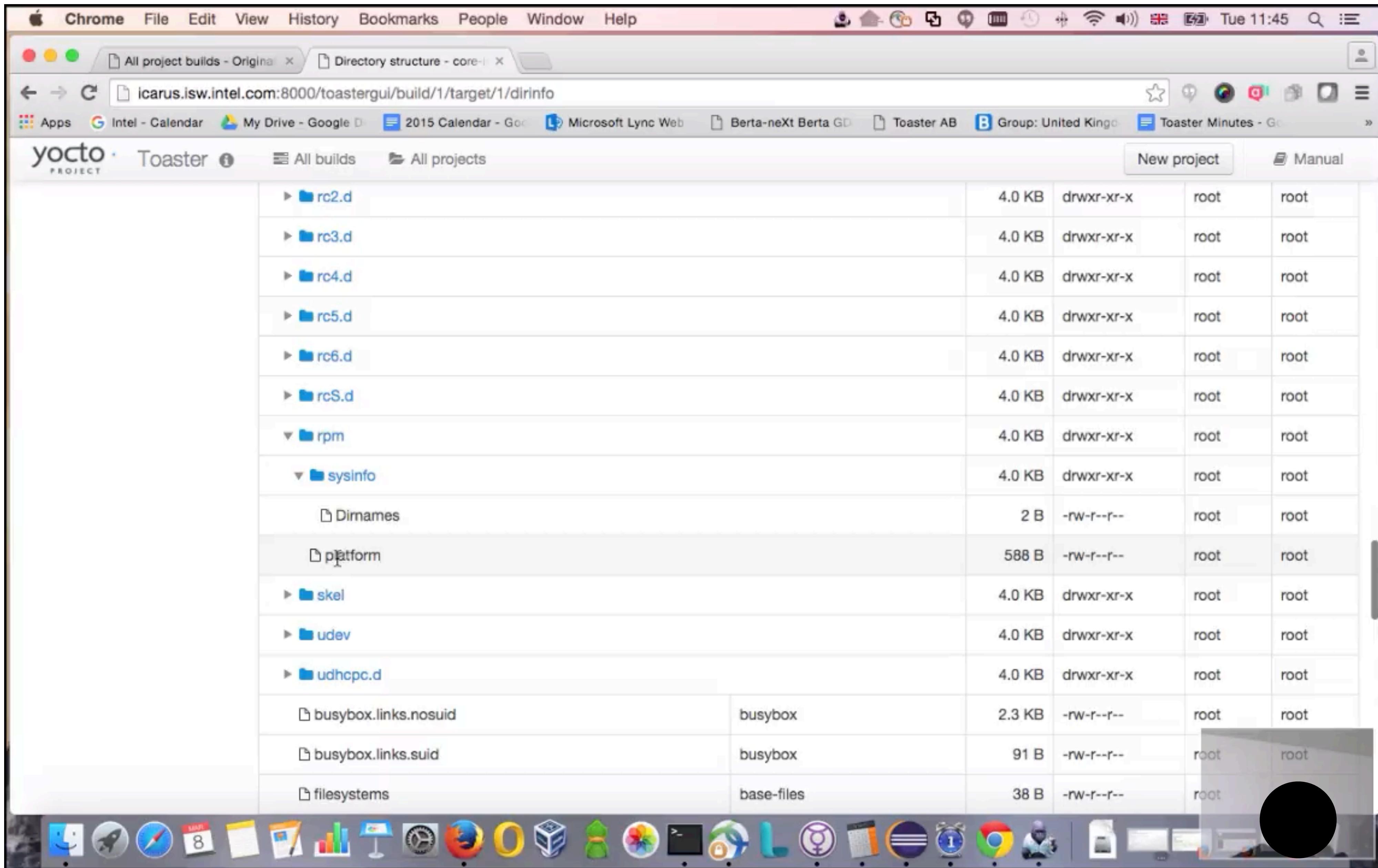
We run events around the world related to open source, design, and more!

[See all events](#)

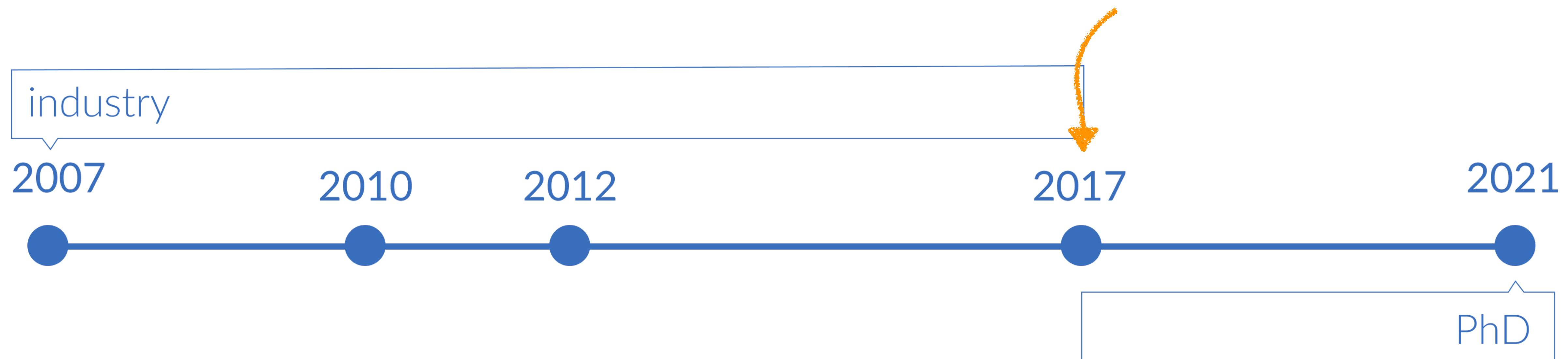
## Jobs & Projects

[Visual/Web Designer](#)

[New design of landing page, logo and app for open-source project](#)



# FROM SOFTWARE ENGINEERS TO OLDER ADULTS



**BRAN KNOWLES**

Lancaster University,  
Lancashire, England, U.K.

**VICKI L. HANSON**

Association for Computing Machinery,  
New York, NY, USA.

**YVONNE ROGERS**

University College  
London, England, U.K.

**ANNE MARIE PIPER**

University of California,  
Irvine, CA, USA.

**JENNY WAYCOTT**

University of Melbourne,  
Australia.

**NIGEL DAVIES**

Lancaster University,  
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Queensland University of Technology,  
Brisbane, Australia.

**ROBIN N. BREWER**

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Ann Arbor, MI, USA.

**DEBALEENA CHATTOPADHYAY**

University of Illinois at Chicago,  
IL, USA.

**MARIANNE DEE**

University of Dundee,  
Scotland, U.K.

**DAVID FROHLICH**

University of Surrey,  
Guildford, England, U.K.

**MARISELA GUTIERREZ-LOPEZ,**

University of Bristol,  
England, U.K.

**BEN JELEN**

Indiana University,  
Bloomington, IN, USA

**Including older adults as full stakeholders in digital society.**

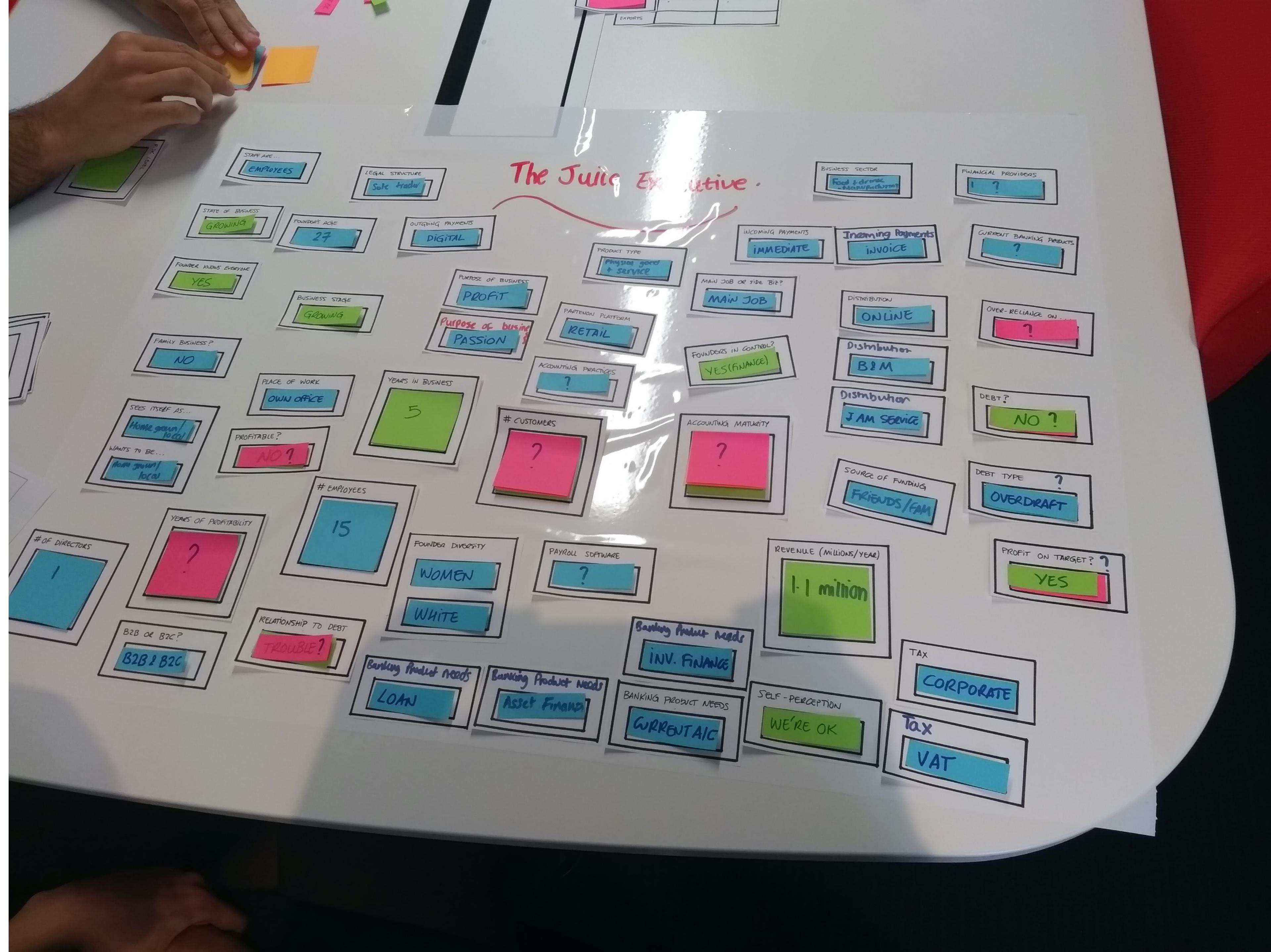
# The Harm in Conflating Aging With Accessibility

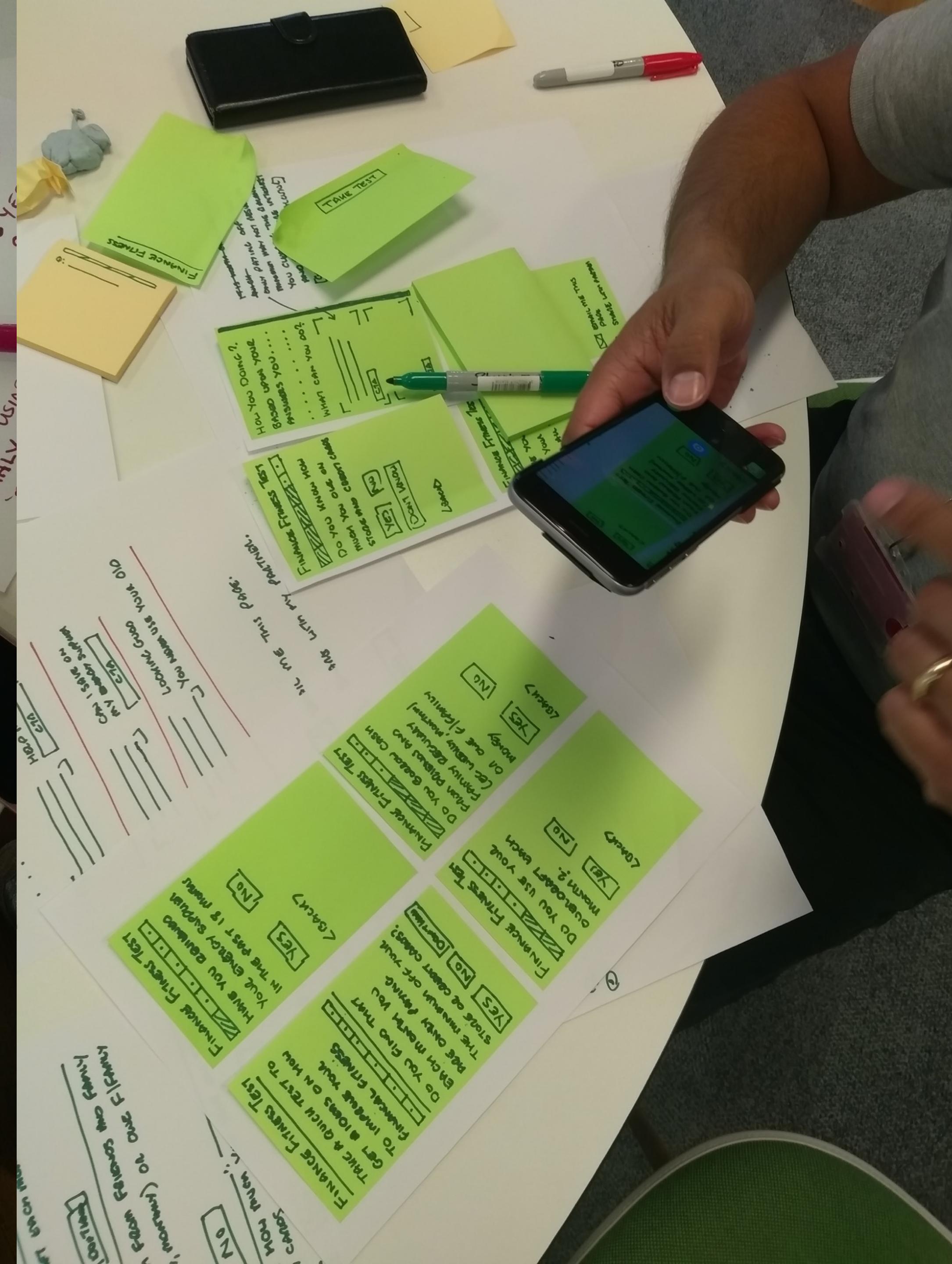
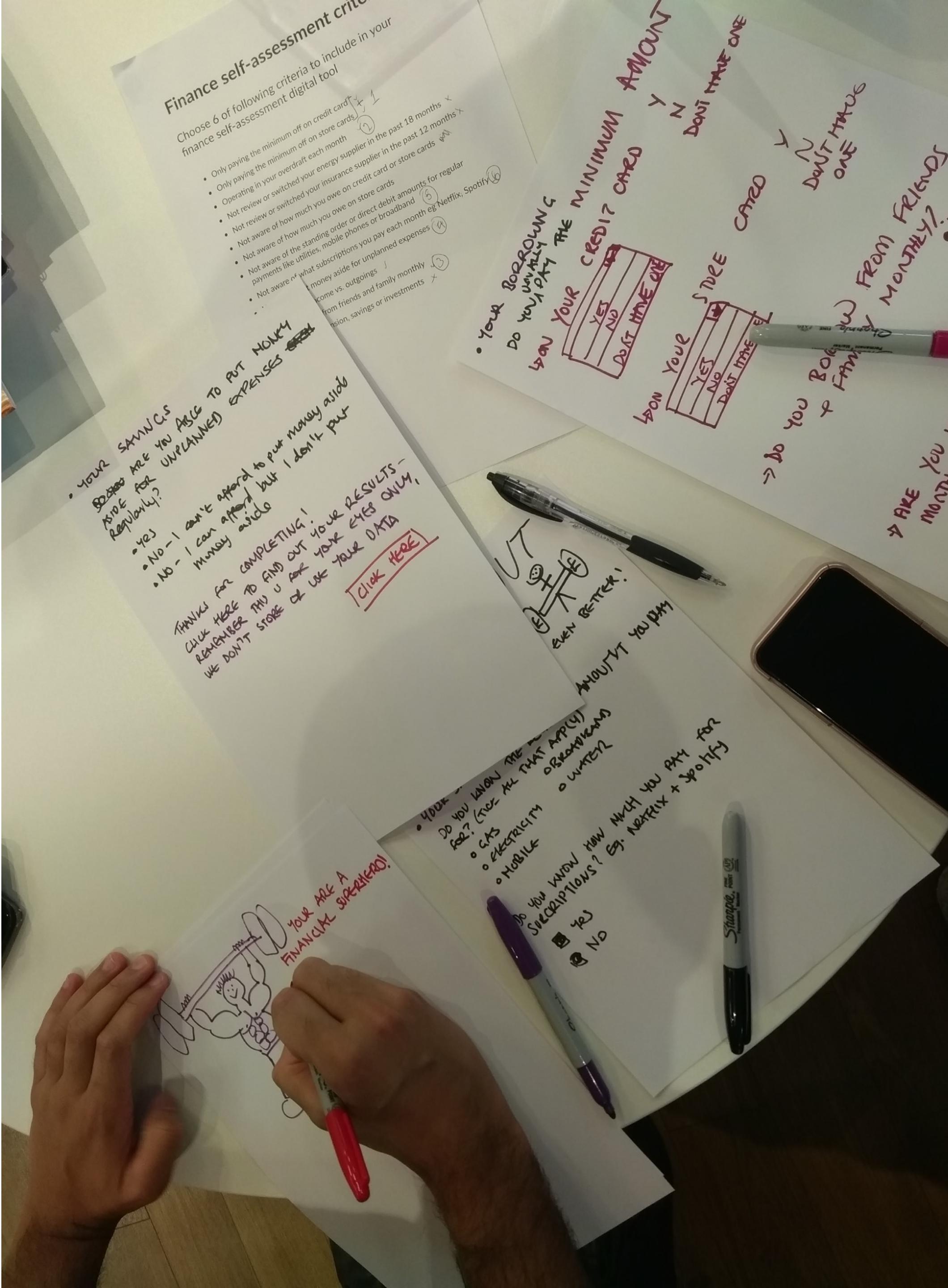
*“The quest for youth—so futile. Age and wisdom have their graces too.”*

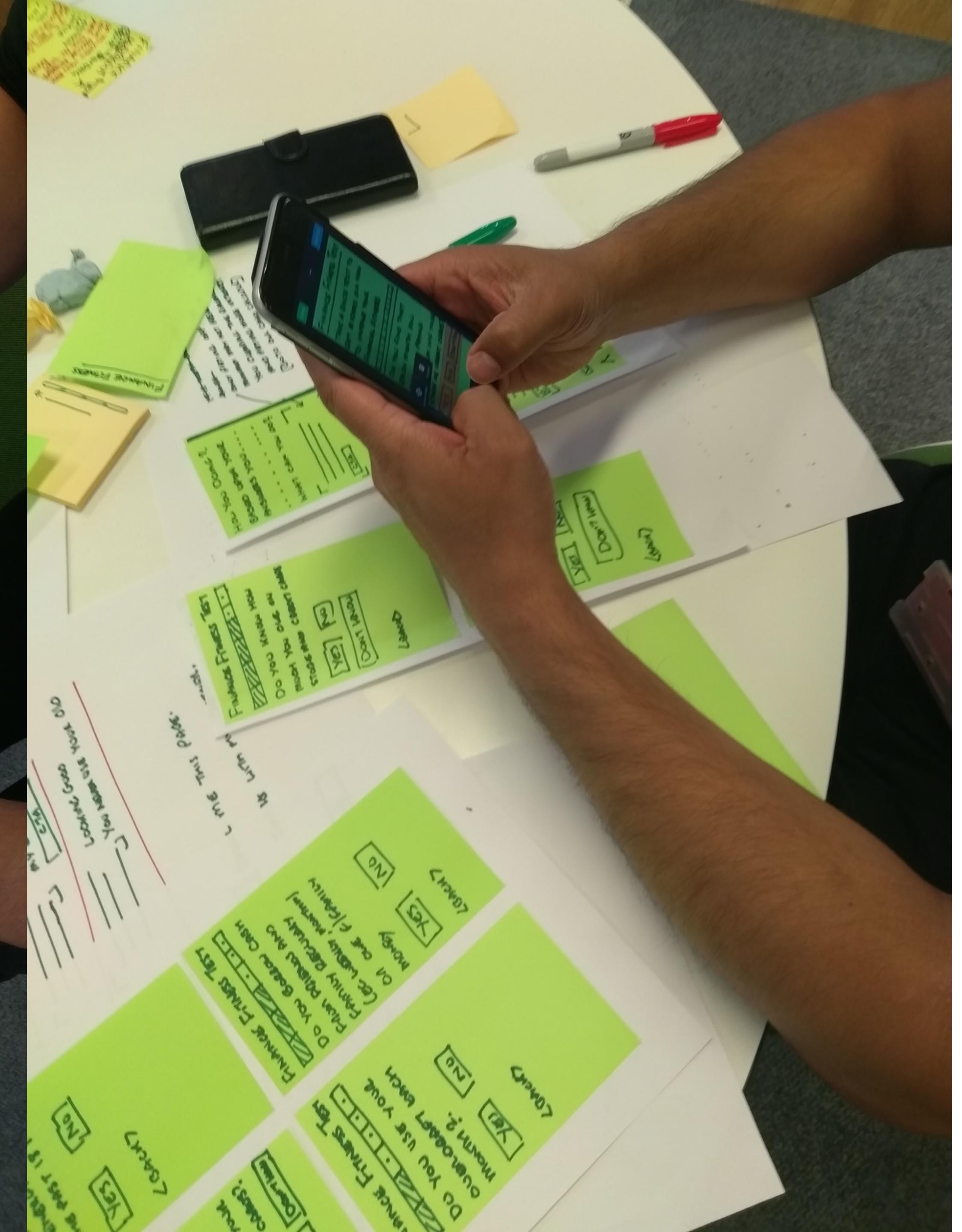
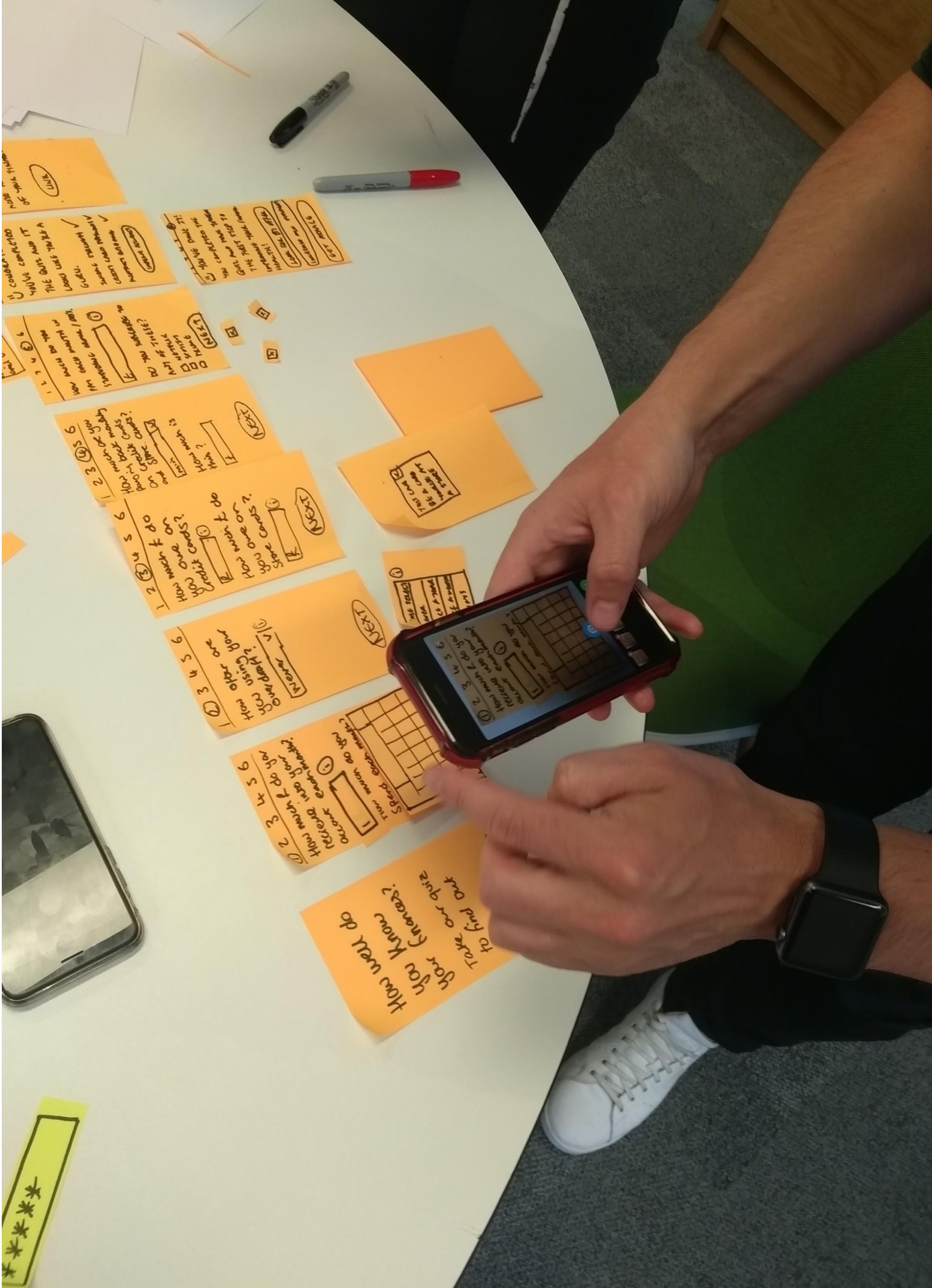
— Jean Luc Picard

IT IS AN increasingly global phenomenon that societies promote the notion of youth as the preferred









“[f]rom the vantage point of their life span and the rapid technological development of the 20th century, [older people] are probably the **most experienced** users in society, at least in terms of experiencing **technological change**”

Östlund, B. (2005). Design Paradigms and Misunderstood Technology: The Case of Older Users. In B. Östlund (Ed.), *Young Technologies in Old Hands: An International View on Senior Citizens' Utilization of ICT* (pp. 25-39). Copenhagen: DJOF Publishing

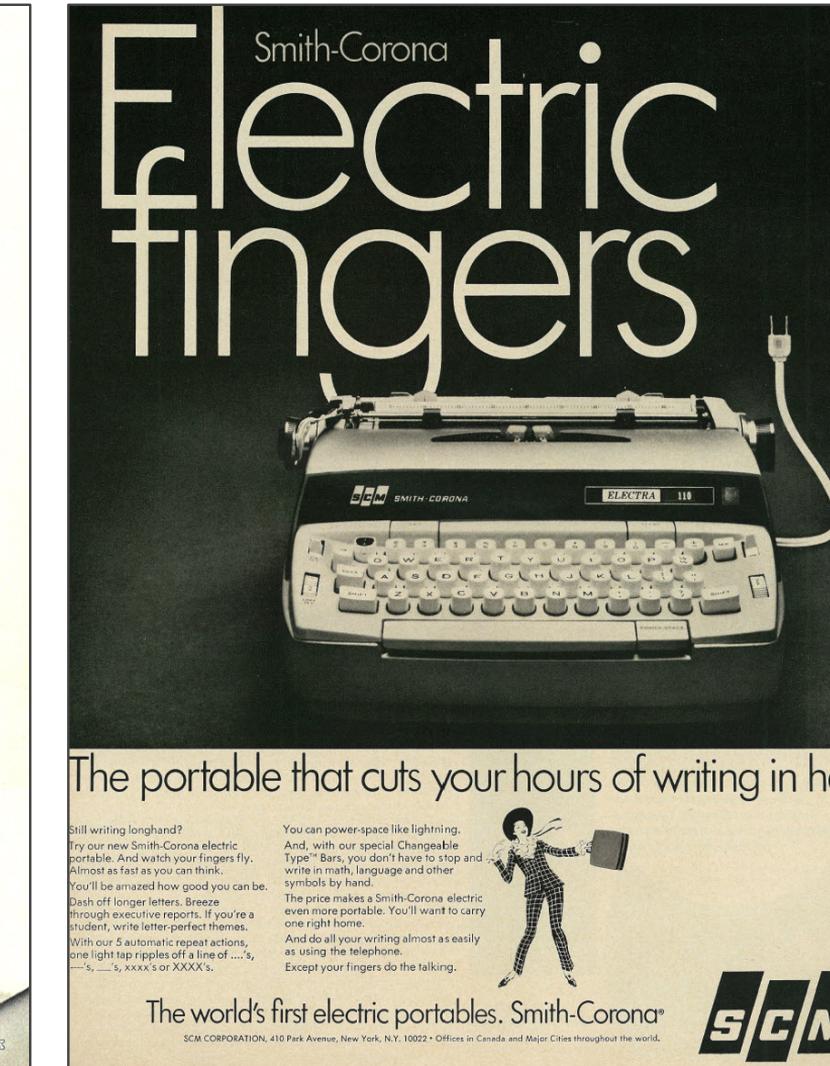
## THE LIFE STORY INTERVIEW:

“The story a person chooses to tell about the life he or she has lived (...) and **what the teller wants** others to know of it”

Atkinson, R.G., 1998. The Life Story Interview, 1st ed. SAGE Publications, Inc. Page 8.

we are looking for

# Technology stories by retirees



We are looking for volunteers who have retired from full time work and would like to share their life stories of technology. We want to hear about your radios, your washing machines, your vacuum cleaners, your cameras, your computers, your phones and any other gadgets you've ever had, bought or built.

Smith-Corona

# Electric fingers





“My life seems to be bound up with machines! (...) the machines always intrigued me, thinking about it (...) I hadn't thought of it, you know. And I hadn't thought that I liked machines quite as much, when I am slagging them off. (...) I just hadn't thought about it.”

# **Circumspect Users: Older Adults as Critical Adopters and Resistors of Technology**

**Belén Barros Pena**

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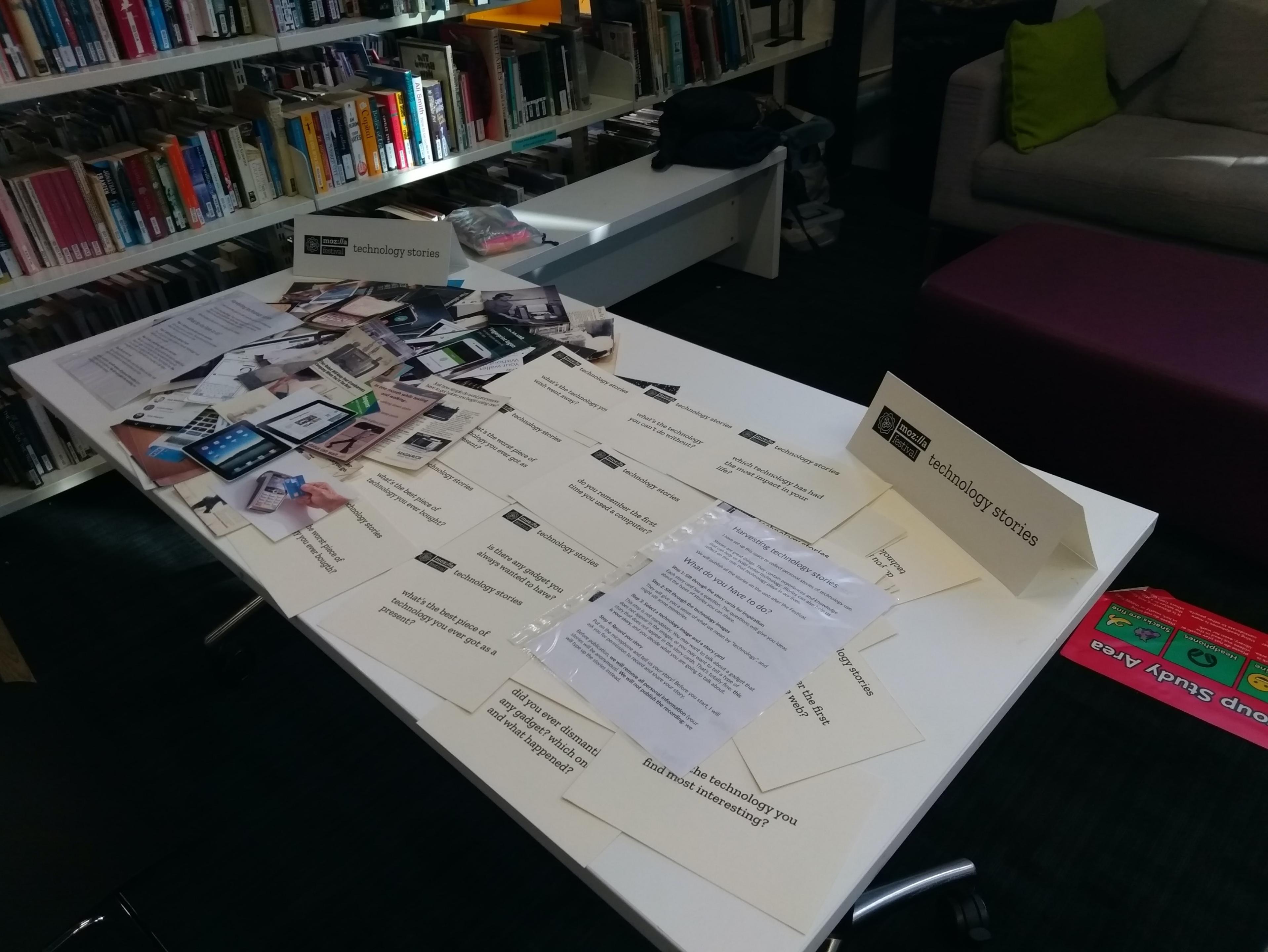
Institute of Design Informatics, University of Edinburgh

Edinburgh, UK

## **ABSTRACT**

While HCI research has often addressed the needs of older adults, they are often framed as being sceptical of digital technologies. We argue that while many older adults are circumspect users of digital technology, they bring rich and critical perspectives on the role of technology in society that are grounded in lived experiences across their life courses. We report on 20 technology life story interviews conducted with retirees over the age of 60. Our analy-

have contributed to an increased interest on how technology design might better meet the needs of older adults. A consequence of this has been a rapid growth in HCI research on ageing over the last two decades. This has led to a wealth of work highlighting the possibilities for technology to address the health and wellbeing concerns of older adults (e.g. [3, 26]), to connect elders who may be socially isolated (e.g. [32, 76]), or to respond to the declining physical or cognitive abilities and associated care needs that come with ageing [1, 4, 5, 12, 20].



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This is a test story. Photo by Maurizio Pesce

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