

User Testing Report
To: Ana Leighe Cooke
From: Team Git

May 5, 2017

Professor Cooke,

The purpose of this memo is to cover the objectives, users, tasks, and results of our user testing.

Objectives

Our intended goal is for our manual to be primarily used as an introduction the basics of version control with Git for beginners. Our secondary goal is for our manual to serve as a quick reference for Git commands for intermediate to advanced users.

Our user tests were split between two groups: beginner and intermediate users of Git. Our objective with the beginner group was to test the immediate use of our manual for someone with little to no knowledge of Git. Our objective for the intermediate group was to test how useful our manual would serve as a quick reference.

Users and Testing Procedure

Users

User	Level	Method	Contributor
Tim Becker	intermediate	coaching	Evan
Cole Heathershaw	intermediate	think aloud	Fred
Riley Xu	intermediate	think aloud	Sunny
Xinni Wu	beginner	coaching	Ziyang
Di Wang	intermediate	think aloud	Ziyang
George Situ	beginner	coaching	Nishad

Testing Procedure

For beginner-level users, we opted for the coaching method. Beginners were handed a computer with a directory with several files and a list of tasks to accomplish. The manual was available as their primary source of help.

For intermediate-level users, we used the think-aloud protocol which is better for getting feedback from more experienced users since they can read the instructions and simultaneously compare it to their previous experience using and learning Git.

We used the whole draft on our users, since it is intended for random-access reading with users being able to pick out sections they need.

Testing Results and Feedback

Tim Becker

Cole Heathershaw

Overall, Cole was off-put by the overall tone of the manual. In particular, he found some sections were “too-personal.” Part of the inconsistency across sections in terms of tone is due to the way we allocated sections to individual group members. Furthermore, Cole disagreed with the inclusion of the “Why use Git?” section, which he considered unnecessary considering that most people opening a manual know why they are using the manual.

A larger portion of his feedback stemmed from his differentiation between guides and manuals, with manuals addressing more expert users and guides being closer to an introduction. In this regard, our manual was more of a guide since our target audience consists of beginner and intermediate users of Git.

For some other feedback points, Cole mentioned the following:

- Get rid of the use of “we”
- Add warnings to some sections such as “Deleting branches”
- Fix dangling sections

- Be more direct instead of suggesting in some sections (i.e. removing “perhaps,” “want,”)
- In “Merging branches,” what is the word “This” referring to?
- The Problem/Solution/Description separation works sometimes, but in some sections the problem statement is so short to the point that it is redundant with the section header.

Riley Xu

We used the think-aloud protocol with Riley. Since he is an experienced Git user, we had him read through the manual and voice his opinions on the various sections. His feedback was more focused on the content of the manual, but he also gave information on the organization of the manual. He was reasonably impressed with the manual and liked the visuals.

Riley mentioned the following:

- Explain the difference between rebasing and merging clearly.
- Emphasize that while switching branches the changes made to current branch are reverted.
- Specify when to delete branches and when to merge them.
- Fix grammatical errors.
- Include a cheatsheet at the end i.e. a list of common git commands and references to them in the manual.
- More detail needed in git add (e.g. git add ., git add -A).
- Did not introduce Git commit hashes, therefore the section on reverting changes and git history can be confusing to readers.
- In the images in installation section, zoom in on the relevant section.
- It was unclear how to actually make a Git alias.

Xinni Wu

We used coaching method with Xinni since she had no experience with Git before. We assigned her a task to install Git and execute commands up

to section 3.4 Committing Changes. She had some difficulty understanding how Git works but successfully finished the task.

Xinni mentioned the following:

- Fix grammatical errors.
- Should mention Macs security clearance at the installation step.
- Content of screenshots in 3.1.2 is not visually clear.
- Instructions on terminal commands are very clear and helpful.
- Explain more on pathspec.

Di Wang

We used the think-aloud protocol with Di on chapter 4-5. Di is a experienced user of Git and he provided a very positive feedback on the chapters he read.

Di mentioned the following:

- Fix orphans at the beginning of some pages.
- Explain <SHA> in reverting changes section.
- Move the Collaboration with Github section to the end of Intermediate Git.
- Tones in this document is a bit inconsistent.
- The P/S/D structure works well and instructions are overall clear.
- Good use of visuals in Cherry-picking and Rebasing.

George Situ

George is a beginner level user. Most of the feedback he gave was about not truly understanding how to use the guide. Feedback like this supported our decision to transition to the Problem/Solution/Discussion format.

Feedback:

- Document is very long

- Was typing the commands without strong understanding of what was actually being done
- The Problem/Solution/Discussion should help because it tells you exactly what problem each command is addressing
- A section on how to use the document would be helpful
- More visuals besides just the graphs of project structure
- Leave out some of the in depth technical discussion
- More consistency in descriptions and voice/tone

Revisions

Based on the feedback we got from our user testing, we made the following changes to our final draft:

- Fixed grammar errors.
- Removed dangling sections (orphans).
- Re-organized section ordering, moved Collaboration with Git section to the end of Intermediate Git.
- Update images used for Git installation on Mac.
- Introduced "git add -A" and "git add .".
- Explained commit hash.
- Started some sections at new page for better page alignment.