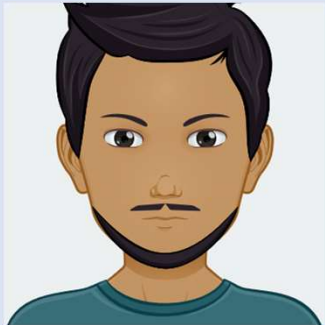


# Enrique

FLOSS End User



**Age:** 25

**Education:** Masters of Political Science

**Occupation:** Community Coordinator

**Location:** San Diego, CA

## Experiences with OSS

- Works for local NGO serving people with special needs by
- Oversees volunteers (many with special needs)
- Prefers to use FLOSS for financial reasons
- Found a FLOSS for coordinating volunteers through web searching
- In past, has enjoyed using OSS and provides feedback when there are user forums
- Doesn't know much about software development

## Challenges with Usability



### Accessibility Issues

- FLOSS suits most needs except for a few challenges for the volunteers with special needs



### Can't find where to get involved

- Doesn't want to have to switch applications
- Would like to share his experiences on accessibility
- Can't find a place on the website for non-developers, so can he use those means of communication?



### Developers only

- Feels like only developer opinions are valued
- Feels like they didn't consider how other types of users would interact with the software



### Communication

- Isn't sure how to explain his issues best or what terms will help him to communicate
- Also doesn't know what will fix things, only that a fix is needed.

## Goals Related to Usability

### • Talk to someone

Enrique wants to have a conversation with someone from the FLOSS

Doesn't care how or when, but wants his problems to be heard and taken seriously

### • Fix the problems

Enrique doesn't want to have to change platforms.

This would waste a lot of time and money to transfer over all the information.

But he cannot keep using the FLOSS as is.