

Contribution to GNOME Usability Test

By being new at the Usability Testing universe, I started searching around to understand and learn more about it. I could relate deeply with the reason of using Usability Testing (UT) in open source software, because if is not obvious, easily I am coming back to a comfort zone. The idea of being a facilitator to open source software, so people don't choose proprietary software over it, is something that motivates me.

Organizing and performing the test

So I've started by searching about heat maps and how to use them in UT. After reading some blogs and tests results, and having in mind that I would have both roles - the one of making the test and the one of being tested- I decided to make tasks based in previous tests made by you. By choosing to do this, the test would be more accurate and precise since it would be my first contact with the tasks.

The test was made using GNOME 3.22 desktop environment and Debian 9 (Stretch) operating system and this was the heat map result:

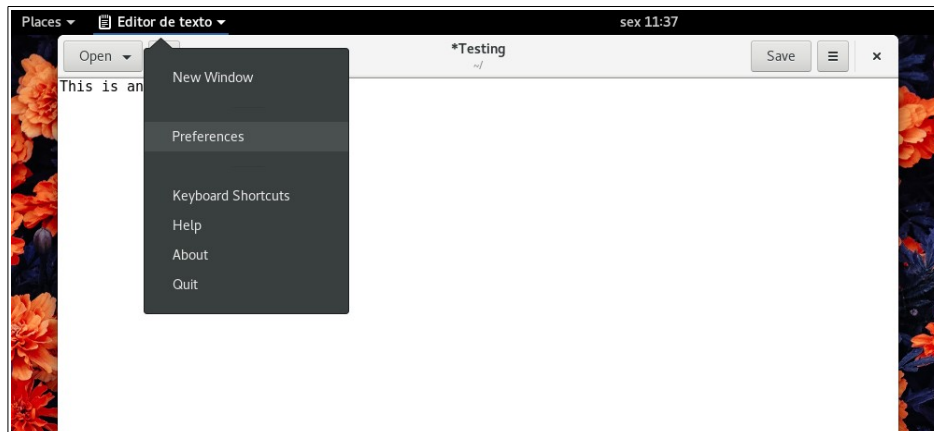
Gedit	
T1. Type and save file.	Green
T2. Edit the file.	Green
T3. Save under a new name	Green
T4. Search and replace.	Orange
T5. Change font.	Red
T6. Change colortheme.	Red
Gnote	
T1. Create two notes.	Green
T2. Edit a note.	Green
T3. Change the default font.	Yellow
T4. Delete all notes.	Green

Subtitles: Tn for tasks; Green for easily completed the task; Yellow for some (but not too much) difficulty; Orange for some trouble (had to poke around); Red for severe difficulty and Black for unable to figure out and gave up.

I chose these two software, Gedit and Gnote, because I'd never used them before.

Analyzing the results

1. At the Gedit test, I had to poke around a little bit when the task wasn't so obvious. By clicking at all menu options of the interface I could find the Search and Replace option (T4) where I thought it would be a only Setting menu, then using it was easy. I had a big difficulty to change font and colortheme (T5 & T6), I found the software very neat and I was looking for this option inside the work environment, I also highlighted the words and clicked with the right button as I thought I would change only what I wanted to change, like at Microsoft Word. I was almost giving up when I decided to click at everything that could be related to the program and finally I could find at the panel and complete the task.



Preferences at the Panel

2. At Gnote, everything looked simple and intuitive. I've searched for a Save button to save the first note that I've created and didn't find it. So I closed the program and opened again to make sure if only using the "coming back" arrow was enough. I poked around a little bit to Change the Default Font (T3), but since I had the experience with Gedit before, I easily went to the panel button to check if was there.

I enjoyed learning about UT and I felt motivated to try new open source programs, not only for personal use but as a contribution tool to GNOME's software improvements.

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