

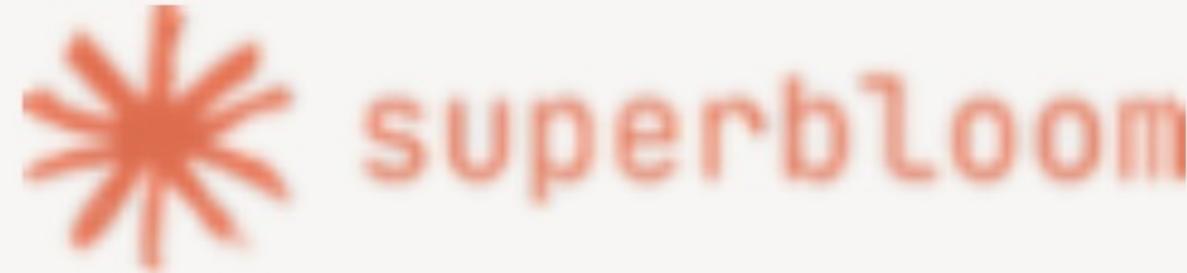
Designers in Tech- Open Source Design Workshop - 開源設計工作坊 設計 X 社會影響力 X 科技



A **design workshop** to make OSS contributions for social good

Abhishek Sharma & Eriol Fox

This is an open white board with slides:
<https://bit.ly/COSCUP-2024>



Superbloom is a design non-profit that operates in the intersection of digital designs, human rights, and public-interest technology.

We leverage design as a transformative practice to **shift power** in the tech ecosystem.

We practice design as an intervention opportunity to **center people** and their needs.

We collaborate closely with others in the space to **grow a community** focused on shaping our collective digital futures.

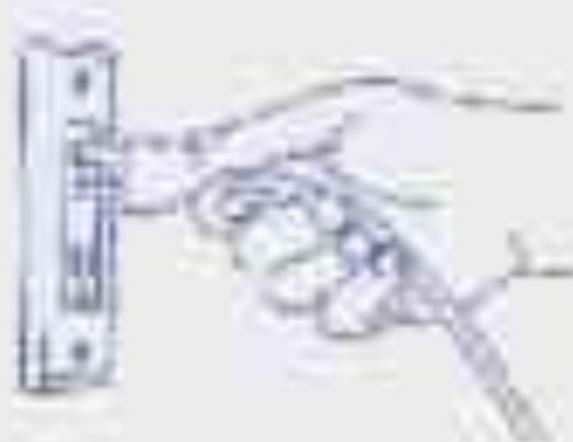
Superbloom was previously known as Simply Secure and [rebranded](#) in 2022.

<https://superbloom.design/>

Superbloom is committed to changing who technology serves by leveraging design to shift power.

You may know us as Simply Secure, our former name.

Sticky Design Problems



How do we design for ...

- ✖ ... high-mo communities in remote, hard-to-reach, poorly connected regions to safely give user feedback on the OSS tool they use?
- ✖ ... embedding no-code users into decentralized and OSS applications and workflows?
- ✖ ... funders best support sustainable critical digital infrastructure that support OSS?
- ✖ ... how does open design and open source they get better & optimized in tool creation, management and growth?



Hi, I'm Eriol

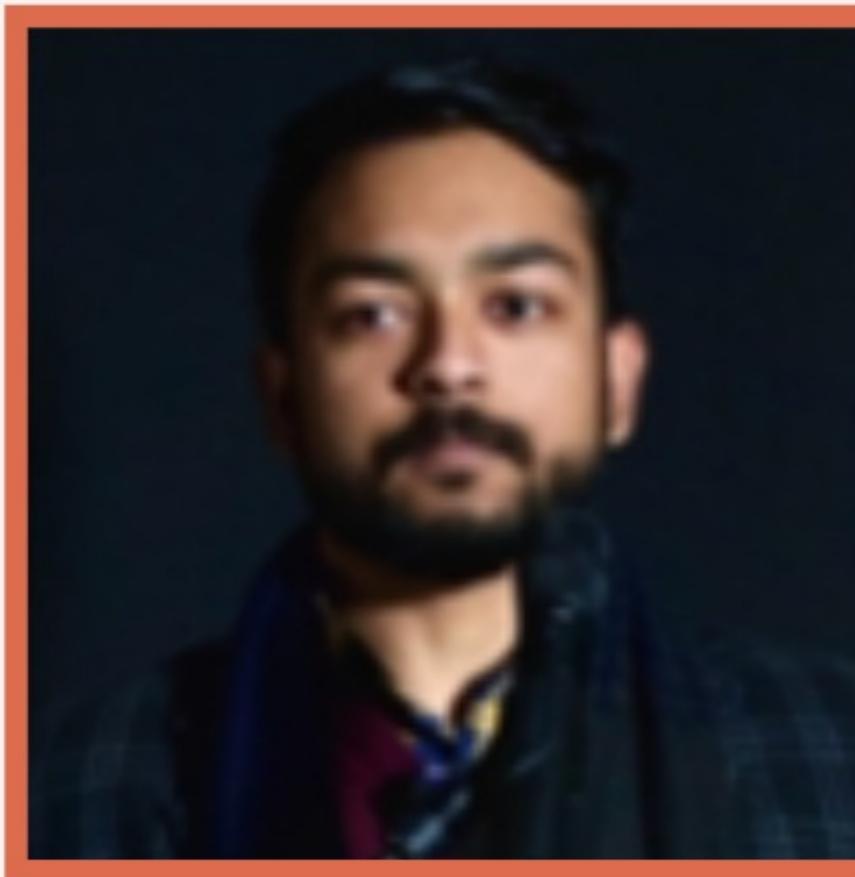
@eriodoesdesign

They/Them pronouns.

10+ years in digital product design & UX.

7+ years in humanitarian sector 3 years in (F)LOSS.

Works as a senior Designer and Product manager at Superbloom. Where we leverage design as a transformative practice to shift power in the tech ecosystem.



Hi, I'm Abhishek

@abhi1203

Hi, I'm Abhishek.

He/Him pronouns.

~10 years in digital product design and UX.

~5 years in open source software (OSS).

1.5 years at Superbloom.

Multi-disciplinary product designer experienced in UI/UX,
branding, product management, mentoring designers



Hi, I'm 豆腐 Tofus

<https://x.com/tofuswang>

Hi, I'm Tofus.

He/Him pronouns.

Designer at National Taiwan University / Econ student at NTPU

Design Contributer @ g0v Taiwan

Welcome



Tools we'll be using:

- Paper, pens and Sticky Notes
- Miro (this tool) for slides, collaborative digital whiteboards and the original templates for workshop tasks.
- GitHub to document and publish contributions at the end.

How we'll be working

- Teams (of approx 4-6) with roles decided in teams

Workshop objectives

- To understand the OSS projects current issues and understand how design can help them
- To discuss and form a team around design contributions and find an appropriate design contribution type
- At the end of the workshop, to contribute publicly to the OSS issue!

Openness and safety



Guiding principles and openness of results and anonymisation

We will be dealing with sensitive topics today such as misinformation and disinformation and internet shutdowns and private messaging in oppressive situations. We want you to be as safe as possible so we encourage being careful with speaking about what we explore today.

Some of these OSS tools are used to actively allow citizens to access and share information that national governments would prefer citizens not to access and share.

In the absence of the OSS tool teams, Eriol and Abhishek will answer any user behaviour questions you might have - think of us as 'the people who have seen the user behaviour first-hand'.

If you have questions for the OSS teams or more broad user questions make sure you include these in your contributions at the end of the day.

Skill share and understanding

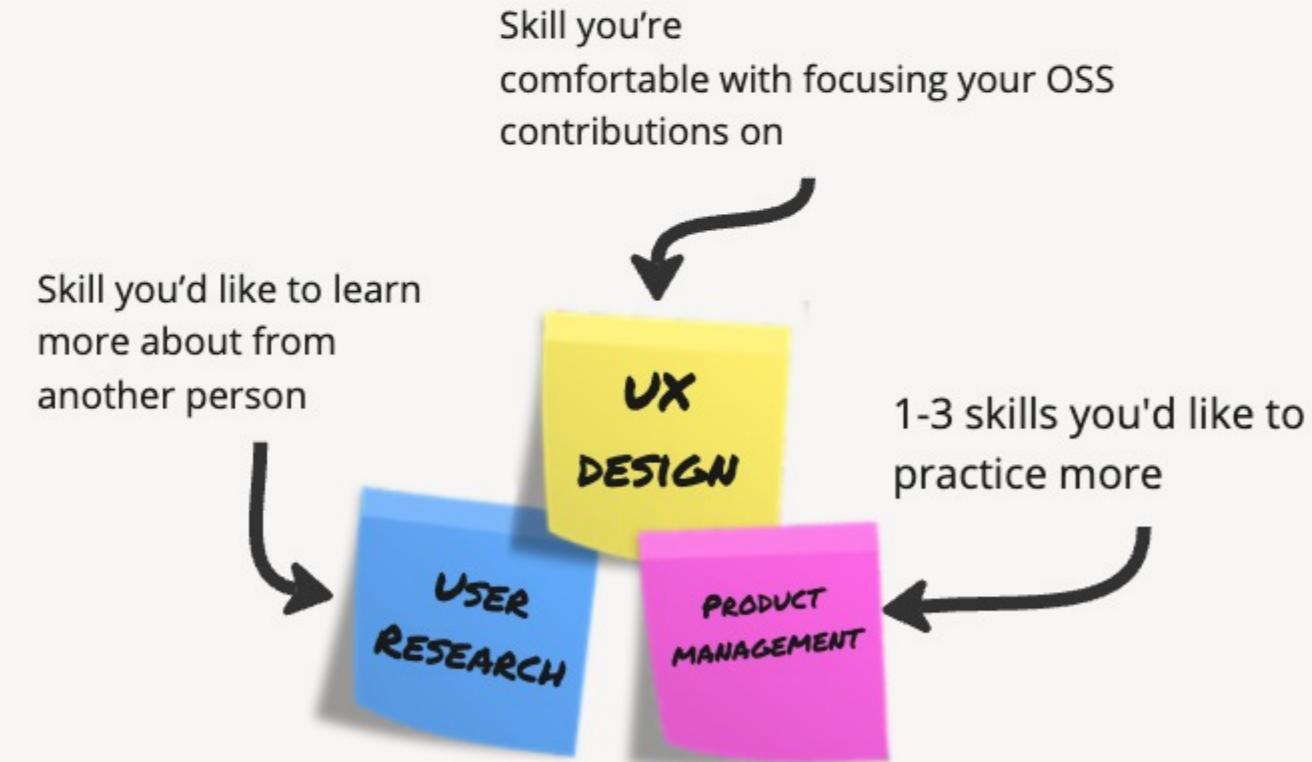


If you want to stay in groups or teams with people you know - you can - but there may be people that have come alone to this workshop - let's make them feel included.

Take 3 sticky notes



Write your name on the stickies





There are 3 main reasons

It helps you think about what you want to offer, teach and learn.



It helps you know how to communicate that to your team and share roles/responsibility



It helps educate the OSS space of the many design skills that exist



Finally!



What kind of OSS project would you be interested in working on?

Examples: Human Rights Mapping, Domestic Violence tech support, Games software, Design/Artwork software, Native/Indigenous language survival, Translation, Mutual Aid, Mental health apps, Period/menstruation, environmental conservation, Food banks, asylum seeker/refugee legal council etc.

Civic tech

**Ecommerce
software**

**Diversity in
open source
software**

**Developer
tools/coding**

Skill share and understanding.

You can use your mouse to click and drag to select multiple elements here, or single click to select one item and use copy and paste shortcuts to past them back in this browser canvas.

Add your name here

Eriol Fox

Skill you're comfortable with focusing your OSS contributions on

UX/UI Design

Skill you'd like to learn more about from another person

How to build a User Interface system in an OSS project.

1-3 skills you'd like to practice more

Documentation writing

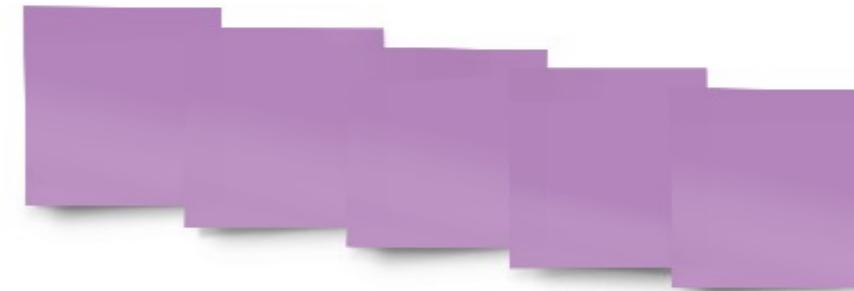
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Design/Artwork software

Food chain fair trade

Diversity in open source software



What is Open Source Software?



OSS can be a “tool”, a service or project that is made available under an ‘open license’ such as Creative Commons, APGL or MIT license.

The source code and often all other vital components of the project live in a fully disclosed and open way on the web, typically on sites like GitHub or Gitlab.

What is Open Source Software?



Typically, OSS is being perceived as something that you can use for free and also adapt and change in ways that are useful to you and/or your organisation.

And OSS often is a collaborative community effort, to build and improve a 'technology' or product, together.

Contributing to OSS is part of many developers lives, and where they learn, share and mentor each other, and how they 'give back' to their community in a way.

We, as in designers, don't typically learn about or know about the 'world of open source' even though we're using and benefitting from open source if we do work 'on the web' or 'digitally'.

Roles in OSS



In OSS 'roles' typically make projects work smoother and help when making group contributions.

Roles you might want to consider assigning in your groups are:

1. Writer/product manager
2. Design thinker
3. Sketcher/UI builder
4. Communicator

Everyone can choose one (or more!) roles to be and people don't have to be experts they just have to be willing to perform the role for this workshop. It's a good chance to learn and practice.

Roles in OSS

Spend some time looking at other people's skill stickies and finding people to make your group between 4-5 people.

Let's be kind and invite people into our groups if they have come to the workshop alone :)

If more than one person wants to be a certain role then we suggest taking turns being this role over the course of the contribution.



User Insights and Research from the field



An aspect that's often absent from OSS projects is public user insight and research. Some projects do have public user information and insight.

As Eriol & Abhishek have both worked with Session App, CENO and also on projects similar to CoFacts we've prepared some User Personas, User Journey maps/Scenarios and Empathy maps.

What do they need?

To not be overwhelmed by 'too many apps'

to be reassured of technical capability

She is an information advocate, an avid researcher

A well-informed activist.

She stays up-to-date on all current events and the latest news updates.

often shares sensitive information about important and powerful figures

She needs to communicate securely with her contacts and sources.

How can I have free mobility despite being very active on social media?

She wants to better understand how to safely use the applications she is already using.

OSS tools are hard to understand - how can I learn more and get help when stuck?

How can I encourage other people to use secure applications?

To not be overwhelmed by 'too many apps'

She believes that she has nothing to hide.

Eager to take on new journalism challenges to improve who she reaches with her writing.

Know whether it is safe to use WhatsApp?

Understand the some of the technical side of misinformation & disinformation



Journalist/Activist

Name: Rose

Location: Large city

Age: late twenties

Key Quote:

"I use LINE, but I am looking for another app that doesn't require me to share my phone number with people I don't know. Information about those who govern you should be your top priority."

What do they do?

Very active on Twitter and Facebook.

Goes where the 'action' is e.g. into protests.

She works as a journalist

She uses chat applications like LINE and WhatsApp (internationally) to communicate with her colleagues and connect with sources for her reporting.

She has previously been the target of "man in the middle" attacks.

What do they want?

wants to write bold articles that educate and inspire others.

prioritizes the safety of herself as well as those she works with.

risk of physical harm

She could have her phone seized by authorities and compromise her contacts for news stories.

When she publishes her stories, many times they are seen as sensitive or controversial in nature

What could hurt them?

What do they need?

Keep safe and continue work

gain more public interest and support.

What is the safest way to video conference with community members?

social media to coordinate activities

spread messages and information to the general public

Help people across borders

Help people gain new identities and safety

support different minority rights groups

hopes for a better society

not be deported

Implicit
Explicit

worked on issues related to peace building, deradicalization

journalism that supports the peace process

advocate for both freedom of expression and religious freedom.

supports and has access to a large network of people that have different beliefs.

Wants to reply to online trolls but worries

Advocate for Freedom of Expression

Name: Husna

Location: Immigrant in a small city

Age: 40's

Key Quote:

"I will fight for the freedom of others just like I would fight for my own freedom. How can I keep myself safe while the government is monitoring me?"

She is at risk of attacks from paramilitary groups.

She has received death threats due to her advocacy

There are often government agents or intelligence officers physically present at the events Husna helps coordinate.

State actors use surveillance to track Husna.

How can I keep myself safe while the government is monitoring me

She is harassed online

uses social media to spread messages and information to the general public.

What type of chat applications or communication channels are safe for us to use

What do they do?

What do they want?





What do they need?

has an "anonymous" Facebook profile

Wants to communicate in several languages in one place

Ability to lock down his accounts to prevent further surveillance, without raising his profile or drawing attention.

Ability to make purchases that are **not traced back** to him (e.g., new devices, travel, etc.).

to communicate **securely** with family and network both **inside and outside of the country**, both now and if he emigrates.

international connections

Implicit **Explicit**

accomplished professional with many connections.

Comfortable with and regularly uses social media.

He is fluent in Mandarin, Cantonese, English, and does translations

Studies economics and law

Regularly accesses databases and conducts fairly complex data analysis in support of academic research work.

uses a laptop for work and trainings and uses bitlocker and Veracrypt to encrypt files and drives.

Uses digital security tools and techniques; will implement techniques and tools if they work reliably, are usable (i.e., meet the basic usability standards offered by tools such as WeChat, OneDrive, etc.)

recently posted an article perceived as critical of government authorities about a land-grab case occurring on the outskirts of a town in a small province.



Academic & IT Assistant

Name: Habibur Rahman Sujon
Location: City outskirts
Age: 20's, student
Key Quote:

"My work has caused my family to be placed under threat. My professional and social opportunities are restricted. If not me, then who? If not now, then when?"

Distributed Denial of Service (DDoS) attacks have been happening to other Human Rights Organizations in the region.

What do they want?

How can I maintain social connections with my international network without secure communication methods?

wants to learn more about ethical hacking in order to help human rights defenders better protect their systems.

wants to make sure he has the best antivirus possible to **protect their network and data**.

want to train others in digital security, including those in his organization.

he was recently visited by government authorities and detained for questioning.

Spam and phishing emails and SMS messages are often received by members of her organization.

Is certain he is under **active surveillance**.



What do they do?

What could hurt them?



Session App - Any persona is trying to help a friend, colleague or family member install a secure communication app on their device and explain how to use it - in person or over internet (gets shut down).

They want to share a URL + Media

They have used Session before and want to recover a previous 'account'

CENO - Any persona is trying to share a situation report document with an international news outlet and make sure they are private and safe online - they also may need to do this while the internet is shutdown during certain times.

They want to be sure of their data privacy rights

They want to understand better what bridging is.

CoFacts - Any persona is trying to understand a long and complicated thread/submission of possible misinformation/disinformation. They want to see the sources, understand a timeline and possible national events in that timeline and think in an analytics way

They want to be able to clearly see references in long threads

They want to be able to get metrics to use in a report or article.

Purpose:

A journey map is a timeline of actions that describes the experience a subject has along a process.

Persona:

Rose

SE Asia

Journalist --
regionalised
media company
not many
years of
experience

Goal of exercise:

What are the critical points in this user's journey that are vital and what they need to do.

When might the persona use any of the OSS tools we mention

Scenario:

I am reporting at the olympics and notice censorship and surveillance

Touchpoints

Deciding to report

Preparing to travel & report

Investigation

Getting ready to leave

Arriving home

What happened?

Describe the actions that occurred. Call out any key environmental details or unexpected occurrences.

I have been following how certain security forces treat people. My small news outlet decides to send me to the olympics. I need to know more so I volunteer.

My small news outlet decides to send me to the olympics. I need to know more so I volunteer.

I prepare my luggage and distance myself from the olympics with colleagues and peers.

I am attending events and distancing myself from the olympics with colleagues and peers.

After, I'm going to the olympics with colleagues and peers.

My peers noticed certain websites are blocked e.g. social media.

Want to know who is tracking this kind of event and behavior.

I talk to other journalists I trust at the olympic village ... carefully.

I need to protect myself if I'm going to look into this.

Asked others if they had contacted outside.

Used an old SIM to download some side messaging services and ask work colleagues for advice.

Downloaded a document via a secure address every day with updates to a work cloud system.

Wait in the taxi. I check online for routes and messages but try to change WiFi and use incognito mobile data.

When I leave China, I want to report on this story.

Ask a trusted journalist about tools.

Preparing to 'Get encrypted device'.

Researches resources from big NGOs and orgs.

Clears off devices before leaving and destroys SIM cards.

I managed to get home but at what cost and what will happen?

I try to talk to people in China, but it's hard to be sure without having a serious conversation.

Tells their work some information about what they did.

How did you feel?

How did the interactions affect your emotional state? Tip: Use the emoji app to express more emotions



Purpose:

A journey map is a timeline of actions that describes the experience a subject has along a process.

Persona:

**Habibur
Rahman Sujon**

Goal of exercise:

What are the critical points in this user's journey is vital and what they need to do.

When might the persona use any of the OSS tools we mention

Scenario:

The person published a story online that went viral that is critical of a government policy.

Touchpoints

Academic research into misinformation in SE Asia

Preparing to publish

Official publishing

Unofficial publishing

Rumours & Being followed/contacted

Calming down

What happened?

Describe the actions that occurred. Call out any key environmental details or unexpected occurrences.

I've been researching mis and dis information as part of a phd program internationally for 2 years

I've been writing 2 pages on the language used in mis & dis information from a culture perspective for 6 months

I've published parts of this paper on a mis & dis information platform before but never had much attention

A friend suggested I should publish under a pseudonym and publish privately but I don't think there's much risk

I'm still actively participating in my research subject and publishing about my research online

My colleagues at my IT job don't know that I'm about to publish but know the subject I study

I got published and peers reviewed and other academics are writing about my work!

I'm applying to have this work peer-reviewed and to have it widely read. Not many people are reading.

I start to talk about my writing more on social media and to ask questions in online and I messages

I'm starting to get DM's about the work and a friend told them to use it as a political site being 'de-linked'

The friend from before mentioned I should be more careful about talking online about sensitive subjects but hasn't told me yet

I'm getting a lot of messages to all my accounts including some personal ones on Facebook and WhatsApp from 4 people telling me info

I am asked to provide documents and other info to local authorities but receive a strange reply and help seems to be cautious

I contact up local authorities but receive a strange reply and help seems to be cautious

I document and screenshot any aggressive harassment

I meet officials, they check over my devices and say they'll stay in touch.

I start to secure my devices and back up documents and update my online bio to do this and join that group

Most of the harassment and malicious comments stop but I'm worried about future research

I get reached out to by some legit sounding orgs and academics to speak internationally on mis & dis info.

How did you feel?

How did the interactions affect your emotional state?
Tip: Use the emoji app to express more emotions



Translating (developer) Issues to (design) Challenges



Using templates and a process we'll take existing issues from projects and we'll 'translate them' as a team.

This process helps to better understand and work with issues in OSS projects and how to critically break down a task/issue in order to contribute to it from a design/user perspective.

Translating (developer) Issues to (design) Challenges

Here you'll find an example of an issue pulled from some different OSS projects.

One key aspect of being a designer in the open source space is being able to take an issue that is written 'for developers' and translating for designers to respond.

The difficult part, is that it still needs to make sense to and be clear for all different kinds of developers globally.

Erioldoesdesign/
opendesign



A methodology for distributed, asynchronous design contributions to software projects

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Contributors

0

Issues

15

Stars

4

Forks



github.com

**opendesign/translatin
g-issues-to-design-
challenges.md at
master ·
Erioldoesdesign/opend
esign**

A methodology for distributed,
asynchronous design contributions
to software projects -
Erioldoesdesign/opendesign

Here's an example of what I would call a 'translated design challenge'

From this:



To this:

Push alert after a configurable time that someone has not responded to a check-in -

[**https://github.com/ushahidi/tenfour/issues/219**](https://github.com/ushahidi/tenfour/issues/219)

Please describe the problem from at least one 'users' point of view:

As a person responsible for other people in TenFour it worries me when I don't get a quick answer back from a team member about whether they are ok or not. When there is a crisis, knowing how much time has gone by without a response is important and knowing who hasn't replied yet helps me to set up fall-back plans for a worst case scenario. But crisis is complicated and I might have other things that I need to concentrate on. That's why I'd like some way of TenFour telling me when someone hasn't replied in a certain time.



One way we thought of doing this is through configurable, push alerts on a persons device.

The event that triggered this issue was a recent terrorist attack in Nairobi: <https://www.bbc.co.uk/news/world-africa-46880375>

We are designing for at least two user groups primarily after a disaster, but they may be many more users.

User 1 - NGO Leads or people managing a TenFour domain. Typically have the role types of Owner and Admin in TenFour.

The owner of the TenFour organization could be the teacher of a class looking after students in a crisis. These users often pre-create groups in TenFour based off certain criteria but also want groups to be flexible.

User 2 - The people in the TenFour domain that receive a TenFour check-in and have been asked to reply. They may be moving from location to location in order to be safe. They may not have their phone immediately to hand.

What is success for our user/s

Admin is notified who has not responded in a time frame that works for them
TenFour users are able to respond when/if they can. Seeing alerts may not be useful for these users.

What are our design constraints?

Requires: Mobile telecom connection or internet connection. Users are on the TenFour system as a 'person'.
Must be developable within existing tech stack functionality
Will be completed by OSS developers

Remember, writing this isn't just for your own benefit it's for all people who will see and learn from it's benefit.

That's developers, other designers, users, researcher and the OSS community can look to examples like this for good practice. Set a good example :)

Translating (developer) Issues to (design) Challenges

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Describe your issue here

Please describe the problem from at least one 'users' point of view:

As a person who does x and cares about X, Y Z I want to make sure that I can see/do/create etc...

One way of technically achieving this could be...

User 1 - Who are they and what are their primary needs and actions...

User 2 - Who are they and what are their primary needs and actions...

What is success for our user/s

How do they define success/goal accomplished and how do we define that if success is different

What are our design constraints?

Requires: e.g. *Mobile telecom connection or internet connection. Users are signed up for the OSS tool, have installed*

How can this work be continued by others? What are the next tasks that need completing? e.g. Design system creation, UI work, User testing etc.

Please add any images, sketches diagrams etc.

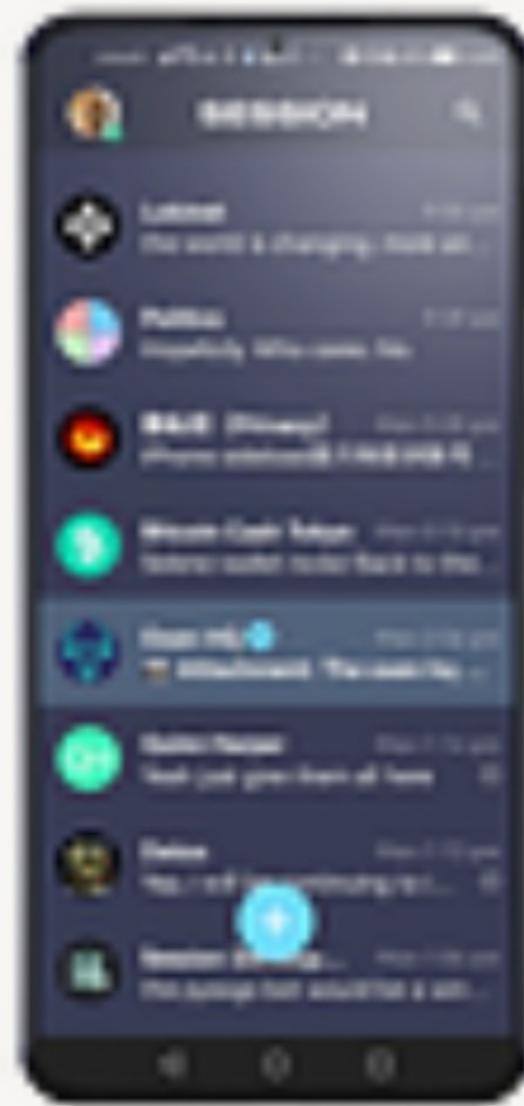


Ceno (Censorship.No!) is a next-generation mobile web browser that uses peer-to-peer technology to deliver websites to your phone and caches popular content with cooperating peers. Ceno can be used to bypass Internet censorship and help others retrieve blocked pages



S SESSION

Session is an end-to-end encrypted messenger that minimises sensitive metadata, designed and built for people who want absolute privacy and freedom from any form of surveillance.



④ Cofacts 真的假的

Cofacts is building a community where everyone plays a part in fact-checking.

You can make a difference in others' lives through your contributions to the fact-checking repository.

The fact checking replies are written from other contributors, Cofacts helps you see the diversity of the fact checking process.





The issues: CENO Browser

1. New users may not be aware of how they can exercise their data and privacy rights or users may also forget this over time, hence, making this information available at various touch-points is important to keep users aware of their privacy related consent and choices.

https://gitlab.com/censorship-no/ceno-browser/-/work_items/74

2. Improve bridging docs to make it read more user friendly and simpler to understand.

<https://censorship.no/user-manual/en/browser/bridging.html>

(You don't need to know what bridging is - it's better that you don't know what it is so you can learn about it in the same way a 'user' would.

The issues: Session App



1. When activists and human rights advocates want to share URLs they can often be in a time sensitive situation. Some URLs contain tracking codes on them when copied from other platforms and services and we'd like to make sure users know what these are, how to remove them and why.

<https://github.com/oxen-io/session-android/issues/1429>

Connected to this issue is also the issue of notifying users when media is shared directly (or indirectly) from a chat session. <https://github.com/oxen-io/session-android/issues/1429>

2. Users in extreme and risky circumstances often delete and start new chats, with new user names or log off and delete apps like session for periods of time where they may have their device searched or seized. Helping session users recover their previous chats via a unique code and username is critical UX - how can we better communicate and facilitate this in the application? <https://github.com/oxen-io/session-android/issues/1348>



The issues: CoFacts

1. How can users looking at long texts and references get a clear picture of the thread and specifically differentiate two references <https://github.com/cofacts/rumors-site/issues/360>
2. How to improve analytics views of CoFacts for understanding and comprehension of what the 'viewership' of readers are? <https://github.com/cofacts/rumors-site/issues/332> <https://g0v.hackmd.io/yEp9JJtHSyK18bxCQV4dUg#Analytics>

CoFacts Design files:

<https://www.figma.com/design/zpD45j8nqDB2XfA6m2QskO/Cofacts-website?node-id=0-1&t=iWGK09hRRoqsLAqm-0>

LUNCH !



Templates for Design Contributions



We'll introduce some methods and templates you can use for design contributions for the next 1-2 hours. These are suggestions of good contributions for these projects but you also might find that a different kind of contribution type fits what you and your group has in mind.

These are suggestions that we can support with and we know are design contributions that are welcomed in OSS projects.

Persona Non-Grata

An exercise that helps OSS tools understand how a tool, feature or situation can be used maliciously by a particular kind of user with bad intentions.



Stalker



Prankster



Truther



Opportunist



Naïf



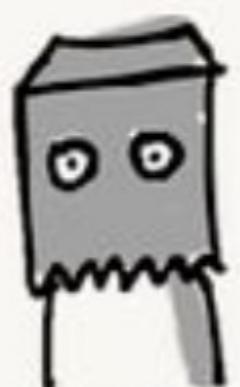
Terrorist



Government



Abuser



Fraudster



Swarm

There may be new or different persona non-grata you want to describe for OSS projects.

Choose persona non-grata

Describe the OSS project briefly

What specific scenario in the persona non-grata operating? e.g. a protest, national election etc.

What are some mitigation actions or preparations that the OSS projects or others can make in order to limit, stop or avoid this persona non-grata behaviour? e.g. prohibit this behaviour in a code of conduct etc.

What does the persona non-grata likely want to achieve?
e.g. closing down the project, de-platforming activists

Heuristic analysis / UX review of OSS tool

A traditional heuristic evaluation is a way for tool teams and designers to locate usability and design issues within an interface. Heuristics act as guidelines or ideals toward which we hope all interfaces can strive that make systems safe and easy to use.

Heuristic evaluations work best when multiple people evaluate the same interface. Evaluators do not need to be UX experts or even part of your tool team – in fact, it can be very beneficial to have an “outsider” review the usability of your system. Just make sure that they’re reviewed and understand the heuristics you’re using.

This template has been informed by our accessibility and usability heuristic review publication :
<https://superbloom.design/resources/superbloom-accessibility-and-usability-heuristic-review.pdf>

There are two heuristics we propose focussing on for the issues discussed in this workshop

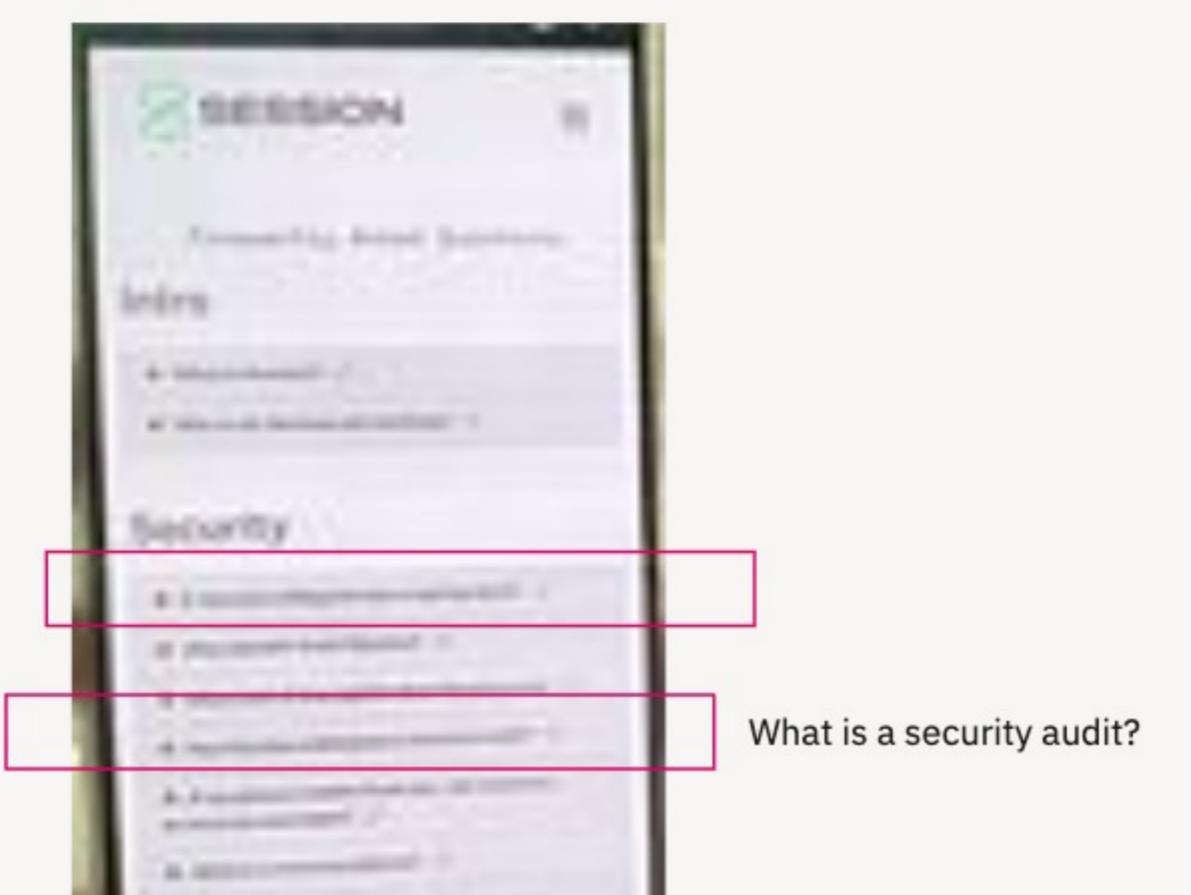
#2: Human language

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

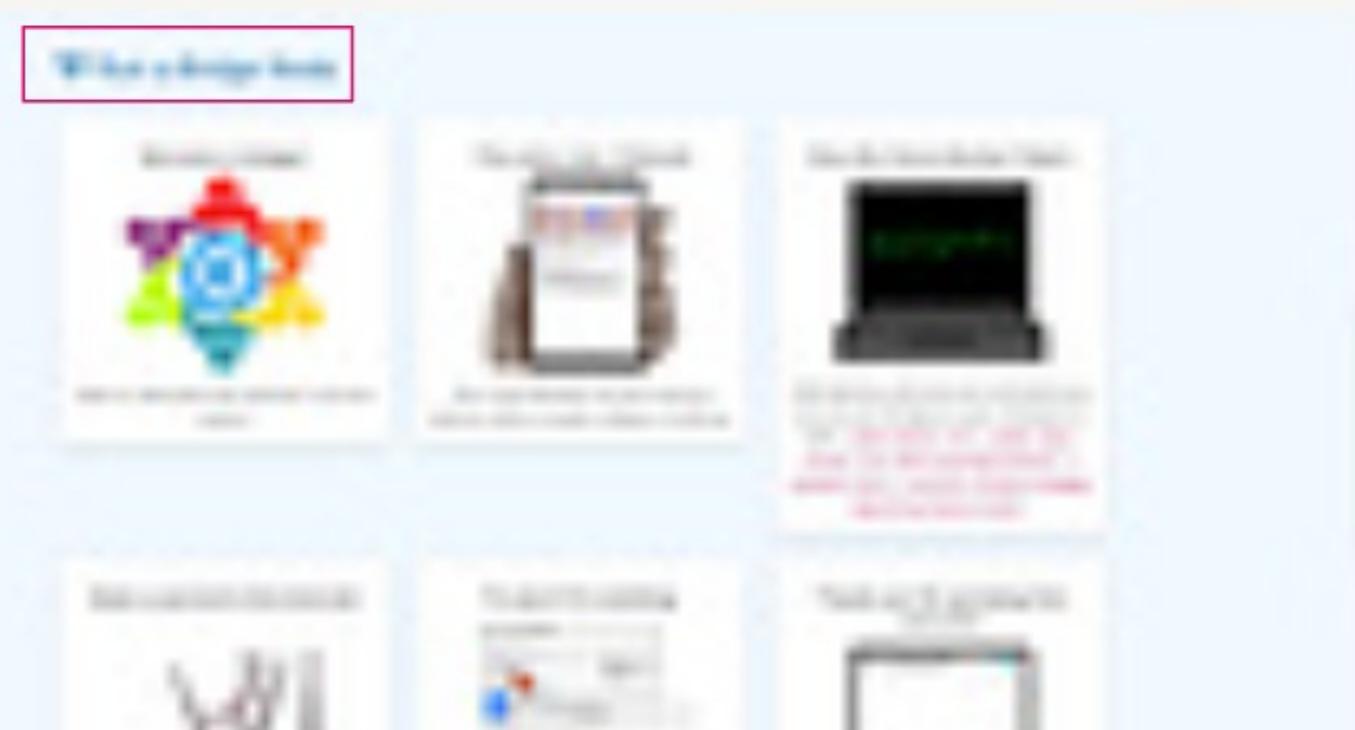
Tips for evaluation

- Make complex text available for review later, for example by emailing a copy.
- Consider an 80% visual to 20% written ratio when presenting new concepts or new information to the user for the first time.
- Be aware of how different cultural contexts give different meanings to words, phrases, shapes, and colors, and adjust to avoid misunderstanding.
- Use plain language to communicate your privacy policy. Communicate clearly what the necessity or utility is to the people of sharing this specific information.
- Avoid using language that creates a false sense of urgency or necessity.
- Avoid making right-to-left language interfaces more complicated than left-to-right.
- People with cognitive disabilities should be able to understand what they're consenting to.

Example



Icon is confusing
What does 'run' mean?
'What is a bridge or node?



Heuristic analysis / UX review of OSS tool

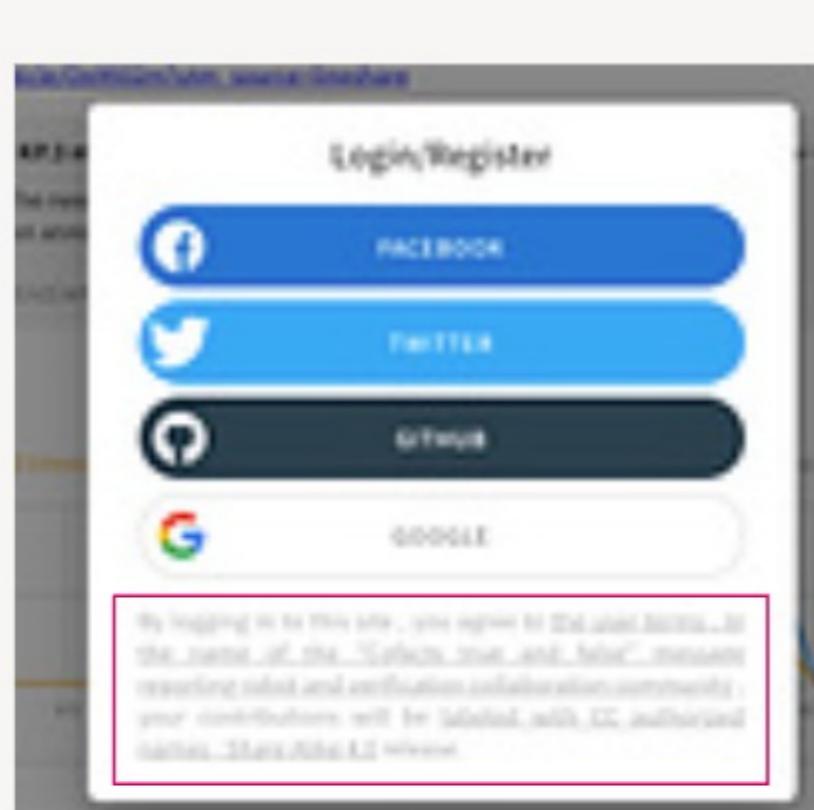
#6: Efficiency and just-in-time information

Minimize the user's mental load by making objects, actions, and options visible. The user should not have to remember information in order to use the tool. Instructions should be visible or easily retrievable whenever appropriate. Provide help and documentation when and where people are likely to need it. Offer information freely and openly, rather than making people search for it. Use defaults, hints, and informative empty states in order to both smooth the process for experienced users and "teach" less-experienced users.

Tips for evaluation

- Count how many clicks or taps it takes to complete a privacy-protecting action, and make sure it is not more complicated than a privacy-ambivalent choice.
- Approach respectfully with an on-screen nudge instead of disrupting an important workflow or process. Give people the option to decide later.
- Approach the site visitors or app users when what you are asking for is related to the view or task they are engaged in.

Example



will users remember they agreed to this? what are the most critical points to tell people and how does it interact with the login options?



User Empathy Maps

These maps help an OSS project better understand the motivations and drives of users generally or in specific scenarios. This kind of contribution is often first best contributed within a specific issue, feature UX or scenario as tool developers can directly relate behaviour to a feature/issue/need rather than applying general user thinking across an entire tool.

Some more example personas are here: <https://usable.tools/personas/>

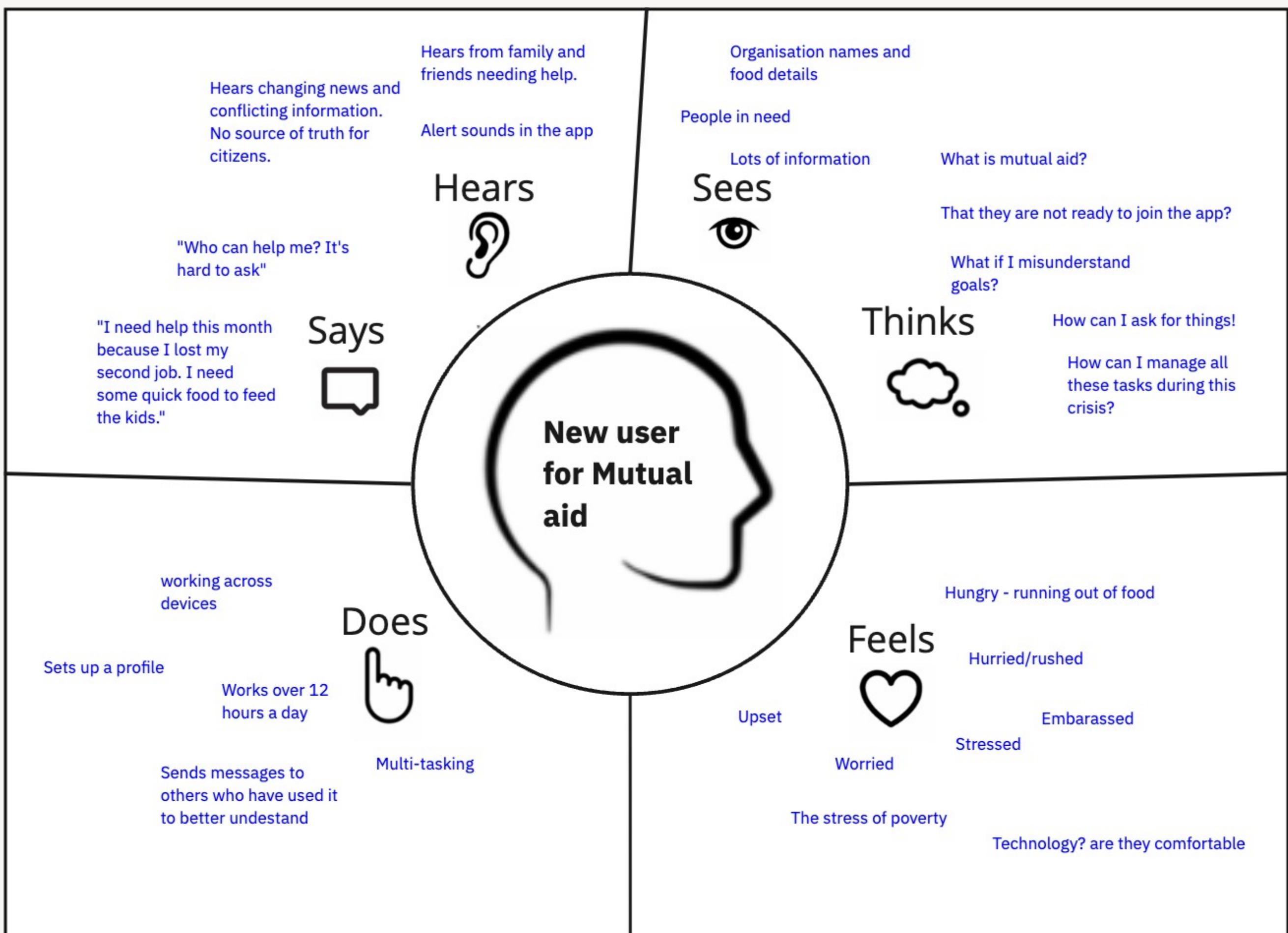
You can find some great advice and persona templates here:

<https://okthanks.com/persona-builder>

<https://simplysecure.org/resources/persona-template-tech.pdf>

<https://simplysecure.org/resources/persona-threat-model.pdf>

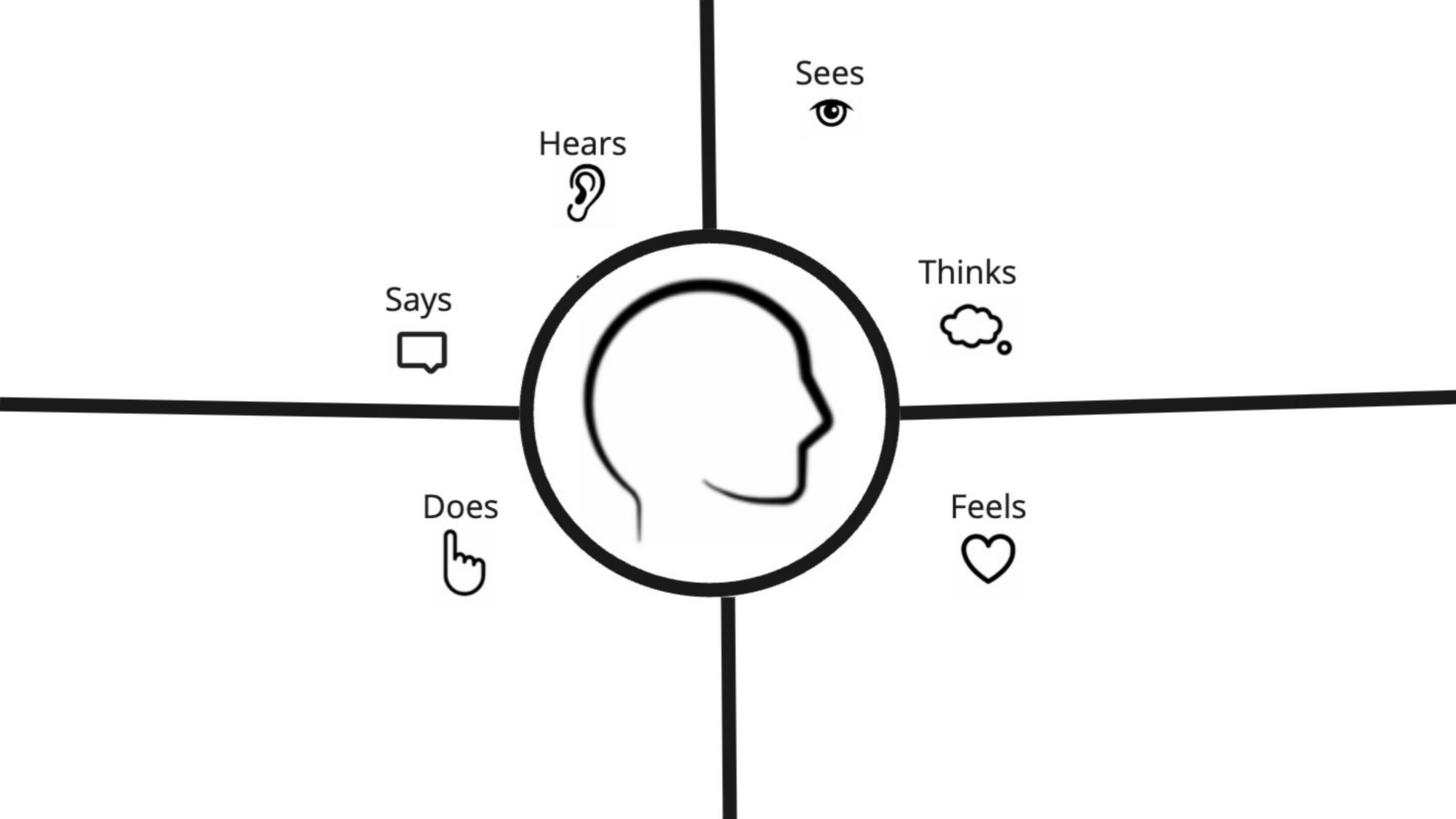
Example below is a new user of <https://github.com/factn/resilience-app>



One of the purposes of an empathy map is to write down and map out the assumptions and guess you have about the users in the scenarios/issues that an OSS project has.

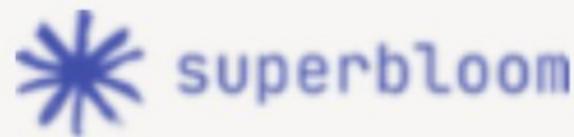
It's not a bad thing to make an informed guess :)

Make sure in your contribution submission which elements of the empath map are based on information (e.g. your own experience, research found or done) or based on assumption/informed guesses.



User Testing/User Research script

COSCUP 2024



Slides - <https://bit.ly/COSCUP-2024>

Most OSS projects haven't done any user research or user testing outside of casual conversations with 'power' users (users who are also other developers and have a moderate to advanced knowledge of the OSS technology). Other ways OSS projects and their 'maintainers' gather user insight is through people that submit and report bugs or problems they are having with the software, people who write academic papers on how they use the OSS or chatting at conferences.

Often OSS projects don't have a structured, informed and methodological approach to user research or user testing which is why a research outline and script is a really useful design contribution to an OSS project. This guidance and template is from <https://sprblm.github.io/devs-guide-to>

Choose what to focus the user testing / user research on e.g. *Can the user understand what 'bridging' for CENO is? or Does the user understand the how to remove/change URL's in a Session message? What does the user understand from 2 mins of reading a thread in Co-Facts?*

What is your goal? What do you hope to learn? This helps the team remember why you are testing. e.g. *We want to know if the messaging is clear before a user clicks a button, What information and references are confusing for users?*

Who are you going to ask to test and why? e.g. *People who are power users, People who are new users etc.*

How many users will be asked? How long are you asking them to spend time? Where will the test be? e.g. *5 power users, 30 mins, Q&A video call*

The Structure

1. Introduction: To start, thank the tester for participating. Then briefly introduce yourselves and the testing process. At this point ask if the test has any questions and if they consent to participate. Tell them they can stop the test at any point.

2. Warmup: To get the conversation flowing, ask some easy warm-up questions so you can feel comfortable with each other and build rapport. e.g. *What do you do for a job/study? What kind of OSS do you use? What do you find difficult about OSS generally?*

3. Testing: Now it's time to start the test. A scenario provides context for the user so they can get into the testing mindset.

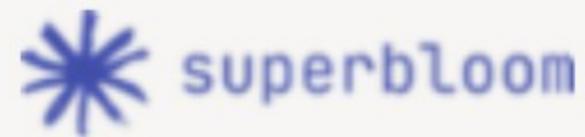
Example: You're a journalist and need to receive sensitive (and potentially damaging) documents from a source. Your security team recently recommended using Session messaging app, so you use it for the first time.

Ask your user to do a task you prepared. **Examples:**

- Set up an account to receive files from your source.
- Is it clear what is happening?
- How would you start to contact your source to receive documents? What's your first step?
- Complete your profile screen. Please do react to it. Could you describe what you see here?

User Testing/User Research script

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Full Example: <https://sprblm.github.io/devs-guide-to/user-testing/conducting-a-user-test/#example-script->

Intro

Hello! We are [name] and [name] from [organization]. We are both developers trying to make our software better. We want your help to understand how you currently use, or don't use, [software], and what would be better. I would love to hear your thoughts, so please think aloud. Feel free to speak your mind. We are not testing you, we are testing the prototype. We're still working on it, so it might not work as you expect. We wanted to get your feedback early in the process. This will take about 30 minutes. We won't be recording but we will be taking handwritten notes, without identifying you. Is that ok with you? Remember, you have the right to stop the test at any time. Do you have any questions before we begin?

Warm Up

How do you normally transfer sensitive files?

Approximately how many times have you transferred sensitive files in the past week?

Now we are going to look at a prototype/OSS tool. It has limited capability. If there are any interactions that are confusing, or any language you do not understand, please let me know.

This is the scenario: You're a journalist and need to receive sensitive (and potentially damaging) documents from a source. Your security team recently recommended AwesomeDocuments, so you use it for the first time.

Your task is to set up an account to receive files from your source. Can you show me how you would do that?

Remember to ask open-ended questions throughout, see [User testing cheat sheet](#) and the [Five Whys](#)

[Repeat for other tasks, if you planned any]

Closing

Thank you for your time. You've helped a lot and this is exactly what we needed. That's all the questions we have. We really appreciate all your insights and learned a lot from your experience. Is there anything else you would like to share?

Contribution Documentation

Congrats! we spent some great time exploring a really difficult subjects and making some first steps of design contributions!

A lot of these tools are very complex if you don't know them in detail. The most important part of this workshop was starting the process of a design contribution to these OSS issues.

You're **work and insight can now be used to improve many OSS tools** and help OSS projects become ready for design contributions.

We'd like each group to spend **the next hour finishing up their contributions and then adding them as a comment in the OSS projects Github.**

Contribution Documentation

Engaging with the Open Source Design space and/or the g0v design slack channel can help you stay motivated and supported by the wider designer ecosystem in contributing design to OSS.

We encourage you to post a link to your contribution in either the Open Source Design Forum or the g0v designer slack channel and see if anyone has advice or support but also so you can feel connected to other designers in the OSS contribution space!

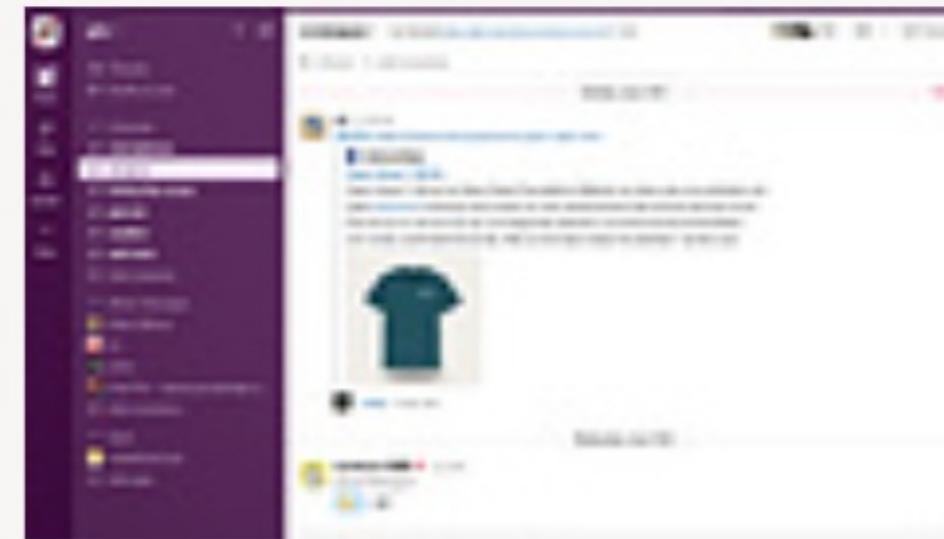


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Open Source Design

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.

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<https://g0v.tw/intl/en/>

Thank you

Feedback form:
LINK TBC

Get in touch

@superbloom
contact@superbloom.design
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