



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 & Tofus

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.

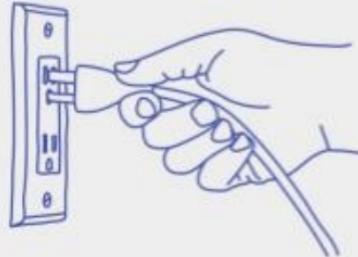
<https://superbloom.design/>

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-risk communities in remote, hard-to-reach, poorly connected regions to safely give user feedback on the OSS tools they use?
- * ... onboarding non-coder users into decentralized and OSS applications and software?
- * ... funders best support sustainable critical digital infrastructure that support OSS?
- * ... how does open design and open source design become normalised in tool creation, improvement 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).

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



Hi, I'm Tofus

@tofuswang

Hi, I'm Tofus.

He/Him pronouns.

4 years in digital product design and UX

3 years in OS communities like g0v.tw

Junior Design Intern at National Taiwan University.

Participating in JGP program #2 sponsored by Jamie Lin to delve into civic tech and open-source design.



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.

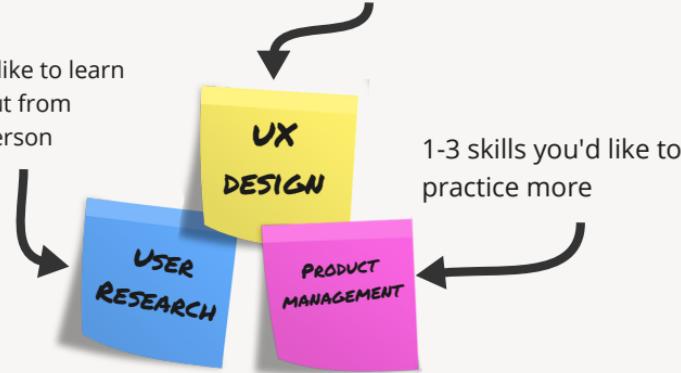
Take 3 sticky notes



Write your name on the stickies

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

Skill you're comfortable with focusing your OSS contributions on



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. 來分享你的技能吧！

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

Example

Skill you're
comfortable with
focusing your OSS
contributions on

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

1-3 skills you'd like to
practice more

What kind of 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.

Eriol Fox

UX/UI
Design

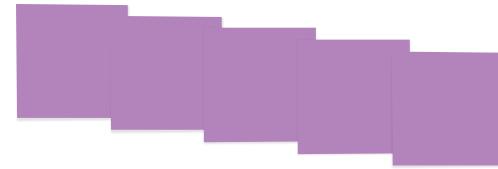
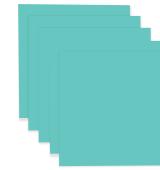
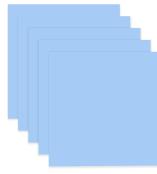
How to build a User
Interface system in
an OSS project.

Documentation
writing

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.

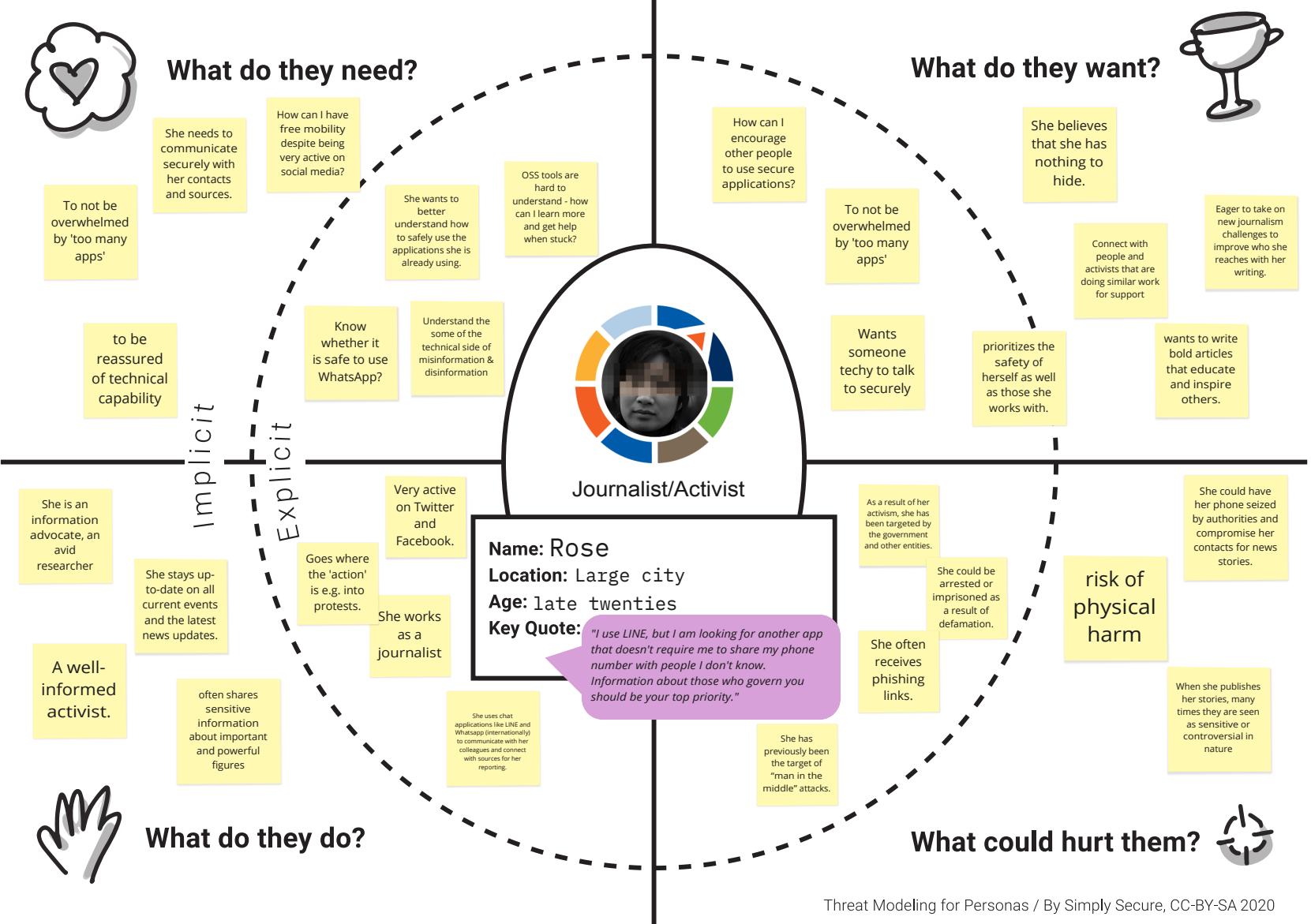


User Insights and Research from the field



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

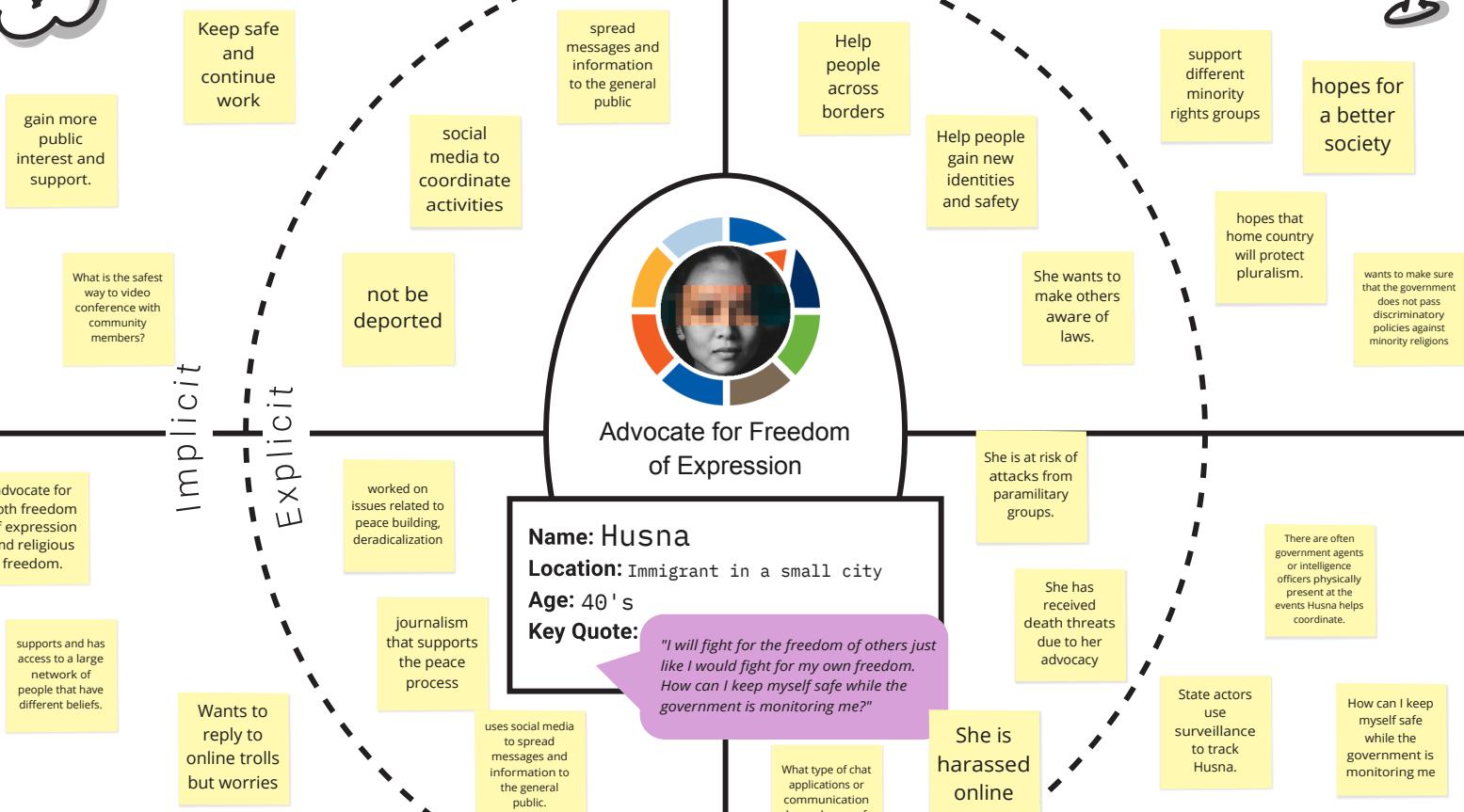
As Eriol & Abhishek have both worked with Session App, CENO and also on projects similar to CoFacts we've prepared some User Personas, User Journey maps/Scenarios and Empathy maps.



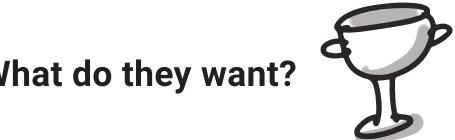
Billionns is
making a
new
persona :)



What do they need?



What do they do?



What could hurt them?





What do they need?

has an "anonymous" Facebook profile

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

Wants to communicate in several languages in one place

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

Academic & IT Assistant

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

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



What do they do?

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

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

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

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

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

Surveillance of network activity and digital devices confiscated.

Questions from the authorities directed to him about topics not widely known by others

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

Is certain he is under active surveillance.



What do they want?

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

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

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

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



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.

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

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 minority people are treated in countries and gathering info for years.
My small news outlet decides to send a small team to the olympics. I want to know who to I volunteer.
I prepare my luggage and devices to travel - should I bring 2 phones? password protect?

I am attending events and discussing reporting on the olympics with colleagues and peers.
After the opening ceremony, I notice some athletes disappear from public eye.
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 or casually.

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

Asked other journalists if they had contacted outside

Uses an old WP to download some safe messaging services and asks work colleagues for advice

Sends a document via a new email address every day with updates to a work cloud system

What is the truth? I check online for rumors and messages but try to change wifi's and use roaming mobile data

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

Asks trusted peer journalist about tools

Preparing to 'Get encrypted device'

Researches resources from big NGO's and orgs

clears off devices before leaving and destroys SIM cards

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

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 & dis information as part of a phd program internationally for 3 years I've been writing a paper on the language used in mis & dis information posts from a culture perspective for 6 months I've published parts of this paper on a blog and spoken on social media under a pseudonym and publish privately but I don't think there's much risk A friend academic 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 talking about non-peer reviewed work 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 peer reviewed and other academics are writing about my work! I'm applying to have this work put in journals and be more widely read. Not many people are reading.	I've got published and peer reviewed and other academics are writing about my work! I start to talk about my writing more on social media as people ask questions in replies and in messages I'm starting to get DM's about the writing and a friend said they saw it on a political site being 'de-bunked' The friend from before said I should be more careful about talking online about sensitive matters but how will I get	I start to talk about my writing more on social media as people ask questions in replies and in messages I'm applying to have this work put in journals and be more widely read. Not many people are reading.	I start to talk about my writing more on social media as people ask questions in replies and in messages I'm starting to get DM's about the writing and a friend said they saw it on a political site being 'de-bunked' The friend from before said I should be more careful about talking online about sensitive matters but how will I get	I'm getting a lot of DM's and all my accounts including some personal ones on facebook and SMS! how'd people get my info? I am asked to provide documents and information to an email contact that looks official. Is this the govt? I contact my local authorities but receive a strange reply and help seems to be cautious	I document and screenshot any aggressive harassment I seek advice from an international org on whether to meet these officials I meet officials, they check over my cleared devices and say they're in touch. I start to secure my devices and back up documents and delete - I ask online how to do this and join chat groups I'm worried about my family back home and if they're in danger Most of the harassment and suspicious emails/contacts stop but I'm worried about future research I get reached out to by a legit sounding org and conference 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.

<https://github.com/Erioldoesdesign/opendesign/blob/master/translating-issues-to-design-challenges.md>

Erioldoesdesign/
opendesign



A methodology for distributed, asynchronous design contributions to software projects

0 Contributors 0 Issues 15 Stars 4 Forks



github.com

opendesign/translating-
issues-to-design-
challenges.md at
master ·

Erioldoesdesign/opendesign

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:

Push alert after a configurable time that someone has not responded to a check-in #219

EndeavorDesign opened this issue on 11 Oct 2019 · 0 comments

Is your feature request related to a problem? Please describe.
I'm frustrated when I have to check for myself whether someone has responded to a check-in on TenFour.

Describe the solution you'd like
As a user that has constructed a check-in and sent it to my team I want to receive an in-app push alert after a configurable time that someone has not responded to a check-in. This should also display in a 'History' or notifications section.

EndeavorDesign added **good first issue**, **Medium Priority**, **Front-end**, **Back-end Issues**, **Feature: Check-in**, **Feature: Notifications**, **P2 - Normal**, **Open Design Issue** labels on 11 Oct 2019

EndeavorDesign added **Design: User Research**, **Design UX** and removed **Medium Priority** labels on 5 Nov 2019

Assignees: No one—assign yourself

Labels: **Back-end Issues**, **Design: UX**, **Design: User Research**, **Feature: Check-in**, **Feature: Notifications**, **Front-end**, **Open Design Issue**, **P2 - Normal**, **good first issue**

Projects: None yet

To this:

Push alert after a configurable time that someone has not responded to a check-in - <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 its 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 :)

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.

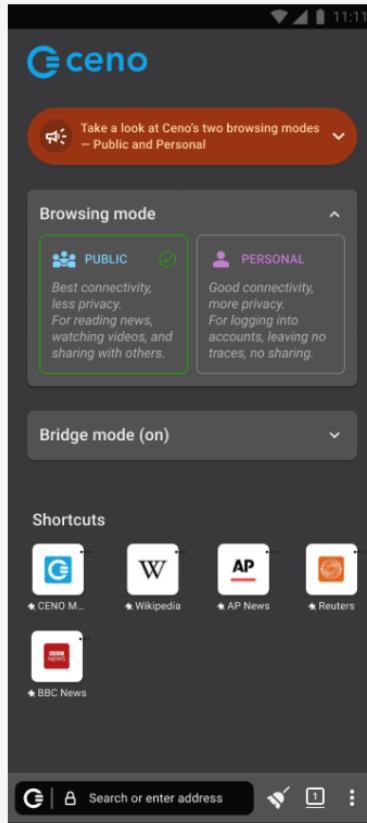


Ceno (Censorship.No!) is a next-generation mobile web browser that uses peer-to-peer technology to deliver websites to your phone and caches popular content with cooperating peers. Ceno can be used to bypass Internet censorship and help others retrieve blocked pages

<https://censorship.no/en/index.html>



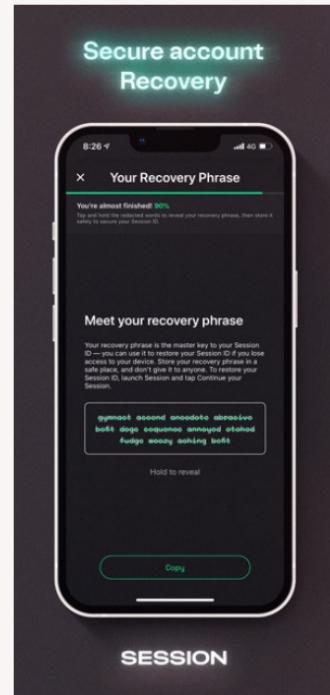
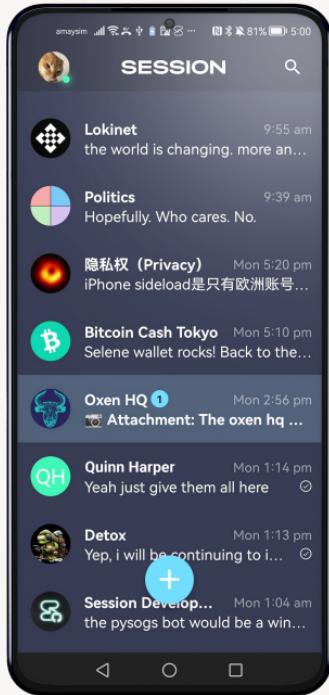
The advertisement features the Ceno logo at the top left. Below it is the text "Access any Website with CENO!" in large, bold, black letters. Underneath that, the words "PEER-TO-PEER" are written in a smaller, black, sans-serif font. At the bottom of the ad is a solid blue rectangular button with the white text "eQualitie".





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.

<https://getsession.org/>



© 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.



Dubious Messages

Sort by: Most recently added								
Filter	Asked only once	Asked many times	Zero replies	Replied many times	No useful reply yet	Has useful replies	Replied by me	Not replied by me
Format	Text	Image	Video	Audio				
Marked as:	invalid request	contains personal perspective	contains true information	contains misinformation				
Topic ▾	All Topics							

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/1441> & <https://github.com/oxen-io/session-android/issues/602>

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

COSCUP 2024

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 person 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

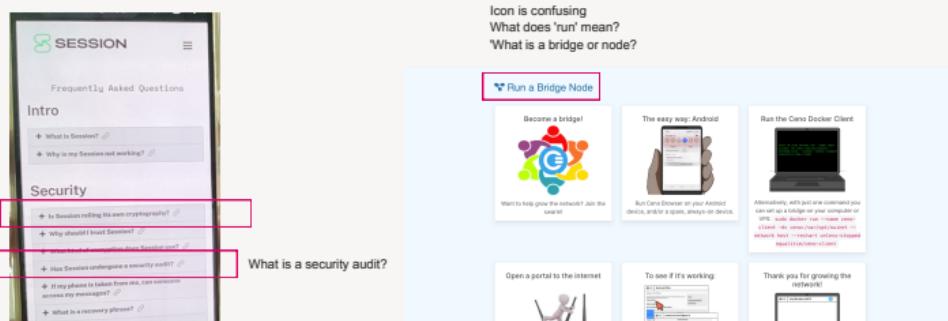
#2: Human language

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



The screenshot shows a user interface with several sections:

- SESSION** (top left)
- Frequently Asked Questions** (top right)
- Security** (left sidebar)
- FAQs** (main content area):
 - Is Session reading its own crypto keys? (highlighted with a red box)
 - Why should I trust Session? (highlighted with a red box)
 - What is a security audit? (highlighted with a red box)
 - If my phone is taken from me, can someone access my messages? (highlighted with a red box)
 - What is a recovery process? (highlighted with a red box)
- Icon is confusing** (right side)
 - What does 'run' mean?
 - What is a bridge or node?
- Run a Bridge Node** (button)
- Become a bridge!** (image)
- The easy way: Android** (image)
- Ran the Cisco Docker Client** (image)
- Open a portal to the internet** (image)
- To see if it's working** (image)
- Thanks for growing the network!** (image)

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.

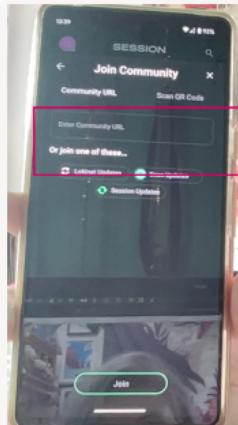
Tips for evaluation

- 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?



Can users unjoin a community after joining?

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/>

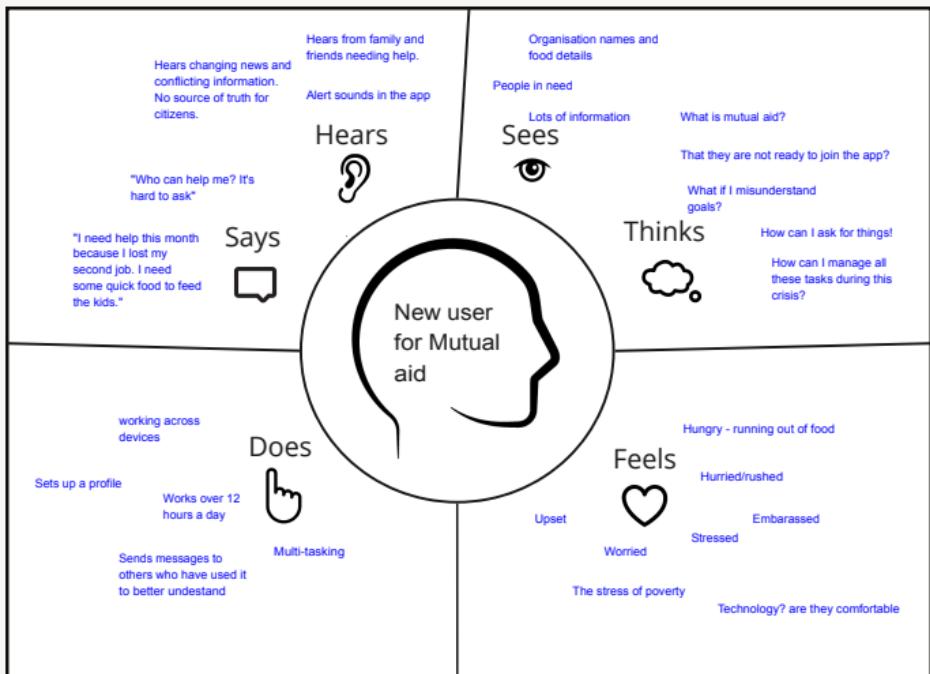
You can find some great advice and persona templates here:

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

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

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

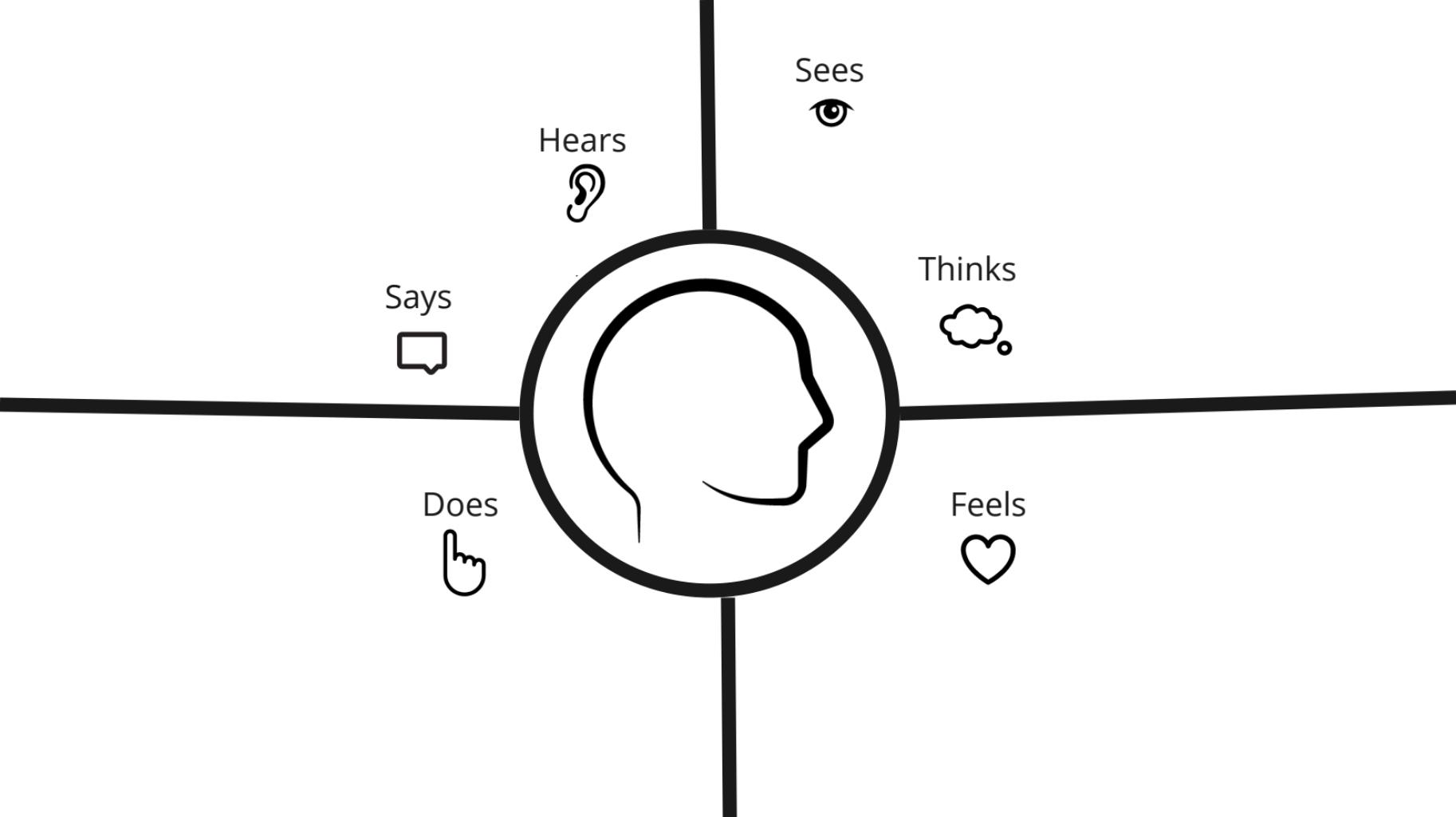
Example below is a new user of <https://github.com/factn/resilience-app>



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*

User Testing/User Research script

COSCUP 2024



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

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

COSCUP 2024



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

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.

Your 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!

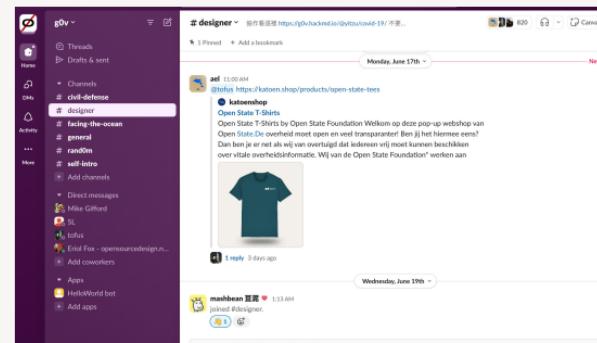


discourse.opensourcedesign.net

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.

discourse.opensourcedesign.net



designer

Monday, June 17th

ad 10:00 AM [futaba.shop](https://futaba.shop/products/open-state-tees) Open State T-Shirts by Open State Foundation Welkom op deze pop-up-winkel van Open State! Overheid moet open en veel transparant! Ben jij het hiermee eens? Dan ben je er niet als wij of overtuigd dat datenvrij moet kunnen beschikken over vitale overheidsinformatie. Wij van de Open State Foundation® werken aan

katemshop 1 reply 3 days ago

Open State T-Shirts

Open State T-Shirts by Open State Foundation Welkom op deze pop-up-winkel van Open State! Overheid moet open en veel transparant! Ben jij het hiermee eens? Dan ben je er niet als wij of overtuigd dat datenvrij moet kunnen beschikken over vitale overheidsinformatie. Wij van de Open State Foundation® werken aan

Wednesday, June 19th

manbear 1 reply 1:37 AM

Joined #designer

Thank you

Feedback form:
LINK TBC

Get in touch

@superbloom
contact@superbloom.design
superbloom.design



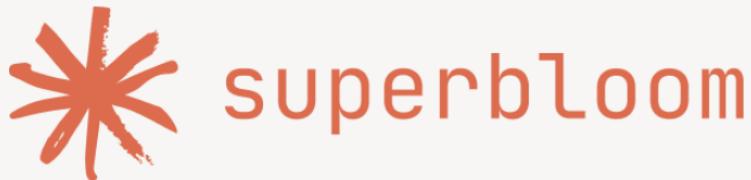
Chinese version of slide created by Tofus :)))

A design workshop to make OSS contributions for social good

Abhishek Sharma & Eriol Fox & Tofus

This is an open white board with slides:

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



Superbloom 是一家集合數位設計、人權與公共利益導向科技等領域的非營利設計組織

我們運用設計作為轉化實踐，以改變科技生態系中的權力結構。

我們將設計視為對科技做出干預的機會，以人為本，滿足人們的需求。

我們與該領域的其他人密切合作，共同構建專注於塑造我們集體數位未來的社群。

Superbloom 之前稱為 Simply Secure，並於 2022 年重新品牌化

<https://superbloom.design/>

不受歡迎的人

COSCUP 2024

這是一項幫助開源軟體(OSS)工具理解某個工具、功能或情境如何被特定有惡意意圖的用戶惡意使用的練習。



跟蹤狂



惡作劇搗蛋鬼



陰謀論者



投機主義者



天真小白



真·恐怖份子



政府



施虐者



詐騙者



蜂擁而上的人群

對於開源軟體專案,可能會有新的或不同的不受歡迎的人(Persona Non-Grata)需要描述。

選擇一個不受歡迎的人

簡要描述這個開源軟體專案

不受歡迎的人(Persona Non-Grata)在什麼特定情境中運作? 例如:
抗議活動、全國選舉等。

開源軟體專案或其他人可以採取哪些緩解行動或準備,以限制、停止或避免這種不受歡迎的行為? 例如:在行為守則中禁止這種行為等

不受歡迎的人(Persona Non-Grata)可能想要達成什麼目標?
例如:關閉專案、將社會運動者從各個平台上排擠出去

開源軟體工具的啟發式分析/ 使用者體驗評估

COSCUP 2024



傳統的啟發式評估是一種讓工具團隊和設計師在介面中定位可用性和設計問題的方法。啟發式原則作為指南或理想，讓所有介面都能朝著使系統安全且易於使用的方向努力。

啟發式評估在多個人評估同一介面時效果最佳。評估者不需要是用戶體驗(UX)專家，甚至不需要是您的工具團隊的一部分——事實上，讓“外部人士”評估系統的可用性可能非常有益。只需確保他們已經審查並理解您正在使用的啟發式原則。

這個模板參考了我們的無障礙性和可用性啟發式評估手冊：

<https://superbloom.design/resources/superbloom-accessibility-and-usability-heuristic-review.pdf>

針對在此次研討會中討論的問題，
我們建議專注於以下兩個啟發式原則

#2: 請說人類的語言

系統應該使用用戶熟悉的語言，包括詞彙、短語和概念，而不是系統導向的術語。遵循現實世界的慣例，使信息以自然和邏輯的順序呈現。

評估提示：

- 提供複雜文本供稍後審查，例如通過電子郵件發送副本。
- 在向用戶首次介紹新概念或新信息時，考慮使用80%的視覺信息和20%的文字信息比例。
- 注意不同文化背景賦予詞彙、短語、形狀和顏色的不同含義，並進行調整以避免誤解。
- 使用簡單的語言來傳達您的隱私政策。清楚說明共享此特定信息對人們的必要性或用途。
- 避免使用語言營造虛假的緊迫感或必要性。
- 避免使從右到左語言的界面比從左到右的界面更複雜。
- 使有認知障礙的人能夠理解他們同意的內容。

範例

The screenshot shows a mobile application interface with a navigation bar at the top. Below it, there's a section titled "Frequently Asked Questions" with two collapsed items: "What is Session?" and "Why is my Session not working?". A red box highlights the first item. The main content area has a heading "Security" with a red box around it. Under "Security", there are several collapsed items, each preceded by a plus sign. One item is highlighted with a red box: "Is Session using its own cryptography?". Another item is highlighted with a red box: "What is a security audit?". A third item is highlighted with a red box: "How do I reduce using my security plugin?". To the right of the interface, there is explanatory text and icons:

Icon 有點讓人困惑
'run' 在這邊是什麼意思？
bridge 跟 node 又是什麼東西？

Run a Bridge Node

Become a bridge!
Want to help grow the network? Join the
team!

The easy way: Android

Run Cara Browser on your Android
device, after it's setup, always-on device.

Run the Cara Docker Client

Additionally, with just one command you
can set up a bridge on your computer or
OS. Just enter run -name name
where name is the name of the
network host - restart container and
repeat [iteration] -client

什麼是 security audit?

Open a portal to the internet

To see if it's working

Thank you for growing the
network!

開源軟體工具的啟發式分析/ 使用者體驗評估

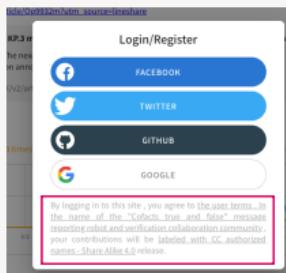
#6: 效率和即時信息

通過使物件、操作和選項可見來減少用戶的心理負擔。用戶不應該需要記住信息才能使用工具。說明應該在適當的時候可見或易於檢索。提供幫助和文件，並在人們可能需要的時候和地方提供。自由且公開地提供信息，而不是讓人們去搜尋。使用默認設置、提示和信息豐富的空白狀態，以便既能簡化有經驗用戶的操作過程，也能“教會”經驗較少的用戶。

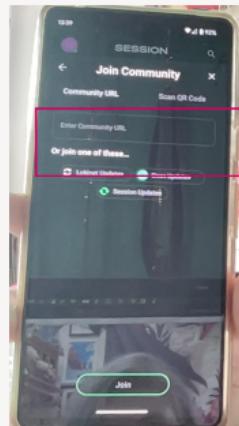
評估提示：

- 計算完成隱私保護操作需要多少次點擊或輕觸，並確保它不比隱私模糊的選擇更複雜。
- 以屏幕上的提示尊重地進行，而不是中斷重要的工作流程或過程。給人們提供稍後決定的選項
- 當您要求的內容與訪客或應用程序用戶正在執行的視圖或任務相關時，接近他們。

範例



用戶會記得他們同意了這個嗎？需要告訴人們的最關鍵點是什麼，它如何與登錄選項互動？



用戶在加入社群後可以退出嗎？

使用者同理心地圖

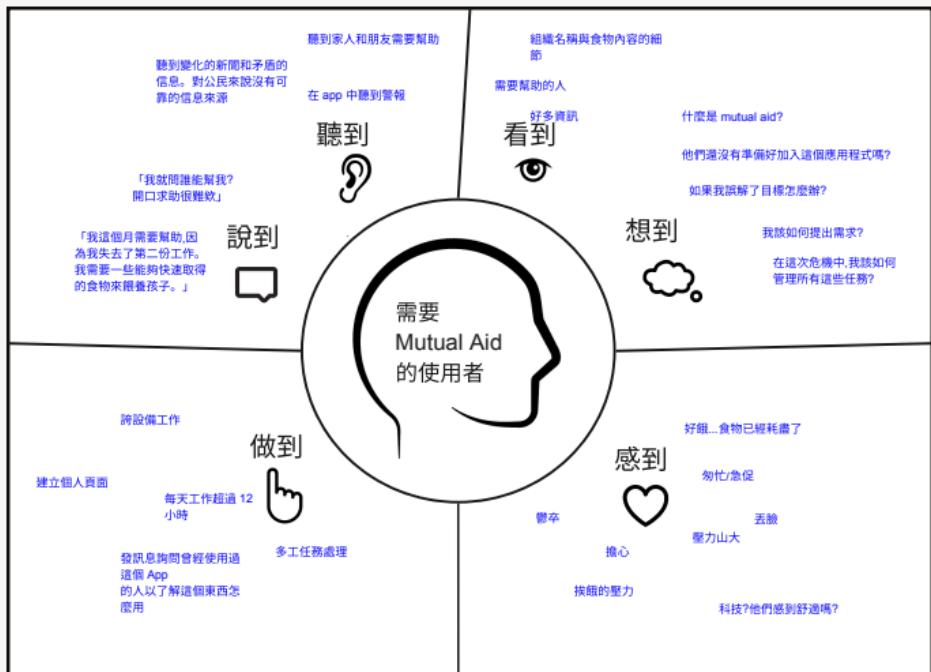
這張地圖可以幫助開源軟體專案更好地理解使用者做某件事的動機與驅動力，一般情況與特定情境皆適用。這種貢獻通常是在處理特定問題功能或特殊情境前事先做出的貢獻資料

因為工具開發者可以直接將行為與功能/問題/需求相關聯，而不是在整個工具中應用一般使用者的思維。這裡有一些更多的範例人物角色：<https://usable.tools/personas/>

您可以在這裡找到一些很好的建議和人物角色模板：

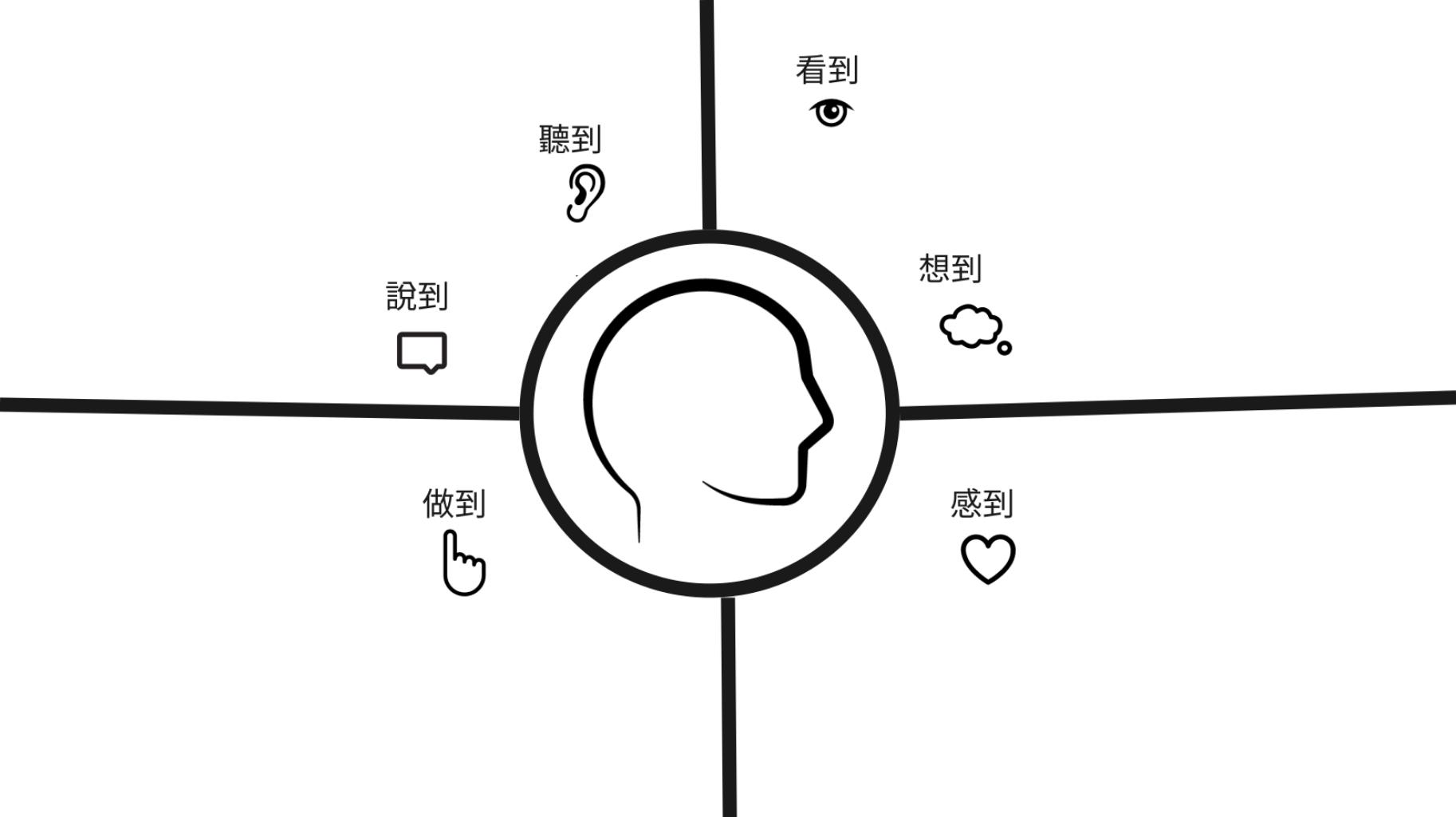
- [Persona Builder] (<https://okthanks.com/persona-builder>)
- [Simply Secure Persona Template] (<https://simplysecure.org/resources/persona-template-tech.pdf>)
- [Simply Secure Persona Threat Model] (<https://simplysecure.org/resources/persona-threat-model.pdf>)

以下是新使用者的範例，以這個 App 為例 <https://github.com/factn/resilience-app>



同理心地圖的其中一個目的是記錄並繪製出您對開源軟體專案中的用戶在特定情境/問題中的假設和推測。做出有根據的猜測並不是壞事 :)

在提交您的貢獻時，請確保標明同理心地圖的哪些元素是基於信息(例如,您自己的經驗、找到或進行的研究)或基於假設/有根據的猜測。



大多數開源軟體(OSS)專案沒有進行過任何正式的用戶研究或用戶測試，除了與“高級”用戶(即其他開發者，對OSS技術有中級到高級知識的用戶)的隨意對話外。

OSS專案和其“維護者”收集用戶見解的其他方式包括通過提交和報告軟體問題或錯誤的人、撰寫如何使用OSS的學術論文的人或在會議上的聊天。

由於大多數OSS專案缺乏結構化、有根據和有方法的用戶研究或用戶測試，因此研究大綱和腳本是一個非常有用的設計貢獻。這些指南和模板來自:<https://sprblm.github.io/devs-guide-to>

選擇用戶測試/用戶研究的重點

例如：用戶能理解 CENO 中“bridge”的含義嗎？用戶能理解如何在 Session 消息中刪除/更改 URL 嗎？用戶在 Cofacts 閱讀一篇查核貼文 2 分鐘後理解了什麼？

您的目標是什麼？您希望了解什麼？這有助於團隊記住為什麼要進行測試

例如：我們想知道在用戶點擊按鈕之前，信息是否清晰？哪些信息和參考資料對用戶來說是令人困惑的？

您打算請誰來進行測試，為什麼？例如：熟悉操作的高級用戶？新用戶？

您將邀請多少用戶參加測試？您要求他們花多少時間？測試地點在哪裡？

例如，邀請5位高級用戶參加測試，預計每位用戶花費30分鐘，測試將通過問答視頻通話進行。

架構

1. 介紹:

首先,感謝測試者的參與。然後簡要介紹自己和測試過程。此時,詢問測試者是否有任何問題並是否同意參與。告知他們可以在任何時候停止測試。

2. 熱身:

為了讓對話順暢,先問一些簡單的熱身問題,讓雙方感到舒適並建立融洽的關係。例如,您從事什麼工作/學習?您使用哪種類型的開源軟體?您覺得開源軟體通常有哪些困難?

3. 測試:

現在是開始測試的時候了。一個情境為用戶提供了來龍去脈,使他們能夠進入測試狀態。

範例: 您是一名記者,需要從消息來源處接收敏感(且可能具有破壞性)的文件。您的安全團隊最近建議使用 Session 訊息應用程式,因此您第一次使用它。

請讓您的用戶完成您準備的任務。例如:

- 設置一個賬戶來接收來自消息來源的文件。
- 情況是否清楚?
- 您將如何開始聯絡您的消息來源以接收文件?您的第一步是什麼?
- 完成您的個人資料頁面。請對其進行回應。您能描述一下您在這裡看到的內容嗎?

用戶測試/用戶研究腳本

COSCUP 2024



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

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

介紹

您好!我們是來自[組織]的[name]和[name]。我們都是開發者,試圖讓我們的軟體變得更好。我們希望了解您當前如何使用或不使用[軟體],以及如何改進。我很想聽聽您的想法,所以請隨時表達您的意見。我們不是在測試您,而是在測試這個原型。我們還在改進它,所以它可能不會如您所期望的那樣運作。我們希望在過程的早期獲得您的反饋。

這大約需要30分鐘。我們不會錄音,但會做手寫筆記,不會識別您的身份。這對您來說可以嗎?

記住,您有權隨時停止測試。在我們開始之前,您有任何問題嗎?

熱身

您通常如何傳輸敏感文件?

過去一周大約傳輸了多少次敏感文件?

現在我們要看一個原型/開源軟體工具。它的功能有限。如果有任何互動讓您感到困惑,或有任何您不理解的語言,請告訴我。

情境如下:您是一名記者,需要從消息來源處接收敏感(且可能具有破壞性)的文件。您的安全團隊最近推薦了AwesomeDocuments,因此您第一次使用它。

您的任務是設置一個賬戶來接收來自消息來源的文件。您能展示一下您會怎麼做嗎?

在整個過程中記住要問開放式問題,請參見用戶測試備忘單和五個為什麼

[如有計劃其他任務,重複上述步驟]

結束

感謝您的時間。您幫了我們很多,這正是我們所需要的。這就是我們所有的問題。我們非常感謝您的所有見解,並從您的經驗中學到了很多。還有什麼您想分享的嗎?



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. Add a set of Ouicrawled websites on Ceno homepage

<https://gitlab.com/censorship-no/ceno-browser/-/issues/104>

Ceno crawls and creates a backup of a few websites that risk being blocked or censored in some regions so that users can access that content.

Ceno design file: <https://www.figma.com/design/oD6VqcXp80pAq2Y9ympccK/ceno?node-id=0-1&t=aGebG5btCSdLGr0T-1>

文件貢獻

參與 Open Source Design Space 或 g0v Slack #designer 頻道
可以幫助您保持動力，並獲得更廣泛的設計師生態系統的支持，為開源軟體貢獻設計。

我們鼓勵您在開源設計論壇或 g0v Slack #designer
頻道中發布您的貢獻鏈接，看看是否有人有建議或支持，同時也讓您感受到與其他開源軟體貢獻領域的設計師們的聯繫！

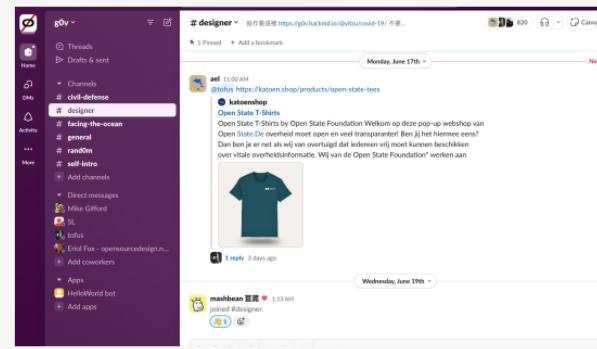


discourse.opensourcedesign.net

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.

discourse.opensourcedesign.net



designer

ad 10:00 AM <https://flatenom.shop/products/open-state-tees>

Open State T-Shirts by Open State Foundation Welkom op deze pop-up-winkelshop van Open State! Overheid moet open en veel transparant! Ben jij het hemmee een? Dan ben je er niet als wij van overtuigd dat leden wel vrij moeten kunnen beschikken over vitale overheidsinformatie. Wij van de Open State Foundation* beschermen aan

manbear 11:37 AM Joined #designer

文件貢獻

恭喜大家!我們度過了一段美好的時光,探索了一些非常困難的主題,並邁出了設計貢獻的第一步!

如果您對這些工具不夠了解,它們會非常複雜。本次研討會最重要的部分是開始對這些開源軟體問題進行設計貢獻的過程。

您所做出的努力和見解現在可以用來改進許多開源軟體工具,幫助開源軟體專案為設計貢獻做好準備。

我們希望每個小組在接下來的一個小時內完成他們的貢獻,然後將其作為評論添加到開源軟體專案的Github中。
◦

設計貢獻模板



我們將介紹一些方法和模板,您可以在接下來的1-2小時內將這些模板用於設計貢獻
這些是對這些專案有良好貢獻的建議,但您可能會發現,不同類型的貢獻更符合您和您的小組的想法。

這些建議是我們可以提供支持的,我們也知道這些設計貢獻在開源軟體專案中是受歡迎的

歡迎！



我們將使用的工具：

- 紙張、筆和便利貼
- Miro(這個工具)用於幻燈片、協作數字白板和研討會任務的原始模板。
- GitHub 用於記錄和發布貢獻。

我們的合作方式：

- 團隊(約4-6人),團隊內部分配角色

研討會目標：

- 了解開源軟體專案當前的問題,並了解設計如何能夠幫助它們
- 討論並組建一個圍繞設計貢獻的團隊,並找到合適的設計貢獻類型
- 在研討會結束時,公開對開源軟體問題進行貢獻!

開放性和安全性



指導原則和結果開放性及匿名化

今天我們將處理一些敏感話題,如錯誤信息、虛假信息、互聯網中斷以及在壓迫情境下的私人消息傳遞。我們希望您能盡可能地保持安全,因此我們鼓勵您謹慎討論今天所探索的內容。

一些開源軟體工具被用來允許公民頻繁地訪問和分享國家政府不希望公民訪問和分享的信息。

在開源軟體工具團隊缺席的情況下,Eriol 和 Abhishek
將回答您可能有的任何用戶行為問題——把我們當作“親身見過用戶行為的人”。

如果您有針對開源軟體團隊或更廣泛的用戶問題,請確保在一天結束時將這些問題包含在您的貢獻中。