# How to complain about usability

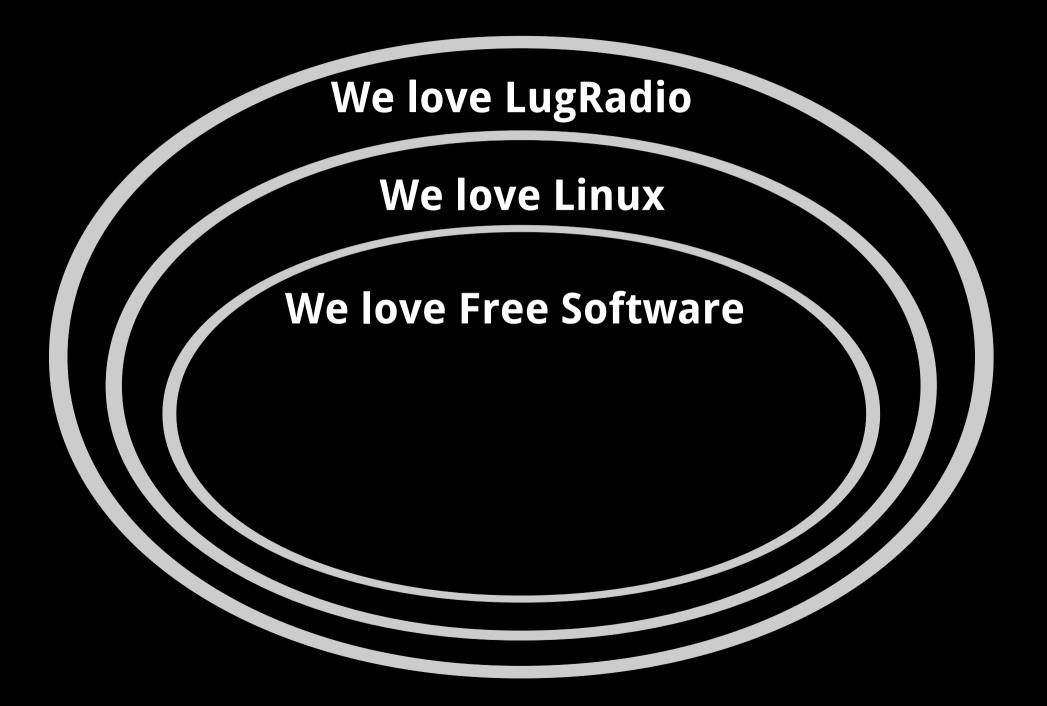
**Matthew Paul Thomas** 

### Why are we here?

#### We love LugRadio

#### We love LugRadio

#### We love Linux



#### We love LugRadio

We love Linux

#### We love Free Software

We want more people using Free Software

#### Usability!!!!1!!11

#### Marketing **Data migration** Seduction **Training and** Interoperability support Usability!!!!1!!11 Cost Performance Reliability **Doing stuff that** people actually want Security

# Usability

#### **Giving usability feedback**

## Six steps

#### 1. Raise your standards

# You have a high threshold for pain

#### Preferences

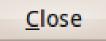
General Source Specific Extensions

#### **File Policies**

- Copy files to media folders when importing
- Write <u>m</u>etadata to files
- Update file and folder names

#### Miscellaneous

- <u>Disable features requiring Internet access</u>
- <u>Enable ReplayGain correction</u>



X

# Examples of problems:

- Needless jargon
- Bad grammar/punctuation
- Repeated user errors
- Checkbox with mysterious off state
- "Enable" or "Disable"

# 2. Use the appropriate forum

Mailing list Bug tracker Wiki IdeaTorrent

| Ubuntu QA: Blog Brainstorm Package status Welco  |   |                 |                      |                   | elcome, mpt! My profile Log out   |
|--|---|-----------------|----------------------|-------------------|---|
| Ubuntu brainstorm<br>The Ubuntu community has contributed 16349 ideas, 101625 comments, 2110441 votes  |   |                 |                      |                   |   |
| All Projects - Global categories -   |   |                 |                      |                   | Search OK   |
| 🛞 Idea   | sandbox   | 🕖 Popular ideas | ldeas in development | Implemented ideas | Advanced search »   |
| Here are this month's most popular ideas about Ubuntu. New to Brainstorm? Learn how it works!  |   |                 |                      |                   |   |
|  |   |                 |                      |                   | My dashboard »  |
| <ul> <li>Gmail Integration in Evolution</li> <li>Written by Shady3D the 10 Oct 09 at 19:45. Related project: Evolution Mail and Calendar. New [Mark as duplicate] [Delete]</li> <li>setting-up Gmail in Evolution every time is a hell for non geeks. calendar, address-book, and notes are a completely different thing.</li> <li>Solution #1: Gmail Template </li> <li>Written by Shady3D the 10 Oct 09 at 19:45. Report as spam / irrelevant [Mark as duplicate] [Delete rationale&lt;-&gt;solution link] [Delete]</li> </ul> |   |                 |                      |                   | Administration  Process duplicate reports  Process spam reports  Process irrelevance reports  Process offensive reports  Process in dev reports Process implemented reports |
|  | what will the wizard do is:<br>1. connect to Gmail using POP or IMAP<br>2. better address-book sync<br>3. auto connect with Google Calendar<br>4. auto connect with Google Tasks(i don't know if there is API available for that) |                 |                      |                   |   |
| 25<br>votes  | Solution #2: Import config settings like in Thunderbird.<br>Written by ActionParsnip the 13 Oct 09 at 11:33. Report as spam / irrelevant [Mark as duplicate] [Delete rationale<->solution link] [Delete]                          |                 |                      |                   |   |

#### 3. Avoid the word "usability"

Learnability Memorability Efficiency Safety Satisfaction

Learnability: "A of B people don't understand X" Memorability: "A of B people forget how to do X after Y days" Learnability/memorability: "X is inconsistent with other programs / with interface guidelines"

### Efficiency: "X takes too many clicks"

Safety: "Can't undo X" "X is too easy to do" Satisfaction: "Current design produces N% less satisfaction than design Y" Satisfaction: "X is ugly"

## Satisfaction: "X doesn't line up with Y"

#### 4. Focus on the problem

# 

#### 5. Think of multiple solutions

# Most usability problems have multiple solutions

# The first solution you think of probably isn't the best one

# Suggesting multiple solutions leaves developers in control

# Suggesting multiple solutions emphasizes the problem

#### 6. Don't be a dick

# Jane. See Sally play. Run, run, run, run and down. Run, Jane, run. Oh, oh Puff jump. Look, Mother, loo k. Come and play. See h m. Look. See Jick and oh. Jump, Spot jump, Go Do encourcige porricipcition. S Look up. Come, Sally, come. S pot. Oh, Dick. Look See Salv may Run. no



#### Persuasion

# Words, words ... they're all we have to go on.

— Tom Stoppard Rosencrantz and Guildenstern are dead

### Mea maxima culpa

Matthew Thomas is a lunatic (Score:1, Informative)

by <u>alecf (2079)</u> on 2005.04.14 8:45 (<u>#12226504</u>) <u>Homepage</u>

He was the scourge of the mozilla project until he finally left in a huff.

He's a whiner and a complainer who thinks that the concept of compromise is an exercise for the weak. Put simply, he doesn't live in the real world.

I could write 69 reasons that any software sucks, that doesn't mean I'm someone who deserves a story on slashdot.

#### twitter

Gwibber 2.0 is awful. Wasteful window design, inane account setup defaults, and even I can't work out how to post anything.

5:36 AM Oct 19th from web



#### @mpt Thank goodness you said that. Not being a UI guru I was mostly keeping my mouth shut.

5:46 AM Oct 19th from Gwibber in reply to mpt



**Lwitter** 

codedragon Graham Binns

#### twitter

@mpt ouch! It'd be awesome if you could blog a usability assessment, & provide some mockups for your thoughts regarding improvements? :)

6:09 AM Oct 19th from web in reply to mpt









@mpt: your feedback would have been appreciated four months ago when I was posting screenshots in the ayatana channel on IRC.

10:52 AM Oct 19th from web in reply to mpt



- Raise your standards
   Use the appropriate forum
   Avoid the word "usability"
- 4. Focus on the problem
- 5. Suggest multiple solutions
- 6. Don't be a dick