

Following my conversation with Stormy Peters about a usability project for the GNOME Foundation, here are my thoughts about testing sessions for netbooks. As you will see, this is sketchy. I will be in position to write a more formal proposal after we discuss further what GNOME wants to achieve.

## Goals

The goals of the usability sessions should be two-fold:

- 1- contextual discovery of everyday use of netbooks - what do participants use them for, when, why do they choose them over something else, etc.
- 2- usability testing: how do participants use them, what barriers to adoption, usability issues and trade-offs result in their usage. What do they like about them. The tasks will be closely tailored to the needs and future work of GNOME.

## Process of testing

### *Participants*

- Netbook users – mix of new and experienced users of netbook and of Open Source applications.
- Participants would be volunteers from the GNOME community? This said, we would want to avoid developers and technical participants, but rather work with users who have no special expertise in the field.
- 6 to 8 participants

We will need to discuss further the recruiting criteria and make them reflect the testing goals. The criteria will, in turn, impact the types of participants we will recruit and may change the number of participants we will need.

### *Test*

60 to 90 minute usability test - done in the participant's home, workplace or place of normal use of netbook, if possible, but not in a usability lab. The test will have 3 parts:

- o Review usages of netbook and documentation of context of use
- o Conduct of a series of predetermined tasks

- o Exercise and debriefing. The goal of the exercise will be to 1) summarise the session and to clarify issues that have come up or 2) propose solutions and potentially review concepts or designs. I cannot, at this point, be specific about the exercise. It will be tailored to the issues GNOME wants to cover.

## **Preliminary statement of work**

### *Preparation*

- Creation of a screener for participant selection - 1/2 day
- Participants selection – 1/2 day
- Familiarisation with netbook and materials to test - 1 day
- Writing of protocol - 2 days

### *Testing*

- Testing 8 participants - 4 days

### *Report Writing*

- Analysis and report writing - 4 days

The report will be presented as a PPT presentation.

## **Cost**

12 days @ £525 = £6,300

There might be additional costs such as participant incentives and my travel to and from the testing sites. If we need to increase the number of participants, the cost will need to be adjusted accordingly.

The total cost for the project can be paid in US currency.

## **Expectations**

I would expect that GNOME would help with the recruiting. I would also expect that GNOME would review the deliverables: the screener, the test protocol and the report and sign-up on those in a timely fashion.