

International Workshop on the Interplay between Usability  
Evaluation and Software Development (I-USED 2008)

# Fostering Remote User Participation and Integration of User Feedback into Software Development

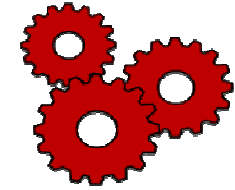
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# Modern Software Development



- Evolutionary processes & short development cycles
- Systems need continuous updating, improvement, and customization
- Perpetual usability evaluations & user surveys are crucial
- User participation is often only remotely possible

# Overview

- Research projects  
- Basic toolset: collaboration platform and participation channels
- Experiences from:
  - development of methods and tools for remote user participation
  - 3 usability tests and 2 case studies (N>50)
- Insights regarding:
  - successful forms of remote user participation
  - drivers for the integration of user feedback into software development
- Summarizing some key issues and design concerns

# Important Dimensions for Remote User Participation

- **Degree of autonomy**

- *autonomous vs. event-driven* participation

→ test users very much liked the possibility of being able to express requirements immediately whenever they occur

- **Number of users**

- more participants → more structured elicitation



→ free annotations & screenshots vs. links to context and system models

- **Level of collaboration**

- *individually & independently vs. collaborative* (degree of awareness)

→ collect the user at the point he is willing to participate

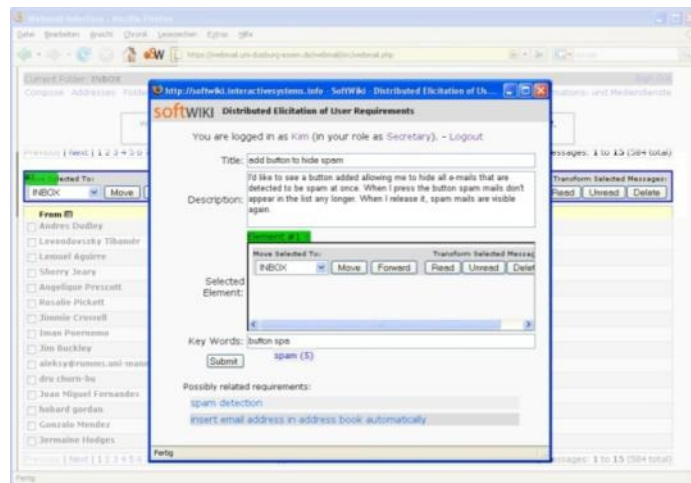
→ some kind of awareness should be given in any case

# Further Aspects

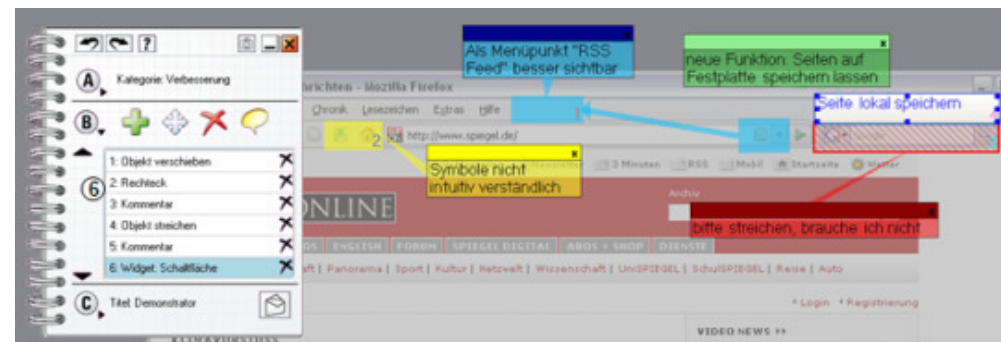
## ■ Reducing the Participation Barrier

- Integration into the user's environment (create affordance, e.g., 'participate'-button)
- Lightweight Participation (marginal interruption of actual workflow, later refinement)
- Simplicity and Assistance (interaction support, cognitive effort)
- Transparency (what data is captured, track progression)

## ■ Linking User Input to Software Artifacts

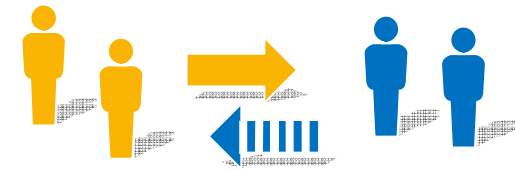


Softfox



OpenProposal

# Future Work



- In what ways do developers have to rethink and change their habits to make remote user participation successful?
- More transparency and traceability for the **user**



# Thank you for your attention!



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