

Fedora Magazine
Usability Test Results

Prepared by: Group 3

Grant Elgersma

Aaron Kapinos

Rachel Naegele

Naomi Takagi

Megan Wickham

04/27/2022

Usability Test Results	2
------------------------	---

Table of Contents

Executive Summary	4
Purpose and Research Question	4
Methods	4
Results	5
Discussion	5
Recommendations	6
Introduction	7
Participants	7
Targeted Participants	7
Actual Participants	8
Methods	8
Background Questionnaire	8
Tasks and Scenarios with Post-Task Questions	8
Debriefing Interview with Product Reaction Cards	8
Results	9
Scenarios	9
Scenario 1	9
Scenario 2	10
Scenario 3	10
Scenario 4	11
Scenario 5	11
Scenario 6	12
Scenario 7	13
Scenario 8	13
Scenario 9	14

Usability Test Results	3
Scenario Time Completion	15
Post-Task Rating	16
Table 1: Post-Task Rating	16
Debriefing Interview	17
Product Reaction Cards	17
Discussion	18
Scenarios	18
Scenario Time Completion	20
Post-Task Rating	20
Product Reaction Cards	21
Conclusion	21
Recommendations	21
Provide global navigation to unify all the pages/sites	21
Develop a visual hierarchy of information	23
Utilize rollovers	25
Simplify the new author process	25
Search filter improvements	25
Works Cited	27
Appendices	28
Appendix A	28
Appendix B	30
Appendix C	32
Appendix D	33
Appendix E	34
Appendix F	35
Appendix G	37

Executive Summary

To: Greg Bartholomew
From: Group 3
Subject: Executive Summary of Usability Test
Date: 04/27/2022

This executive summary shares an overview of the purpose and research question, methodology, results, and recommendations from our team's usability test on the Fedora Magazine website.

Purpose and Research Question

Our usability test focused specifically on the ability of new users to navigate the site as well as the ability of users to contribute to the magazine itself. Our research questions for usability testing included determining:

- Can users find specific pieces of information (the about page, email sign-up, search bar, etc.)?
- Are users able to interact with the site to do simple tasks (make a comment) and more complex tasks (suggest an article topic)?
- How well do users navigate the Fedora Magazine site in conjunction with the Fedora Docs site in order to become a new author?

Our specific research question was as follows: *What improvements can be made to the Fedora Magazine website to attract new users and retain returning users, specifically readers and new authors?*

Efficiency was measured by the amount of time it took for the participants of this test to complete the tasks that they are presented with. Critical and noncritical errors were counted, as well as the participants' satisfaction based on their comments and ratings, which they recorded after each scenario and after they completed the entire test.

Methods

There were four methods of information gathering used during the test. The background questionnaires gathered some basic demographics (Appendix A). Participants supplied information such as gender, age, education level, occupation, and experience with Fedora Magazine website use (Appendix B).

During the test, participants were given nine scenarios to complete. These were ordinary tasks relevant to what the Fedora Magazine audience may search for on the website. After participants completed the scenarios, they were given post-task questions. All of the questions asked them to rate the ease or difficulty of the task. When the test was over, the participants were given a debriefing interview as well as a product reaction card. The debriefing questions asked participants about their impressions of the site. These questions were more in depth than the

post-task question. The product reaction card provided participants with forty-four adjectives and asked them to pick five words that best described their experience with the website.

Results

Participants completed scenarios for an average 89% completion rate. Time-on-task varied between 20 seconds (Scenario 7) and 3:55 (Scenario 9); generally, all scenarios were completed in under 2:28 minutes. Participants generally rated tasks as a 1-2, with average ratings of 2.19 on a five-point scale. When given a list of words to select to describe their usability experience, participants selected positive words such as:

- Useful
- Efficient
- Straightforward

Overall, participants were able to complete tasks without difficulty. However, participants encountered the following issues, which are fully explained in the report:

- Only 2 out of 5 participants were able to locate the Fedora Magazine About page. The two participants who were able to find it only located it by happenstance.
- Many users made comments about wishing they could refine and filter their search results to increase the efficiency of information retrieval.
- The participants largely agreed that the account creation process was cumbersome and therefore a stumbling block for completing tasks and their desire to stay on the website for their information needs.

Discussion

Experiences in completing the scenario tasks varied widely. Scenario task 1 (Locate the About Fedora page) was rated a 5 in difficulty by those participants who were able to complete the task, and only two out of 5 participants were able to complete it. This is an issue because if the goal of the magazine is to attract and retain new users and potential authors, the site is likely to lose those new users if they can't effectively locate information telling them about the Fedora Magazine website and its goals and purpose.

Scenario tasks 2 through 5 were perceived as easy to complete by the majority of participants. However, scenario tasks 3 and 4, both of which involved using the search function, had participants note that they wished they could refine and filter their search results to make their search process more efficient. Scenario task 7 was generally found to be easy to complete, but participants were put off by the need to create an account in order to access the Discourse Forum.

Scenario task 8 had participants locate formatting guidelines for contributing to the magazine, and while the users were able to find these guidelines, the lack of coherency between the Fedora homepage and the Docs site were stumbling blocks. In scenario task 9, users were often confused by the purposes of the Discourse Forum versus the Kanban board in relation to proposing ideas for articles and seeing what ideas have already been suggested. While users were able to locate

these sections, further definition into what the user can accomplish on these respective pages would increase usability.

Post-task ratings were generally consistent across users and had no clear association between perceived difficulty of the task and the users' familiarity with Fedora Linux. User's chose product reaction cards at the end of their sessions. The most frequently chosen card was "Hard to use". This is an issue for a site that is meant to be for and by the users. Our recommendations look at improving this aspect of the website to increase and retain new users that can contribute to the magazine.

Recommendations

Based on our results, we have suggested the following recommendations:

- Global navigation to unify all the pages/sites
 - Provide a menu in the header that appears on every page
 - Contents should include an About page, Documentation, Become a Writer
- Develop a visual hierarchy of information
 - Use item position, size of images, and emphasized text to direct the user's attention to the most important items first.
- Utilize rollovers
 - When users hover over items, they can get more information about icons or links before clicking on them.
- Make the new author process simpler
 - All relevant information for new authors should be on a single page.
- Search filter improvements
 - Most recent article, year of article, plural form of topic should still yield results.

Introduction

This report describes the results for conducting a usability test during the development of Fedora Magazine website (<https://fedoramagazine.org>). Fedora Magazine, hosted by the Fedora Project, is a free blog site where online community members can read, edit, and author articles about open source software. Our report will address our purpose and methodology during usability testing, and results and recommendations for Fedora Magazine.

Our usability test focused specifically on the interactions that readers and new authors would have with the site. Our research questions for usability testing included determining:

- Can users find specific pieces of information (the about page, email sign-up, search bar, etc.)?
- Are users able to interact with the site to do simple tasks (make a comment) and more complex tasks (suggest an article topic)?
- How well do users navigate the Fedora Magazine site in conjunction with the Fedora Docs site in order to become a new author?

In terms of efficiency, we addressed whether or not participants were able to complete tasks, and we measured the time of the task-to-completion for each task using times as captured by our interview recording. Based on confounding factors such as second readings of the question by the moderator, participant loquaciousness, and pauses in tasks, we determined that this measure only provides a general indication of task difficulty.

In terms of user performance, we asked participants to describe their impressions and experiences in a debriefing interview. We also asked them to rate the difficulty of each of the tasks, as a post-task question, on a scale of 1 to 5, 1 being *very easy* and 5 being *very difficult*. We anticipated an average benchmark of 2 out of 5 for user satisfaction. We've created a heat map to illustrate these ratings (see Table 1 later in the text).

Our general research question was as follows: *What improvements can be made to the Fedora Magazine website to attract new users and retain returning users, specifically readers and new authors?*

Participants

Please refer to Appendix B for a complete table of participant demographics.

Targeted Participants

According to the information provided to us from Fedora Magazine, the categories of website users are most frequently readers, editors, and authors, delineated by their desired tasks. There is also an acknowledged progression among these users; likely, users start as readers before progressing to being editors and/or authors. As such, our usability test began with scenario tasks that would be completed by readers before progressing to those completed by new authors. These three categories include people with a range of some to significant computer science knowledge (specifically around Fedora Linux and open-source software), an interest in furthering their knowledge for professional or personal reasons, and a desire to become a part of

an online community. Given the specialized nature of the website's content, it's unlikely that users without at least one of these qualities are frequent users of the site.

Actual Participants

We recruited five participants for this usability evaluation. For easier reference, we will refer to all of our participants as P1, P2, P3, P4, and P5. The participants were all recruited via personal connections of the research team, contacted via email. All participants have professional experience in computer science. No participants had previous experience with the Fedora Magazine site, and no participants expressed an interest in continuing to use Fedora Magazine.

Methods

The evaluation used a usability test that involved representative users and asked them to complete realistic web tasks. The usability test involved participants who could be possible users of the Fedora Magazine website based on their experience, not interest. Procedures included a background questionnaire, tasks based on scenarios, and a debriefing interview with qualitative questions and a brief reaction activity using Product Reaction Cards. A "think aloud" protocol was used throughout the test. These procedures are described more fully below.

Background Questionnaire

Participants completed a demographic and background information questionnaire. The questionnaire asked about demographic information (age, education, and occupation), relationship with technology, experience using Linux, and any previous experience with the Fedora Linux site (see Appendix A).

Tasks and Scenarios with Post-Task Questions

The participants were provided a task description, asked to read it out loud, and start the task (see Appendix C). The moderator instructed the participant to 'think aloud' throughout the task so that a verbal record existed of their interaction with the web site. The logger observed and entered user behavior, user comments, and system actions in the data worksheet. Once the participant completed a task, they completed the post-task quantitative rating (see Appendix E for a table of responses).

Debriefing Interview with Product Reaction Cards

After all task scenarios were attempted, the moderator asked participants about their impressions of the site and testing experience. Part of the interview involved asking participants to select five words from the "Product Reaction Cards" that described their experience. The participant was asked to elaborate briefly on why that reaction word described their experience. See Appendix D for the full list of reaction cards and Appendix G for the reaction cards selected by each participant.

Results

Scenarios

We asked participants to rate the difficulty of each of the tasks on a scale of 1 to 5, 1 being *very easy* and 5 being *very difficult*. Please refer to Appendix B for our scenarios and tasks.

Scenario 1

P1 scrolled to the bottom of the homepage to look for the About page. He described the About page as “elusive”. He then added “/about” to the homepage URL and was brought to a page on Fedora infrastructure. He expected there to be a menu in the top right corner where the social media icons are located. He then used the search box to search the term “about” and returned to the same page. He said he was not 100% certain that he reached the correct page. P1’s post-task rating is unavailable.

P2 searched the header for a menu before moving to the bottom of the page for footer links. He then looked at the right hand side bar for information. He then searched the term “about” and found articles related to Fedora, but not the About page. He then selected an article to see if there would be additional navigation on the article page. He said he failed to find the About page. P2 gave this task a rating of 5 out of 5.

P3 scrolled up and down the homepage to scan the information. She described the page layout as “unorthodox”. She then clicked the “F” icon in the Fedora banner at the top of the page expecting it to bring her to the About page. She then searched the sidebar for more information before clicking on an article at the bottom of the page. She scrolled to the bottom of the article page and then clicked on the “Propose a new article” link on the sidebar. Once she was on the Fedora docs page and located the About page on the left hand menu. P3 gave this task a rating of 5 out of 5.

P4 looked for a menu at the top of the homepage before looking at the footer. He moved to check the upper right corner where the social media links are located. He indicated that at this point he would give up on the task in a real-life situation. He tried searching for the keyword “about” using his Safari browser which returned no results. He determined that he could not complete the task. P4 gave this task a rating of 5 out of 5.

P5 began by saying the Fedora banner “looks very 2015”. He looked for the About page in the footer and the header. Then he checked the sidebar for more information. He searched “about” and scrolled down through the results and determined that they were articles (and not the About page). He clicked the banner to navigate back to the homepage. He then tried searching “about fedora magazine”. He then edited the site URL to include “/about” at the end. He commented that he didn’t think the site had an About page at all. He clicked the “become an editor” link and was brought to the Fedora docs site. He then located the About page in the left hand menu. P5 gave this task a rating of 5 out of 5.

Scenario 2

P1 hovered over the social media icons to look for “tooltips”. He then looked further down the page and located the subscription registration field and entered the given email. He expected the subscribe option to be located in the upper right corner with the social media icons. P1’s post-task rating is unavailable.

P2 quickly located the subscription registration field on the sidebar, entered the given email address, and clicked “subscribe”. P2 gave this task a rating of 1 out of 5.

P3 located the subscription registration field on the sidebar and entered the given email address before clicking “subscribe”. P3 gave this task a rating of 1 out of 5.

P4 located the subscription registration field on the sidebar and entered the given email address before clicking “subscribe”. He said “That’s funky” in reference to how the page reloads and drops down to lower on the homepage. He noted that there is feedback telling him he was successful in subscribing. P4 gave this task a rating of 2 out of 5.

P5 searched for the term “GNOME” before looking at the side bar and locating the subscription registration field. He then submitted the given email address. P5 gave this task a rating of 1 out of 5.

Scenario 3

P1 searched “Wireguard” in the search box. He picked the top two articles in the search results to complete the task. P1’s post-task rating is unavailable.

P2 searched the term “Wireguard” in the search box. Located the top two articles in the search results to complete his task. P2 gave this task a rating of 1 out of 5.

P3 searched the term “Wireguard” in the search box and clicked on the second article in the search results. She then determined that she had completed the task. P3 gave this task a rating of 1 out of 5.

P4 searched the term “Wireguards” which returned no results. He then tried searching for “VPN”. He noted that the search function was “too literal” and even though it was his mistake in searching for “Wireguards” (plural) instead of “Wireguard” (singular) he should have been able to find at least some results. P4 gave this task a rating of 2 out of 5.

P5 searched the term “Wireguard VPN” and selected the first article in the search results. He determined that the task was completed. P5 gave this task a rating of 1 out of 5.

Scenario 4

P1 searched “Inkscape” in the search box. Looking at the article list, he thought there were quite a few of them. He tried to decide if they all applied. The articles at the top seemed recent. He hesitated on which articles to choose as he didn’t see a lot of detail about the articles. P1’s post-task rating is unavailable.

P2 searched “Inkscape” using the search box. Looking at the list, he commented, “Quite a few articles here, many are older,” and “top ones are most recent.” He scrolled down to the bottom of each page. He continued to click on different articles to scan the content before deciding that the task was complete. P2 gave this task a rating of 2 out of 5.

P3 searched “Inkscape” using the search box and scrolled through the results. She found that the first couple of results were related to Inkscape but was unsure if they were about infographics. She noted that “nothing was sorted by date” because she found new articles on the second page. She picked the two introduced at the top of the first page, though she was still unsure if they addressed infographics. P3 gave this task a rating of 1 out of 5.

P4 entered “Inkscape” in the search box. He immediately commented that search filters were missing to enter a date range. He supposed that the search could have pulled up 300 articles. If he couldn’t filter them by date, that could have been “a little annoying.” P4 gave this task a rating of 3 out of 5.

P5 searched “Inkscape” in the search box. Looking at the results, he wondered if they were ordered by date and realized they were not. He checked the article about business cards but thought it was unrelated to infographics. Next, he searched “inkscape infographic” but received no results. He returned to the results of “inkscape,” saying, “It would have been helpful to have a quick sort by date.” He clicked on an article related to Inkscape titled “MAKE MORE.” He was afraid it was too technical for the current topic. In the end, the tester settled on choosing two MAKE MORE articles. P5 gave this task a rating of 3 out of 5.

Scenario 5

P1 used the search box to find the most recent article. He decided that the most recent article was on the homepage. He clicked on the article and found a comment box at the bottom of the page. P1’s post-task rating is unavailable.

P2 began looking for the most recent articles on the homepage. He checked the publishing dates of the top articles and clicked what seemed to him the newest one. There he found the “link that said 24 Comments” link on the side. But he scrolled to the bottom of the page and located the comment entry form. P2 gave this task a rating of 1 out of 5.

P3 chose the first article on the homepage. Instead of scrolling down to the bottom, she found a clickable item that said “7 Comments.” Clicking on it, she found another link that said “Add

Comment” on the side. The link took her to the comment entry form at the bottom. She gave this task a rating of 1 out of 5.

P4 checked a list of articles on the homepage. He assumed that the first one was the most recent. He clicked the “Comments” link and then “Add Comment.” He found the form but thought it was “funky” because he saw an entry titled “Website Email.” The words on the form were misaligned, too. He said, “finding the form was easy, but the form needs work.” P4 gave this task a rating of 1 out of 5.

P5 chose the first article on the homepage because he noted it was published only two days prior. He clicked on it. There he scrolled down to find the comment section. He double-checked the link “Add comment” to ensure he was at the right place. He said, “That was an easy thing to do.” P5 gave this task a rating of 1 out of 5.

Scenario 6

P1 first clicked “Become a writer” on the side menu of the homepage. He navigated to the “Get access” link found on the page. Next, he found the “sign up here” link on the subsequent page, so he clicked on it. He started to enter information under “Login” but noticed that he needed to use the “Register” tab instead. He commented that the site would “benefit from having a central menu” in the header, though he thought the task was “not that hard.” P1’s post-task rating is unavailable.

P2 clicked “Become a writer” on the side menu of the homepage. He scanned the body text, then clicked the “get access” link. There he clicked the “sign up here” link, navigating to the “Register” tab on the subsequent account creation page. After filling in the given email and name, he clicked the “Register” button at the bottom of the form. He commented that the process was a “more difficult, multi-step process” and “not as straightforward as other account creation processes.” P2 gave this task a rating of 2 out of 5.

P3 found the “Become a Writer” link and skimmed the page she landed on next. She clicked the “get access” link, and she found the “sign up here” link on the next page. She started to put the email address in the Login tab. Realizing that she was on the wrong tab, she quickly switched to the Register tab. She commented that the “Become a writer” is a consistent feature on the website, and the process is “pretty self-explanatory.” P3 rated this task 1 out of 5.

P4 encountered a navigation problem at the outset when he was on one of the Docs pages. He realized that clicking on the logo at the top left corner didn’t take him to the homepage. He had to re-enter the magazine website. He found the “Become a writer” link on the homepage and clicked on it. He found the “Get Access” link in the text, but he noted that there was a lot of “copy” to get to that link. He suggested it be placed more prominently, “like up top.” He clicked “Getting Access” on the side menu and found the “sign up here” link. He found the “Register” tab but pointed out that there had been a lot of reading and licking to get there. P4 gave this task a rating of 3 out of 5.

P5 was on one of the article pages when he started the task. He found the links to “Propose a new article” and “Become a writer” and checked both links. When he clicked “Become a writer,” he saw “Getting access” in the side menu. There he found a link saying “sign up here.” He reached the registration page and completed the task. He pointed out that the site “doesn’t feel coherent” as the homepage and the Docs page do not have the same banner. He also expected the signup page to be under “Contributing as a Writer.” P5 gave this task a rating of 2 out of 5.

Scenario 7

P1 clicked on the link “Propose an article” on the homepage. He found the link “Fedora Magazine Discourse forum” but was stopped by having to log in. He thought it seemed like an endpoint, though he still wasn’t sure if the discourse forum was where he could suggest an article idea. P1’s post-task rating was unavailable.

P2 began on the homepage and clicked “Become a writer.” He found “Proposing Articles” in the side menu.” He clicked “Fedora Magazine Discourse forum” but was directed to the login page. He said, “They tell you to go here, and the sign-up comes up. It’s confusing.” Participant 2 gave this task a rating of 3 out of 5.

P3 clicked on the “Proposing Articles” link in the navigation bar on the Docs site. She clicked on the “Fedora Magazine Discourse Forum.” She saw the Forum page briefly but was directed to the account creation section. P3 gave this task a rating of 1 out of 5.

P4 clicked the “Propose a new article” link on the homepage. When he clicked “Discourse forum,” he was directed to the account creation form. He sighed, saying, “Oh, men...” The tester noted that if FM wants “free communication of users of this site,” they should let users participate in discussions or suggest topics. He said that making them sign up first is a “big blocker.” P4 gave this task a rating of 4 out of 5.

P5 started from the homepage and clicked “Propose a new article.” He wondered whether he should click “Fedora Magazine Discourse forum” or “Editorial Workflow” next. He first decided to go with the latter but didn’t find any relevant information there. Next, he chose the Discourse forum. He saw the Forum briefly but was soon directed to the login window. Learning that the Forum required registration or login, the tester muttered, “I guess it’s a gated community.” He also said, “the extra barrier makes me not want to continue interacting with the Forum site.” He then pushed the backward button, and this time, he could be inside the Forum without logging in. “A little confusing,” he said and attributed this phenomenon to the use of cookies. He also mentioned the login page looked “archaic,” as though it was from the early 2000s. P5 gave this task a rating of 3 out of 5.

Scenario 8

P1 guessed that the relevant information was under the writing guidelines that he saw earlier on the Docs site. He navigated to it and scrolled down the page, ensuring that this was the right one. He finished the task. P1’s post-task rating was unavailable.

(After P1 completed this scenario task, he tried to get back to the homepage. He couldn't find the way, so he typed the FM's URL in a new tab. On the homepage, he wanted to get back to the Docs page but had trouble doing so. He recommended that the site make getting to the Docs page easier.)

P2 began at the homepage. He clicked the "Become a writer" link. He scanned the left-side menu. Under "Contributing as a Writer," he found "Writing Guidelines" and clicked on it. He checked the content and declared the completion of the task. P2 gave this task a rating of 1 out of 5.

P3 clicked on the "Become a Writer" link and found "Writing Guidelines" in the navigation bar. The tester knew "what was going on in the navigation bar" because she had seen it "enough times." P3 gave this task a rating of 1 out of 5.

P4 started at the homepage and proceeded to the "Becoming a writer" link. He found the "Editorial Workflow-Writing" link. The tester felt he could find the "Editorial" link only because he had seen it when he created an account. P4 gave this task a rating of 4 out of 5.

P5 went to the Docs site and clicked on "Contributing as a Writer." He proceeded to "Editorial Workflow" next. He then checked the side menu on the left. He noticed the "Writing Guidelines" under "Contributing as a Writer." He said the process was "technically easy." But he clicked "Contributing as a Writer" and was drawn to the "Editorial Workflow," which guided him to the "wrong place." P5 gave this task a rating of 2 out of 5.

Scenario 9

P1 remembered seeing the "ideas board" under "Becoming an author" and found the item quickly. He reflected that it was "easy to find" because he knew how to get to the Docs page at that point. He said he wouldn't have thought to click "Become a writer" to find the Kanban board. He thought it was "not intuitive" that all was under "Become a writer." He pointed out that a prominent link or button was missing. P1's post-task rating is unavailable.

P2 clicked on the "Become a Writer" link first because it was about writing articles. He read the instructions saying that prospective writers should click the Kanban board. He went to the Kanban board, located the ideas column in orange, and scanned through the links in that column. P2 gave this task a rating of 1 out of 5.

P3 first went to the Docs page and clicked "Proposing articles." When she clicked the link "Fedora Magazine Discourse forum," she was directed to create an account. She went back to the homepage briefly and again to the "Proposing articles" page. She also checked the "Editorial Workflow" page. She did not find the Kanban board. She said she was "inclined to think that it's somewhere behind this firewall." P3 gave this task a rating of 3 out of 5.

P4 followed the "Propose a new article" link and clicked "Fedora Magazine Discourse

Forum,” but he was directed to the account creation page again. He went back to the homepage to see if he could find anything there. But he didn’t, so he stopped there. The tester describes himself as a “pretty lazy website user.” P4 gave this task a rating of 4 out of 5.

P5 went to the “Proposing Articles” page, using the side navigation on the Docs page. He clicked on “Editorial Workflow” and found the link to the Kanban board. He noted, “[it was] probably a good place to check for articles that are being looked at.” He continued his search and went to the Idea Tags to double-check. He concluded that the Kanban board was it. P5 gave this task a rating of 1 out of 5.

Scenario Time Completion

Chart 1 shows the scenario completion time for each participant.

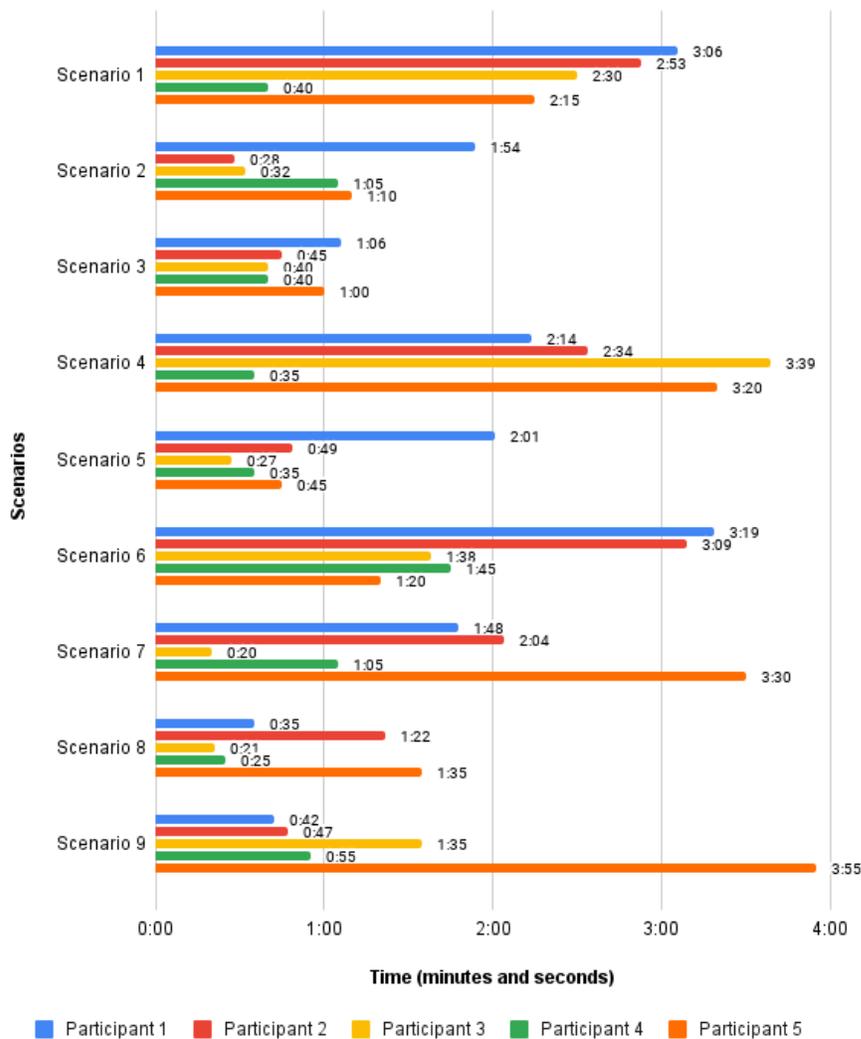


Chart 1: Scenario Completion Time

Chart 2 shows the average time completion rate of each scenario.

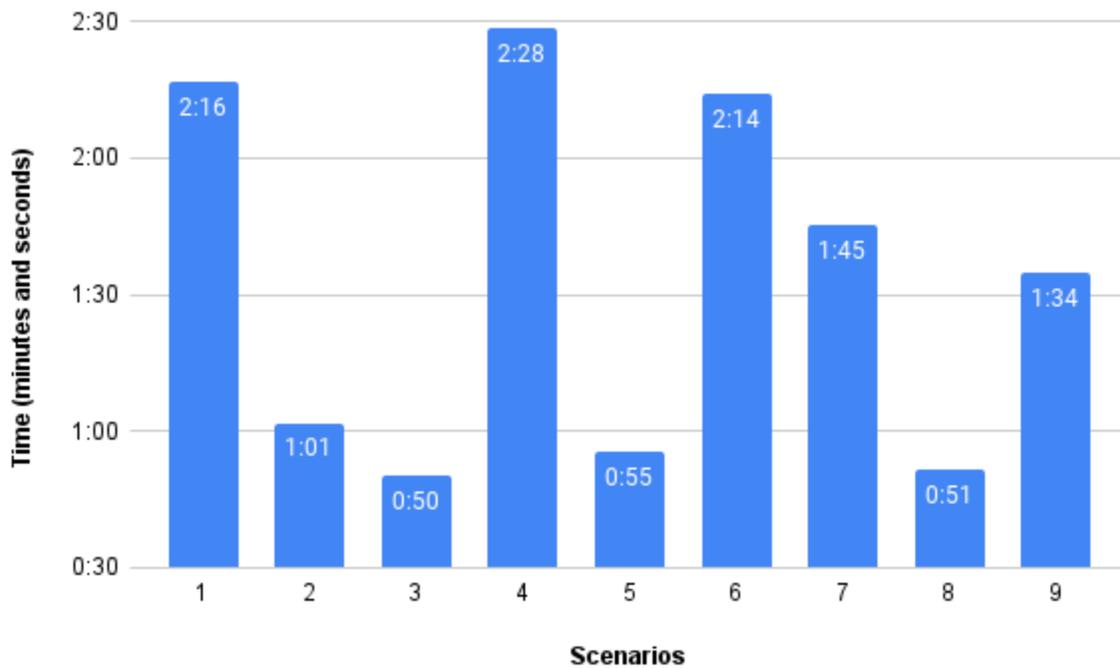


Chart 2: Average Time Completion Rate

Post-Task Rating

The participants rated the difficulty of each task on a scale of 1 to 5, with 1 being *very easy* and 5 being *very difficult* (Appendix E). **Table 1** is the heat map of the data, color-coding the degree of ease and difficulty felt by the participants.

		Participant 1	Participant 2	Participant 3	Participant 4	Participant 5			
About	Task 1	Gray	Black	Red	Black	Red		Blue	1
Subscribing	Task 2	Gray	Blue	Blue	Green	Blue		Green	2
	Task 3	Gray	Blue	Blue	Green	Blue		Yellow	3
Searching	Task 4	Gray	Green	Blue	Yellow	Yellow		Orange	4
Comments	Task 5	Gray	Blue	Blue	Yellow	Blue		Red	5
Proposing topics	Task 6	Gray	Green	Blue	Yellow	Green		Black	DNF
	Task 7	Gray	Yellow	Blue	Orange	Yellow		Gray	N/A
New authors	Task 8	Gray	Blue	Blue	Orange	Green			
	Task 9	Gray	Blue	Black	Black	Blue			

Table 1: Post-Task Rating

Debriefing Interview

When all task scenarios were completed, our facilitator asked a series of questions to assess the overall reaction from the participants' perspectives (Appendix D).

The first question asked the participants their first impression of the website. On the positive side, three out of the five participants felt it was "simple," "clean," and "fairly nice" as it didn't have distracting third-party advertisements. The others thought otherwise. One felt the site was disorganized because it did not have "a lot of navigation structures." The other felt it was "rudimentary" and "not optimized for user experience." Asked whether the first impression changed later, one of them answered it improved as she got used to the site's whereabouts. Another said his positive impression remained the same. Another said his negative impression was confirmed repeatedly. The remaining two said they kept having a mixed impression.

We also asked about the best and the most frustrating part of using the site. Two participants found that the website's content was the best part. One participant appreciated the good organization of the Docs section. Another enjoyed experiencing the site's user interface. The last one felt that everything worked fine. As to their frustrating experiences, they found it difficult when they couldn't find the About page, couldn't readily navigate back and forth between the Magazine site and the Docs site, and had to sign up to see the discussion forum. Finally, the answers were divided when asked if they would return to the website. Two participants said they would return to the site if interested in specific topics. The other three said otherwise because the site's content is not relevant to their current lives or professions (see Appendix F for more details).

Product Reaction Cards

After participants completed the testing, we asked them to complete a "Product Reaction Cards" to describe their overall experience (Appendix D). Each participant chose five words from 44 words total (Appendix G). "Hard to use" was the most mentioned word three times out of five times. There were four words mentioned twice: "Technical," "Fast," "Informative" and "Cumbersome." The others were mentioned once. **Figure 1** is the data expressed in a word cloud, the more prominent words being the more frequently selected words.



Figure 1: Reaction Words Selected by Participants

Discussion

The results provide us with data and evidence which helps answer our research question: What improvements can be made to the Fedora Magazine website to attract new users and retain returning users?

Scenarios

In scenario 1, only two participants (P3 and P5) were able to successfully complete the task and it had a difficulty rating of 5 for all those who gave it a ranking. Both users found the page through happenstance while looking through the Documentation page for more information. None of the participants were able to find a link to the about page directly from the home page. This is an issue because new users to the site may need to find more about the webpage and will be left wondering what the site is about and who may be running it. One of our participants

asked if the website was “legit” or not. Real users coming to the site may have similar skepticisms. The difficulty in this task is why we recommend an about page in the global menu across all pages in the website. This will ensure users, no matter what page they come into, are able to find basic information about Fedora Magazine.

Scenario 2 was one of the easiest tasks for our participants to complete, with a median rating of 1. Many participants commented on how they liked how the subscribe box was easy to find and see. However, P1 initially expected the subscribe box to be grouped with the other social media options. Since this task was easy and without difficulty for our participants, we make no recommendations on improvements.

Participants also ranked scenario 3 as a very easy task. Everyone was able to find the search bar without difficulty, however, there were some issues during the searching itself. The way the search function is set up now is quite inflexible. When P3 searched “Wireguards” there were no results. Other participants expressed wishes for a more flexible search and an ability to filter or sort results. Because of these comments, we are recommending that the search function be redone to incorporate the ability to sort by year, topic, and that plural and singular forms return the same results.

Scenario 4 was very similar to scenario 3. While everyone successfully searched for Inkscape, participants became frustrated at the lack of ability to refine or filter search results. Participants also noticed that the search results were not sorted by date. The lack of ability to sort and filter results is an oversight, as this feature is standard and expected when performing a search. If users cannot quickly and easily find the information they are looking for, they are more likely to give up and seek out a source that gives them the information they need quickly and easily. An ability to refine search results will help users stay engaged in the site and turn to the site as a source of information.

Scenario 5 rounds out our trio of the most easily performed tasks. All users noticed that the articles on the homepage were ordered by date published. Participants were able to add a comment in two ways: clicking the comments link at the headline, or scrolling to the bottom of the page. One user expressed the desire that the comment form was formatted differently as the text and text boxes were not aligned. However, having multiple ways to accomplish the same task is an asset to the user. Not every user thinks the same way and having the ability to accomplish the same task through different ways benefits the user. Accommodating different users is key to a website’s usability.

For scenario 6, while users appreciated the “Become a Writer” link displayed on the homepage, many made the complaint that the process to create a Fedora account involved too many steps and click-throughs. One participant noted that the main Fedora Magazine site and the Docs site did not feel coherent. We are recommending to simplify the process of becoming a writer. There are separate pages for how to submit an idea, how to become a new author, and writing guidelines. All of this information should be condensed into one main page, either as a subpage or links to the current documentation site accessible through a global menu throughout the Fedora Magazine site. In order to encourage more users to participate in the website, the process

to become a writer and submitting an idea should be as easy as possible. Even experienced Linux users, who are often faced with cumbersome processes, appreciate a simple process.

Scenario 7 was mixed for our users. Participants did appreciate the prominence of the “Propose a new article” link, however, many were put off from needing to login with an account to see the forum. While we are not making recommendations regarding the use of the Discourse forum, it should be kept in mind that the easier the participation process is, the more likely a user is to participate.

Scenario 8 is reminiscent of scenario 6. Participants successfully assumed writing guidelines would be under the “Become a Writer” link. However, because many participants commented on how they only knew where to click because they had already been through the Docs menu is problematic. Users should be able to find the information they need the first time visiting the site. If someone is wanting to become a new writer and needs to find how articles should be formatted, this information should be displayed right along with other information pertaining to new writers. Because of this, we are recommending that writing guidelines be included in the page on becoming a new writer or within documentation on the main Fedora Magazine website.

Finally, scenario 9 was a mixed bag. Many participants thought, logically so, that ideas would be under the “Propose a New Idea” link, which takes users to the Discourse forum. However, the link to the Kanban board is through the “Become a New Writer” link and mentioned on the “Editorial Workflow” page. These conflicting links are a stumbling block for users. While both the Kanban board and the Discourse forum serve different purposes, it should be made clear to users which one they should be interacting with. This distinction can be made with the revamping of the new author process page, or perhaps a “To submit an idea, use the Discourse forum” and “To see already submitted ideas, use the Kanban board.”

Scenario Time Completion

Chart 2 shows the data of completion times for all the participants. Our times show that the harder the task was rated, the longer it took to complete. However, scenario 4 is the outlier. This comes down to the lack of ability to filter search results. While users were able to quickly perform a search, they spent extra time scrolling through results to try and find relevant information. A better search function would cut down on the time involved in searching. The differences in times between scenario 3 and 4 illustrates this. A simple search that requires no filtering results was completed in under a minute. Needing to manually scroll through results adds a minute to otherwise the same task.

Post-Task Rating

After each task, participants were asked to rate the task on a scale of 1 to 5, with 5 being the most difficult. We are missing post-task rankings for P1 as we neglected to ask the participant to rank the tasks.

The rankings are fairly consistent across users, with no clear association between difficulty and familiarity with Linux or web development. This shows that even the targeted user group may struggle with tasks associated with using the website. Scenario 1 was universally the most

difficult, as the about page simply does not exist in a convenient location. Scenario 5 was universally the easiest, as there are multiple ways to access the comments that are intuitive. Subscribing was also ranked as very easy, though one participant noted the unusual page reload added some confusion, thus making it more difficult. The scenarios involving searching were also ranked as easy, but the lack of a search filter added to the difficulty of scenario 4. Scenarios related to information for new authors and needing to navigate the Docs site were ranked moderately difficult. This was mainly because of the amount of click-throughs required and the confusion on what was the correct site and link to go to. Having a single page with new author information would easily make these scenarios easier for users.

Product Reaction Cards

After each usability test, we asked participants to describe the site using 5 words from a pool of 44. The most used reaction was “hard to use.” This is problematic. Websites that exist for and because of the users should be anything but hard to use. However, on the positive side, many participants complimented the information on the site. They praised the site’s lack of ads, pop-ups, or other distracting features, calling the site simple. Technical was used in the sense of the content. Though many users were not Linux users, they still appreciated how much information was available and the range of that information.

Hard to use is not how a site should be described, especially when the site is meant to be used by many people. With some simple changes, this can easily change. Navigation can make or break an user’s experience with a website. Using a global menu and expected navigation cues (such as a footer and the website logo as a link back home) can tremendously improve navigation. The content of the site is a big draw. One participant mentioned that if the content is good, a user can put up with a difficult system. The fact that Fedora Magazine has a user base that keeps coming back despite the negative experiences of users is proof of the wonderful content the site offers.

Conclusion

Our participants were fairly consistent in all their experiences. They gave clear and consistent feedback about their expectations as users and the features they were looking for while navigating the website. We can then assume that all users will have a similar experience with the site. There are some issues that need to be addressed and we feel that our recommendations are both simple to implement and will go far to tremendously improve user experience.

Recommendations

Our recommendations are based on the significance of our findings, what they imply, and what users wish had been incorporated to help them. In addition to our usability test findings, we are providing some research-based web design suggestions as well as a few examples that could be followed.

1. Provide global navigation to unify all the pages/sites

While searching for an About page, most of our test participants mentioned that they were looking for navigation clues at the top of Fedora Magazine’s home page. For example, P2 looked

for a menu in the header before scrolling to the bottom of the page, where he expected to find information and links in the footer. He also clicked the “F” icon in the Fedora banner at the top left of the page, thinking it might bring him to the About page.

Later in the usability test, participants had difficulty figuring out how to return to home from the documentation page. After P1 completed a scenario task, he couldn’t find a way back to the homepage, so he typed Fedora Magazine’s URL in a new tab. On the homepage, he tried to get back to the Docs page but had trouble doing so. When P4 was on one of the Docs pages, he realized that clicking on the logo at the top left corner didn’t take him to the homepage. He had to re-enter the magazine website.

After some analysis, we think our participants had difficulty navigating back to the home page from the Docs page because the icon design and navigation system contradicts user expectations. Currently, the Fedora Magazine logo (Figure 2) can be clicked on to return home from an article page.



Figure 2: Clickable logo on homepage and article pages

A user would expect the same navigation option while on the Docs page. However, when a user is on the homepage and clicks on any of the “Contribute to the Magazine” options (“Propose a New Article”, “Become a Writer”, or “Become an Editor”), they are taken to the Docs page and encounter this logo (Figure 3) instead.



Figure 3: Clickable logo on Docs page

Though the logo in Figure 3 looks similar to the logo on the homepage (Figure 2), and is in the same top-left location, clicking on it does not take them home, but to the Fedora project site instead, which is outside the Fedora Magazine domain. This is what confused our testers.

Based on participant feedback, we suggest the following:

- Provide a menu in the header that appears on every page.
- Include an About page, Documentation, and Become a Writer item in the menu.

- Use the Fedora Magazine logo as a way to get back to the home page from anywhere on the website.

We understand that connecting fedoramagazine.org with fedoraproject.org may be helpful for editors' workflow. If it's necessary to maintain the relationship between these separate sites, perhaps the same documentation content could be built into the Fedora magazine site, which would then allow users to learn about the process of becoming a writer before they are asked to click on links taking them to the <https://docs.fedoraproject.org/> page.

For more information about the usability benefits of global navigation, view [this explanation on Interaction Design Foundation's website](#) ("Implement Global Navigation," 2021).

2. Develop a visual hierarchy of information

Our test participants expressed appreciation for the simplicity and lack of distractions (e.g. no pop-ups or ads) on the Fedora Magazine website, but several of them commented that they only knew where to click after coming across information accidentally while doing a different task. This suggests there could be improvements in visual signaling to direct first-time visitors and new writers. P2's first impression was that there is "not a lot of differentiation and categorization" on the website and that "lots of thumbnail images" have "the same basic look and style". P1 used the word "disorienting" to describe his first impression.

We also observed test participants making frequent use of the search bar after not finding what they were looking for by browsing. P1, for example, used the search bar because he could not determine the most recent article just by looking at the page. P5 expressed confusion and uncertainty while looking for writing guidelines, wondering if a sentence with emphasized text had "guided me to the wrong place". P3 was able to successfully find where to sign up to receive new articles because it appeared to be "the most prominently displayed item on the website." All these comments reveal that our testers were looking for visual signals to give hints about where they should be focusing their attention.

It is our determination that Fedora Magazine's homepage does not present a clear visual hierarchy, which causes first-time visitors to feel uncertain about how to use the site and leads them to rely on the search bar.

This screenshot of Fedora Magazine’s home page (Figure 4) shows the logo in the top left and seven icons in the top right.

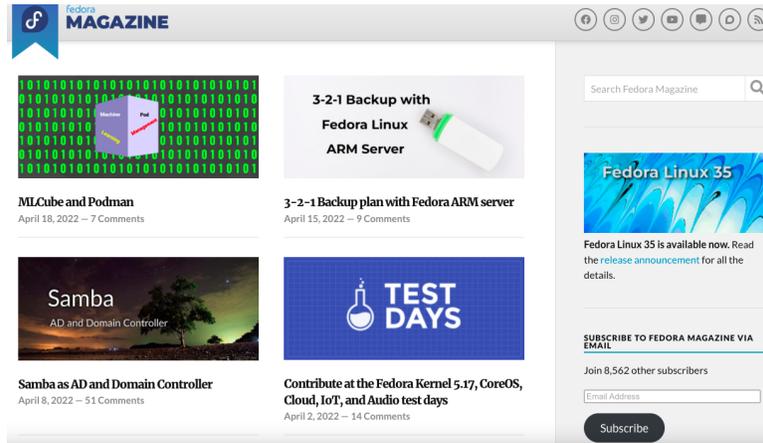


Figure 4: Fedora Magazine homepage

According to [Nielsen-Norman Group](#) (Pernice, 2017), web users scan from left to right, prioritizing the top of the page, before moving elsewhere. This means the icons in the top-right are in a prominent place for web users. Our test participants did hover over and wonder aloud about the significance of the icons, but did not appear to find them useful for the scenario tasks they were given. It might be worth questioning whether these icons should be located in such a prominent position.

All the article thumbnails are the same size and there is no indication if articles fit under particular categories, collections, or topics. The images and colors contrast with the menu on the right, which has a gray background. The subscribe button is more visible than surrounding text, but the button is a dark color and does not stand out very much. The search bar is in a prominent place, on the other hand, and is easy to see against the gray background. It’s necessary to scroll down to see the instructions for contributing to the magazine.

In contrast, here is the home page of a web magazine that is also clean and simple:

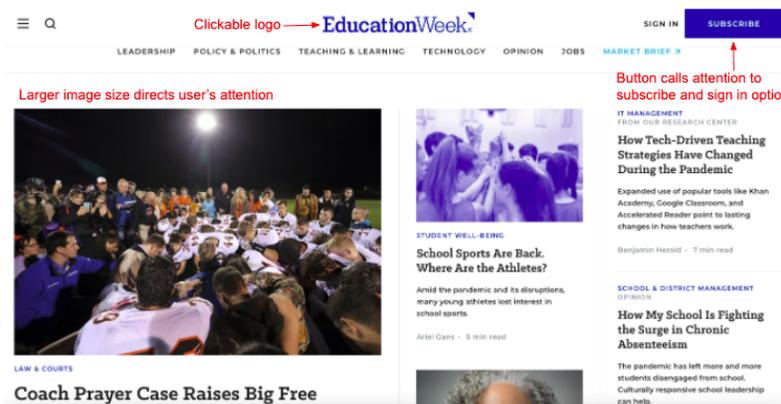


Figure 5: Example of Visual Hierarchy (EducationWeek.org)

We added red text with arrows to point out visual hierarchy elements on Educationweek.org that are used to direct the user's attention or aid in navigation. One notable difference between this and the Fedora Magazine site is that the "subscribe" button for Education Week is in a prominent place with blue fill, drawing the viewer's attention toward it. Article images are different sizes and the most recent featured article is on the left, clearly indicating where users should look after scanning the top section.

Visual hierarchy makes it easier for a web user to scan for information because the size, color, and emphasis works like headings to organize the different elements. For more information on how visual hierarchy increases web usability, take a look at [this blog post on Hubspot called Nine Guidelines and Best Practices for Exceptional Web Design and Usability](#).

3. Utilize rollovers

Another helpful feature that could be added to the Fedora Magazine site are rollovers so users can get more information about icons or links when they hover over these items. During our usability test, P1 hovered over the social media icons on the top right of the homepage to look for "tooltips". He moved the cursor to the icons. Finding no additional information, he then clicked around on the icons because "they seemed like where a menu would be". He didn't recognize any of the icons but they appeared to be social media links to him. Without being able to get additional information from a rollover, he commented that it wasn't "super clear what they are."

Many websites (including educationweek.org) are designed with rollovers to allow users to get additional navigation information or to read a brief description/teaser of an article before clicking. Though participants appreciated the quality of content on the documentation page, P4 complained that he had to read through a lot of copy and click multiple times to get to his goal for the scenario task. We think rollovers might reduce the need for users to read through so much text on the documents page. Instructions and clues can be provided with rollovers, reducing confusion and cognitive load.

4. Simplify the new author process

Currently, information for new authors is divided into separate pages for how to submit an idea, how to become a new author, and writing guidelines. We suggest that all relevant information for new authors should be on a single page. Also, because our testers expressed being annoyed by the multiple sign-in boxes, perhaps there could be a way to reduce the process to one sign-in. This sign-in directive could occur when the user decides to move from a documentation page on FM's website to the "propose an article" process. It would be helpful for a potential writer to be able to view the discussion forum before needing to sign in in order to leave a comment.

5. Search filter improvements

Several of our participants mentioned improvements that could be made to the search filter. They suggested making it easier to search for the most recent article, as well as the year an article was written/published. In one instance, P4 searched the term "Wireguards" and returned no results.

He then tried searching for “VPN”. He noted that the search parameters were “too literal”. Even though he typed “Wireguards” (plural) rather than “Wireguard” (singular), he should have been able to get some results.

Works Cited

- Interaction Design Foundation. (2021). *Implement Global Navigation to Improve Website Usability*.
<https://www.interaction-design.org/literature/article/implement-global-navigation-to-improve-website-usability>
- Juviler, J. (n.d.) *9 Guidelines & Best Practices for Exceptional Web Design and Usability*. Hubspot.
<https://blog.hubspot.com/blog/tabid/6307/bid/30557/6-guidelines-for-exceptional-website-design-and-usability.aspx>
- Pernice, Kara. (2017, November 12). *F-Shaped Pattern of Reading on the Web: Misunderstood, But Still Relevant (Even on Mobile)*. Nielsen Norman Group.
<https://www.nngroup.com/articles/f-shaped-pattern-reading-web-content/>

Appendices

Appendix A

Background Questionnaire

Thank you for helping us evaluate our client website. Before we begin, please tell us a little about yourself.

What age group are you in?

- 18–20
- 21–29
- 30–39
- 40–49
- 50–59
- 60+

What is your educational background?

What is your current occupation?

What is your nationality and native language?

Which of the following statements best describes your relationship with technology?
(Check one)

- I avoid using technology wherever possible, and I rely on other people to help me.
- I use technology, and I am still learning how best to incorporate it into my life.
- I feel comfortable with technology, and I feel I now know the basics.
- I like technology, and I can mostly troubleshoot any problems that occur on my own.
- Technology is a real passion of mine, and people come to me for help with technical issues when they get stuck.

What social media websites or apps do you use?

- Facebook
- YouTube
- Twitter
- Instagram
- Snapchat
- TikTok
- Reddit
- Other. List: _____

Do you use Linux? If you do, what kind and for what purpose?

What Linux community do you participate in, if any?

What do you value the most when using a Linux community website?

Have you used Fedora Linux before?

Have you visited Fedora Magazine website? If yes, could you explain the purpose of your visit?

Appendix B

Participants	P1	P2	P3	P4	P5
Age	40-49	40-49	21-29	30-39	30-39
Education	Web Development Certification, self-taught UI/graphic designer, HVAC/R Certification, general Business/Marketing	Bachelor's degree in engineering	Bachelor's degree	Bachelor's degree	Bachelor's Degree in Management Information Systems
Occupation	Web developer	Software engineer	Communications specialist	Software engineer	Systems analyst
Nationality / native language	American / English	American / English	American / English	American / English	American / English
Relationship w/ technology	Technology is a real passion of mine, and people come to me for help with technical issues when they get stuck.	Technology is a real passion of mine, and people come to me for help with technical issues when they get stuck.	I like technology, and I can mostly troubleshoot any problems that occur on my own.	Technology is a real passion of mine, and people come to me for help with technical issues when they get stuck.	Technology is a real passion of mine, and people come to me for help with technical issues when they get stuck.
Often visited sites & apps	YouTube Reddit LinkedIn	Facebook YouTube Instagram Reddit	Facebook YouTube Twitter Instagram	Instagram	Facebook YouTube Instagram Reddit
Linux usage	No	Yes, I've almost exclusively used linux for many years and develop software on it for my day job.	No	No	Yes. I administer and manage applications running on Red Hat Enterprise Linux (RHEL) and CentOS servers as well as other Linux distributions daily in my profession. In the past I have used Fedora as a desktop operating system for many years.
Linux community site experience	None	Libvirt / qemu / fedora / rhel	None	Non	I have taken multiple RHEL courses and certifications. I have visited online Linux communities for RHEL, Raspberry Pi OS, AlmaLinux and Fedora but have not actively participated.

Values of Linux community	N/A	Ease of finding information, clarify of writing, welcoming and inclusive culture	N/A	N/A	Troubleshooting resources for common errors and first hand experience of how open source operating systems can be used in everyday life.
Fedora Linux usage	No	Yes, it's my primary OS	No	No	I have used both Server and Desktop variations of Fedora since. It's been a couple of years though. I think the last I used it was around version 30.
Fedora Magazine familiarity	No	Likely yes. Probably to learn about new releases / features.	No	No	I may have read some articles that pop up as recommend reading from Google but I do not frequently visit the website.

Appendix C

Scenario tasks

(learning more)

1. You are interested in learning more about open source software and your Intro to Computer Science professor suggested you check out Fedora Magazine. Navigate to the "About Fedora Magazine" page.

(subscribing)

2. You have heard Fedora is a great resource for GNOME and Linux, and want to stay up-to-date on new articles and releases. Sign up to receive new articles from Fedora Magazine in your inbox. Use this email:

(searching)

3. You'd like to write an article about the use of WireGuard to implement VPNs on Fedora Linux. Explore the website to see if anything has been written on the topic.

4. Your team at work wants to begin using Inkscape to design a new infographic for new clients. Find two related and recent (from 2018-2022) articles about Inkscape.

(comments)

5. Find a way to comment on the most recent article in the magazine. (Do not submit a comment; let me know when you have found a way to make a comment)

(proposing topics)

6. You've been reading Fedora Magazine for a few months and like the content. You want to get involved as a writer. Create an account to write for Fedora Magazine using the email address from task 2.

7. You have an idea for an article that you would like to see on the Fedora Magazine website. Find a way to suggest a new article idea. (Do not submit anything; let me know when you have found a way to make a suggestion.)

(new authors)

8. You're interested in writing an article for Fedora Magazine, but you are unsure of how to appropriately format your article. Find a page where you can find that information.

9. You'd like to write an article for Fedora Magazine but aren't sure what to write about. Explore the website to see if Fedora Magazine offers topic suggestions or topics under consideration.

Appendix D

Debriefing Questions

1. What was your first impression of the site?
2. Did this impression change over the course of testing the site?
3. What was the best part of the experience using the site?
4. What was the most frustrating part of the site experience?
5. Would you return to this website of your own accord? Why or why not?

Product Reaction

Entertaining	Reliable	Instructive	Slow
Trendy	Easy to Use	Insufficient	Straightforward
Cumbersome	Efficient	Intuitive	Time-Consuming
Simple	Familiar	Jargon-Filled	Simplistic
Complicated	Fast	Stupid	Technical
Confusing	Frustrating	Modern	Trustworthy
Sensory Overload	Hard to Use	Outdated	Unhelpful
Discouraging	Inconsistent	Overwhelming	Useful
Distracting	Informative	Robust	Wordy

Appendix E

Task type	Task No.	Participant 1	Participant 2	Participant 3	Participant 4	Participant 5	Mean
About	Task 1	N/A	5	5	5	5	5
Subscribing	Task 2	N/A	1	1	2	1	1.25
	Task 3	N/A	1	1	1	1	1
Searching	Task 4	N/A	2	1	3	3	2.25
Comments	Task 5	N/A	1	1	1	1	1
Proposing topics	Task 6	N/A	2	1	3	2	2
	Task 7	N/A	3	1	4	3	2.75
New authors	Task 8	N/A	1	1	4	2	2
	Task 9	N/A	1	3	4	1	2.25

Appendix F

Q1	What was your first impression of the site?
P1	“Simple” – not super stylized, thrown off by social media links in top right corner because it’s not a menu/navigation.
P2	“Fairly nice.” Not a lot of differentiation/categorization of information, less useful if searching for something specific. “Clean and inviting looking website.”
P3	“It’s a hot mess” – lack of navigational structure, no bread crumbs, no tabs at the top, no footer at the bottom, and not a lot to click on. “Avantgarde.”
P4	“Minimum viable product,” “rudimentary,” “not optimized for UX,” “not a lot of content.”
P5	“Pretty clean, no distractions,” “out of style with current trends,” “pretty straightforward magazine article site,” “categories to search would be helpful, and using the community sites provided issues.”
Q2	Did this impression change over the course of testing the site?
P1	Became familiar with the site as the test progressed, felt uncertain about navigation without “retracing steps”
P2	“Not really.”
P3	Impression improved, later tasks were easier to complete.
P4	First impression did not change and was in fact confirmed repeatedly. “First impression matters” and “a little bit janky.”
P5	“Having a tag or category search as well as a plain text search would have been helpful.” “Just using the site itself is pretty easy.” The confusing part was about becoming a writer, becoming an editor, proposing an article to the Magazine, and using their administrative site.
Q3	What was the best part of the experience using the site?
P1	Enjoyed the process of testing (previous experience in UI).
P2	Everything worked fine. Doesn’t feel he can judge articles without reading them. Well-written guidance in how to contribute to the site.
P3	The Docs page (“backend of the website”) was the most organized, information made sense, portal section easy to find.
P4	Content looks interesting and “I would suffer through the website for the sake of content.”
P5	Content is the best part of the magazine, correctly sourced images. Easy to comment.
Q4	What was the most frustrating part of the site experience?
P1	Lack of clear navigation – “Something was missing.”

P2	Finding the About page. Jumping from site to site for different tasks was frustrating.
P3	Not being able to find the About page. "That's something that you should be able to find easily so that they know what the heck the website is about."
P4	Navigation.
P5	Forum site was difficult. Wishes the Doc site were part of the magazine. "Keeping the DOCS site and the Magazine site in the same umbrellar site, in the Fedora Magazine website would be less confusing."
Q5	Would you return to this website of your own accord? Why or why not?
P1	Would return if curiosity was piqued, but most likely no.
P2	Probably would return since he uses Fedora. Anticipates coming back at some point.
P3	No reason to visit based on current interest level in Fedora Linux.
P4	Would not go back. If the initial interest in Linux were there, they would go back.
P5	"If it came up in a search for something I was looking for, I would come back to look at these articles."

Appendix G

	Participant 1	Participant 2	Participant 3	Participant 4	Participant 5
Word	Insufficient	Simple	Straightforward	Cumbersome	Informative
Word	Simplistic	Technical	Trendy	Discouraging	Fast
Word	Frustrating	Useful	Hard to use	Hard to use	Annoying
Word	Hard to use	Fast	Cumbersome	Time-consuming	Efficient
Word	Technical	Informative	Technical	N/A	Inconsistent