

Understanding developer needs

User research in Forgejo

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About me

- Technical background
- Web development
- Technology sucks sometimes
- Focus shift to user research

Codeberg

- Hosted infrastructure for software development
- Sustained by donations and membership fees
- backed by German non-profit association
- About 1500 legal members

Forgejo

- self-hostable software forge
- backed by Codeberg e. V.
- highly motivated community
- interest in user research already existed

Getting started

- Few freely available resources
- Recommendation: “A Beginner’s Guide to Finding User Needs” (Jan Dittrich)
- Conclusion: Just do it
- Start with ~5 live sessions and evolve

Evolving: Some ideas

- user testing
- research with competing products
- asking about their projects
- giving (impossible) tasks

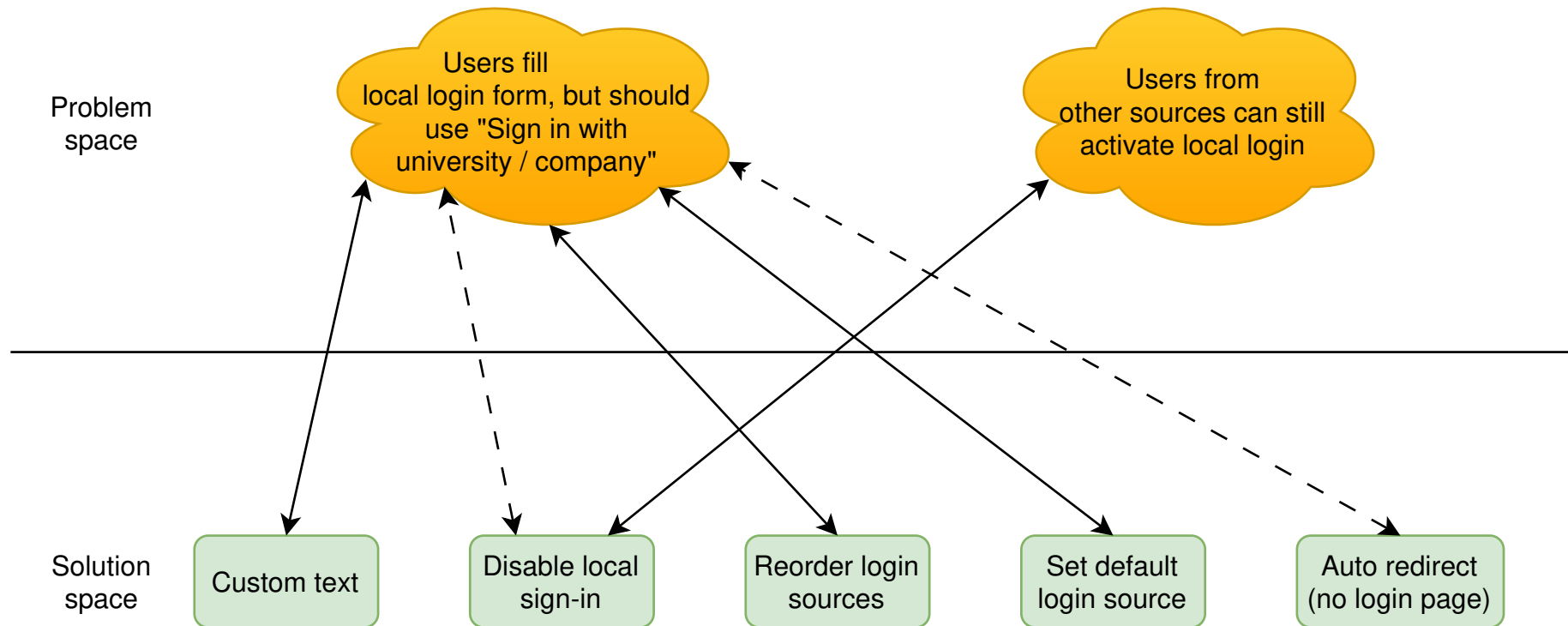
Challenge 1: Complexity

- relating to specific problems
- complexity of environments (e. g. setups, tools)
- speed of usage
- need to involve developers

Challenge 2: Issues

- varying quality
- focused on solutions rather than describing problems

Challenge 2: Issues



Challenge 3: Synchronizing

- Developers do what motivates them
- High gain tasks left untouched
- I don't know what devs want to work on

Solution attempt

- Integrate research into issue tracker
- split problem research from solution and design
- Rework templates to encourage better problem descriptions
- Developers are involved in triaging

New workflow

- stages are clearer than types
- shortcuts for trivial problems
- issue labels to cluster related problems

User research - Community

Community features, such as discovering other

User research - Config (instance)

Instance-wide configuration, authentication and

User research - Errors

How to deal with errors in the application and

User research - Filters

How filter and search is being worked with.

User research - Future backlog

The issue might be inspiring for future design

User research - Git workflow

AGit, fork-based and new Git workflow, PR cre

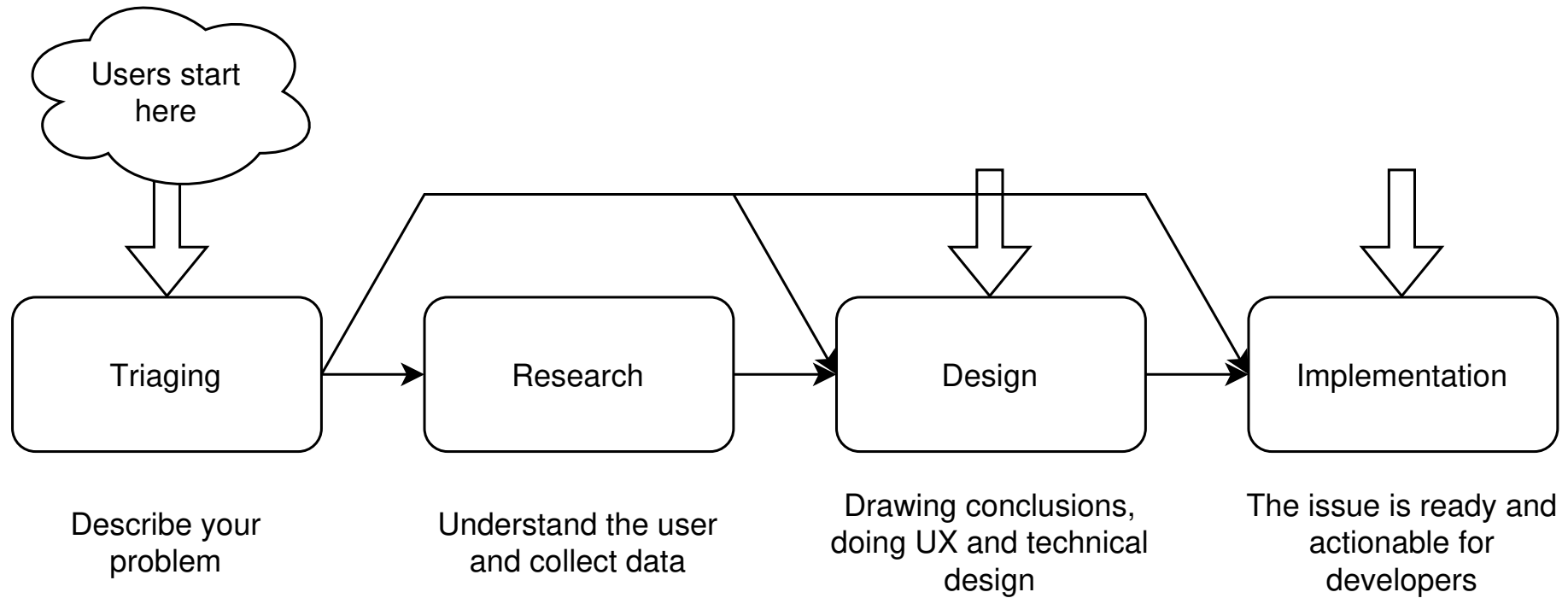
User research - Labels

Active research about Labels

User research - Moderation

Moderation Features for Admins are undergo

New workflow



Your opinion? Questions?

Thank you

