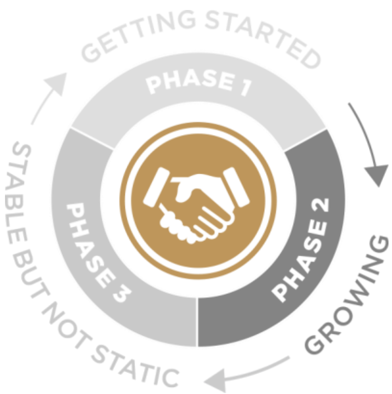


COMMUNITY ENGAGEMENT

Phase II: Establishing Community Engagement Infrastructure

Activity 10: Assess Non-Technical Documentation

Goals

1. Assess non-technical documentation for clarity and usefulness

Related Activities

Tech Activity: *Friction Logging*

Tech Activity: *Shadow Observations*

Tech Activity: *Build Welcoming Communities*

Who Should Participate?

Documentation users who were not involved in documentation creation

New contributors

Length

Depends on activities chosen.

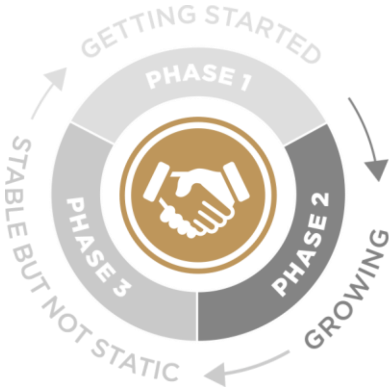
Background

An important component for engagement is clear communication practices and policies that community members can find and understand. Documentation usability addresses the critical role of an open-source program's documentation by making sure that various users can understand it. Documentation usability contains issues of structure, content, jargon, and readability with the goal to foster understanding for the widest audience of contributors to the program.

Activity Instructions

1. Assemble a small group to plan assessment of non-technical documentation. Several items are listed below as example assessment activities.
2. Decide which (if any) of the example activities should be executed.
3. Depending on the size of your program team, you might want to create a RACI matrix to assign responsibility.
   a. A RACI matrix is a responsibility chart that maps out each task and milestone or key decision involved in completing a project, and assigns which roles are Responsible for each action item, which are Accountable, and which needs to be Consulted or Informed.
4. Create a timeline for carrying out each activity.
5. Schedule a time to review results and prioritize next steps.

Many of these ideas are based on info from: https://chaoss.community/metric-documentation-usability/



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Example Assessment Activities

1. Interview new contributors (2-5) to determine how documentation helped them understand the contribution process, and/or complete a specific task such as contributing a blog post, participating in QA testing, or submitting user documentation.

   a. Sample interview questions include:

      i. Describe your experience with using the documentation to understand the contribution process.
      ii. Describe your experience with using the documentation when you have a question about doing work in the community.
      iii. Describe your experience with using the documentation to understand how to help outreach efforts.
      iv. How comfortable were you with the number of technical terms present here? (scale 1-5)
      v. Were there any terms or language you didn't understand?
      vi. What suggestions do you have for improving the program's policies, processes, or guidelines available to new contributors?
      vii. Does the documentation use organizing constructs (for readability and scan-ability) such as:

         - Headings
         - Text and Code Blocks
         - Bullets versus Paragraphs
         - Anchors

   b. After interviewing, the community can track responses to each prompt as Positive experience, Negative experience, or Neutral experience and report these month-over-month to see improvement over time.

2. Walkthrough intended users of the documentation and observe how they interact and use the documentation and where they get stuck. Tech Activity: Shadow Observations may be helpful here.

3. Ask documentation users to write a friction log and describe issues with documentation. Tech Activity: Friction Logging has instructions.

4. Complete the WCAG 2.0 Checklist for accessibility.

5. Consider if different versions of documentation are available for different audiences. Review results and prioritize changes to improve documentation.