



# IMPROVING DEFECT REPORTING

Professor John Grundy, Dr Anu Madugalla and FIT4003 students: Kenny Huynh, Juvent Benarivo, Chew Da Xuan, Giridhar Gopal Sharma and Jeffrey Kang

## At a glance



### Background

Defect reporting customarily exists in apps and websites to facilitate issue reporting by users and actionable feedback for developers.

But the impact of 'human-centric' issues like age, gender, language, culture and physical and mental challenges, is often overlooked.



### Strategies

- Improve human-centric defect reporting with cognitive walkthrough that employs diverse user personas.
- Use personas to develop a prototype of an improved defect reporting tool for apps.

## Outcomes



### Developer and user personas

We created a range of developer and user personas that may influence app defect reporting and interpretation.



### Novel human-centric defect reporting tools

We developed a novel prototype tool for apps that offers a variety of guided app defect reporting approaches



### Real-world evaluation

We assessed the prototype's defect reporting process from user and developer perspectives. We found it aids in reporting human-centric defects in apps for diverse users.

# Further insights



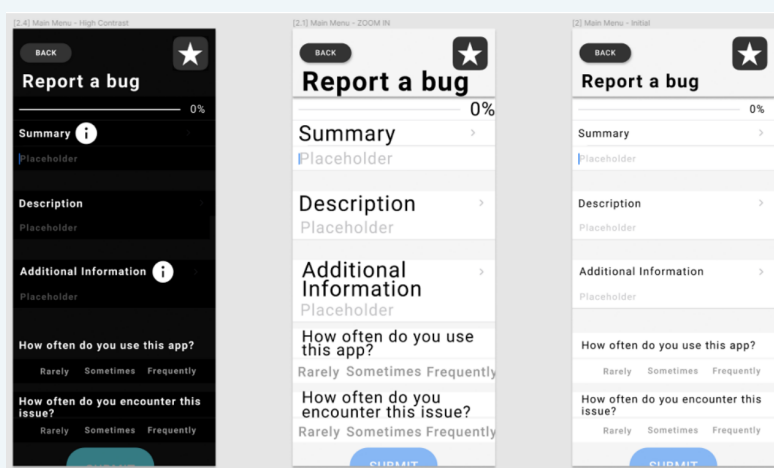
Most defect reporting tools don't account for differences between end users and lack necessary human-centric features to allow them to adequately navigate and report defects.



Most tools also lack sufficient defect report structuring and reporting guidelines, and don't emphasise the severity of defects to developers from users who differ to them.



Most current defect reporting tools are difficult for diverse end users to use effectively.



## Learn more

Contact [Professor John Grundy](#) or scan the QR code.



## Acknowledgements

This project is funded by the Australian Research Council Laureate Fellowship FL190100035. We would like to acknowledge the participants who completed the survey to assist with our research.