

Malleable Interfaces for Reviewing Software Documentation

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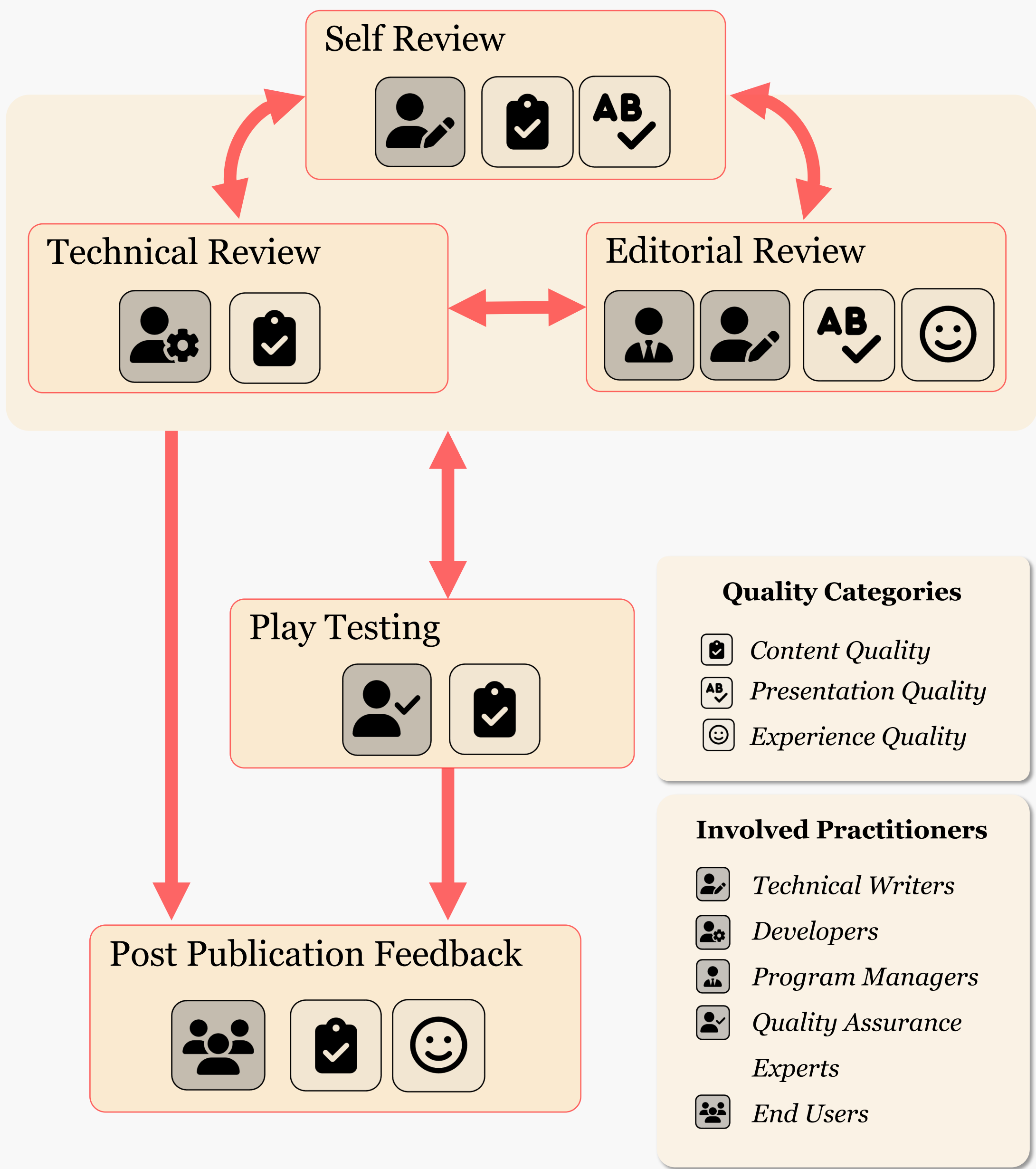
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Challenge #1

Existing documentation review tools fail to

- meet the practitioners’ needs across roles
- support quality goals specific to each review stage
- enable collaboration among practitioners.

Software Documentation Review Process



Challenge #2

Practitioners depend on developers to build and maintain documentation tools.

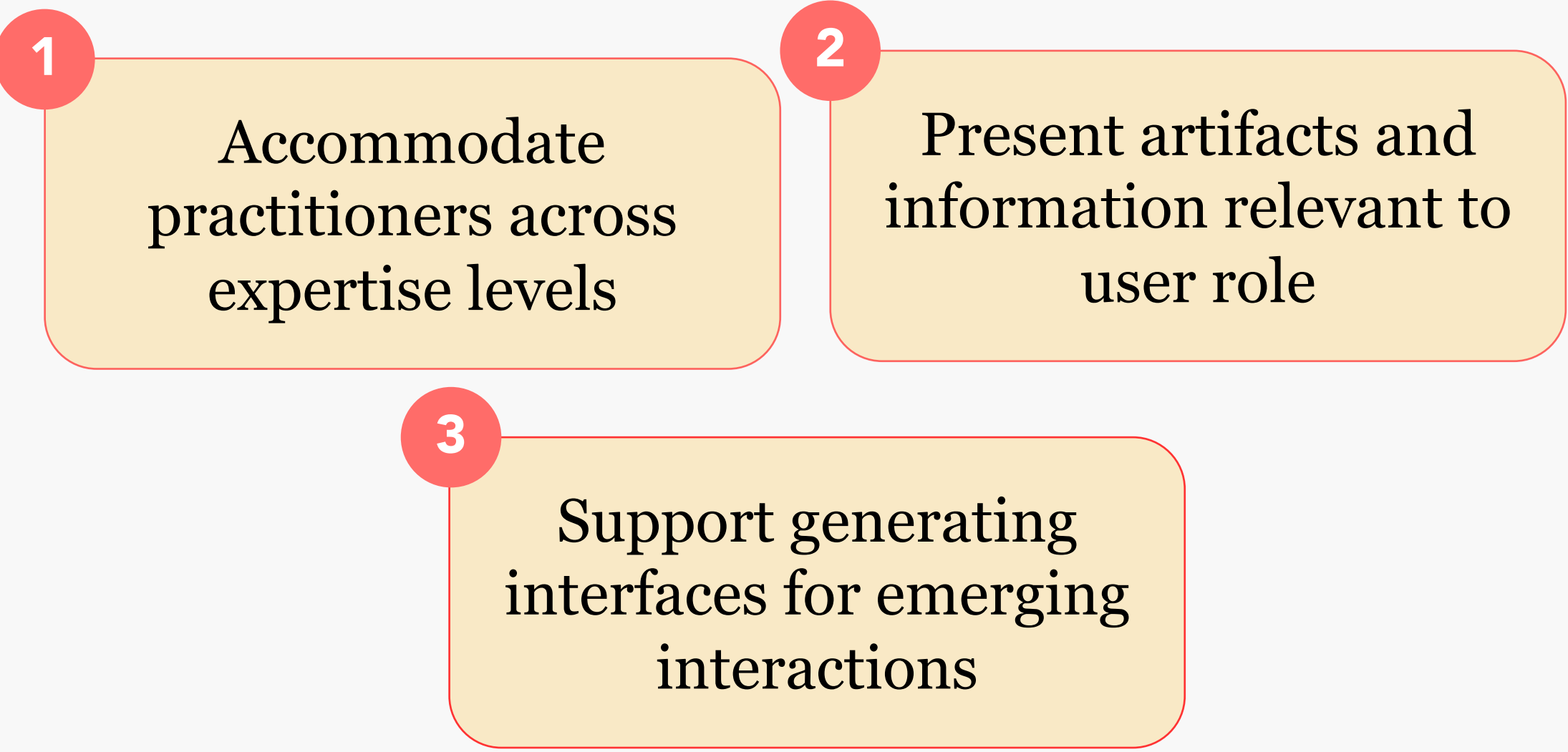
“Long term, if we implemented something like docs as code, I feel like it would depend too much on me, so it would not be maintainable.” [1]

“Technical writers have unmet needs because we're not software developers and we can't make tools, so we have to rely on developers to make tools for us.” [2]

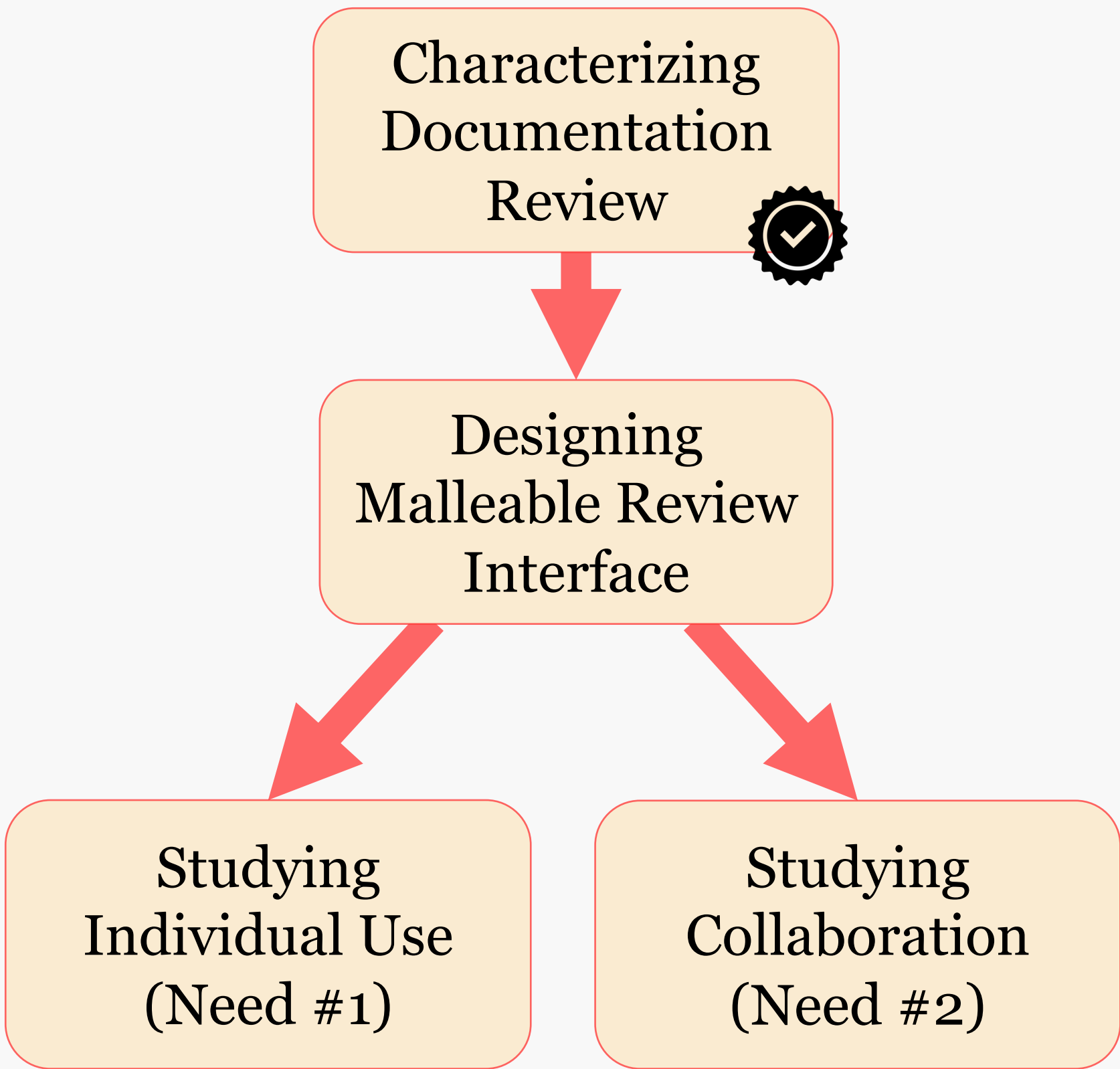
— Technical writers in our interviews

Proposed Solution

A malleable system to allow practitioners to reshape interactions to fit their individual and collaboration needs during review [3, 4].



Research Outline

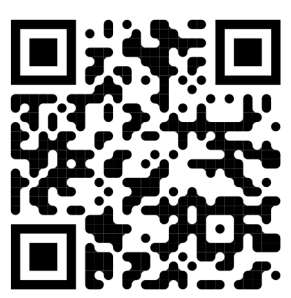


Planned Contributions

1. Characterizing the documentation review process [1]
2. An open source malleable review system
3. Requirements for collaborative review systems and evaluations

References

1. “A Second Set of Eyes”: The Process and Challenges of Software Documentation Review. **Avinash Bhat**, Ian Arawjo, Disha Shrivastava, Jin L.C. Guo (*Under Review*)
2. Do LLMs Meet the Needs of Software Tutorial Writers? Opportunities and Design Implications. **Avinash Bhat**, Disha Shrivastava, Jin L.C. Guo. (*DIS 2024*)
3. Designing and Programming Malleable Software. Philip Tchernavskij. (*Ph.D. Dissertation. Université Paris Saclay. 2019*)
4. <https://malleable.systems>



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