

Malleable Interfaces for Reviewing Software Documentation

Avinash Bhat

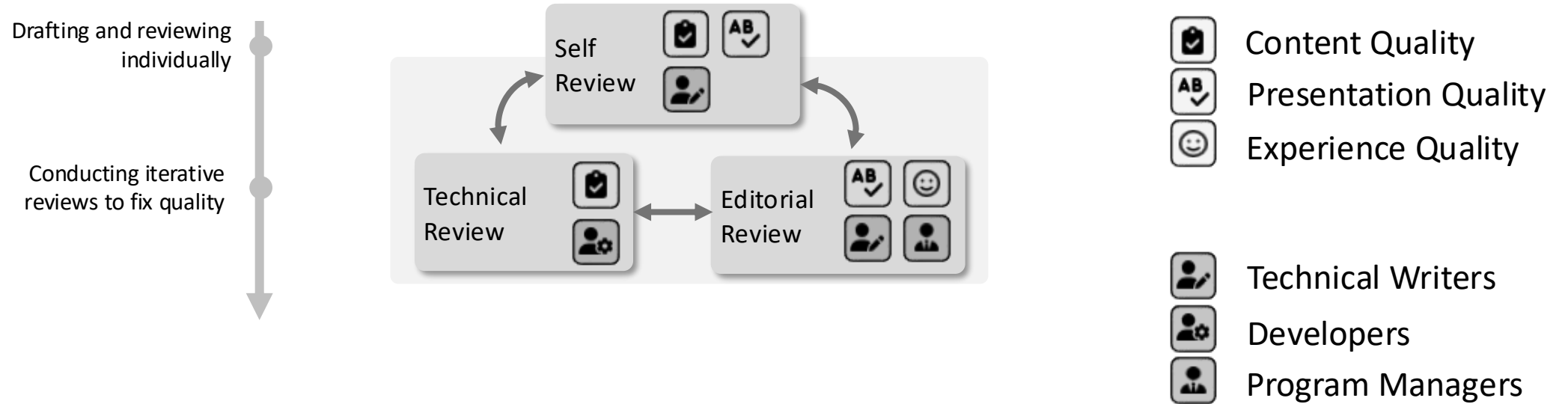
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The documentation review process consists of five stages, each evaluating one or more of the three quality aspects and involving different practitioner roles.



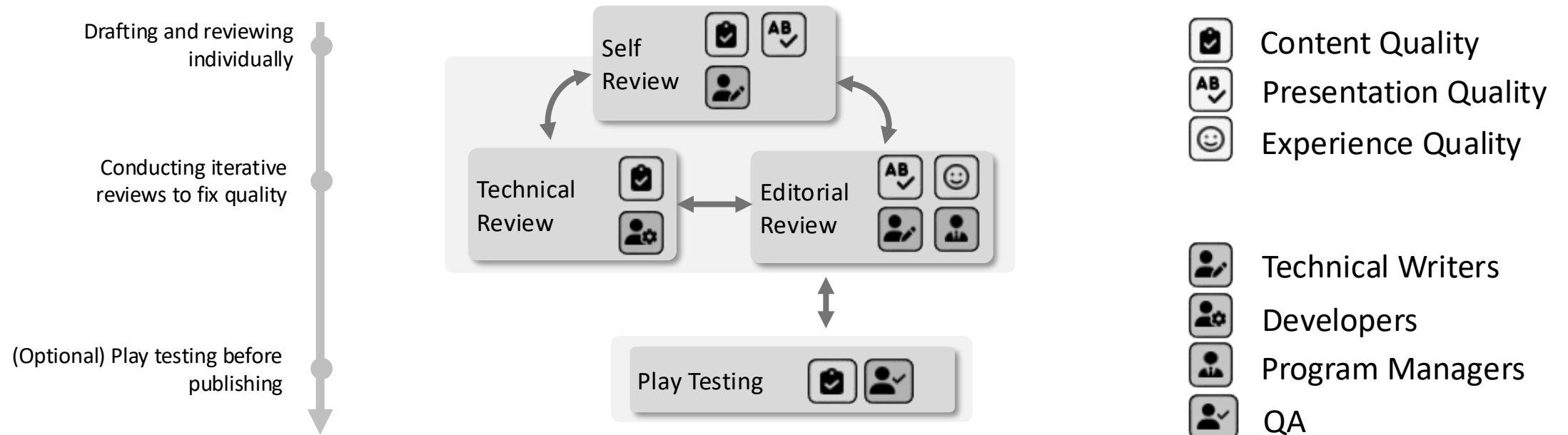
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“I ask for a technical review to make sure that the content is accurate... and an editorial review so the text is clear, concise” – P4

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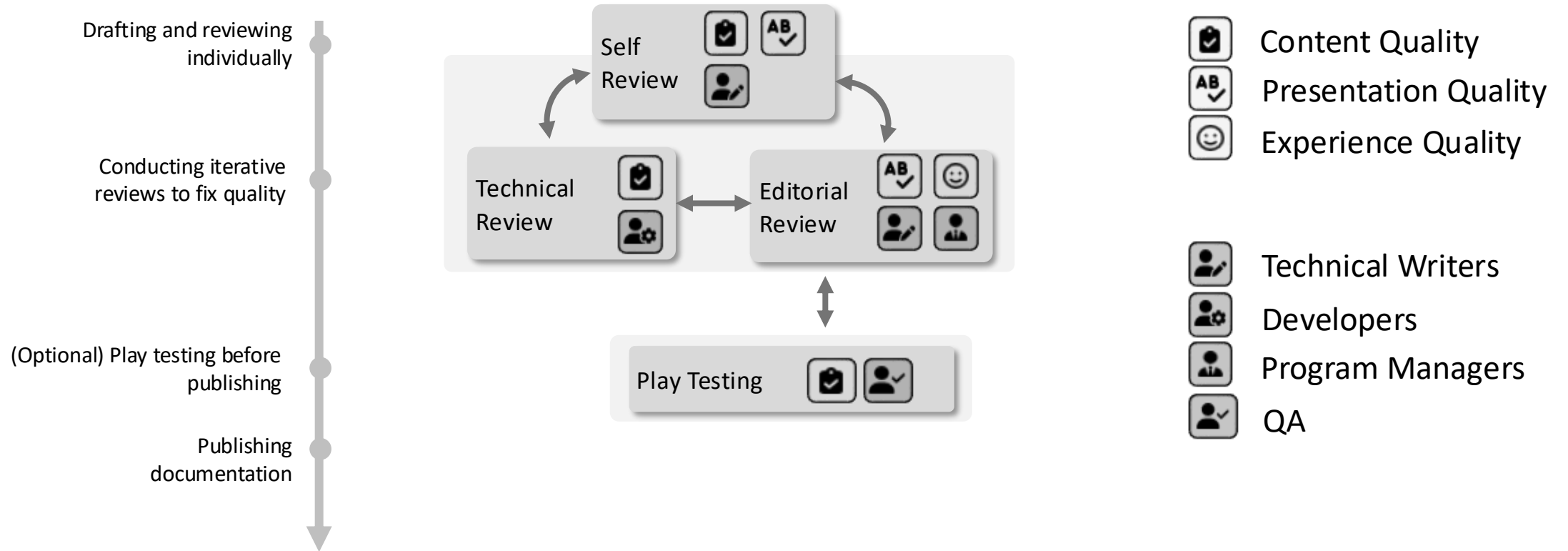
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“I will try to send tutorials to someone to test end-to-end... [to] let me know if I made any assumptions” – P5

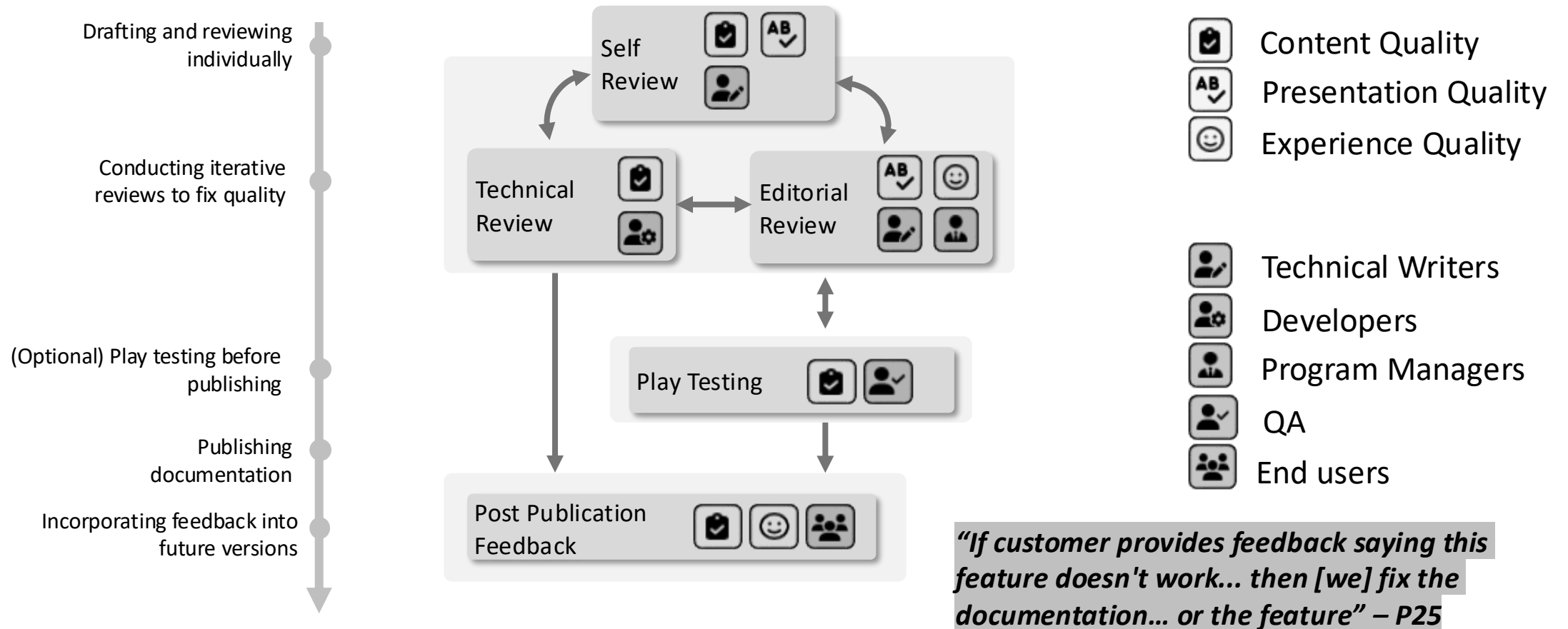
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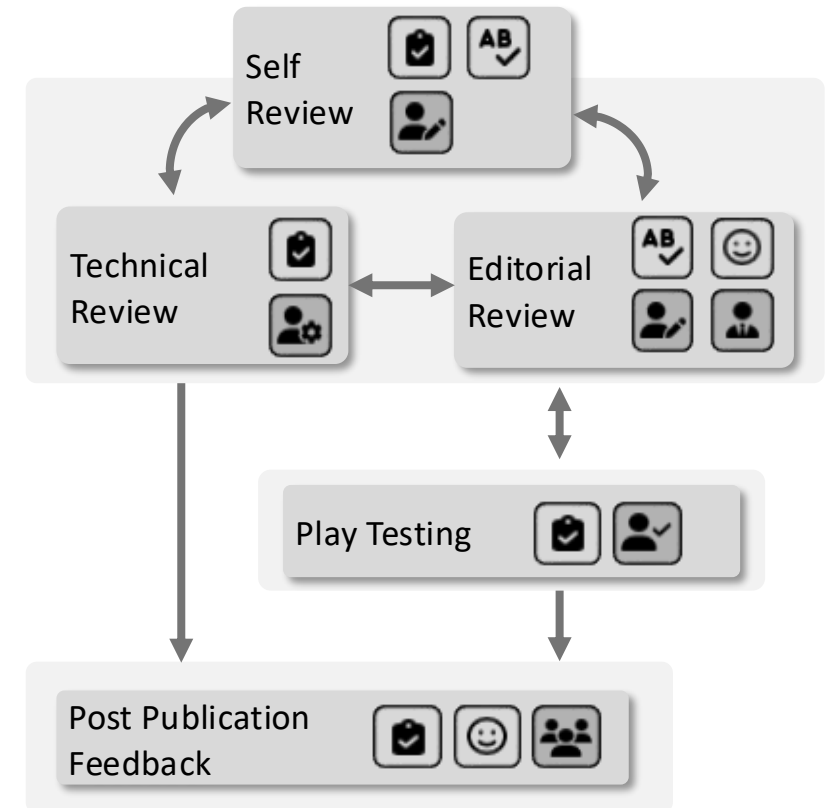
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Problem #1

Existing review interfaces **do not account** for specific review stages.



“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.”

— *An anonymous technical writer [1]*

1. Do LLMs Meet the Needs of Software Tutorial Writers? Opportunities and Design Implications.
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— *An anonymous technical writer [1]*

“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.”

— *Another anonymous technical writer [2]*

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Problem #2

Practitioners **depend on developers** to build and maintain documentation tools.

Goal

A documentation review environment in which every practitioner, not just developers, can work collaboratively.

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Malleability

Users should be able to **reshape** their tools to fit their work, rather than adapting their work to fit the tools.

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1

Accommodate
practitioners across
expertise levels

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Accommodate
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2

Present artifacts
and information
relevant to user role

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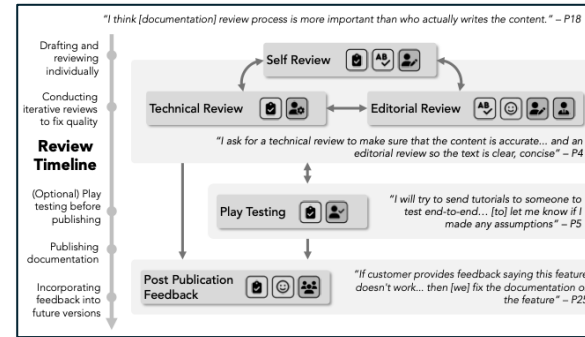
2

Present artifacts
and information
relevant to user role

3

Support generating
interfaces for
emerging
interactions

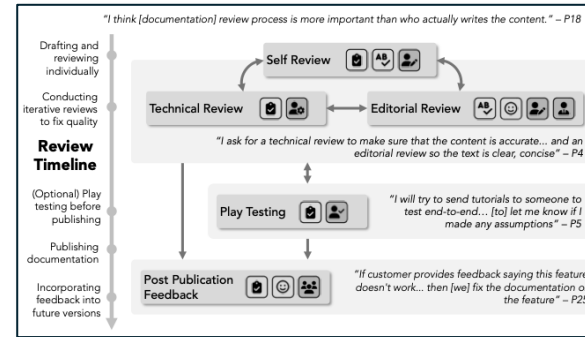
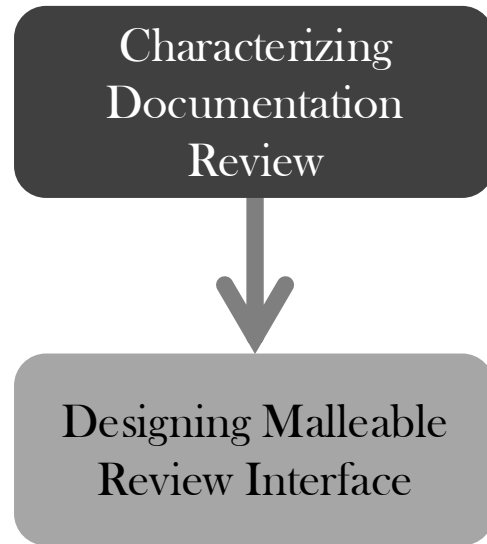
Characterizing Documentation Review



1. Process Model (Interview Study)

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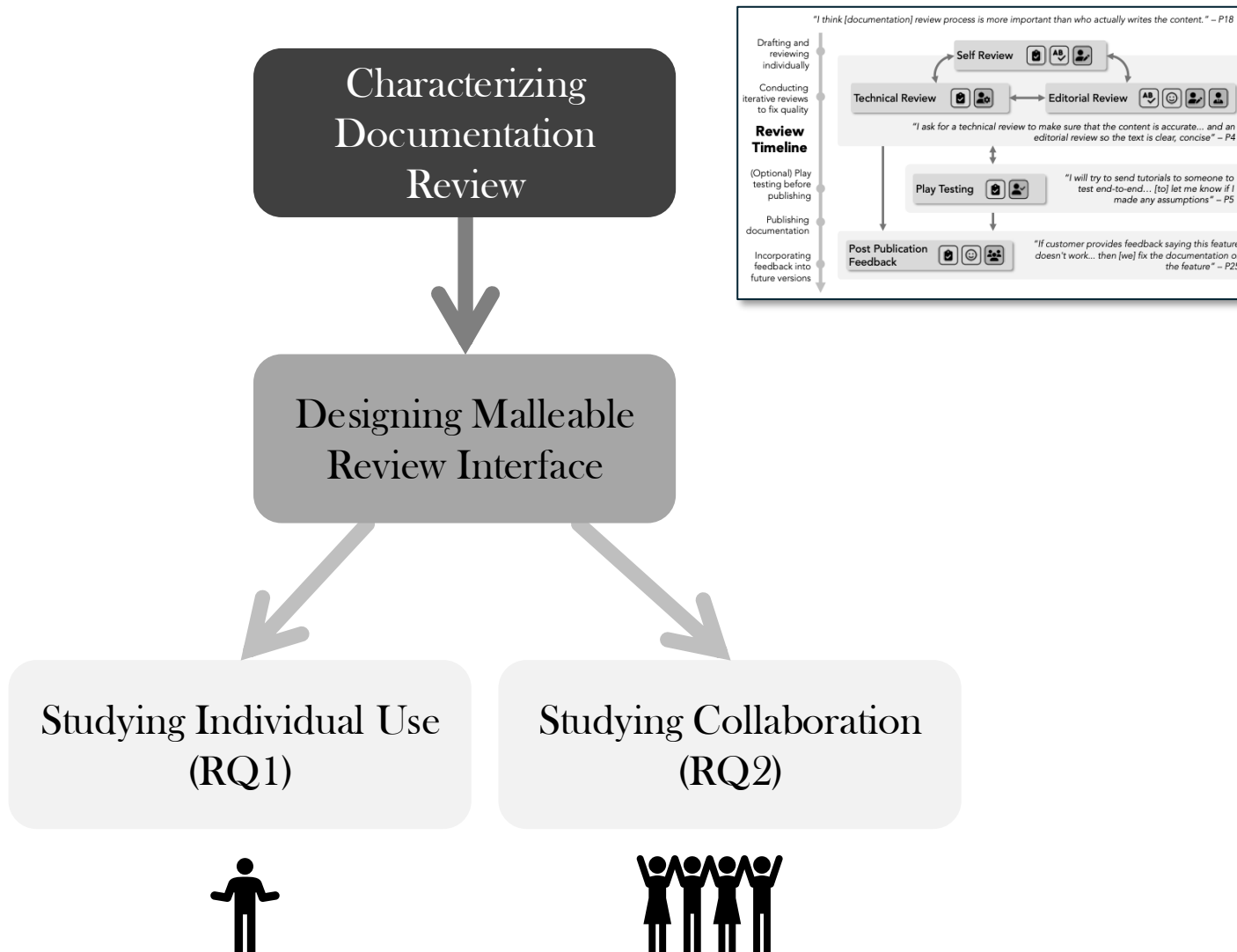


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2. System (Observation Study & Design Workshops)



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3. Evaluation + Design Implications (Lab & Field Studies)

RQ1: How do **individual** practitioners articulate and use the interfaces they need?

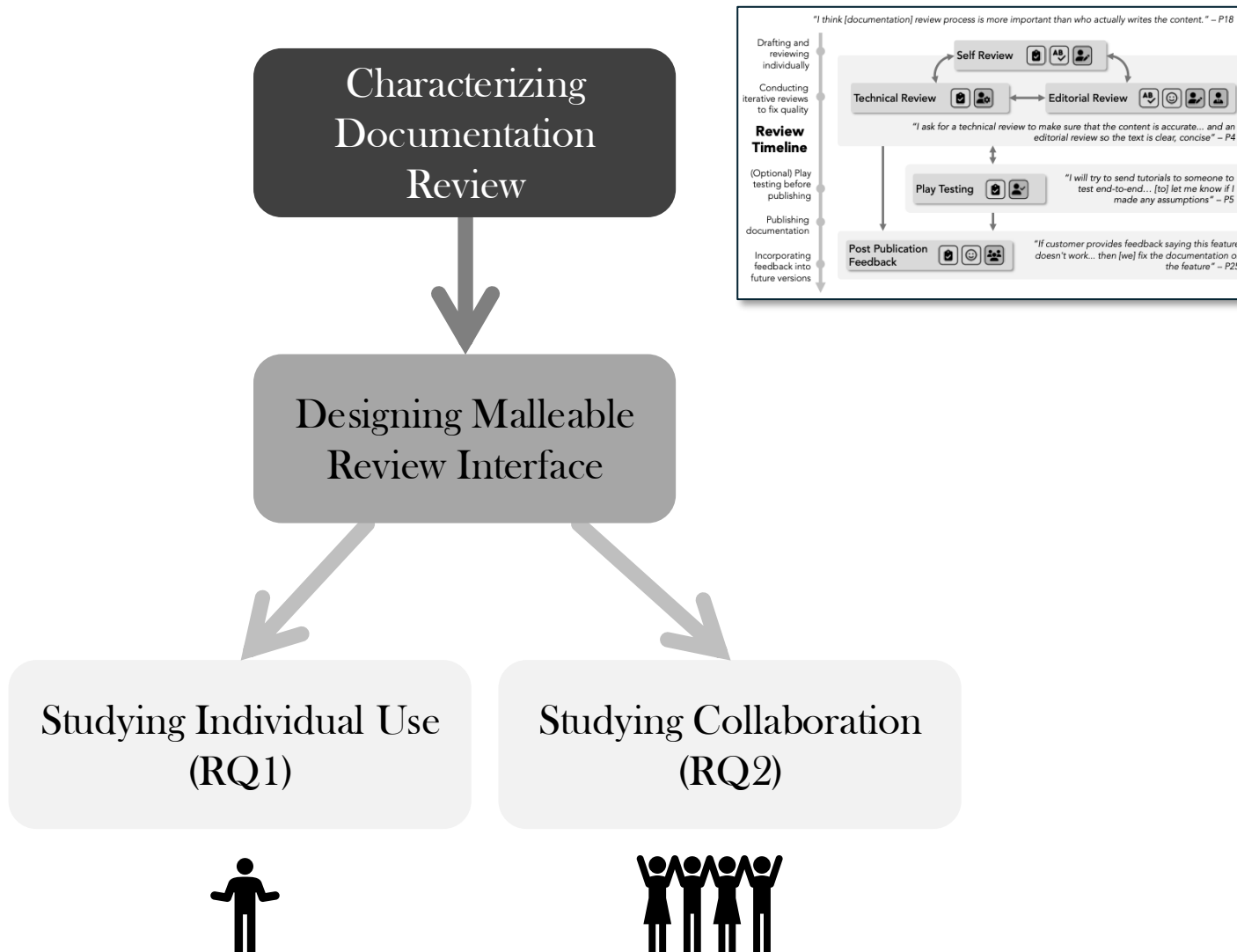
Method: Lab Study

Implications: Identifying onboarding challenges and designing scaffolding + usability of the system *within* a review stage

RQ2: How do **multiple** practitioners collaborate and share the interfaces?

Method: Diary Study/Field Deployment

Implications: Scaffolding for collaboration + usability of the system *between* the review stages



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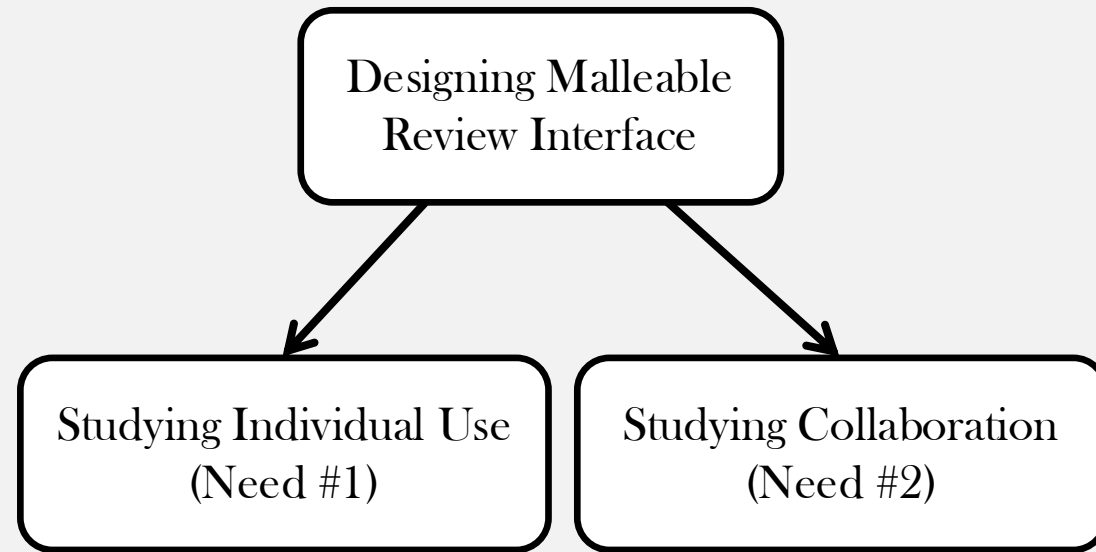
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Looking for **feedback/opinions on upcoming phases.**



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Open for collaborations/discussions!

