

- [9] Mitchell, G. E. 1993. What do users really want from computer documentation? In *IPCC 93 Proceedings. The New Face of Technical Communication: People, Processes, Products* (pp. 27–31). Presented at the International Professional Communication Conference 1993, IEEE.
- [10] Novick, D. G., & Ward, K. 2006. What users say they want in documentation. Presented at the SIGDOC 2006, Myrtle Beach, South Carolina, USA: ACM.
- [11] Holtzblatt, K., Wendell, J. B., & Wood, S. 2004. *Rapid contextual design: a how-to guide to key techniques for user-centered design*. Morgan Kaufmann.
- [12] Bernard, H. 2006. *Research methods in anthropology: qualitative and quantitative approaches* (Fourth Edition.). Lanham, MD, USA: Altamira Press.
- [13] von Krogh, G., Haefliger, S., Spaeth, S., & Wallin, M. W. 2012. Carrots and rainbows: Motivation and social practice in open source software development. *MIS Quarterly-Management Information Systems*, 36(2), 649–676.
- [14] Nielsen, J. 1993. *Usability Engineering*. Boston, MA, USA: Academic press.
- [15] Watson, R. B. 2012. Development and application of a heuristic to assess trends in API documentation. In *Proceedings of the 30th ACM International Conference on Design of Communication* (pp. 295–302). Presented at the SIGDOC 2012, Seattle, WA, USA: ACM.
- [16] Association of Support Professionals, The. 2013. *The Ten Best Web Support Sites of 2013: Site Scoring System*. ASPonline.com. Retrieved May 19, 2013, from <http://www.asponline.com/scoring13.pdf>
- [17] Hars, A., & Ou, S. 2002. Working for free? Motivations for participating in open-source projects. *International Journal of Electronic Commerce*, 6, 25–40.
- [18] Hertel, G., Niedner, S., & Herrmann, S. 2003. Motivation of software developers in Open Source projects: an Internet-based survey of contributors to the Linux kernel. *Research policy*, 32(7), 1159–1177.
- [19] Oreg, S., & Nov, O. 2008. Exploring motivations for contributing to open source initiatives: The roles of contribution context and personal values. *Computers in Human Behavior*, 24(5), 2055–2073. doi:doi:10.1016/j.chb.2007.09.007
- [20] Shah, S. K. 2006. Motivation, governance, and the viability of hybrid forms in open source software development. *Management Science*, 52(7), 1000–1014.
- [21] Wu, C.-G., Gerlach, J. H., & Young, C. E. 2007. An empirical analysis of open source software developers' motivations and continuance intentions. *Information & Management*, 44(3), 253–262. doi:doi:10.1016/j.im.2006.12.006
- [22] Ye, Y., & Kishida, K. 2003. Toward an understanding of the motivation of open source software developers. In *Software Engineering, 2003, Proceedings. 25th International Conference on* (pp. 419–429). Presented at the Software Engineering, 2003, International Conference on, IEEE.
- [23] Oram, A. 2007. Why do people write free documentation? results of a survey. LAMP: *The Open-Source Web Platform*. Retrieved from <http://www.onlamp.com/lpt/a/7062>
- [24] Ellis, H. J., Purcell, M., & Hislop, G. W. 2012. An approach for evaluating FOSS projects for student participation. In *Proceedings of the 43rd ACM Technical Symposium on Computer Science Education* (pp. 415–420). Presented at the SIGCSE 2012, Raleigh, North Carolina, USA.
- [25] Help - Eclipse Platform. (n.d.). Retrieved July 20, 2013, from [http://help.eclipse.org/juno/index.jsp?topic=%2Forg.eclipse.jdt.doc.isv%2Freference%2Fapi%2Forg%2Feclipse%2Fjdt%2Fdebug%2Fcore%2FIJavaArrayType.html&anchor=getComponentType\(\)](http://help.eclipse.org/juno/index.jsp?topic=%2Forg.eclipse.jdt.doc.isv%2Freference%2Fapi%2Forg%2Feclipse%2Fjdt%2Fdebug%2Fcore%2FIJavaArrayType.html&anchor=getComponentType()). Included under Eclipse Public License
- [26] Chapter 11. HQL and JPQL. (n.d.). Retrieved July 20, 2013, from <http://docs.jboss.org/hibernate/orm/4.1/devguide/en-US/html/ch11.html#d5e2552>. Included under LGPL v2.1.
- [27] Class AppHelper | CakePHP. (n.d.). Retrieved July 20, 2013, from <http://api.cakephp.org/2.3/class-AppHelper.html>. Copyright © 2013 Cake Software Foundation, Inc.
- [28] PHP: substr - Manual. (n.d.). Retrieved July 20, 2013, from <http://php.net/manual/en/function.substr.php>. Copyright © 2001-2013 The PHP Group.
- [29] Ko, A. J., & Riche, Y. 2011. The role of conceptual knowledge in API usability. In *Proceedings of the Visual Languages and Human-Centric Computing (VL/HCC), 2011 IEEE Symposium on* (pp. 173–176). Presented at the Visual Languages and Human-Centric Computing (VL/HCC), 2011 IEEE Symposium on, IEEE.
- [30] Markel, M. 2006. *Technical Communication* (8th ed.). Boston, MA, USA: Bedford/St. Martins.