Usability Research for KDE at openSUSE

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Motivation

• SUSE wants to drive innovations
• Team analyzed part with best rate of work / benefit
• Start menu was most obvious to us
• Ongoing discussion about the KDE 4 start menu
Several Approaches for Menu NG
SUSE Linux 10.x
Tasty Menu
Kbfx
Celeste Paul's Application Browser
SLED 10: GNOME Desktop Menu

Search: [
Show: Favorite Applications

Firefox
Web Browser

Evolution
Mail and Calendar

Banshee
Music Player

OpenOffice.org
Writer
Word Processor

F-Spot
Photo Browser

Home Folder
File Browser

System
Help
Control Center
Install Software
Lock Screen ...
Log Out ...

Status
Hard Drive
20G Free / 33G Total

Network: Wireless
Connected to: pork...
Interfaces and Application Team
Picture taken on usual work day...
Interfaces and Applications Team

- Team Lead
- KDE Developers
  - contribute to KDE project, work on openSUSE integration
  - Kickoff, Kerry, KNetworkManager, sysinfo:/, ...
- Usability Experts
  - Kickoff, openSUSE Survey, Novell Customer Center testing, YaST card sort study, YaST style guide, ...
- Internationalization Specialist
  - Font rendering, input methods, ...
- Web Designer
  - openSUSE updater icons, new wiki layout proposal, ...
Start Menu Usability Study
Setup of the Usability Study

• Testing different start menus
  • Finding strengths of them using comparable tests
  • 10 users per test cohort
    → Form about user habits
    → Video-Taping of 13 tasks
    → Another form about impressions
  • Development of a prototype that tries to unify the seen strengths
  • Another 10 users test prototype
  • Inclusion of results in final product
Tasks

Task 1: Change desktop background and use file …
Task 2: Find, open and close a PDF document with name …
Task 3: Find and open a recently used office text document with name …
Task 4: Find and open a mp3-file located in the CD-ROM drive with name …
Task 5: Lock screen
Task 6: Open web browser, open and close web page with URL …
Task 7: Search for all office text documents containing name …
Task 8: Change start menu: remove entry with name …
Task 9: Change start menu: add application … to the start menu
Task 10: Find rules of the game …
Task 11: Find information about "how to add a printer to the system"
Task 12: Change start menu: Add office text document with name …
Task 13: Shut down system
Example
The Participants
Sample Description
Gender Dispersal (Groups: KDE Classic, KDE Kick Off, Vista)

Sample N = 30

Male
19
63.33%

Female
11
36.67%
Sample Description
Age Dispersal (Groups: KDE Classic, KDE Kick Off, Vista)

Sample N = 30

- 25 to 34 years: 17 (56.67%)
- 35 to 44 years: 10 (33.33%)
- 45 to 54 years: 3 (10.00%)
Sample Description
Profession Status (Groups: KDE Classic, KDE Kick Off, Vista)

Sample N = 30

- Student: 14 (46.67%)
- Employee: 13 (43.33%)
- Manager: 2 (6.66%)
- Trainee: 1 (3.33%)
Sample Description
“My Start Menu” (Groups: KDE Classic, KDE Kick Off, Vista)

Sample N = 30

- Microsoft Windows
  - 15
  - 50.00%

- Linux with KDE
  - 7
  - 23.33%

- Linux with Gnome
  - 5
  - 16.67%

- Linux with Terminal
  - 1
  - 3.33%

- Apple Mac OS
  - 1
  - 3.33%

- Other
  - 1
  - 3.33%

Sample N = 30
Question: How often do you start applications via...

- Items in the start menu
- Icons on the desktop
- Quick launch icons
- Sub-menus below Programm categories
- Keyboard short cuts
- Text console

KDE Classic users (N=12)
Windows XP users (N=19)
Kickoff Design and Testing
Our Design
Task Completion Time
Task 1 to 13 - Lower Values Represent Better Scores

* You need to be an expert to complete this task within the KDE Classic group
Success Rate of Task Completion
Task 1 to 13

* You need to be a real expert to complete task 12 in the KDE Classic group with success

- KDE Classic (N = 10)
- KDE KickOff (N = 10)
- Vista (Beta 2) (N = 10)
ISONORM Questionnaire by Prümper & Anft
Mean of 5 Questions in 7 Categories

Suitability for task
Self descriptiveness
Controllability
Conformity with user expectations
Error tolerance
Suitability for individualisation
Suitability for learning

ISONORM 9241/10 score

KDE Classic (N = 10)
KDE KickOff (N = 10)
Vista (Beta 2) (N = 10)
AttrakDiff by Hassenzahl
4 Categories Representing Different Aspects of Attractiveness

- Pragmatic quality
- Hedonic quality – stimulation
- Hedonic quality – identification
- Attractiveness

AttrakDiff scores (min = -3 / max = +3)

KDE Classic (N = 10)  KDE KickOff (N = 10)  VISTA Beta 2 (N = 10)
Video Time
General Information
Mailing-Lists

opensuse-kde@opensuse.org
Discussion about KDE in the openSUSE distribution

opensuse-usability@opensuse.org
Help to improve the usability in openSUSE

Subscription: mailto:<listname>+subscribe@opensuse.org
openSUSE Build Service Repositories

KDE: KDE3
  Latest released KDE for released distributions
KDE: Backports
  Application from Factory for released distributions
KDE: Community
  Community maintained KDE applications

KDE: Playground
  Development version of applications in distribution
KDE: KDE4
  Unstable test builds of upcoming KDE 4
Questions?

http://en.opensuse.org/Kickoff
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Corporate color palette and margins

These gray lines show the margins that need to be adhered too. If your slide content extends beyond the margins, you may need to move to a full screen slide layout.

Most importantly keep the area under the logo clear.

### Corporate color palette

- **Yellow Palette**
  - R 188
  - G 225
  - B 141

- **Green Palette**
  - R 252
  - G 194
  - B 79

- **Blue Palette**
  - R 225
  - G 213
  - B 75

- **Gray Palette**
  - R 182
  - G 201
  - B 207

- **SUSE Palette**
  - R 0
  - G 149
  - B 48

- **Misc**
  - R 186
  - G 189
  - B 182

### Corporate color palette and margins

- **Yellow Palette**
  - R 232
  - G 128
  - B 0

- **Green Palette**
  - R 157
  - G 176
  - B 41

- **Blue Palette**
  - R 100
  - G 132
  - B 164

- **Gray Palette**
  - R 107
  - G 108
  - B 105

- **SUSE Palette**
  - R 224
  - G 0
  - B 0

- **Misc**
  - R 204
  - G 0
  - B 0

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