

Reflections on UX

- By Björn Balazs
- Berlin, 19 October 2012

Thesis of this talk

- ▼ The UX team has made tremendous achievements during the past year.
- ▼ We must, can and will do even better.

About me

Björn Balazs

- ▼ Psychologist
- ▼ Founder of www.OpenUsability.org
- ▼ Working for www.User-Prompt.com
- ▼ During past year distant observer / escort of the UX team

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Looking back: 1 year ago

Multidisciplinary forces drive LibreOffice, including User Experience, but:

- ▼ Bernhard & Christoph retired (more or less)
- ▼ Difficult to find new team members (→ my talk last year)
- ▼ No tight integration with development

Looking back: The last year

- ▼ UX team stabilized, new and active members joined
- ▼ Process got defined
- ▼ Integration with the development improved
- ▼ Team helped to improve LO

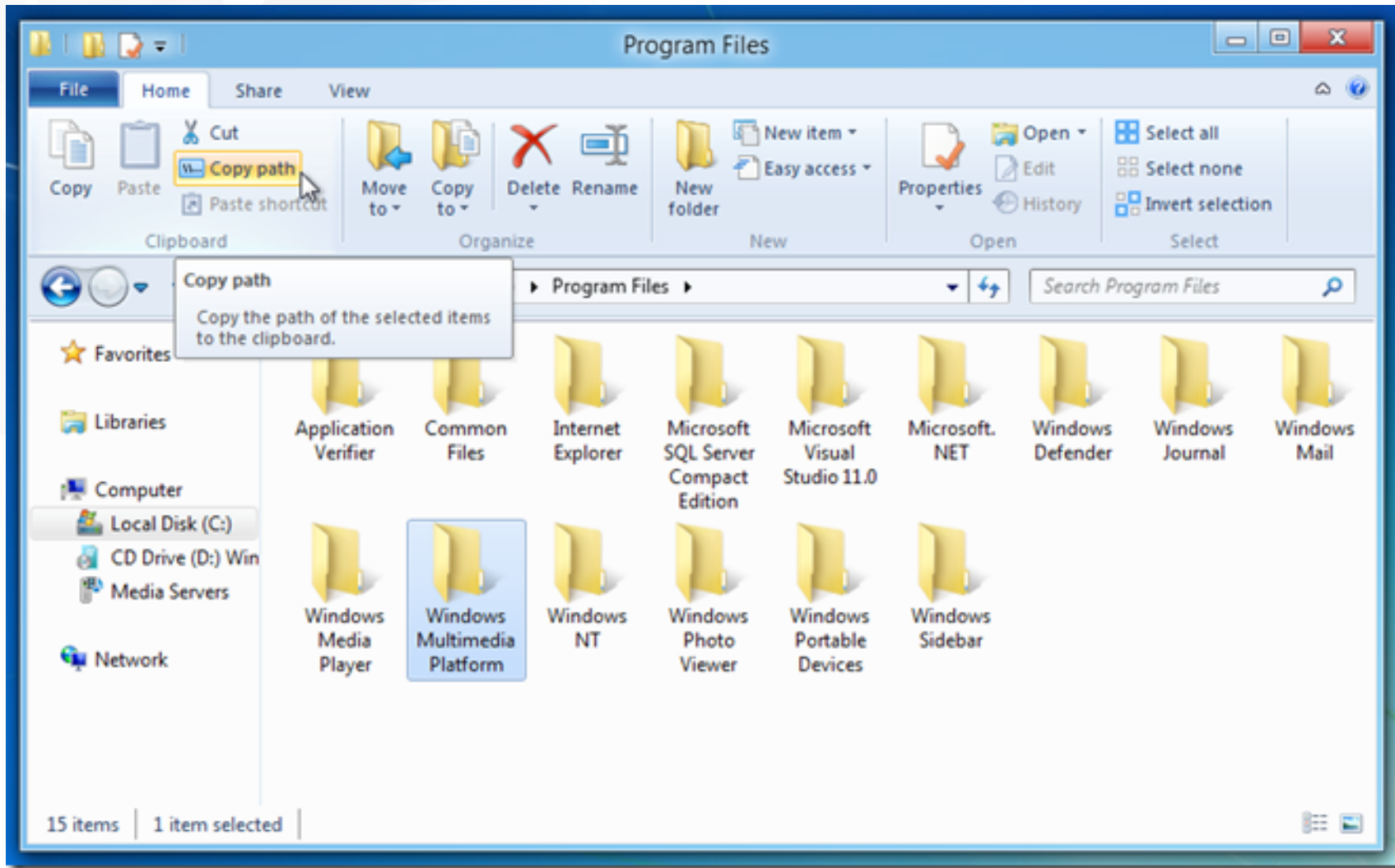
For details see the talks of

- ▼ Stefan & Alexander: 'Design and LibreOffice – what lies behind, what is ahead'
- ▼ Mirek & Jan: 'Designers and Hackers: Working together'

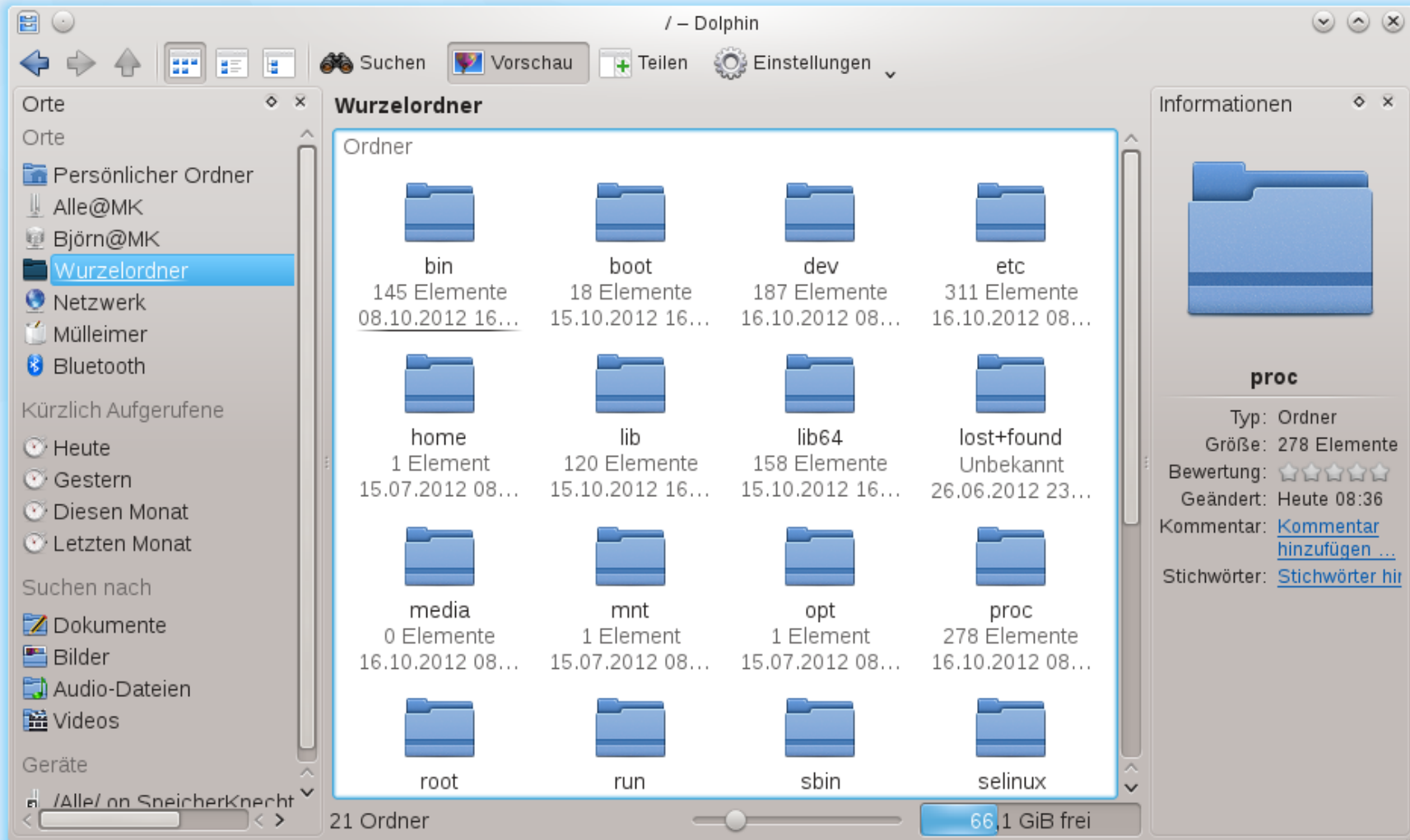
So, everything is perfect?

- ▼ Yes, but... let me show you something completely different...

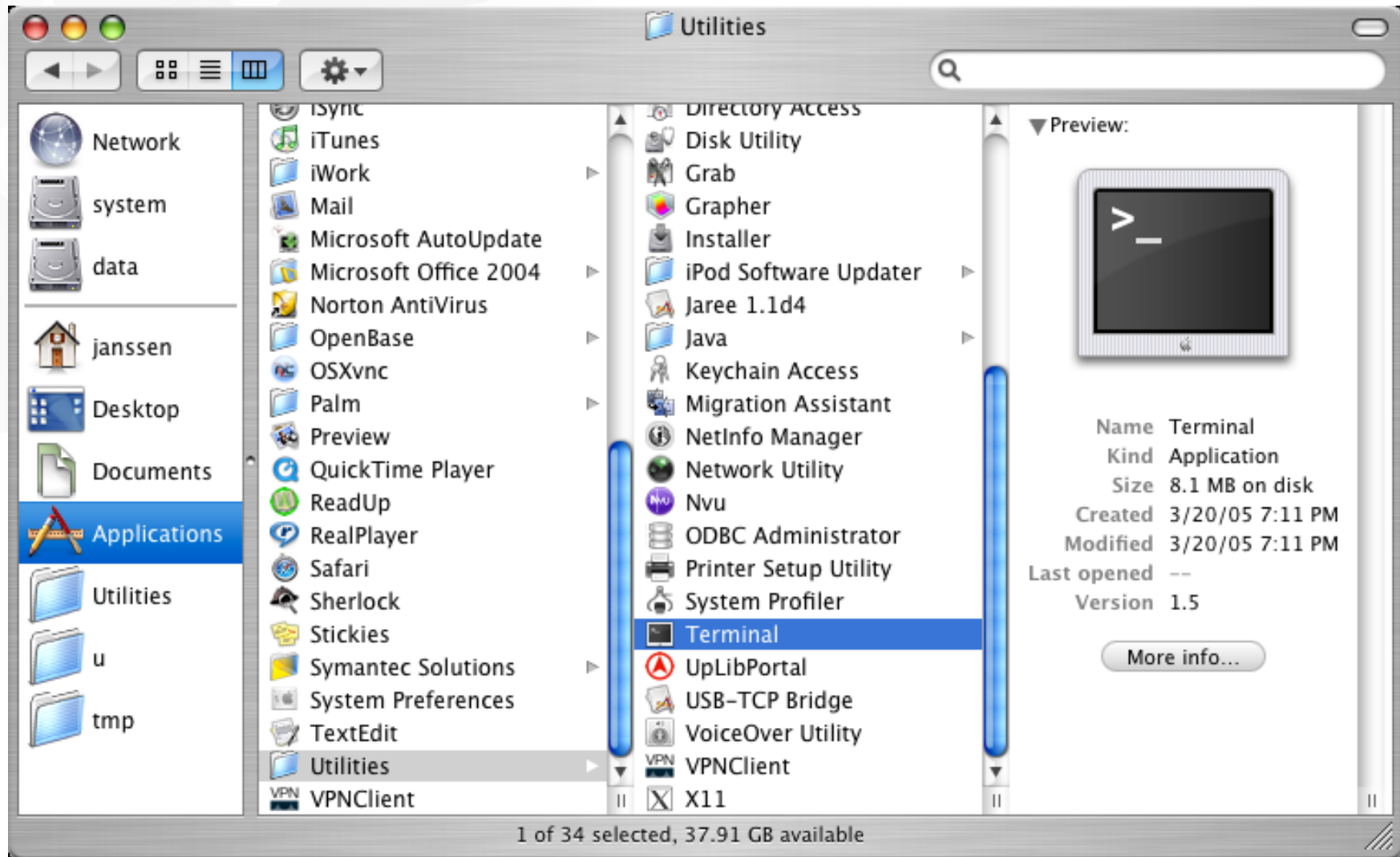
Managing files



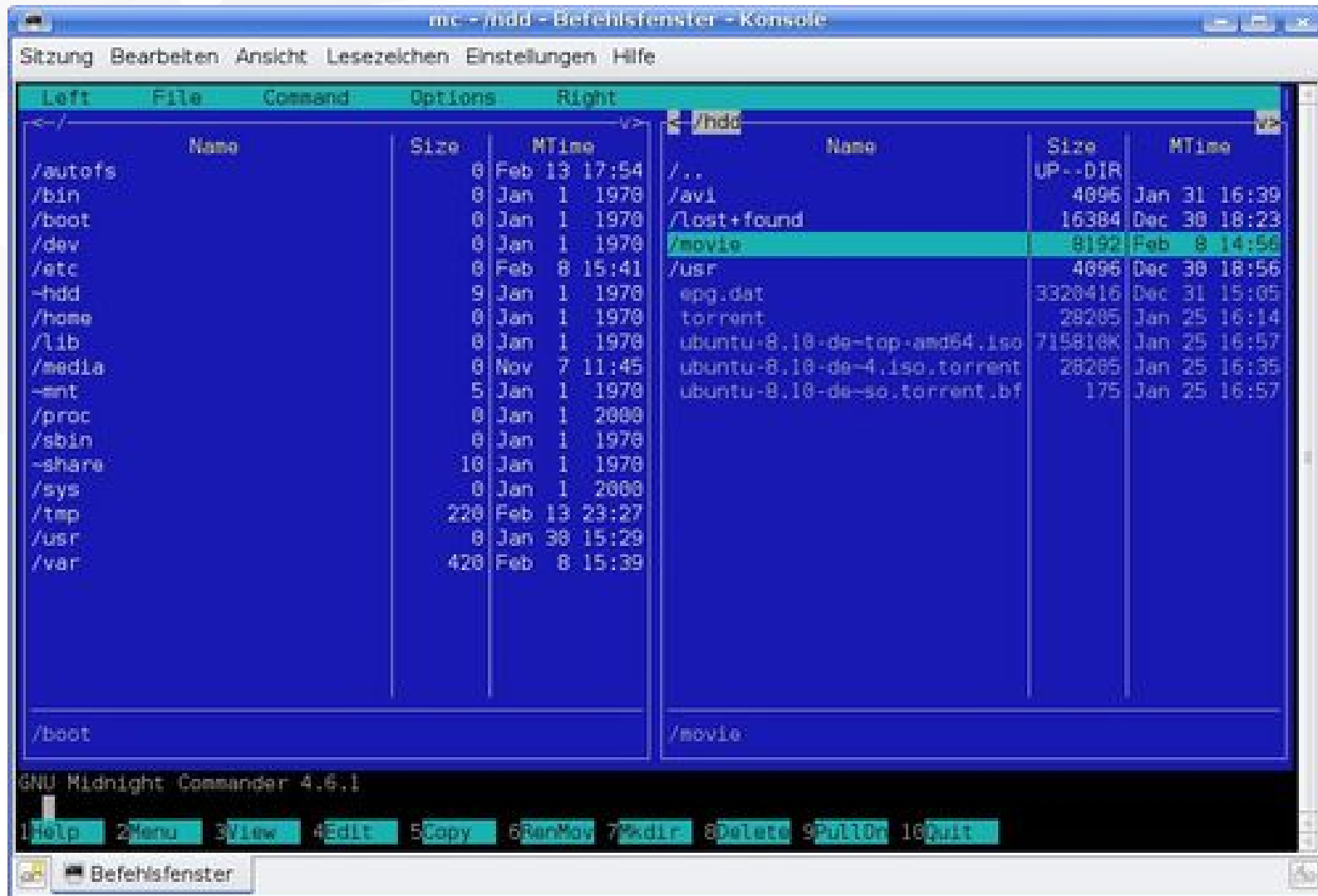
Managing files



Managing files



Managing files



Managing files

```
/: bash – Konsole
Datei Bearbeiten Ansicht Lesezeichen Einstellungen Hilfe
bjoern@rechenknecht: /> ls -al
insgesamt 293
drwxr-xr-x 25 root root 4096 16. Okt 08:36 .
drwxr-xr-x 25 root root 4096 16. Okt 08:36 ..
drwxr-xr-x 2 root root 4096 8. Okt 16:15 bin
drwxr-xr-x 7 root root 1024 15. Okt 16:16 boot
drwxr-xr-x 2 root root 4096 26. Jun 23:44 .config
drwxr-xr-x 19 root root 3820 16. Okt 08:36 dev
drwxr-xr-x 131 root root 12288 16. Okt 08:36 etc
drwxr-xr-x 3 root root 4096 15. Jul 08:19 home
drwxr-xr-x 3 root root 4096 27. Jun 01:15 .kde4
drwxr-xr-x 17 root root 4096 15. Okt 16:16 lib
drwxr-xr-x 9 root root 12288 15. Okt 16:16 lib64
drwx----- 2 root root 16384 26. Jun 23:25 lost+found
drwxr-xr-x 2 root root 40 16. Okt 08:36 media
drwxr-xr-x 3 root root 4096 15. Jul 08:19 mnt
drwxr-xr-x 3 root root 4096 15. Jul 08:19 opt
```

So, who is doing it right?

- ▼ Hint:
It depends on the user, stupid!

Why aren't we doing LaTeX?

- ▼ If at all, we have an implicit agreement of our goals
- ▼ We are all different in many respects
- ▼ None of us is (even close to) the typical user

Conclusion:

Scratching our own itches does not scale anymore

Current solution: Design by committee

A bunch of people together decides how to do things.

Problems:

- ▼ The committee changes
 - How can we achieve consistency?
- ▼ We are not the users (not even close to them)
 - How can we address the users problems?

Conclusion:

- ▼ We are limiting our potential success

Proposal: User Driven Development

Users are able to support the development in two ways:

1. Understanding the requirements

- ▼ Telling us about their life, goals, wishes,...

2. Assuring quality

- ▼ Identify problems in LibreOffice
- ▼ Evaluate proposed solutions

We have lots of users. How can we talk to them?

It would fill a presentation to answer this. Just two hints:

- ▼ LibreOffice is a communication channel
- ▼ The internet helps a lot

Users are hard to get. What can we do if they are not available?

Artifacts help to keep the focus in these situations:

- ▼ Personas
- ▼ Situationas
- ▼ Goals

Working with them:

Jump into the role of a Persona, imagine the Situationa and try to achieve the goals.

→ These artifacts need to be grounded by research.

Development is an iterative process. So, when does it stop?

A solution needs to be good enough for the users:







- ▼ Identify relevant benchmarking metrics
- ▼ Measure the perceived quality
- ▼ Iterate

A practical example

- ▼ How good are the icons we are using?

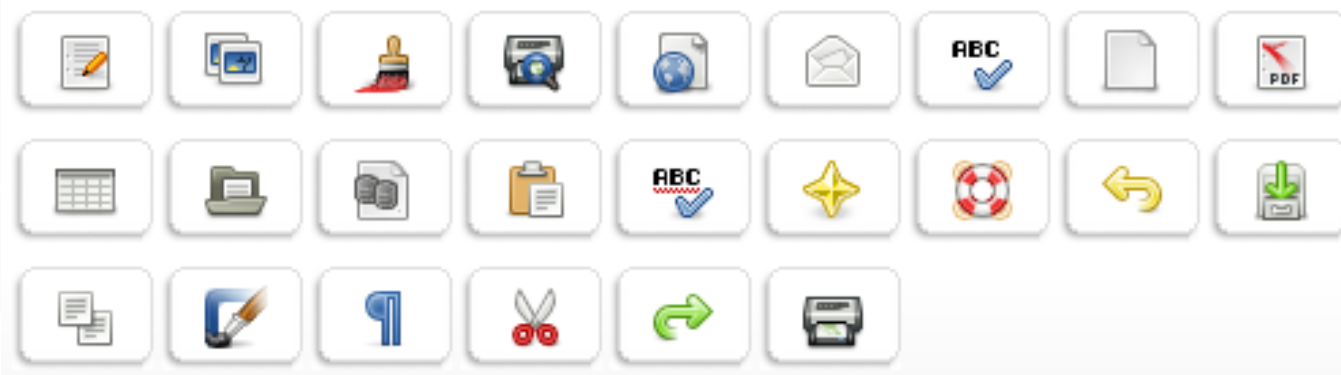
About testing icons...

- ▶ Test is about the strength of the association between icon and term it represents (e. g. the tool tip)
- ▶ Subjective (choice) and objective (time to choose) measurements are assessed and calculated
- ▶ Use of the Open Usability Platform UserWeave, an aGPL web service

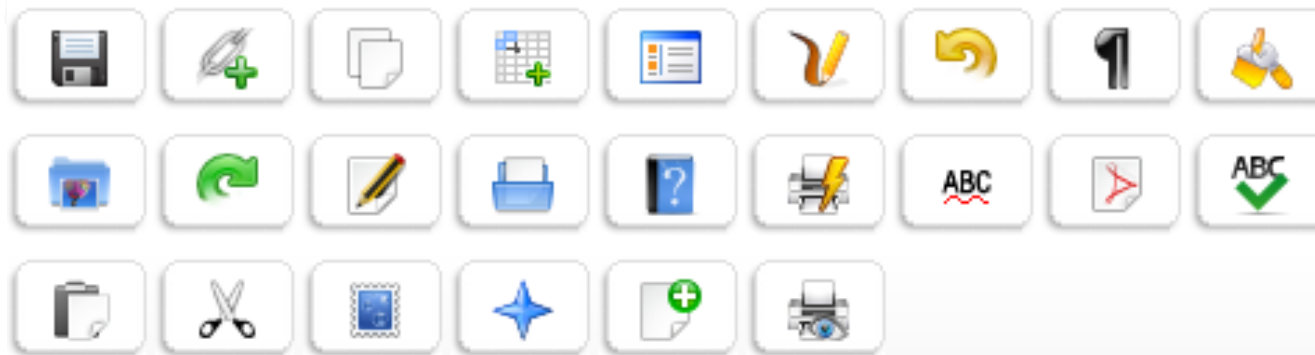
Quality indicator	Without assignment.	2		6.0
	Conspicuity of icon set	10		
	Strength of association	10		10.0
	Discriminatory power	10		
	Conspicuity	10		

Overview: Icon Test

- ▼ 2 Tests of the 24 standard Writer toolbar icons
- ▼ Tango (n=1473, Writer Usage=3,82, SD=1,05, 6 Lang.)



- ▼ Oxygen (n=1626, Writer Usage=3,79, SD=1,09, 7 Lang.)



Results: Overview

Icons	Tango	Oxygen
Working well (> 9,0)	12	10
Medium quality (8,0-9,0)	5	6
Low quality (< 8,0)	7	8
Total	24	24

A little Quiz...

How good are the following icons working?



Nonprinting Characters (10,0)



Copy (8,8)



Paste (7,4)

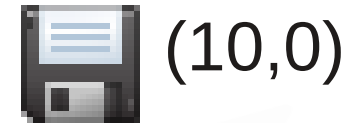
Results: Common problems

▼ Not working metaphor:

▼ Document as email



▼ Save



▼ Data Sources



▼ Paste



▼ Show Draw functions



▼ Copy



Results: Common problems

▼ Too much detail:

▼ Spelling and Grammar

ABC (6,4)


ABC (6,2)


▼ Auto Spellcheck

ABC (6,2)


ABC (6,0)


▼ Page preview

 (7,6)

 (7,6)

▼ Print File Directly

 (10,0)

 (8,2)

Results: And the winners are...

▼ Perfect icons:

▼ Export directly as PDF



(10,0)

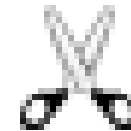


(10,0)

▼ Cut



(10,0)



(10,0)

▼ Nonprinting Characters



(10,0)



(10,0)

Results: Even more

Not addressing here:

- ▼ What influence has culture / language?
- ▼ Do women perceive icons differently than men?
- ▼ How about the learning effect?
- ▼ ...

Go and find out yourself!

Play with the freely available data on www.UserWeave.net

We will also publish some reports on our blog / the LibreOffice Planet

Summing it up

- ▼ We must, can and will do better!

A more user centric approach:

- ▼ Is hard work
- ▼ Allows us to focus on the real problems
- ▼ Lets us know, how good we really are
- ▼ Helps us to reach world domination

There are still missing parts:

- ▼ Contact to end users
(Please help us to do this out of LibreOffice)
- ▼ Artifacts
- ▼ Tooling
(UserWeave.net is desperately seeking contributors)
- ▼ Your commitment...

→ Join the workshop today at 15:30 at Hörsaal to work on the details.

Thank you ... Time for questions!

- Contact:
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