openSUSE Start Menu
Discussion of the usability of the KDE start menu

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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 KDE4 start menu
Several approaches

Filter

Tasty Menu

kbfx

Celeste's App Browser
Setup of the Usability Study

- Testing different start menus
- Finding strengths of them using comparable tests
- 10 users per condition
  - 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
Start Of Applications
Group independent sample N = 31

Question: How often do you start applications via...

- Items in the start menu
  - KDE Classic users (N=12): 2.75, 3.47
  - Windows XP users (N=19): 3.83, 3.95
- Icons on the desktop
  - KDE Classic users: 3.83, 3.95
  - Windows XP users: 4.0
- Quick launch icons
  - KDE Classic users: 3.08, 4.0
  - Windows XP users: 3.68
- Sub-menus below programm categories
  - KDE Classic users: 1.42
  - Windows XP users: 2.5, 2.68
- Keyboard short cuts
  - KDE Classic users: 1.39
  - Windows XP users: 2.92
- Text console
  - KDE Classic users: 2.68
  - Windows XP users: 1.42

1 = Never, 2 = Seldom, 3 = Sometimes, 4 = Often, 5 = Very often
openSUSE to the rescue :)
Our Design
Example
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

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)
Questions?

Go to http://en.opensuse.org/Kickoff
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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
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
Sample Description
User Experience (Groups: KDE Classic, KDE Kickoff, Vista)

The values are based on the summary of selected variables and do not represent the self estimation score.

<table>
<thead>
<tr>
<th>Experience score</th>
<th>Frequency in sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>8</td>
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<tr>
<td>20</td>
<td>7</td>
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<tr>
<td>30</td>
<td>5</td>
</tr>
<tr>
<td>40</td>
<td>2</td>
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<td>50</td>
<td>4</td>
</tr>
<tr>
<td>60</td>
<td>0</td>
</tr>
<tr>
<td>70</td>
<td>1</td>
</tr>
<tr>
<td>80</td>
<td>1</td>
</tr>
</tbody>
</table>

Std. Dev. = 19.50
Mean = 26.0
N = 30
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

Manager
2
6.66%

Employee
13
43.33%

Student
14
46.67%

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
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
ISONORM Results
Areas with KDE < 0 (Part 1)

• Suitability for the task
  - **-0.50**: The software does not show all functions to complete the tasks in an efficient manner

• Self descriptiveness (worst case for KDE)
  - **-0.30**: The software shows a bad overview about its functionality
  - **-1.30**: The software does not give adequate information about acceptable or unacceptable interactions
  - **-0.60**: On demand the software does not display an explanation for the specific situation that helps to go on with work
  - **-1.30**: The software does not give explanation by itself an explanation for the current context that helps to go on with work
ISONORM Results
Areas with KDE < 0 (Part 2)

• Conformity with user expectation
  – \textbf{-0.40}: The software does not give feedback if the ENTER was successful

• Error tolerance
  – \textbf{-1.00}: The software does not give concrete information about trouble shooting

• Suitability for individualization
  – \textbf{-0.20}: The software does not fit for starters and experts in the same way because it cannot be adjusted to my knowledge

• Suitability for learning
  – \textbf{-0.10}: The software does not dare me to try new functions
Following are pairs of words to assist you in your evaluation. Each pair represents extreme contrasts. The possibilities between the extremes enable you to describe the intensity of the quality you choose.

An example:

<table>
<thead>
<tr>
<th>disagreeable</th>
<th>likeable</th>
</tr>
</thead>
</table>

This evaluation tells us that the product is predominantly likeable, but that there is marginal room for improvement.

Do not spend time thinking about the word-pairs. Try to give a spontaneous response. You may feel that some pairs of terms do not adequately describe the product. In this case please still be sure to give an answer. Keep in mind that there is no right or wrong answer. Your personal opinion is what counts!

**Please mark only one square in each case!**

<table>
<thead>
<tr>
<th>human</th>
<th>technical</th>
</tr>
</thead>
<tbody>
<tr>
<td>isolating</td>
<td>connective</td>
</tr>
<tr>
<td>pleasant</td>
<td>unpleasant</td>
</tr>
<tr>
<td>inventive</td>
<td>conventional</td>
</tr>
<tr>
<td>simple</td>
<td>complicated</td>
</tr>
<tr>
<td>professional</td>
<td>unprofessional</td>
</tr>
<tr>
<td>ugly</td>
<td>attractive</td>
</tr>
<tr>
<td>practical</td>
<td>impractical</td>
</tr>
<tr>
<td>likeable</td>
<td>disagreeable</td>
</tr>
<tr>
<td>cumbersome</td>
<td>straightforward</td>
</tr>
<tr>
<td>stylish</td>
<td>tacky</td>
</tr>
<tr>
<td>predictable</td>
<td>unpredictable</td>
</tr>
<tr>
<td>cheap</td>
<td>premium</td>
</tr>
<tr>
<td>alienating</td>
<td>integrating</td>
</tr>
<tr>
<td>brings me closer to people</td>
<td>separates me from people</td>
</tr>
<tr>
<td>unrepresentable</td>
<td>presentable</td>
</tr>
<tr>
<td>rejecting</td>
<td>inviting</td>
</tr>
<tr>
<td>unimaginative</td>
<td>creative</td>
</tr>
<tr>
<td>good</td>
<td>bad</td>
</tr>
<tr>
<td>confusing</td>
<td>clearly structured</td>
</tr>
<tr>
<td>repelling</td>
<td>appealing</td>
</tr>
<tr>
<td>bold</td>
<td>cautious</td>
</tr>
<tr>
<td>innovative</td>
<td>conservative</td>
</tr>
<tr>
<td>dull</td>
<td>captivating</td>
</tr>
<tr>
<td>undemanding</td>
<td>challenging</td>
</tr>
<tr>
<td>motivating</td>
<td>discouraging</td>
</tr>
<tr>
<td>novel</td>
<td>ordinary</td>
</tr>
<tr>
<td>unruly</td>
<td>manageable</td>
</tr>
</tbody>
</table>
Was kann es?

• Hauptaugenmerk lag auf einer klaren Struktur
• Suchfunktion, die alle Daten verbindet:
  ➔ Adressbuch, Emails, Lesezeichen und Anwendungen werden gefunden
  ➔ Volle Beagle-Funktionalität (Indizierte Daten)
  ➔ Direktes Öffnen von gefunden Dokumenten, Starten von Anwendungen, Webseiten
• Aktionen sind kategorisiert
• Integration von zuletzt benutzten Dokumenten und Anwendungen