

# State of the UX Productivity Enjoyment

Frank Loehmann OOo Project Lead User Experience Sun Microsystems





#### Agenda

- The User Experience Team in Beijing
- State of the OOo User Experience (UX) project
- OOo 3.0 usability improvements
- OOo surveys
- Direct user feedback program
- What's next? Renaissance!
- Q&A



#### The User Experience Team in Beijing



Christoph Noack OOo UX Project Co-Lead Interaction Designer Human-Machine-Interaction OOo Volunteer



#### Bettina Haberer

User Experience Engineer Sun Microsystems



**Frank Loehmann** OOo UX Project Lead User Experience Engineer Sun Microsystems



**Christian Jansen** User Experience Engineer Sun Microsystems





Andreas Bartel User Experience Engineer Sun Microsystems



#### State of the UX Project

- UX project became an official OOo project in March
- New project leads since then:
  - > Lead: Frank Loehmann, Sun Microsystems
  - > Co-lead: Christoph Noack, OOo volunteer
- Involved in all UI and feature changes on OOo
- 190 UX team members today (+130 people in 2008)
- Relaunched homepage: http://ux.openoffice.org
- And a new team blog: http://ux.openoffice.org/blog/
- Very active mailing list: discuss@ux.openoffice.org



## **OOo 3.0 Usability Improvements**

- Highlights
  - > Writer
    - New Notes
    - Zoom Slider for Writer (Calc, Draw, Impress in OOo 3.1)
  - > Calc
    - Solver
    - Collaboration
    - General usability improvements
  - > Draw/Impress
    - New Presenter Console (additional extension)

and many more...



#### **OOo 3.0 UX Improvements - Writer**

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#### **OOo 3.0 UX Improvements - Calc**

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#### **OOo Surveys**

- UX team is now also responsible for surveys
- Lime Survey is the new tooling for surveys
- OOo User Survey has been reworked
  - Shorter to increase participation (38 instead of 72 questions)
  - > Anonymous (registration part has been separated)
  - > Relaunch right before OOo Con
- New Isometrics survey to build an UX index Detailed presentation on Friday, 14:00- 14:45: Numbers, Numbers, Numbers, or how data helps to improve the OOo User Interface



## **Collecting Direct User Feedback**

- User Feedback Extension
  - > OOo Extension
  - > Collecting real usage data
  - > Feedback program starts with release of OOo 3.0.1
  - > Extension will be bundled with OOo 3.1
- Detailed presentation on Friday, 14:00- 14:45: Numbers, Numbers, Numbers, or how data helps to improve the OOo User Interface



#### What's Next?

Today we only patch OOo issue by issue



- Without
  - > knowing and understanding what our customers really do or want to do with the software
  - > rethinking the currently used concepts
  - > a **big picture** of how it should be



#### What Do Our Users Complain About?

- They complain about its cumbersome and outdated graphical user interface (GUI)
- A great deal of functionality is hidden in many overstuffed toolbars, poorly structured menus and complex dialogs
- Functions are thus difficult to access for novice users or too inefficient to use for expert users
- In addition, the GUI offers an antiquated look & feel which is hardly capable to communicate innovation and to create joy of use



## How Will the UX Team Change This?

- We will run a data driven project to
  - > analyze our users needs and to
  - > understand our users
- We want to innovate!
  - > Rethink user interaction
  - > Create a new appealing visual design
- We do not want to
  - > Imitate
  - > Implement new features
- How do we call it? Project Renaissance



#### **Project Renaissance - Mission Statement**

## "Create a User interface so that OpenOffice.org becomes the users' choice not only out of need but also out of desire"



#### **Questions & Answers**





#### **More UX Related Presentations**

- Numbers, Numbers, Numbers, or how data helps to improve the OOo User Interface
  - Friday, 14:00- 14:45
  - > Christian Jansen
  - > Andreas Bartel
- Making the New Notes Community, Cooperation, Concepts
  - Friday, 16:15-17:00
  - > Max Odendahl
  - > Christoph Noack
  - > Christian Jansen



## Thank you!

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Join us! Work with us!