

1. Preface

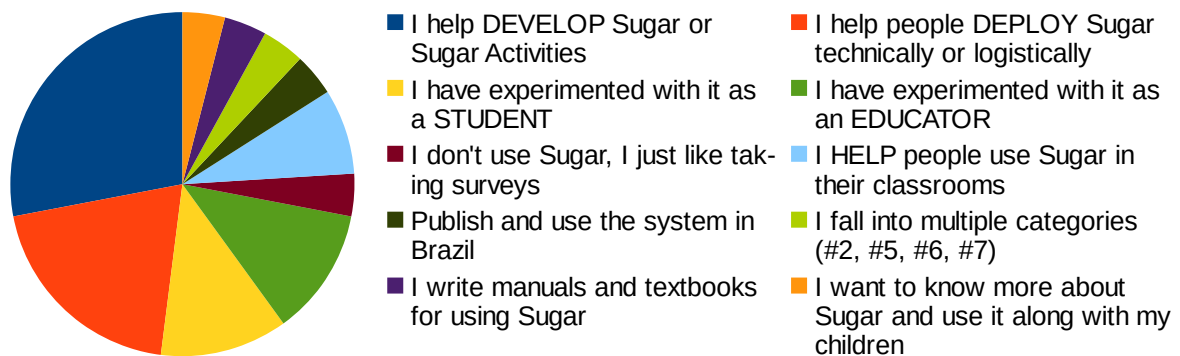
14:17 --> Peter-9559 (~urk@ip70-186-192-35.hr.hr.cox.net) has joined #sugar
14:18 <Peter-9559> anyone know if the journal can be disabled?
14:19 <-- Peter-9559 (~urk@ip70-186-192-35.hr.hr.cox.net) has left #sugar

This survey is dedicated to Peter-9559 of #sugar (irc channel). Ironically Peter's inspirational line was said after this survey had commenced.

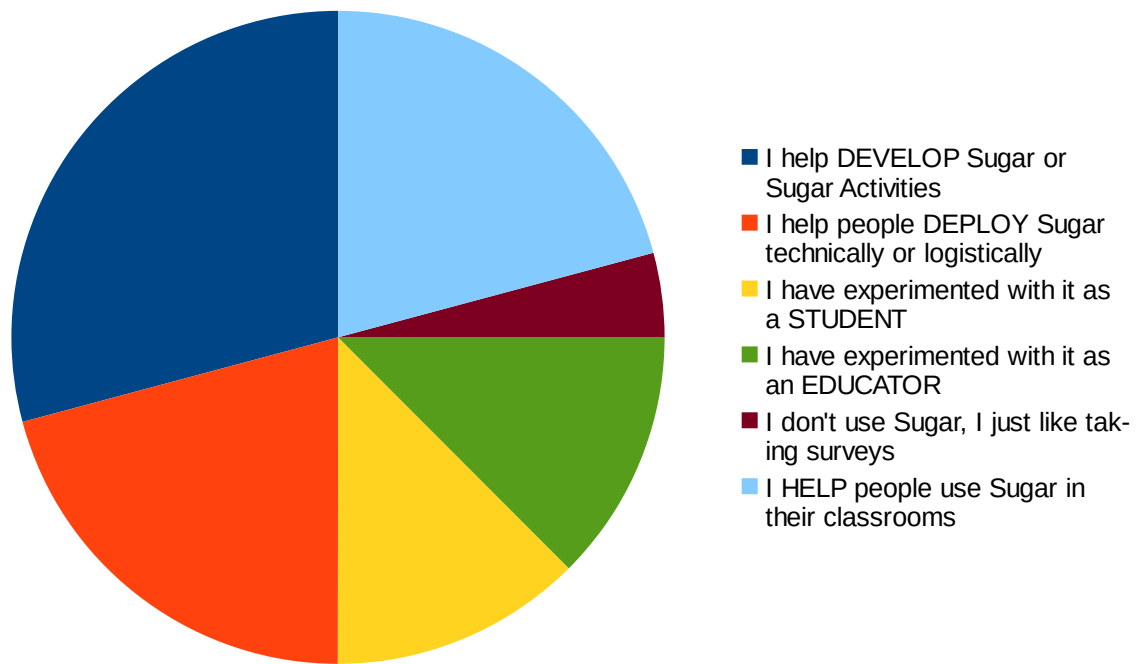
2. Survey Respondents

I received 25 responses to this survey. Two of which came from an English FaceB00k posting, 8 came from a Spanish FaceB00k posting (courtesy of Ignacio “i5o” Rodríguez). The remaining 15 responses were from a combination of SocialHelp and mailing list posts, as well as direct cold mailing. This is a very small sample size, which presents issues for using the survey findings.

The respondents were skewed towards developers and deployers. This represents the majority of people that have contact information listed publicly in relation to SugarLabs or OLPC. The following graph shows the roles people elected themselves as having:



The following graph shows my simplification of the above graph:

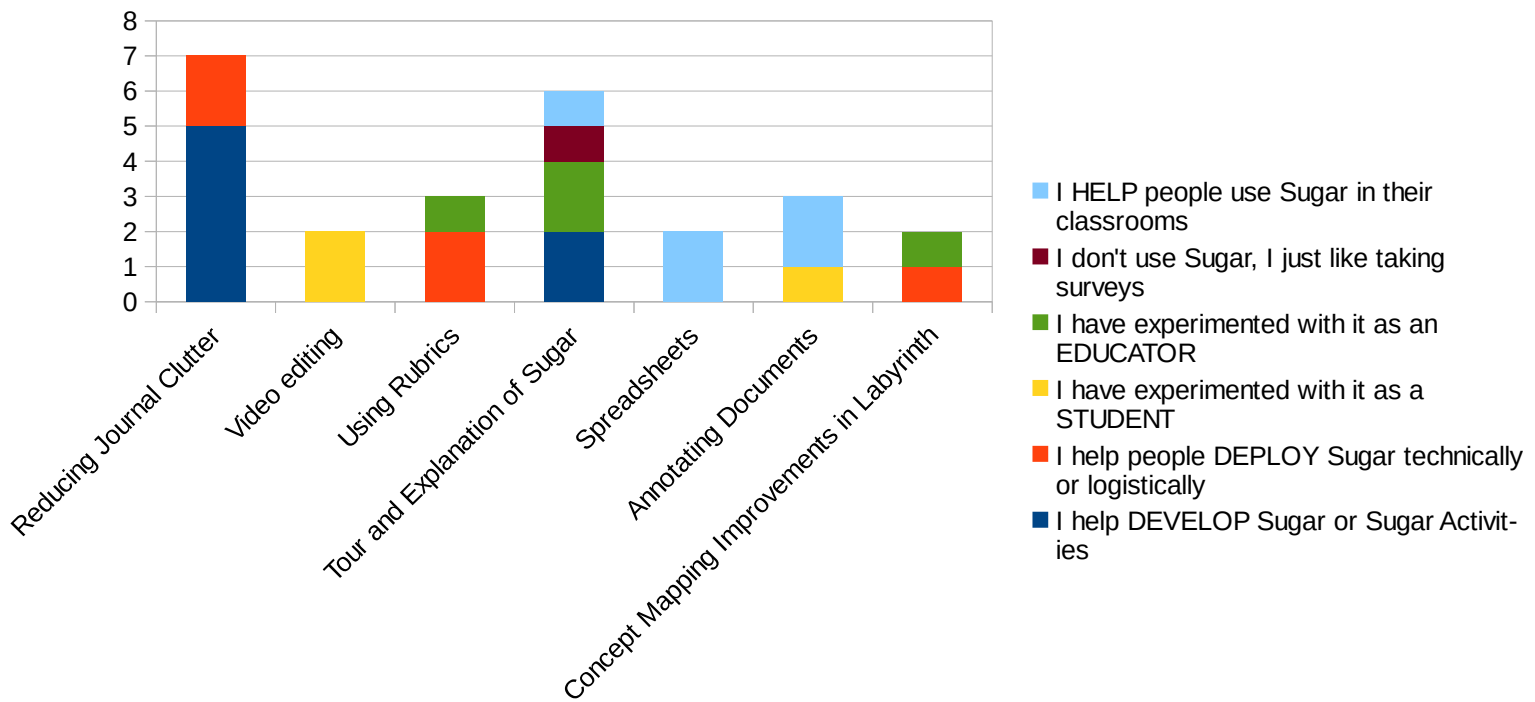


3. Important Improvements

In the survey, I presented the respondents with a list of potential features and asked them to choose the one most important to them. The list of features was:

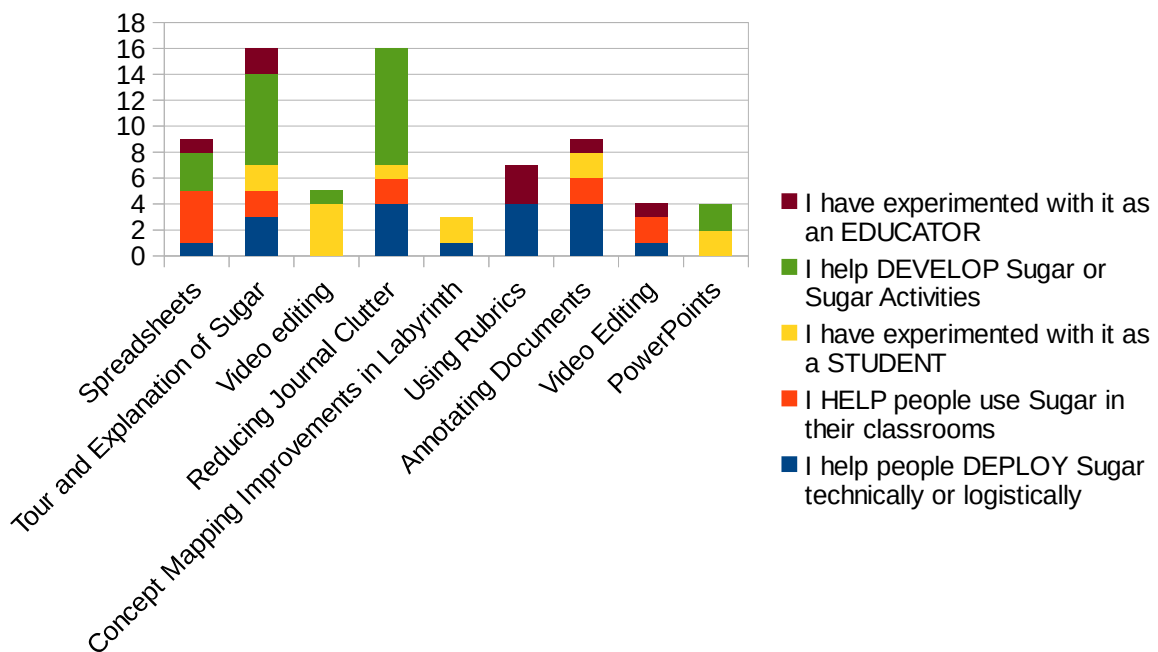
- Reducing Journal Clutter
- Tour and Explanation of Sugar
- Spreadsheets
- Annotating Documents
- PowerPoints
- Concept Mapping Improvements in Labyrinth
- Using Rubrics
- Video Editing

From this, I was able to graph the responses along with the type of respondent. For the unmodified graph, see Appendix 1. The following in the graph with similar types of respondents merged:

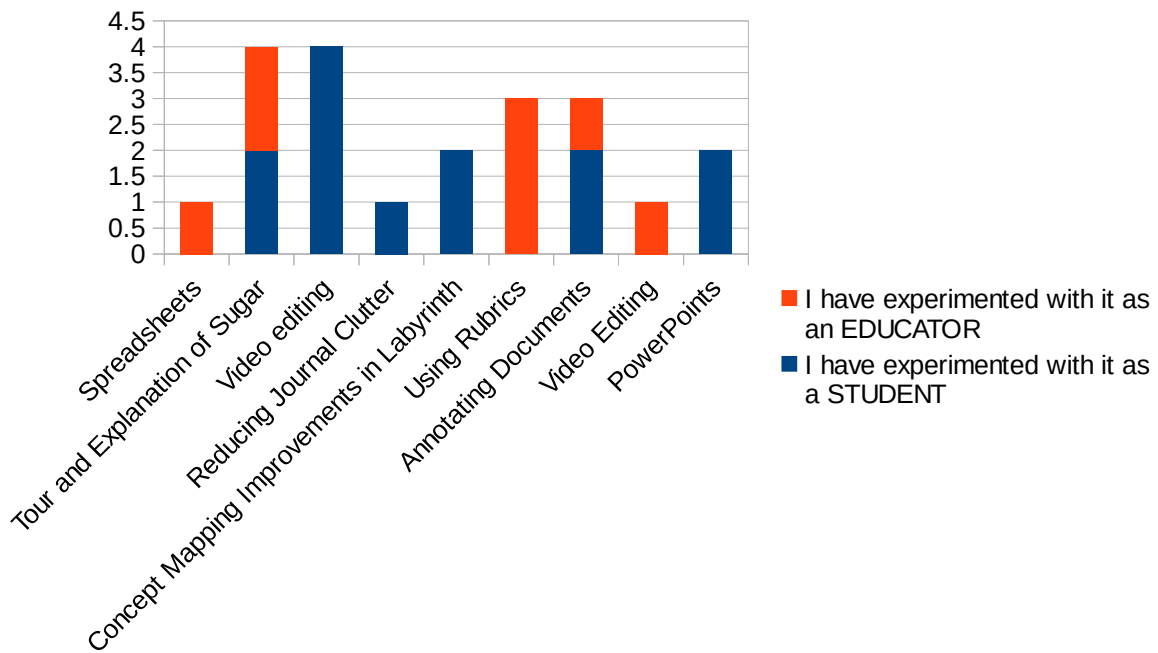


I also asked people to choose up to three that they viewed as important. This question also included an other field. However, this was hard to use for the results due to the fact many people put consequentially different ideas. Those ideas are listed in Appendix B.

I then created a graph where each idea either question given 1 point. Disregarding ideas from the “other” box, this results in the following graph:



As I am interested in the opinions of teachers and students, the following removed all other groups:



4. Pain Points

I asked users what features they disliked using due to confusing or complexity.

One major pain point that many users mention is the GUI being confusing. This ranged from “the black surrounding frame keeps coming up and the GUI is confusing”, to “All seems a very confusing layout”. This came from 1 student, 3 developers, 1 deployer. One deployer also responded via email and raised this issue.

Another topic that many talk about is collaboration. This ranges from “collaboration has never worked at scale” to “failures of collaboration”. This came from 2 deployers.

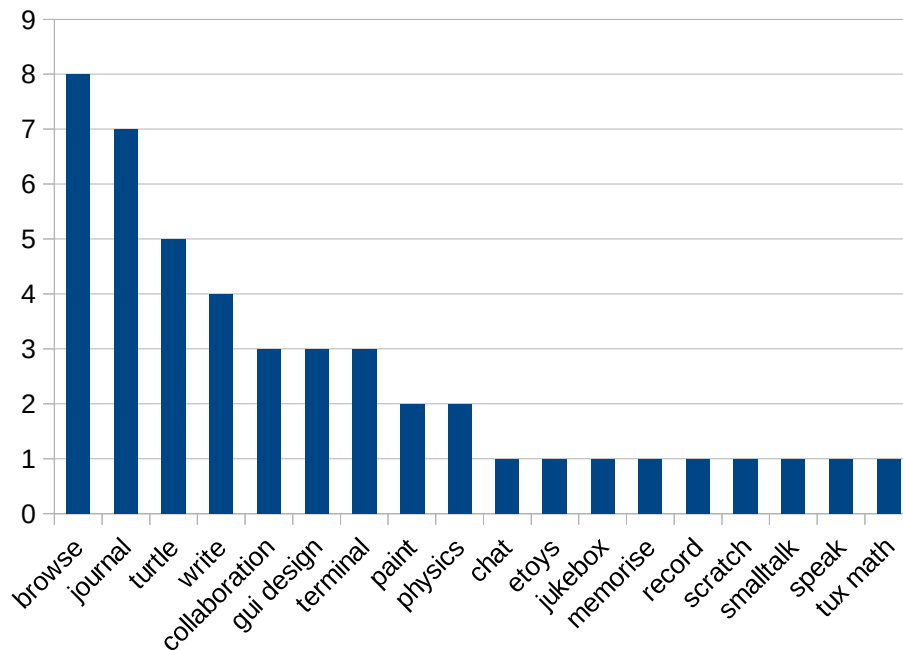
Other issues raised by people individually include:

- Activity recording being very heavy in SoaS
- Connecting to the WiFi being non intuitive
- The Journal
- Too much crashiness
- Clutter in the network view
- Disorganized control panel
- Labyrinth crashing
- Browse HTML5 support
- Changes obsoleting favourite activities
- Lack of Tam Tam in SoaS

- The modem feature being confusing
- GCompris not giving insight into student performance

5. Important Features

When asked what features they thought were important, people responded in the following way:

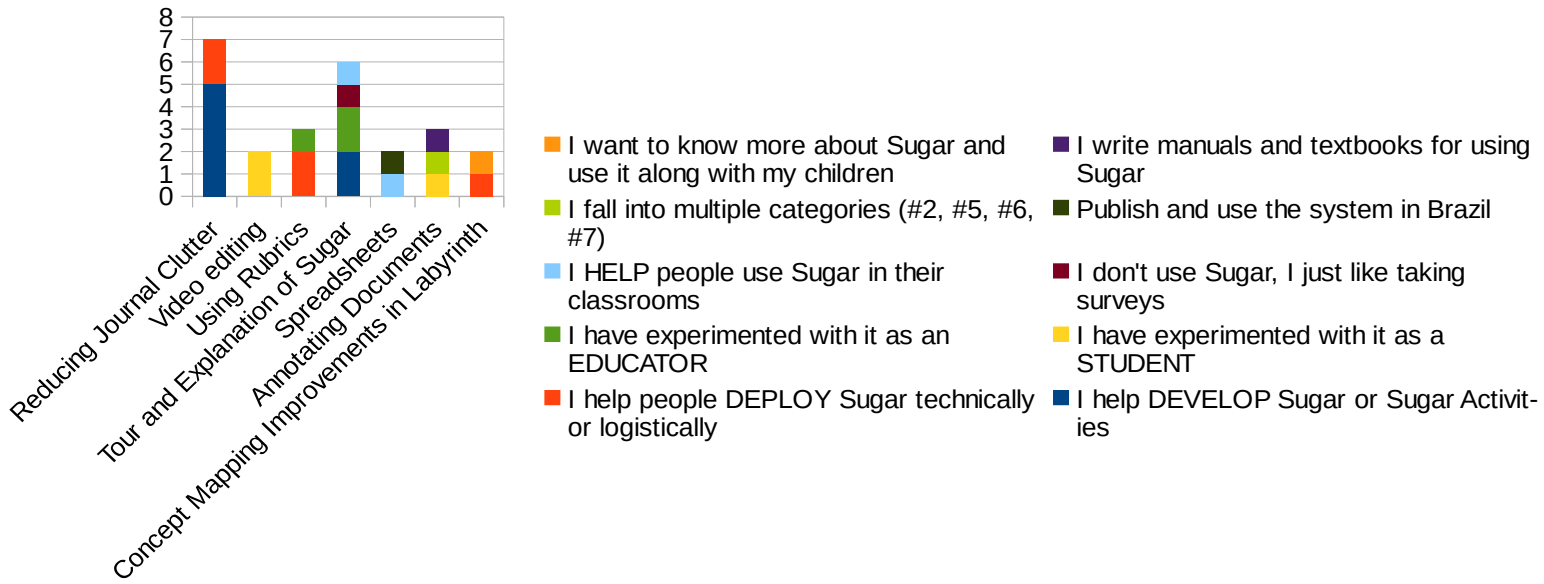


There was not enough data to compare students and teachers individually, since none of the students gave responses to this question.

6. Major Takeaways

- Users do not understand the design patterns in Sugar. This was signalled through two methods. Firstly, users prioritised a tour or explanation as an important feature. Secondly, users expressed confusion with the interface and frame.
- Developer and deployers have differing opinions compared to students and teachers; eg. reducing Journal clutter is significantly more popular with developers and deployers than with students and educators.
- The most important features to the Sugar community are Browse activity, the Journal and Turtle Blocks. These are closely followed by Write activity, Collaboration, the Terminal and the Sugar style design.

Appendix 1



Appendix B

- QAd core set of Sugar activities
- Being able to use an offimatics suite
- Geography tools (maps, explorers)
- Lego robotics
- View videos over te internet (YouTube, Vimeo, Dailymotion)
- Mre links between programming and the arts
- Browser based
- See teachers
- Automated problem reporting
- Full Open Education resources free textbook program