

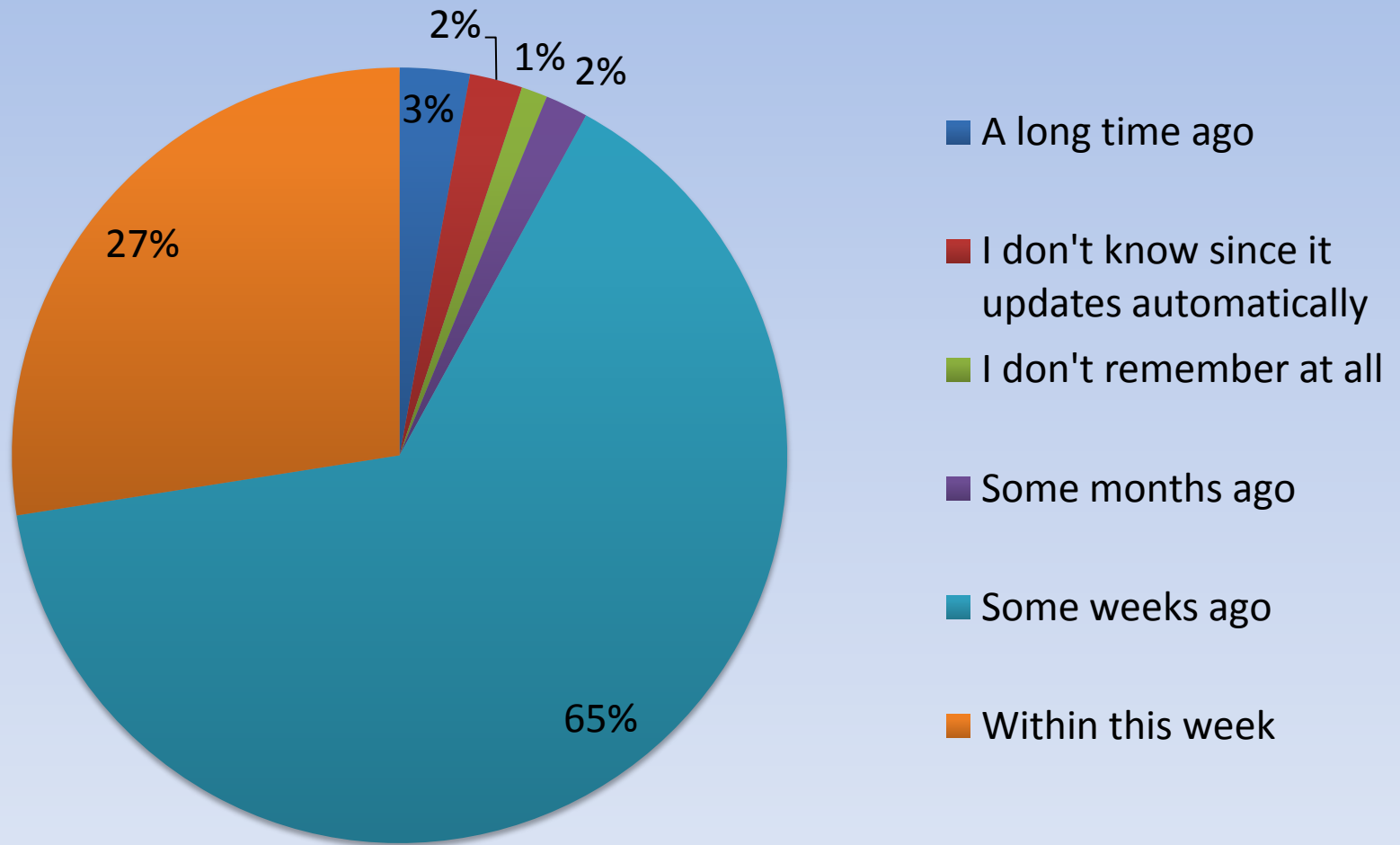
# How Do You Like Your Browser?

## Survey Run through Feedback-Test Pilot

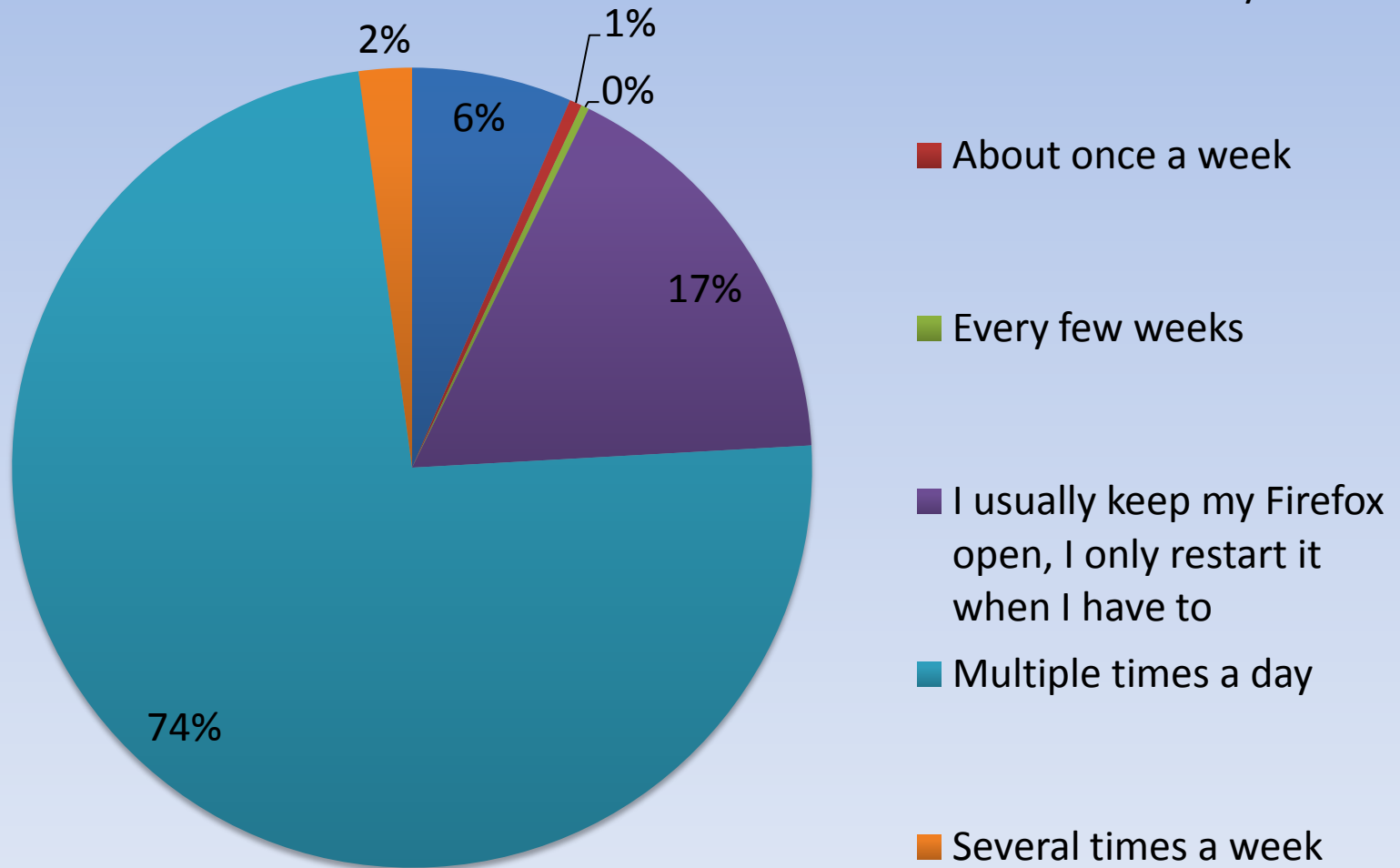


- 23912 User Responses
- Ran From July 20<sup>th</sup> through July 23<sup>th</sup>
- Implemented through Test Pilot notification window, link to SurveyGizmo

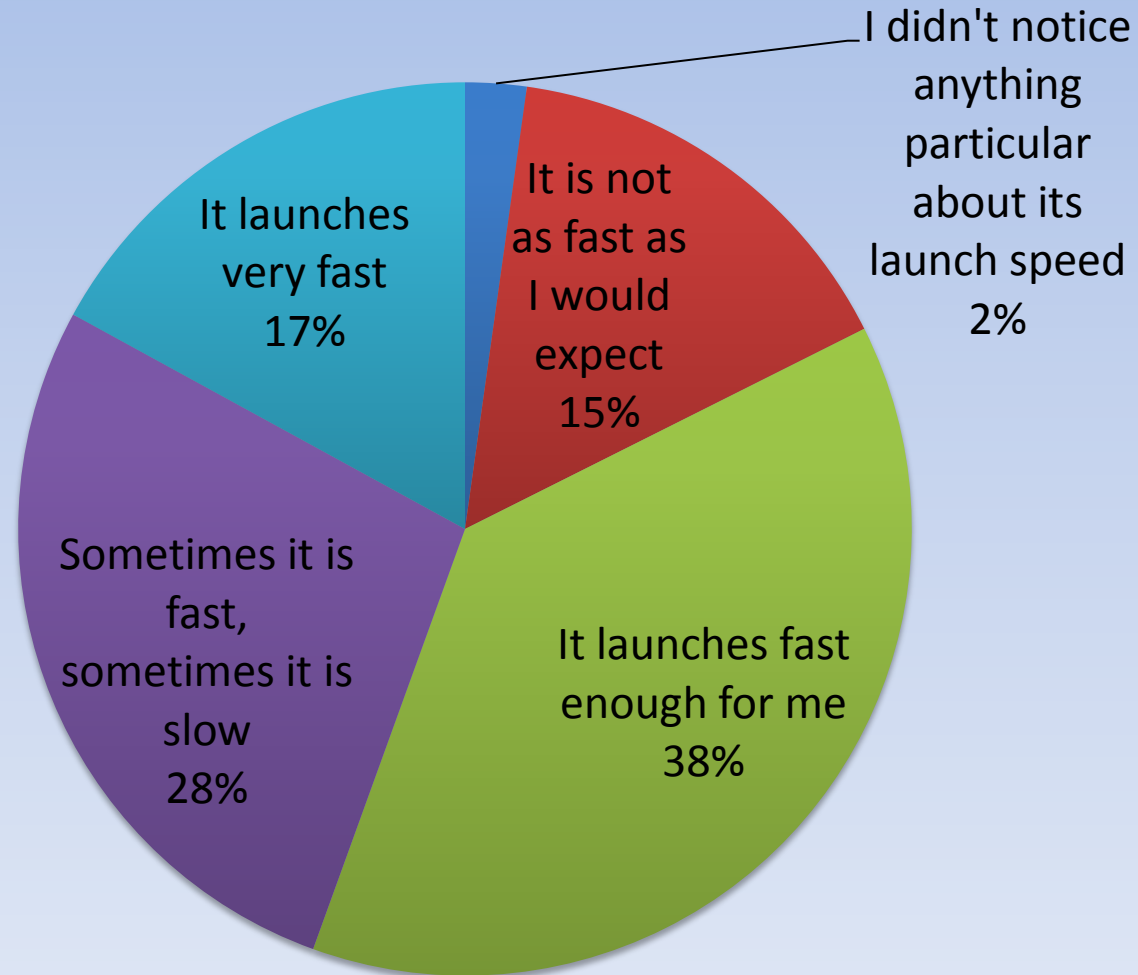
# When did you download this current Firefox browser?



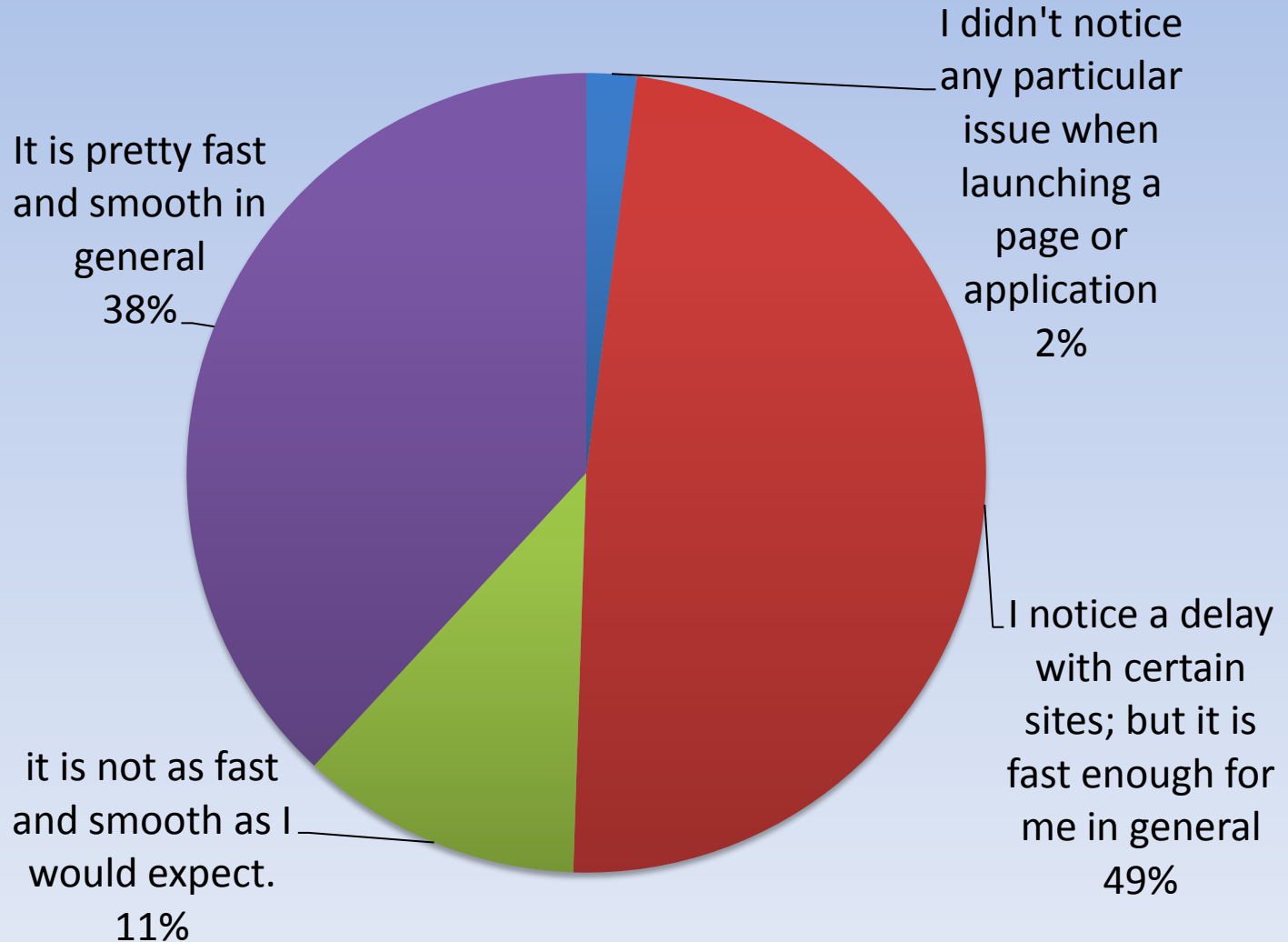
# How often do you launch your Firefox browser?



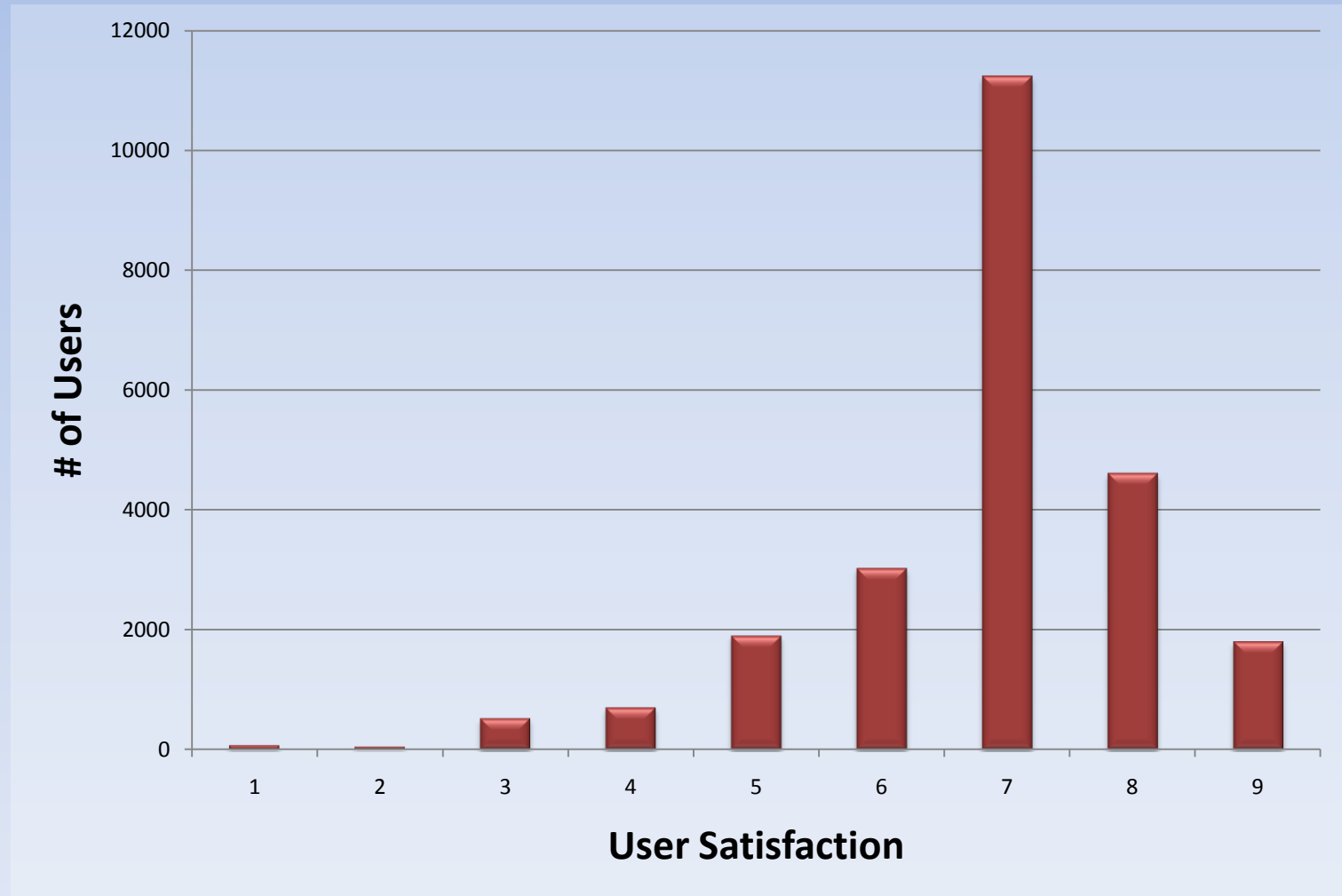
# How fast do you feel your current Firefox browser launches?



# How do you feel about the speed and performance when launching a webpage or a web application?



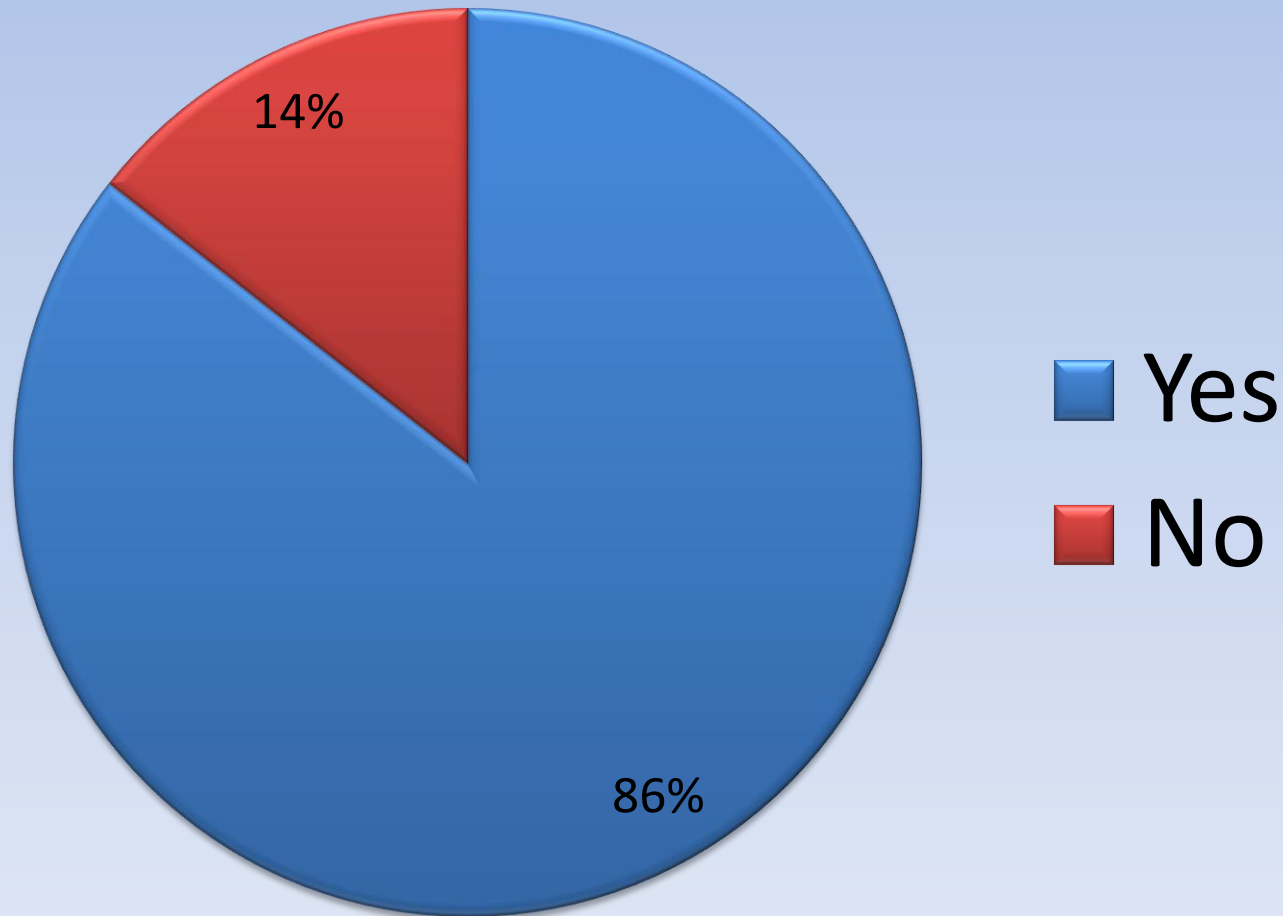
# In general, how do you feel about the current Firefox browser's responsiveness?



# How much do you like or dislike the look and feel of your current Firefox user interface?

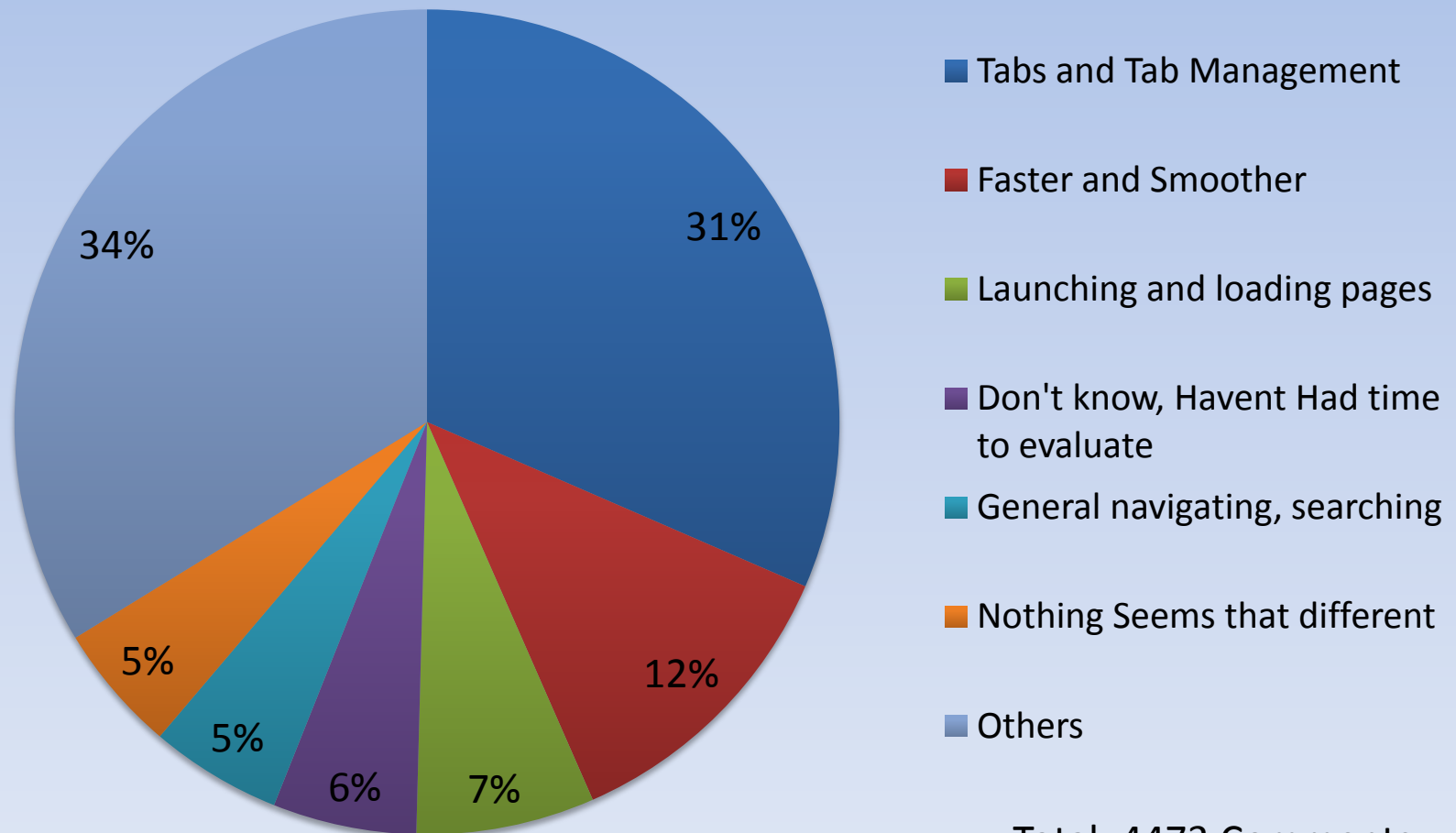


# Did you regularly use a Firefox version prior to the version you are currently on?





# Compared to the previous Firefox version, which tasks are EASIER to do in the current version?



Total: 4473 Comments

# Easier: Top Relevant Entries by Cluster

<b>Havent Noticed Anything Different</b>	198.1656718
Haven't gotten that far yet	26.60908419
felt no difference so far	25.82891325
Everthing is good. Specially Add-ons.	25.60516239
noting special, just the gui	24.6391044
haven't noticed that aspect really	24.0305918
Doesn't actually matter. I use keyboard shortcuts	23.99420319
Mostly I'm noticing startup time improvements.	23.8299419
Havn't noticed any difference yet	23.62867068
<b>Launching and loading pages</b>	223.8625809
loading webmail, ie Yahoo	25.88224666
video - heavy graphic pages	25.3910245
Rendering web pages more correctly	25.02340054
Launch & response speed very good	24.84089835
Page load has increased slightly.	24.73321613
reading pages as they become bigger	24.56760609
WebM video, recovering from broken Flash pages	24.54765591
waiting for page load (2 levels)	24.51118803
Opening heavy Web 2.0 enabled pages	24.36534468
<b>Tabs and Tab Management</b>	196.0431755
Leave feedback, Enter Private Mode,	31.78847192
organizing tabs, blocking unwanted content.	30.31165675
reopen tabs you closed accidently	28.3603904
Separate process for each tab.	26.8414665
enter private browsing from startup	26.53374174
startup smoother, browsing (larger area),	26.15921234
Undo closed tabs, for example	26.04823586

# Easier: Top Relevant Entries by Cluster

<b>Don't know, Haven't Had time to evaluate</b>	<b>180.106887</b>
using text boxes (expandable now)	28.43347461
Use with wide screen notebooks	27.08602425
Using W7 thumbnails previews	25.71825889
just downloaded last night. Time will tell	25.36936216
IDK yet just got it	24.64465504
Pretending I'm using Opera	24.48611521
Not much, just streamlines, prettier.	24.3689968
<b>Faster And Smoother</b>	<b>178.2877346</b>
Faster, facebook chat never crashes anymore.	28.80110246
Management control via version number.	26.21722889
getting information about current downloads	25.52083352
previous version crashed with windows7	25.1065965
havent tried this version enough yet	24.61390244
current version doesn't freeze on quit	24.55429265
previous version wouldn't work with vista	23.47377814
<b>General navigating, searching</b>	<b>154.9087181</b>
Searching, upload times, etc, etc	28.07941909
add extensions, configurations, general smoothness	26.7707218
more search engines built in	25.62135013
navigation, accessing various menu functions	25.41984627
search engine are intergrated very nicely.	25.08289915
Jumping forward and backward, browser navigation	23.93448166

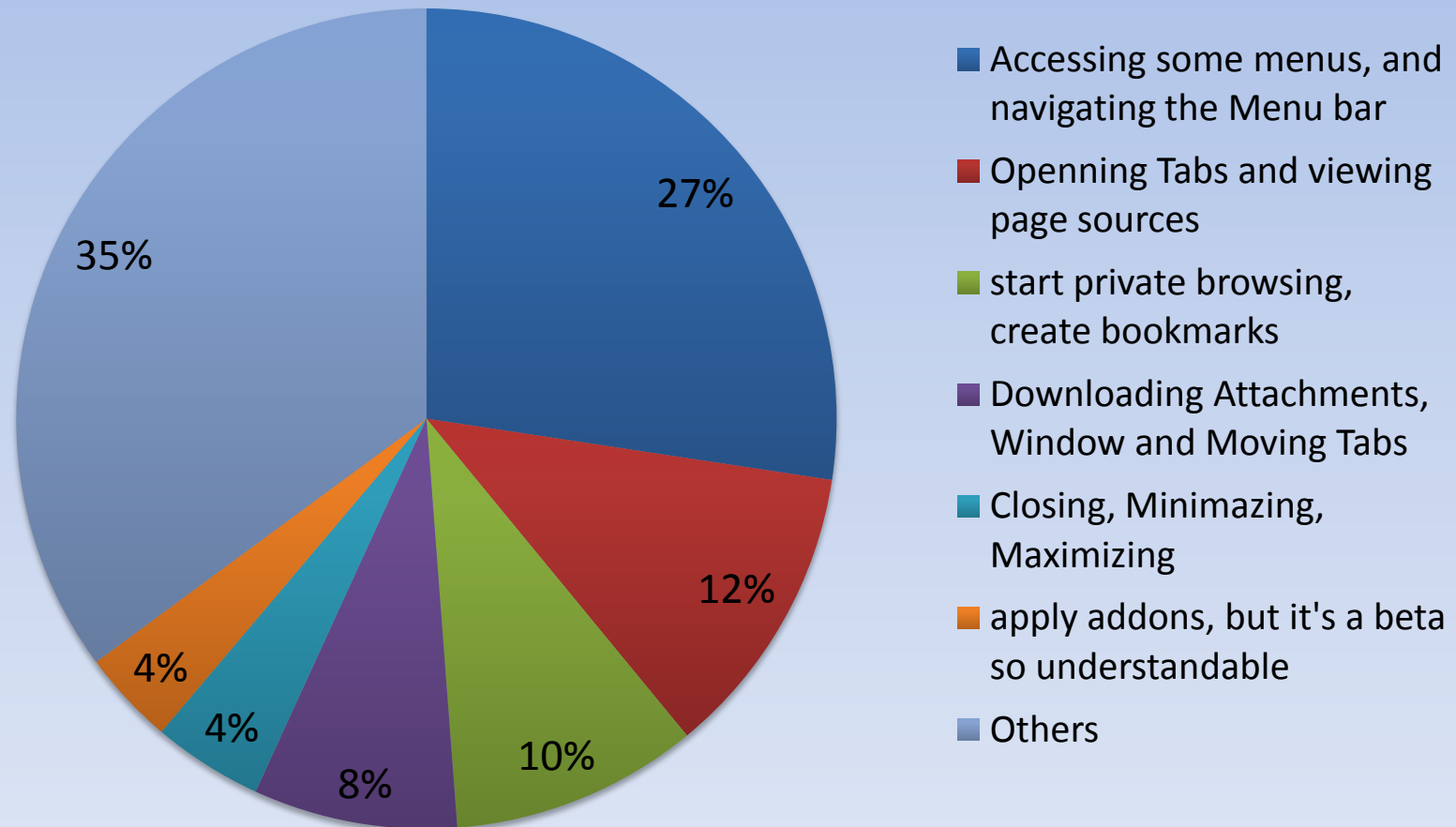
# Easier: Top n-grams by Counts

n	ngram	count
1	tab	2381
1	easier	634
1	browsing	602
1	bookmarks	529
1	addons	516
1	new	485
1	faster	464
1	open	331
1	better	313
1	pages	311
1	general	279
1	web	274
1	use	266
1	menu	256
1	like	251
1	switching	246
1	dont	242
1	bar	241
1	just	236
1	managing	228

n	ngram	count
2	switching tabs	134
2	new tab	226
2	windows 7	103
2	multiple tabs	101
2	tab management	95
2	managing addons	89
2	manage addons	88
2	tabbed browsing	78
2	switch tabs	77
2	web pages	76
2	tab switching	72
2	open new	70
2	general browsing	68
2	managing tabs	66
2	havent noticed	64
2	open tabs	56
2	opening new	54
2	menu bar	52
2	address bar	52
2	tabs windows	48

n	ngram	count
3	open new tab	101
3	screen real estate	34
3	tabs windows 7	34
3	windows 7 taskbar	21
3	havent noticed difference	15
3	loading web pages	13
3	40 beta 1	11
3	opening multiple tabs	10
3	easier just faster	8
3	havent really noticed	8
3	switching tabs windows	8
3	use keyboard shortcuts	8
3	pages load faster	8
3	wouldnt say easier	8
3	menu bar hidden	7
3	havent used long	7
3	link new tab	7
3	faster previous version	7
3	using address bar	7
3	managing add ons	7

# Compared to the previous Firefox version, which tasks are HARDER to do in the current version?



Total: 5783 Comments

# Harder: Top Relevant Entries by Cluster

<b>Downloading Attachments, Window and Moving Tabs</b>	<b>311.7153183</b>
active tab not easily recognisable	25.6110527
Download attached documents from hotmail	28.9005414
download attachentes frm hotmail account	26.43223381
download flv or you tube	28.62642348
download, some links wont work	23.87270048
Downloading attachments from webmail.	22.49649428
game 1st, music, upload & download	30.51509441
integration with internet download manager	24.11414049
Restoring an accidentally closed tab	23.12018719
seeing tabs against glass background	29.81721013
tab scrolling (had extension Faviconize)	25.32358945
ther new Tab postion	22.88565047
<b>Opening Tabs and viewing page sources</b>	<b>175.7532236</b>
enjoy the web without errors	25.10650292
launching web pages, playing video	24.70550992
open downloads box w/o shortcut	25.90547899
still some multimedia pages geting stuck	26.67450927
View Page Sources, Viewing Properties, etc.	24.50755692
Viewing Page Info and Source	24.58408556
Visiting Flash-based web pages!	24.26957998
<b>start private browsing, create bookmarks</b>	<b>197.4640712</b>
...dealing with bookmarks seems complicated	23.91611428
Activating menu-bar and private browsing	24.03021046
Adding bookmarks, entering Privacy Mode	25.48655483
Bookmarks (large learning curve)	24.48759531
Bookmarks are kinda of strange.	23.58321829
browsing javascript filled webpages	23.52006517
quitting always creates an error	28.39696333
start up takes longer time	24.04334953

# Harder: Top Relevant Entries by Cluster

<b>Accessing some menus, and navigating the Menu bar</b>	<b>178.091623</b>
Access Menues (File, Print etc)	24.51325236
Attaching files using Mac OSx	27.69418861
cannot use with online banking	24.48300513
Locating drop-down menu items ;-)	27.5351211
Recently Closed Tabs/Windows, Tools Menu	23.76498287
Using addons (they're all unsupported)	24.34579134
viewing pdf's inside browser using acrobat reader	25.75528158
<b>apply addons, but it's a beta so understandable</b>	<b>239.4991343</b>
Addons are my biggest stumbling block.	24.13037194
addons barely work at all.	22.95222422
FIRE FOX 4.0 BETA	25.72333827
Initial loading, few addons are incompatible	22.22519089
install addons from mozilla site	23.54340329
lack of addons affecting productivity	28.32863159
Managing Addons takes more steps.	23.12357674
Seems slower / adding addons	24.34654454
Tasks involving the Greasemonkey addon	22.41930754
unsupported add-ons due to beta	22.70654528
<b>Closing, Minimazing, Maximizing</b>	<b>194.4867088</b>
Accessing the recently closed tabs/windows	24.66047848
book marking a new site	23.20262217
Install windows media player plugin	24.85955816
Minimise, Close (default config.)	22.25343296
playing windows media player files	26.9104241
reach hidden windows 7 taskbar	22.95878723
Windows Live Mail has some difficulties.	24.78184752
Windows media player plugin instalation.	24.85955816

# Harder: Top n-grams by Counts

n	ngram	count
1	tab	1288
1	menu	1175
1	bookmarks	1057
1	addons	817
1	bar	744
1	tabs	702
1	tab	586
1	new	497
1	button	457
1	windows	422
1	window	419
1	open	374
1	dont	373
2	menu bar	359
1	harder	356
1	like	340
1	use	336
1	version	302
1	browser	298

n	ngram	count
2	menu bar	359
2	private browsing	150
2	new tab	139
2	dont know	119
2	closed tabs	110
2	windows 7	105
2	add ons	103
2	menu items	89
2	bookmarks toolbar	81
2	recently closed	81
2	dont work	77
2	open new	70
2	doesnt work	68
2	address bar	61
2	getting used	60
2	check updates	54
2	multiple tabs	52
2	menu options	51
2	tab bar	48

n	ngram	count
3	open new tab	89
3	recently closed tabs	66
3	open recently closed	22
3	start private browsing	22
3	windows 7 taskbar	22
3	menu bar hidden	21
3	addons dont work	18
3	private browsing mode	17
3	window windows 7	16
3	multiple tabs open	16
3	menu bar options	13
3	access menu bar	13
3	getting used new	13
3	windows windows 7	13
3	minimize maximize close	12
3	finding menu items	12
3	opening recently closed	11
3	new tab button	11
3	recently closed tab	11



# Do you know which version of Firefox you are currently using?

