

# Australis User Sentiment Report, Week 1

November 22nd

Tyler Downer, Project Manager User Advocacy

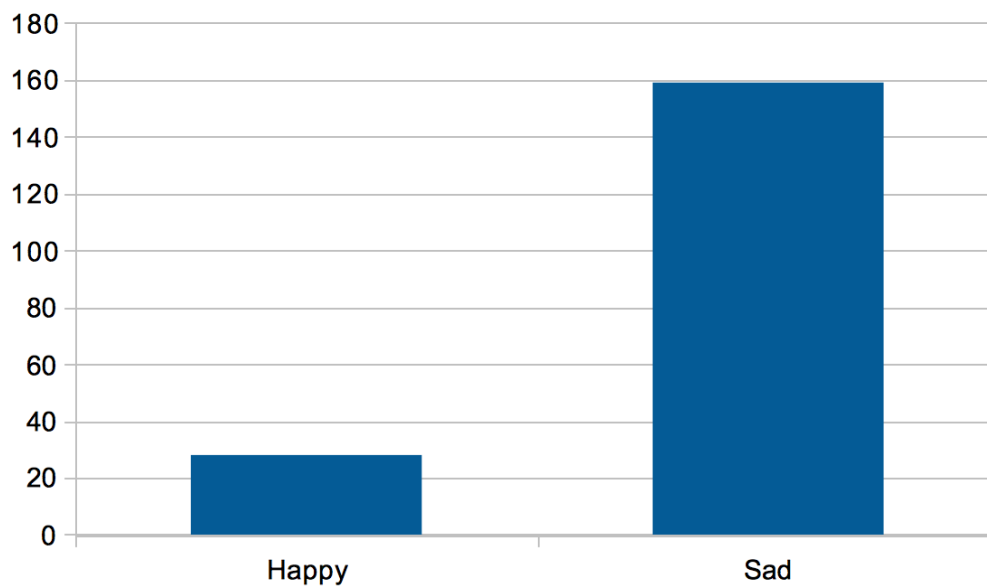
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## Summary

We received almost 190 pieces of feedback in the first week after pushing Australis live in Firefox 28 Nightly. Keep in mind that all Input data is skewed negatively.

The majority of complaints center around an inability to customize Firefox after the Australis launch. Most other negative comments come from users that have an aversion to change in general. We are seeing a few possibly actionable insights in the existing data:

- The small icon mode seems to be very popular with nightly users, and there are quite a few requests to restore it.
- Users are unhappy with forced tabs on top.
- The removal of the Add-ons bar also upset several users who have lost visual indications for add-on usage/installation.
- Classic Theme Restorer (<https://addons.mozilla.org/firefox/addon/classicthemerestorer/>) is referenced a few times in the feedback. Perhaps this should be promoted in some way for those users who prefer the older style?



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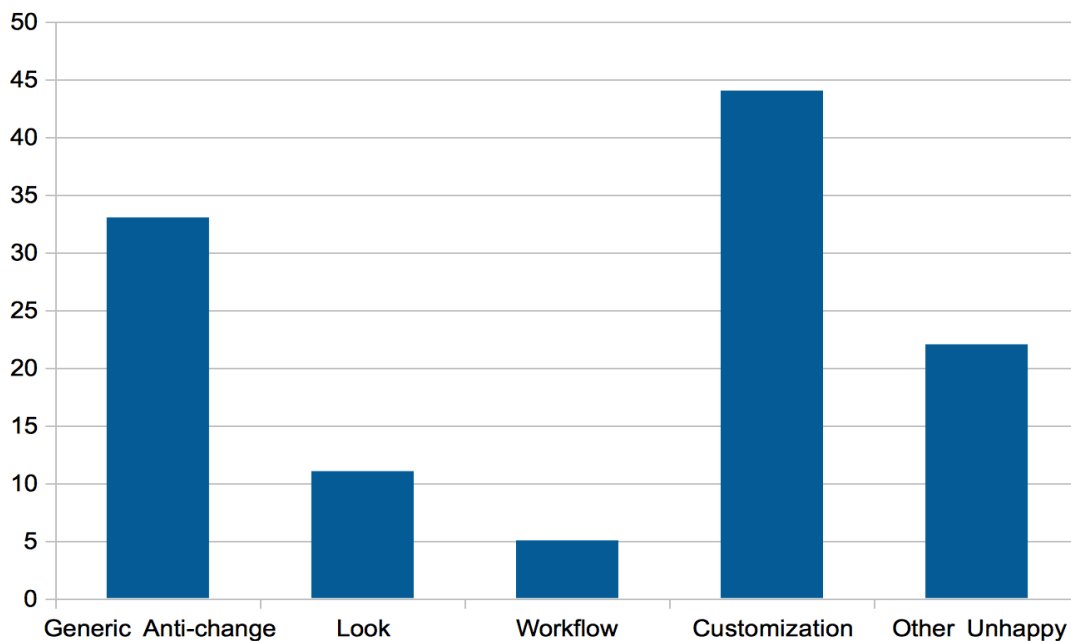
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## Our Buckets:

- Generic Anti-Change: The user is reacting to the fact that Firefox changed appearances, looks too much like Browser "X", etc.
- Look: The User dislikes how things look. They want a different location, size, etc.
- Workflow: Australis changed a user's workflow, and made them not know how to accomplish a task in the browser.
- Customization: The user can't customize Firefox how they like because of Australis / or lost their favorite customization.
- Other Unhappy: Other complaints that don't fit in the above categories

**Note:** that some pieces of input fall into multiple buckets below:



## Verbatims

- "Your newly redesigned Australis Nightly build has some nice things going for it, I like the new "Customize and Control Nightly" button because it simplifies access to often used features.  
Yet I also feel that the new design has removed quite a few options that used to be there, making the browser less customizable as a result. As a few examples, I'd like to point to the "Use small icons" setting, the ability to move refresh and stop wherever you wished, and also the option to move tabs under the search. If my browser takes up more of my screen after an update, then I feel that is a bit of a drawback.

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I also dislike the rounder design, the back button and the tabs are the only round elements on my screen right now, and they don't fit in. It would be great with options to use the old tab design and "Use small icons" for the back button.

I also notice that the tabs that aren't currently in focus are simply text overlaid on the windows color scheme, this makes the tabs hard to read because I use a rather dark windows color. Hopefully you will continue the great work you do, and stay my browser of choice, I hope the feedback proves useful."

- "Australis really needs small mode badly!!!"
- "In Firefox 25, I could put the toolbar at the bottom (through add-on bar), it seems it will not be possible anymore in Australis (Firefox 28a.1)"
- "The add-on bar is gone"