

PROJECT SUMMARY WIKIMEDIA FOUNDATION

Project summary

Present newcomers with a type of structured editing task that give *specific recommendations* to add links to Wikipedia articles.

DESIGN BRIEF: GOALS WIKIMEDIA FOUNDATION

What do we want to do?

1. What is the ultimate goal/vision for this project?

Creation of a structured editing tasks framework generalized as a viable and recognised way to contribute to Wikipedia, for newcomers and experienced editors alike.

2. What is the short term goal/need for this project?

- Introduce add links as the first structured task into our existing newcomer homepage / tasks feature to encourage more newcomers to complete their first contributions
- Sustain user motivation and interest in continuing to completing this structured task
- Encourage users to progress to making non-structured contributions

DESIGN BRIEF: RATIONALE WIKIMEDIA FOUNDATION

Why are we doing this?

- Simplify the editing processes so that new editors can more easily contribute. A key research finding is that newcomers find editing processes unintuitive or hard to discover. (research finding #9).
- **Provides a place to provide progressive pathways to editing.** Another research finding is that new editors benefit from progressive learning, and have trouble discovering and using editing tools. (research findings #7).
- Provide a path to learning for users confused and unfamiliar with Wikipedia communities, concepts and policies. Newcomers struggle with Wikipedia's policies, and are confused about how Wikipedia works and separated from its community (<u>research findings #5 and #8</u>).
- Build on success of newcomer tasks. Our first foray into newcomer task recommendations has shown new users will attempt suggested edits from maintenance templates. Providing easier, more structured tasks in this proven starting point may result in even more newcomers editing.

DESIGN BRIEF: RATIONALE WIKIMEDIA FOUNDATION

Tasks → **Structured tasks**

- Edits to Wikipedia take multiple steps and substantial context.
- "Microcontributions" have broken down some of those workflows into structured steps that remove ambiguity.
- We can use similar principles to generate "not-so-micro" contributions





DESIGN BRIEF: OBJECTIVE WIKIMEDIA FOUNDATION

Structured tasks

• Objectives:

- Lower the barrier for meaningful contribution.
- Build a ramp for people to gain skills incrementally.
- Let people find an editing experience that fits them.

Desired outcomes:

- Increase contributions (especially from mobile).
- Increase number of editors
- Increase editor diversity

• Comprised of 3 main elements:

- 1 **Suggestions/Discovery:** how do users discover that this task is possible to do?
- 2 **Structure:** what is the task itself? What are the steps? How is the user assisted through it?
- 3 **Positive reinforcement:** why will the user want to do more tasks afterward?

What don't we want to do?

- Silo newcomers into just adding links
- Provide contributions suggestions that encourage vandalism or careless editing behaviour
- Provide poor link recommendations that unduly expose newcomers to negative interactions from other editors for structured edits
- Overwhelm newcomers with too much information
- Omit information helpful in giving context to the purpose and value of the structured task
- Overburden patrollers with excessive volume of structured edit counts

DESIGN BRIEF: USER JOB STORIES WIKIMEDIA FOUNDATION

Matching personae

primary secondary Joiner-Inner Helena Social Changer Jae-Hee

User job story 1:

Newcomer who wants to get involved but doesn't know how to get started.

When I	am trying to figure out how to be involved with Wikipedia,	
	[situation]
I want to	quickly make an edit,	-]
so that I	feel successful and encouraged to do more.	

DESIGN BRIEF: USER JOB STORIES WIKIMEDIA FOUNDATION

User job story 2:

Mobile user wanting easier edits on the go

Sporadic Mobile reader,
Confident mobile contributor
Ashley

Matching personae

When I	am using the internet on my mobile device,
	[situation]
I want to	be able to contribute with one hand on a smaller device,
	[motivation]
so that I	can contribute whilst doing other things on the go
	(riding public transport, listening to music, etc).
	expected outcome

Other considerations

- What is the volume and availability of add link recommendations across the different wikis?
- How similar or different should the experience be on mobile vs desktop?
- Measurement across platforms how can we track interaction via mobile vs desktop and split the data up accordingly
- What additional lead time is required for translation and testing across languages?

Research and resources



Summary of existing research and data



Newcomer design principles



Welcoming

Friendly and open.
Solutions should encourage new users to participate.



Supportive

Newcomers can learn gradually and seek as much or little help as they wish.



Educational

Exposes newcomers to relevant Wikipedia concepts.



Personal

Newcomers feel like they are being catered to their individual needs.
Relevant tasks.



Engaging

Newcomers are interested and derive enjoyment from use.



Encourages regular participation.

Focus in structured tasks



Creating a structured, easier editing task UI helps newcomers feel more welcomed, engaged, and motivated to keep contributing

Comparative review – task app features

- Task types are divided into five main types: Creating, Rating, Translating, Verifying content created by others (human or machine), and Fixing content created by others.
- Visual design & layout incentivizing features (stats, leaderboards, etc) and onboarding is often very visually rich, compared to pared back, simple forms to complete short edits. Gratifying animations often compensate for lack of actual reward.
- **Incentives** Most products offered *intangible* incentives grouped into: Awards and ranking (badges) for achieving set milestones, Personal pride and gratification (stats), or Unlocking features (access rights)
- **Users motivations** those with more altruistic motivations (e.g., help others learn) are more likely to be incentivised by intangible incentives than those with self-interested motivations (e.g., career/financial benefits)
- **Personalization/Customization** was used in some way on most apps reviewed. The most common customization was via surveys during account creation or before a task; and geolocalization used for system-based personalization.
- **Guidance** Almost all products reviewed had at least basic guidance prior to task completion, most commonly introductory 'tours'. In-context help was also provided in the form of instructional copy, tooltips, step-by-step flows, as well as offering feedback mechanisms (ask questions, submit feedback)

Comparative review: Tactics

USER ACQUISITION TACTICS

- Offline / Draft states most appealing to users motivated by boredom in low/no connectivity situations (e.g., in transit)
- In-context prompts in apps where tasks are secondary to its main usage (e.g., Google Maps → Google Local Guide)
- **Personalization** information is used to provide relevant opportunities for contributions
- Self-fulfillment / Entertainment value

USER RETENTION TACTICS

- Positive reinforcement mechanisms
 - o Non-monetary awards Badges, Trophies, points
 - Ranking and stats appealing to Social impact and status
 - Messages expressing gratitude and praise
 - o Financial rewards
 - Unlock benefits
 - Recognition of expertise
- Friends and sharing promoting a sense of community belonging and value

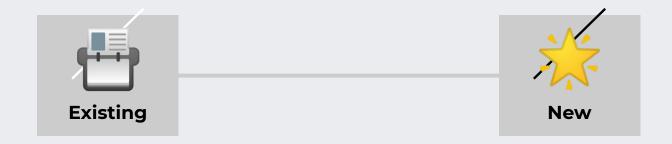
Role of AI in structured tasks

- Humans verify and make the final contribution decision AI surfaces opportunities for contribution and automates/streamlines the task queues, but humans are the final authors.
- Existing AI-assisted in Wiki projects
 - Computer Aided Tagging on Commons
 - o <u>Commons:ISA Tool</u>
 - o Content translation Machine Translations usage within this tool (more info here)
 - <u>Wikilabels</u>, and its close relative <u>IADE</u>
 - Wiki Grok Extension (defunct)
- Further background reading
 - o <u>Details and specifics for tagging: Suggested principles for AI in Wikimedia Projects</u>
 - o <u>MW: Wikimedia Product/Perspectives/Augmentation</u>

Design considerations



How might we incorporate the add a link structured task into the existing Newcomer homepage and Newcomer tasks flow?



Newcomer tasks user journey

1. Gathering information from the newcomer

We ascertain the newcomer's intentions and interests so that we can recommend relevant tasks

2. Feature discovery

We let users know about the suggested edits feature

3. Task recommendations from homepage

Newcomers are offered tasks in the homepage

4. Guidance during editing

When newcomers start a task, they are helped in-context

5. Feedback

Feedback mechanisms are put in place to ask when users abandon or do not try tasks



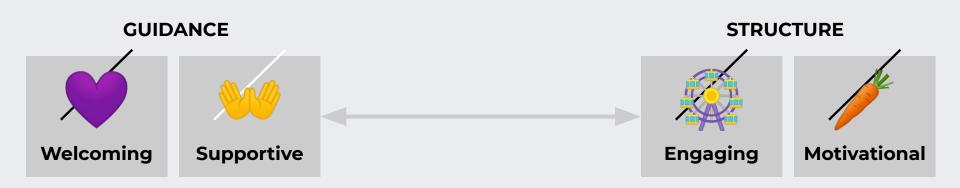
Approach 1. Incorporate into existing user journey

- + Likely easy to integrate with existing newcomer tasks project
- Can directly compare against non-structured version of add links task
- Unclear that the add a link task is different to other tasks until a user selects an article to edit
- Users may be confused by differences between Add links structured workflow and the other unstructured tasks once they select an article to edit

Approach 2. Structured tasks start from the homepage

- + Users can see the action required earlier in the funnel
- + Users can directly interact earlier with structured tasks, trying editing without leaving their homepage
- Users may be confused by differences between Add links structured workflow and the other unstructured tasks
- Users may remain in the siloed workflow in the homepage and not progress to other non-structured tasks

Within structured tasks, how can users still feel supported to learn to edit progressively, whilst being given faster, easier tasks to complete?



Approach 1: Onboarding on first use, with gradual reduction of guidance

Onboarding changes from the first time introduction to cater to newcomers' growing expertise.

Add a link:

First time user

Links help readers move between articles to learn more quickly. This task will show you some recommendations to help you with adding appropriate links to articles.

Learn more

Start

Add a link:

Subsequent usage

Kouign-amann

Croissant

Spandauer

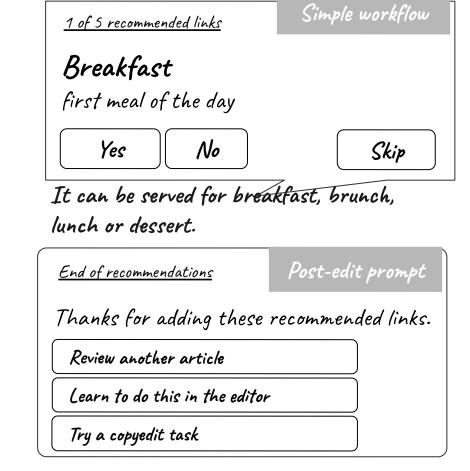
<u>Learn more</u>

Try other wikification tasks

Approach 2: Simplified, smaller edits with *optional* opportunities to do more

Very simplified editing UI requiring less steps and context to complete, with optional avenues to try more complex tasks as users make progress.

Essentially this is the "volume" flow approach, with optional actions to learn more sprinkled throughout.



When might we want to teach relevant concepts and skills to newcomers via structured tasks?



Concept

Task type

Some core concepts/processes we think a newcomer should understand are:

- Verifiability
- No original research
- NPOV
- Encyclopedic notability
- Copyright use of images/media

Can be taught via relevant tasks that are accompanied by guidance and context.

- → Add citation
- → Add links
- → Copy-editing
- → Review pages for deletion
- → Add an image

Tactic 1. Pre-emptive rationale

Users are introduced to Wikipedia concepts related to rationale for the structured tasks as part of onboarding or first selecting to try that task type

Task suggestions >

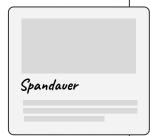
Add citation:

You wouldn't trust everything you read on the internet, and Wikipedia is no different. Finding good sources is one of the first things you should do, because content on Wikipedia must be verifiable. Learn more

Try finding reliable sources missing in these articles:







Tactic 2. In-context guidance during editing

Highlight principles they may want to check their current edit for before hitting publish.

Egg tart

Review your contribution

Here's a short checklist that your contribution follows the core Wikipedia principles.

- □ First and only link to the other article Learn more
- □ Not linking to dates or numbers Learn more

Continue editing

Publish

Tactic 3. Further learning after editing

Users are fed more Wikipedia concepts after an edit.



GUARDRAILS

Quality: How can we help newcomers understand the importance of quality human judgment in contributions?

Tactic 1: Guardrails

Detection and warnings when a newcomer is getting a lot of reverted edits.

Warnings when detecting too much clicking "Yes" that they should be reviewing AI recos (similar to CX warnings for accepting 100% machine translations)

Providing a "learn" or tutorial module instead of the tasks module that they must "complete" or else have some sort of time-limited break from seeing tasks.



3 of your link recommendation edits have been reverted this week.

This may be because not all of the bot recommended links should have been added. Please take a moment to assess each recommendation before continuing.

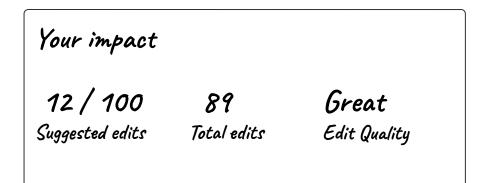
Read good link guide to continue >

Tactic 2: Encourage quality

Positive reinforcement badges/awards for hitting X unreverted task edits.

Showing a "Contributor Quality" score on their newcomer homepage

Note: this Quality score is already in place in the Android app's version of Suggested edits.



Tactic 3: Provide clear ways to disagree with machine recommended links

Enable users to give negative feedback for bad recommendations

Enable users an option to provide a different link to the one recommended and provide the reason why.



Discovery: How do new and existing newcomers in our experiment find out about this new structured version of the "add links" task?

Approach 1: Defaulting to structured tasks

The same newcomer tasks module is defaulted to show the structured add links task first for all newcomers new to the experiment.

For existing newcomers with newcomer tasks active, show a "NEW" hint guided tour advising the user to try the new version of add links

Approach 2: Separate structured tasks module

Users are shown a different Structured tasks module on the homepage with the new Add recommended links task queue.

Using other communications (notifications, emails, etc)



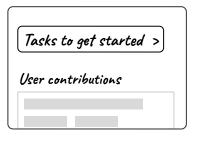
Echo notifications improved & personalized

Continue our emailability work, and look at improving/adding more motivating and actionable notifications



Engagement emails highlighting impact

Emails highlight impact and then have clear CTAs from their email to try the Add links structured task



Special: Contributions page changes/additions

Link to directly perform add links structured task here as an alternative starting point for newcomers. Ask your mentor

Q: Help: How do I start editing?

A: An easy way to start is the
"Add link" task in Suggested edits!

Help desk & Mentors

Mentor promotion

Mentors can direct newcomers struggling to start editing to try the structured tasks type first.

Initial design explorations



INITIAL DESIGN EXPLORATIONS WIKIMEDIA FOUNDATION

Concept A: Teaching-centred structure

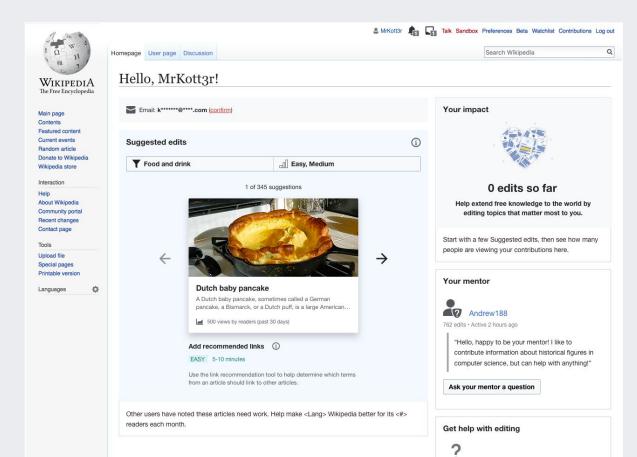
Main aspects

- Uses existing Newcomer homepage & tasks module structure
- Replaces template "Add links" task with a structured version
- First-time use enables users to be guided through task
- Recommendation is offered as 'supplement' guidance tool in subsequent uses
- Options to learn more about Wikipedia editing introduced at the start of the flow, and within guidance
- Encourages users to do other types of non-structured tasks once they have progressed X times

Concept A

01. Homepage

Structured "Add recommended links" task replaces the maintenance template "Add links"



Concept A

02. Structured task onboarding

Updates the existing guidance panel with the structure task workflow.

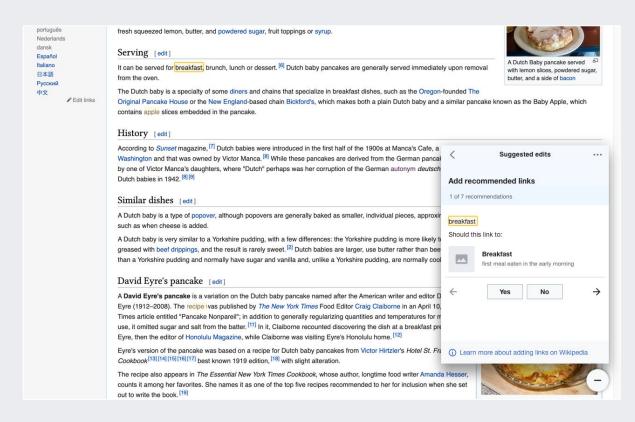


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Concept A

03. Structured task - read mode

Recommended links are shown with article starting from read mode.



Concept A

04. Prompt to click Edit

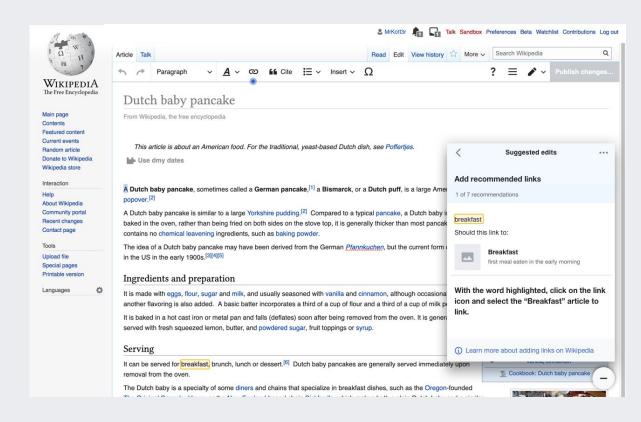
When a user determines a recommendation should become a link and clicks "Yes", there is guidance prompting them to click "Edit" (screen simultaneously scrolls back to the top in case the link is below the fold)



Concept A

05. Structured task in VE mode

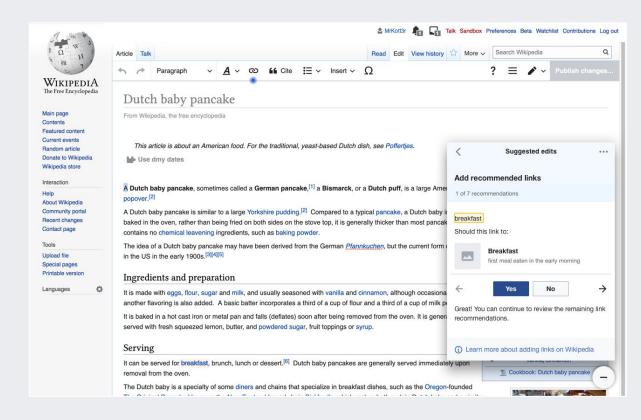
Once VE is opened, the user is guided through adding the link.



Concept A

06. Link recommendation added

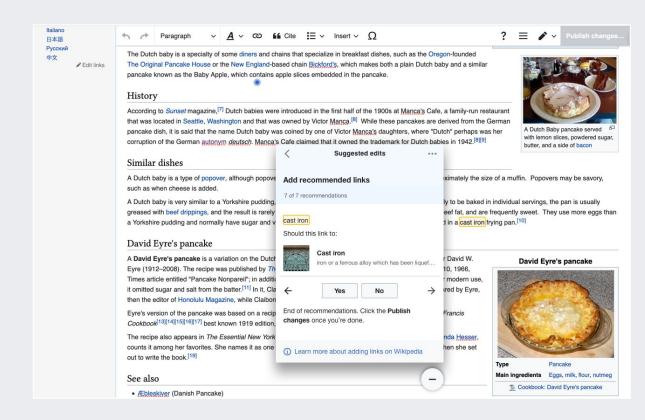
Tool is able to detect when the recommended link has been added.



Concept A

07. Completing the edit

User is prompted to "Publish changes" at the end of the recommendations.



INITIAL DESIGN EXPLORATIONS WIKIMEDIA FOUNDATION

Concept B: Volume-centred structure

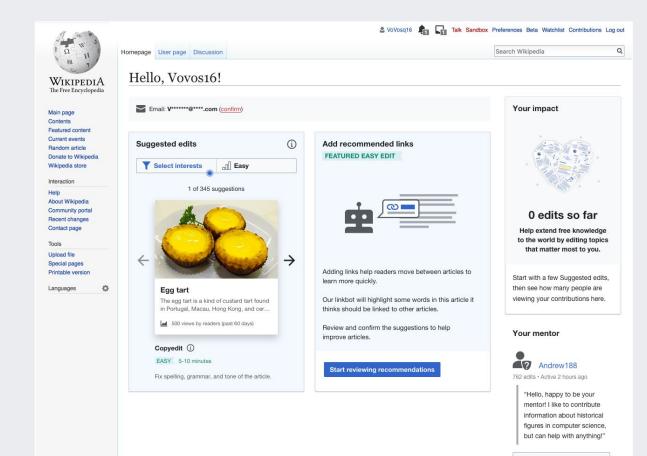
Main aspects

- A structured task module is shown on the homepage
- Users can initiate the edit directly from a preview on the module
- Onboarding is a single screen overview of the task
- Links to learn more about Wikipedia editing is only shown after X edits as an optional learning opportunity
- Encourages users to try a non-structured version of Add links after user completes X edits as an optional learning opportunity

Concept B

01. Homepage - onboarding

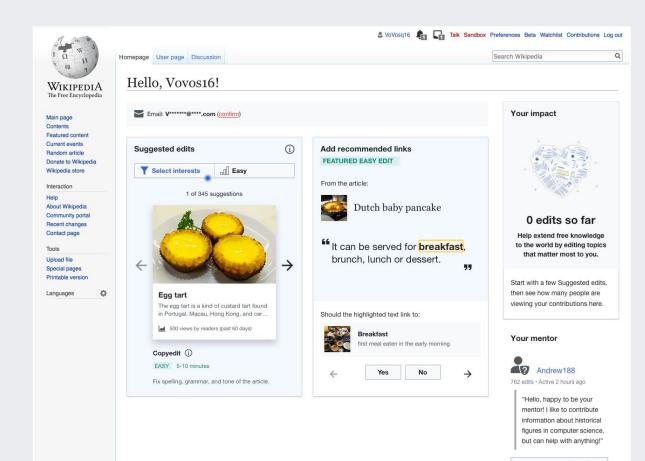
Structured task to Add recommended links is shown in a separate module from the unstructured newcomer tasks module.



Concept B

02. Structured task module

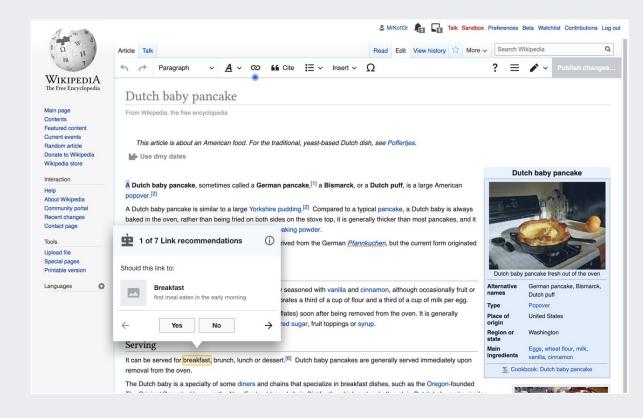
Users can see a preview of how the add link recommendation works in the module



Concept B

03. Add recommended link

Clicking to add a recommended link in the module opens it on the article in VE mode.



Concept B

04. Link added automatically

Clicking "Yes" automatically adds the link (no need to learn how to add via VE editor)

