

**What is the current
experience like for mobile
web contributors using
Visual Editor?**



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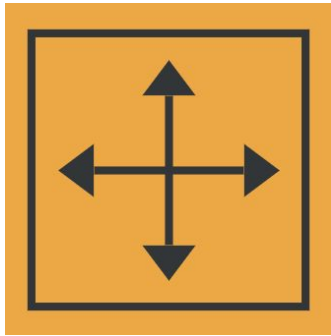
Overview

Status	Design in progress
Scheduled launch date	Q1 / 2018-19
Priority	High
Contact	jklein@ editing@
Addressed strategy/strategies	<u>Output 3.4: Simpler editing on mobile web + apps</u>
Links to relevant documentation	<u>https://phabricator.wikimedia.org/T201547</u> [EPIC task]
Mocks	<u>https://wikimedia.invisionapp.com/share/BVO0TWWYWNE</u>
Last updated	23 - Sept - 2018

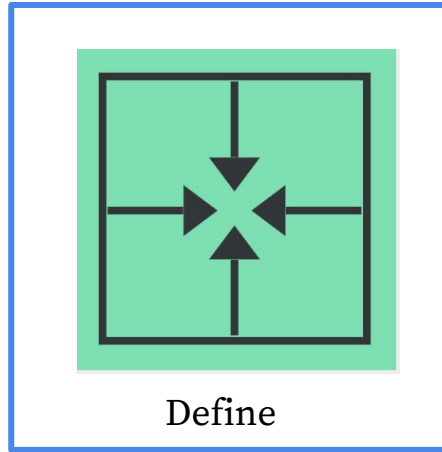
Open Design Process

DISCOVERY PHASE

DELIVERY PHASE

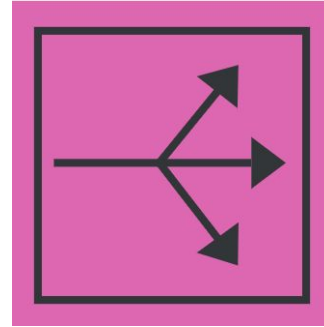


Explore

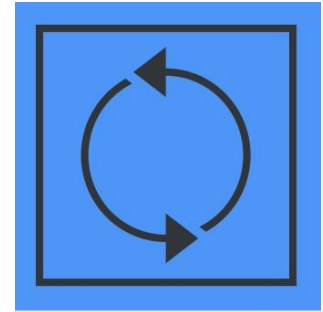


Define

We are **here**



Make



Validate

□ Read more: [open design process](#)

Our Approach

Usability Tests + Metrics Study + Heuristic Analysis

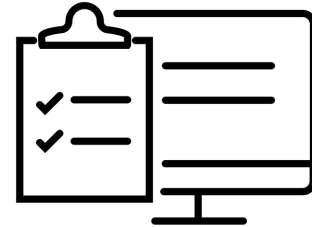
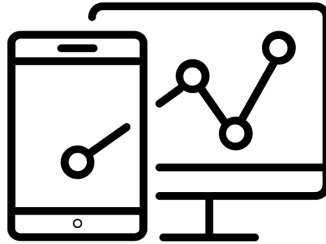
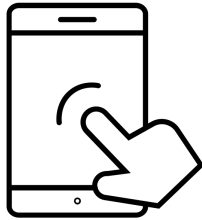


Image credits left to right:

Interactive design by SBTS from the Noun Project
Analytics by SBTS from the Noun Project
Usability evaluation by SBTS from the Noun Project



Heuristic Analysis :
gather a group of experts
and methodically review
the user interface against
a set of established
heuristics principles.



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Who was involved?

Heuristics:

- Internal and External Experts from :
 - Design
 - Engineering
 - Product
 - Accessibility
 - Right To Left
- Expert Representatives from:
 - The Hebrew and Indian wikis (2 out of the 12 [targeted wikis](#))

All participants tested using a sandbox page created on the **English Wikipedia**

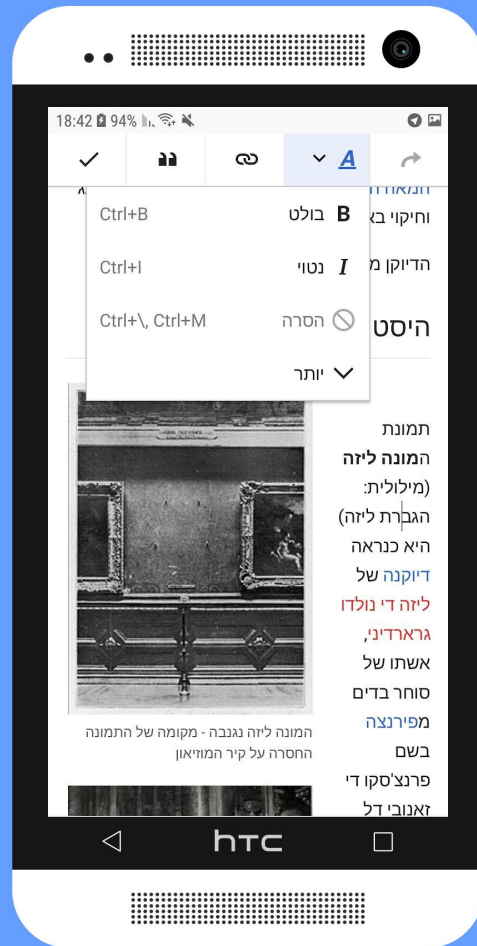
VALUES



We want to know

*against our
values-based rubric*

How does the user interface perform when
you : _____ ?



VALUES



VALUES + PRINCIPLES

We are inspired

- Content first
- Joyful

We welcome & cherish our differences

- This is for everyone
- Design for consistency



We are in this together

- Open to collaboration

We engage in civil discourse





- Trustworthy

SNAPSHOT



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REPORT CARD: We welcome and cherish our differences




Dimension	Definition	Grade
Learnability	The structure is simple enough that it could be easily learned	
Language Comprehension	The in-tool terms, references, and instructions are obvious and written using simple, jargon-free language	
Proper Casing *	Case is appropriately used throughout labels, titles, and copy	
Visibility of System Status	The system always keeps me informed about what is going on, through appropriate feedback within reasonable time	



 Yes  Sort of  No

** Letter case is only relevant for languages that are written in Latin, Cyrillic, Greek, and Armenian alphabet.*





Icons made by <https://www.flaticon.com/authors/roundicons>, CC 3.0 BY

REPORT CARD: We welcome and cherish our differences

Dimension	Definition	Grade
Nomenclature	I do not have to wonder whether different words, situations, or actions mean the same thing and all of the words follow platform conventions	
Conciseness	System Messages and Labels are succinct and use distinct wording	
Accessibility	This product is conforming to WCAG level AA as requirement and goes beyond where technically possible.	




 Yes  Sort of  No

REPORT CARD: We are in this together

Heuristic	Definition	Grade
Assistance	There was an obvious way to ask for help	
Documentation	Documentation for using the Visual Editor (aka "help") is clearly written	
Explanatory	There are tool tips and information along the way that serve as guide posts for what I want to do	
Instructional	I'm guided through a process to complete my goal (the edit)	

 Yes  Sort of  No

REPORT CARD: We are in this together

Heuristic	Definition	Grade
Recognition rather than recall	I know what to do, in order to accomplish my goal, without needing help	
Error Prevention	I didn't run into any system errors	
Error Recovery	Error messages were expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution	



Yes








Sort of








No



REPORT CARD: We are inspired

Dimension	Definition	Grade
Frustration	The experience was satisfying and didn't cause me frustration	
Freshness	Visual components feel crisp and contemporary	
User Control and Freedom	When I had to exit a task, I was easily able to do so	
Content first design	It is obvious while consuming content that there is a way to edit it	
Joy	How did you feel when you finished?	

 Yes  Sort of  No

REPORT CARD: We engage in civil discourse

Dimension	Definition	Grade
Assistance	There was an obvious way to ask for help	
Documentation	Documentation for using the Visual Editor (aka "help") is clearly written	
Explanatory	There are tool tips and information along the way that serve as guide posts for what I want to do	
Instructional	I'm guided through a process to complete my goal (the edit)	
Organization	You can easily find the functions that you need, when you need to find them	

 Yes  Sort of  No

We strive for excellence

We are inspired

We welcome &
cherish our
differences



We are in this
together

We engage in civil
discourse

We strive for excellence

We are in this together



We are in this together


We welcome & cherish our differences

We engage in civil discourse



against our values-based rubric

Does the user interface **perform** well ?

 Sort of /  No

THE USER FLOW

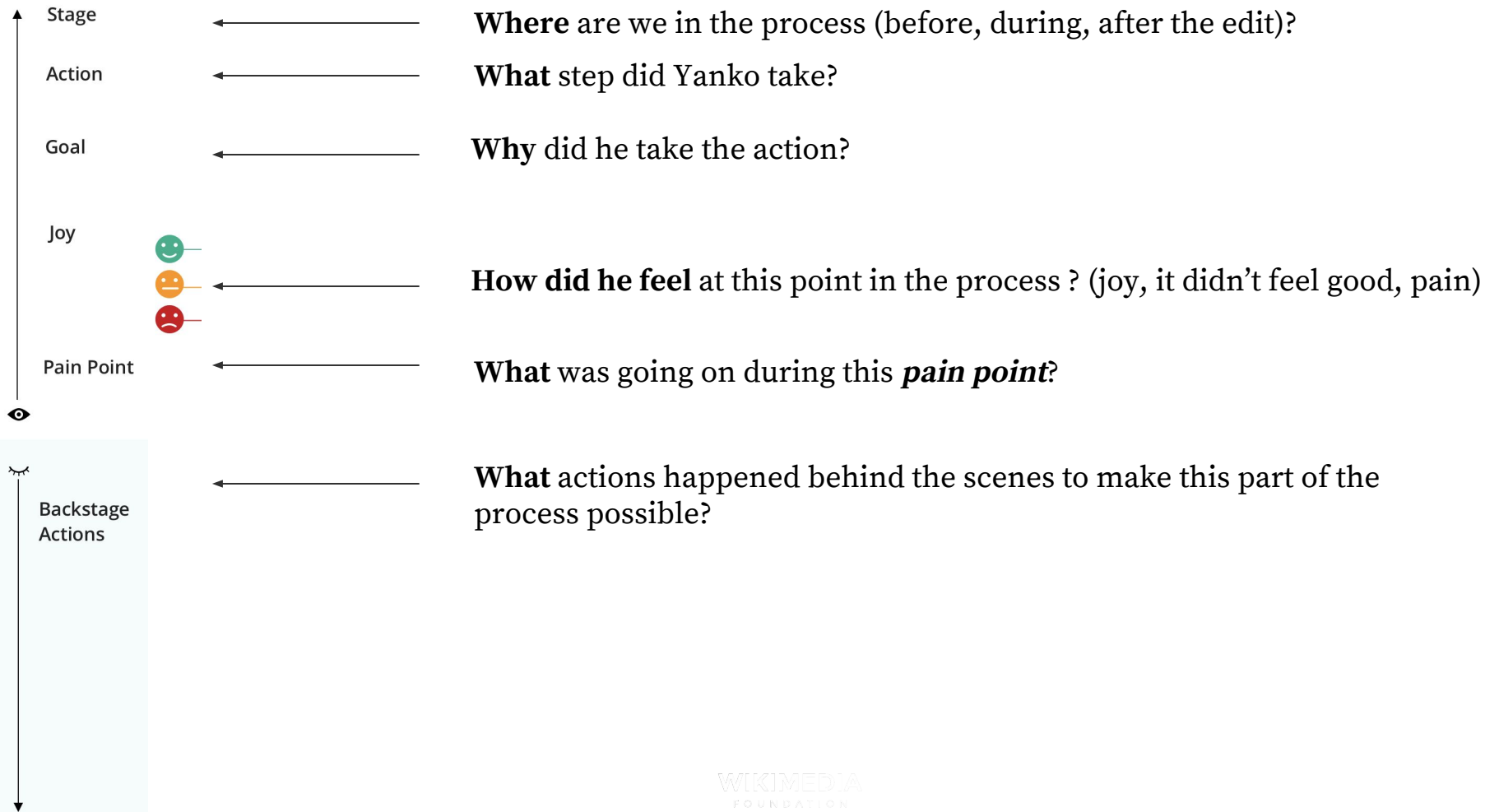


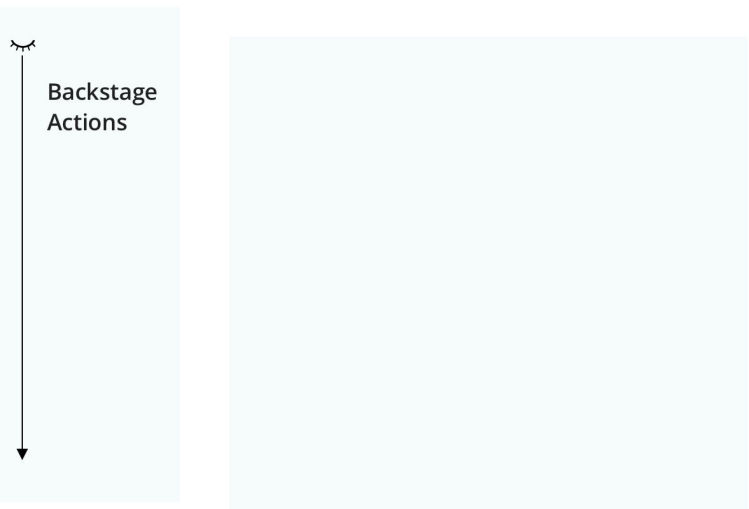
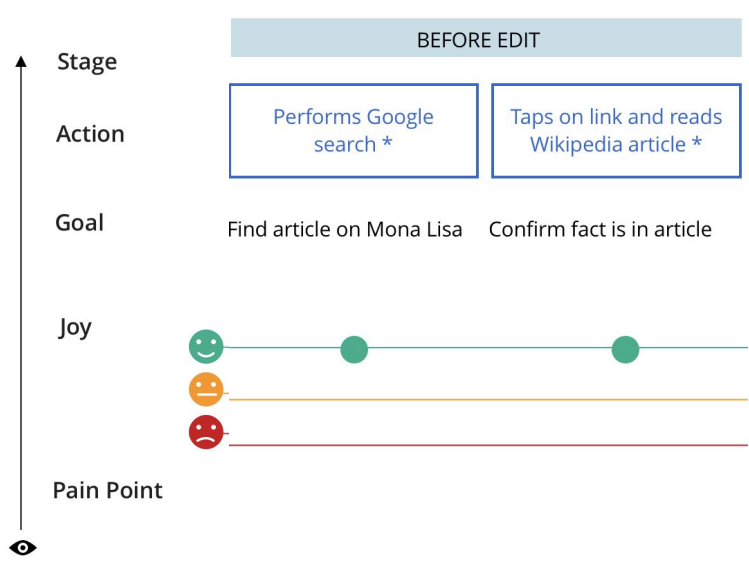
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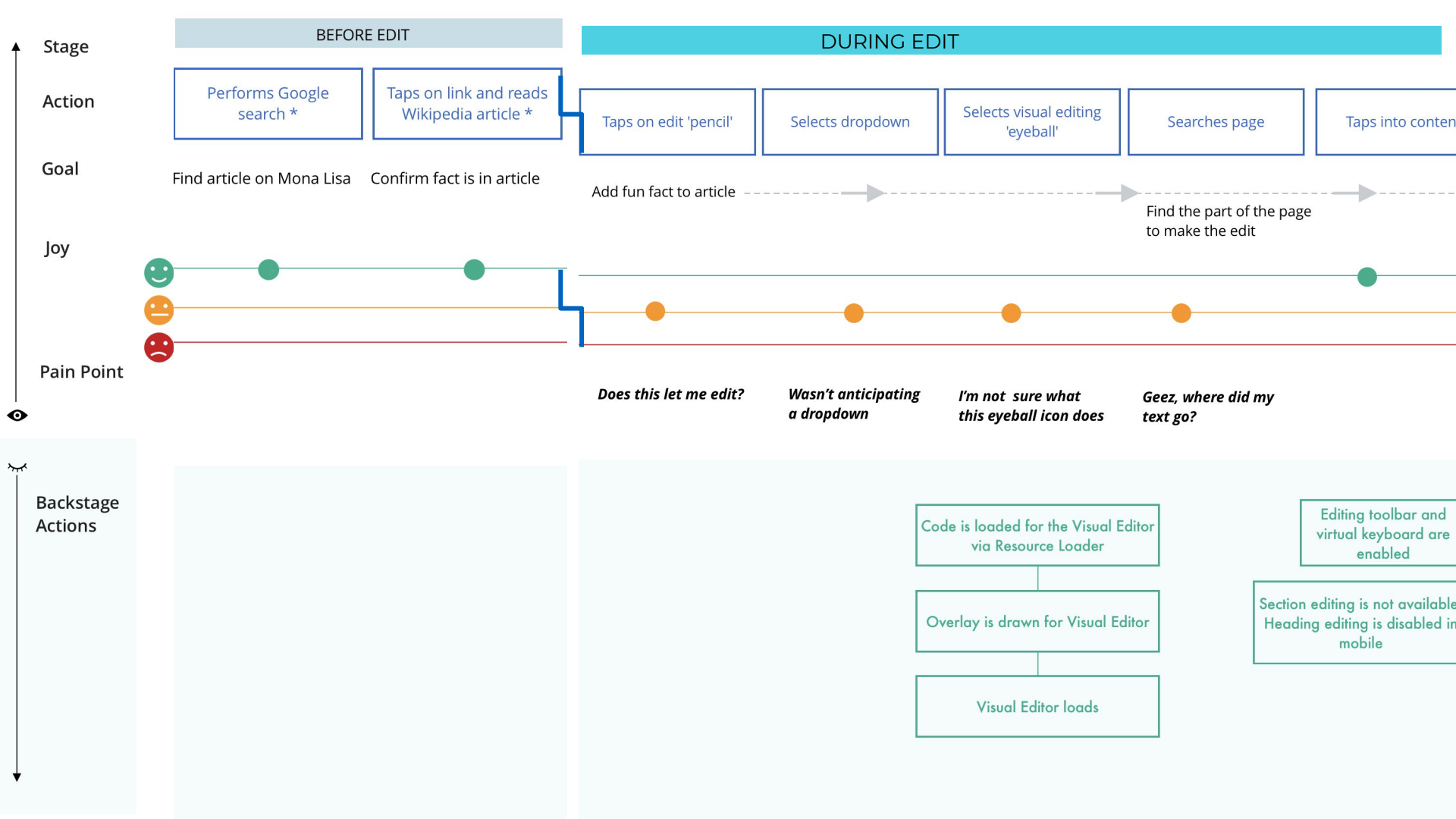


Persona: Yanko, The Knowledge Sharer

Task 1: Yanko accesses the site, makes an edit and publishes it.







"Switching from Wikitext to VE opened a dialog window [welcome window] that forced me to go out of editing, even though I had not made any edit yet."

"[Visual Editor] only allows editing the entire page, the particular section you want to edit is lost even when you tap on a section edit pencil."

"It was hard to find the sections I wanted at the beginning because the introductory text is pretty long in a mobile view."

"The most annoying part was finding the parts of the article I was supposed to edit. Mobile site apparently has no table of contents??? ..."

DURING EDIT

Taps on edit 'pencil'

Selects dropdown

Selects visual editing 'eyeball'

Searches page

Taps into content

Add fun fact to article

Find the part of the page to make the edit

Does this let me edit?

Wasn't anticipating a dropdown

I'm not sure what this eyeball icon does

Geez, where did my text go?

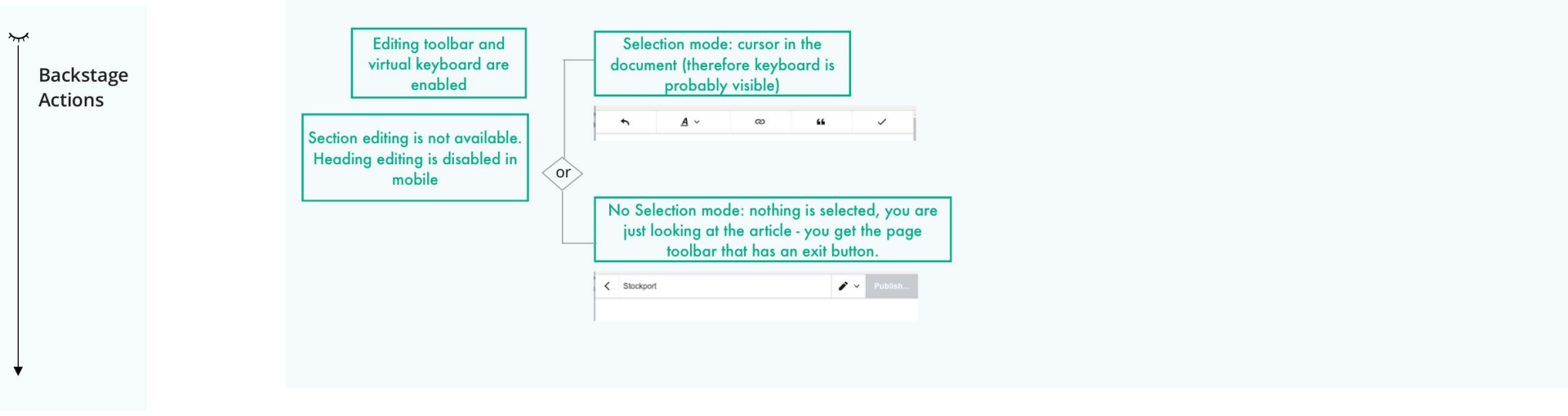
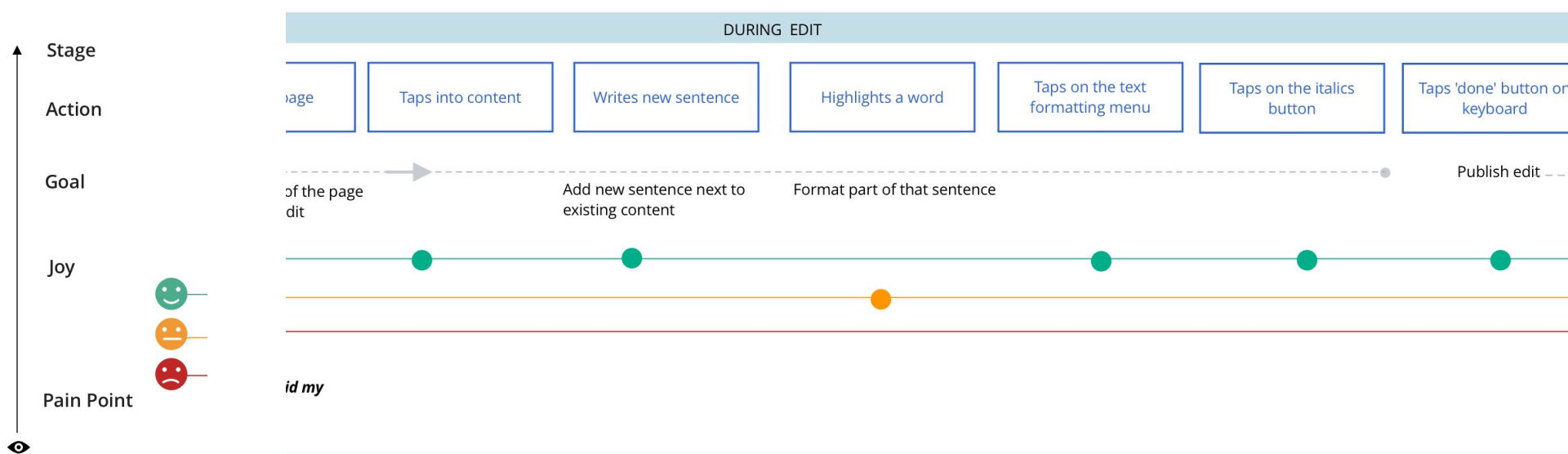
Code is loaded for the Visual Editor via Resource Loader

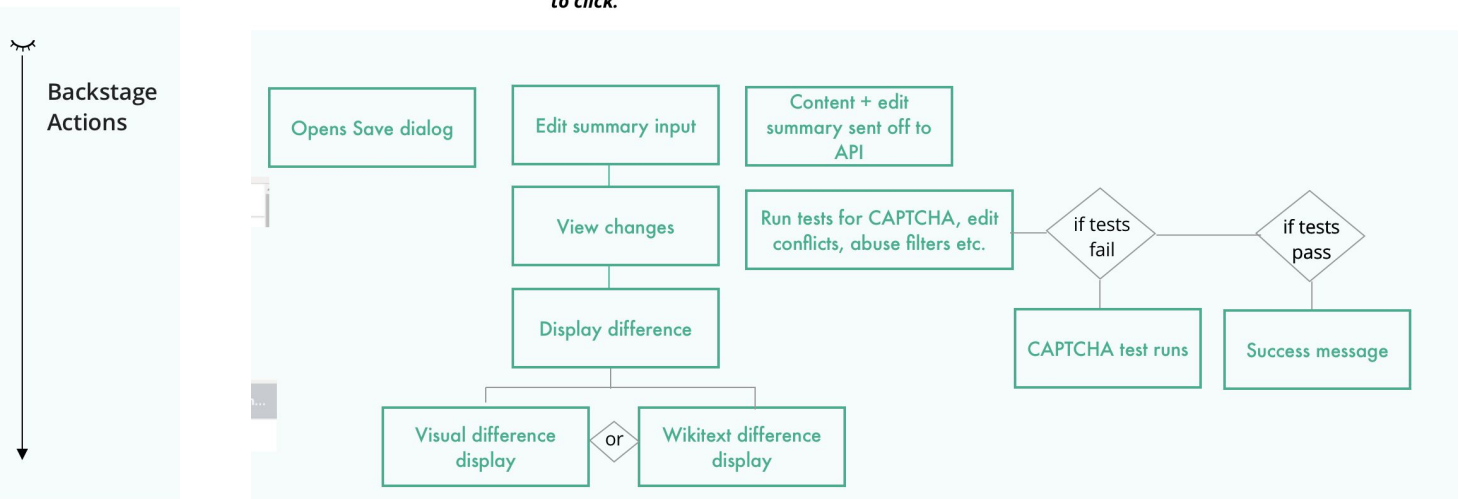
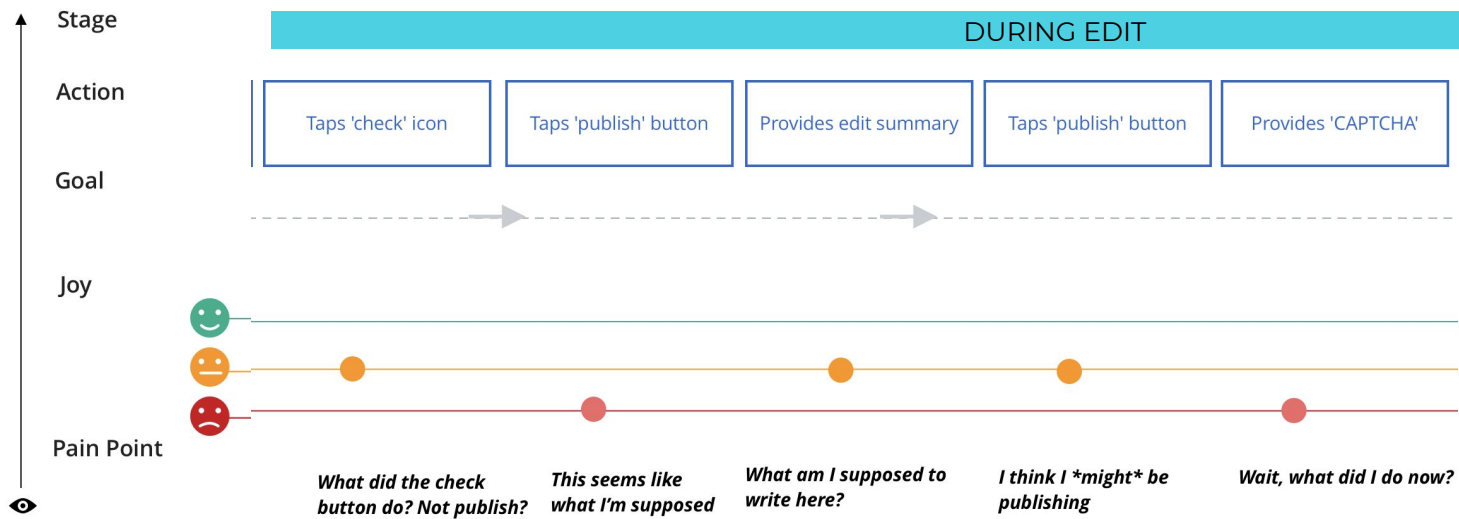
Overlay is drawn for Visual Editor

Visual Editor loads

Editing toolbar and virtual keyboard are enabled

Section editing is not available
Heading editing is disabled in mobile





DURING EDIT

Taps 'check' icon

Taps 'publish' button

Provides edit summary

Taps 'publish' button

Provides 'CAPTCHA'

One super minor thing that seems odd is that the old edit icon is used when reading the article, but the newer icon is used in VE (the one with the 'eraser' at the end)

"It was frustrating every step of the way. I was pushed into wikitext editing several times when I tried to log in to the system.."

...the check mark changes to [publish] at unexpected times. Not sure what it means.

Backstage
Actions

Selection mode: cursor in the document (therefore keyboard is probably visible)

The back caret on Save dialog and the return to save summary felt having the same function. I clicked the caret after reviewing my changes instead of going back at the bottom of the dialog. Good thing was that the already started edit message remained saved.



What did the check button do? Not publish?

This seems like what I'm supposed to click.

What am I supposed to write here?

I think I *might* be publishing

Wait, what did I do

Opens Save dialog

Edit summary input

Content + edit summary sent off to API

View changes

Run tests for CAPTCHA, edit conflicts, abuse filters etc.

Display difference

if tests fail

if tests pass

CAPTCHA test runs

Success message

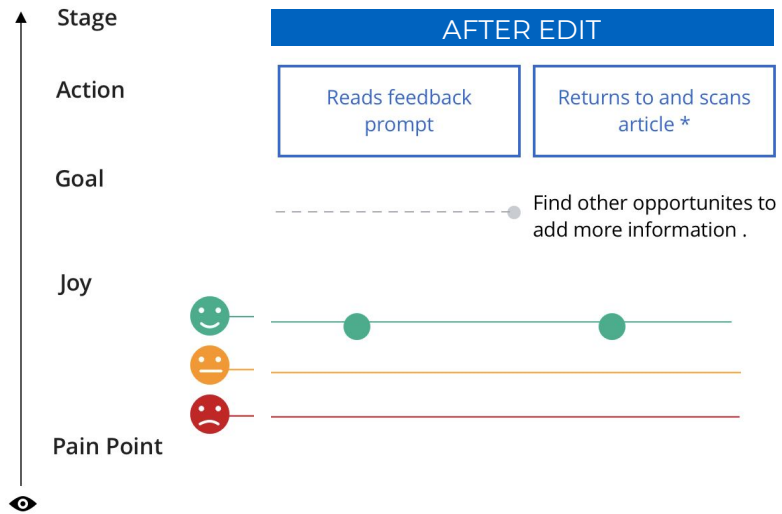
Visual difference display

Wikitext difference display

or

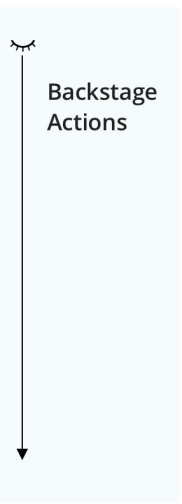
you are page

pub



“It was finicky and hard to make these simple changes on mobile, and it was a relief when they were accomplished successfully.”

“It was hard to do the tasks, the system would act irrationally (sic) (froze a few times, and jumped me around after pressing publish, understanding where I am in the article is difficult with a window only half an inch high...”



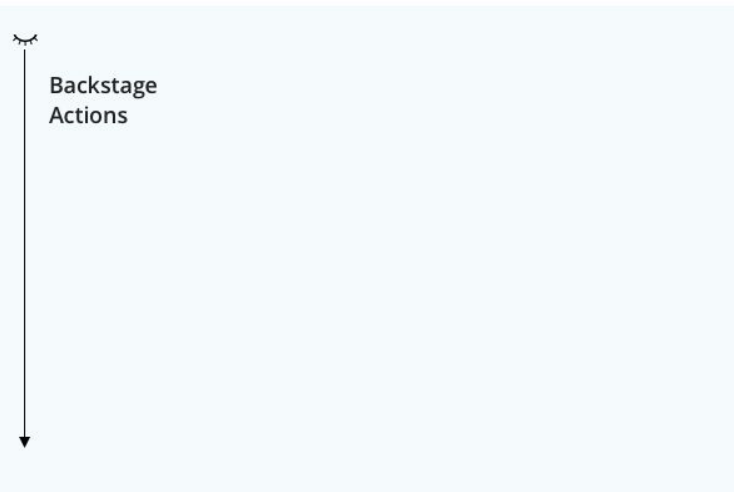
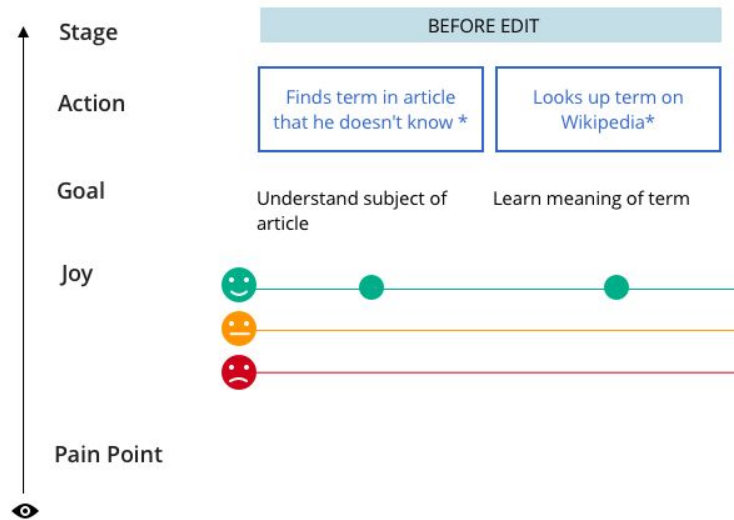
Task 1: Key pain points to solve

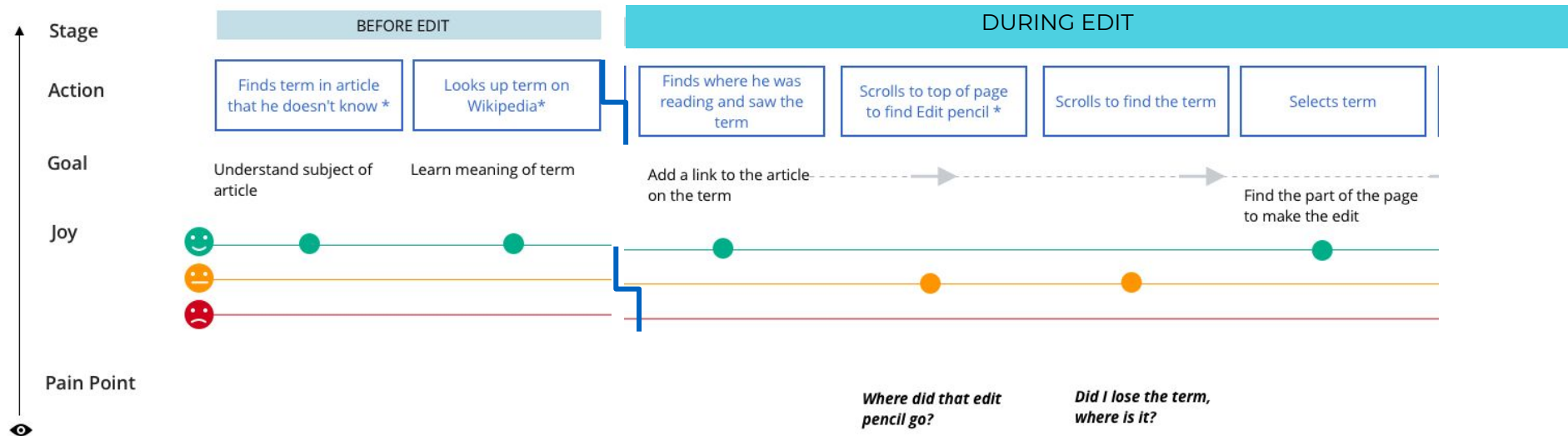
- Visual editor dropdown interaction
- Loss of scroll depth (changing states (reading to editing) but want to preserve their scroll depth)
- Saving edits

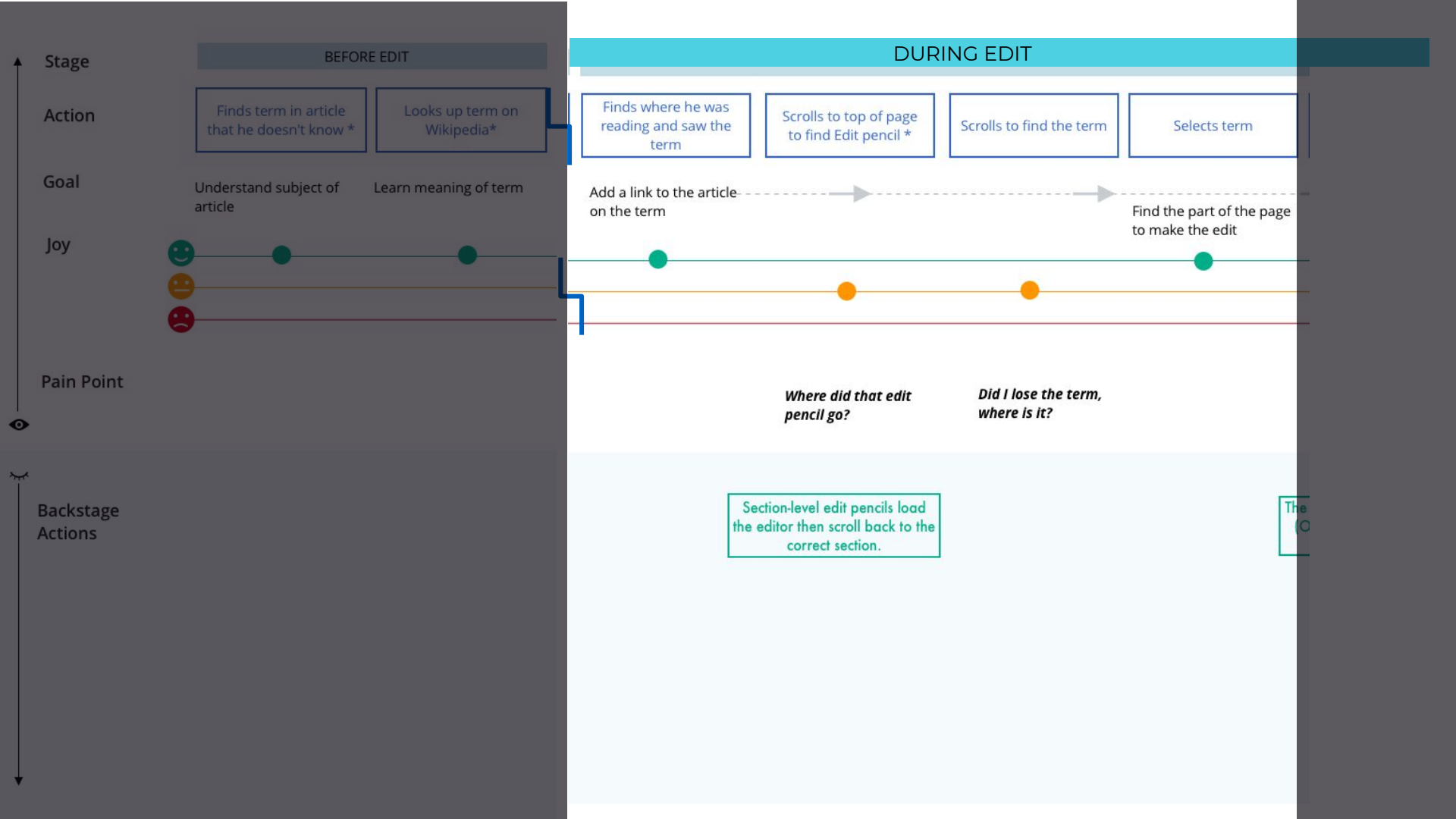


Persona: Yanko, The Knowledge Sharer

Task 2: Link to another Wikipedia page from within the article







DURING EDIT



Find the part of the page to make the edit

Add link to term.

Publish edit

Did I lose the term, where is it?

Did it make a link? I can't tell.

*I think I *might* be publishing..*

The link "inspector" is opened. (On mobile this looks like a full screen dialog)

As the user types, we query the API for matching articles to auto-complete their search

Results include page descriptions and thumbnails where available

The check icon closes the keyboard and switches the toolbars

DURING EDIT

Scrolls to find the term

Selects term

Scrolls up and taps the

Types term in search

Scrolls and reviews

Selects article

Observes that article is now a link

Taps 'check' icon **

Find the part of the page to make the edit

"At first I thought it was simple, but then realized the complexity as I got into linking content."

Publish edit

Did I lose the term, where is it?

Did it make a link? I can't tell.

*I think I *might* be publishing..*

"I thought citoid and the search inside the link inspector were both brilliant"

Results include page descriptions and thumbnails where available

The check icon closes the keyboard and switches the toolbars

AFTER EDIT

Returns to and scans
article *

“Seeing the edit live straightaway is satisfying...”

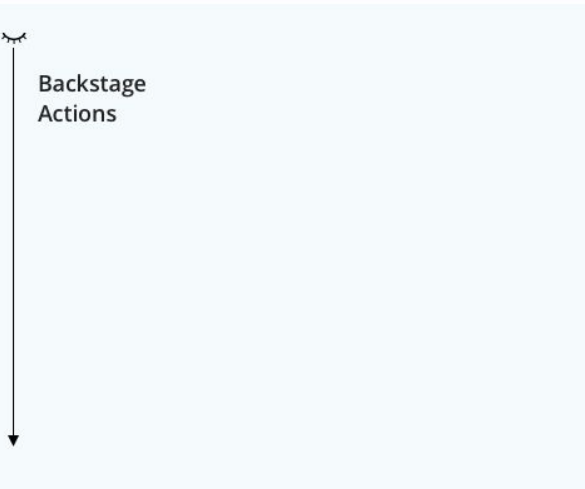
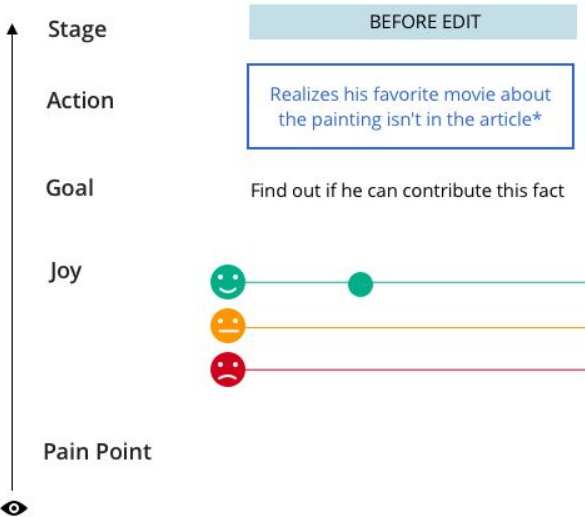
Task 2: Key pain points to solve

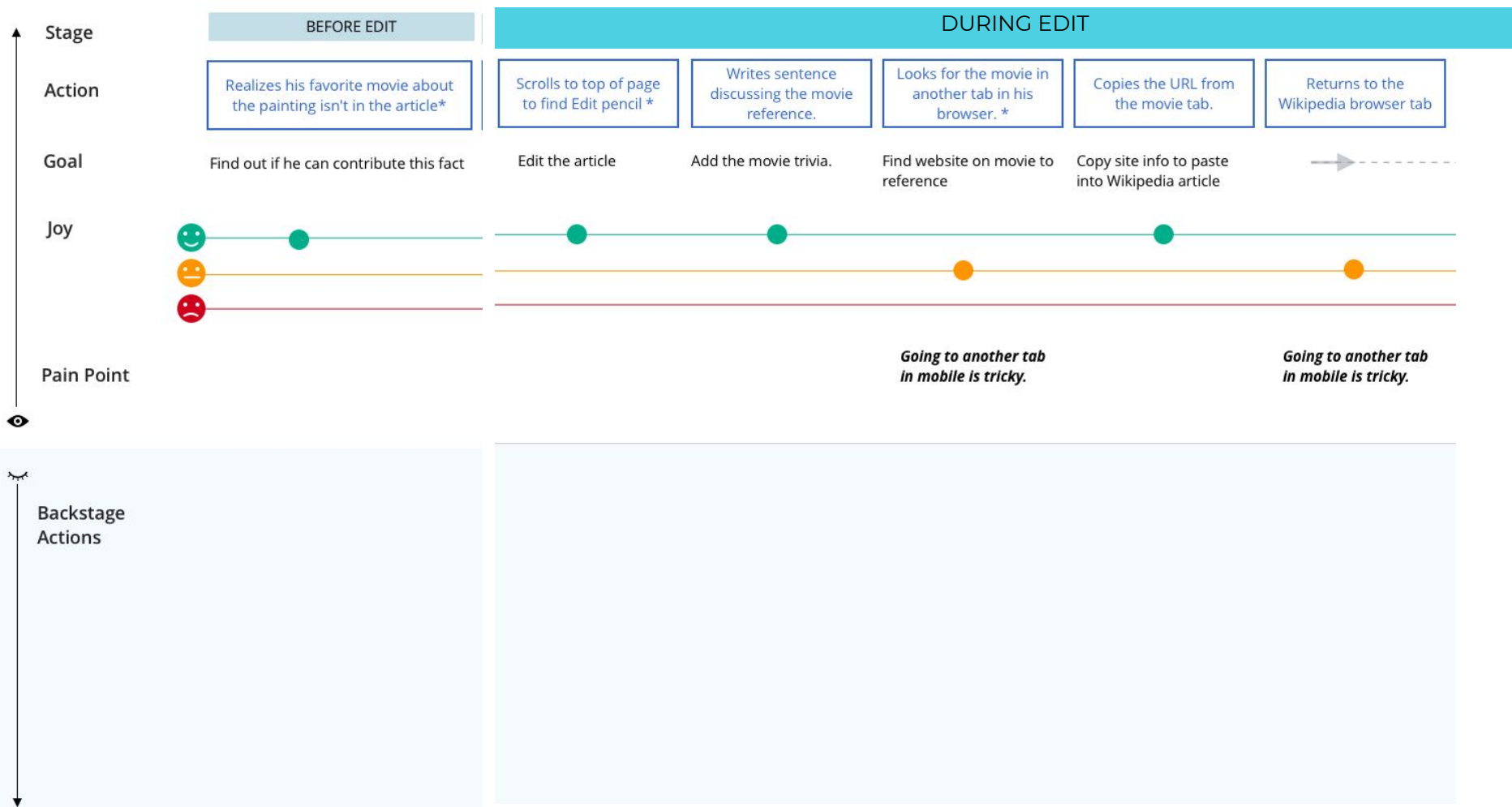
- Loss of scroll depth (changing states (reading to editing) but want to preserve their scroll depth)
- Feedback status confirming link creation

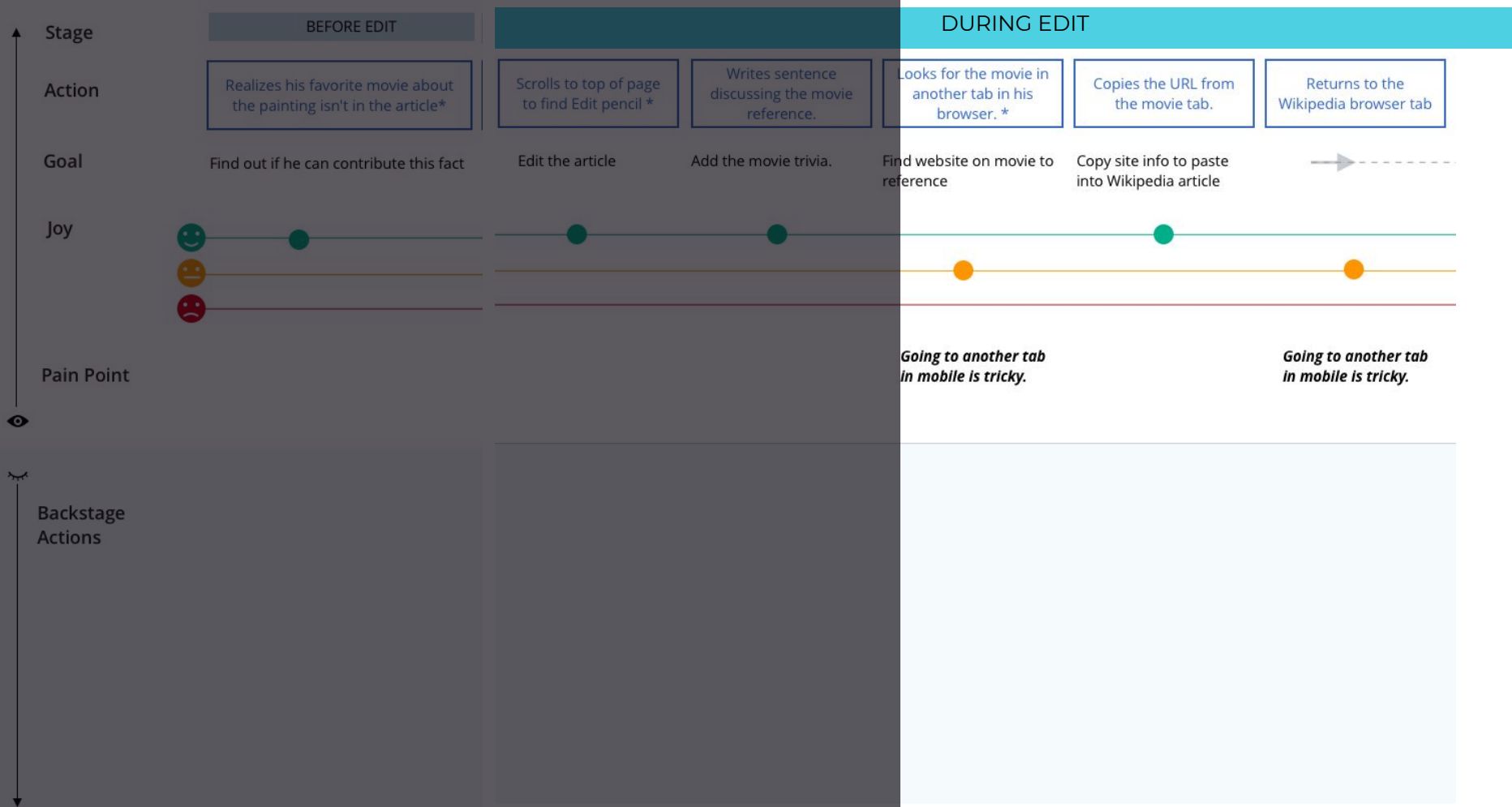


Persona: Yanko, The Knowledge Sharer

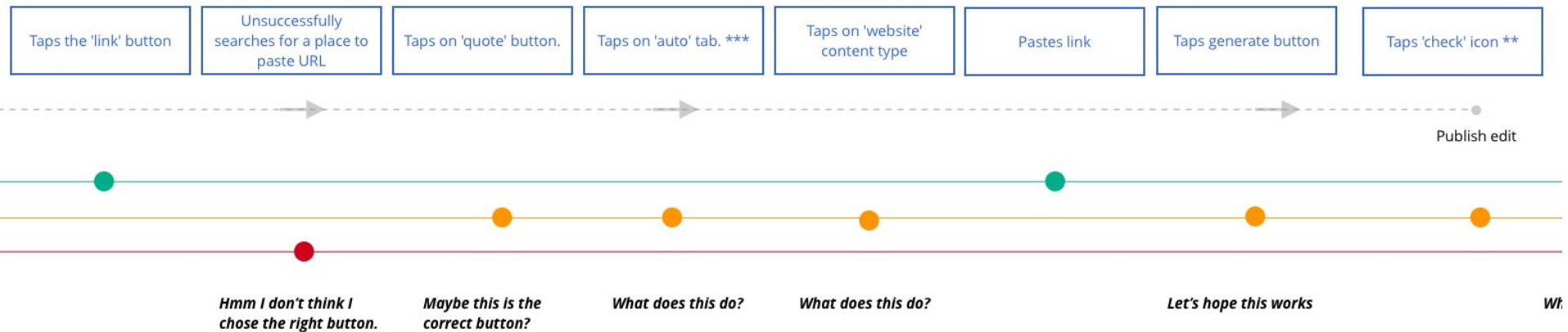
Task 3: Add a citation to the article.







DURING EDIT



Type something



Taps the 'link' button

Unsuccessfully searches for a place to

Taps on 'quote' button.

Taps on 'auto' tab. ***

Taps on 'website' content type

Pastes link

Taps generate button

Taps 'check' icon **

There were more clicks than seemed necessary. When I clicked in the field to add the website, the keyboard blocked what I was typing. Then I had to say Done -- then Insert -- then hit the check mark -- then Publish. I was thinking, wait, am I still not done? "

"While completing the third task to add the citation, I was a little unsure as to what "Title" meant and would have liked to have a tooltip or example title to help me enter the correct info (for e.g., letting me whether it was the title of the page, or the website as a whole that it was after)."

Publish edit

Does this do?

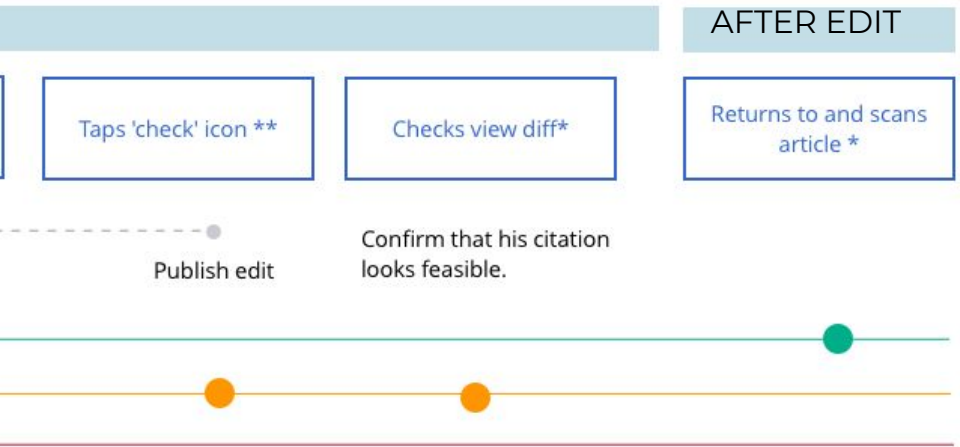
Let's hope this works

Wh

Type something

Citoid API looks up url and generates a reference

The check icon closes the keyboard and switches the toolbars



What did I end up editing?

The check icon closes the keyboard and switches the toolbars

Compare the VisualEditor HTML document models, and visualize changes (done on client side)

I did not have a good sense of what the next steps would be, and once when I realized I'd made a mistake it was unclear how to exit out of editing without publishing changes.

The citation template was a process, although it didn't feel very guided

I think adding a sentence and link is straightforward, adding the citation is confusing.

Task 3: Key pain points to solve

- User's inability to correctly identify citation buttons
- Lack of understanding what kind of edit was made with citation automation
- General confusion about Error messaging

There is visual reference to the desktop editing tools which made it familiar to me, so I knew what was happening from having experience on desktop

My main issues were with the citation and quotes. I wanted more of a guide or teaching experience here to explain to me what I was doing. I was often guessing what the words meant and wasn't sure if I left spaces incomplete if it would actually post. But I was surprised that it worked.

I couldn't see what I was typing because of the lack of screen space

Another area that could use some support is following the user where they are within the edit. I found myself having to scroll to find the cursor, or scroll so that the keyboard wasn't blocking my text while I was writing.

Switching between wikitext and visual editor and losing my edits is driving me bonkers!

It was unclear to me how to access Help. At any given point, when I was confused, wanted to drop a note to ask for help.

It was unclear how to exit both the visual editor and the wikitext mode...

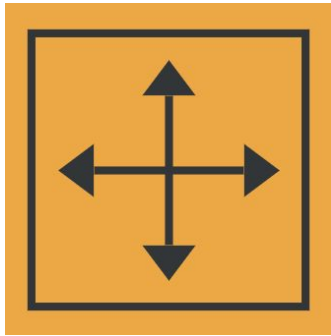
Next Steps

1. Conclude study ✓
2. Brainstorm: Look at the pain points identify a hypothesis
3. Make prototype for hypothesis
4. Validate hypothesis through testing

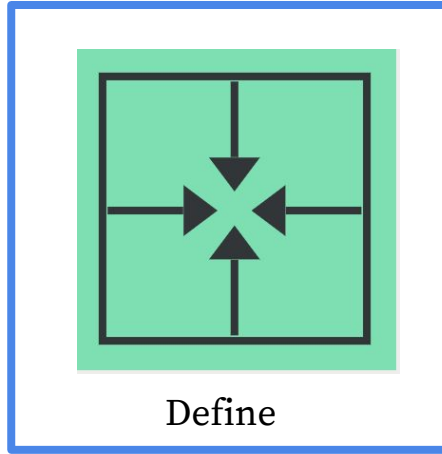
Open Design Process

DISCOVERY PHASE

DELIVERY PHASE

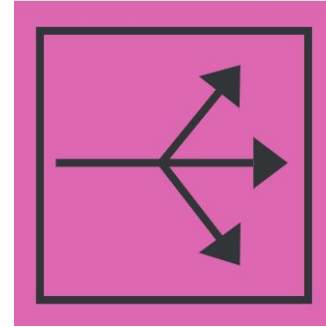


Explore

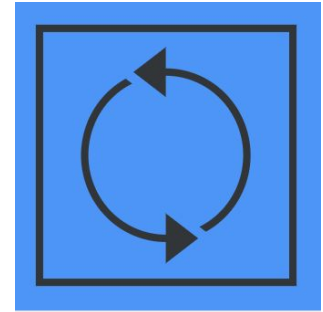


Define

We are **here**



Make



Validate

□ Read more: [open design process](#)

Mantra Proposals:

[Make your own](#)

