Supporting moderators at the Wikimedia Foundation

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Speakers

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“Moderators”? Users with extended rights, e.g.

- Stewards
- Functionaries
- Administrators
- Patrollers
- Rollbackers
Supporting moderators in 2023-2024

- WMF has focused a lot on growing the number of new contributors over recent years
- We recognise that growing the capacity for content moderation is also important
- We can't keep adding more content and more editors without also improving the other side of the process

**Improve experience of editors with extended rights:** Complete improvements to four workflows that improve the experience of editors with extended rights (admins, patrollers, functionaries, and moderators of all kinds); extend their creativity; impact at least four different wikis, and meet KRs for each improvement set collaboratively with the volunteers.
Agenda

- **Growth**: Community Configuration
- **Moderator Tools**: Automoderator
- **Android**: Patrolling
- **Editing**: Edit check
- **Q&A / Discussion**
Growth: Community Configuration

mediawiki.org/wiki/Community_configuration_2.0
The mission of the Wikimedia Foundation's Growth team is to support **new account holders** by designing and building engaging, intuitive, and inclusive products that **make it easier to join the Wikimedia movement.**
Question:

What drives you nuts about the Wikimedia Foundation?
Common complaints about WMF:

- The slow pace of software development
- Insufficient transparency and communication
- Lack of community involvement in decision making
Question:

Raise your hand if you have some previous knowledge about Community configuration or the EditGrowthConfig Special page?
Community Configuration 1.0

Special:EditGrowthConfig

Filling out the above form and submitting (above) edits different JSON config files (below).
Community Configuration 1.0

Arabic Wikipedia **disabled a Newcomer task**

**Add links between articles**

- Disabled

Links: templates to find articles that need more links.

- Template:Sections
- Template:Cleanup bare URLs

Articles containing templates defined here will not be shown to users as tasks for this task type.

Add more...

Articles containing categories defined here will not be shown to users as tasks for this task type.

Add more...

Destination page for learning more about adding links.

Wikipedia:Manual of Style/Linking
Swahili Wikipedia independently enabled Mentorship features

**Mentorship**

Mentors can have two roles. By default, they are randomly assigned to newcomers. An option exists for mentors that only want to be mentors to people from events or classes: they don’t get any newcomers assigned to them, but they can claim them.

The ideal number of mentors is: one mentor for each group of 500 new accounts, with a minimum of 3 mentors.

Know more about how mentorship works

Are mentorship features enabled?
- Yes
- No

Should users be automatically eligible for mentorship?
- Yes, allow users meeting all eligibility criteria below to enroll as mentors.
- No, don’t allow any users to enroll as mentors.

Minimum number of days a user must be registered to sign up as a mentor
- 90

Minimum number of edits a user must have made (on any namespace) to sign up as a mentor
- 500
An RFC was avoided on English Wikipedia
Community Configuration 1.0

Successes:

- Empowers communities
- Usable by any admin
- Transparent edit history
- Community customization is core to product planning
- Increases speed of scaling features
Community Configuration 1.0

**Current Limitations:**
- Limited discoverability
- Not designed to scale
- No external access
- Limited to Growth
Community Configuration
Vision for 2.0

Long-term vision:

● Community configuration can be utilized and relied on outside of Growth extension
● Increase discoverability
● Scalable design + architecture
● Improved design + UX
● Robust validation / error checks
Community Configuration
Vision for 2.0

Next steps:

- Gather feedback from communities and current users of Community configuration 1.0
- Consult with technical stakeholders
- Technical RFC
Community Configuration 2.0

Tracked in Phabricator T323811

Learn more:

mediawiki.org/wiki/Community_configuration_2.0
Moderator Tools:
Automoderator
Vandalism is a universal problem on Wikimedia projects. Takes time and effort even for trivial, obvious, vandalism. Fewer than 10 communities have anti-vandalism bots to handle obvious vandalism.
Hypothesis

If we enable communities to automatically revert obvious vandalism, moderators will have more time to spend on other activities.
Automoderator

Automated detection and reverts for obvious vandalism, fully configurable by each Wikimedia community.

- Using new machine learning models to detect edits requiring reverting
- Range of configuration options to customise behaviour
Goals

- Reduce moderation backlogs by preventing bad edits from entering patroller queues.
- Give moderators confidence that automoderation is reliable and is not producing significant false positives.
- Ensure that editors caught in a false positive have clear avenues to flag the error / have their edit reinstated.
**Roadmap**

**December:** Enable editors to test Automoderator’s machine learning models

**2024:** Start testing Automoderator with pilot Wikipedias

➡ Rollout to more Wikipedias
Learn more

MediaWiki.org

[[Moderator Tools/Automoderator]]

[[Moderator Tools/Newsletter]]
Android: Patrolling Task

Jazmin Tanner
Android: Patrolling Task

WIKIMANIA SINGAPORE
Jazmin Tanner
It all started with Watchlist.

Available in Android, coming soon to iOS.

WIKIMANIA SINGAPORE
Opportunity

Problem Statement

- Empowering Mobile Users
- Streamlining Vandalism Action and enable focusing on nuanced edits
- Fostering Positive and Productive Community Interaction
- Enhancing Accessibility and Customization for Non-Technical Users
- Enhancing our detection models
Hypothesis

Implementing Patroller Tasks in the Wikipedia apps will increase moderator velocity across several language wikis when particularly for mobile device users. Simultaneously, this initiative will reduce the barrier to patrol for less technical experienced editors.

Secondarily, the feedback provided through the Patroller Suggested Edits tasks will refine our edit quality models.
Evaluating Success

- Satisfaction
- Engagement
- Impact as compared to other tools

In the future
- Education
**Patrollers Tasks Plan**

**Plan**
- Discuss with communities (Sysops & Rollbackers)

**Engineer**
- Build V1 based on community feedback
- Release MVP
  - Release with Indonesian Wikipedia

**Scale**
- Release with Spanish, Chinese and French Wikipedias

**Plan**
- Discuss V2 with communities (Sysops, Rollbackers & Experienced Editors)

**Scale**
- V1 Available Everywhere

- **Apr. 2023**
- **Aug. 2023**
- **Oct. 2023**
- **Dec. 2023**
- **Jan. 2023**
- **Mar. 2024**
CONNECT WITH US.

MediaWiki: [[Wikimedia_Apps/Team/Android/Anti_Vandalism]]

MetaWiki: [[Wikimedia_Apps/Newsletter]]
Editing: Edit check
Offer people actionable feedback about policies while they are editing.
Interfaces do not make people aware of the policies they are expected to follow.
Impact

Newcomers feel unwelcome and question whether Wikipedia is a place where they belong.
Impact

Experienced volunteers need to allocate time to patrolling edits and attempting to reach newcomers in in-opportune moments.
Prompt people to add sources when they forget to do so
If we surface relevant feedback in the moments when people are editing Wikipedia, and equipping them with the know-how and tools necessary to act on this guidance...

...they will make changes they are proud of and the people reviewing these edits consider valuable.
Evaluating Success

Proportion of new content edits that are **reverted**

Proportion of new content edits that include **references**
Plan

Today

Moderation  Editing  Moderation
Plan

Today

This year

Moderation Editing Moderation

Policy-aware Editing

This year

Moderation
Getting involved

https://w.wiki/6pwF
project updates

+ 

https://w.wiki/67Fh
community calls
Thank you!

Q&A / discussion

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**WIKIMANIA**

**SINGAPORE**