Wikipedia
Section Translation
Usability Testing

Final research report
January 2021

WIKIMEDIA FOUNDATION + teak research

Content

WIKIMEDIA
FOUNDATION

+ teak research

Scope

Objectives

In collaboration with Teak Research, the Wikimedia Foundation conducted usability and prototyping research in Thailand with active Thai language Wikipedia editors and potential newcomers. The main focus of the research was use and discovery of the translation tool. Deliverables include this report, which contains research findings with insights and recommendations for the improvement of UI elements.

Teak conducted in-depth interviews, developed a recruitment screener, managed recruitment and provided incentives to the participants, developed an interview discussion guide in collaboration with the Wikimedia Foundation Language Team, and coordinated tech setup for interviews. Additionally, videos were recorded and interviews were translated.

Now, we deliver a full report of findings and recommendations including verbatims, anecdotal evidence, and screenshots with the relevant annotations.

- Identify the main friction points in the Section Translation experience and workflow that could potentially hinder editors from making successful contributions.
- Identify areas that require improved support for editors during the Section Translation process.
- Validate or provide recommendations for modification of tool elements and workflow.
- Answer the Wikimedia Foundation's hypotheses relating to the Section Translation experience, tool elements, and workflow.
- Evaluate a recently implemented entry point and another entry point concept in the form of a clickable prototype.
- Collect information about general aspects of Thai Wikipedia editors' experiences, particularly in relation with translation.

Methodology

Usability and prototype testing via screen sharing and UX research interviews

Overall process
We conducted remote research sessions using screen sharing to test several aspects of Section Translation, current live entry points, and an entry point prototype. All interviews were guided by detailed protocols that were designed to address the main questions, while also looking for opportunities to enhance the experience. In particular, what are the main points of friction that may in part or fully prevent successful discovery of the tool and publication of translations?

Sample discussion guide structure
Part 1: A short warm-up interview at the beginning of each research session collected information about the more general aspects concerning the experiences of Thai Wikipedia editors, especially with regards to translation.

Part 2: An observation of the experiences of Section Translation experiences. Participants were asked to think-aloud as they interacted with the tool.

Part 3: At the end of the interview, participants were asked to rate and comment on their ratings for various aspects of the Section Translation experience.

Sample group
Wikipedia Editors
- n=11
- 1 pilot

Potential Newcomers
- n=6

Length of interview
- 90 minutes

Recruitment Profile: Thai Wiki Editors

12 Thai Wiki Editors

Gender
Male   = 12
Female   = 0
Other   = 0

Age group
15-20   = 7
21-30   = 4
31-40   = 1

Occupation
Student   = 7
Freelancer   = 3
Novel translator   = 1
Computer engineer   = 1

Account age
< 1 year   = 1
1-5 years   = 5
6-10 years   = 4
> 10 years   = 2

Edit count
< 1,000   = 4
1001-5000   = 4
5001-10,000   = 0
> 10,000   = 4

Segment*
1   = 2
1-3   = 1
2   = 3
2-3   = 5
3   = 0
N/A   = 1

*Definition of segments:
1: Experienced Editors: Account age >1 year, >100 edits, minimum use of CX is a few times per month.
2: Casual translators: >100 edits, translation activities minimum a few times per month (with any tool(s))
3: Mobile-heavy editors with/without translation experience: mobile editing minimum a few times per week, >100 edits

WIKIMEDIA FOUNDATION + teak research

|5

Recruitment Profile : **Potential Newcomers**

6 Potential Newcomers

Gender
Male   = 2
Female   = 4
Other   = 0

Age group
15-20   = 0
21-35   = 4
36-50   = 2

Occupation
Student   = 1
Content Designer   = 1
Film Colorist   = 1
Content Writer   = 1
Independent Scholar   = 1
Translator   = 1

Type of contents
Novel and Fiction
Social Phenomenon
Art, Design, and Culture
Film

Online Sites
Facebook Posts
Blogs
The Momentum
The Cloud

Additional participant characteristics:
- Multilingual
- Experience with adding content to the online sites (for instance, social media platforms, Quora, and blogs).
- Experience with using translation (for instance, blogging, personal or professional texts, and emails).
- Awareness of Wikipedia and the idea that content is produced by a community of editors and that anyone can create content.
- No extensive coding experience.
- Not a currently registered Wikipedia editor.

Section Translation (SX) Screenflow

Entering SX → Selecting an article → Reviewing the article → Tutorial → Translation process → Publishing

Language switcher

Dashboard

Machine Translation
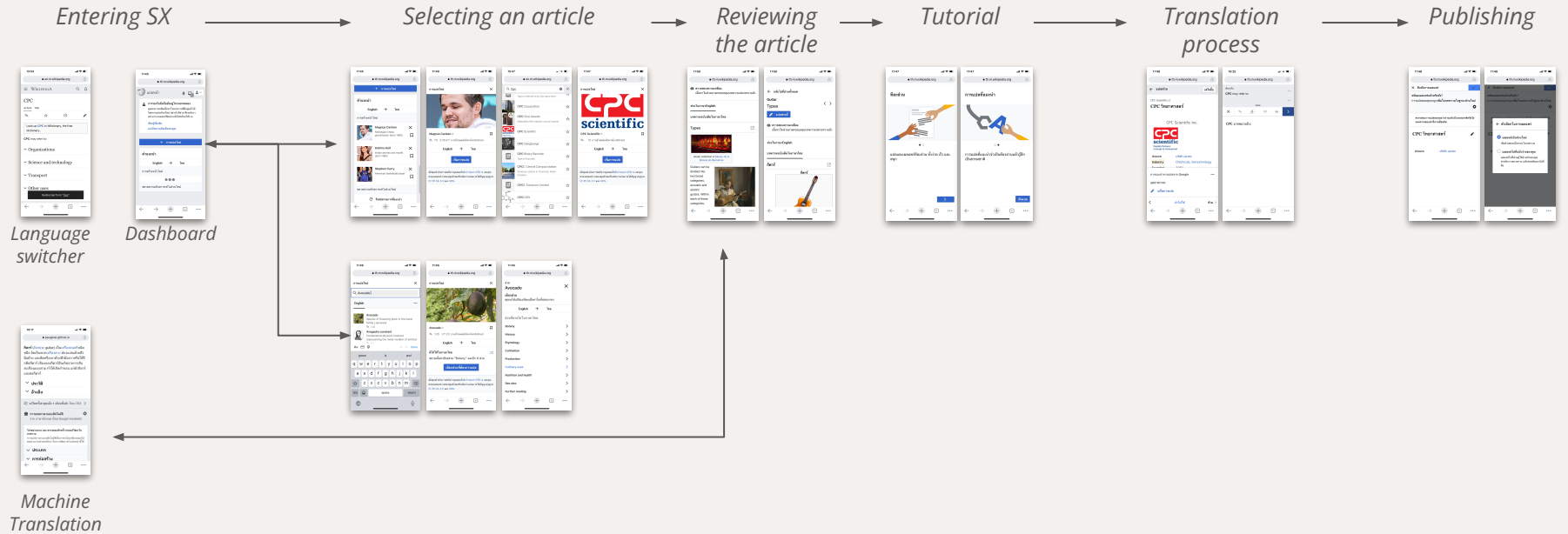
Machine translation entry point concept prototype screenflow
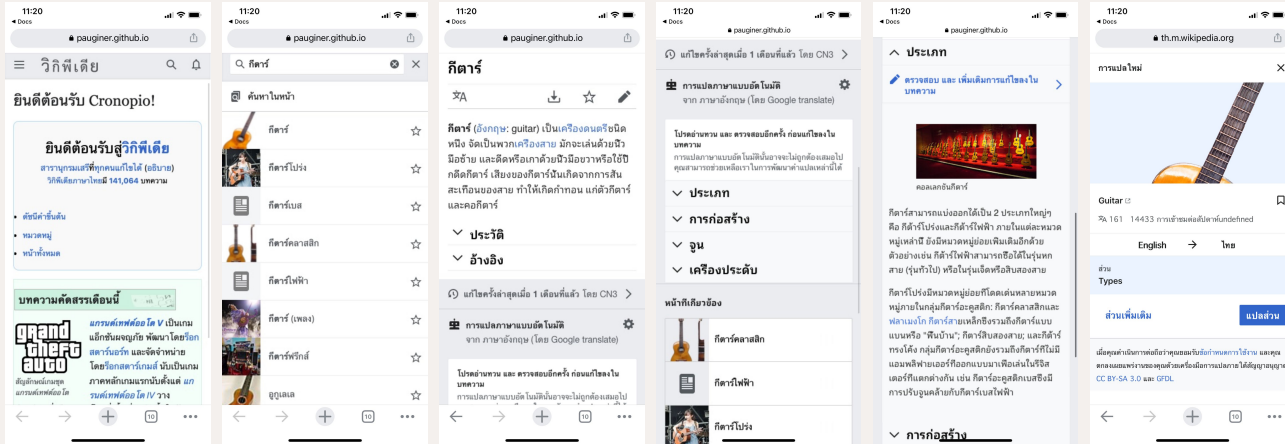
Selecting an article ⟶ **Reading the article + Enter SX dashboard** ⟶ *Enter translation process*
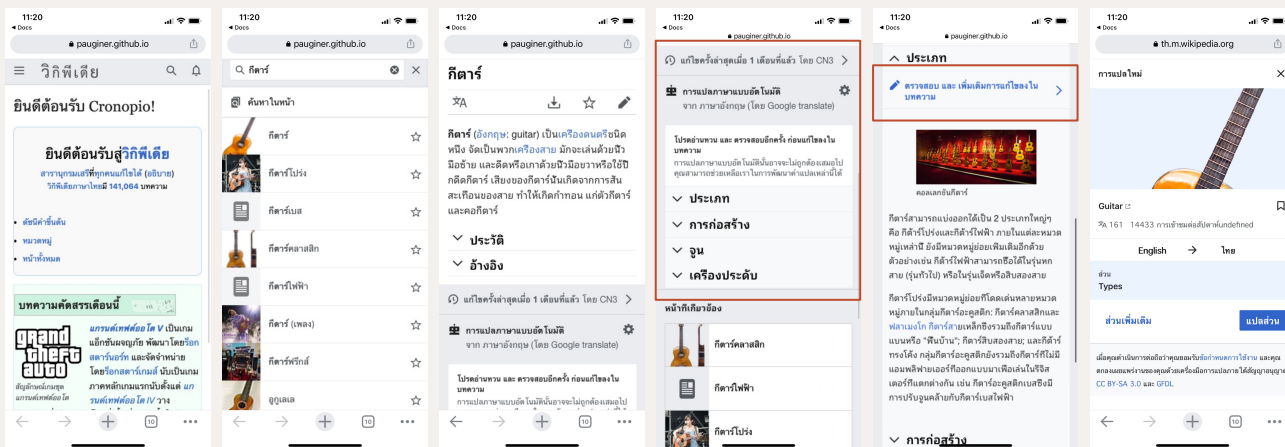
Section Translation is perceived by Thai Wiki Editors as a simple tool for newcomers and people with average editing markup skills. They perceived the overall process as straightforward and easy to follow, but faced difficulty with discovery, relevant suggestions, publishing with confidence, and lack of a Source Editor option.

Entering Section Translation	*Selecting article*	*Reviewing article*	*Tutorial*	*Translation process*	*Publishing*
The entry points lack discoverability	**The suggestion list does not complement the interests of Thai Wiki Editors**	**The process is simple as they can switch between English and Thai. However, it is important to have the English section match the complete article in Thai, so that the content could easily be compared.**	**The tutorial does not provide any instruction regarding the usage and process of Section translation. It is also not interactive.**	**Setting options for MT aren't visible and the tools on VisualEditor are limited to perfecting markup.**	**Publishing options aren't easy to locate, thus making editors want to leave the process.**
None of the participants had access to the main **SX Dashboard**, but they appreciate the idea of having it.	'+การแปลใหม่' (+Create New translation) should represent the process of going to search bar and finding new articles			The outcome of 'Apply' and 'Skip' function was not noticeable.	The gear symbol did not represent the options for publishing.
The **Language Switcher** entry point was difficult to locate, as it was hidden in another function.	The process is simple as editors can follow along the screen.	'ตรวจสอบความเหลื่อม' (Check for overlap) isn't fluent and is incomprehensible.		Knowing the percentage of MT and human edition did not result in an impact, as Thai Wiki Editors did not associate it with the quality of translation.	The description and explanation for publishing did not effectively communicate that editors have the option to save drafts.
Machine Translation entry point can be confusing because it doesn't suggest that it will direct to Section Translation.					
3 Editors Found the Language Switcher Entry point	**2 Editors** Found article suggestions interesting	**6 Editors** Found the reviewing process useful	**11 Editors** Found the tutorial unhelpful	**4 Editors** Found options for Machine translation before prompt	**3 Editors** Found options for 'save as draft' before prompt

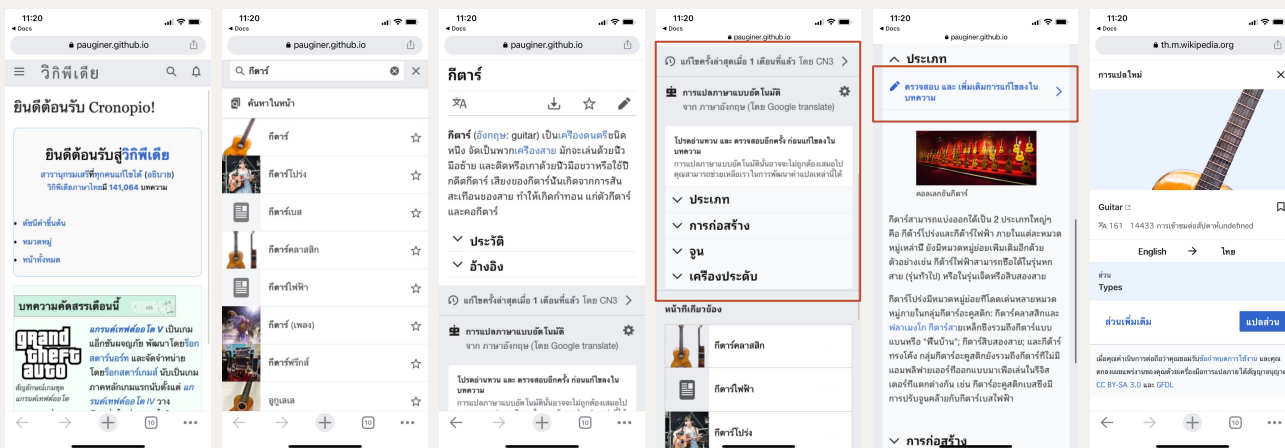Section Translation Usability Testing | Executive Summary

Section Translation is perceived by Potential Newcomers as a complicated tool. The overall experience is logical for them as they can follow the process. However, they cannot associate most of the buttons with their functions. They also think that UI text should provide a clearer direction towards the action, so that they could better understand the task.

Entering Section Translation	*Selecting article*	*Reviewing article*	*Tutorial*	*Translation process*	*Publishing*
The entry points lack discoverability	**The suggestion list does not complement the interests of Potential Newcomers**	**The process is difficult to follow as Potential Newcomers don't understand how to accomplish the task in this process. This is because they don't understand the description.**	**The tutorial does not provide any instruction regarding the usage and process of Section translation. It is also not interactive.**	**Some buttons during the editing page do not match with the tools usage. The descriptions are too abstract about its usage.**	**Based on the opinions of newcomers, the process is easy. However, while carrying out the tasks, the setting option is hard to navigate.**
None of the participants had access to the main **SX Dashboard**, but they appreciate the idea of having it. The **Language Switcher** entry point was different to locate, because it was hidden in another function. **Machine Translation** entry point can interfere with the reading flows and create confusion about which section is auto-translated.	'+การแปลใหม่' (+Create New translation) should represent the action of using the search bar to find new articles. Potential Newcomers couldn't relate the action of selecting both the article section and article to edit from the SX dashboard to how their work was going to appear in the article page.	During the task, they struggled to find means of comparison between the section and full articles. They also got confused when the contents didn't match.	The tutorial didn't explain that they will have to edit from the machine translation output. Previously, they had thought that translation will occur directly from the article and that machines would be learning from their translation	'Add Reference' button was viewed as an 'Add Quotation' icon because its icon is a quotation mark. 'Add URL' button sparked the question regarding where they could find the URL and what type of URL was acceptable in that situation.	The description and explanation for publishing did not effectively communicate that editors have the option to save drafts.
2 Newcomers Found the Language Switcher Entry point	**0 Newcomers** Found article suggestions interesting	**3 Newcomers** Found the reviewing process useful	**6 Newcomers** Found the tutorial unhelpful	**1 Newcomer** Found options for Machine translation before being prompted	**3 Newcomers** Found options for 'save as draft' before being prompted

The machine translation entry point is perceived by Thai Wiki Editors as a good invitation for creating a new translation. However, some are concerned that the entry point may cause confusion for general Wikipedia readers. Some found that the caption doesn't provide an idea of what the next step is and the page arrangement doesn't make it clear to them about which sections are generated by MT.

Selecting an article → ***Reading the article + Entering SX Dashboard*** → *Entering translation process*

The machine translation entry point is perceived by Potential Newcomers as an interesting, yet impractical entry point. They stated that in a real-life setting, had the entry point appeared while they were reading, it would have interfered with their flow. It may have also confused them on whether the section they read was translated by a human or auto-generated by a machine translator. The wording also seems vague, as the next steps are not clear.

Selecting an article ⟶ **Reading the article + Entering SX Dashboard** ⟶ *Entering translation process*

Section Translation Usability Testing |Executive Summary

Final

Thai Wiki Editors rate the overall experience a 3.9 out of 5. This is because they have not yet encountered themselves using SX as their primary tool for translation. Alternatively, they prefer using SourceEditor, which grants more freedom on editing templates and provides more accuracy on editing text formats and adding references. They also think that the SX interface needs to be improved for visibility of all setting options.

Entering Section Translation	Selecting article	Reviewing article	Tutorial	Translation process	Publishing
Dashboard: 3.5 Thai wiki editors see the potential of having designated entry point to access the dashboard from 'Contribution' menu	**Selecting article: 4** Thai wiki editors think that searching article on search bar is simple as it is what they normally do. However, they wish for an improvement for the suggestion lists to be more relatable to their interest.	**Reviewing article: 3.9** Thai wiki editors think this process is useful for a quick screening. They think it also need improvement on the content matching of English and Thai article.	**Tutorial**: N/A Thai wiki editors want the tutorial to instruct them more on the process and functionality of Section Translation tools	**Translation process**: 3.9 Thai wiki editors think the overall flows are simple. They wish to add more tools for editing markup and provide more dictionary options that can help them correct the transliteration or suggest a more fluent term to their translation. They want the buttons in MT options to stand out more.	**Publishing: 3.9** Thai wiki editor find that the publishing process is very easy. They want the button for publishing option to stand out more at the publishing screen.
Language Switcher: 4 Thai wiki editors see this entry point as a good opportunity for adding new translation. They wish it can be discovered easier without having to type.	**Selecting Section: 4.2** Thai wiki editors thinks that selecting section is simple as they can go through list. They wish the suggestion list will be more relatable to their interest.				
Machine Translation: 3.3 Thai wiki editor see this as a very interesting entry point. However, it should be restricted to only experienced editors.					

Section Translation Usability Testing | Executive Summary

Final

Potential Newcomers rate the overall experience a 3.9 out of 5 as they can easily follow the Section Translation process. However, they hoped for the buttons to be more noticeable as clickable options and for the descriptions and captions to use better terminologies with clear guidance. These buttons and vague UI can interfere with their overall translation experience.

Entering Section Translation	*Selecting article*	*Reviewing article*	*Tutorial*	*Translation process*	*Publishing*
Dashboard: 4.2 The dashboard is easy to use. However, language modifier doesn't appear to be clickable. They want the search bar to appear on the dashboard. **Language Switcher: 4.1** The button is noticeable, but they would like for the Section Translation entry point to be located without having to type. **Machine Translation: 3.1** Many Potential Newcomers thought this entry point was unnoticeable. Some felt that it interfered with their reading experience because they are not expecting to translate when they are in the flow of reading.	**Selecting article: 3.8** Potential Newcomers preferred searching for articles themselves because it would align with their interests. The suggestion lists are limited and do not offer anything related to their interests. **Selecting Section: 3** Potential Newcomers wish that the suggestion list were more related to their interests. They understood that they were selecting section to translate, but could not imagine how the section would be integrated to the article.	**Reviewing article: 3.4** Potential Newcomers think that this process is important for screen article content, length, and language consistency. However, the screen appears to be overwhelming and overall page isn't clear to them that it's about reviewing article. Buttons and descriptions were hard to notice. The unmatching result made it difficult for them to compare the overlapping content and understand the purpose of the page.	**Tutorial**: **N/A** Potential Newcomers felt like the current tutorial provided simple tips rather than comprehensive instructions. They wanted the tutorial to provide instruction on the usage for the translation tools in the editing page and the process of Section Translation tool.	**Translation process**: **4** Potential Newcomers were able to easily follow through with the process.. However, they could not associate the buttons icon with its respective function. They could not associate the reference button with the function of adding reference because the button had a quotation mark icon.	**Publishing: 4.2** The process was easy to follow. Potential Newcomers liked how they could save their translation as a draft, but wished for the publish option to be more noticeable.

Chapter 00
Cultural Background

Thai Wiki Editors **often translate articles by copying the markup language directly from an article on enwiki and translating it into the new draft page. They are familiar with the markup language version of the SourseEditor because it is how they first learned to edit articles in a desktop version. Also, some carry on using markup language on their mobile devices.**
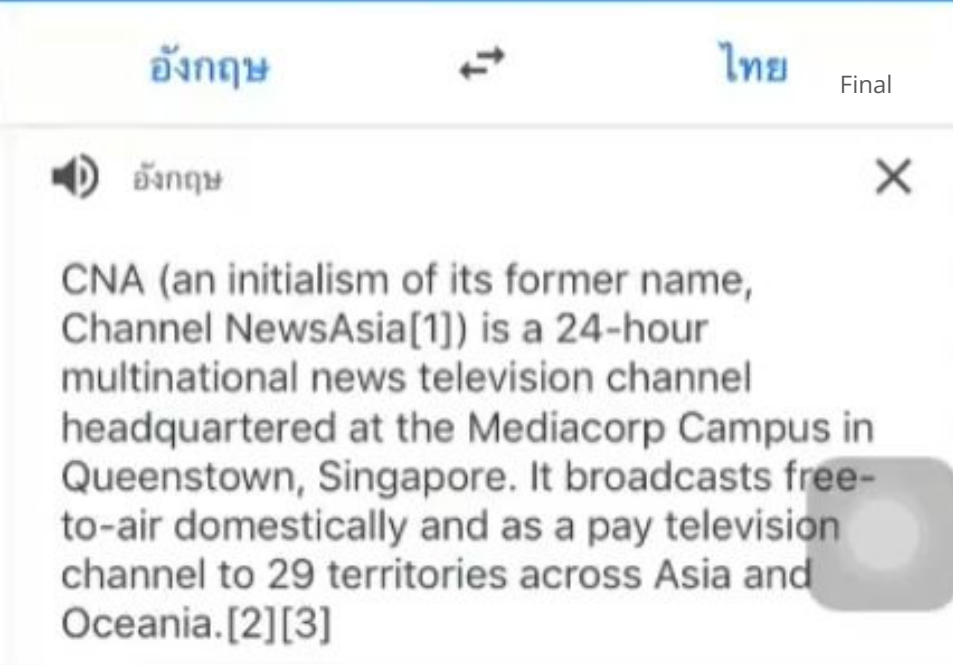
Despite VisualEditor being introduced a while back, most editors still prefer using the markup language to edit their articles. This is because they make fewer mistakes on spacing, are provided with more templates, and find it easier to add the references.

To their understanding, VisualEditor doesn't have templates and doesn't allow them to correct or make any changes to the template. They believe that VisualEditor is suitable for minor edits, such as correcting spelling errors, solving issues with spacing, and suggesting other terminologies.

> "The VisualEditor is good because it makes editing much easier, but I remember the syntax so well, so I want to use it. Personally, I'm not used to VisualEditor. For example, if I type 'test 1 2 3' here and I want to make the letter bold, I can just type syntax for bold letter. However, on VisualEditor, I have to click too many buttons to make the letter bold when I can just type."
> - P8 (Computer Engineer)

Thai Wiki Editors normally use Google translate to help them start their translation. They **believe that Google translate is a very useful tool that that speeds up their translation process. However, some of the technical terms still require manual translation.**

While translating they also use Longdo dictionary and other official dictionaries. They conduct further research regarding the topic of their translation. They check for accuracy of technical terms, transliteration, and fluency of their translation.

อังกฤษ ⇄ ไทย

🔊 อังกฤษ ✕

CNA (an initialism of its former name, Channel NewsAsia[1]) is a 24-hour multinational news television channel headquartered at the Mediacorp Campus in Queenstown, Singapore. It broadcasts free-to-air domestically and as a pay television channel to 29 territories across Asia and Oceania.[2][3]

" So, I copy the markup from enwiki, and paste it into Google Translate. See, the whole translated text will appear. There might be some mistake or some mistranslation that we have to correct and proofread it so it can be understandable."
- P1 (Freelancer)

🔊 ไทย ☆

CNA (ชื่อย่อของชื่อเดิม Channel NewsAsia[1]) เป็นสถานีโทรทัศน์ข่าวข้ามชา
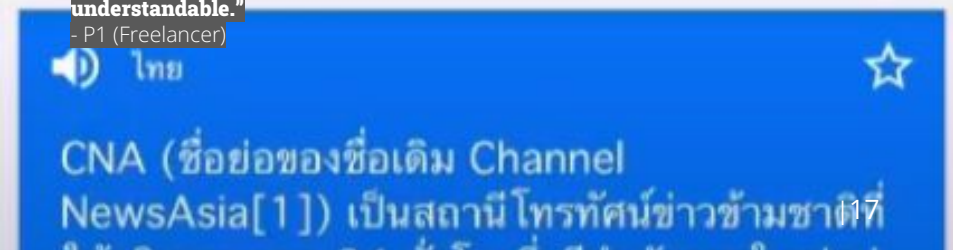
Motivation to translate for Thai Wiki Editors stems from the pride and joy of sharing knowledge and adding more articles regarding their interest in Thai. They only translate topics that are of interest to them and ones that they have a firm understanding of.

Since they take pride in translating their articles, they tend to spend more time polishing their translation in draft version before publishing. Some ask their friends to review their translation before they publish them.

Because Wikipedia has a rating system for articles, editors tend to pay more attention to the quality of their translation before publishing. Even editors who allow their work to be edited by others still prefer to ensure that the quality of their translation remains acceptable.

> " And.. these are my badges. This one is my badge for fighting the vandalization here on Wikipedia. The rest would be my awards for my expertise.
> - P2 (Freelancer)

WIKIMEDIA FOUNDATION + teak research

Currently the translation process for many Thai wiki Editors is computer-based, thereby allowing them to open more tabs for additional tools while translating.

Computers have larger screens, which allows them to display a better vision of the overall markup and makes it easier to precisely click, while selecting the location of where to type. Also, they experience fewer errors and frozen screens while translating. They perceive the mobile phone as only suitable for minor editing that doesn't require significant views and less precision when selecting text.

Reviewing the availability by searching for articles
- Language switcher en.wiki
- Google for article

Deciding on whether to translate the entire article or a section of the article
- To establish and populate articles
- Adding parts that they think are important.

Starting the translation by copying the markup from the original English article

Pasting it in a new page
- New draft/sandbox in th.wiki
- For ex-mobile phone editors, they use Note application on the mobile phone

Translating the article from the markup
- **Google translate**
- **Longdo dictionary**
- **Official dictionary**
- **Google search**
  - Adjust templates
  - Correct references

Providing quality check by proofreading for accuracy, comprehensive, and fluency
- Proofreading by themselves
- Reviewing it by a friend

Feeling confident before publishing the article.
- Editing and adding new information
- Observing responses from other editors

Withdrawing as they are unsatisfied with their translation
- Cannot find fluent terms for their translation
- Other responsibilities, such as the duties and hardships of life that interrupt them
- **For ex-mobile phone editors, freeze and error screen is caused by their browser or mobile phone**

Section Translation Usability Testing | Chapter 00 Cultural Background

Final

Potential Newcomers believe that Wikipedia is not an open community. They feel like Wikipedia is a reserved place for contributors who are trained by Wikipedia; thus, remaining as readers until now. Some attempt to edit articles on Wikipedia, however, they encounter SourceEditor and don't have the necessary knowledge of how to use the tool.

Potential Newcomers see Wikipedia as a source of information. Although a majority of them commented on the accuracy and credibility of the information on Wikipedia, they still preferred using Wikipedia to assist them in their content creation process.

Many potential Newcomer participants do not have coding experience; therefore, seeing the SourceEditor page filled with markup language makes them feel like Wikipedia is unattainable. One of the newcomers could edit, but couldn't publish the article and didn't understand why.
They felt like there were dedicated editors with relevant knowledge on Wikipedia articles and believed that it was not their place to chime in. They are concerned that their participation will result in the accidental deletion of other people's edits.
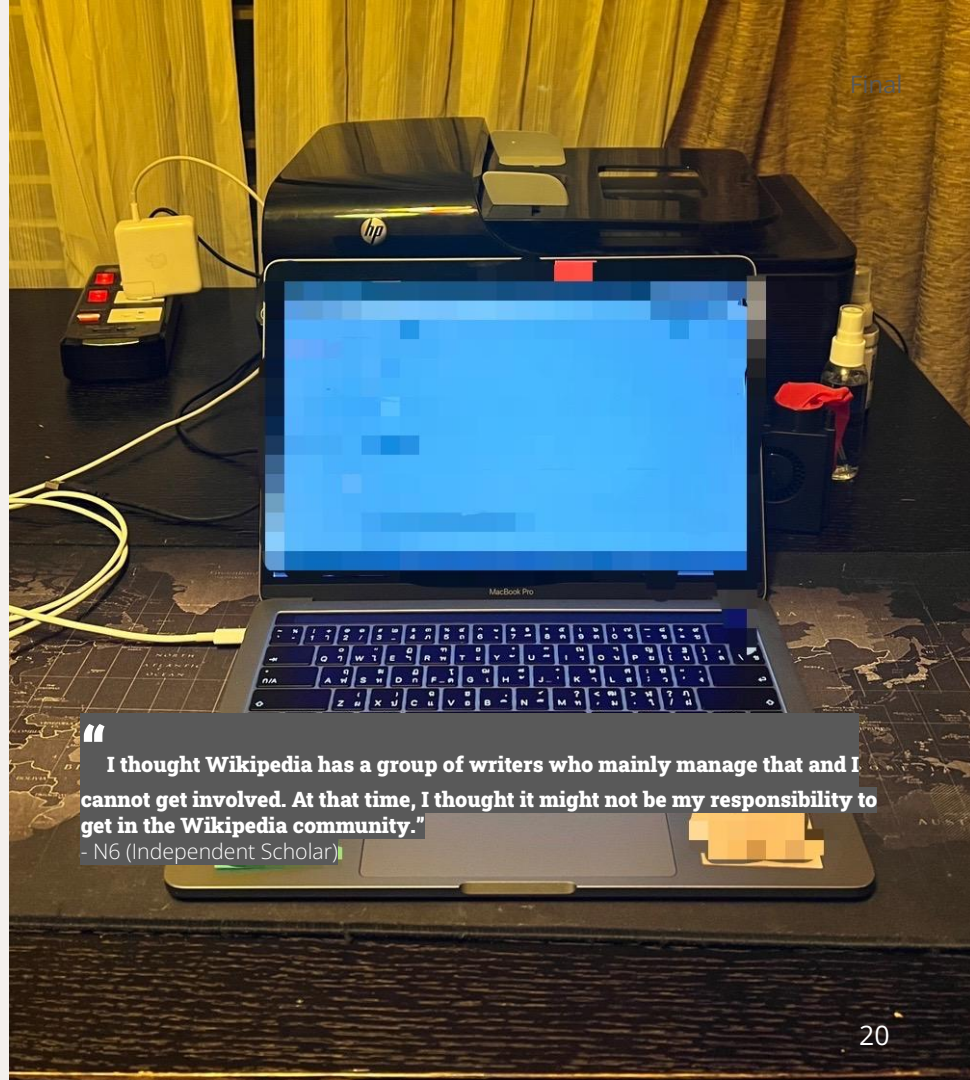
" I thought Wikipedia has a group of writers who mainly manage that and I cannot get involved. At that time, I thought it might not be my responsibility to get in the Wikipedia community."
- N6 (Independent Scholar)

WIKIMEDIA
FOUNDATION
+ teak research

20

For Potential Newcomers, the translation work needs dedication. They require efficient planning beforehand regarding the time and research that must be put into the translation in order to perfect the accuracy and quality.

Many of them see editing articles on Wikipedia as a *pro bono* work. They admit that they need some recognition or reward (such as, a rating status banner, badge, or a game-like experience) for them to continue their contributions on Wikipedia, as it requires significant effort and time to translate. In this regard, one of them thinks that machine translation is a helpful feature for this kind of work. They do not appreciate the use of machine translation in paid work because it lowers their pay rate while the workload remains consistent. Sometimes the MT output are not comprehensible and, therefore, they have to translate the entire content to enhance readability.
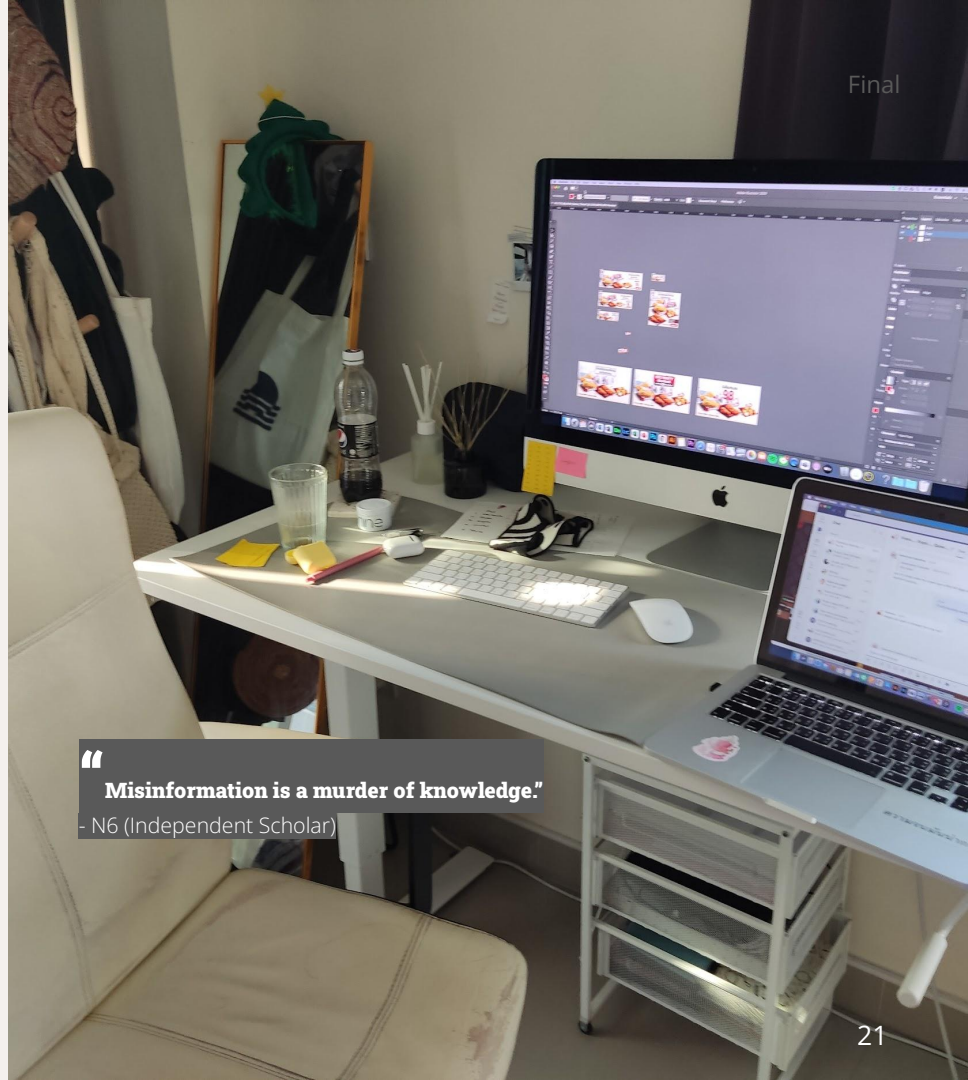
> " Misinformation is a murder of knowledge."
> - N6 (Independent Scholar)

As of now, the translation process of Potential Newcomers for their online content creation work is computer-based because it enables them to open several tabs simultaneously. They can research information and translate, at the same time, using the Word Processor application.

Most potential Newcomer participants have no coding experience. They usually produce their content using Word Processor (WP) applications (e.g. Microsoft Word, Google Docs) on the computer because they need a better vision to translate the content; it also allows them to view several tabs simultaneously. They restrictively utilize mobile devices to check for typos and carry out minor edits on Word Processor, such as Google Docs, to check for mistakes.

Selecting what requires translation
- Article
- Book
- Subtitle
- Social Media post

Researching information to translate their content
- Google and other search engines
- Academic papers and physical books
- Wikipedia

Starting their first draft
- Brainstorming the main idea
- Writing in their notebook
- Typing using Word Processor application

Improving the accuracy and flow of translation
- Consult with the editor
- Find the beta reader and proofreader to review the draft

Revise the content by proofreading for accuracy, comprehension, and fluency
- Revising the translation after it has been reviewed
- Rechecking the information and technical terms using the search engine and Wikipedia

Taking a break because they found additional information in relation to the article

Publishing the translation
- Considering the translation is completed
- Observing the online responses and comments

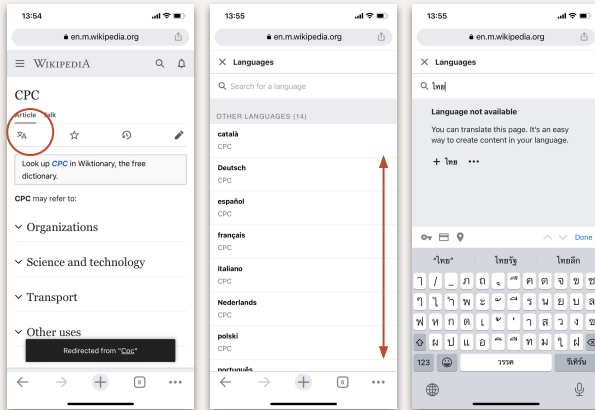WIKIMEDIA FOUNDATION + teak research

Chapter 01
Hypothesis 1
Editors are easily able to discover and find Section Translation while reading another language version of Wikipedia (source wiki(s) for potential translations).

The language switcher was not a discoverable entry point for most Thai Wiki Editors and Potential Newcomers. Both Thai Wiki Editors and Potential Newcomers thought that the language switcher button is another way to check for the articles availability in the target language.

" This button is only for checking language availability."
    - P2 (Freelancer)

" That's the point. I didn't notice these at all. I couldn't get any clue about the meaning of these icons, especially the star icon. I only realize where they lead to after clicking them."
    - N2 (Content Writer)

Thai Wiki Editors

Thai wiki editors used the language switcher to change the article language from English to Thai and to check for the availability of the article in Thai. They scrolled in search of the available language options. They didn't think typing 'ไทย' was necessary to check for language options. They didn't think that the Language switcher would lead them to Section Translation page.

Only 3 participants used the search because they normally use typing to find options. One of them assumed that the Language switcher should lead them to a translation page because of their previous experience with the desktop version.

Potential Newcomers

Potential Newcomers used the language switcher to check for the availability of the article in Thai. They usually scrolled in search of the available language options. Some typed "Thai" to check for the availability of the article because they think it's faster to type. They realized that typing 'ไทย' would show the entry to the SX page, but they didn't want to click on it. This is because they may have not been in the mood to translate.

Typically, Potential Newcomers search for the article in the language they want directly using the search engine of the website. They thought of language switcher options as a way to check the availability of articles in other languages.

Do editors easily uncover the Section Translation entry point in the language switcher?

What friction do we observe for editors navigating from the language switcher to Section Translation?

No, Thai Wiki Editors expected the Language Switcher to only check language options and, therefore, they didn't utilize the search option. The Language Switcher symbol was established as source of 'language options'. Only 3 people, by chance and their tendency to type for search, were able to discover the entry point on the desktop version.

Thai Wiki Editors scrolled through the options rather than manually typing to find a particular language. Also, the symbol of the Language switcher conveyed that it 'gives options of language' but didn't give the idea of 'adding another language'. Most editors were not typing for the possibility of finding a low entry point because they could simply scroll to check for availability.

"
At first, I found this entry point when I was using the computer. Thus, I am making a guess that the button should be at the same place on mobile version too."
- P9 (Student)

"
This language button, I will only use this function to check whether the article has Thai version or not. I have never tried typing the word "Thai" in the search box before, just scroll up and down. In my understanding, I think that typing in the search box will, [type the word "Thai"] wait... oh. It appears. "
- P8 (Computer Engineer)

WIKIMEDIA
FOUNDATION
+ teak research

Do potential newcomers easily uncover the Section Translation entry point in the language switcher?

What friction do we observe for potential newcomers navigating from the language switcher to Section Translation?

No, Potential Newcomers expected the Language Switcher to be a feature reserved for checking the available language options.. They generally accessed the article in the target language via direct search from search engine website. They did not pay attention to the icons at the top of the article. Some of them discovered this entry point by typing "Thai" in the search bar to check the availability of the article in Thai.

Many Potential Newcomers recognized that adding a new language in the language switcher was an entry point. However, many of them did not want to proceed with the language switcher to the Section Translation. They felt that it was unlikely for people to translate anything after discovering that their preferred article is unavailable in Thai. When they are in their 'reading mode', they are unwilling to translate any article. For them, translation is a work that must be planned in advance.

"

 I think this doesn't have Thai language because I type Thai in the search bar and find nothing."
   - N3 (Film Colorist)

"

 Maybe it [entry point] will be more appealing if I want to translate the article, but if I only want to read it, this button would be a bother. I will just find another website with the information I want to know in Thai language."
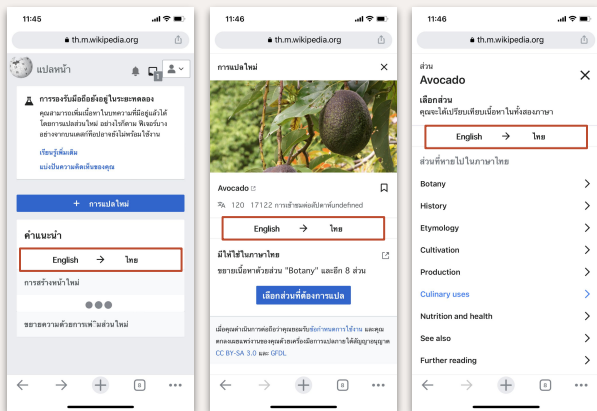   - N4 (Student)

Chapter 02
Hypothesis 2
Editors are easily able to modify source/target language combinations as needed.

WIKIMEDIA FOUNDATION + teak research
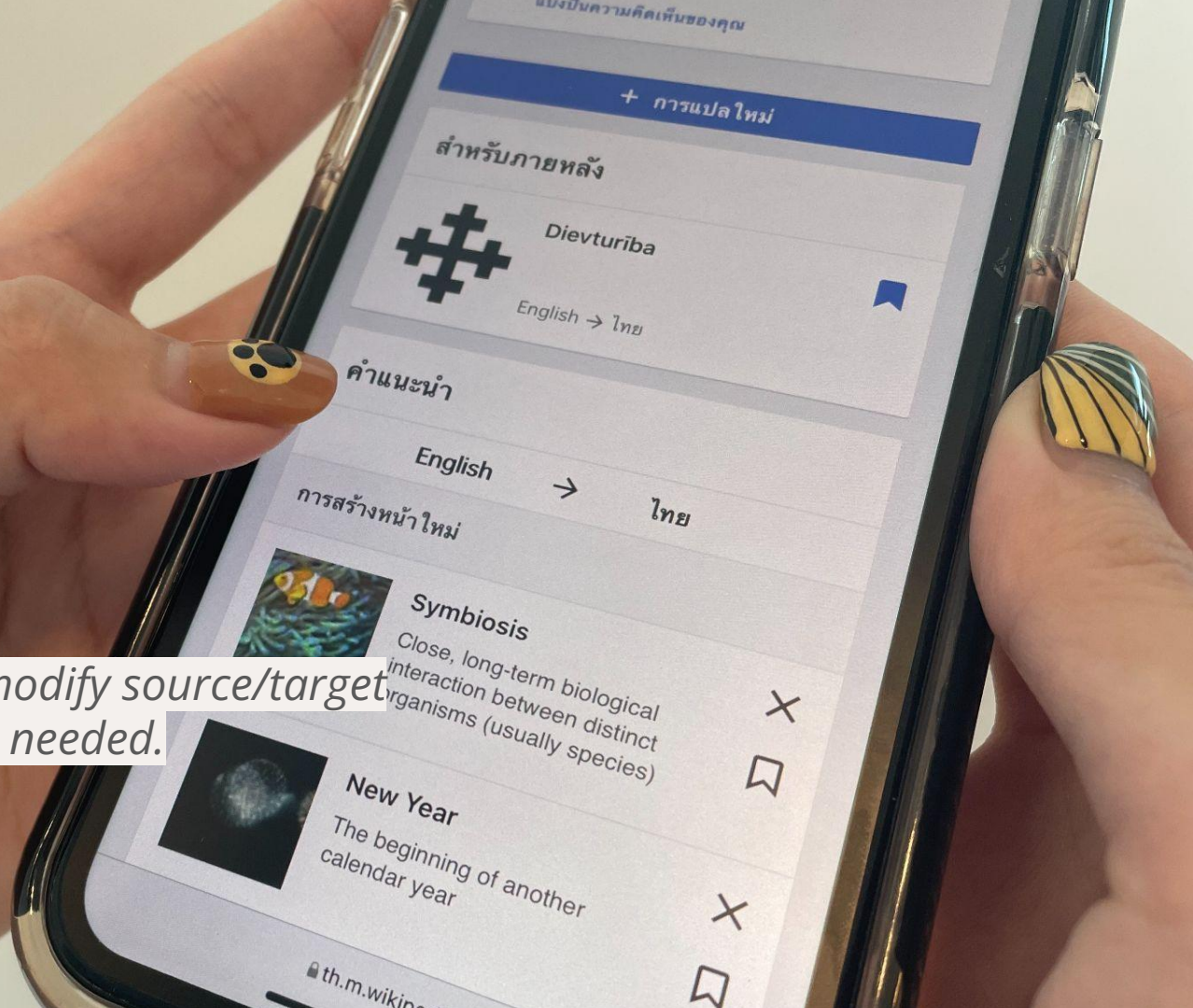
Most Thai Wiki Editors and Potential Newcomers understood that the Language options are modifiable. They knew that English > Thai informed them about the current language they were working on. Few Editors and Potential Newcomers realized that the language modifier button is interactive once on the section selection process because the process does not require for them to modify the language.

" This language option is for switching between language, I think it must has the same function as its counterpart on Google Translate." - Pilot (Student)

" "It [language modifier] is more like an explanation than a button in my opinion. "- N6 (Independent Scholar)

Thai Wiki editors

Editors recognized that they were working on the articles modification from English to Thai. They understood that the options were clickable and modifiable. Everyone understood that the language options, on the dashboard, is interactive, but some viewed the English > Thai label, in the section selection page, to simply be a language status and not modifiable. It's because they thought that they had already set the language at the beginning and didn't find it necessary to modify it again.

Potential Newcomers

Potential Newcomers recognized that they were working on the modification of articles from English to Thai and they were aware that they could switch between source and target language, as per their liking. However, when proceeding to the section selection page, most of them thought that the label English > Thai is only highlighted the language status and, therefore, was not modifiable. Some noted that language modifier might be useful when users do not want to return to the previous page to adjust the language options again. Instead, users are aware that they can interact with and modify language options within the section selection page.

Are the language options easily identifiable?

Yes, in the context where Thai Wiki Editors thought that they needed to set the language to work on.However, when setting the language was not necessary, the language option was perceived as a status bar.

Do editors understand how these interactions work?

Thai wiki editors understood that they could click to find the language that needed to be worked on. English = source language and Thai = target language that they wanted to translate to.

Do editors attempt to make any adjustments to what appears by default?

No, because Thai wiki editors were working on translating English to Thai which by default was what they want to work on.

"
  I thought it was a button when I was on the previous page (Dashboard) because I needed the setting. But this page I thought it was a status."
        - P5 (Owner & partner Alo production)

"
  I can just click and select the language."
        -P6 (Student)

"
  It's already set by default, I don't need to change."
        - P10 (Student)

Are the language options easily identifiable?

Yes, in the context where potential newcomers were required to set up languages that needed to be worked on. However, when setting the language was not clearly required in the section selection page, the language option was perceived as a status bar.

Do potential newcomers understand how these interactions work?

Potential newcomers understood that they could click to find the language to work on. English, or the left side is the source language, Thai, or the right side is the target language that they want to translate to, is indicated by the arrow icon.

Do potential newcomers attempt to make any adjustments to what appears by default?

No, because they were working on translating English to Thai which, by default, was what they wanted to work on.

"
"If you don't nudge me to click on that, I wouldn't know I can modify the language option here too."
- N3 (Film Colorist)

"
It is convenient. I can just switch the language here."
- N5 (Translator)

"
The language modifier being here [the section selection page] might not make sense because we already choose the language before coming here.But this options is still convenient nonetheless. It is a good shortcut if you want to change the language again."
- N5 (Translator)
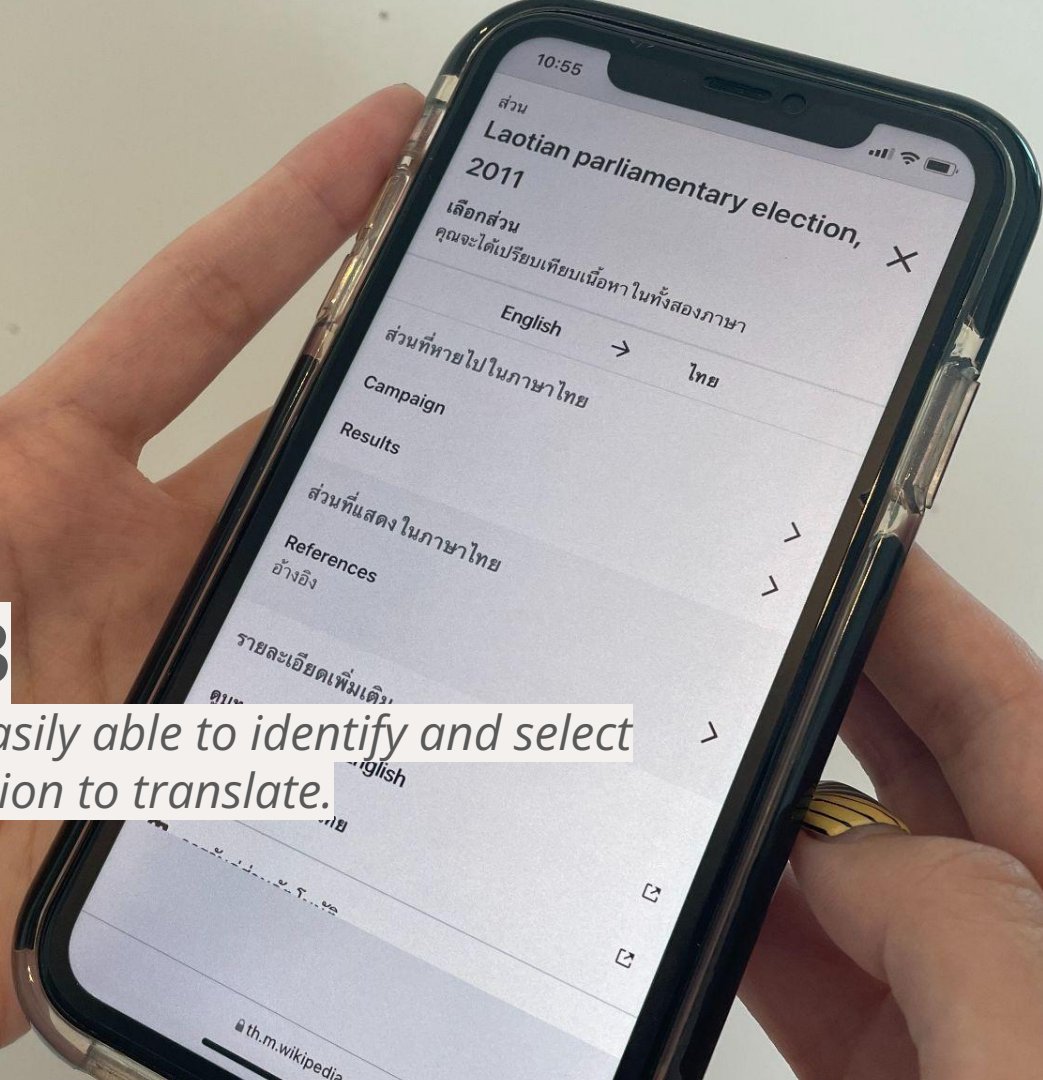
Hypothesis 3

Editors are quickly and easily able to identify and select an article and article section to translate.

WIKIMEDIA
FOUNDATION

+ teakresearch

Thai Wiki Editors can easily select articles to translate, but not from the SX dashboard suggestion list. They directly search for the article on the search bar and find articles that align with their interests. They are aware that they have the ability to select sections that are unavailable in Thai, as the page suggests. While Potential Newcomers usually search for articles to read directly via the search engine website because they cannot access the search bar.
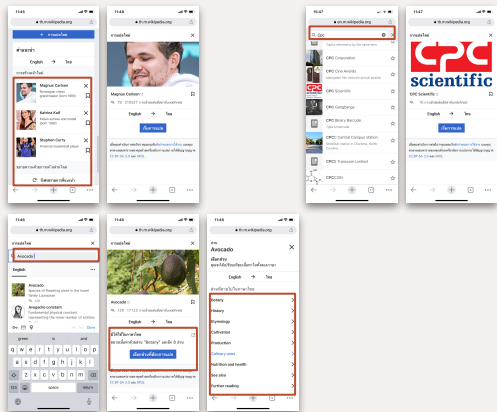
Thai Wiki Editors

Thai Wiki Editors were aware of article suggestion and section suggestion at the bottom of dashboard page. However, they found little interest in the suggestions with regards to general topics and subtopics as the topics did not match their interests. They thought that the suggestion should be personalized rather than randomized.

Most Thai Wiki Editors guessed that '+การแปลใหม่' was to go to the search bar and find an article of their interest. However, some found that '+การแปลใหม่' (+Create New Translation) didn't signify a search option. They suggested using 'ค้นหาบทความ' (search for article) to be direct towards the action.

Potential Newcomers

Potential Newcomers were aware of the article suggestion and section suggestion at the bottom of dashboard page. However, they found little interest in the suggestions with regards to general topics and subtopics as the topics did not match their interests. They thought that people with specific topics in mind may not want to linger around [the SX Dashboard].

Potential Newcomers had no idea what the '+การแปลใหม่' (+Create New Translation) button entailed. They found the article by themself using Google search. Some suggested that this wording was too misleading as the wording and action (search) did not correspond when clicked on.

" I have refreshed the list four times already. Still, there aren't any articles interesting enough for me to work on."
- P8 (Computer Engineer)

" I feel as if the lists are all randomized, I might not want to translate any of these."
- N4 (Student)

What process do editors go through for selecting an article and section? Do they perceive the different options for new sections vs. new articles? Are there any usability issues related to either of these processes?

Do editors opt to select from the list of suggestions or jump immediately to search? Where are the search terms they're using originating from? What, if anything, prevents editors from selecting from the list of suggestions? Do they opt to refresh the list of suggestions?

How much time do editors spend selecting the article section, and what factors contribute to an increase or decrease in this time? Do participants experience any confusion as a result of section-matching errors?

Thai Wiki Editors normally searched for an article of their interest. They were aware of the suggestions and tried to refresh the list 2-4 times. They understood that the suggestions for 'new section' were about translating the section of an existing article, while 'new article' was about translating a new article that was not yet available in Thai.

Thai Wiki Editors directly turned to search bar to search for an article of their interest. Some tried to refresh 2-4 times to find interesting suggestions, but generally did not find a good match. Their search terminology and topics name were in English

Thai Wiki Editors spent little time selecting the article section. They only chose the section that they had a firm knowledge on or the section that interests them. They experienced little confusion as some articles provided the sections to select, but some didn't; they didn't notice that they creating new article, which they perceived as a technical issues.

"
   I normally google and check on th.wiki to see if the article that I want to translate is available in Thai or not."
                  - P5 (Novel Translator)

"
   I would go direct to search bar, it's a lot more direct to my interest."
                  - P4 (Student)

"
   It's very easy to select the article, because it's around my interest."
                  - P8 (Computer Engineer)

What process do potential newcomers go through for selecting an article and section? Do they perceive the different options for new sections vs. new articles? Are there any usability issues related to either of these processes?

Potential Newcomers usually searched for articles of their interest directly using search engine websites, such as Google. They were aware that they could add new articles and sections in Thai from the suggestion list. However, they were not interested in the suggestions. They were not aware that they could search for the article they wanted using the SX dashboard. Before being prompted to click on '+Add new translation' they would use the search engine website as it can break down the workflow to restart from a new tab.

"
 "I think this '+Create New Translation' button is to add a new translation, but... I wonder how Wikipedia knows..or leads me to what I want to translate then? "
        - N1 (Content Designer)

Do potential newcomers opt to select from the list of suggestions or jump immediately to search? Where are the search terms they're using originating from? What, if anything, prevents editors from selecting from the list of suggestions? Do they opt to refresh the list of suggestions?

Potential Newcomers mostly scrolled through the suggestion to find articles which match their interests. Some tried to refresh the list to find whether there were any 'interesting' articles, but they generally didn't find a good match. They were struggling to find the search bar for the articles they wanted from the dashboard, but they didn't know how to do that since there were no instructions. They did not think of '+Create New Translation' as an entry point to the search bar.

"
 I think this dashboard is more suitable for people who come with no specific intention in mind. People who wants to translate will go to the page they have in mind directly."
        .- N5 (Translator)

How much time do potential newcomers spend selecting the article section, and what factors contribute to an increase or decrease in this time? Do participants experience any confusion as a result of section-matching errors?

Potential Newcomers spent little time selecting the article section. They sticked to choosing the section/article that they had a firm knowledge on or sections that they found interesting. They experienced confusion as some articles provided the sections to select, but some didn't and they hadn't noticed that they were creating new articles.

"
 I don't really know what it [SX dashboard] wants me to do. I think I need some direction here because the wording is vague in telling me which button is for which function."
        - N3 (Film Colorist)

Do editors exclusively rely on the Section Translation interface for article and section selection? If not, for what purposes do they leave it for any length of time?

No, they didn't rely on the suggestions as they could not find their topic of interest. They were willing to refresh suggestions 2-4 times to find more option then they prefered to proceed to the search bar.

Do editors feel confident selecting a section, and is any part of this selection process cyclical or iterative?

Yes, when sections that relate to their interest, knowledge, and familiarity were suggested. They tended to avoid sections that use technical terms and ones they are unfamiliar with. They discovered this when reviewing articles prior to assuming the article based on the sections name.

Do editors understand if they are adding a section to an existing article vs. creating a new article (via creation of lead section)?

Yes, they understood that 'การสร้างหน้าใหม่' was to translate and create new articles that didn't exist in Thai, while 'ขยายความด้วยการเพิ่มส่วนใหม่' was to add a section to an existing article.

"
The suggestion is not good, Nothing struck my interest They should have some algorithm to learn about my interest."
- P11 (Student, School IT Support)

"
I will choose the section that I have interest and I think reader will benefit reading the most."
- P3 (Student)

"
I understand that it suggests an article that doesn't exist in Thai and this one is to add more section in Thai."
- P7 (Student)

Do potential newcomers exclusively rely on the Section Translation interface for article and section selection? If not, for what purposes do they leave it for any length of time?

No, Potential Newcomers selected articles that they wanted by searching via Google or other search engines. They did not rely on the SX Dashboard and, usually, attempted to leave the interface to search for the topics that they were interested in, after refreshing the lists a few times.

Do potential newcomers feel confident selecting a section, and is any part of this selection process cyclical or iterative?

Yes, Potential Newcomers felt confident when selecting the article they had knowledge on. Some thought that selecting an article or section from the suggestion lists that they were unfamiliar with could help them practice their translation skills.

Do Potential newcomers understand if they are adding a section to an existing article vs. creating a new article (via creation of lead section)?

Yes, they understood that 'การสร้างหน้าใหม่' was to translate and create new articles that still did not exist in Thai, while 'ขยายความด้วยการเพิ่มส่วนใหม่' was to add a section to an existing article.

"
   How many time do I have to refresh the list to find the topics that I'm interested in?"
        - N5 (Translator)

"
   If I want to practice translation, maybe I could try choosing from the suggestion list."
        - N3 (Film Colorist)

"
   This page informs me of the structure of the articles and suggestions on section to translate. We can also compare the article in both language, that is my understanding…"
        - N6 (Independent Scholar)

Do editors notice the 'keep for later' option? Do any add items to that list?

Yes, they understood the 'keep for later' as a bookmark. However, they were curious as to where the article they bookmarked would be stored, which later on they found on the dashboard of Section Translation. The Thai Wiki Editors who 'keep it for later' liked to store the articles in their sandbox as a 'draft article.'

"
  I wonder where will it be stored?"
       - Pilot (Student)

Do potential newcomers notice the 'keep for later' option? Do any add items to that list?

Yes, they understood the 'keep for later' as a bookmark. However, they didn't know where it would be stored.

" This flag is a bookmark to save the article for later, but maybe it can be a 'favorite' button?"
        - N3 (Film Colorist)

Chapter 04
Hypothesis 4

Editors are able to quickly review and spend relatively little time reviewing the article sections in source and target language before beginning the translation. They understand the purpose of this step in the process.

Some Thai Wiki Editors found the reviewing process to be useful as it resulted in them spending less time comparing language tone and content between the source and target language. While Potential Newcomers are not aware of the pages function since the captions are difficult to notice and do not provide directions regarding what they can do.

" If the content of the section I want to translate also appears on the other section. I would know if I can check between the source language section and the target language whole article."
- P4 (Student)

" "The top part and the caption is hard to read, I might miss it easily."
- N2 (Content Writer)
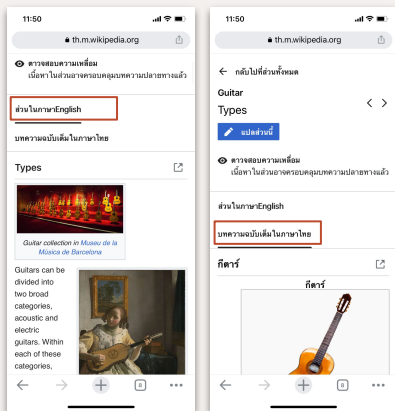
Thai Wiki Editors

Wiki Editors quickly switched between source and target language to compare the full article in Thai and a section in English to observe the language tone (e.g., formality, sequence of transliteration and English terminologies, and common conjunctions) and terms that are used in Thai to compare the completeness of the content availability in Thai. They began to get confused as they scrolled down and noticed that the sections in English and Thai do not entirely match. Most editors found 'การตรวจสอบความเหลื่อม' (Check for overlap) very hard to comprehend because of incorrect spelling and inarticulacy.

Potential Newcomers

Potential Newcomers wanted to immediately click on "Translate This Section". They did not notice the tabs that encouraged them to switch between source and target language to compare complete articles in Thai and sections in English.

Most of them found captions, on this page, (except 'Translate This Section' button) very hard to comprehend and did not understand what they needed to do in this stage, because these buttons and captions are vague and hard to notice. They had no idea which ones were clickable or what did they have to do.

Do editors review both the source and target language contents? If so, what are they reviewing/ looking/ checking for?

Some editors did compare the completeness of the Thai article with the English one., They also checked the languages' tone and vocabulary in the existing article. Those who didn't see the benefit of this process only reviewed the articles length.

Which elements of the source and target language do participants focus on at this step?

They focused on comparing the articles content in Thai and English, reviewing the tone of the language, and vocabulary utilized in the existing article.

Do editors open the article (in either language) in another tab, or remain exclusively in the Section Translation interface?

Some opened another tab by searching on a new tab because they found that the size of the screen on a mobile phone was too small for reviewing the article. Those who remained in the Section Translation reviewed the article quickly.

" This is very useful because I can compare the content easily."
   - P11 (Student)

" I want to make sure that my additional section will have the same language tone as the current one."
   - P4 (Student)

" The screen is very small. All tables are distorted."
   - P2 (Freelancer)

WIKIMEDIA FOUNDATION + teak research

Do potential newcomers review both the source and target language contents? If so, what are they reviewing/ looking/ checking for?

Yes, potential newcomers compared the completeness of the Thai article with the English article. However, most of them did not understand the meaning of 'Check for Overlap' and the instructions on this page because the wordings were vague about what to do.

Which elements of the source and target language do participants focus on at this step?

They focused on comparing the length and content of the full article and a section of the article, in both languages, to assess whether they were of similar length.

Do potential newcomers open the article (in either language) in another tab, or remain exclusively in the Section Translation interface?

Some potential newcomers opened another tab because they found that the mobile phones small screen made it difficult to review the article. Those who remained in the Section Translation reviewed the article quickly. Some potential newcomers did not notice that they could switch between the language at this stage because the small mobile screen made the tab "see the full article in Thai" drop in the following paragraph.

"
I'm not sure what it [Check for Overlap] means...so, it says the section is missing but when I check the article in Thai...that section is already translated. Then, which language has the more updated information?"
- N1 (Content Designer)

"
Maybe someone has already translated the article to Thai? Because, it says '..to compare' both languages.. I wouldn't want to replace the translation someone already did by translating the whole thing all over."
- N3 (Film Colorist)

"
If the tab for comparing language is side-by-side, It should be better. I was quite confused with the interface since the beginning but now I know what I can do."
- N3 (Film Colorist)

Do editors have any difficulty finding or tapping on the 'Translate this section' button (including when it appears as 'Translate' in the sticky header)?

What do editors expect to happen next in the process?

No, they usually scrolled down to review the section/full article in both languages, then scrolled to the top to click on "Translate this section." They paid no attention to 'Translate' in the sticky header.

Most of them expected to start their translation process or get directed to a page to begin translating. However, some expected that the page, translated by a machine, would automatically appear, which they could then refine.

"
Oh, if you didn't mention it...I wouldn't know this button exists!"
- P11 (Student, School IT Support)

"
Shouldn't it translate everything for me automatically? Then, I just edit it."
- P9 (Student)

Do potential newcomers have any difficulty finding or tapping on the 'Translate this section' button (including when it appears as 'Translate' in the sticky header)?

What do potential newcomers expect to happen next in the process?

No, they usually scroll to the bottom to review the section/full article in both languages, then scroll to the top to click on "Translate this section." They pay no attention to 'Translate' located on the sticky header.

Most of them expect to start the translation process or get directed to a page that would enable them to begin translating.

"
    The captions are all so hard to notice except the blue button at the top."
                    - N2 (Content Writer)

"
    I immediately see the button 'Translate This' because it is blue. So, I can translate this."
                    - N6 (Independent Scholar)
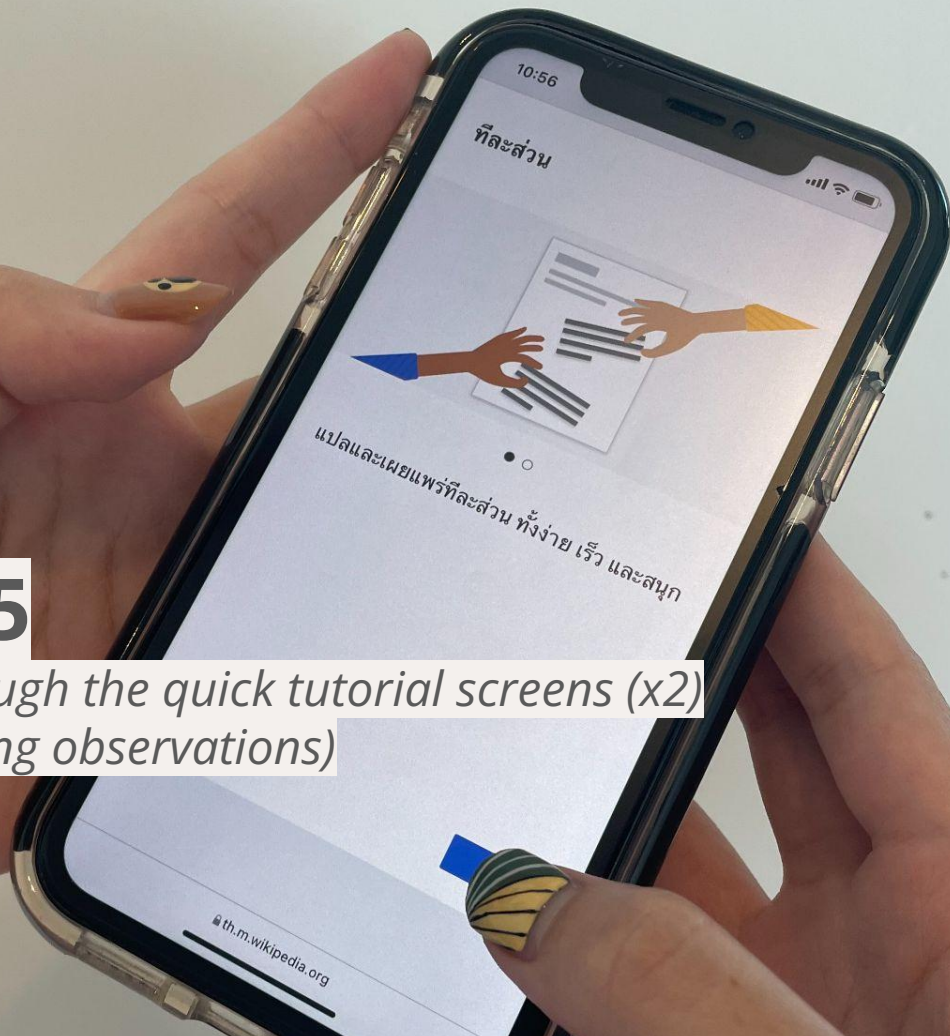
Chapter 05
Hypothesis 5
Editors skip quickly through the quick tutorial screens (x2)
(based on previous testing observations)

Thai Wiki Editors were inclined to quickly go through the tutorial page. They thought that viewing the pages once would suffice. Conversely, **Potential Newcomers** found the tutorial to be difficult to understand, but they understood that the next process concerned translation.

"
This is like an introduction to the translation page.I don't see it as tutorial."
- P9 (Student)

"
"I cannot go back to the previous page or go forth in this tutorial, so it feels not very comforting."
- P9 (Student)
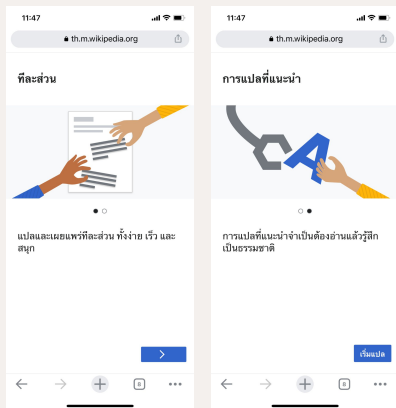
Thai Wiki Editors

They don't perceive the tutorial as a tutorial since there were no clear instructions on how to use the Section Translation. It only informs them that in the next process, the translation should be fluent and that they can translate section-by-section. For them, a tutorial must be interactive, explain the usage of tools, and make one appearance.

Potential Newcomers

Potential Newcomers don't perceive the page as a tutorial, but rather a page on 'tips.' This is because there are no instructions on how to use the Section Translation. For them, tutorials should clearly instruct them on how to use each tool. Some feel constrained by the loss of control when they cannot interact with the tutorial. They stated that the dots located below the picture signified their ability to swipe back and forth; however, they couldn't.

Is the copy short and succinct enough that editors absorb the information?

What do editors expect to happen next and what expectations exist about how the process will work? What questions do they have?

No, the copy was too abstract to be perceived as a tutorial. However, it's useful to introduce the concept of Section Translation. Editors mentioned that they understood from the copy that 'Section Translation is easy to do,' that 'they can help improve the Machine Translation by contributing to AI Machine learning', and that 'they will translate section by section'. However, the copy doesn't communicate the action of editing the Machine Translation output.

The tutorial is short and doesn't appear to represent the process of translation. Thai wiki editors cannot guess what will happen next. However, they didn't expect that they would have to edit the MT outputs in the next process. Hence, they quickly went through the tutorial to see what would happen next.

"
It's too short to be a tutorial! The tutorial should be clickable and tell me which button is for what purpose."
- P11 (Student, School IT Support)

"
I do not see that as a tutorial nor introduction. Rather, it is an encouragement to translate."
- P8 (Computer Engineer)

WIKIMEDIA FOUNDATION + teak research

Is the copy short and succinct enough that potential newcomers absorb the information?

No, the copy is too abstract to be considered a tutorial. The copy is short, but also vague when giving instructions. Potential newcomers cannot obtain information regarding the tools usage and what is expected of them.

What do potential newcomers expect to happen next and what expectations exist about how the process will work? What questions do they have?

Potential newcomers expect to translate the section in the next process. However, they have no idea how the process would be go.The copy does not represent the translation process. Some potential newcomers use the picture to predict that they would get involved with MT output learning; however, they are unsure as to how.

Frequently asked question during the tests:
- How/Why is the Machine Translation being used in the translation process?
- Referring to 'Section,' was it 'section of sentences, paragraph, or article?
- Why isn't there an introduction for each tool/button on the screen?

"
Is this an encouragement? I don't think it is necessary. If it is an invitation, should it be more enticing, more conversational?"
- N6 (Independent Scholar)

"
"The illustration makes it easier to understand.
However, this one is still even hard to understand if I look at the picture. Does it mean that it's going to be a machine translation next? Am I going to edit the machine translation output?"
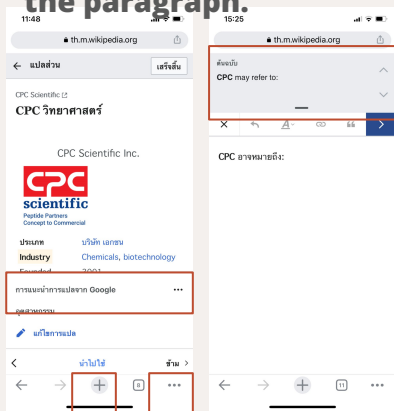- N5 (Translator)

Chapter 06
Hypothesis 6
Editors are able to understand and successfully leverage all interactions needed to review and edit machine translation outputs.

Thai Wiki Editors consider reviewing and editing MT output processes as easy. However, they felt like the lack of access to SourceEditor served as a major constraint on editing MT outputs. This is because they could not check the spacings, references, and templates by checking the markup. While **Potential Newcomers** were confused about the direction, of the progress, as it asked them to edit MT outputs and not translate. They perceived the process of editing sentence-by-sentence to be a constraint because while it made it challenging to view the entire context of the paragraph.

"
At first, I thought this three dots is an option to turn off machine translation."
- P5 (Novel Translator)

"
I can't see the whole process when translating sentence-by-sentence. I have to go back and forth to recheck the whole article again as I can only focus on one sentence at a time."
- N3 (Film Colorist)

Thai Wiki Editors

They spent less time to realize that after clicking on words/sentences a machine translation output would be provided; they could click on 'แก้ไขการแปล' (edit translation) to edit. However, most of them didn't know that they could change the settings for machine translation options. Some were confused by the use of 'นำไปใช้' (Apply) and 'ข้าม' (Skip) as it gave them the same result. Some found the process to be redundant because they shouldn't have to go to next page to edit the translation and then return to the main article to click on the next sentence. They wanted to edit the machine translation output on the first screen that it appeared on.

Potential Newcomers

At first, potential newcomers understood that they were proceeding to the next step, which was to translate; they did not expect the editing MT outputs. Some were confused and tried to type their output on the article directly instead of proceeding to click on the words or sentences they wanted to translate. However, they spent relatively less time to realize that they could click on words/sentences which would result in machine translation outputs.

They found the process easy; however, they got tired since the process became repetitive, given the continuous clicking.

Do editors understand all page elements at this 'active editing' stage of the process? Which are not understood or easily found?

Yes, they understand the overall elements of the process as they are expected to select sentences/words, check translation, and then edit or apply their own translation. However, the machine translation options are difficult to find. Also, most of them didn't know that they could extend the tab of original text on the editing page. Some were confused about the function of 'Skip,' as in some cases it provides the same result as 'Apply'.

Do editors understand that the process proceeds sentence-by-sentence, beginning first with the section title?

Yes, they understand that the translation progresses sentence-by-sentence. Some found sentence-by-sentence easy to translate and focus on, however, for complex sentences, they preferred to translate the entire paragraph. This is because they are expected to rearrange each sentence to make it comprehensible and fluent in Thai.

How do participants view their role at this stage? Do they realize they're expected to modify the MT outputs to improve quality?

Participants don't experience any difference in their role since they normally use Google translate to help them translate. They view machine translation as their assistant and do not see their role as translator become less important in any ways.

"

I'm not sure what the difference is between 'Apply' and 'Skip,' I mean when I click on it, it moves to next word anyway"
- P.4 (Student)

"

It's very easy, but only suitable for simple sentences. The complex ones require the whole paragraph to translate and reconstruct whole sentences."
- P2 (Freelancer)

"

I don't feel anything, it's still my work. Machines just help make it faster, that's all."
- P10 (Student)

Do potential newcomers understand all page elements at this 'active editing' stage of the process? Which are not understood or easily found?

Potential newcomers don't understand all the page elements. They understand the overall elements of the process, including selecting for sentences/words, checking translation, and then editing. However, most of them didn't know the meaning of the quotation button and how it could be used. They also didn't know that they could extend the tab of original text on the editing page. Some found the translation engine options difficult to find and finished translating the whole sentence before noticing the translation engine options. Some were confused about how they could 'go back' if they chose 'Skip.'

"
   Then, if I want to use the citation ..APA, Chicago Style citation...How can I do that? If the quote button is too add references then where can I add quotation?"
        - N5 (Translator)

Do potential newcomers understand that the process proceeds sentence-by-sentence, beginning first with the section title?

Yes, they understand that the translation goes sentence-by-sentence. Some found that the process of sentence-by-sentence made the interface easier to use. However, most of the potential newcomers prefer to translate the complete paragraph as they want to rearrange sentences to ensure that they are comprehensive and fluent in Thai. More specifically, with articles that include technical terms that are not common in Thai, such as science, technology, and design.

"
   The recommended translation by Google is user-friendly. But, it is quite complicated to choose the engine. By the time I see that there is an option ..I have already finished translating by myself."
        - N2 (Content Writer)

How do participants view their role at this stage? Do they realize they're expected to modify the MT outputs to improve quality?

Participants view themselves as editors rather than translators when they have to modify or polish the MT outputs. However, there were many times when MT outputs weren't understandable and they had to translate from the scratch. In this regard, they still see themselves as translators. Most of the potential newcomers clicked on 'Apply' to approve the MT outputs and realized midway that they could edit the MT outputs to improve quality when the outputs were not understandable.

"
   "Editing MT outputs is a normal occurrence in my line of work (subtitle translator). However, there are many times that I have to translate from the scratch because the MT outputs is not understandable, but I get paid at the editor's rate which is less."
        - N5 (Translator)

What friction, if any, do editors experience when modifying the machine translation output?

Thai Wiki Editors, who prefer translating with minimal help from machine translation, believe that clicking the 'Edit translation' button to enter the editing page is redundant. During the testing, most of them found that the original text reference disappeared from the machine translation. Hence, they were concerned regarding correct spacing, which is a challenge to correct on a mobile phone.

Do editors understand that they can add additional content to the section as desired and deemed relevant?

No, Thai Wiki Editors only focus on editing and translating the article. They only focus on ensuring that the translation is more fluent and understandable in Thai.

Generally, what friction is observed in this machine translation output-editing process that may prevent subsequent publishing?

In general, Thai Wiki Editors prefer to keep their article as a draft to allow more time for proofreading and quality checks before publishing. Having peer review helps them enhance the quality of their translation.

"
I think the flow is pretty redundant. I have to click a lot and go back and forward between pages. It can be an eye sore sometimes."
- P5 (Novel Translator)

"
The most important thing is to make sure that the translation is comprehensible and fluent."
- P10 (Student)

"
I wouldn't publish my article until I'm sure that there are no mistakes."
- P6 (Freelancer)

What friction, if any, do potential newcomers experience when modifying the machine translation output?

Potential newcomers felt like the experience had too many steps for their liking. the experience relatively easy as they could just click on 'Apply' button to approve the translation and so on. Later, the process became tiring and repetitive, thereby impacting their memory and train of thoughts. Some potential newcomers copied their translation before clicking on 'Apply' as a backup. However, they would have liked to directly add their translation to the article page.

Do potential newcomers understand that they can add additional content to the section as desired and deemed relevant?

No, potential newcomers only focus on editing and translating the article. They focus on ensuring that the translation is more fluent and understandable in Thai.

Generally, what friction is observed in this machine translation output-editing process that may prevent subsequent publishing?

In general, most potential newcomers preferred to keep their article as a draft. This is because they felt like they had not yet reached the 'finalized' version of the translation. During the output-editing process, they weren't aware of how to add references and quotations. Therefore, they preferred to save their work, as a draft, until they better understood the tool's usage. They needed more time to conduct research on the technical terms. They also wanted to check for spelling.

"
"It has too many processes, when I come back to the translated page I forget what I was doing before..after finishing translating the first sentence,"
- N3 (Film Colorist)

"
"So, is there gonna be anyone who can verify for the correctness of the translation if we can translate it just like this?"
-       N4 (Student)

"
"I thought this was a quotation mark, but it is actually an adding reference button."
- N3 (Film Colorist)

What are common patterns for how participants proceed through the process of editing machine translations and completing the section translation?

Once they start the process, they quickly understand that they must edit the machine translation outputs. They assume that Google translate is the only option for machine translation.

- ***Do any participants attempt to use voice input? Do they perceive value in such an option?***

No; this is due to the inaccuracy of available features, which leads them to believe that it's better to type the text.

- ***In what ways do participants move through the section?***

Initially, they scan through the complete article then begin clicking and editing the translation.

- ***What are typing patterns?***

Typically, they edit conjunctions and technical terms, along with improve the fluency of sentences. Three Wiki Editors prefer 'starting from scratch' since machine translation output is incomprehensible.

- ***What are common pain points?***

Technical terms that are suggested in machine translation outputs aren't accurate. The references are often missing while editing. They cannot edit code and insert templates.

- ***Which parts of the process require the most effort?***

Sometimes they have to open another tab to Google the terms and translations; therefore, getting the correct words for technical terms while editing is the most effortful process.

"
Good conjunction is a key for fluency."
- P6 (Freelancer)

WIKIMEDIA
FOUNDATION
+ teak research

What are common patterns for how participants proceed through this process?

Once they start the process, they understand that they have the capability to modify the machine translation output and proceed with editing the MT outputs. They begin by clicking 'Apply' to approve the machine translation. Following this, they realize that they can edit the outputs. Some try to select sentences to edit directly, but realize that they had to click on 'Apply' to make changes to the sentence.

"
   Google Translate is not very accurate with its

translation. So, I choose to start with an empty sentence."
                -N5 (Translator)

● *Do any participants attempt to use voice input? Do they perceive value in such an option?*
No; this is due to the inaccuracy of available features, which leads them to believe that it's better to type the text.

● *In what ways do participants move through the section?*
Initially, they scan through the complete article then begin clicking and editing the translation.

● *What are typing patterns?*
They only click on the sentence that are 'incomprehensible' in their opinion. Following this, they empty all the MT outputs and start translating from scratch. They translate and polish sentences to make them more natural and improve the coherence of the sentence.

● *What are common pain points?*
Most of them view sentence-by-sentence editing of MT outputs as a constraint since they want to see the complete paragraph when translating. In addition, they are unfamiliar with how to use references and few don't know how to use links.

● *Which parts of the process require the most effort?*
Sometimes they have to open another tab to check Google recommendations to better assist them in thinking of better words for the translation process. Therefore, getting the correct words for technical terms and maintaining the flow of the sentence, while editing, is the most effortful process.

Do editors leave Section Translation at any point during the process, and if so why (what task are they trying to accomplish)?

Yes and no, Thai Wiki Editors tend to remain on the Section Translation page because it already provides machine translation outputs. However, some have to open another tab to Google terms or check for the spelling of transliterations.

- ***Do participants access any other tools to complete the task? If so, what are these and what task are they helping the participant complete?***

No, most Thai Wiki Editors only use the tools offered in the Section Translation. Most of them would like for the toolbar to provide a SourceEditor option for them to check the accuracy of spacings, references, and templates.

" I jumped to Google because I want to make sure that my transliteration is spelled correctly."
- P11 (Student, School IT Support)

Do potential newcomers leave Section Translation at any point during the process, and if so why (what task are they trying to accomplish)?

No, they remain on the Section Translation page since it already provides machine translation outputs.

● *Do participants access any other tools to complete the task? If so, what are these and what task are they helping the participant complete?*

No, Most potential newcomers only use the tools offered in the Section Translation. They seem to not understand the purpose of tools and want to know the tools' functioning within the process. During the testing time, they mainly use the 'most basic tools' such as, bold or italic font styles and only click on other tools to discover what they look like.

"
"Machine Translation can be helpful because then I don't have to open the website separately in the other tab."
- N2 (Content Writer)

Hypothesis 7

Editors feel confident enough about their translation that they complete the task by publishing the section.
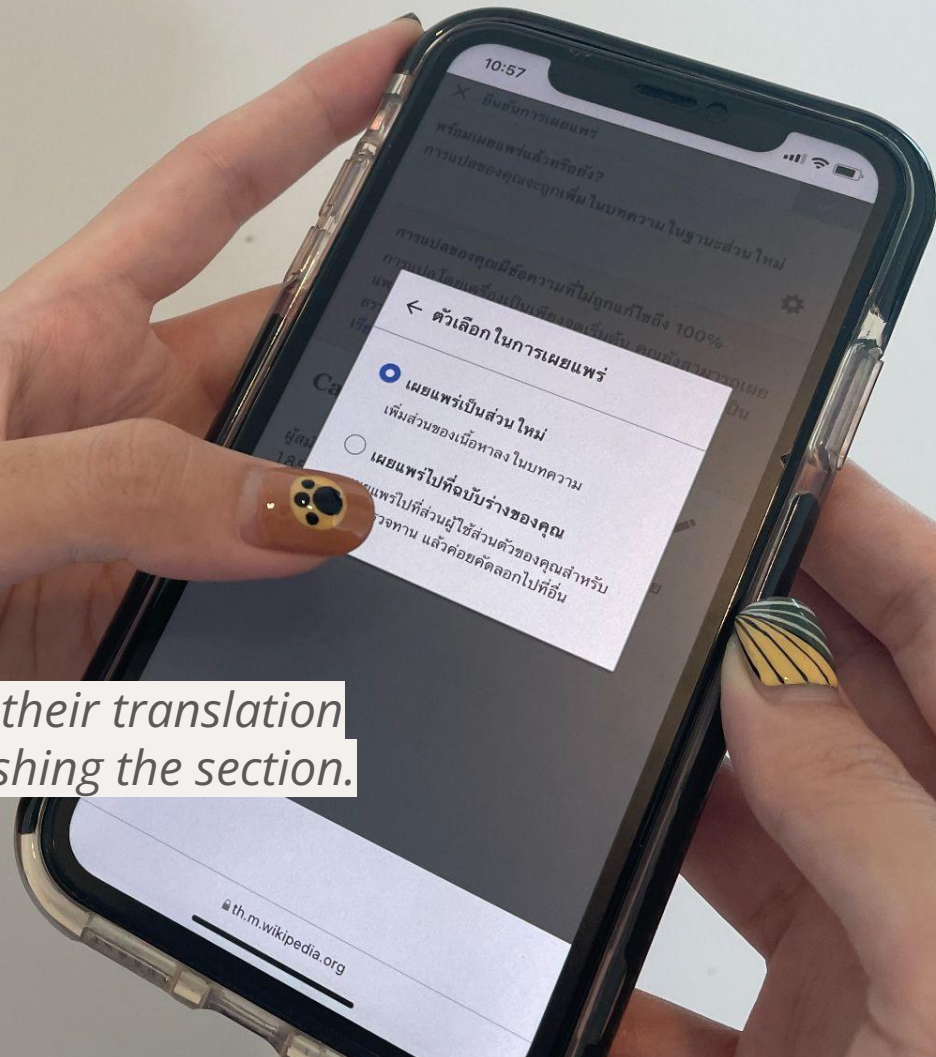
There are only two Thai Wiki Editors who feel comfortable publishing their translation with Section Translation and without using 'save as draft'. They prefer to keep their translation as a draft. Some Thai Wiki Editors prefer to check the markup by SourceEditor before publishing. While Potential Newcomers only publish their translation as a draft because they feel the need to complete quality checks and proofreading later.

" Ahhh, I can't publish unpolished work, I don't want to lose my rating score. I don't want anyone to complain about my bad work."

- P2 (Freelancer)

" What is a Sandbox? I'm confused. Can I really check the box that says 'publish'?"

- N5 (Translator)
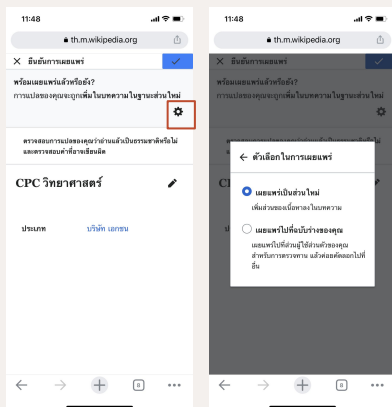
Thai Wiki Editor

They were only stunned by one choice of publishing. They are worried that if they click 'เสร็จสิ้น' (Done) it would mean that they are prompted to publish it immediately. Few participants found the option to 'save as draft' and would like for this feature to be more apparent. However, they wondered where the draft would be stored as it would allow them to complete quality checks and proofreading later. There were only two participants who were confident enough to immediately publish their translation. More specifically, one was confident in his language skills, whereas the other believed that any remaining errors could be corrected by someone else.

Potential Newcomers

Potential Newcomers felt pressured when they were in the publishing stage. They did not want to publish their unedited work for the general public to see, but were unable to easily spot the publish option. They only published their work as a draft.

They did not know what Sandbox was and its function. Additionally, they could not conveniently find access to the Sandbox.

How many editors successfully publish during the task? Do they perceive their task as generating the initial draft of a section that will be improved upon, or do they perceive the task as producing a 'polished' section?

For any editors who do not publish, what prevents them from doing so and what do they do instead? (e.g., save for later, abandon, etc.)

What reactions are observed in response to the interface feedback communicating how much MT was modified after the user edited the MT output? What questions, if any, do editors have about this?

During the task, two participants manage to publish successfully. One is a professional translator and he is confident in his language skills. The other believes that any remaining error could be corrected by someone else.

Editors are hesitant about publishing because of low confidence in their language skills, hence, they prefer to perfect the article before publishing. They prefer to have it proofread or have their friends and other Wiki editors proofread their translation for comprehension and fluency prior to publishing.

Thai Wiki Editors don't understand the importance of the presented percentage. Although they notice the percentage of their editing, they don't think it is special since it doesn't provide them with any reward.

"
I'm very confident about my language skill because I'm a translator. If there is any mistake someone will edit it anyway."
- P5 (Novel Translator)

"
Sometimes I ask my friends to read my translation for me to see if it is fluent and understandable, then I will publish it."
- P3 (Student)

"
I have no feeling toward it. I don't know the purpose of telling me how much percentage I edit the translation. What is special about it?"
- P11 (Student, School IT Support)

How many potential newcomers successfully publish during the task? Do they perceive their task as generating the initial draft of a section that will be improved upon, or do they perceive the task as producing a 'polished' section?

For any potential newcomers who do not publish, what prevents them from doing so and what do they do instead? (e.g., save for later, abandon, etc.)

What reactions are observed in response to the interface feedback communicating how much MT was modified after the user edited the MT output? What questions, if any, do editors have about this?

During the task, none of the potential newcomers manage to successfully publish their translation. However, they publish it as a draft because they require an editor and proofreader to assist them with polishing the articles prior to publishing.

They prefer to have their translation proofread by friends to ensure that there are no typos or spelling errors.

Potential newcomers did not understand the meaning of the percentage that was being presented. They hardly notice the percentage of their editing, and don't consider it special, as it doesn't signify anything for them. Only one newcomer noticed this percentage and suggested that gamification could make this feature more interesting, so that he could feel more rewarded.

"
    I don't feel secure, I would like to reread everything again. I feel like I'm being forced to publish this article even though I know that I can come back and edit it later."
        - N3 (Film Colorist)

"
    Sometimes, I'm not confident. I need a second opinion and people who will proofread the work for me first."
        - N4 (Student)

"
    "Hm, I don't understand what 50% means? From the picture it's a human reach to a robot…. What does it mean? It means something for sure. The naturalness of the language?"
        - N1 (Content Designer)

How confident and satisfied are editors upon publishing? What factors contribute or inhibit confidence and satisfaction?

What, if anything, about the workflow and interface is a contributing factor for any editor that doesn't complete the task by publishing?

Editors perception of their language skills, knowledge on the topic, and subjective opinion on perfection contribute to their confidence before publishing. They feel more at ease and confident when they have more time to proofread and ensure that their translation is fluent and comprehensible.

They stop at the publishing step because they cannot find the 'save as draft' option, which is very alarming and makes them want to leave the page. In this regard, the gear button doesn't signify as the publish option for them.

"
  I only translate around topics that I know because I feel comfortable about it. I will not translate things that I don't know about."
            - P7 (Student)

"
  I would leave right away because I cannot save my draft."
            - P11 (Student, School IT Support)

How confident and satisfied are potential newcomers upon publishing? What factors contribute or inhibit confidence and satisfaction?

Their perception of perfection contributes to their confidence when publishing. They feel more at ease and confident when they are certain that their translation is flawless and contains accurate spellings and information.

What, if anything, about the workflow and interface is a contributing factor for any editor that doesn't complete the task by publishing?

They stop at the publishing step because they cannot locate the 'save as draft' option. This is alarming as they do not want to immediately publish their work for the general public without proof reading and having beta readers look through the content. They also don't know where their translation would be stored since they aren't aware of what 'Sandbox' is or how to access it.

"
What is it? I understand that the word 'Sandbox' is translated directly from English. That's why it sounds weird…in Thai. It makes me think of cats and their litter boxes. Where is it?"
     - N2 (Content Writer)

"
This page doesn't really show that there is another option for publishing my translation too."
     - N5 (Translator)

What do editors want to do next after publishing a section? Do they demonstrate motivation to complete another section? Make further improvements to an existing section? Other?

Some editors think that section translation motivates them to do more translations, as long as they can save the draft before publishing. Most of them consider their work as a task completed when they finish and never look back. However, a few return to make minor edits.

● *Is an adjustment to section ordering still a top priority next step for editors? (Note: this was a common pattern previously, but a recent change improves default section placement)*

No. Thai Wiki Editors think that they cannot change the section ordering since they view themselves as a translator and, therefore, section ordering tasks is not their priority. Additionally, the interface of VisualEditor makes it look like them feel limited, in terms of adjustments and modifications, in comparison to SourceEditor.

"
    Oh, I think this [SX dashboard] would make me want to translate more. It's very simple."
            - P9 (Owner & partner Alo production)

What do potential newcomers want to do next after publishing a section? Do they demonstrate motivation to complete another section? Make further improvements to an existing section? Other?

Potential newcomers publish their section as a draft. Following this, they attempt to locate where the draft is stored. Once they find the Sandbox, they scroll to see the complete section but do not make any adjustments. If the section contains 2-3 paragraphs, with few technical terms, they are more likely to translate additional sections.

- ***Is an adjustment to section ordering still a top priority next step for potential newcomers? (Note: this was a common pattern previously, but a recent change improves default section placement)***

None of the potential newcomers thought that they could change the section ordering. It is plausible that they were not aware that it was a possibility. One participant expressed that he had been wanting to edit an article for a long time; however, not for the purpose of adjusting section ordering.

"
   It depends on the length of the article, if it is short I can translate it in one go."
        - N1 (Content Designer)

Chapter 08
Recommendations
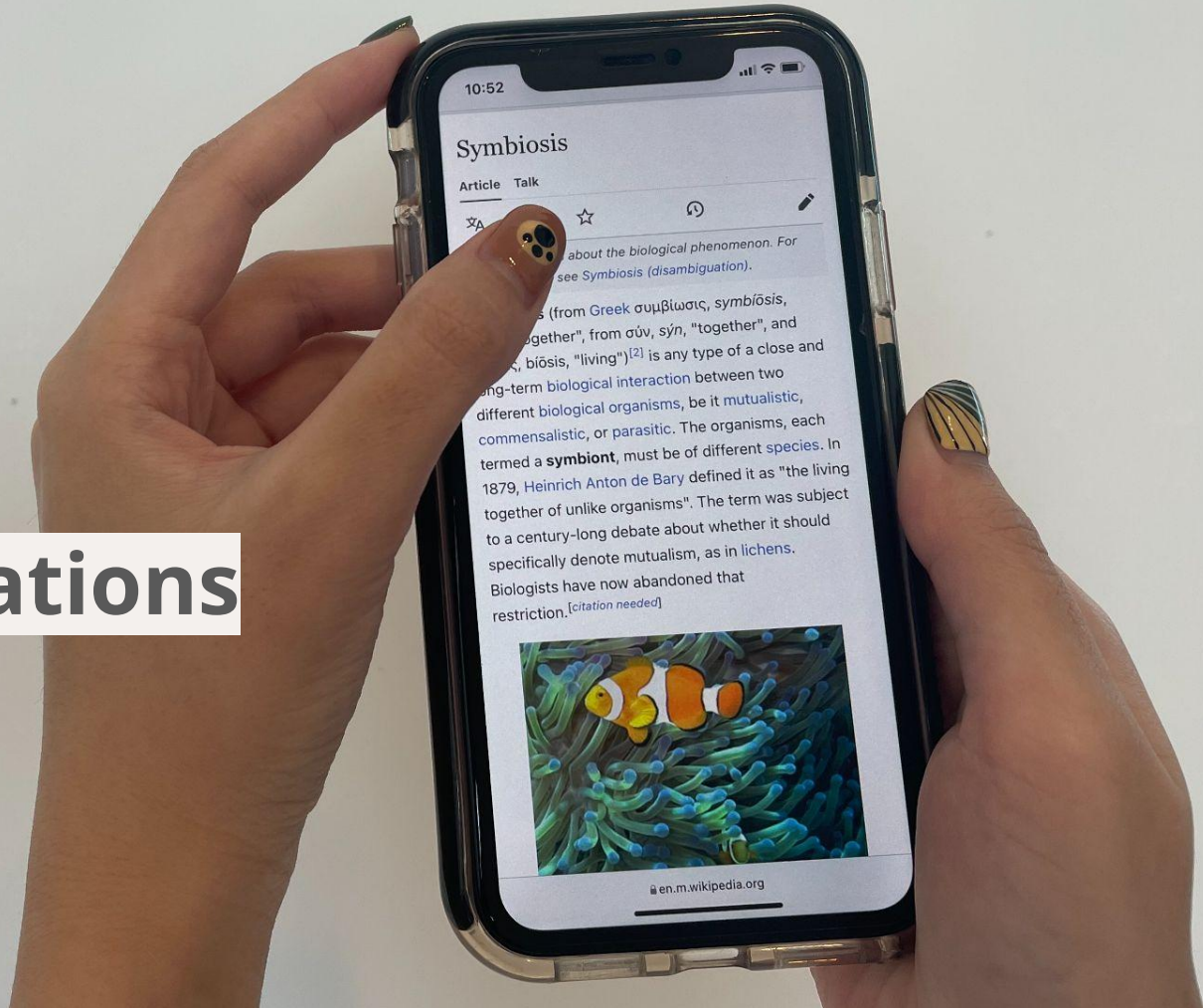
Improve the Section Translation interface by considering the placement of buttons that are easy to find and distinctive on mobile screens. Additionally, ensure the presence of fluent descriptions which efficiently describe each action. Allow Thai Wiki Editors to have control over their work throughout the process. Engage Potential Newcomers to the Wikipedia community by granting them rewards and recognition along with simplifying the Wikipedia language to make it easier for them to join the community.

Entering Section Translation	*Selecting an article*	*Reviewing the article*	*Tutorial*	*Translation process*	*Publishing*
Create specific and distinctive entry points for SX Dashboard.	**Add personalization to the suggestion list, so that the list relates to each editor's interest.**	**Emphasize the benefit of reviewing an article by displaying the location of the missing section in the existing article. This helps to better understand the mismatch between the English section and Thai article.**	**Create an interactive tutorial that explains the functionality of different features.**	**Ensure editors perfect their markup by allowing them to utilize SourceEditor.**	**Ensure that editors have choices and feel like they are in control.**
Provide a call-to-action button at Language switcher or untranslated section with clear description that directs editors to the SX Dashboard.	*Selecting section*	Design a review screen that supports mobile view, especially, for tables, labels, and images.	Provide editors with the possibility of accessing the instruction for each function.	**Have clear and distinctive buttons for each setting option.**	Ensure that both Thai Wiki editors and potential newcomers can save their draft at anytime to avoid the unnecessary pressure of completing the entire section.
	Inform editors about which sections have others working on them to prevent redundancy.			Provide options for translating/editing in paragraph and sentences.	
Promote SX as an easy and open activity for potential new editors and translators on Wikipedia and social media pages, which provide direct links to SX.	Motivate them to translate a section by displaying the number of potential readers.		Only display instructions when an editor, initially, accesses the section translation.	For the 'Start from scratch' option, allow editors to type their translation directly onto the article page.	Inform editors of the end point of their work.

Consider peer review before publishing.

Integrate translation rating to gain more engagement. |
| | | | | Provide more tools that relate to translation, such as technical dictionaries and spell check. | |

|68

Summary of Thai Wiki Editors

Thai Wiki Editors are familiar with SourceEditor. They feel like they are in control when using the markup to help them with their translation.
- Thai Wiki Editors are familiar with Wikipedia terminologies and interface. It is easier for them to navigate around SX.

Thai Wiki Editors publish articles with the pride and joy of being able to share the knowledge. They understand the concept of open-to-edit articles and want to ensure that, although articles are free to edit by anyone, they should strive to be of good quality.
- Peer to peer reviewing can help alleviate the stress regarding the article/section quality.

Thai Wiki Editors, usually, plan on what requires translation. However, they are likely to bookmark articles they come across, so that they could translate them later.

Summary of Potential Newcomers

For potential newcomes with no coding experience, viewing the HTML markup in SourceEditor is an overwhelming and an intimidating experience for them.
- Potential Newcomers thought that Wikipedia UI was not coherent and comprehensible. For example, the terms 'Sandbox', 'Checking for overlapping', and '+New Translation'

Potential Newcomers are interested in translating articles on Wikipedia because they want more Thai articles to be available for Thai readers. However, they thought that Wikipedia should have article editors to check for quality before publishing.
- They hoped to receive recognition for their work and an opportunity to work using fun and engaging processes, so that working on articles doesn't seem like a tedious job.

Potential Newcomers have a different mindset while reading and searching for articles to translate. While they are reading, they are less likely to bookmark any article since they prefer to focus on reading.
- Providing Potential Newcomers with a bookmark button and a choice for them to translate, during their free time, can be engaging.

Summary of Thai Wiki Editors

Overall experience:
Thai Wiki Editors think that SX is straightforward, but limited, because there is no option to switch to SourceEditor. Additionally, most of the options are not easy to find or modify.

Entry points:
Thai Wiki Editors found entry points hard to discover. They suggested creating a designated button to increase SX and SX features within the Thai Wiki community..

Selecting articles/sections:
Thai Wiki Editors found that the suggestion list does not match with their interests.

Reviewing article:
Thai Wiki Editors are confused by the incomparable content between the English and Thai articles.

Tutorial:
Thai Wiki Editors consider the tutorial as an introduction to SX; however, it does not illustrate how they would work with MT outputs.

Translation process:
The ending page is similar to VisualEditor. However, MT output settings are not clear.

Publishing:
Thai Wiki Editors are concerned because the draft setting is not discoverable.

Summary of Potential Newcomers

Overall experience:
Potential Newcomers think that SX is logical on screen, but the language used for descriptions and buttons are not fluent or comprehensible. Most of the technical and Wiki terms used are not easily understandable.

Entry points:
Potential Newcomers found the entry point hard to discover, which might have disrupted their reading flow. They hoped that Wikipedia would provide more advertisements on SX and other features of Wikipedia.

Selecting articles/sections:
Potential newcomers found that the suggestion list does not align with their interests. They are unaware that '+new translation' will lead them to a search bar. They don't recognize the language modifier as a button.

Reviewing article:
Potential Newcomers found the screen to be overwhelming because of the vague descriptions and hard-to-distinguish buttons.

Tutorial:
Potential Newcomers view the tutorial as 'tips' for translations. They hoped the SX Dashboard would provide them with tool-focused tutorial, so that they could better understand the task.
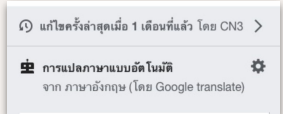
Translation process:
Potential Newcomers understand how to use the basic tools on VisualEditor. However, they don't know how to add references or the purpose behind hyperlinks. They prefer to start translating from the scratch.
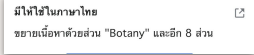
Publishing:
The publishing process raised several questions amongst Potential Newcomers. For instance, they didn't know whether they could opt to save drafts and complete the translation process later
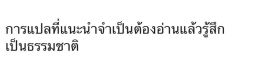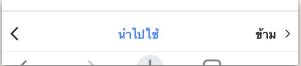
Interface Suggestions

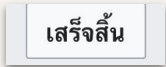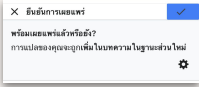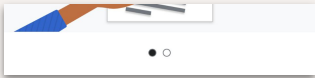| Item	Current interface	Behaviors	Suggestion
Entry point: Dashboard	None	One attempted to find an entry point by going to their edit history and finding an edit that utilizes SX tools to access the dashboard. They received the URL, to the dashboard, from the moderator.	Add a direct entry point button in the Contribution menu.
Entry point: Language Switcher		Editors and Potential Newcomers clicked on the language switcher button. However, most of them, scrolled to find the language, but did not type anything on the search bar unless prompted by the moderator.	Add a specific button for this entry point.
Entry point: Machine Translation		Most Editors and Potential Newcomers opted to click the gear icon but got confused when the button was unresponsive. They were clueless about what the next steps should be.	Start with the 'call-to-action' button 'คุณสามารถแก้ไขเนื้อหาส่วนที่ถูกแปลด้วยการแปลแบบอัตโนมัติ โดยคลิ๊ก' (You help us improving machine translation by clicking here) followed by "last edit...."
Create New Translation		Few Editors and several Potential Newcomers avoided clicking on this button because they didn't know what it was until they later found out.	Change the text to 'ค้นหาบทความเพื่อแปล' (Search for an article to translate) to make it match the function.
Language Modifier		Editors and Potential Newcomers did not attempt to click or alter the modifier unless they were prompted by the moderator or discovered that they could change the language options.	Change or highlight the modifier to make it seem more button-like.

Interface Suggestions

Item	Current interface	Observation	Suggestion
Status of Availability, and Number of Visitors	文A 120 17122 การเข้าชมต่อสัปดาห์undefined	Editors and Potential Newcomers did not pay attention to these numbers but, instead, noticed the numbers when asked to describe what they were seeing on the screen. After noticing the status of availability, they stated that they didn't know what the numbers represented.	Change the caption to 'บทความนี้มีทั้งหมดxxภาษา และมีการเข้าชมต่อสัปดาห์เป็นจำนวนxxครั้ง' (This article is available in xx languages and has xx visitor per week) to add clarity to these numbers.
Addressing section that isn't available in Thai	มีให้ใช้ในภาษาไทย ขยายเนื้อหาด้วยส่วน "Botany" และอีก 8 ส่วน	Editors and Potential Newcomers understood that 'this article is already available in Thai, but some parts are missing'. However, they found that the Thai language isn't fluent.	Change the caption to 'บทความนี้มีในภาษาไทย' (This article is available in Thai) 'แต่ยังขาดการแปลในส่วนของ xx และ อีก xxส่วน' (But still missing xx section and xx more section) to add clarity to the translated status of the article.
Check for Overlaps	👁 ตาวจสอบความเหลื่อม เนื้อหาในส่วนอาจครอบคลุมบทความปลายทางแล้ว	Editors and Potential Newcomers didn't know what to do when they came across this caption. They scrolled the page and compared articles in both languages, but only to view the length of the article not to check for overlapping content.	Change the caption to 'อย่าลืมตรวจสอบเนื้อหาซ้ำซ้อน' (Don't forget to check for overlapping content) 'เนื้อหาบางส่วนอาจจะถูกแปลครอบคลุมไปแล้ว' (Some of the content may already translated) to provide direction for users.
Reviewing Article	ส่วนในภาษาEnglish บทความฉบับเต็มในภาษาไทย กีตาร์ กีตาร์	Editors and Potential Newcomers scrolled through the page and compared articles in both languages; however, they only checked for the length of the article.	Add markings for English sections in complete Thai articles. Therefore, editors can recognize the sections' location and understand why it doesn't match.

Interface Suggestions

Item	Current interface	Observations	Suggestion
Tutorial	การแปลที่แนะนำ	Editors did not notice the caption. Potential Newcomers found this caption not fluent.	Change the caption to 'ข้อแนะนำในการแปล' to make it more fluent.
Tutorial	การแปลที่แนะนำจำเป็นต้องอ่านแล้วรู้สึกเป็นธรรมชาติ	Editors and Potential Newcomers skimmed through the caption and immediately skipped to the next page. According to them, the tutorial was not fluent.	Change the caption to 'เมื่อคุณแปลบทความโปรดตรวจทานเพื่อความเป็นธรรมชาติสำหรับผู้อ่าน' (When your are translating, please check for fluency for readers) to make it more fluent.
Machine Translation Options	การแนะนำการแปลจาก Google ...	Most Editors and Potential Newcomers hovered over this button and seemed hesitant to click on it because they didn't know what to expect. In contrast, some immediately clicked on it to test their hypotheses.	Change three dot icon to a drop down arrow to address the option ▼
Original text extension bar		Most Editors and Potential Newcomers did not try to adjust the appearance of the original text box.	Switch to an arrow pointing downwards to symbolize a pulling down action.
Apply and Skip	< นำไปใช้ ข้าม >	Editors and Potential Newcomers swapped between clicking 'Apply' and 'Skip' and only noticed the difference between the functions when the sentence was translated to the target language.	Signify the purpose of 'Apply' and 'Skip' to allow for differentiation between the functions.

Interface Suggestions

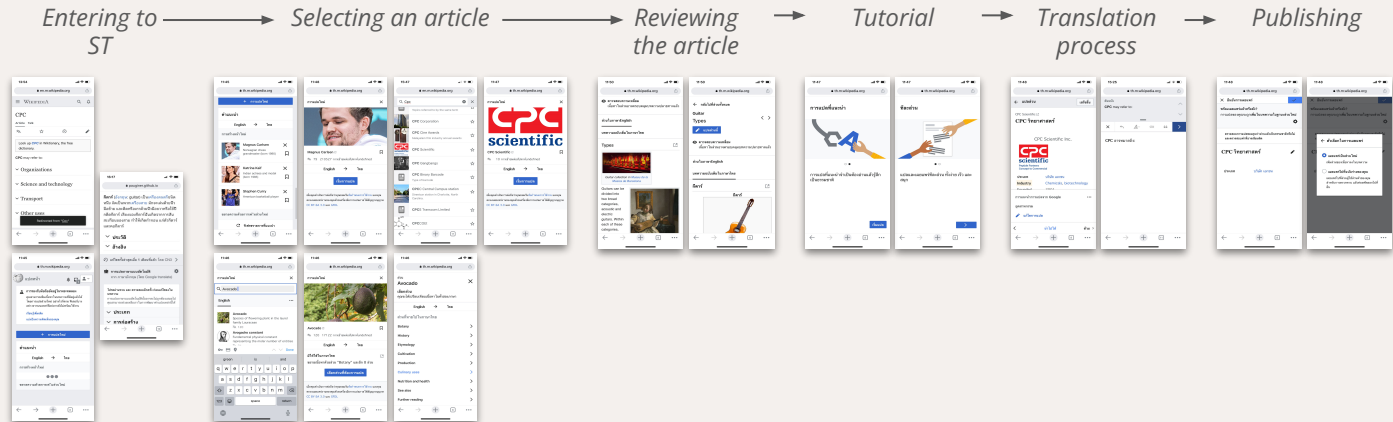| Item	Current interface	Observations	Suggestion
Done	เสร็จสิ้น	Most Editors and Potential Newcomers felt alarmed and avoiding clicking on the button. They repeatedly asked the moderator if it was safe to click the button. They would try to look at the other buttons on the screen to see if there were any other possible option.	Change to 'บันทึก'(Save) because "Done" (เสร็จสิ้น) can either mean the entire process is finished or that they could proceed to the next step. This word choice creates confusion among the participants.
Publishing	✕ ยืนยันการเผยแพร่ ✓ พร้อมเผยแพร่แล้วหรือยัง? การแปลของคุณจะถูกเพิ่มไปในบทความในฐานะส่วนใหม่ ⚙	Most Editors and Potential Newcomers did not notice the gear icon unless prompted by moderator.	Change the gear to a drop down arrow or offer other upfront options. ▼
Tutorial	● ○	Potential Newcomers attempted to swipe on the screen because they saw dots which insinuated that it was swappable.	Add a swipe option to the page or change the dot to an arrow or page number.
Sandbox	การแปลของคุณจะถูกเพิ่มไปที่กระบะทรายของคุณ	Potential Newcomers confused the meaning of 'กระบะทราย(Sandbox)'	Change 'Sandbox' to 'Draft area' to make it comprehensible the purpose of its functions.

Appendix

In a cleaning symbiosis the clownfish feeds on small invertebrates, that otherwise have potential

ในการ ทำความสะอาด symbiosis ปลาการ์ตูน กินสัตว์ไม่มีกระดูกสันหลังขนาดเล็กที่อาจเป็น อันตรายต่อ ดอกไม้ทะเล และอุจจาระจากปลา การ์ตูนให้สารอาหารแก่ดอกไม้ทะเล
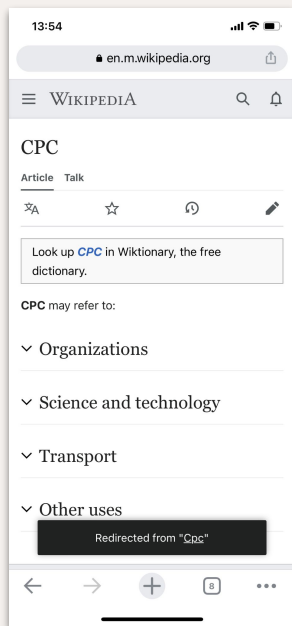
10:47
ต้นฉบับ

th.m.wikipedia.org
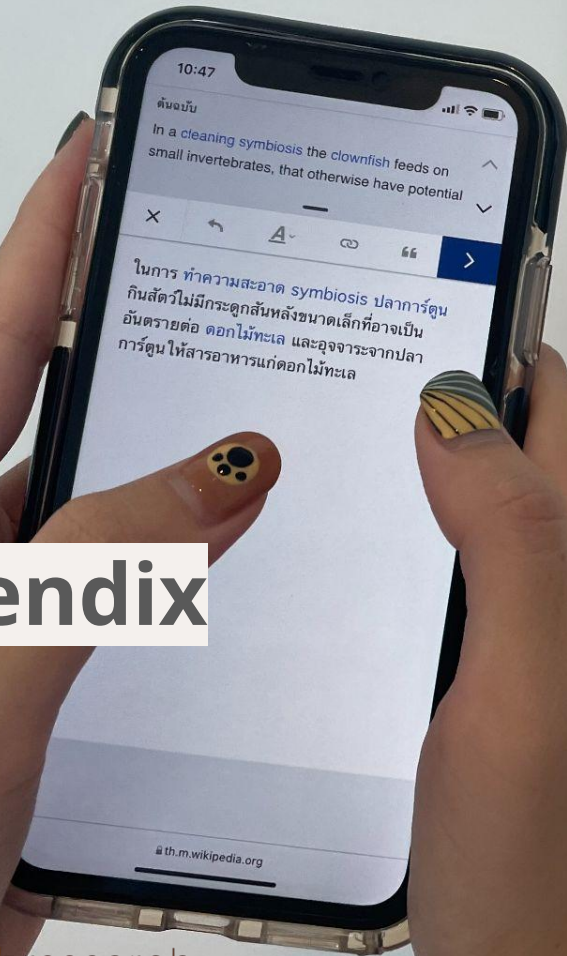
Section Translation Troubleshooting

Section Translation provides the mobile experience that we want to test. However, during the testing period, we encountered some technical issues led to unexpected turns, thereby somewhat altering the flow of usability testing. For instance:

1) There is no direct entry point for the SX dashboard. Our pilot has to go through the edit history page to find the link to the dashboard. Only 1 out of 12 could access this entry point by themselves (8.3%).

2) The suggestion to select articles to expand new sections cannot be found on the SX dashboard. We redirected the participants to access the 'selecting section' process by proposing articles that exists in Thai, but is missing in section. The first 4 participants (Pilot, P1, P2, P3) out of 12 editors encountered this problem (33.3%).

3) Technical issues of incompatible operating system. One participant was unable to access the Section Translation tools while using an iPhone 6 which operated on an older version of iOS (8.3%).

Entering to ST → Selecting an article → Reviewing the article → Tutorial → Translation process → Publishing

# Section Translation Screenflow : Entering Section Translation

We have two main entry points - The language switcher and main SX Dashboard. In addition, there is one entry point concept: MT concept.

Only one editor (Pilot) heard about the Section translation, but had to go to his history box to enter the Section Translation. In contrast, the others were sent a link.

All editors need to be prompt to click on the language switcher in order to enter the Section Translation.

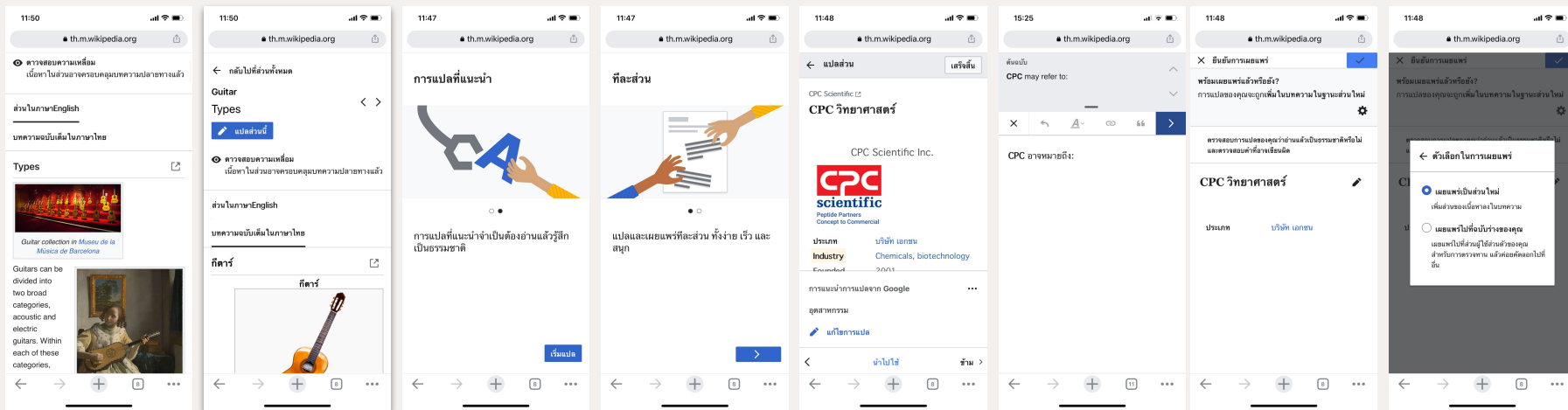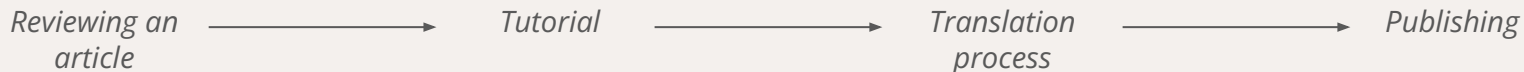# Section Translation Screenflow : Selecting an Article/Section
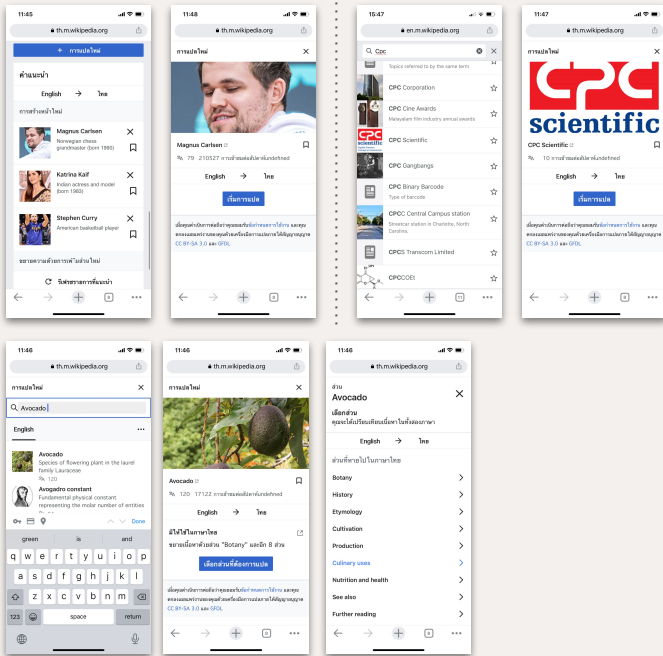
From the SX Dashboard, the suggestion for section translation did not appear. Therefore, we asked editors to search for an article on the search bar, which would provide them with the option to choose section. However, only some articles are directed to the section selection.
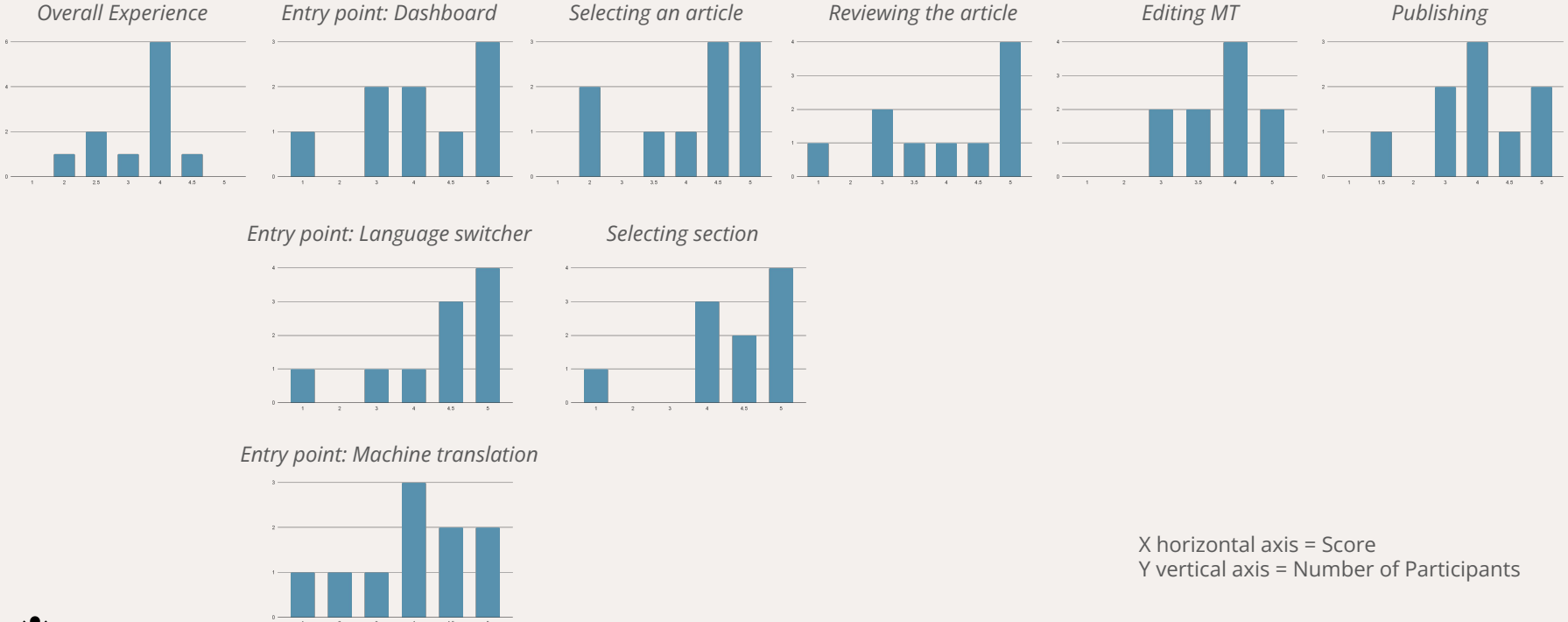
Searching for an article from the Wikipedia search bar did not provide options of section translation; it only directed to full article translations.

Section Translation Screenflow: Reviewing and Publishing

During this process, nothing needs troubleshooting. Editors could navigate through the process without issue.
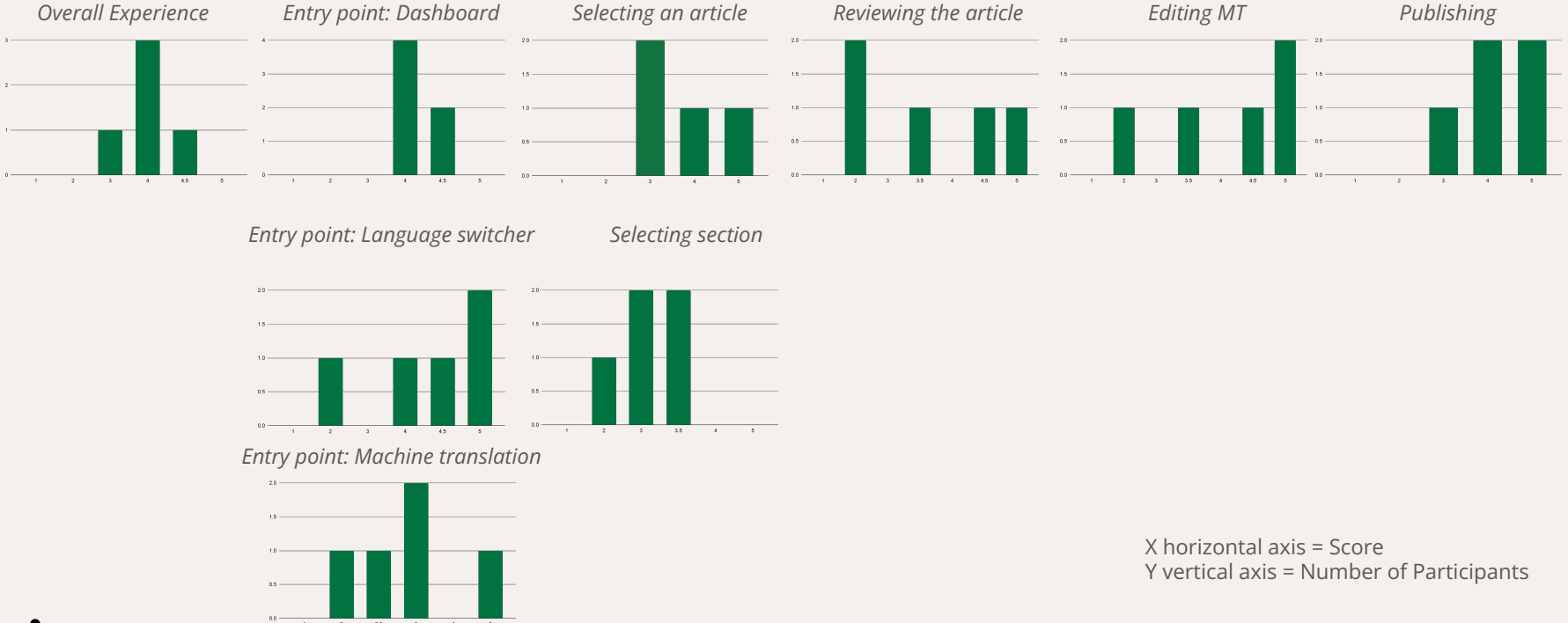
Reviewing an article → *Tutorial* → *Translation process* → *Publishing*

Record of Experience Rating (1-5) |Thai Wiki Editors

Overall Experience

Entry point: Dashboard

Selecting an article

Reviewing the article

Editing MT

Publishing

Entry point: Language switcher

Selecting section

Entry point: Machine translation

X horizontal axis = Score
Y vertical axis = Number of Participants

Record of Experience Rating (1-5) |Potential Newcomers

Overall Experience

Entry point: Dashboard

Selecting an article

Reviewing the article

Editing MT

Publishing

Entry point: Language switcher

Selecting section

Entry point: Machine translation

X horizontal axis = Score
Y vertical axis = Number of Participants