

Speaker 1: Great. So first, do you have any questions before we start?

Participant 8: No, I have no questions.

Speaker 1: Okay, great. So first, I really just want to get to know you a little bit better, so could you maybe tell me where you're from and what do you do?

Participant 8: I am from Northern California and right now I work as a general administrative assistant at a small private school.

Speaker 1: I'm sorry. My audio cut out. I apologize.

Participant 8: Oh, yeah ... I live in Northern California and right now I work as a general administrative assistant, I guess would be what you would term me, at a small private school. I pretty much do everything, I substitute teach, I clean, I do office work. So, kind of a jack of all trades.

Speaker 1: How long have you been doing that?

Participant 8: Technically for about a year and a half.

Speaker 1: Participant 8, I'm really sorry. My [inaudible 00:01:24] one second.

Participant 8: That's okay. Yeah. Is this any better?

Speaker 1: It's on my end.

Participant 8: Oh, okay.

Speaker 1: [crosstalk 00:01:36] just one second.

(silence)

Hi, sorry Participant 8. Can you still hear me?

Participant 8: I can.

Speaker 1: Okay. Okay. I'm so sorry. So you said that you've worked for schools and ... I'm sorry, can you tell me one more time how long you've been doing that?

Participant 8: Yeah. I've been with the school for over 10 years, but I just started my duties that I have now about a year and a half ago.

Speaker 1: That's great. What really interested you to work there?

Participant 8: It's my church.

Speaker 1: Oh, it's your church, that's right.

Participant 8: Yeah, yeah. It's a church school. My church has an elementary school. I attended there, my kids attended there, and when they needed somebody to do everything, they hired me.

Speaker 1: That's great. That's really kind of you. So, earlier in the survey that you took, you mentioned that the last time you used Wikipedia on your phone was to look up information about a movie that you were watching. Can I ask you to maybe tell me about that experience and what was your motivation to do that?

Participant 8: My boyfriend and I were watching a movie and I think we were trying to figure out where we'd seen one of the actors. You know, "Oh yeah, I know that guy. What other movie was he in?" So I went on Wikipedia and looked it up.

Speaker 1: On average, how often would you say you typically do stuff like that? Like to just quickly look up entertainment facts?

Participant 8: Quite often, honestly. I mean, several times a week.

Speaker 1: You like to watch a lot of movies?

Participant 8: Yeah, I do.

Speaker 1: That's great. So, given that, it seems like you're on Wikipedia all the time, to look up all kinds of information, so what is your general perception of Wikipedia?

Participant 8: I really like them. I have found them to be very accurate. It's easy to navigate. I've been a Wikipedia user since they started.

Speaker 1: Do you recall maybe ... I know it's quite an old site, but do you recall maybe when was it that you were really just like, "Oh, this is going to be my go-to place," because it seems like it's kind of how I'm perceiving what you think of Wikipedia?

Participant 8: Yeah. You know, it was probably ... When did they start, like mid '90s?

Speaker 1: Yeah.

Participant 8: Yeah, and you know, I've been online since the late '80s and researching, you know. I'm one of those kind of people that I'm insatiably curious about everything. So when I found Wikipedia, I just loved it. I loved the idea of an online encyclopedia that I didn't have to go searching and flipping between books, because oh, this references this over here, and how can I find that, and you know, it's a lot easier to do it on Wikipedia than you do in old encyclopedias. I'm old enough that I remember using encyclopedias.

Speaker 1: You're not that old, I also remember using encyclopedias. We're young. We're young.

Participant 8: Yes.

Speaker 1: That's great. It's really interesting to see that Wikipedia has truly evolved from just kind of like this encyclopedia into just open access. So yeah, I completely feel the same way. So, on average, how much time would you say you spend on your mobile phone in a week?

Participant 8: Way more than I should. You mean doing everything? Not just Wikipedia, but everything?

Speaker 1: Yeah, just [crosstalk 00:06:32] your phone.

Participant 8: With playing games and everything else, probably ... I don't know, in a week? Probably like 15 or 20 hours. [crosstalk 00:06:51] texting and ... yeah.

Speaker 1: No, that's great. Okay. Are you ever concerned with data usage? I think you indicated on your survey that you use both Wi-Fi and data. Is that ever a concern for you?

Participant 8: No. My phone ... I use Straight Talk and my data usage, I never even get close to my data usage.

Speaker 1: That's great. On your survey, you mentioned that you primarily will access Wikipedia using the mobile browser, and a mobile app. Of these two, which is your preferred method of access?

Participant 8: The app.

Speaker 1: The app? Could you tell me why the app is your preferred method?

Participant 8: It's easier to just click on the app icon than it is to go through a browser, and then you have to search for Wikipedia, and then you have to ... I mean, it's not bookmarked on my phone, so it's just easier for me to use the app.

Speaker 1: And correct me if I'm wrong, you're using the Android app?

Participant 8: Yes.

Speaker 1: Okay, great. So, you've used both, so in what instance would you use the web browser?

Participant 8: Usually if I'm somewhere else online, already using my web browser and there's a link or I want to research [inaudible 00:08:37]. If I search for something and Wikipedia is one of the first choices that come up in search, then I'll click on it from there.

Speaker 1: Okay, that's great. Are there any ways that you wish you could access Wikipedia on your phone that you could think of that would make your experience better?

Participant 8: No. I mean, the app is just so easy to use.

Speaker 1: Okay, that's great. In the app, if you could modify anything about the current app platform, what would you modify?

Participant 8: I'm really not sure. I'm not sure that there's really anything that I would necessarily change.

Speaker 1: Is there anything that you would want to add that would improve your experience? Just anything that would make viewing Wikipedia content better for you, if you could ... in a pie in the sky.

Participant 8: Right. No. Well, let me ... I don't think so. I mean, so far one of the things that I really like is that the idea of, when you click on something and Wikipedia lets you open up a new page instead of going directly to that page, so you can kind of keep everything open at the same time. I really like that. I definitely wouldn't change that. You know, I don't think there is anything I would change.

Speaker 1: That's a totally good answer.

Participant 8: Yeah, so far.

Speaker 1: I mean, that's great that they're doing a great job. If you can recall, how does your mobile experience of Wikipedia differ from that than your experience of Wikipedia on a desktop or even a laptop computer?

Participant 8: Honestly, I would say that there's not a lot of difference. I'm very much used to the app. Usually when I'm on my laptop I'm actually working, so I don't do a lot of [inaudible 00:12:03], I don't do a lot of things on Wikipedia on the laptop. But you want to know what differences there are.

Speaker 1: Yeah, if you've noticed anything, like if you've used Wikipedia on your laptop, and then maybe another day you're using Wikipedia on your phone, you're like, "Oh, I wish that this was here," or you know, like you compare the experiences, like if there's any [crosstalk 00:12:34] either that is better or worse.

Participant 8: Yeah. The only thing that really is a difference is the navigation within the page. Because when you're on the mobile, you swipe left and you get the page navigation. And on the laptop, you usually have to scroll down under the opening paragraph to find the page navigation. It's a difference, but I don't think it's necessarily either one is [inaudible 00:13:18] worse or better. They're good for what they are. When you're on the phone, it's nice to have that swipe left and just kind of open it up so you can jump to where you need to go. When you're on a laptop, you know, having to scroll down like a half a page, it's not that big a deal. So that's a difference, but I think it's a good difference because it is useful for where you're using it. If that makes sense.

Speaker 1: No, that totally makes sense. So is it safe to say that you prefer ... I guess you don't have a preference for either, it's just you-

Participant 8: Yeah, no, I really don't. I think what the difference is between the mobile app and the desktop [inaudible 00:14:13] are good for what they are. Each one works well for where you're using it.

Speaker 1: That's great. So how long would you say you've been using the Wikipedia app?

Participant 8: The app? Couple years. Two or three years.

Speaker 1: Can you recall, why did you choose to download the Wikipedia app? How did you even hear about it?

Participant 8: I think it was looking something up on Wikipedia on my mobile browser, and you know, they'll have the little ad that says download the app. And I thought, "Yeah, well, I'll try it. I'm on Wikipedia all the time." I don't like to have a bunch of apps that I hardly ever use. But since I use Wikipedia all the time, I thought it sounded like a good fit.

Speaker 1: Great. So going off of that, how do you generally decide whether or not to download any app? You said that you don't like to keep things on your phone that just waste space. So when, to you, is it kind of imperative to download an app?

Participant 8: You know, not talking about games, because that's a whole different genre, but general apps like office type apps and things like that, generally it is if I know I'm going to be using it more than every once in a while. I'd have to use it at least occasionally in order to justify using the space on my phone.

Speaker 1: That's great. Earlier you had said that you generally spend about 15 to 20 hours a week on the mobile phone, and you've also mentioned that you are on Wikipedia daily. So could you tell me about how often, of that 15 to 20 hours you would guess you spend looking up Wikipedia on your mobile device?

Participant 8: I'd say probably at least two to three hours a week.

Speaker 1: Can you recall the very last thing you've done on your mobile Wikipedia app?

Participant 8: The very last thing that I did?

Speaker 1: Yeah, like what were you looking up? Was it another movie?

Participant 8: Actually, I think the last thing I looked up was information about a talk show host.

Speaker 1: Oh, okay. Why were you looking up that kind of information?

Participant 8: I'm trying to remember what ... Because I'd been talking about the person with a friend, and I kind of wondered, "Oh, whatever happened to them?" So I looked them up to see what happened to them.

Speaker 1: Were you satisfied with the information that you found?

Participant 8: Yeah.

Speaker 1: Why were you satisfied?

Participant 8: Because it gave me the information that I was looking for. You know, the information was relevant and up to date.

Speaker 1: How do you know when the information is up to date on Wikipedia?

Participant 8: Well, when it has dates that are current. I mean, you know, you're not necessarily going to get something that's like today, but within the last year or two. Especially when you're looking up a celebrity figure or something like that, you know, you want to know within the last year or two, not you know, "Well, 10 years ago they were doing this." Well, that doesn't help me much.

Speaker 1: So what do you recall the most about that experience with looking up that talk show host? Is there anything that really stood out to you?

Participant 8: Not specifically. From what I know personally, the information appeared to be correct.

Speaker 1: Can you recall a time when you were reading Wikipedia content and you were really just dissatisfied with what you were seeing?

Participant 8: No.

Speaker 1: No, okay.

Participant 8: No, I've never had a ... at least, not that I can recall. I can't recall every having an experience where I went, "Well, that wasn't what I needed," or you know.

Speaker 1: So you had said earlier, that the thing that really makes you feel that the information you found is perfect for you is just that it's up to date and it's current and relevant. Are there any other markers of content that you need to see in order to feel satisfied with what you found?

Participant 8: Yes. I like to check the sources. So, what I look for sometimes, when it's information that is something that is surprising to me, or what I wasn't expecting, I like to check the sources and use the footnotes to see the original information.

Speaker 1: How often would you say you do that?

Participant 8: I'm going to say not horribly often, but fairly regularly.

Speaker 1: Have you ever checked the source and found that the information you were reading was not valid? Where you've checked the source and you're just like, "Oh my god, no this is completely wrong"? Has that ever happened?

Participant 8: No. You hear rumors, but I've never experienced that myself. Every time I've checked the sources ... Now sometimes the source itself may be biased, or not exactly something that I would consider a reliable source, but by and large, usually the sources are actually really good.

Speaker 1: Just going back to something you had just mentioned, you said that you hear rumors. What are some of the things that you've heard? It may not have been true, but is there anything that you've heard about source fraud, or things like that?

Participant 8: Yeah. There is a rumor going around, and it's kind of one of those off and on again rumors. There's a rumor going around that some ... I don't remember who, but that there is a female country star whose Wikipedia page is ... and I think the rumor is that it's been deliberately trolled and it says things like, you know, "She was born in a barn," and you know, weird things like that.

I've never found a Wikipedia page where it's obviously had misinformation, or you know, somebody trolling it and put something weird down. I've actually been very pleased with what I've found. But that's the main one that I've heard, and it may have been ... I want to say it was either Trisha Yearwood or Carrie Underwood. Like I said, the rumor is that her Wikipedia page is completely inaccurate and says all kinds of things that aren't true. But I've never found that myself.

Speaker 1: So, do you ever question ... oh, no, excuse me. What is your perception of editing on Wikipedia, then? You know, kind of given that whole, you know, you check the source, and you've heard of rumors, you've never really experienced it yourself. So what do you think about just the general perception of being able to edit on Wikipedia?

Participant 8: I've never edited myself, but I like the idea of crowd editing. I like the idea that if somebody sees something that they know is inaccurate, they can change it, they can fix it. I really appreciate that. I've noticed that when I have looked things up online that are religious-based, I've noticed that the articles are always written in a way that appears to be fair and accurate, and that's kind of my benchmark because especially these days, people tend to be really critical and not even ... I don't want to say critical ... overly critical of things that are religious.

And I have noticed when I've looked things up online that are about Christianity or Islam, or anything like that, it appears to be written from a very fair perspective. I haven't noticed a lot of anti-religious bias on there. So I really like the idea of being able to go in and fix it if you find something that you know is wrong.

John Stossel did an article about Wikipedia, and from his sources, he says that he's found Wikipedia to be something like [inaudible 00:25:43] accurate. And I like that. I like the idea that it's that ... there's always going to be questions about things, but I like the fact that so far it appears to be very, very accurately taken care of.

Speaker 1: So you've been saying that you noticed that what really makes you trust Wikipedia is that when you come upon an article that is fair, could you just ... I think I understand what you're saying, but like, to you, high level, what makes an article fair?

Participant 8: Presenting the facts in an unbiased way, either direction unbiased, not biased for biased against, just presenting the facts. People are very polarized right now and it's very easy to find someone who has a screamingly good or screamingly bad opinion about everything. And I like the fact that so far on Wikipedia, what I have read and what I have found has been very even-handed. It just presents the facts.

Speaker 1: That's great. What would encourage you to edit or contribute to Wikipedia?

Participant 8: If I found something that was very, very wrong. I have been attempted a few times to edit articles that are badly written grammatically. You know what I mean?

Speaker 1: Yeah.

Participant 8: You know, my inner grammar Nazi sometimes has cringed and gone, "Ugh, I should fix that." But usually that happens when I'm not in a position to take the time to do so. It doesn't happen a lot, but even those cases where the article isn't written all that well, as far as grammatically all that well, I still find the information to be useful and apparently accurate. So I've kind of decided, you know ...

Speaker 1: Great. In your opinion, what is Wikipedia's most critical feature on the mobile app?

Participant 8: Being able to search and find what you need immediately.

Speaker 1: Is there anything at all that Wikipedia could do to serve you better?

Participant 8: No, I don't think so. I mean, if it weren't, I wouldn't use them as often as I do.

Speaker 1: That's a very fair answer. So finally, is there anything else that you'd like to share with me about any experiences that you've had with Wikipedia? Positive or negative.

Participant 8: I don't think so. I think we've kind of covered everything.

Speaker 1: Well, great. So that's really all I have. Before we wrap up, do you have any questions for me?

Participant 8: I don't think so.

Speaker 1: Okay. So thank you so much for participating in this session, Participant 8. Your comments and feedback are extremely helpful, and this was a really great way for me to understand how people are using Wikipedia on their phones. I do want to double check that it's still okay that I did record our conversation?

Participant 8: It is okay.

Speaker 1: Great. So, following this, I'm going to send you an email at your email, it's missParticipant 8mclc@gmail. And it's going to be doc for you to pick the gift that you want, and Wikipedia will send it directly to you. So if you have any questions about that, it should take about five to seven business days to get to you, depending on the shipping. So, if there's a storm, then I apologize, but if you have any questions, please feel free to email me. I think you do have my email?

Participant 8: I do.

Speaker 1: Yes. So if you have any questions or concerns, feel free to reach out to me. And thank you again so much for taking the time to talk to me.

Participant 8: You're welcome.

Speaker 1: Thanks so much. Have a great rest of your day, okay?

Participant 8: You too. Thank you.

Speaker 1: Bye-bye.

Participant 8: Bye-bye.