

Speaker 1: ... we start, do you have any questions for me?

Participant 13: No, I think I'm good.

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

Participant 13: I'm calling in from Washington, and a student.

Speaker 1: Okay, what year are you?

Participant 13: Second year.

Speaker 1: You attend, it's a college?

Participant 13: Yeah.

Speaker 1: What college do you attend?

Participant 13: University of Washington.

Speaker 1: Nice, I have a bunch of friends who went there.

Participant 13: Nice.

Speaker 1: What are you studying in school?

Participant 13: Engineering.

Speaker 1: Okay, great, why are you interested in studying engineering?

Participant 13: Kinda runs in the family, right?

Speaker 1: I see, your mother or father is an engineer as well?

Participant 13: Yeah, father.

Speaker 1: Awesome, so Nick, Participant 13, a few days ago you took a survey, and you mentioned that the last time you used Wikipedia on your phone was to read an article about the People's Republic of Korea. Can I ask you to recall that experience, and tell me why you were motivated to look up that type of information?

Participant 13: Right, I think it was because I was talking to my brother, who is in high school, and he was wondering about [Mah-lee-luh 00:01:44] and stuff, and I took [Mah-lee-luh 00:01:46] in high school, and there's stuff about ... We were talking about Korea and stuff, and that was just something that popped up really.

Speaker 1: Do you remember, you said that you were reading a few articles, do you recall how long you spent looking up that kind of information?

Participant 13: Probably like five to seven minutes.

Speaker 1: Okay, how often would you say you typically look up information like that? You were having a conversation with your brother, and it seems like you were interested in the Republic of Korea, so how often would you say that's a normal behavior for you?

Participant 13: Just in conversation?

Speaker 1: Mm-hmm (affirmative).

Participant 13: Probably just sometimes, like when it pops up, probably a few times a week.

Speaker 1: Okay, can I ask what is your general perception of Wikipedia?

Participant 13: I think it's a very useful tool.

Speaker 1: Okay.

Participant 13: I think I've never really encountered an experience where it's inaccurate, because there's a lot of fact checking that goes on, which is nice.

Speaker 1: Okay, can you speak a little bit more to what you understand the fact checking is? I, myself, am very new to understanding how Wikipedia works, so what is your perception of the fact checking?

Participant 13: From what I know, on a basic level, it's automated bots that look for, you know, someone's defacing an articles, but they're also admins who are people who volunteer for Wikipedia, as far as I know.

Speaker 1: Okay, have you ever experienced when an article was being fact checked, and if either the bot, or an administrator has found something that is incorrect, how do you know when an article has been approved, that the content is true?

Participant 13: Well, usually it's just looking at it on face value from what I know, but there's also a view history, and there's months, or even years, that basically just backs up every revision, the whole history, and then also sometimes the very recently, like if something changes an event it won't be up-to-date, but it's usually up-to-date within a few minutes, or like an hour at most.

Speaker 1: Okay, when you were looking at that revision history, if you see more revisions, or less revisions, does that change your perception of the validity of the article?

Participant 13: Not usually, but I do know there's some articles where people go back and forth, usually more controversial topics, but usually at the end of the day, it gets sorted out by admins, because it's a big operation.

Speaker 1: Okay, Participant 13, on average, how much time would you say you spend on your mobile phone in a week to access the internet, not for calls or text messages?

Participant 13: Per week, probably 20 hours or so, total per week.

Speaker 1: Okay, perfect, are you ever concerned with the data usage?

Participant 13: No, I have an unlimited plan.

Speaker 1: Okay, that's great, so Nick, you had said on the survey also that you primarily will access Wikipedia on your phone using a mobile app, and the mobile browser. Of these two, which one is your preferred method of access?

Participant 13: Probably the app, it's just the browser. It's like, I don't know, sometimes my phone just chooses to open on the browser, but I choose to use the app, because it's pretty clean.

Speaker 1: I see, what about the app makes it a cleaner experience than that of the browser?

Participant 13: It's faster. The has menus where it's like, I use an iPhone, and the app matches with the system, new i design where you can swipe to go back a page, or go forward, and also you can change the text size.

Speaker 1: Okay, is there anything else about the app, you mentioned the text size, the swiping, it's integrated into just the behaviors of your phone? Is there anything else about the app that makes it an ideal platform to use as opposed to the browser?

Participant 13: Probably it'll keep me logged in, you know, record history, and all that. It's pretty easy to get back to articles like that, and also just feels more optimized for the phone. It fits the frame of the screen and all that.

Speaker 1: Okay, that's great. Is there anything on the current app platform that you wish you could modify?

Participant 13: Nothing off the top of my head.

Speaker 1: Okay.

Participant 13: Yeah.

Speaker 1: Okay, is there anything about the app that you wish you could add to make reviewing content easier for yourself?

Participant 13: I think maybe the opening screen of the app. I think it just shows a featured article, but on the desktop site you have featured article, in the news, and then two other, like did you know, and then on this day. I think that if the app had something where you had like four panels, but you could just press on one, it would just expand. That would be even better, instead of having to scroll.

Speaker 1: Okay, perfect, so you've mentioned that you've used Wikipedia, I assume it's safe to say on a desktop or a laptop computer?

Participant 13: Yeah.

Speaker 1: Can you think of any differences from the desktop experience, and the mobile experience?

Participant 13: The desktop experience, yeah, it's like this huge sidebar with widgets, and tools, and printing, and exporting articles. That could also be easier on the mobile version I think. There's a share button on IOS, but then you have to go through the system menus, but it's mostly just you can see, because of screen size, it's a lot easier to read the whole article without scrolling, but you can also adjust the text size on mobile.

Speaker 1: Okay, great, can you recall how long you've been using the app, the Wikipedia app?

Participant 13: Probably like a year or so now, maybe. I remember finding it. I think it was a featured app.

Speaker 1: Was it a feature app on the iTunes store?

Participant 13: Yeah.

Speaker 1: Can I ask, why did you choose to download it?

Participant 13: I already used Wikipedia quite a bit, just in my free time, to look up stuff in the news and all that, so I was thinking it would be a lot easier, just have the app on my home screen.

Speaker 1: Perfect, and it's safe to say that you were right in assuming that it makes it easier?

Participant 13: Yeah, it does.

Speaker 1: Okay, can I ask, just in general, how do decide whether or not to download any app?

Participant 13: A lot of the apps I download, I don't download many apps very often, but I do it just to try them out sometimes. The ones I keep are usually ones that just really help in some way. I think Wikipedia, in terms of convenience, I think that's where the app is really great, and that's why I keep it.

Speaker 1: Okay, perfect, so also in your survey you said that you edit Wikipedia articles maybe monthly, and so you had said that you spend maybe 20 hours a week on your phone. Of that 20 hours, do you ever edit Wikipedia content on your mobile device?

Participant 13: Sometimes, yeah, it's usually, I think it's all just like if an event just happened, if there's breaking news, and the article hasn't been updated yet, I'll try to do what I can to bring it up to date.

Speaker 1: Okay, can you talk me through your experience of editing on your mobile phone? Just what is easy, what is hard, just walk me through a typical, you're updating an event.

Participant 13: Like my process of editing it?

Speaker 1: Yeah, does the app provide you with any tools that helps you edit, or how do you edit on your phone?

Participant 13: I'm going to check really quickly. I remember there being just like a button in a corner or something let's me edit. Maybe looks like a pencil or something, but hold on, I'll check.

Speaker 1: Okay.

Participant 13: Yeah, at the top of the article is a pencil button. It's really easy to see, and you just press on it, and it brings up the basic text of their, but I think the app also, like the desktop version, lets you do, and lets us look at the HTML as well.

Speaker 1: Do you prefer to see the HTML or the text?

Participant 13: Sometimes, it's on, okay listen, it's actually not, it's somewhat proprietary I believe kinda form, but it lets you, in a basic text, it'll just let someone edit the article text, the body, and [inaudible 00:12:48] images, but you can add tags, and different links in the more code oriented type.

Speaker 1: Okay, would you say that editing on your phone through the app is generally pretty easy, or is it generally pretty hard, or neutral?

Participant 13: It's pretty easy. You just have to know how to input it, and everything like that. It might take a bit of research the first or second time, but especially like the plain text in the body, and that's pretty easy.

Speaker 1: Okay, so you say you contribute about monthly. In your opinion, what generally ... Sorry, let me rephrase that. Is there anything that you wish Wikipedia could provide to you that would make editing a little bit easier?

Participant 13: I think citations wise, even code format, it's unclear sometimes. That's the only part I can think of that isn't really well documented, because instead of, on a Wikipedia article, you have, right at the bottom, all the citations, and you can click on one, and it'll link to the text in the article, but the thing is you have to put the citations within the body of

the article, and it'll appear at the bottom when you publish it, but it's just not as well documented as I think it could be, because there's a lot of different moving parts in it basically.

Speaker 1: Got it, so is it safe to say when you're editing, or adding content, it's really primarily to update events, or are there any other types of things that you edit?

Participant 13: Yeah, it's basically that. Sometimes it'll be one or two words I find that don't accurately represent an event that happened, or a person, and I'll just change that, and I think it's always just been accepted, unless it's edited later, but I've never gotten a message saying it's been removed.

Speaker 1: Do you get notifications saying whether or not your edits have been accepted or removed?

Participant 13: I think I get emails saying I submitted an edit, but I don't think you get follow-up, unless it's rejected. Unless it counts as defacement, I don't think I've ever gotten that either.

Speaker 1: Got, okay, Participant 13 you also said in your survey that you can fluently speak French. Is that true?

Participant 13: Yeah, somewhat fluently I guess. I don't really use it too much. It was more like a high school kinda thing, right?

Speaker 1: Got it, have you ever-

Participant 13: [inaudible 00:15:57] there were other options, but.

Speaker 1: Got it, have you ever contributed, or edited content in the French Wikipedia?

Participant 13: No, I think I just use the English version.

Speaker 1: Have you ever used the French Wikipedia?

Participant 13: Once or twice I think, because I was redirected there, or just ...

Speaker 1: I see, you were redirected there from the English Wikipedia?

Participant 13: Yeah, because I think sometimes I'll find articles, I think there's some articles that are only in French. Maybe once I've seen that. I doubt that's very common, because the English Wikipedia is the largest version.

Speaker 1: Mm-hmm (affirmative), so it's safe to say you almost never go to the French Wikipedia page?

Participant 13: Yeah.

Speaker 1: Okay, perfect, can you think back and tell me about the very last time you used Wikipedia content on your mobile device?

Participant 13: Let's see. I have my view history. Okay, hold on, I'll try to find that, but I think it was probably the People's Republic of Korea article. I think so, just like a week ago, maybe like a couple weeks ago, because I've been probably last time was maybe on my laptop or something.

Speaker 1: Got it, do you remember feeling satisfied with the amount of information that you had found?

Participant 13: Yeah. I remember it being a pretty extensive article.

Speaker 1: Were you able to find what you wanted quickly, or were you more just reading to learn? Were you looking for anything in particular?

Participant 13: Just reading to learn, because there are a lot of different names, and we were just trying to look through them.

Speaker 1: I see. Can you ever recall a time when you were reading, or using Wikipedia content, and then you were just really dissatisfied with that you had found?

Participant 13: No actually, I think every article I've seen is pretty well maintained. Just a couple times where I thought that's where very minor edits were needed, and a few times where breaking news just happened. I think that's pretty excusable if it's not updated right away.

Speaker 1: I see, okay, in your opinion, what are the advantages, or disadvantages of reading Wikipedia content on your mobile device?

Participant 13: Probably some advantages, it's just really quick, and easy access information, and it's like when I'm not looking for a short term explanation. I can get really in-depth coverage for an issue, or an event, or something.

Speaker 1: Okay.

Participant 13: Then disadvantages, I don't really have any disadvantages. [inaudible 00:19:22] I guess it's because I think, especially in education environment, Wikipedia has a stigma that's not completely accurate, but I think it's well kept enough where I don't think it's a very legitimate criticism.

Speaker 1: Okay.

Participant 13: It's like that very minor possibility from what I've found, because I've used Wikipedia for a while.

Speaker 1: Have you seen that with any of your classes thus far, where you're teachers are very "Do not use Wikipedia, because it's not an accurate source", because when I went to college my teachers were saying stuff like that, but I think it's really evolved, so do you also experience that?

Participant 13: I think it's less in college. I can't really recall a time. I think what's expected is that you see an, if you want a summary you can go Wikipedia, but then the real useful part is the references section, because that's where you can go and see these articles, and different sources and perspectives, and it's even more in-depth than the Wikipedia article.

Speaker 1: Got it, how often would you say that you use the references to find info that you're looking for, as opposed to, as you said, summary of the article? How often do you do that?

Participant 13: Do you mean when I'm, like in what situation? If I'm going to a Wikipedia articles, and then going to the references to see more, or if I'm-

Speaker 1: Yeah, that one.

Participant 13: ... trying the article just for the references?

Speaker 1: Either or.

Participant 13: I think I probably use different databases more in Wikipedia, in terms of research projects, but the references are definitely useful for just starting out looking for that, and sometimes I found, I recall finding, very, very useful articles within the citations.

Speaker 1: got it, okay, and Participant 13, how often, if ever, do you question where content comes from on Wikipedia?

Participant 13: A few times, if there's a really brand new article sometimes i can detect a bit of the bias that might be there. Especially I found sometimes there's a citation needed tagged, so at least that's there, but it's a few times I'd say, when there's something brand new that comes out, and there's a new article. There might be a bit of a bias attached to it, if there's only one or two authors.

Speaker 1: Good, okay, can you speak a little to anything that influences, or affects your level of trust in Wikipedia content.

Participant 13: Again, probably that citation needed at, or if it's a brand new article. Basically those two. Other than that I usually can find, or think it's already been refused by thousands of people, like the admins.

Speaker 1: Got it, okay, can you recall, the citations tags, how does that appear on your mobile device, or do you ever see them on your mobile device when you're reading, that way?



Participant 13: Yeah, I believe it's the same as the desktop version where you can see both text, usually in blue. When I visit them they go purple, just like the desktop, I think so.

Speaker 1: Got it, okay, so I only have just a few more questions, so in your opinion, what is Wikipedia's most critical feature on the mobile device?

Participant 13: Most critical feature, like most useful, most important?

Speaker 1: Yeah, something that you hope never changes?

Participant 13: Probably that there's this bottom bar. It's super helpful. Instead of having to go to a settings menu, you have text size, and bookmarks, and share, and it's just all there. You can even scroll down the article, you just have to tap, or scroll up a little bit. It'll come back, and that's really useful, especially when making the list of articles, and sharing them with other people who might want to read them.

Speaker 1: How often would you say you make a list of articles to share with other people?

Participant 13: Not too often I'd say. I think maybe in high school I used to more, but it's usually just doing very casual research, like conversation wise.

Speaker 1: Got it, okay, is there anything that Wikipedia could do to serve you better on mobile? Just anything, like your wildest dreams?

Participant 13: I think maybe actually in terms of references, I can really think of one thing, the references. There's just a button to, I think, I don't think this is there right now, but if there's a button to easily go to the citations, like the whole list of them rather than having to scroll down. What is helpful right now is after you just press the citations, it starts scrolling all the way down. It'll have a pop' up at the bottom with the name of the article, and the language [inaudible 00:24:57] just wish there was a way to press a button and see all of it in a list, and be able to close that list, and go back to the point in the article I was at.

Speaker 1: Awesome, okay, is there anything else that you would like to share with me, positive or negative, about any experiences you've ahead with Wikipedia?

Participant 13: I don't think so. I think I really captured all of it today.

Speaker 1: Awesome.

Participant 13: It's very useful, I think. Most of the time it's pretty trustworthy.

Speaker 1: Okay, perfect, so that's all I have. Before we wrap up, do you have any questions for me?

Participant 13: I think I'm good.

Speaker 1: Thank you so much Participant 13, for taking the time to talk to me today. I know that you're taking valuable Saturday time. Everything you've said is really helpful, and this is really going to help my research, and I do want to double check before I hang up, that it's still okay that I recorded this conversation?

Participant 13: Yeah.

Speaker 1: Perfect.

Participant 13: Glad to help.

Speaker 1: Thank you, so following this I'm going to send you an email. It'll have a form link for you to click on. When you decide what you want as a and incentive, just submit that, and it should be processed within five to seven business days. You'll also have my email, so if you have any questions or concerns following this, please feel free to reach out to me, and thank you again for your time, and I hope you have a great rest of your day.

Participant 13: Yeah, it was great. Thank you, you too.

Speaker 1: Bye-bye.