Speaker: And, is there anything that you'd like to ask me before we dive in?

Participant 14: I'm sorry. It sounded like there was audio playing over what you were saying, ma'am.

Speaker: Oh, sorry. Do you have any questions before we get started?

Participant 14: Nope. I'm ready to go.

Speaker: Perfect. So Participant 14, first I just wanna get to know you a little bit better. Could you, maybe, tell me where you're from and what do you do?

Participant 14: Well when you say where I'm from, how specific would you prefer?

Speaker: Where are you now?

Participant 14: Living in Texas.

Speaker: Okay. What do you do on a day-to-day basis?

Participant 14: I'm an IT engineer.

Speaker: Oh, awesome. How long have you been doing that?

Participant 14: Well, this was my third day.

Speaker: Oh, wow! So, new job. How do you like it?

Participant 14: You know, I'm actually, really enjoying it. It's something I can really put myself into and I think that's showed.

Speaker: That's great. How long have you been doing IT?

Participant 14: Oh, since about March.

Speaker: Okay. What interested you in a career in IT?

Participant 14: I've always enjoyed computers, electronics, and getting to know that kind of stuff. I guess that's just the way I think, it works well for me. So at the suggestion of a friend, I got my A+ certification and looked into jobs, preferably future careers, to move into that sort of a thing. And I managed to find a great one that pays well and is very reliable, and likes me as a person. And appreciates the work I put in.

Speaker: That's great. Can I ask what company you work for? It sounds like a great company.

Participant 14: Well, it's a little difficult to explain ma'am. I'm currently filling a position through Modis. M-O-D-I-S-

Speaker: Mm-hmm (affirmative).

Participant 14:   ...which is really just a firm that fills positions through contract for other companies.

Speaker: Okay.

Participant 14:   The company that they're filling the contact for, unfortunately, not able to disclose nor the company I'm actually doing the IT at, so ...

Speaker: Okay. That's no problem. It sounds like you really enjoy it there so I was wondering what company to look up to and admire, also that way.

Participant 14:   Oh, thank you ma'am.

Speaker: Perfect. A couple of days ago, you took a survey and you mentioned that the last time you used Wikipedia on your phone was to look up the history of a particular car model. Could I ask you to, maybe, recall that experience and tell me what was your motivation to do that?

Participant 14:   Well, really anytime I wanna figure out some more information on anything, which is quite often for me; I'll just look it up. And I was looking at buying a Toyota Corolla-

Speaker: Okay.

Participant 14:   ... so I decided to go on Wikipedia and look up that particular generation, look up the different engine options and whatnot. Just to see if I could find out some more history on the model and just some gee wiz, kind of stuff, for the car I was buying.

Speaker: That's so interesting. Was Wikipedia, kind of, your secondary source? Did you go to the car manufacturer first? I'm so curious.

Participant 14:   Well, especially with older models. I mean this is not a brand new car. It can be difficult to get that kind of information directly from the manufacturers, or even the dealerships, because honestly, salesmen really don't tend to know very much about the used cars they sell.

Speaker: Okay. Do you call-

Participant 14:   So I-

Speaker: I'm sorry, keep-

Participant 14:   Sorry, go ahead.

Speaker: No, no, no. Please.

Participant 14: Oh, I was just gonna say that ... So, I'd say in that case, yeah. It's usually my first source of information, not just on cars but on anything else I feel like looking up.

Speaker: Okay. How often would you say that you typically look up information on Wikipedia, then? It sounds like it could be quite a bit.

Participant 14: I'd say anywhere as much as 5 to 10 times, daily.

Speaker: Okay. Can I ask you then, since you use Wikipedia so frequently, what is your general perception of Wikipedia as a tool for you?

Participant 14: Well, I do appreciate that they do source their information now. I mean, I know they have a bad reputation from a period in time where people said, "Oh, anyone can edit it." But the fact that information is more thoroughly checked, at this point, and does have the sources does certainly help. And I also like the fact that it gives me a well-rounded perspective on the subject. It's also, usually, very unbiased, especially if I'm looking up something political or historical.

Speaker: Okay. So when you say that you know that the information is thoroughly checked, can you, maybe, give me a little bit more context as to how you know it's thoroughly checked? What is your understanding of that?

Participant 14: Absolutely. I have edited pages, from time to time. And so, I am familiar with the process that they use for sourcing their information, as well as reviewing changes and marking them. If the information isn't necessarily, completely sourced, that's on the article. So, it's easy to tell when something isn't, necessarily, confirmed as professionally, you might say.

Speaker: Okay. I'm not too familiar. How can you tell? For someone like me, how would I look for the validity of such content?

Participant 14: Oh, it's quite simple. So while you're reading through a subject, any statement that you want a little more information on or want to check the accuracy of, you can check the sources. At the end of the sentence, there's usually a small, blue number. That's a link and it takes you to the bottom of the page and to the corresponding source for that particular information.

Speaker: Mm-hmm (affirmative).

Participant 14: It usually links to a webpage or sometimes, even a Google-sourced book location of the information that you're looking for. Sometimes, even particular interviews or sound bytes that might be pertinent.

Speaker: Mm-hmm (affirmative). Okay. So, how often would you say that you view the source of content then? So you understand that that's how you can check the validity of content, but do you find yourself needing to look up content very often? Or the source, excuse me.

Participant 14:   On average, once to twice a day.

Speaker: Okay. What really triggers you wanting to check the source? Is there any kind of information, in particular?

Participant 14:   Well, especially if it's something historical or, let's say, if I've heard someone else talking about it and it was different; I might look a little more deeply into it. Sometimes, if I just want a little more information on the subject.

Speaker: Okay. So you mentioned that you have edited before. And you had mentioned in your survey, you edit about monthly. What is your motivation behind editing? What kind of content do you generally edit?

Participant 14:   Well, I mean, if I see something that I happen to know and it's not necessarily already included, and it might help to expand the information, or even might just be worded better.

Speaker: Mm-hmm (affirmative).

Participant 14:   It's nice to just add that little contribution.

Speaker: Okay.

Participant 14:   I mean, you've of course heard of people who like to correct people's grammar and spelling on the internet. I try to hold myself back from that, but I guess Wikipedia gives me a bit of an outlet for those kinds of urges.

Speaker: Okay. Do you like, specifically look for typos and stuff? Or, it's just organically, as you're going through an article?

Participant 14:   No, ma'am. Just as I find it.

Speaker: Okay. How often would you say you correct typos and grammar, things like that?

Participant 14:   Well, I usually don't have many to correct. Sometimes, I do correct in bits of information, but only if I can really source it or have something very pertinent to the subject matter.

Speaker: Okay. So of all of these times that you've ever edited content, can you tell me how often you've done these edits on your mobile phone?

Participant 14:   Well, honestly, my laptop isn't great and I usually just use the Wikipedia app or the website through my phone. So, pretty much every time, I'd say.

Speaker: Okay. Does the app, in any way, help you edit? Like, what does the app provide you to make edits easy or hard, I guess?

Participant 14: Well, you know, I'd say it makes it pretty simple. I mean, when you open the edit pane, first section; it opens kind of like a link but with an open text box, as well as, if I remember correctly, some basic shortcuts and instructions for how to add things like links or links to other articles.

Speaker: Mm-hmm (affirmative). Okay.

Participant 14: From there, it's ... Sorry, go ahead.

Speaker: No, no, no. Please, go ahead.

Participant 14: Oh, I was just saying, from there it's pretty simple to simply add what information is necessary. And then, cite it. Usually, if it's something more extensive it'll mark it for review, but a lot of the times it'll just appear on the article directly.

Speaker: Okay. Is there anything that you wish you could add to the editing features of the app, that would just make your life a little bit easier?

Participant 14: In mobile?

Speaker: Mm-hmm (affirmative).

Participant 14: I'd honestly say, probably some quick links for linking to other articles.

Speaker: Okay.

Participant 14: Or, possibly, a search function for other articles to link to.

Speaker: So, just so I understand. Currently if you're adding a link to an article that you're editing, so you're adding a link, you have to find it. Do you close the editing tab? Or do you open the browser? How do you get the links now, that's kind of cumbersome?

Participant 14: Well for me, I'll usually open the browser.

Speaker: Okay.

Participant 14: Yeah, usually Google Chrome because I am using an Android.

Speaker: Okay. I see. I see. You said you use the browser, as well as the app. So do you ever make edits in the browser?

Participant 14: Rarely in the browser because usually if I'm using it in the browser, it's just I've come to the article off of a Google search.

Speaker: I see.

Participant 14: I don't feel like switching to the app just for the effort. I like to keep it fairly straightforward that way.

Speaker: Okay. That's totally fair. So the app in general, how long would you say you've been using the Wikipedia app?

Participant 14: Oh, gee. Let's see. I think it would've been 2012, 2013.

Speaker: Okay. So a good amount of time. Do you remember why you chose to download the Wikipedia app?

Participant 14: Well, I've been reading Wikipedia articles for years. It was just, kind of, an obvious thing for me, ma'am.

Speaker: Okay. What about the app do you like or dislike?

Participant 14: Well, I think what I'd like is a simpler, save-for-later kind of function, for reading articles. Like, on YouTube they just have a simple button you can tap and it saves the video to a list so you can watch it later, if you don't necessarily want to watch it then. I'd like something like that for Wikipedia articles.

Speaker: Oh, okay. So, kind of like an information queue, more or less?

Participant 14: Yeah.

Speaker: Okay. Is there anything that you wish you could modify about a current app platform?

Participant 14: Honestly, I'm pretty happy with it.

Speaker: Okay. That's totally fair. And just in general, how do you decide whether or not to download an app onto your phone? Any app?

Participant 14: Well, I'll usually browse through the app, look through the reviews, and a lot of the times look at the size. Even after I install it, I look at RAM usage, and I look at power usage of the app; not only to monitor for malware and indications of malware, but also to see if the app is really worth the trade off in power usage and RAM usage for my phone.

Speaker: And so, I guess it's safe to say that the Wikipedia app takes up not enough space for you to want to get rid of it? Correct?

Participant 14: Oh, not at all. It's really just perfect. I mean, honestly, if it was even a little bigger, it'd be just fine.

Speaker: Okay. That's perfect. In general, when you're adding or editing content, what are the things that have to happen for you to feel that you've made a successful contribution?

Participant 14: Well, really just complete entry of the information, or as complete as I can get it-

Speaker: Okay.

Participant 14: And, any sources that are necessary. Sometimes, a picture.

Speaker: Okay. Participant 14, I'm just curious, on average how much time would you say you spend on your phone for internet, in like a week?

Participant 14: In a week?

Speaker: Mm-hmm (affirmative).

Participant 14: Just throwing out a ball park number, 21 hours.

Speaker: Okay. Perfect. So of that 21 hours, can you tell me how much of that 21 hours you spend on Wikipedia?

Participant 14: Let's see. I'd say about, maybe 3 and 1/2 to 5.

Speaker: Okay. Can you tell me about the very last thing you read on Wikipedia on your phone?

Participant 14: Off the cuff, no, but if you give me literally just a moment, I can check the app and see.

Speaker: Sure.

Participant 14: Just a moment. Alright, ma'am?

Speaker: Mm-hmm (affirmative).

Participant 14: I was reading about the Lord of the Rings film series.

Speaker: Okay. I don't have the app. Do you have like a view history? How are you looking up what you just saw?

Participant 14: Well, usually I leave the tabs open and reuse them, and only close them if I'm really, completely done with them.

Speaker: Okay. The tabs are ... I'm sorry. Each tab is an individual article?

Participant 14: Yes.

Speaker: Okay. Is there any pros and cons, as to having all of those tabs open? Or closed, for you?

Participant 14: Well, it's familiar because it's very similar to Google Chrome in the way it functions-

Speaker: Got it. Okay.

Participant 14: And it's also easy to use because it's easy to navigate between the pages that I've been reading. Or well, save things for later, as it stands.

Speaker: Okay. Just so I clarify. I just thought of a question that I should've asked earlier. So when you're very strategically opening the app to look up information, I guess, how often do you do that? Or is it more, you're on the web browser and you're taken to Wikipedia?

Participant 14: Well, I'd say whenever I think of something I wanna look up, which can be quite often, as I've said; I'll just pop the app open and when I open the app, the first thing it does is open the main page. And if I search for something, it opens that in a new tab automatically.

Speaker: Okay. So you said that it opens the main page. Do you have any, positive or negative, feedback about that main page prior to you going into the search function?

Participant 14: Honestly, I think it's well arranged and a good translation of the web main page, really.

Speaker: Okay. Do you use content on that home page very frequently, or not at all, or? How often would you say you interact with that homepage?

Participant 14: Not very frequently, but maybe everyday I might look at something if something catches my eye.

Speaker: Okay.

Participant 14: Especially, the pictures will really, generally, attract me to that.

Speaker: Okay. That's great. So, Participant 14, you were saying, the last thing you really looked up on Wikipedia on your phone was the Lord of the Ring series. Can you recall that primary motivation as to why you were looking up that information?

Participant 14: Absolutely. I remembered from when I was watching the movies, years ago, some details that I now saw in the book that were quite different and I wanted to look at some of the more fine differences and the omissions from the movies. There was actually a fairly large chunk of the first one that didn't make it into the movies and I, more specifically, wanted to read about that.

Speaker: Uh-huh. I had that exact search a few years ago because I was so furious that something was missing from the book. Sorry, I could talk about this. I'm a very big nerd about that, but-

Participant 14: Tom Bombadil, I'm sure.

Speaker: Yes. It was Tom. Oh my God. I'm gonna write a very strongly worded letter to the director.

Participant 14: Mind if I make a quick recommendation, ma'am?

Speaker: What?

Participant 14: I strongly recommend you check out the Wikipedia page for Tom Bombadil.

Speaker: Uh-huh.

Participant 14: It talks about J.R. Tolkien's other writings on the character.

Speaker: Uh-huh.

Participant 14: Because, yes, there's actually more outside of just the fellowship of the ring.

Speaker: Oh my gosh.

Participant 14: And, actually, the history and inspirations for the character. It's really a unique and very endearing story. I think you'll enjoy it, ma'am.

Speaker: That's great. I will definitely look that up. I remember being so passionately angry about it. Thank you for bringing that up. I'm now going to dive into Wikipedia, as soon as we get off this call.

                Just you speaking to that, I guess it's safe to say, that you were fairly satisfied with the information that you had found?

Participant 14: Oh, very satisfied ma'am.

Speaker: So, that's kind of, a really vast topic, the Lord of the Ring series. Do you recall how much information you sorted through when you finally came ... When did you stop? There's so many things to look at. How much did you sort through?

Participant 14: Well, I specifically went in looking for information on that character, so it was pretty short to me.

Speaker: Okay.

Participant 14: I actually started out by pulling open a tab for the movies and also, a separate tab for the character, and then read about the character and reasons for non-inclusion in the movies. And then I went back to the movie page, and went through how they transitioned through that particular period of the books without moving it into the movies.

Speaker: Okay. Can you recall, off the top of your head, a ball park of how much time you spent perusing all of that information?

Participant 14: Oh, maybe, 15-20 minutes.

Speaker: Okay. Is that a typical amount of time that you spend when you're looking up things on Wikipedia or are there variations in time?

Participant 14: There are certainly variations in time.

Speaker: Okay.

Participant 14: If I really feel like getting a holistic understanding of the subject, I'll go through, but if I'm looking for something specific, I find the dropdown system, for the headings, to be very useful. And I'm just getting to what I'm looking for.

Speaker: Okay. Is there anything that you would ever wanna modify about those dropdown systems?

Participant 14: No. Honestly, they're probably one of my favorite parts. It just makes it so simple and easy to navigate.

Speaker: Okay. That's great. Is there anything else that you think you would like to add to improve your navigation experience on the app? That you can think of?

Participant 14: No. I think navigation works quite well.

Speaker: Okay.

Participant 14: I'm especially happy with the article preview, if you tap a link to an article because that also gives me the opportunity to open it in a new tab, rather than simply taking over the tab I'm on.

Speaker: Okay. That's great. Participant 14, can you ever recall a time when you were reading or using Wikipedia content and you were just dissatisfied with the information that you had found?

Participant 14: Oh, absolutely. There's one particular article that is the bane of my existence, when I get everything I need compiled I am going to go nuts on it, but ...

Speaker: What is that article?

Participant 14: Well, specifically, concerning the Mosrite guitar company.

Speaker: Okay.

Participant 14: If you play guitars, you may have heard of it. If not, you haven't and it's kind of one of those little, personal, pet subjects to me. I'm a big fan of them and their story is really, quite a lot more interesting and significantly longer than the article really gives.

Speaker: Okay.

Participant 14:   It gives a good description of a list of models, but it doesn't actually describe the differences between them or why they were different models in the first place.

Speaker: I see. Just so I understand, are you compiling a bunch of information right now? Or you're just kind of ... How are you doing that for this particular?

Participant 14:   Well, I am compiling, but I'm also interviewing some people that were very pertinent to the subject, especially in the '60s and '70s, in order to get a better idea. As well as, corresponding through internet translation with a couple of Japanese guys for the modern history of the company.

Speaker: This is just a personal project of yours?

Participant 14:   Yeah, just for fun ma'am.

Speaker: Oh my gosh, that sounds amazing. You're doing my job as a hobby. So can I ask, when you finally have enough information that you feel is fit for the article page, how are you gonna go about putting all of that information in? Would it be through your phone?

Participant 14:   Oh, I fully intend to do it through my phone. Find the pre-existing heading, that I have the best information on, assemble it together. Probably, type it in a separate text document on my computer and send it to my phone because I'm quicker that way.

Speaker: Huh.

Participant 14:   And then just, kind of, copy and paste it into the edit box, as needed.

Speaker: Okay. That's great. Perfect. Can I ask, so have you ever published an article before? Or published big edits, like that, before?

Participant 14:   Not on Wikipedia, but I have on some other Wikis.

Speaker: Okay. Do you have any general understanding as to what goes into publishing such big edits like that? Like, I'm sure you do, but can you walk me through your understanding of it?

Participant 14:   Well, it's been awhile since I've run directly across one. So, my information might not be 100% perfect, but what I do remember is: number one, sometimes, depending on the size, it may be published immediately or it may be submitted for review.

Speaker: Mm-hmm (affirmative).

Participant 14:   From there, we usually go through a review panel, which if I'm not mistaken is a sort of, form-style system. Where dedicated reviewers, we usually go through and confirm the information or look for faults or needed sources or whether, just the stuff is relevant before either allowing it to be published or taking away the markings that define that it's still under review.

Speaker: Okay. Can I ask, so understanding just that whole process of review and approval and then, all the minor edits that can be done, what is your general perception about ... Do you ever question where content comes from on Wikipedia?

Participant 14: You know if I do, usually I can find it in the sources or in the actual edits history.

Speaker: Okay.

Participant 14: A lot of the big pages do have that section, but it's not the easiest to navigate to but it's also not something I use very often.

Speaker: Okay. So the edit's history, in particular, do you trust an article more if there's more edits or less edits?

Participant 14: Well, I don't really find that to be particularly relevant ma'am. I mean, the number doesn't matter so much as what the edits are.

Speaker: Okay. Perfect.

Participant 14: I mean, especially with subjects that are updating constantly, you're gonna have a ton of edits. But some things just don't change.

Speaker: Okay. That's perfect. Just in general, what is your opinion about the advantages or disadvantages of reading Wikipedia on your mobile device?

Participant 14: Well the advantages are, the portability and the sheer speed of being able to access that information.

Speaker: Okay.

Participant 14: I mean, I'm sure you can tell, I'm an inquisitive person. I love to have that information at my fingertips.

Speaker: Okay. That's great.

Participant 14: I honestly, don't really see any disadvantages to it, that I can think of offhand.

Speaker: Okay. That's totally acceptable. Since you use your phone pretty heavily, are you ever concerned with your data usage?

Participant 14: I have an unlimited data plan, ma'am.

Speaker: Okay. Perfect. So, if Wikipedia were to ... let's just say hypothetically ... ever shift and do a bunch of changes to it's site and services, what about Wikipedia would you never want to change?

Participant 14: Oh man. That's a difficult one. I think, probably, the sourcing system and also the linking to other articles.

Speaker: Okay. Perfect. So I only have just a few questions left, to wrap up. So, in your opinion, what, if anything, could Wikipedia do on mobile to serve you better?

Participant 14: Well, honestly, I don't think there's much they could do. Honestly, I already donate just because I support what they do and they do things quickly, efficiently, effectively, and professionally.

Speaker: Okay. That's great. And finally, is there anything at all that you'd like to share with me, positive or negative, about any experience you've had on Wikipedia?

Participant 14: I guess, nothing in particular, ma'am.

Speaker: Okay. Well that's actually all I have, so before I wrap up, do you have any questions for me about anything we talked about, at all?

Participant 14: Absolutely. I mean, I'd consider even a career with Wikipedia or something like this someday. I'm in Houston, right now, and I was wondering if there was anything like those paid-kind of opportunities that might be available to me? That you know of offhand?

Speaker: Since I'm just a third-party contractor for this project in particular, I'm not entirely sure. This is one small sub sect of their internal team. Their whole teams are actually spread across the world, so I'm not entirely sure offhand but I can definitely send you a link for their jobs page, if you'd like, following this.

Participant 14: I would appreciate that, ma'am. Thank you.

Speaker: You're welcome. So following that, thank you so much, Participant 14, for taking your time out of your day to have this conversation with me. Everything you said was really useful and this is really gonna help my research for this project, in particular. Before I hang up though, I do wanna double check that it's still okay and you're comfortable that I recorded this session.

Participant 14: Oh, no problem at all ma'am.

Speaker: Perfect. And I'm gonna send you a followup email with the link that we just discussed and the incentive form for you to fill out. And again, that will be processed within 5 to 7 business days. And if you have any questions or concerns following this, please feel free to email me. I'm happy to answer any questions you might have. And thank you again, so much and I hope you have a great rest of your day.

Participant 14: Absolutely. Also, you did mention an incentive. Honestly, if it was mentioned before, I had forgotten it.

Speaker: Oh, yeah.

Participant 14: Do you have any more information on that?

Speaker: Yeah. I'm sending you a link to fill out. You get to pick your Wikipedia incentive. It's a bunch of Wikipedia swag and you can pick anything that you'd like, and they're gonna send it to you directly.

Participant 14: Well that sure puts a smile on my face, ma'am. Thank you.

Speaker: I'm glad. You're welcome.

Participant 14: Alright. Well you have a wonderful day, Speaker. It was lovely talking to you.

Speaker: You too.

Participant 14: And thank you for the questions.

Speaker: Thank you so much.

Participant 14: I hope this really does ... Sorry, go ahead.

Speaker: No, I just wanted to say thank you so much for answering them, this was a really great session for me.

Participant 14: Alright. Well, you have a wonderful day ma'am. And if you have any more questions or if I can help with your work, feel free to let me know.

Speaker: Alright. Thank you so much, Participant 14. Have a great day.

Participant 14: You as well.

Speaker: Bye.