USABILITY REPORT

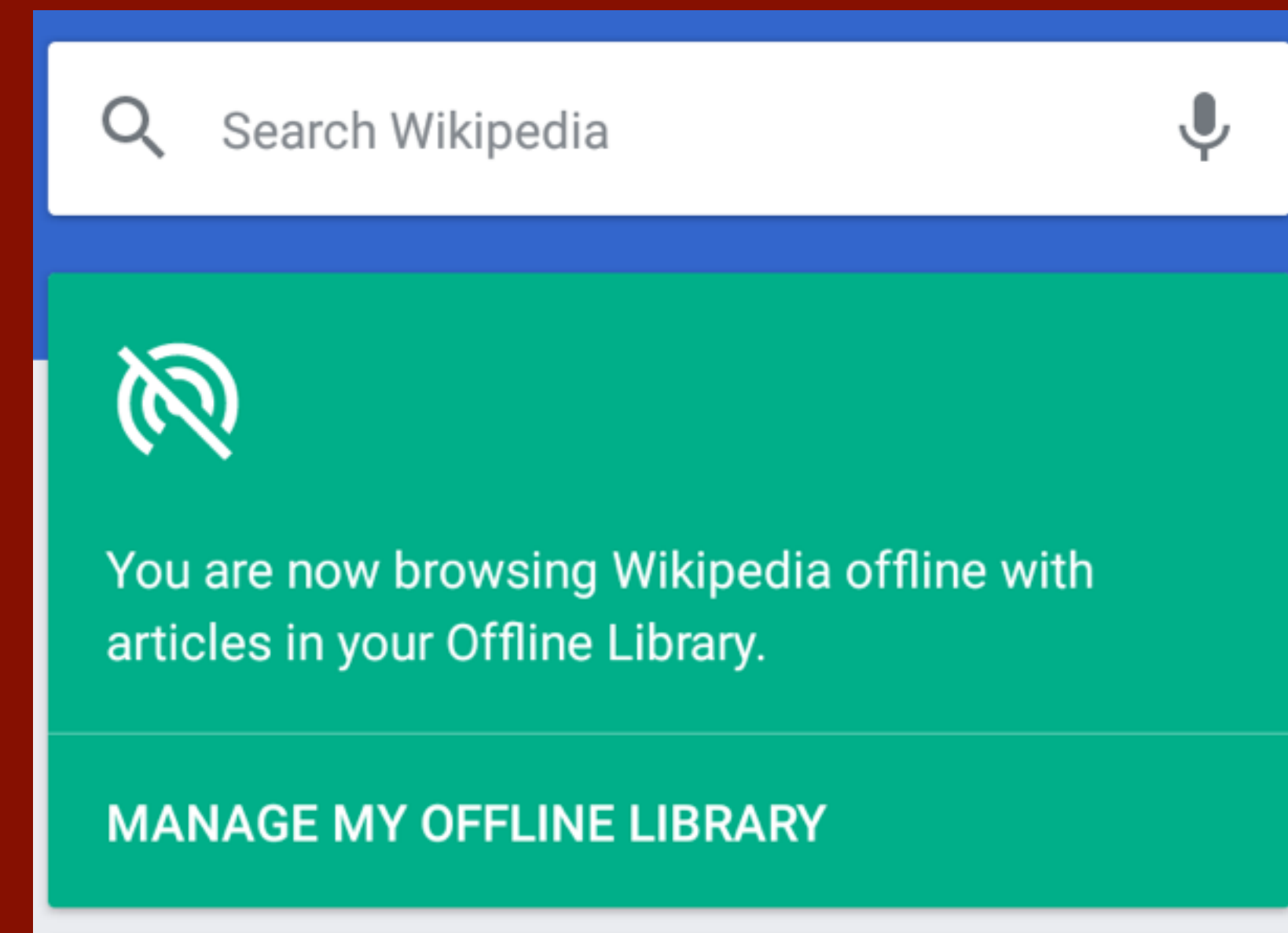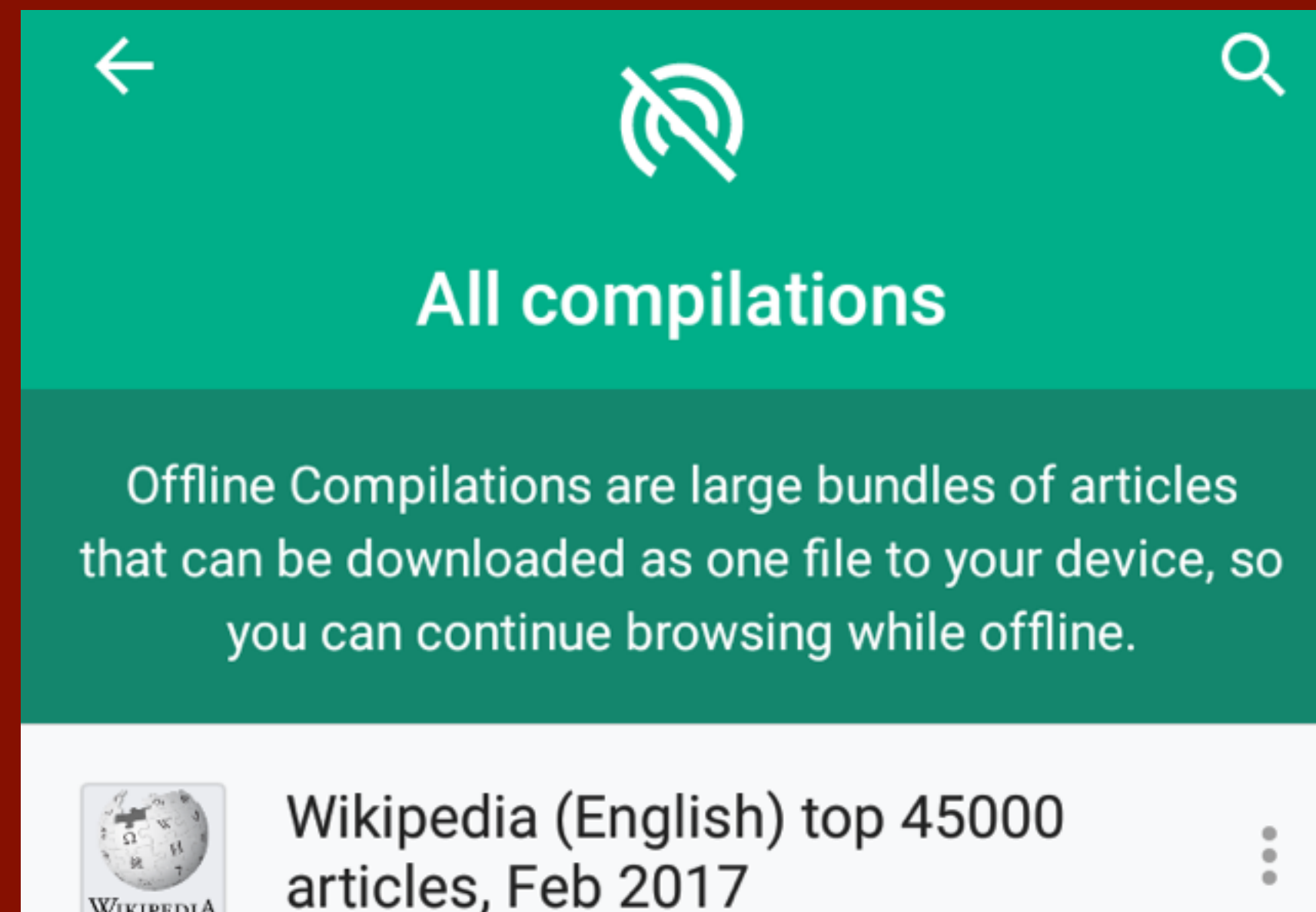for Wikimedia Foundation, by HUREO

CONTENT PAGE

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USABILITY STUDY
WIKIPEDIA OFFLINE FEATURE

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This report contains the findings from the usability study conducted to test the concept and usability of the Offline Library feature of the Wikipedia mobile app. The study was conducted in Pune, India, with eight in-person usability sessions to evaluate the product on pre-defined tasks.

Store more knowledge

Download as much Wikipedia as your device can handle. Offline Library can also access article packs on external storage.

All compilations

Offline Compilations are large bundles of articles that can be downloaded as one file to your device, so you can continue browsing while offline.

Wikipedia (English) top 45000 articles, Feb 2017

Search Wikipedia

You are now browsing Wikipedia offline with articles in your Offline Library.

MANAGE MY OFFLINE LIBRARY

HIGH LEVEL FINDINGS

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Limited Phone Storage

Users have limited phone storage to download article packs, their top limit can be couple of GigaBytes (GBs).

Limited Data for Download

Users have limited mobile data with daily limits of 1-2 GB per day, unless they are using Wi-Fi at home or work.

Relevant Packs Needed

Users expect smaller and more focused article packs relevant to their interest, in the context of their Wikipedia usage.

Unable to Foresee the Benefits of the Feature

Users were unable to foresee the benefits of the Offline Library feature from what they could see in the on-boarding screens & the news feed promotion.

PART 1

USER ATTITUDES

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User Attitudes Towards the Concept of Offline Library
(Pre-study vs. Post-study)

WHAT ASPECTS WERE BARRIERS TO THE USAGE OF THE OFFLINE LIBRARY FEATURE?

1 Pre Usability Testing

- **Users don't read offline content as they assume it is static information:** Users believed they would not need to use offline reading as they were comparing it with their current experience of reading static pages like a PDF, without the hyperlinks of an online connected page

- **Users don't want to download big files because of limited phone storage:** User will not use this feature because storing content offline will consume their phone storage

2 Post Usability Testing

- **Users were not satisfied with the size of the packs:** Despite the fact that users liked the feature, they were intimidated by the article pack size which was in GBs

- **Irrelevant content of the article packs:** Most users didn't find any of the article packs relevant to them. Article packs were very limited and repetitive in nature, with same pack offered in different languages

- Most of the languages listed in the compilations were irrelevant to users

WHAT ARE THE TECHNICAL CONSTRAINTS?

Users were worried about the system limitations encountered while downloading the packs and the mobile data usage consumed in downloading an article pack.

"…what happen if midway, the system throws an error of lack of storage"

User Quote

Limited Mobile Data

The best mobile data plan generally provides a user with 1-2 GB per day - and a user would not prefer to use this for downloading a 5-10 GB large article pack.

Restricted Location for Wi-Fi

Users can only use Wi-Fi for downloading such large files in GBs. And shared Wi-Fi will be available at home or select spaces, and user has to be in that location for as long as the download takes to complete.

Mobile Storage Limits

In the study users a) didn't realise their mobile didn't have sufficient memory space to download the content or b) they got intimidated by the pack sizes and refused to download them, despite the provision of free mobile data.

WHAT IS THE USER FEEDBACK ON CONTENT OF ARTICLE PACKS ?

1

Limited & Repetitive Packs

Users were disappointed by the limited article packs; as well as the repetitive nature of the packs with just different languages.

2

Large Article Pack Sizes

Users were intimidated by the size (large GB files) of the packs. Some topics were of interest to users, especially the ones titled English top 40K, School, Medical; but the size of the packs intimidated the users.

HOW BENEFICIAL DID THE USERS FIND THE APP?

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1 **To Provide Information in Critical Situations**

Users thought it would be useful in critical situations where there is no guarantee of internet connectivity and they are required to keep information handy. For example, while studying for exams, or while conducting research-related fieldwork in rural areas.

2 **To Continue to Browse in Low Internet Connectivity Regions**

Users thought it would be very useful for educational purposes or research work in locations with low internet connectivity.

3 **Useful when Offline**

Most users found the Offline Library feature useful for when they don't have access to network, especially if they're travelling for work.

WOULD THE USERS RECOMMEND OFFLINE LIBRARY?

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All users said 'Yes they would', but subject to certain conditions like :

· More relevant article packs

· Reducing the size of the packs

WHAT DID USERS LIKE WHILE USING THE OFFLINE LIBRARY?

1 **Search is Similar to Wikipedia on Desktop**

Users liked that the app behaves similar to Wikipedia on desktop - the app doesn't get a list of search results, but goes to the closest match.

2 **Ability to Browse and Search with the Article Pack**

Users liked the functionality of 'searching through the pack' as well look at the different categories on the main page of the pack.

3 **Open Tabs**

Users liked the feature that let them open several tabs at once.

4 **Hyperlinked Articles**

Users liked that ability to access other pages similar to the online behaviour of reading.
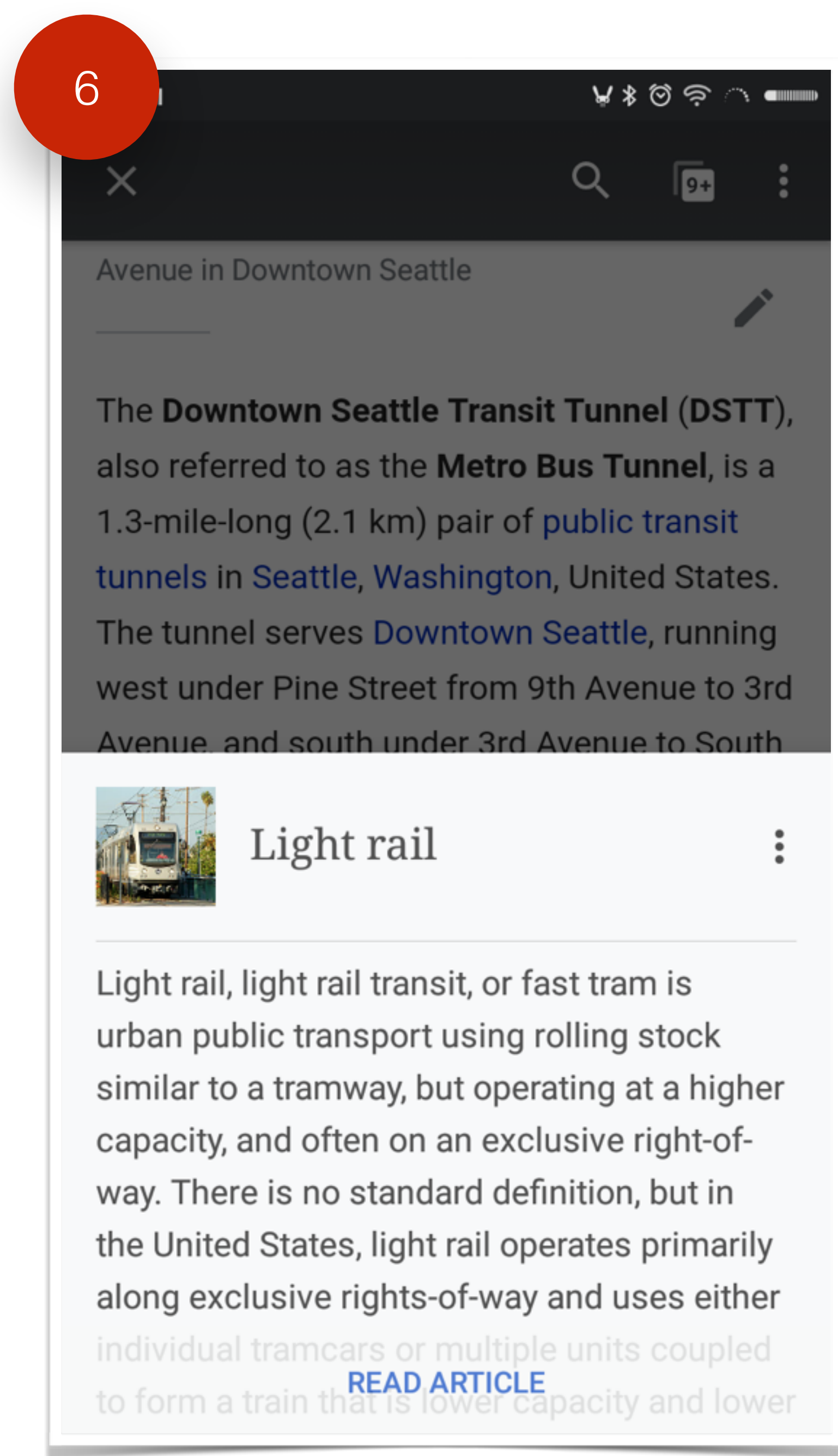
5 **Add Pages to Offline Reading**

Irrespective of the online/offline mode users can add pages to their reading list.

6 **Links Open as a Pop Up**

Users liked the fact that an article open as a pop-up in the article being read; and users can read it or save it to read later. (image for reference)

WHAT FEATURES WOULD COMPEL USERS TO DOWNLOAD PACKS AND USE THE OFFLINE LIBRARY?

1 Smaller Article Packs

Packs which are not more than 100 MB or very important packs can be 1-2 GB.

2 Relevant Article Packs

- Based on the content user reads on Wikipedia
- Sports, space technology, wildlife, theme based packs on important world events, climate change, product management, politics, current affairs

3 Sharing & Portability

Ability to download and use the pack on their computers and share with their friends using USB or bluetooth without using data.

WHAT ARE THE USER EXPECTATIONS FROM THE OFFLINE LIBRARY?

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1

Use Offline Content

With limited internet connectivity, offsite, users would like to download files once which can then be repetitively used from their phone.

2

Usage of Storage Space

Users utilise storage primarily for music, games, photos and other important apps and will easily use 100 MB for article pack files.

3

Data-usage / Downloading Behaviour

Users have limited data packages which can be 1 or 2 GB per day at max, so users can download files upto 100 MB easily, but makes it difficult for them to download files in GBs .
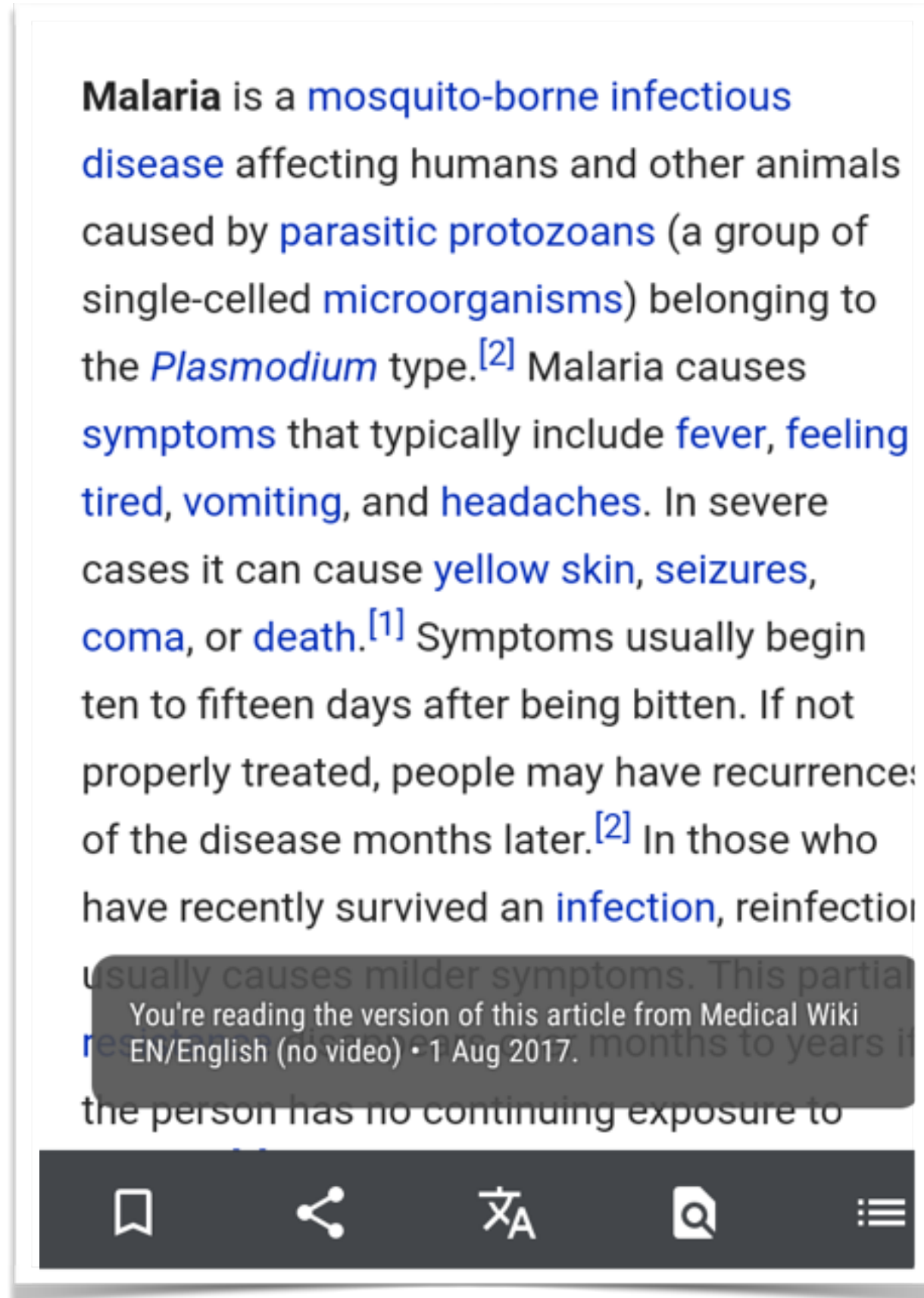
4

Technical Difficulties

Unable to differentiate between free storage, internal or external memory. Also users weren't aware of their phones free space and ability to download certain file sizes.

5

Content Relevant to their Usage

Content relevant to their Wikipedia usage in smaller packages.

6

Integration of Information

Users were expecting online and offline information separately and were accessing the Offline Library in anticipation of accessing offline content.

"UPDATABILITY" OF PACKS

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- Users were happy to see that the last update was recent, as they downloaded the pack during the study

- Users did not realise that the packs they are downloading are timestamped and they assumed it was the time of last auto-update

- Users expected the packs will auto update on timely basis. For example, for current events, user can download the packs it will be auto updated on weekly basis

WHAT ARE THE DIFFERENCES BETWEEN EXPECTATIONS OF POWER USERS & OTHER WIKIPEDIA USERS?

1 Power User

- Expected a seamless experience between online and offline mode

- User did not expect to have to open the pack to access the offline content

- User started searching for content expected in the downloaded pack

2 Other User

- User expected to open the file and browse through the content

- User expected to see the category available inside the pack

- User expected to start using by first browsing through and then searching within the content

" Would definitely be interested in the school pack if I was a teacher. "

User, Learning Experience Designer

" Would like more varieties of packs and small size. "

User, Food Nutrition Teacher

" Related to most of the things I search or do on Wikipedia, like TV series. "

User, Software Engineer

" I like books, historical content, related to my wiki browsing. "

User, Learning Experience Designer

" Would like specific topics and smaller size. Biology (certain subsets like freshwater biology), slam poetry, modern english poetry in Maharashtra. Should not be too specific either. "

User, Biology teacher

" I want to know more about Photoshop so if Wiki had a pack on that I would be interested and would download it. "

User, Software Engineer

USER
UNDERSTANDING

Mental Model

___

User understanding of the Offline features based on the on-boarding content, differences between features, storage used in the app.

Uninterrupted reading

Keep on reading and searching for articles within your Offline Library when you don't have access to internet.

Store more knowledge

Download as much Wikipedia as your device can handle. Offline Library can also access article packs on external storage.

USERS UNDERSTOOD THE CONCEPT BUT NOT CONVINCED ABOUT THE IMPORTANCE OF THE FEATURE.

From the on-boarding screens, users understood the concept but were not convinced about the importance of the feature. Some of the users struggled to understand the difference between an article and article packs.
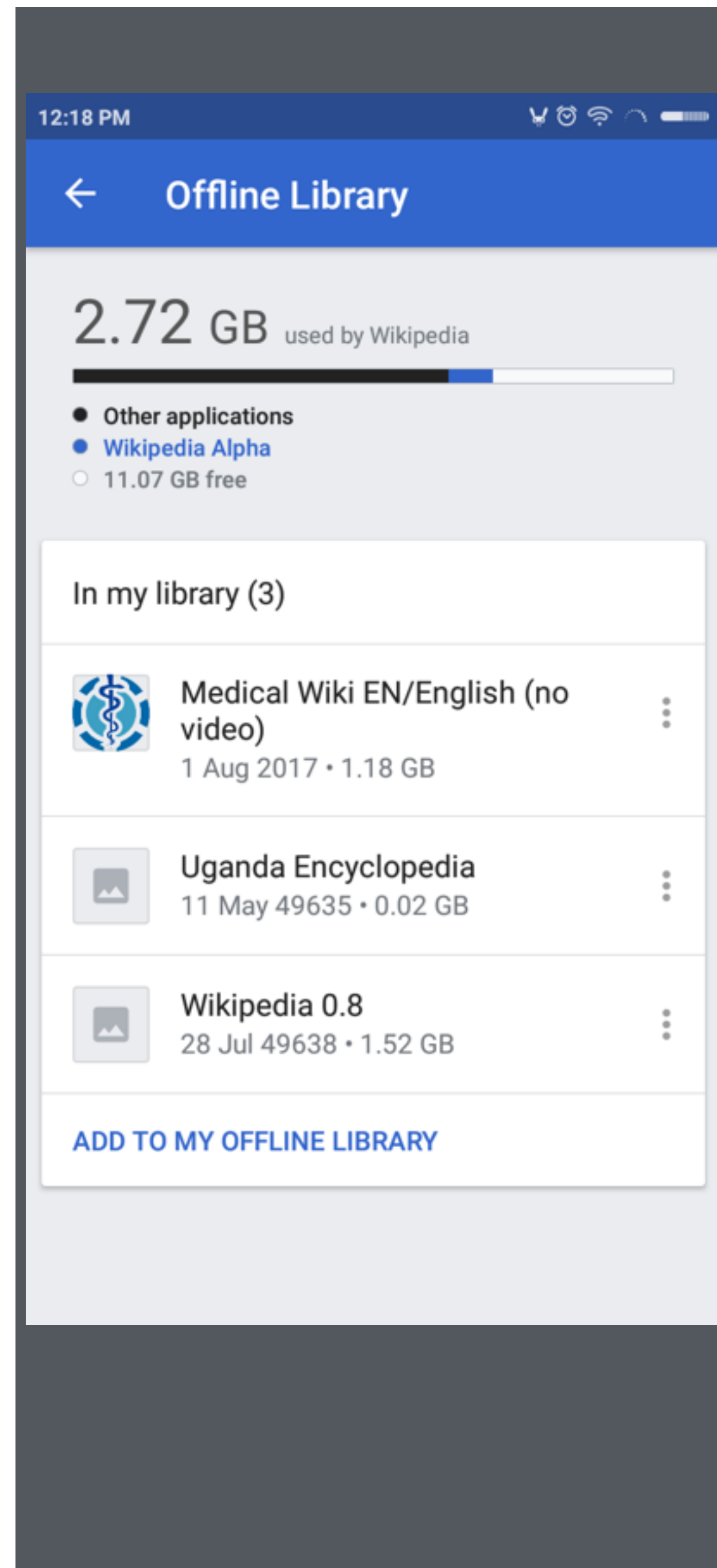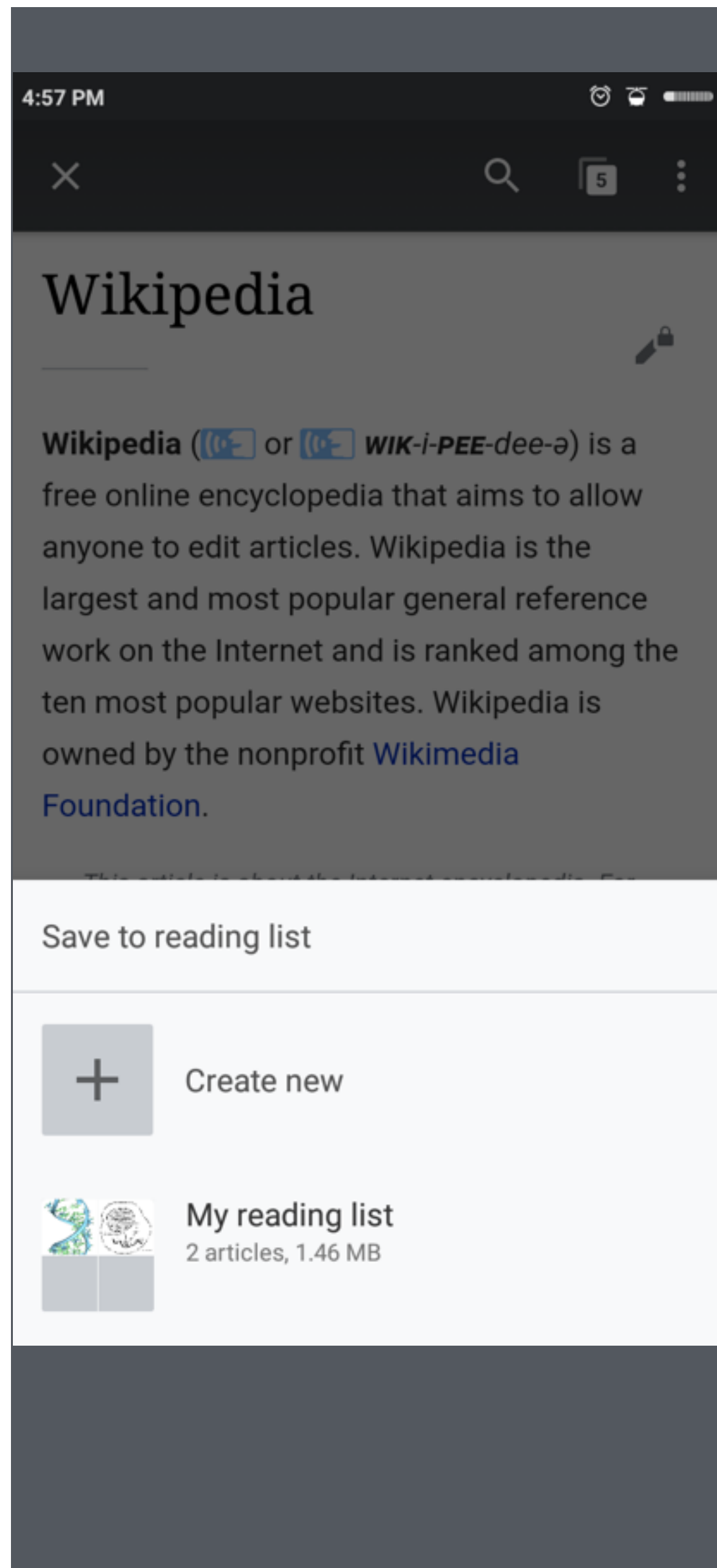
USERS DESCRIBE OFFLINE FEATURE IN THEIR OWN WORDS

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"Download the pack of your liking and you can access that info whenever you want even if you don't have internet." User Quote
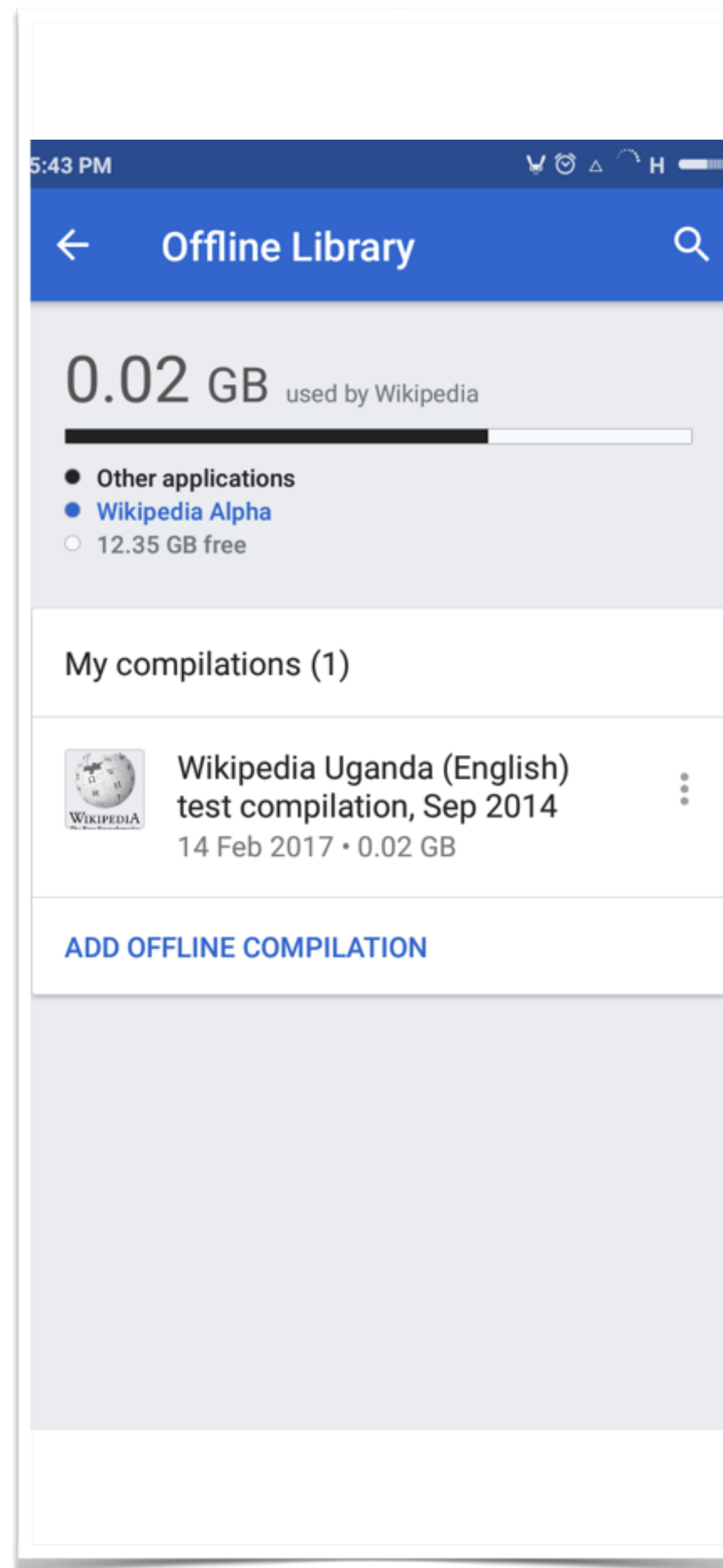
"The power of Wiki offline, ability to curate your own sections, save articles you want to read later, and have a personal library of Wiki articles." User Quote

USERS PREFERRED THE SELF-CURATED & LESS STORAGE CONSUMING READING LIST OVER OFFLINE LIBRARY

Users preferred the reading list over the Offline Library, as these articles were smaller in size, and could be accessed offline just like article packs.

USERS DID NOT PAY ATTENTION TO THE SOURCE OF FREE SPACE - INTERNAL/EXTERNAL

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Most of the users did not pay attention to the source of free space, while those who did couldn't understand the source.

Also, later at the time of download users couldn't remember the available free storage listed on the Offline Library page.

USERS' UNDERSTANDING ABOUT OFFLINE LIBRARY STORAGE

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"the offline storage will save on my phone unlike YouTube storage where YouTube offline video doesn't store on the phone for access but on the app itself (on the phone)… not sure exactly how it works (maybe through cache?)"

User Quote

Users can Use Free Available Space on the Phone

Users were under the impression that the amount of content they could download was dependent on the free space is available on the phone.

Sensitive About Using Phone Storage for Files Larger than 80-100 MB

Users were very sensitive about downloading files higher than 100 MB. For some important packs users were willing to download 2-3 GB sized packs.

Comparison with Other Offline Apps

Users compared this app with other offline storage apps like YouTube and have similar expectations for the download size (not in GBs).

PART 2

USABILITY FEEDBACK

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Terminology, Navigation, Errors.

TERMINOLOGY
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"In different screens article and article pack have been used; articles makes sense, but not article packs."

User Quote

Article Pack vs Bookmark

● Users were comparing article packs with bookmarking and couldn't understand the difference.

During the on-boarding screens both terminologies were used and users were confused about the former.
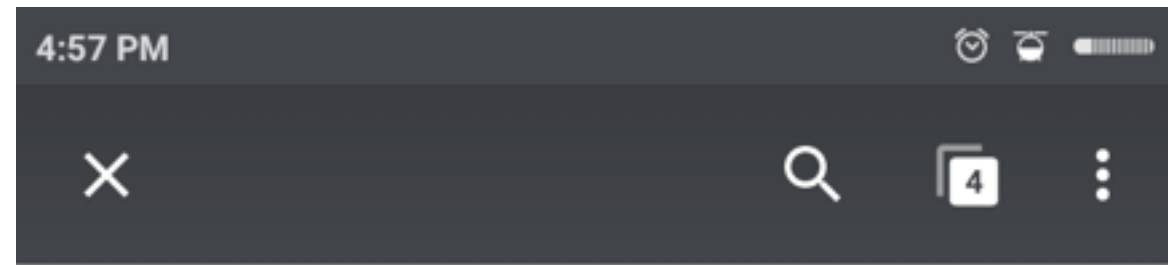
● **Article Pack vs Article**

**Offline Library
vs Reading List**

Some users were unclear about the difference between Offline Library and a reading list.

Most users found it difficult to understand "packs". Most users understood packs by referring to the visual in the on-boarding screens.
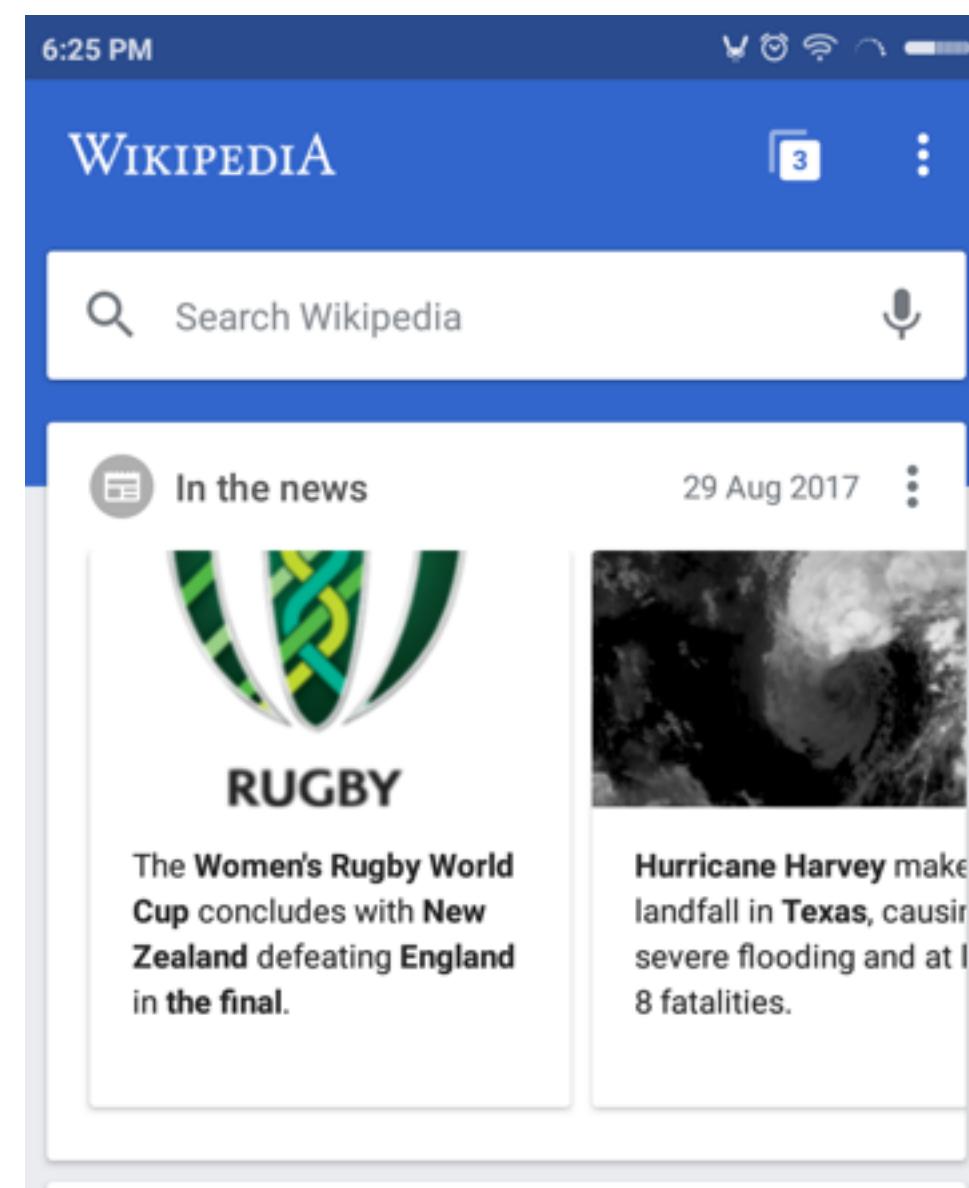
Packs

NAVIGATION

- Most of the users were confused with the closing behaviour on the page as they expected to go back to the Offline Library or landing page, not return to the main page

- In online mode, on closing the tab, users return to the landing page which is not consistent with the offline behaviour

Uninterrupted reading

Keep on reading and searching for articles within your Offline Library when you don't have access to internet.

Store more knowledge

Download as much Wikipedia as your device can handle. Offline Library can also access article packs on external storage.

"I will not use this feature as I already play games on phone which consumes many GBs of memory. And I also use other apps that also store data."
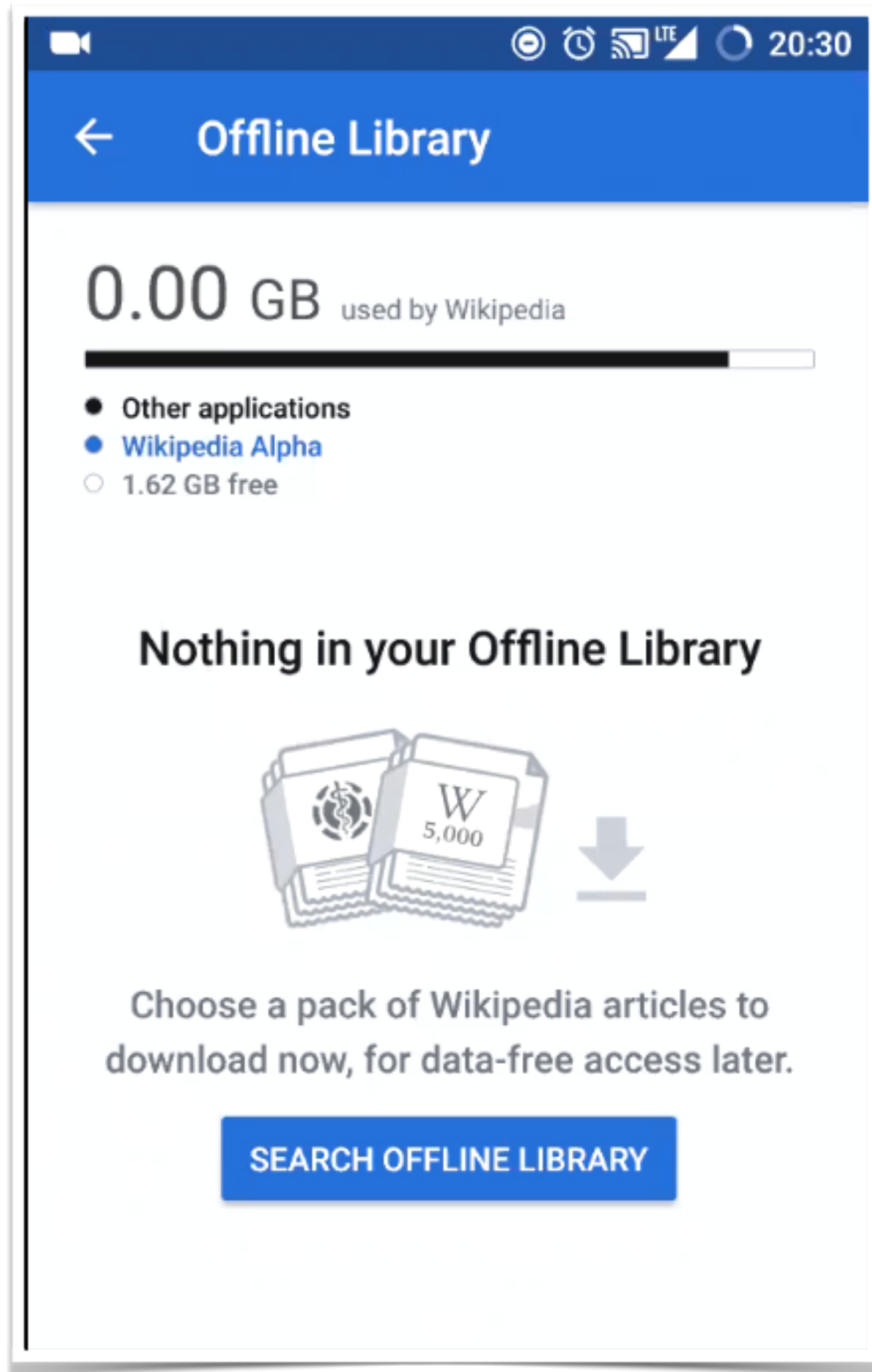
- User Quote

CONCERNS DURING ONBOARDING

Most of the users believe they would not use this feature because storing content offline will consume their storage which they use/need for other important work.

"… it looks like its almost full. 1.62GB free - thinks its telling about my phone storage but this phone also has a memory card so don't know where this 1.6 GB is coming from. And I am not sure where it is."
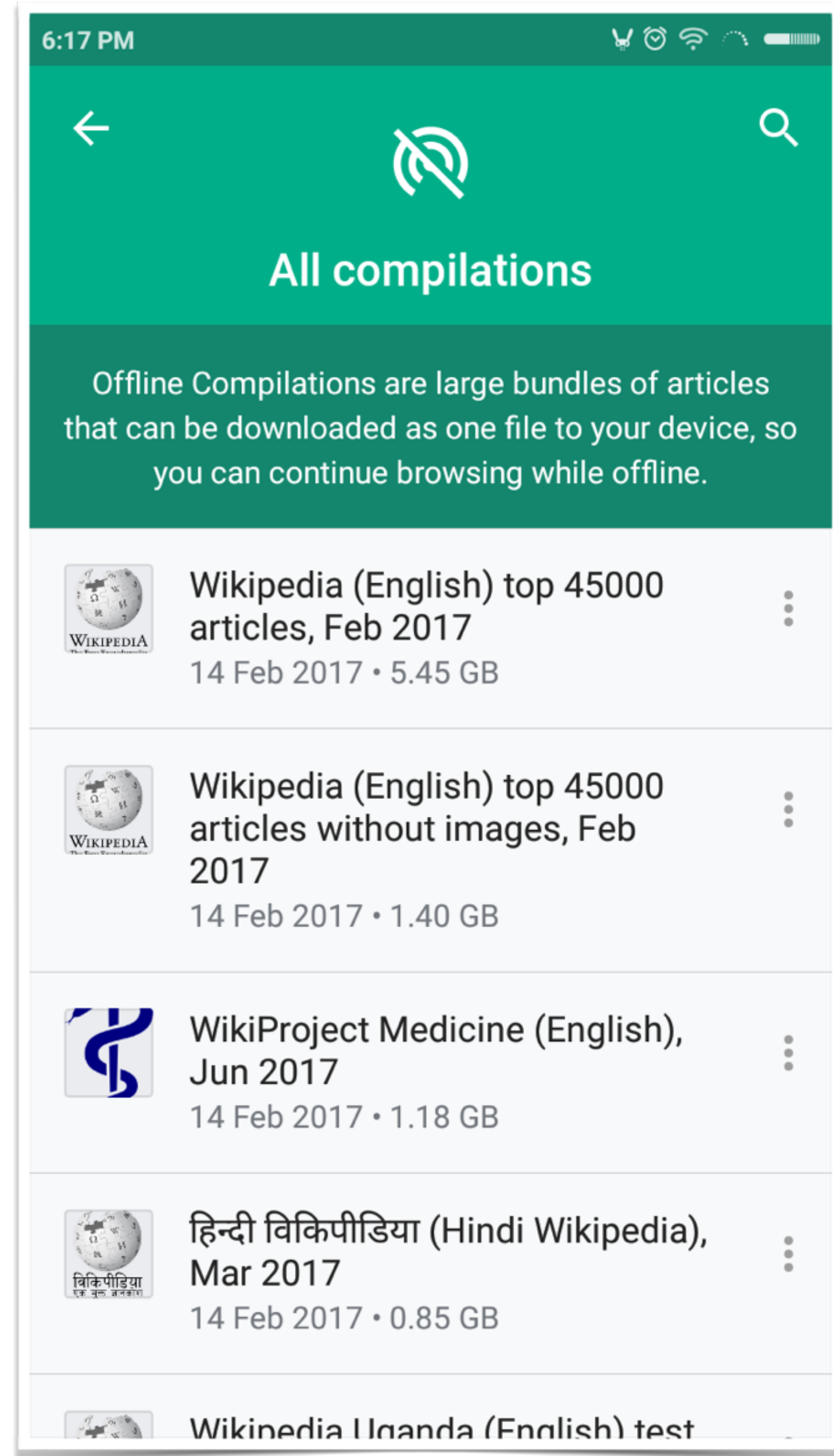
- User Quote

OFFLINE LIBRARY LANDING PAGE

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· **Unclear Free Space:** Users were unclear about free space - if it is internal or external memory

· Users were comparing adding files with a music library where '+' sign is used for adding new items

· For some users, 'Search' is for items that are already inside a library and to add new items they expect 'Add to Library' or '+'

6:17 PM

All compilations

Offline Compilations are large bundles of articles that can be downloaded as one file to your device, so you can continue browsing while offline.

WIKIPEDIA — Wikipedia (English) top 45000 articles, Feb 2017
14 Feb 2017 · 5.45 GB

WIKIPEDIA — Wikipedia (English) top 45000 articles without images, Feb 2017
14 Feb 2017 · 1.40 GB

WikiProject Medicine (English), Jun 2017
14 Feb 2017 · 1.18 GB

हिन्दी विकिपीडिया (Hindi Wikipedia), Mar 2017
14 Feb 2017 · 0.85 GB

Wikipedia Uganda (English) test

"..but even then 4.63 (GB) would be too much. No one will download even up to 1GB even if I have a good data pack. 100 MB is my limit. "

- User Quote

OFFLINE COMPILATION
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· **Information in selected language only:** The list of similar packs in multiple languages was very confusing to users. Users wanted the content in their preferred language in which they normally browse Wikipedia

· **More information before download:** Users didn't want to download, as they expected to see a list of articles or summary

· **Pack size:** Users were intimidated to see article packs in GB and felt they would not download such heavy files and use their storage and data packs

· **Reduce visual noise:** Since its a Wikipedia app, it doesn't need to be in the title of every pack. Users recommended to seeing more info about what is inside the pack, since that is not clear from the title

· **Expectations:** Users expected autoscrolling like most other reading apps on the phone

COMPILATION LISTING:
USERS' RECOMMENDATIONS

1 **Information for available storage**

Users would like to see available space on their phone on the compilation screen.

2 **Unlist downloaded packs**

Users did not want to see the downloaded packs in the compilation listing.

3 **Warning for storage & data**

Show warnings for the packs that users cant download if their phone doesn't have sufficient storage space.

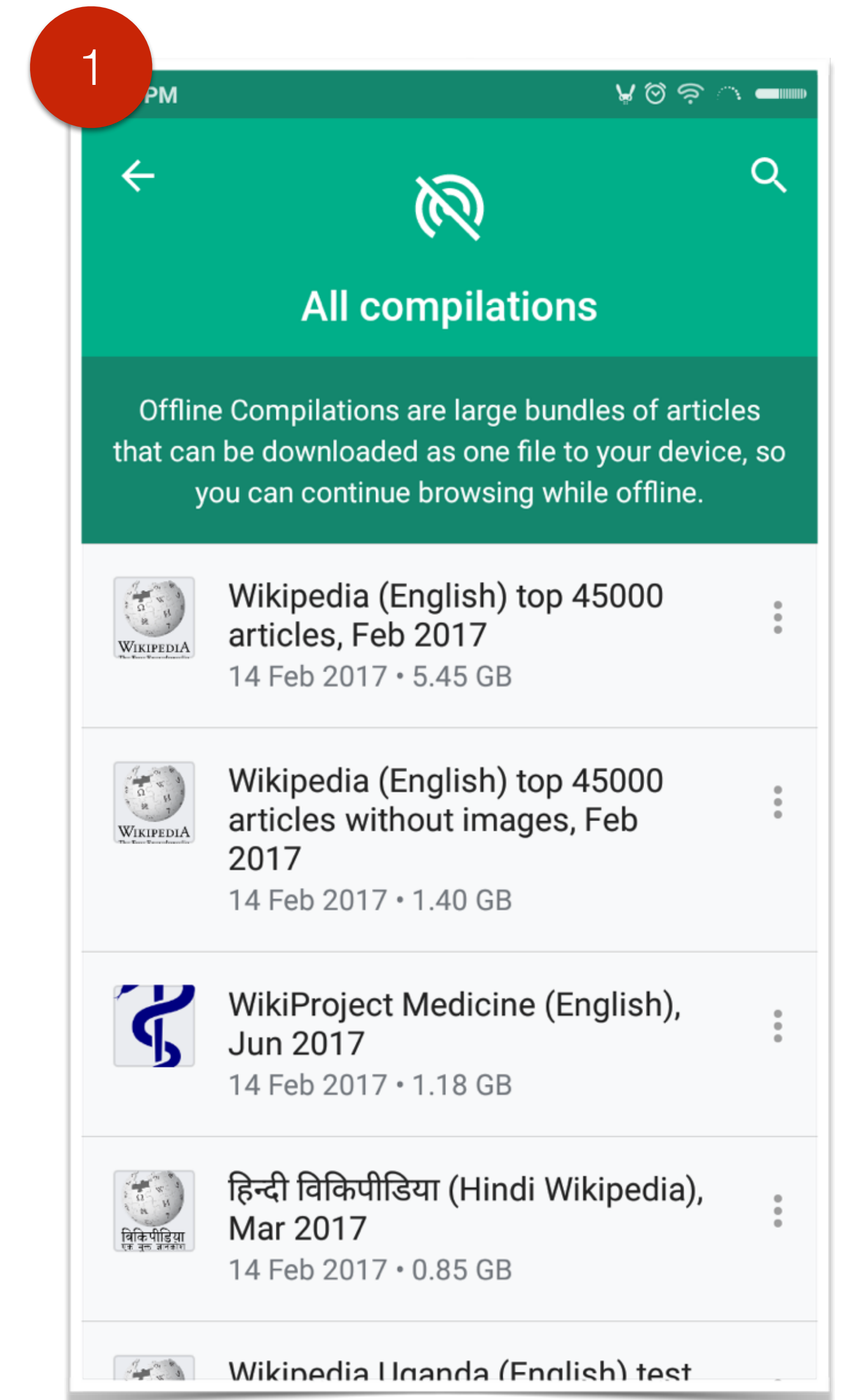**4** **Not list other language packs**

Users expected to have an option to choose their most preferred language for the content, rather than non-preferred language packs.

5 **Listing based on the usage**

Users would like to see packs related to their Wikipedia search and usage like TV series, books, historical content, etc.

6 **Smaller packs and more options**

Users would like to see smaller packs in MBs and if it is really required, then not more than couple of GB. Specific topics of users interests based on their usage of Wikipedia.

1

All compilations

Offline Compilations are large bundles of articles that can be downloaded as one file to your device, so you can continue browsing while offline.

Wikipedia (English) top 45000 articles, Feb 2017
14 Feb 2017 • 5.45 GB

Wikipedia (English) top 45000 articles without images, Feb 2017
14 Feb 2017 • 1.40 GB

WikiProject Medicine (English), Jun 2017
14 Feb 2017 • 1.18 GB

हिन्दी विकिपीडिया (Hindi Wikipedia), Mar 2017
14 Feb 2017 • 0.85 GB

Wikipedia Uganda (English) test

DOWNLOAD ARTICLE PACK

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- **Warning was missing before using such heavy files, consuming storage space and mobile data:** Users were expecting confirmation or warning for storage space and data packages consumed for downloading such heavy files

- **Failure of Download:** Users were worried about the system limitations in downloading packs, such as what would happen if, *midway system throws up an error of lack of storage*
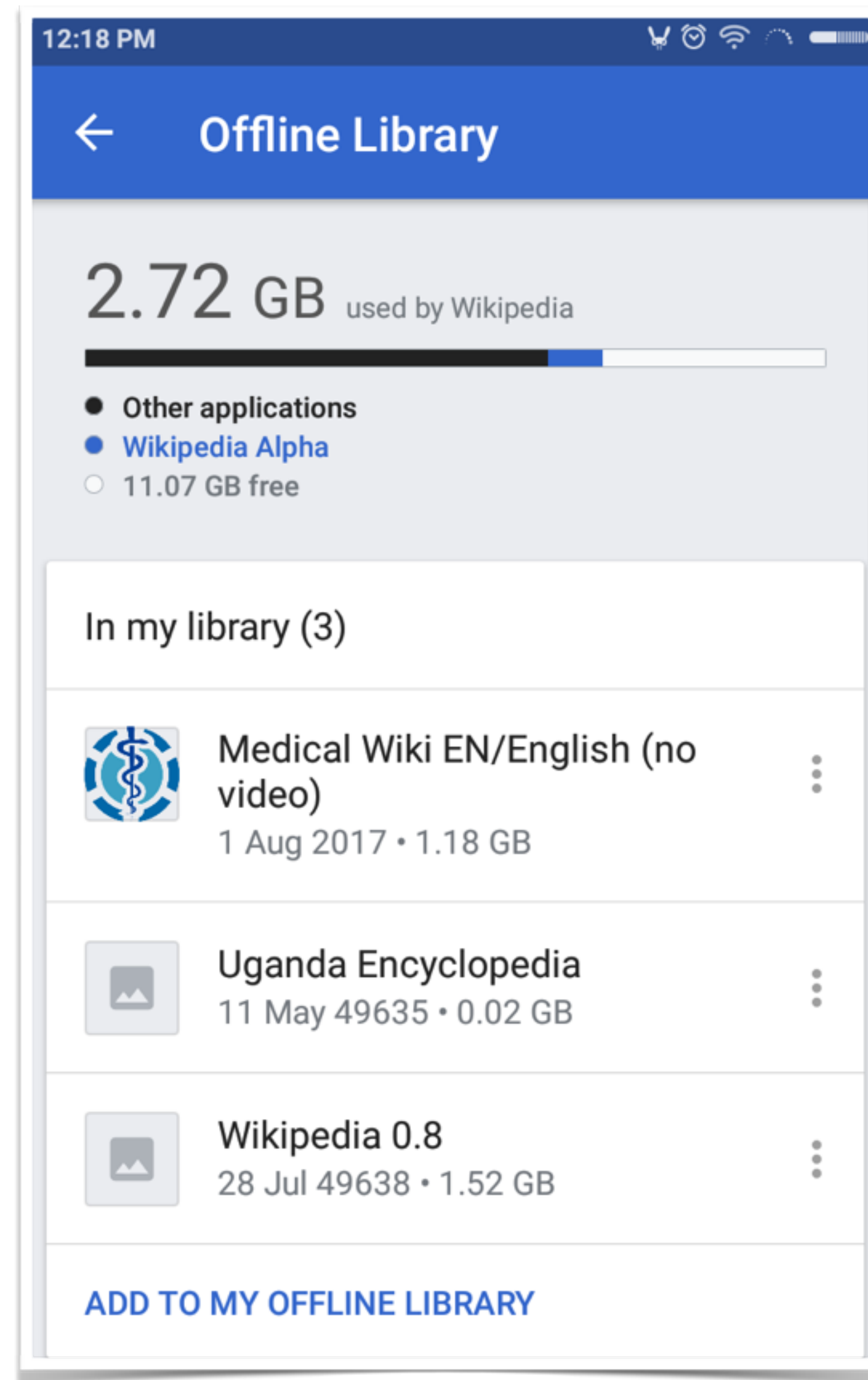
Observation

- Users would download at night; or during less productive time

- Users would probably download at night before they go to sleep since they expected the downloads to take a significant amount of time or users would wait until they have that much time to do it

"
Nobody likes such big files. Top limit should be 6 to 7 GB. Academic paper with 20-30 GB, 5-6 GB."
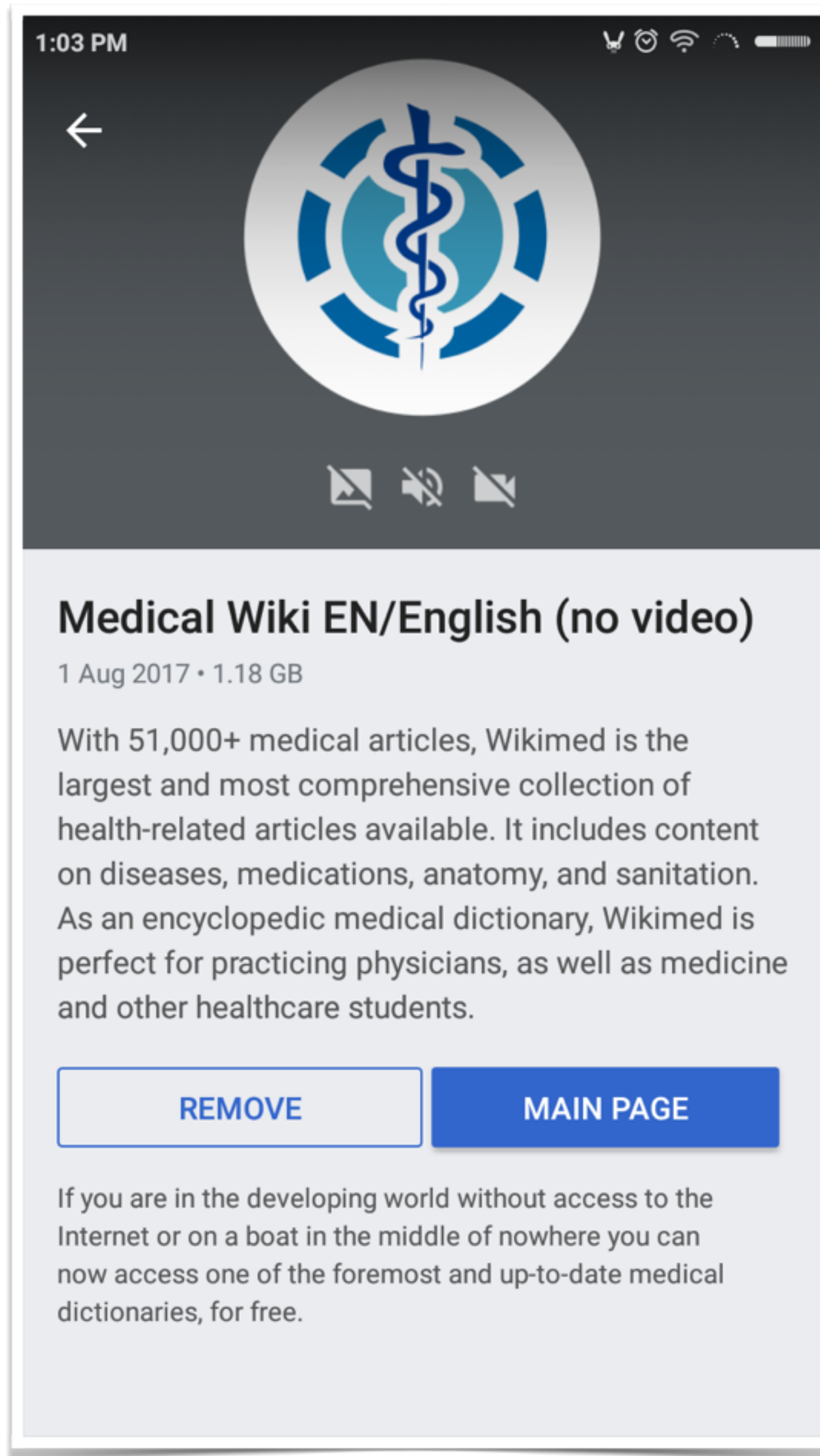
—

- User Quote -

OFFLINE LIBRARY

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- Some users were unable to understand the free storage space

- **Error Handling: User was feeling very restless because user has downloaded 5.5 GB and is unable to to access the content** (Main page was throwing up an error)

- **Most of the users were confused by the 'Add To Offline Library':** Users were confused as they thought once the file was downloaded, why would there be an option to 'Add to my Offline Library'. Users expected that the downloaded files should already be in the offline library

- Users ignored the title 'In my library' as visually 'Add to my library' was more prominent and seemed like a call to action for the listed items

- Confused between 'In my library' and 'Offline Library': *One is my library (content that the user has downloaded, bookmarked, content shared by others) and other is offline library (everything in offline)*

MAIN PAGE

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- Users wanted to go to the main page to explore the pack
- Users wanted to see some sort of categories on the main page
- Users expect to be to able to search for whatever they want in this pack they have downloaded

Error

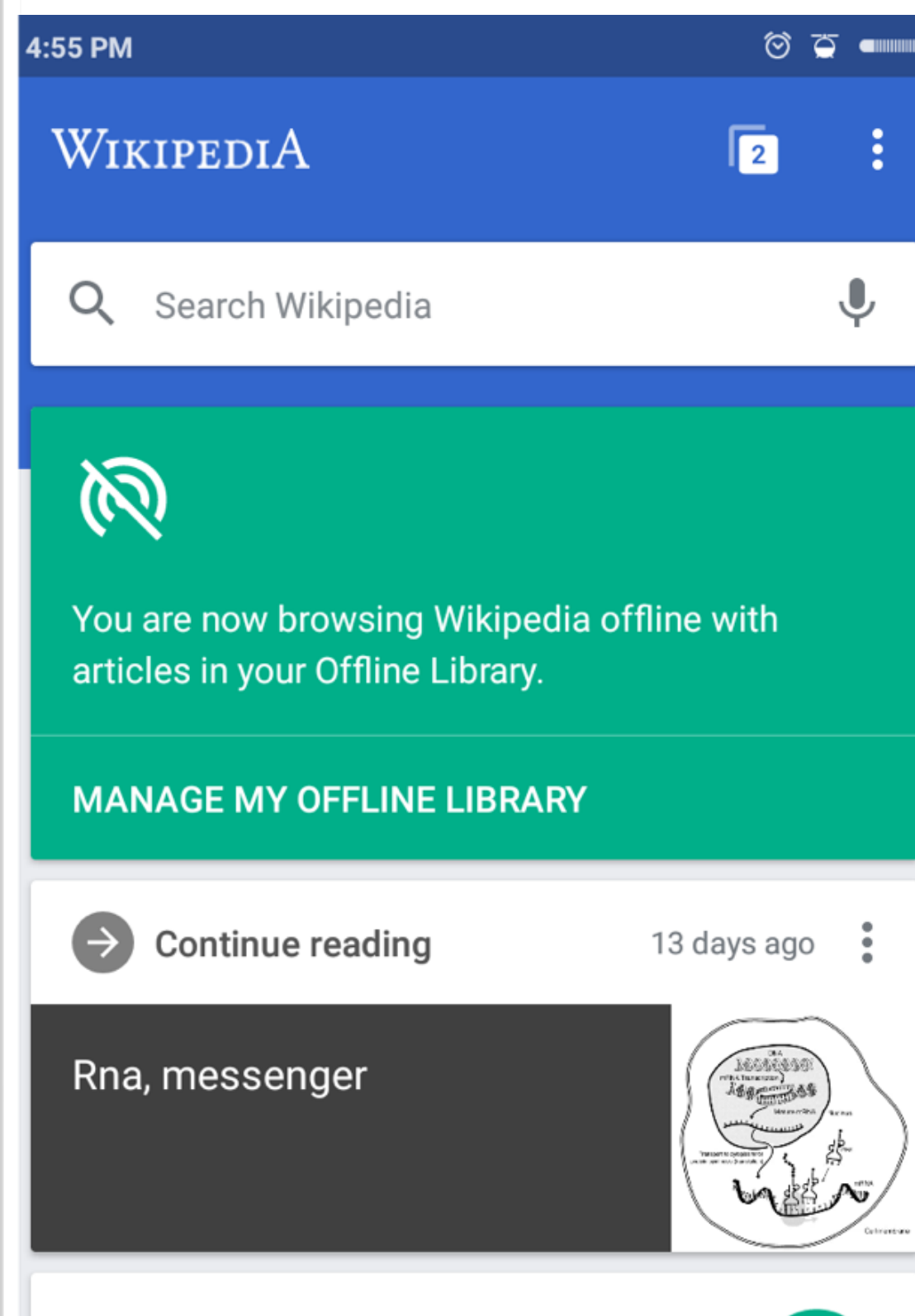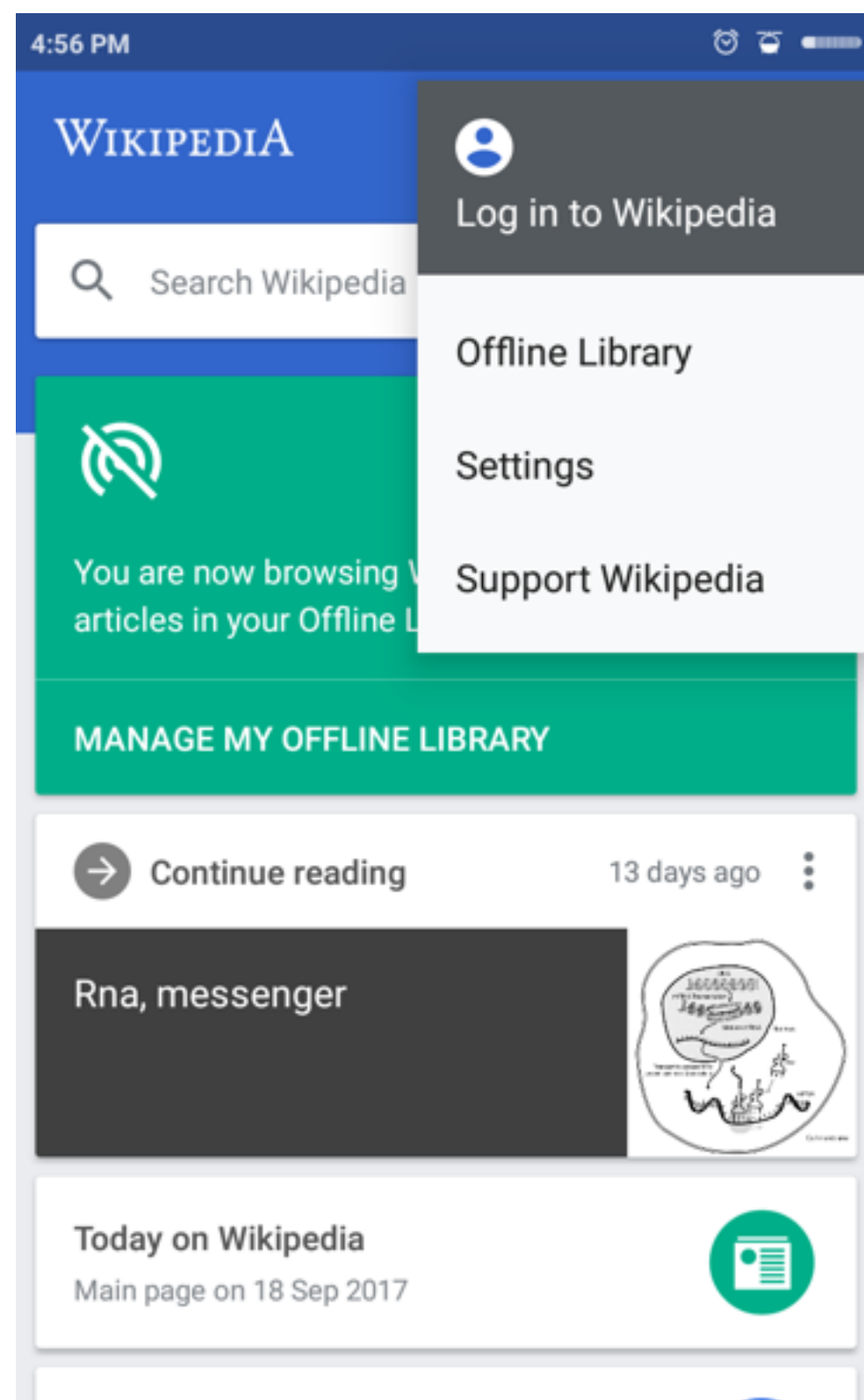Users were frustrated as there was no suggested help to solve the issue.

Remove

Not sure why "remove" is the first option. Users were expecting the article.

OFFLINE ACCESS

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- Most of the users went to the Offline Library and then opened individual packs to browse and then search within the selected pack

- Most of the users did not understand that they could access article packs from the home page
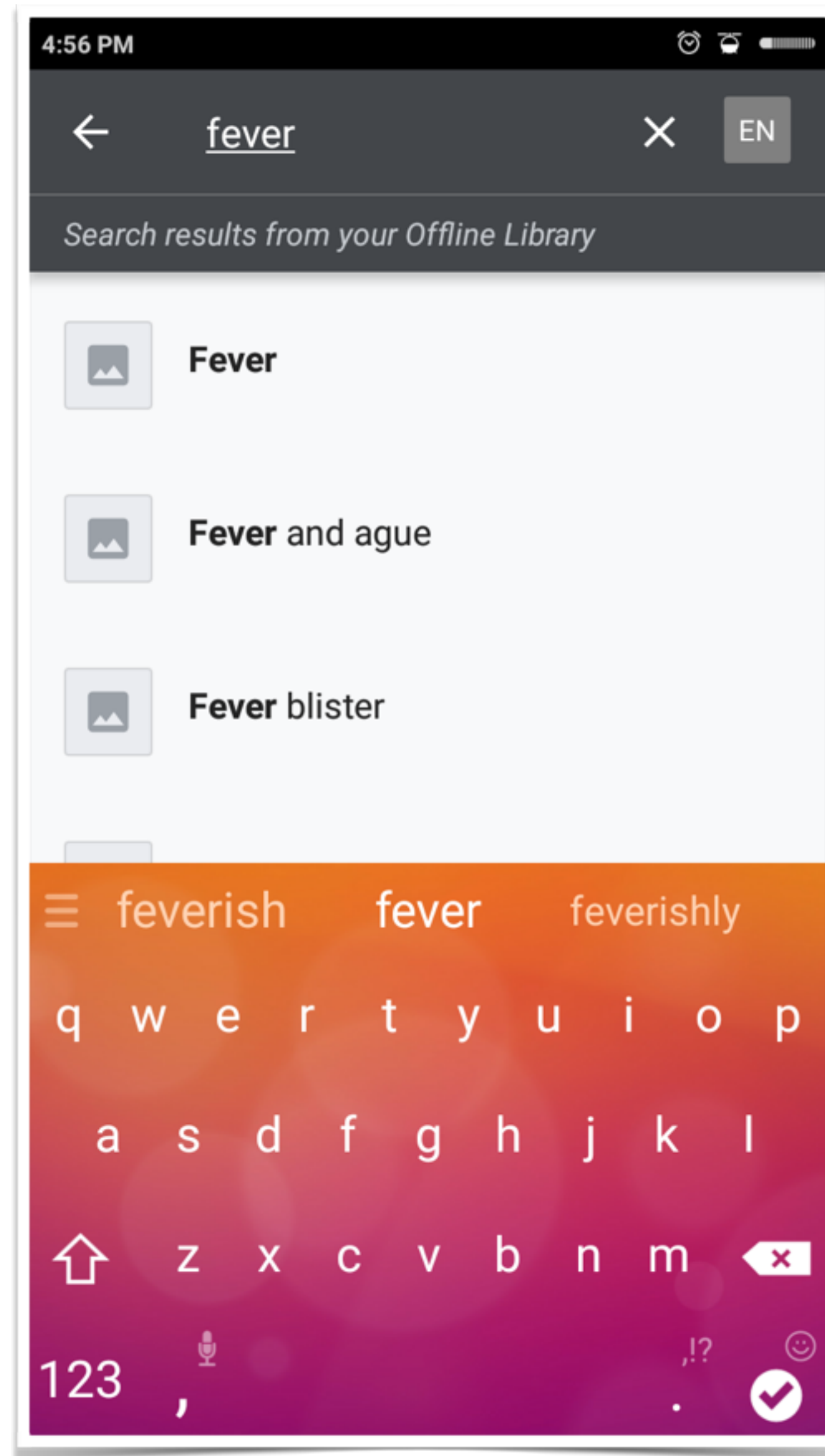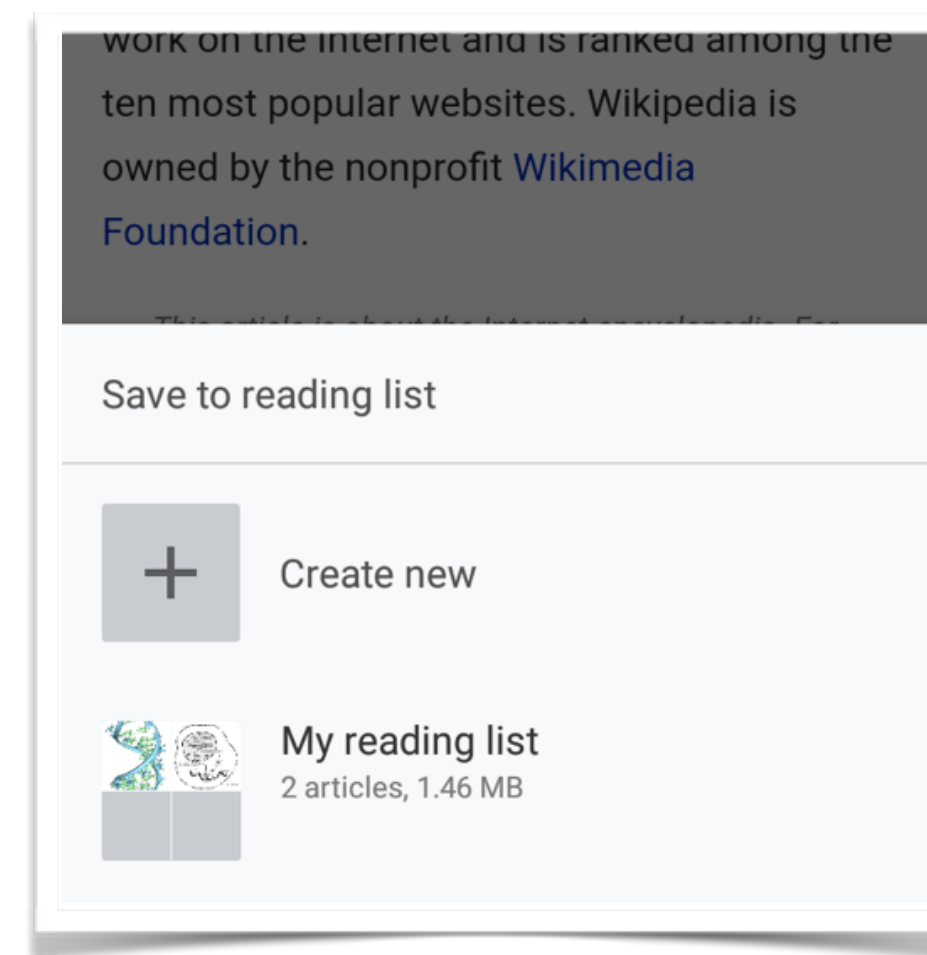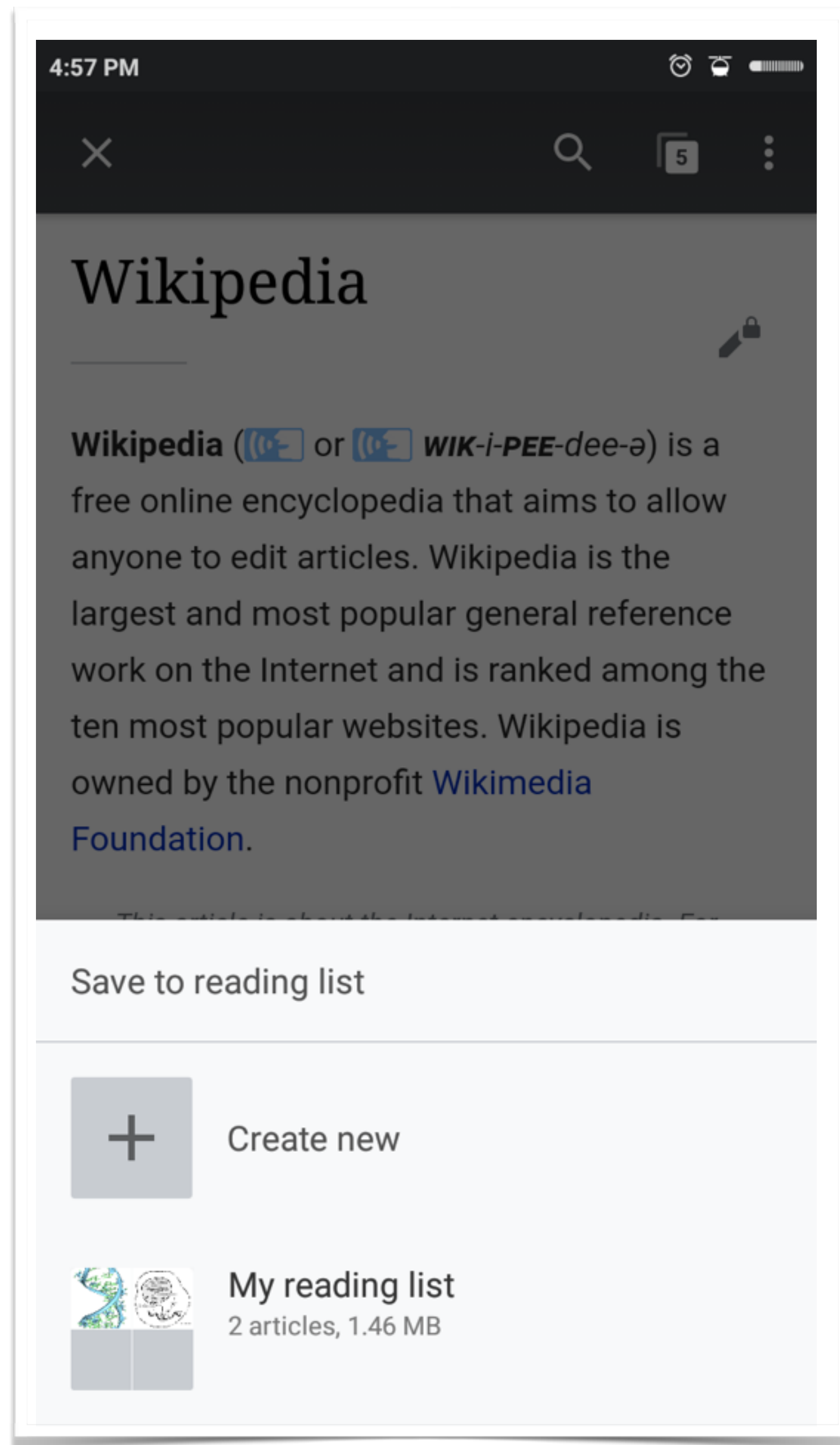
SEARCHING IN THE OFFLINE LIBRARY

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- Most of the users did not read the information 'Search results from the Offline Library'

- Users discovered over time that they can search within all the downloaded libraries together and not one at a time after witnessing some other content showing up in their search results
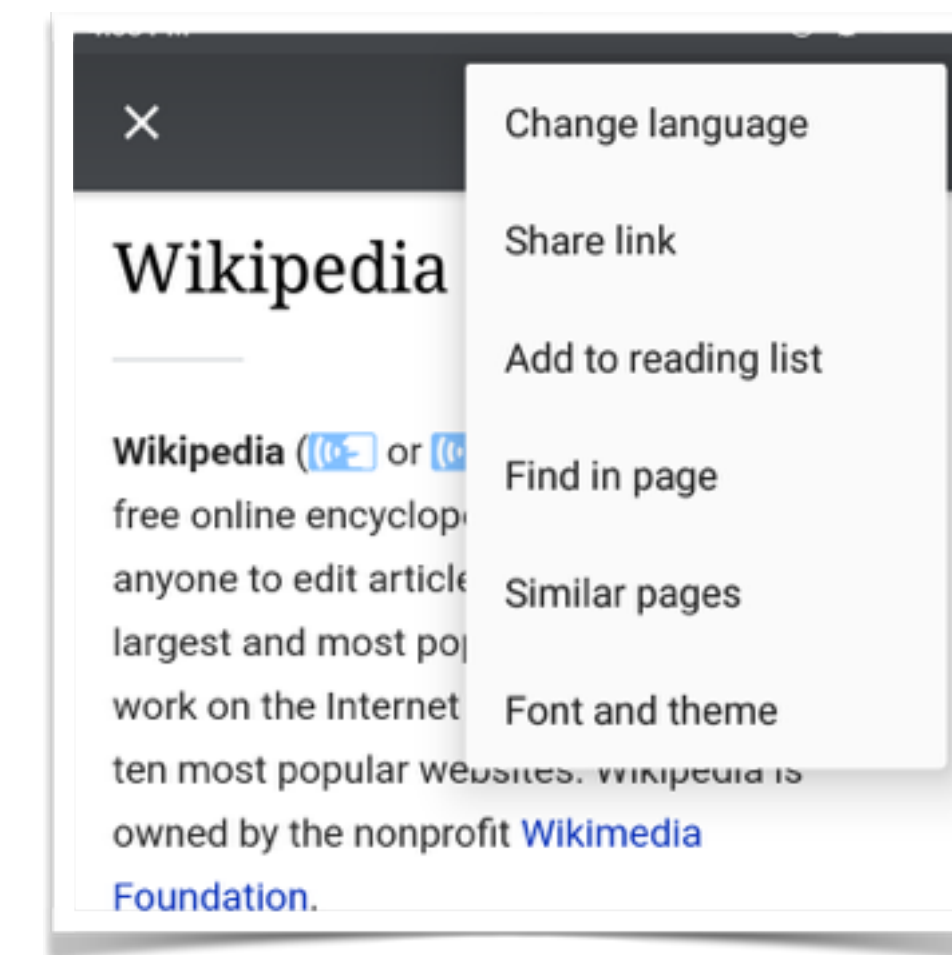
READING LIST

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- Users couldn't understand the difference between reading list and article pack

- Users expected reading list and article packs to be together inside Offline Library as reading list can be accessed offline just like the library
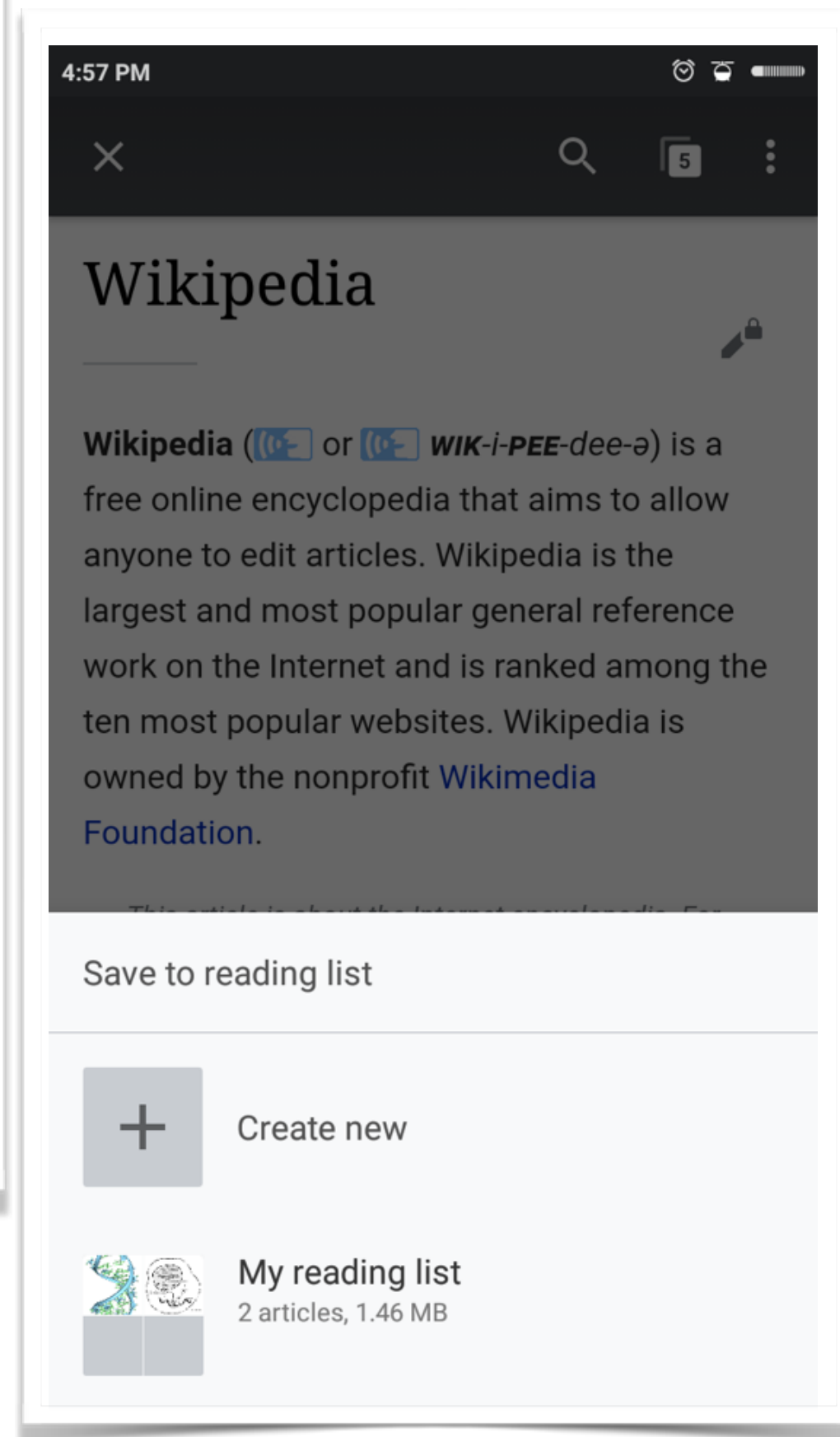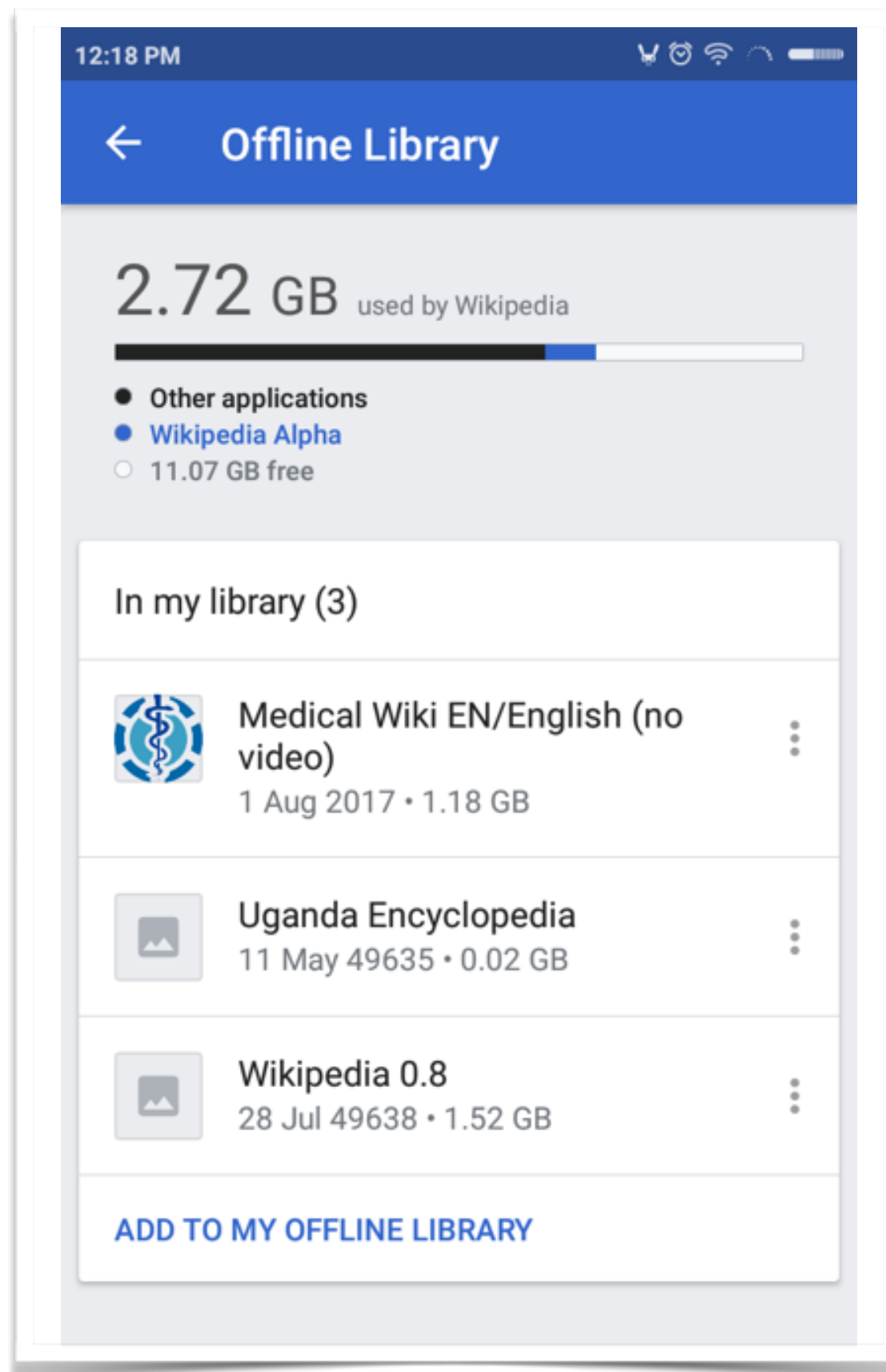
Unable to know if Reading List is accessible offline

Users did not know if it can be accessed offline as it was not the part of the Offline Library

Unable to Access Reading List

- Users did not understand how to access reading list for reading

- Users went to add a new list and then accessed their existing list

USERS EXPECTED ALL OFFLINE CONTENT TO BE TOGETHER

———

Users **understood that both Offline Library and reading list can be accessed offline - they understood the difference after using** both the features, but still expected the reading list and Offline Library to be featured in the same area so that they didn't have to go to multiple locations to find all the information available for offline access.

CONCERNS

"I will not use it, because it will take up my storage memory and I don't like it. I like to play games and it takes GBs of my memory. And there is SoundCloud and Spotify which also cache data. Whenever I am offline and it plays from that music. Lot of apps are storing, FB, YouTube…"

User Quote

Capacity of Phone to Download

Users were unsure if the phone can download that much data and if the system would throw up a failure error.

Users were intimidated by the sizes of the packs. Most users will not download files that exceed 100 MB or 1-2 GB.

Size of Article Packs

Updation of Packs

Users were concerned about how often the packs would be updated especially for current affairs.

Users were concerned whether the Offline Library feature would be available through the browser or if it is only an App feature.

Offline Feature Availability on the Browser

Relevance of the Content

Users were worried about the relevance of the content to the user especially after using such high storage and data for the pack.

Free or a Paid Feature

Users were concerned if the feature is free or paid, since often special features like these are paid ones, even in free apps and it was not clear from the marketing material.

PART 3

WISHLIST

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WISHLIST

Portability of Article Packs

Users would be okay if the content is stored on external storage, like a memory stick that connects to their phone via Bluetooth. If users store it on a USB drive then users can read it even on their browser if or when their phone runs out of battery.

Data Saving Mode

Users wished to have a data-saving mode / explicit offline-mode where users can access content from the Offline Library despite being online, to save data.

Sharing

Sharing via links their own compilations/lists.

Storage Information

More specific External vs Internal Storage info.

WISHLIST

Alerts

Download alerts when they are large files, or if user is downloading when not on Wi-Fi, or if file doesn't complete the download due to lack of storage space.

Customised Packs

Users would like the option to make their own packs.

Integrated Offline Reading

Users would like the reading lists to be included in the Offline Library so that everything is in one place.

Collaborated Packs

Users would also like the option to integrate it with collaboration apps like SHAREit or Basecamp.

WISHLIST

Smaller & Relevant Packs

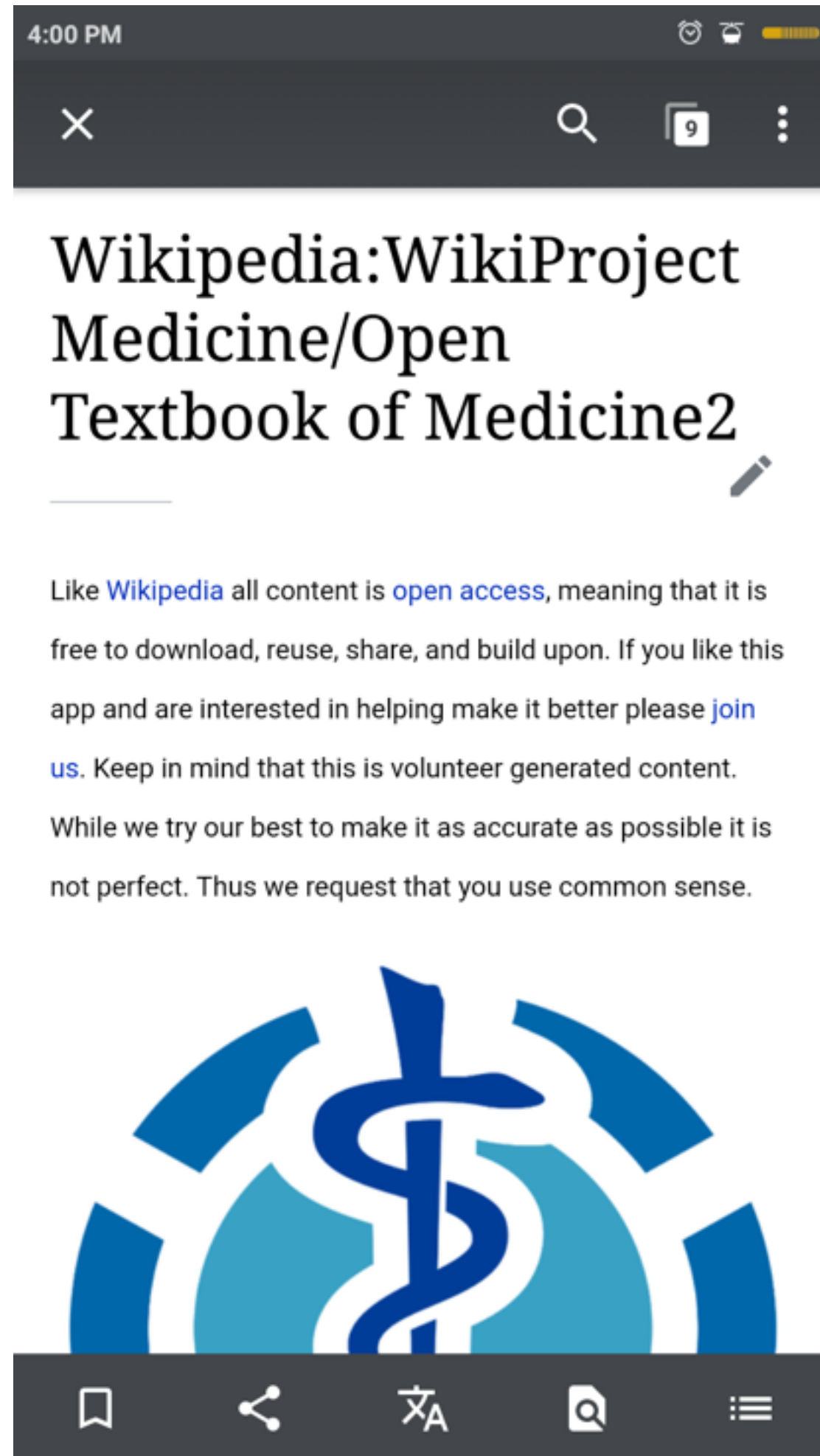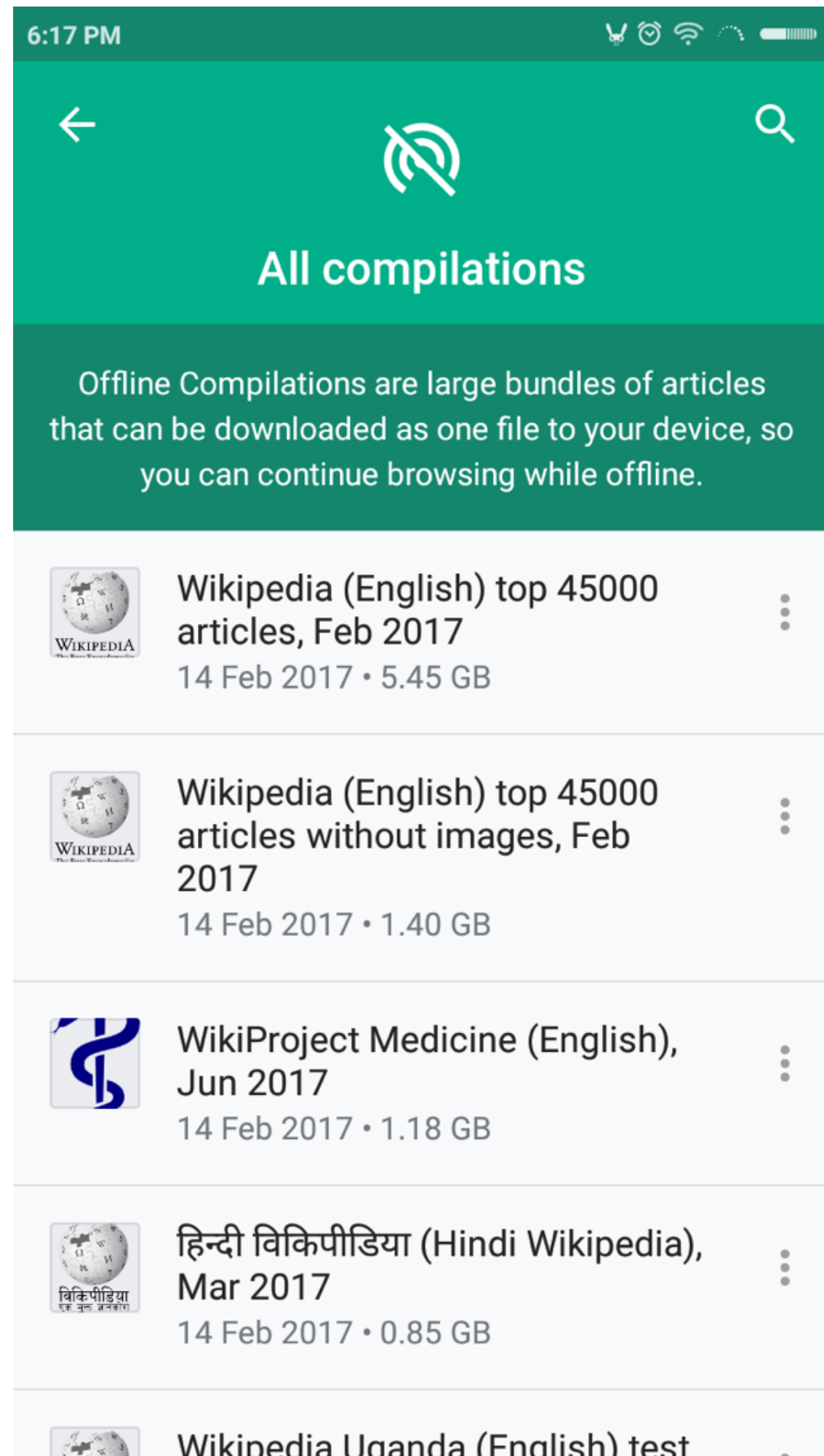Most users would have liked to see smaller packs, more relevant packs.

TABLE OF CONTENTS FOR ARTICLE PACK

Most of the users wanted a comprehensive 'Intro' or 'Table of Contents' to start browsing the pack. It would help users to understand the contents and later search within the contents while using the 'Search' function.

However power users didn't expect the 'Table of Contents' and started using online and offline search in the same fashion.

MORE DETAILS ABOUT ARTICLE PACK

Users wanted more information about the pack in order to decide whether to download a pack. Because each pack consumes a lot of GBs and mobile data, users needed to get more information about the content of packs in order to decide.

Current information of the download screen (image 2) was insufficient to make a decision about the contents of the pack.

WHAT ARTICLE PACKS WOULD USERS LIKE TO USE?

1 **Packs relevant to their current Wikipedia usage**

Most users would like to see packs relevant to what they read on the Wikipedia like, Sports, space technology, wildlife, theme-based packs on important world events, climate change, product management, politics, current affairs.

2 **Broader topics and sub topics**

Packs that are broad in theme, but with sub themes and some direction, like sports, medicine, history.

3 **Smaller packs with timely updates**

Users would like smaller pack sizes (not in GBs) that are updated timely. For example, a pack on current affairs that can be updated weekly.

PART 4

ABOUT THE USERS

Demographics. Internet Usage. Wikipedia Usage.
Reading Content Offline. Sharing Information.

WHO WERE THE PARTICIPANTS?

All of the eight participants were from India and mostly from Pune area, falling within the age group of 18 - 45. Participants were from different professions and included researchers, healthcare workers, entrepreneurs and professionals, and students.

All of them were Android smart phone users and had access to a laptop/desktop. All users accessed Wikipedia often either through their mobile browser or an app. All users accessed Wikipedia in English.

INTERNET USAGE

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How do the users access the internet?

All users accessed the internet through Wi-Fi and mobile data.

What connections do the users use to access the internet?

- Users use Wi-Fi networks at home and at work; the connections are mostly unlimited
- Mobile data is provided through their mobile network providers
- Users also have a secondary internet device (SIM card or dongle) that provides 1-2 GB of data

How does the users behaviour change based on the type of connection?

- Most users keep a close eye on their mobile data so as to not exceed their data limit
- Some users modify their settings to download lower quality images when on mobile data

WHAT DO USERS READ ONLINE?

· **Social Media:** WhatsApp, Facebook, Instagram, Twitter

· **Email**: Professional and personal

· **Utilities**: Banking, train timetables, Google Maps

· **Reading**: News articles, research papers, articles on politics, product management, sports

OFFLINE CONTENT
—

WHAT CONTENT DO USERS READ OFFLINE?

· **Textual Content:** Research papers, articles, reference books, news

· **Multimedia Content:** Videos, images, screenshots

IN WHAT LANGUAGE DO USERS READ OFFLINE?

· All users read content in English

· For work, some read government websites in regional language like Hindi or Marathi

· Some use WhatsApp in regional languages like Marathi

OFFLINE CONTENT

Why does the user read offline content?

Users will download content when on Wi-Fi and read it later when there is no assured mobile data.
Users will read content offline later because of no connectivity or to save on battery since using mobile data consumes battery.

When does the user read offline content?

Most users consume offline content when they are travelling. Frequency varies depending on whether it is everyday work commute or travel to remote locations.

How does the user access this offline content?

Most users will download the content and consume it via their phone.

LANGUAGE FOR READING

—

All users read mostly in English, and a few regional languages depending on the context.

Wikipedia: English

Social Media Content: English, as well as regional languages spoken by that specific community like Marathi or Hindi

Work: Mostly in English. For researchers, certain government websites use regional languages like Hindi and Marathi

Arts & Literature: English, Hindi, and Marathi

USERS RELATIONSHIP WITH WIKIPEDIA

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What does the user read on Wikipedia?

Most users will refer to Wikipedia as a reference tool that leads to further information.
Users search for information on a variety of subjects - military history, physiotherapy, rugby, water resources, crops, TV series.
For one user, Wikipedia was the preferred website for demographic, geographic data since govt websites don't always have up-to-date information.

How does the user access Wikipedia?

All users accessed Wikipedia through their mobile phones - either via the browser or the app.

When do users access Wikipedia?

Heavy Users - access Wikipedia several times each day, read for about 15-20 minutes at a time, and open multiple tabs to refer to various subjects simultaneously.

Moderate Users - access Wikipedia 4-5 times a month.

SHARING INFORMATION

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- **What information do users share?**

  Users share links to interesting articles, academic papers, work-related information, images, and notes.

  Most users will share information they find on Wikipedia through links on WhatsApp.

- **How do users share information?**

  All users share links through WhatsApp.

  Files are shared through email, or if they're too heavy, uploaded to a drive.
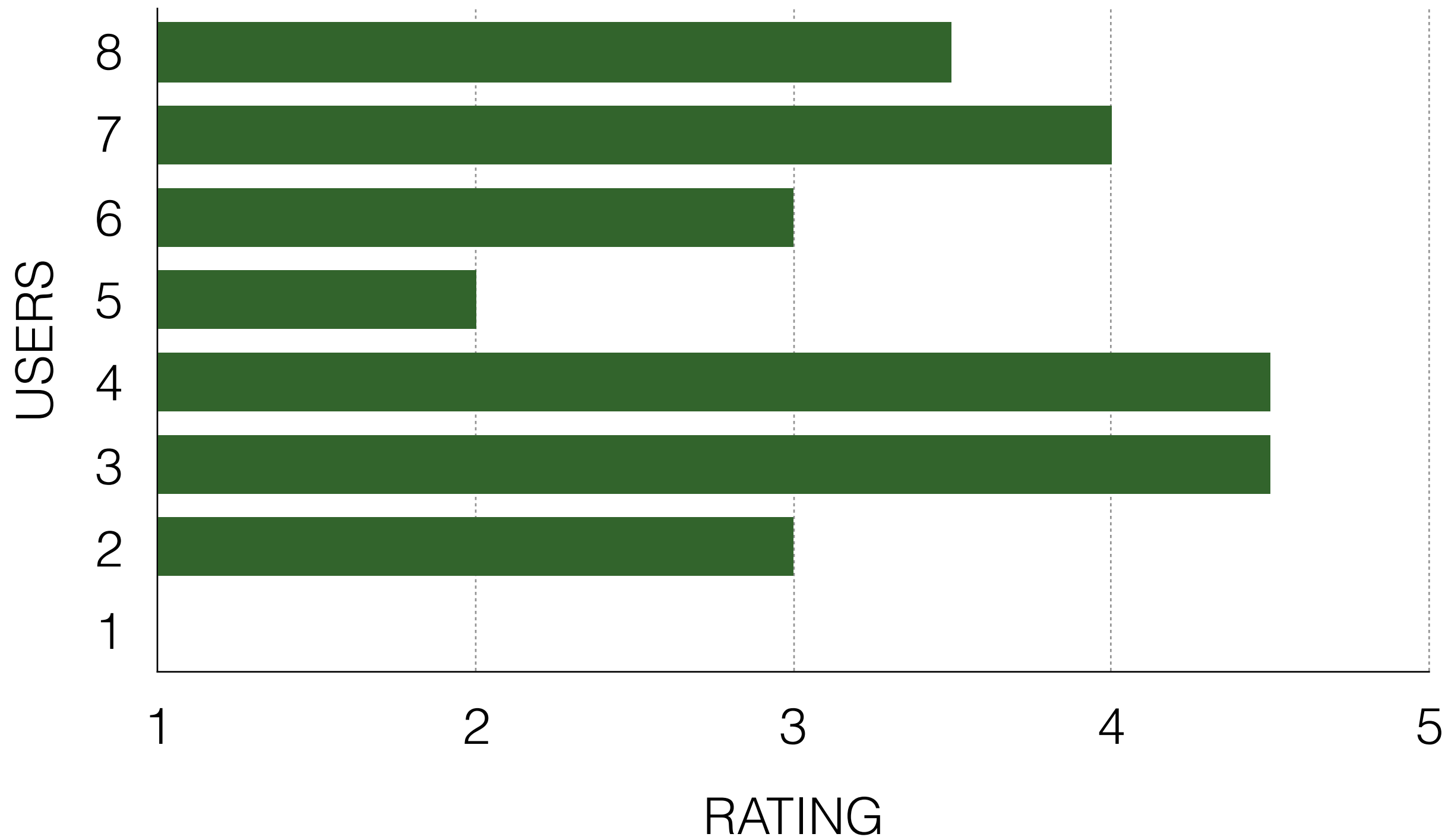
- **When do users share information?**

  Most users share several times a day.

- **With whom do users share information?**

  Share with friends as well as office colleagues.

FEEDBACK: RATING

All users liked the Offline Library feature.

Most users thought the packs were not relevant to them.

All users were apprehensive about downloading article packs due to the size of the packs.

"I would rate it a solid 3.5. I would use the app for the research ability it gives me."
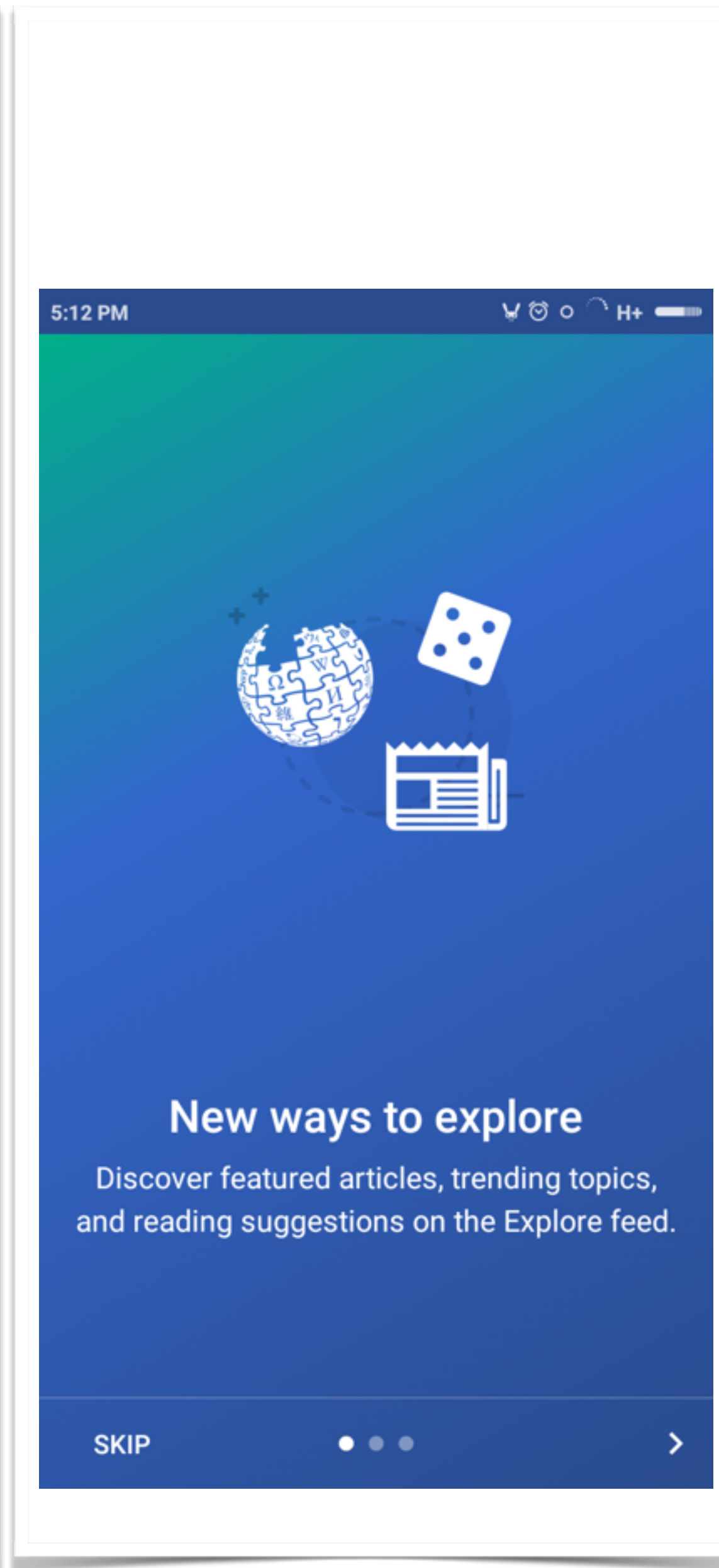
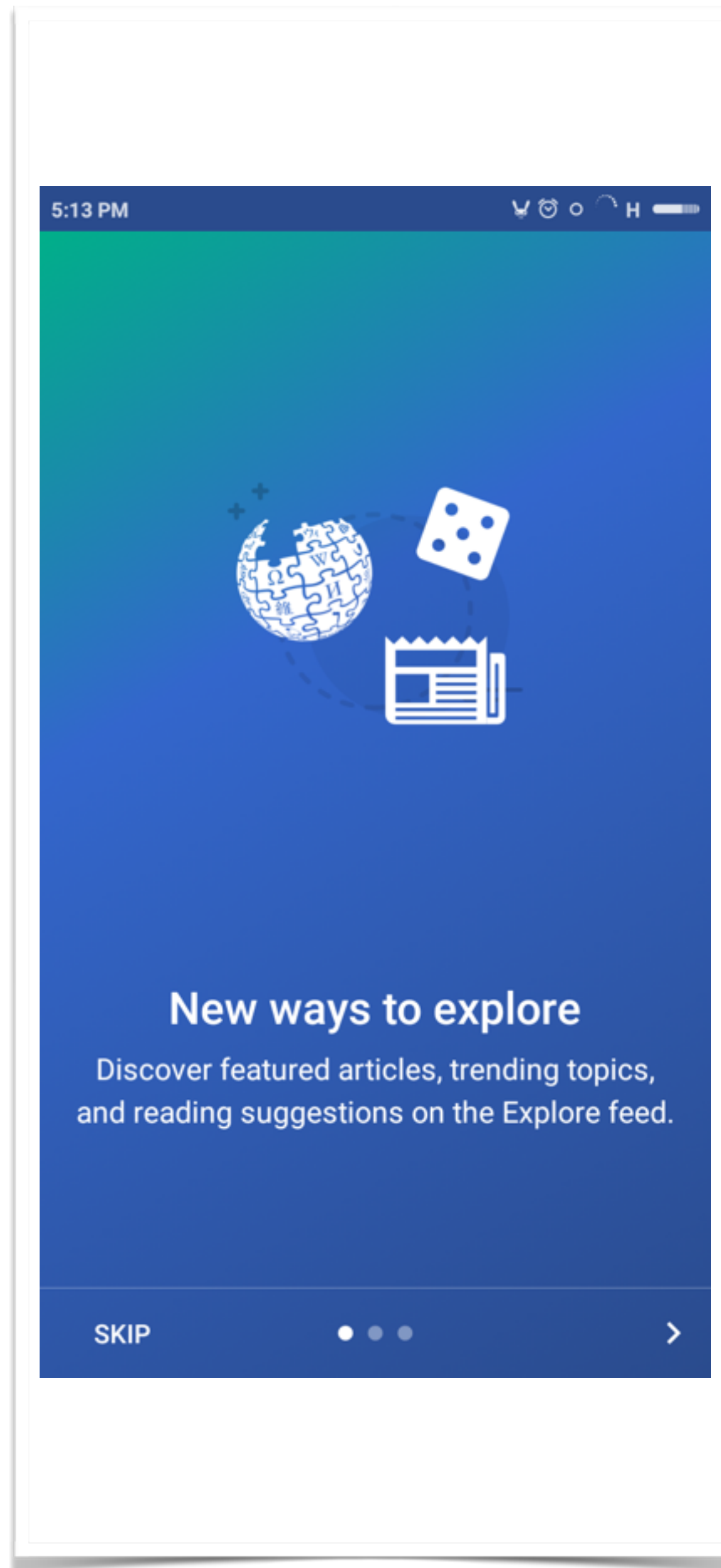*User, Learning Experience Designer*

"I would rate the content a 2 because it didn't have the information I wanted. In terms of how easy it was to use, a 4.5. Wikipedia is all about content and I was unhappy because it was a random list."

User, Food Nutrition Teacher

PART 5

USABILITY FEEDBACK
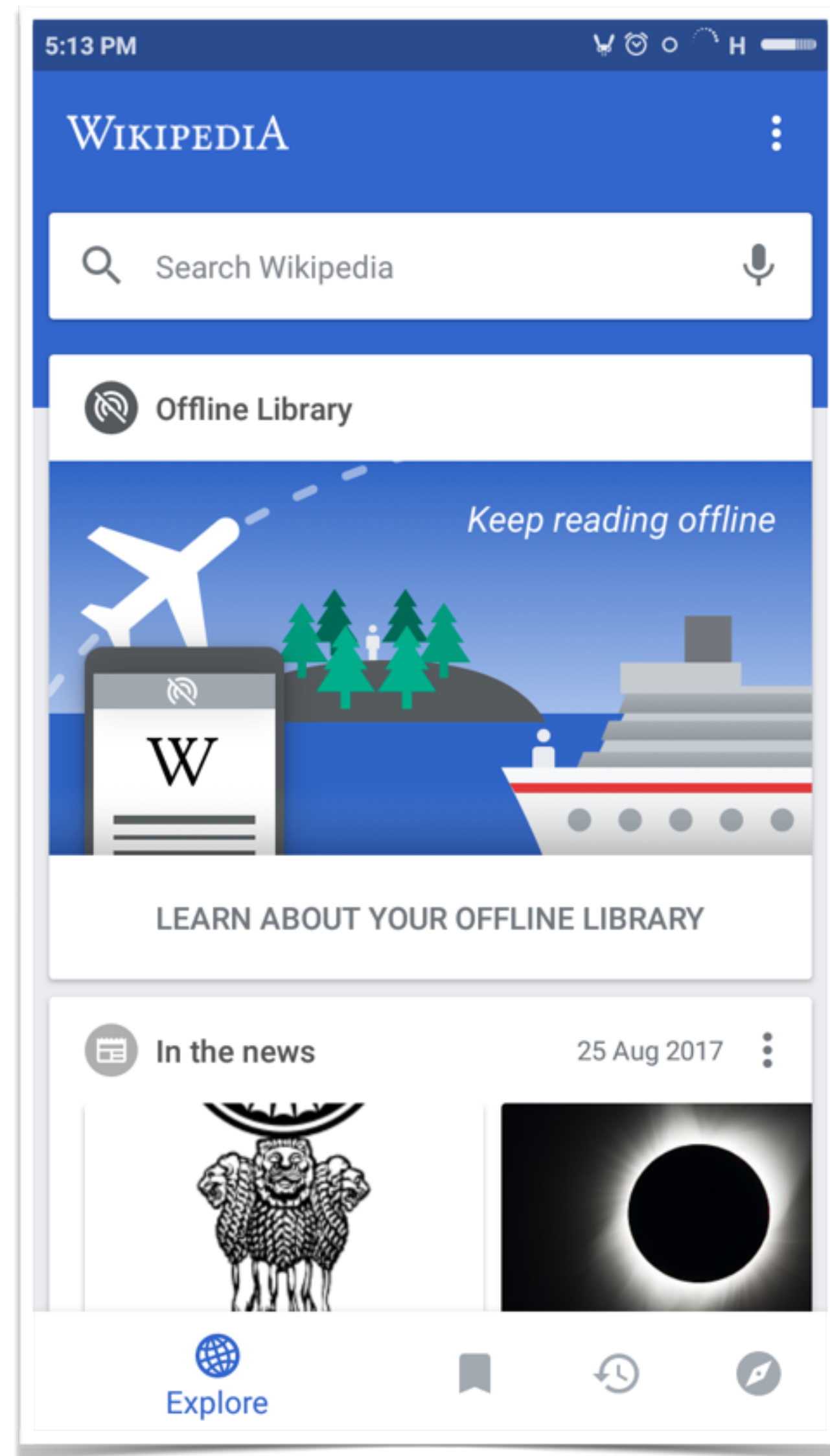**(UNRELATED TO THE OFFLINE LIBRARY)**

———

On-boarding Screens. News Feed. Reading List. Picture of the Day.

ONBOARDING SCREEN FOR WIKIPEDIA APP
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Users thought they had to create an account to access the app and to read info offline and to keep their reading list backed up.

Users assumed they had to use their Google account since Android is already using those credentials.
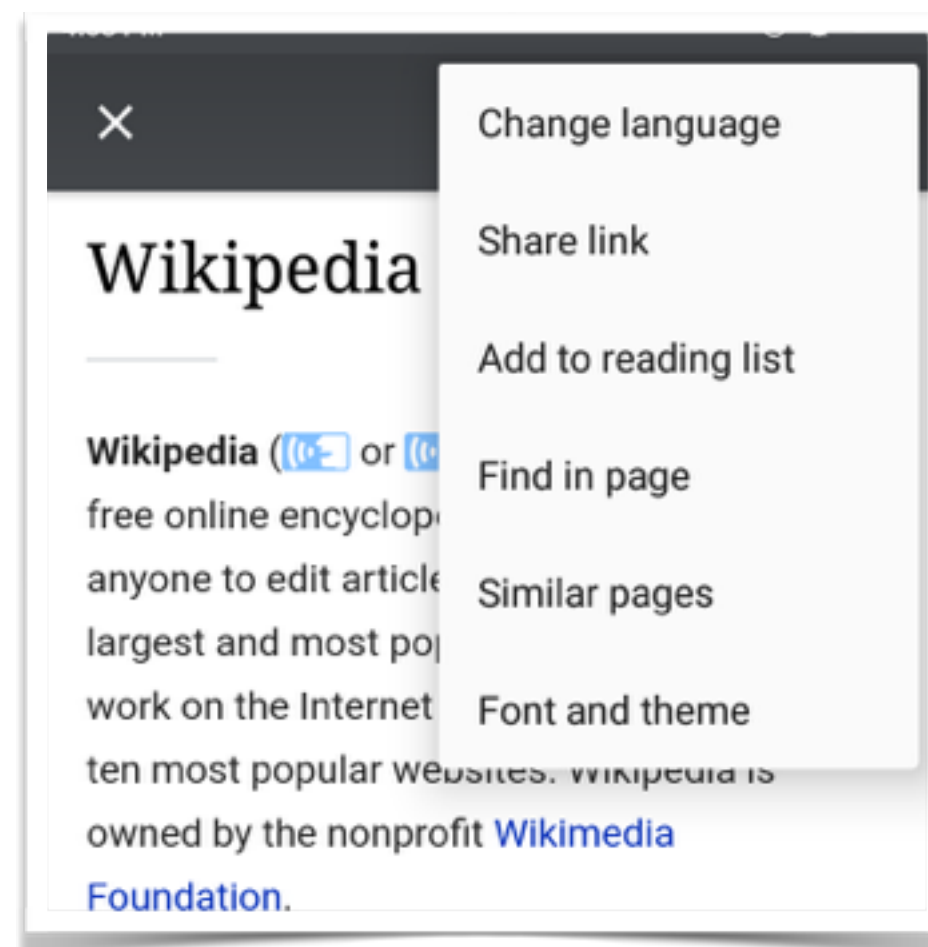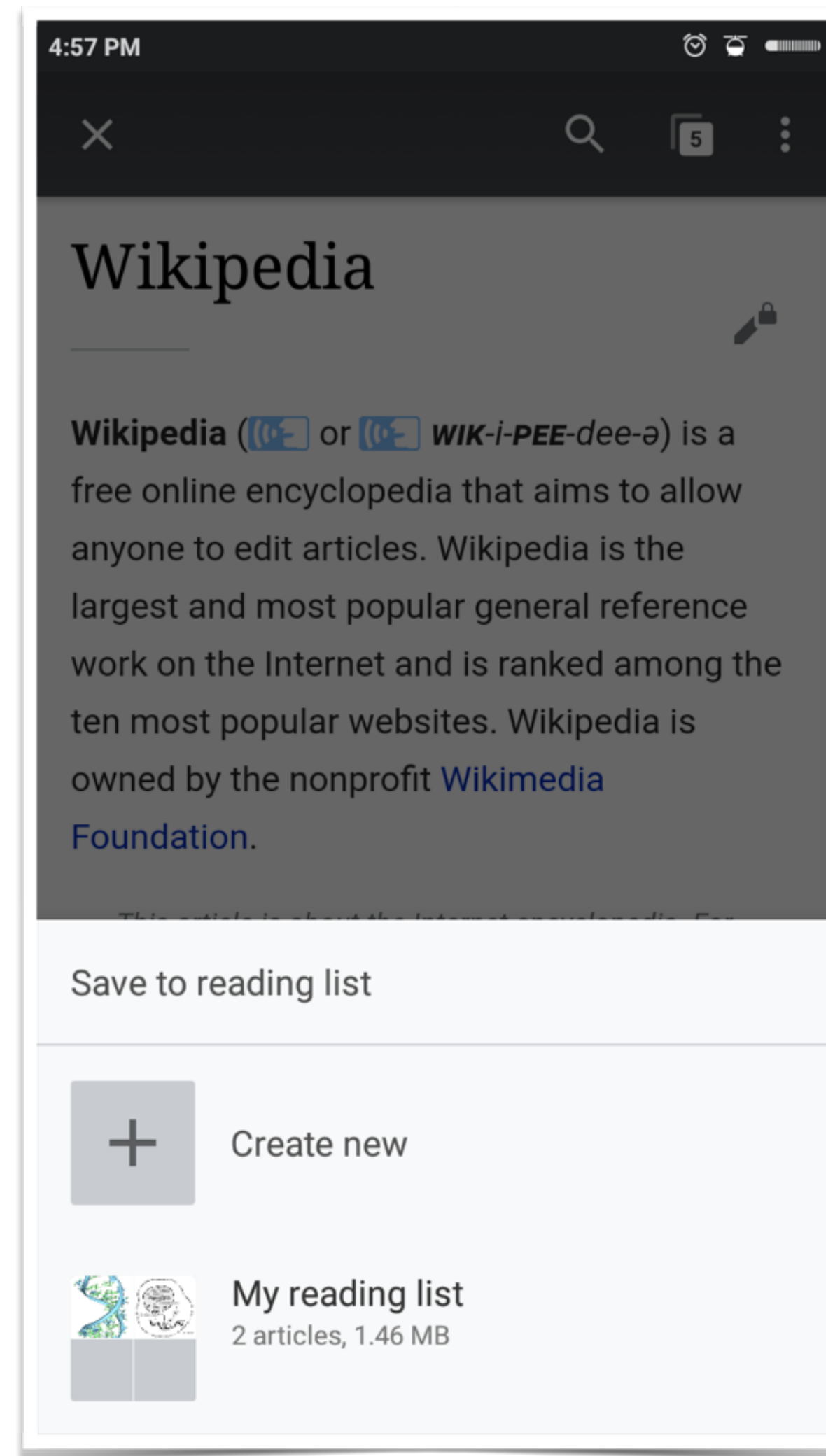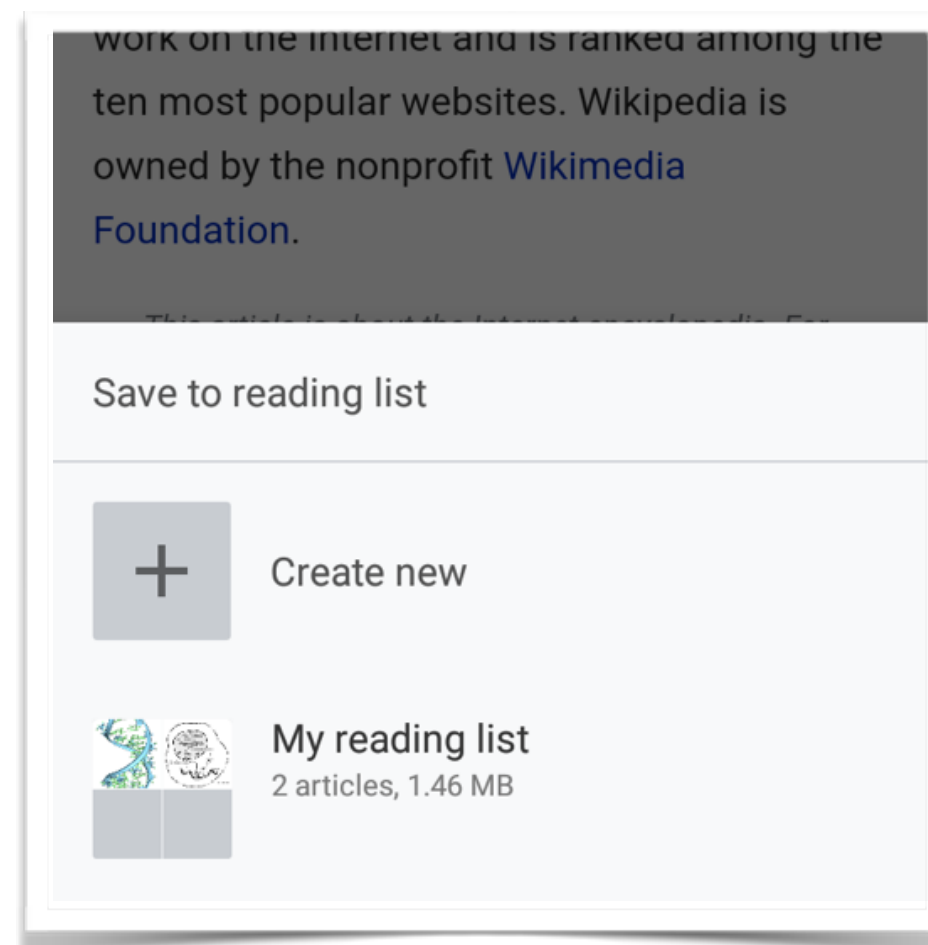
LANDING PAGE & OFFLINE LIBRARY CARD

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User is very used to seeing the Wikipedia logo on the top of the page which was not there.

Offline Library card was viewed by users as an extra feature, or in some cases, not noticed at all. One user ignores pop-ups and hence was going to dismiss the card.

Some users believe in learning about the feature as they use the system not by reading information cards or pop ups.
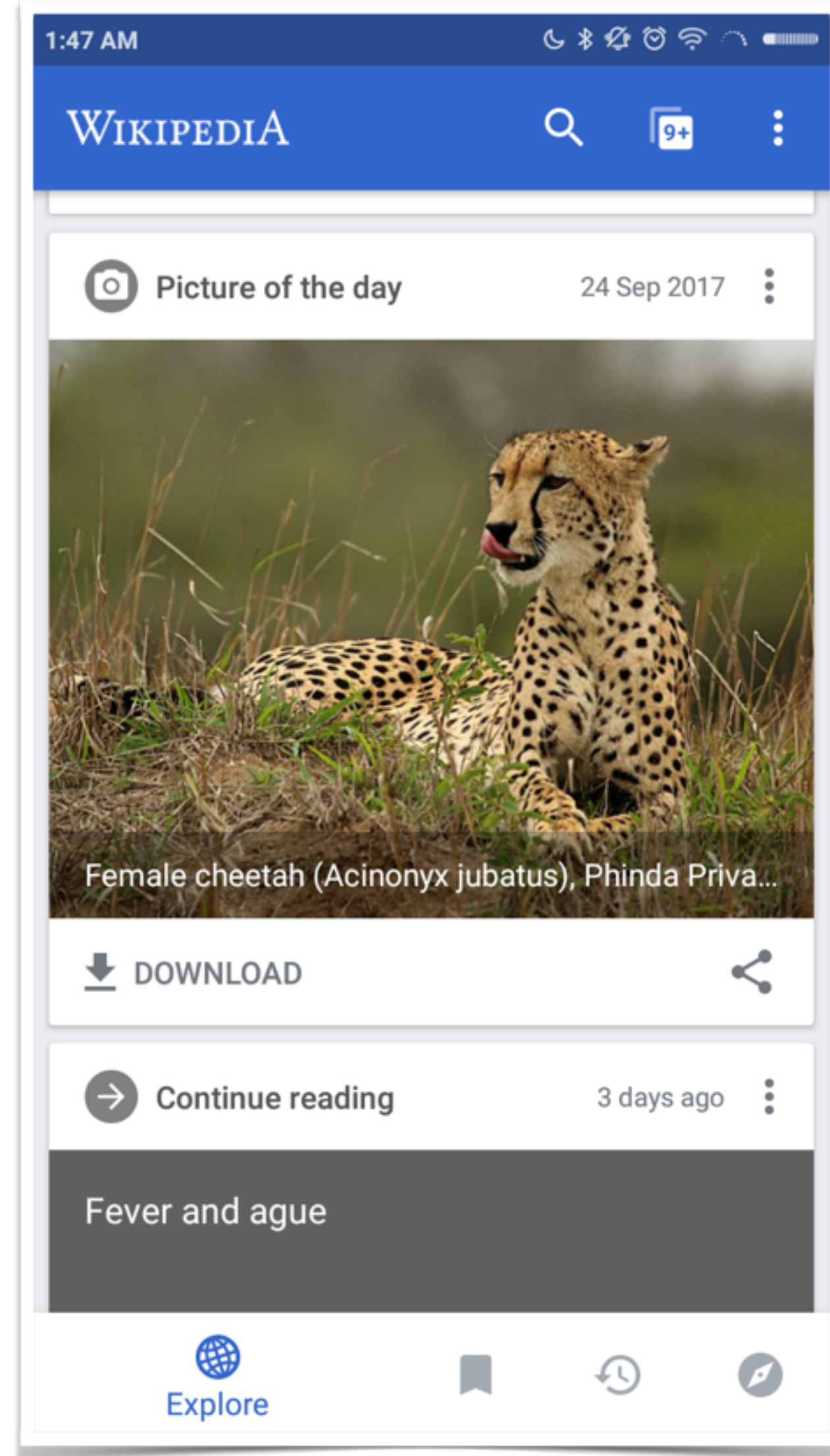
READING LIST

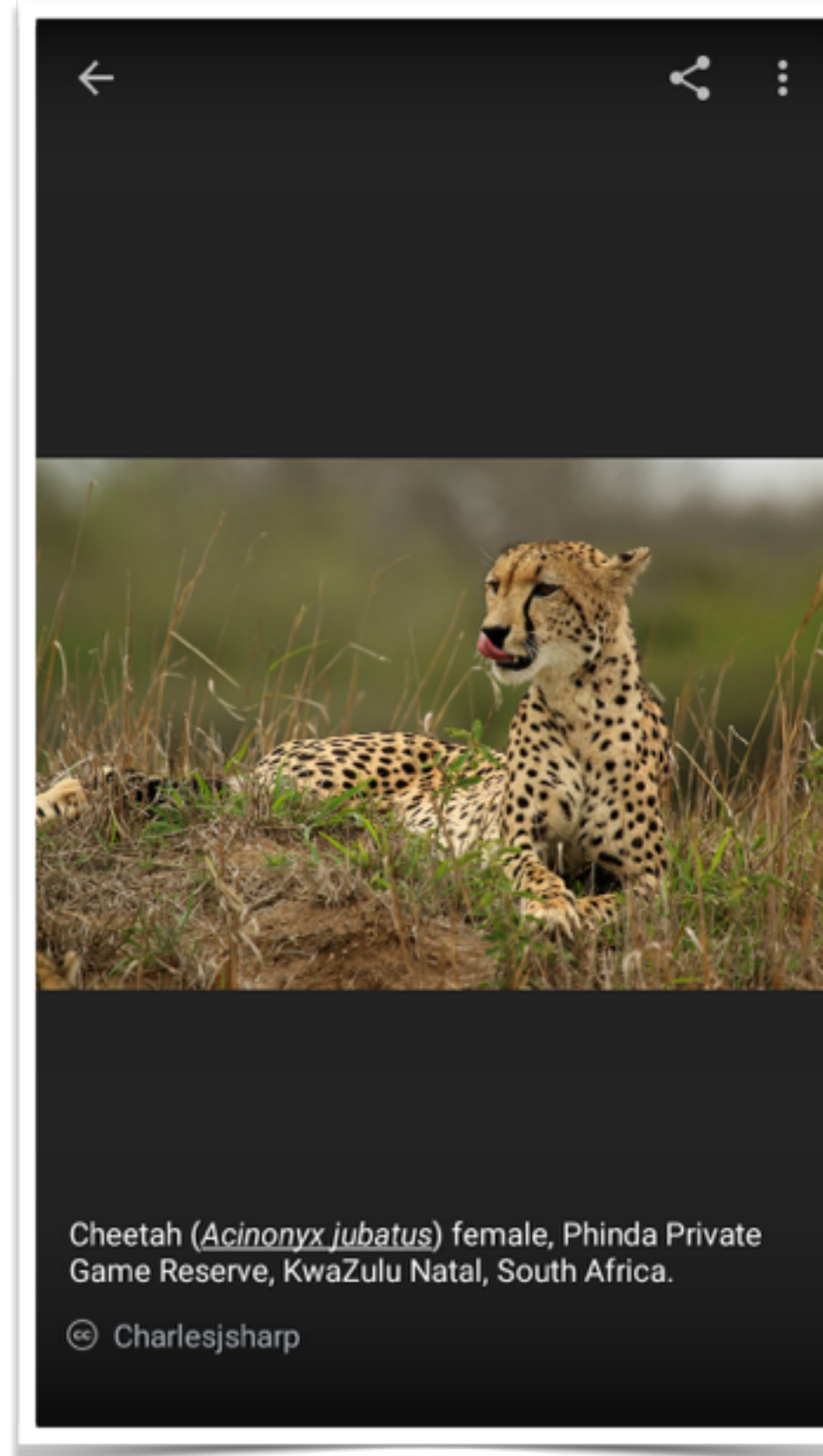Users were able to save articles to a reading list but were not certain about how to access the reading list. In some cases, users stumbled upon their reading list when they saved another article.

Users were not sure about what tasks can be performed with reading lists when offline.

EDITING THE PAGE

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Users were not sure how the changes would be saved in the Offline Library page if they edit it.

PICTURE OF THE DAY

—

Users liked the feature, but were not sure about whether the image had some significant connection to that day in order to merit the title 'Picture of the Day'.

The image caption was incomplete for the user. User found the caption interesting but didn't want to open the image to read the entire caption. User would like to see the entire caption/title 'in one go'.

User would like to see the picture of the day earlier in the feedback because 'it's nice to look at pictures'.

As the download is quite handy for picture of the day, so user was unsure about the policy to reuse the image.

PART 6

APPENDIX

ABBOUT THE USERS

	Age	Profession	What does the user read on the phone?	Language User Reads In	How does the user access Wikipedia?
User One	25-34	Software Engineer	Articles, news,	English	Laptop and phone browser
User Two	25-34	Software Engineer	News, social feeds	English	Laptop browser, phone app
User Three	25-34	Teacher	Sports updates, news, research papers, information on wikipedia, online magazines	English	Laptop and phone browser
User Four	35-44	Product Manager	E-books, articles, news, blogs, wiki pages	English, Marathi	Laptop browser, phone app
User Five	25-34	Researcher	News, articles	English, Marathi, Hindi	Laptop and phone browser
User Six	18-24	Student	News articles, new researches about gadget and health related topics, current topics, history	English, Marathi	Laptop and phone browser
User Seven	25-34	Physiotherapist	Books, news, articles, info related to health/medicine	English	Laptop and phone browser
User Eight	25-34	Learning Experience Designer	News, articles, poetry, information on wikipedia, social media	English, Hindi	Laptop and phone browser

REFERENCES

SESSION RECORDINGS: https://drive.google.com/drive/folders/0BwSFQX66YjD5dVo0Y191eTRyUDA

SESSION NOTES: https://drive.google.com/drive/folders/0BwSFQX66YjD5bGdfY1Z2Sy1YTEE

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Location   602, IRIZ, Baner-Pashan Link Road, Pune, India

Reservation   +91 976 721 6274

Email Us   talk@hureo.com

Our Website   www.hureo.com

https://www.facebook.com/hureo1/

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