



# Article Feedback V5

## Project Overview

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Wikimedia Foundation

Nov. 2, 2011

# Article Feedback Goals

- **engage readers** to participate more on Wikipedia
- focus on **article quality** and article **quality**
- encourage a **collaboration** between **editors** and **readers**
- develop new ways to **drive thoughtful participation**
- experiment with **outsourcing web development**



# Activity Flow

Here are the 3 key stages of the desired “virtuous circle.”



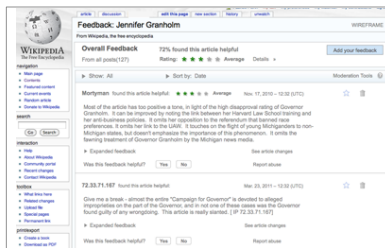
# Touchpoints



## Article page

A screenshot of a feedback form titled "Share your feedback". It asks "Was this article helpful?" with buttons for "Yes", "No", and "Not Sure". Below this is a text input field for "Add a comment." with a "10 words minimum" note. A larger text area asks "Did find what you were looking for? Any suggestions for improvement?". At the bottom are buttons for "Post your feedback", "Cancel", "Help", and "See all posts >>".

## Feedback form + Calls to action



## Feedback page + Moderation tools



## Edit page



## Talk page

Did you know you can edit this article?

Editors promote the best posts to Talk.

# Feedback Form

WIREFRAME

## Share your feedback



Did you find what you were looking for?

Yes

No

How can we improve this article?

Your feedback will be shared [here](#). See our [privacy policy](#).

**Post your feedback**



WIKIPEDIA  
The Free Encyclopedia

- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

Interaction

- Help
- About Wikipedia
- Community portal
- Recent changes
- Contact Wikipedia

Toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Permanent link
- Cite this page
- Rate this page

Print/export

Languages

- العربية
- Dansk
- Deutsch
- Español
- Français
- 한국어
- Italiano
- Latina
- 日本語
- Norsk (bokmål)
- Polski
- Русский
- Simple English
- Suomi
- Svenska

Article Discussion

Read Edit View history

Search

## Feedback: Jennifer Granholm

**Overall Feedback:** 82% found what they were looking for

From all posts (127)

Rating: **\*\*\*** Good

Details »

Add your feedback

Show: Comments only Sort by: Date

**Mortyman** found what they were looking for 6 hours and 5 mins. ago - FEATURED

Most of the article has too positive a tone, in light of the high disapproval rating of Governor Granholm. It can be improved by noting the link between her Harvard Law School training and her anti-business policies. It omits her opposition to the referendum that banned race preferences. It omits her link to the UAW. It touches on the flight of young Michiganders to non-Michigan states, but doesn't emphasize the importance of this phenomenon. It omits the fawning treatment of Governor Granholm by the Michigan news media.

More 12 edits since this post >>

Is this feedback helpful?   Report abuse

**72.33.71.167** rated this article: **\*\*\*** Average Mar. 23, 2011 – 12:32 (UTC)

Give me a break - almost the entire "Campaign for Governor" is devoted to alleged improprieties on the part of the Governor, and in not one of these cases was the Governor found guilty of any wrongdoing. This article is really slanted. [ IP 72.33.71.167]

More 82 edits since this post >>

Is this feedback helpful?   Report abuse

etc.

Show More Feedback



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The Free Encyclopedia

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- Svenska

WIREFRAME – WITH MODERATION TOOLS

Article Discussion

Read Edit View history

Search

## Feedback: Jennifer Granholm

**Overall Feedback:** 82% found what they were looking for

From all posts (127)

Rating: \* \* \* \* \* Good

Details »

Add your feedback

Show: All

Sort by: Article Rating

Moderation Tools ?

**Mortyman** found what they were looking for

6 hours and 5 mins. ago - FEATURED

(o) Feature this post

( ) List this post

( ) Hide this post

[ ] Posted to talk page

[ ] Issue has been solved

Most of the article has too positive a tone, in light of the high disapproval rating of Governor Granholm. It can be improved by noting the link between her Harvard Law School training and her anti-business policies. It omits her opposition to the referendum that banned race preferences. It omits her link to the UAW. It touches on the flight of young Michiganders to non-Michigan states, but doesn't emphasize the importance of this phenomenon. It omits the fawning treatment of Governor Granholm by the Michigan news media.

More

12 edits since this post >>

Last edited by:

JaneSmith 10/23/2011

Is this feedback helpful?

Yes

No

Report abuse

**72.33.71.167** rated this article: \* \* \* \* \* Average

Mar. 23, 2011 – 12:32 (UTC)

( ) Feature this post

( ) List this post

( ) Hide this post

[ ] Posted to talk page

[x] Issue has been solved

Give me a break - almost the entire "Campaign for Governor" is devoted to alleged improprieties on the part of the Governor, and in not one of these cases was the Governor found guilty of any wrongdoing. This article is really slanted. [ IP 72.33.71.167]

More

82 edits since this post >>

Last edited by:

Benson 11/1/2011

Is this feedback helpful?

Yes

No

Report abuse

etc.

Show More Feedback



- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

- Interaction
  - Help
  - About Wikipedia
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  - Polski
  - Русский
  - Simple English
  - Suomi
  - Svenska

Article [Discussion](#)

[Read](#) [Edit](#) [View history](#)

## Talk: Jennifer Granholm

*Skip to table of contents*

This is the talk page for discussing improvements to the **Jennifer Granholm** article.

See also: **Reader Suggestions**

[ ... scroll down to new section ... ]

### Featured feedback

[ edit ]

**jimbo** featured this suggestion on Mar. 24, 2011 – 14:45 (UTC)

I am promoting this reader suggestion to the Talk page because it makes a good point that I think we should address in the next edit of the government section.

**Mortyman** found this article **helpful**: \* \* \* \* \* **Average** Nov. 17, 2010 – 12:32 (UTC)

Most of the article has too positive a tone, in light of the high disapproval rating of Governor Granholm. It can be improved by noting the link between her Harvard Law School training and her anti-business policies. It omits her opposition to the referendum that banned race preferences. It omits her link to the UAW. It touches on the flight of young Michiganders to non-Michigan states, but doesn't emphasize the importance of this phenomenon. It omits the fawning treatment of Governor Granholm by the Michigan news media.

► Expanded post

[See article changes](#)

Was this suggestion helpful?

[Report abuse](#)

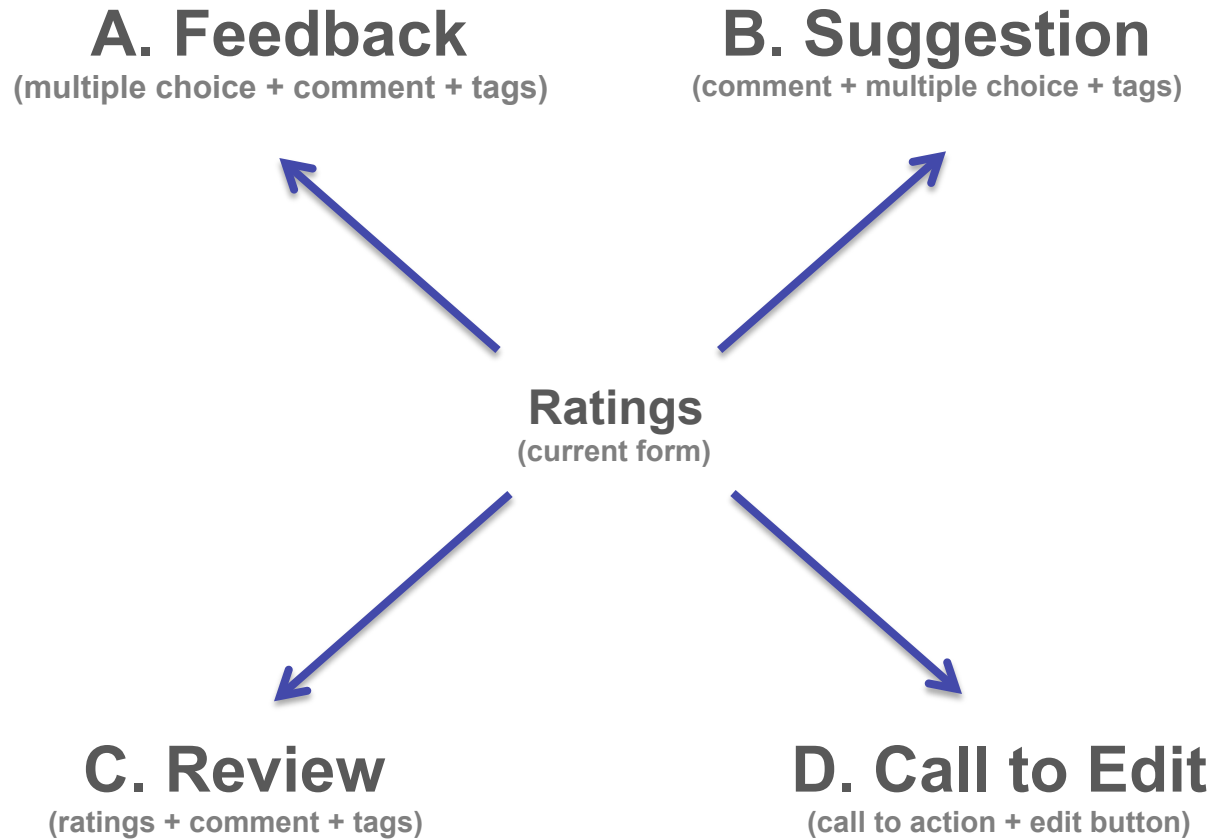
[Add a suggestion](#)

[ ... etc.... ]



# A/B Test Options

We will test four possible directions for extending the current rating tool.



# Feedback Form

WIREFRAME

## Share your feedback



Did you find what you were looking for?

Yes

No

How can we improve this article?





Your feedback will be shared [here](#). See our [privacy policy](#).

**Post your feedback**

# B. Suggestion

WIREFRAME

## Make a suggestion ?

 Suggestion  Question  Problem  Praise

Describe your suggestion.

Your post will be shared [here](#). See our [privacy policy](#).



**Post your suggestion**

Inspired by [GetSatisfaction.com](https://www.getsatisfaction.com)

# C. Review

WIREFRAME

## Review this page ?

How do you rate this article?   Good

Did you find what you were looking for? Any ideas for improvement?

Your post will be shared [here](#). See our [privacy policy](#).

**Post your review**

# D. Call to Edit

WIREFRAME

## Help edit this page



Did you know that you can edit this article?

Give it a try -- and help make Wikipedia better.

[Learn how to edit >>](#)

[Edit this page](#)

# Call to Action – Edit this page

## Share your feedback



**Thanks!** Your feedback has been saved.

## Did you know that you can edit this page?

Wikipedia works because anyone can edit its articles. Go ahead, give it a try!

**Edit this Page**

Be bold.



[View more feedback](#)

[Learn how to edit >>](#)

# Call to Action - Survey

✓ Thanks! Your ratings have been saved.

Please take a moment to complete a short survey.

Start survey

[Maybe later](#)

## Share your feedback



Did you find what you were looking for?

Yes

No

How can we improve this article?

Label:



Suggestion



Question



Problem



Praise

▼ Tell us more (optional)

1. How could this article be improved?

Needs more **text**

Needs more **photos**

Needs more **references**

Needs more **citations**

Needs more **links**

Needs more **editing**

2. How do you rate this article?

Is it **credible**?       x Credible

Is it **neutral**?       x Biased

Is it **thorough**?       x Thorough

Is it **well-written**?       x Adequate

3. How much do you know about this topic?

I am a

Your post will be shared [here](#). See our [privacy policy](#).

Post your feedback



# Key Features

- **feedback forms** (phase 1.0)
- **calls to action** (phase 1.0)
- **expanded feedback** (phase 1.5)
- **feedback page** (phase 1.5)
- **moderation tools** (phase 1.5)



# Calls to Action

- **take a survey** (link to survey page)
- **edit this article** (if logged in)
- **sign up** or **login** (if logged out)
- **get email notifications** (if my post is used)

Optional:

- **discuss this article**
- **view feedback page**
- **learn how to edit**



# Related Features

- **survey** for feedback about the tool
- **email capture** form (if they want notifications)
- **help tips** or review guidelines
- **metrics collection** for quantitative data



# Community Ideas

## Phase 1:

- Comment box
- "Did you find what you were looking for?"
- Checkboxes for suggested improvements
- Make rating tool more visually compact
- Hide AFT for recently created pages
- Different calls to action

## Phase 1.5:

- Dashboard with recent feedback and page metrics
- Allow permanent linking of page scores
- Courtesy diff link to the rated revision

## Phase 2:

- Ratings details (counts, distribution, averages over time)
- Promote (or post) feedback/comments to talk page
- Let registered users track pages they rated
- Comments feed per article (for editors) – RSS/API?



# Communication Funnel



**Talk page**  
bit.ly/aft-v5-talk



**Bug list**  
bit.ly/aft-v5-bugs



**Ideas page**  
bit.ly/aft-v5-ideas

- **Summary of Idea** (as close to requirement as possible)
- **Status** (e.g., next phase, future phase, hold pending research)
- **Rationale**
- **Links to dev documentation:** If in active development, link to either Bugzilla or Requirements Page



**Requirements page**  
bit.ly/aft-v5-features



User Type	Reader	Contributor	Editor
Visits/Month	1 Time / Month	5+ Times / Month	10+ Times / Month
Time/Visit	1-3 Minutes	3-5 Minutes	5-10+ Minutes
Main Activities	<ul style="list-style-type: none"><li>• Read Articles</li><li>• Read Notes</li></ul>	<ul style="list-style-type: none"><li>• Post Feedback</li><li>• Read Feedback</li></ul>	<ul style="list-style-type: none"><li>• Edit Articles</li><li>• Moderate Feedback</li></ul>
Total Users	420,000,000+	grow to 42,000,000+ ?	grow to 420,000+ ?
% Total	90%	9%	1%

# Our Vision



- Help **get readers more engaged.**
- Give them tools to **suggest article improvements.**
- Encourage them to **become editors** over time.
- Offer practical feedback tools to **experienced editors.**
- Get readers and editors to **collaborate**, so everybody wins!



**Plan**



# Timeline (Phase 1)

## 1. Planning

**Project plan and research**

(Sep.-Oct. 2011, 3 weeks - Done)

## 2. Development

**Design and develop service up to launch**

(Oct.-Nov. 2011, 6-8 weeks)

## 3. Release

**Launch, test and tweak live service**

(Dec. 2011, 2-3 weeks)

## 4. Report

**Analyze user data, recommend next steps**

(Dec. 2011 - Jan. 2012, 2-3 weeks)



# Stage 1: Planning

We completed this phase in our first 3 weeks.

*Goal:* **Project plan, design** and **research**

- ✓ Define **goals** and **scope**
- ✓ Research **needs** and **metrics**
- ✓ Design **key features**
- ✓ Create first **wireframes**
- ✓ Sign up **development partners**
- ✓ Prepare **project plan**



# Stage 2: Development

(Oct.-Nov. 2011, 6-8 weeks)

*Goal:* **Develop** and **test a basic service** through launch

- **Design user experience**, all **graphics** and **slides**
- **Host discussions** with community (IRC/voice/Skype)
- **Write updated requirements** and **specs**
- **Develop core service** in small increments (1.0 - 1.5)
- **Set up metrics** and **data collection**
- **Test private beta** with first participants
- **Update launch plan** and **communications**



# Stage 3: Release

(Dec. 2011, 2-3 weeks)

*Goal:* **Launch, tweak** and **support new service**

- **Launch service** on dozens of high-traffic pages
- **Promote service** to community, **host discussions**
- **Conduct A/B tests** for **key features**
- **Adjust features** based on **user feedback**
- **Monitor metrics** and **collect user data**
- **Moderate** key pages, **interact** with community
- **Track bugs** and **feature requests**



# Stage 4: Report

(Dec. 2011 - Jan. 2012, 2-3 weeks)

*Goal:* **Study results, recommend next steps**

- **Analyze user data** based on implicit and explicit metrics
- **Send online survey** and **interview** key participants
- **Write key findings** and **post recommendations** for next steps
- **Post open source code** as **MediaWiki extension**
- Prepare updated **project plan** and **budget** for next phase



# Schedule (Phase 1)

Phase 1 Development Start:	20-Oct-11
First Requirements:	25-Oct-11
First Community Call/Outreach:	27-Oct-11
First Partial Code Delivery:	4-Nov-11
First Code Testing Start:	10-Nov-11
Updated Requirements:	10-Nov-11
Development/Design Iterations	through Nov. 21
First Release Code Delivery:	23-Nov-11
Release Code Review Start:	28-Nov-11
Release Code Testing Start:	1-Dec-11
First Code Release:	7-Dec-11
A/B Testing Monitoring/Tweaks:	through Dec. 21
Second Code Release:	14-Dec-11
Phase 1 End:	23-Dec-11



# Project Team - Contractors

(6 FTEs at peak – all OmniTI except Fabrice)

- Product Lead **Fabrice Florin**
- VP Business Development **Leon Fayer**
- Project Manager **Yoni Shostak**
- PHP Developer 1 **Reha Sterbin**
- PHP Developer 2 **Greg Chiasson**
- UI Developer/Designer **Sean Heavey**
- QA Tester **TBD**

# Project Team - Wikimedia

(2 FTEs at peak)

- VP Engineering / Product **Erik Moeller**
- Senior Product Manager **Howie Fung**
- Engineering Director **Alolita Sharma**
- Research Analyst **Dario Taraborelli**
- UX Designer **Brandon Harris**
- Code Review / Testing **Roan Kattouw**
- Community Outreach **Oliver Keyes**



# Communications

# Communication channels

- [Wikien-I mailing list](#)
- [Tech blog](#)
- [Foundation blog](#)
- [Village Pump](#)
- [Mediawiki project page](#)
- [What's This?](#) – Wikipedia EN
- [Article Feedback Ideas/Plan](#)
- Bugzilla
- IRC
- Skype
- Survey Monkey



# Useful Links

**AFT V5 - Intro page**

[bit.ly/aft-v5-intro](https://bit.ly/aft-v5-intro)

**AFT V5 - Talk page**

[bit.ly/aft-v5-talk](https://bit.ly/aft-v5-talk)

**AFT V5 - Ideas page**

[bit.ly/aft-v5-ideas](https://bit.ly/aft-v5-ideas)

**AFT V5 - Feature Requirements**

[bit.ly/aft-v5-features](https://bit.ly/aft-v5-features)

**AFT V5 - Project Hub Page**

[bit.ly/aft-v5](https://bit.ly/aft-v5)



# Workgroup

- Create a community workgroup for this project
- Publish a high level schedule with milestones
- Outline a set of discrete tasks for editors
- Periodic check-ups via IRC/voice/Skype
- Find engaged community members
- Enlist WMF community folks to help



# Development

# OmniTI Services & Deliverables

## Services

- UI development and visual design
- Software and database development
- Testing and quality assurance
- Project management

## Deliverables

- Requirements Document
- High-level Designs, Wireframes and Workflows
- Software Development/Design Iterations
- Testing
- Code Releases
- Code Updates & Documentation



# Agile Development Process

- short sprints for working code delivery to the product manager
- frequent, ideally daily, check-ins with the development team
- frequent, ideally continuous testing of running code on staging
- focus on making short term tasks and work product visible  
(instead of developing elaborate PRDs and long-term plans)



# Platforms

- Windows
- Mac
- Linux
- iOS?
- Android?
- Mobile Web?
- Internet Explorer 7+ ?
- Firefox 3.0+ ?
- Safari 5.0+ ?
- Opera 10.0+ ?
- Chrome 5.0+ ?





# Metrics

# Metrics

## Usage:

- How many people posted a **rating**?
- How many people posted a **comment**?
- How many people posted **more feedback**?
- Which **version** of the tool was used most?
- Which **feedback input** was used most?

## Engagement:

- How many people posted an **edit**?
- How many people **signed up**?
- How many people **logged in**?
- How many people shared their **email**?

## Satisfaction:

- Did **readers** find the tool useful?
- Did **editors** find the tool useful?
- Which **tool version** (or input) was found **most useful**? Why?

## Quality:

- How did **reader ratings** compare to **editor ratings**? to **expert ratings**?
- How many **feedback posts** were **voted up** or **down** by the community?
- How many **feedback posts** were **featured** or **hidden** by editors?
- How many **feedback posts** led editors to **email** the contributor?

# Metrics - Key Data

## Participants

Unique Visitors  
Unique Members  
New Members  
Trusted Contributors  
Featured Contributors  
Deleted Contributors  
Unique Editors  
Active Editors  
Moderating Editors

## Conversions

Readers to Contributors  
Readers to Members  
Readers to Editors  
Contributors to Members  
Contributors to Editors  
Contributors to Admins

## Outcomes

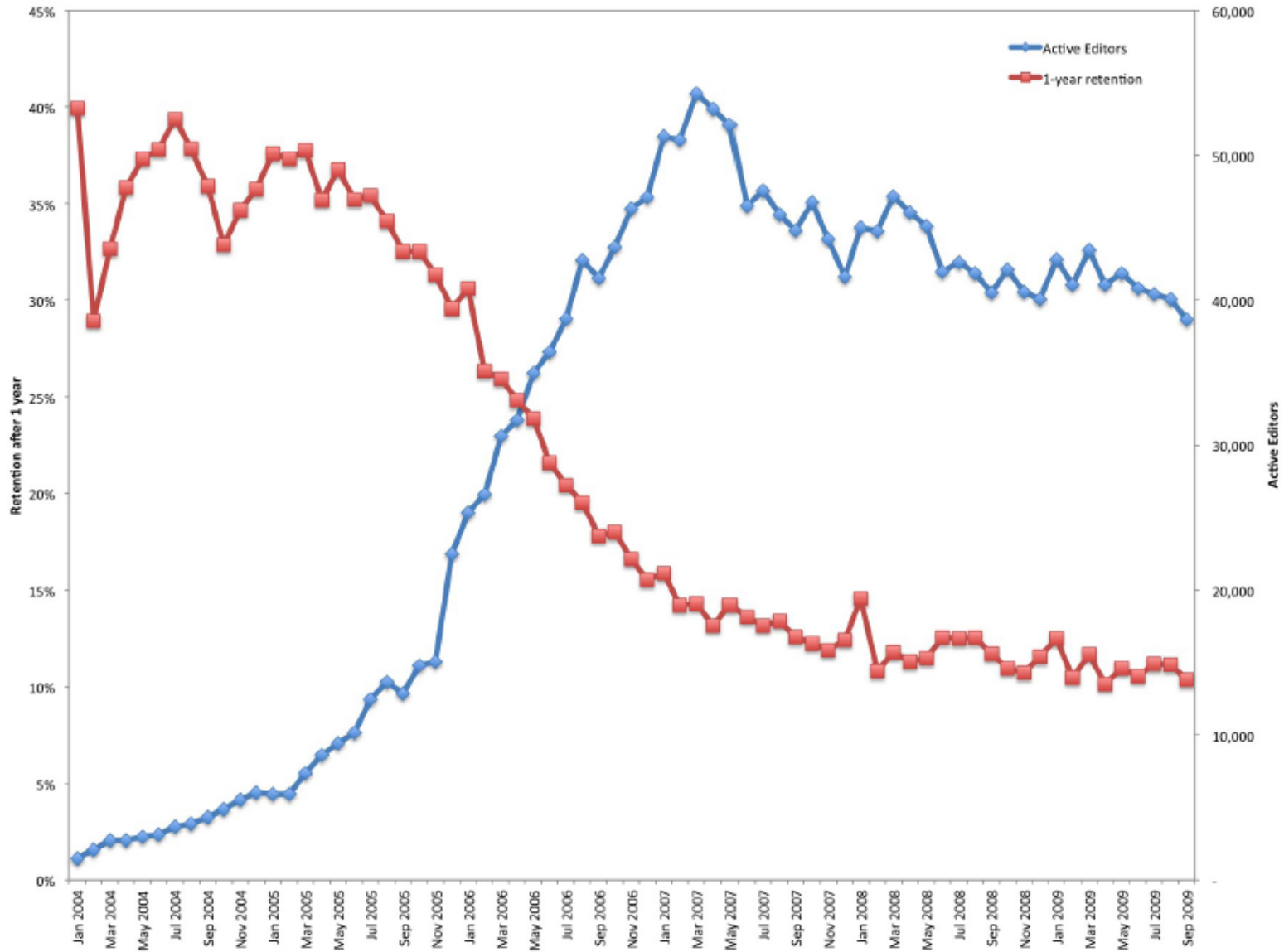
Feedbacks Posted  
Feedbacks Rated  
Feedbacks Rated High  
Feedbacks Rated Low  
Feedbacks Moderated  
Feedbacks Featured  
Feedbacks Hidden  
Edits by New Members  
Edits by Inactive Editors  
Edits by Active Editors

## Traffic / Other

Pageviews  
Visits  
Surveys  
Talk Page Activity  
Social Media / Press Mentions

# Wikipedia Key Metrics

## Retention vs. Active Editors: English Wikipedia



# AFT Metrics - Calls to Action

## CTA click-through, completion and conversion rates (v.4)

	<b>CTR</b>	<b>CMP</b>	<b>CNV</b>
<b>Edit</b>	17.4%	15.3%	2.7%
<b>Join (signup)</b>	4.7%	<i>n/a</i>	<i>n/a</i>
<b>Join (login)</b>	3.5%	<i>n/a</i>	<i>n/a</i>
<b>Survey</b>	37.2%	64.8%	24.1%

# AFT Metrics - Ratings by Page

Page Title	Average Rating	Total Ratings	Featured /Good?
Stargate_(device)	4.77	26	-
John_Wooden	4.68	25	-
2009-10_Premier_League	4.62	35	-
Dirk_Nowitzki	4.61	43	GA
The_Wire	4.58	103	FA
Boston_Red_Sox	4.57	36	-
List_of_Fullmetal_Alchemist:_Brotherhood_episodes	4.56	60	-
The_Dark_Knight_(film)	4.55	177	GA
2010-11_La_Liga	4.55	261	-
Final_Fantasy_VII_Advent_Children	4.54	28	GA
The_Marshall_Mathers_LP	4.52	81	-
Survivor:_Redemption_Island	4.52	141	-
Dante_(Devil_May_Cry)	4.51	27	GA
List_of_Law_&_Order:_Special_Victims_Unit_episodes	4.51	32	-
Edge_(wrestler)	4.51	468	GA
Empire_of_Brazil	4.51	61	FA
Is_This_It	4.50	44	FA
Mac_Mini	4.50	25	-
2010-11_Copa_del_Rey	4.50	171	-
List_of_Arrested_Development_characters	4.49	45	-
Rocky	4.48	27	-
Calvin_and_Hobbes	4.47	105	GA
Vs._(Pearl_Jam_album)	4.46	27	GA
List_of_Saw_characters	4.46	34	-
Cylon_(reimagining)	4.46	25	-

# Current Tools

# Current AFT Form - Before

Rate this page [View page ratings](#)

[What's this?](#)

Trustworthy  Objective  Complete  Well-written

★ ★ ★ ★ ★    ★ ★ ★ ★ ★    ★ ★ ★ ★ ★    ★ ★ ★ ★ ★

I am highly knowledgeable about this topic (optional)



# Current AFT Form - After

**Rate this page** [View page ratings](#)

[What's this?](#)

Trustworthy  Objective  Complete  Well-written

★★★★★ ☆     ★★★★★ ☆     ★★★★★ ☆     ★★★★★ ☆

I am highly knowledgeable about this topic (optional)

➔ Your ratings have not been submitted yet

# AFT Form - Expertise

**Rate this page** [View page ratings](#)

[What's this?](#)

Trustworthy  Objective  Complete  Well-written

★★★★★ ☆     ★★★★★ ☆     ★★★★★ ☆     ★★★★★ ☆

I am highly knowledgeable about this topic (optional)

I have a relevant college/university degree


It is part of my profession

It is a deep personal passion

The source of my knowledge is not listed here

 Your ratings have not been submitted yet

# Call to Action - Survey

 Thanks! Your ratings have been saved.

**Please take a moment to complete a short survey.**

[Start survey](#)

[Maybe later](#)

# Survey Questions

Please answer a few questions ✕

**Please let us know why you rated this page today (check all that apply):**

- I wanted to contribute to the overall rating of the page
- I hope that my rating would positively affect the development of the page
- I wanted to contribute to Wikipedia
- I like sharing my opinion
- I didn't provide ratings today, but wanted to give feedback on the feature
- Other

**Do you believe the ratings provided are useful and clear?**

- Yes
- No

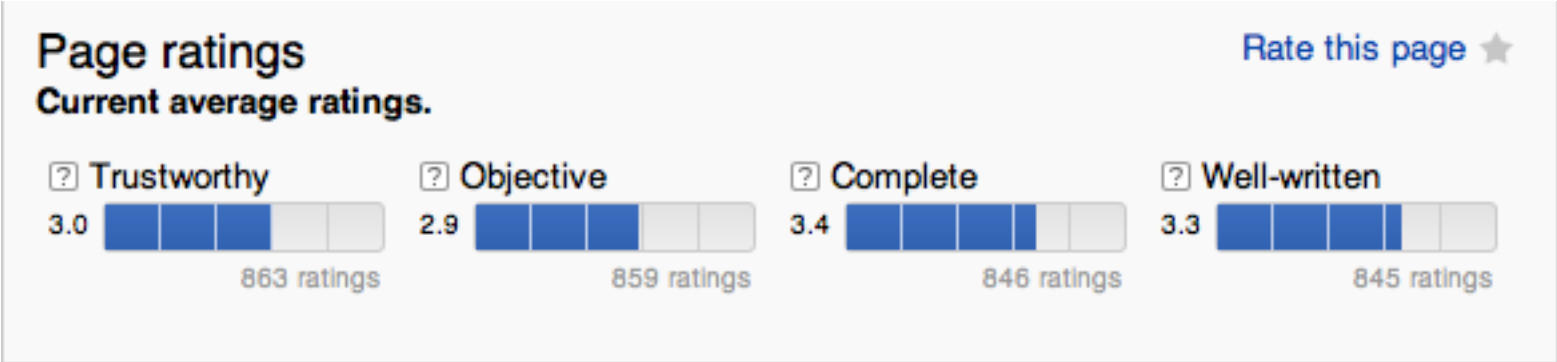
**Do you have any additional comments?**

This is a good start, but there are ways we can make this process more effective, by adding a comments field, and perhaps emphasizing suggestions for improvement over ratings.


*To help improve this feature, your feedback may be shared anonymously with the Wikipedia community.*

///

# Current AFT Form – Call to Action - Survey



# Mood Bar




The image shows a screenshot of a Wikipedia article page. On the left is the Wikipedia logo and navigation menu. The main content area shows the start of an article about The Beatles. A 'Feedback about editing' widget is overlaid on the page, featuring a 'Mood Bar' with three options: Happy, Sad, and Confused. Below the mood bar is a text input field with placeholder text and a 'Send Feedback' button.

Feedback about editing Jo

Art... Rea

**Editing Wikipedia made me...** (close)

Happy Sad Confused

**Because...** 101 characters remaining

Lorem ipsum dolor sit amet nimmy ducat!

By submitting, you agree that we may use your feedback as explained in [our policy](#).

[▶ What is this feature?](#) **Send Feedback ▶**

**The Beatles** were an English rock band, formed in Liverpool in 1960, and commercially successful and critically acclaimed acts in the history of 1962, the group consisted of [John Lennon](#) (rhythm guitar, vocals), [Paul](#) (vocals), [George Harrison](#) (lead guitar, vocals) and [Ringo Starr](#) (drums, v



WIKIPEDIA  
The Free Encyclopedia

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  - Български
  - Català
  - Deutsch

Special page

## Feedback Dashboard

### Filters

Type:

- Praise
- Issues
- Confusion

Keyword:

User Name:

[Set Filters](#)

[What is this feature?](#)



Happy

[Kaldari](#) talk • contribs • wikilove

2 minutes ago

Lorem ipsum dolor! Sit amet nihil carborundum no nimmi nihil nub. Lorem lorem dolor ipsum!

[\(link to this\)](#)



Confused

[Eloquence](#) talk • contribs • wikilove

32 minutes ago

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras mattis consectetur purus sit amet fermentum.

[\(link to this\)](#)



Sad

[Jorm](#) talk • contribs • wikilove

About 1 hour ago

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Lorem ipsum dolor sit amet.

[\(link to this\)](#)



Confused

[Brion VIBBER](#) talk • contribs • wikilove

2 hours ago

Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Vestibulum id ligula porta felis euismod semper.

[\(link to this\)](#)



Happy

[SGardner](#) talk • contribs • wikilove

5 hours ago

Donec ullamcorper nulla non metus auctor fringilla.

[\(link to this\)](#)



Sad

[Krinkle](#) talk • contribs • wikilove

Yesterday

(No comment provided)

[\(link to this\)](#)



Sad

[Aloita](#) talk • contribs • wikilove

Last week

Sed posuere consectetur est at lobortis.

[\(link to this\)](#)

[More](#)