

2016 Flow satisfaction survey - raw data

Full report available at

https://meta.wikimedia.org/wiki/Collaboration/Flow_satisfaction_survey/Report

"Wikitext" is used in tables as "unstructured wikitext discussions pages".

0- Targeted wikis

Number of pages targeted on wikis that use Flow

Wiki	Number of Flow pages	Status of Flow on that wiki
zh.wikipedia.org	1265	Beta feature
wikidata	470	Beta feature
ur.wikipedia.org	26	Manual activation
pt.wikibooks.org	4	Default
pl.wikipedia.org	3	Manual activation
outreach	5	Beta feature
mediawiki.org	1540	Default
he.wikipedia.org	10	Manual activation
gom.wikipedia.org	4	Default
fr.wikiversity.org	6	Beta feature
fr.wikisource.org	15	Beta feature
fr.wikipedia.org	399	Beta feature
ca.wikipedia.org	124	Beta feature
bs.wikipedia.org	22	Beta feature
ar.wikipedia.org	8	Manual activation
total	3901	

1- In what year did you start to contribute to any Wikimedia Project (e.g. Wikipedia, Commons, etc.)?

407 answers recorded.

2001	1.23%	5
2002	2.21%	9
2003	2.95%	12
2004	7.13%	29
2005	11.06%	45
2006	15.72%	64
2007	5.16%	21
2008	5.90%	24
2009	5.41%	22
2010	7.37%	30
2011	4.42%	18
2012	7.86%	32
2013	4.91%	20
2014	7.37%	30
2015	8.60%	35
2016	2.70%	11
Unknown	-	117

2- On average, how often are you involved in discussions on a Wikimedia project?

545 answers recorded

Never or only a few times since I've started to contribute	97
About once per month	110
About once per week	142
About once per day	197

3- Have you ever used the usual talk pages for articles, which require use of Wikitext?

For this question, an example of a classical talk page was provided.

445 answers have been recorded.

Yes	94.83%	422
No	5.17%	23

4- On which Wikimedia project do you mainly use Flow?

286 answers recorded

Wiki	Wiki where Flow is mostly used	Number of Flow boards on that wiki	Status of Flow
mediawiki.org	61	1540	Default
wikidata.org	38	470	Beta feature
ar.wikipedia.org	3	8	Manual activation
bs.wikipedia.org	1	22	Beta feature
ca.wikipedia.org	14	124	Beta feature
en.wikipedia.org	17		2 pages in trial ¹
eo.wikipedia.org	0		Manual activation
fr.wikipedia.org	55	399	Beta feature
fr.wikisource.org	4	15	Beta feature
fr.wiktionary.org	3	6	Beta feature
gom.wikipedia.org	1	4	Default
he.wikipedia.org	9	10	Manual activation
pl.wikipedia.org	6	3	Manual activation
pt.wikipedia.org	2		Manual activation
pt.wikibooks.org	0	4	Default

¹ Deleted since that survey, by community request.

ru.wikipedia.org	0		Trial pages
ur.wikipedia.org	0	26	Manual activation
zh.wikipedia.org	46	1265	Beta feature
Other	26		

5- Overall, which tool between Flow and Wikitext do you prefer to use for talk-page discussions on Wikimedia projects?

384 answers recorded.

Strongly prefer Wikitext	150
Somewhat prefer Wikitext	49
Neither Wikitext nor Flow	40
Somewhat prefer Flow	73
Strongly prefer Flow	72

5a- Satisfaction of Flow per wiki

	Strongly prefer Flow	Somewhat prefer Flow	Neither	Somewhat prefer wikitext	Strongly prefer wikitext	Total
ar.wikipedia.org	1	0	0	1	0	2
bs.wikipedia.org	0	0	1	0	0	1
ca.wikipedia.org	3	4	0	2	4	13
en.wikipedia.org	4	2	2	1	15	24
fr.wikipedia.org	16	10	7	8	21	62
fr.wikisource.org	1	2	1	0	0	4
fr.wiktionary.org	1	0	0	0	1	2
gom.wikipedia.org	1	0	0	0	0	1
he.wikipedia.org	3	1	0	2	3	9
mediawiki.org	13	7	2	12	28	62
Other	5	4	2	6	11	28
pl.wikipedia.org	2	1	0	1	2	6
pt.wikipedia.org	0	1	0	0	1	2
wikidata.org	16	14	2	3	6	41
zh.wikipedia.org	6	23	19	8	10	66
Total	72	69	36	44	102	323

6- For each of the following activities, which tool do you prefer to use between Wikitext and Flow?

	Strongly prefer Wikitext	Somewhat prefer Wikitext	Somewhat prefer Flow	Strongly prefer Flow	N/A	Answers recorded
Reading talk page discussions	137	46	58	82	7	330
Understanding talk page discussions	127	56	60	76	10	329
Writing and editing in talk page discussions	147	49	55	74	5	330
Engaging with other users on talk pages	129	47	60	84	10	330
Summarizing discussions on talk pages	117	46	63	77	26	329

7- To what extent are the following features of Flow useful?

	Not at all useful	Little useful	Somewhat useful	Completely useful	N/A	Total
Resolving conversations	81	59	83	74	22	319
Editing a message in talk page discussions	82	50	81	97	11	321
Following the layout of Flow discussions	94	54	79	83	12	322
Adding a new topic or comment in talk page discussions	79	45	73	119	7	323
Summarizing discussions	87	57	70	89	19	322
Watching and receiving notifications about individual topics, rather than entire talk pages	65	35	59	150	12	321

8- In regards to engaging other users, to what extent are you satisfied with the following features of Flow?

	Very satisfied	Somewhat satisfied	Either satisfied or dissatisfied	Somewhat unsatisfied	Very unsatisfied	N/A
Mentioning other users	68	86	55	34	53	29
Replying to other users	91	77	36	27	74	20
Thanking users	90	56	56	24	55	44
Access to user's talk page or contributions	64	80	48	34	72	27

9- What aspects of Flow discussions, if any, do find useful? To what extent do you agree or disagree with the following statements?

SA = strongly agree, SWA = somewhat agree, N = Neither agree nor disagree, SWD = somewhat disagree, SD = strongly disagree.

	SA	SWA	N	SWD	SD
Writing and editing with Flow is easy and intuitive	90	69	38	39	86
The layout of Flow discussions is easy to read and understand.	82	80	37	39	83
Watching topics on Flow discussions is easy	84	87	35	37	78
Following individual topics on Flow through notifications is more useful than following an entire page	107	73	45	34	63
Flow makes discussions easier to summarize	88	55	70	26	81
Flow makes it easier to mention other participants in the discussion	65	69	74	36	78
Flow makes it easier to mark the conversation as resolved.	113	66	57	20	66
With Flow, the interactions with other users are easier than with Wikitext (easier to mention, thank, respond, watch).	93	63	49	28	89

10- Flow users have suggested the following actions are missing in Flow. Please rank these action by moving items, from 1 (absolute need) to 5 (don't need).

	1	2	3	4	5	Weighted total ²	%
It's hard to track the evolution of a conversation. Better support for checking the history of a conversation, it's changes, and clearing vandalism would be helpful.	79	50	54	36	32	861	22,99
It's hard to manage and organize the conversation. Being able to move topics to a different page would help keeping the boards more clear.	45	67	43	45	50	762	20,35
It's hard to find specific topics. Searching would help.	77	57	49	34	31	859	22,94
It's hard to focus on a specific group of topics. Being able to filter or categorize topics would make it easy to focus on those needing your attention.	23	40	58	69	58	645	17,22
It's hard to keep track different conversations that all take place on different pages. Being able to view all my Flow activity at once on a single page, with easy to read updates, would help	29	34	44	64	77	618	16,5

² Weighted by multiplication of the first result by 5, the second by 4, the third by 3 and so. For instance, the last result is $5 \times 29 + 4 \times 34 + 3 \times 44 + 2 \times 64 + 1 \times 77 = 618$

11- Feedback from free forms

Due to privacy reasons, it is not possible to copy those results in this survey, but some excerpts are visible in the report.

Free forms have provided some other feedback concerning Flow it itself. They can be grouped as it follows:

	Positive	Ask to improve	Negative	Notes
<i>Read a discussion</i>				
Ease of short discussions (especially for newcomers)	8	1	1	
Ease of long discussions	1	1	2	
Ease for drafting/reviewing content			4	Have a draft on a talk page and comment it.
Threading / Indentation	2	3	6	Have a visual differentiation between two replies (by using colons) is a strong habit pattern.
Compatibility with mobile	2	3		Better integration requested
Interface design (blank space, width, height, font-weight....)	2	2	14	People are asking for a more compact design
Performance			6	"Page loading is very slow on Flow."
Board description		3		Requests to protect it.
<i>Interact with the discussion</i>				
Notifications/Watching topics	4		14	Too many notifications, perceived as noise.
History (lack of diffs, lack of similarities with the current system, hard to		1	18	Multiple problems pointed out. Listed to be improved.

undo/suppress)				
Automated archiving, endless page	4	4	15	Lack of search or categorization is pointed out too.
Move, merge, split or relocate contents/topics		1	7	Listed to be improved.
<i>Add a post</i>				
VE Toolbar	1	3		As an improvement: have personalized buttons.
Wikitext toolbar		3	2	There is no toolbar at the moment.
Visual editing, switch to wikitext still possible	3			
Automatic signature	3			
How to handle edit conflicts	1	1		

Results that don't fit in the table :

Read a discussion

- 7 users are asking developers to rewrite URLs, to have something understandable.
- 4 users are asking for personalized signatures or avatars
- One user is requiring to separate Flow from regular discussions, to have a Forum page.
- 5 users are asking to have more support concerning languages (1, for Chinese languages variants compatibility), magic words (1) and Wikidata properties display (3)
- 5 users point out the lack of search
- One user asks to have a way to anchor a topic on top of a Board
- 2 users suggest to collapse blocks of conversation to ease reading

Interact with the discussion

- 2 users are asking to have a way to have pools and 2 others to rework on the Workflows projects, with no details.
- 2 users want to be able to remove their own messages or to curate their own page

Add a post

- 5 are asking to just have VE on talk pages and section notifications
- One user is asking to have a way to quote posts

Other

- 4 users complain because Flow is not used everywhere
- 2 say Flow is not doing things the way people are used to.

14 feedbacks are about requiring features that already exist and are documented (how to add templates, how to mention users, how to use wikitext, etc.). “Sometimes I don't find actions like thank”.

3 users were complaining against VE specific features (link inspector, Parsoid copy/pasting conversion).

12- Appreciation of Flow and wikitext functions compared to year of first edit.

	Strongly prefer Wikitext	Somewhat prefer Wikitext	Neither Wikitext nor Flow	Somewhat prefer Flow	Strongly prefer Flow	Unknown
2001	1	0	0	3	1	0
2002	3	0	0	1	5	0
2003	4	0	1	1	5	1
2004	14	6	0	3	3	5
2005	15	6	1	6	7	14
2006	22	4	3	11	9	23
2007	11	3	2	2	2	5
2008	7	1	1	2	3	11
2009	7	1	3	3	5	7
2010	7	2	4	2	12	7
2011	5	3	1	2	1	10
2012	7	2	5	5	4	14
2013	8	5	4	2	2	4
2014	9	6	4	6	3	16
2015	6	3	5	14	2	19
2016	7	2	3	3	3	10
Unknown	17	5	3	7	5	82

13- Appreciation of Flow and wikitext functions compared to frequency of edits.

	Strongly prefer Wikitext	Somewhat prefer Wikitext	Neither Wikitext nor Flow	Somewhat prefer Flow	Strongly prefer Flow	Unknown
Contributions: about once per day	91	20	18	20	30	35
About once per week	48	17	10	19	18	33
About once per month	14	7	3	18	16	53
Never or only a few times since I've started to contribute	12	5	9	15	9	48
Unknown	2	1	0	0	0	68