Moderator Tools (Wikimedia Foundation)

Improving content moderation on mobile web

Background:

User research report

MediaWiki:
[[Moderator Tools/Content Moderation in Medium-Sized Wikimedia Projects]]

Content Moderation in Medium-Sized Wikimedia Projects

This project aims to fill knowledge gaps in our understanding of how editors curate and moderate content on Wikimedia projects outside the largest and most well-researched communities. We analyzed data, researched policies and processes, and interviewed editors from small and medium-sized projects. In doing so we gained new insights into editors' needs and pain points when engaging with content moderation workflows, including writing policy, reviewing recent edits, and using administrator tools. This report documents an array of findings, which are grouped into three sections: challenging our assumptions, accessibility of moderation, and the (in)visibility of moderation. Recommendations are provided for product improvements to address the needs of content moderators on medium-sized Wikimedia projects.

- Claudia Lo and Sam Walton

Research questions   **Main findings**   **Recommendations**

Moderator Tools/Content moderation on mobile web

< Moderator Tools

The Content Moderation in Medium-Sized Wikimedia Projects research report recommended improving the ability of editors to engage with content moderation processes via the mobile web interface. The Moderator Tools team at the Wikimedia Foundation is now exploring and working on desired improvements to these experiences.

Let us know your thoughts on the talk page - do you use mobile web to edit and do content moderation work? Which 'Advanced' mode features should all users be able to see? What are your thoughts on the potential priorities below?

Read on to learn more about why we're working on this project and further information on the priorities we're identifying.
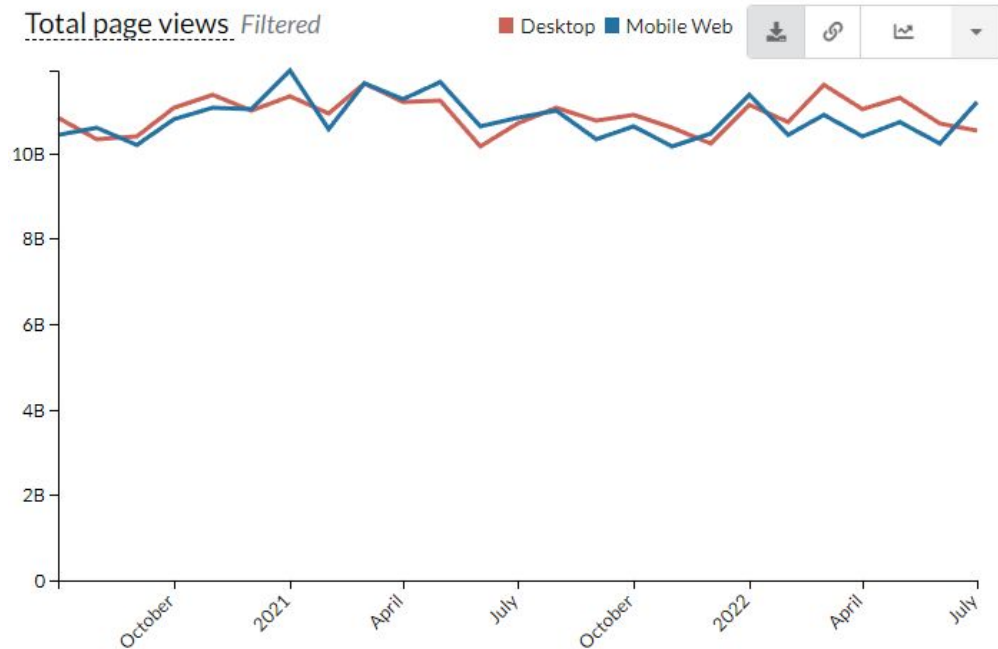
Current work:

- Overflow menu (Move/Delete/Protect/Block)
- Preferences
- Diff & Undo

Wikimedia Foundation project

Content moderation on mobile web

Group:	Moderator Tools
Team members:	Claudia Lo (design researcher), Astuthi Odit (program manager), Jason Sherman (software engineer), Susana Cardenas Molinar (software engineer)
Lead:	Sam Walton (product manager)

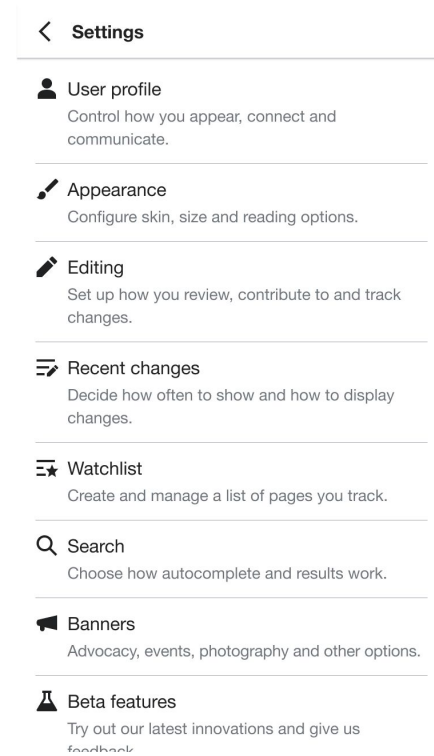# Mobile editors are a large but underserved portion of our movement

Total page views *Filtered* ■ Desktop ■ Mobile Web

Wikimedia project	Majority-mobile editors
Hindi Wikipedia	63.2%
Bengali Wikipedia	60.9%
Persian Wikipedia	56.3%
Persian Wiktionary	52.8%
Urdu Wikipedia	51.0%
Azerbaijani Wikibooks	49.7%
Arabic Wikipedia	49.0%
Marathi Wikipedia	47.1%
Somali Wikipedia	46.3%
Tamil Wikipedia	45.2%
Gujarati Wikipedia	44.5%
Indonesian Wikipedia	44.0%
Burmese Wikipedia	43.7%
Malayalam Wikipedia	43.6%
Azerbaijani Wikipedia	43.6%
Uzbek Wikipedia	42.6%
Egyptian Arabic Wikipedia	42.5%
Hindi Wikibooks	40.7%
Mazanderani Wikipedia	40.0%

Overflow menu

[[Moderator Tools/Content moderation on mobile web/Overflow menu]]

Preferences

[[Moderator Tools/Content moderation on mobile web/Preferences]]

Raise your hand (o/ in chat) if you edit from a mobile device often

- What is your experience with mobile web?

- What's the biggest problem you face?

Can we increase the number of mobile-first content moderators?

Active editors *(5+ edits/month)*, October 2021 - April 2022

Mobile-first: 50%+ edits on mobile web

	Desktop-first	**Mobile-first**	**Mobile-only**
Total in category	**93,408**	**14,959**	**7,593**
Participated in Talk namespace	46%	29%	18%
Participated in Project (Wikipedia:) namespace	40%	21%	11%
At least 1 non-trivial* user group	27%	10%	6%
Administrator	**3.4% *(3,210)***	**0.2% *(23)***	**0% *(1)***

* not "autoconfirmed", "extendedconfirmed", or "editor"

Mobile-first editors are far less likely to be moderators & administrators

What do you think are the barriers for newer editors using moderation tools (e.g. undoing edits, reporting bad content) on mobile?

How can we help mobile users to discover moderation tools in a collaborative, non-destructive manner?

A theory about how new editors become active members of a Wikimedia project

Four key pages for engaging in content moderation

After making their first edits, new editors need to learn …

Page history	I can see every edit made to a page
User contributions	I can see every edit another person has made
Diff	I can view and take actions on other people's edits
Watchlist	I can track other people's edits to pages I care about

Are we missing anything here?

First steps: improving Diffs

Wikipedia

Wikimedia Foundation: Difference between revisions

Article   Talk

← Previous edit   Next edit →

Wikimedia Foundation (edit)

Revision as of 08:12, 18 May 2022

△ 163 BYTES ADDED   1 MONTH AGO

Source added

| focus = Free, [[open content|open-content]], [[multilingual]], [[wiki]]-based [[Internet]] projects

Jayen466   💬 Thank

AUTOPATROLLED, EXTENDED CONFIRMED USERS, MASS MESSAGE SENDERS, PENDING CHANGES REVIEWERS, ROLLBACKERS

50,291
EDITS

In 1965, Lambert joined the A&R staff of [[Mercury Records]] where he was mentored by [[Quincy Jones]] and [[Shelby Singleton]]. After several years, he before joined joining [[Don Costa]] at [[DCP Records]], where he ran the label's A&R department, produced producing and wrote writing songs. Costa remained a lifelong friend and mentor.

Lambert After spent a 1967-1968 spell in the US Army during the Vietnam war, and he returned moved at to the Los end Angeles of in 1968 to and relocate the to following Los year, Angeles. forged a There successful he 11-year rejoined working Costa. collaboration with Dennis young had met a young British songwriter-musician, [[Brian Potter (musician)|Brian Potter]] in London in after the mid two 1960s met and
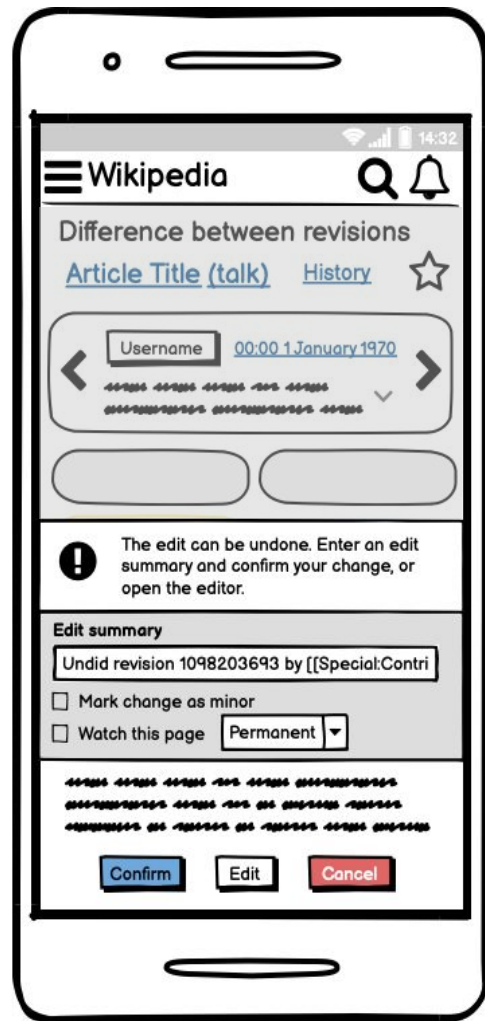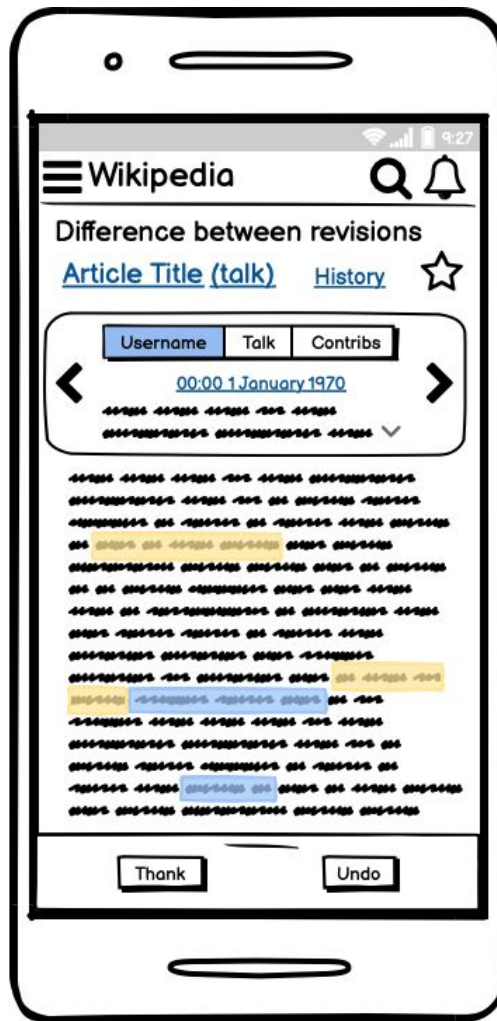
🕶 Anonymous user

86.137.231.124

Diff sketches

What do you like or dislike about these sketches?

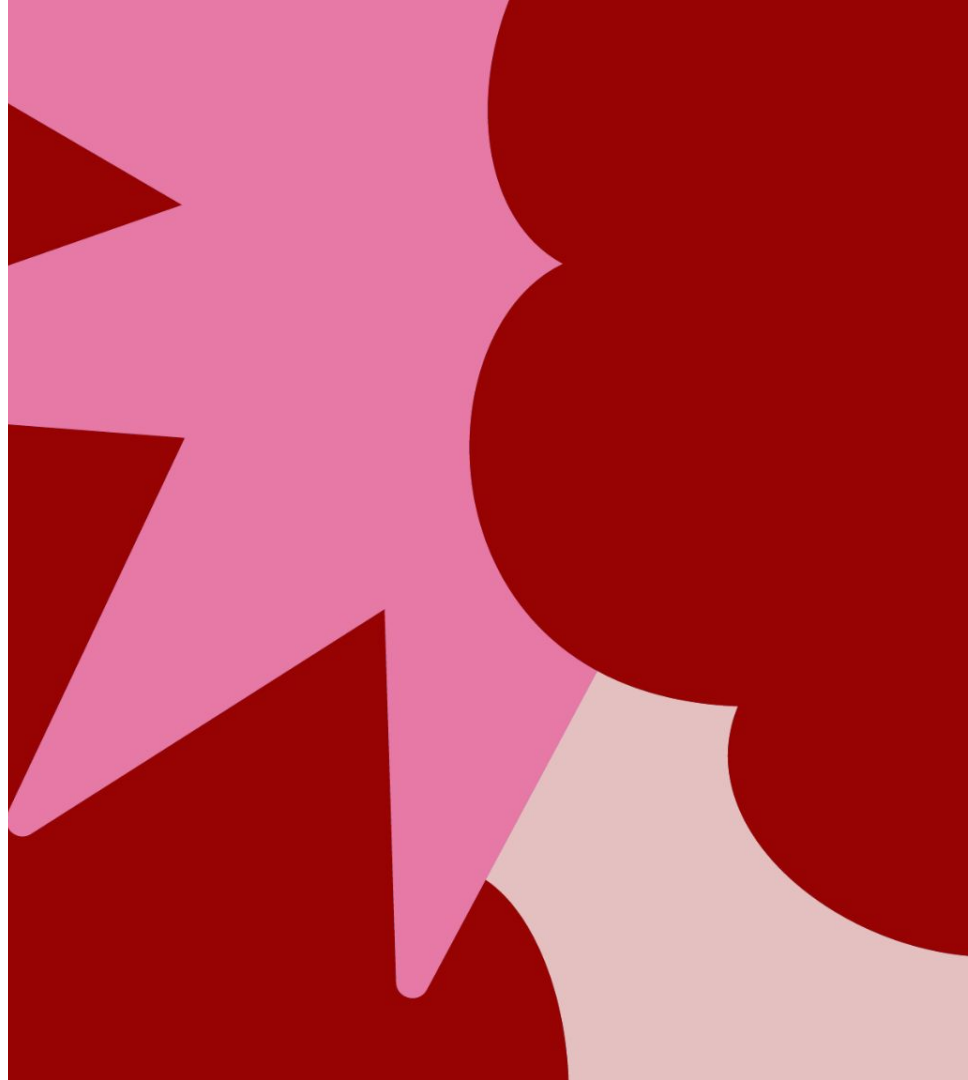What do you think about in-line diffs and two-column diffs?

What do you think of this full Undo confirmation?

What else needs to be in place?

What else should we be thinking about in terms of content moderation on mobile?

What moderation tasks might be especially well suited to mobile, and which would be too difficult?

Staying up-to-date

Watch our pages on MediaWiki at
[[Moderator Tools]]

Contact us directly
(**swalton@wikimedia.org**)

Sign up to our **newsletter**:
MediaWiki:
[[Moderator Tools/Newsletter]]

Preferences

For information about the settings on this page, see Help:Preferences.

User profile	Appearance	Editing

Basic information

Username:

Samwalton9

Member of groups:

Administrators, Autoconfirmed users, Autopatrolled, Edit filter managers, Users

Connected apps:

Manage 35 connected applications

Number of edits:

23,201

Registration time:

02:44, 29 December 2011

Password:

Change password

Account recovery is enabled. See Email options for more settings.

Save

👤 **User profile**
Control how you appear, connect and communicate.

✏️ **Appearance**
Configure skin, size and reading options.

✏️ **Editing**
Set up how you review, contribute to and track changes.

▤ **Recent changes**
Decide how often to show and how to display changes.

▤★ **Watchlist**
Create and manage a list of pages you track.

🔍 **Search**
Choose how autocomplete and results work.

📢 **Banners**
Advocacy, events, photography and other options.

⚗️ **Beta features**
Try out our latest innovations and give us feedback.

🔔 **Notifications**
Select which ones to get and how to receive them.

🎞 **Gadgets**
Customize the features you use for your account.

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[[Moderator Tools/Content moderation on mobile web/Preferences]]