

# Cross-wiki notifications

## user study findings

WMF Design Research | Jonathan Morgan & Pau Giner | October 2015

# Goals

## 1. Understand how people use notifications now

- triage
- configuration
- monitoring across wikis
- valuable features
- pain points

## 2. Evaluate new notification panel features

- cross-wiki support
- bundles
- ordering
- dismiss/discard
- secondary actions

# Methods

## Interviewees

- 4 active editors
- Languages: Akan, English, Malayalam, Odia, Tamil, Telugu
- Projects: Commons, Meta, Outreach, Wikipedia, Wikisource, Wiktionary

## Protocol

- Part 1: ask questions about current process
- Part 2: have participants perform tasks with prototype

Current practices

# notification is ad hoc, labor-intensive

- a typical editing session involves keeping multiple wikis in separate tabs
- all users report occasionally missing notifications
  - esp. on wikis they check less often
- most rely on email for really important notifications
  - i.e. new talkpage messages
- several people reported using recent changes to keep up to date
  - this may be more useful on small wikis

# Prototype evaluation

# Overview

- people are enthusiastic about cross-wiki notifications, and they think this feature will save them time
- they find it easy to dismiss/discard notifications
- participants were divided in their bundling/ordering preferences
- secondary actions are hard to find and hard to comprehend

# cross-wiki notifications

- all participants quickly understood that they were seeing notifications from other wikis, with little or no prompting
- no one had difficulty opening/viewing bundles
- participants did not comment on the dynamic re-ordering of notifications when they switched wikis
  - however, when asked, p1 and p2 said they would prefer to see the newest global notification at the top



# secondary actions

## Findability

- no participants noticed the user profile icon or the ‘...’ without prompting

## Comprehension

- once prompted, all participants seemed to understand that clicking the profile icon would go to the notifying user’s page (or talk page)
- p1, p3, p4 seemed to understand the purpose of ‘...’ in general as a secondary action menu
- participants were divided on the meaning of ‘adjust notification volume’
  - p2 thought it meant audible alert volume (like Facebook)
  - p4 thought it provided “short notes” about the notifying action

# discarding notifications

## Findability

- all users were able to identify multiple discard options

## Comprehension

- several people seemed confused between discard ('x') and 'mark as read'
- several people (p2, p4) said that they wanted notifications they discarded with 'x' to disappear from the notification panel
  - they knew they could see them under 'all notifications' if needed

# other findings

- no participants had any trouble visually differentiating read and unread notifications
- p4 asked for additional types of notifications and more types of secondary actions under ‘...’
- A more compact badge model worked well in communicating pending notifications and providing access to the notification panel.

Next steps

# Prototype updates

- Update secondary actions: More contextual (don't duplicate content in the notification), and actually part of the actions supported by the prototype scenario.
- Volume control: surface a more explicit action to clarify what is about.
- Bundles: support other kinds of notifications (not cross-wiki).
- Notification settings view.
- Initial exploration of notification page Inbox model.

# Questions for the team

- what are the most important questions to answer next?
- what other research needs do you anticipate for this project, and when?

# Resources

## Videos

- P1 (not public, shared by request)
- P2: [https://www.youtube.com/watch?v=tH\\_8NV6KyEQ](https://www.youtube.com/watch?v=tH_8NV6KyEQ)
- P3: <https://www.youtube.com/watch?v=LN0oXI0QHZw>
- P4: <https://www.youtube.com/watch?v=btaE2CdXsI0>

## Study report

- [https://meta.wikimedia.org/wiki/Research:Global\\_notifications\\_user\\_research](https://meta.wikimedia.org/wiki/Research:Global_notifications_user_research)