

Speaker 1: Alright there we go. So lets just go ahead and hop into this first off I just wanna get to know you a little bit better, could you tell me where you are from and what you do?

Speaker 2: ...i am from WA.Record island.

Speaker 1: Okay.

Speaker 2: And I'm currently in New York, and I do a bunch of different freelance work, book keeping and additionally I am a dancer.

Speaker 1: Cool. How long have you been dancing?

Speaker 2: Mm-hmm (affirmative) my entire life, just a long time.

Speaker 1: My fiancee is also a dancer so that is definitely a life long passion typically ... alright so great. In the survey you took a little while ago you had me ch ... that the last time that you were used Wikipedia on your phone was to lookup the meaning of a term, can I ask you to recall that experience and tell me what your motivation was to do that?

Speaker 2: Sure, I ... currently ... at the end of the year with our dance school and trying to gather information for our titles of our dance pieces that's very intriguing ... and without being boring I needed to look at what one of the titles of the track that I'm using, means, I think it was a french term, so I looked it up then ... Wikipedia was the first, thing that came up and I was ... it gave me the information of the definition and also the translation and also other things that it was connected to ... I think it was connected to an Opera so that's what I was using it for.

Speaker 1: Okay. And how often would you say you're typically using Wikipedia to lookup stuff for dance terms and songs and stuff?

Speaker 2: ... Probably pretty often ... it depends on the time of year but right now I'm probably using it multiple times a week.

Speaker 1: Okay ... and what is your general perception of Wikipedia?

Speaker 2: ... it's probably my go to place to get the first result of information, and then anything that I find there I then tend to see if I can cross reference it elsewhere.

Speaker 1: Okay.

Speaker 2: But its just seems to be the easy place in my mind for where to go first.

Speaker 1: Okay ... and on average, how much time would you say that you spend on your mobile phone weekly?

Speaker 2: ... Generally?

Speaker 1: Yeah, just a general.

Speaker 2: ... probably about ... only about five hours a day.

Speaker 1: Five hours a day?

Speaker 2: Yep.

Speaker 1: Alright cool. So on your survey you mentioned that you also access Wikipedia from the mobile browser?

Speaker 2: Yes.

Speaker 1: Why do you prefer to use mobile browser?

Speaker 2: Its purely convenient for ... its ... sometimes the text is a little easiar to read.

Speaker 1: Okay. The text is easier to read.

Speaker 2: Yeah

Speaker 1: Are there any other ways that you access Wikipedia on your phone?

Speaker 2: ... Any other reasons?

Speaker 1: Any other ways like, or do you strictly use the mobile browser?

Speaker 2: No. Mobile browser, yeah.

Speaker 1: Okay alright cool ... is there any other amount about the mobile browser? ... platform that you would like to see change, like modifications you'd like to see with that?

Speaker 2: ... Nothing that jumps out ... depending on the topic ... I'm sometimes looking for information that is further down in the list so some of the drop down arrow ... of pop ... sometimes I kinda a little difficult to find. I mean I'm just happy to be able to do a little bit more research. It's not always in the underlining first paragraph of what I'm looking for.

Speaker 1: Okay

Speaker 2: But that could be my fault.

Speaker 1: That's fair. Do you also use Wikipedia on a desktop computer or a laptop?

Speaker 2: I do. Yep.

Speaker 1: Okay and how would you say that your experience differs between a computer or the phone.

Speaker 2: I think that it pretty much does the same.

Speaker 1: Okay pretty same.

Speaker 2: The only thing that's different is since It's in my laptop or desktop, its much larger so its more content of big names being seen.

Speaker 1: Okay. So back to your mobile phone, did you know, that there is a Wikipedia app?

Speaker 2: I did not.

Speaker 1: Okay ... so if ... so there is a Wikipedia app, so if you were to use this app, what would you expect from it.

Speaker 2: ... I would expect it to be ... probably a little bit more user friendly so when I jump on Wikipedia on my phone, like I said I'm scrolling from the bottom sometimes to the top and I would assume that the app would have that information a little bit easier from the top.

Speaker 1: Okay. And how do you generally decide whether or not to download any application to your phone.

Speaker 2: ... probably the frequency of me meeting that ...

Speaker 1: Okay.

Speaker 2: Yeah.

Speaker 1: Okay. And you said if your expectations of the Wikipedia app would be, that would be more friendly, would you see that as like a benefit of downloading the app or are there any other benefits you might see to downloading an app. Like this?

Speaker 2: [inaudible 00:06:22] yeah.

Speaker 1: Okay

Speaker 2: Yeah

Speaker 1: Alright so ... you mentioned earlier that you spend ... maybe five hours a day on your phone?

Speaker 2: Mm-hmm (affirmative)

Speaker 1: And in the survey, you mentioned that you read Wikipedia ... weekly or daily ... could you tell me how often your interactions on your phone are with Wikipedia.

Speaker 2: ... well probably within a day it will only be used probably once.

Speaker 1: Okay. And can you recall the last time that you used Wikipedia.

Speaker 2: ... I know that I've used it since that survey, I did not use, I haven't used it today.

Speaker 1: Okay ... if you can since the survey can you remember what one of the last things was that you looked up for research with Wikipedia was?

Speaker 2: ... let's see, my brain is quite cloudy ... no I'm not sure I recall honestly, it's not, its usually just initial reaction like I do the thing, I find the information I move on, I don't usually think to myself "okay, I'm gonna do some research."

Speaker 1: Okay.

Speaker 2: Its just like I'm the pie.

Speaker 1: Okay. So lets just think about the one that you, the experience that you have with on your survey where you were looking up the term for the ... dance term, were you satisfied with the information that you found regarding that term?

Speaker 2: Yeah. It took me all the information I was looking for.

Speaker 1: Okay. And what can you recall most about your experience using Wikipedia while you were searching for that?

Speaker 2: ...probably that it gave me additional information that I wasn't looking for. So I was looking for an answer that I pretty much knew the answer to and I was hoping to confirm it and it also gave me information that I wasn't aware of as well.

Speaker 1: So when it gave you that further information how did that look, was It a source or a hyperlink or how was that kind of brought to your attention?

Speaker 2: ... No.

Speaker 1: Okay.

Speaker 2: It didn't have a hyperlink. It was additional content and I know that It was ... a gate credit to another source.

Speaker 1: Okay.

Speaker 2: But I think. But I did not review that.

Speaker 1: Okay. So in general when you're reading Wikipedia content, what are the types of things that have to happen for you to feel satisfied with the content?

Speaker 2: Mm-hmm (affirmative) that it probably has to have more than one sentence of information.

Speaker 1: Okay

Speaker 2: And has additional ... credit.

Speaker 1: And can you recall a time when you were reading or using Wikipedia content and you felt dissatisfied?

Speaker 2: ... mm-hmm (affirmative) I know that I have. And that made me research in a different location ... but nothing recently so no I don't recall what that might have been. But I know that has happened in the past. Probably within this year.

Speaker 1: Okay. Do you know what it was and if you can't, recall that's fine but do you what it was that would have caused you to feel dissatisfied?

Speaker 2: ... I just didn't have enough information for me.

Speaker 1: Okay.

Speaker 2: Alright and it were not a place to research it further for a different cause, for a different credit.

Speaker 1: Alright, so when you said earlier that you typically use Wikipedia on your phone ... for convenience is that what you said the biggest advantage to using Wikipedia on a mobile device?

Speaker 2: Definitely

Speaker 1: Alright cool. And if you could change anything about your experience with Wikipedia on your phone, what would you like to see changed?

Speaker 2: ... mm-hmm (affirmative) again probably having those products at the top of screen when I've already searched for a term or location or the views are something like that the sub category would be at the top instead of the bottom.

Speaker 1: Okay. Alright that's cool. So you mentioned that sometimes you'll feel dissatisfied with Wikipedia content if there is an additional source ... so do you always look for the sources when you're researching on Wikipedia, looking up content on Wikipedia?

Speaker 2: Mm-hmm (affirmative) usually its ... usually I look that they have sources, I don't always send go to the sources.

Speaker 1: Okay. So would you question content if it didn't have additional sources listed?

Speaker 2: Yeah

Speaker 1: Okay. And how do you imagine that content gets published onto Wikipedia?

Speaker 2: ... I'm not sure.

Speaker 1: Okay. That's fair. So what would influence or affect your level of trust in Wikipedia content?

Speaker 2: ... mm-hmm (affirmative) I don't know.

Speaker 1: Okay.

Speaker 2: ... You can ask the question again I think I might get it better.

Speaker 1: what would influence or affect your level of trust in the content that's available on Wikipedia?

Speaker 2: Yeah it has to do with all of the sources.

Speaker 1: Okay.

Speaker 2: It kinda sounds bad

Speaker 1: Alright cool. So sizz ... are you aware that ... there is a possibility for you to edit information on Wikipedia?

Speaker 2: Yeah

Speaker 1: And what is your perception of editing on Wikipedia?

Speaker 2: I think that's nice, I have never wanted to or thought the need to add anything.

Speaker 1: Okay

Speaker 2: Alright

Speaker 1: Cool, and ... that is it so we've talked about everything but I just have a couple of more questions.

Speaker 2: Sure

Speaker 1: ... in your opinion what is Wikipedia's most critical feature?

Speaker 2: ... most critical feature? ... that's a hard question.

Speaker 1: I know, it's a good one.

Speaker 2: I ... I mean I just initially I would say its accessibility but that's just isn't the, that's just doesn't mean anything that's noted. So I don't know.

Speaker 1: Okay

Speaker 2: I'm not sure sorry.

Speaker 1: That's okay. How do you think Wikipedia could serve you better?

Speaker 2: ... How do you think Wikipedia could serve me better?

Speaker 1: Yeah

Speaker 2: I don't know, probably maybe involving more partnerships probably the wrong word, but within the content if its specific for medical or specific for places or people or having those in its own category, or location.

Speaker 1: So maybe like a sub section, like a different website for ...

Speaker 2: Yeah.

Speaker 1: Is that like a ...

Speaker 2: Yeah I guess,

Speaker 1: Okay.

Speaker 2: Just that the other information would be sort of locked together instead of right now it seems just as a different browser where I'm looking up, where I'm some information

Speaker 1: Okay.

Speaker 2: I guess that would be so-

Speaker 1: Alright cool. Is there anything else that you would like to share with me about your experience that you've had with Wikipedia, positive or negative?

Speaker 2: Mm-hmm (affirmative) I don't think I have anything that ... I have not come across any issues of ... lets just say now fake news.

Speaker 1: Okay

Speaker 2: Or information that was incorrect. And it definitely does, it is my go to have information.

Speaker 1: Okay.

Speaker 2: So it some way sounds real good

Speaker 1: Okay cool. Great, alright. So that is all the question that I have, before we wrap up, do you have any questions for me?

Speaker 2: I don't think so.

Speaker 1: Alright, cool. So thank you for participating in the sessions, your comments and feedback are extremely useful and appreciated I just wanna double that its still okay that we recorded this session?

Speaker 2: Absolutely.

Speaker 1: Fantastic. So following this i'll send over the document for you to select your incentive and we'll be mailing it to you so it will be processed within five to seven business days so-

Speaker 2: Okay

Speaker 1: You should provide your shipping address and if you have any questions or concerns, you'll have me email so you're more than welcomed to reach out to me and thank you again and I hope that you-

Speaker 2: Alright

Speaker 1: Have a fantastic rest of your day.

Speaker 2: Thanks you too.

Speaker 1: Thank you.

Speaker 2: Bye.

Speaker 1: Bye.