

Testing Wikidata data entry

2017-07-06

**Testing with external
testers**



WIKIMEDIA
DEUTSCHLAND

Research questions

- How well do our input widgets work?
- How well does entry creation work for first time users?

Methods and Setup

Method

Qualitative, lightweight
testing with small
sample size

Think aloud while
doing a task

Task

you saw that there are already some entries for your birth city, some building already have entries but the tv-tower is still missing. Conveniently on the internet page you can find some facts about the tv-tower:

Name: Armin Maiwald-Fernsehturm
Beschreibung: Fernsehturm in _____ (Neustadt), Deutschland
Geographische Koordinaten: -25.344375, 131.034401
Höhe: 42,31m
Zeitpunkt der Inbetriebnahme: 10. Dezember 1968

Basic item creation

Value input UI

Additionally you should save that the building is a tv-tower, so the building will show up automatically in the list of all tv-towers.

Dass tust du mit der Angabe: "ist ein(e)"; "Fernsehturm"

To be tested

Ein neues Datenobjekt erstellen

Überprüfe, **ob das Objekt bereits vorhanden ist!**

Du solltest eine **Bezeichnung** und eine **Beschreibung** für alle neuen Objekte erstellen.

Durch Klicken auf „Erstellen“ stimmst du den **Nutzungsbedingungen** und unwiderruflich der Veröffentlichung **Commons CC0 License** zu.

Ein neues Datenobjekt erstellen

Sprache:

de

Bezeichnung:

Bezeichnung auf Deutsch eingeben

Beschreibung:

Beschreibung auf Deutsch eingeben

Aliasse, mit „|“ getrennt:

Einige Aliasse auf Deutsch angeben

Erstellen

Aussagen

geographische Koordinaten	<input 131°2'3.844"e"="" s,="" type="text" value="25°20'39.750"/>	✓ speichern entfernen ✕ abbrechen ⓘ + Qualifikator hinzufügen
▼ 1 Fundstelle		
ISBN-13 Englisch	<input type="text" value="1375947384123"/>	entfernen + hinzufügen + Fundstelle hinzufügen + hinzufügen
Höhe	<input type="text" value="42,31"/>	✓ speichern entfernen ✕ abbrechen ⓘ + Qualifikator hinzufügen
▼ 0 Fundstellen		
+ Fundstelle hinzufügen + hinzufügen		
Zeitpunkt der Inbetriebnahme	10. Dezember 1968	bearbeiten
▼ 0 Fundstellen		
+ Fundstelle hinzufügen + hinzufügen		
Isotop		bearbeiten

Sample

- Externally Recruited
- 5 people
- mixed gender, age, job...
- All with web experience
- None with Wikipedia Editing experience

Findings

People understood add/save semantics



The screenshot shows a web form with a text input field containing the word "Buch". To the right of the input field are three buttons: "speichern" (with a checkmark icon), "entfernen" (with a trash can icon), and "abbrechen" (with an 'x' icon). Below these buttons are three links, each preceded by a plus sign: "Qualifikator hinzufügen", "Fundstelle hinzufügen", and "hinzufügen". On the left side of the form, below the input field, is a link "0 Fundstellen" preceded by a downward arrow icon.

Participants understood basic semantics of add and save (Our questions were not using similar terms, so it was not too hard)

Name/Bezeichnung hard to understand for some

Finding: Users were not sure what exactly the difference was and what type of information should be inside each one.

Frequency: For about 2-3 people

Pain: Bearable (just wrong data, but some progress)

Action: Use more descriptive words, provide examples instead of repeating the same words again in the field

Duplication,
basically

Bezeichnung:

Beschreibung:

“Adding statements” confusing for ALL participants.

Finding: Adding the second property after having added the first one is confusing; people clicked on the wrong “+add”

Frequency: 4-5

Pain: Barely bearable (wrong data, some progress, “something is wrong”)

Action:

Visual hierarchy changes

Specific wording like “add Geocoordinate” vs. “add statement”

 bearbeiten

+ Fundstelle hinzufügen

+ hinzufügen

+ hinzufügen

Amount-Entry: selecting the unit is confusing

Finding: When giving the height of the item, people typed something like “12,4m” which was not accepted; save was blocked.

Frequency: 3-4

Pain: Does not work, drop this Wikidata thing.



The screenshot shows a Wikidata form for entering a height. The main input field contains "123m". Below it, a dropdown menu is open, showing "Einheit (optional):" followed by an empty input field. To the right of the dropdown is a close button (X). In the background, there are buttons for "speichern" (save) and "Qualifikator" (qualifier).

Action:

- Make it more obvious that the measurement type needs to go in the extra field, e.g. having value and unit side by side.
- Make that field not optional (rather provide the option “unknown” as a way out than have no information added)
- Provide a clear error message instead of failing silently and letting the user solve the computer’s problem.

Amount-Entry: selecting the unit is confusing II

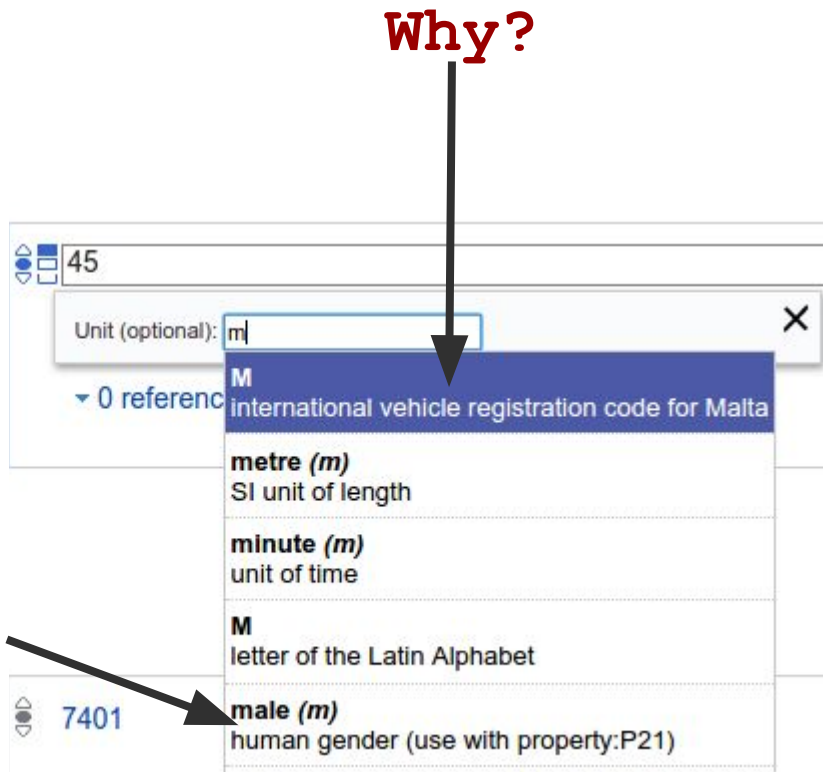
Finding: When typing just “m” into the measurement field “meter” is not suggested

Frequency: 3-4

Pain: Bearable. But confusing.

Action:

- Have the field the drop down suggest only applicable units in the first place (after the fact constraint warnings are not helpful here)
- recognize abbreviations



Invalid input not recognized, users try to click save; don't understand blocked button.

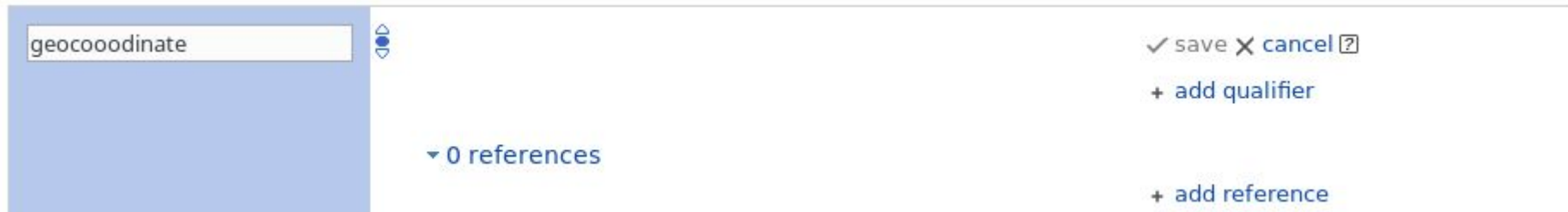
Finding: When entering a property people assumed their input was valid but it was not.

Frequency: ???

Pain: High: Does not work, drop this Wikidata thing.

Action:

- Don't let any input and a valid, selected property (or value) look the same: Semantics!
- Make it clear that the input could not be recognized



The screenshot shows a Wikidata edit interface. On the left, a blue sidebar contains a search bar with the text 'geocooordinate' and a dropdown menu. Below the search bar, it says '0 references'. On the right, the main edit area is white. At the top right, there are buttons for 'save' (with a checkmark icon) and 'cancel' (with an 'X' icon), followed by a help icon. Below these buttons, there is a link '+ add qualifier'. At the bottom right, there is a link '+ add reference'.

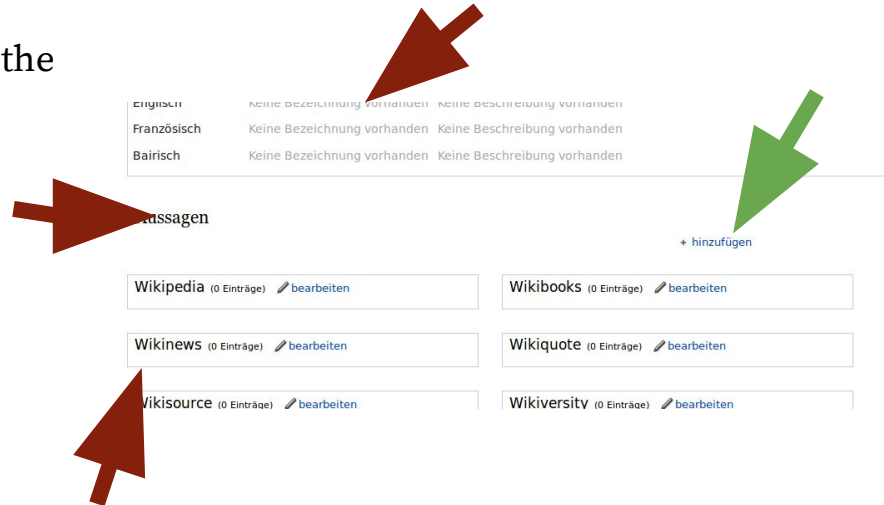
For brand new entries the “add statement” is the LEAST visible

Finding: Often the user thinks they need to add the statements to the boxes of sister projects at the bottom because they visually seem to belong to “Aussagen”.

Severity: 4-5

Pain: OK–bad for users, but bad for us.
People walk away.

(Actions next slide)

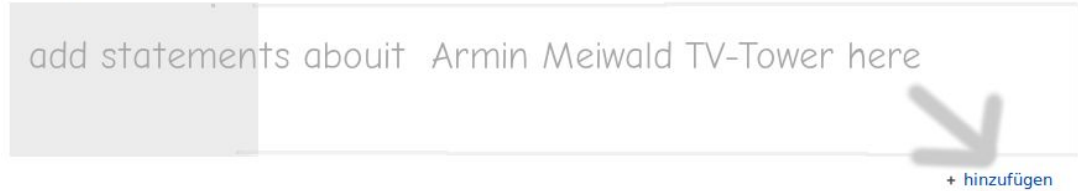


For brand new entries the “add statement” is the LEAST visible (2)

Action:

- “+add” button should be more visible
- “+add” should be placed in a way that it’s associated with the statements.
- Visually separate from the other projects
- Give suggestions and guidance in the space where the statements should be

Aussagen



add statements about Armin Meiwald TV-Tower here

+ hinzufügen

“Fundstelle” is not understood

Finding: It was not clear what this word means as well as being interpreted as the location of where the item is. This is also not the common word used on DE-WP

Severity: 3-4

Pain: None for the user, but bad for us. Likelihood that they add references low.

Action: renaming that word to “Einzelnachweis”, “Nachweis”, “Quelle” or “Referenz”



“Fundstellen”/“Places where this was found” sounds like archaeology to many.

“instance of” is seen on another level

Finding: Most users wanted to add that statement above the other statements near the description or label since they felt like it's not on the same level as the other statements since we explained it to them as the MAIN identifier of the item.

Severity: 2-3

Action: We could think of specifically improve selection and design of selectors for “instance of”

“Malformed Value” during data entry confused users

Finding: Users were confused when a malformed value message came up as they were typing

Frequency: 2-3

Pain: Moderate. New users look to the box as feedback about whether or not they are on the right track if they don't know what format to enter information in and don't necessarily get it.

Action: Show some format suggestions.

