

Participant 4: ... no.

Interviewer: Great. So first, really Participant 4 I just want to get to know you a little bit better. Could you tell me where you're calling in from and what do you do?

Participant 4: I'm calling from Columbus, Ohio and I'm retired.

Interviewer: Okay. What do you do on a day to day basis?

Participant 4: Well, generally work around the house.

Interviewer: Okay. How long have you been retired?

Participant 4: Since October 2013.

Interviewer: Nice, that's great. Do you enjoy retirement?

Participant 4: Oh yes, absolutely.

Interviewer: So Participant 4, a couple of days ago you took a survey and you mentioned that the last time you used Wikipedia on your phone was to get a bio. So I can ask you maybe to recall that experience and tell me what your motivation behind that was?

Participant 4: Well, I can't remember exactly I got the bio on, but I'm sure it was the result of reading some newspaper article and seeing someone's name and wondering who that was, so I went to Wikipedia to find out.

Interviewer: So that newspaper article, was it a physical newspaper or was it a digital newspaper?

Participant 4: Digital New York Times, probably.

Interviewer: Okay. How often would you say that that's a typical behavior of yours, where you're reading a news article and you will turn to Wikipedia for more information about whatever is in the news?

Participant 4: That happens probably about once every 10 articles that I read. This happens also if I'm reading a book, also electronic book. If I'm reading a book and I come across a phrase or anything that I haven't heard of before, I'll go to Wikipedia to find out more.

Interviewer: What type of books do you normal read when you find yourself turning to Wikipedia for more info?

Participant 4: Usually I'll look up something if I'm reading a nonfiction, like the last book that I read was Enlightenment Now, Steven Pinker's book.

Interviewer: Okay, and do you recall when you were reading Enlightenment Now using Wikipedia to look up information?

Participant 4: Yeah, I definitely did. He cited a number of historical events that I hadn't heard of before, so I looked those up.

Interviewer: Okay. Would you say that when you're reading book or news articles and you're looking up more information on Wikipedia, can you call recall whether or not you're generally satisfied with the information that you find?

Participant 4: Yes, I'm satisfied with it. It's generally a lot more information than I needed. It's pretty if I'll read the entire article.

Interviewer: Can you recall maybe when you stop reading the article? The Wikipedia page? You say it's a lot of information, so when are you generally satisfied with the amount of information that you have? Does it tend to be the same type of thing?

Participant 4: Oh, gosh no, that all depends on what it is that I'm looking up. Sometimes I'll skip around to different points in the article. Sometimes I might read maybe about the entire ... what do you call the first part of the Wikipedia article? Just the overview, I might just read the overview.

Interviewer: Okay. Participant 4, can you recall whether or not you're generally using Wikipedia on your phone when you do these types of look ups?

Participant 4: Yeah, it's almost always on my phone.

Interviewer: Okay, why is your phone kinda the preferred way for you to look up information on Wikipedia?

Participant 4: It's the most convenient.

Interviewer: I see, okay.

Participant 4: I'll be reading my newspaper on my phone, so it's right in my hand, anyway. Yeah, most of the activity that I do when I want to use Wikipedia, I've already got my phone, anyway.

Interviewer: Okay, so you've mentioned in your survey that you use the Wikipedia mobile app, and I believe you have an Android phone?

Participant 4: Yes.

Interviewer: So when you're using Wikipedia to look up these news article related terms, or things like that, are you going into the app or are you using something else?

Participant 4: It must be the app. Sometimes it's difficult to tell whether it's transferring me to the app or whether it's transferring me to the browser. What I'll do if I'm reading something on the phone, I'll highlight a word or a phrase, and a menu comes up that says, "Search Wikipedia for this." And so I just tap that. I'm not aware of which app I'm using to access Wikipedia.

Interviewer: Okay. So often would you say you strategically go to the app and open up the app to look up something?

Participant 4: I'll probably intentionally go to the app and open it up maybe about once a week or twice a week.

Interviewer: Can you recall what kind of information you're looking up that way?

Participant 4: Well, a lot of times I'm just bored and I'm looking for something to read, so I'll open up Wikipedia and maybe use their randomizer to find something interesting to read.

Interviewer: Oh, okay. How often would you say you use the randomizer?

Participant 4: Maybe about once a week.

Interviewer: Is there anything in particular that you particularly like about the randomizer? Is there anything that you would want to modify?

Participant 4: Well, yeah, I would say it would be nice if there were some settings for the randomizer where I could select some categories of information that I'm never going to be interested in.

Interviewer: Okay.

Participant 4: Maybe a setting for categories that I particularly like, or categories that I'm not interested in would be good.

Interviewer: Okay, that's great. Off the top of your head, do you know which categories that you would just not ever be interested in?

Participant 4: I guess I would say ... no, I can't really say off the top of my head. I'm sorry.

Interviewer: No, it's fine. Is there anything about the mobile app that you wish you could add to improve your experience, or change your experience?

Participant 4: No, I can't think of anything. It seems to be a pretty good app. Yeah, it's a good.

Interviewer: Okay, so you had mentioned in your survey that you also suffer sometimes from visual impairment, is that true?

Participant 4: Yes, I'm legally blind.

Interviewer: Oh, okay. How does that affect your experience with Wikipedia? I know it's a lot of text-heavy content. How do you sort through content, then?

Participant 4: Well, I really appreciate the fact that the app allows me to increase the size of the text. So with that setting I don't have any problems at all while using the app.

Interviewer: Okay [crosstalk 00:08:37]-

Participant 4: ... a size or two.

Interviewer: Is there anything else that you would like Wikipedia to add to the app to help with your visibility of the content? Anything else at all?

Participant 4: I think it would be nice if they allowed me to select the font.

Interviewer: Okay. Is there any font that you could tell me that would be more ideal for someone with visual impairment?

Participant 4: I usually prefer Arial.

Interviewer: Okay, perfect. So Participant 4, on average how much time would you say you spend on your mobile phone in a week to use it for the internet? Not for phone or text messaging.

Participant 4: How much time do I use my phone for internet activities ...

Interviewer: Mm-hmm (affirmative).

Participant 4: ... wow, wait too much, probably. I think that I sit and look at the screen probably two or three hours a day, I guess.

Interviewer: So it's safe to say maybe about 21 hours a week?

Participant 4: Yeah, at least 21 hours a week I would guess. I'm probably underestimating the time that I look at it.

Interviewer: Okay, that's totally fair. So in that amount of time, are you ever concerned with your data usage?

Participant 4: No, we have a unlimited plan, so it's not a problem.

Interviewer: Okay, great. So Participant 4, do you ever use Wikipedia on a computer or laptop?

Participant 4: I've never used a laptop, but I do have a desktop. I just use Wikipedia very infrequently on there. I might use Wikipedia once every couple of months or so on the desktop.

Interviewer: Okay, totally fair. So Participant 4, can I ask why did you choose to download the Wikipedia app?

Participant 4: Why?

Interviewer: Mm-hmm (affirmative).

Participant 4: Gee, I've had it for so long, I don't remember the initial reason that I downloaded it. It was probably in the response to some question about whether I wanted to download it or not. Maybe I was looking up something and it gave me the option of downloading the app, so I went ahead and did that.

Interviewer: Okay. So you said you've been using it for quite some time. Can you give me maybe a ballpark figure of how many years you've been using the app?

Participant 4: Well, probably at least a year or two. I don't know, how long have they had the app out? I can't remember a time when I didn't have it on my phone, actually.

Interviewer: That's also a totally a very fair answer. Okay. Participant 4, can I ask, how do in general decide whether or not to download any app?

Participant 4: Well, one of the first things that I look at ... it's gotta have some use to me is the first thing. The second thing is whether or not there's a charge for the app. I think I probably only got one or two apps on here that I had to pay money for. And the third thing is what permissions the app is requesting.

Interviewer: Okay. So do you think that the Wikipedia app has asked you for any permissions?

Participant 4: I really don't remember if it asked me for permissions or not.

Interviewer: Okay, so kind of branching off of that train of thought, what is your level of trust in Wikipedia and the content that it provides?

Participant 4: Alright, I was actually thinking about that, and I would have to say that ... I know that a lot of people say that Wikipedia isn't trustworthy because anyone can edit it, but from my own experience, all I can say is that I have never come across an article that contained information that I knew was false.

So I would say I think it's pretty credible information as far as I know.

Interviewer: Okay. Participant 4, what is your understanding of editors? You just said that you understand that anyone can edit it, so is there anything else that you know to be true or anything that you question as to the editorship of articles?

Participant 4: Well, I guess I don't know that much about it. I have this idea that anyone can be an editor as long as you're willing to register with Wikipedia. From what I've heard anybody can change an article to say anything that they want. But I don't know that much about it.

Interviewer: So with that kind of train of thought, you know anyone can change to anything that they want. What would you have to see for you to not trust the content?

Participant 4: Well, if I read something that was ... you could tell that it was say, partisan in nature, or biased in some way ... if you could tell from reading it that the author was biased about something, that would make me question the credibility of the information that was there.

Interviewer: Got it, okay. So Participant 4, have you ever edited on Wikipedia, or ever tried to edit?

Participant 4: I have not.

Interviewer: Okay. Would you ever be interested in editing?

Participant 4: I might, but I don't think that I'm ... there's probably nothing that I know that I could add to any of the articles that I've read so far, so I don't think I'd really be useful for that.

Interviewer: Okay. So you said very quickly earlier on, you said you "Might" edit. In what instance would you ever feel ... you felt implored to edit something? What would that one [inaudible 00:16:03] be?

Participant 4: Well, if I read something in an article that I knew for a fact was incorrect, I would be tempted to go in there and edit it. And at least flag it as questionable information.

Interviewer: Okay, perfect. Participant 4, how likely are you to ever edit any type of content on your mobile phone?

Participant 4: I'm not sure I understand the question. Are we just talking about Wikipedia, or what?

Interviewer: I guess anything. If you could edit anything on your phone, what would need to be there for you to make an edit?

Participant 4: If I could edit any internet content?

Interviewer: Sure, yeah.

Participant 4: Oh, well I've got a WordPress blog, so I edit that quite a bit.

Interviewer: Okay, do you do that on your phone?

Participant 4: No, I do that on the desktop. It's too difficult to use WordPress on mobile.

Interviewer: Got it. Is there anything ... I know it's a little off ... it's not Wikipedia, but what would encourage you to edit on your phone? What tools would have to be there for that to happen for you?

Participant 4: I'm not understanding your question again there [crosstalk 00:17:35]-

Interviewer: You said that you have a Wikipedia blog, but you only will edit-

Participant 4: No, I have a WordPress blog.

Interviewer: Excuse me, a WordPress blog, I apologize. So you have a WordPress blog, and you only will ever add or change content on your desktop. Is there anything that WordPress could do to make you want to edit or add content from your phone?

Participant 4: Oh, well they could correct some of their bugs, because I have tried to edit things on my phone on the WordPress in the past, and I found when I went back a couple of days later to look at that content, the edit didn't take. It had lost the edits that I made, so that's when I decided I'm never going to use the WordPress app on my phone to do any editing.

Interviewer: Okay, perfect. So Participant 4, earlier you said that you generally spend about 21 hours a week on your phone, and in your survey you mentioned that you will read Wikipedia weekly. Can you tell me how often your interactions with Wikipedia are done on your mobile device out of that 21 hours?

Participant 4: Gee, out of 21 hours in a week, how often do I spend it on Wikipedia? Probably, I don't know ... a half an hour ... nah, let's say it's an hour or so.

Interviewer: Okay. Can you recall the very last time you used your mobile phone to look up Wikipedia content?

Participant 4: No, I'm afraid I cannot. It was just yesterday, but I really can't remember what it was I was looking up.

Interviewer: No worries. Participant 4, can you ever recall a time when you were reading or using Wikipedia content and you just felt dissatisfied with the information?

Participant 4: Well let me think about that. No, I can't really. My experience is it's been really good content, and like I say, it's generally more information than I need.

Interviewer: Okay, perfect. Participant 4, what in your opinion, are the advantages or disadvantages of reading Wikipedia content on your mobile device?

Participant 4: Well, there's a big advantage that it's so easy. Let's see, what would be the disadvantage? I guess on my mobile device the disadvantage would be since I have this visual impairment and that makes the number of characters that you can fit on a screen small compared to the average person, so I end up doing a lot more scrolling when I use it on my mobile device. I guess that would be a disadvantage.

Interviewer: Okay. Generally, how much content are you willing to scroll through before you're kinda just done with the activity?

Participant 4: I'm not really limited with that, I can scroll through an entire long article without feeling dissatisfied.

Interviewer: Okay, perfect. So Participant 4, I only have a few questions left. Can I ask, what is your general perception of Wikipedia?

Participant 4: My general perception is it's a great thing.

Interviewer: Okay. Participant 4, in your opinion, what is Wikipedia's most critical feature?

Participant 4: Most critical feature ... I would say that free, accurate information is its most critical feature.

Interviewer: Okay, perfect. And my final question, is there anything else that you'd like to share with me about any experience you've had with Wikipedia, positive or negative?

Participant 4: There's not really anything that we haven't already discussed.

Interviewer: Okay, perfect. So that's all I have. Before we wrap up, do you have any questions for me about anything that we've gone over?

Participant 4: I do not, no.

Interviewer: Okay, well thank you so much for taking the time to speak with me today, Participant 4. Honestly, all of your feedback is going to be really helpful for us to further our research. Before I hang up, I do want to double check that it's still okay that we recorded this session and you're still comfortable with that?

Participant 4: Yes.

Interviewer: Perfect, so following this I'm going to send you an email, and it'll have a link for you to fill out and you will collect your incentive. Again, it should take about 5-7 business days, and you'll have my email so if you any questions or concerns



following this, please don't hesitate to ask. Thank you again so much for taking the time to speak with me.

Participant 4: Alright, you're welcome.

Interviewer: Have a great rest of your day, okay?

Participant 4: Okay, you too. Bye.

Interviewer: Bye bye.