

**What is the current  
experience like for mobile  
web contributors using  
Visual Editor?**



**WIKIMEDIA**  
FOUNDATION

# Testing process

Un-moderated testing was conducted by DChen with UserTesting.com. Testers were recruited via the platform and there were five [1] participants in total.

Participants had not edited Wikipedia in the past.

Basic participants information:

- 2 men, 3 women
- Vietnam, Philippines, US, UK, Greece represented
- 3 Android, 2 iOS devices

[1] See NNGroup article on user testing sample sizes:  
<https://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/>

# Tasks

## Tasks included:

- Getting to edit mode
- Adding text
- Formatting text
- Saving edits
- Adding internal link
- Adding a citation

# Questions

## Questions included:

- How did you feel about the process of editing?
- Was there any part of the editing process, any visual elements on the page that particularly confused you? Is there anything that was clear and worked well?
- On a scale of 1 (false) to 10 (true), how would you rate this statement: Overall, the editing experience today was satisfying and didn't cause me frustration.
- Is there anything else you would like us to know about your experience with Wikipedia?

# Findings

A collection of craft supplies is arranged on a teal surface. In the upper left, a large roll of clear tape sits on a grey cutting mat with a grid. To its right, a pair of red-handled scissors and a yellow rotary cutter are visible. In the center, four small rolls of tape in red, orange, light green, and light orange are stacked. To the right, a yellow sticky note is partially visible. The word "Findings" is overlaid in white text on the left side of the image.

Photo by [Jo Szczepanska](#) via Unsplash (CC0)

# Overview

Getting to edit mode	✓ 5/5 users completed
Adding text	✓ 5/5 users completed
Formatting text	✓ 5/5 users completed
Saving edits	✗ 2/5 users completed
Adding internal link	✗ 1/5 users completed task as intended
Adding a citation	✗ 4/5 users completed (1 of the 4 completed via manual tab)

# Saving edits

- 3 users think they saved by either tapping checkbox or by not doing anything.
- 1 user is stumped a bit by the summary window but saves.
- 1 user saves correctly, but the save didn't take (potential bug).

Later in the test...

- After adding a citation, the user's cursor is on the citation and is confused about where the publish button went (had successfully used it before). Ends up exploring additional citation fields (because the citation edit 'bar' is still active), applying changes, and thinking she saved even though she didn't.

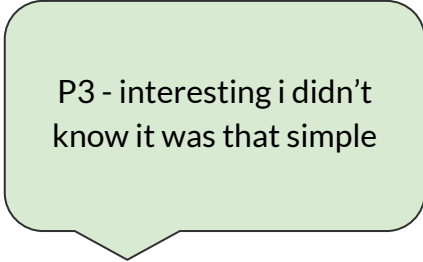
# Adding internal link

P4 - this is very awkward

- 1 user completed the task completely correctly.
- 1 user added a wiki link on accident to the wrong word, then adds an incorrect link to the correct word. Was able to edit the latter to complete the task, but couldn't figure out how to delete the accidental link.
- 2 users added external links, correctly.
- 1 user copy-pastes link into field in auto, switching the mode to external link but with the word composition in front of the link so the external link added looked like this  
'Composition[https://en.wikipedia.org/wiki/Composition\\_\(visual\\_arts\)](https://en.wikipedia.org/wiki/Composition_(visual_arts))'. User did not notice the error.



# Adding citation



P3 - interesting i didn't know it was that simple

- 3 users completed successfully, though 1 was a bit thrown off about the word 'insert'.
- 1 user ended up adding through the manual tab form.
- 1 user gave up entirely.

# Responses to questions

<p>How did you feel about the process of editing?</p>	<p>4/5 mostly positive comments</p> <p>P1 - features were laid out clearly in a user friendly format</p> <p>P3 - the process turned out to be easier than I expected</p>
<p>Was there any part of the editing process, any visual elements on the page that particularly confused you? Is there anything that was clear and worked well?</p>	<p>P2 - The thing that really worked well were the editing tools</p> <p>P5 - linking a word was done wonderfully</p> <p>P2 - only way to explore the page was through scrolling</p>

# Responses to questions

<p>On a scale of 1 (false) to 10 (true), how would you rate this statement: Overall, the editing experience today was satisfying and didn't cause me frustration.</p>	<p>9, 8, 7, 5, 10</p>
<p>Is there anything else you would like us to know about your experience with Wikipedia?</p>	<p>2 participants mentioned the anonymous editing, one as a positive and another as a concern around content credibility</p>



# Possible bugs & recommendations

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# Possible bugs

- After clicking into visual editor, 3 users see a welcome screen with a 'start editing' button. However, 2 users (using iOS) see it without a start editing button, which causes them to establish workarounds to return to the edit screen.
- After copy-pasting text into visual editor, 1 user is jumped back up to the top of article. This occurs twice.
- 1 user saves a couple times throughout the test, but the saves didn't take. He first thinks saves take a lot of time to process, but as the test goes on he becomes increasingly confused and upset by his 'disappearing' edits.

# Notes, suggestions

- All the users are forced to scroll quite a bit when in edit mode, with 2 explicitly mentioning this issue.  
**Suggestion: add a navigation functionality within edit mode, similar to a table of contents on the app if possible. Or at the very least, when section editing, limit the editor to show only that section.**
  - Related to the above, 1 user mentioned he wanted a quick way to jump to the edit to double check it. **Suggestion: add a quick jump in the 'You edit was saved' pop-up for this purpose.**
- Users think hitting the check mark on the formatting bar means edits were saved. Even though a bright blue publish button replaces the check mark button in the menu location, users don't seem to register it.  
**Suggestion: add tooltip about save/publish the first time user taps on the check box. Make it generally/visually more clear a user is still in 'edit' mode.**

# Notes, suggestions

- Regardless of screen size, the keyboard covers part of the link search results options and this may be a barrier for users' awareness of the quick way to add internal links. **Suggestion: a tooltip for the first instance coming across the link dialog.**
  - Related to above, a couple users added external links instead of internal links. This issue can potentially be tied in/clarified with the tooltip above.
- The citation dialog takes a relatively long time to pop up, and users get confused. **Suggestion: check in with engineering/performance to see if this can be activated more quickly to avoid users' potential confusion and hesitation about whether they did the right thing.**