Tech Support Satisfaction Survey

Community Tech Team

Danny Horn + Ryan Kaldari

with assistance from Edward Galvez

November 2015

Community Tech

A new Wikimedia Foundation product team, started July 2015

Focused on meeting the needs of active Wikimedia contributors

for improved, expert-focused curation and moderation tools.

Purpose of Tech Support Satisfaction Survey:

- Get a baseline on contributors' feelings and concerns, for later comparisons
- Identify areas of particular concern in the community

Process

Survey was conducted Oct 15 to Oct 22, 2015.

Across 10 Wikimedia projects:
Arabic, Chinese, English, French, German, Japanese, Portuguese, Russian and Spanish Wikipedia + Wikimedia Commons
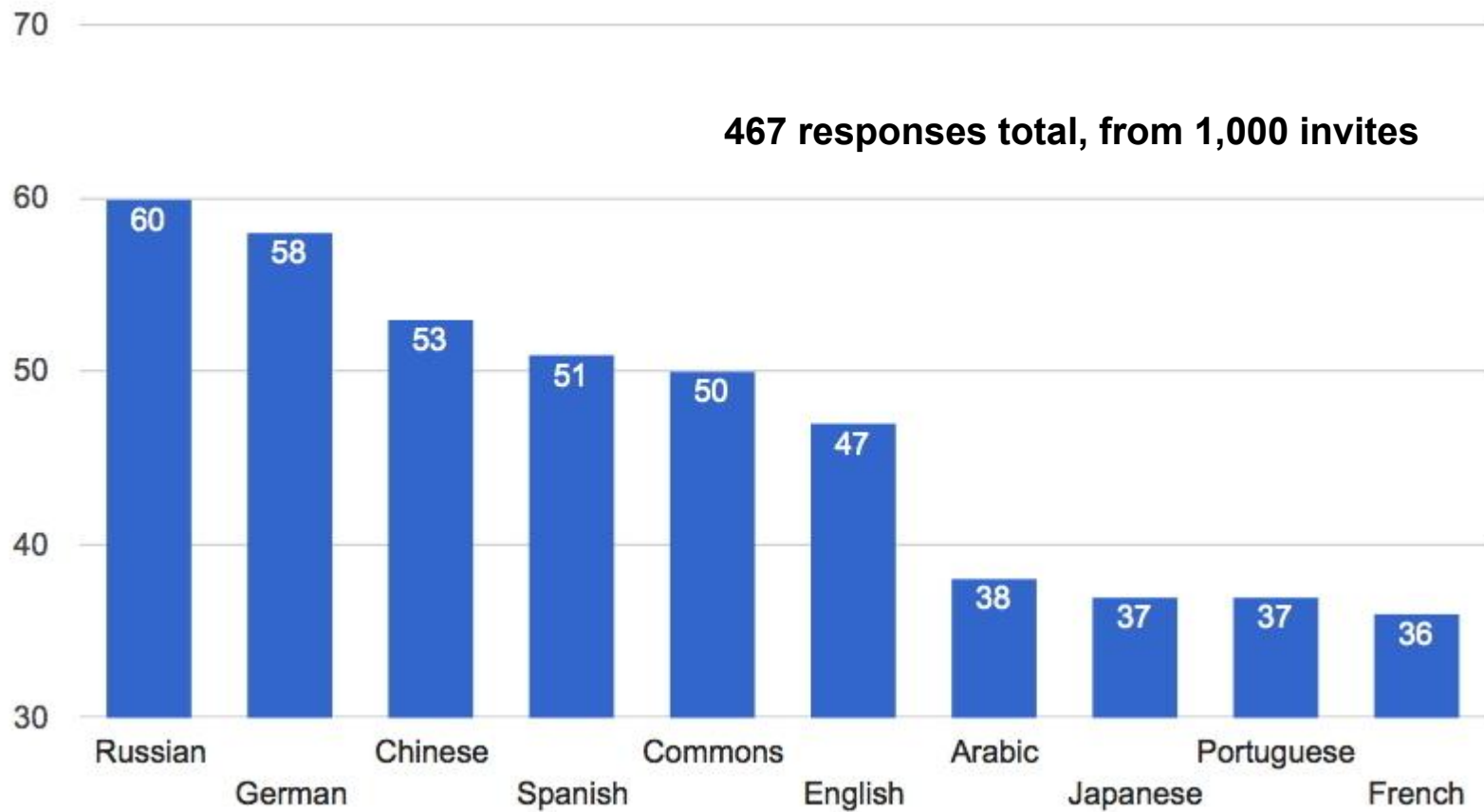
100 users invited from each project,
randomized from most active contributors in the last 30 days

Invitations were translated, and delivered to user talk pages via MassMessage.

Survey was administered in Qualtrics.

more info: https://phabricator.wikimedia.org/T107829

Who answered

467 responses total, from 1,000 invites

Bar chart values:
- Russian: 60
- German: 58
- Chinese: 53
- Spanish: 51
- Commons: 50
- English: 47
- Arabic: 38
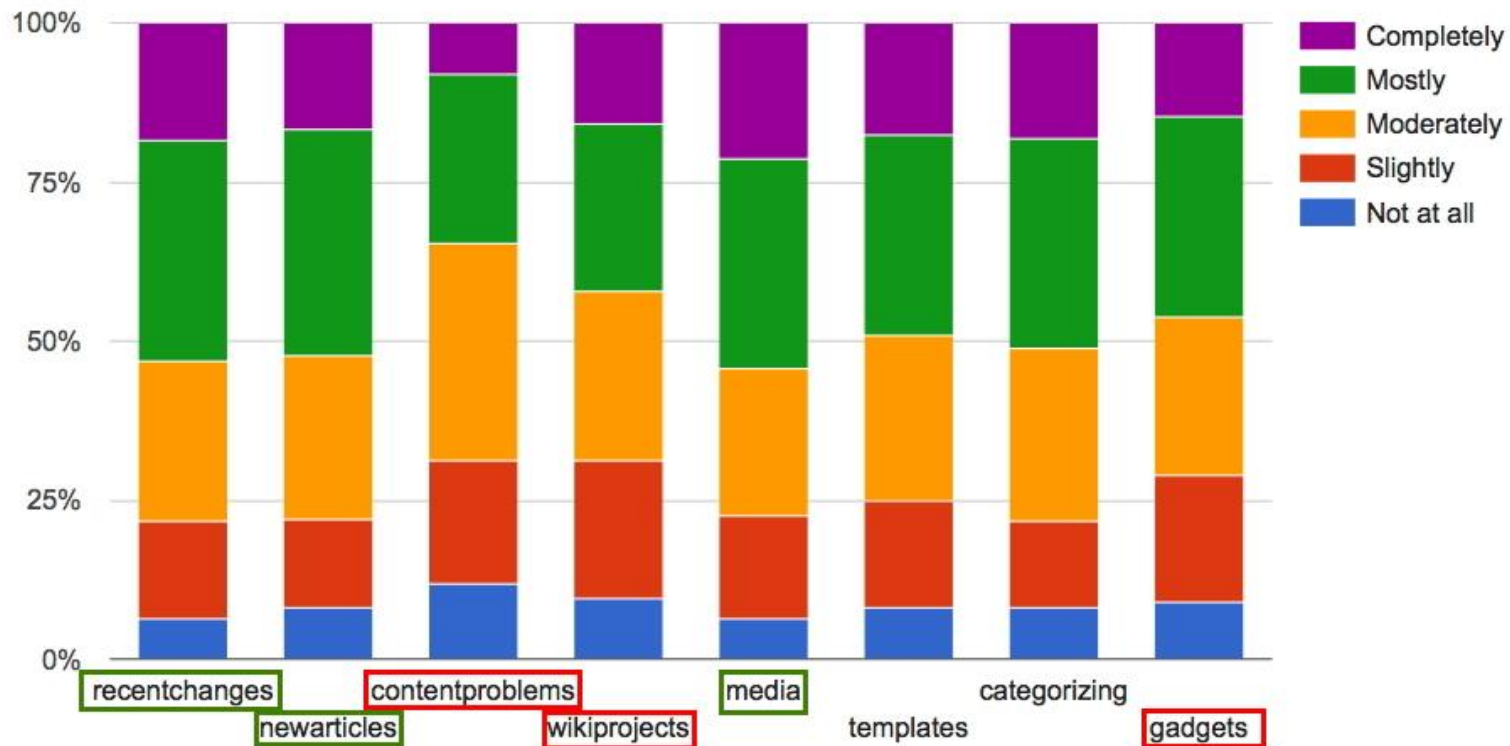- Japanese: 37
- Portuguese: 37
- French: 36

Overall satisfaction

How satisfied are you overall with the technical support provided by the Wikimedia Foundation to this project?

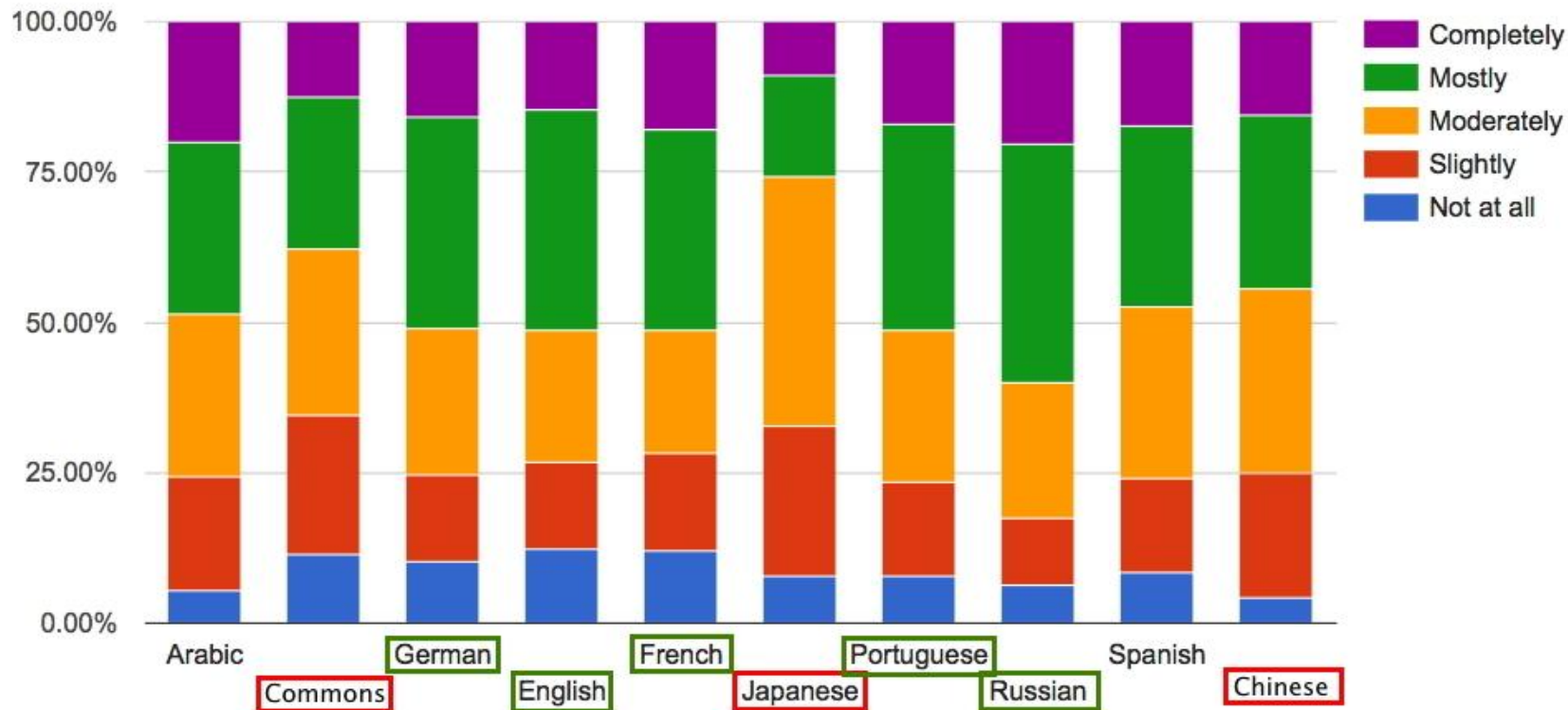| Project	V satis.	Satis.	Neither	Dissatis.	V dissatis.	% Satisfied	% Neither	% Dissatisfied
Russian Wikipedia	8	28	18	4	2	60%	30%	10%
English Wikipedia	9	19	12	4	3	60%	26%	15%
Portuguese Wikipedia	3	19	12	3	0	59%	32%	8%
Spanish Wikipedia	7	22	14	7	0	58%	28%	14%
Arabic Wikipedia	6	16	11	5	0	58%	29%	13%
German Wikipedia	8	19	12	12	4	49%	22%	29%
French Wikipedia	3	13	17	1	2	44%	47%	8%
Chinese Wikipedia	4	19	20	8	1	44%	38%	17%
Commons	4	8	23	9	5	24%	47%	29%
Japanese Wikipedia	3	5	23	5	1	22%	62%	16%
Total	**55**	**168**	**162**	**58**	**18**	**48%**	**16%**	**35%**

Satisfaction by type

Highest satisfaction:

Managing media (54%) ◆ Reviewing recent changes (53%) ◆ Reviewing new articles (52%)

Lowest satisfaction:

Surfacing content problems (35%) ◆ Supporting WikiProjects (42%) ◆ Supporting gadgets and bots (46%)
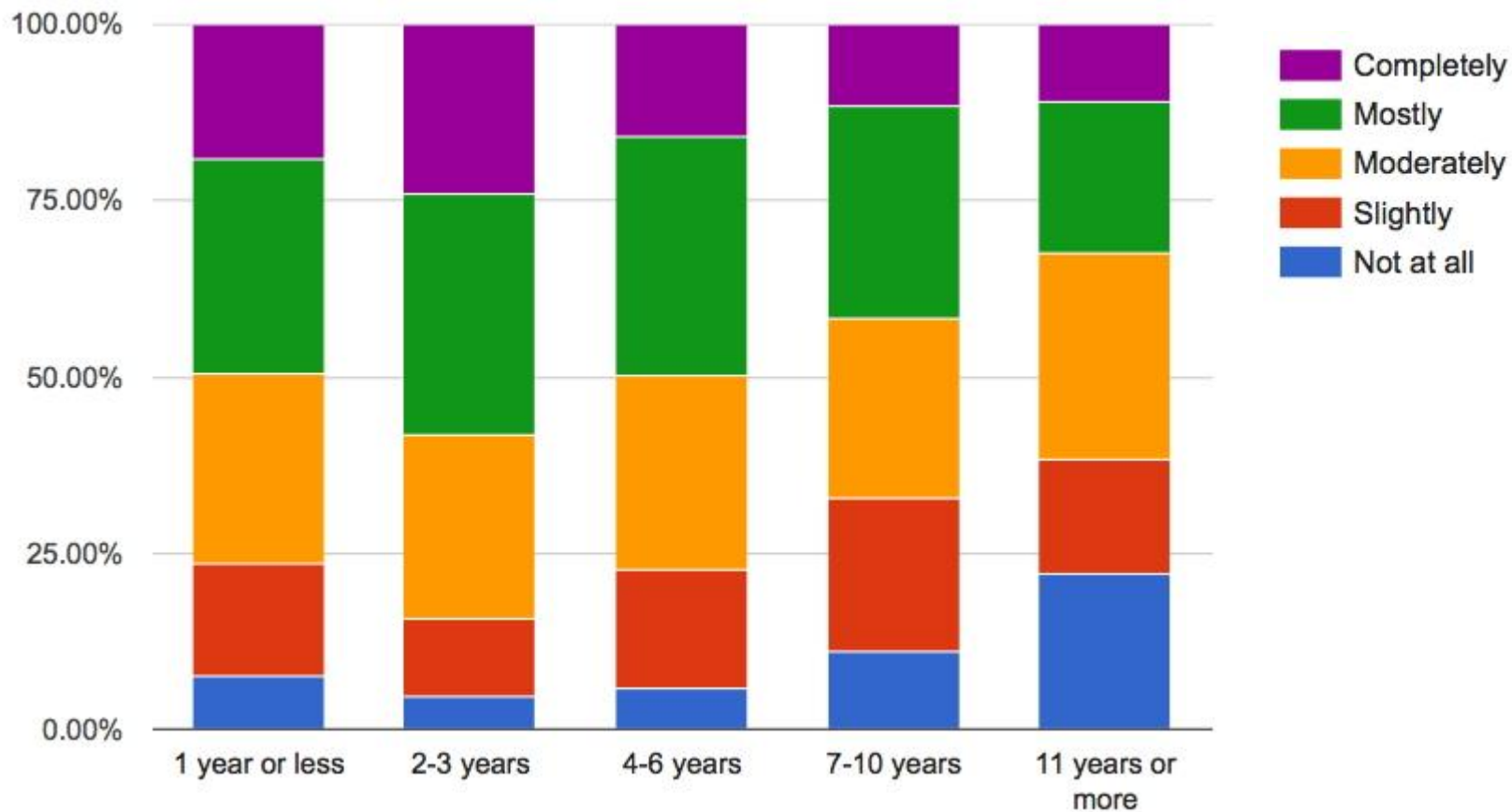
Satisfaction by project

Highest satisfaction:
  Russian WP (60%) ◆ English, French, German, Portuguese WP (51%)
Lowest satisfaction:
  Japanese WP (26%) ◆ Wikimedia Commons (38%) ◆ Chinese WP (44%)

Satisfaction by years active

WMF's role (English WP)

"It would be wonderful to have an onwiki space (not Phabricator and not PUMP) in which **content editors could make technical suggestions**, including bug reports, **directly to people working for the Foundation** who are in a position to carry them out or fix them."

"Dealing with new editors - WF does well with the above things in that they function well and **WF's presence isn't overly visible.** (This is important since if it were necessary for them to become visible then that means that there's a serious issue.) However we need **better ways to handle new editors,** especially COI editors, so that they're aware of the available resources from the moment they sign up."

"Gadgets to help with the **GA Review, Peer Review, and FAC review** process. Still have a place for comments for each particular point of the specific Criteria, but gadgets to help users with these review processes, would help further the process along. Especially at GA Review."

WMF's role (Commons)

"Most of the effort of maintaining all of these is done by volunteers. **The WMF staff make sure the servers stay on** and pay the bills, but from an editing perspective they are simply not available."

"What do you mean by "managing media"? By "Categorizing content", do you mean article "categories"? And aren't those set by editors anyway, not the WMF? **Aren't "recent changes" also handled by the community, not the WMF?** I consider myself a relatively competent and experienced editor, and I do not understand the meanings of most of these survey questions."

"Way to identify **copyvio and vandalism** faster, and not just with 3rd party tools. Like the Curation tool on enwp could be used on Commons."

WMF's role (Arabic WP)

"We suffer from disorder in **dealing with the problematics of editing and adding articles**. They are also very complicated and do not encourage users to participate in writing and creating articles; we would like a link specifically designed in one of the sections of the website's homepage specialized in teaching in an easy style , and a clear and accessible way in sub-pages and sections specifically for it."

"I would like for the softwares designed to help with writing and maintenance to be taken care of more, such as **developing them and translating them in arabic**, as well as inventing softwares that are more fluid/accessible on the technical level."

"There is a duality (double-standard) in applying the rules which **drives the new user away** from Wikipedia at the first dispute with any administrator. And often administrators will side with each other, which makes the new user feel unsatisfied with the administration's performance/reaction."

Next steps

Community Wishlist Survey

now running, voting phase Nov 30-Dec 14

https://meta.wikimedia.org/wiki/2015_Community_Wishlist_Survey

Repeat Tech Support Satisfaction survey (in a year)

More investigation and conversation with most active contributors about perceptions of WMF's role

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https://meta.wikimedia.org/wiki/Research:Tech_support_satisfaction_poll