

Speaker 1: Yes.

Speaker 2: Great. So before we start, is there anything that you'd like to ask me before we begin?

Speaker 1: No.

Speaker 2: Okay, great. So, first I really just want to get to know you a little bit better. Could you maybe tell me where you're calling in from and what do you do?

Speaker 1: Honestly, I am calling in from Tidewater, Virginia. And I use Wikipedia for a variety of purposes. Generally just whatever tickles my fancy at the time. I know that's a really broad answer, but I think that describes a lot of people's experiences.

Speaker 2: Okay. So, on your survey you had said that the last time you used Wikipedia on your mobile device was to learn about what causes cyanoacrylate to polymerize. And I hope I pronounced that correctly.

Speaker 1: Yeah. Polymerize.

Speaker 2: Polymerize. Can I ask you, what were you doing and what was your motivation to look up that information?

Speaker 1: Motivation. Cyanoacrylate is commonly known as superglue.

Speaker 2: Oh.

Speaker 1: Superglue. And that means, basically what makes superglue set?

Speaker 2: Okay.

Speaker 1: And because often there's, often with chemical stuff there's a bunch of technical information available on Wikipedia that may not necessarily be easily available from other sources. Because I was seeing, because sometimes when I open up a tube of superglue, months later it'll be totally dried up, but other times it's not. And what actually causes it to set is water and that water actually comes from the general moisture in the air.

Speaker 2: Oh my God, that's -

Speaker 1: Moisture -

Speaker 2: I had no idea. But -

Speaker 1: Now you know.

Speaker 2: I've also had that question, so now that's great. Can I ask, what were you doing? Were you fixing something? Were you just interested in general? What was that, why did you look it up?

Speaker 1: Well it, I have some tubes of super inexpensive superglue, that kind that is very thin liquid and I opened up one tube from several months, several months later and one was dry that hadn't been opened and it wasn't.

Speaker 2: I see.

Speaker 1: So I was, so that's why.

Speaker 2: Okay, great. What would you say is your general perception of Wikipedia?

Speaker 1: General Wikipedia, I think Wikipedia is a great ... Do you mean the organization or the website?

Speaker 2: The content and the website.

Speaker 1: The content of the website. The website, I think Wikipedia's a wonderful website that has grown and matured so much over the years. As I said, it's really grown into it's shoes.

Speaker 2: Okay.

Speaker 1: And shoes and stuff like that.

Speaker 2: What is the biggest growth that you've seen?

Speaker 1: Growth. Well as I said, I think this is more of over the last seven years or so they've, or eight years ago. They've gotten a lot better at flagging information and aren't flagging things about neutrality and citations and stuff in articles. They've gotten a lot better at flagging those. It may not always be fixed community because other's over-formulate articles, that's a lot. But that's nice. However, the issue is not all these flags are easily visible, or at least I am not aware how to make them visible, on mobile devices.

Speaker 2: Okay. How, in a perfect world, how would you want it to be flagged on a mobile device for you? What would you like to see, ideally?

Speaker 1: Something like what's visible on desktop things, where it says, this page may have some issues or something and then there's a little down button then you see them.

Speaker 2: Oh I see. So mostly it would be, and correct me if I'm wrong, if this is not what you mean, like a red marker has gone through, you have a banner, it's hey, some things have changed and the down button you mentioned and then it's marked up as to what to be wary of?

Speaker 1: Well yes, something like that. I said some article issues, notes, are specific as to what they're referring to, some, and most of them are in-specific.

Speaker 2: Okay. Do you have any awareness as to who puts up those flags? What ...

Speaker 1: Yes, users. Yes, general users.

Speaker 2: Okay. Have you yourself -

Speaker 1: Generally registered users are most of the people who do a lot of the hard grunt work because unregistered users, well a bunch of them just don't care enough.

Speaker 2: Okay. Are you a registered user?

Speaker 1: I haven't done registered user stuff in many years.

Speaker 2: I see, okay. Have you yourself ever flagged any types of content?

Speaker 1: I have not.

Speaker 2: Okay.

Speaker 1: I was too young when I had a, was using a registered account to know what to do with stuff, right?

Speaker 2: Got it, okay. So, just on average, how much time would you say you spend on your mobile phone in a week, to use it for the internet?

Speaker 1: I mean, any internet?

Speaker 2: Yeah. Just on your phone.

Speaker 1: I would say at least five hours a week.

Speaker 2: Okay. Are you ever concerned with data usage?

Speaker 1: Data usage, sometimes. But I said I'm most likely to use general internet usage when I'm at home, so.

Speaker 2: Okay, got it. So on the survey you also mentioned that you primarily access Wikipedia using the mobile web browser. Why is this your preferred method of access?

Speaker 1: It's because it's portable. Because on what is it, I don't have a functioning lap top. It's a lap top turned desktop.

Speaker 2: Okay.

Speaker 1: So it's basically, it's my, the most convenient methods. Although, sometimes I'll access Wikipedia on desktop when I need to save some images of stuff as references.

Speaker 2: Okay. So, is that one of the biggest differences that you've seen between desktop and mobile? You can save images on the desktop much easier than that on the mobile device? Is there anything else like that?

Speaker 1: There's another thing. I also don't know how to access page categories on mobile. I don't know how that's done and however it's done, it doesn't seem to be very clear to me.

Speaker 2: And just to clarify, the page categories, are they the table of contents when you're on a page?

Speaker 1: No, not the table of contents, they're talking about, each page is categorized into things. For example, let's say it's a random place, it might be under the category Cities in this place or whatever, right? And whatnot.

Speaker 2: Awesome.

Speaker 1: They're categorizations, not table of contents.

Speaker 2: Okay. Perfect, thank you for clarifying. So because you're using the mobile web browser, is there anything that you wish you could modify about the current mobile browser platform that would just improve your experience?

Speaker 1: Well as I said, I mentioned the thing about seeing page issues and article categorizations a little bit easier.

Speaker 2: Okay. Is there anything that you wish you could add? If you could just add any one thing to help your mobile browsing experience of Wikipedia better?

Speaker 1: Let me think about that. Sometimes long images, for example mathematical formulas, will go off the edge of the page and then you have to go and scroll them. There's no way to see all of a long formula.

Speaker 2: Okay. You had mentioned -

Speaker 1: Unless you turn the screen horizontally.

Speaker 2: I see. You had mentioned earlier that you sometimes will download images off of Wikipedia. Would you be interested in downloading images from Wikipedia onto your phone?

Speaker 1: Yeah, I think I sometimes do that too, but not super, but I think a little bit less often.

Speaker 2: Okay. Can you recall an instance of why you would want to download an image to have on your phone? What would the use case of that be?

Speaker 1: Well as I said, sometimes, generally as a reference when I'm working on something else. If I'm drawing something or I'm trying to design some origami or something like that.

Speaker 2: Got it. Okay, perfect. So did you know that a Wikipedia app exists?

Speaker 1: Yes. It's just, I don't use it because what is it, sometimes I have issues with data, not phone data, memory storage on my phone not being enough. Which is why I've never used it.

Speaker 2: Okay. Have you, but you have downloaded it in the past?

Speaker 1: I've never downloaded it. As I said, historically I had issues like having enough memory on my phone.

Speaker 2: Got it. Okay, perfect. What do you know about the app?

Speaker 1: I know it exists and I'm pretty certain it must be optimized for Wikipedia itself.

Speaker 2: What do you mean when it should be optimized?

Speaker 1: What I mean optimized is things like I said, I would hope that things like page issues and article categories and long images are more optimized on it. But as I've said, I've never used it before because sometimes just switching between Wikipedia in my mobile web browser is just more convenient.

Speaker 2: Got it, okay. So I understand that memory on your phone is a concern when you download an app, but how do you generally decide to download or not have an app, regardless of memory space?

Speaker 1: It depends about whether I am going to use it. Whether I'm going to use it or not.

Speaker 2: Okay.

Speaker 1: Because some things I'm probably never going to use. For example, I remember some of the default apps on the iOS, news and things like that, I would, I never use because I prefer to instead go and hunt my own news feeds and things like that.

Speaker 2: Okay. Perfect. So, would anything encourage you to download the Wikipedia app if memory space wasn't an issue?

Speaker 1: Issue? Because I said, if I was actually an active editor of Wikipedia, then I'd be more likely to do that, but as I said, since I am not currently.

Speaker 2: Okay. Just going off of that train of thought, what do you think the benefits of the app would be for an editor?

Speaker 1: An editor? As I've said, I've only glanced at the mobile, at the, as I've said, the web browser, I said the mobile web browser editor. And I would assume it would have more drag and, no drag and drop is awful on mobile phones. More robust features for putting in content and things like that.

Speaker 2: Okay, great. Perfect. So earlier you had said you generally spend about five hours a week on your phone. In the survey you mentioned that you edit maybe yearly.

Speaker 1: Mm-hmm (affirmative).

Speaker 2: Can you tell me about how often you think you've looked to edit yearly on your mobile phone? I think you might have just answered it, but just to clarify for myself.

Speaker 1: I think most like, as I said, I don't think I've ever edited on my mobile phone. I've only done that on desktop, so.

Speaker 2: Okay, got it. In your opinion, what are the advantages or disadvantages of using Wikipedia on your mobile device?

Speaker 1: As I said, the main thing is, I said the main thing is portability.

Speaker 2: Mm-hmm (affirmative).

Speaker 1: The main thing is portability. A bunch of other Wiki sites, they're mobile browsers are very poorly optimized, but, Wikimedia in general, web browser is very nicely optimized and I think it's wonderful.

Speaker 2: Okay. So, generally, when you're going through content, what, how much do you typically have to sift through for you to feel successful?

Speaker 1: Do you mean on the thing? Usually I know what kind of topic I'm looking for, so I'll find it within a few moments actually.

Speaker 2: Okay. So, in particular, when you had mentioned you were looking up the article about superglue, do you recall how long you spent on that page and how deep you kept digging into the topic before you were just like, okay, I have everything I need. Or where you left scrolling, you found a new article or you found a related article and things like that? Do you recall that?

Speaker 1: Well I said, in the superglue case, it took me only a few minutes because I'm familiar with the format of Wikipedia chemical articles so I knew about reactions would be what I would be looking for.

Speaker 2: Okay. When do you think you would be most likely to want to edit a piece of content? On the desktop computer?

Speaker 1: I said most likely for making general grammatical errors.

Speaker 2: Okay, perfect. Okay. Have you ever, do you ever recall a time where you ever were using Wikipedia content and you were really dissatisfied with what you were seeing?

Speaker 1: Yes, I have felt this before. Especially with articles that are qualified as stubs.

Speaker 2: What is that? I'm not familiar.

Speaker 1: A stub is an article that is considered woefully incomplete and is very short.

Speaker 2: Okay. Is it generally, can you recall the general type of article that is? Is it a person, a new person ...

Speaker 1: I notice this a lot with small towns. Blah, blah, blah is an unincorporated community in blah, blah.

Speaker 2: Okay. In your opinion, is there anything that Wikipedia could do to improve this for you in general?

Speaker 1: Well, I said, the issue with it is, I said the issue is I know there's a bunch of community programs that are about categorizations of certain thing and you just will try to go and research these ideas and update these articles accordingly. But I said because there's so many thousands of towns, its, a lot of these little communities, these hamlets basically, it's hard to get them fleshed out.

Speaker 2: Okay. So going off of that train of thought, how often do you ever question where content comes from on Wikipedia?

Speaker 1: Well as I said, there's, what do you mean the users or the sources?

Speaker 2: Just, so when an article appears and we, I think, since you know about editorship, that most of these articles are created by people like you and me. So, have you ever questioned the validity of an article, based on just knowing in general that this was from someone that you'll never see. You don't know any of their credentials and things like that?

Speaker 1: I think, as I said, I know sometimes dealing with controversial issues, it can be hard to get things balanced. Especially not on the main article or something but a side issue, because those draw less attention to themselves.

Speaker 2: Okay.

Speaker 1: And another thing I've noticed is sometimes with, I mean, this has gotten better over several years, about content that's been imported automatically from public domain versions of, I think it's the Britannica Encyclopedia. Encyclopedia and some of these things tend to be out of date.

Speaker 2: Okay. Great. And so I only have just a few more questions. So, in your opinion, what is the most critical feature of Wikipedia on your mobile device, when you're using the mobile browser?

Speaker 1: I know this is a funny thing to complain about, but it's an issue I've had with other mobile Wikis, is that the pictures and text flow smoothly together.

Speaker 2: Okay, awesome. How, in your opinion, could Wikipedia serve you better? In any way.

Speaker 1: I think I've, I think I've already described the thing about how it's slightly annoying, how I said it's not clear on, I said, a mobile browser device is hard to get two groups to, I mean, not groups. Page categorizations and portals, which are those community hub I'm talking about. And on page issues.

Speaker 2: Okay. And sorry, just one follow up question. So when you use it on mobile browser, are you just going to the Chrome browser and typing in something and then finding Wikipedia or are you actively going to Wikipedia?

Speaker 1: I'm actively going on Wikipedia.

Speaker 2: Okay, great. And my last question is, is there anything else that you'd like to share with me about Wikipedia, positive or negative, that we haven't talked about yet?

Speaker 1: What is it, I don't think I've ever seen something glitchy. Well, no wait, oh wait, here's another thing, it can be really awkward, the image content ... Oh, oh here's a big thing. I know it's because about open source videos and audio, but because of using, but this is more of an issue on Apple's part. I actually cannot listen to audio or video on my mobile web browser because the default Safari web browser does not have capacity for that and I don't know if they have a way to work around that or something like that.

It's a part where they're using a little bit too much of the mobile web browser's content and because of that, it means I can't access it.

Speaker 2: Got it. And I don't have an iPhone so I'm not entirely familiar with iPhone.

Speaker 1: Oh no, it's fine.

Speaker 2: Of Wikipedia, but are the videos -

Speaker 1: This could happen in any mobile web browser, theoretically.



Speaker 2: Oh okay. So, I see. So okay, it's not Wikipedia in general, it's just the browser. Got it. Okay?

Speaker 1: Yes.

Speaker 2: That's all I have. Do you have any questions for me about anything we've talked about before we wrap up?

Speaker 1: What is it? Trying to think about something. That's basically it. As I said, was about the video and sound thing, I'm glad I remembered that, it's one of the biggest issues I've had for years on mobile web browser based Wikipedia.

Speaker 2: I see. I'll definitely look into that. I'm not super familiar with it, but I'm sure that the iOS team for Wikipedia can probably answer that question for me.

Speaker 1: Yeah.

Speaker 2: But thank you for -

Speaker 1: Yep.

Speaker 2: Well that's all I have. Thank you so much for participating in this interview and session. Really, all of your feedback and comments were extremely useful and it's really going to help our research as we move forward in this program.

I do want to -

Speaker 1: As I said, I have background, as I said, what is it, I have a degree in linguistics, so as I said, I tend to be kind of helpful in interviews and stuff like that because I know that's a lot of research and stuff depends on it. And I said, Wikipedia and Wikimedia are wonderful so I was like, of course I want to help out.

Speaker 2: Thank you. Yeah, no. All of your responses were really great and very straightforward, which is really great for a researcher like me because sometimes people -

Speaker 1: Of course.

Speaker 2: Talk in circles so that was awesome, so. I do want to double check before I hang up that it was still okay that I recorded this session?

Speaker 1: Yes.

Speaker 2: Great.

Speaker 1: Yeah.

Speaker 2: And so following this call I will send over an email to you with the incentive link. So just when you fill out the form it should be processed again within five to seven business days. And then you will have my email so if you have any questions, you can think of anything following this, please feel free to ask and other than that, have a great rest of your day and thank you again.

Speaker 1: Mm-hmm (affirmative), yep. You too. I hope you have more good calls.

Speaker 2: Thank you. Bye, bye.

Speaker 1: Bye.