



# Article Feedback v5

## Release Plan

Quality, Engagement & Noise-Reduction

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# Next Release Goals

- **Surface good feedback**  
Promote high-quality suggestions
- **Help editors use feedback**  
Create list of actionable tasks
- **Reduce the noise**  
Filter out low-quality feedback



# Problems

- Only some of the feedback is **useful**.
- Moderating feedback is **more work** for editors.
- Bad feedback **harms** everyone.

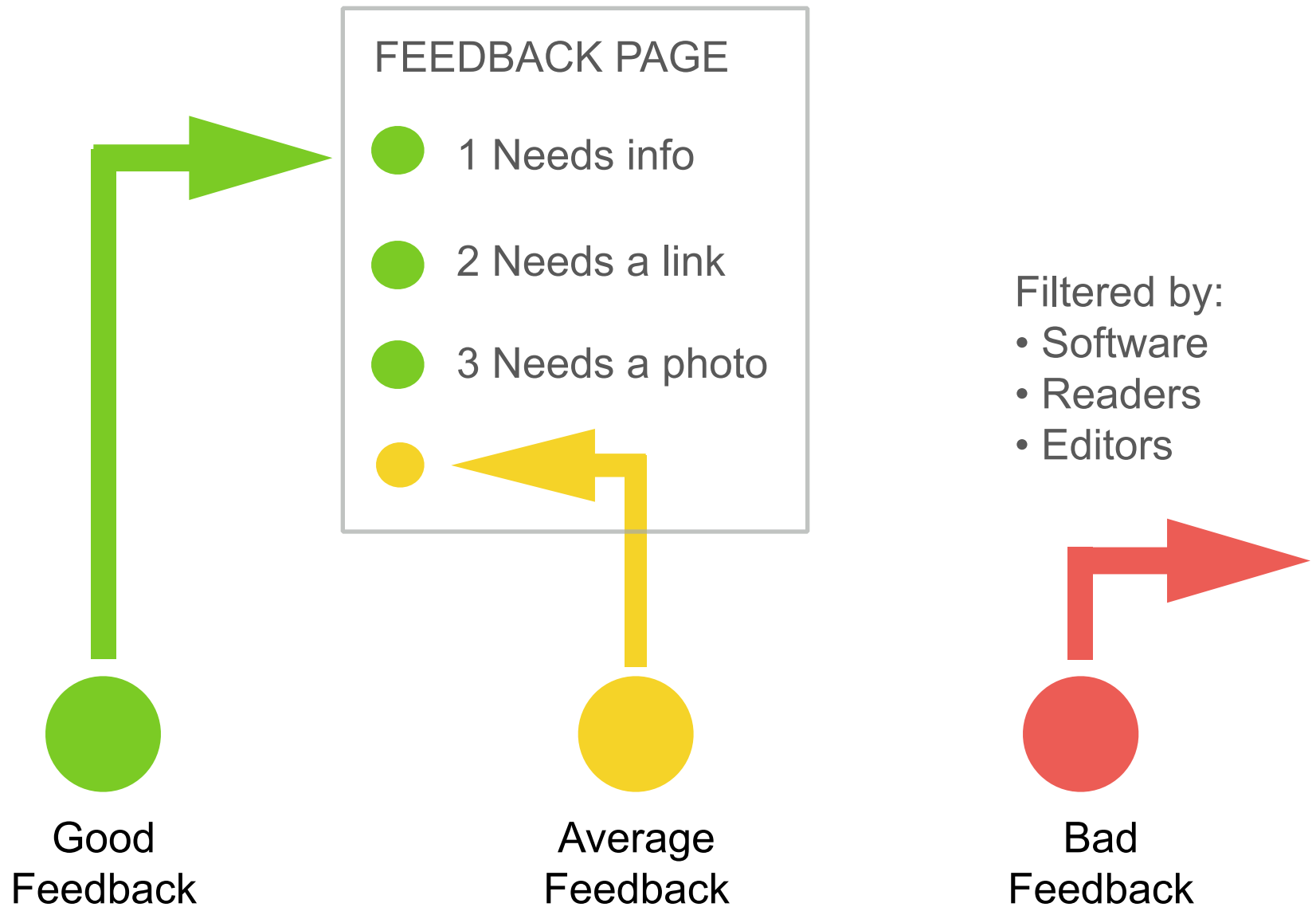


# Solutions

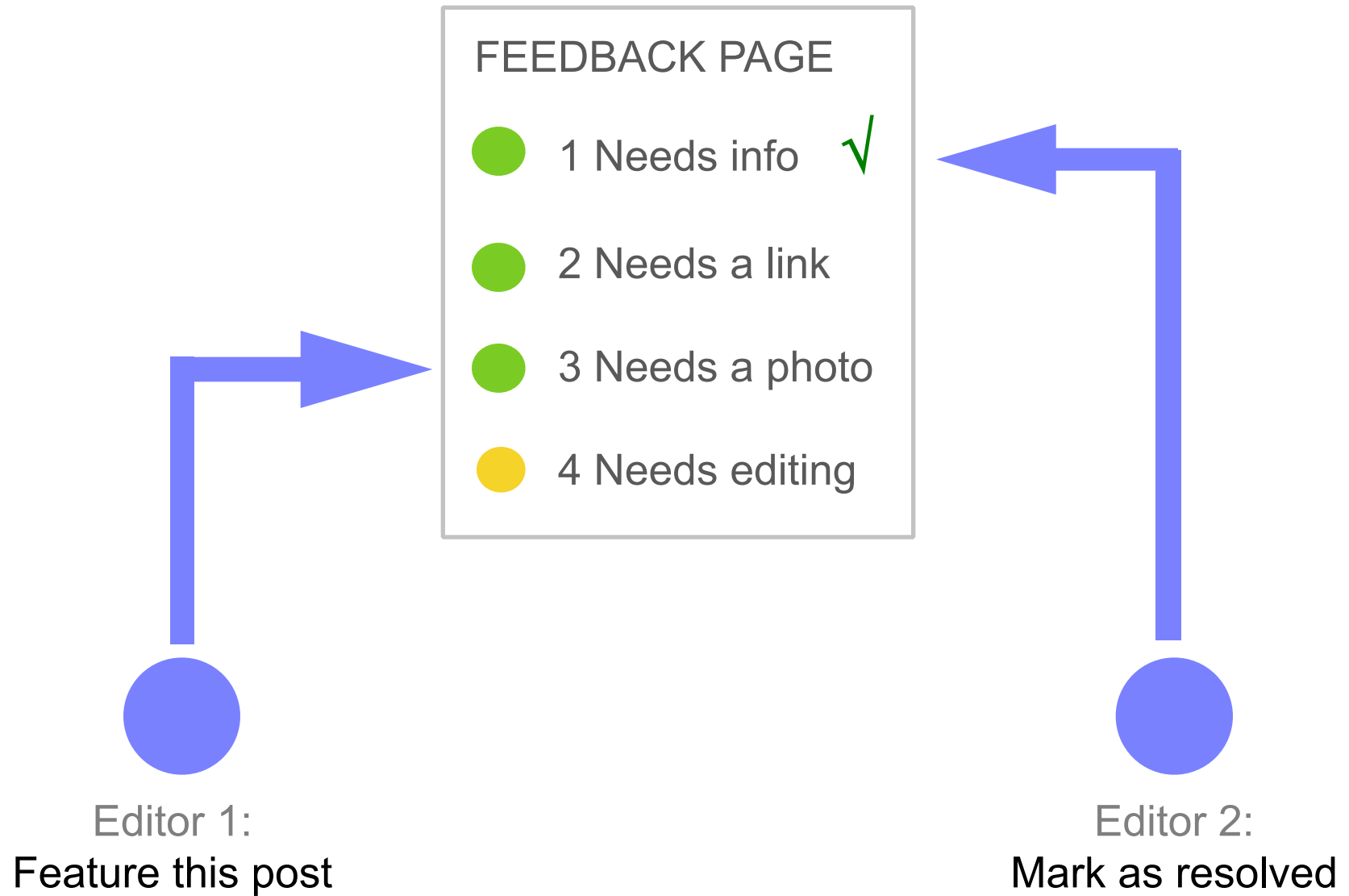
- Use **software** to pre-filter abuse or spam.
- Invite **readers** to pre-moderate (mark/flag).
- Have **editors** focus on using the best feedback.



# Surface good feedback



# Help editors use feedback



# Reduce the noise

Different ways to block or decrease bad feedback.

## AUTOMATED

- Software (before posting)
- Software (after posting)

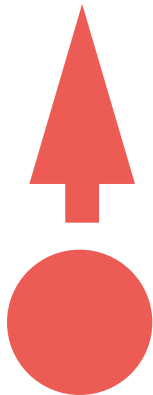
## MANUAL

- Readers
- Editors

Abuse Filter

Spam block

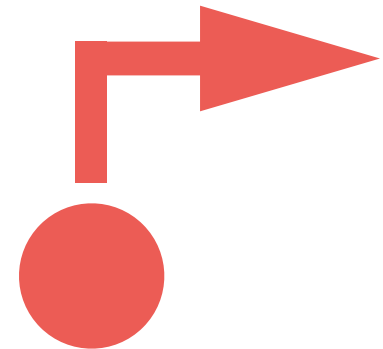
e.g.: Flag this post



Bad  
Feedback



Bad  
Feedback



Bad  
Feedback

# Actions

I want to

**read**  
article

**post**  
feedback

**view**  
feedback

**mark**  
feedback

**edit**  
article

**talk**  
on article

mark as  
**helpful**

mark as  
**unhelpful**

flag as  
**abuse**

**feature**  
this post \*

**hide**

**request**  
oversight

**oversight**

<<< **readers** >>>

<<< **editors** >>> << **oversighters** >>

\* 'feature this post' is a proposed new feature



# Feedback: Newt Gingrich

ROUGH MOCKUP: READERS'S VIEW

From Wikipedia, the free encyclopedia

[View article](#) | [Talk](#) | [Help](#)

14 feedback posts on this article



53% found what they were looking for

Sort by: [Date](#) | [Helpful](#) | [Rating](#)

Showing: Comments only (11)



[24.17.83.33](#) did not find what they were looking for

3h 1m ago

[View article revision](#)

Why is Newt Gingrich's campaign manager able to edit out all references to infidelity and multiple marriages from this article???

Is this feedback helpful?

0 yes / 0 no

[Flag as abuse](#)



[72.45.198.154](#) found what they were looking for

8h 3m ago

[View article revision](#)

everthing.

Is this feedback helpful?

0 yes / 0 no

[Flag as abuse](#)

[173.55.37.184](#) posted this comment

14h 38m ago

[View article revision](#)

CNN: 1999 Report On Newt Gingrich's Exoneration By The IRS Over Ethics Charges - <http://www.youtube.com/watch?v=qMpBBRUCMd8> The House Ethics Committee report, and the record of the House debate in January 1997 as recorded in the Congressional Record, supports Gingrich's contention that the \$300,000 he paid was a "reimbursement" or "sanction" related to legal fees incurred, but not a fine or admission of any wrongdoing. Gingrich paid the cost of legal bills associated with the mul... [More](#)

Is this feedback helpful?

1 yes / 0 no

[Flag as abuse](#)

# Feedback: Barack Obama

491 feedback posts on this article



51% found what they were looking for

[View article](#) | [Talk](#) | [Help](#)

Showing: Helpful (40) Sort by: **Date** | [Helpful](#) | [Rating](#) Tools

[216.38.130.165](#) found what they were looking for 4 minutes ago

FEATURED

I like this article, but would like to see more info about his wife and children, and what he is like as a family man.

Is this feedback helpful?  Yes  No 11 yes / 0 no [Flag as abuse](#)

- ^ Unfeature this post
- ✓ Mark as resolved
- ∨ Hide this post
- X Request oversight
- = View activity

[Fabrice Florin](#) found what they were looking for 6 minutes ago (see old article)

Good article overall! It would be helpful to provide more info about his childhood, his family and cultural background.

Is this feedback helpful?  Yes  No 1 yes / 0 no [Flag as abuse](#)

- ^ Feature this post
- ✓ Mark as resolved
- ∨ Hide this post
- X Request oversight
- = View activity

[216.125.34.2](#) posted this comment 5 hours ago

This bio states that Pres. Obama ended the war in Iraq. But as stated elsewhere Forces are mandated to withdraw from Iraqi territory by December 31, 2011 agreement signed in 2008 by President Bush. The U.S. troop withdrawal from

**Feature this post** X

Add a note

[Feature this post](#) [Learn more](#)

- ^ Feature this post
- ✓ Mark as resolved
- ∨ Hide this post
- X Request oversight

# Obama Feedback Page

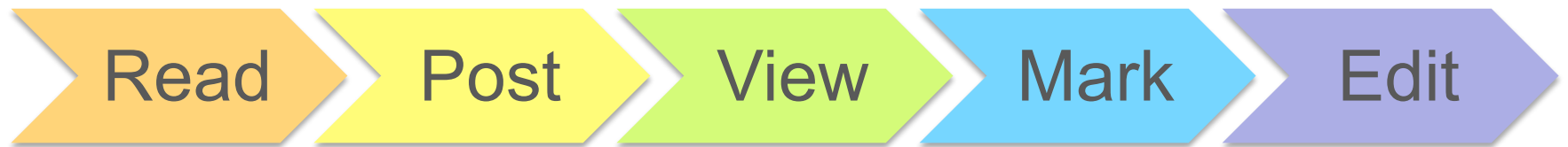
Feedback for Barack Obama article in Feb. 2012 (option 1).

Marked as	% Total	# Posts
Helpful	15%	26
Unhelpful	51%	90
Abuse	5%	9
Hidden	3%	6
Oversight	0%	0
Featured	2%	3
No rating	34%	60
<b>Total</b>	<b>100%</b>	<b>176</b>



# Workflow

How can we help Wikipedia users to take these key actions often and well?



# Features for next release

- **Abuse filter**
- **Relevance filter**
- **Feature this post**
- **Mark as resolved**

*Under consideration for future releases:*

- **Custom settings** for each page
- **Captcha** on controversial articles?
- **API / Tool server** for developers



# Abuse filter

**Automated** software to filter **abuse**, **spam** and **junk**.

Can be used before or after posting:

- **before**: prevent users from posting bad feedback
- **after**: auto-flag questionable posts for monitors

Examples of items to be filtered include:

- **offensive words** (e.g.: 'f\*\*\* you')
- links to known **spam sites**
- **gibberish** (e.g.: the same characters repeated 10+ times?)
- **email addresses** (e.g.: anything with a '@' symbol?)

We aim to leverage these MediaWiki extensions:

- **AbuseFilter** by Andrew Garrett (Werdna)
- **SpamBlacklist** by Tim Starling



# Relevance filter

Show **readers** a **filtered view** of the feedback page, with:

- **Helpful** posts
- **Featured** posts
- **Comments-only**

(filtered first, then sorted by date, then by “relevance score”)

Remove from default view all posts that are:

- **Unhelpful** (if helpfulness score is negative - min. 2? users)
- **Marked as resolved**
- **Flagged as abuse, Hidden, or Oversighted**



# Feature this post

This new feature lets **editors** surface actionable feedback:

- in **default view**
- in **“featured” filter**

Who can feature posts?

- **Any auto-confirmed editor**

How does it work?

- Shared, a bit like **“Hide this post”**
- Toggle with **“Unfeature this post”**





# Questions

- Who can **post feedback**?
- Who can **view feedback**?
- What is the **default view**?
- What **cannot be viewed**?
- How is this **monitored**?
- Can **settings be changed**?



# Who can post feedback?

**Everyone** can post feedback, except:

- **Blocked** users
- **Abusive** users (filtered out via Abuse filter)
- **Readers** of controversial pages (if protected by admins)



# Who can view feedback?

- **Everyone** can view “filtered” feedback on **default view**

*Restrictions:*

- **Some users** cannot view **controversial page feedback**  
(if protected by admins)
- **Only monitors** can view **hidden feedback**
- **Only oversighters** can view **oversighted feedback**



# What cannot be viewed?

Readers cannot view these feedback posts:

- **Flagged 5x or more** (auto-hidden)
- **Hidden**
- **Oversight requested**
- **Oversighted**
- **Feedback on controversial pages**  
(if protected by admins)



# How is feedback monitored?

**Monitors** can moderate feedback with these tools:

- **Feature this post** (proposed)
- **Mark as resolved** (proposed)
- **Hide this post**
- **Request oversight**

**Oversighters** can do the same, plus:

- **Oversight this post**
- **Decline oversight**



# Can feedback settings be changed?

**Admins** can **change feedback settings for a page**:

- **Restrict posting** on this article
  - no posts
  - posts with captcha
  - unrestricted posting
- **Restrict viewing** of the feedback page
  - monitors only
  - editors only
  - unrestricted viewing
- Feedback settings would be added in “**Protect**” feature.

