Editing | Content Translation and Templates Testing

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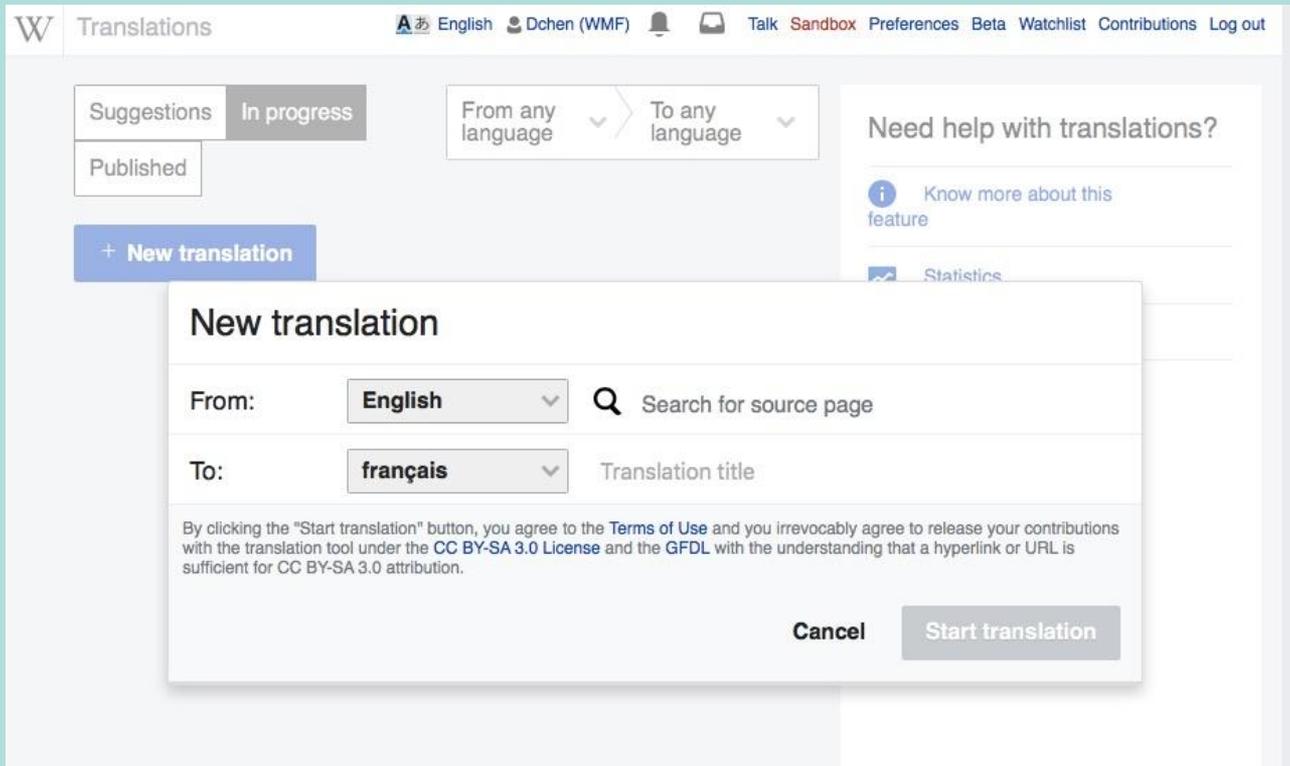March-May 2017

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Background

The Language team has recently brought template support to Content Translation (CX). The goal of this research is to explore how the existing support is going and where there are still gaps, whether in template support or elsewhere in the tool.

In these sessions, we review users' current experience utilizing the live CX tool to identify any potential improvements that could make the experience more intuitive, supportive and seamless.

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Research Questions

- How is template support manifesting in content translators' day-to-day use?
- What elements of template support are still problematic or insufficient?
  - What do users recommend to improve the above?
- Within the translation tool, what other bugs or usability issues/gaps exist?
  - Do users subconsciously work around these issues, or are they actively aware of them? If latter, what suggestions do they have to improve the issues?

What was tested

← Content translation tool

About the testing

- Moderated research sessions
- Live content translation tool
- 5 participants
  - 4 men, 1 woman
  - 5 international users
  - Languages represented: Spanish, French, Italian
  - 1 high school and 1 college student

- Research protocol
  - Review participants' current Content Translation workflows
  - Explore if/how template interactions manifest in these workflows
  - Have participants experience templates in various pages

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General Overview

What they're saying

Infobox (or similar) template mindsets

"before i had to translate everything, make notes, then insert the template in target page." - P1

"usually i would skip the whole box to do after." - P2

"i just want to edit everything, publish translation, with code it's easier to do later." - P3

P4 edited an infobox once before, but upon attempting further edits, found the infobox completely empty.

"i don't click on the infobox, because it's a mess." - P5

What they're saying

Reactions to seeing infobox (or similar) templates

"i can't tell what's wrong." - P1, even though template understanding is relatively high.

"normally, i would skip infobox. now that I've seen new infobox, i'll try it. [sees red link phrase] this is why i usually skip it. " - P2

"[sigh of exasperation] i never translate these articles [that have many numbers, boxes that have a lot of information]." - P3

"i've never tried to edit an infobox [in the tool]." - P4

P5 had a lot of awareness of infobox types and if equivalents in fr.wiki existed. However, he was not fully satisfied with the infobox scenarios testing presented, even when equivalents existed.

What they're saying

Reactions to seeing the conversion template

"it was just confusing [...] took me a moment to figure out what it was." - P1

"not sure how to use [...] not intuitive." - P2
Would save for later or type manually.

"I need a course for how to use this box! i don't understand it at all." - P3

"if i have a conversion question i would go somewhere else to find it and type it in. but it's very well done [...] but there is no translation for the labels" - P4

"[i] would erase the template because i don't know how it works. it's not easy to understand" - P5

The bottom line

Participants tend to skip templates like infobox and haven't seen the conversion template.

They've had poor past experiences with templates and/or their default behavior is to avoid them due to known complexity and lack of consistency across wikis.

What is missing?

- Awareness.
  Some don't even know infoboxes are (more) editable in the tool than before.
- Willingness/Motivation.
  Is it worth it to try, especially when many have a 'flow' in place to make more complicated changes after publishing a page in the tool?
  - Ease-of-use; is it apparent, clear, or a reality that their flows can be replicated within the tool?
  - Reliability; can users trust the tool to help them avoid surprises, confusion, or loss of data?

Recommendations

The specifics of issues encountered and participant suggestions will be covered in the remaining slides.

Overall, while appreciation for the tool is high and some positive reactions were recorded to the two main template types tested, we need to better address issues around the tool as a whole for users.

Improving awareness: better introduce or reacquaint users with features and functionality.

Increasing willingness/motivation: where automation is possible, use it to address template inconsistencies. If gaps remain, guide and empower users with context and functionalities to make changes within the tool.

Infobox*

Issues found

Infobox labels

- Infobox fields don't always display correctly whether or not a label is specified (e.g. errors occur in display mode, user input does not display at all, etc.).
- Label names do not always translate accurately

P1 & P5 experienced both scenarios during their sessions

"elegir los campos de destino should be selecciona tiqueta"
- P1

Issues found

Difficulties around mapping source and target parameters

- Labels in infobox aren't automatically selected or sorted in a way that makes sense
- Correct labels don't always exist in the target language template

Note: Though solutions for optimizing around these issues are possible, it's important to note that template definition and naming are distributed processes across wikis that are not always consistent.

"doesn't feel intuitive" - P2

Recommendation

Issues	Recommendations
Infobox fields don't always display correctly whether or not a label is specified	Ensure fields are correctly displayed. If labels are required, a clear error message or similar must be shown to the user

Recommendation

Issues	Recommendations
Note that these issues relate to selecting fields for manual mapping; the can be numerous labels and the do not always correspond across different wikis.	
Label names do not always translate accurately	If possible, allow translators to edit templates from the tool to put their expertise to work
Labels in infobox aren't automatically selected or sorted in a way that makes sense	If possible, auto-fill with closest match in target language wiki. If closest match cannot be auto-filled, the labels in dropdown could be sorted alphabetically
Correct labels don't always exist in the target language template	If possible, allow additional labels to be created, or allow users to skip the label step while keeping the content of the field

Issues found

'X' button and consistency

- 4 of 5 participants felt the 'x' button to exit the infobox does not represent to users that their infobox edits were saved

"means you're going to exit and if nothing comes up, you're not saving anything. in my mind i'm not saving anything right now." - P1

"i don't want to think about the x [...] it will probably explode." - P4

"doesn't jive with save up top. check mark better." - P2

"x could mean that you don't save your change." - P5

Recommendation

Issue	Recommendation
4 of 5 participants felt the 'x' button to exit the infobox was not ideal, and conflicted with the 'changes saved' messaging near the top of the page	3 of these 4 suggested a check mark or similar. 1 of the above 3 felt that either a check mark or nothing would work, and the latter would feel more consistent with the interaction with editing all the other content in the tool.

Issues found

Inconsistent understanding of infobox templates behind the scenes, and the bigger picture

- All participants specify skipping infoboxes intentionally and/or not being familiar with the infobox editing functionality in the tool
- Template understanding was varied, but all encountered miscellaneous errors that affect motivation to use infobox editing

Recommendation

Issues	Recommendations
All participants specify skipping infoboxes intentionally and/or not being familiar with the infobox editing functionality in the tool.

Users either lack awareness or still experience enough inconsistency or bugs or other systemic difficulty to ignore the improvements, and stick to tried and tested methods of getting the job done. | We need to take a more holistic view of how to make this tool better for our users.

For a better overall understanding of tool scope and capability, formulate a one-instance, opt-out 'tutorial' of sorts that can be integrated into the tool interface. For existing/ongoing users, increase education and awareness of new features and feature improvements within tool. |
| Template understanding was varied, but all encountered errors that affect motivation to use infobox editing | Add an active feedback mechanism within the tool and not just rely on directing to a talk page. |

Conversion

Issues found

External elements
- Conversion boxes didn't line up in one case

Internal elements
- No translated labels
- Source language confusion
- Input, decimal, and abbreviation confusion

One participant gave up trying the tasks.

Another participant's first reaction was to delete the template, look up the conversion externally, and type it in manually.

"precision/suffix doesn't translate correctly to 'arondi'" - P5

Recommendation

Issues	Recommendations
Conversion boxes didn't line up. This caused a participant to lack the context for the conversion box on the target language side.	This is an issue that has surfaced in other scenarios as well. Regardless, even when the user knows the source side exists, the scrolling up and down makes the experience difficult. Make sure that correlating sections are side by side as much as possible in the tool.
● No translated labels ● Source language confusion	● If possible, label the target language side conversion template accordingly. Also add the help text that currently only exists on the source side. ● If applicable, ensure not only that the target language side is translated correctly, but that the source side text is contextually accurate.

Recommendation

Issue	Recommendation
Input, decimal, and abbreviation confusion	Generally, this confusion will be ameliorated if other elements provide context and information.
	Clearly indicate which fields are the input fields.
	For places after the decimal mark (precision/suffix field), make sure zeroes are placed so there is no user confusion (unless the precision/suffix terminology is exact across languages).
	For the abbreviation field, change the input to a more clear on and off option (preferably in target language) or a more clear binary option without a language element.

What do translators want?

What users would like to have

- 4 of 5 mention the ability to choose and work with templates, specifically having the ability to work with wikicode within the tool**
- 3 of 5 want to be able to add templates (in general and to undo an accidental deletion)
- 2 of 5 want to be able to use ctrl+z or have an undo functionality
- 2 of 5 want an export to computer functionality*
- 2 of 5 want the ability to skip templates; use as purely text translation tool*
- 2 of 5 want the right hand search to successfully find all existing pages (for linking purposes)

Notes:

* these requests are due to many participants reporting issues with saving and publishing. Requests similar to these are sometimes workarounds in and of themselves, or make the workarounds less troublesome. But, they are generally indications of other problems.

** these users feel that wikicode is a way to view the content 'raw'. Not only can confirmation of status (display, error, etc.) be more clear, it also offers a greater capacity to view/edit the 'guts' in a way that the VE-like display of CX currently does not allow.

What users would like to have

- Global bookmark system (starred pages in tool, integrated with watchlist, which also has more functionality) to track interested content and/or keep to-do lists
  - Participant in question did not want tracking to be limited, explaining his not using the CX starring pages functionality
- When a reference is listed multiple times, a clear way to indicate the 'real', linked reference
- Make the process of formatting links less burdensome
- Allow users to choose to add paragraphs in translated section
- Template education/awareness tutorials
- Errors more apparent, and clarification on what the error is
- Search-and-replace, page preview, integrated image upload functions
- Ability to add portal links and interact with categories within the tool
- Ability to add punctuation after a reference [] at the end of a text block

Recommendation

Issues	Recommendations
Users keep track of what is left to be done on the page, after publishing a translation, in their own ways. Users feel the need for customization so the end product is 'correct' for the target wikipedia (could be as complicated as template-related issues to smaller concerns like birthdate formatting, which may or may not be a template)	The direct response to this need, adding a to-do list inside the tool, would inherently be a workaround 'patch' type feature (but it still doesn't solve the problem of users needing to complete the work outside the tool). Ideally, If possible, we should direct our attention toward allowing users to bridge this customization gap more easily within the tool, instead of using multi-step workarounds that might also involve external tools.
Users use their own sandboxes (which need to be typed manually as target page location) and often manually add 'work in progress' template on published pages.	Integrate this functionality into the tool.
Users feel the search provided in the right panel and general translated text may not always be sufficient.	Google Translate is cited often as an external tool complement. Evaluate if possible to achieve same level of accuracy and thoroughness, or pull directly from Google Translate.

Researcher Observations

Observations and Questions

Observations	Questions
After starting a new translation, the page is not listed in 'In Progress' unless an action is taken.	Currently, there are no warning dialogs about leaving the translation page; should the default be that the page is added?
Deleted translations stay on the 'In Progress' page in shaded gray until after page is refreshed.	Is there any reason why they do not disappear immediately? Caused a participant to specific point this out (and his confusion).
Language/page defaults when first setting up a translation, and also the language of the translation page seemed inconsistent throughout testing.	What, if any, is the official schema for determining what languages are set as default in various scenarios?

Observations and Recommendations

Observations	Recommendations
It is difficult to delete from the 'In Progress' list. The dot button itself, if clicked, takes users to the translation page (which presumably is not what the user is intending to do).	Are more options planned for dot menu dropdown? If not, substitute dot menu with delete button.
Setting the default for using blank, source or auto-translated text requires users to click on the checkbox that's already checked in the right panel dropdown.	Confusing workflow. Either allow the user to check the checkbox, or create a clearer 'set as default' button for the three options.
Conversion template is all in English, which is inconsistent with other templates and generally in the tool.	As mentioned previously, label fields should exist and be in target language. Either create a target language-specific way to denote on/off abbreviation, or a binary mode.

Two Quotes

"[My experiences today during the session were] very interesting, pleasant. [i] will keep using [the tool], even with moments of despair."

"If i were just playing around, maybe [i would try to troubleshoot or investigate an issue] but doesn't usually happen."

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The tl;dr takeaways

- Improvements are well-received, but awareness, motivation, and willingness to try them out is not inherently high.

- Piecemeal improvements only slightly improve the overall experience, and gaps still exist, preventing us from providing a 'complete package'. These gaps could cause enough lack of confidence that the improvements may be entirely overlooked. We need to keep the macro in mind along with the micro. Please refer back to Slide 11.

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Resources

General
- [Content Translation Templates research plan](#)

Participant* Videos
- [P2](#)
- [P3](#)
- [P4](#)

* list shows only participants who did not limit sharing

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THANK YOU

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