

Editing | RC Extended Filters Usability Testing

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WIKIMEDIA
FOUNDATION

Background

After introducing the new filters for edit review to positive feedback, the Collaboration team's next iteration aimed to include support for advanced functions.

In these sessions, we utilized a [prototype](#) testing environment and lead users through a series of tasks. Through completing said tasks, we are able to evaluate if research participants were aware of the functionalities, found them intuitive to use, and whether they found utility in them.

Research Questions

- What elements of the extended filters are most and least useful for users?
- Do users notice the new capabilities?
- If they find them, are they easy to understand and use?

New page elements

- Namespaces, tag, users, and categories filters
- Filter set bookmarking
- Display options (size and pagination of results)
- Navigating and updating results

What was tested

Recent changes

This is a list of recent changes to Wikipedia.

Quick links ▾

Active filters

Human (not bot) × Page edits × Page creations × Logged actions × 

🔍 Filter recent changes (browse or start typing)

 **Advanced filters**  **Live updates** [← Newer 100](#) [Older 100 →](#)

[View newest changes](#)

27 September 2016

- [\(User creation log\)](#); 10:39 .. User account [Arulmani 95](#) ([talk](#) | [contribs](#)) was created
- [\(diff | hist\)](#) .. [Jane Turner \(FBI whistleblower\)](#); 10:39 .. [\(+51\)](#) .. [FeanorStar7](#) ([talk](#) | [contribs](#)) (*→External links: add cat; cat resort*)
- [\(diff | hist\)](#) .. [Harish, Israel](#); 10:39 .. [\(+22\)](#) .. [Mhorvitz48](#) ([talk](#) | [contribs](#)) (*Link was broken. I switched it to a live link.*) (Tag: Visual edit)
- [\(diff | hist\)](#) .. [User:Gatoclass/sandbox](#); 10:39 .. [\(+2\)](#) .. [Gatoclass](#) ([talk](#) | [contribs](#)) (*→Remedy: limited civility block (LCB)*)
- [\(diff | hist\)](#) .. [Spirit photography](#); 10:39 .. [\(-546\)](#) .. [74.190.107.223](#) ([talk](#))
- [\(diff | hist\)](#) .. [m Alan Walker \(producer\)](#); 10:39 .. [\(-1\)](#) .. [Hayman30](#) ([talk](#) | [contribs](#)) (*→Walker Tour 2016: Fixed typo*) (Tags: canned edit summary, Visual edit)
- [\(diff | hist\)](#) .. [Desoett's Eagle](#); 10:39 .. [\(+39\)](#) .. [William Ayon](#) ([talk](#) | [contribs](#)) (*Added {{B from other capitalization}} tag to*



Prototype of RC page with extended filters

[CC BY-SA 4.0 (https://commons.wikimedia.org/wiki/File:Prototype4.jpg)], via Wikimedia Commons

About the testing

- Moderated research sessions
- [Prototype tested](#)
- 5 participants
 - 5 men
 - Contributions made to: Czech, English, French, Norwegian, Ukrainian
- Research protocol
 - Allow participants to evaluate the extended filters; first impression and more extensive task-based review
 - Explore filters' usability and utility with participants

Tool Navigation and Interface

Recent changes

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[Quick links](#)

Active filters

Human (not bot) × Page edits × Page creations × Logged actions ×

Filter recent changes (browse or start typing)

Filters [Highlight results](#) [Show last 100 changes](#) [7 days](#)

Contribution quality predictions [What's this?](#)

- Very likely good**
Highly accurate at finding almost all problem-free edits.
- May have problems**
Finds most flawed or damaging edits but with lower accuracy.
- Likely have problems**
With medium accuracy, finds more problem edits than the "Very Likely" filter but fewer than "May."
- Very likely have problems**
Highly accurate at finding the most obvious flawed or damaging edits.

User intent predictions [What's this?](#)

- Very likely good faith**
Highly accurate at finding almost all good-faith edits.
- May be bad faith**
Finds most bad-faith edits but with a lower accuracy.
- Very likely bad faith**

[Live updates](#) [Newer 100](#) [Older 100](#)

Created page with `{{WikiProject Years|class=|importance=}}`
page with `{{Lama Soubra}}` <!-- EDIT BELOW THIS LINE -->
ge with `{{WikiProject Sports|class=Redirect}}`
"Sumenep Waterfall" is a tourist waterfalls in Jepara Town, its
to Bluefield State College#Athletics)
Infobox person | name = Wilhelm Mohr | image = | alt = | caption
Gavv.....Apala Vikas)
k | contribs) (←Created page with '`{{subst:uw-biog}}`' ~~~~~)
created page with `"Alice Sae Teshima Noda"` (July 28, 1894 –
eur in Hawaii and T...)
created cat)

[CC BY-SA 4.0
(<https://commons.wikimedia.org/wiki/File:Tool6.jpg>), via Wikimedia Commons

Participant reactions

Filters functionality

“This is what I
expected. I’m excited”
- P2

“I like it. Should be easy
to customize what you
like” - P3

“This is nice” - P4

Participant reactions

Filters dropdown

“Expected to type, not the
dropdown”- P3

“it looks like a search field.
can i type something here?”-
P4

Participant reactions

The interface, generally

“don’t think these filters are any more advanced than the ones in the dropdown”
- P3

“The advanced filters look separate; doesn’t look related”- P4

“Design is more streamlined”

“Active filter boxes are more helpful than check boxes in old version”

“This would be a lot more user-friendly”

- P5

Participant reactions

“Useful because it’s a merge of watchlist and RC” - P1

“I would try it and maybe this page would replace watchlist for me” - P4

“[I’d] want to filter on watchlist page” - P2

“overall would prefer filters on both pages [...] putting this setup in watchlist would be great” - P5

- Recency in page filters
 - Only one participant indicated he would select most recent in this section. Others didn’t understand it or didn’t care for it
- Watchlist filters
 - 2 of 5 think that the filters and the combining of RC/watchlist pages would be positive
 - 1 of 5 is ambivalent overall
 - 2 of 5 want the pages to be separate, but support bringing filtering capability to watchlist

Findings

3 of 5 participants needed direction to find the highlights function

2 of 5 participants had difficulty understanding ORES filters

Recommendation

Issues	Recommendations
<p>The existence of the dropdown is not always clear to users, and some think they need to type a search query</p>	<p>The current icon, a magnifying glass, does not connote the accurate interaction and expectation. A more widely used 'menu' icon, such as the hamburger icon, would be more representative.</p>
<p>The dividing line between advanced filters and 'normal' dropdown filters isn't clear to users, and the interface makes it difficult for users to connect their functions</p>	<p>Advanced filters section is visually in a separate frame from the dropdown, and related functions like highlighting are separated also. Put all filters into the dropdown, and surface functions like 'exclude' when/where appropriate.</p>

Recommendation

Issues	Recommendations
Bringing filtering functionality to watchlist	Feedback was positive both for both RC and watchlist users, and for the filtering capability in general. Unless there is outcry from watchlist users, implementation for these filters on watchlist would be a net positive.
Lack of interest, clarity and utility in recency filters	Unless requested by users in the future, remove from filter set.
Highlight function is not apparent; lack of visual contrast is cited, along with the possibility it could be located elsewhere	UI tweaks to adjust contrast of the highlight button and/or to add a clearer border.

Recommendation

Issues	Recommendations
<p>The descriptions for ORES filters are still not as clear in content or as apparent on the interface</p>	<p>UI tweak to add more emphasis on the ‘What’s This’ text, and/or add a one-time explanatory pop-up when the dropdown is first opened.</p>
<p>Researcher Observation: If there are too many filters in dropdown, users may not see or know to look for other, possibly more relevant filters</p>	<p>Because it may not be accurate for every user/use case, voting on the filters that are most useful is not necessarily representative. The use of save/bookmark could ameliorate this to some degree. Perhaps to supplement, a dynamic dropdown could be implemented where a user’s most used filters could be shown higher, sections can be set to collapse by default if never used, etc.</p>

Namespaces / Exclude

[CC BY-SA 4.0
(<https://commons.wikimedia.org/wiki/File:Namespace15.jpg>), via Wikimedia Commons]

Recent changes

This is a list of recent changes to Wikipedia.

Active filters

Human (not bot) ×

Page edits ×

Page creations ×

Logged actions ×

Q :

Namespaces

Exclude selected

Highlight results

Article

Talk

User

User talk

Wikipedia

Wikipedia talk

File

File talk

Mediawiki

Mediawiki talk

Findings

4 of 5 participants had no issues with namespace or exclude functions

The remaining participant surfaced some specific concerns.

To him, 'page' connotes 'article' in French

A filter color was re-used inadvertently

'Registered', not 'logged in', denotes user with username

Recommendation

Issues	Recommendations
Language/translation nuances can cause discrepancies in understanding, especially in the case of words that already seem interchangeable ('page' vs 'article')	Though tooltips are meant to clarify such discrepancies or confusions, continually monitor feedback from users to determine if tooltip language can be further clarified or its existence made more discoverable.
Highlighting with one color more than once, unintentionally	Create an indication on the color list when a color is already in use, while denoting that it can still be selected again if desired (presumably there may be use cases where one color can be used for more than one filter).
Multiple descriptions can potentially confuse users	When appropriate, such as with the 'User Registration' filter, avoid additional explanatory text that may confuse rather than clarify. Continually monitor feedback channels for other similar instances.

Save setting / Quicklinks

Recent changes

This is a list of recent changes to Wikipedia.

Quick links 

Active filters

Very likely good 

Human (not bot) 

Page edits 

Page creations 

Logged actions 

 Filter recent changes (browse or start typing)

[CC BY-SA 4.0 (<https://commons.wikimedia.org/wiki/File:Save18.jpg>)], via Wikimedia Commons

Findings

Save Settings

4 of 5 participants have a need for saving multiple sets of filters

4 of 5 participants had no issue setting up filter sets, saving, and marking as default

Findings

Save Settings

Only 1 participant had trouble finding the bookmark, and it was because of the issue to the right

2 of 5 participants dislike that the bookmark icon disappears after a set has been saved (and is in use). Feedback is purely that they feel an icon should always be shown if it exists

2 of 5 participants expect active filter setting to carry over session to session

“Way it is now is a bit more complicated than it needs to be”- P5

Findings

Quicklinks

5 of 5 participants expected entries in quicklinks to represent filter sets

5 of 5 participants thought the quicklinks section was confusing and unclear

“[the entries] have the same icon, but they’re not the same thing” - P1

“Did I do something wrong? I thought I would stay in page” - P2, after clicking a non-filter entry

“[the entries] are not in any particular order” - P3

“It was a bit confusing” - P5

Findings

Quicklinks

1 participant doesn't initially notice where his saved filters are stored

1 participant explicitly said he would not use any of the other links in the dropdown

1 participant thought the other entries were other users' filter sets, and he wanted privacy settings for his own filter sets.

Another participant said he only wanted to see his filters in this dropdown.

Recommendation

Issues	Recommendations
<p>Bookmark icon inconsistency; some users felt that an icon in the UI should always be shown, even if an associated action is not applicable in certain scenarios</p>	<p>Evaluate UI best practices and consistency across our platforms; if appropriate, retain the bookmark icon in location at all times, perhaps with an 'inactive' mode where applicable.</p>
<p>Users have different expectations of how filters and page sessions work</p>	<p>If possible, incorporate a 'pick up where you left off' setting for the RC page. Otherwise, incorporate help pop-ups that typically accompany beta/new features to allow for more understanding.</p>

Recommendation

Issues	Recommendations
<p data-bbox="81 401 691 437">Filters expected in quicklinks dropdown</p> <p data-bbox="81 500 944 631">Related: the lack of clarity some users have about where their saved filters are stored, and what <i>exactly</i> is in the dropdown</p>	<p data-bbox="981 401 1837 532">Remove the 'external link' icon from entries in the dropdown; it is not clear nor accurate in the wiki context what they denote.</p> <p data-bbox="981 604 1016 623">---</p> <p data-bbox="981 695 1754 773">One option: group like with like, and label different sections with different icons/headers.</p> <p data-bbox="981 841 1779 1016">Another (ideal) option: move non-filter (related page) links from the dropdown elsewhere, and rename the dropdown 'Saved Filter Settings' or similar for more clarity and discoverability.</p>

Display / View Newest Options

Recent changes

This is a list of recent changes to Wikipedia.

 Quick links 

Active filters

Very likely good  Human (not bot)  Page edits  Page creations  Logged actions 



 Filter recent changes (browse or start typing)

 User  Tag  Namespace  Category

Show last 100 changes 

 7 days 

 Advanced filters

 Live updates

 Newer 100

Older 100 

[View newest changes](#)

27 September 2016

Findings

Display options

All participants successfully complete pagination and other display option tasks

Majority of participants don't often use display/pagination options

However, 1 participant is a huge fan of the sorting (oldest results first) option

2 participants mentioned they might increase the # of results shown at once

Participant reactions

Display options

4 of 5 participants don't think pagination options should be categorized with advanced filters

“Don't really see the point in keeping [pagination controls] hidden. this isn't anything you'd want to hide” - P3

Participant reactions

View newest options preferences

Live updates button

“[I’d] have live updates on all the time” - P2

Depends

“Useful feature”
P3 preferred view newest working on one screen, live updates on multiple screens

P4 thinks live updates is ideal, but view newest could be better to concentrate on the most current results

View newest link

“It’d be a lot more manageable, rather than having stuff show up constantly. I want to be able to control when I see new changes” - P5

P1 does not indicate a preference

Findings

Live updates button

3 of 5 participants specifically mention either preference for or use cases that would make use of the live updates button

P1 and P2 both have auto-refresh settings that they use in conjunction with their watchlist and RC (browser customization, RC page customization respectively) pages

It may be interesting to keep an eye on whether the live updates button is useful for those who do 'background monitoring' of feeds.

Findings

View newest changes

3 of 5 participants specifically mention either preference for or use cases that would make use of the view newest changes link

2 of 5 participants require some prompting to notice the link

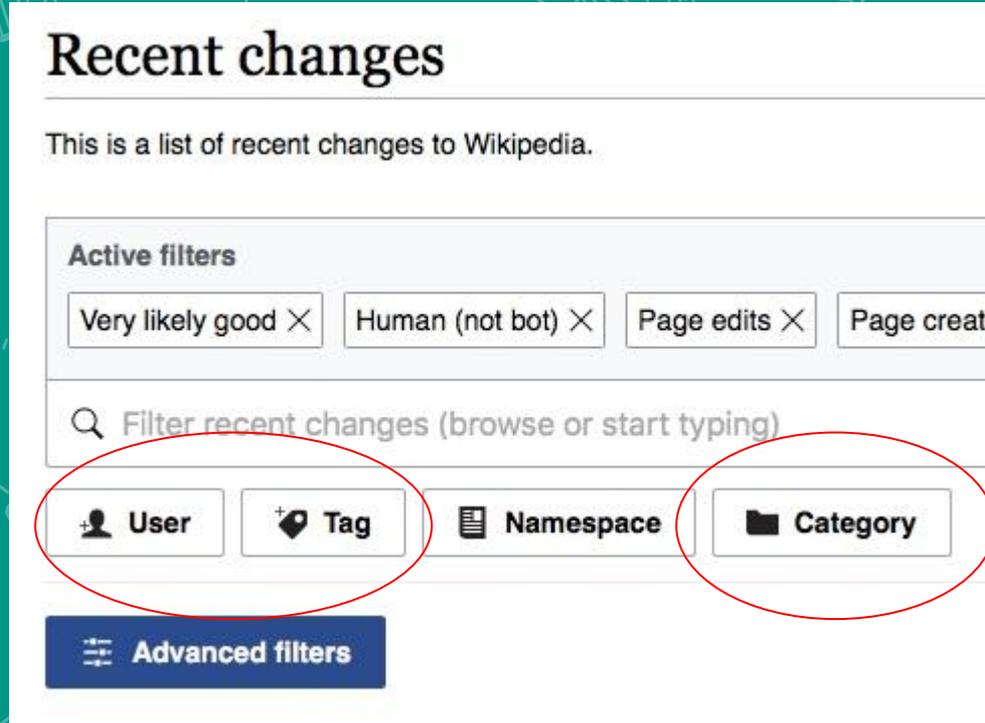
1 of 2 participants wants the link to be constantly visible, so he may use it as an on-page refresh button



Recommendation

Issues	Recommendations
<p>Users are confused as to why pagination controls are categorized and hidden within advanced filters</p>	<p>Move the controls out and next to the other page/results controls.</p>
<p>Mixed preferences for an ideal mode of accessing newest RC results</p> <p>View newest changes link is not apparent to some users, and a user feels the link should be constantly visible</p>	<p>Allow users to select one of these as a default or by-session preference, perhaps using a toggle.</p> <p>Visually, more can be done to show users that the link is there. It can be a box of sorts that pushes down results slightly, a la Twitter. The language could be '# new results' or similar. Or, it could be an inactive link (grayed out) until new results populate, at which time the link would activate (turn blue).</p>

Users, Categories, etc.



Recent changes

This is a list of recent changes to Wikipedia.

Active filters

Very likely good × Human (not bot) × Page edits × Page creation ×

Filter recent changes (browse or start typing)

User Tag Namespace **Category**

Advanced filters

The screenshot shows the 'Recent changes' interface on Wikipedia. The 'Active filters' section includes 'Very likely good', 'Human (not bot)', 'Page edits', and 'Page creation'. Below this is a search bar for filtering changes. The 'User', 'Tag', and 'Category' filter buttons are highlighted with red circles. The 'Category' button is currently selected and highlighted in bold. At the bottom, there is a blue button for 'Advanced filters'.

[CC BY-SA 4.0
(<https://commons.wikimedia.org/wiki/File:User30.jpg>)], via
Wikimedia Commons

Findings

User filters

2 participants have need
for user filter

5 of 5 participants
successfully complete the
tasks

Findings

“I like it”
“This is better”
- P3 (re: categories)

“[advanced filters] Interesting,
categories in particular” - P4
(re: categories)

Category filters

2 participants have need
for category filters

5 of 5 participants
successfully complete the
tasks

1 participant wanted to
know whether category
filters adequately ‘follow’
categories (all
added/removed pages)

Lack of clarity on some
category filter specifics

2 of 5 participants wanted
to know whether selecting
a category selects its
subcategories, and if so,
can subcategories be
excluded

Recommendation

Issues	Recommendations
Lack of clarity for users around what selecting a category filter entails/includes	When the information is confirmed, include it in an explanatory pop-up that accompanies beta/new features.

Findings

New pages feed (on en.wiki): user would still use it because it has 'no category', 'no citation', and 'orphan' filtering options

Filter dropdown: users still need to click off the large dropdown space to exit it

Bookmarking: does bookmarking a set of filters retain other settings, like paginations, filter exclusions, live updates settings?

Sorting: when sorting oldest results first, how does the nav/pagination options work in conjunction?

Sorting: while relatively clear, it is not explicitly noted anywhere visually whether results are sorted newest or oldest first, and could be forgotten

Exclude: after activating the 'exclude' functionality in the namespace filters, it sometimes activates erroneously when selecting other filter categories

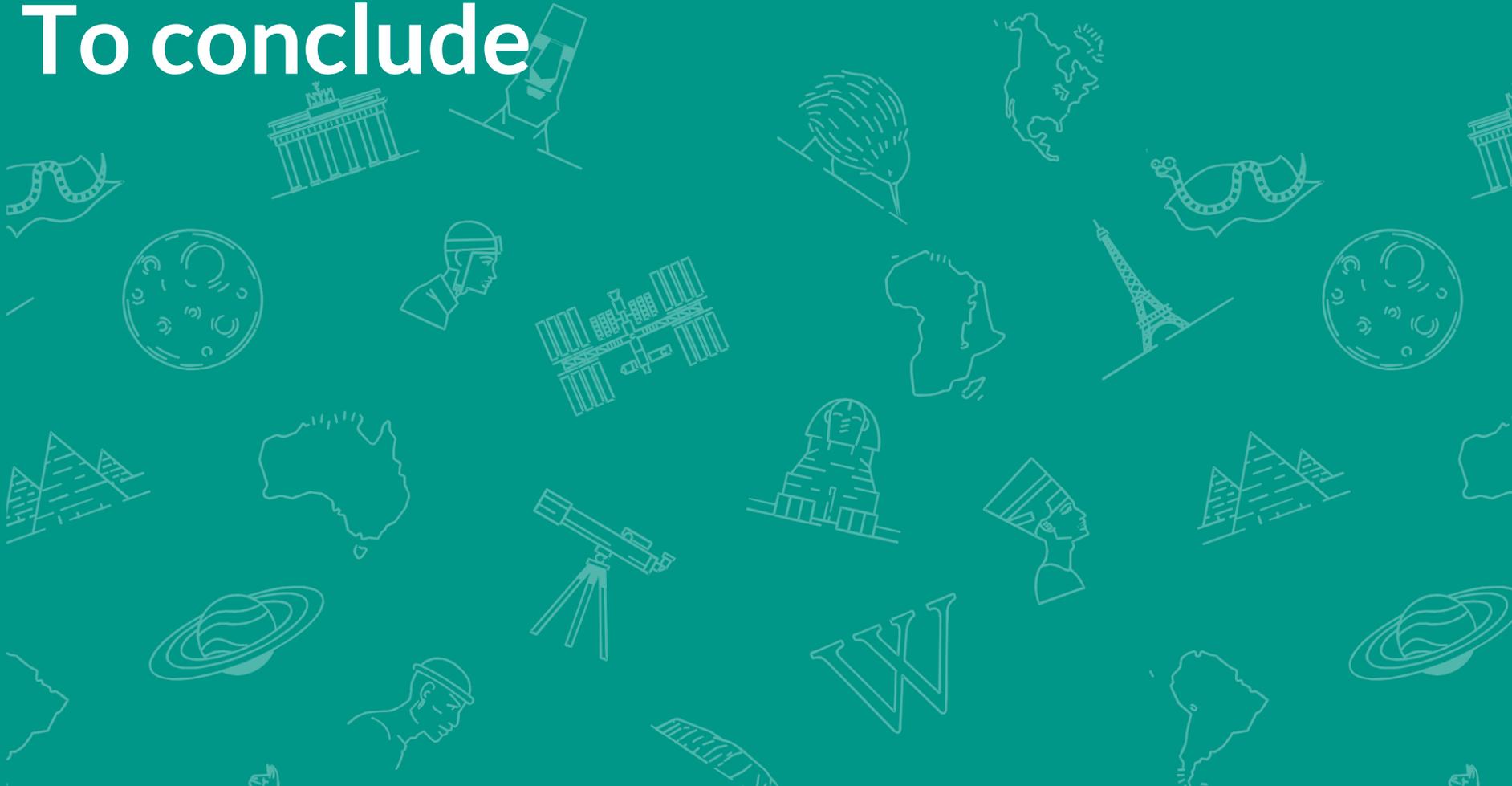
Recommendation

Issues	Recommendations
New pages feed	If a goal of these new functionalities is to improve AND help consolidate edit review page options, we can include the 'no category', 'no citation', and 'orphan' filtering options into the dropdown. If not, ignore.
Bookmarking	If not already the case, ensure that all filters and page options selected are saved with the filter set.
Sorting	If the workflow hasn't yet been fleshed out, make sure to consider how the sort setting and pagination options will manifest together.

Recommendation

Issues	Recommendations
Closing the filter dropdown	The dropdown menu icon (preferably changed to hamburger per an earlier recommendation) can change into an X after the dropdown is activated, as another option to exit.
Sorting oldest/newest first status	Add a visual indicator as to whether results are being shown oldest or newest first.
Exclude functionality being applied erroneously	Ensure that the beta version is devoid of such discrepancies.

To conclude



Participant reactions overall

“Pretty” - P1

“It’s really nice. I’d like to have it soon” - P4

“I really like the amount of settings [...] nice to have [RC] in a prettier interface” - P3

“Prototype is an improvement to current page” - P2

“I really like how much easier it is to filter [...] feels like a modern user interface” - P5

What participants asked for

P1:

Filtering based on user groups.

Hide features I don't want to see or use.

P4:

If the filters are implemented, to have a fallback option to original RC.

See cumulative changes since last visit to page.

Hierarchical view for categories filters.

Takeaway

Generally, participants had positive responses to the new filters and functionalities. To different degrees/varying use cases, most of these new features have audiences ready to wield these tools.

However, there are some areas in the prototype that can benefit from additional clarifications, UI tweaks, and workflow considerations.

Resources

General

- [RC Extended Filters Usability Testing research plan](#)

Participant* Videos

- [P2](#)
- [P3](#)

* list shows only participants who did not limit sharing

THANK YOU



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