Editing | Content Translation
Template Translation

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Background

Currently, the Content Translation tool does not offer much support for translating templates.

A prototype page containing infobox and unit conversion templates were created as a first step to rectify the situation. The goal of this research study is to evaluate the usability of these two template editing modes within the Content Translation context and also gather general feedback about users’ experiences using the tool.
Research Questions

● What are some of the current limitations of the Content Translation tool?
● How do users feel about Content Translation’s current support of templates?
● How are users’ experiences with the two template translation features on the prototype page?
What was tested

Cupcake

- **Name**: Cupcake
- **Image**: Frosted chocolate cupcakes with sprinkles
- **Alternative Name**: Fairy cake, patty cake, cup cake
- **Country**: United States

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*Template 1 (Infobox)*

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Cupcake image by Pamela from DC Metro (Flickr) [CC BY 2.0](http://creativecommons.org/licenses/by/2.0), via Wikimedia Commons
What was tested

→

Template 2
(Unit Conversion)
About the testing

- Moderated research sessions
- Prototype hosted on github
- Research protocol
  - Discuss and show participants’ current Content Translation workflows
  - Explore infobox and unit conversion template editing on prototype page

- 5 Participants
  - 5 men
  - 5 international users, non-native English speakers
  - 2 daily users of Content Translation
  - 1 high school student
<table>
<thead>
<tr>
<th>Description</th>
<th>Descripción</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tree</strong></td>
<td><strong>Árbol</strong></td>
</tr>
<tr>
<td>Almond blossoms with its fruit in Todesh, Isfahan, Iran</td>
<td>Almendra blossom con su fruta en Todesh, Isfahan, Irán</td>
</tr>
</tbody>
</table>

The almond is a **deciduous tree**, growing 4–10 m (13–33 ft) in height, with a trunk of up to 30 cm (12 in) in diameter. The young **twigs** are green at first, becoming purplish where exposed to sunlight, then grey in their second year. The **leaves** are 3–5 inches long [1] with a serrated margin and a 2.5 cm (1 in) **petiole**. The **flowers** are white to pale pink, 3–5 cm (1–2 in) diameter.

La almendra es un árbol **caducifolio**, creciendo 4@–10 m (13@–33 ft) en altura, con un tronco de hasta 30 cm (12 en) en diámetro. Las ramitas jóvenes son verdes al principio, deviniendo purulish donde expuestos al sol, entonces grises en su segundo año. Las **hojas** son 3@–5 pulgadas mucho tiempo [1] con un serrated margen y un 2.5 cm (1 en) **peciolo**. Las **flores** son blancas a

By Runabhattacharjee, with contributors to en:Tree and contributors to es:Árbol [GPL](http://www.gnu.org/licenses/gpl.html) or [CC BY-SA 3.0](http://creativecommons.org/licenses/by-sa/3.0)], via Wikimedia Commons
All participants agree that Content Translation is a positive, useful resource.

"Obviously you save [time] while editing"

"Interface is nice, usually easy to use"

"Better than nothing, better than working from scratch!"

"Paragraph-based, so I can translate parts, not whole page in one shot"
3 participants mention overall template inconsistency and lack of support.

Participant 3 specifically mentions that date conventions are inconsistent across wikis.

Participant 1 requests time/timezone templates.

What we aim to begin addressing with this prototype!
The Bad // Links

2 participants specifically call out issues around editing links and link display text:

- Link sometimes disappears
- Letters added before/after link aren’t linked, but letters added between are linked and

“Auto-insert the link, not the translation of the link”

and

“Adding links doesn’t work sometimes; system with red links is unclear. In some languages, link color is gray and needs to be entered manually”
The Bad // References bugs

2 participants have issues with references.

“Translating references works pretty well [in some language directions], not great [in others]”

“References list didn’t work correctly”
“Quality low; improvements do not map to Content Translation immediately”

“No scroll bar, so [sometimes] can’t use text”

By Amire80 (Own work) [CC BY-SA 4.0 (http://creativecommons.org/licenses/by-sa/4.0)], via Wikimedia Commons
The Bad // Miscellany

Other Content Translation issues raised:

- When the source page changes, Content Translation provides a notice, but no feasible way to address other than ignoring.
  - No state information about current work if user leaves page
  - No diff is provided
- Can’t edit source page if a mistake is spotted
- No preview configuration (P2, reason not specified)
Other Content Translation issues raised:

- Can’t delete auto-translation; if content is removed, auto-translate prompt doesn’t recur
- Issues with display and dealing with red links on tablet view
- Featured articles typically very long; difficult to translate in quick bursts
- No ‘help desk’ link to directly report error pages with all user agent information included
Recommendations

- Continue to develop ways to support more useful templates
  - Create/support date convention and time/timezone templates
    - However, this may be too much work for a small issue at this time
- Reassure users of how content will be displayed
  - preview functionality
Recommendations

- Work out a way for users to navigate the issue of a change in the source page
  - view diff functionality
- Add ability to edit source page content
- Allow users to access Apertium and other content
  - add a scroll bar to Content Translation right-side panel
Recommendations

- Allow for the auto-translate button to recur if all paragraph content has been purposefully or accidentally removed
- Display very long articles in a less overwhelming fashion
- Include a help/report error link on all Content Translation screens so that an inquiry will automatically include user agent/related data
Recommendations

- Conduct heuristic evaluation and iterate on links and linking functionality
- Conduct heuristic of Content Translation on tablet to surface display and functionality issues
- Make sure we regularly monitor bugs (Content Translation in general, and specifically wrt reference lists)
Findings // Infobox template

3 participants have immediate, enthusiastic responses to the infobox template.

“Oh my god, this is better!”

“Oh that’s nice!”

“Cool, can translate infobox!”
Findings // Infobox template

However, there are still some concerns...

P1 expects to be able to edit labels and feels that the infobox edit mode looks too different from the way it is displayed.

P2 hesitates quite a bit trying to figure out how to begin editing.

P4 feels the (X) button to exit edit mode is unclear and has some concerns for new users of Content Translation.
Recommendations // Infobox template

- Consistency across infobox edit and display modes, so that it is indeed a WYSIWYG experience
- Welcome description text for first-timers
- Clarify to users how to access infobox edit mode
  - One-click to enter edit mode (instead of two)
  - Surfacing an explicit "click again to edit" message once the user selects the template
- Explore whether labels can be made to be more user-friendly (removing technical-looking underscores, etc.)
- Evaluate alternative solution to the (X) button to exit edit mode
Findings // Conversion template

Confusion / Apathy (3 of 5)

“Que pasa?”
(what’s happening?)

Excitement (2 of 5)

“Oh wow! I like this!”

“Wonderful. This is a good idea.”
Findings // Conversion template

3 of 5 participants accurately explain how they’d use the template to auto-convert into different units.

However, 4 of 5 participants ultimately mention that they’d rather just delete the number, calculate the change, and rewrite it in plain text.
P4 was looking for an action button to ‘apply’ the change. The same participant pointed out the same issue with the (X) exit button (does it save change?)

P1 expressed an aversion to the in-line format of this template edit mode, which breaks the paragraphs within the two-column Content Translation view.
Recommendations // Conversion template

- Determine best way to incorporate this type of template into WYSIWYG Content Translation edit view
  - Consider comparables in VE (e.g. add link, citation)
- Consider action/apply button
- Evaluate alternative solution to the (X) button to exit edit mode

- Unclear how much the non-matching values in the paragraph and the conversion template confused the process, but future prototypes can aim to match values and build out more of the vital functionality to allow some user exploration.
If both editing modes are active, the second paragraph is completely blocked from view.

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Cupcake image by Pamela from DC Metro (Flickr) [CC BY 2.0 (http://creativecommons.org/licenses/by/2.0)], via Wikimedia Commons
Recommendation

Determine best way to show the active edit mode for conversion template, while ensuring that users can still view the text context in Content Translation.
Overall, users encourage template support and these two templates specifically are generally well-received. Pursuing further functionality in this area is recommended!
Resources

General
- Content Translation Template
- Content translation Recruiting Spreadsheet
- Prototype

Participant* Videos
- P1
- P2
- P4
- P5

* list shows only participants who did not limit sharing
THANK YOU