

# Article Feedback V5

Project Update

Prepared by:

Fabrice Florin

**Wikimedia Foundation**

[fflorin@wikimedia.org](mailto:fflorin@wikimedia.org)

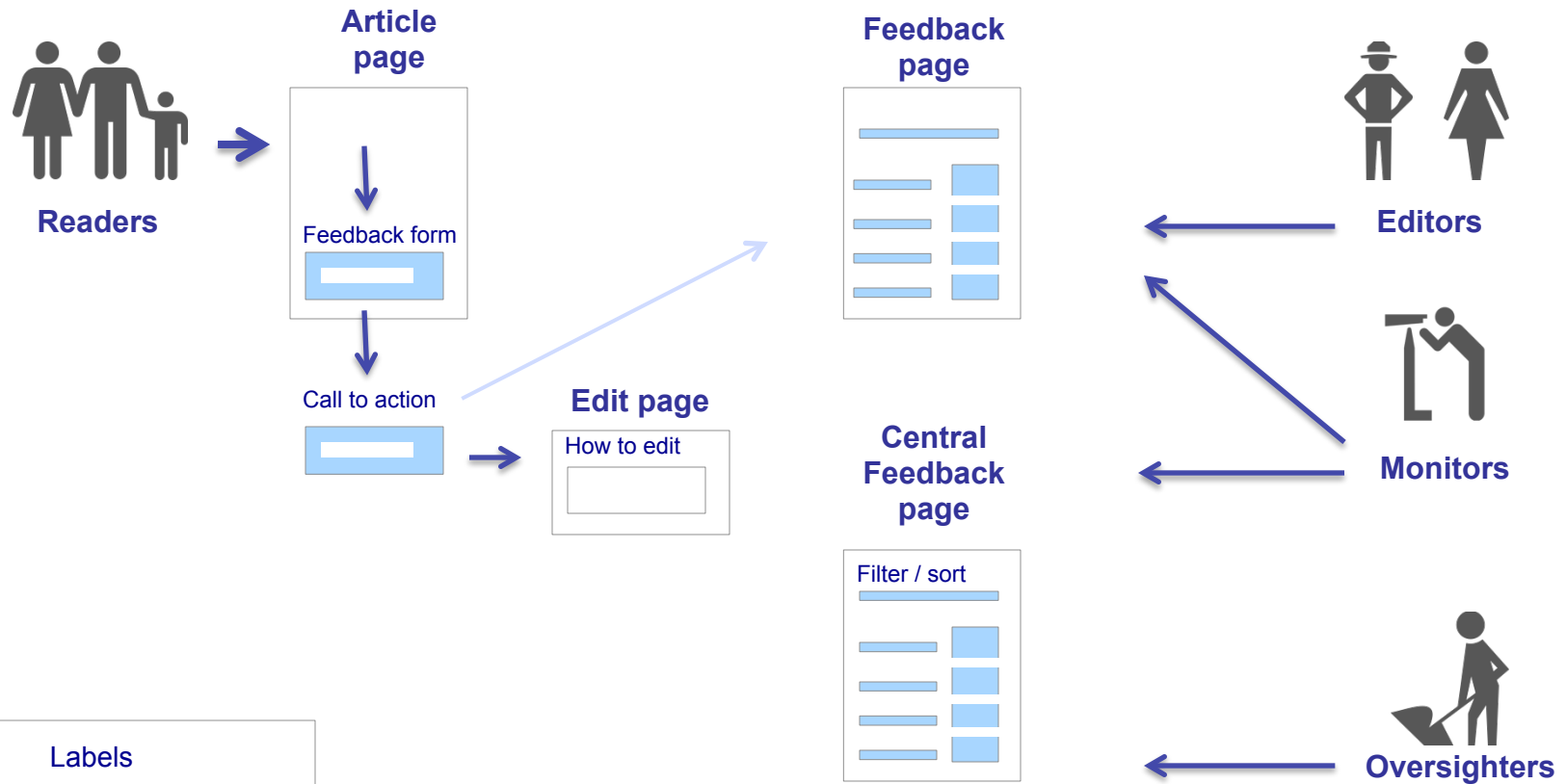
May 2, 2012

# Goals





- Invite readers to **contribute** to Wikipedia.
- Help editors **improve articles** based on feedback.



# Article Feedback Map



**Labels**

-  Primary flow
-  Secondary flow
-  Increases feedback list
-  Decrease feedback list

# Final Feedback Form

MOCKUP

## Help improve this page

[What's this?](#)

Did you find what you were looking for?

# Final Feedback Form

MOCKUP

## Help improve this page

[What's this?](#)

Did you find what you were looking for?

Yes

No



## < Help improve this page

[What's this?](#)

Great. Would you like to add anything else?

What was most useful to you? How could this article be improved?

Please post [helpful feedback](#). By posting, you agree to transparency under [these terms](#).

Post your feedback

# Final Feedback Form

MOCKUP

**Help improve this page** [What's this?](#)

Did you find what you were looking for?



**< Help improve this page** [What's this?](#)

Great. Would you like to add anything else?

What was most useful to you? How could this article be improved?

Please post [helpful feedback](#). By posting, you agree to transparency under [these terms](#).



**✓ Thanks!** Your feedback has been [posted here](#). [What's this?](#)

Wikipedia works because anyone can edit its articles.  
Go ahead, give it a try. Be bold!

# Feedback on Golden-crowned Sparrow

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

234 feedback posts on this page

70% found what they were looking for

Showing: [All \(234\)](#) | [Most relevant \(5\)](#) | [Featured \(3\)](#) | [Helpful \(2\)](#) | [Comments \(6\)](#) | [More filters](#) ▼

Sort by: [Relevance](#) | [Date](#) ▼ | [Helpfulness](#) | [Rating](#)

[Fabrice Florin](#) did not find what they were looking for. 2 months ago · [Details](#)  
I want to hear more about sparrows their live and facts.

★ FEATURED

- ★ Unfeature this post
- ✓ Mark as resolved
- ✕ Hide this post
- 🛡 Request oversight
- 📊 View activity

Is this helpful? Yes No (60% found it helpful) [Flag as abuse](#)

[156.123.123.231](#) found what they were looking for. 8 months ago · [Details](#)  
Wikipedia, in general, is extremely useful to me. Thank you, thank you! I was happy to read all kinds of articles, but especially the ones about animals.

✓ RESOLVED

- ★ Unfeature this post
- ✓ Unmark as resolved
- ✕ Hide this post
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- 📊 View activity

Is this helpful? Yes No (60% found it helpful) [Flag as abuse](#)

[Fabrice Florin](#) did not find what they were looking for. 2 months ago · [Details](#)  
I am interested in the number of hours that these birds can keep flying without rest, the migratory routes if any, and the number of different colours of they feathers. Another interesting aspect to mention is the comparison in size with similar birds. This is really imortant for people that go to the forest... [Read more.](#)

- ★ Unfeature this post
- ✕ Hide this post
- 🛡 Request oversight
- 📊 View activity

Is this helpful? Yes No (60% found it helpful) [Flag as abuse \(1\)](#)

[Fabrice Florin](#) did not find what they were looking for. 2 months ago · [Details](#)  
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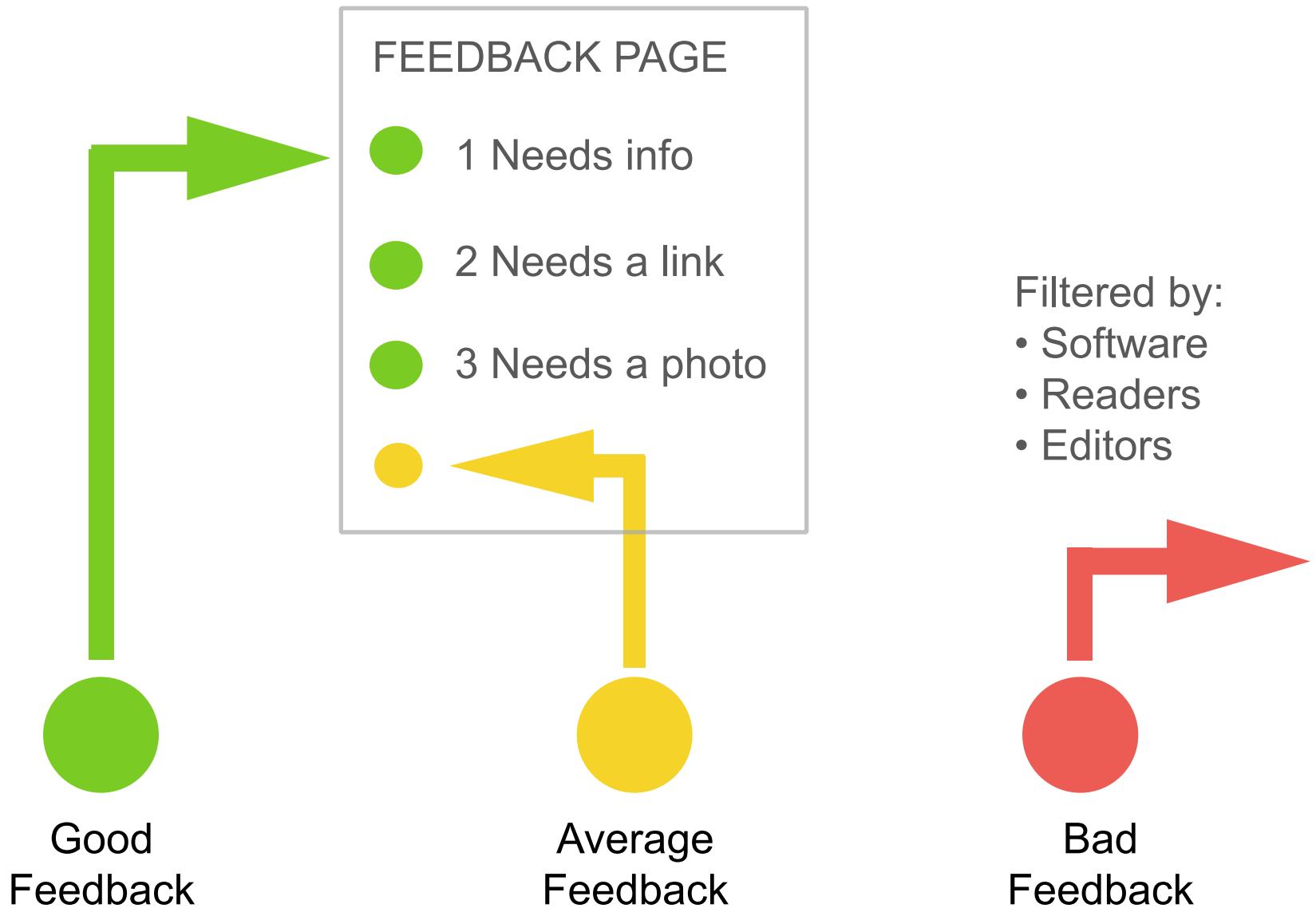
**Hide this post** ✕

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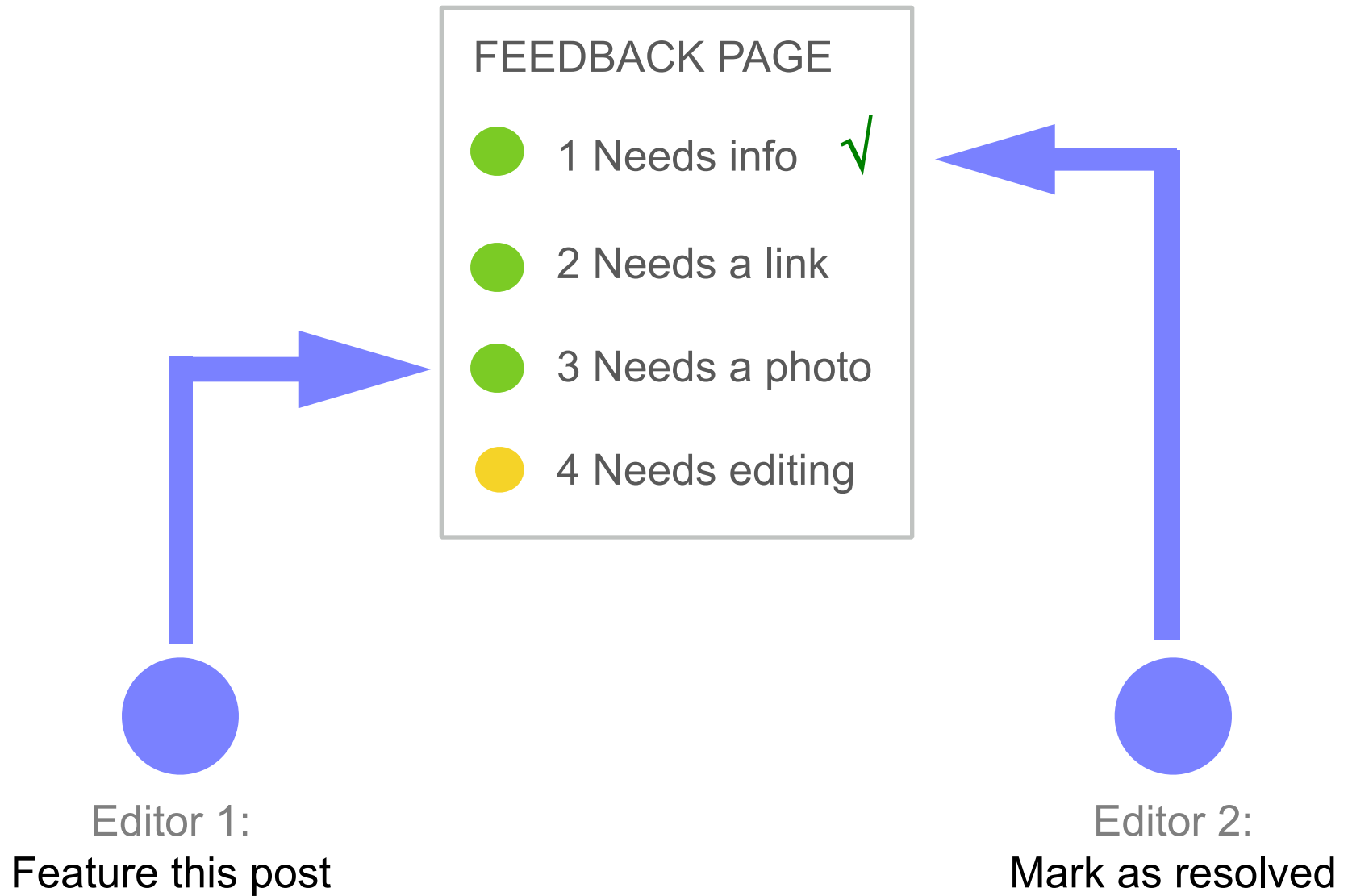
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# Surface good feedback





# Help editors use feedback



# Reduce the noise

Different ways to block or decrease bad feedback.

## AUTOMATED

- Disallow (before posting)
- Auto-flag (after posting)

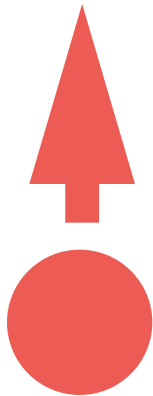
## MANUAL

- Readers
- Editors

Abuse Filter

Spam block

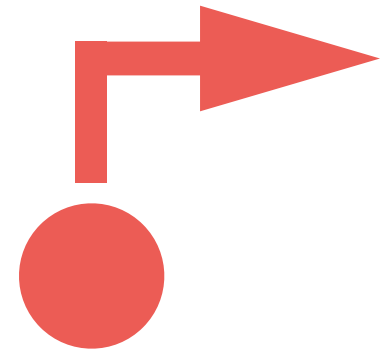
e.g.: Flag this post



Bad  
Feedback



Bad  
Feedback



Bad  
Feedback

# Feedback tools



## Feedback: Barack Obama

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

491 feedback posts on this article



51% found what they were looking for

Showing:

Sort by: **Date** | Helpful | Rating



216.38.130.165 found what they were looking for

4 minutes ago

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](#)



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](#)




216.125.34.2 posted this comment

5 hours ago

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


# Feedback: Barack Obama

491 feedback posts on this article

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

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[★ Feature this post](#)  
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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](#)

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

[★ Feature this post](#)  
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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](#)

 **216.125.34.2** posted this comment 5 hours ago

**Feature this post** ✕

Add a note

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


[★ Feature this post](#)  
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This bio states that Pres. Obama ended the war in Iraq. But as stated elsew Forces are mandated to withdraw from Iraqi territory by December 31, 2011 agreement signed in 2008 by President Bush. The U.S. troop withdrawal fro


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- ★ Un-feature this post
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- ✕ Hide this post
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- ★ Feature this post
- ✕ Un-hide this post
- 🛡 Oversight requested
- 📊 View activity

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**Feature this post** ✕

Add a note

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- ★ Feature this post
- ✕ Hide this post
- 🛡 Request oversight

# Oversighter's View


## Feedback: Barack Obama

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491 feedback posts on this article






 51% found what they were looking for

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

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

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

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-  [Hide this post](#)
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- 
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# Relevance filter

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

- **👍 Helpful** posts
- **★ Featured** posts
- **Comments-only**

(filtered first, then sorted by “relevance”)

Remove from default view all posts that are:

- **Hidden**
- **Oversighted**

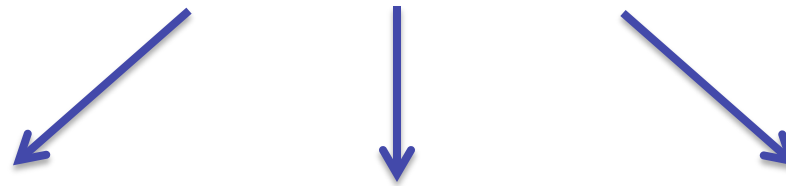




# Abuse filter

## Feedback matches a filter

Filter rules specify appropriate action



### Disallow

- Post is rejected
- Generic message
- Cannot be flagged

### Warn

- Post is rejected on 1<sup>st</sup> try
- Customizable message
- Post accepted on 2<sup>nd</sup> try
- Can also be flagged

### Auto-flag

- Post is accepted
- No message
- Flagged for abuse
- Not shown in default list



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Special page

# Central Feedback Page

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Showing: [All](#) | [Relevant](#) | [Helpful](#) | [Unhelpful](#) | [More filters](#) ▼ Sort by: [Date](#) ▼ | [Relevance](#) | [Helpfulness](#) | [Rating](#)

[Fabrice Florin](#) posted feedback on [Sparrows](#) 2 mins. ago | [Details](#) ★ **FEATURED**

I want to hear more about sparrows their live and facts.

Is this helpful? [Yes](#) [No](#) (60% found it helpful) [Flag as abuse](#)

- ★ Unfeature this post
- ✓ Mark as resolved
- ✗ Hide this post
- 🛡 Request oversight
- 📊 View activity

[156.123.123.231](#) posted feedback on [Drew Barrymore](#) 3 mins. ago | [Details](#) ✓ **RESOLVED**

Wikipedia, in general, is extremely useful to me. Thank you, thank you! I was happy to read of articles, but especially the ones about animals.

Is this helpful? [Yes](#) [No](#) (60% found it helpful) [Flag as abuse](#)

- ★ Unfeature this post
- ✓ Unmark as resolved
- ✗ Hide this post
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[Fabrice Florin](#) posted feedback on [Golden-crowned Sparrow](#) 3 mins. ago | [Details](#)

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- ★ Unfeature this post
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This post was hidden by [Fabrice Florin](#) on 12 April 2012 at 19:04 | [View contents >>](#)

[Fabrice Florin](#) posted feedback on [China](#) 3 mins. ago | [Details](#)

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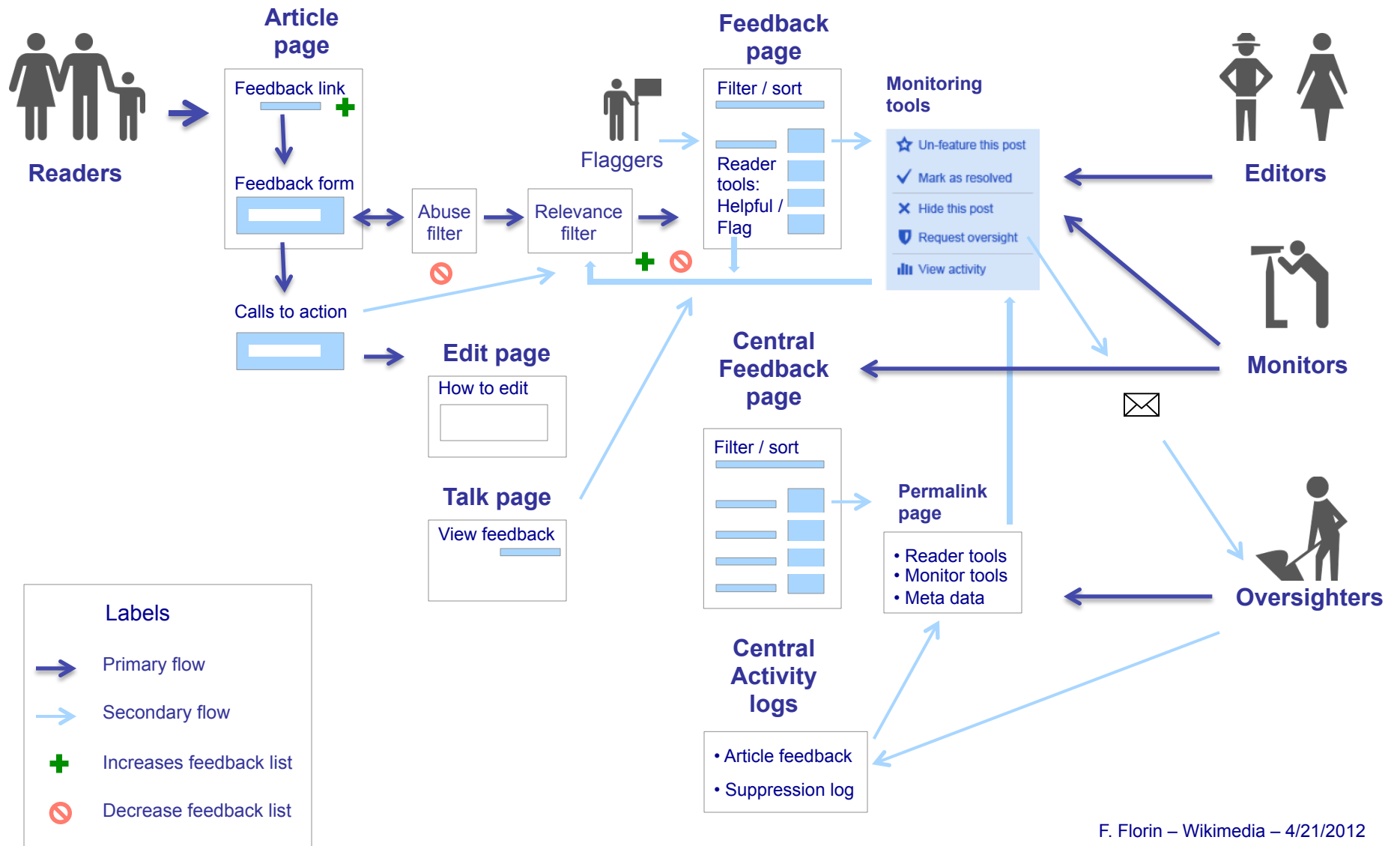
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**Hide this post** ✕

Add a note

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# Article Feedback Map



# Our Vision



- Help **get readers more engaged.**
- Give them tools to **suggest article improvements.**
- Encourage them to **become editors** over time.
- Offer practical feedback tools to **experienced editors.**
- Get readers and editors to **collaborate**, so everybody wins!



**Check it out**

**[bit.ly/aft-v5](https://bit.ly/aft-v5)**

