



Article Feedback V5

Project Overview

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Article Feedback Goals

- **engage readers** to participate more on Wikipedia
- focus on **article quality** and **article quality**
- encourage a **collaboration** between **editors** and **readers**
- develop new ways to **drive thoughtful participation**
- experiment with **outsourcing web development**



Activity Flow

Here are the 3 key stages of the desired “virtuous circle.”



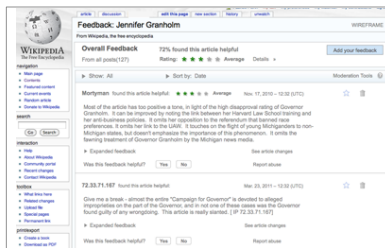
Touchpoints



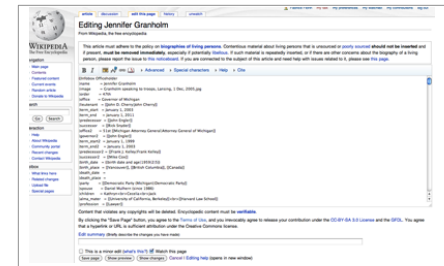
Article page

A screenshot of a feedback form titled 'Share your feedback'. It asks 'Was this article helpful?' with 'Yes', 'No', and 'Not Sure' buttons. Below is a text box for 'Add a comment' and a question 'Did find what you were looking for? Any suggestions for improvement?'. At the bottom are 'Post your feedback', 'Cancel', and 'Help' buttons.

Feedback form + Calls to action



Feedback page + Moderation tools



Edit page



Talk page

Did you know you can edit this article?

Editors promote the best posts to Talk.

Feedback Form

WIREFRAME

Share your feedback



Did you find what you were looking for?

Yes

No

How can we improve this article?

Your feedback will be shared [here](#). See our [privacy policy](#).

Post your feedback



WIKIPEDIA
The Free Encyclopedia

- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

Interaction

- Help
- About Wikipedia
- Community portal
- Recent changes
- Contact Wikipedia

Toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Permanent link
- Cite this page
- Rate this page

Print/export

Languages

- العربية
- Dansk
- Deutsch
- Español
- Français
- 한국어
- Italiano
- Latina
- 日本語
- Norsk (bokmål)
- Polski
- Русский
- Simple English
- Suomi
- Svenska

Article Discussion

Read Edit View history

Search

Feedback: Jennifer Granholm

Overall Feedback: 82% found what they were looking for

Details »

Add your feedback

Show: All (127)

Sort by: Date

Moderation Tools ?

Mortyman found this article helpful:

Nov. 17, 2010 – 12:32 (UTC)

Feature | List | Hide

Most of the article has too positive a tone, in light of the high disapproval rating of Governor Granholm. It can be improved by noting the link between her Harvard Law School training and her anti-business policies. It omits her opposition to the referendum that banned race preferences. It omits her link to the UAW. It touches on the flight of young Michiganders to non-Michigan states, but doesn't emphasize the importance of this phenomenon. It omits the fawning treatment of Governor Granholm by the Michigan news media.

More >>

Report abuse

152 edits since this post

72.33.71.167 found this article helpful:

Mar. 23, 2011 – 12:32 (UTC)

Feature | List | Hide

Give me a break - almost the entire "Campaign for Governor" is devoted to alleged improprieties on the part of the Governor, and in not one of these cases was the Governor found guilty of any wrongdoing. This article is really slanted. [IP 72.33.71.167]

More >>

Report abuse

132 edits since this post

etc.

More Posts



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Article [Discussion](#)

[Read](#) [Edit](#) [View history](#)

Talk: Jennifer Granholm

Skip to table of contents

This is the talk page for discussing improvements to the **Jennifer Granholm** article.

See also: **Reader Suggestions**

[... scroll down to new section ...]

Featured feedback

[edit]

jimbo featured this suggestion on Mar. 24, 2011 – 14:45 (UTC)

I am promoting this reader suggestion to the Talk page because it makes a good point that I think we should address in the next edit of the government section.

Mortyman found this article **helpful**: ******* **Average** Nov. 17, 2010 – 12:32 (UTC)

Most of the article has too positive a tone, in light of the high disapproval rating of Governor Granholm. It can be improved by noting the link between her Harvard Law School training and her anti-business policies. It omits her opposition to the referendum that banned race preferences. It omits her link to the UAW. It touches on the flight of young Michiganders to non-Michigan states, but doesn't emphasize the importance of this phenomenon. It omits the fawning treatment of Governor Granholm by the Michigan news media.

► Expanded post

[See article changes](#)

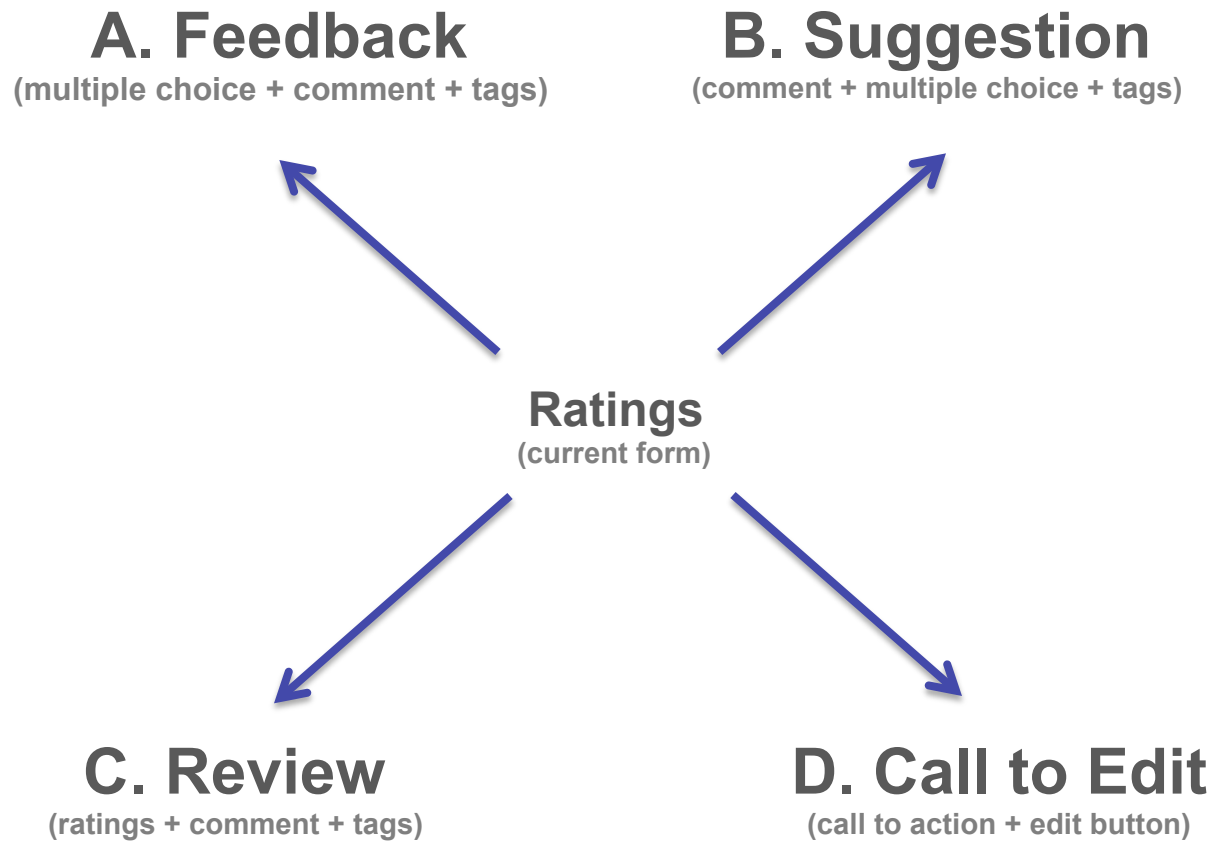
Was this suggestion helpful?

[Report abuse](#)

[... etc....]

A/B Test Options

We will test four possible directions for extending the current rating tool.



Feedback Form

WIREFRAME

Share your feedback



Did you find what you were looking for?

Yes

No

How can we improve this article?





Your feedback will be shared [here](#). See our [privacy policy](#).

Post your feedback

B. Suggestion

WIREFRAME

Make a suggestion ?

 Suggestion  Question  Problem  Praise

Describe your suggestion.

Your post will be shared [here](#). See our [privacy policy](#).

Post your suggestion

Inspired by [GetSatisfaction.com](https://www.getsatisfaction.com)

C. Review

WIREFRAME

Review this page



How do you rate this article?



Good

Add a comment.

Did you find what you were looking for? Any ideas for improvement?

Your post will be shared [here](#). See our [privacy policy](#).

Post your review

D. Call to Edit

WIREFRAME

Help edit this page



Did you know that you can edit this article?

Give it a try -- and help make Wikipedia better.

[Learn how to edit >>](#)

[Edit this page](#)

Share your feedback



Did you find what you were looking for?

Yes

No

How can we improve this article?

Label:



Suggestion



Question



Problem



Praise

▼ Tell us more (optional)

1. How could this article be improved?

- | | |
|--|---|
| <input type="checkbox"/> Needs more text | <input checked="" type="checkbox"/> Needs more photos |
| <input checked="" type="checkbox"/> Needs more references | <input type="checkbox"/> Needs more citations |
| <input type="checkbox"/> Needs more links | <input checked="" type="checkbox"/> Needs more editing |

2. How do you rate this article?

- | | | |
|-----------------------------|--|------------|
| Is it credible ? | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> | x Credible |
| Is it neutral ? | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | x Biased |
| Is it thorough ? | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> | x Thorough |
| Is it well-written ? | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | x Adequate |

3. How much do you know about this topic?

I am a

Your post will be shared [here](#). See our [privacy policy](#).

Post your feedback

Call to Action - Survey

✓ Thanks! Your ratings have been saved.

Please take a moment to complete a short survey.

Start survey

[Maybe later](#)

Key Features

- **feedback forms** (phase 1.0)
- **calls to action** (phase 1.0)
- **expanded feedback** (phase 1.5)
- **feedback page** (phase 1.5)
- **moderation tools** (phase 1.5)



Calls to Action

- **take a survey** (link to survey page)
- **edit this article** (if logged in)
- **sign up** or **login** (if logged out)
- **get email notifications** (if my post is used)

Optional:

- **discuss this article**
- **view feedback page**
- **learn how to edit**



Related Features

- **survey** for feedback about the tool
- **email capture** form (if they want notifications)
- **help tips** or review guidelines
- **metrics collection** for quantitative data



Community Ideas

Phase 1:

- Comment box
- "Did you find what you were looking for?"
- Checkboxes for suggested improvements
- Make rating tool more visually compact
- Hide AFT for recently created pages
- Different calls to action

Phase 1.5:

- Dashboard with recent feedback and page metrics
- Allow permanent linking of page scores
- Courtesy diff link to the rated revision

Phase 2:

- Ratings details (counts, distribution, averages over time)
- Promote (or post) feedback/comments to talk page
- Let registered users track pages they rated
- Comments feed per article (for editors) – RSS/API?



Metrics

Usage:

- How many people posted a **rating**?
- How many people posted a **comment**?
- How many people posted **more feedback**?
- Which **version** of the tool was used most?
- Which **feedback input** was used most?

Engagement:

- How many people posted an **edit**?
- How many people **signed up**?
- How many people **logged in**?
- How many people shared their **email**?

Satisfaction:

- Did **readers** find the tool useful?
- Did **editors** find the tool useful?
- Which **tool version** (or input) was found **most useful**? Why?

Quality:

- How did **reader ratings** compare to **editor ratings**? to **expert ratings**?
- How many **feedback posts** were **voted up** or **down** by the community?
- How many **feedback posts** were **featured** or **hidden** by editors?
- How many **feedback posts** led editors to **email** the contributor?



| User Type | Reader | Contributor | Editor |
|-----------------|--|---|---|
| Visits/Month | 1 Time / Month | 5+ Times / Month | 10+ Times / Month |
| Time/Visit | 1-3 Minutes | 3-5 Minutes | 5-10+ Minutes |
| Main Activities | <ul style="list-style-type: none">• Read Articles• Read Notes | <ul style="list-style-type: none">• Post Feedback• Read Feedback | <ul style="list-style-type: none">• Edit Articles• Moderate Feedback |
| Total Users | 420,000,000+ | grow to 42,000,000+ ? | grow to 420,000+ ? |
| % Total | 90% | 9% | 1% |

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!



Learn More

Article feedback - Project page:

www.mediawiki.org/wiki/Article_feedback

Article feedback - FAQ:

www.mediawiki.org/wiki/Article_feedback/FAQ

