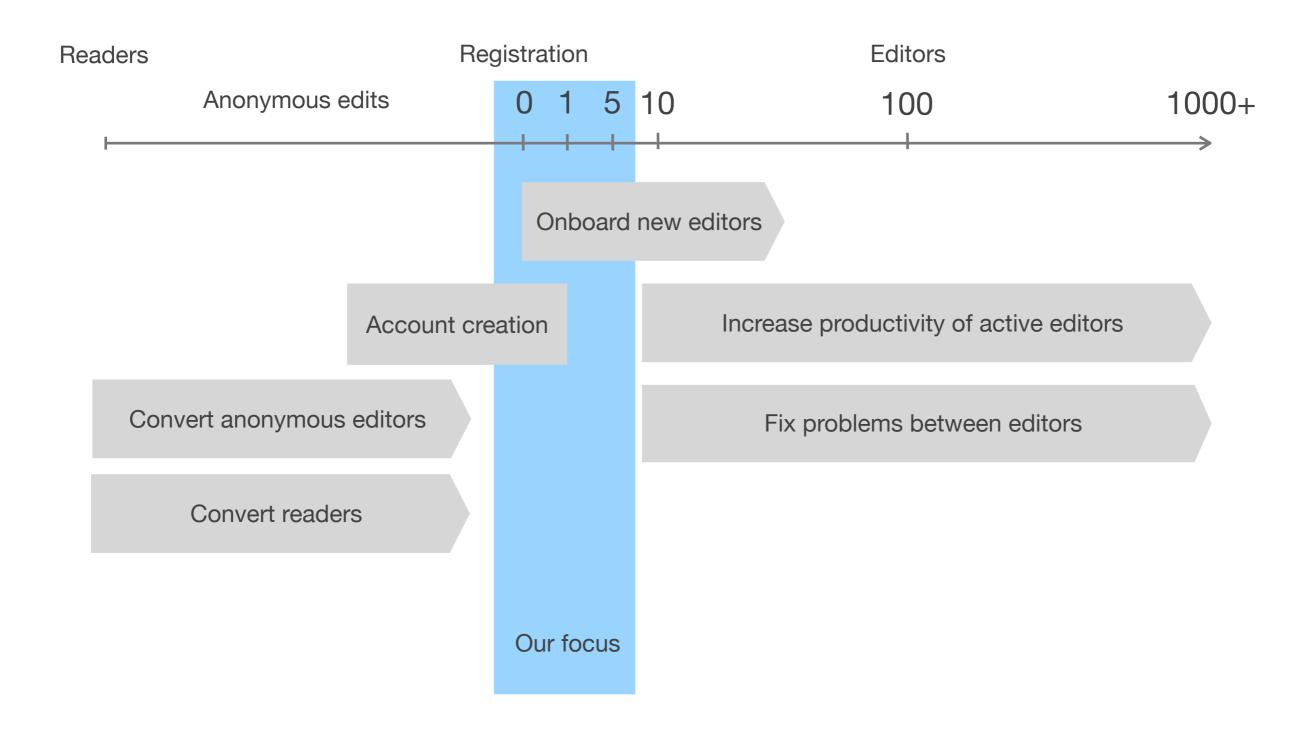
# Editor Engagement Experiments

Quarterly Review, October-December 2012

#### The team

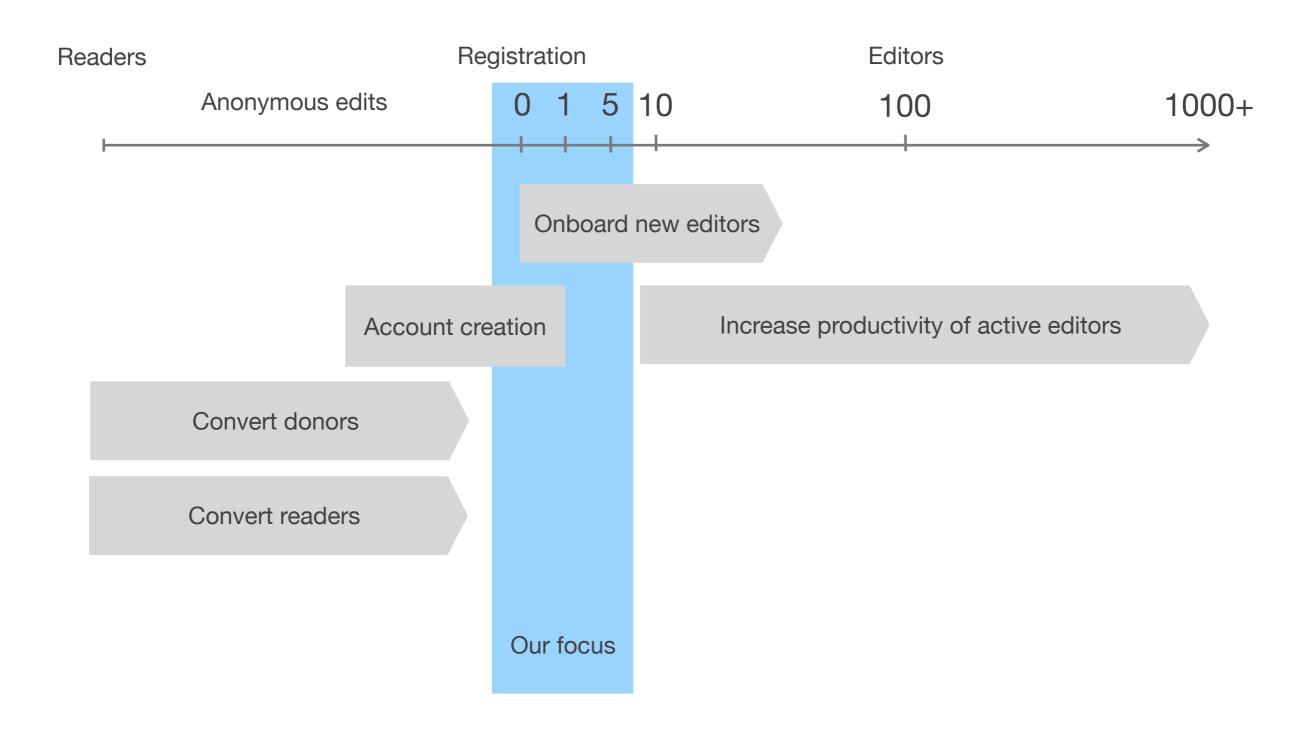
- design Munaf Assaf
- data Ryan Faulkner
- engineering Matt Flaschen
- engineering Ori Livneh
- engineering S Page
- Product Maryana Pinchuk
- Dario Taraborelli
- Steven Walling

# The previous quarterly plan (Oct-Dec 2012)



Tuesday, January 15, 13

### What we delivered to users



Tuesday, January 15, 13

# PostEdit productization

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### PostEdit productization

- Deployed to 34 projects, including eight of the top 10 Wikipedias
- Adapted by VisualEditor team

### Account creation

#### Goal

Create a signup process that aids new users, instead of standing in their way.

#### **Metrics**

- Conversion (signups as a % of impressions)
- Proportion of editors (control v. test)
- Proportion of productive editors (at least one article edit that is not reverted)

### Account creation **before**

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Help Pr About Wikipedia Community portal Becent changes	<ul> <li>For your own security, please choose a strong password that would be difficult to guess.</li> <li>rove you're human</li> <li>To help protect against automated account creation, please enter the words that appear below in the box, without any spaces. (more info)</li> <li>Unable to see the image? Please request that an account be created for you.</li> </ul>	<ul> <li>Names containing words like "bot" or "script" which refer to automated editing processes</li> <li>Names containing titles like "admin" or "sysop", which imply authority on Wikipedia</li> <li>Offensive usernames</li> <li>Usernames are subject to certain technical restrictions, for example certain special symbols are not allowed. Any underscores will be converted to spaces. The first letter of a username is automatically capitalized.</li> </ul>
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#### Account creation one

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### Account creation **two**

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	2% increase in conversion, 1.4% decrease in editors	SA Termed	w Wiki

### Account creation three

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### Account creation conclusions

- We can make small improvements in the signup conversion rate.
- Without more work, the additional users we bring in are not going to necessarily lead to growth in users editing.

# Onboarding

#### Goal

Increase the number of active editors, by providing users a list of simple tasks immediately after signup.

#### **Metrics**

• Conversion (in the onboarding funnel)

# Onboarding **before**

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<ul> <li>Support</li> <li>User help</li> <li>Technical manual</li> <li>FAQ</li> <li>Support desk</li> </ul>	Privacy policy About MediaWiki.org Disclaimers	WIKIMEDIA project
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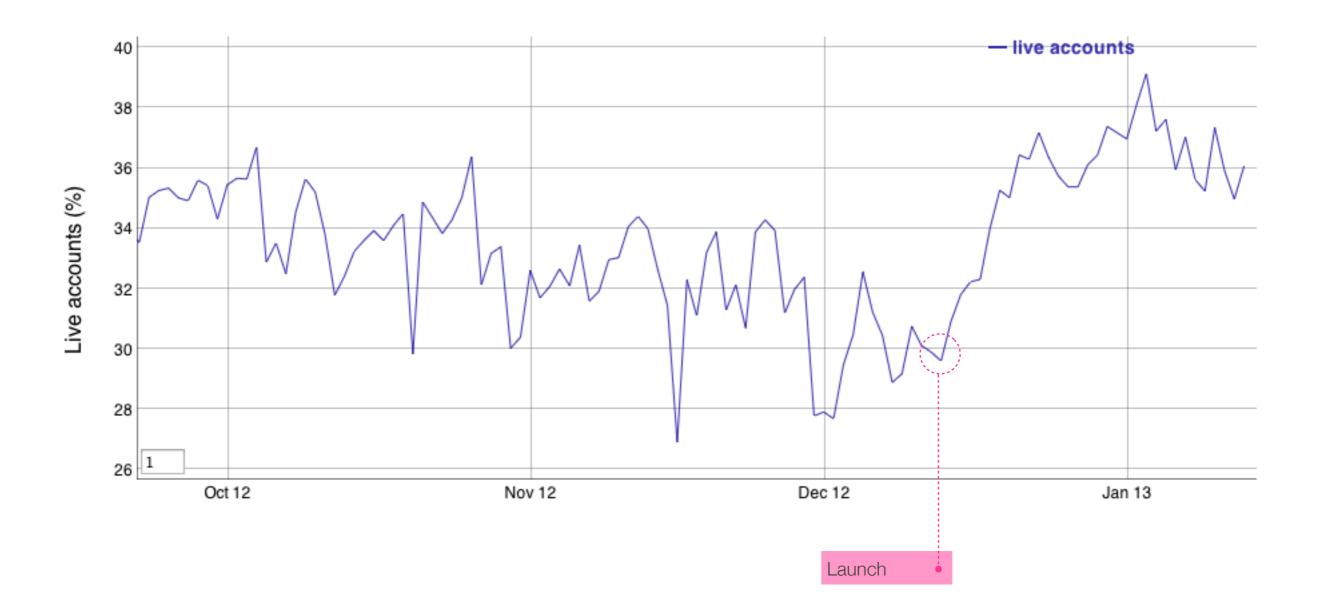
# Onboarding **today**

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# Onboarding **trends**

#### Live accounts (%)

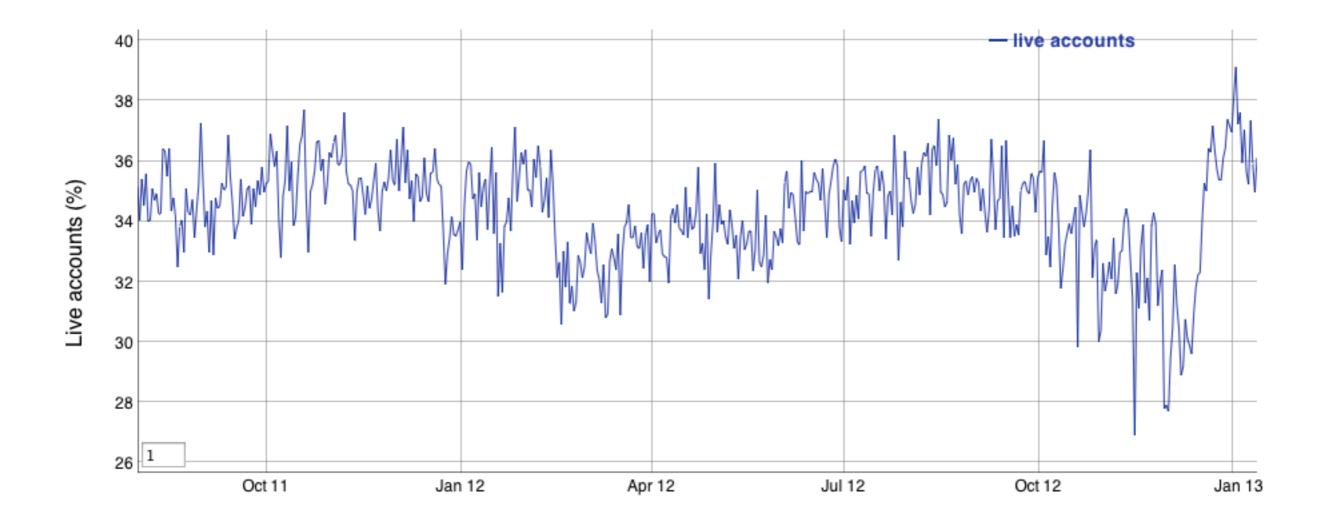
LIVE ACCOUNTS: 1+ click on the edit button on a ns0 article.



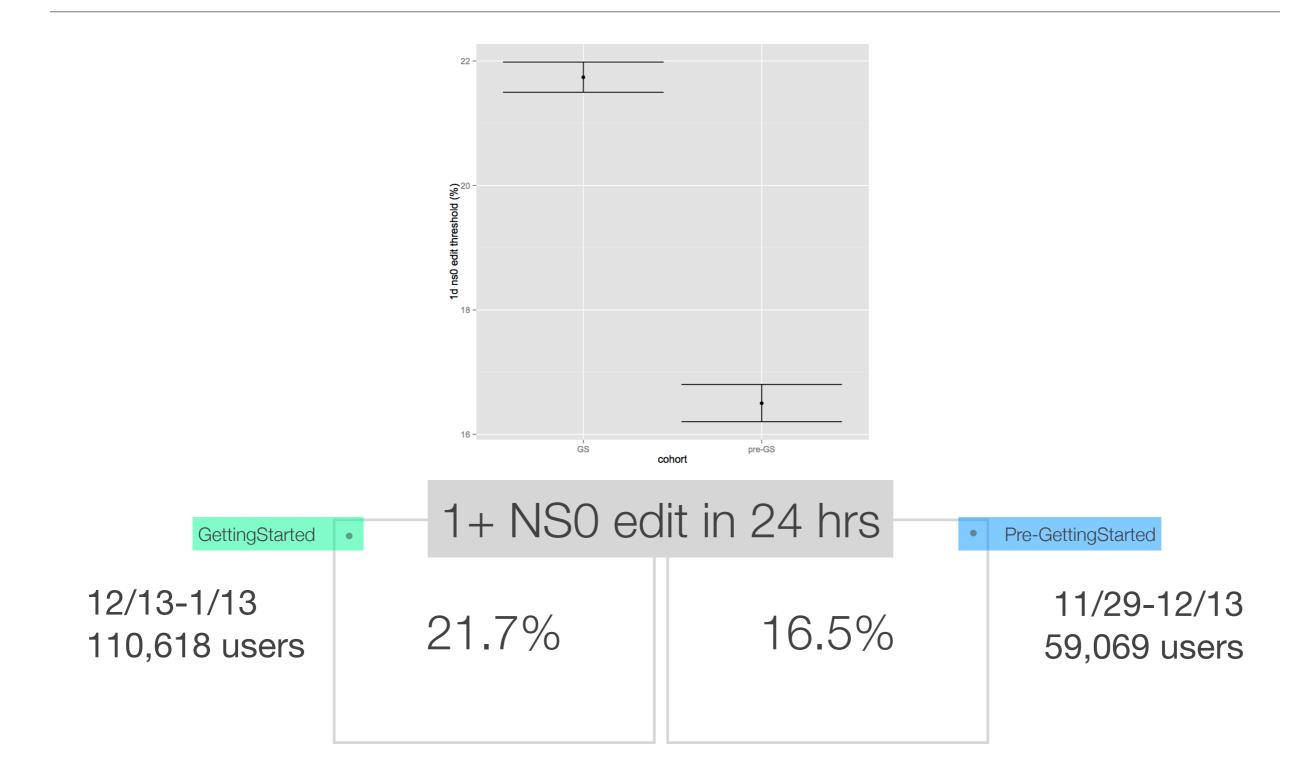
# Onboarding **trends**

#### Live accounts (%)

Proportion of daily registered users with 1+ click on the edit button on a ns0 article.

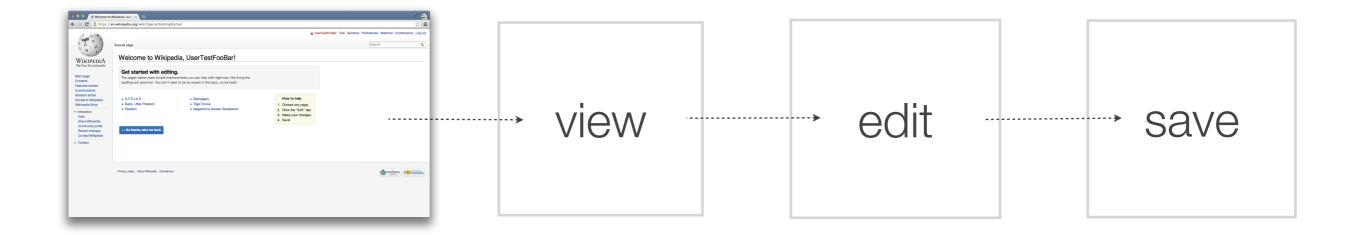


# Onboarding editor productivity

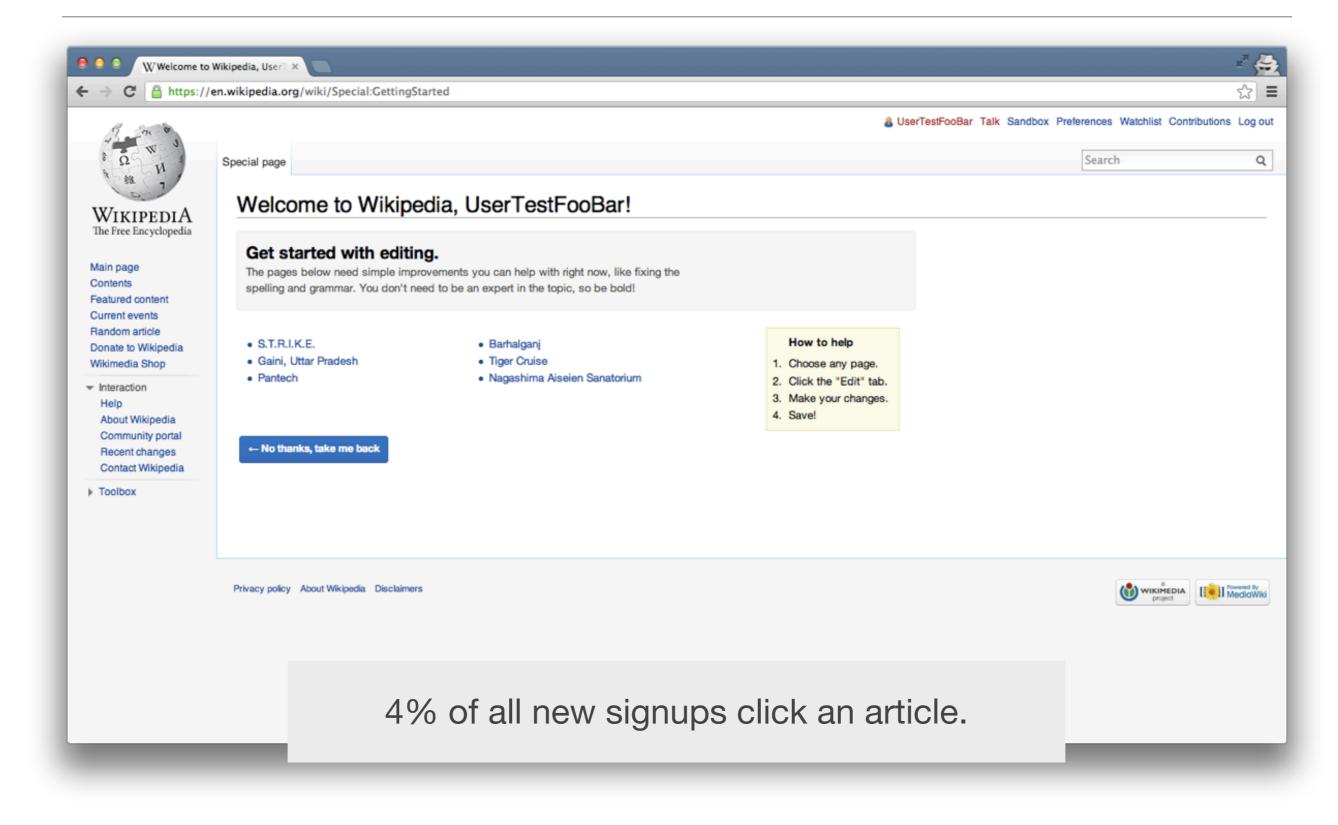


# Onboarding funnel analysis

Where in the funnel are we losing editors? What interventions can we perform? Let's examine each step, and the conversion rate.



# Onboarding **clicks**



# Onboarding edits

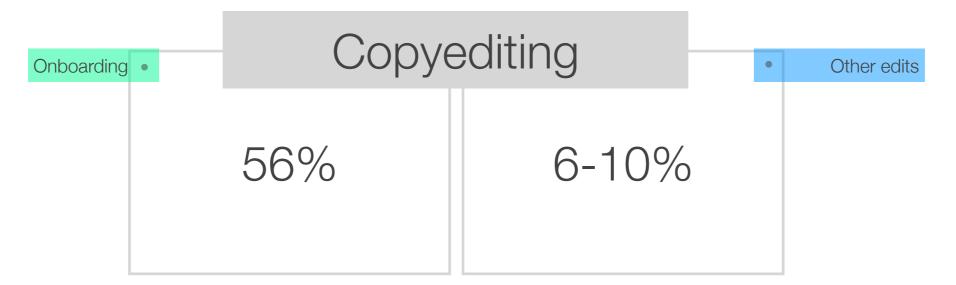
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Current events Random article Donate to Wikipedia	Japan, China, and Europe. According to Gartner, in 2011 it was the third best-selling handset maker in South Korea, behind Samsung and LG, and ahead of A Pantech also partners with PCD for some phones.		ρ	ANTECH
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<ul> <li>Interaction</li> <li>Help</li> <li>About Wikipedia</li> </ul>	Contents [hide] 1 Pantech USA phones and wireless devices 1.1 AT&T		Founded	1991 s Digital Media City, Seoul, South Korea
Community portal Recent changes Contact Wikipedia	1.2 Verizon 2 See also 3 References		Key people	Byeong-Yeop Park, Founder Charles Gwang Chul Park, President & CEO
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Español 한국어 Ido	<ul> <li>Particle C630</li> <li>The model C630 is a slim candy-bar sized phone, featuring an MP3 player with MicroSD, 1.3 megapixel camera, GPS function, 3G HSDPA, and 1.8  incl display with 176x220 resolution.</li> </ul>	h	Employees Website	3,440 (2011) Corp. pantech.com 많 Pantech USA pantechusa.com 많
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# Onboarding **saves**

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Featured content Current events Random article Donate to Wikipedia Wikimedia Shop	Lee, Resident Entertainment Coordinator  num_employees = 3,440 (2011)   industry = [[Telecommunications]]  products = [[Mobile phone]]s   revenue = {[profit]} 52.8 billion [[United States dollar USD]] (2011)	
<ul> <li>Interaction</li> <li>Help</li> <li>About Wikipedia</li> <li>Community portal</li> <li>Recent changes</li> <li>Contact Wikipedia</li> </ul>	sales = 12.3 million units (2011)   homepage = Corp. {[URL pantech.com]} Pantech USA {[URL pantechusa.com]} Pantech Japan {[URL]p.pantech.com]} Pantech Korea {[URL ivega.co.kr]} } ""Pantech'" is a [[South Korea]]n company that manufactures [[mobile phone]]s. Established in 1991, its market is mainly domestic, with partners in the [[United States]], [[Japan]], [[China]], and [[Europe]]. According to [[Gartner]], in 2011 it was the third best-selling handset maker in [[South Korea]], behind [[Samsung]] and [[LG Electronics LG]], and ahead of [[Apple Inc. Apple]]. Pantech also partners with [[Personal Communications Devices PCD]] for some phones.	
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	===AT&T=== *""Pantech C630"" The model"C630" is a slim candy-bar sized phone, featuring an MP3 player with MicroSD, 1.3 megapixel camera, GPS function, 3G HSDPA, and 1.8  inch display with 176x220 resolution.	
	*""Pantech Slate"" The ""Slate""model (marketed as _SLATE) is slim, like the C630, with QWERTY keyboard, an MP3 player with MicroSD, 1.3 megapixel camera, and a 2.2  inch display with 220x176 resolution, but without 3G or a GPS	
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December 21-26

Are GettingStarted users doing what we asked them to?



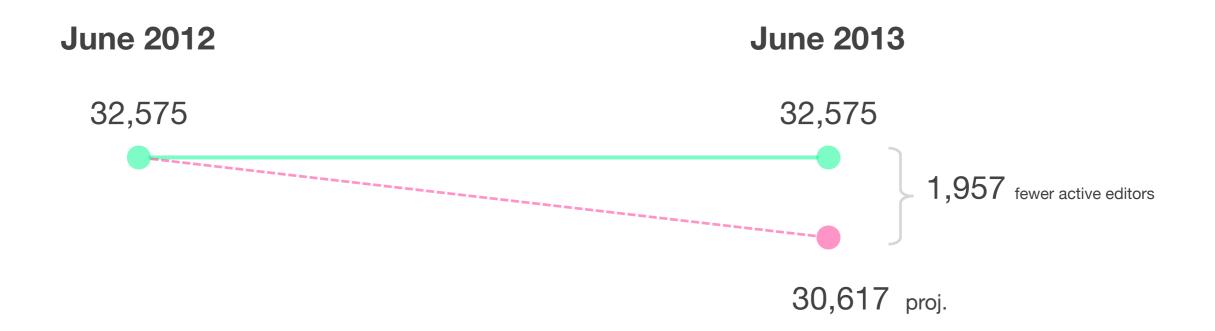
Are we inciting more vandalism, proportionally?

Onboarding •	Vand	alism	•	Other edits
	12%	10-11%	/ C	

# Onboarding funnel analysis

The conclusion: getting more users to choose a task is our first, biggest challenge, for now.

# Onboarding + account creation impact



- English Wikipedia Active Editors has been declining 6% YoY
- assuming this decline, Enwiki would have **1,957** fewer editors by June 2013
- to "halt" the decline, we would need an additional **1,957** active editors compared to projection
- big caveat: there is significant month-to-month variation due to seasonality and other factors unknown

# Onboarding + account creation impact

**Base (no change)** 

Base Registrations (100k)

x 15-16% Base case 1+ editors: 100,000\* (15% to 16%) = 15-16,000

#### **Account creation changes**

 Base Registrations (100k)
 +4k Registrations

 +4k Registrations
 x 15-16%, maybe lower

 Incremental 1+ editors from ACUX 4,000 \* (15% to 16%) = ~620 (if that)

 Base Registrations (100k)
 Incremental 1+ editors from GS 100,000 \* (21.7% - 16%) = ~5,700

Sep 1 to Nov 29 average of ns0 1+ edit in 24 hours to registrations: 15.2%

# Thank you campaign

#### Goal

Use the annual fundraising campaign as a test case for how to convert readers and donors.

#### **Metrics**

- Conversion
- Proportion of editors (control vs. test)

### Thank you campaign

• • • • • • • • • • • • • • • • • • •		<u>€</u>
Dear Wikipedia Readers: Thank You! We're the small non-profit that runs the #5 site on the web. Your overwhelming support let us finish our fundraiser early this year. Thank you! The donations you gave pay for the infrastructure and prograte the thousands of volunteers who create Wikipedia. Watch the video or click below to meet them.		8
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# Thank you campaign data

December 27-January 1





## Thank you campaign conclusions

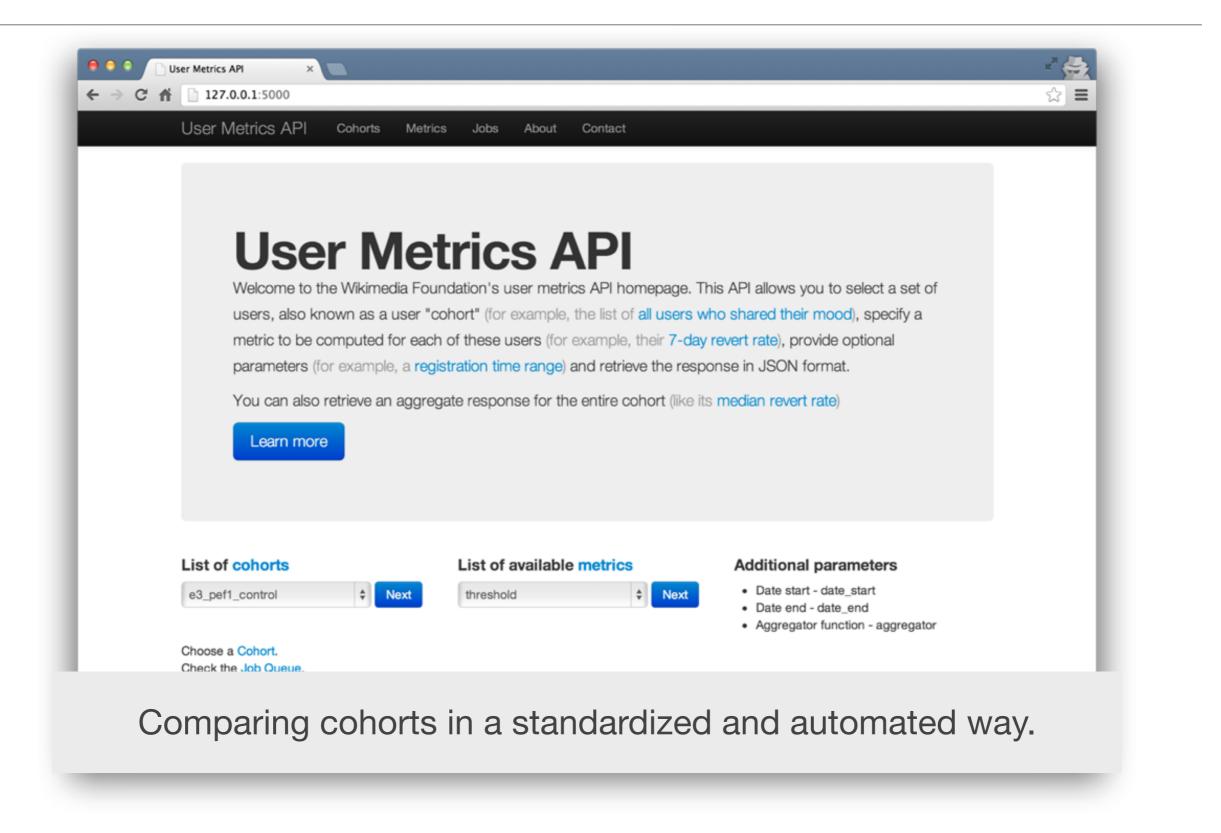
- Running at the end of year may be great for fundraising, but it's bad for editor-focused campaigns
- The "just run banners" idea for dealing with editor engagement is still not a silver bullet
- We should do more iterations on reader/donor campaigns.

# EventLogging

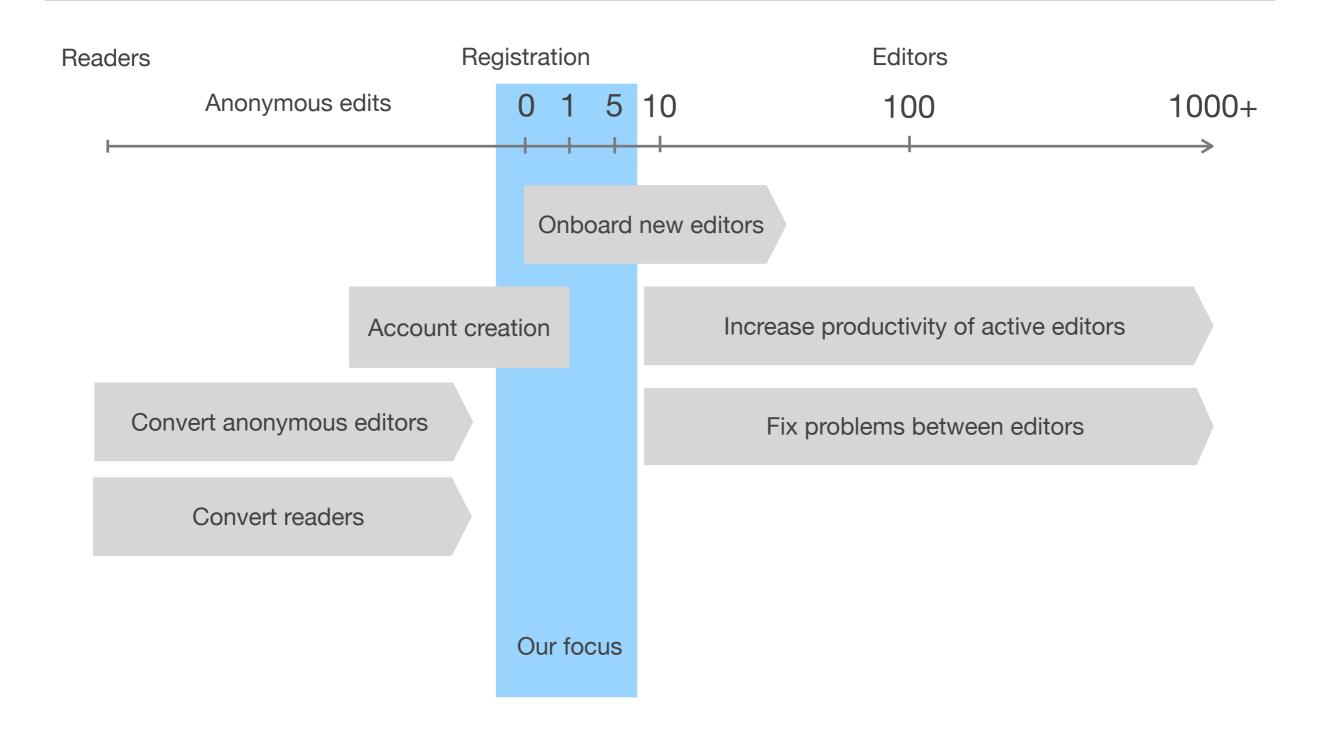
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Reliable, real-time data on how users interact with MediaWiki's interface.

## User Metrics API



### Did we accomplish what we said we would?



# Quarterly product plan (Jan-Mar 2013)

#### • Features:

- Account creation productized
- Onboarding
  - GettingStarted
  - GuidedTour

#### Infrastructure, analytics, and metrics:

- EventLogging
- User metrics API

## Account creation productization

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# GettingStarted



#### Special page

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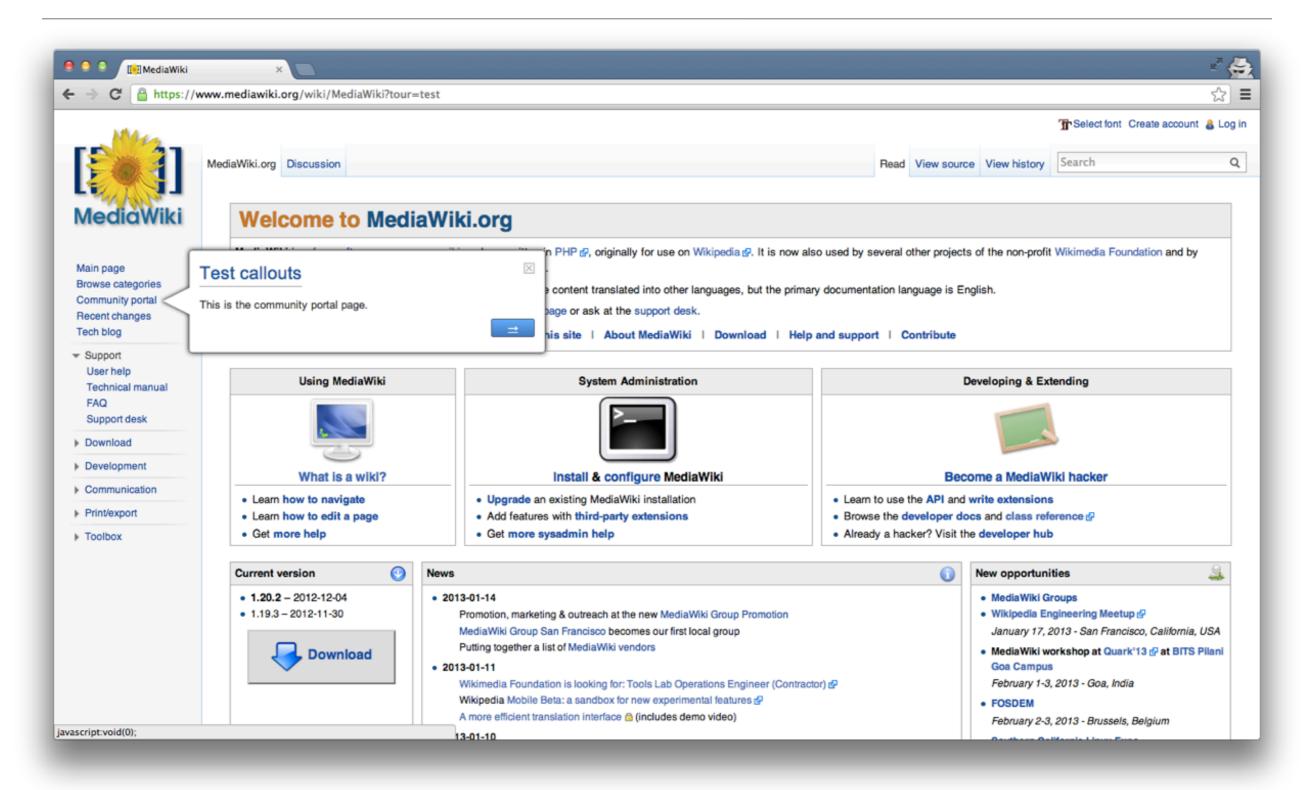
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Create account 🔒 Log in

Q

# GuidedTour



# EventLogging

- More robust campaign support
- Real time monitoring and alerts
- Preliminary support for automated statistical testing and funnel analysis
- Documentation (seriously)

### User metrics API

- Cohort metric visualization (with analytics team support)
- First public release/announcement
- User tag repository redesign and tag update jobs