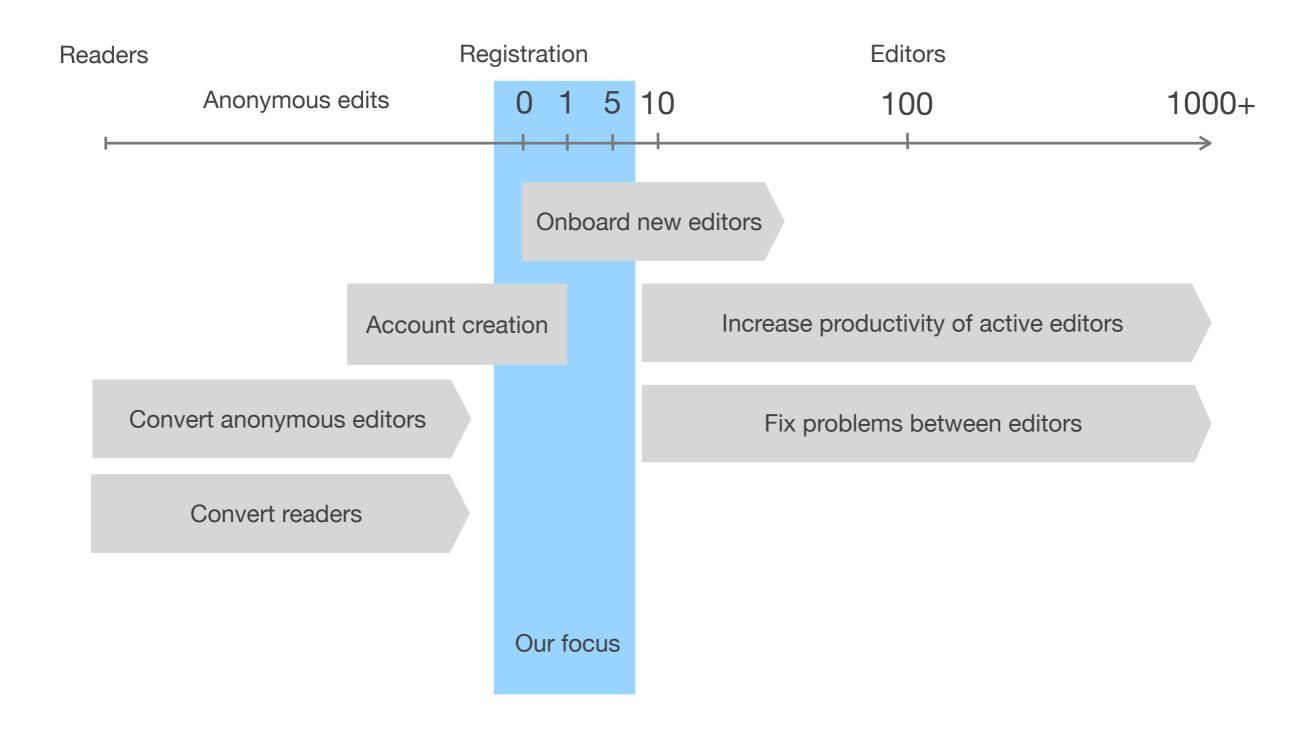
Editor Engagement Experiments

Quarterly Review, October-December 2012

The team

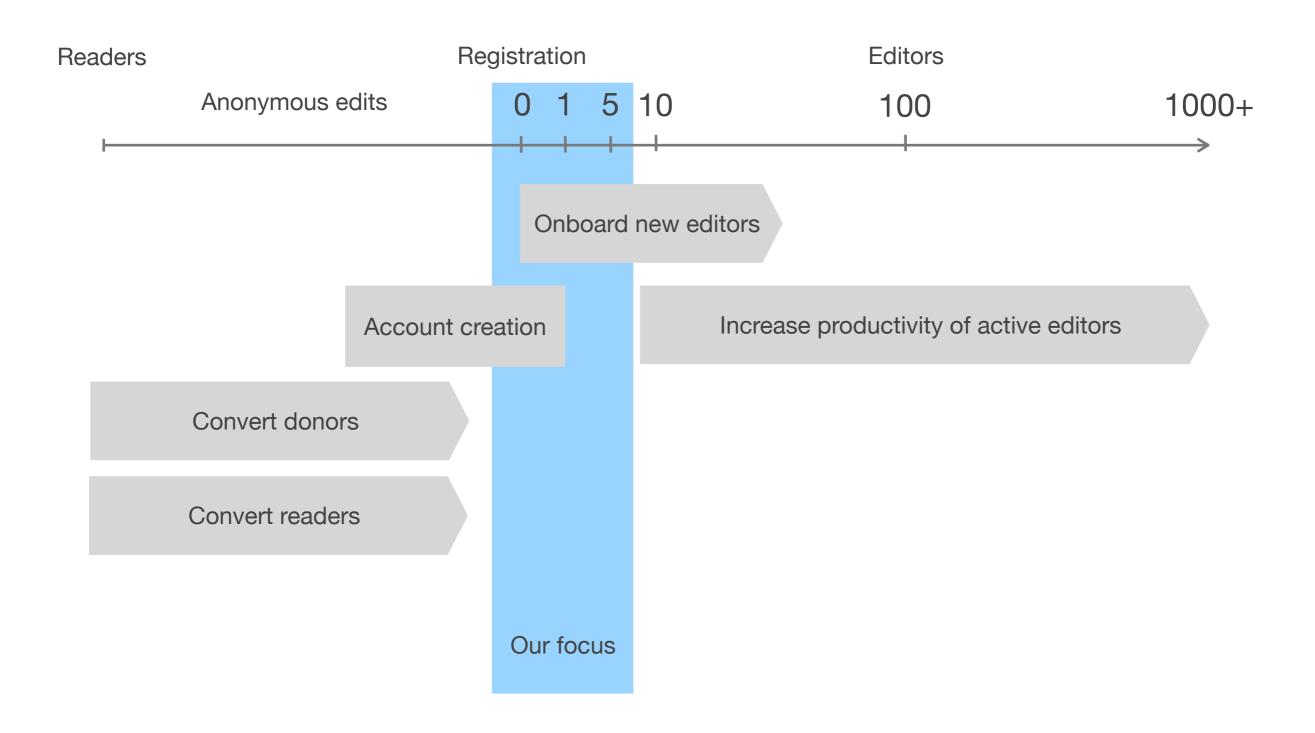
- design Munaf Assaf
- data Ryan Faulkner
- engineering Matt Flaschen
- engineering Ori Livneh
- engineering S Page
- Product Maryana Pinchuk
- Dario Taraborelli
- Steven Walling

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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| Main page Contents Featured content Current events Random article Donate to Wikipedia Wikipedia Shop | when finished. Content of clear sandbox, click her Please do not place cop If you have registered at user page. Further information: | ill not stay permanently; th a. righted, offensive, or libelo | o carry out experiments. To edit, click her is page is automatically cleaned regularly us content in the sandboxes. ed in, you can find or create your own use d Editing tutorial | y, and may be overwritten by other te | ting use | ers. If you want | to start editing in a | Shortcuts: WP:SB WP:SAND WP:SANDBOX WP:TEST WP:FOO |
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| Print/export | Categories: Wikipedia editing aids | | | | | | | |
| ▶ Languages | This page was last modified on 25 October 2012 a Text is available under the Creative Commons Att Wikipedia® is a registered trademark of the Wikim Contact us Privacy policy About Wikipedia Disclaimers M | bution-ShareAlike License; additi dia Foundation, Inc., a non-profit | | ais. | | | wikiMeD project | A Powered By MediaWiki |

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 | For your own security, please choose a strong password that would be difficult to guess. rove you're human To help protect against automated account creation, please enter the words that appear below in the box, without any spaces. (more info) Unable to see the image? Please request that an account be created for you. | Names containing words like "bot" or "script" which refer to automated editing processes Names containing titles like "admin" or "sysop", which imply authority on Wikipedia Offensive usernames 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. |
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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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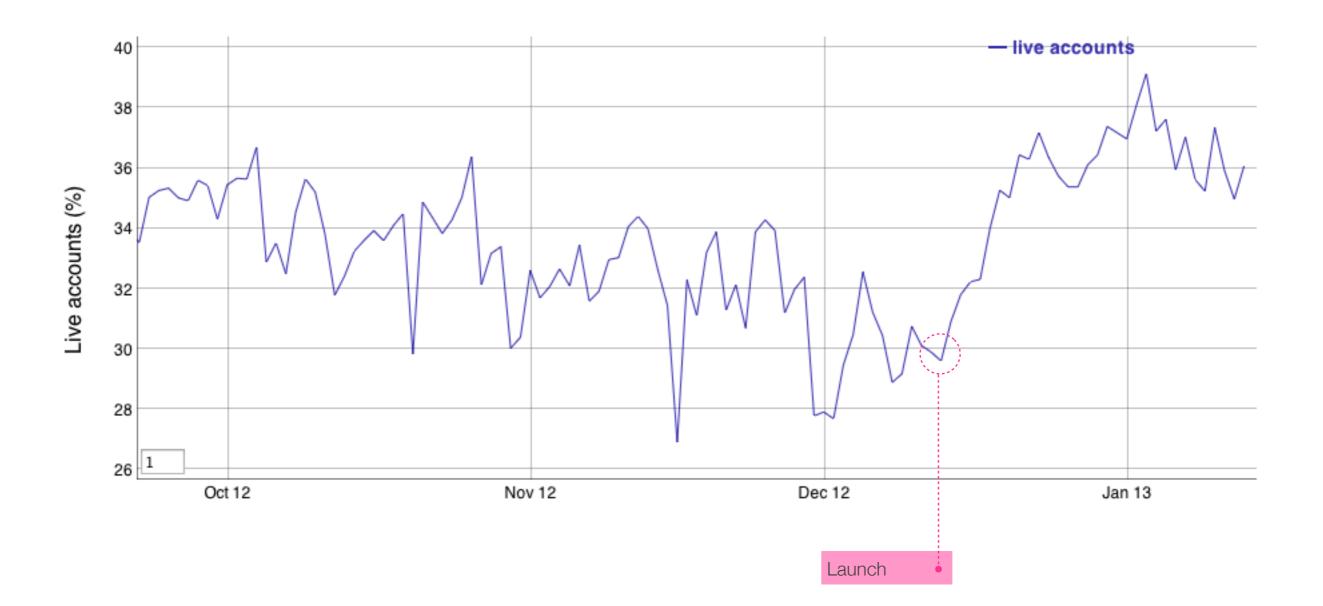
Onboarding **today**

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Onboarding **trends**

Live accounts (%)

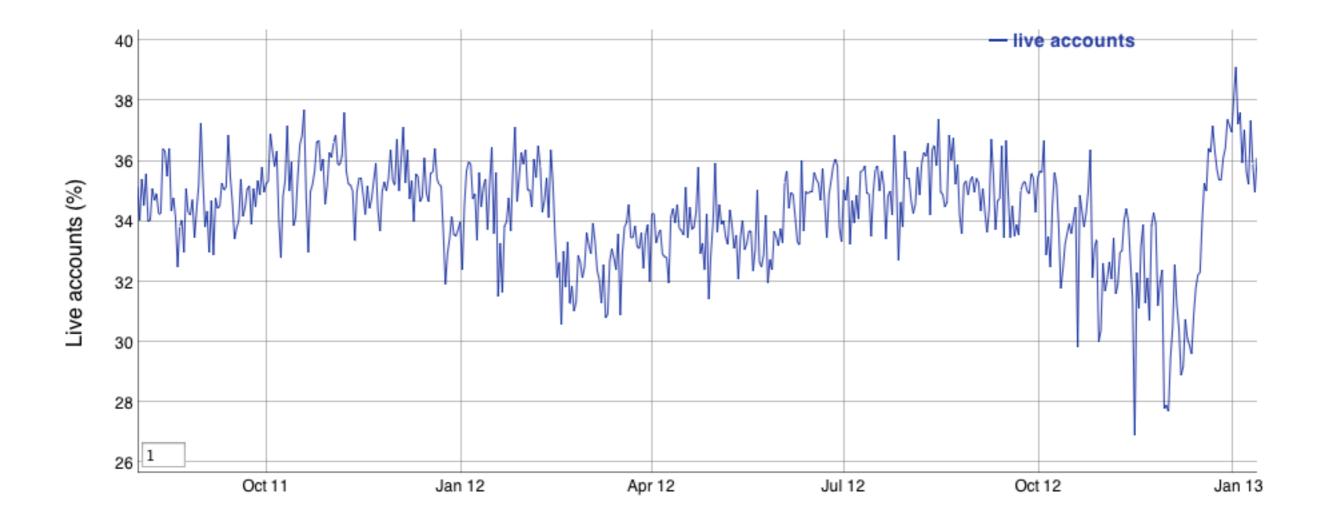
LIVE ACCOUNTS: 1+ click on the edit button on a ns0 article.



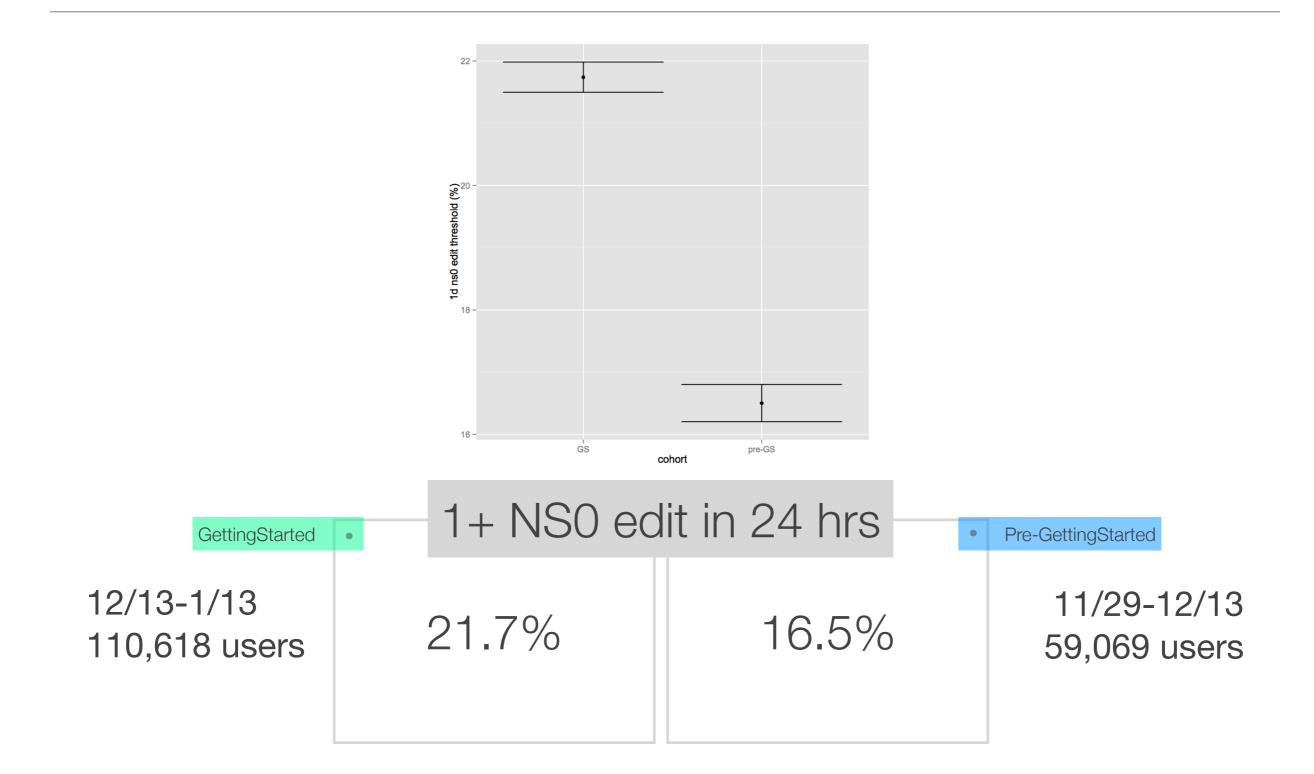
Onboarding **trends**

Live accounts (%)

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

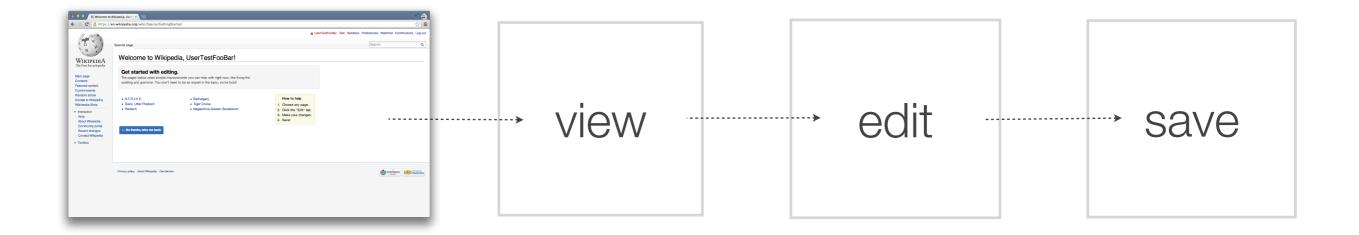


Onboarding editor productivity

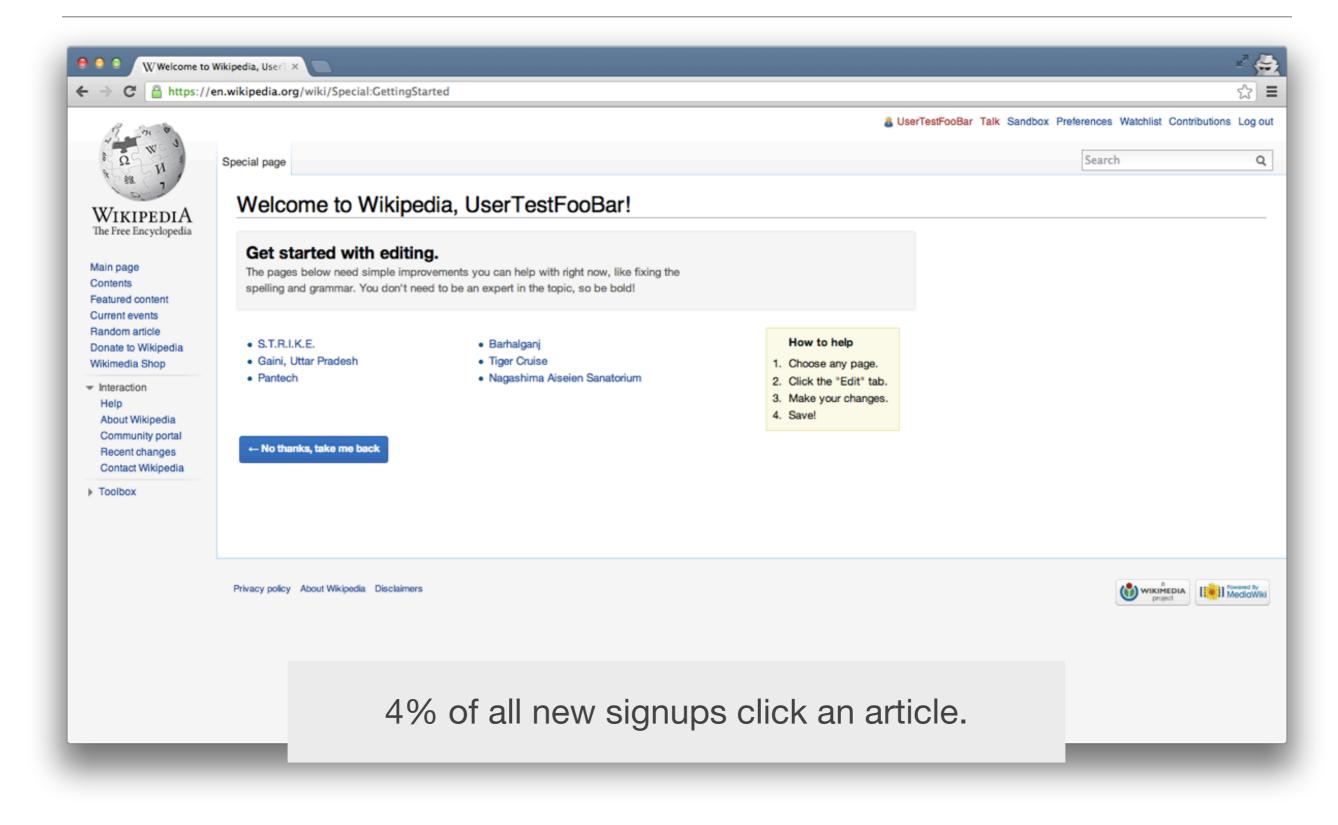


Onboarding funnel analysis

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

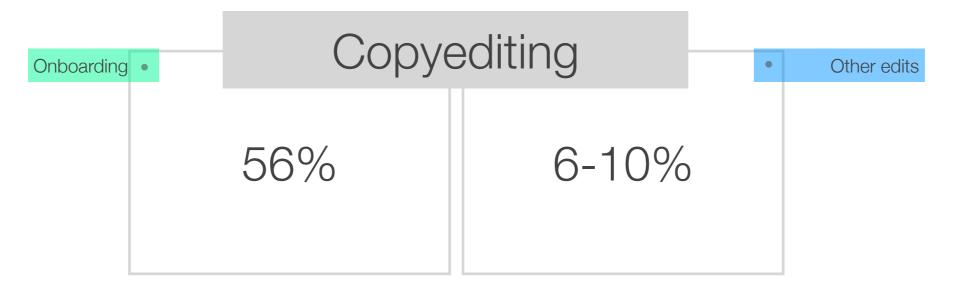
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| The Free Encyclopedia Main page | From Wikipedia, the free encyclopedia This article may require copy editing for grammar, style, cohesion, tone, or spelling. You can assist by editing it. (Jun | o 2012) | | |
| Contents Featured content | Pantech is a South Korean company that manufactures mobile phones. Established in 1991, its market is mainly domestic, with partners in the United States | | | Pantech |
| 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 |
| Wikimedia Shop | In the U.S. market, the company manufactures phones primarily for the two largest wireless carriers, AT&T and Verizon. | | Type | Public Telecommunications |
| Interaction Help About Wikipedia | 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 |
| Toolbox Print/export | 4 External links Pantech USA phones and wireless devices | [edit] | | Wyatt Whaley, VP Product Management EG Lee, VP Repair Operations |
| ✓ Languages العربية | Mobile phones and wireless devices manufactured by Pantech: | 1 | | John Trahan, VP Supply Chain JiYoung Lee, Resident Entertainment Coordinator |
| Asturianu Deutsch | AT&T • Pantech C630 | [edit] | Products Revenue | Mobile phones \$2.8 billion USD (2011) |
| Español 한국어 Ido | Particle 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 incl display with 176x220 resolution. | 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) | |
| Interaction Help About Wikipedia Community portal Recent changes Contact Wikipedia | 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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| | ==Pantech USA phones and wireless devices== Mobile phones and wireless devices manufactured by Pantech: | |
| | ===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?



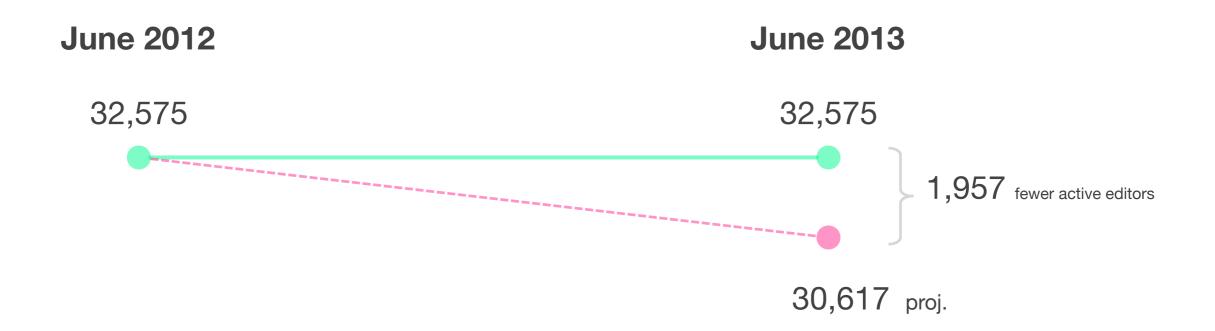
Are we inciting more vandalism, proportionally?

| 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

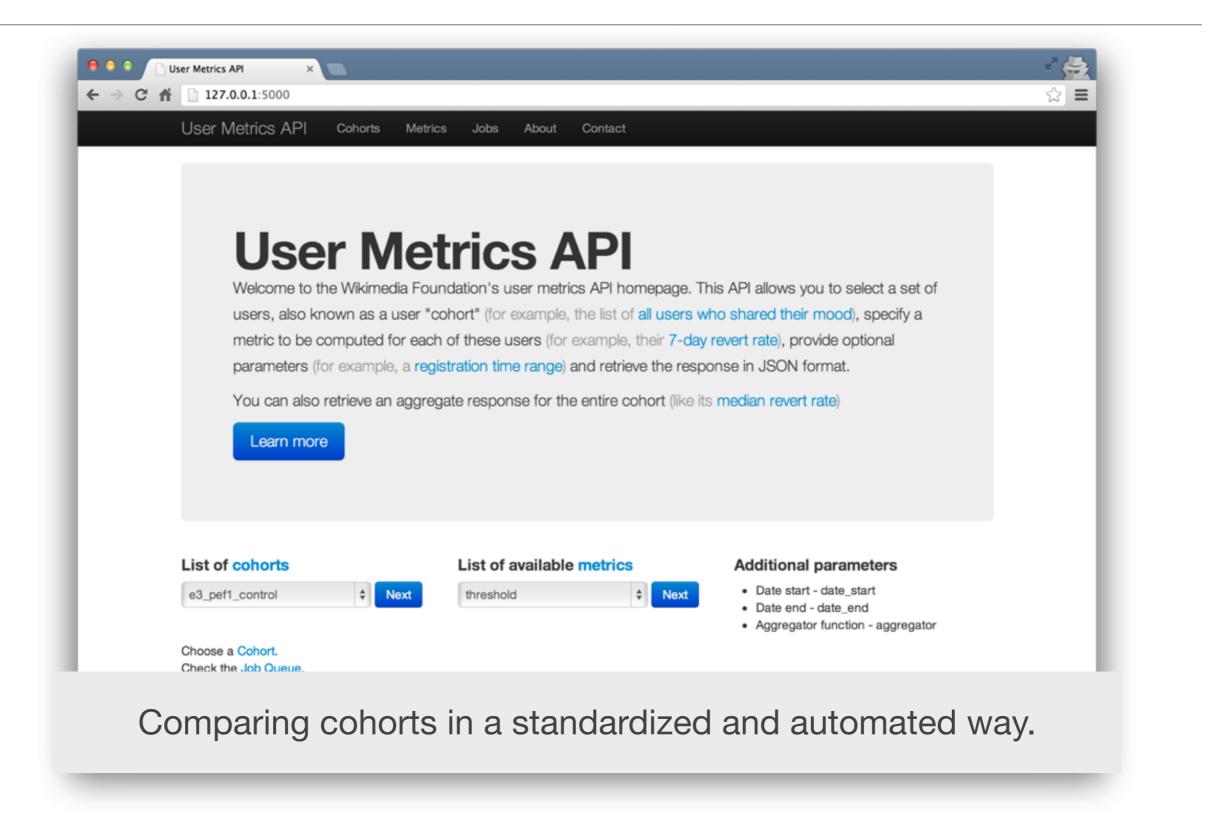
- Running at the end of year may be great for fundraising, but it's bad for editor-focused campaigns
- The "just run banners" idea for dealing with editor engagement is still not a silver bullet
- We should do more iterations on reader/donor campaigns.

EventLogging

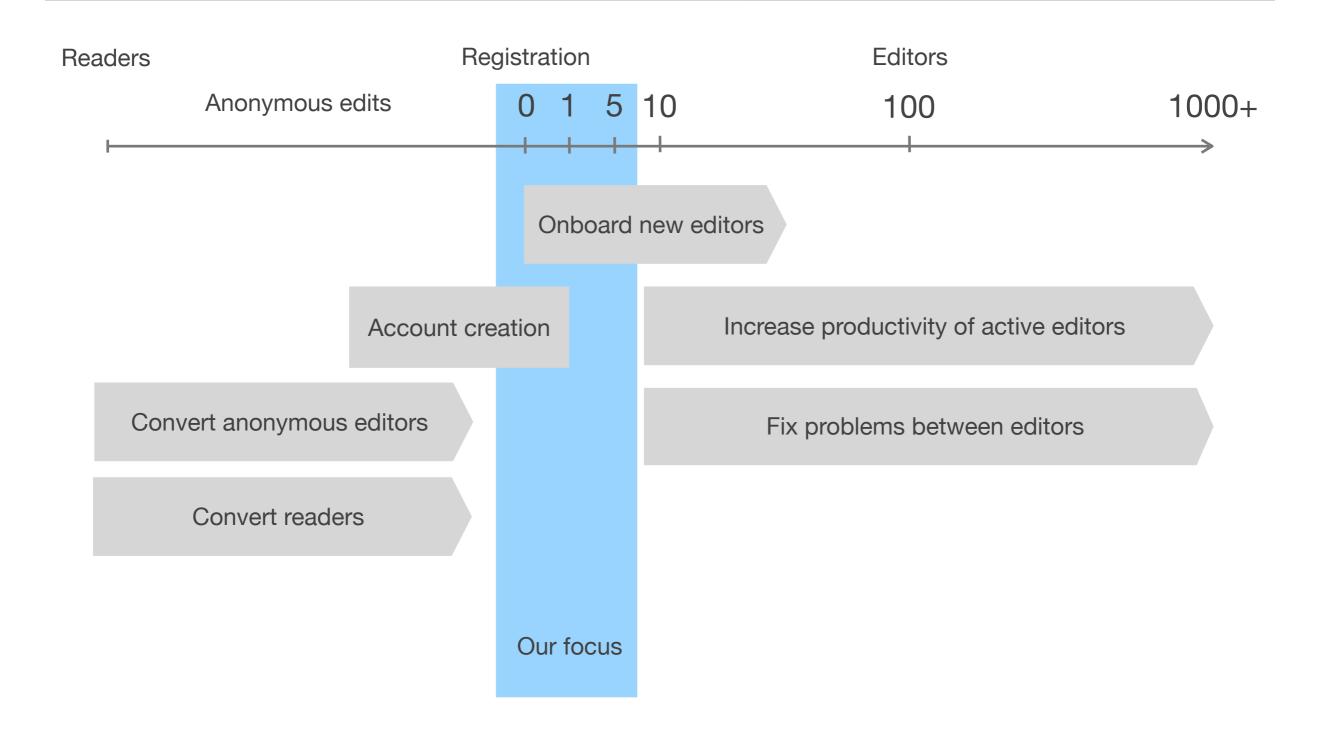
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Reliable, real-time data on how users interact with MediaWiki's interface.

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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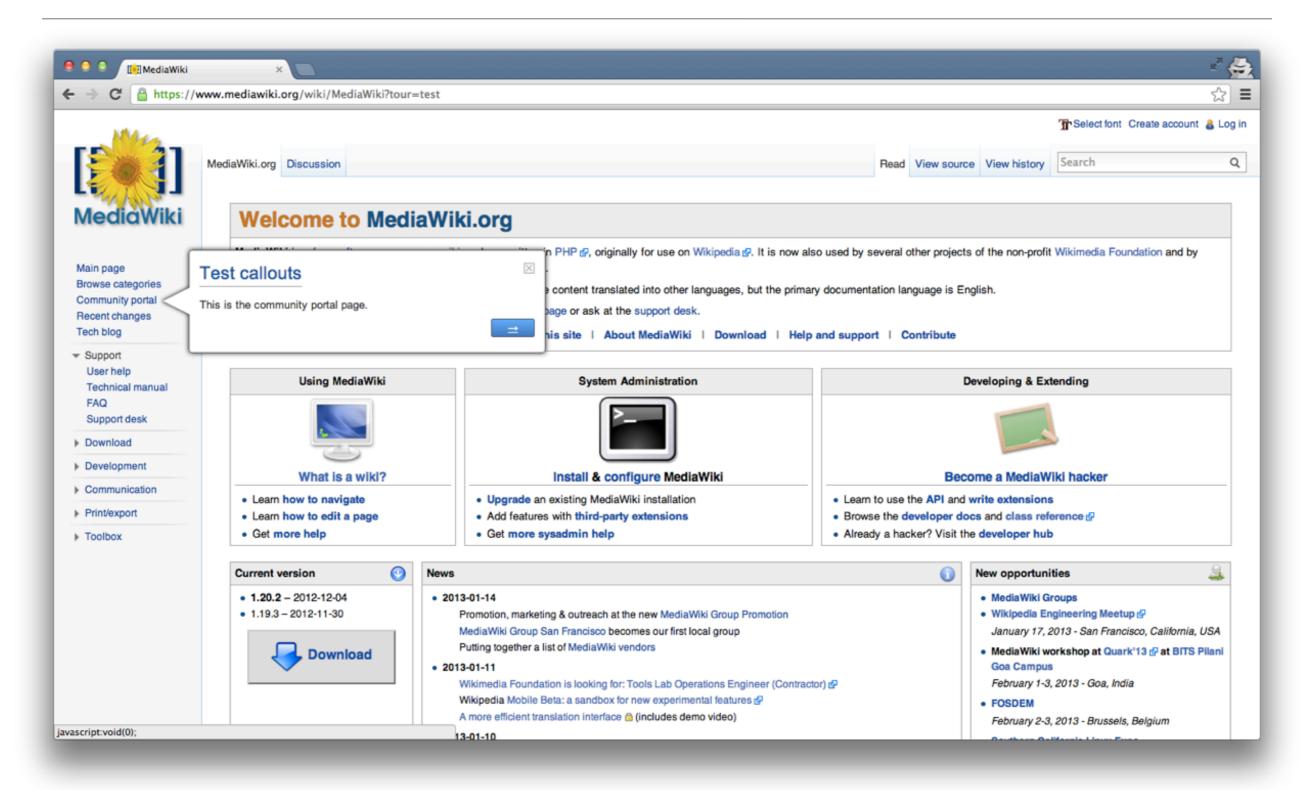
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| | Here are some ways you can get started. Select an article below and try to improve it. | | |
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| Main page Contents Featured content Current events | | | 8 |
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| Interaction | Salvador Dali | List of creationists | List of Google Stuff |
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| Upload file Special pages | Privacy policy About Wikipedia Disclaimers | | |

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