TEAM - D

Topic: Revamp Wikipedia User Interface & Functionality

College of Business, California State University, Long Beach

Course: I S 685 Sec01 11141 System Analysis and Design

Instructor: Prof. Bryan Horkan

Team:

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1. INTRODUCTION

1.1. About Wikipedia

Wikipedia is a free content online encyclopaedia written and maintained by a community of volunteers, known as Wikipedia's, through open collaboration and the use of the wiki-based editing system Media Wiki.

Wikipedia is the largest and most-read reference work in history. It is consistently ranked as one of the ten most popular websites in the world, and as of 2024 is ranked the fifth most visited website on the Internet.

1.2. Problem Statement

The current state of the Wikipedia website lacks certain user experience elements and functionalities that hinder its effectiveness as a knowledge-sharing platform. Users often encounter issues such as difficulty in navigation, limited interactivity, and cumbersome content editing processes. These shortcomings inhibit user engagement and discourage contributions from the community, ultimately impeding the platform's growth and evolution.

To address these challenges, there is a need to enhance the user experience and functionality of the Wikipedia website. This project aims to identify and implement improvements that streamline navigation, increase interactivity, and simplify content editing processes while maintaining the platform's core principles of accessibility, neutrality, and openness. By doing so, we can foster a more dynamic and engaging environment that encourages participation, promotes knowledge sharing, and strengthens Wikipedia's position as a premier online encyclopaedia.

1.3. Purpose of Project/Sprints

Sprint planning is essential for systematically enhancing the user experience and functionality of the Wikipedia website, enabling the team to prioritize features, allocate resources effectively, and mitigate risks proactively. Through collaborative discussions and consensus-building, sprint planning fosters alignment among team members, promoting a shared understanding of project goals and priorities.

By breaking down the project into manageable sprints and setting realistic objectives, sprint planning ensures that the team can deliver tangible value to users incrementally while adapting to changing circumstances and feedback iteratively. Leveraging agile principles, sprint planning facilitates continuous improvement, driving the project towards its

overarching goal of enhancing the user experience and functionality of the Wikipedia website in a sustainable and iterative manner.

1.4. Aim of Project Planning & Execution

The aim to be achieved by the end of the project is to significantly enhance the user experience and functionality of the Wikipedia website, transforming it into a more engaging, intuitive, and dynamic platform for knowledge-sharing.

This entails implementing a range of improvements, including streamlined navigation, increased interactivity, simplified content editing processes, and enhanced accessibility features. By addressing these areas comprehensively, the project aims to foster greater user engagement, encourage community participation, and ultimately strengthen Wikipedia's position as a premier online encyclopaedia.

Additionally, the project seeks to uphold Wikipedia's core principles of neutrality, openness, and inclusivity, ensuring that the enhancements contribute positively to the platform's mission of making knowledge freely available to all.

1.5. Why sprint designing?

Incorporating Sprint Designing into the project methodology offers a structured approach for addressing critical questions and challenges related to enhancing the user experience and functionality of the Wikipedia website.

A Design Sprint is a 5-day step-by-step process that involves prototyping and testing ideas with customers, allowing the team to rapidly iterate and validate potential solutions. By leveraging Sprint Designing, the team can efficiently explore different design concepts, gather valuable feedback from users, and iteratively refine the proposed enhancements.

This approach promotes innovation, accelerates decision-making, and minimizes the risk of investing resources in features or improvements that may not resonate with users. Additionally, Sprint Designing fosters cross-functional collaboration and creativity, as team members from various disciplines contribute their expertise and perspectives to the design process.

Overall, integrating Sprint Designing into the project methodology enables the team to develop user-centric solutions that are both effective and aligned with the overarching goals of enhancing the Wikipedia website's user experience and functionality.

1.6. Sprint Planning / Approach

Sprint planning is a crucial phase in the project lifecycle, where the team comes together to define the scope of work for the upcoming sprint. During Sprint Planning, which typically occurs at the beginning of each sprint iteration, the team reviews the project backlog, identifies the user stories or tasks to be completed, and establishes the sprint goals and objectives. By breaking down the project into smaller, manageable increments, Sprint Planning enables the team to prioritize features and enhancements based on user needs and business priorities.

2. Creating a path for the week

2.1. Sprint Team Roles & Responsibilities:

- ***Decider***: Deciders are responsible for making key decisions regarding the project's direction and ensuring alignment with overall objectives.
- ***Facilitator***: Facilitators orchestrate sprint activities, ensuring smooth sprint processes, fostering collaboration, and removing obstacles.
- ***Expert***: Experts provide specialized knowledge and guidance on technical aspects, best practices, and problem-solving within the sprint team.
- ***Researcher*** : The researcher gathers and analyses relevant data and insights to inform sprint activities, including user research and market analysis.

Role	Team Member
Decider 1	Vishakha
Decider 2	Gunjan
Facilitator 1	Abinaya
Facilitator 2	Preethi
Expert 1	Shloka
Expert 2	Heer
Researcher 1	Anusha
Researcher 2	Hari Haran
Researcher 3	Raghav
Researcher 4	Saumya

2.2. Sprint Schedule:

The sprint schedule outlines the timeline for each sprint iteration, including key milestones, such as sprint planning, daily stand-up meetings, sprint review, and sprint retrospective sessions. It provides a structured framework for managing sprint activities, allocating time for development, testing, and refinement of user stories or tasks.

Additionally, the sprint schedule facilitates coordination and collaboration among team members, ensuring that everyone is aware of upcoming events and deadlines. By adhering to the sprint schedule, the team can maintain momentum, track progress, and deliver sprint goals within the defined timeframe.

Meeting	Date	Time	Sprint Day Covered
Meeting 1	22nd April	6:00 to 9:00 PM	Day 1 (Monday Sprint)
Meeting 2	25th April	6:00 to 9:00 PM	Day 2 (Tuesday Sprint)
Meeting 3	29th April	6:00 to 9:00 PM	Day 3 (Wednesday Sprint)
Meeting 4	1st May	6:00 to 9:00 PM	Day 4 (Thursday Sprint)
Meeting 5	3rd May	6:00 to 9:00 PM	Day 5 (Interview with User for Feedback)

2.3. Sprint Supplies:

Sprint supplies encompass both physical and digital resources essential for facilitating productive sprint activities. These supplies, ranging from printer paper and pens for sketching to remote collaboration tools like Miro and Google Teams, are meticulously selected to support effective communication, ideation, and execution throughout the sprint process.

Supplies	Description
Mode of Sprint	Remote
Sprint Remote Design Platform	Miro
Video Conferencing Tool	Google Teams
Physical Supplies	Printer Paper, Black-tip Pens, Pencils, Time Timers for completing sketches and crazy 8's.
Other Preparation	Miro accounts created and board template shared among the team with editing capabilities for progressing sprints.

3. DAY – 1

3.1. Day 1 Sprint Goal

Time	Tasks
Morning	- Long-term goal - Map the challenge
Afternoon	- Ask the experts - Pick a target

3.2. Long-term goal and sprint questions

The long-term goal will help us:
› Look ahead
› Create shared clarity about our direction

Approach :

- Discussing the long-term goal (Why are we doing this project? Where do we want to be in six months, a year, or even five years from now?)

  - *Why are we doing this project?*

    Summary of discussion : We are undertaking this project to enhance the user experience and functionality of the Wikipedia website, aiming to address existing challenges and further elevate its role as a premier online encyclopaedia. In six months, we aspire to have implemented significant improvements, making navigation more intuitive, increasing interactivity, and simplifying content editing processes. This should result in heightened user engagement and greater contributions from the community, laying a strong foundation for continued growth.

  - *Where do we want to be in six months, a year, or even five years from now?*

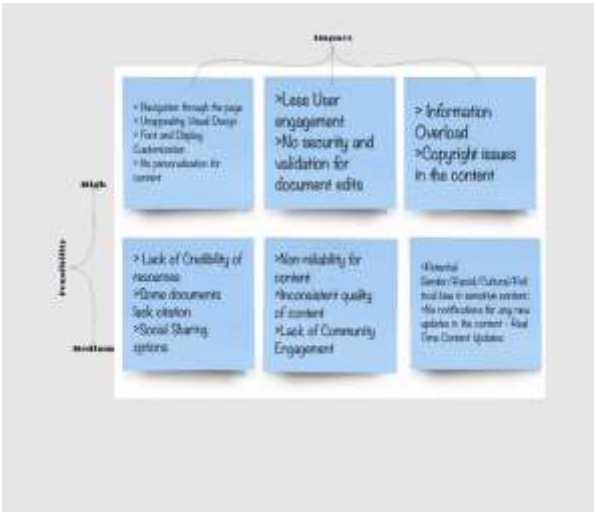
    Summary of discussion : Looking ahead to a year from now, we envision Wikipedia as a more dynamic and engaging platform, fostering collaboration and interaction among users while maintaining its commitment to accessibility and neutrality. We anticipate sustained growth in user satisfaction and participation, with Wikipedia serving as a trusted source of information across a wide range of topics.

    In five years, our goal is for Wikipedia to have evolved into an indispensable resource, deeply ingrained in the global information landscape. We envision it as a hub for promoting digital literacy, facilitating open access to knowledge, and fostering a more informed and interconnected society.

- *List of potential problems with existing Wikipedia website which can be address & its Impact ?*

Potential issues/Area of opportunities

Impact & Feasibility



- Write the long-term goal (write one sentence about how the ideal world looks like in your chosen timeframe (six months, 2 years, 5 years?).

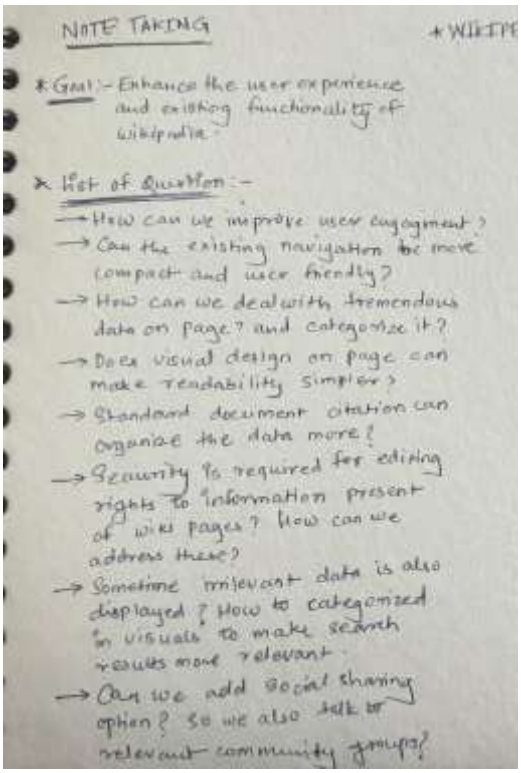
Summary : In the ideal world within a one-year timeframe, the revamped Wikipedia user interface is sleek, intuitive, and visually appealing, offering seamless navigation and accessibility to a diverse global audience. Users engage with the platform effortlessly, contributing content, collaborating on articles, and accessing information with ease, thereby fostering a vibrant and dynamic community of knowledge-sharing enthusiasts worldwide.

We used SMART Goal approach to define our long-term goals. The notes from discussion were pasted in MIRO sticky notes as above but for better readability you can also find it as below :

- ***Specific***: Revamp the Wikipedia user interface to enhance ease of navigation, readability, and overall user experience.
- ***Measurable***: Measure the increase in user engagement metrics such as page views, time spent on site, and contributions following the interface revamp.
- ***Achievable***: Identify feasible enhancements based on user feedback, industry best practices, and available resources for the interface revamp.
- ***Relevant***: Improving the user interface and functionality of Wikipedia aligns with its mission of providing accessible and reliable information to users worldwide.
- ***Time-bound***: Complete the revamp of the Wikipedia user interface within a one-year timeframe, allowing for adequate planning, execution, and evaluation of the enhancements.

3.3. Now, a reality check: the sprint questions

- Our sprint questions are...


NOTE TAKING

* Goal :- Enhance the user experience and existing functionality of wikipedia.

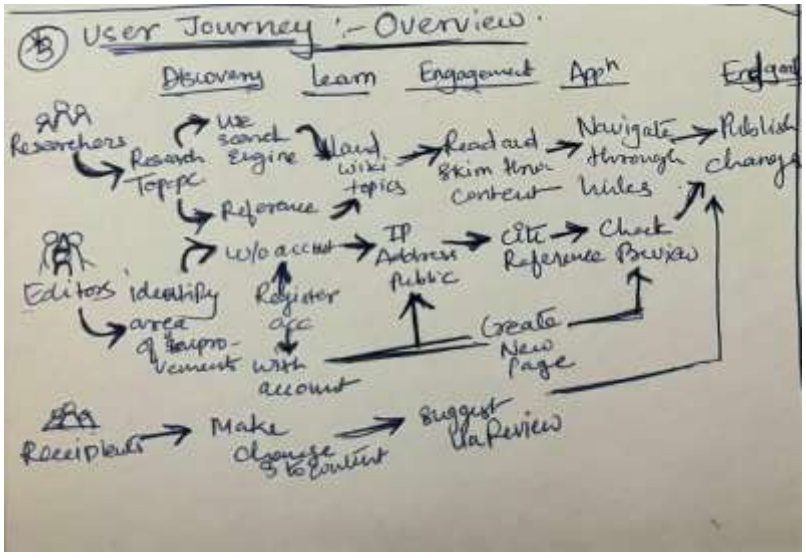
* List of Question :-

→ How can we improve user engagement?
→ Can the existing navigation be more compact and user friendly?
→ How can we deal with tremendous data on page? and categorize it?
→ Does visual design on page can make readability simpler?
→ Standard document citation can organize the data more?
→ Security is required for editing rights to information present of wiki pages? How can we address these?
→ Sometime irrelevant data is also displayed? How to categorized in visuals to make search results more relevant.
→ Can we add social sharing option? So we also talk to relevant community groups?

- Map the challenges and area of opportunities…

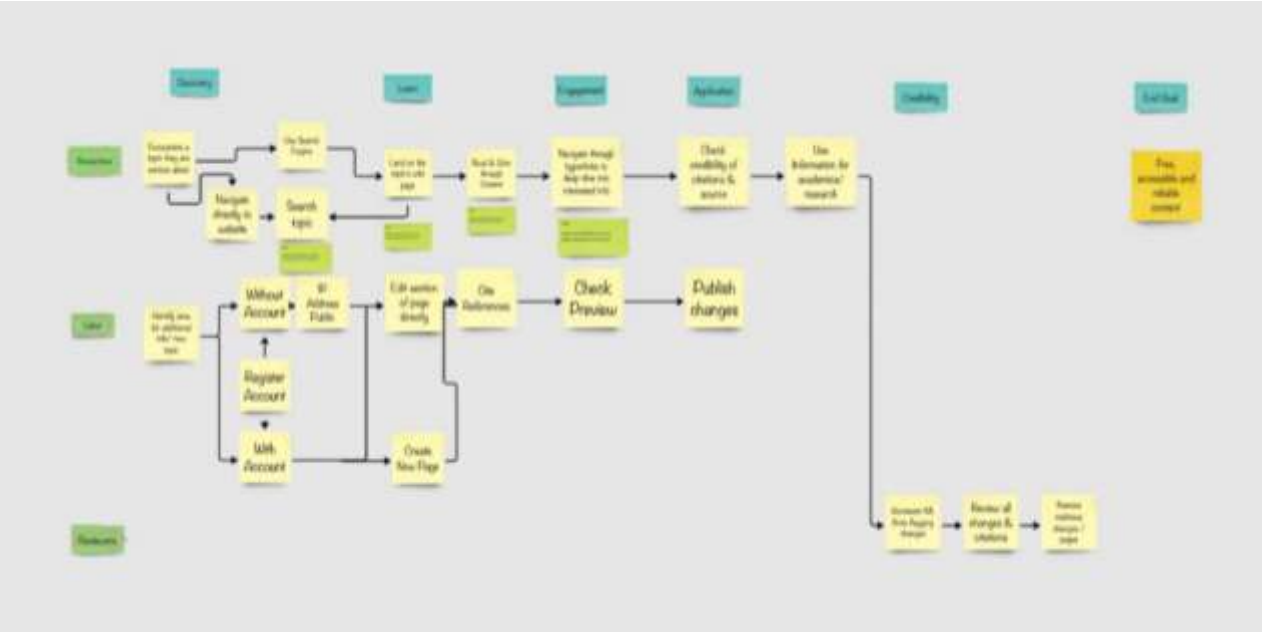
3.4. Drafting a simplified customer narrative

1. List relevant people, stakeholders, users or actors on the left
2. Write the final objective/end of the journey on the right
3. Add **high level journey stages** (change them as you learn) on the top
4. Until time is up, fill what's in between. Keep it simple!



3.5. Drafting a User Journey Target Map in MIRO

A User Journey Target Map is a visual representation that outlines the ideal path a user should take when interacting with a product or service to achieve specific goals. It typically includes various touchpoints and stages that users go through, from initial awareness to conversion or completion of a task.



3.6. Asking the experts

In this stage we will be :

- Assembling one cohesive picture from everyone's expertise
- Ask experts to fill in areas where they have extra expertise
- While the interview is happening, everyone will take notes in an standardized format called *How Might We*

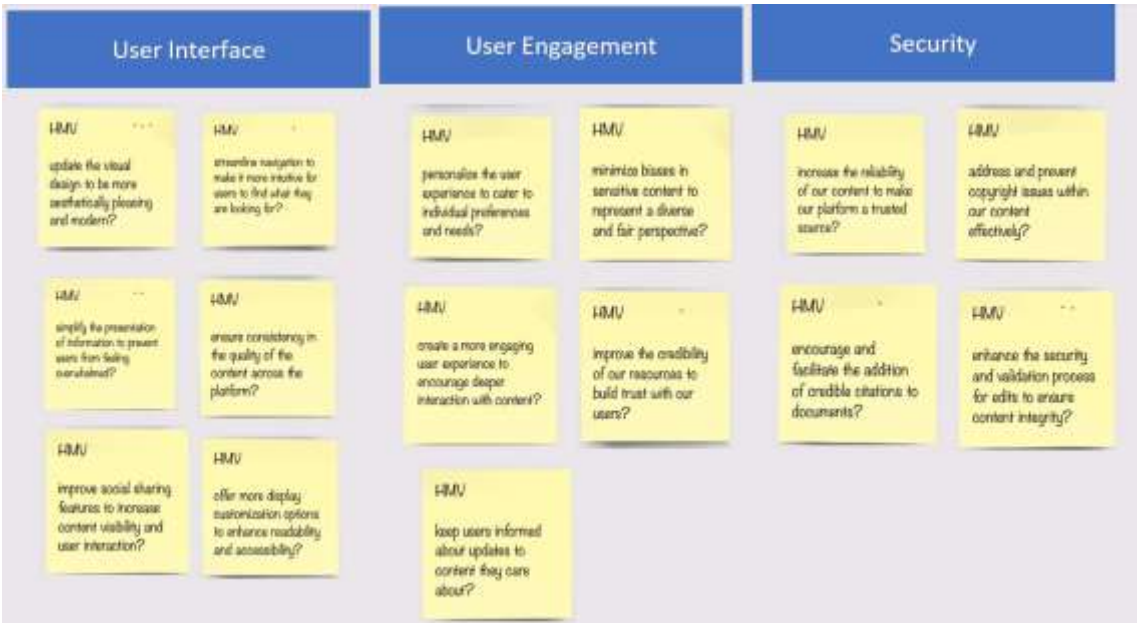
Term	Description
How	Assumes a solution exists; the focus is on uncovering it.
Might	Implies a process free of judgment, where all ideas are considered.
We	Signifies collaboration and teamwork in arriving at a solution together as a team.

After all the discussion, we generated a pile of notes (somewhere in between fifteen to twenty). So it's time share, organize and prioritize the How Might We notes we gathered.

➢ **Organizing our notes**

First, put up the HMW notes without any organization.

Then, call out patterns, categories and themes. Move post-its as the categories emerge at the top.

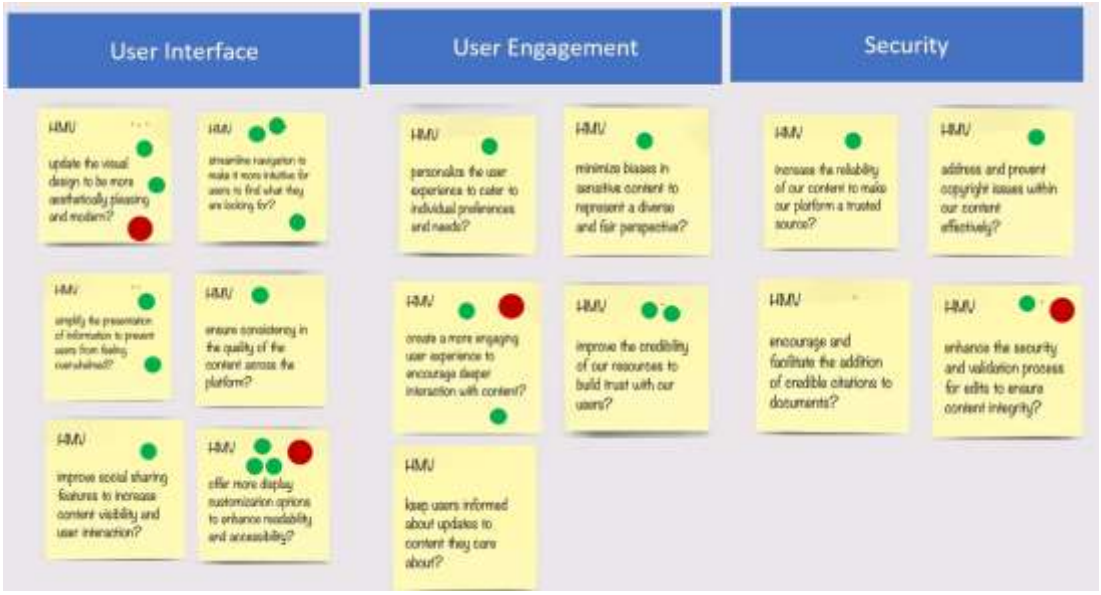


➢ **Prioritizing our notes : Voting on How Might We notes**

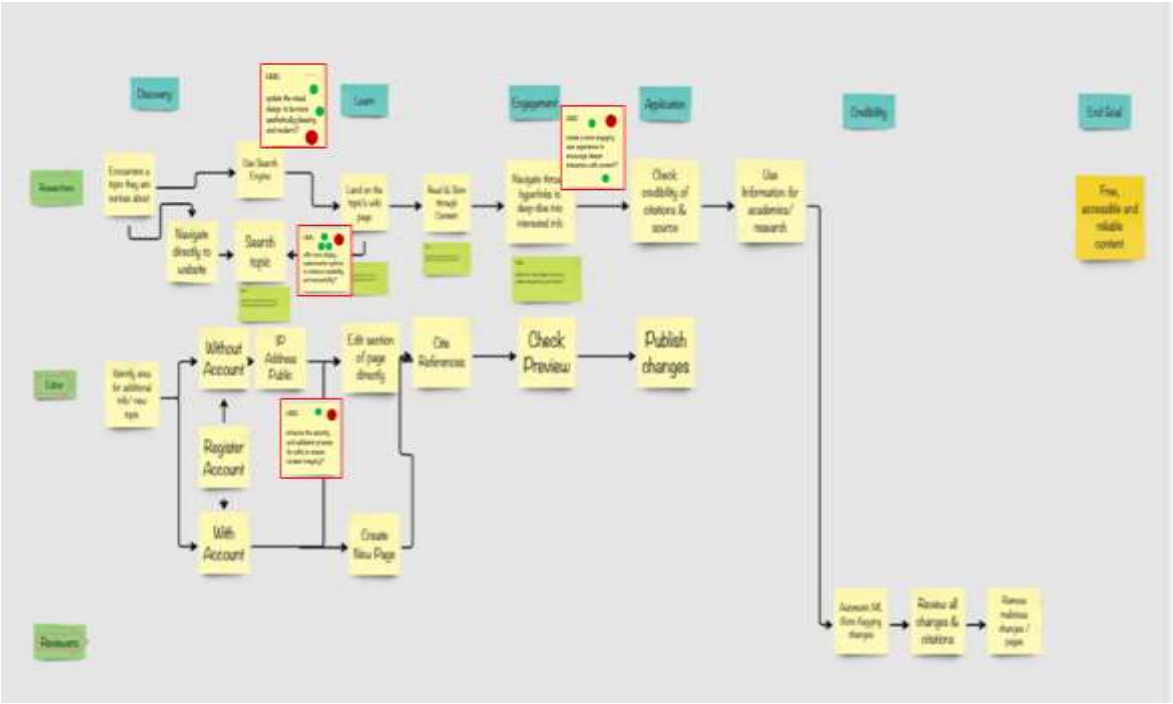
To prioritize notes, we'll use dote voting. At the end of the voting, we'll have clusters of dots on a few How Might We notes, and the whole pile will be prioritized.

How are we implementing it ?

1. Gave 2 Green dot stickers to each person
2. Gave 4 Red dot stickers to the Decider
3. Asked everyone to review the goal and sprint questions
4. Asked everyone to choose the HMWs they think are the most useful — in silence
5. It's ok to vote for your own note or to vote twice for the same note.



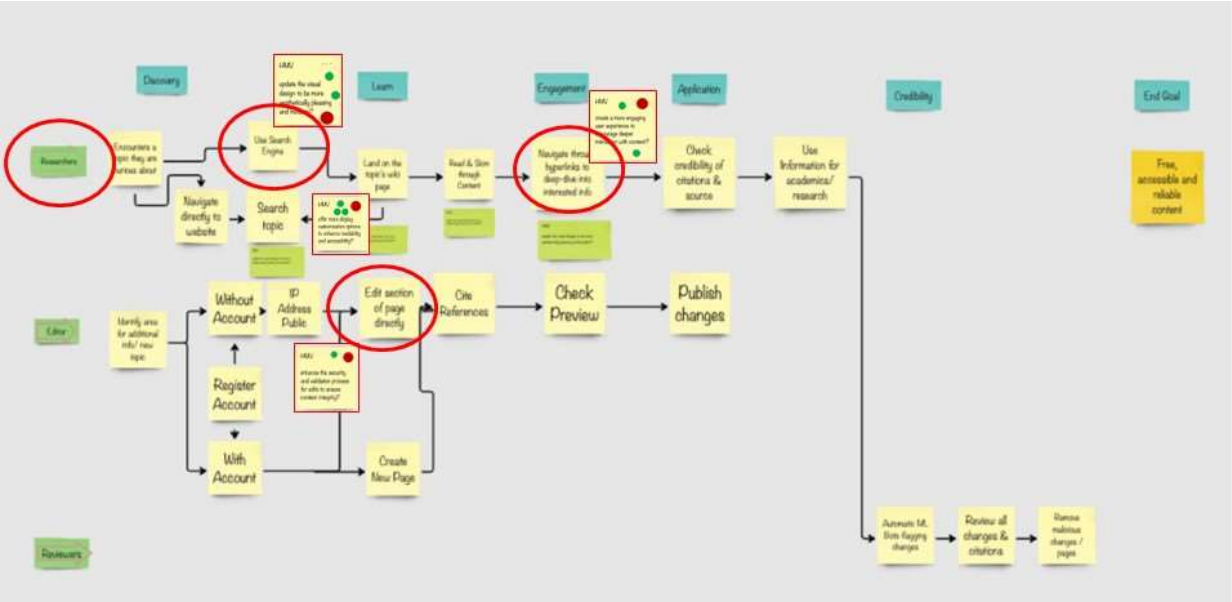
- **Now, let's place the most voted HMWs in our map**

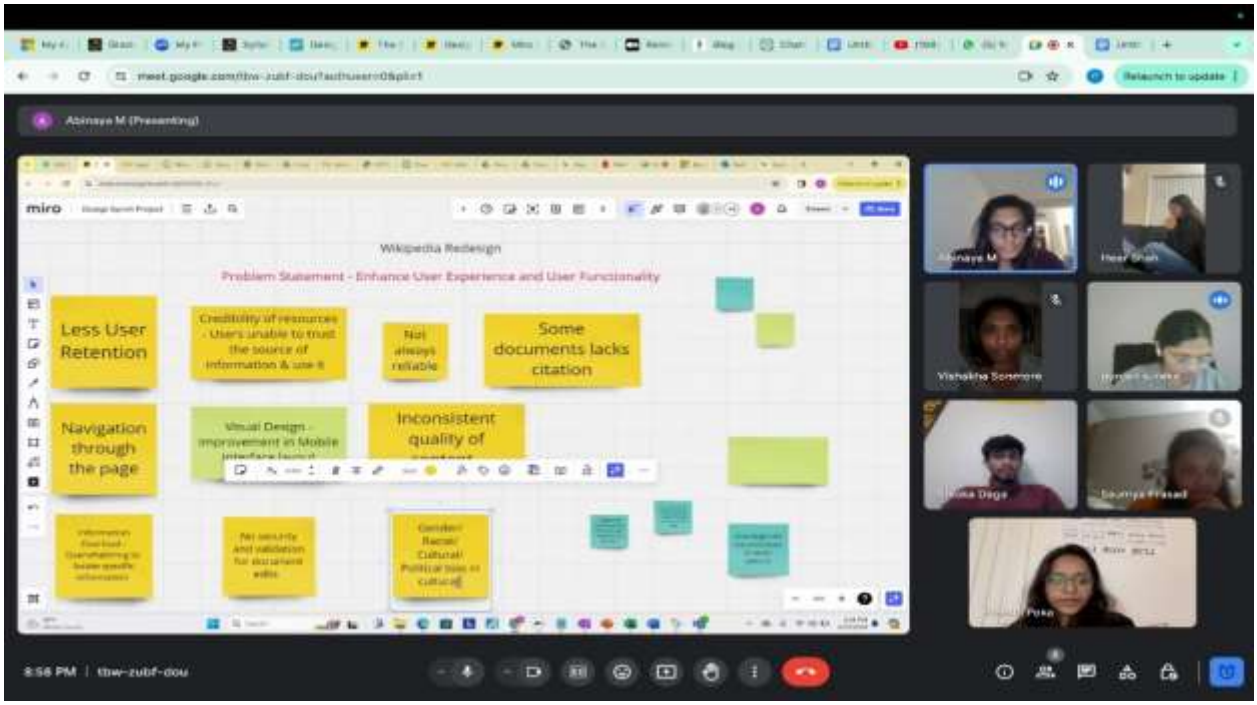


3.7. Picking the target

The most important job of this sprint is to choose one specific target. After a look back over our long-term goal, our sprint questions, our map, and the notes we took this afternoon, it's time to choose one specific target for the rest of our sprint's efforts.

Role & Responsibilities : The Decider needs to choose one target customer and one target event on the map.





4. DAY – 2

4.1. Day 2 Sprint Goal

Time	Tasks
Morning	- Inspiration: Review of ideas to remix and improve
Afternoon	- Sketching using the 4-part process

4.2. Finding inspiring solutions

Lightning demos : For our project report, the execution of the lightning scan involves utilizing lightning demos, an informal method designed to compile a diverse array of products or services for inspiration. This approach encourages team members to explore solutions both outside our industry/field and within our organization.
Each lightning demo aims to highlight positive aspects that offer valuable insights. After a brief reflection period, participants are encouraged to narrow down their selection to their top one or two products or services to share with the team.

How are we executing Lightning demos ?

- Think outside your industry/field, and also consider inspiration from within the company.
- Relate solutions to the long-term goal and questions.
- Get screenshots, URLs and notes as we browse.
- Presenting what we found.

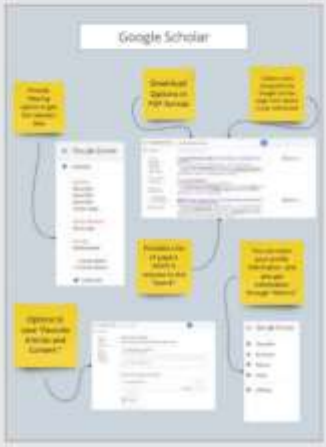
Outcome of Lightning Demos :


HowStuffWorks
Collapsible sections


Pinterest
"Today" feature


Encyclopedia Britannica


Airbnb
Quora


Google Scholar


PubMed

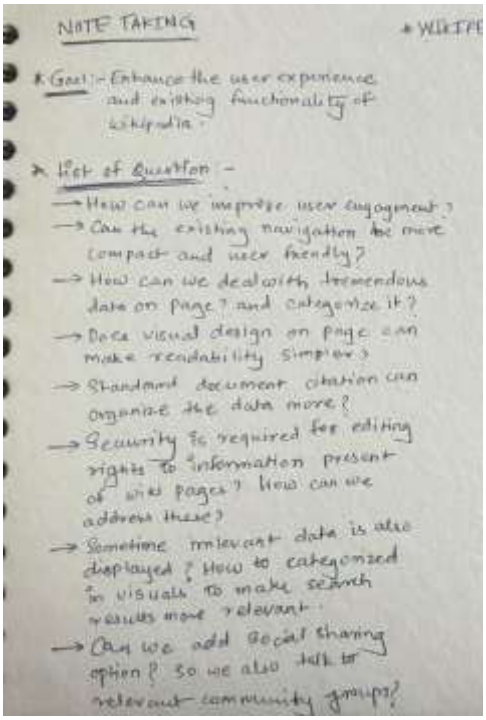

YouTube


Investopedia

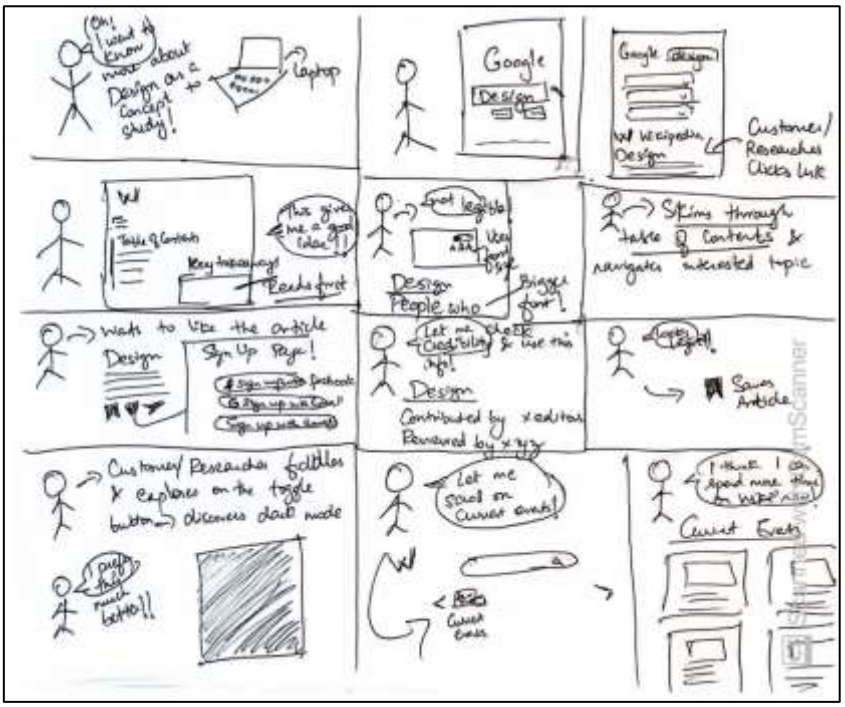
4.3. Creating solutions with the four-step sketch

In this phase, we utilize a four-step sketching process to generate and refine potential solutions. This structured approach involves ideating, sketching, refining, and iterating on ideas, allowing us to explore a variety of concepts and quickly iterate towards viable solutions.

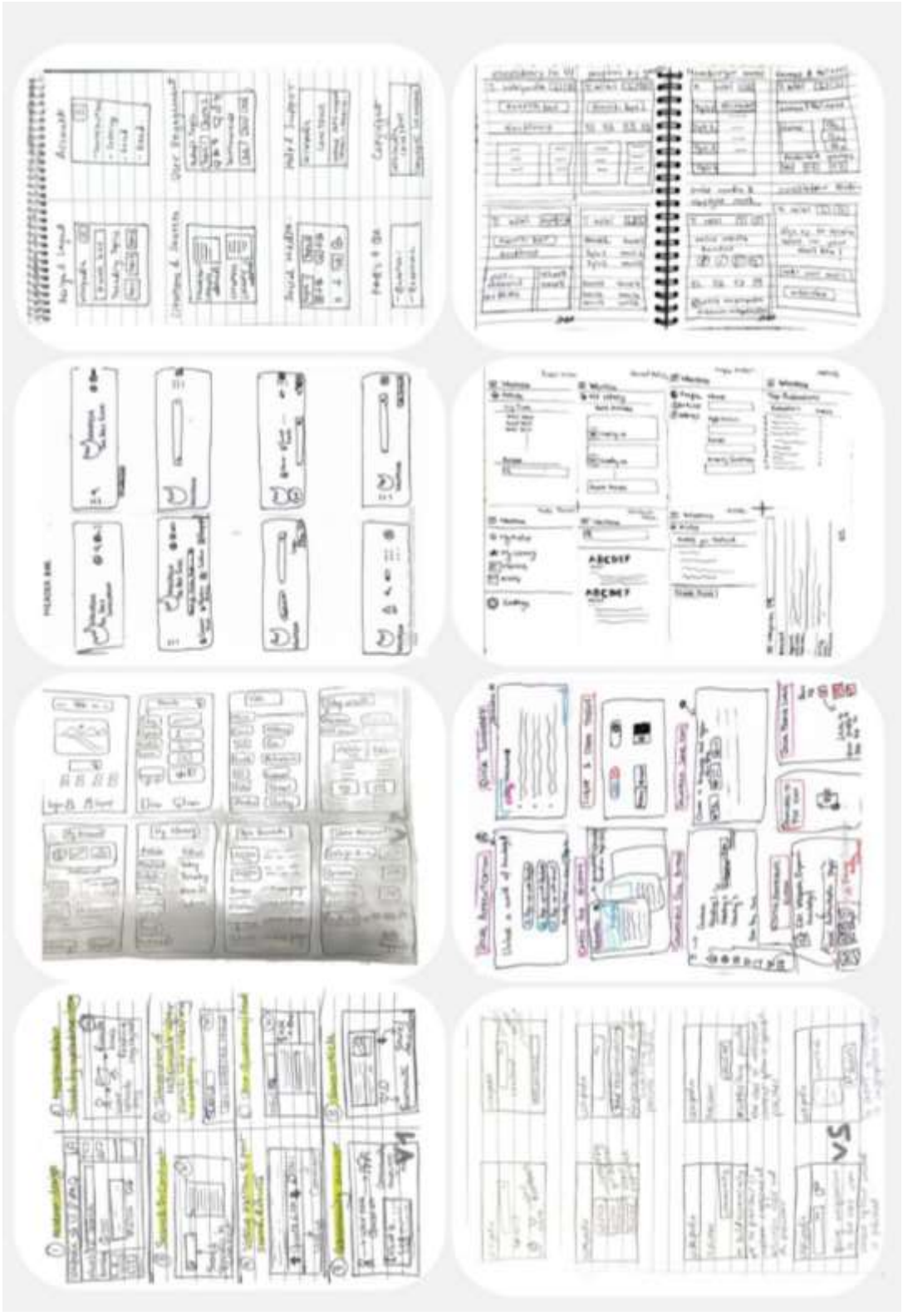
Step 1: Taking notes



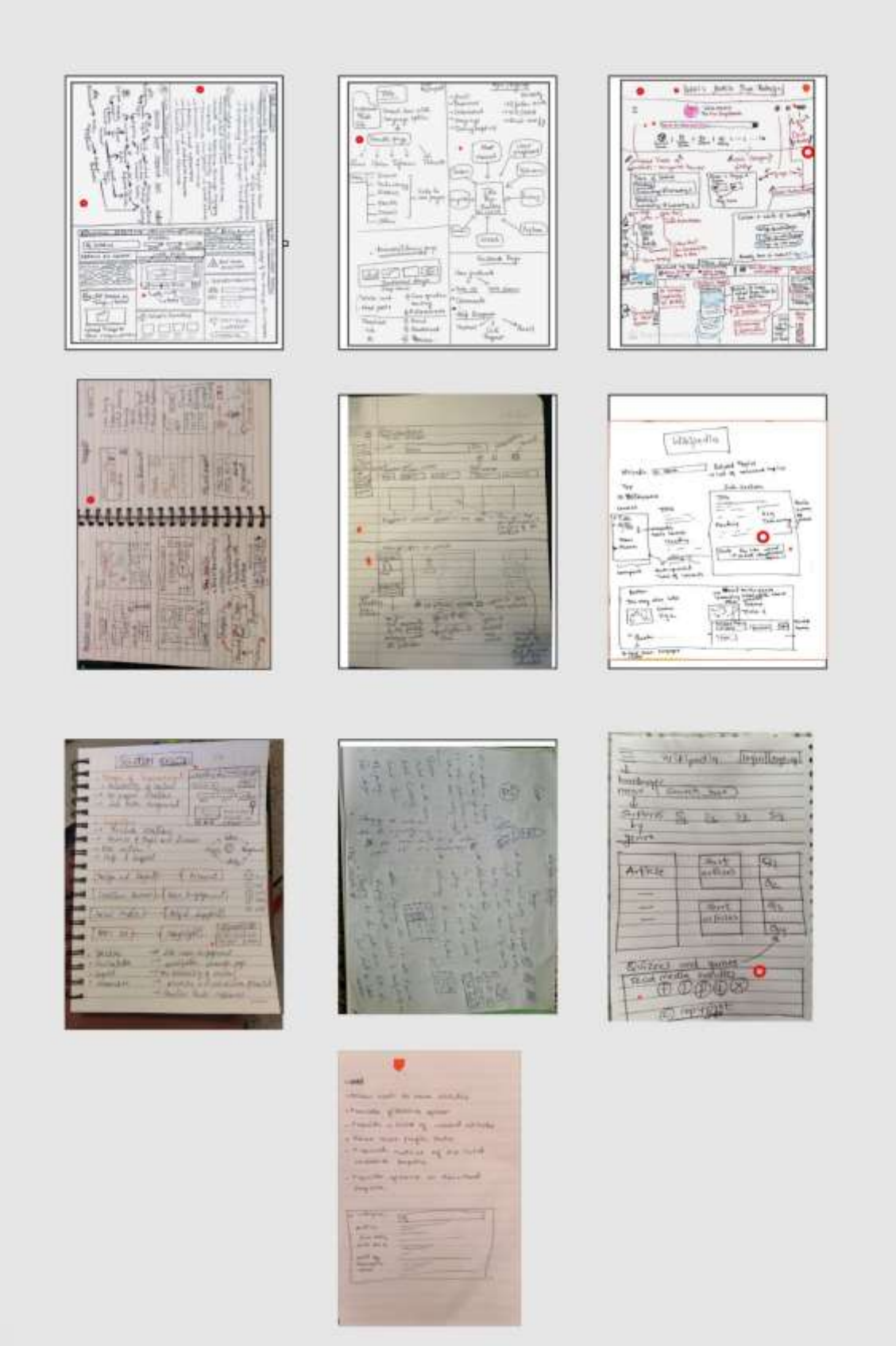
Step 2: Ideas and doodling

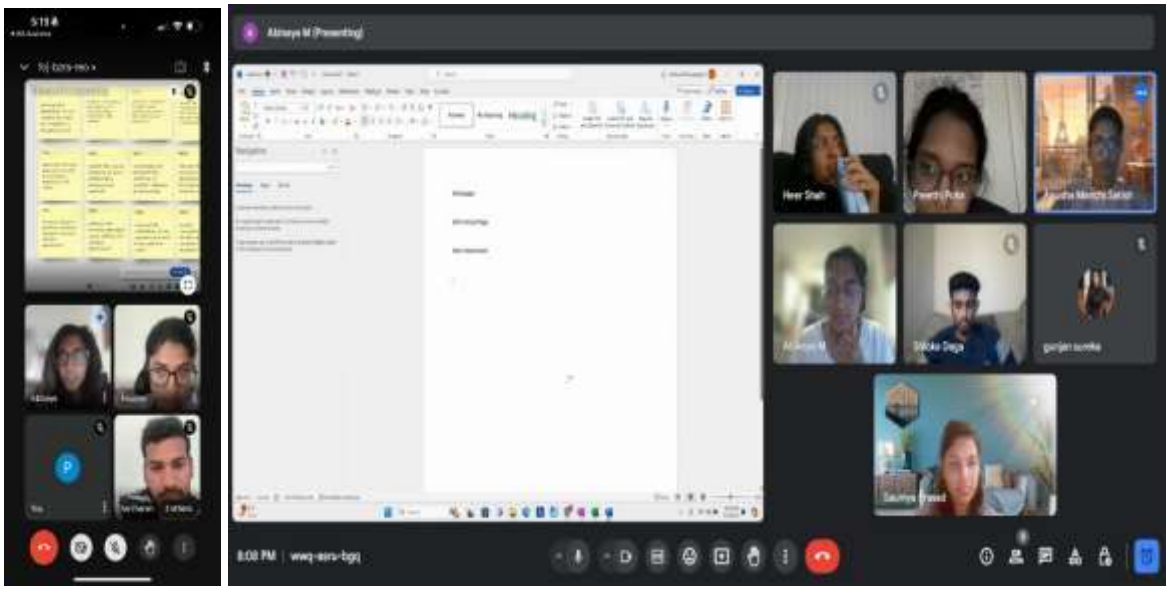


Step 3: Crazy 8s: This is a fast-paced exercise. Each person gets their strongest ideas and rapidly sketches eight variations in eight minutes. The exercise works best when you sketch several variations of the same idea.



Step 4: Solution Sketch : Each person in the team is responsible for creating one solution sketch. Each sketch is an opinionated hypothesis for how to solve the challenge, in detail.





5. DAY – 3

5.1. Day 3 Sprint Goal

Time	Tasks
Morning	- Critique each solution and decide
Afternoon	- Storyboard

5.2. Critique each solution and decide

We can’t prototype and test all solutions... So, we have spent the first half of the day critiquing each solution and then decide which ones have the best chance of achieving our goal.

5.3. Creating plan for prototyping/Story board

Beginning prototyping without a clear plan can lead to being overwhelmed by unresolved details, resulting in disjointed pieces and potential failure of the prototype. Therefore, we are selecting the most promising sketches and integrating them into a cohesive storyboard to ensure a structured and effective prototyping process.

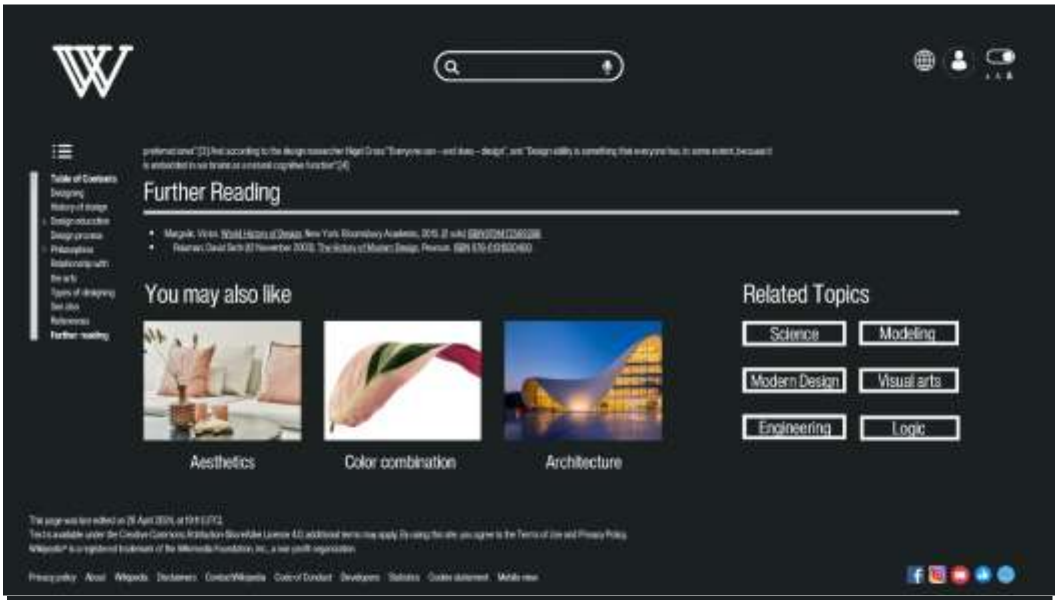
6. DAY – 4

6.1. Day 4 Sprint Goal

Time	Tasks
Morning	- Divide and conquer and start creating
Afternoon	- Stitch it together and do a trial run

- **Creating Prototype**

Transforming conceptual ideas into tangible representations through prototyping, enabling iterative refinement and validation of design concepts prior to implementation.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Further Reading
You may also like
Related Topics
Science
Modeling
Modern Design
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QUIZ TIME!
What term is used to describe the sequence of activities undertaken by a designer to produce a design?
a) Design process
b) Creative endeavor
c) Conceptualization
d) Innovation cycle
References


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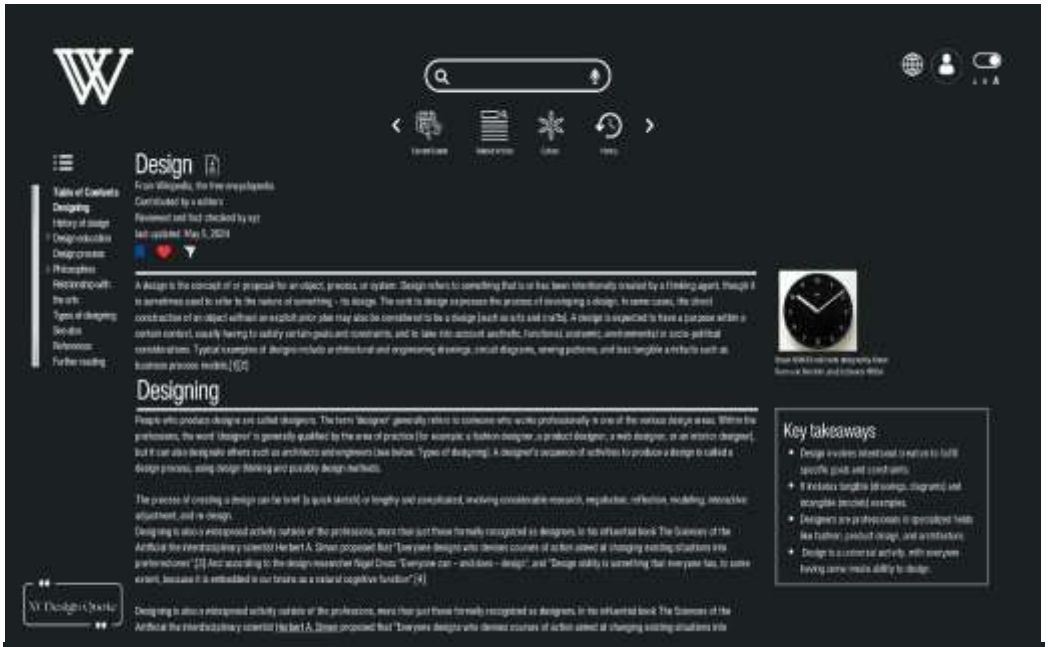
History of design
Main article: Design history
Design education


Design
From Wikipedia, the free encyclopedia
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last updated: May 5, 2024
Table of Contents
Designing
History of design
Design education
Design process
Philosophies
Relationship with the arts
Types of designing
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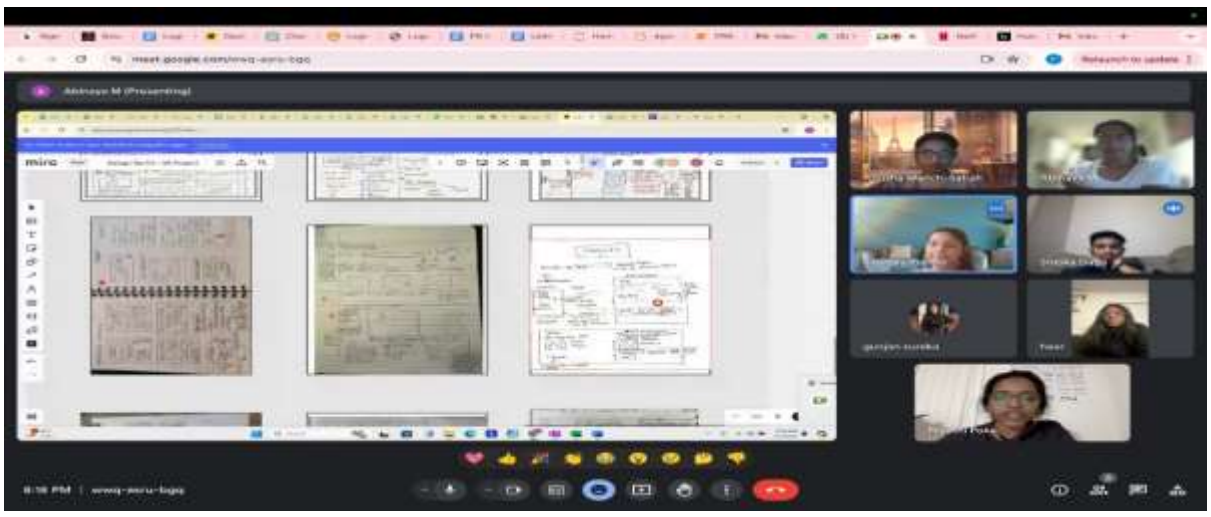
Further reading
A design is the concept of or proposal for an object, process, or system. Design refers to something that is or has been intentionally created by a thinking agent, though it is sometimes used to refer to the nature of something – its design. The verb to design expresses the process of developing a design. In some cases, the direct construction of an object without an explicit prior plan may also be considered to be a design (such as in arts and crafts). A design is expected to have a purpose within a certain context, usually having to satisfy certain goals and constraints, and to take into account aesthetic, functional, economic, environmental or socio-political considerations. Typical examples of designs include architectural and engineering drawings, circuit diagrams, sewing patterns, and user-centric artefacts such as business process models.[1][2]
Designing
People who produce designs are called designers. The term 'designer' generally refers to someone who works professionally in one of the various design areas. Within the professions, the word 'designer' is generally qualified by the area of practice (for example: a fashion designer, a product designer, a web designer, or an interior designer), but it can also designate others such as architects and engineers (see below, "Types of designing"). A designer's occupance of activities to produce a design is called a design process, using design thinking and possibly design methods.
The process of creating a design can be brief (a quick sketch) or lengthy and complicated, involving considerable research, negotiation, reflection, modelling, interactive adjustment, and re-design.
Designing is also a widespread activity outside of the professions, more than just those formally recognized as designers. In his influential book The Sciences of the Artificial the interdisciplinary scientist Herbert A. Simon proposed that "Everyone designs who devises courses of action aimed at changing existing situations into preferred ones".[3] And according to the design researcher Nigel Cross: "Everyone can – and does – design", and "Design ability is something that everyone has, to some extent, because it is embedded in our brains as a natural cognitive function".[4]
Key takeaways
XY Design Quote


Design
Designing
Key takeaways
XI Design Quote


Design
Designing
Key takeaways
XI Design Quote



7. DAY – 5

7.1. Day 5 Sprint Goal

Time	Tasks
Morning	- Interview customers
Afternoon	- More interviews
	- Next steps!

7.2 Customer Interviews:

Interview 1:

You: "How did you find your experience with the newly redesigned Wikipedia?"

Customer: "Honestly, I was pleasantly surprised. The interface feels much more organized and visually appealing."

You: "That's great to hear! Were there any specific improvements that stood out to you?"

Customer: "Definitely the improved readability of articles and the more efficient search function."

You: "Excellent. Did you encounter any difficulties or areas where you think further improvements could be made?"

Customer: "Not really, but perhaps adding more customization options for user preferences could enhance the experience even further."

Interview 2:

You: "What are your initial impressions of the revamped Wikipedia interface?"

Customer: "I'm really impressed with the sleek new design. It feels much more user-friendly."

You: "That's fantastic! Were there any features in particular that you found helpful?"

Customer: "I appreciated the addition of quick access buttons for common tasks, like saving articles for later."

You: "Good to know. Did you face any challenges or have any suggestions for improvement?"

Customer: "Not really, although maybe incorporating dark mode could be a nice option for users who prefer it."

Interview 3:

You: "What are your thoughts on the redesigned Wikipedia interface?"

Customer: "I think it's a significant improvement over the previous version."

You: "What specifically do you like about it?"

Customer: "The layout feels much cleaner and more modern, and I appreciate the improved navigation."

You: "Were there any features or changes that particularly stood out to you?"

Customer: "I found the search function much more intuitive, and I like how the related articles are now displayed."

You: "That's great to hear. Did you encounter any challenges while using the new design?"

Customer: "Not really, although it did take me a little bit of time to get used to the new menu layout."

You: "Thank you for your feedback. Is there anything else you'd like to add about your experience with the redesigned Wikipedia?"

Customer: "Overall, I'm quite pleased with it. It seems like a step in the right direction for making Wikipedia even more user-friendly."