

CUNY Academic Commons - Bug #9835

add a "like" function?

2018-05-25 09:35 AM - Marilyn Weber

Status: Assigned	Start date: 2018-05-25
Priority name: Normal	Due date:
Assignee: Erik Trainer	% Done: 0%
Category name: Group Forums	Estimated time: 0.00 hour
Target version: Future release	
Description Hannah House (one of the new MA in Digital Humanities students) asks " Is it possible to add a "like" function to posts and replies? I find similar functions on Slack, Facebook, Teams, etc handy. I'd love to be able to positively connect with/support a post or comment without having to clutter the thread with a trivial worded reply."	
Related issues:	
Related to CUNY Academic Commons - Feature #377: Like buttons	Assigned 2010-10-26
Has duplicate CUNY Academic Commons - Support #9834: add a "like" function	Duplicate 2018-05-25

History

#1 - 2018-05-25 09:52 AM - Matt Gold

- Category name set to Group Forums
- Status changed from New to Assigned
- Assignee set to Boone Gorges

FYI she is talking about group forum posts; I think it might be a nice feature to add.

Also, she is a new Commons user and a new student in our MA in DH program, starting this Fall. It's good to get a feature request from a new user!

#2 - 2018-05-25 09:53 AM - Matt Gold

(also I am wondering whether there are BbPress plugins we could easily add to create this functionality; I can't imagine that they don't already exist)

I realize there would be other questions -- like would this tie into the notification system and/or trigger emails (I'd say it doesn't have to) --but I think it's worthy of discussion

#3 - 2018-05-25 10:33 AM - Boone Gorges

- Related to Feature #377: Like buttons added

#4 - 2018-05-25 10:37 AM - Boone Gorges

- Assignee changed from Boone Gorges to Erik Trainer
- Target version set to Future release

(also I am wondering whether there are BbPress plugins we could easily add to create this functionality; I can't imagine that they don't already exist)

I'm unconcerned about the technical parts of the request. There are existing tools; most are likely to need some customization to work for us. See eg <https://wordpress.org/plugins/likebtn-like-button/#description>.

A few primary questions. There may be lots of other questions, depending on the answers to these:

1. Where does this appear in the forum interface, and what should it look like?
2. Do the likes do anything other than display counts/buttons on the items themselves? (Are they surfaced in search results? Can you sort/filter by likes? Can a user see a list of items he's liked?)
3. Do we envision a future where other things - sites, users, specific profile fields, activity updates, blog posts, blog comments - can be liked?

For the record, I think that emoji reactions are more 2018 than a simple Like button. Likes are more of a popularity measure, while emoji reactions can potentially be part of a conversation (votes, etc). <https://wordpress.org/plugins/bp-reactions/>

Assigning to Erik for thoughts about whether/how this might fit into the Commons.

#5 - 2018-05-25 10:37 AM - Boone Gorges

- Has duplicate Support #9834: add a "like" function added

#6 - 2018-05-25 04:52 PM - Matt Gold

Thanks. FWIW, here are my answers to this question:

-- I think the user is suggesting something like the "clap" feature on Basecamp discussions or the like button that the like button you pointed to shows. The button, in other words, would not create a new, separate post entry but would instead be a sort of meta object attached to the post being liked. So it might go where other action buttons on that post are, like reply, edit, delete etc.

-- If we can post emoji as meta info on the original post, I think that would be great (that is basically what Slack allows you to do -- to, say, add a little heart that appears underneath a message. I couldn't quite tell, but it appears to me like the emoji plugin you linked to would allow people to add emojis to new posts, which I don't think is what is being sought here

-- I don't think we need to integrate results into searches, etc. their meaning and importance would be focused specifically within the group context/interface

-- I also don't think we need to envision a future where other things have likes, though I will note that we do have the follow button currently for sites (I'm not sure whether Erik knows about that; to see it, log into the Commons, visit a site, and then look at the bottom right hand of the page

#7 - 2018-05-28 11:27 AM - Erik Trainer

- File like button placement.png added

- File like emoji selection.png added

- File like stats after like.png added

- File like stats clicked 1.png added

- File like stats placement.png added

- File user hovers over like.png added

- File notifications.tiff added

- File like stats clicked 2 modal.png added

***EDIT: Using Facebook's emojis and other icons for example purposes only. Could we use ones provided by plug-ins Boone suggested? ***

This is a fun one! See attachments for some mock-ups.

I agree with Matt in that the like feature should appear in the same grouping as our other post "actions" - reply, quote etc. That's where users will be looking to take action. I'm in favor of including the ubiquitous thumbs up icon alongside the "Like" text ("like button placement.png"). Like "statistics" could be displayed below the post actions ("like stats placement.png").

Emojis seem like a reasonable ask, and I like Boone's idea of them supporting interaction among group members. As such, we might allow users to click the like "stats" and pull up a list of people who liked the post ("like stats clicked 1.png"). Including an "Add Friend" or "Send Message" option in the modal window could facilitate further conversation ("like stats clicked 2 modal.png").

Boone Gorges wrote:

2. Do the likes do anything other than display counts/buttons on the items themselves? (Are they surfaced in search results? Can you sort/filter by likes? Can a user see a list of items he's liked?)
3. Do we envision a future where other things - sites, users, specific profile fields, activity updates, blog posts, blog comments - can be liked?

I think these are good questions but would prefer holding off until we have some more evidence that users would find such features useful. Sticking to what's being asked for in the ticket, the ability to like a post and then for the poster to receive appropriate feedback. Keeping the metadata info would set us up to possibly implement these features down the road, yeah?

In terms of notifications, 2 places come to mind: in the group's "Recent group activity" and in the "notifications" sidebar ("notifications.tiff") when logged into the Commons. Matt, to your point about likes focused specifically within the group context/interface, it seems like "recent group activity" is the place for them rather than the "notifications" bar.

Thoughts?

#8 - 2018-05-29 10:45 AM - Boone Gorges

- File Screenshot_2018-05-29_14-39-26.png added

- File Screenshot_2018-05-29_14-43-34.png added

Thanks, Erik! This feels well thought-out.

Regarding emoji reactions vs like - my thought is that they're mutually exclusive, and if you used emoji, then you wouldn't use the term 'LIKE' anywhere. So the Like toggle might be a smiley or something (this is the way it works in Slack and on Github). I'd also suggest that counts - at least, unified counts - don't make much sense in this context. You'd need the counts to be broken out on a per-reaction basis. See attached screenshot (github 1) of how Github does this. If we go with Like only, it's a bit simpler.

As sketched here, the project is a pretty large one. In addition to the Like toggle/count interface, we'd have new popups for selecting responses and viewing existing responses, as well as all notification integration. It may be worth considering whether it's possible or prudent to build a scaled-back version of this that is still worth using. What would a staged implementation look like? Say, for instance, we built the toggle interface alone, with a simpler interface to see likes (see hover state in screenshot github 2). Then, we develop some mechanism (user testing, analytics, etc) for determining whether a v2 was necessary or wise.

#9 - 2018-05-29 10:48 AM - Matt Gold

Hi all -- I'll respond in more detail later. but I'd vote for keeping this as simple as possible and restricted to the forum interface -- ie, I don't see a need for this to pipe into the activity stream at all.

#10 - 2018-05-29 08:38 PM - Erik Trainer

Awesome. So I think we're in agreement on the location of the functionality (at least the toggle), but disagree a bit on presentation. Boone, I'm with you on not using the word 'LIKE' but I do think the toggle image should be the thumbs up emoji. IMO it's a bit more neutral in that it can elicit more kinds of responses. A smiley is a more specific reaction, perhaps requiring more of a commitment to push. I do like the way GitHub separates out the counts for each emoji as you point out rather than presenting a unified count.

Also agree with Matt that we should limit the work to building the toggle/count interface.

#11 - 2018-06-05 01:41 PM - Marilyn Weber

Matt -

Should Hannah have a Redmine account so she can be added to this?

If not, happy to pass along any updates. Thanks!

#12 - 2018-06-05 01:49 PM - Matt Gold

sure! please let her know and I'll create one for her

Files

like button placement.png	129 KB	2018-05-28	Erik Trainer
like emoji selection.png	167 KB	2018-05-28	Erik Trainer
like stats after like.png	156 KB	2018-05-28	Erik Trainer
like stats clicked 1.png	147 KB	2018-05-28	Erik Trainer
like stats placement.png	153 KB	2018-05-28	Erik Trainer
user hovers over like.png	165 KB	2018-05-28	Erik Trainer
notifications.tiff	97.1 KB	2018-05-28	Erik Trainer
like stats clicked 2 modal.png	311 KB	2018-05-28	Erik Trainer
Screenshot_2018-05-29_14-39-26.png	18.2 KB	2018-05-29	Boone Gorges
Screenshot_2018-05-29_14-43-34.png	231 KB	2018-05-29	Boone Gorges