

COMMUNITY ENGAGEMENT

Jan 2018 quarterly check-in



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Continuing to iterate



- **Further clarifying structure**
 - **Communities**
 - **organized; disorganized**
 - **Cross-Group Activities**
 - **Internal Activities**
- **Pulling out highlights; granular in appendix**

Communities



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Ombudsman Commission

- Board committee
- Review community functionary compliance with global privacy policies, review local community policies
- Annual appointments in February
- This year's goal: diversity!



AffCom update



- Annual Elections wrapping up following December nomination period.
- Aim is for 3-4 members to be selected this round.



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Peggy und Marco Lachmann-Anke, CCO

Strategic Support to Diversity Conference



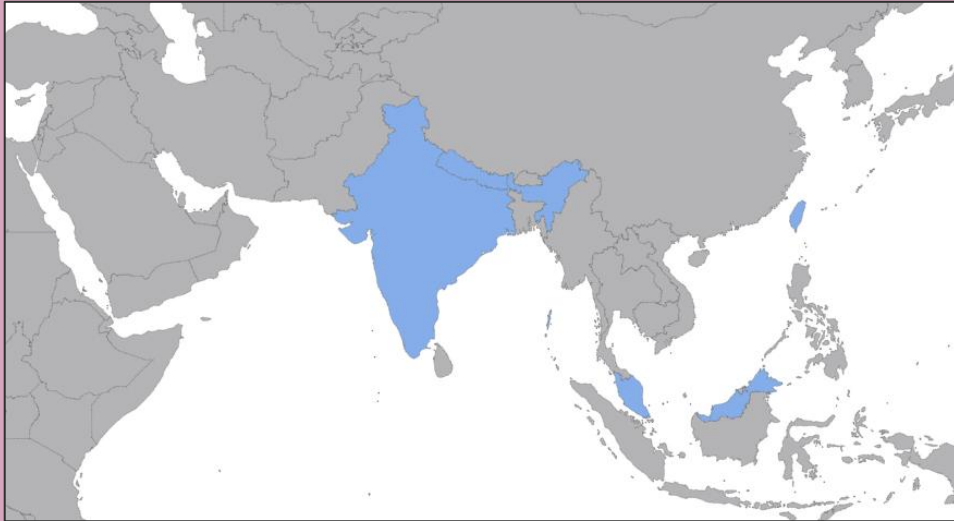
Supported strategy session discussion capturing and participant drafting group to synthesize strategic priorities from the conference's [strategy workshop](#).



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Afifa Afrin, CC by SA 4.0

Education Programs in Asia



- Nichole made 4-country tour of emerging communities in Asia
- BETT Asia - ed tech conference in Malaysia
- 3 site visits: Nepal, India and Taiwan



Education Programs in Asia



In Nepal:

***Wikimedia + education
as a path to knowledge
equity (on multiple levels)***



Nichole meets with teachers at
Deerwalk Sifal School, Khatmandu
[सरोज कुमार ढकाल](#), CC BY SA

Nepali Wikimedians with Nichole Saad
following training sessions
[Nirajan pant](#), CC BY SA



Education Programs in Asia



Nichole and A2K team meet Christ University Vice Chancellor and a representative from the Language department

[Gopala Krishna A](#), CC BY SA

**Rethinking impact:
*beyond the edit count***

**Rethinking support:
*building capacity in
emerging communities***



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TWL: New Publisher Partnerships

SPRINGER NATURE

- ~4 years in the making

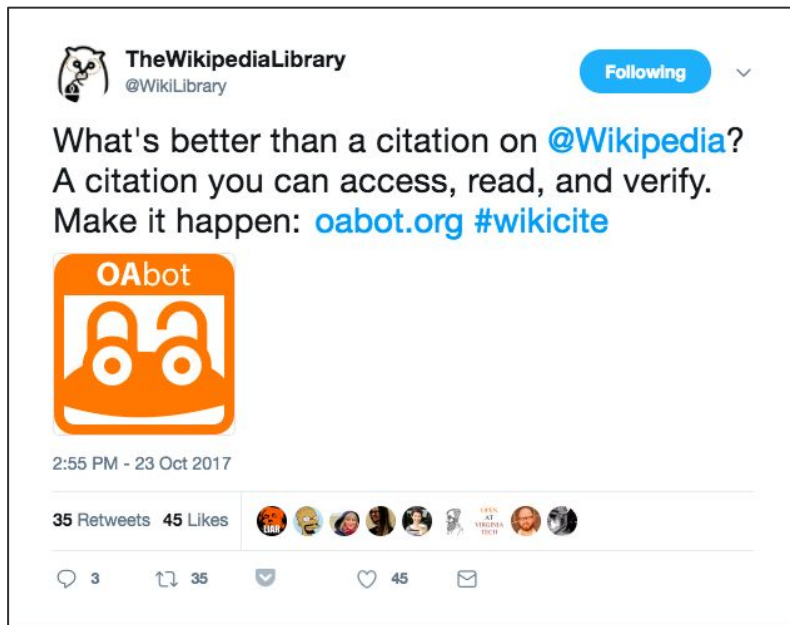


- Adds 30K unique journal titles to our collection



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TWL: OAbot Campaign



- Ran during International Open Access Week (Oct 23-29)
- Added over 2k free-to-read article links alongside paywalled citations in Wikipedia
- Boosted on social media by open access leaders like Peter Suber (Harvard OA Project) and Heather Joseph (SPARC)

[OAbot.org](https://oabot.org)

Youngest volunteer developers



- [Google Code-in](#): Contest for 13-17 year old folks to work on small tasks (not only code).
- >600 students worked on Wikimedia tasks.
- [>600 completed tasks](#) (last year: 424).
- 49 mentors (last year: 46): 27 volunteers, 15 WMF, 3 WMDE, 2 WikiEdu; 2 Kiwix.
- Several last year finalists mentored this year.
- Success comes from optimized processes and mentors passionate about FOSS culture.



Shaping Tech Ambassadors



- Tech Ambassadors keep their communities informed about what's new with Wikimedia software.
- As part of our Annual Plan efforts, the number of top 25 communities covered by at least one ambassador went from 10 to 23 in the past quarter.



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[Deryck Chan](#), CC BY SA

A pilot to support new developers

OBJ

Wikimedia Developer Support

Sign Up Log In Q ☰

Developers with questions or answers, welcome! [Read this](#) before creating an account. ✕

all categories ▾ Categories Latest Top

Category Topics

Ask here

Let's start with a single category for all developer questions. We will create tags and new categories as needed.

4 / week

Site Feedback

Discussion about this site, its organization, how it works, and how we can improve it.

8 / week

Uncategorized

Topics that don't need a category, or don't fit into any other existing category.

2 / week

Latest



Welcome to Wikimedia Developer Support

Site Feedback

0

2d



Anybody else not getting confirmation email at first try?

Site Feedback

3

17m



Promoting this communication channel

Site Feedback

3

2h



Enabling social login

Site Feedback

0

3h



Creating tags by typing them?

Site Feedback

3

3h



Proposing new categories

Site Feedback

3

3h

- discourse-mediawiki.wmflabs.org is a test pilot aiming to offer a single location for developer questions and answers.
- Based on Discourse, a widely used open source software for discussions.



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Cross-Group Activities



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Grants: Q2 results

- Several rounds of grants, **81** grants to 42 countries = **\$4,025,467**
- **One powerful grant:** Wikipedian in Residence at OCLC



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By Urban~commons wiki

Behavioral Investigations

An aerial photograph of an astronomical observatory complex. Several large, white, dome-shaped structures are scattered across a rocky, mountainous ridge. The domes vary in size and are surrounded by smaller, rectangular buildings and paved areas. In the background, a range of mountains is visible under a clear sky. The overall scene is a high-altitude, arid environment.

- 16 closed in Q2, leading to 4 full Global Bans & 1 Event Ban
- New KPI in 2018 - 75% closed w/in 20 business days
- Challenges: Language capacity; Identifying (and holding to) scope

Training Modules



- Resource kit for grantees
- Trimming down to size
- Internationalization stalled to software challenges

A New Look at the P&E Dashboard

2017 Community Wishlist Survey/Results

< 2017 Community Wishlist Survey

Translate this page

Other languages:

العربية • Български • čeština • Deutsch • Ελληνικά • English • Svenska • Türkçe • 粵語 • 中文

Here are the results of the 2017 Community Wishlist Survey – thanks to everyone who participated!

Curious about what happens next? Check out the [2017 Community Wishlist Survey FAQ](#).

Rank ↕	Proposal	↕	Category ↕	👤 ↕	
1	Kartographer improvements	(project page)	Miscellaneous	154	T14 T14 T14 Rel
2	Ping users from the edit summary	(project page)	Editing	127	T33
3	Development of the programs and events dashboard	(project page)	Programs and events	111	
4	Blame tool	(project page)	Search	110	T24
5	Infobox wizard	(project page)	Editing	106	Rel
6	Deploy Article Alerts to other languages	(project page)	Bots and gadgets	102	
7–8	Auto-save feature in Visual Editor and WikiText Editor	(project page)	Editing	96	T51 Rel
	Allow 'thanks' notification for a log entry	(project page)	Miscellaneous	96	T64
9	SVG-Translate	(project page)	Multimedia and Commons	94	T51

- **#3 in 2017 Community Wishlist Survey!**
- **Beginning a user research phase with Community Tech Team**
- **Determine whether we can build upon existing tool or make a fresh start, perhaps take a more modular approach**



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A New Look at the P&E Dashboard

Other Questions:

- **What is development trajectory post-Wish List response year (2018)?**
- **Other resources needed for success? (e.g. design/UX)**
- **Community risks**
- **Just scratching the surface? need more holistic research on movement organizers and groups**



Internal



Community Wishlist survey

Rank ↕	Proposal
1	Kartographer improvements
2	Ping users from the edit summary
3	Development of the programs and events dashboard
4	Blame tool
5	Infobox wizard
6	Deploy Article Alerts to other languages
7-8	Auto-save feature in Visual Editor and WikiText Editor Allow 'thanks' notification for a log entry
9	SVG-Translate
10	Commons deletion notification bot

Technical Collaboration supported Community Tech throughout the Community Wishlist Survey for the third year.

We make sure the communities know it's happening, help with translatability, help watch and keep track of the process etc.

Rank ↕	Proposal
1	Kartographer improvements
2	Ping users from the edit summary
3	Development of the programs and events dashboard
4	Blame tool
5	Infobox wizard
6	Deploy Article Alerts to other languages
7-8	Auto-save feature in Visual Editor and WikiText Editor
	Allow 'thanks' notification for a log entry
9	SVG-Translate
10	Commons deletion notification bot

- **First year this has been a stable process – no large changes in our work compared to last year.**
- **We have found a working method. No reason to suspect big changes next year either.**
- **Slightly more participants than last year, but noticeably more activity – fewer proposals, still 20% more votes.**
- **To work on in the future: translatability to make the same process more multilingual.**

CE QUARTERLY COMMITMENTS & SCORECARDS

Jan 2018 quarterly check-in



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1: Resourcing communities



“Journey for Death”
[CC-BY 4.0 Wulman83](#)
Wiki Loves Monuments 2017 in Uganda

Jan 2018

Community Resources/CE

CE: 1 [\[LINK\]](#)**GOAL:** Allocate funds to community through participatory grant rounds

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Allocate resources to effective community-led ideas, programs, technologies and gatherings across the Wikimedia movement by improving the accessibility of Foundation grant programs	LAST QUARTER	
	Delphine, Kacie, Marti, Alex, Winifred	<ul style="list-style-type: none"> *With volunteer committees, make decisions on all rounds of grants (Project, Conference & Event, annual plan grants—simple and FDC) *Provide coaching, mentoring and capacity building for grants applicants (individuals and affiliates) *Conduct site visits to evaluate capacity & provide capacity *Hired Rapid PO to run Rapid grants!
	NEXT QUARTER	
	Marti, Delphine, Kacie, Alex, Winifred, Woubzi	<ul style="list-style-type: none"> *Collect feedback, reflect on & evaluate recent rounds, make changes *Ensure high quality proposal submission, make decisions on rounds of grants (Project & Conference) and continually on Rapid grants *Provide coaching, mentoring and capacity building for grants applicants (individuals and affiliates) to ensure grantees are prepared to succeed

Jan 2018

Community Resources/CE

CE: 1 [\[LINK\]](#)**GOAL:** Make grants to countries with complex regulatory environments

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
In partnership with Finance & Legal, we will identify a list of complex countries, prioritize the list according to a framework of impact and risk, and then invest in understanding the barriers, options, and solutions.	LAST QUARTER	
	CR, Finance, Legal	<p>*Historically challenged to make grants in places like China and Syria and an emerging set of challenges in countries like Bangladesh and more. These funding barriers limit our movement's ability to achieve impact.</p> <p>*Developed project framework, including timelines and roles for teams</p>
	NEXT QUARTER	
	CR, Finance, Legal	<p>*Launch project!</p> <p>**Identify high priority countries where there are complexities</p> <p>**Document range of activities in the past and options</p> <p>**Secure funding</p> <p>**Conduct research</p>

STATUS: OBJECTIVE IN PROGRESS

GOAL: High-impact events build identity, spur collaboration and inspire participants

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>CR team will explore ways movement conferences & events could fit together in an ecosystem, and become higher-impact by 1) increasing diversity of participants, 2) increasing WMF support to events, and 3) clarifying scope and goals of each kind of event</p>	<p>LAST QUARTER</p>	
	<p>Project lead: Kacie, Ellie, Katy</p>	<ul style="list-style-type: none"> *Begin development of Wikimedia events ecosystem *Identify possibilities for WMF to increase support, and attempt to address challenges in areas we don't yet have strong movement capacity to run events *Align framework with movement strategic direction
	<p>NEXT QUARTER</p>	
	<p>Project lead: Kacie, Ellie, Katy</p>	<ul style="list-style-type: none"> *Begin to socialize Wikimedia events ecosystem and collect feedback and iterate *Plan for larger scale consultation through F2F events

Jan 2018

Community Resources/CE

CE:1 [[LINK](#)]**GOAL:** Grantees can easily collect metrics to measure success of work

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Create a new tool to help grantees collect the following metrics: <ul style="list-style-type: none"> • New editors • New editor retention • Content pages <i>added</i> • Content pages <i>improved</i> 	LAST QUARTER	
	Project leads: Sati Houston (CR) Danny H (Comm Tech)	*Develop prototype for community testing (Phab ticket)
	NEXT QUARTER	
	Project leads: Sati Houston (CR) Danny H (Comm Tech)	*Release Version 1 of grant metrics tool to grantee prototypers and incorporate their feedback into Version 2 (for release by EOQ)

STATUS: IN PROGRESS

Jan 2018

Community Resources/CE

CE: 1 [[LINK](#)]**GOAL:** Understand the medium to long-term impact of grants

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Inquiry into the medium to long-term impact of grants, awarded in FY 14-15, 15-16, 16-17</p> <p>Project will define the top 3-6 outcomes reported by grantees, and highlight them via case studies.</p>	LAST QUARTER	
	<p>Project leads: Sati Houston (CR)</p>	<p>Project kickoff and planning:</p> <ul style="list-style-type: none"> Project has been scoped; plan is on m:Grants:Impact Grants Eval Associate (contractor) has been hired and has begun work
	NEXT QUARTER	
	<p>Project leads: Sati Houston (CR)</p>	<ul style="list-style-type: none"> Define emerging areas of impact, as reported in grant reports from FY 14-15, 15-16, 16-17 Begin interviewing grantees to flush out stories / case studies of impact
STATUS: IN PROGRESS		

81 grants at \$4,025,467 to 42 countries

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	\$ of grants
Annual Plan Grants	9	\$2,260,537	11%	56%
Simple Annual Plan Grants	11	\$647,960	14%	16%
Conference Grants	5	\$722,272	6%	18%
Project Grants	12	\$348,884	15%	8%
Rapid Grants	36	\$42,027	44%	1%
Travel & Participation Support	10	\$3,787	10%	<1%
Total	83	\$4,025,467	100%	100%

(Last Q: 157 grants funded at \$258,112 to 57 countries)

Diversity of New Grants in Q2^[1]

Grants to...	Number of grants	Amount in dollars	Proportion of total ^[2]		QoQ		YoY	
			# of grants	\$ of grants	# of grants	\$ of grants	# of grants	\$ of grants
Individuals	36	\$245,320	44%	6%	-73%	+17%	+33%	+122%
Emerging Communities	52	\$804,293	62%	20%	-52%	+324%	+43%	+19%
Gender Gap focused	7	\$143,462	9%	4%	+250%	+7058%	-13%	-14%

[1] Why do we track this diversity? Because WMF explicitly aims to fund:

- not only organizations, but also individuals
- not only Global North communities, but also Global South
- projects aimed at addressing the gender gap

[2] Column will not add up to 100% because a grant can be tagged in multiple categories

Key Performance Indicators - Q2

Metric	Total	Notes
Total participants [1]	21,521	[1] For Q2: This includes total number of participants, but also total number of individuals involved (which is a deprecated Global Metric that is still being reported as old PEG & APG grants are reported on)
New editors	10,785	[2] For the purpose of defining this metric, a "content page" is a page in the Main namespace (namespace 0), except on Commons where a "content page" refers only to pages in the File namespace (namespace 6).
Total # of content pages created or improved across Wikimedia projects [2]	220,992	

2: Gender diversity



Jan 2018

Community Resources/CE

CE: 2 [[LINK](#)]

GOAL: Increase gender diversity through resource allocation and collaborative gender diversity program

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support increased gender diversity in Wikimedia communities and on Wikimedia projects through improved collaboration, grants, research, and pilot programs	LAST QUARTER	
	Project lead: Alex W	*Finalize and publish gender diversity mapping project *Support projects coming out of WikiWomen, including those submitted in grant requests
	NEXT QUARTER	
	Project lead: Alex W	*Finalize and publish gender diversity mapping project, delayed due to shifting priorities

STATUS: OBJECTIVE DELAYED DUE TO SHIFTED PRIORITIES

3: Community capacity development



GOAL: Launch new community capacity development (CCD) program in new communities

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Improve community capacities through pilot programs (CE dept., program 9, objective 2)	LAST QUARTER	
	Asaf	*Develop Community Capacity Mapping with community input *Deliver targeted trainings to emerging communities, including at key movement events
	NEXT QUARTER	
	Asaf	*Develop Community Capacity Map with communities; solicit participation and resource-curation. *Identify opportunities and needs for capacity building, and design capacity-building interventions (with other teams and/or affiliates and/or volunteers)

4: Community leadership development & mentoring



GOAL: Develop community leadership & mentorship to support peer-to-peer networks & shared learning for effective program & community development. 1/3

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Facilitate trainings and convenings at Wikimedia events	LAST QUARTER	
	Learning & Evaluation, Community Resources	<ul style="list-style-type: none"> * Kicked-off planning and screening/selection processes for pre-conference Learning Days at Wikimedia Conference 2018 * Designed & delivered high-quality conference sessions and/or learning support at regional and thematic events (Diversity Conference)
	NEXT QUARTER	
	Learning & Evaluation, All CE Teams + Leads: Jaime, María, & Dana	* Prepare for Learning Days at Wikimedia Conference for up to 100 participants including design and coordination of collaborative teaching teams.

STATUS: OBJECTIVE IN PROGRESS

GOAL: Develop community leadership and mentorship to support peer-to-peer networks and shared learning for effective program and community development (2/3)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Share and apply results of leadership development dialogue to events	LAST QUARTER	
	CE teams + Project lead: María & Jaime A	* Hosted brownbags for Learning Days and Leadership Dialogue .
	NEXT QUARTER	
	Learning & Evaluation Project lead: María & Jaime A	

STATUS: OBJECTIVE COMPLETE

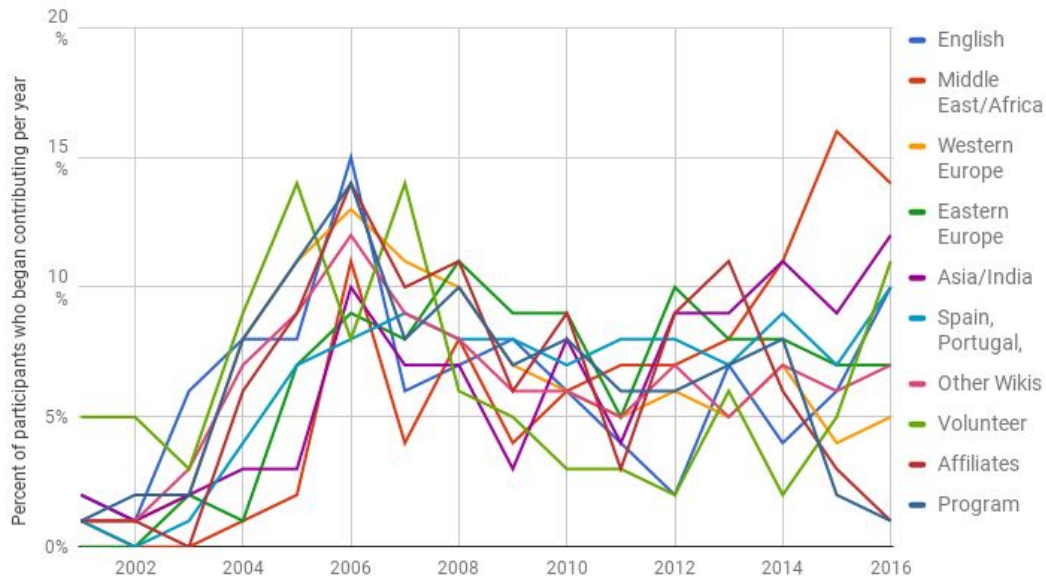
GOAL: Develop community leadership and mentorship to support peer-to-peer networks and shared learning for effective program and community development (3/3)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support priority evaluation learning projects.	LAST QUARTER	
	NEXT QUARTER	
	Dana (L&E)	<ul style="list-style-type: none"> * Evaluation report synthesizing insights from programs and events dashboard, grantee, and affiliate metric tracking and reporting to better understand evaluation capacity of the community * Create an evaluation plan for conferences and events in order to clearly track and define the benefit of conferences for the movement

STATUS: OBJECTIVE IN PROGRESS

5: Community Engagement insights

Percent of Participants who Began Contributing from 2001-2016



GOAL: Develop surveys & complete survey collection for CE Insights to improve understanding of community needs.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support Foundation efforts to understand community needs by preparing for CE Insights survey	LAST QUARTER	
	Survey analysis working group Project lead: Edward Galvez	<ul style="list-style-type: none"> * Surveys for 4 audiences are drafted and shared with staff. * Sampling strategy is being prepared, but an initial draft has been developed. * Testing survey questions is delayed to January 2018.
	NEXT QUARTER	
	Project lead: Edward Galvez, CE Insights working groups	<ul style="list-style-type: none"> * Surveys for 4 audiences will be tested, translated into 10 languages and distributed to community audiences by March 2018.

STATUS: OBJECTIVE IN PROGRESS

6: Wikimedia Resource Center

Where do I apply for a grant?
Track image use on Wikimedia C
find information about
pedia Zero?
How can I le
I learn more about surveys?



Wordcloud slice, WRC
[CC-BY SA 4.0 Maria Cruz](#)

GOAL: To better connect communities to (a) information about Wikimedia Foundation and movement initiatives and activities. (1/2)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
To maintain and further develop our shared systems to better connect communities to critical foundation and movement opportunities and resources for learning, development, and support.	LAST QUARTER	
	SuSa (Karen), Comms (Greg), Editing (TBD) Project Lead: María Cruz.	* Promoted and piloted the beta version of WRC. Encouraged community members to add at least one resource. * Supported “Ask a question” feature for Learning and Evaluation.
	NEXT QUARTER	
	Learning & Evaluation Project Lead: María Cruz	* Host a campaign that focuses on crowdsourcing resources on a specific topic (for example, training others on what is Wikipedia)

STATUS: OBJECTIVE IN PROGRESS

Jan 2018

Community Engagement

CE: 6 & 10

GOAL: To better connect communities to (b) access to peer-guidance and peer mentorship (2/2)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
To create systems to better connect community members to others that may be peer mentors as well as to community developed learning and development resources and opportunities.	LAST QUARTER	
	Learning & Evaluation Project Lead: María Cruz Support & Safety: Joe Sutherland	* Promoted and piloted the alpha version of [[m:Connect]] across different communities and networks. Had <i>at least 3</i> different groups created on [[m:Connect]]
	NEXT QUARTER	
	Learning & Evaluation Project Lead: María Cruz	* Develop a form to make adding groups and individuals easier. * Monitor current active group. Promote and piloting the alpha version of [[m:Connect]] across different communities and networks. Have at least 3 different active groups created on [[m:Connect]]

STATUS: OBJECTIVE IN PROGRESS

7: Community programs infrastructure

[Browse partners](#) [Apply for access](#) [Review applications](#) [Send data to partners](#) [Latest activity](#)

The Wikipedia Library Card Platform

Wikipedia Library Card Platform! Here you can apply for access to dozens of extensive research databases and other resources available through The Wikipedia Library.

[Learn more](#)

- [I occasionally write about Economics topics and colonial and post-colonial volunteering as an account coordinator.](#)
Jan. 11, 2017
- [I occasionally write about Economics topics and colonial and post-colonial volunteering as an account coordinator.](#)
Jan. 5, 2017
- [I occasionally write about Economics topics and colonial and post-colonial volunteering as an account coordinator.](#)
Jan. 5, 2017
- [I occasionally write about Economics topics and colonial and post-colonial volunteering as an account coordinator.](#)
Dec. 25, 2016



Screenshot, Platform
[CC-BY SA 4.0 Ocaassi](#)

GOAL: Improve and maintain community programs infrastructure for education program leaders and implementers.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Improve the ability of program leaders to implement programs through tools and peer collaboration.	LAST QUARTER	
	Education team	Supported Dashboard users; supported localization of the platform; investigated more sustainable approaches to future Dashboard development and encouraged community support of dashboard proposal in Community Wishlist Survey.
	NEXT QUARTER	
	Education team	Continue to support community use of the Dashboard tool while beginning explorations with the Community Tech team of alternative paths (in light of #3 position of tool on Community Wishlist Survey).

STATUS: OBJECTIVE IN PROGRESS

GOAL: Improve access to library-scale reference tools and partnerships so editors can build quality content from authoritative sources

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Meet planned commitments towards building relationships with top publishers who give free access to editors	<p>LAST QUARTER</p> <p>Project lead: Jake Orlowitz Developer: Jason Sherman Partner manager: Sam Walton</p>	<p>Increase resources: added 2 new partners and 2 expansions. Improved Library Card server backend and authentication login. Proxy partners up to 50%. UX redesign of main page. Added 2 partners to automatic bundle access: up to 20%.</p>
Create infrastructure to improve research access with the Library Card platform	<p>NEXT QUARTER</p> <p>Project lead: Jake Orlowitz</p>	<p>Increase resources: 1) Pilot EZProxy for quicker access, with bundle integration. 2) Add 2 more partners to automatic bundle access. 3) 2 new publishers agreements. 4) Finish setup on TranslateWiki and accepting new translations</p>

8: Community Programs capacity



GOAL: Support the Education program to grow by enabling program leaders to introduce Wikimedia in the classroom

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Program leaders are supported to plan, implement and evaluate high quality education programs in their local contexts, either directly by education team staff, experienced peer mentors from the community, or a combination.	LAST QUARTER	
	Education team	Provided targeted regional support for Middle East, Europe and Asia by leading sessions at movement events (Wikiconvention Francophone) and through a regional site visit in Asia (Malaysia, Nepal, India and Taiwan)
	NEXT QUARTER	
	Education team	Initiate conversations around quality and standards with the education community, leading up to Wikimedia Conference. Outreach and consultation at other movement and education events (WikiIndaba, UNESCO Mobile Learning Week)

STATUS: OBJECTIVE IN PROGRESS

GOAL: Improve community capacity for GLAM-Wiki through increased GLAM-Wiki knowledge sharing and documentation support

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Evaluate and improve documentation of GLAM-Wiki community projects and strengthen training materials for GLAM-Wiki leaders	LAST QUARTER	
	GLAM community leaders Education team Project lead: Alex Stinson	Implemented Case Studies campaign with Education team. Identified high need Wikimedian in Residence implementation guide. Published “Wikidata in Institutional Catalogues” survey on Medium. Journal paper pushed to publication in Q3.
	NEXT QUARTER	
	GLAM community leaders, Asaf Bartov, Education team Project lead: Alex Stinson	Finish Case Studies campaign and journal article. Draft best practices for developing Wikimedian in Residence positions. Begin collecting and drafting Wikidata + Heritage outreach materials for program leaders. Develop CCD trainings for Wiki Indaba.

STATUS: OBJECTIVE IN PROGRESS

GOAL: Develop resources to improve capacity, skills, digital literacy, and research capacity for Wikipedia's editors and readers

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Improve readers' digital and research literacy through developing the Research Help portal</p> <p>Surface open access content on Wikipedia using OABot to improve verifiability.</p>	LAST QUARTER	
	<p>TWL + Seddon + Dario Project lead: Jake Orlowitz Developer: Antonin Delpuch</p>	<p>Ran OAwiki campaign during Open Access Week using OABot. Attended OpenCon in Berlin. Attended Internet Archive Library Leaders Forum to work on Open Library development and integration and linkrot. Published research without a library viral guide.</p>
	NEXT QUARTER	
	<p>Project lead: Jake Orlowitz</p>	<p>Continue developing OABot features. Draft guidance on Wikipedia/Wikidata obstacles to integration. Advance Internet Archive auto-archiving in Citoid. Run 1lib1ref.</p>

9: Community Programs institutional and professional outreach and partnerships



GOAL: Leverage GLAM networks to bring in new contributors; build and expand new partnerships and programs.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Strengthen relationships with external GLAM Networks and provide at scale-engagement with these networks	LAST QUARTER	
	GLAM Project lead: Alex Stinson	Supported ramp up of #1lib1ref communications. Worked with community developers on GLAM mapping campaign tool. Attended Museums Computing Network Conference, and presented at LoC Radio Preservation Task Force event. Cultivated potential partners for Structured Commons
	NEXT QUARTER	
	GLAM Project lead: Alex Stinson	Implement #1lib1ref. Develop initial pass a GLAM mapping campaign toolkit and landing page and calendar campaign ICOM and IFLA. Provide support to strategic partners working on Structured Data experiments.

GOAL: Increase awareness and readiness among education communities to collaborate with the Wikimedia movement.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
The value of investing resources into education programs is made more visible to community and other movement stakeholders	LAST QUARTER	
	Education team Project lead: Nichole Saad	Case studies campaign (Oct-Jan); Close of education program perception survey and analysis of results, with publication of a report with recommendations in January 2018.
	NEXT QUARTER	
	Education team Project lead: Nichole Saad	Implementing activities based on the findings of the perception survey report/findings, (branding, portal); Publishing new case studies from recent campaign; Investigations with New Readers Team about potential collaboration (awareness, offline access)

STATUS: OBJECTIVE IN PROGRESS

GOAL: Leverage Library networks to bring in new contributors and expand new partnerships and programs

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Build global TWL branches and user group for localized community outreach and programs</p> <p>Prepare for #1lib1ref</p> <p>Strengthen relationships with Library Networks and our User Group</p>	LAST QUARTER	
	<p>Project lead: Jake Orlowitz</p>	<p>Announced first star global branch coordinator. Prepped user group steering committee elections group rename. Prepared partners for 1lib1ref. French signups moved to Library Card. Supported global coordinator at Greek library conference. Korean branch working on local 1lib1ref. Branch pitching to publishers in Malayalam.</p>
	NEXT QUARTER	
	<p>Project lead: Jake Orlowitz</p>	<p>Keynoting OCLC EMEA regional conference. Hold steering committee elections. Add 1 non-English Publisher. New branch in Italian Wikipedia.</p>

STATUS: OBJECTIVE IN PROGRESS

10: Training modules



GOAL: Establish successful system of training modules for functionaries and event organizers to help support the health of communities

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Increase use and visibility of existing training modules (T.M.), provide community with documentation to create their own modules. Create resources to help empower event grantees to keep their events safe	LAST QUARTER	
	SuSa Project lead: Joe Sutherland	Worked with Community Resources to establish a plan for training for event grantees - a “Resource kit” was scoped and work begun; Internationalization of existing modules hampered by Dashboard bugs, but fixes being explored
	NEXT QUARTER	
	SuSa Project leads: Joe Sutherland, Christel Steigenberger	Work with CR to complete a resource kit for event grantees. Trim existing events module for better usability.

STATUS: OBJECTIVE IN PROGRESS

11: Community collaboration in product development

OBJ



GOAL: Best practices of collaboration between product development teams and communities agreed and ready for adoption

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Improve and finalize the Technical Collaboration Guidance based on Wikimedia Foundation's Product & Technology departments, and community feedback.	LAST QUARTER	
	Community Liaisons, Product Managers. Project lead: Keegan Peterzell.	Audiences and Community Engagement have agreed on a plan to review and finalize the Technical Collaboration Guidance. Danny Horn and Erica Litrenta are coordinating the review until its conclusion. (T144625)
	NEXT QUARTER	
	Community Liaisons, Product Managers. Project lead: Erica Litrenta.	Review of the Technical Collaboration Guidance with WMF product managers completed and feedback integrated. Structural and content improvements to the TCG: provide navigational design and layout, simplify language and clarify content. (T176462)

STATUS: OBJECTIVE IN PROGRESS

GOAL: Support the Global Collaboration team providing better workflow and communication experiences

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Community Liaison support for the deployment of Structured Discussion (formerly “Flow”) features for the communities that use them.	LAST QUARTER	
	Global Collaboration. Technical Collaboration. Project lead: Benoît Evellin.	New features have been developed during the quarter and will be released during the coming one. Focus has been put in documentation and pre-announcements to the communities. (T183386 , T175678)
	NEXT QUARTER	
	Global Collaboration. Technical Collaboration. Project lead: Benoît Evellin.	All communities actively using Structured Discussions are aware of the new developments and are actively included in the feedback process (suggestions, tests, deployment, improvements). The new features are successfully deployed on all wikis with active Structured Discussions boards. (T175678)

Jan 2018

Technical CollaborationCE #11

GOAL: Community Liaisons support scales better across Wikimedia Foundation's Product and Technology departments

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Top 25 wiki projects in terms of active contributors have at least one active tech ambassador and one translator identified	LAST QUARTER	
	Technical Collaboration. Project lead: Erica Litrenta.	We ended up getting almost complete coverage for the major communities. We reactivated the conversation around the role, and proposed a workboard on Phabricator as a tool to communicate and work together. (T176476)
	NEXT QUARTER	
	Technical Collaboration. Project lead: Benoît Evellin.	We will experiment with setting up and using the Phabricator workboard, continue the conversations, and pick select smaller tasks aimed at making the ambassadors feel recognized and appreciated by their communities. (T183278)

STATUS: OBJECTIVE IN PROGRESS

12: Onboarding new developers



Jan 2018

Technical Collaboration

CE #12

GOAL: Understand how and why new developers start contributing and stay or leave

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
A quarterly report to review our progress onboarding new developers.	LAST QUARTER	
	Technical Collaboration. Project lead: Srishti Sethi.	Released our first New Developers Quarterly Report as planned, in which we published metrics and trends, and results from the first survey to newcomers highlighting their experiences contributing to Wikimedia projects. We also settled on a structure for this report, documented the steps on how to create one, and made progress on action items we plan to include in the next report (T167085)
	NEXT QUARTER	
	Technical Collaboration. Project lead: Srishti Sethi.	Conduct a first survey targeting volunteers who left after a few contributions. Provide an analysis of metrics and survey results informing a short term plan to improve outreach and increase retention. (T176481)

STATUS: OBJECTIVE IN PROGRESS

GOAL: A learning environment and growth paths for new volunteer developers

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Documentation for new developers in MediaWiki.org up to date and available in multiple languages.	LAST QUARTER	
	Technical Collaboration. Project lead: Andre Klapper	Improvements to our documentation for new developers in MediaWiki.org: Cleaned up page scopes (such as making <i>How to become a Mediawiki hacker</i> MW-specific) and improved page structure. Emphasized <i>New Developers</i> by replacing less suitable links (e.g. on <i>How to contribute</i>). <i>New Developers</i> and <i>Annoying little bugs</i> received layout improvements to work well on small screens. (T169599)
	NEXT QUARTER	
	Technical Collaboration. Project lead: Andre Klapper	Continuation of further doc improvements. Test the refreshed docs with Outreachy 15 and Google Code-in 2017 participants, and review accordingly. (T169599)

STATUS: OBJECTIVE IN PROGRESS

GOAL: Increase onboarding and retention of new volunteer developers

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
<p>A systematic approach to developer events, outreach programs and online activities to improve outreach and retention of new developers.</p>	LAST QUARTER	
	<p>Technical Collaboration.</p> <p>Project lead: Rachel Farrand.</p>	<p>As a first step, we sent personalized follow-up emails to 84 new developers who attended the Wikimedia and Wikimania Hackathons including an invitation to participate in a post-event engagement research study and a question, if there is anyway we could offer them help (T163440). We keep getting low turnout in these surveys.</p>
	NEXT QUARTER	
	<p>Technical Collaboration.</p> <p>Project lead: Srishti Sethi.</p>	<p>Creation of a short term plan to improve outreach and increase retention. Experiment with the first steps of this plan on Outreachy Round 15, Google Code-in 2017, and existing newcomers. (T176488)</p>

STATUS: OBJECTIVE IN PROGRESS

13: Community committee and functionary support



AffCom + WMCON organizers
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GOAL: Support targeted committee and functionary groups to the overall end of healthier and more diverse communities.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Evolve practices of specific groups; clarify and improve access to Foundation support; raise awareness to increase diverse participation	LAST QUARTER	
	SuSa, L&E, CR Program leads: James, Jaime A., Edward, Delphine	<ul style="list-style-type: none"> * SuSa obtained 12 diverse nominations for the new crop of Ombuds * Supported AffCom onboarding of 2 newly elected from mid-term search * Supported AffCom's capacity development for affiliate conflict mediation * Supported the FDC in carrying-out Round 1 grant review process.
	NEXT QUARTER	
	SuSa, L&E, CR Program leads: James, Jaime A., Edward, Delphine	<ul style="list-style-type: none"> * Constitute OC. * Survey 12 active ArbComs (non-English) for information about needs SuSa could help fill (3/16)

STATUS: OBJECTIVE IN PROGRESS

Jan 2018

Learning & Evaluation

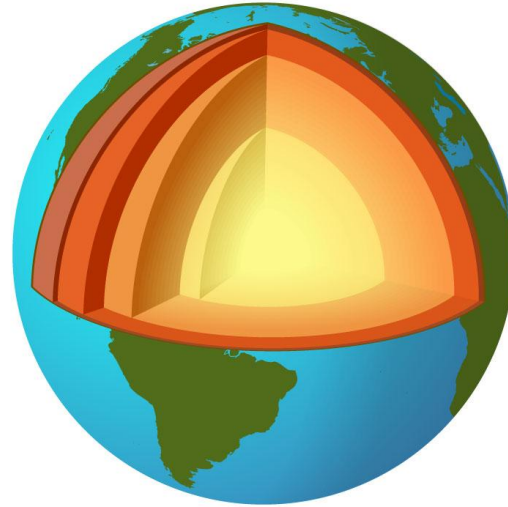
CE: 13 [[LINK](#)]

GOAL: Support Affiliations Committee and Affiliate Partnerships (Internal)

What is your objective?	Who working with?	What impact / deliverables are you expecting?
Support affiliate partnerships through strategic consultation and development for coordination of affiliate collaborations.	LAST QUARTER	
	Learning & Evaluation, Leads: Jaime Anstee, Edward Galvez	(1) Advance CRM use across team and feedback for final changes to input fields and set-up. (Delayed due to contract delays) -- Worked to build out practices with Asana in the interim. (2) Maintained core AffCom workflows for support and affiliate reviews. Onboarded additional team member for improved monitoring. (3) Supported committee in making progress on their strategic development projects and preparing for Movement strategy next steps.
	NEXT QUARTER	
	Learning & Evaluation, Leads: Jaime Anstee, Dumisani Ndubane	(1) Advance CRM use across team and design for monitoring workflows (2) Maintain core workflows for affcom support and affiliate reviews. (3) Support Affiliations Committee in making progress on their strategic development projects and preparing for Movement strategy next steps.

STATUS: OBJECTIVE IN PROGRESS

Core



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GOAL: Explore structures for supporting contributors facing external threats

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Establish relationships, explore resources, and define challenges in supporting contributors facing external threats	LAST QUARTER	
	N/A (new goal)	
	NEXT QUARTER	
	SuSa Project lead: Christel Steigenberger	Establish relationships with aligned orgs with similar challenges; explore communication and security options; create a threat model taxonomy to better understand issues; establish group of experienced volunteers with knowledge of challenges

STATUS: NEW GOAL

GOAL: Maintain efficient & effective trust & safety processes, including meeting response commitments and providing guidance to high-level community conflicts.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Optimize support & safety work for staff, community and the public by responding efficiently and effectively in workflows and providing necessary information on protection	LAST QUARTER	
	SuSa, Legal Project Lead: James Alexander	Eliminated the T&S backlog closing 16 cases over the course of the quarter. Met rapid response KPI.
	NEXT QUARTER	
	SuSa Project Lead: James Alexander	Create a meta page on what a user can do in the event of sexual harassment connected to the projects or movement including how to explore local legal options and available options for WMF Legal or SuSa support. (2/15) Meet rapid response and T&S investigation KPI.

STATUS: OBJECTIVE IN PROGRESS

Jan 2018

Support and Safety

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours	100%	100%	0%	0%	R
SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days	96.3%	90.7%	+5.6%	-3.7%	R
SLA for public correspondence: Resolving 95% of ca@ within two business days	84.8%	88.2%	-3.4%	-15.2%	R

SuSa streamlined answers@/business@, the biggest KPI inbox by legitimate traffic, during the last quarter and brought the KPI back into compliance after the database issues of the summer. However, ca@ did continue to deteriorate and will be reviewed during the team's annual in-person meeting before All Hands, using the approach piloted with answers@/business@.

Type: new, reactive, maintenance

Community Engagement

GOAL: Support Community Engagement goals by meeting staffing needs

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Locate, hire and onboard appropriate personnel to meet our needs.	LAST QUARTER	
	Jaime (L&E); Katy (CR)	* Onboarded Monitoring & Evaluation Strategist and Evaluation Strategist * Onboarded Rapid Grants Program Officer & part-time contractor in CR
	NEXT QUARTER	
	Maggie	* Collaborating with T&C and Katherine in launching search for Chief

STATUS: OBJECTIVE COMPLETE

COMMUNITY ENGAGEMENT SCORECARDS

Jan 2018 quarterly check-in



WIKIMEDIA
FOUNDATION

[PREVIOUS YEAR](#)

CHECK IN

TEAM/DEPT

SCORECARD

Jan 2018

Education Program

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Program leaders supported	60	78	-23%	+58%	M
Countries represented		38			M
Portal views [outreach:Education]	26,104	30,150	-13%	N/A	M
Newsletter views	7,732	5,990	+29%	N/A	M

Type: new, reactive, maintenance

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Unique Leaders Engaged by L&E Workshops (Engagements)	97 (2 events)	94 (1 event)	71%	36%	
Evaluation Portal Resource Pageviews (Unique Editors)	29261 (61)	42927 (129)	68% (47%)	179% (61%)	
Learning Patterns created by community members (Unique Community Editors)	12 (32)	14 (53)	86% (60%)	6% (61%)	
Wikimedia Resource Center Pageviews (Pages)	1607 (152)	4804 (157)	34% (97%)	N/A	
Qualtrics: New Surveys (Users)	35 (56)	12 (63)	292% (89%)	100% (85%)	
AffCom Support: User Group Recognitions	1	5	20%	100%	

Type: new, reactive, maintenance

Jan 2018

Technical Collaboration

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
Top 25 communities with Tech Ambassadors	20	10	+100%	n/a	M
Unanticipated clashes with communities	0	0	0%	n/a	M
Satisfaction about CLs by teams supported 0 = Strongly disagree; 4 = Strongly agree.	3.79	3.72	+1.9%	n/a	M
Audiences & Technology goals supported	100%	100%	0%	n/a	M
Response to CL support requests within a week	92% (all except one)	100%	-8%	n/a	M
Resourcing CL support requests within 3 months	92% (all except one)	100%	-8%	n/a	M

* No issue in that quarter

Type: new, reactive, maintenance

Jan 2018

Technical Collaboration

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
Tech News individual subscriptions	665	643	+3,4%	+15%	M
Tech News community subscriptions	96	97	-1%	+16%	M
Tech News translations (maximum)	18	17	+6%	n/a	M
Global Collaboration newsletter individual subscriptions	105	99	+5,7%	+20%	M
Global Collaboration newsletter community subscriptions	7	7	0%	+57%	M
Global Collaboration newsletter translations (maximum)	9	7	+33%	+33%	M

* No issue in that quarter

Type: new, reactive, maintenance

CHECK IN

TEAM/DEPT

SCORECARD

Jan 2018

Technical Collaboration

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
New changesets submitted per month	3817	4126	-7.5%	+3.1%	N
Code uploaders per month	211	214	-1.4%	-3.7%	N
Active users in Phabricator per month	870	902	-3.5%	+0.3%	M

Type: new, reactive, maintenance