

# COMMUNITY ENGAGEMENT

JANUARY 2017 quarterly check-in



**WIKIMEDIA**  
FOUNDATION

# Part 2



**WIKIMEDIA**  
FOUNDATION

# Community Resources



**WIKIMEDIA**  
FOUNDATION

Jan 2017

Community Resources/CE

CE: 4 [[LINK](#)]

## GOAL: Finalize strategy for planning Wikimania to move forward next editions

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>CR team will resolve key outstanding questions surrounding Wikimania 2018 and clarify plans for future Wikimania conferences</p>	<p><b>LAST QUARTER</b></p>	
	<p>Executives, incl. ED &amp; Finance, Wikimania volunteer conference organizers(s) <b>Project lead:</b> Ellie</p>	<ul style="list-style-type: none"> <li>* Met w/ Sr. leadership to agree broad Wikimania goals</li> <li>* Documented finance history &amp; projections for '14-18</li> <li>* Created budget for 2017 Wikimania scholarships</li> <li>* With committee, selected host for 2018: South Africa!</li> </ul>
	<p><b>NEXT QUARTER</b></p>	
	<p>Finance WMF executives, incl. ED Scholarship committee Wikimania Conference organizer(s) and chapters <b>Project lead:</b> Ellie</p>	<ul style="list-style-type: none"> <li>* Establish scholarship committee, criteria &amp; process, scholarship allocation and applications for ~700 applicants and subsequent award of ~100 scholarships</li> <li>* Prepare budget for Wikimania '17 for next FY</li> <li>* Support local organizers in outreach for Wikimania '17</li> <li>* Announce 2018 Wikimania host, vet venue/organizers.</li> </ul>

## GOAL: Based on evaluation, 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)	<b>LAST QUARTER</b>	
	Asaf	<ul style="list-style-type: none"> <li>* 3 surveys -Ukrainian, Tamil, &amp; Brazilian communities and qualitative interviews conducted</li> <li>* Most data analyzed for CCD pilots</li> <li>* Process &amp; timeline for making decision on future of CCD pilots decided.</li> </ul>
	<b>NEXT QUARTER</b>	
	<b>Project lead:</b> Asaf	<ul style="list-style-type: none"> <li>* Finalize data analysis</li> <li>* Select 3 - 10 new communities and competencies</li> <li>* Establish budgets and programs for new communities</li> <li>* New competencies explored; repeat proven trainings</li> </ul>

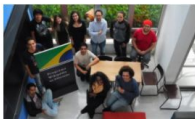
CHECK IN

TEAM/DEPT

Jan 2017

Community Resources

Notícias



PROJETOS

Célio Costa – 12.01.2017

Treinamento em Difusão Científica em Web



WIKIMEDIA

João Alexandre Peschanski – 10.01.2017

O planejamento global das atividades Wikimedia: uma entrevista com Mike Peel



PROJETOS

João Alexandre Peschanski – 19.12.2016

GLAM do Wikimedia no Brasil torna-se destaque global

Atualizações por e-mail

Receba um aviso por e-mail a cada nova publicação no site

Endereço de e-mail

ASSINAR

PÁGINA NO FACEBOOK



Wikimedia Community User Group Brasil's [new website](#) and communications work



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Community Capacity  
Development training on  
communications in Brazil

[Edit-a-thon at the National Museum of Women in the Arts](#)

Fourandsixty. [CC-BY-SA 4.0](#)

Jan 2017

Community Resources/CE

CE: 4 [\[LINK\]](#)

## GOAL: Run participatory grantmaking rounds to allocate funds to community

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	<b>LAST QUARTER</b>	
	Kacie, Delphine, Winifred, Marti, Alex, Janice, Morgan	<ul style="list-style-type: none"> <li>* 72 grants totaling \$4,144,979 in grants in Q2</li> <li>* 70% Rapid Grants funded to Emerging Communities</li> <li>* Cross-department collaboration on Offline</li> <li>* Multi-year grants for first time</li> </ul>
	<b>NEXT QUARTER</b>	
	Finance Community Tech <b>Project leads:</b> Marti, Alex	<ul style="list-style-type: none"> <li>* Conduct review of first 6 months of new programs</li> <li>* Launch Project Grants Round 3, communicate widely</li> <li>* Receive and review ~15-30 proposals w/ community</li> <li>* Provide coaching through proposal development, project planning, and networking to all current grantees, including at movement events</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

CHECK IN

TEAM/DEPT

Jan 2017

Community Resources

# Bombay Hackathon results in 6 projects



## Wikimedia US-DC runs 21 editathons on diverse topics

[Event participation Harish satpute, CC BY-SA 4.0](#)



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[Edit-a-thon IITB Hackathon sprint 2at the National Museum of Women in the Arts - Fourandsixty,CC-By-SA 4.0](#)



# Support & Safety



**WIKIMEDIA**  
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Jan 2017

Support and Safety

CE: 2 [LINK]

**GOAL:** Prepare to introduce and begin drafting 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?
Work with communities and industry experts to begin to draft content of training modules; Continue module design research process	<b>LAST QUARTER</b>	
	SuSa; Community Resources; Design Research. <b>Project leads:</b> Patrick Earley (content); Karen Brown (design)	<ul style="list-style-type: none"> <li>* Hosted Wikicon. North Am. workshop on modules</li> <li>* 1st draft of harassment module content finished</li> <li>* Posted design research, little prelim. feedback</li> <li>* Delayed planned poll &amp; RFC on 1st draft to next Q</li> </ul>
	<b>NEXT QUARTER</b>	
	SuSa; Community Resources; Design Research. <b>Project leads:</b> Patrick Earley (content); Karen Brown (design)	Publish first draft feedback from community & experts; produce second version of content to be presented at WikiCon in Berlin and begin translation outreach with chapters and volunteers.

**STATUS (choose 1):** OBJECTIVE IN PROGRESS

Jan 2017

**Support and Safety**CE: 2 [\[LINK\]](#)**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

The content drafting process for the modules became a valuable best practices conversation amongst team members and helped consolidate knowledge from years of working with harassment issues. We anticipate seeing some improvement in our own alignment on cases because of it.

On the downside, we experienced a lack of community interest in the module design despite early expressions of interest. We are trying a different approach involving interactive prototypes to see if we can inspire further feedback in this quarter.

**What would you do differently if you had to do it again?**

We would provide more time for the first draft content phase. The support team and its workflows have become far better defined, and it is clear that we need to retain more flexibility to deal with unexpected opportunities and challenges.

**Did you struggle with anything?**

Content drafting was delayed by Board reports and early planning for upcoming AP. However, ground was largely made up by mid-December.

## GOAL: Facilitate communication between the Wikimedia Foundation and community for better collaboration in movement-wide initiatives.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Assist Legal in conducting Terms of Use consultation (Creative Commons 4.0) with community. Assist with Reading's New Readers research project.	LAST QUARTER	
	SuSa, Legal, Reading. <b>Project lead:</b> Joe Sutherland	Facilitated consultation on Terms of Use update, incl. two IRC office hours & on Wiki. Adapted format to best suit feedback as it was given by community. Facilitated New Readers research project by assisting their Meta consult on terminology and metrics, as well as helping with prototype testing.
	NEXT QUARTER	

**STATUS (choose 1): OBJECTIVE COMPLETE**

Jan 2017

Support &amp; Safety

CE: 3 [LINK]

## GOAL: Improve access to information for Wikimedia programs and communities to connect people and resources efficiently

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Develop capacity-building tools and resources for core Wikimedia programs	<b>LAST QUARTER</b>	
	SuSa <b>Project lead:</b> James Alexander	As scoped, created crisis support resource meta page listing high-quality services from over 10 countries (12 as of EOQ along with worldwide resources). (EOQ)
	<b>NEXT QUARTER</b>	
	SuSa <b>Project lead:</b> James Alexander	Create harassment support resource page listing high-quality services from at least 10 countries. (EOQ)

**STATUS (choose 1):** OBJECTIVE IN PROGRESS

Jan 2017

Support &amp; Safety

CE: 11 [[LINK](#)]

## GOAL: Optimize support & safety work for staff, community and the public by responding efficiently and effectively in workflows

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
To ensure that emergency and non-emergency contacts related to community safety are responded to quickly.	<b>LAST QUARTER</b>	
	SuSa. <b>Project Lead:</b> James Alexander	Mobilize staff emergency responders to handle emergency contacts within pre-defined timeline of 3 hours and continue to respond in a timely fashion to answers@ and business@ (See scorecard for metrics.)
	<b>NEXT QUARTER</b>	
	SuSa. <b>Project Lead:</b> James Alexander	Continue to refine processes for non-emergency harassment cases to better analyze deadlines for each emerging case in order to ensure that response time is efficient and resourcing needs understood. Continue meeting time-expectations for rapid response.

**STATUS (choose 1):** **OBJECTIVE IN PROGRESS**

CHECK IN

TEAM/DEPT

Jan 2017

Support & Safety

**Q2 goal: Survey audiences to check SuSa performance - functionary and support groups.**

**Project lead:  
Joe Sutherland**



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**The stewards, one of four community groups surveyed**

[San Francisco Steward meetup 2015 group picture](#)

Jeff Elder. [CC-BY-SA 4.0](#)

CHECK IN

TEAM/DEPT

Jan 2017

Support & Safety

Q2 goal: Survey audiences  
to check SuSa performance  
- Staff

Project leads:  
Joe Sutherland and Kalli  
Tsouroupidou



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Wikimedia staff in 2015.

[All-hands 2015 group picture](#)

Myleen Hollero. [CC-BY-SA 4.0](#)



# Programs



**WIKIMEDIA**  
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**GOAL:** Support the Education program to grow by enabling program leaders to introduce Wikipedia in the classroom

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Respond to incoming requests from community members, affiliates and other movement partners and provide in-person consultation & support	<b>LAST QUARTER</b>	
	Education team	Provide best practices in program planning, connect with other resources (funding, mentors) (EOQ); Wikiconference NA (Oct 2016); OpenCon 2016 in Washington DC (Nov 2016); Consulted with 38 individuals from 18 countries
	<b>NEXT QUARTER</b>	
	Education team	Assist volunteers at WikiIndaba 2017 to customize their work in the education program for best impact (Jan 2017); Education pre-conference at WMCON (Mar 2017)

**STATUS (choose 1):** **OBJECTIVE IN PROGRESS**

**GOAL:** Effectively utilize communication tools to support the goals of the education program.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Tools are utilized to facilitate communication with audiences in the community and to outreach about the broader value of Wikipedia as an educational tool (new goal).	<b>LAST QUARTER</b>	
	Education Team Project lead: Nichole Saad	Drafted communications strategy Initiated newsletter revamp for 2017
	<b>NEXT QUARTER</b>	
	Education Team Project lead: Nichole Saad	Implement the drafted communications strategy (new) including: managing social media platforms; facilitating newsletter publication; facilitating topical conversations within the community(new); presenting the program at relevant events and conferences; facilitating the production of needed resources

**STATUS (choose 1):** **OBJECTIVE IN PROGRESS**

## GOAL: Grow capacity of the Education Collaborative to support more global community initiatives

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Mentoring framework and pipeline with the collab (1.2)	<b>LAST QUARTER</b>	
	Education Team + Education Collaborative Project lead: Vahid Masrour	Facilitated discussions on Collab requirements and focus (with Collab, interested affiliates). Discussion on <a href="#">Outreach</a> (slide 47)
Refining membership criteria with Collab (1.3)	<b>NEXT QUARTER</b>	
	Education Team + Education Collaborative Project lead: Vahid Masrour	Improve Collab functioning across organization by clarifying membership criteria; Continue work on “mentorship pipeline” for Collab peer support; Planning for Collab face-to-face convening; facilitating education learning exchange with wider community

**STATUS (choose 1):** **OBJECTIVE IN PROGRESS**

# January 2017 Education Program

CE:1 [[LINK](#)]

## What you learned working on this objective or workflow:

### Did anything unexpected (good or bad) happen?

**#EduWiki social media campaign unearthed some tension between the Education Collab (the lead implementers of the campaign) and some local affiliates (not represented in the Collab). This resulted in several good conversations to reflect on the role of the Collab and how an activity like this could be better coordinated with local affiliates in the future.**

### What would you do differently if you had to do it again?

**Increased involvement of affiliates and Collab members in designing and implementing a local campaign is essential.**

**We are engaged in a conversation with the Collab to determine if these types of campaigns are part of their mandate to support global programs, and how to ensure involvement of any interested affiliates.**

### Did you struggle with anything?

**This gray area (in Collab scope) required conversations with the Collab members and with several affiliates around the world. The conversations aimed to identify possible scope creep of the group and refocus on the original purpose of the Collab. Some were hard, but all were worthwhile!**

CHECK IN

TEAM/DEPT

January 2017

Education Program

Supporting  
communities where  
they are and seeing if  
education outreach  
activities align with  
their goals



WIKIMEDIA  
FOUNDATION



Wikipedia Malaysia Meetup in Kuala Lumpur on  
December 11th, 2016.

[Wikipedia Selangor Meetup](#) User:Chongkian  
[CC-BY-SA 4.0](#)

## GOAL: Improve access to reliable research and reference tools 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	LAST QUARTER	
	TWL <b>Project lead:</b> Jake Orlowitz.	6 new partners and expansions led to 200+ editors including 50+ new recipients of access to sources. Library Card launched to improve signup efficiency.
Create infrastructure to improve research access with the Library Card platform	NEXT QUARTER	
	TWL <b>Project lead:</b> Jake Orlowitz.	Increase resource availability: add 2 new partners. Simplify access and discovery of resources: (1) Move signups to Library Card for centralized processing, (2) Pilot EZProxy for quicker source access. Expand access by 300 editors (50 new recipients). Explore referral access to closed resources for all Wikipedia readers.



# The Wikipedia Library Card Platform

Welcome to the 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

Smmurphy received access to [Foreign Affairs](#)

Jan. 11, 2017



Smmurphy applied for access to [Foreign Affairs](#)

I occasionally write about Economics topics and colonial and post-colonial wars. I will also be volunteering as an account coordinator.

Jan. 6, 2017



Smmurphy signed up for a Wikipedia Library Card Platform account

Jan. 5, 2017



JustBerry signed up for a Wikipedia Library Card Platform account

Dec. 29, 2016



Lindokuhle Modi signed up for a Wikipedia Library Card Platform account

Dec. 25, 2016







# The Wikipedia Library Card Platform

## List of partners

### ASHA



AMERICAN  
SPEECH-LANGUAGE-  
HEARING  
ASSOCIATION

The American Speech–Language–Hearing Association (ASHA) is a professional association for speech–language pathologists, audiologists, and speech, language, and hearing scientists in the United States and internationally. Accounts provide access to the ASHA Journals: American Journal of Audiology, American Journal of SpeechLanguage Pathology, Journal of Speech, Language, and Hearing Research, and Language, Speech, and Hearing Services in Schools. Information on their publications can be found at: <http://www.asha.org/publications/>

English

[More info](#)

### EDP Sciences



Édition Diffusion Presse Sciences, is a scientific publisher of journals in both French and English. Their journals include Astronomy & Astrophysics, Movement & Sport Sciences, and Mechanics & Industry. Information on their publications can be found at: <http://publications.edpsciences.org/>

English, French

[More info](#)

### Foreign Affairs

FOREIGN  
AFFAIRS



Foreign Affairs is an American journal of international relations and U.S. foreign policy. See their magazine at: <https://www.foreignaffairs.com/magazine>

English

[More info](#)

### OpenEdition



OpenEdition is a publisher of books and journals in the social sciences and humanities. Their Journals collection includes Caliban, Journal of Urban Research, and Cyberge. While most of OpenEdition's content is Open Access, they have donated access to Freemium for Journals; an additional collection of 140 usually paywalled journals.

English, French, German, Italian, Portuguese, Spanish

[More info](#)

Jan 2017

Programs: TWL + GLAM

CE: 3 [\[LINK\]](#)

## 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 for localized community outreach and programs</p> <p>Prepare for #1lib1ref</p> <p>Strengthen relationships with Library Networks</p>	<b>LAST QUARTER</b>	
	<p>TWL + Communications</p> <p><b>Project leads:</b> Jake Orlowitz, Alex Stinson</p>	<p>Hired Global Coordinator. Prepped 20+ networks for #1lib1ref engagement. Presented at DLF, Internet Archive, and OpenCon. IFLA outreach white papers nominated to their Board. Started Wikipedia + Libraries Facebook group with 300+ members.</p>
	<b>NEXT QUARTER</b>	
	<p>TWL</p> <p><b>Project leads:</b> Jake Orlowitz, Alex Stinson</p>	<p>Onboard 2nd Global Coordinator to improve outreach beyond English. Run even larger #1lib1ref campaign. Identify and support next steps for IFLA white papers to continue collaboration. New usergroup for TWL.</p>

**STATUS:** OBJECTIVE IN PROGRESS

## GOAL: Develop resources to improve research skills, digital literacy, and source access for Wikipedia's 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>	<b>LAST QUARTER</b>		
	<p>TWL <b>Project lead:</b> Jake Orlowitz</p>	<p>Proposed second phase research help pilot to get feedback from readers. OABot technically ready to add free-to-read links to citations. Main citation template now adds some free-to-read icons to help readers.</p>	
	<b>NEXT QUARTER</b>		
	<p>TWL + Joseph Seddon <b>Project lead:</b> Jake Orlowitz</p>	<p>Implement targeted banner to get diverse reader input on the Research Help portal. Reach community consensus to use OABot to add tens of thousands of free-to-read links on English Wikipedia articles, improving reader experience.</p>	

**STATUS:** OBJECTIVE IN PROGRESS

Jan 2017

TWL + GLAM

CE: 3 [\[LINK\]](#)

## What you learned working on this objective or workflow:

### Did anything unexpected (good or bad) happen?

**Good)** We approved our first round of access signups using the *Wikipedia Library Card* Platform, without support from Engineering! Our partners are responding well to the coming switch to proxy access, including *automatic bundled access without requiring individual signups*. We counted our “collection” and it has over 80,000 unique journals not including books! Use of TWL pages continues to be very high, nearly 350k views in Q2 alone, and that doesn’t include usage of publisher sources.

**Mixed)** We thought we pushed hard on negotiations with Academia.edu to include their free-to-read papers in OABot; however, the open access community is pushing back on the collaboration with a for-profit repository--we need to reevaluate.

**Bad)** There is little sign of new programmatic activity in the 22 existing Wikipedia Library branches outside of English. We just backfilled our global support role with a contractor after Alex Stinson moved to GLAM, but there is disappointingly little momentum nonetheless.

### What would you do differently if you had to do it again?

Prioritize the hire for Global Coordinator so it happened at the beginning of the quarter not the end. Initiate a thematic/usergroup for Wikipedia + Libraries sooner (now planned for Q3).

### Did you struggle with anything?

Volunteer engagement beyond English Wikipedia is still challenging; we need to be more distributed. Lack of documentation for Wikimedia Labs made deploying the Library Card Platform more complicated than it needed to be for our dev.

Jan 2017

Programs: TWL + GLAM

#5 [LINK]

## GOAL: Improve community capacity for GLAM-Wiki partnerships through increased GLAM-Wiki knowledge, support, and tools (slide 1)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Strengthen resources and tech support for GLAM-Wiki leaders	<b>LAST QUARTER</b>	
	GLAM w/ dependencies on Wikidata, Legal, and Community Tech. <b>Project lead:</b> Alex Stinson	Completed consultations with >25 community leaders. Supported Community Tech Wishlist. Developed response strategy with WMF Legal for Commons. Supported Structured Data on Commons grant writing and community preparation and consultation.
	<b>NEXT QUARTER</b>	
	GLAM w/ dependencies on Wikidata, WMF Engineering, and Community developers <b>Project lead:</b> Alex Stinson	Structured Data on Commons grant support and communications. Prep for new liason and for hire of second GLAM Strategist. Engage GLAM partners on Structured Data possibilities from substantial grant.

**STATUS:** OBJECTIVE IN PROGRESS

Jan 2017

Programs: TWL + GLAM

#5 [LINK]

**GOAL:** Improve community capacity for GLAM-Wiki partnerships through increased GLAM-Wiki knowledge, support, and tools (slide 2)

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	<b>LAST QUARTER</b>	
	GLAM <b>Project lead:</b> Alex Stinson	Documented several new case studies for emerging communities, including community <a href="#">digitization practices</a> , and hosted multiple sessions at WikiCon NA.
	<b>NEXT QUARTER</b>	
	GLAM + European Coordinators, community members, L&E + WMCON organizers <b>Project lead:</b> Alex Stinson	Refine Digitization portal case studies. Build training and support materials for European GLAM coordinators meeting and WMCON. Supervise practicum student on Cultural Heritage + Wikimedia research.

**STATUS:** OBJECTIVE IN PROGRESS

**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	<b>LAST QUARTER</b>	
	GLAM <b>Project lead:</b> Alex Stinson	Built relationships with international organizations: ICOM (Museums) & ICA (Archives) to raise profile of GLAM partnership opportunities across the movement in global member organizations and consortia.
	<b>NEXT QUARTER</b>	
	GLAM <b>Project lead:</b> Alex Stinson	Explore projects to begin ICOM & ICA partnerships that engage professional networks, with goal of finding collaboration initiatives that scale. Minimal established relationship and partners still “learning Wikimedia.”

**STATUS:** OBJECTIVE IN PROGRESS

CHECK IN

TEAM/DEPT

PROGRAM

WIKIMEDIA  
FOUNDATION  
ANNUAL PLAN

Jan 2017

TWL + GLAM

# [LINK]

## What you learned working on this objective or workflow:

### Did anything unexpected (good or bad) happen?

Structured Data on Commons grant proposal took off ! The outcomes of that are very good, and an unexpected win for an important tech need. At the same time, it necessarily shifted focus away from other GLAM priorities.

### What would you do differently if you had to do it again?

Avoid scheduling travel in multi-week blocks: it disrupts ongoing workflows and communications too much.

### Did you struggle with anything?

Early notification and communications for #1lib1ref were a bit delayed because of unplanned workloads and current events.

Missed a number of volunteer engagement opportunities in the GLAM-Wiki space, such as talking to program leaders and raising awareness of community-led projects (because core strategic GLAM support for technical advocacy and knowledge documentation took precedence). We're not yet resourced to do both, unfortunately.



# COMMUNITY ENGAGEMENT SCORECARDS

January 2017 quarterly check-in (2)



**WIKIMEDIA**  
FOUNDATION

[PREVIOUS YEAR](#)

**72 new grants funded at \$4,144,980 to 41 countries**

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	\$ of grants
Annual Plan Grants	11	\$3,210,700	16%	77%
Simple Annual Plan Grants	8	\$449,956	11%	11%
Project & Event Grants	2	\$22,076	3%	70%
Project Grants	18	\$376,679	25%	9%
Rapid Grants	29	\$33,754	40%	<1%
Conference Grants	1	\$50,000	1%	1%
Travel & Participation Support	3	\$1,815	4%	<1%
<b>Total</b>	<b>72</b>	<b>\$4,144,980</b>	<b>100%</b>	<b>100%</b>

*(Last Q: 186 new grants funded at \$550,369 to 58 countries)*

### Diversity of New Grants in Q2<sup>[1]</sup>

Grants to...	Number of grants	Amount in dollars	Proportion of total <sup>[2]</sup>		QoQ		YoY	
			# of grants	\$ of grants	# of grants	\$ of grants	# of grants	\$ of grants
<b>Individuals</b>	27	\$110,292	38%	3%	-84%	-60%	-34%	-31%
<b>Emerging Communities</b>	35	\$674,751	49%	16%	-70%	+246%	+21%	+27%
<b>Gender Gap focused</b>	8	\$167,268	8%	4%	0%	+1208%	+60%	+174%

[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

Metric	Total	Notes
<b>Individuals Involved</b>	1499	Year-over-year comparisons are not useful this Q2, as we have changed the cycle on which we count APG metrics. This means that Q1 had a large spike compared to last year (2016-17 Q1: ~60K individuals involved; ~12K new editors; ~10K active editors), and Q2 is correspondingly smaller.
<b>New editors</b>	795	
<b>Active editors</b>	552	

CHECK IN

TEAM/DEPT

SCORECARD

Jan 2017

## 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	100%	97.2%	+2.8%	±0%	R
SLA for public correspondence: Resolving 95% of ca@ within two business days	100%	N/A	N/A	N/A	R

Type: new, reactive, maintenance

CHECK IN

TEAM/DEPT

SCORECARD

Jan 2017

## Education Program

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Program leaders supported	38	50	-24%	-83%	M
Countries represented	18	23	-22%	-79%	M
Portal views [outreach:Education]	<a href="#">14,756</a>	N/A	N/A	N/A	M
Newsletter views	<a href="#">3,107</a>	N/A	N/A	N/A	M

Type: new, reactive, maintenance

Jan 2017

TWL

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Accounts distributed	214	217	-1%	-66%	M
New unique access recipients	71	55	+29%	-67%	M
Total periodicals in collection	80,325	n/a	n/a	n/a	N
Average signup time (days)	22	22	0%	-33%	M
TWL pageviews	341,618	292,338	+17%	+19%	N
Global branches	22	22	0%	+47%	M

Type: new, reactive, maintenance