

Do you feel  
heard?

- Is collaboration respectful  
and informative?

- How can we engage more and  
broader ranges of voices?

- What do CLs do which  
works?

- How can CLs be more  
effective?

What we hope to  
achieve today:

(learn)  
- your ideas about how to better  
collaborate around product  
development

- Understand what has worked (and  
what we can do more of!)

# Products that Community Liaisons have worked on: (since 2013)

- Visual Editor
- Flow
- Share-a-fact
- https
- Media Viewer
- Global Notifications (Echo)
- SUL
- Education Extension
- Hovercards
- Beta Features

Where do I forward  
feedback?

- Does anyone on  
Eng. Read Wikim.?

Who is an expert  
in what?

"Clarity of Role"  
"Clarity of Channel"  
Feedback

Sounds Ad-  
HOC!

Challenge - different  
people have different  
preferred channels

Would like Global  
Watchlists

\*How do we  
prioritize  
community requests?

Challenges for  
Community Tech

Teams with CL  
baked in are more  
accepted?

on wikis, on IRC, - for  
people available on  
a casual basis for  
one-off questions

Some centralized  
system? (CRM?)

- Say what we will  
or will not do

Certain communication  
~~channel~~ channels have  
a specific purpose i.e.

Not going to IRC for  
everything



# MW vs. Local projects

## Pre-CL testing of VE

- "Wont FIX" - for community testers,  
Communication around why/  
what will be ~~be~~ fixed not  
Clear

Better identifiers of our  
humanity during comms (photo, etc)

Focusing: What do we drop to do fewer things, more effectively?

Balance between being human, & potentially getting burned out

Tech on tour! (WMDE)

How do we scale @ WMF for the world?

Get community support

Recruit more volunteers

- How? Support engagement

through community ~~for~~  
product prioritization  
— vetting process

Say what you want to  
~~do~~ do, rather than what  
the product should  
do

Identified - when communities  
want something & WMF  
takes over project... less  
Comm involvement