

Quarterly review

COMMUNITY ENGAGEMENT

Q3 - 2015/16

Approximate team size during this quarter: ... 42

Q3 - CE Department

Objective: Strategy and Annual Plan



Objective	Measure of success	Status
Goal 1. Support preparation of strategy and annual plan	<ul style="list-style-type: none">● Development of appropriate public consultation process● Complete strategy consultation● Meet public commitments● Transition Wikidata funding	Strategy consultation developed and implemented on schedule. Community engagement commitments met to participate in creation of detailed Annual Plan and public launch of 30-day consultation. Wikidata funding transitioned.

Learnings: Annual Plan preparations proved costly in terms of staff time in part because of disparate team approaches. While CE's teams collaborated lightly at the beginning of the process, next year's annual plan (if anything like this one) should begin with more collaborative conversation and high level documentation and progress to more detailed, complex documentation as needed. This will help sync approaches and may float issues earlier in the process. If there is a WMF-wide facilitator, would recommend small group guidance early in the process to help reach uniform outcome.

Q3 - CE Department

Objective	Measure of success	Status
<p>Goal 2. Continue development of harassment strategy</p>	<ul style="list-style-type: none">● Public release of survey data● Begin working with community based on results of survey & consultation on approaches● Satisfaction of ED with progress	<p>Survey data released by Support and Safety. Further discussion and implementation of harassment approaches underway through workshop and IEG. More detail in Support and Safety slides.</p>

Q3 - CE Department

Objective: Strategy and Priorities



Objective	Measure of success	Status
Goal 3 - Finalize and begin to implement new programs strategy and priorities.	New programs strategy accepted by ED including programs community feedback.	Complete. The team is working to begin implementation of the Program Capacity & Learning roadmap and shifting focus of projects and workflows toward our shared strategy. Prioritized projects are now outlined in our annual plan proposal .

Q3 - CE Department

Objective: Strategy and Priorities



Objective	Measure of success	Status
<p>Goal 4. Maintain and continue to improve ongoing workflows.</p>	<p>* ED operational review of all workflows e.g. for Q3:</p> <ul style="list-style-type: none">- Launch of next round of themed IEG grants- Meet support SLAs- Support community tech wishlist process	<p>Workflows were met, but operational review was lacking this quarter due to multiple executive transitions.</p>

Quarterly review

TECHNICAL COLLABORATION

Q3 - 2015/16

Approximate team size during this quarter: 11 FTE (10 FT, 2 PT)

Time spent: strengthen 40%, focus 40%, experiment 20%

Key performance indicators:

Individual contributors with 2+ edits in product pages	Q2/O - 915 Q2/N - 920 Q2/D - 929	+3.17% from Q1	N/A YoY
Page Views	Q2/O - 24,812 Q2/N - 22,891 Q2/D - 20,775	-7.31% from Q1	N/A ToY

Q3 - Technical Collaboration

Objective	Measure of success	Status
<u>Clarify community engagement in WMF product development process</u> <i>Team members involved: 2</i>	<ul style="list-style-type: none">* Documented steps for engaging with communities in product stages* Proposal for product prioritization which includes communities	WMF product development process/Communities offers an initial checklist for Product teams, but the proposal for prioritization is still missing.

After many conversations within Technical Collaboration and Product we got a starting point. However, the executive crisis at the WMF didn't help finding time and commitment for deeper questions, like the influence of communities in prioritization or opting out of features.

Learning: “Technical Collaboration Guideline” (see Program 7 in WMF Annual Plan) is a new label for the same work that clarifies ownership (TC, while Product owns the Product Development Process) and intent (*guideline* instead of *process*, a term that caused confusion and reluctance).

During this quarter, Keegan Peterzell has emerged as the owner and main driver of this long term effort.

Q3 - Technical Collaboration

Objective: CW at the WM Hackathon



Objective	Measure of success	Status
Connect the Community Wishlist and other tech priorities with the Hackathon 2016 <i>Team members involved: 4</i>	<ul style="list-style-type: none">* The majority of participants in Jerusalem plan to work on Community Wishlist (CW) tasks.* The CW is an important factor in developer engagement and travel sponsorship decisions.	The Community Wishlist was eminently present in the promotion of the Hackathon and in the plans of many participants, but not “the majority” this plan was aiming for.

Despite the red, we consider this goal a success. The response was very positive and all hackathon participants understood the importance of the Community Wishlist. This goal helped articulating the plans of Community Tech, Wikimedia Germany’s TCB Team, and WMF developers. CW plans were an important factor deciding scholarships, but not a discriminatory requirement.

When registering to the hackathon, 23% declared intentions to work on CW projects, 18% on projects unrelated to the CW, and 59% had no clear plans. At the [hackathon showcase](#), 9 CW related projects were presented next to 20 non-CW.

Learning: “The majority of participants” was too ambitious. CW or not, the main challenge we need to address is how to support better [developers welcoming projects coordination before the event](#).

Q3 - Technical Collaboration

Objective: Improving code review



Objective	Measure of success	Status
<u>Agree on and implement actions to prioritize code review of patches submitted by volunteers</u> <i>Team members involved: 1</i>	* Consensus among stakeholders about process changes to be implemented	We agreed on <u>a set of actions</u> , but their ownership, priority, and implementation plans are still unclear.

Conversations about how to solve code review waiting times continued, and now we have a set of actions defined. What is missing is a clear owner empowered to fix this problem, define plans, and set priorities accordingly. WMF Release Engineering? A Code Review Committee? A Collaboration working group?

Learning: Code review is ultimately a problem in the scope of WMF Technology and Product, and they must own it. TC can raise awareness and help discussing processes. However, we have serious limitations as drivers, because we are not code maintainers and reviewers ourselves.

Q3 - Technical Collaboration

Objective: Engagement activities



Objective	Measure of success	Status
<u>Improved engagement between product teams and communities</u> <i>Team members involved: 2</i>	<ul style="list-style-type: none">* Casual roundtables between product teams and communities* IRC office hours with vertical leads* Integration of community into UX conversations in Reading	Goal cancelled.

During the quarter we realized that we had to solve the problem of low volunteer participation before increasing the number of engagement activities.

There has been some discussions about a UX Hub where designers, editors, and readers could work together. The idea is in a limbo, not discarded, not prioritized, not resourced.

Learning: We formulated a goal around a solution, we should have focused on the problem first.

Q3 - Technical Collaboration

Objective: TC annual plan



Objective	Measure of success	Status
<u>Technical Collaboration Annual Plan</u> <i>Team members involved: 1</i>	* First iteration of a TC strategy is completed and publicly documented * Requests for FY2016-17 are reflected in WMF Annual Plan	A first iteration of our team strategy was published. We met the deadlines to discuss and publish our Annual Plan.

We went from separate Community Liaisons and Developer Relations teams to a Technical Collaboration team with a common strategy, annual plan, and project management process.

Our annual plan was drafted publicly. We held community discussions about the future of the Wikimedia Developer Summit and our support to a MediaWiki centric spin-off.

Learning: Defaulting to public drafting of narratives was rather useful in order to have early discussions within our team, with other WMF teams, and with the technical community.

The quick consolidation of the new Technical Collaboration team and in very complicated times was possible thanks all team members collaborating effectively.

Beyond the team goals, we were involved in many important missions with successful results:

- Erica Litrenta and Sherry Snyder continued supporting the expansion of VisualEditor with the [enablement of the VE tab](#) for new and unregistered editors at the German Wikipedia, the "[single edit tab](#)" pilots at the [Hungarian](#) and [Polish](#) Wikipedia, and the enablement of VE for all editors at [14 Wikipedias](#) which required certain language support from engineers.
- Rachel Farrand coordinated with Wikimedia Israel the organization of the successful Wikimedia Hackathon 2016 in Jerusalem.
- Chris Koerner made a debut supporting the Discovery and Advancement teams with the [complex community discussion](#) about the Search strategy and Knight Foundation grant.
- Benoît Evellin and Nick Wilson [supported the communication](#) of cross-wiki notifications, a feature with deep implications in our movement that was well received by everybody.
- (Nick Wilson was on loan contributing to the WMF Strategy consultation)
- Andre Klapper co-organized Wikimedia's participation in [Google Code-In](#), resulting in 461 tasks completed by students. One of the best students attended the Jerusalem Hackathon.
- Special mention to volunteers and former GSoC students [Tony Thomas](#) and [Sumit](#), who took the entire organization of Google Summer of Code and Outreachy.

Q3 - Technical Collaboration

Category	Workflow	Comments	Type
Planning	Plan community engagement processes within Product teams	Team members meet with the following teams: VisualEditor, Collaboration, Community Tech, Discovery, Reading, and Special Projects. They regularly brought feedback from communities and discuss engagement strategies.	M
Outreach	Engaging volunteer translators in updating documentation created by Product teams	One team member had a personal goal to decrease the number of Wikipedias with 0% progress in translations related to the visual editor. Of the 14 communities involved (mostly very small ones), 6 saw substantial progress in interface translations; the 3 of them which were starting from 0% reached 81% (Min Dong), 3.35% (Hakka), 6.29% (Min Nan). More on Phab and Translatewiki.net .	M
	Creating newsletters and other outbound communication to communities	<ul style="list-style-type: none"> ● Tech/News (weekly) has 476 individual (+8%) and 72 Community (+4%) page subscriptions. It is being translated to 15-18 languages. ● VisualEditor Newsletter (bimonthly); since publication, 1636 pageviews (avg. 20/day: link1 - link2 - link3) for the last issue on Meta & its translations; 126 global subscribers (+7 subscriptions from Q2), 330 on en.wiki (+8), 446 village pumps (+2); translation completion percentage at 75% for 22 languages (was 66% for 23). 	M

Type: new, reactive, maintenance

Q3 - Technical Collaboration

Category	Workflow	Comments	Type
Outreach	Facilitating public meetings around product development	IRC office hours held for Discovery, with extremely low engagement from communities.	N
Feedback	Turning user feedback into Phabricator tickets and actionable tasks	201 tasks created in Phabricator (165 open / resolved / stalled, 36 duplicate / invalid / declined).	R
	Engaging users in surveys and other online testing of products	We run the Wikimedia Developer Summit satisfaction survey (completed), the Flow user satisfaction survey (ongoing), and the User Interaction Consultation (ongoing). We assisted in the Notifications user survey and the Cross-wiki watchlist survey .	R

Type: new, reactive, maintenance

Q3 - Technical Collaboration

Category	Workflow	Comments	Type
Bugwrangler	Review of new tasks and unusual activity in Phabricator	Keeping it at 50% dedication from Andre Klapper.	R
Events	Tech Talks	<ul style="list-style-type: none">• Creating Useful Dashboards with Grafana• Automated citations in Wikipedia: Citoid and the technology behind it• New Readership data• Reflections on WMF:Community dynamics	M
	Offsites	None	R
Community metrics	Monthly KPIs and Korma dashboard	Focus on bug fixes and making the metrics more meaningful.	M

Type: new, reactive, maintenance

Quarterly review

Support and Safety

Q3 - 2015/16

Approximate team size during this quarter: 7

Time spent: strengthen 20%, focus 60%, experiment 20%

Key performance indicators

SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours	100%	+/- 0 change from Q2 (100%)	+/- 0 change YTD (100%)
SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days	100%	+/- 0 change from Q2 (100%)	+0.5% change YTD (99%)

Q3 - Support & Safety

Objective: Harassment Strategy



Objective	Measure of success	Status
<p>Goal 1. Improve community health through community-informed harassment strategy.</p>	<ul style="list-style-type: none">* Public release of survey data* Begin working with community based on results of survey, consultation, and workshop on approaches* Report to c-levels on status	<p>Harassment survey data released and ongoing work with community through workshop on Meta and coordinating Inspire. Report completed and delivered to c-levels on schedule.</p>

Learning: Support & Safety released the raw data of its survey and a first draft of our survey results report simultaneously, but releasing the incomplete report seems to have caused some confusion in some community members. In future, if we choose to work iteratively and transparently with community input on reports, offering access to early drafts, we need to find better ways of messaging our intent.

Q3 - Support & Safety

Objective	Measure of success	Status
Goal 2. Create a framework for CA to nurture global community health.	* Present framework to DCE. * Use framework to generate an executable idea with the goal of implementing in Q4 or Q1.	This project was terminated midway through the quarter as the emerging strategy process superceded it. We anticipate proposed annual plan of community surveys will address the need of identifying community health risks.

Learning: The initial planning for the project was very fine-tuned towards the institutional needs of the team in the environment it operated in at the time the project was conceived. While that approach is sound if circumstances are stable, it exposed the project to avoidable risks, if the preliminary work would have been less targeted.

Q3 - Support & Safety

Objective	Measure of success	Status
Goal 3. Improve contributor safety by completing the draft event ban policy.	Complete event ban policy in consultation with other teams and present for c-level and ED approval.	Event ban policy completed, approved and adopted and will be incorporated into the Grants process.

- Kalliope created and posted a public [summary of the policy and procedures](#) on meta along with a more detailed [process](#) on how to implement the policy and deal with banned users both for transparency and to allow affiliates or other groups to adapt for their local needs.

Learnings: Advance planning of the final stretch of the process to include consultation, discussion and review by other departments (Grants, Legal, etc.) helped hit the target deadline. It also ‘advertised’ the team’s expertise interdepartmentally and generated further opportunities to collaborate and support other teams and projects (such as [Handling harassment](#) of the Grants Friendly Space policies the IdeaLab [training for disruptive behavior at in-person events](#) program).

Q3 - Support & Safety

Objective: Strategy and Annual Plan



Objective	Measure of success	Status
Goal 4. Assist with preparing WMF strategy and annual plan.	Facilitate community engagement on WMF strategy and assist in preparing the 2016-2017 annual plan for Support & Safety and Community Engagement.	Strategy consultation conducted in two phases, from 18 January to 15 February and from 5 March to 18 March . Support & Safety facilitated consultation and tracked responses and prepared for the Annual Plan consultation launching at EoQ.

The two-phases of the strategy consultation met targets. Phase One was aimed at a larger group, with banners set accordingly, and brought in over 500 unique responders. It remains a challenge to coordinate wikification of such consultations in a typically short time window, especially with translation mark-up and the need to communicate effectively with volunteer translators. The Wikimedia Foundation should, where possible, set internal deadlines of at least a week in advance to complete materials for consultations so that these can be properly prepared before launch of consultation.

Q3 - Support & Safety

Objective: Maintain the Core 

Objective	Measure of success	Status
Goal 5. Maintain ongoing processes.	Execute and maintain core workflows with 95% of inquiries responded to within 2 business days.	SuSa met KPIs related to defined inquiry paths and maintained core workflows in spite of staffing transitions.

Learning: Last quarter, SuSa determined in consultation with executive staff that more time needed to be reserved to meet core workflows. However, this quarter proved challenging in the face of continued staffing transitions in Community Engagement (resulting in diminished capacity in SuSa) and the tremendous demand of facilitating the strategy and annual planning. SuSa is accordingly keeping its annual plan commits lean, with the goal of taking on more projects as capacity permits but maintaining space to focus on ongoing work areas.

Q3 - Support & Safety

SUCCESS: Support & Safety has been able to assist and support the team working on the Code of Conduct for Technical Spaces. Lack of enforceable policy has encouraged harassment and community has identified this as a fundamental blocker to improvement.

SUCCESS: While working on the Event Ban Policy Kalliope adapted the procedures created for that into a draft help page on working with Safe Space Policy violations which Community Resources [could post on meta](#) allowing them to require a policy for grantees at the same time as the requirement to follow the Event Ban Policy came into effect.

MISS: Support & Safety had hoped to complete its hire of a new Community Advocate, begun at the end of Q2, in Q3. While we are in the final stages of this hire, we missed this target in large part because of reduced SuSa staffing, impacting our ability to focus on this task.

Q3 - Support and Safety

Category	Workflow	Comments	Type
Core callouts	Direct Community Support	Q3 was the culmination of the annual ombudsman appointment process, wherein Support and Safety solicits, evaluates and oversees the transition of new and department ombudsman personnel to that important team.	M
	Trust and Safety	In Q3, our Trust and Safety team opened dialogue with a senior member of the San Francisco police who will be assisting as a secondary liaison for the Wikimedia Foundation's emergency response team as part of the FBI's joint terrorism task force, preparing him to understand and appropriately evaluate in context of Wikimedia culture.	M
	Internal Support	In Q3, Support and Safety provided support for the elections committee and Board of Trustees in the out of process transition to a new Board member.	R

Maintaining the core is the chief responsibilities of Support and Safety, and it is accordingly our top metric. However, these are a few “core” shout-outs from Q3, one in each of the primary areas of our work.

Quarterly review

Community Resources

Q3 - 2015/16

Approximate team size during this quarter: 8.75 FTE (+2 part-time interns)

Resources provides funding and other resources to mission-allied organizations and people around the world. We support communities (individuals, groups and organizations) to build healthy communities, innovate new ideas for programs and technology in the service of Wikimedia's content and communities, and grow and scale effective ideas.

Key performance indicators

People supported <i>Global metrics from reports by resourced initiatives this Q</i>	57,002 total individuals involved	12,792 new editors (22% of total)	2647 active editors (5% of total)
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Grants to Global South approved this Q	16 grants	\$78,722	55% of total #	55% of total \$	-38% # from Q2	-85% \$ from Q2	+14% # YoY	-58% \$ YoY
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Q3 - Community Resources

Objective 1: Maintain Grants Core



Objective	Measure of success	Status
<p>*Maintain full coverage for Existing grant programs</p> <p><i>Team members involved: 7 (CR)</i></p>	<p>* All PEG, IEG and APG workflows are fully staffed</p> <p>* Meeting commitments for 10 of 10 grantmaking workflows on-time</p>	<p>*Alex Wang back from maternity leave.</p> <p>*Kacie Harold joins as Events PO!</p> <p>*We are recruiting to fill APG Program Officer vacancy.</p> <p>*Commitments are being met to communities/individuals in a time of org transition.</p>

Success: First time grants to groups in [Ecuador](#), [Bashkortostan](#), and [Levant](#). The second [WikiArabia Conference](#) was attended by volunteers from 14 countries & included technical workshops led by WMF staff.

People: Thank you to **Tighe** and **Maria** for the significant support they gave to WikiArabia!



Recent grant highlights

CEE Spring Writing Contest	Wikisource Conference	Thai UG 100k Article Campaign
<p>29 countries participating (19 participated in 2015)</p> <p>More than 8k new articles to be created</p> <p>Each country will have \$400 to spend on books and reference materials as prizes for local winners</p> <p>Concept refined using lessons learned from last round, planned during CEE Conference</p>	<p>Collaboration between WM Austria and Wikisource UG</p> <p>The conference resulted in: *a mission statement, which has already been translated into 21 languages.</p> <p>*a prioritized list of important technical needs for the future of Wikisource.</p> <p>*tech development including bugs fixed, LUA template to use Wikidata updated.</p>	<p>265 USD left from previous grant used to fund campaign to reach 100k articles on Thai Wikipedia</p> <p>10,089 new articles on Thai Wikipedia during the period Oct 2014 - Jan 2016</p> <p>Monthly contests with ~5-20 participants</p>

Q3 - Community Resources

Objective 2: Transition Wikidata



Objective	Measure of success	Status
Transition Wikidata funding from FDC to a community-reviewed WMF annual plan	<ul style="list-style-type: none">* VP Product incorporates funding for Wikidata into WMF Product's 2016-17 annual plan* WMF executives are advised on best practices for transparent annual plan review, including 30-day community review and FDC input before board approval	<ul style="list-style-type: none">*Funding has been dedicated in next year's annual plan (WMF), providing stability for WMDE and reassurance to the FDC they will not need to*Worked closely with VP Product to advise on good practice*Plan to support Wikidata has been publicly shared on Mediawiki

Learning: It takes time and significant conversation to develop new funding mechanisms.

People: **Wes** has done a great job in communicating diligently and directly between various stakeholders!

Q3 - Community Resources

Objective 3: Wikimania planning



Objective	Measure of success	Status
<p>Build a sustainable strategy for supporting Wikimania 2018-2021</p> <p><i>Team members involved: 4</i></p>	<ul style="list-style-type: none">* <u>Consultation gathers input</u> from Wikimania committees, WMF staff and ~100 community participants* Report back on meta includes strategy for 2018	<ul style="list-style-type: none">*Results from 124 participants revealed preference to experiment with holding Wikimania every two years, focusing on thematic/regional events on off-years.*Implementation depends on budget and outcomes from Wikimania 2016

Success: Received more participation and more detailed feedback using private survey (87) vs. on-wiki participation (37).

Learning: Many participants supported maintaining an annual format for Wikimania; in designing implementation plan, we will be assessing factors that would indicate if this format is beneficial.

Q3 - Community Resources

Objective 4: Restructure grants



Objective	Measure of success	Status
Setup for reimagined grants (Phase 2)	<ul style="list-style-type: none">* Plan documented with milestones on-track for Q1 launch of Project Grants, Rapid Grants, Conference Support* IdeaLab campaign #1 generates 15 proposals for project grants (based on theme chosen Q2)	<ul style="list-style-type: none">* Implementation plan posted on Meta; on track to launch Rapid Grants in Q4 and Projects Grants, Conference Support in Q1. New committee recruitment to begin April 18th.* 15 ideas submitted from content curation & review campaign for IEG (10) or PEG (5).

Success: Exceeded expectations on number of ideas crafted (106 submitted, 100 expected)

Learning: Use of a central notice starting week 2 attracted the majority of participants and ideas.

Quarterly review

Program Capacity & Learning

Q3 - 2015/16

Approximate team size during this quarter: 10 FTE

Key performance indicators

TWL Unique recipients	2683	+ 3.27 % from Q2	+ 20% YoY
Education program leaders served (countries)	110 (48 countries)	-52% (- 44%) from Q2	+ 10% (-9%) YoY
Community leaders <i>engaged</i> - learning and evaluation	200	+ 208% from Q2	YoY n/a

Objective	Measure of success	Status
Building shared knowledge and best practices	<ul style="list-style-type: none"> * Portals User Testing * Education Program Video Capturing * Best practices drafted for Int'l Federation of Library Associations * Build one survey template in at least one of the areas of programs, editors, or affiliate members. 	<ul style="list-style-type: none"> * On track for completion and input into resource center design in Q4 goals * On track to present at Wikimania *Drafted strategy *Completed

Learning: :

- Completed our first user experience research sessions with training support from our **UX Design Research Team** with and have already learned a lot from the different user approaches to finding and sharing learning resources that we will input into future design efforts for our knowledge exchange portals.
- Successfully leveraged the Education Collaborative face-to-face meeting to capture knowledge from global program leaders; using different formats from text to appeal to different audiences and learning preferences and collaborating across teams (Education and Communications)

Q3 - Program Capacity & Learning

Objective: Programs Infrastructure 

Objective	Measure of success	Status
Integrate and build shared program resources and infrastructure	<ul style="list-style-type: none">* Global Metric API launch and socialization* Programs and Events dashboard (Min. Viable Product)* Queryable database for improved link-tracking, editor, and edit activity* Alpha release of phase 1 Digital Library Card Platform	<ul style="list-style-type: none">* Completed* Partially complete* Initial patch designed, not yet implemented* Partial build, not yet released
Supporting Affiliates and Movement Partners	<ul style="list-style-type: none">* AffCom committee member selection, criteria, and applications.* Library Campaign#1Lib1Ref in conjunction with 15th Anniversary	<ul style="list-style-type: none">* Completed* A very successful campaign

Learning:

- Collaboration with **Fundraising Tech** and the Wiki Education Foundation. Programs and Events Dashboard **alpha** is partially built and tested! Currently works on any wiki project and language but still needs additional work on User Interface and features. Already easier to use for edit-a-thons, workshops, and education programs.
- #1Lib1Ref went viral with 30,000 page views of the campaign, 5 million+ twitter impressions, and over 1250 references added.

Objective	Measure of success	Status
Developing community leadership across the movement	* Education Collab (Sweden) All continents represented (90% active engagement). * Wikimedia Conference Content & CE Engagement Plan & Communications.(Recruitment of 30+ leaders) for regional leadership training .	* Completed * Exceeded

Learning:

- The Education Collaborative meeting was a huge success with participants, many rating it “the best Wikimedia event they’ve participated in”; Great collaboration with Wikimedia Sweden as local hosts
- Participation in the pre-conference learning days was in high demand this year with the majority of Wikimedia Conference goers interested in participating. We were able to invite 52 community leaders, the majority of which are eager to develop as mentors in their home communities and many will be assisting in facilitating the various pre-conference sessions.
- Our team has been coordinating with the WMDE team, our Community Resources, and Communications teams to develop a clear plan for conference engagement.

Q3 - Program Capacity & Learning

Objective: Maintain ongoing processes 

Objective	Measure of success	Status
Maintain ongoing processes	* Implementation of PC&L roadmap for prioritization, staffing and focusing current projects and workflows * WMF annual planning process and on-time proposal Roadmap Work in Process	* On track * Completed

Learning:

- We continued collecting community input to our strategic plan in January and used that feedback to refine our annual plan in February and March.
- In addition to delivering our own plan on time, our team also lent supplemental support to WMF-wide and CE annual planning narrative coordination

Successes:

- Collaborative across Community Engagement teams and regional community leaders to host 2 responsive workshops at WikiArabia in March resulting in 85 community leader engagements & 5 in-person consultations at WikiArabia.
- We have been preparing over 50 other community leaders from all different affiliate organizations to join us later this month for pre-Conference [Learning Days at Wikimedia Conference](#) in Berlin.

Misses:

- Dashboard still not full Alpha version; Made huge progress in February (opportunity in Q4 for education team to invest in software development contracting, in collaboration with WikiEd)
- Library Card build making progress but not in alpha release. Difficulty setting up server instance on Labs without Engineering support. Relied on volunteer to assist contractor/developer.
- While we are ontime for Q4 data use, we had to initiate the design research sessions later in the quarter than we intended due to some staff absences, unexpected annual planning needs and the general complexity of having to coordinate across team schedules for training support.

Appendices

Q3 - Technical Collaboration

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Median age of open changesets waiting for review	50.7 days	53.2 days	-4.7%	-12.1%	R
Median age of open changesets waiting for review (MediaWiki core)	76.3 days	68.2 days	11.9%	-0.7%	R
Number of open changesets waiting for review	1285	1216	5.7%	14.8%	R
Number of open changesets waiting for review (MediaWiki core)	267	252	6.0%	-6.3%	R

Type: new, reactive, maintenance

Q3 - Technical Collaboration

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Number of new changesets submitted per month	3312	2649	25.0%	-3.2%	N
Number of code uploaders per month	226	212	6.6%	4.1%	N
Number of code reviewers per month	181	181	0.0%	-1.1%	R
Number of code committers per month	128	119	7.6%	5.8%	R

Type: new, reactive, maintenance

Q3 - Technical Collaboration

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Number of active users in Phabricator per month	923	882	4.6%	10.1%	M
Number of new accounts in Phabricator per month	307	358	-14.2%	-20.9%	N

Type: new, reactive, maintenance

Diversity of New Grants in Q3^[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	16	\$46,166	55%	32%	-61%	-71%	+60%	+178%
Global South	16	\$78,722	55%	55%	-38%	-85%	+14%	-58%
Gender Gap focused	2	\$186	7%	<1%	-60%	-100%	-60%	-97%

[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

29 new grants funded at \$142,638 to 15 countries

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	\$ of grants
Individual Engagement Grants	1	\$30,000	3.5%	21%
Simple Annual Plan Grants	1	\$5,000	3.5%	4%
Project & Event Grants	17	\$100,244	59%	70%
Travel & Participation Support	7	\$5,576	24%	4%
Wikimania Scholarships	3	\$1,818	10%	1%
Total	29	\$142,638	100%	100%

(Last Q: 56 new grants funded at \$4,311,338 to 36 countries)

Q3 - Program Capacity & Learning

Core workflows and metrics

Category	Workflow	Comments	Type
Community Leadership Development	Conference Partnerships	Wikimedia Conference 2016 & Wikimania 2016 session proposals	M
	Responsive workshop support	Cooperative learning and evaluation workshops hosted at WikiArabia	R
	AffCom Support	New committee members are in place and we completed 5 user groups renewals and recognized 6 new user groups this quarter with initial review turnaround of less than five days.	M
	Coaching & Consultations	200 community leaders were consulted for learning and evaluation design in Q3. 42 consultations on evaluation design, 9 on survey design, 65 for technical assistance and tools support, and 106 on reporting and storytelling.	M
	<u>In-person</u> & <u>Virtual Meet-ups</u>	* Hosted 2 workshops resulting in 91 community leader engagements & 5 in-person consultations at WikiArabia and 52 preparing to join us this month * 17 Community Leaders met up in Sweden for the <u>Education Collaborative</u> meetup in March	M

Q3 - Program Capacity & Learning

Core workflows and metrics 

Category	Workflow	Comments	Type
Programs & Learning Infrastructure	Qualtrics Support	Added 6 new staff or community users. Users ran 24 new surveys.	M
	Analysis & Reporting	We <u>summarized</u> the results from our community feedback period.	M
	Tools & Data Support	<ul style="list-style-type: none"> * Global Metrics Magic Button * Programs & Events Dashboard * Library Card build making progress but not yet in alpha release. 	M
	Knowledge Management	Support to WMF Teams in knowledge transfer tools to preserve institutional knowledge	M
	Communications	<ul style="list-style-type: none"> * <u>Announcements</u> * <u>Evaluation Portal</u>, <u>Learning Quarterly Newsletter</u>, <u>Facebook</u>, <u>Twitter</u> * <u>Education Portal</u>, <u>Newsletter</u>, <u>Facebook</u>, <u>Twitter</u> * <u>TWL Portal</u>, <u>Newsletter</u>, <u>Twitter</u>, <u>Facebook</u>, <u>Blog</u> * <u>Blogs</u> 	M

Q3 - Program Capacity & Learning

Core workflows and metrics 

Category	Workflow	Comments	Type
Team & WMF Admin	Monthly reports & coordination meetings	Meetings are kept to 1 per month for the full team with rotational leadership and topical focus.	M
	Support ED & C-levels as needed	Support for ED coordination for Wikimedia Conference and Supplemental SMART targets coaching for Annual Plan	M
	Project Charters & Strategic Communications Plans	The team has adopted the best practice of creating project charters and strategic communications plan for adequate scoping of projects.	M

Q3 - Program Capacity & Learning

Appendix: Resource & Mentoring Scorecards



Topic	This Q	Previous Q	QoQ	YoY	Type
Evaluation Portal Resource Pageviews (Unique Editors)	22,464 (152)	29,404 ¹ (102)	-23% (+49%)	n/a	M
Learning Patterns Created (Unique Editors)	50 (77)	47 (66)	+6% (+16%)	n/a	M
Leaders Engaged for L&E (in workshops)	200 (113)	96 (10)	+208% (x 11.3)	n/a	M
Education program leaders engaged (countries)	110 (48)	229 (85)	- 52% (+44%)	+10% (-9%)	M
Number of wikis using Education Program MediaWiki Extension (Projects, Languages)	20 (5, 18)	20 (5, 18)	No more deployments	n/a	M
Referrals made by Education Team to other community members	8	41	- 80%	- 20%	M
Number of tasks claimed and (completed) by Education Collab members on Phabricator	50 (23)	41 (30)	+22% (-23%)	n/a	M

¹ Number corrected from last Q. Removed a few page duplications

Q3- Program Capacity & Learning

Topic	This quarter	Previous	QoQ	YoY	Type
TWL Donation partners	57	50	14%	138%	M
TWL Accounts distributed*	5637	5342	5.5%	39%	M
TWL Unique recipients	2683	2598	3.3%	20%	M
TWL Signup <i>efficiency</i> (avg days)	40 days	33 days	+21%	n/a	M
TWL Citations added to partners	19,353	15,042	+28,7%	n/a	M
TWL Global branches	20	15	+33%	300%	M
TWL Library coordinators	55	51	+7.8%	293%	M