Quarterly review
Community Engagement
Q2 - 2015/16

Quarterly review
Community Advocacy
Q2 - 2015/16

Approximate team size during this quarter: 7
Time spent: strengthen 20%, focus 50%, experiment 30%

Key performance indicators

SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours	100%	+/- 0 change from Q1 (100%)	+/- 0 change YTD (100%)
SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days	100%	+3.5% change from Q1 (97%)	+3.5% change YTD (97%)

Q2 - Community Advocacy

Objective: Harassment strategy

Objective	Measure of success	Status
Innovate improved community health through creation of a community-informed harassment strategy. *Team members involved: 6*	• Launch user experience survey • Launch first round community consultations (30 days), engage with community throughout	*Survey released on schedule, with 3,845 responses from 14 projects. Consultation launched on schedule and generated many suggestions for next steps on addressing harassment issues.*

Notes: Survey went smoothly given scale with some wrinkles. Many volunteers helped make it and the consultation happen, with pre-release feedback and translations. The consultation was kept open beyond 30 days to permit more time for feedback.

Learnings: Launching surveys in the modern movement is complex, and understanding the requirements and reaching out to stakeholders was more time-consuming than expected. Future surveys will build in more time for procedural complexity. We also learned that we need better advanced coordination with other teams, like Community Resources, on how to pipeline community-promoted initiatives generated by such consultations.

Q2 - Community Advocacy

Objective: **Refining T&S processes**

Objective	Measure of success	Status
Improve execution of trust & safety by refining and clarifying processes. *Team members involved: 2*	● New child safety (images) policy created and submitted for manager approval ● Implementation of new child safety (images) policy	*The updated child safety (images) policy is underway and much research was put into it, including with the assistance of legal, but the policy update is not complete.*

Notes: Other focuses at the Foundation particularly around strategy limited staff capacity, and the refinement of this process - given that we do have a functional policy - was deprioritized to allow us to complete other projects.

Learnings: The complexities of laws regarding processing inappropriate images of minors internationally makes establishing an international team for this workflow unlikely.

Q2 - Community Advocacy

Objective: Functionary liaison

Objective	Measure of success	Status
Focus on community health by supporting and facilitating improved collaboration of key functionary groups. *Team members involved: 4*	• Successfully host conference of international stewards in San Francisco • Collect, analyze, and reasonably implement feedback on how we can improve services to this group	*The conference took place in October, with 15 attendees out of 37 invited. All stewards - not just those in attendance - were polled about how we can better assist, and a report completed on 25 November. CA is coordinating with other departments and teams to meet steward needs.*

Notes: The Stewards in attendance voiced strong opinions that the meetings were useful for them to connect on better ways to conduct their work and better ways to coordinate with the Wikimedia Foundation on supporting the movement through their role. As a cost-saving mechanism, it would be worth exploring whether we could in future add special functionary days to broader movement meetings, like Wikimania, with funding provided for the extra day of attendance or as part of the scholarship work.

Q2 - Community Advocacy

Objective: Community communication.

Objective	Measure of success	Status
Devise and implement an experimental plan for a central community hub that will allow community predictable and reliable access to WMF staff. *Team members involved: 6*	● Present proposed community hub plan for DCE, C-level and ED review ● Refined per feedback, launch experimental community hub	*The design of the experimental hub was completed and approved. However, implementation was put on hold in order to maintain capacity for CA to more fully engage with the WMF strategy process.*

Notes: The design was completed on schedule and cleared the review period, but put on hold to keep capacity for strategy. If capacity permits, it will be launched in Q3, but is not on Q3 Quarterly Goals due to need to retain availability for strategy consultation. It may be combined with hub pages serving communications and programs/affiliates into one hub.

Learnings: Remain flexible on release dates, but try not to release heavy engagement projects around major holidays.

Q2 - Community Advocacy

Objective: Maintain the core.

Objective	Measure of success	Status
Maintain the core. *Team members involved: 7*	● Execute and maintain core workflows with 95% of inquiries responded to within 2 business days.	*CA met KPIs related to defined inquiry paths and maintained core workflows in spite of staffing transitions.*

Learnings: While CA grew in new ways this quarter with the addition to our team of senior strategist Haitham Shammaa to help guide us in new directions, core work continues to consume the bulk of our time and attention. Through consultation with Terry, Luis and Lila, CA learned that we need to protect the focus on our core even though that will mean committing to fewer additional projects. Our focus now is on using our added capacities to ensure that additional projects are properly focused to nurture global community health.

Q2 - Community Advocacy

SUCCESS: In November, Maggie was assigned to put together a proposed strategy process for the Wikimedia Foundation and, with valuable input of others including Jan Eissfeldt, Quim Gil, Rosemary Rein and Toby Negrin, crafted an approach in 48 hours.

SUCCESS: Community Advocacy coordinated with the Executive Director on her Q2 trip to Asia, on which Jan Eissfeldt accompanied her.

Q2 - Community Advocacy

Category	Workflow	Comments	Type
Core	Direct Community Support	In addition to maintaining regular workflows called out on our team page. Community Advocacy facilitated a small series of intense community conversations in preparation for the Q3 Strategy Consultation, including soliciting recommendations for attendees, coordinating times, co-hosting meetings and compiling responses.	**N**
	Trust and Safety	Among standard work in this area, Community Advocacy invested dozens of hours into trust & safety complaints.	**R**
	Internal Support	In addition to maintaining regular workflows called out on our team page and support for Lila's travels on "Other Successes and Misses", Community Advocacy ran the annual call for Ombudsman Commission members, soliciting, reviewing and responding to applicants for appointment in the new year.	**M**

Type: new, reactive, maintenance

Quarterly review

Community Liaisons

Q2 - 2015/16

Approximate team size during this quarter: 7 FTE (6 FT, 2 PT)

Time spent: Strengthen 30%, focus 50%, 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

Q2 - Community Liaisons

Objective: Improve understanding and input

Objective	Measure of success	Status
Goal 1 - STRENGTHEN Improve community understanding of and input to product development *Team members involved: 2*	- Creation of 5-10 Principles for Design and Development, submitted and ready for presentation in January - Finalize definitions of Community Liaison toolkit within product development	- Principles are drafted but have not been submitted for signoff - Community Liaison toolkit incomplete

The schedule for Design and Development Principles was built with delays for survey response and peer review, but end of year scheduling conflicts, holidays and vacation time created additional delays on obtaining signoff.

Discussions around the toolkit continue into Q3

Q2 - Community Liaisons

Objective: VisualEditor's progress at enwiki

Objective	Measure of success	Status
Goal 2 - FOCUS Focus on VisualEditor's progress at enwiki *Team members involved: 4*	● VisualEditor on more accounts and logged-out users on the English Wikipedia; opt-in visible to all.	● Goal changed after quarter start ● Single edit tab development work still on-going, expected early Q3.

Goals changed after quarter start for quality reasons: brought forward work from Q4 as new blockers.

Erica was instrumental in supporting conversations around VisualEditor at es.wp, resulting in VE being turned on per request, as well as reactivating discussion about launching VisualEditor at nl.wp

Q2 - Community Liaisons

Objective: Future Planning

Objective	Measure of success	Status
Goal 3 - STRENGTHEN - Future planning *Team members involved: 3*	• Annual Planning process and finalize team narrative for upcoming year • Make an offer to a community liaison for the Discovery team	• Annual planning process beginning Q3 • Offer to CL candidate made after goal deadline of 11/15

Our goal was to extend an offer to a Community Liaison before Thanksgiving. After adjusting the job description in mid-November, we extended an offer which was accepted by the end of the quarter.

Q2 - Community Liaisons

Objective: Maintain current workflows

Objective	Measure of success	Status
Goal 4 - CORE Maintain current workflows *Team members involved: 7*	- Providing designers, PMs, and engineers with community feedback for products - Participating in Reading strategy - Maintaining Tech/News	Teams assigned into: Editing, Collaboration, Community Tech, Reading, Analytics

14

Q2 - Community Liaisons

SUCCESSES:

- Moushira is creating a volunteer design committee of collaborative community members to advise on Reading initiatives.

MISSES:

- Some experimentation with reviving IRC office hours for product verticals to improve engagement with communities. Office Hours for Wes and Discovery had low engagement.

Q2 - Community Liaisons

Core workflows and metrics ⚙

Category	Workflow	Comments	Type
Planning	Plan community engagement processes within product teams	Team members meet with the following teams: VisualEditor, Collaboration, Reading, Analytics, and Community Tech. They regularly bring feedback from communities and discuss potential engagement strategies.	**M**
Outreach	Engaging volunteer translators in updating documentation created by product teams	Informal work only during this quarter.	**M**
	Creating newsletters and other outbound communication to communities	* VisualEditor Newsletter (quarterly) onsite 376 pageviews and 118 subscribers (+9 subscriptions from Q1) * Tech/News (weekly) has 446 individual and 69 Community page subscriptions.	**M**
	Facilitating public meetings around product development	IRC office hours held for Wes and for Discovery. Extremely low engagement from communities; deliberation on new styles of product-to-community meetings is pending.	**N**

Type: new, reactive, maintenance

Q2 - Community Liaisons

Category	Workflow	Comments	Type
Feedback	Turning user feedback into Phabricator tickets and actionable tasks	102 Phabricator tasks created by team members during Q2.	**R**
	Engaging users in surveys and other online testing of products	No surveys were conducted this quarter.	**R**
	Managing conversations around product rollouts and WMF product initiatives	In addition to VisualEditor engagement, the team has been conducting conversations around Collaboration, Community Tech, and Reading.	**M**

Type: new, reactive, maintenance

Quarterly review
Developer Relations
Q2 - 2015/16

Approximate team size during this quarter: 3 FTE
Time spent: strengthen 60%, focus 20%, experiment 20%

Key performance indicator (**NOTE: we are going to change KPIs**)

Users of Wikimedia Web APIs	N/A (T102079)	N/A from Q4	N/A YoY

Q1 - Developer Relations   Objective: [Wikimedia Developer Summit](#)

Objective	Measure of success	Status
Goal 1: STRENGTHEN [Successful organization of the Wikimedia Developer Summit 2016](#) *Team members involved: 2*	Logistics of a 3 day event in 2 locations are all solved. The schedule reflects WMF Engineering priorities. Scheduled sessions are preceded by online discussions involving their stakeholders. 25% of registration are volunteers or third party developers.	Successful logistics 2+1 days. Successful program organized in 5 areas, with pre-scheduled sessions and unconference. Successful prior discussions and note-taking. BUT only 15% volunteers / 3rd parties (25 total, last year was 15 - 10%).

Rob Lanphier (program) and Valerie Aurora (unconference) were key contributors to the event.

Attracting more volunteers and 3rd party developers in the Bay Area requires a different type of event and promotion.

Q1 - Developer Relations   **Objective: Code Review performance**

Objective	Measure of success	Status
Goal 2: STRENGTHEN Define potential actions to reduce code review queues and waiting times. *Team members involved: 1*	Proposal to address the code review queue of changesets submitted by volunteers, presented to WMF Product, Technology and Team Practices, and to our developer community.	Extensive research was made, and a draft identifying problems exists. However, we still haven't presented a proposal yet. This was a prominent topic at the Developer Summit, and we are integrating the outcome.

This goal is a stepping stone toward the definition of a Service Level Agreement by the WMF.

Partly thanks to DevRel's work in this area, today WMF developer teams agree that there is a problem with code review that needs solving.

20

Q1 - Developer Relations

Objective: Third Party Developers

Objective	Measure of success	Status
Goal 3: FOCUS Map current use of Wikimedia APIs *Team members involved: 1*	List of known users of Wikimedia web APIs specifying main uses. Metrics of quantitative use of these APIs	We ended up without resources for this goal. Strategic Partnerships worked on a survey, but that is not enough to have the list of known users. Quantitative metrics are still missing. We depend on Reading Infrastructure.

The root of the problem still is the lack of a clear WMF strategy around third party developers.

DevRel has no resources to research and reach out to 3rd party developers; our few hands are full with open source contributors to our projects.

Q1 - Developer Relations

Objective	Measure of success	Status
Goal 4: FOCUS Binding code of conduct for all Wikimedia technical spaces *Team members involved: 1*	Code of Conduct for technical spaces approved Committee created	The Code of Conduct is still being drafted. The main part has been reviewed. We are defining processes with support from specialists. The approval process is not defined yet. The creation of a committee has not started.

Matthew Flaschen, Moriel Schottlender, and Frances Hocutt are driving the drafting in a volunteer capacity.

WMF Community Advocacy, Community Resources, and Legal are contributing as well.

We agreed to contract services from Valerie Aurora and Ashe Dryden to provide specialist advice.

Q1 - Developer Relations

Objective: <u>Wiki Loves Open Data</u> 🏳

Objective	Measure of success	Status
Goal 5: EXPERIMENT Organize the start of Outreachy round 11 *Team members involved: 2*	Organization driven by volunteers. 5 featured project ideas. Selection process completed and documented.	Tony Thomas is the main org admin. He is a volunteer, former mentor and intern. We had 9 featured project ideas. The selection was completed, refreshing the related documentation in the process.

The Winter round of Outreachy is a good occasion to onboard volunteer org admins because the activity is lower than in the Summer round with Google Summer of Code.

There were more candidates selected by our mentors, but a new rule by Outreachy discarded all candidates with full-time studies during the internship.

Q1 - Developer Relations

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		**M**
	Offsites		**R**
Community metrics	Monthly KPIs and Korma dashboard	Focus on bug fixes and making the metrics more meaningful.	**M**

Type: new, reactive, maintenance

Q1 - Developer Relations

Category	Workflow	Comments	Type
Outreach programs	Google Code-in	So far >350 smaller tasks resolved by students, helped by >30 mentors (last year: 225 tasks). Co-administrated by volunteers.	**M**

Type: new, reactive, maintenance

Quarterly review
Program Capacity & Learning
Q2 - 2015/16

Approximate team size during this quarter: 11.3 FTE
Time spent: strengthen 82%, focus 11%, experiment 7%

Key performance indicators:

TWL Unique recipients	**2598**	+ 8.98% from Q1	+ 23% YoY
Education program leaders served	**229** (85 countries)	+ 22% (+ 39%) from Q1	YoY n/a
Community leaders *engaged* - learning and evaluation	**96**	- 49% from Q1	YoY n/a

26

An Integrated Team

The Wikipedia Library

Wikipedia Education Program

Learning & Evaluation

Program Capacity & Learning

Affiliate Partnerships

Support GLAM & other content partnerships
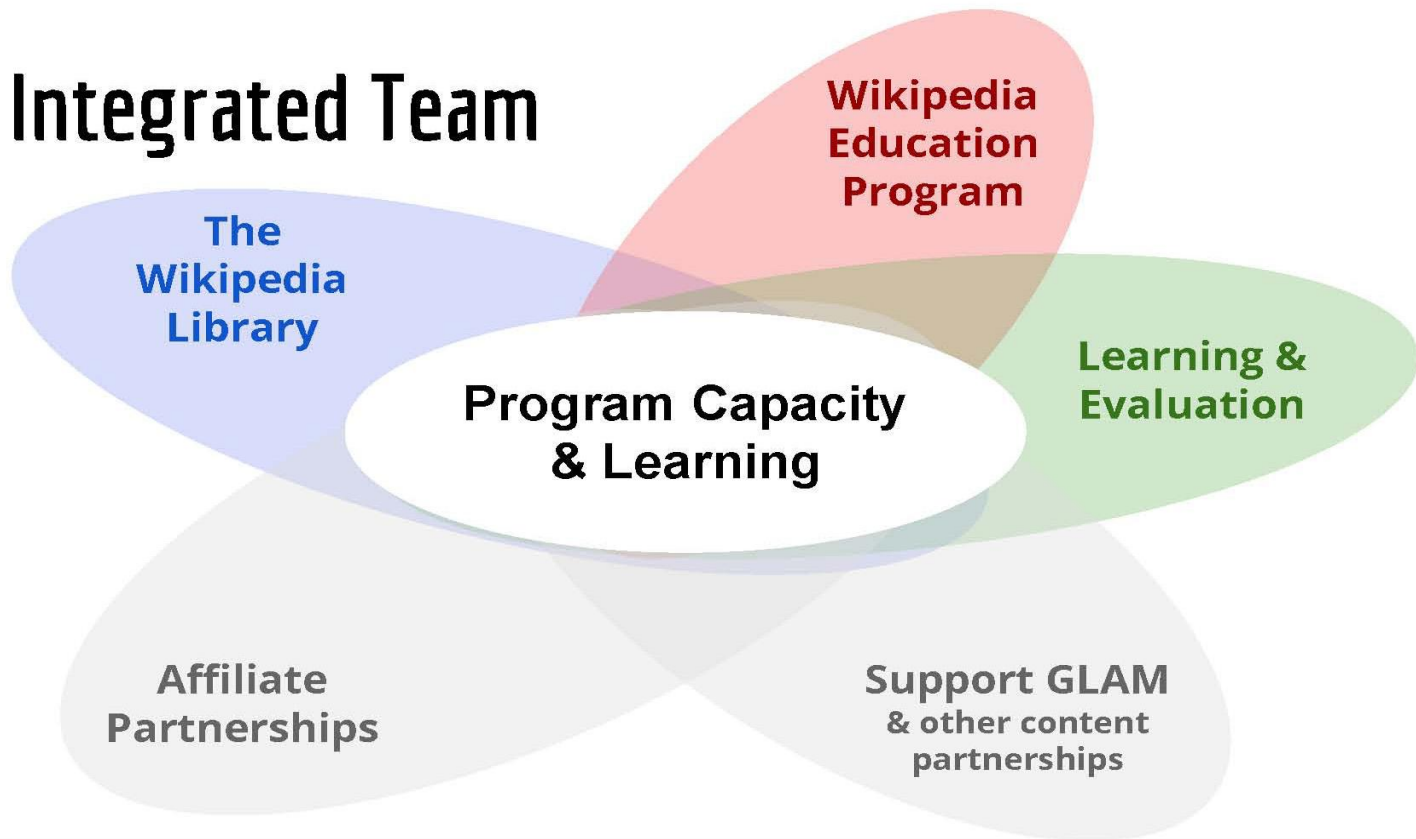
Integration and [Roadmap Work](#) can be referenced here on Meta

Q2 - Program Capacity & Learning

Objective	Measure of success (direct project hours)	Status
Focus	* CR Quarterly Metrics roll-up & tracking support ✓	*Complete.*
Strengthen	* Complete remaining program evaluation reports for 2015 ✓ * Proposal Analysis for Round 1 APG ✓ * Program design toolkits UX design research design ✓ * Review of TWL branch outcomes: Review and revise setup guide ✓	
Experiment	* Global Metrics API tool successfully piloted in a partnership with analytics simplifying the pulling of global metrics by staff and volunteers by over 99% (estimated saving 800 hours of labor time per year for staff and volunteers reporting on grant funded programs) ✓	

The Global Metrics API (appreciatively referred to as the Magic Button) takes the pain out of data collection for staff and volunteers identified in the most recent grants consultation.   A collaborative partnership effort Amanda Bittaker (PC & L) Dan Andreescu Analytics) and Madhu Viswanathan (coding).

Before

After

Launch a Program Global Metrics report

Paste User Names

Timezone +00:00 UTC

Start Date 2015-12-15 00:00:00

End Date / As of Date 2016-01-14 00:00:00

Launch Program Global Metrics Report

Q2 - Program Capacity & Learning

Objective	Measure of success	Status
Focus	* Sustain and expand TWL branch activity & sharing of best practices ✓ * Monthly TWL branch check-ins, document new community models ✓	*Complete*
Strengthen	* Support pilot of a university course in Oman & two in Palestine ✓ * Education Data Collection Campaign - 20 leaders ✓ * Enhance editor access to research with new major partners and by extending the reach of those accounts ✓ * Continue scaling TWL including building library partnerships. #1Lib1Ref Social Media Campaign ✓	*Complete*
Experiment	* Build for a more efficient, robust, inter-connected TWL platform for the future X	*Incomplete*

Mature Wikimedia programs demonstrating scalability and impact require infrastructure and support for continued growth and impact. This includes documenting best practices, community leadership development global program advocacy and tools to support community volunteers. The road map work is helping this integrated team prioritize supports across programs and communities.

30

Q2 - Program Capacity & Learning

Objective: Community Leadership Development
(5 staff involved)

Objective	Measure of success	Status
Strengthen	* Community Knowledge Sharing: Consultation with WMDE on program design for Wikimedia Conference 2016 and WMIT for Wikimania 2016 ✓ * Transition AffCom to staff supported model under PC&L ✓ * 10 Community leaders recruited & onboarded as conference faculty ✓ * At least 2 established Central & Eastern Europe education program leaders mentor 2 less experienced leaders. ✓ * Identify and scope 2-3 projects with affiliates for Q3 and/or Q4 (e.g. Survey Bank) (10) **X**	*Incomplete*

Successes and Miss

- We were able to launch the staff supported model for AffCom including 92 affiliates reviewed for Wikimedia Conference eligibility status, 28 affiliates renewed through reporting updates. Special appreciation to Jaime Anstee who has taken on a leadership role collaborating with Greg Varnum and Community Resources in this transition.
- Full Affiliate project scoping delayed due to roadmap work and transition to AffCom staff model.

Q2 - Program Capacity & Learning

SUCCESSES/LEARNING

The PC&L restructuring and roadmap was prioritized this quarter with community conversations. See PC & L Roadmap work on Meta. This was purposely done ahead of annual planning with a series of initial community and WMF department focus groups, so we could identify opportunities for shared resources across programs (Education, Libraries, Glam) and departments. Criteria and concepts for projects now open for comment on Meta.

Learning: Alignment with the Communications and the Health and Safety Teams in creating one go to "Hub" to support affiliates and program leaders. An organizing framework will help affiliates and community members go from "searching" to "finding" and connecting with WMF staff and each other.

Program Capacity & Learning Core Workflows
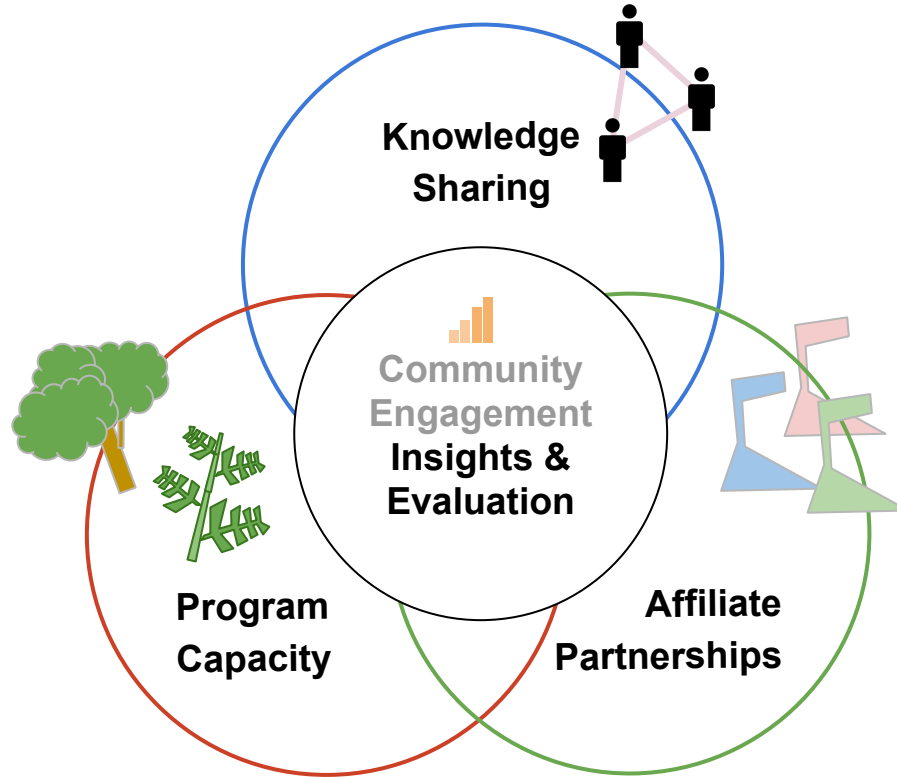
Quarterly review
Community Resources
Q2 - 2015/16

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

Time spent: strengthen+core 80%, focus 10%, experiment 10%

Key performance indicators

People supported *Global metrics from reports by resourced initiatives this Q*	59,428 total individuals involved	2,324 new editors (4% of total)	945 active editors (2% of total)

Grants to Global South *approved this Q*	27 grants	$527,291	48% of total #	12% of total $	-72% # from Q1	+61% $ from Q1	+93% # YoY	+17% $ YoY

Q2 - Community Resources

Objective 1: Pilot Simple APG

Objective	Measure of success	Status
*Pilot simpler annual plan grants *Team members involved: 1*	* Pilot launched with 5 participating organizations; applications submitted and approved for first round * V1 best practices/guidelines for organizations * Advisory committee onboard	* 4 grants approved for WMEE, Shared Knowledge, WMCZ, and WMES, totaling $175,979 of $234,229 requested. * 1 application withdrawn (due to local regulations, in resolution) * V1 good practices + budget template available * 8-person committee with expertise from PEG, IEG, FDC, and AffCom delivered quality recommendations

Learning: Applicants need hands on support from staff and committee members to improve their applications throughout the review period; but with that support, results are great!

People: Winifred Olliff, 8 volunteers on the Simple APG Committee, the people behind our 5 amazing applicant organizations, and our volunteer and staff advisors, are making this pilot happen :)

Q2 - Community Resources

Objective 2: Community Capacity

Objective	Measure of success	Status
Pilot Community Capacity Development support with 2 emerging communities	Q2: 2 pilot projects launched, each focused on developing 1 capacity with 1 emerging community.	Behind schedule: 3 communities on board, projects are still being designed until end of Jan, haven't launched yet.
Team members involved: 1	Q3/4: Pilot communities meet planned measures of success, demonstrate a move from NO/LOW capacity to SOME capacity in the target area	On track

Success: three emerging communities (Ukrainian [Ukraine], Portuguese [Brazil], Tamil [India]) engaged, toward building three different capacities, will allow us to maximize learning from first round of pilots

Miss: Planning phase took longer than expected; WMF turmoil and natural disaster (floods in Chennai) contributed to delay. Compressing community conversations to catch-up isn't an option for building successful pilots, however.

https://meta.wikimedia.org/wiki/Community_Capacity_Development

Planned pilots for 2016:

Community	Country	Capacity
Tamil	India	On-wiki technical skills
Ukrainian	Ukraine	Conflict management & New contributor retention
Portuguese	Brazil	Communications & media relations

Q2 - Community Resources

Objective 3: Wikimania planning

Objective	Measure of success	Status
Build a sustainable strategy for supporting Wikimania 2017-2021 *Team members involved: 4*	* Decision finalized and announced for 2017 team	Montreal confirmed as host for Wikimania 2017 WIKIMANIA 11 au 13 août / August 11–13 2017 Montréal, Québec, Canada
	* Input gathered for 2018-2021 strategy from Wikimania steering committee, WMF staff and at least 50 community participants * 2018-2021 strategy draft begun on meta-wiki	* Consultation launch was delayed due to other WMF priorities in Q2. Expected to close in January of Q3.

Miss: Q1 communications regarding selection process for Montreal were not clear. Revamped Wikimania planning process to come from consultation is aimed at avoiding repeat of this scenario for future years.

Learning: A dedicated Program Officer is needed to own events strategy overall, including integration between global and regional events. Much director (and other staff) time is spent filling in gaps.

Options for new forms 2018-2021 [edit]

Keeping in mind the outcomes Wikimedians aim to achieve from Wikimania or other movement conferences, let's consider some ideas about what new form(s) might support those outcomes best. Feel free to suggest improvements to these options or add ideas for other options on the discussion page! *Note that Wikimania 2016 is also currently experimenting with a new format*[5] - lessons learned from this experiment should also be fed into future forms for 2017 and beyond.

	Option 1: Change to Global Rotation	Option 2: Change to Regional/Thematic Conferences	Option 3: Alternate years between Global and Regional/Thematic
Host Selection	• No more bidding • Instead, move to global rotational schedule, set 3-4 years out (this could be set by regions, continents, etc) • WMF and Steering Committee select location and invite local communities to participate, plans are developed collaboratively with prospective hosts	• Stop holding one big Wikimania for everyone • Instead, do more Regional / Thematic Conferences each year. Bids are replaced by grants process, where increased Conference Support funding can be made available for communities organizing these. • Consider how we can build more connections between these regional/thematic events (perhaps virtually, or via ambassadors)	• Hold a Global Wikimania every two years • In years without Global Wikimania, the movement puts more energy into regional/thematic conferences instead • Consider how we can build more connections between these regional/thematic events (perhaps virtually, or via ambassadors)
Program Setup	• Program Chair is appointed by Steering Committee, taking location into account • Program Chair selects Program committee	• Programming for regional/thematic conferences decided by local hosts and attendees	
Logistical Support	• Similar to current form. WMF can handle more logistics if local team would like to focus on content instead.	• WMF can offer significantly more logistical & event-planning support (e.g. scholarships and travel booking, venue, etc) for regional/thematic conferences[6]	

Q2 - Community Resources

Objective 4: Maintain Grants Core

Objective	Measure of success	Status
*Maintain full coverage for Annual Plan (APG), Project and Event (PEG), Individual Engagement (IEG) grant program workflows *Team members involved: 7 (CR)*	* All PEG, IEG and APG workflows are fully staffed for H1 2014/15 * Meeting commitments for 10 of 10 grantmaking workflows on-time * APG core includes WMDE's proposal for a restricted grant for Wikidata	* Kacie Harold maintaining PEG, with 17 funded requests this quarter. ** 2 new applicants from Inspire! * IEG round 1 funds 14 new projects (of 29 proposals), 19 grantees for a total of $83,113. ** ½ are tools-focused (most ever!) * FDC recommended ~$3.77 million in Annual Plan Grants, including restricted funds for WMDE's work on Wikidata.

Success: ½ of new IEGs are focused on tool-building, with partnership with CE-Software team and easing of IEG eligibility restrictions. Thanks to Marti Johnson, Quim Gil, and the IEG committee!

Learning: More engineering support is needed for reviewing APG and IEG grant proposals, given increasing technical focus of some grant requests.

Q1 - Community Resources

Category	Workflow	Comments	Type
Movement affiliate support	Monitoring reporting for movement affiliates (including non-funded)	Workflow transitioned to CE's new Program Capacity and Learning team (thanks, Jaime). CR team providing context and support in transition.	D
	Staff liaison for AffCom	Workflow transitioned to CE's new Program Capacity and Learning team (thanks, Jaime & Rosemary). CR team providing context and support in transition.	D

Appendices

Q1 - Developer Relations

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Median age of open changesets waiting for review	51.6 days	36.2 days	42.5%	-14.0%	**R**
Median age of open changesets waiting for review (MediaWiki core)	60.6 days	67.2 days	-9.8%	-13.2%	**R**
Number of open changesets waiting for review	1274	1075	18.5%	8.5%	**R**
Number of open changesets waiting for review (MediaWiki core)	255	192	32.8%	-11.1%	**R**

Type: new, reactive, maintenance

Q1 - Developer Relations

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Number of new changesets submitted per month	2628	3639	-27.8%	-4.4%	N
Number of code uploaders per month	211	205	2.9%	1.4%	N
Number of code reviewers per month	181	189	-4.2%	6.5%	R
Number of code committers per month	118	128	-7.8%	5.4%	R

Type: new, reactive, maintenance

Q1 - Developer Relations

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Number of active users in Phabricator per month	882	863	2.2%	42.5%	M
Number of new accounts in Phabricator per month	358	363	-1.4%	-9.4%	N

Type: new, reactive, maintenance

45

Q1 - Developer Relations

Wikimedia at Google Code-in 2015

■ Completed tasks instances   ■ Task instances in progress   ■ Available tasks

Q2 - Community Liaisons
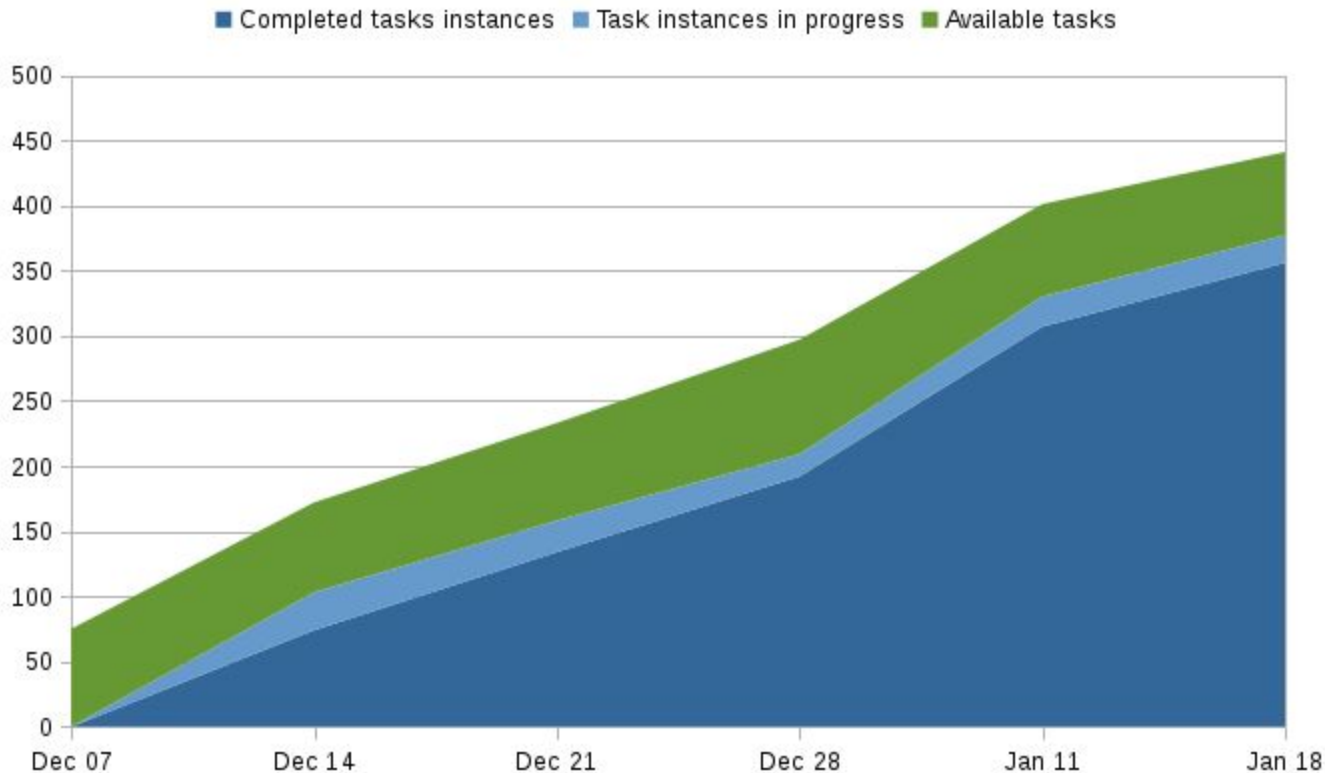
KPI deeper dive: Individual contributors with 2+ edits on some product feedback pages (engagement):
- The hypothesis is that if a user interacts more than once on a feedback page, that they find the channel/interaction to be useful. This, however, may also include some edits and clarifications.
- Due to QoQ product engagement in different projects, the team is not easily able to measure long term engagement in many channels. We will continue to fine-tune KPIs around community interactions with the team.

Page	Why?	Oct	Nov	Dec	-Staff/bots
w:en:VE/Feedback	Deployment of VE at en.wp is tkey product focus	620	623	630	-13
w:fr:ÉditeurVisuel/Avis	A large wiki where VE is fully deployed	111	113	115	-3
w:en:Wikipedia talk:Flow	Substitute for main mw.org page (Flow boards can't be measured)	175	175	175	-4
w:ja:ビジュアルエディター / フィードバック	ja.wp feedback beginning in Q1 to fix VE IME.	9	9	9	-5

Q2 - Community Liaisons

KPI deeper dive: **Pageviews (Reach)**

Page	Why?	Oct	Nov	Dec
mw:VisualEditor/Portal	Central VE page	1,231	605	456
mw:Help:VisualEditor/User guide	Central VE help page	4,018	2,061	1,729
mw: VisualEditor/Feedback page	Central feedback page	860	914	864
w:en:Wikipedia:VisualEditor	Main information page at en.wp	8,948	9,005	8,208
w:en:Wikipedia:VisualEditor/User guide	User guide at en.wp	5,443	5,576	4,934
w:fr:Wikipédia:ÉditeurVisuel	Main information page for fr.wp	882	937	1,018
w:fr:Aide:ÉditeurVisuel	User guide at fr.wp	1,080	1,159	1,293
w:jp:Wikipedia:ビジュアルエディター	Main information page for ja.wp (focus for IME testing)	273	417	448
mw:Flow	Central information page at mw.org	1,144	1,323	1,264
mw:Talk:Flow	Central feedback page (contributors aren't traceable)	918	861	514
ca:Wikipedia:Flow	Main information page at ca.wp (focus for the quarter)	47	33	47

48

Q2 - Program Capacity & Learning

Core workflows and metrics ⚙

Category	Workflow	Comments	Type
Community Leadership Development	Conference Partnerships	Wikimedia Conference 2016 & Wikimania 2016 design inputs	M
	Responsive workshop support	Conference L&E needs assessment support WikiArabia	R
	Peer-to-Peer Learning	WikiConference USA	M
	AffCom Support	* Mapped scope of work for new staff supported model * Affiliate reporting & eligibility reviews	N
	Coaching & Consultations	11 consulted on evaluation design, 13 on survey design and/or tools, 6 for technical assistance & 4 on Storytelling(+ 34 on Affiliate reporting and status)	M
	In-person & Virtual Meet-ups	* Creative Program Design workshop and 6 evaluation consultations at WikiConference USA * Train-the-trainer workshop toolkits * 3 monthly hangouts with Education Collaborative	M

Type: new, reactive, maintenance 49

Q2 - Program Capacity & Learning

Core workflows and metrics ⚙

Category	Workflow	Comments	Type
Programs & Learning Infrastructure	Qualtrics Support	12 staff and community users used Qualtrics to run 36 new or ongoing surveys.	M
	Analysis & Reporting	Wikimania participant survey, workshops surveys (CEE), CE Global Metrics roll-up precoding	M
	Tools & Data Support	Wikimetrics Global Metrics API, Event Template, queries, External link tracking plan, LibraryBase X	M
	Knowledge Management	Support to WMF Teams in knowledge transfer tools to preserve institutional knowledge	N
	Communications	* Announcements * Evaluation Portal, Learning Quarterly Newsletter, Facebook, Twitter * Education Portal, Newsletter, Facebook, Twitter * TWL Portal, Newsletter, Twitter, Facebook, Blog * Blogs	M

Q2 - 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	Restructuring work and reporting this quarter combining Education, The Wikipedia Library, and former Learning & Evaluation teams into the new Program Capacity & Learning Team. Support provided by Director to WMF Strategy and Talent/Culture Initiatives.	N
	Team Practices	Team integration of best practices for project management, communications plans and early community engagement.	N

Type: new, reactive, maintenance

Q2 - Program Capacity & Learning

Appendix: Resource & Mentoring Scorecards ⚙

Topic	This Q	Previous Q	QoQ	YoY	Type
Evaluation Portal Resource Pageviews (Unique Editors)	30,766	61,354 (239)	-54%	n/a	**M**
Learning Patterns Created (Unique Editors)	47 (66)	75 (111)	- 62%	n/a	**M**
Leaders Engaged for L&E (in workshops)	**96 (10)**	**185 (100)**	-49% (-90%)	n/a	**M**
Education program leaders engaged (countries)	**229 (85)**	**187 (61)**	+ 22% (+39%)	n/a	**M**
Number of wikis using Education Program MediaWiki Extension (Projects, Languages)	20 (5, 18)	18 (5, 16)	+11% (0%, +13%)	n/a	**M**
Referrals made by Education Team to other community members	41	43	-5%	n/a	**M**
Number of tasks claimed and (completed) by Education Collab members on Phabricator	41 (30)	39 (18)	+5% (+67%)	n/a	**M**

Type: new, reactive, maintenance   52

Q2 - Program Capacity & Learning

Topic	This quarter	Previous	QoQ	YoY	Type
TWL Donation partners	50	42	+19%	+50%	M
TWL Accounts distributed*	5342	4707	+14%	+46%	M
TWL Unique recipients	**2598**	**2384**	+9.0%	+23%	M
TWL Signup *efficiency* (avg)	33 days	53 days	+38%	n/a	M
TWL Citations added to partners	**15,042**	**13,383**	+12.4%	n/a	M
TWL Global branches	15	11	+36%	+100%	M
TWL Library coordinators	51	40	+28%	+367%	M
Citations added by TWL recipients	n/a	n/a	n/a	n/a	N
Category:TWL Pageviews	n/a	n/a	n/a	n/a	N

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	**41**	**$160,214**	73% of total	4% of total	-71%	-48%	+128%	+32%
Global South	**27**	**$527,291**	48% of total	12% of total	-72%	+61%	+93%	+17%
Gender Gap focused	**5**	**$61,109**	9% of total	1% of total	+67%	+788%	0%	+66%

[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

54

56 new grants funded at $4,311,338 to 36 countries

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	$ of grants
Annual Plan Grants	11	$3,769,500	20%	87%
Simple Annual Plan Grants	4	$175,979	7%	4%
Individual Engagement Grants	15	$139,623	27%	3%
Project & Event Grants	18	$56,172	32%	1%
Conference Support	1	$165,010	2%	4%
Travel & Participation	7	$5,054	12%	<1%
Total	**56**	**$4,311,338**	**100%**	**100%**

(Last Q: 157 new grants funded at $498,058 to 54 countries, including Wikimania scholarships)