

# COMMUNITY ENGAGEMENT

July 2018 quarterly check-in



**WIKIMEDIA**  
FOUNDATION

# Commitments and KPIs

While full QCIs were not held in July 2018, what follows are the basics of CE's commitments and KPIs for the quarter. Additional commitments and KPIs are tracked within the cross-department program reports.

The structure of future goals documentation will change. This is a hybrid of closing out the 2017-2018 AP and taking up the 2018-2019 AP.

# CE QUARTERLY COMMITMENTS & SCORECARDS

July 2018 quarterly check-in



**WIKIMEDIA**  
FOUNDATION

# 1: Resourcing communities



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

July 2018

Community Resources/CE

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

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

July 2018

Community Resources/CE

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

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
In partnership with Finance & Legal, we will identify a list of complex countries, prioritize the list according to a framework of impact and risk, and then invest in understanding the barriers, options, and solutions.	<b>LAST QUARTER</b>	
	CR, Finance, Legal	<ul style="list-style-type: none"> <li>**Project launched!</li> <li>**Identified 7 high priority countries where we have active communities.</li> <li>**Document range of activities in the past and options</li> <li>**Identified 11 partners to do legal research and identify funding solutions. Narrowed potential list down to 4 and sent RFP</li> <li>**Received 3 Proposals respected firms with relevant experience</li> </ul>
	<b>NEXT QUARTER</b>	
	CR, Finance, Legal	<ul style="list-style-type: none"> <li>*Select research partner</li> <li>*Work with partner to conduct research and identify funding solutions for 1 country.</li> <li>*Reassess the firm and our needs</li> <li>*Launch research for some of remaining 6 countries</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

July 2018

Community Resources/CE

CE: 1 [[LINK](#)]**GOAL:** A new ecosystem of resource allocation within Wikimedia

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Movement funds are invested in a way that is: <ul style="list-style-type: none"> <li>• Aligned with the new strategic direction</li> <li>• Aligned with values of sharing power, being transparent, and being accountable stewards of movement resources</li> </ul>	<b>LAST QUARTER</b>	
	<b>Project leads:</b> Sati Houston Katy Love	<ul style="list-style-type: none"> <li>• Scope how CR team will participate in strategy work across movement, WMF, and team levels</li> <li>• Sign up for Resource Allocation Working Group</li> </ul>
	<b>NEXT QUARTER</b>	
	<b>Project leads:</b> Sati Houston Katy Love	<ul style="list-style-type: none"> <li>• Participate in the Resource Allocation Working group, e.g. in group discussions, commissioning research, etc.</li> <li>• CR team engages in various team-level projects to expand team capacity for engaging in strategic work, and to prepare for / inform movement discussions (e.g. reflecting on the status quo of resource allocation, in preparation for the Working Group's mapping on the status quo)</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

July 2018

Community Resources/CE

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

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Inquiry into the medium to long-term impact of grants, awarded in FY 14-15, 15-16, 16-17</p> <p>Project will define the top 3-6 outcomes reported by grantees, and highlight them via case studies.</p>	<b>LAST QUARTER</b>	
	<p><b>Project leads:</b> Sati Houston</p>	<p>First outcomes around Cultural Heritage have been articulated, and 6 case studies developed.</p> <p>Info can be found at <a href="#">m:Grants:Impact</a></p>
	<b>NEXT QUARTER</b>	
	<p><b>Project leads:</b> Sati Houston</p>	<p>Continue interviewing grantees to flush out stories / case studies of impact around Building Community and Diversity &amp; Inclusion for release by EOQ</p>

**STATUS:** OBJECTIVE IN PROGRESS



# Q4 - Community Resources

**99 grants at \$3,184,454 to 44 countries**

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	\$ of grants
Annual Plan Grants	7	\$2,161,883	7%	68%
Simple Annual Plan Grants	13	\$463,382	13%	15%
Conference Grants	7	\$117,311	7%	4%
Project Grants	11	\$354,680	11%	11%
Rapid Grants	61	\$87,198	62%	3%
<b>Total</b>	<b>73</b>	<b>\$3,184,454</b>	<b>100%</b>	<b>100%</b>

*(Last Q: 73 grants funded at \$255,312 to 43 countries)*

# Q4 - Community Resources

## Diversity of New Grants in Q4<sup>[1]</sup>

Grants to...	Number of grants	Amount in dollars	Proportion of total <sup>[2]</sup>	
			# of grants	\$ of grants
<b>Individuals</b>	52	\$174,875	41%	12%
<b>Emerging Communities</b>	68	\$1,173,679	53%	79%
<b>Gender Gap focused</b>	8	\$130,142	6%	9%

[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

## Key Performance Indicators - Fiscal Year total

Metric	Total	Notes
<b>Total participants [1]</b>	<b>Year total:</b> 43,861 [3]	[1] This includes total number of participants, but also total number of individuals involved (which is a deprecated Global Metric that is still being reported as old PEG & APG grants are reported on)
<b>New editors</b>	<b>Year total:</b> 25,354	[2] For the purpose of defining this metric, a "content page" is a page in the Main namespace (namespace 0), except on Commons where a "content page" refers only to pages in the File namespace (namespace 6).
<b>Total # of content pages created or improved across Wikimedia projects [2]</b>	<b>Year total:</b> 746,718 [3]	[3] <b>THIS IS A SEVERE UNDER COUNT.</b> Because the APG R1 and many SAPG grants are on a calendar year cycles (rather than the June-July fiscal year of WMF), the final impact reports from 17-18 R1 and many SAPG grantees are not included. Looking at interim / midpoint / progress reports, <b>this amounts to ~2-3M content pages and ~30k participants that are not included, but will be included next fiscal year.</b>

# 2: Gender diversity



July 2018

Community Resources/CE

CE: 2 [[LINK](#)]

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

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support increased gender diversity in Wikimedia communities and on Wikimedia projects through improved collaboration, grants, research, and pilot programs	<b>LAST QUARTER</b>	
	<b>Project lead:</b> Alex W	[[on hold]]
	<b>NEXT QUARTER</b>	
	<b>Project lead:</b> Alex W	<ul style="list-style-type: none"> <li>*Publish final report</li> <li>*Support Wikimania presentation by Rosiestep</li> <li>*Socialize report</li> </ul>
<b>STATUS: OBJECTIVE IN PROGRESS</b>		

# LE 1: Movement Learning & Evaluation



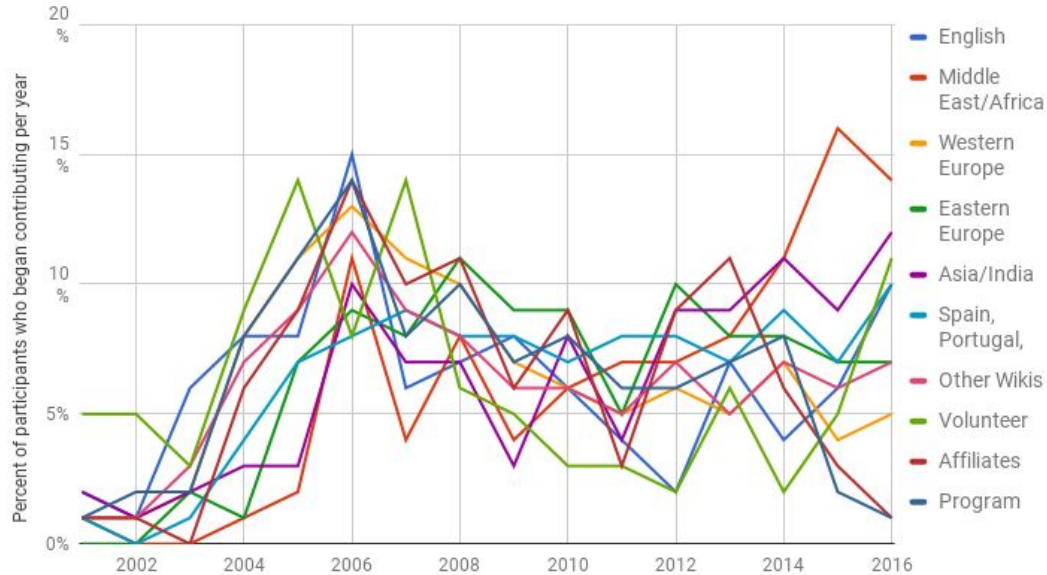
## GOAL: Increase Foundation and community capabilities to conduct self-evaluation through consultations and infrastructural support.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>(1 &amp; 3) Improve the ability of the Foundation and our communities to measure and evaluate the impact of their work related to the strategic direction so that we are able to engage in continuous learning as a movement.</p>	LAST QUARTER	
	<p>Learning &amp; Evaluation <b>Project Lead:</b> Dana McCurdy</p>	<ul style="list-style-type: none"> <li>Developed an evaluation plan for Wikimania, including a post-conference survey and 6 month follow-up survey</li> <li>Consulted with 4 out of 5 existing CE teams to develop long-term goals aligned to the strategic direction</li> </ul>
	NEXT QUARTER	
	<p>Learning &amp; Evaluation <b>Project Lead:</b> Dana McCurdy</p>	<ul style="list-style-type: none"> <li>Prototype and evaluate a cross-team collaboration structure for the CE Department</li> <li>Develop an evaluation framework for the CE Department</li> <li>Recommend a learning &amp; evaluation framework for Phase II of the Movement Strategy work</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

# LE 1.2 Community Engagement insights

Percent of Participants who Began Contributing from 2001-2016





## GOAL: Maintain the Community Engagement Insights survey process to increase understanding of our communities' needs & development (1/2)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
(2) Improve Foundation's ability to hear from communities in order to make decisions that align with community needs.	<b>LAST QUARTER</b>	
	<b>Project lead:</b> Edward Galvez, CE Insights working groups	* Completed analyses and began production of 12 team reports for publication on meta: In progress
	<b>NEXT QUARTER</b>	
	<b>Project lead:</b> Edward Galvez, Dana McCurdy, CE Insights working groups	* 2018 reports published on meta * At least 10 teams submit question proposals from participating CE Insights 2019 by September 30. * Provide guidelines for CE Insights intent forms to help teams decide about participation in CE Insights 2019 survey

**STATUS: OBJECTIVE IN PROGRESS**

## GOAL: Maintain the Community Engagement Insights survey process to increase understanding of our communities' needs & development (2/2)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
(2) Improve Foundation's ability to hear from communities in order to make decisions that align with community needs.	<b>LAST QUARTER</b>	
	<b>Project lead:</b> Edward Galvez, CE Insights working groups	* Designed and initiated plan for 12 teams to learn and make decisions using the survey data (this is done and we have already met with one team)
	<b>NEXT QUARTER</b>	
	<b>Project lead:</b> Edward Galvez, Dana McCurdy, CE Insights working groups	* Learning workshops completed (90% of teams report on the decisions they are making from the survey) * Design needs assessment plan for identifying potential improvements to on-wiki survey data reporting at the Foundation.

# 4: Community leadership development & mentoring



## GOAL: Support peer-to-peer connections and learning and to collectively develop and work to better enable more community leaders and trainers.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Develop community leader evaluation and leadership skills through increased awareness of key tools & resources for program strategies, best practices, and available support.	<b>LAST QUARTER</b>	
	Learning & Evaluation, All CE Teams + Leads: Dana & María	* Prepared for Learning Days at Wikimania for 114 participants including design and coordination of collaborative teaching teams. (goal surpassed) * Supported Wikimania poster session planning & preparations
	<b>NEXT QUARTER</b>	
	Learning & Evaluation, All CE Teams + Leads: María & Dana	* Implement Learning Days pre-conference event for experienced and emerging organizers in the Wikimedia Movement * Conduct follow-up evaluation for Learning Days Wikimania participants

**STATUS: OBJECTIVE IN PROGRESS**

# LE 3.2 Wikimedia Resource Center

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



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

## GOAL: To support peer-to-peer connections and learning and to collectively develop and work to better enable more community leaders and trainers.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Facilitate engagement in our learning network by connecting Wikimedians from across communities.	<b>LAST QUARTER</b>	
	T&S (Karen), Comms (Greg), Editing (TBD) <b>Project Lead:</b> María Cruz.	<ul style="list-style-type: none"> <li>* Developed forms to add individuals and groups to Connect</li> <li>* Incorporated skills as a field to group users in different categories</li> <li>* Promoted Connect as a platform for different teams and projects to use, which resulted in the creation of 6 new groups, of a total of 12. Each of those have somewhere between 1 and 20 members, and there are 10 users added as individuals to Connect as well.</li> </ul>
	<b>NEXT QUARTER</b>	
	Community Relations: Project Lead: María Cruz	<ul style="list-style-type: none"> <li>* Promote Alpha version of Connect at Wikimania</li> <li>* Pilot skills categories for connecting people</li> <li>* Design a campaign that focuses on crowdsourcing resources on a specific topic (for example, training others on what is Wikipedia)</li> </ul>

July 2018

# Learning & Evaluation

LE:4 [[LINK](#)]

## GOAL: Communications, Outreach, & Collaboration for Learning

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Learning infrastructure & support for program and community organizers to enable their continuous development & design of effective initiatives.	<b>LAST QUARTER</b>	
	<b>NEXT QUARTER</b>	
	Learning & Evaluation, All CE Teams + Leads: María	* Maintain team collaborations and community learning infrastructures, portals and supports to coordinate and amplify guidance and learning across our growing network of community organizers.

**STATUS: OBJECTIVE IN PROGRESS**

# Community committee and functionary support



AffCom + WMCON organizers  
[CC-BY SA 4.0 Tanweer Morshed](#)



July 2018

**Community Engagement**CE: 13 [\[LINK\]](#)

**GOAL:** Support targeted committee and functionary groups to the overall end of healthier and more diverse communities.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Evolve practices of specific groups; clarify and improve access to Foundation support; raise awareness to increase diverse participation	<b>LAST QUARTER</b>	
	T&S, L&E, CR Program leads: James, Jaime A., Dumi, Delphine	<ul style="list-style-type: none"> <li>* Outlined election committee-led voting method approach for the Foundation Board elections and transitioned TCoC committee.</li> <li>* Created mini project maps on OfficeWiki explaining ArbCom structure and work on at least 5 projects and support plan for all ArbComs who responded to Q3 survey.</li> <li>* Led AffCom annual strategic meeting in Berlin following WMCon and documentation/follow-up steps tracking</li> </ul>
	<b>NEXT QUARTER</b>	
	T&S, L&E, CR Program leads: James, Jaime A., Dumi, Delphine	<ul style="list-style-type: none"> <li>• Support functionaries (ArbComs, OmbCom, check users, ECOM, over sighters, stewards, TCOC) and Legal in their regular workflows (EOQ).</li> <li>• Establish and scale AffCom investigations workflow. (EOQ)</li> </ul>

July 2018

# Learning & Evaluation

LE:2 [[LINK](#)]

## GOAL: Support Affiliations Committee and Affiliate Partnerships (1) Report Monitoring Systems

What is your objective?	Who working with?	What impact / deliverables are you expecting?
Increased knowledge and awareness of affiliate data through more consistent reporting practices and data management.	<b>LAST QUARTER</b>	
	Learning & Evaluation, <b>Leads:</b> Jaime Anstee, Dumisani Ndubane	<ul style="list-style-type: none"> <li>* Maintained core workflows for affcom support, report monitoring, and affiliate recognitions supporting the recognition of X new user groups.</li> <li>* Advanced CRM use within team, developed gadgets to pilot report submission tool, and began initial design for associated monitoring workflows</li> </ul>
	<b>NEXT QUARTER</b>	
	Learning & Evaluation, <b>Leads:</b> Jaime Anstee, Dumisani Ndubane	<ul style="list-style-type: none"> <li>* Maintain core workflows for Affiliate Report Monitoring and Recognitions pipelines.</li> <li>* Advance Monitoring &amp; Evaluation system design and update Affiliates contact information.</li> </ul>

**STATUS: OBJECTIVE IN PROGRESS**

July 2018

## Learning &amp; Evaluation

LE:2 [[LINK](#)]

## GOAL: Support Affiliations Committee and Affiliate Partnerships (2) Affiliate Conflict Investigation

What is your objective?	Who working with?	What impact / deliverables are you expecting?
<p>To improve community health through affiliate conflict intervention. Learning &amp; Evaluation will partner the AffCom Conflict Mediation Subcommittee with Trust &amp; Safety to more adequately support affiliate conflict investigation and intervention to enable the committee in their mediation efforts.</p>	<b>LAST QUARTER</b>	
	Learning & Evaluation, <b>Leads:</b> Jaime Anstee, Dumisani Ndubane	Supported Affiliations Committee in making progress on their strategic development projects and preparing for movement strategy conversations and their annual strategic meeting in Berlin
	<b>NEXT QUARTER</b>	
	Learning & Evaluation, Trust & Safety <b>Leads:</b> Jaime Anstee, Dumisani Ndubane	<ul style="list-style-type: none"> <li>* Support AffCom Mediation Subcommittee</li> <li>* Initiate full scope of conflict investigation support with Trust &amp; Safety to provide early detection and intervention for conflicts with potential new and/or among existing affiliates</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

# 7: Community programs infrastructure

Apply for access to dozens of research databases and resources available through The Wikipedia Library. [Learn more](#)

## ♥ Benefits

The Wikipedia Library provides free access to research materials to improve your ability to contribute content to Wikimedia projects. Through the Library Card you can apply for access to 66 leading publishers of reliable sources including 80,000 unique journals that would otherwise be paywalled. Use just your Wikipedia login to sign up. Coming soon... direct access to resources using only your Wikipedia login!

If you think you could use access to one of our partner resources and are an active editor in any project supported by the Wikimedia Foundation, [please apply](#).

[Learn more](#)

## 👤 Partners

Below are a few of our featured partners:

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- EBSCO
- Elsevier
- Gale
- JSTOR
- Newspapers.com
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- Taylor & Francis

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## 📅 Latest Activity

Death pool signed up for a Wikipedia Library Card Platform account   
March 26, 2018

**GOAL:** External and internal stakeholders can easily find compelling information about GLAM, Library, and Education initiatives in the Wikimedia movement, and experience easy access to relevant documentation and other support materials.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Thorough audit of GLAM and Education resources on Outreach Wiki and community consultation to prepare for probable migration to Meta.</p>	<p><b>LAST QUARTER</b></p> <p>Education team <b>Project lead:</b> Vahid Masroure</p>	
<p>GLAM community survey (modeled on last year's in education) to identify priorities and needs.</p>	<p><b>NEXT QUARTER</b></p> <p>Education team <b>Project lead:</b> Dashboard: Vahid Masroure Portal: Nichole Saad</p>	<p>1) Complete a mapping exercise of education in the movement to inform portal cleanup and revision; 2) Issue GLAM stakeholder perceptions survey aimed at both Wikimedian and professional communities of practice.</p>

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Editors have more available resources for use in improving the quality of content on Wikimedia projects, with access efficiently distributed to editors around the globe.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Add relationships with top publishers who give free research access to editors</p> <p>Improve infrastructure for research access with the Library Card platform</p>	<p><b>LAST QUARTER</b></p>	
	<p><b>Project leads:</b> Jake Orlowitz, Sam Walton, Jason Sherman, Nikkimaria, Brodie Austin</p>	<p>Announced signups for 3 new partners and 2 expansions. Gave demo of library card platform at WMCON. Added search by language, subject, and media type. Redesigned user profile page. Mocked up new coordinator workflow.</p>
	<p><b>NEXT QUARTER</b></p>	
	<p><b>Project lead:</b> Jake Orlowitz</p>	<p>Sign contract with for EZProxy for instant resource access and with a Discovery service for search of 100k articles. Integrate TranslateWiki and accept new translations. 3) Add 2 new publisher agreements.</p>

**STATUS:** OBJECTIVE IN PROGRESS

# 8: Community Programs capacity



Participants take part in a problem and objective analysis activity

[CC-BY SA 4.0 Nichole Saad](#)

**GOAL:** Increase the knowledge and skills of community members with equitable and transparent processes that enable them to implement high impact Education activities.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>More consistent and timely response across regions via more efficient and equitable processes.</p> <p>New leadership development models: pilot in-context help and sustained learning for program leaders in emerging communities.</p>	<b>LAST QUARTER</b>	
	Education team	WMCON Education sessions were highly regarded; Published Asia site visits report; Newsletter published monthly
	<b>NEXT QUARTER</b>	
	Education Team	1) Support pre-conference event for Education at Wikimania 2) Complete curriculum, process, and evaluation plan for in-context help 3) Hold at least 2 office hours events 4) Support 1 community programs showcase 5) Increase Education newsletter engagement

**STATUS:** OBJECTIVE IN PROGRESS



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

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Pilot new training materials for partnership skills and working with structured data.</p> <p>Research GLAM opportunities and challenges in emerging communities to inform 3-5 year plan.</p>	<b>LAST QUARTER</b>	
	<p>GLAM community leaders <b>Project lead:</b> Alex Stinson</p>	<p>Drafted Wikipedian in Residence recommendations for starting WIR positions. Participated in Wikimedia Conference. Publish one (non-SDC) GLAM case study. Announce SDC pilot program.</p>
	<b>NEXT QUARTER</b>	
	<p>GLAM community leaders <b>Project lead:</b> Alex Stinson and Sandra Fauconnier</p>	<p>Finish evaluation of WIR findings, and publish. Draft, and initiate translation of GLAM-Wiki stakeholder survey to evaluate ongoing communications and branding needs of GLAM communities. Participate in Learning Days and Wikimania. Initiate new GLAM Program Officer recruiting.</p>

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Wikimedian Librarians are empowered to implement programs and activities through new leadership development models

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Facilitate the growth and activity of the Wikimedia and Libraries user group</p> <p>Develop Global Wikipedia Library Branches through the branch Kickstart process</p>	<p><b>LAST QUARTER</b></p>	
	<p><b>Project leads:</b> Jake Orlowitz, Sam Walton, Aaron Vasanth, Felix Nartey</p>	<p>User group identified and prioritized goals and methods, and held biweekly meetings with rotating facilitation. Hosted Wikimedia and Libraries lunch at WMCON. Expanded Kickstart process to all interested language communities.</p>
	<p><b>NEXT QUARTER</b></p>	
	<p><b>Project lead:</b> Jake Orlowitz</p>	<p>Host Wikimania preconference day for African Librarians. Continue scheduling user group monthly meetings. Pitch new publishers from Kickstart request process.</p>

**STATUS:** OBJECTIVE IN PROGRESS

# 9: Community Programs institutional and professional outreach and partnerships



**GOAL:** Key GLAM professional communities are more knowledgeable about Wikidata and structured data on Commons and have access to the appropriate infrastructure to gain skills, Wikimedia contacts and workflows to initiate those projects.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Strengthen relationships with external GLAM Networks and provide at scale-engagement with these networks	<b>LAST QUARTER</b>	
	GLAM <b>Project lead:</b> Alex Stinson, Sandra Fauconnier	Attend and participate in Creative Commons, EuropeanaTech, LD4L and Wikimedia Armenia events. Implement pre conference day for EuropeanaTech. Participate in ARL working group for writing guidelines for Wikidata + Academic Libraries.
	<b>NEXT QUARTER</b>	
	GLAM <b>Project lead:</b> Alex Stinson, Sandra Fauconnier	Finish Wikidata + Academic Libraries paper with ARL. Support hire of Linked Data for Libraries WIR at Stanford. Participate in Wikibase for Heritage meeting in NYC. Scope support for WMSV grant.

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Establish partnerships to increase awareness of the value of Wikimedia in education and to improve and scale the use of Wikimedia projects in education.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?	
<p>Improve the awareness of the value of Wikimedia projects in education to both internal and external stakeholders</p> <p>Increase the Education Team's capacity to improve and scale the use of Wikimedia projects in education through strategic partnerships</p>	<b>LAST QUARTER</b>		
	<p>Education team <b>Project lead:</b> Nichole Saad</p>	<p>UNESCO consultation resulted in several collaboration opportunities including our submission of a comment on a high level OER policy; We participated in Mobile Learning Week and the Open Education Global Conference</p>	
	<b>NEXT QUARTER</b>		
	<p>Education team <b>Project lead:</b> Nichole Saad</p>	<p>1) Exploring a formal partnership with UNESCO 2) Molskine Foundation to participate in Wikimania pre-conference 3) Further partnership development</p>	

**STATUS:** OBJECTIVE IN PROGRESS

July 2018

## Programs: Libraries

**GOAL:** More librarians are exposed to the benefit of Wikipedians and Librarians collaborating

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Support the multi-event, global #1Lib1Ref &amp; #1Bib1Ref campaigns.</p> <p>Create awareness and dialogue through social media, blog posts, and conference attendance.</p>	<b>LAST QUARTER</b>	
	<p><b>Project lead:</b> Jake Orlowitz, Felix Nartey, Aaron Vasanth, Nikkimaria</p>	<p>Participated in Tow Digital Journalism conference at Stanford and the Library Collections as Data Conference at UNLV. Ran #1Lib1Ref/#1Bib1Ref a second time the same year in May, reaching 2 million people on Twitter 4 million times.</p>
	<b>NEXT QUARTER</b>	
	<p><b>Project lead:</b> Jake Orlowitz</p>	<p>Write #1Lib1Ref campaign wrap-up and global highlights blog post. Present on #1lib1ref at Wikimania. Develop new 'Benefits of Wikipedia for Librarians' resource.</p>

**STATUS:** OBJECTIVE IN PROGRESS

# 10: Training modules



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

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Increase use and visibility of existing training modules (T.M.), provide community with documentation to create their own modules. Create resources to help empower event grantees to keep their events safe	<b>LAST QUARTER</b>	
	T&S <b>Project lead:</b> Joe Sutherland, Christel Steigenberger	Printed booklets to be distributed at Berlin Conference; booklet content made available on Meta with translations enabled.
	<b>NEXT QUARTER</b>	
	T&S <b>Project leads:</b> Joe Sutherland	Generate metrics and promote/identify usage levels for Event Safety Booklet and create system (survey, questionnaire) to generate metrics for visual materials (EOQ).

**STATUS:** GOAL MET



# 11: Community collaboration in product development

OBJ



July 2018

## Community Relations

CE #11

**GOAL:** Increase participation of Wikimedia communities in Foundation's projects, engaging a higher diversity of participants

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Community members from smaller and/or underrepresented parts of the community provide their feedback about software plans, testing, and deployments	<b>LAST QUARTER</b>	
	Technical Collaboration.  Project lead: Erica Litrenta.	Annual Plan goal of 25 top communities covered formally achieved for Ambassadors, and partially for Translators too ( <a href="#">T176475</a> ). Strategy for more Tech Translators ( <a href="#">T176932</a> ) stalled, pending new hire with a focus on this topic.
	<b>NEXT QUARTER</b>	
	Community Relations.  Project lead: Benoît Evellin.	Expand the Tech Ambassadors program beyond the top 25 Wikimedia communities ( <a href="#">T199424</a> ). Learn how the group is doing now ( <a href="#">T193878</a> ), and produce documentation explaining the role of tech ambassadors, targeted especially to new potential candidates ( <a href="#">T191399</a> ).

**STATUS:** OBJECTIVE IN PROGRESS

# 12: International developer events



July 2018

# Community Relations

CE #12

**GOAL:** Meeting spaces for the developer community to collaborate face to face

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Well-facilitated and organized meeting spaces for groups and most active volunteers in the developer community to collaborate face to face, with appropriate representation of Foundation, affiliates and volunteers to discuss and work on the future of Wikimedia technologies in depth.	<b>LAST QUARTER</b>	
	Community Relations Project lead: Rachel Farrand.	<a href="#">Wikimania's Hackathon</a> successfully organized with 174 participants, 21 showcase presentations and a productive working atmosphere.
	<b>NEXT QUARTER</b>	
	Community Relations Project lead: Rachel Farrand.	<a href="#">Wikimedia Technical Conference 2018</a> is ready to discuss Wikimedia's platform evolution, after facilitation of the program committee to ensure a diverse range of participants and a useful program.

**STATUS:** OBJECTIVE IN PROGRESS

# Strategy



**GOAL:** Support Community Engagement goals by meeting staffing needs

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Locate, hire and onboard appropriate personnel to meet our needs.	<b>LAST QUARTER</b>	
	Maggie; Lauren Miranda	* Collaborated with T&C and Katherine in searching for Chief. Draft onboarding plan prepared. Began process led by Lauren Miranda of writing JDs for open FY 18-19 reqs.
	<b>NEXT QUARTER</b>	
	Maggie; Lauren Miranda; others in hiring panels	* Continue chief search. Launch searches for Manager of Community Development and Senior Director of Community Growth. Complete JD for Manager of Editor Engagement. Explore other hiring need.

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Getting Community Relations ready for the Wikimedia Strategy 2030 by evolving its team charter and internal organization

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Evolve our systems and structures	<b>LAST QUARTER</b>	
	Community Liaisons, other Community Engagement teams, Product Managers, Communications. Project lead: Quim Gil.	The Community Relations team became a reality with the change of fiscal year, as planned. The Technical Collaboration team members worked on an internal proposal that was reviewed by the main stakeholders at the Foundation. The transfer of Developer Relations to Technology and the new job titles and job descriptions in Community Relations were all agreed during the quarter.
	<b>NEXT QUARTER</b>	
	Community Relations, Trust & Safety, Learning & Evaluation. Project lead: Quim Gil.	Community Relations role, processes and metrics in place. Relationship with L&E, Trust & Safety, Audiences and Communications defined. <a href="#">T198848</a>

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Improving Trust and Safety Processes

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Improve Trust and Safety processes	<b>LAST QUARTER</b>	
		New goal
	<b>NEXT QUARTER</b>	
	T&S, L&E	<ul style="list-style-type: none"> <li>• Build compliant map metrics (7/16) and review material within its scope (7/31, 8/30) to build a holistic compliant processing map (EOQ).</li> <li>• Build and publicly post general advice for those who have received a conduct warning. (8/1).</li> <li>• Review type and durations of WMF Bans available by policy and propose policy changes (8/15).</li> <li>• Participation in CE evaluation pilot and complete T&amp;S part of CE evaluation framework. (EOQ)</li> </ul>

**STATUS:** New



# Movement Organizers

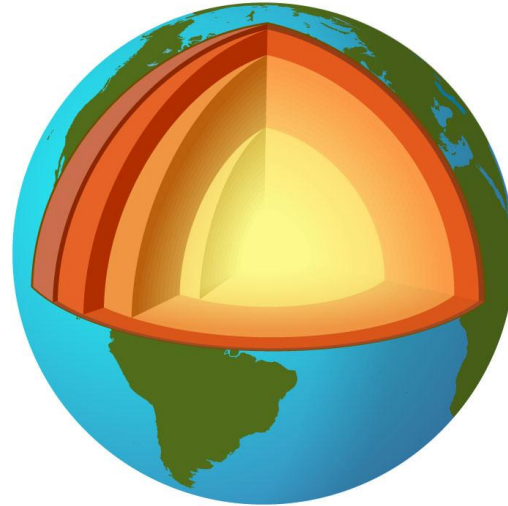


**GOAL:** Guide future investment in support of movement organizers by developing a high-level, strategic understanding of their workflows, life cycles, and needs.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Planning: initial stakeholder contact; survey WMF staff to establish baseline awareness; assemble CE steering group.</p> <p>Field Research: Engage up to 60 movement organizers through a combination of virtual and on-site interviews.</p> <p>Synthesis: Analyze field data and produce research report with recommendations and personas to guide future decision-making and investment.</p>	<b>LAST QUARTER</b>	
		N/A (new program)
	<b>NEXT QUARTER</b>	
	<p><b>Project lead:</b> Ben Vershbow/Alex Stinson + Audiences Design Research team (Margeigh Novotny, Abbey Ripstra)</p>	<p>Begin engaging stakeholders at Wikimania 2018 with design research team. Pre-planning with CE leadership.</p>

**STATUS:** OBJECTIVE IN PROGRESS

# Core



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FOUNDATION

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July 2018

# Community Relations

CE #12

## GOAL: Dealing with time consuming requests

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
A process to assess and process efficiently requests addressed to the Foundation or its executives.	<b>LAST QUARTER</b>	
		New goal
	<b>NEXT QUARTER</b>	
	Community Relations  Project lead: Keegan Peterzell.	A guideline to handle potential time consuming requests. A committee to quickly assess escalated incoming requests. Community Relations Specialist support ready to be provided to complex time consuming requests.

**STATUS: OBJECTIVE IN PROGRESS**

## GOAL: Explore structures for supporting contributors facing external threats

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Establish relationships, explore resources, and define challenges in supporting contributors facing external threats	<b>LAST QUARTER</b>	
	T&S <b>Project lead:</b> Christel Steigenberger	Built threat modelling, resource sharing projects into usable forms, grew advisor group by two new members from targeted areas. Internal wiki set up, new partners contacted. Project brought to community leaders at the Berlin Conference. Prepared for intake of members.
	<b>NEXT QUARTER</b>	
	T&S <b>Project lead:</b> Christel Steigenberger	Wikimania: build trust w/ advisor group, connect with NGO and comm. Leaders in target regions. Strengthen Threat Modelling by doubling cases in database. Publish public resource page. Increase funct. of Advisorwiki with noticeboard for sharing news, new resources, and discussion.

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

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Optimize support & safety work for staff, community and the public by responding efficiently and effectively in workflows and providing necessary information on protection	<b>LAST QUARTER</b>	
	T&S, Legal <b>Project Lead:</b> James Alexander	Met rapid response KPI but no progress on T&S investigation KPI.
	<b>NEXT QUARTER</b>	
	T&S <b>Project Lead:</b> James Alexander	Meet rapid response and T&S investigation KPI.

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** ) A functional Program & Events dashboard to enable movement organizers to coordinate programs and to measure and report their outcomes

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Contract with Wiki Edu for maintenance. Transition user support to Programs team and community admins; document primary workflows. Support Contributors team in prototyping of alternative tooling. Create a resourced framework and roadmap for future development of organizer tools	<b>LAST QUARTER</b>	
	Education team <b>Project lead:</b> Vahid Masrour Strategy: <b>Project lead:</b> Alex Stinson	1) New dashboard feature research has started, project scoped to editathon tools prototype, awaiting next steps from Contributors 2) Education Extension sunset on June 30 and all users transitioned to Dashboard.
	<b>NEXT QUARTER</b>	
	Education team <b>Project lead:</b> Vahid Masrour Strategy: <b>Project lead:</b> Alex Stinson, Ben Vershbow	1) Initiate new maintenance contract with Wiki Edu 2) Respond to user feedback for the P&E Dashboard; enlist community admins; improve Meta documentation; identify high impact needs and bugs. 3) Advise Contributors team on editathon prototype.

**STATUS:** OBJECTIVE IN PROGRESS

# COMMUNITY ENGAGEMENT SCORECARDS

July 2018 quarterly check-in



**WIKIMEDIA**  
FOUNDATION

[PREVIOUS YEAR](#)



July 2018

**Trust and Safety**

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours	98.7%	98.9%	-0.2%	-1.3%	R
SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days	96.1%	96.4%	-0.3%	+6.4%	R
SLA for public correspondence: Resolving 95% of ca@ within two business days	100%	98%	+2.0%	+8.9%	R

T&S is in compliance with all correspondence management KPIs and will be handing over answers@/business@ to Community Relations on schedule.

CHECK IN

TEAM/DEPT

SCORECARD

May 2018

## Education Program

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Program leaders supported	-	60		+58%	M
Countries represented	-				M
Portal views [outreach:Education]	<a href="#">20,672</a>	<a href="#">26,104</a>	-21%	N/A	M
Newsletter views	<a href="#">4,342</a>	7,732	-44%	N/A	M

Type: new, reactive, maintenance

Topic	This quarter	Previous quarter	QoQ	YoY	Type
<b>Unique Leaders Engaged by L&amp;E Events</b> (Number of Events)	227 (3 events)	222 (4 events)	+2% (-25%)	+656% (+200%)	
<b>Evaluation Portal Resource Pageviews</b> (Unique Editors)	31140 (132)	35384 (167)	-12% (-21%)	+19% (+40%)	
<b>Learning Patterns</b> created by community members (Unique Community Editors)	3 (14)	11 (45)	-73% (-69%)	-77% (-71%)	
<b>Wikimedia Resource Center Pageviews</b> (Pages)	6307 (71)	3546 (63)	+77% (+12%)	+542% (+343%)	
Qualtrics: <b>New Surveys</b> (Users)	22 (49)	23 (46)	-4% (+7%)	+120% (+8%)	
<b>AffCom Support:</b> User Group Recognitions	11	5	+102%	+120%	

Jul 2018

# Community Relations

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
<a href="#">Top 25 communities with Tech Ambassadors</a>	25	25	0%	n/a	M
<a href="#">Unanticipated clashes with communities</a>	0	0	0%	n/a	M
<a href="#">Satisfaction about CLs by teams supported</a> 0 = Strongly disagree; 4 = Strongly agree.	3.81	3.96	-3.8%	n/a	M
<a href="#">Audiences &amp; Technology goals supported</a>	100%	100%	0%	n/a	M
<a href="#">Response to CL support requests within a week</a>	96%	100%	-4%	n/a	M

Type: new, reactive, maintenance

July 2018

## Community Relations

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
Tech News individual subscriptions	689	669	+3%	+8%	M
Tech News community subscriptions	98	97	+1%	+10%	M
Tech News translations (maximum)	23	23	+0%	+21%	M
Global Collaboration newsletter** individual subscriptions	108	108	0%	+1%	M
Global Collaboration newsletter** community subscriptions	8	8	0%	+400%	M
Global Collaboration newsletter** translations (maximum)	9	9	0%	+25%	M

\* No issue in that quarter / \*\* Discontinued as of May 2018.

Type: new, reactive, maintenance