This is a strategic document prepared by the Education team at the Wikimedia Foundation to establish the processes and mechanisms for community collaboration and support in order to grow and strengthen the EduWiki network in FY 21-22. We would like to thank our colleagues Chris Koerner from the Movement Communications team, and Emily Lescak from the Research team for helping us in brainstorming different ways to support our community and helping us identify ways to ensure our community support is inclusive and equitable. We are also suggesting formally establishing the community coined term “EduWiki Network” as a label for those involved in Wikimedia and education activities. It will be used to describe Education Team supported Wikimedia and education-related events and activities (like EduWiki Outreach Collaborators, EduWiki Week, EduWiki Affiliates Meeting, etc.).

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Mission:

Our aim with this community organizing program is to support the Wikimedia community to make an impact in the education sector and innovate new ideas. We do this by offering support structures and participation spaces like the
- monthly EduWiki Affiliates Meeting,
- a yearly virtual event (like Wikidata Education Week in 2020),
- quarterly knowledge-sharing events (EduWiki Live),
- structured volunteer opportunities (EduWiki Outreach Collaborators), and
- a limited number of 1:1 consultations with the Education team.

We foster kindness, respect, care, and empathy for all who join us.

We provide support structures and participation spaces that help the community to thrive by listening to their needs, building community capacity, and fostering communal wellbeing. We make sure that these spaces provide a platform for knowledge sharing in our movement, and that anyone who belongs to our community regardless of race, gender, age and geographical location are welcomed.

We endeavour to enable the community to take ownership of these spaces so that they may proactively collaborate and learn from one another.

Why do we provide these support structures and participation spaces?

The Wikimedia movement is growing. Even during the time of the COVID-19 pandemic, our community has inspired us by innovating and implementing different projects and programs to overcome challenges and to show the value that Wikimedia brings to education.

We provide spaces to:
- Strengthen our bonds with the volunteer community.
- Find collaborators and work towards our common vision and goals.
- Learn from the work of our community and help them share their efforts with others.
- To identify the issues and the challenges that our community members face and provide support or solutions.
- Understand how they tackle challenges.
- Ensure that the underrepresented and unheard voices of our movement have a platform to share their work or to learn from others.
- To foster shared values and practices that grow our engagement in the education sector.

**Strategic Goals:**

Our community support model articulates three goals that we follow to ensure that our work creates an impact for community members.

- **Community Leadership & Engagement**
  To identify and foster leadership within our community so that the education community of volunteers, affiliate staff, and other stakeholders work together to achieve common goals through the formation of partnerships and networks.

- **Community Capacity Building**
  The community has access to resources or are helped to find ways to access resources and provide knowledge-sharing opportunities.

- **Community Ownership**
  Our community spaces are designed for the community. We ensure that the community members are connected to each other so they have a sense of caring and the feeling that they belong here.

**Why should you join these spaces?**

There are so many things happening in our movement that we all can learn from: how Wikimedia affiliates use an affiliate is using Massive Open Online Courses or MOOCs to engage teachers with Wikimedia projects in their region or how a volunteer is using Kiwix to tackle the infrastructural challenge and to ensure that digital learning can happen through offline access. These spaces are safe and you belong here. You bring a new and different perspective to the space. This is not all, you should join these to:

- Learn how to grow your local Wiki community
- Find people to collaborate with
- Find people with shared values
- Learn how to get started organizing activities in the education sector
- And to be a part of the amazing group of people in our movement.
If you are interested in participating in these spaces provided by the Education team, stay updated with the events calendar on Diff. You can find more information on the Community Support page on Meta-Wiki.

**Participation challenges:**

Wikimedia is a global movement. We have community members from all over the world who speak different languages, are based in different geographical locations and face different local or regional challenges. In this document, we have highlighted various participation challenges; some of them are relevant to different individuals, and some are not. We acknowledge the challenges that our community members face while participating in these support spaces, including:

- Accessibility
- Infrastructure
- Language barriers
- Sense of belonging
- Personal workloads and responsibilities
- Timezone
- And many others which we haven’t identified

We assure you that we are working to overcome these barriers and as we grow we will identify more opportunities to have equitable and inclusive access to our spaces. We also rotate the timing of our community support spaces to welcome members from different time zones.

While some of the challenges are easy to tackle, others need a long process to overcome. We are constantly learning through our work and we need to hear from you to identify challenges and help community members to overcome barriers. You can share them with us by writing to us at education[at]wikimedia[dot]org or by putting a post on the team’s Meta page.

**Values:**

Our community support work aligns with the Wikimedia Foundation’s organisation values:

- We believe free knowledge is education. We learn about new perspectives and projects happening and strive for excellence, we seek to continually
improve ourselves, our projects, our communities, our world. We learn from the mistakes that we make and also celebrate our successes.
- Diversity is the key to our work in community support. We welcome **and cherish our differences**, and ensure that the work of our community members from different areas of the world is represented.
- We learn about new perspectives and projects happening in our movement and **we are inspired** by them.
- We identify programs to **work together** and co-develop good practices in the use of Wikimedia projects in the education ecosystem.
- Education team members are consummate professionals. We create a space where people feel safe to express themselves and be heard. We strive for empathy, we accept no less than **civility**.

**Equitable and Inclusive Practices**

- Joining process
- Contribution Barriers
- Motivation and Retention

Our team's guidelines for inclusion:

- We anticipate any formal partners to ensure there is gender equity among project participants as well as among staff and volunteers.
- We intend that our spaces make people welcomed and valued.
- We foster leadership among the Wikimedia & education community that is representative of the diversity of the movement & the world.
- We support partners to reduce barriers to participation for underrepresented groups.
- We prioritize efforts that reduce knowledge gaps on Wikimedia projects.
- We ensure differently-abled people are able to access and use any materials we produce and are able to participate in any activities we sponsor.
- We incentivize translation of the materials we produce to ensure that information is accessible in all UN languages, in addition to as many other languages as possible.
- We ensure there are multiple touchpoints for people to receive support in different regions and languages.
Communications:

Clear communications play a vital role in reaching out to our target audiences. We will use the existing community networks and forms of communication to publicise our events and identify opportunities for collaboration. We currently use and participate in the following channels for our communications.

- On-Wiki: Education Team **Talk Page on Meta**
- Facebook:
  - [Wikimedia Foundation Education Team Page](https://meta.wikimedia.org/wiki/Education_Team)
  - [Wikipedia & Education Facebook Group](https://www.facebook.com/wikimediaeducation) (and some local groups)
- Twitter: [@WikimediaEdu](https://twitter.com/WikimediaEdu)
- Mailing lists:
  - Education Mailing List
  - [Wikimedia-l Mailing List](mailto:wikimedia-l@lists.wikimedia.org)
- Contact: education[at]wikimedia[dot]org

EduWiki Network - Our community

“EduWiki Network” is a term we are proposing as a label for our community, meaning the people around the world who organize, lead, or participate in Wikimedia education activities. We hope that establishing the already used term “EduWiki” as a formal identity will act as a catalyst in strengthening a shared identity built on foundational goals and values. As a global network, we foster opportunities to expand professional connections and knowledge-sharing. All are invited to be part of the “EduWiki Network” including Wikimedia movement organizers, Wikipedia & Education UG, students, Affiliate staff, teachers, educational institutions, EdTech, Allied organizations (like Creative Commons, Open Education Global, UNESCO, etc.), EdTech Organizations, researchers in the Open Education sectors and others.

We will welcome anyone who shares our goal and supports our values to be a part of this network.

Together we will:
- Learn from each other, support each other, and strengthen our network.
- Identify focus areas and long-term goals for advocacy and policy-making.
- Advocate the value of free knowledge in education
- Build capacity in our community, educational institutions, and other actors in the education sector.
Participation and Collaboration Spaces:
Participation and Collaboration Spaces are designed for the community to have a platform to engage, listen, and learn from each other. We aim to connect the community with other actors in the education sector and to share and highlight community work. They include:

EduWiki Affiliate Meetings
The Education affiliate meeting is the space to discuss the ongoing work of recognized Wikimedia Movement chapters, user groups, and thematic organizations that have full-time or part-time education staff or who can send a designated representative. It exists to facilitate collaboration on shared goals or workflows if they exist.

Values:
These values were drafted and agreed upon by regular meeting participants in August 2021.

1. **We believe in knowledge sharing**, we learn from each other and support each other to help them grow or overcome barriers.
2. **We belong here**, we work for a common goal and vision. We bond with each other to learn their perspectives and accept constructive criticism.
3. **We find opportunities to collaborate**, the diversity of our movement is our biggest asset, everyone brings different skills and perspectives, working together we make our projects successful or analyse and overcome the barriers.

Practices:
These practices were drafted and agreed upon by regular meeting participants in August 2021.

**Create**: We create or innovate best practices or projects in our movement.

**Connect**: We provide a safe space for our community members to connect with each other.
Collaborate: We collaborate with our community members to gain their knowledge while working together.

Learn: We learn from each other, from their work, from their experiences, and from the best practices in our movement.

Share: We share our work, we share our learnings, our challenges from our work.

Process:
We regularly reach out to the Affiliate Network to learn about new staff, and to invite designated representatives to this meeting. We will continue hosting the Education Affiliates Meeting on the second Tuesday of each month. We aim to provide two different timings for the members to attend this meeting, which will alternate every other month.

FAQ:
How is the Education Affiliate Meeting different from the other participation spaces?
The Education Affiliates Meeting provides a safe and open space for representatives of recognized Wikimedia Movement affiliate organizations to discuss their ideas and share their learnings. It encourages active discussion in a welcoming environment. It aims to provide support to the members to achieve their strategic goals through collaboration, learning, and sharing. We encourage participants to share in decision making and collaboratively support the movement.

I am an individual volunteer. Can I join the Education Affiliates Meeting?
No, though there are other spaces for individual volunteers. They can join regional meetings hosted by the EduWiki Outreach Collaborators, Global EduWiki Live or reach out to the education team for a 1:1 consultation. We also encourage everyone, including individual volunteers to join the regular meetings hosted by the Wikipedia + Education User Group. The Wikimedia Education Affiliates Meeting is designed for representatives of Wikimedia Movement affiliate organizations that have Education as one of their strategic goals, with ongoing programs, and/or dedicated staff or volunteers in charge of this work.

What shall I expect in this meeting?
This is a shared learning space where we celebrate our success and support our fellow colleagues in their work. We talk about the challenges, and also about the opportunities ahead. It is attended by diverse groups of people bringing various
perspectives and knowledge with them, and there is always a learning opportunity for all of us.

**What can I share in this meeting?**
We assure you that this is a safe space where you can share the work that is happening at your organization and the barriers that stop you from achieving your goals. You can seek help from your fellow colleagues or just be a listener.

**EduWiki Live**

EduWiki Live is a live, virtual meeting that is dedicated to facilitating conversations between Education Sector leaders and our Wikimedia community and supporting "real-time" conversations about the community's questions.

**Values:**
1. **We provide safe spaces for the growth of our community**, learn about actors in the education sector, why Wikimedia matters to them, and how to work with them towards the movement strategy goals.
2. **We believe in knowledge sharing**, we learn from each other and support each other to grow and overcome barriers.
3. **We develop trust**, you can learn more about the education team's work, understand how your work aligns with the global education goals.

**Process:**
EduWiki Live will be organised once a quarter. We will advertise the event on our communication channels. The mode of participation will be Zoom. We aim to provide language interpretation for these events depending on the request of the audience.

**How is it different from the Office Hours?**
EduWiki Live is a successor to Office Hours. EduWiki Live will focus more on bringing together the Wikimedia Community with Education Sector actors, in order to learn and share perspectives. The format will also allow for more participation and engagement in multiple languages.
Who can join the event?
It is open for everyone to participate! This event isn’t just for seasoned community members or affiliates. Anyone who has an open mind to listen, share, and learn from others can be a part of this event.

How is it different from the Open Education meeting by the Wikipedia Education UG?
This meeting aims to serve as a bridge between our community and the education sector. Join this meeting if you want to engage in deep dives into interesting topics about global education from a Wikimedia movement perspective!

I know of someone from my region who could be a good speaker for this event. How could I suggest their name?
We encourage you to nominate champions from your region or community to speak during these events. You can write to spatnaik[at]wikimedia[dot]org for the nominations.

Regional Meetups
Regional education meetings are planned by the community specialists of the EduWiki Outreach Collaborators and the Education team. We are using this as an opportunity to strengthen the EduWiki network, encourage regional cooperation, explore collaboration opportunities, and identify common practices or challenges that are faced by our community in different regions of the world. Community members can present their work, seek collaboration, listen to others, and connect with other Education actors.

If you’d like to have us attend your regional meetup check the mailing list or the Diff Calendar for dates and times

EduWiki Week
Edu Wiki Week is a virtual celebration of Free Knowledge in education. It aims to showcase the value of the Wikimedia projects in education, and the amazing work of our EduWiki community and allied organisations.
Values:

1. **We provide safe spaces for the growth of our community**, to learn about different Wikimedia and education activities happening around our movement, and find solutions to your challenges and share your work.
2. **We believe in knowledge sharing**, we learn from each other and support each other to help them grow or overcome barriers and tackle challenges.
3. **We provide opportunities to work together**, we aim to provide space for synchronous and asynchronous collaboration for our community members to bring their perspectives and experiences to our work.
4. **We believe in altruism**, we care deeply about our community and our vision, we help others to grow, and use evidence and reason to figure out how best to do so.

Process:

We aim to organise this event with support from our community. This will be an annual celebration. The event will be designed by volunteers, affiliate staff, and EduWiki Outreach Collaborators, with support from the Education team.

Specialized support

EduWiki Outreach Collaborators

**EduWiki Outreach Collaborators or EWOC** are a dynamic group of Wikimedians who collaborate with the education team at the Wikimedia Foundation to provide support, effective collaboration, and learning opportunities for the education community in the Wikimedia movement. As a shared-learning group, the EWOC commits to support volunteers in the movement with better networking, communication practices for growth, and to work together to spread awareness on the value of Wikimedia in education. Please check the EWOC Strategy document for more information.

Values:

1. **We cherish the diversity of our movement**, diversity is the key to our movement, we come from different cultural, social, and geographical
backgrounds working together to achieve a common goal to make the sum of all human knowledge available for free to everyone.

2. **We believe in sharing and learning from each other**, we accept challenges and identify ways to overcome them collaboratively and we support and learn from each other.

3. **We are inspired by the work of our community**, we innovate with new ideas to explore various ways to achieve our goals.

**Strategic goals:**

- **Capacity building:** Capacity building is a core goal of our work. The EWOC team will support capacity building for our EduWiki community of practice.
  - Provide onboarding support, training, workshops
- **Collaboration opportunities:** We are committed to working together to achieve our goals and to foster opportunities to collaborate with people in our movement whose voices are often unheard and underrepresented.
- **Communication and Storytelling:** We will structure our engagement channels and communications to ensure smooth information-sharing practices to reach a wider audience in our movement.
- **Awareness:** We will ensure that our work shows the value of Wikimedia in education. We will highlight the activities of the EWOC members for others in the movement to be aware of their work.
- **Representation:** We will ensure volunteers of the small projects in our movement are represented in the activities run by the EWOC.

**Consultations**

The Education Team plans to offer a limited number of 1:1 consultations. The purpose is to help the community get answers to specific questions, or tap into the various expertise of the Wikimedia Foundation Education Team.

**Process:**

The Education Team aims to support the community with personalized and specific advice and recommendations to the extent we are able. 1:1 consultations are for deep diving into specific questions and challenges with our staff who have expertise in various areas like education policy, instructional design, program evaluation, and community organizing.

We offer a limited number of 1:1 consultations each month, depending on the bandwidth of the team. We ask that those requesting 1:1 consultations make use of
other community spaces first, like regional meetups, or the Affiliates meetings before requesting a 1:1 consultation.

FAQ:
Who can request a 1:1 consultation?
Anyone can request a 1:1 session. Please note that we cannot guarantee we are able to accommodate your request.

When should I request a 1:1 consultation?
Requesting a 1:1 consultation is appropriate when you have already sought support in other spaces like the regional meetups or the Education Affiliates meeting, and you need more personalized and specific support around your ideas and projects for Wikimedia in Education.

How do I sign up for a 1:1 consultation?
To sign up for a consultation visit the Education teams’ Calendly. You can review the expertise of our team staff and book a meeting with one of the team members. If you are not sure who can best support you, then explain what you’re looking for in the Calendly booking and we will set you up with the right person.

Can I reach out to individual staff to get 1:1 instead of Calendly?
No, in order to set up a 1:1 consultation with staff on the education team, you should use the Calendly link provided.

What languages can I opt for to request for 1:1 consultations?
If you aren’t comfortable speaking English, please let us know and we will do our best to find accommodation.

Endorsements & Special Requests

Endorsements
Sometimes the Education Team at the Wikimedia Foundation receives requests from the community to endorse their Wikimedia education initiatives in order to secure a partner or gain recognition in the education sector. The team will endorse community initiatives on a case by case basis. The endorsement will be in the form of a letter of recognition on Wikimedia Foundation letterhead signed by the Senior Manager for Education. To request an endorsement please complete this form at least 2 weeks in advance of the date needed.
What is an endorsement?
An endorsement is a formal recognition of a Wikimedia community education project or activity issued by the Education Team at the Wikimedia Foundation.

Who can request an endorsement?
Anyone who is implementing a Wikimedia and education project or activity that aligns with these guidelines, including those who have received grant funding from the Wikimedia Foundation.

Special Requests

Sometimes the Education Team receives special requests to participate in an event, lead a workshop, or co-author an academic article. Considering that our team is very small (4 people that support a global community!) we ask that any such request be given at least 1 month in advance. Unfortunately, we cannot accommodate every request that we receive, as we need to ensure we are able to equitably and inclusively support our global community. We will do our best to support as many as we can and to refer those we cannot support to others who may be able to meet the need.
Recommendations

This document is the summary of a two days workshop organized by the Education team with the staff of the Movement Comms team and the Research team. The staff have provided some recommendations based on the organizational history, organizational knowledge and perspective from global practices.

- To prepare an onboarding document for the newcomers in the movement. To welcome them individually and share the sense of belonging in our work.
- Provide regular opportunities for community members to ask questions.
- To identify groups in order to encourage them to participate in the spaces.
- To perform regular programming audits to ensure that programs meet the needs of our community members.
- To strategize how UG should take on some of the community organizing roles that the Education team is currently playing.
- Invite more professionals from the Education sector to interact with our communities.
- Provide clear communication and processes to request support from the Education team.
- Connect the community with regional grant committees.
- Individual outreach to underrepresented places.
- Connect the community with professional societies, like the National Teachers Association or the Ministry of Education.
- Rotation Curation or Rocur account for affiliate staff, to take over the WikimediaEdu account for two weeks. Share their work, share their stories.
- Highlight the work of affiliate staff in the Education newsletter.