Wikimedia Summit 2019
Results of the feedback survey

Wikimedia Summit 2019
Data Collection & Method

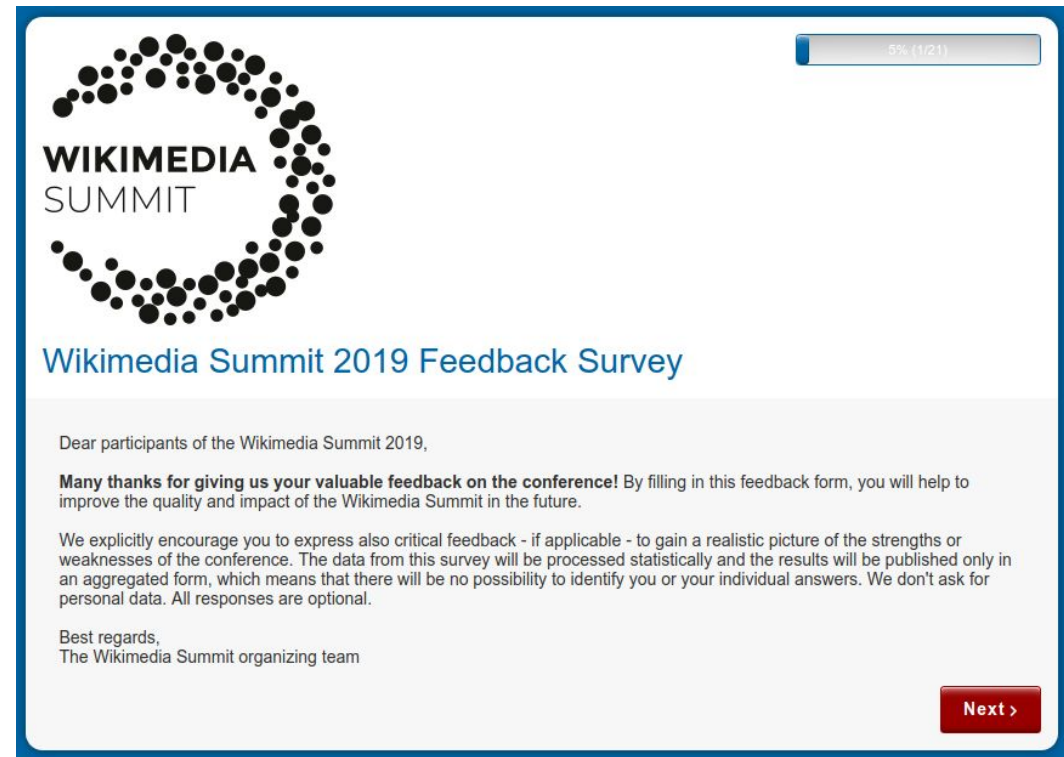## Method:

- Online feedback survey via LamaPoll
- Questionnaire available on Wikimedia Commons

Data Collection

- March 31st - April 14th 2019 (after closing of the Wikimedia Summit)
- Conference participants (registration): 210
- Participants invited to the survey via email: 210
- Two reminder emails
- Participation: n=153 → 73 % of conference participants (2018 survey: 62% of participants)
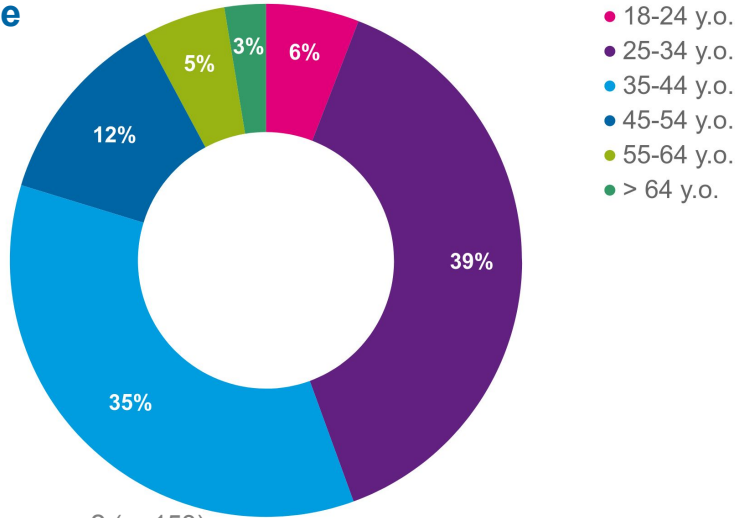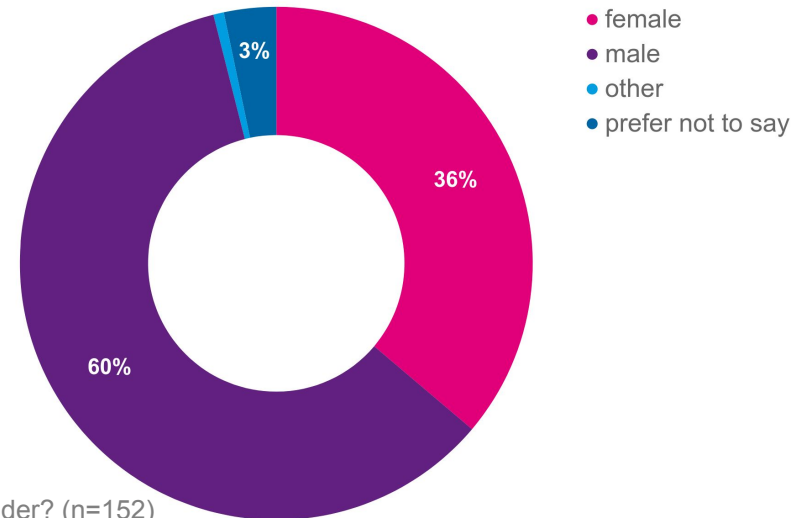

WIKIMEDIA SUMMIT

Wikimedia Summit 2019 Feedback Survey

Dear participants of the Wikimedia Summit 2019,

Many thanks for giving us your valuable feedback on the conference! By filling in this feedback form, you will help to improve the quality and impact of the Wikimedia Summit in the future.

We explicitly encourage you to express also critical feedback - if applicable - to gain a realistic picture of the strengths or weaknesses of the conference. The data from this survey will be processed statistically and the results will be published only in an aggregated form, which means that there will be no possibility to identify you or your individual answers. We don't ask for personal data. All responses are optional.

Best regards,
The Wikimedia Summit organizing team

Next ›

Wikimedia Summit 2019
Background of Respondents

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Wikimedia Summit 2019
Background of Respondents

Q1: Age

- 18-24 y.o.
- 25-34 y.o.
- 35-44 y.o.
- 45-54 y.o.
- 55-64 y.o.
- > 64 y.o.

6%
39%
35%
12%
5%
3%

Q1: What's your age? (n=153)

Q2: Gender

- female
- male
- other
- prefer not to say

3%
36%
60%

Q2: What is your gender? (n=152)

Q3: Main Role at the conference

- Rep of WM affiliate
- Rep of WMF
- Rep of WM committee (FDC, Affcom etc.)
- Member of Working Group
- Other

4%
19%
6%
11%
60%
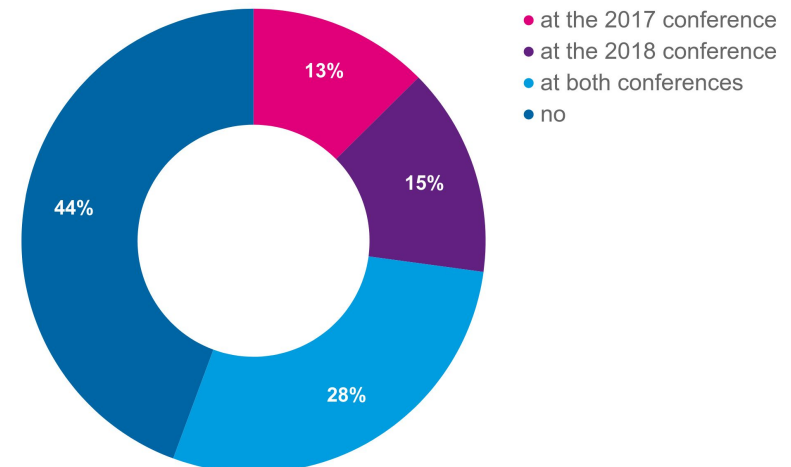
Q3:What's your main role why you attended this conference?(n=150)

Q5: Past attendances

- at the 2017 conference
- at the 2018 conference
- at both conferences
- no

13%
15%
44%
28%

Q5: Have you participated in the Movement Strategy discussions held at "Wikimedia Conference 2017" and/or "Wikimedia Conference 2018"? (n=151)

Wikimedia Summit 2019
Summary 1: Background of Respondents

Background of participants:

- The age distribution of this year's respondents was similar to the previous years, with the majority coming from the age groups 25-34 y.o. (39%) and 35-44 y.o. (35%).

- The proportion of female respondents (36%) was slightly lower than last year (2018: 38%; 2017: 30%; 2016: 31%).

- 44% of this years respondents had not been involved in the Movement Strategy discussions at the 2017 or the 2018 Wikimedia Conference.
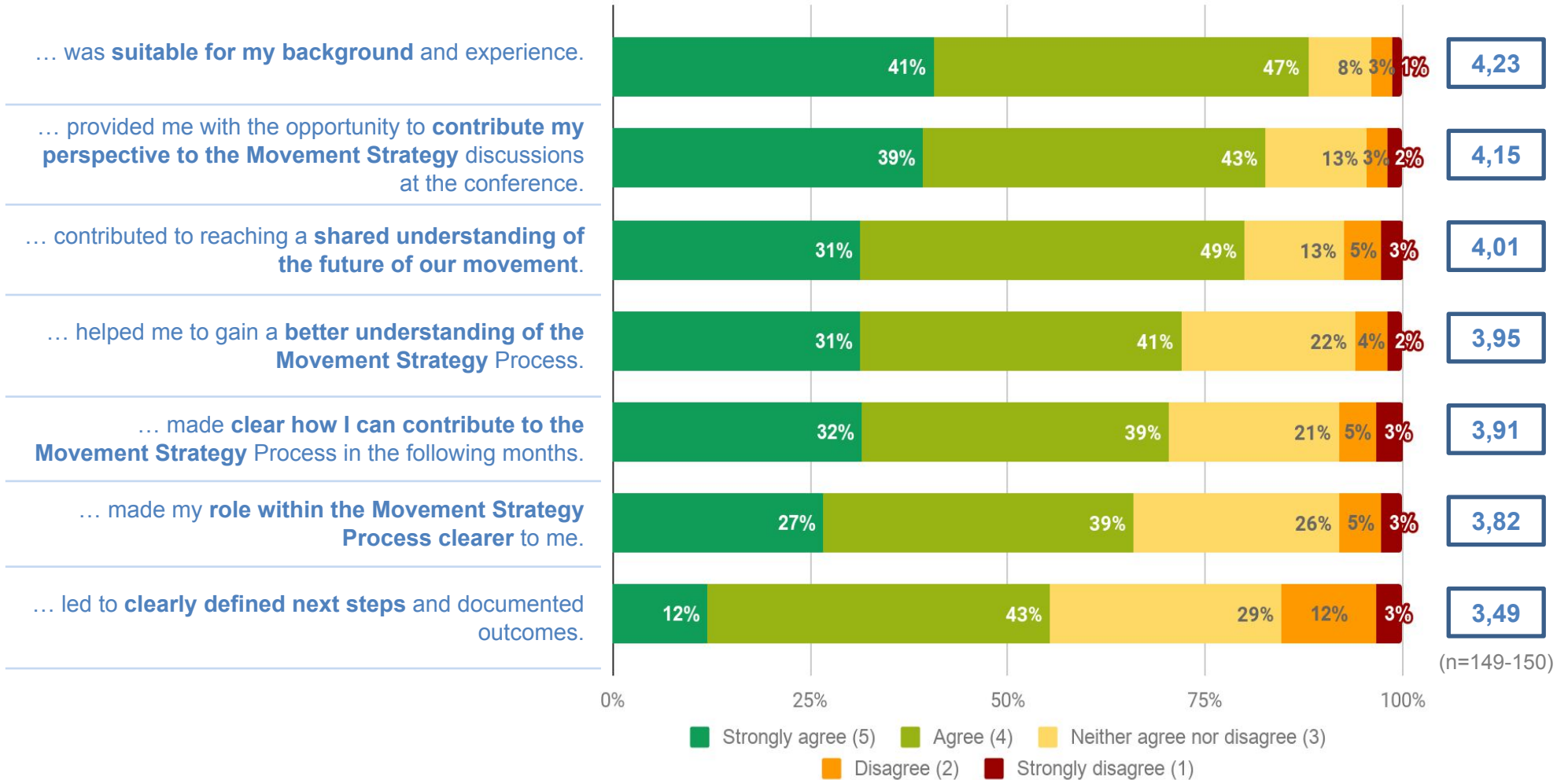
Wikimedia Summit 2019
Evaluation of Content & Program

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Wikimedia Summit 2019
Content [all participants]

WIKIMEDIA SUMMIT

Q6: Regarding the Wikimedia Summit 2019: How do you agree or disagree with the following statements?

Ø

Statement	Strongly agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Strongly disagree (1)	Ø
… was **suitable for my background** and experience.	41%	47%	8%	3%	1%	**4,23**
… provided me with the opportunity to **contribute my perspective to the Movement Strategy** discussions at the conference.	39%	43%	13%	3%	2%	**4,15**
… contributed to reaching a **shared understanding of the future of our movement**.	31%	49%	13%	5%	3%	**4,01**
… helped me to gain a **better understanding of the Movement Strategy** Process.	31%	41%	22%	4%	2%	**3,95**
… made **clear how I can contribute to the Movement Strategy** Process in the following months.	32%	39%	21%	5%	3%	**3,91**
… made my **role within the Movement Strategy Process clearer** to me.	27%	39%	26%	5%	3%	**3,82**
… led to **clearly defined next steps** and documented outcomes.	12%	43%	29%	12%	3%	**3,49**

(n=149-150)

0%　25%　50%　75%　100%

- Strongly agree (5)
- Agree (4)
- Neither agree nor disagree (3)
- Disagree (2)
- Strongly disagree (1)

Wikimedia Summit 2019

Content [Filter: WMF & Affiliate Representatives only]

WIKIMEDIA SUMMIT

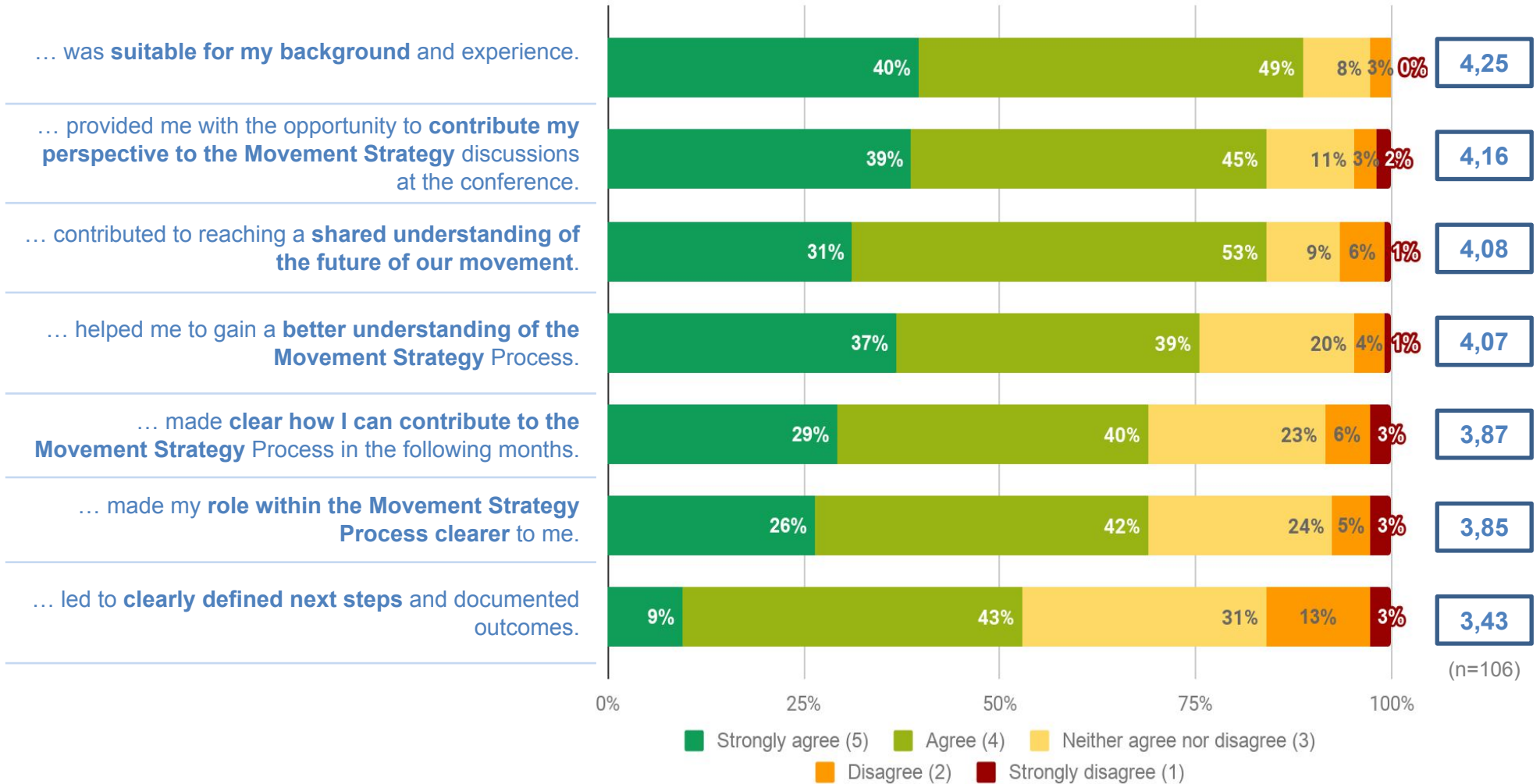Q6: Regarding the Wikimedia Summit 2019: How do you agree or disagree with the following statements?

Ø

… was **suitable for my background** and experience.
| 40% | 49% | 8% | 3% | 0% |

4,25

… provided me with the opportunity to **contribute my perspective to the Movement Strategy** discussions at the conference.
| 39% | 45% | 11% | 3% | 2% |

4,16

… contributed to reaching a **shared understanding of the future of our movement**.
| 31% | 53% | 9% | 6% | 1% |

4,08

… helped me to gain a **better understanding of the Movement Strategy** Process.
| 37% | 39% | 20% | 4% | 1% |

4,07

… made **clear how I can contribute to the Movement Strategy** Process in the following months.
| 29% | 40% | 23% | 6% | 3% |

3,87

… made my **role within the Movement Strategy Process clearer** to me.
| 26% | 42% | 24% | 5% | 3% |

3,85

… led to **clearly defined next steps** and documented outcomes.
| 9% | 43% | 31% | 13% | 3% |

3,43

(n=106)

0%   25%   50%   75%   100%

■ Strongly agree (5) ■ Agree (4) ■ Neither agree nor disagree (3)
■ Disagree (2) ■ Strongly disagree (1)

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Wikimedia Summit 2019
Content [Filter: Working Group members only]

Q6: Regarding the Wikimedia Summit 2019: To what extent do you agree or disagree with the following statements?

Ø

... was **suitable for my background** and experience.

| 39% | 48% | 5% | 5% | 3% |

4,15

... provided me with the opportunity to **contribute my perspective to the Movement Strategy** discussions at the conference.

| 36% | 46% | 13% | 3% | 2% |

4,11

... contributed to reaching a **shared understanding of the future of our movement**.

| 26% | 44% | 16% | 7% | 7% |

3,77

... helped me to gain a **better understanding of the Movement Strategy** Process.

| 20% | 38% | 33% | 5% | 5% |

3,62

... made **clear how I can contribute to the Movement Strategy** Process in the following months.

| 31% | 43% | 18% | 2% | 7% |

3,90

... made my **role within the Movement Strategy Process clearer** to me.
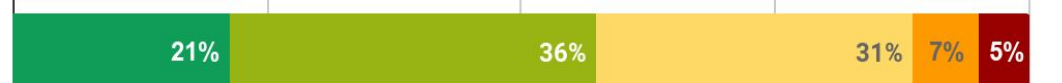
| 21% | 36% | 31% | 7% | 5% |

3,62

... led to **clearly defined next steps** and documented outcomes.

| 15% | 48% | 20% | 13% | 5% |

3,54

(n=61)

0%   25%   50%   75%   100%

■ Strongly agree (5)   ■ Agree (4)   ■ Neither agree nor disagree (3)
■ Disagree (2)   ■ Strongly disagree (1)

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Wikimedia Summit 2019
Program - Overall Evaluation

Q10: Overall, how satisfied are you with the program of the Wikimedia Summit? (n=146)

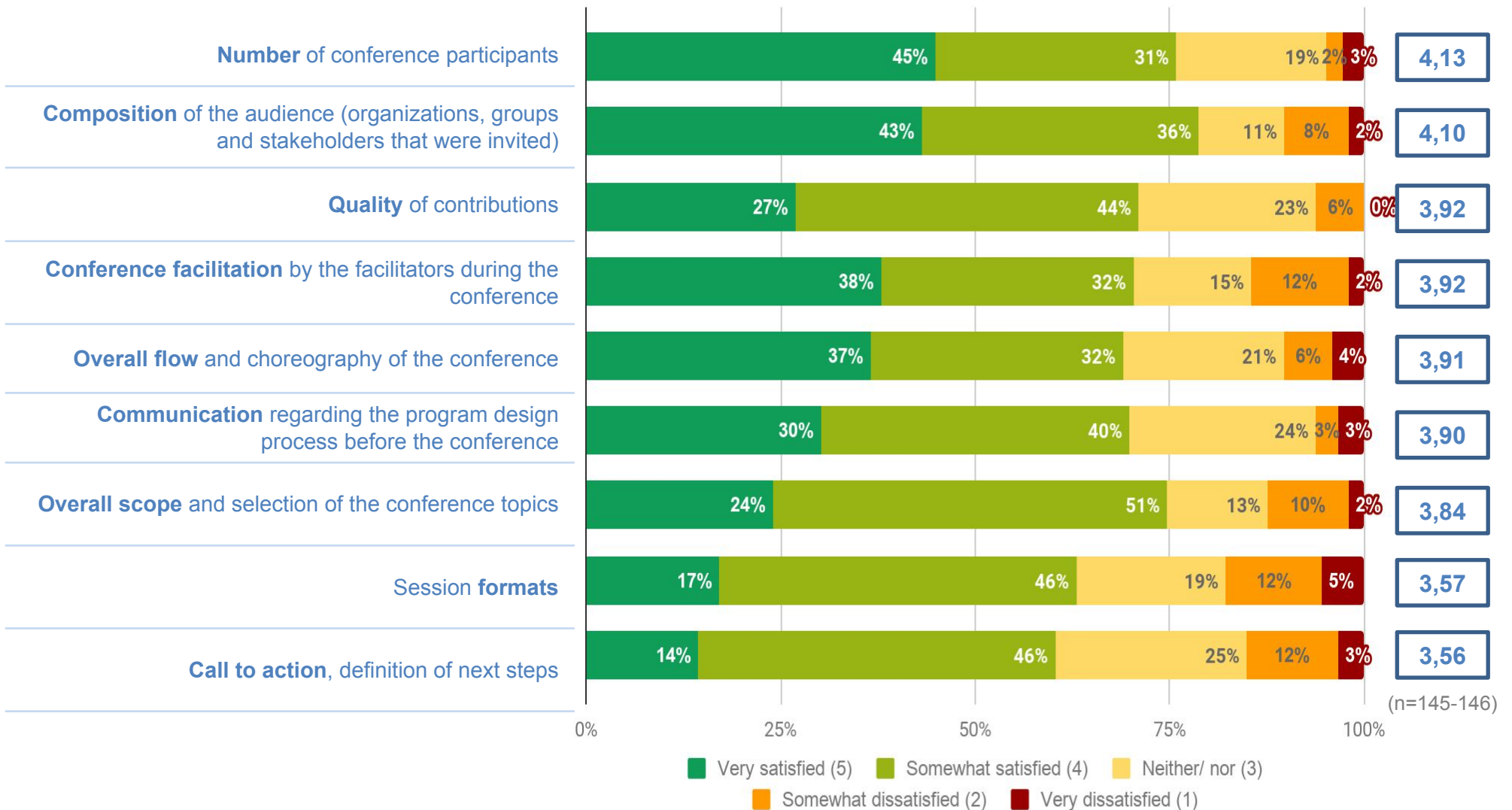
- very satisfied
- somewhat satisfied
- neither/ nor
- somewhat dissatisfied
- very dissatisfied

26%

48%

11%

10%

5%
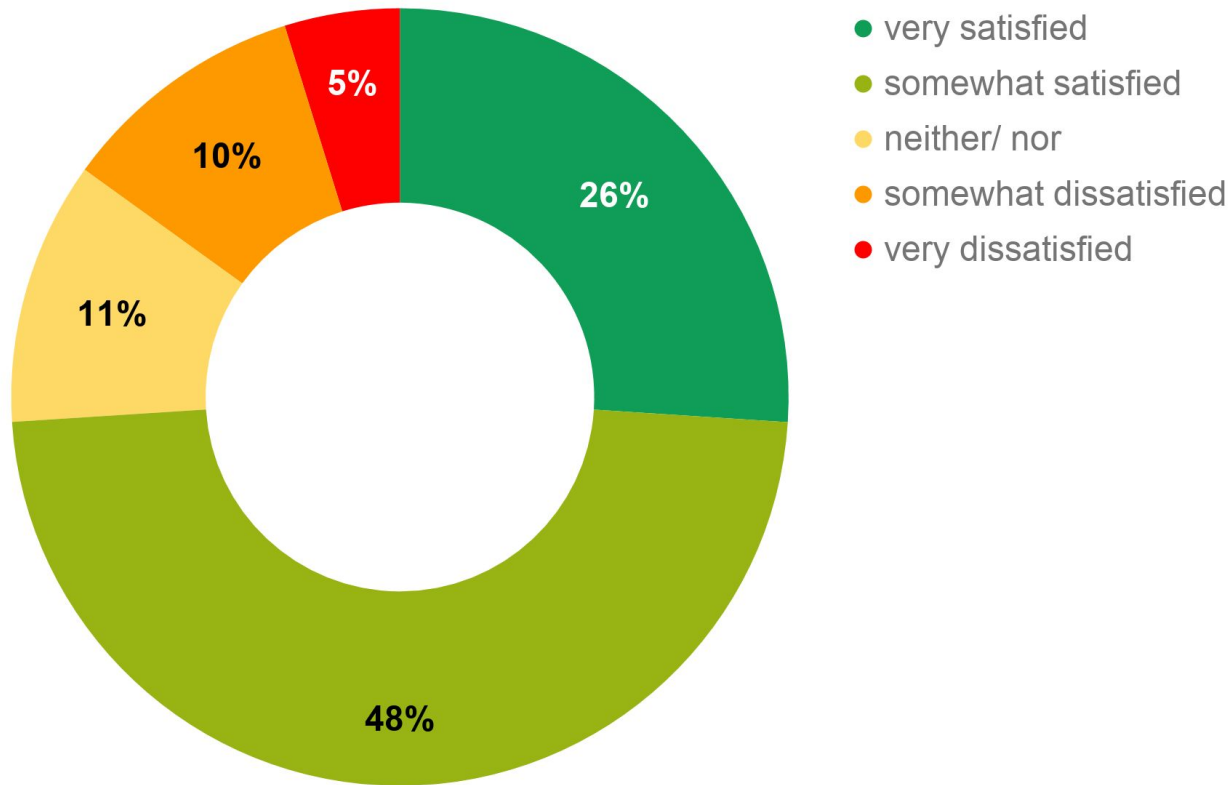
Wikimedia Summit 2019
Program - Details

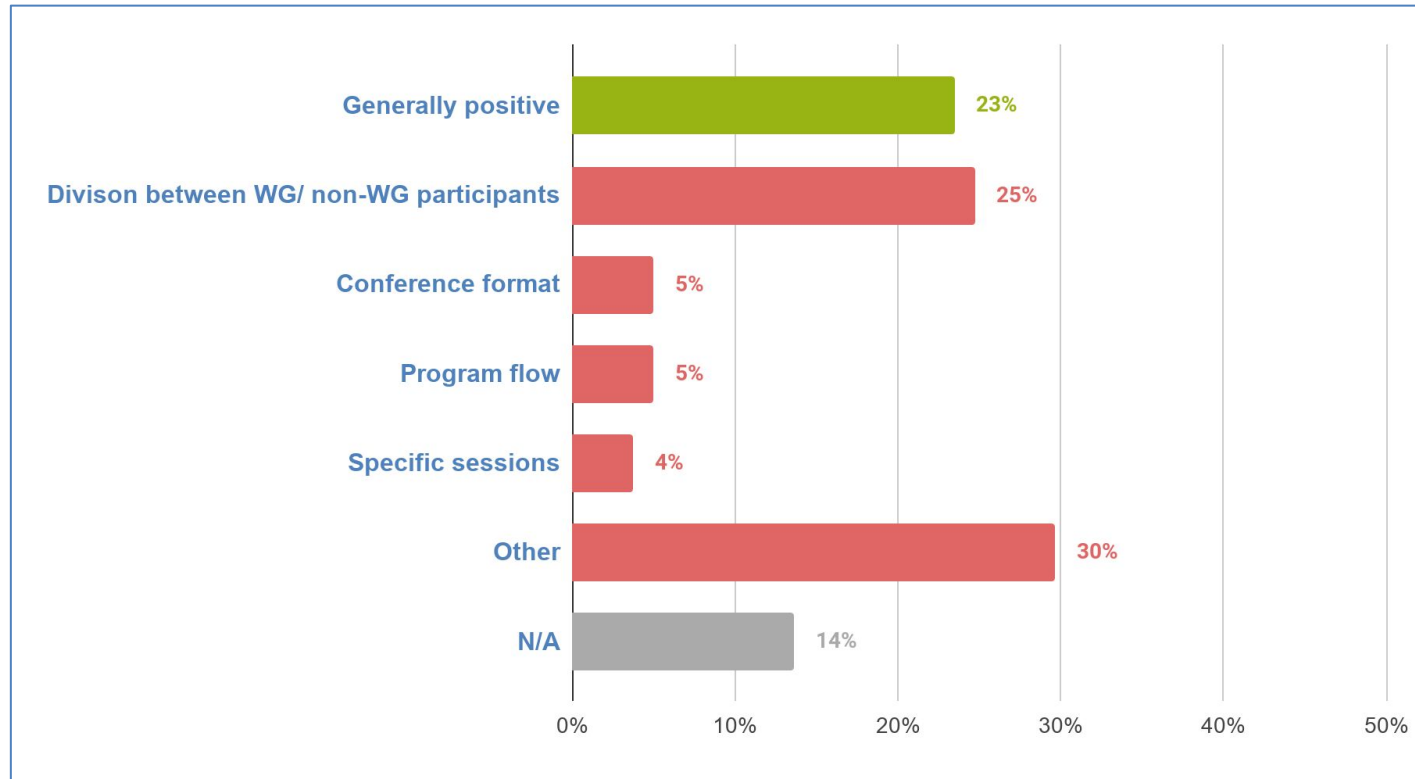Q11: How satisfied were you with the following aspects of the conference?

Ø

Aspect	Very satisfied (5)	Somewhat satisfied (4)	Neither/ nor (3)	Somewhat dissatisfied (2)	Very dissatisfied (1)	Ø
Number of conference participants	45%	31%	19%	2%	3%	4,13
Composition of the audience (organizations, groups and stakeholders that were invited)	43%	36%	11%	8%	2%	4,10
Quality of contributions	27%	44%	23%	6%	0%	3,92
Conference facilitation by the facilitators during the conference	38%	32%	15%	12%	2%	3,92
Overall flow and choreography of the conference	37%	32%	21%	6%	4%	3,91
Communication regarding the program design process before the conference	30%	40%	24%	3%	3%	3,90
Overall scope and selection of the conference topics	24%	51%	13%	10%	2%	3,84
Session **formats**	17%	46%	19%	12%	5%	3,57
Call to action, definition of next steps	14%	46%	25%	12%	3%	3,56

(n=145-146)

■ Very satisfied (5) ■ Somewhat satisfied (4) ■ Neither/ nor (3)
■ Somewhat dissatisfied (2) ■ Very dissatisfied (1)

Wikimedia Summit 2019
Content/ Program - Further Remarks

Q12: Further remarks on content and program of the conference. [open question, n=81, multiple answers]

Category	Percentage
Generally positive	23%
Divison between WG/ non-WG participants	25%
Conference format	5%
Program flow	5%
Specific sessions	4%
Other	30%
N/A	14%

In the open comments, several participants expressed their regret or dissatisfaction with the division between working groups and non-working group participants in the program.

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Wikimedia Summit 2019
Summary 2: Content & Program

Content / Program:

- The majority of the respondents judged the conference as suitable for their background (88% 'agree' or 'strongly agree'), as providing an opportunity to contribute one's perspective on Movement Strategy (82%), as contributing to a shared understanding of the future of our movement (80%) or for gaining a better understanding of the Movement Strategy Process (72%).

- Overall, 74% of the respondents showed themselves as 'very satisfied' (26%) or 'somewhat satisfied' (48%) with the program of the Summit. On the other hand, 15% felt at least somewhat dissatisfied with the program.

- 76% showed themselves as satisfied with the size of the conference, and 79% as satisfied with the composition of the audience. Slightly lower ratings were given for 'Quality of contributions' (71%), 'Conference facilitation' (70%), 'Communication regarding program design process' (70%) and 'Overall flow of the conference' (69%).

- Session formats received some criticism (63% satisfied). The aspect of a clear call to action / definition of next steps (60% satisfied) was again one challenge of the conference.

- Most respondents valued the large in-person time slots, both with the 9 working groups of the Movement Strategy process, as well as with the Core Team of the Movement Strategy Process. Some mentioned also how valuable it was to have all the scoping documents available online before the event, and as a printed version at the event itself.

- Several respondents expressed their regret or dissatisfaction with the strong division between working groups and non-working group participants throughout the program.

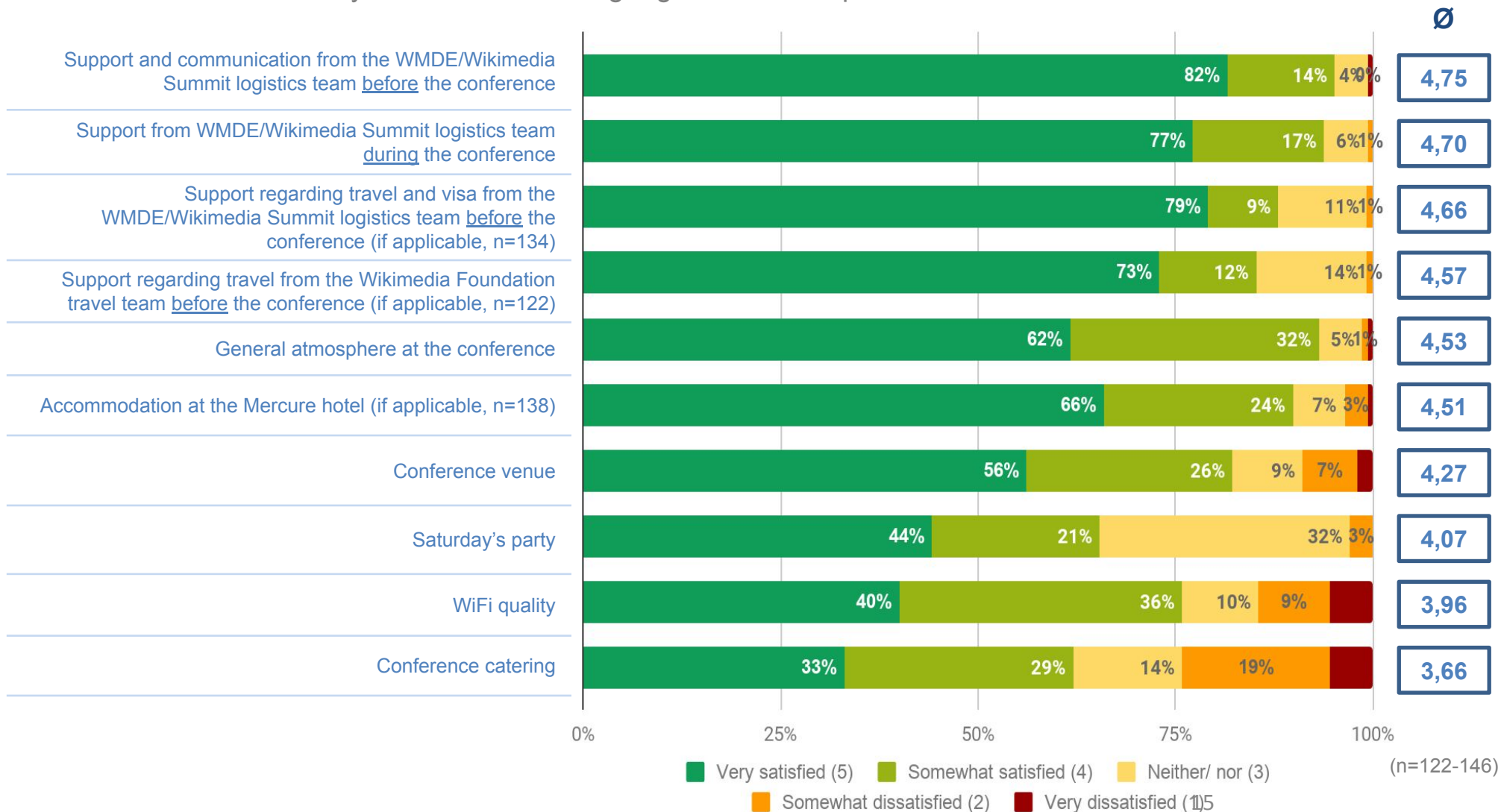# Wikimedia Summit 2019
Organizational & Social Aspects

Jason Krüger for Wikimedia Deutschland e.V., via Wikimedia Commons, CC BY-SA 4.0

Wikimedia Summit 2019
Organizational Aspects

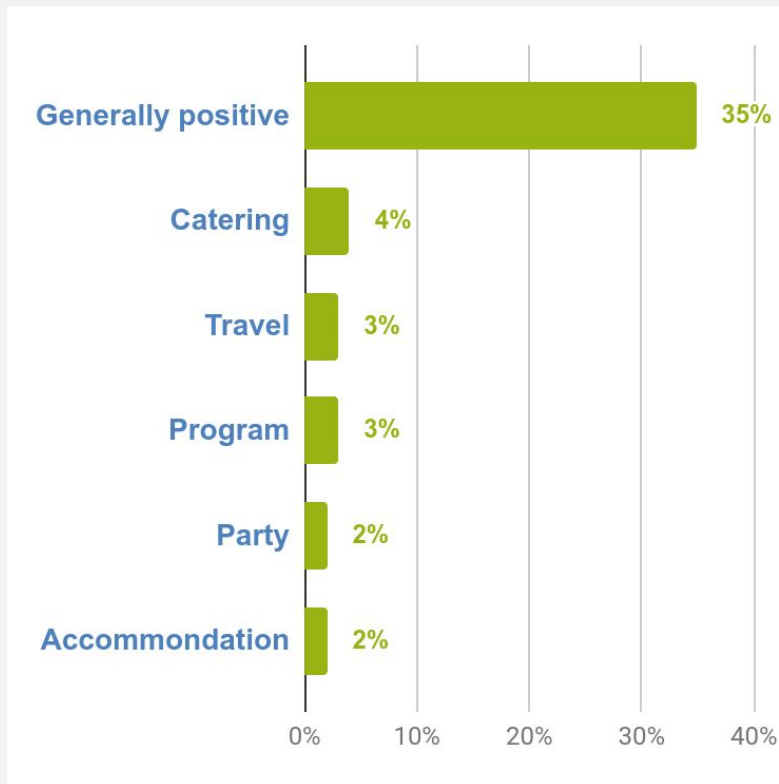Q14: How satisfied were your with the following organizational aspects of the conference?

Ø

Aspect		Ø
Support and communication from the WMDE/Wikimedia Summit logistics team <u>before</u> the conference	82% · 14% · 4% · 0%	4,75
Support from WMDE/Wikimedia Summit logistics team <u>during</u> the conference	77% · 17% · 6% · 1%	4,70
Support regarding travel and visa from the WMDE/Wikimedia Summit logistics team <u>before</u> the conference (if applicable, n=134)	79% · 9% · 11% · 1%	4,66
Support regarding travel from the Wikimedia Foundation travel team <u>before</u> the conference (if applicable, n=122)	73% · 12% · 14% · 1%	4,57
General atmosphere at the conference	62% · 32% · 5% · 1%	4,53
Accommodation at the Mercure hotel (if applicable, n=138)	66% · 24% · 7% · 3%	4,51
Conference venue	56% · 26% · 9% · 7%	4,27
Saturday's party	44% · 21% · 32% · 3%	4,07
WiFi quality	40% · 36% · 10% · 9%	3,96
Conference catering	33% · 29% · 14% · 19%	3,66

0% 25% 50% 75% 100%

■ Very satisfied (5) ■ Somewhat satisfied (4) ■ Neither/ nor (3)
■ Somewhat dissatisfied (2) ■ Very dissatisfied (1)

(n=122-146)

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Wikimedia Summit 2019
Organizational - Further Remarks

Q15: Do you have further remarks on organizational aspects of the conference? [open questions, n=66, multiple answers]

Positive

Generally positive	35%
Catering	4%
Travel	3%
Program	3%
Party	2%
Accommondation	2%

Negative

Other Negative	14%
Venue	12%
Catering	9%
Party	5%
Program	3%
Wifi	3%

16
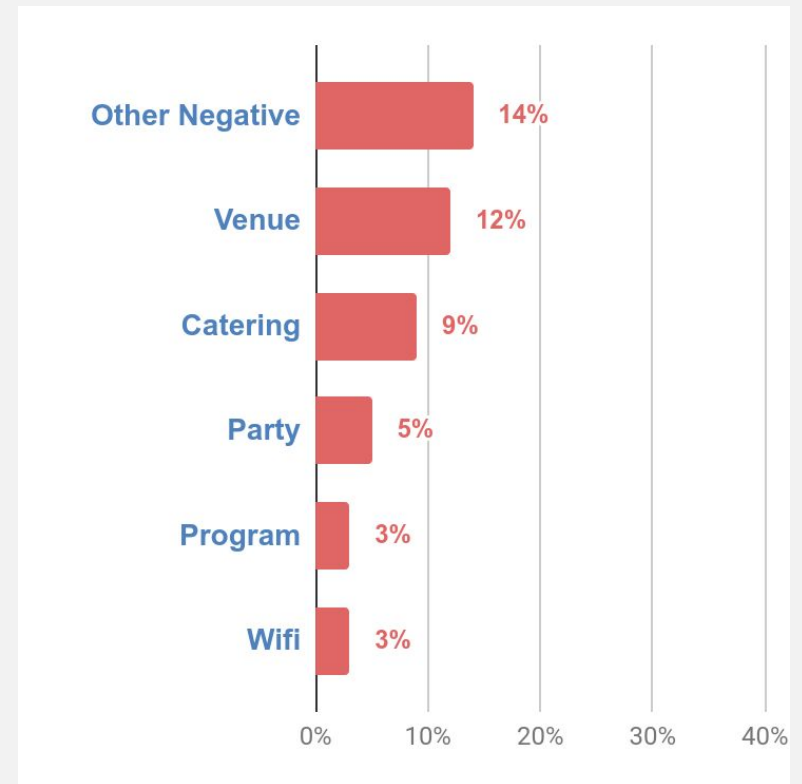
Wikimedia Summit 2019
Social Aspects

Q13: To what extent do you agree or disagree with the following statements? The conference...

Ø

Statement	Ø
… helped me to have good conversations	4,62
… helped me to make new friends	4,45
… helped me to get a better understanding of each other's views about our movement	4,32
… helped me to reduce tensions and misunderstandings with other participants	3,90

… helped me to have good conversations: 68%, 27%, 4%, 1%

… helped me to make new friends: 57%, 32%, 10%, 1%

… helped me to get a better understanding of each other's views about our movement: 48%, 40%, 8%, 4%

… helped me to reduce tensions and misunderstandings with other participants: 23%, 47%, 25%, 4%

(n=145-146)

Legend: Strongly agree (5) | Agree (4) | Neither agree nor disagree (3) | Disagree (2) | Strongly disagree (1)

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Wikimedia Summit 2019
Summary 3: Organizational & Social Aspects

Organizational Aspects:

- As in the previous years, the organizational aspects of the 2019 conference received excellent ratings: especially the support by the WMDE/ Wikimedia Summit logistics team **before** (82% 'very satisfied', 14% 'somewhat satisfied') and **during** the conference (77% 'very satisfied', 17% 'somewhat satisfied') or the team's help with travel and visa (79% 'very satisfied', 9% 'somewhat satisfied') were positively highlighted.

- The general atmosphere at the conference was perceived as good (62% 'very satisfied', 32% 'somewhat satisfied').

- The catering received more criticism than in previous years (62% satisfied vs. 24% dissatisfied). The conference venue was also evaluated partly critical, especially with regards to the limited room settings for small group meetings and informal gatherings.

Social Aspects:

- Meeting the other participants at the conference helped to have good conversations (95% 'strongly agree' or 'agree'), to make new friends (89%), to understand each other's views about the movement better (88%), but only partly to reduce some tensions (70%).

Wikimedia Summit 2019
Overall Evaluation

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Wikimedia Summit 2019
Overall Evaluation

Q9: Meeting Expectations
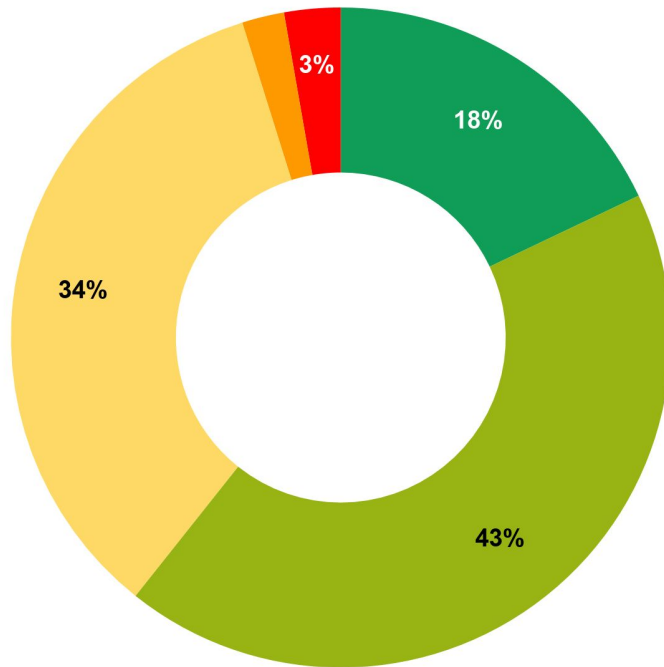
- exceeded
- fully met
- partly met/ partly not met
- rather not met
- not met at all

18%

3%

34%

43%

Q18: Overall Rating
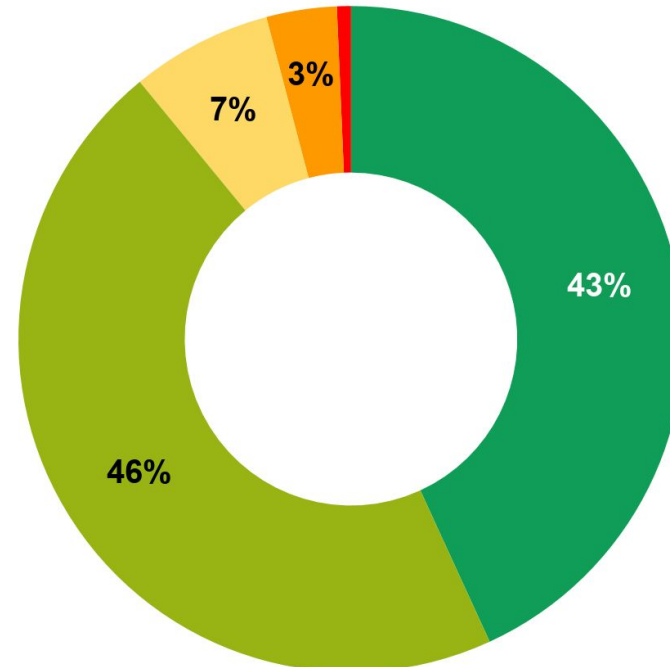
- Very good
- Rather good
- Neither/ nor
- Rather bad
- Very bad

43%

3%

7%

46%

Q9: Regarding your expectations before the conference: My expectations towards the conference were … (n=145)

Q18: Finally, what is your overall rating of the conference? (n=146)

▶▶ **Summarizing, 89% of the participants evaluated the conference as "good" or "very good", but not all prior expectations were met - presumably also due to the novel nature of the conference' concept.**

Wikimedia Summit 2019
Main Benefit for Participants*

Q8: From your perspective: What were the three main benefits of attending the conference? [open question, n=132, multiple answers]
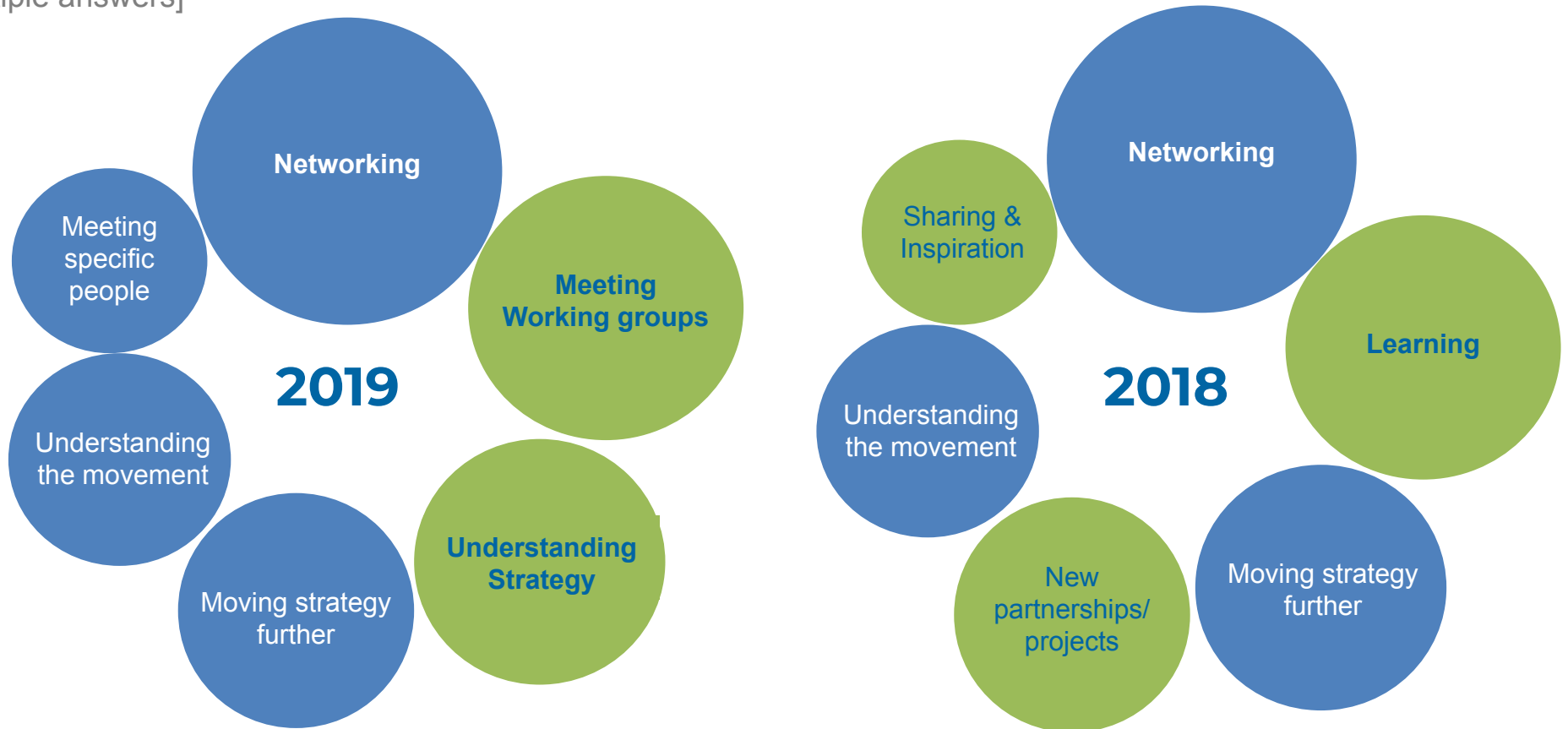
Main benefit profiles, comparison between Wikimedia Summit 2019 and Wikimedia Conference 2018. Bubble size reflects frequency of mentions. Aspects which especially applied to one year/conference are highlighted in green.
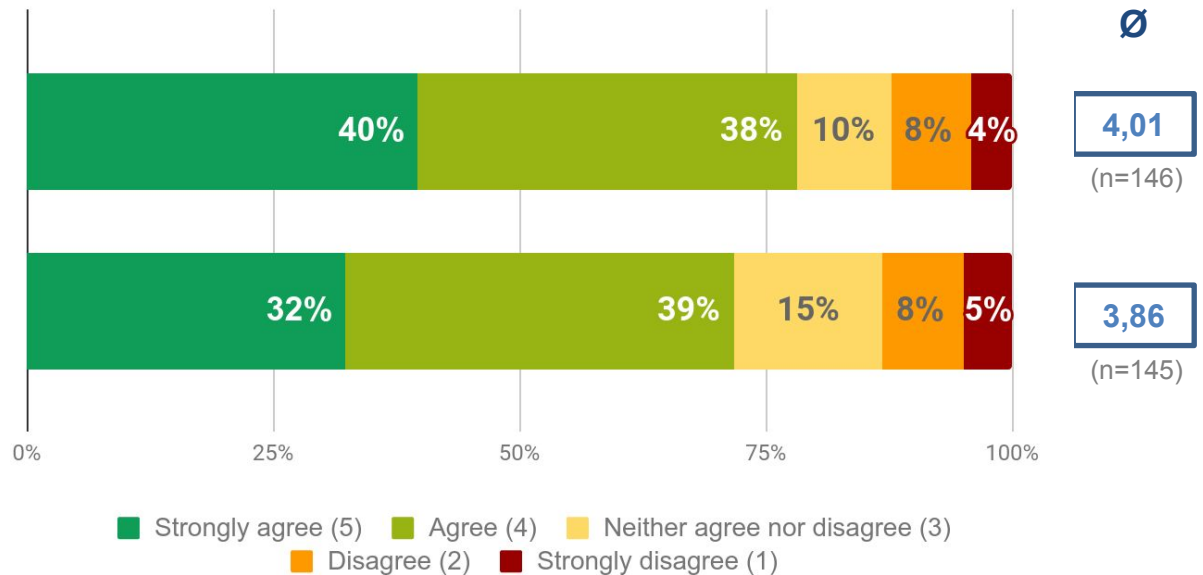
Wikimedia Summit 2019
Concept of the Conference

Q16: With regards to the new concept of the Wikimedia Summit (formerly: Wikimedia Conference): To what extent do you agree or disagree with the following statements?

Ø

The Wikimedia Movement as a whole benefits from having a conference focusing on movement structures and strategy only.

| 40% | 38% | 10% | 8% | 4% |

4,01
(n=146)

My own organization/group/committee benefits from attending a conference focusing on movement structures and strategy only.

| 32% | 39% | 15% | 8% | 5% |

3,86
(n=145)

0% 25% 50% 75% 100%

- ■ Strongly agree (5)   ■ Agree (4)   ■ Neither agree nor disagree (3)
- ■ Disagree (2)   ■ Strongly disagree (1)

78% of the participants regarded a conference which is focusing on structures and governance as being useful for the movement. Alas, it seems less clear if this type of conference benefits one's own group or organization.

Wikimedia Summit 2019
Summary 4: Overall Evaluation

Overall Evaluation:

- In summary, 89% of the participants evaluated the conference as "good" (46%) or even "very good" (43%).

- Not all prior expectations of the participants were fully met – presumably also due to the novel nature of the conference' concept: over one third (34%) of the respondents saw their prior expectations partly met but partly also not met.

- Compared to the 2018 Wikimedia Conference, 'Networking' remained as the most prominent benefit from a participant's perspective. Whereas 'Learning' , 'Sharing & Inspiration' and 'New partnerships/ projects' were perceived as the main benefits of the 2018 conference, the benefits of the 2019 Summit focused on 'Meeting the working groups', 'Understanding strategy' and, more generally, 'Moving movement strategy further'.

General Concept of the conference:

- The new focus of the Wikimedia summit was valued by the most: 78% of the participants regarded a conference which is focusing on structures and governance as being useful for the movement. Alas, it seems a bit less clear if this type of conference benefits the needs of one's own group or organization (71% 'strongly agree' or 'agree').

Wikimedia Summit 2019
Final Comments

Q19: Do you have anything else you like to share with us? [open question, n=55, multiple answers, examples]

It would be great to be in a less generic venue and one with natural light, I think it makes people go a bit weird after 3 days.

A big thank you for this stellar event and for the opportunity!

Thank you all for your hard work and your friendliness throughout the summit!

Just a huge big thank you, dankeschön, شكرا

I liked the live captions!! Please also make sure people use microphones always.

As a member of the WMF executive team I feel that this conference is very useful for hearing community voices but I always feel like I could contribute more on the direction and goals of the Foundation.

It could be use to have greater representation from demographics conspicuously absent from current User Groups. E.g.: the blind or disabled community, First Nations peoples [...], the reader/consumer community, the projects (e.g. Wikidata), a developer, other Allied Organizations (e.g. Open Street maps).

It was too exhausting. It would be helpful to have organised moments for socialization and talking with other people beyond meeting at the lobby or at breaks. That's when the magic happens.

This is a huge investment for the movement, and personally for those traveling long distances. A more structured program will ensure greater engagement and value for everyone. One year dedicated to strategy may be appropriate. Let's ensure there is an opportunity next time for learning from each other, talking about programs and input from a much wider range of people.

I thank WMDE again for hosting such a wonderful summit. Retain this format (or similar) for 2020.

Wikimedia Summit 2019
Team

Afek Ben Chahed
Visiting Wikimedian for the
Wikimedia Summit

Daniela Gentner
Logistics Coordinator for the
Wikimedia Summit

Michelle Poltier
Travel and Event Assistant

Cornelius Kibelka
Program Coordinator for
Wikimedia Summit

Henning Braun
Event Technician

Christof Pins
Evaluation
(wearing a cloak of invisibility)

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Wikimedia Summit 2019

Thank you all!