

COMMUNITY ENGAGEMENT

JUNE 2017 quarterly check-in (2)



WIKIMEDIA
FOUNDATION

Part 2



WIKIMEDIA
FOUNDATION

Community Resources



WIKIMEDIA
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CHECK IN

TEAM/DEPT

July 2017

Community Resources

Welcome, Morgan!

Morgan is not a new face - she first joined CR as an intern in October 2015 and subsequently became a contractor, supporting the grants administration and the annual plan grants program. Morgan has moved into the position of Grants Administrator. We are happy to welcome Morgan into this new role!



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July 2017

Community Resources/CE

CE: 4 [[LINK](#)]

GOAL: Source ideas for the movement's big challenges through Inspire campaigns

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Proactively identify gaps and provide targeted resources to communities to address those gaps	LAST QUARTER	
	Project lead: Chris S.	<ul style="list-style-type: none"> *Run campaign with 200+ participants & 50 ideas. *Publish report on Meta on next set Inspire Campaign topics based on past surveying work. *Move 10+ campaign ideas into implementation
	NEXT QUARTER	
	Project lead: Chris S, Kacie, New Readers	<ul style="list-style-type: none"> *Deployed staff capacity to run Rapid grants, canceled second round of Inspire campaign *Planning for next Inspire Campaign on Awareness, in partnership with New Readers team

STATUS: OBJECTIVE NOT COMPLETED

GOAL: Based on evaluation, launch new community capacity development (CCD) program in new communities

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Improve community capacities through pilot programs (CE dept., program 9, objective 2)	LAST QUARTER	
	Asaf	<ul style="list-style-type: none"> *Create & deploy Community Capacity Mapping page and guidelines for capacity self-assessment by communities and (separately, in parallel) affiliates *Communicate CCM and solicit participation. *Cluster and analyze recurring themes in CCM to plan further CCD work next FY.
	NEXT QUARTER	
	Asaf	<ul style="list-style-type: none"> *Finalize Community Capacity Mapping page and launch *Plan and deliver targeted trainings to emerging communities *Announce emerging communities definition to public

STATUS: OBJECTIVE IN PROGRESS

GOAL: Finalize strategy for Wikimania to move forward next editions

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
CR team will resolve key outstanding questions surrounding Wikimania 2018 and clarify plans for future Wikimania conferences	LAST QUARTER	
	Travel, Finance, ED, Comms Wikimania conference organizers Chapters (wikimedia.ca mostly) Outside vendors Project lead: Ellie	<ul style="list-style-type: none"> * Arrange logistics of scholarship awardees (travel, visa) * Make 2018 recommendation to ED, based on vetting * Finalize team and staffing for Wikimania '17 * Select & hire PR/Comms consultant for Wikimania '17 * Finalize program and registration and go live!
	NEXT QUARTER	
	Travel, Finance, ED, Comms Wikimania conference organizers Chapters (wikimedia.ca mostly) Outside vendors Project lead: Ellie	<ul style="list-style-type: none"> *Deliver Wikimania in all its glory! *Debrief & capture learning

STATUS: OBJECTIVE IN PROGRESS

July 2017

Community Resources/CE

CE: 4 [[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	LAST QUARTER	
	Delphine, Kacie, Marti, Alex, Winifred	<ul style="list-style-type: none"> *Review and make decisions on all rounds of grants (Project, Conference & Event, annual plan grants—simple and FDC) *Analyze grants survey results, make improvements, publicize results *Continue to provide coaching through proposal development & planning to current grantees at movement events, including WMCon
	NEXT QUARTER	
	Delphine, Kacie, Marti, Alex, Winifred	<ul style="list-style-type: none"> *Provide coaching through proposal development & planning to grantees at movement events, including Wikimania *Onboard new committee members in process, good practices *Implement changes to grants programs based on report & applicant surveys *Fully staff team; launch recruitment for Rapid grant Program Officer

STATUS: OBJECTIVE IN PROGRESS

Rapid Grants & Emerging Communities

- Offline medical info research project, **Guatemala**
- African Wikimedia Developers, **Ghana**
- Bhopal Regional Museum of History pilot, **India**
- Igbo Women Editathon, **Nigeria**
- Open Data Conference, Lagos **Nigeria**
- Wikiresidence Africa Villa Karo, **Benin**
- **Cameroon** User Group Editathons
- **Vietnamese** Wikipedia Nature Science Contest
- Wiki Loves Earth:
 - **Nigeria, Moldova, Nepal, and Arab Countries**
- Wikipedian in Residence, **Tunisia**
- Galapagos Education project, **Ecuador**
- Building Swahili Wikimedia community, **Tanzania**
- Wiki Loves Butterfly, **India**
- Wikimedia **Ghana** UG WEP-Gimpa Law School
- WikiSalud, **Venezuela**
- Masunga Village library graduates, **Botswana**



Albanian meetup, photo by User: [AnXh3L0](#), CC by SA 4.0

July 2017

Community Resources/CE

CE: 4 [[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	LAST QUARTER	
	Project lead: Alex W	<ul style="list-style-type: none"> *Conduct mapping of ongoing gender diversity programs throughout the movement to support knowledge sharing and identification and prioritization of pilot initiatives *Support program and logistics planning for Wiki Women Camp
	NEXT QUARTER	
	Project lead: Alex W	<ul style="list-style-type: none"> *Finalize, document, and publicize gender diversity mapping work to provide shared understanding of, and connection between, current gender diversity work and program leaders. Publicize within and beyond Wikimedia movement. *Facilitate follow-up on outcomes and goals from WikiWomen Camp to support local, regional, and/or global projects.

STATUS: OBJECTIVE IN PROGRESS

CHECK IN

TEAM/DEPT

PROGRAM

July 2017

Community Resources/CE

CE: 4 [[LINK](#)]

Wiki Women Camp 2017



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Support & Safety



WIKIMEDIA
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CHECK IN

TEAM/DEPT

July 2017

Support & Safety

Welcome, Christel!

The Support team in SuSa is delighted to announce Christel Steigenberger is joining our team. She brings long-term experience in social work and deep community experience as an active contributor and admin on the German Wikipedia and Commons. Her interest in the well-being of contributors will help our team greatly as we work towards better community health.

Karen Brown will be gradually transitioning from the Support team to the Trust & Safety task force after the completion of her commitment to strategy conversations.



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July 2017

Community EngagementCDP:CH1**GOAL:** Develop better processes and tools to reduce harassment in our communities

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support prioritization and development of improved tools, processes and policies to mitigate harassment of contributors	LAST QUARTER	
	SuSa, Community Tech Program lead: Trevor Bolliger, Danny Horn, Patrick Earley	Began meetings (admins, stewards, checkusers) for specific tool improvement input and broad consultation on prioritization of tool development and AbuseFilter. Supported research on cases & types of harassment to examine workflow, policy and process pain points.
	NEXT QUARTER	
	SuSa, Community Tech Program lead: Trevor Bolliger, Danny Horn, Patrick Earley	Facilitate discussion on needed improvements to AbuseFilter and potential use expansion. Work w/ community to establish plans for upcoming work around dispute resolution and tool development.

STATUS: OBJECTIVE IN PROGRESS

GOAL: Support better policy & enforcement growth in our communities

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Provide research, analysis, & new options for how behavioural issues are reported, evaluated, and actioned in our communities. Two approaches (qualitative and quantitative) will provide a clearer picture of pain points and potentials for improvement.</p>	LAST QUARTER	
	N/A, New project	
	NEXT QUARTER	
	<p>SuSa, Community Tech (AHT), Design Research Program lead: Patrick Earley, Trevor Bolliger, Danny Horn</p>	<p>Work with the AHT team and Research Design to develop a qualitative research methodology to survey users of the Administrators' Noticeboard/Incidents. Publish, and obtain feedback on methodology. (8/30) Identify a quantitative analysis strategy to analyze the large archives of the noticeboard to answer key questions. Publish this strategy on Meta to obtain feedback in preparation for Q2 launch. (9/10)</p>

STATUS: OBJECTIVE IN PROGRESS

[Training Library](#) > [Support And Safety](#) > Dealing With Online Harassment Fundamentals

Dealing with online harassment: Fundamentals

Welcome! This is the first of five modules about dealing with online harassment. This module should take around ten minutes to complete.

This section covers the fundamentals of dealing with abuse – what harassment is and how you can respond to it immediately.

Start →

TABLE OF CONTENTS (7)

1. Purpose of this module
2. Basics: What is harassment?
3. Basics: Why do you need to care about harassment?
4. Basics: Some common forms of harassment on our projects
5. Immediate action: Blocking users
6. Immediate action: Revision deletion or suppression
7. Immediate action: Cross-wiki blocking and tracking

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	LAST QUARTER	
	SuSa Project lead: Joe Sutherland	Finalized content of the modules based on feedback provided in our testing, prepared content for translation and presented final draft to executive team. (4/21) Translation progress was made in 21 languages. Full Events module finished in 5, with all fully translated in Hebrew. 4 other languages above 50% complete. (6/30)
	NEXT QUARTER	
	SuSa Project lead: Joe Sutherland	Build T.M. how-to-create draft (7/28), solicit Wikimania feedback (8/10) compose questions to survey functionaries (9/22), and explore T.M. use in CR processes. (Events: 9/14; CCD: EOQ) Continue T.M. internationalisation. (EOQ)

STATUS: OBJECTIVE IN PROGRESS

July 2017

Support & Safety

CE: CORE

GOAL: Optimize support & safety work for staff, community and the public by responding efficiently and effectively in workflows

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
To ensure that emergency and non-emergency contacts related to community safety are responded to quickly.	LAST QUARTER	
	SuSa, Legal Project Lead: Kalliope Tsouroupidou	Rewrote onwiki Office Action policy page (originally 2006/10) to reflect current practice with Legal approval. Met time-expectations for emergency rapid response.
	NEXT QUARTER	
	SuSa, Legal Project Lead: James Alexander / Kalliope Tsouroupidou / Joe Sutherland	Create procedure & policy on processing requests for user or project data (Legal sign-off 8/21) and rewrite the Global Ban policy & procedures for better clarity especially with on-wiki communication. (to Legal on 9/18). Redevelop staff rights process and audit existing records (9/29). Meet rapid response KPI.

STATUS: OBJECTIVE IN PROGRESS

July 2017

Support & SafetyCE: 3 [[LINK](#)]

GOAL: Improve access to information for Wikimedia programs and communities to connect people and resources efficiently

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Develop capacity-building tools and resources for core Wikimedia programs	LAST QUARTER	
	SuSa Project lead: James Alexander	Created the Q3-harassment support resource page, now featuring eight high-quality support services including general, specialist and multi-platform options. (5/15)
	NEXT QUARTER	

STATUS: OBJECTIVE COMPLETE

GOAL: Facilitate Wikimedia elections 2017

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Facilitate Wikimedia elections 2017 and the related volunteer Election Committee	LAST QUARTER	
	SuSa Project Lead: James Alexander	Facilitated the Wikimedia Election Committee's operation of the Foundation Board and FDC Community Selection process 2017. Goals made with the exception of the FDC translation goal.
	NEXT QUARTER	
	SuSa Project Lead: Joe Sutherland	Create a retrospective report with feedback received from Board Governance Committee, Election Committee, election candidates and the community focusing on what went well/poorly and what should be focused on in the coming year. (7/21)

STATUS: OBJECTIVE IN PROGRESS

Community Programs



WIKIMEDIA
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CHECK IN

TEAM/DEPT

July 2017

Community Programs

Welcome, Lead Programs Manager!

We will be onboarding our Lead Program Manager just in time for Wikimania. This was a long and complex search, and we are very happy to have arrived at a very competitive shortlist by May and to have successfully offered to a fantastic candidate in June.

Stay tuned for an announcement in early August and be prepared to say hello in Montreal!



WIKIMEDIA
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GOAL: Support the Education program to grow by enabling program leaders to introduce Wikimedia in the classroom

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Respond to incoming requests from community members, affiliates and other movement partners and provide in-person consultation & support	LAST QUARTER	
	Education team	Supported Wikimania pre-conference Education Track (Aug 2017); Support education summer intern from emerging community (May-Aug 2017); Advocated for education programs at international conferences (Asia, Middle East, Africa, LatAm)
	NEXT QUARTER	
	Education team	Support Wikimania pre-conference Learning Days and Education Track (Aug 2017); Input for education focuses at upcoming regional events (CEE and WikiArabia); Support community of users for the P&E Dashboard

STATUS: OBJECTIVE IN PROGRESS

GOAL: Effectively utilize communication tools to support the goals of the education program.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Tools are utilized to facilitate communication with audiences in the community and to outreach about the broader value of Wikipedia as an educational tool.	LAST QUARTER	
	Education team Project lead: Nichole Saad	Developed strategy and templated materials for upcoming collection and revision of education program case studies and vignettes; Monthly newsletter production (ongoing); External advocacy
	NEXT QUARTER	
	Education team Project lead: Nichole Saad	Collect new education case studies and produce monthly newsletter (ongoing); Launch survey for Wikipedia Education Program brand evaluation (Aug/Sept)

STATUS: OBJECTIVE IN PROGRESS

CHECK IN

TEAM/DEPT

PROGRAM

July 2017

Programs: Education Program CE: 1 [\[LINK\]](#)

Education Collab Meeting 2017



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GOAL: Grow capacity of the Education Collaborative to support more global community initiatives

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Mentoring framework and pipeline with the collab (1.2) Refining membership criteria with Collab (1.3)	LAST QUARTER	
	Education team + Education Collaborative Project lead: Vahid Masroure	Co-hosted in-person meeting for Collab to evaluate and revise shared goals (June 2017); Tracked Collab goal-aligned activity on-wiki and on Phabricator.
	NEXT QUARTER	
	Education team Project lead: Vahid Masroure	Support new Wikipedia & Education User Group, replacing the Collab model; Determine proper role for WMF staff supporting new user group

STATUS: OBJECTIVE IN PROGRESS

Learnings from the Programs and Events Dashboard

Background and context

Several teams have supported the development of this open source tool to date, including Education, Learning and Evaluation, Community Tech, Fundraising Tech, SuSa and Community Resources. This tool serves Wikimedians who run on-wiki activities like education programs, GLAM, writing competitions and other campaigns (eg Art+Feminism).

Current usage

As of the end of Q4, there were 830 programs across 82 campaigns. The tool has tracked contributions on 66 different wikis (representing different languages and projects). The tool has seen over 10,000 accounts total, representing editors and program organizers. As usage has increased there have been challenges in keeping the tool running (like during Art+Feminism), which is our main concern going forward.

What's the plan going forward?

The education team will be hosting office hours and pushing for more documentation, as well as figuring out a maintenance contract with the Wiki Education Foundation for the near term (FY 17-18) to make sure that the tool can continue to run with increased usage/adoption. We'll be looking with other groups and teams to see how to make this more sustainable going forward.

GOAL: Improve access to reliable research and reference tools so editors can build quality content from authoritative sources

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Meet planned commitments towards building relationships with top publishers who give free access to editors	LAST QUARTER	
	Project lead: Jake Orlowitz Developer: Jason Sherman Partner manager: Sam Walton	Increase resources: added 2 new partners and 2 expansions. Improved Library Card server backend and authentication login. Proxy up to 50%. UX redesign of main page. Add 2 partners to automatic bundle access: up to 20%.
Create infrastructure to improve research access with the Library Card platform	NEXT QUARTER	
	Project lead: Jake Orlowitz	Increase resources: add 2 new partners. 1) Pilot EZProxy for quicker access with bundle integration. 2) Add 2 more partners to automatic bundle access. 3) 2 new publishers agreements.

STATUS: OBJECTIVE IN PROGRESS



The Wikipedia Library Card Platform

AAAS



AAAS (The American Association for the Advancement of Science) is "the world's largest general science society".

The society is offering access to the resources on its website, sciencemag.org, which include the journal Science and other scientific research, news, commentary, and media.

science



Language(s): English



Special requirements for applicants

- AAAS requires that you provide your real name.



Terms of use

Apply



The Wikipedia Library team will process this application. Want to help? Sign up as a coordinator.

Metrics



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GOAL: Leverage Library networks to bring in new contributors and expand new partnerships and programs

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Build global TWL branches and user group for localized community outreach and programs	<p>LAST QUARTER</p> <p>TWL + Communications Project leads: Jake Orlowitz, Alex Stinson</p>	<p>User group application approved with eight founding members and over 130 participants. Starting up two new branches. Training global coordinators in partner pitching. Interview series with Library WIRs.</p>
Prepare for #1lib1ref	<p>NEXT QUARTER</p> <p>Project lead: Jake Orlowitz</p>	<p>First 100 user group members starting to organize; steering committee formed. Host Libraries + Wikimedia meetup at Wikimania. Advance outreach strategy to national libraries, prep for #OAwiki.</p>

STATUS: OBJECTIVE IN PROGRESS

July 2017

Programs: TWL

CE: 3 [[LINK](#)]

GOAL: Develop resources to improve research skills, digital literacy, and source access for Wikipedia's readers

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Improve readers' digital and research literacy through developing the Research Help portal</p> <p>Surface open access content on Wikipedia using OABot to improve verifiability.</p>	LAST QUARTER	
	<p>TWL + Seddon + Dario Project lead: Jake Orlowitz Developer: Antonin Delpuch</p>	<p>Analyzed new survey data to improve Research Help portal. Moved functioning OAbot application to labs and revised interface for easy reuse. Assisted Research in WikiCite prep and template analysis.</p>
	NEXT QUARTER	
	<p>Project lead: Jake Orlowitz</p>	<p>Intern evaluates and proposes new assessment strategy for Research Help pilot. Prepare for Open Access Week #OAbot #OAwiki campaign.</p>

STATUS: OBJECTIVE IN PROGRESS

July 2017

Programs: GLAM

#5 [LINK]

GOAL: Improve community capacity for GLAM-Wiki partnerships through increased GLAM-Wiki knowledge, support, and tools (slide 1)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Strengthen resources and tech support for GLAM-Wiki leaders	LAST QUARTER	
	GLAM w/ dependencies in Multimedia and Technical Collaboration Project lead: Alex Stinson	Delays in onboarding of Multimedia, CL and Project Manager roles prevented full initiation of long-term design plans for Structured Commons. Began contacting and coordinating with external advisors on project, including Europeana, DPLA and Smithsonian.
	NEXT QUARTER	
	GLAM w/ dependencies in Multimedia, Research and Technical Collaboration Project lead: Sandra Fauconnier	Support development of first newsletters for Structured Commons, and development of community engagement and GLAM research/support strategy. Advance contact and consultation with external advisors

STATUS: OBJECTIVE IN PROGRESS

GOAL: Improve community capacity for GLAM-Wiki partnerships through increased GLAM-Wiki knowledge, support, and tools (slide 2)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Evaluate and improve documentation of GLAM-Wiki community projects and strengthen training materials for GLAM-Wiki leaders	LAST QUARTER	
	GLAM + European Coordinators, This Month in GLAM team, Project lead: Alex Stinson	Advanced better GLAM documentation plan for This Month in GLAM and Wikimedia Resource Center. Continue Cultural Heritage + Wikimedia research. This Month in GLAM delays in community consult. Worked with Education team to develop a case study framework.
	NEXT QUARTER	
	GLAM + European Coordinators, This Month in GLAM team, Project lead: Alex Stinson	Finish This Month in GLAM mapping, present at Wikimania on GLAM documentation, design Outreach Wiki consultation plan w/ Education team. Develop Editathon training for Programs & Events Dashboard.

STATUS: OBJECTIVE IN PROGRESS

GOAL: Leverage GLAM networks to bring in new contributors; build and expand new partnerships and programs.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Strengthen relationships with external GLAM Networks	LAST QUARTER	
	GLAM Project lead: Alex Stinson	Heritage Institution Wikidata Campaign with IFLA and ICOM delayed due to change in personnel on their end. Brought on Library Practicum student with TWL to do prework for advancing campaign. Consulted on a number of community GLAM projects.
	NEXT QUARTER	
	GLAM Project lead: Alex Stinson	Re-initiate conversations with IFLA and ICOM with new contacts, demonstrate initial mapping and project model for GLAM campaign. Support volunteer-led initiative to develop GLAM-Wiki User Group.

STATUS: OBJECTIVE IN PROGRESS

COMMUNITY ENGAGEMENT SCORECARDS

July 2017 quarterly check-in (2)



WIKIMEDIA
FOUNDATION

[PREVIOUS YEAR](#)

July 2017

Community Resources/CE

CE: 4 [[LINK](#)]**GOAL: Grantees can easily collect metrics to measure success of work**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Create a new tool to help grantees collect the following metrics: <ul style="list-style-type: none"> • New editors • New editor retention • Content pages <i>added</i> • Content pages <i>improved</i> 	LAST QUARTER	
	Project leads: Sati Houston (CR) Danny H (Comm Tech)	<ul style="list-style-type: none"> • Launch of community review delayed as specifications for the tool went through new revisions after input from the broader Comm Tech team. Community review will open in Q1.
	NEXT QUARTER	
	Project leads: Sati Houston (CR) Danny H (Comm Tech)	<ul style="list-style-type: none"> • Community review: A diverse set of grantees gives input on the design and functionality of the new tool • Final design ready for development

STATUS: OBJECTIVE TO BEGIN IN Q1

80 new grants funded at \$2,030,293 to 40 countries

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	\$ of grants
Annual Plan Grants	4	\$1,065,000	5%	52%
Simple Annual Plan Grants	8	\$350,126	10%	17%
Project Grants	12	\$304,908	15%	15%
Rapid Grants	43	\$56,433	54%	3%
Conference Grants	8	\$248,080	10%	12%
Travel & Participation Support	5	\$5,746	6%	<1%
Total		\$2,030,293	100%	100%

(Last Q: 59 new grants funded at \$314,393 to 28 countries)

Diversity of New Grants in Q4^[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	37	\$238,674	46%	12%	+16%	+148%	-3%	+85%
Emerging Communities	54	\$850,413	68%	42%	86	+407%	+69%	+71%
Gender Gap focused	9	\$130,260	11%	6%	-25%	+1714%	+125%	+1032%

[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

Key Performance Indicators - Q4 and Year total

Metric	Total	Notes
Individuals Involved	Q4: 25,064 Year total: 105,311	<ul style="list-style-type: none">For Q4: ~1.1M Kiwix downloads were also reported by WMCH, but not included in the participation metrics
New editors	Q4: 6,510 Year total: 24,616	
Active editors	Q4: 5,206 Year total: 20,047	

July 2017

Support and Safety

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours	100%	100%	0%		R
SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days	89.7%	96.8%	-7.1%		R
SLA for public correspondence: Resolving 95% of ca@ within two business days	91.1%	97%	-5.9%		R

SuSa saw significant decline in KPI performance this quarter due to two primary stressors. First, movement Strategy has consumed more team time than anticipated, especially in the role of Jan Eissfeldt, which has undermined his time to manage this workflow. Second, we are transitioning software to use Zendesk as our primary ticketing system, which has caused some service outages and delays.

Type: new, reactive, maintenance

CHECK IN

TEAM/DEPT

SCORECARD

July 2017

Education Program

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Program leaders supported	60	78	-23%	+58%	M
Countries represented		38			M
Portal views [outreach:Education]	26,104	30,150	-13%	N/A	M
Newsletter views	7,732	5,990	+29%	N/A	M

Type: new, reactive, maintenance