

Community Health Learning Campaign

July 14 ~ Aug 31

Analysis Report of Community Responses
Prepared by : Learning & Evaluation - WMF

Community Health

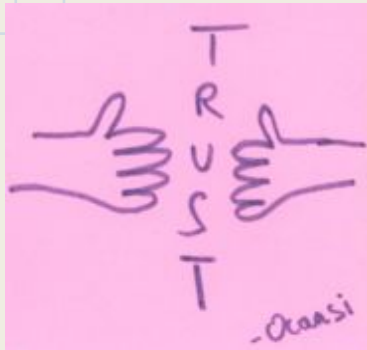
Research work done in the aim to understand what makes our communities grow and thrive, and what makes them shrink and decay, as this is a key drive to our programs, actions, decision and long term commitments.



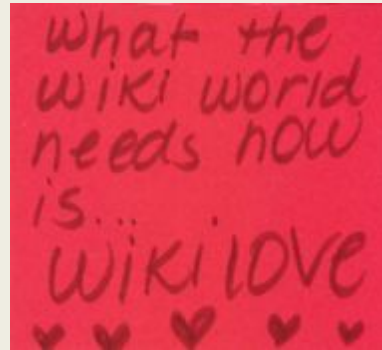
Community Health Learning Campaign

@ Wikimania

1. Drawings



User: Ocassi



Anna Koval



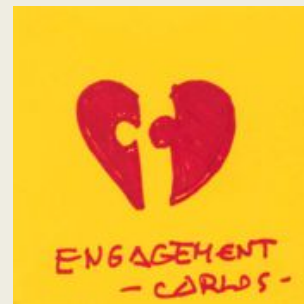
User: Olimar



Anonymous



Anonymous



- Carlos -

2. Questions

1. Welcome

What makes you feel welcome in the wiki projects?

2. Unwelcome

What makes you feel like you don't belong here?

3. Shared values

What shared values bring us together online?

4. Practices

Are there certain practices that can facilitate working together online?

5. Help each other learn

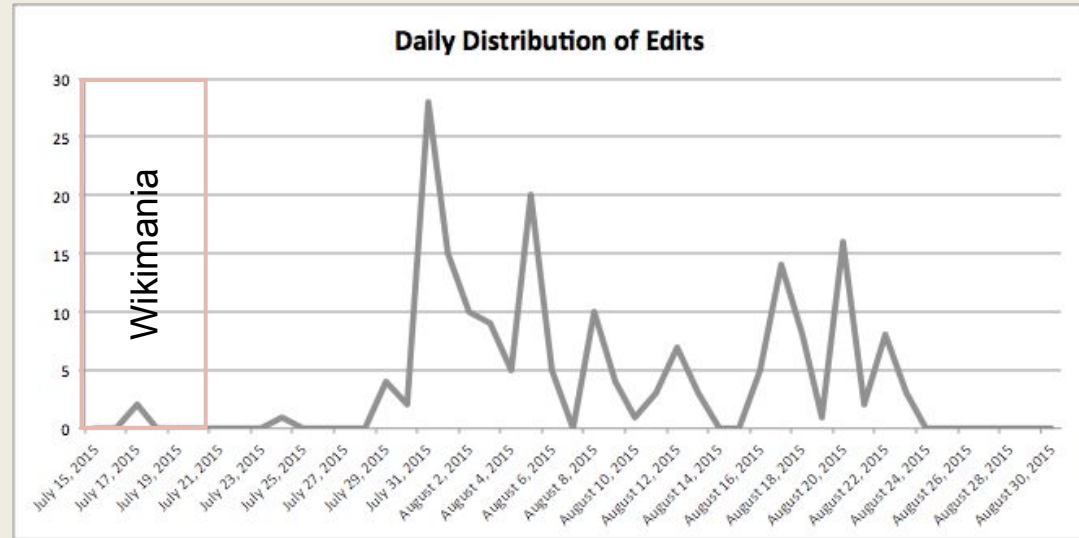
Is there anything we can do better on our online interactions to help others learn and transform each other?

6. Lively projects

What makes the wiki projects be alive?

Page Statistics

- **Contributed Users = 61 user (incl. 2 IPs)**
- **Total edits = 187 edits (incl. 34 minor edits)**
- **Edits/User \approx 3 edits**



Responses Statistics

	Welcome	Unwelcome	Shared Values	Practices	Help Each Other	Lively Projects
Number of Responses	31	39	28	26	22	28
Number of Words	1184	2621	1501	1485	2449	3173
Words per Response	38.19	67.20	53.60	57.11	111.31	113.32
Average sentence length (word)	13.8	19.01	19.35	16.22	16.64	16.15

Welcome



Welcome

What makes you feel welcome in the wiki projects?

Frequent expressions	Count
welcome message	4
feel welcome	4
nice messages	3
makes me feel welcome	3
message for newcomers	2
talk pages	2
welcome message for newcomers	2
that is what i do with newcomers	2
thank you notes	2

Frequent words	Count
help	10
welcome	9
nice	8
newcomers	6
feel	6
welcoming	4

Welcome

What makes you feel welcome in the wiki projects?

“A nice atmosphere of editing where I can fix any problem I see either major or tiny.”

Welcome

What makes you feel welcome in the wiki projects?

“Nerdishness and being churlish is not accepted in real life, here, it is different.”

Welcome

What makes you feel welcome in the wiki projects?

“Comrades who take the time to explain in a friendly fashion a complicated aspect of some policy.”

Welcome

What makes you feel welcome in the wiki projects?

“Another editor noticing the work that I'm doing and thanking me for it.”

Welcome

What makes you feel welcome in the wiki projects?

“When I am addressed in my own language. And, not by some spambots, by real live people.”

Unwelcome

What makes you feel like you don't belong here?

Frequent expressions	Count
the wmf	10
the discussion	5
people who	4
can't find a solution	2
that i don't belong here	2
it's demotivating	2
can't found a solution	2
made the mistake	2

Frequent words	Count
wmf	27
people	12
editors	10
community	8
others	7
discussion	6
problem	6
volunteers	5
demotivating	5

Unwelcome

What makes you feel like you don't belong here?

“I think WMF should listen to Doers who does something even they didn't like to talk more rather than Dreamers who talks more just to fulfill their individual dreams.”

Unwelcome

What makes you feel like you don't belong here?

“When my talkpage is a list of warning templates all the way down.”

Unwelcome

What makes you feel like you don't belong here?

“Lack of documentation for a process.”

Unwelcome

What makes you feel like you don't belong here?

“I have witnessed that a user has been attacked for contributing stubs.”

Unwelcome

What makes you feel like you don't belong here?

*“Being slapped in the head with links to
incomprehensible guidelines.”*

Unwelcome

What makes you feel like you don't belong here?

“Unwillingness to assume good faith.”

Shared Values

What shared values bring us together online?



Shared Values

What shared values bring us together online?

Frequent expressions	Count
free knowledge	3
the community	3
sharing knowledge freely	2
make contributions to	2
a common desire	2
the common good	2
encyclopedic relevance	2
human knowledge	2

Frequent words	Count
knowledge	22
common	6
community	6
world	6
freely	5
information	5

Shared Values

What shared values bring us together online?

“I like to preserve information and all knowledge of any kind. From Gothic cathedrals to mopeds.”

Shared Values

What shared values bring us together online?

“The commitment to the Truth, in capital letters.”

Shared Values

What shared values bring us together online?

“The pillars of Wikipedia brings us all together.”

Shared Values

What shared values bring us together online?

“The ability to feel happy and fulfilled contributing the common good.”

Shared Values

What shared values bring us together online?

*“Here on wiki we learn, we share and we keep learning
and earning more knowledge.”*

Practices

Are there certain practices that can facilitate working together online?

Frequent expressions	Count
working together online	2
fixing the article	2
wikimedia projects	2
together online	3
working together online	2

Frequent words	Count
working	6
online	6
people	6
rules	5
bold	3
discussions	3
communication	3

Practices

Are there certain practices that can facilitate working together online?

“Knowing each other in person.”

Practices

Are there certain practices that can facilitate working together online?

“Communication has to be simple and has to look simple.”

Practices

Are there certain practices that can facilitate working together online?

“Simplify the rules, simplify the markup.”

Practices

Are there certain practices that can facilitate working together online?

“First and foremost: being civil.”

Practices

Are there certain practices that can facilitate working together online?

“Judge actions, not actors.”

Help each other learn

Is there anything we can do better on our online interactions to help others learn and transform each other?

Frequent expressions	Count
find someone else	2
to find someone	2
provide a screenshot	2
a network of	2
able to find	2
the wiki syntax	2

Frequent words	Count
tool	8
language	8
email	6
wmf	6
rules	5
interactions	5

Help each other learn

Is there anything we can do better on our online interactions to help others learn and transform each other?

“Most of us are not technicians, so explain things as plainly as possible.”

Help each other learn

Is there anything we can do better on our online interactions to help others learn and transform each other?

“Do not overuse abbreviations.”

Help each other learn

Is there anything we can do better on our online interactions to help others learn and transform each other?

“Do not make wrong assumptions or generalisations.”

Help each other learn

Is there anything we can do better on our online interactions to help others learn and transform each other?

“Create a social environment, like what is done with the education extension.”

Help each other learn

Is there anything we can do better on our online interactions to help others learn and transform each other?

“Improve inter-/trans-/infra-/cross-/meta-wiki connections.”

Help each other learn

Is there anything we can do better on our online interactions to help others learn and transform each other?

“Don't go bananas on newbies. Explain, help, encourage.”

Lively projects

What makes the wiki projects be alive?

Frequent expressions	Count
active community	3
the wikimedians	2

Frequent words	Count
community	13
people	10
articles	8
new	8
make	7
many	7
different	7
wikiprojects	7
quality	5

Lively projects

What makes the wiki projects be alive?

“Explain, help, encourage. The main reason is our common goal.”

Lively projects

What makes the wiki projects be alive?

“Quality, if possible. I really think that it's that simple.”

Lively projects

What makes the wiki projects be alive?

“Learning how to help new contributors.”

Lively projects

What makes the wiki projects be alive?

“Openness to many voices but a respect for expertise.”

Lively projects

What makes the wiki projects be alive?

“To me, talks and notifications make projects alive.”

Lively projects

What makes the wiki projects be alive?

“A productive environment where users are thanked and appreciated.”

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