

Training Modules

Functionaries & Non-Functionaries Survey

On August 15, 2016 and for three weeks, the Support and Safety team surveyed four different key audiences: functionaries, non-functionaries, academics and industry professionals.

The topic of the surveys was training modules, Support and Safety's key project for 2016-2017. This report presents the functionaries and non-functionaries survey results.

The functionaries survey attracted 32 responses from functionaries on various Wikimedia projects - users with oversight and/or checkuser permissions, stewards, and members of active Arbitration Committees, while the non-functionaries survey attracted 8 responses.

Challenges

Q. What aspects of working on harassment cases are most challenging?

Responses to this open-ended question were grouped into the following rough categories:

- Unintentional harassment
- Fact finding / fact checking
- Off-wiki harassment
- Technical limitations / Lack of punishment methods
- Difficulties in dealing with users/community
- Policy challenges
- Long-term "toxic" contributors
- Difficult users, "freedom of speech"
- Identifying, defining harassment
- Providing support/advice to victims
- Cross-wiki abuse, preventing further abuse

The content of each response could therefore fall into a number of categories.

Among 30 responding functionaries, the most common aspects named here included difficulties in dealing with users or the community (named by 33.3%), identifying or defining harassment (23.3%), off-wiki harassment (20%), and technical limitations or a lack of deterrents (20%). [Chart 1]

Among the non-functionaries, common answers included providing support and advice to victims of harassment (37.5%), difficulties in dealing with users or the community (25%), identifying or defining harassment itself (25%), and preventing further abuse (25%). [Chart 2]

Challenges

Functionaries survey breakdown

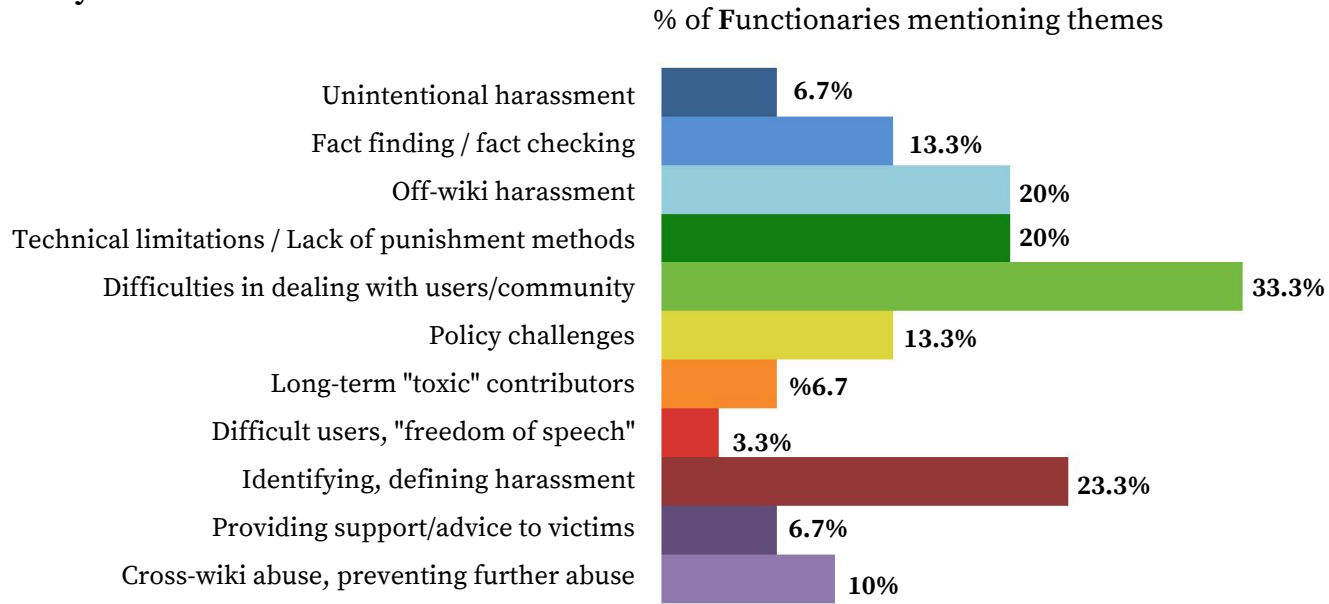
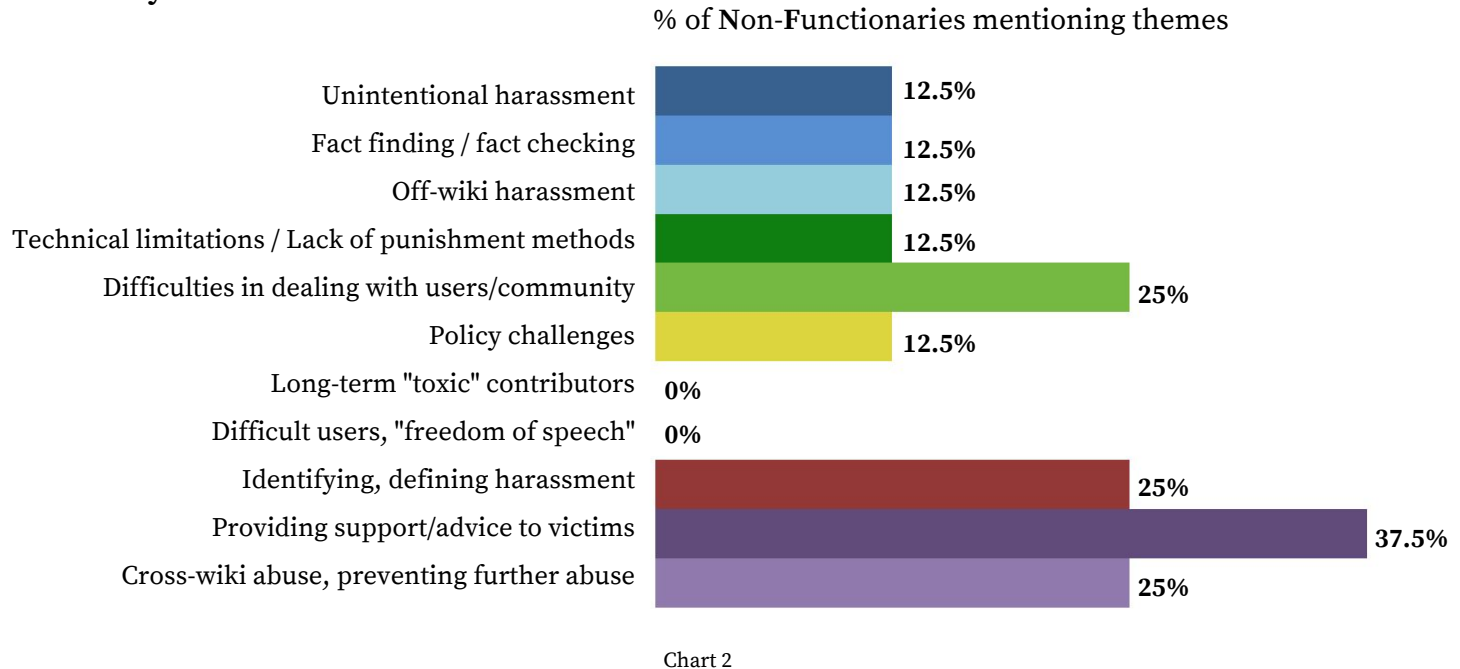


Chart 1

*Note: Responses may fall into more than one category

Challenges

Non-Functionaries survey breakdown



*Note: Responses may fall into more than one category

Useful resources

Q. In your opinion, what are the most useful existing on-wiki resources on this topic?

Most of the functionaries surveyed indicated that they were not aware of any useful resources currently in existence on Wikipedia (73.1%). Of the respondents who did supply useful resources, five mentioned on-wiki policy (19.2%), two mentioned on-wiki technical tools (7.7%), and another two mentioned Wikimedia Foundation support (7.7%). [Chart 3]

Of the non-functionaries, 33.3% said they were not aware of any useful resources, while 50% quoted on-wiki policy and 16.7% put forward an initiative undertaken by members of the community off-wiki. [Chart 3]

Useful resources

Useful resource breakdown

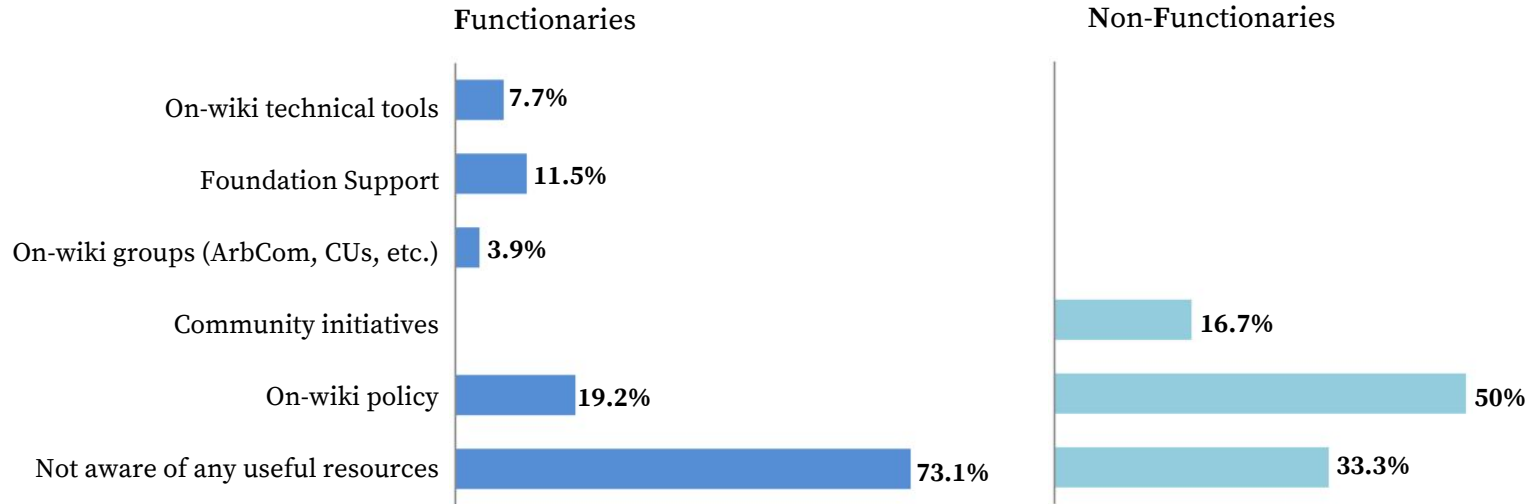
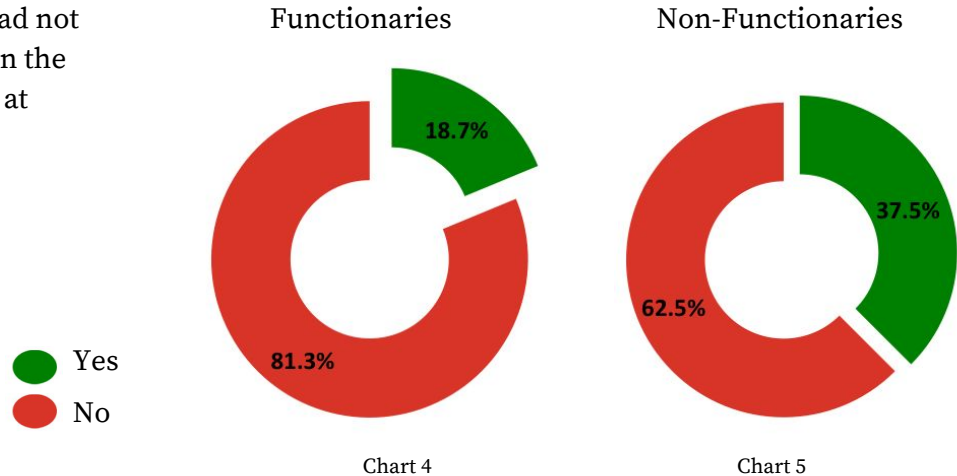


Chart 3

Harassment training

Q. Have you taken part in any online training on handling harassment in the past?

The large majority of functionary respondents (81.3%) had not participated in online training on handling harassment in the past, though the figure for non-functionaries was lower, at 62.5%. [Charts 4, 5]



Harassment training

Q. Using a scale of 1-5, how valuable was this online training on handling harassment?

Of those that had taken part in training previously, most of the functionaries did not find it valuable; the average star rating among the sample group was 2.4 out of 5. However, the non-functionary group (which was a much smaller sample size) found considerably more value in theirs, where the average was 3.67. [Chart 6]

Upon request, four sources of training were explained or linked to—two from each group. None was Wikimedia-provided. One from each group was employer-provided, while the two remaining were from other sources.

	FUNCTIONARIES	NON FUNCTIONARIES
★ x1	0%	0%
★ x2	20%	33.3%
★ x3	20%	33.3%
★ x4	40%	0%
★ x5	0%	0%

Chart 6

Advice & training

Q. Have you been offered advice or training materials by your team or colleagues on how to deal with harassment?

Of the 31 functionaries responding to this question, 23 (74.2%) stated that they had not been offered advice or training materials from their colleagues on dealing with harassment. This suggests there is a lack of institutional knowledge in this area. Of the non-functionaries, five of the eight (62.5%) stated they had received advice or training of this variety.

[Charts 7, 8]

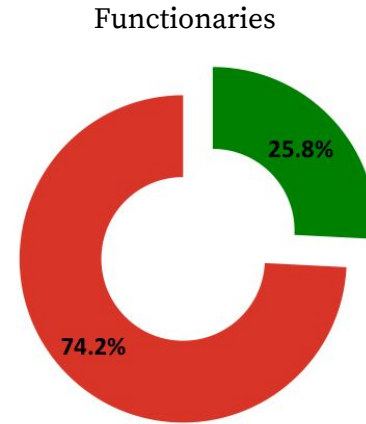


Chart 7

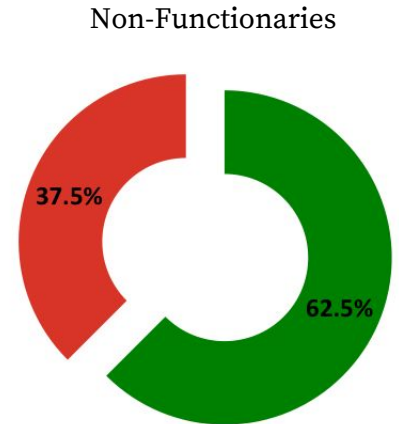


Chart 8

Advice & training

Q. Where are the training materials stored?

Those responding "yes" also stated where this training was located. Altogether, 36.4% of the training materials were privately held, 27.3% was in-person training, and 36.4% was online (with half of the online materials being on-wiki). [Chart 9]

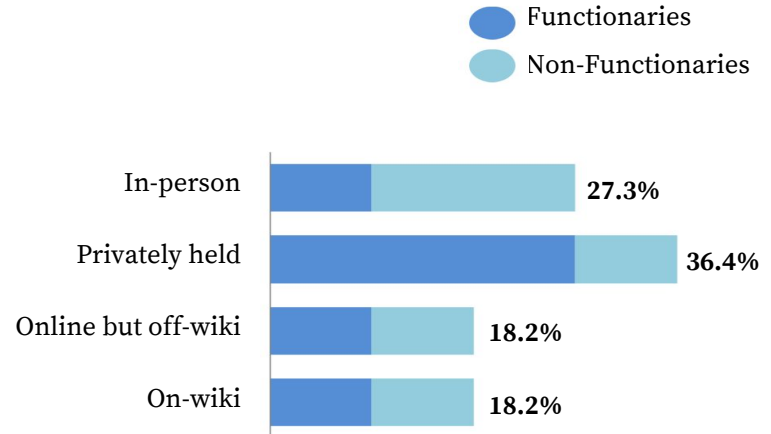


Chart 9

Technique importance

Q. Using a scale of 1-5, how important are the following techniques in your work?

(1 star: not important at all - 5 stars: extremely important)

Both groups of survey respondents were asked to rate out of five the importance of certain techniques in their work:

- De-escalation (reducing negative interactions between two or more users)
- Dispute resolution (structured attempt to resolve the underlying dispute)
- Enforcement (imposing penalties on users)

With five being the most important, functionaries overall stated "enforcement" the most important with an average of 3.69 stars. Second was "de-escalation" at a 3.41 star average, with "dispute resolution" at 3.31 stars. [Chart 10]

Non-functionaries strongly favoured "de-escalation" (4.75 stars), with "dispute resolution" in second with 4.25 stars and "enforcement" some way behind with 3.13. [Chart 11]

Technique importance

Q. Using a scale of 1-5, how important are the following techniques in your work?

(1 star: not important at all - 5 stars: extremely important)

FUNCTIONARIES	★x1	★x2	★x3	★x4	★x5	AVG
De-escalation (reducing negative interactions between two or more users)	10.3%	17.3%	13.8%	37.9%	20.7%	3.41
Dispute resolution (structured attempt to resolve the underlying dispute)	6.9%	17.3%	27.6%	34.5%	13.7%	3.31
Enforcement (imposing penalties on users)	3.4%	10.3%	31%	24.2%	31%	3.69

Chart 10

Technique importance

Q. Using a scale of 1-5, how important are the following techniques in your work?

(1 star: not important at all - 5 stars: extremely important)

NON-FUNCTIONARIES	★x1	★x2	★x3	★x4	★x5	AVG
De-escalation (reducing negative interactions between two or more users)	0%	0%	0%	25.0%	75.0%	4.75
Dispute resolution (structured attempt to resolve the underlying dispute)	12.5%	0%	0%	25.0%	62.5%	4.25
Enforcement (imposing penalties on users)	25.0%	12.5%	12.5%	25.0%	25.0%	3.13

Chart 11

Difficulties

Q. Using a scale of 1-5, how much difficulty do you and your team have with the following issues?

(1 star: no difficulty at all - 5 stars: great difficulty)

Users were asked to rate the following issues out of five in terms of the difficulties each pose to their work:

- Learning to use technical tools (e.g. filters, global locks)
- Users trying to “game the system” or file false allegations against others
- Defining what is and is not actionable harassment

Perhaps unsurprisingly, few respondents reported difficulties in learning how to use technical tools (2.07 stars out of five for functionaries, 2.38 stars for non-functionaries). For the surveyed functionaries, the most difficulties were reported with users trying to game the system (3.61), with defining actionable harassment a close second (3.46). Non-functionaries had this the other way around (3.63 for defining, and 3.13 for users trying to game the system). [Chart 12]

An "other" field was provided for users to report additional issues (or issues that were not mentioned). Nine functionaries gave responses for this. The most common were:

- Dealing with off-wiki harassment
- Team communication
- Lack of consistent policies across wikis
- Repeat offenders and long-term abuse

Of the non-functionaries that responded, three provided an "other". They found difficulties with offline harassment, as well as attacks on dispute mediators, and issues with dispute resolution participants only commenting and not fully understanding the issues in play.



Difficulties

Q. Using a scale of 1-5, how much difficulty do you and your team have with the following issues?

		★x1	★x2	★x3	★x4	★x5	AVG
F	Learning to use technical tools (e.g. filters, global locks)	0%0	0%	0%	25.0%	75.0%	2.07
	Users trying to “game the system” or file false allegations against others	12.5%	0%	0%	25.0%	62.5%	3.61
	Defining what is and is not actionable harassment	25.0%	12.5%	12.5%	25.0%	25.0%	3.46
NFC	Learning to use technical tools (e.g. filters, global locks)	37.5%	12.5%	37.5%	0%	12.5%	3.63
	Users trying to “game the system” of file false allegations against others	25.0%	12.5%	25.0%	0%	37.5%	3.13
	Defining what is and is not actionable harassment - 3.63/5	12.5%	12.5%	12.5%	25.0%	37.5%	3.63

Difficulties

Q. Using a scale of 1-5, how much difficulty do you and your team have with the following issues?

“Other” breakdown

★x3

- Abuse resuming after a time (F)
- Team communication (F)
- Complaining about things being done about the gender gap question at all (F)

★x4

- Off-wiki harassment (F)
- Trnsl: Attacks against conflict mediators or arbitrators (NFC)

★x5

- Trnsl: Team approach doesn't work (F)
- Repeat offenders (F)
- Lack of effective technical mechanisms for removing a user (F)
- Trnsl: Lack of resources, policies, global institutions and action (F)
- Offline harassment (NFC)

Off-wiki events

Q. Have you ever been involved with helping to manage events off-wiki?

Answering "no" to this question meant skipping questions 8–11. Of the non-functionaires still in the survey at this point, all eight had been involved with helping to manage events off-wiki in the past. 18 of the 29 responding functionaries (62.1%) did the same. [Chart 13]

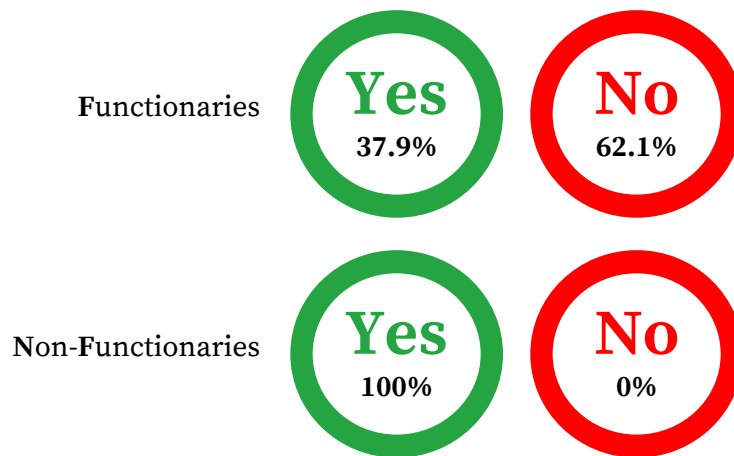


Chart 13

Off-wiki events

Q. Have you ever been offered training on how to handle behavior issues at events (or have you ever offered this to others)?

Only three functionaries (16.7%) reported having been offered training on how to handle behavior issues at events, or having offered this to others. Non-functionaries were split down the middle in their responses, with four responding positively.

[Chart 14]

Of those that had, all provided a description or a source for these trainings. Overall, a third of the sources mentioned were Wikimedia affiliates (Wikimedia Sverige and Wikimedia New York City), while others were from external groups like the Ada Initiative (mentioned by five respondents). All of this training was offline; not one respondent said their training was online.



Chart 14

Event training

Q. Do you believe you would benefit from in-person training as well as online?

Most of those responding to this question did believe they would benefit from in-person training as well as online, though the feeling was stronger among non-functionaries (87.5%) than functionaries (72.2%). [Chart 15]

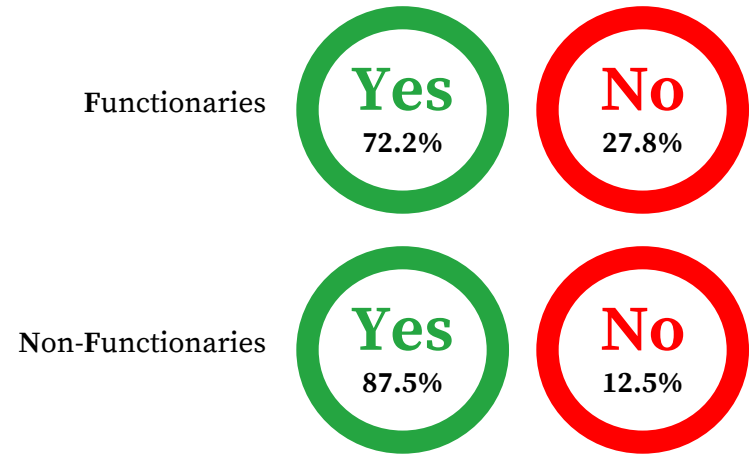


Chart 15

Group training

Q. Using a scale of 1-5, how important do you feel it is for the following groups to receive training in how to deal with conduct issues at events? (1 star: not important at all - 5 stars: extremely important)

Respondents were asked to rate out of five how important they feel it is for the following groups to receive training in how to deal with conduct issues at events:

- Event organizers
- Event volunteers
- Attendees

The 18 functionaries who responded to this question seemed to consider it most important for event organizers to receive training, with an average of 3.89 stars out of five. In second was event volunteers (3.33), with attendees a distant third (2.78). [Chart 16]

Seven non-functionaries responded to this question; their choices ranked the same way. They seem to agree that event organizer training (4.43 stars) would be more important than event volunteer (3.86) or attendee (3.29). Their ratings, however, were on average 1.25x higher than those provided by the functionaries group. [Chart 16]

Of the "others", functionaries suggested media handlers and partner institutions, while one of the non-functionaries suggested event support staff.

Group training

Functionaries and Non-Functionaries ratings

		★x1	★x2	★x3	★x4	★x5	AVG
F	Event organisers	0%	11.1%	33.4%	11.1%	44.4%	3.89
	Event volunteers	11.1%	11.1%	33.4%	22.2%	22.2%	3.33
	Attendees	27.7%	27.7%	33.4%	11.2%	0%	2.78
N F C	Event organisers	14.3%	0%	0%	0%	85.7%	4.43
	Event volunteers	14.3%	0%	28.6%	0%	57.1%	3.86
	Attendees	28.6%	0%	14.2%	28.6%	28.6%	3.29

Best practices

Q. Are you aware of any best practices for handling in-person incidents of harassment?

Of the 18 functionaries who responded to this question, only eight (44.4%) were aware of any best practices for handling in-person incidents of harassment. The balance is reversed for non-functionaries, as five out of the eight responding indicated that they are aware of such best practices. [Chart 17]

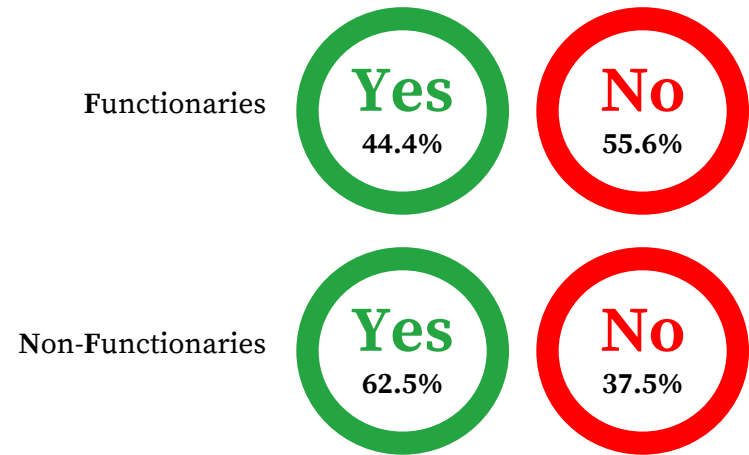


Chart 17

Best practices

Q. Where did you learn these best practices? - Summaries

Functionaries

Of the six sets of best practices provided by respondents, two were Wikimedia-related (either hosted on the projects or at Wikimedia events) and one was from their workplace:

- https://wikimediafoundation.org/wiki/Friendly_space_policy
- http://geekfeminism.wikia.com/wiki/Safe_space
- http://geekfeminism.wikia.com/wiki/Who_is_harmed_by_a_%22Real_Names%22_policy%3F
- http://geekfeminism.wikia.com/wiki/Code_of_conduct
- http://geekfeminism.wikia.com/wiki/Conference_anti-harassment/Policy
- <https://www.ashedryden.com/blog/codes-of-conduct-101-faq>
- http://geekfeminism.wikia.com/wiki/CoC_Pledge
- <http://citizencodeofconduct.org/>

Best practices

Q. Where did you learn these best practices? - Summaries

Non-Functionaries

Six non-functionaries responded; their resources were from work (2), Wikimedia (1) and other (3):

- https://meta.wikimedia.org/wiki/WikiConference_India_2016/Code_of_Conduct
- https://meta.wikimedia.org/wiki/Code_of_conduct
- "Clear, well-known contact with professional training in dealing with conflicts that are equipped with the house rules, check whether an immediate sanction required (in the worst case exclusion from one event) is present. If this is not the case, they help with a rule determination on site in order to avoid further cases of harassment."
- "It is important to have community leaders and arbitrators who understand and support anti-harassment policies and practices."
- "Develop ethics standards, develop code of ethics, implement it, appoint an Ethics Officer, preliminary fact finding, full investigation, make decisions, notify the parties of the decisions, run a post mortem, and so on."

Improving UI

Q. How can we make an online training module interesting and enjoyable for users?

This question was posed as a free text field, and responses were grouped into broad categories as with question 1.

22 functionaries gave a response to this question, with their responses occasionally falling into more than one of the broad categories. The most popular themes raised were realistic examples or scenario-based training (22.7% of respondents), short, concise, and clear training (22.7%) and that making training interesting and enjoyable was "not possible" (13.6%).

[Chart 18]

Non-functionaries had different ideas, and their responses tended to be more varied. Two of the five responses mentioned realistic examples or scenario-based training (40%), while the figure was one each (20%) for the following: "Short, concise, clear", "Not possible", "Practical advice, "must be useful" etc", "Video", "Relevant to Wikimedia".

[Chart 19]

Improving UI

Functionaries survey breakdown

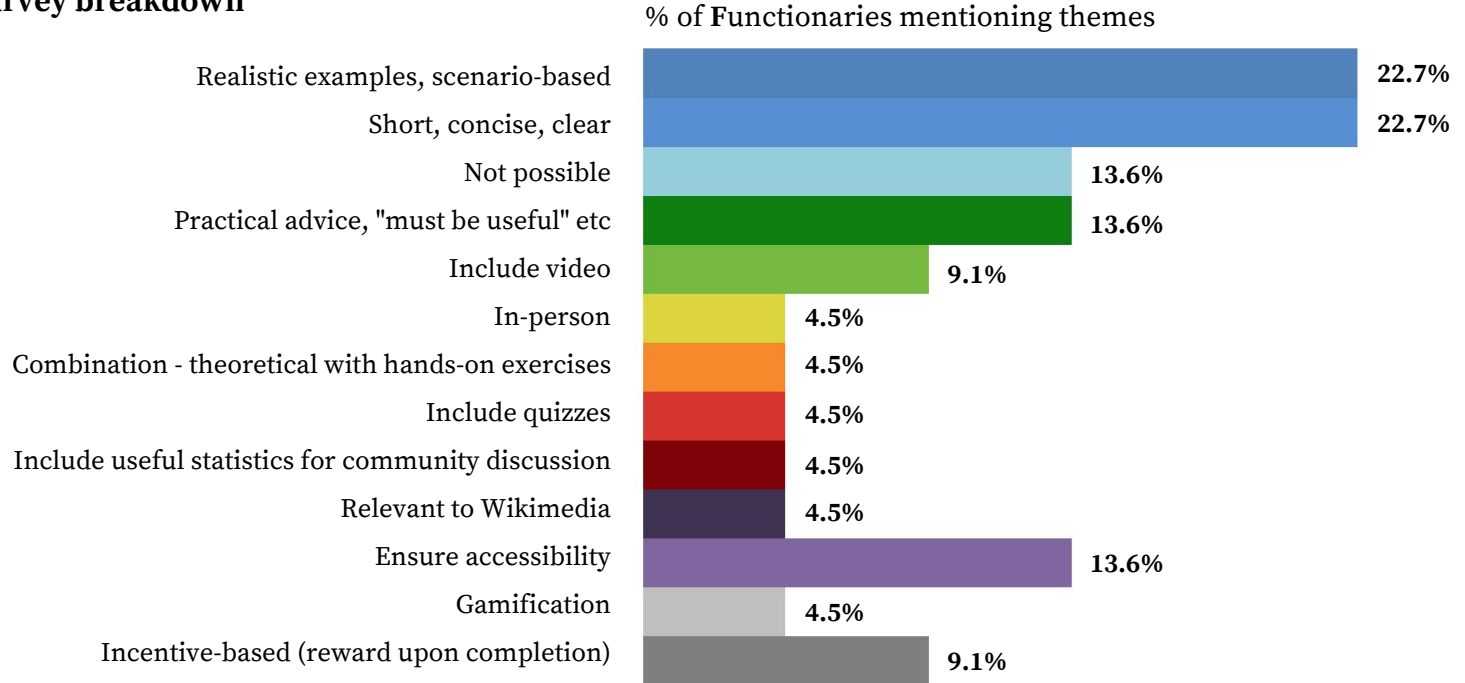


Chart 18

*Note: Responses may fall into more than one category

Improving UI

Non-Functionaries survey breakdown

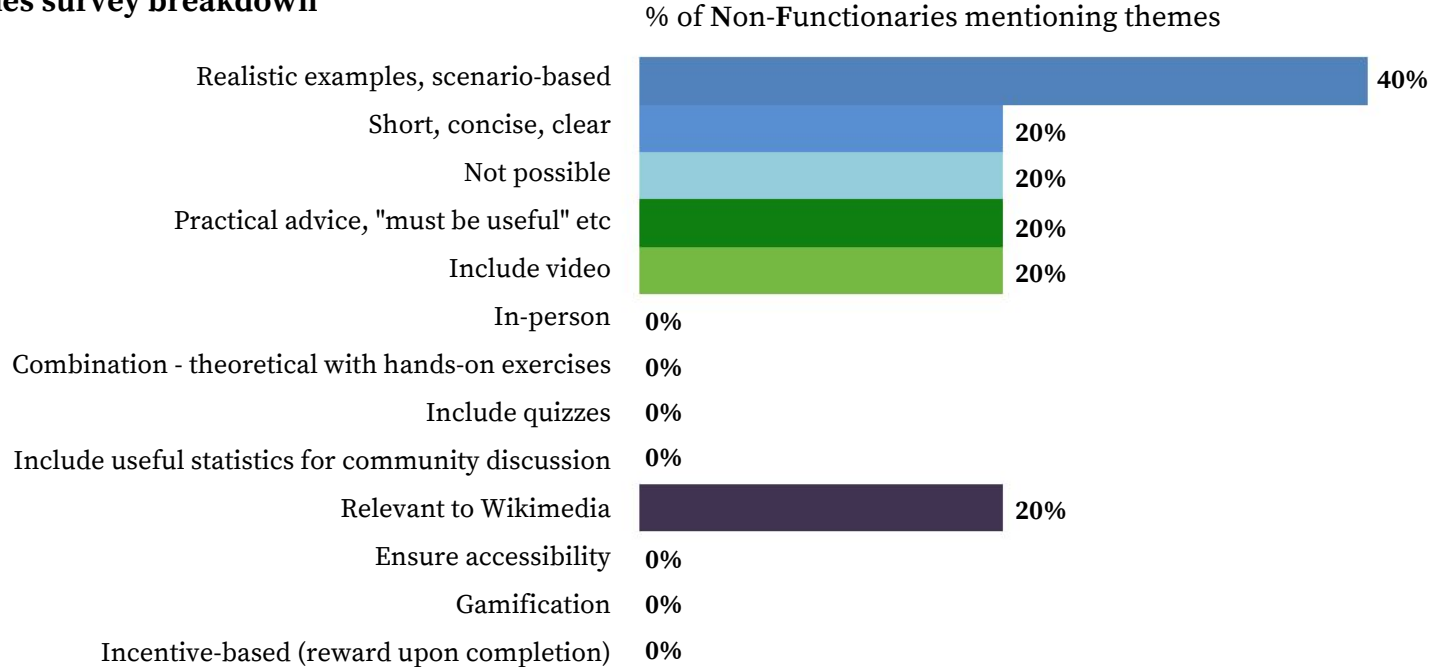


Chart 19

*Note: Responses may fall into more than one category

Hosting options

Q. Where should training on this topic be hosted? (Select one)

In this section, respondents were asked to select only one option from a pre-selected list:

- Meta
- Local projects
- External website
- New Wikimedia wiki - e.g. "Training wiki"
- Other

Among the 28 functionaries surveyed, almost half (46.4%) favoured training hosted on Meta. 32.1% suggested local projects would be a better fit, while only one (3.6%) preferred an entirely new wiki. None wanted an external website. Of the five "others", most had no opinion, reiterated that they did not believe training to be possible, only wanted it to be easy to find, and one suggested the content should be drafted first before being hosted somewhere with the necessary features. [Chart 20]

All eight non-functionaries gave their opinion here. Three supported creating an entirely new wiki (37.5%) and a further three supported hosting the the training on local projects (37.5%). Hosting the training on meta, and on an external website, earned one vote each (12.5%). [Chart 20]

Hosting options

Q. Where should training on this topic be hosted? (Select one)

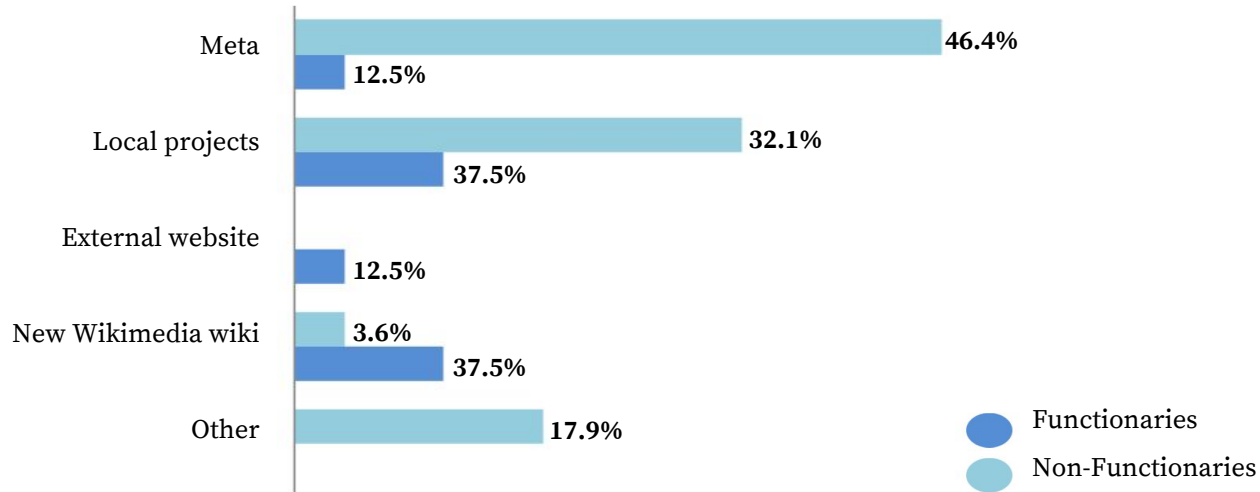


Chart 20

Module format

Q. Which of the following features do you prefer for presenting training materials? (Select all that apply)

Here, respondents were asked to select as many of five options as they felt appropriate:

- Video
- Audio
- Text concise enough for one page
- “Tutorial” or "how-to" style
- Interactive, with activities or quizzes
- Longform text
- Other

Of the 28 functionaries responding to this section, 19 of them (67.9%) indicated they'd like a "tutorial" or "how-to" style for the training materials. The options "text concise enough for one page" and "interactive, with activities or quizzes" were selected by thirteen respondents (46.4%). Also popular were video (39.3%) and longform text (35.7%). The one useful "other" was to include infographics. [Chart 21]

The eight non-functionaries seemed to have different preferences. All but one of them expressed a preference for video training (87.5%), though also popular were "tutorial" or "how-to" style (62.5%), interactive with activities or quizzes (62.5%), text concise enough for one page (50%), and audio (50%). [Chart 21]

Module format

Q. Which of the following features do you prefer for presenting training materials? (Select all that apply)

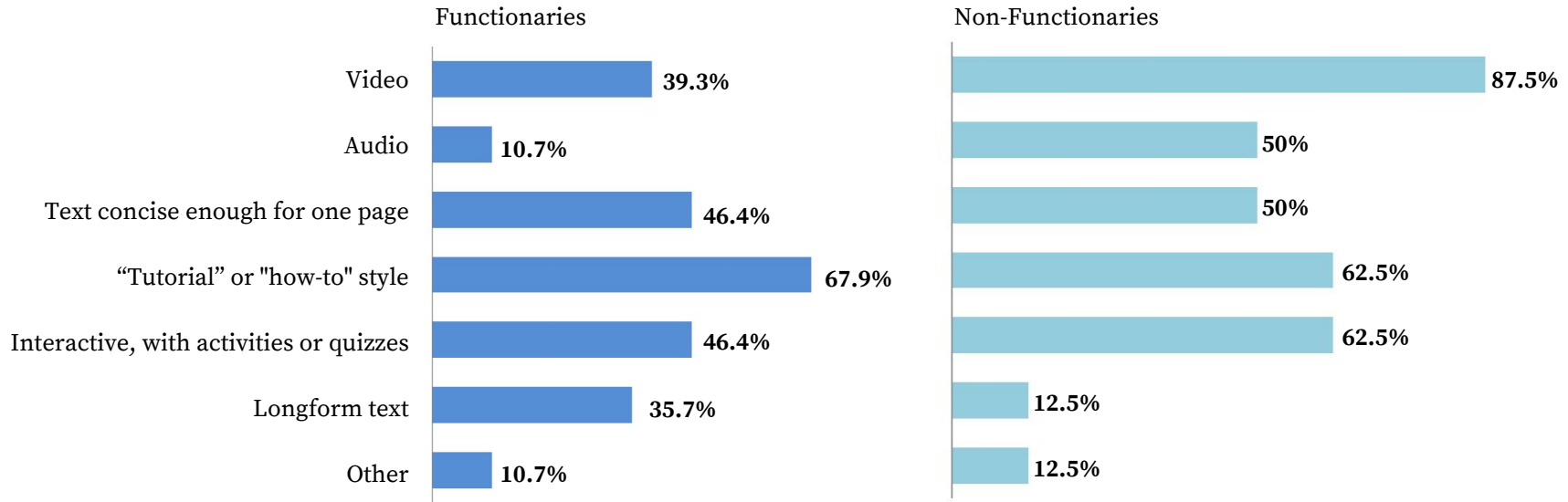


Chart 21

*Note: Responses may fall into more than one category



THANK YOU