Quarterly review
COMMUNITY ENGAGEMENT
Q4 - 2015/16

Approximate team size during this quarter: 42

Q4 - CE Department

Objective	Measure of success	Status
Goal 1. Assist in preparing the Wikimedia Foundation Annual Plan generally and the CE Annual Plan specifically	- Post Annual Plan and track community feedback - Modify CE Annual Plan according to community feedback and evolving Foundation tactical approaches	- Annual plan posted and tracked by SuSa - CE's various teams responded to feedback and modified plans as appropriate for later iterations

Q4 - CE Department

Objective	Measure of success	Status
Goal 2. Finalize CE reorg and restructures	- Finalize restructure by documenting boundaries of team responsibilities and clarifying expectations around interdependencies - Begin implementing restructure of CR grant programs based on "Reimagining Grants" outcomes	- Boundaries document produced on schedule, but additional restructuring and other demands prevented complete updating of documents. - Rapid grants program launched.

Learning: Restructuring can be complex and process-heavy, with a lot of moving parts. We appreciate the strong support of **T&C** and **Finance** in these efforts, as well as the thoughtfulness of the individuals impacted as we explored options and opportunities. CE has reached stability aside from anticipated normal minor changes at the start of the fiscal year, but will continue to monitor and assess to ensure that we achieve best efficiency with our resources, human and otherwise.

Q4 - CE Department

Objective	Measure of success	Status
Goal 3. Explore and implement improvements to harassment and hostility in the movement	- Inspire Campaign - Code of Conduct conversations for tech spaces - SuSa harassment campaign	**CE collectively met all three of these measures of success.**

The bulk of discussion on these will take place later in presentation with teams who led, but **a word on the Code of Conduct**: Timeline for the implementation of the code was drafted, large questions around confidentiality and reporting were addressed, as well around the specific responsibilities, composition protocols and term lengths of the Code of Conduct Committee. Final issues are being addressed, and the team is planning to move towards selecting a Committee and activating the process by mid-August. CE is active in these conversations, bringing in community and others to consult and offering information on other sites' codes of conduct.

Objective: Strategy and Priorities

Objective	Measure of success	Status
Goal 4. Maintain and continue to improve ongoing workflows.	- Launch several grants rounds: APG, Rapid Grants, IEG - Meet support SLAs - Rolling grants programs	These refer to individual team goals within the department. Workflows were met. Each team will discuss its goals in the individual sections, below.

Quarterly review
[Community Resources](#)
Q4 - 2015/16
Approximate team size during this quarter: 9.75 FTE (+2 part-time interns)

Community Resources provides funding and other resources to mission-allied organizations and people around the world. We support communities (individuals, groups and organizations) to build healthy communities, innovate new ideas for programs and technology in the service of Wikimedia's content and communities, and grow and scale effective ideas.

Key performance indicators

People supported *Global metrics from reports by resourced initiatives this Q*	31,370 total individuals involved	13,918 new editors (44% of total)	4,146 active editors (13% of total)				

Grants to Global South *approved this Q*	30 grants	$492,187	54% of total #	31% of total $	+131% # from Q3	+540% $ from Q3	+100% # YoY	+34% $ YoY

Addressing Harassment - Facts & Figures

- Inspire Campaign
  - 280 ideas, 700 participants
    - Gender gap campaign: 266 ideas, 676 participants
    - Some ideas do not require funding (e.g. changes in community policy / best practices)

  - 17 ideas already drafted for Rapid Grants or Project Grants during campaign

Addressing Harassment - What happened

- **Disruptive behavior** during campaign
  - Viewpoints: Harassment is not a problem. Or, Harassment is an issue that victims are primarily responsible for figuring out.
  - Premature rejection of ideas based on fears of:
    - gaming the system / manipulative behavior
    - speech restrictions
- **Problematic conduct removed** from IdeaLab or directed to talk page

Addressing Harassment - a few ideas created

- Developing resource pages on <u>all</u> Wikimedia projects
    - Some projects already contain on/off-wiki resources on what to do if you are harassed.

- Research on how on-wiki systems handle harassment
    - e.g. Efficacy of public resolution systems, roles of admins, outcomes for involved parties.

- Semi-protect the User: namespace by default
    - Prevent anonymous and very new editors from editing others' userpages, a common source of harassment

Q4 - Community Resources

Objective: Maintain the core

Objective	Measure of success	Status
● Maintain grant programs and workflows *Team members involved: 7*	● Launch grants funding rounds (IEG, APG:Full) and maintain rolling grants (PEG, APG: Simple, TPS) ● Meet commitments for 10 of 10 grantmaking workflows on-time	● Successfully ran both IEG and APG rounds of funding, plus rolling grants ● Met commitments despite being short staffed. ● Hired APG Program Officer!

Objective 3: Maintain Grants Core

this quarter's grant highlights

Example 1: PEG	Example 2: APG:Simple	Example 3: Rapid!
Continuing support for the **Just for the Record** project (a Gender Gap Inspire campaign grantee). An innovative model of having subject experts present on a specific gender-related topic and then supporting editors to improve that article. Emphasis on quality over quantity. Doing focused training on identifying and fixing bias on Wikipedia.	A Simple APG grant to a **user group in Brazil** challenged our administrative systems, due to difficulties around establishing bank accounts for informal groups and sending funds to Brazil. Significant delays were caused by administrative barriers, and the grantee was required to rescope their work, timeline, and budget to fit within our administrative constraints.	Weekly editing trainings in **Nashik (northwest India)** Wiki Loves Earth in **Kosovo and Albania** Wiki Loves Maps in **Albania** Photowalks in **Istanbul** Wiki from Above in **South Africa** GLAM writing contests in **Macedonia** Equipment in **Bashkortostan**

Q4 - Community Resources

Objective	Measure of success	Status
Begin implementation of grants restructure *Team members involved: 5*	- Launch Rapid Grants - Begin portal redesign - Recruit and orient new committee members - Create and post new Project Grant application form	- Rapid Grants launched! - PEG closed June 30th - Open Call for Project Grants launched July 1st with new portal. - Project Grant committee candidates submitted nomination. Training in August.

Learning: Plan to completely redesign grants portal did not meet expectations due to debate over moving parts of the grants process off Meta. Could not identify a design that could be easily implemented on Meta. This led us to once again doing wiki design ad-hoc without dedicated support from a contractor or in-house designers and engineers. Need to explore more pros/cons of having Grants space on Meta and designing for mobile.

Q4 - Community Resources

Objective: Global Metrics Review

Objective	Measure of success	Status
Conduct global metrics review (GM) and retrospective *Team members involved: 1*	● Based on community feedback, design a solutions to address issues raised by community + WMF ● Community vote to select solution that replaces GM ● Prepare for launch of updated GM in Q1 FY17	● Community feedback & voting ended at EOQ

Learning: Our community of grantees understand why "impact" is important in the context of grants. Now the conversation needs to focus on "how" to define, capture and communicate "impact", in all it's various forms. To be successful, this needs continuous attention, participation & iteration from all those receiving movement funds, including WMF.

Learning: Retrospectives are key. Looking critically at what we have done (whether a project, policy, feature, etc.), being open and honest about what met or didn't meet our intentions demonstrates that we are a learning organization.

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Q4 - Community Resources

Objective: Event support

Objective	Measure of success	Status
● Provide strategic support to communities and staff by attending movement conferences *Team members involved: 7*	● Staff attend movement conferences to learn, build relationships, deliver training and present work at WMCon, Wikimania, WikiArabia	● Delivered learning session on Global Metrics review ● Delivered Board training on conflict of interest ● Delivered Storytelling session at WikiArabia ● Shared information, advised & supported at all events ● Staff supported Learning Day at WMCon & Wikimania ● Wikimania!!!

Learning: While attending conferences and movement events is time and resource consuming, there is significant value and outcomes generated. We will need to follow up and tracking outcomes of this support and these events. We need to create alignment around purpose of Wikimania and a plan for future Wikimanias.

Q4 - Community Resources

Objective	Measure of success	Status

● Pilot Community Capacity Development trainings in 3 communities
 	
Team members involved: 1
	● Develop material and curriculum for three communities (Ukrainian, Portuguese, Tamil)
	● Execute pilots as planned, incl. scoping pre- and post-evaluation of trainings and their outcomes
		● Completed 3 face-to-face trainings, in partnership with WMF and external experts
		   ○ Portuguese (Brazil) // Comms and PR
		   ○ Tamil (India) // on-wiki technical training
		   ○ Ukrainian // conflict resolution
		● Pre- and post-evaluation surveys completed, long-term impact will be assessed.

Diversity of New Grants in Fiscal Year 2015-16[1]

Grants to...	Number of grants	Amount in dollars	Proportion of total[2]		YoY	
			# of grants	$ of grants	# of grants	$ of grants
Individuals	222	$646,082	76% of total	10% of total	+16%	+14%
Global South	164	$1,418,703[5]	56% of total	22% of total	+25%	+11%
Gender Gap focused	14	$79,683	5% of total	1% of total	-56%	-55%

[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

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Quarterly review
TECHNICAL COLLABORATION
Q4 - 2015/16

Approximate team size during this quarter: 10 FTE (9 FT, 2 PT)

Key performance indicators: *****

Number of major discussions that the team supported	Q4 – 30 discussions

* *This is a new KPI. Consequently, there is no data from previous quarters to use for comparison.*

Q4 - Technical Collaboration

Objective	Measure of success	Status
Communication workflows between WMF Product teams and Wikimedia communities *Team members involved: 2*	Product page template reflecting TCG status and history. Agreement on when and how Product teams communicate. Agreement on when and how communities provide feedback. Documentation on how to expand communication with tech ambassadors and translators.	Initial recommendations have been defined. They are being proposed to Product teams willing to adopt them and to provide feedback.

The Technical Collaboration Guideline has become a WMF Annual Plan goal lead by Keegan Peterzell.

We have communicated the strategic importance of this guideline also through a Vision document and a presentation at Wikimania.

Learning: Detaching the Technical Collaboration Guideline from the WMF product development process has been useful to clarify ownership and speed up the drafting of recommendations. Instead of seeking prior approval from Product, we are proposing Product teams to adopt our recommendations and propose improvements based on their experiences.

Q4 - Technical Collaboration

Objective: CW at the WM Hackathon

Objective	Measure of success	Status
Technical Collaboration participation in Wikimania *Team members involved: 4*	Hackathon focusing on Community Wishlist and newcomers. Hackathon showcase promoted to non-technical audiences. Well prepared presentations bring feedback to TCG. Contribution to informative CE presence in Community Village.	All objectives were accomplished despite Wikimania's constraints, in a first massive collaboration between Developer Relations and Community Liaisons.

The Wikimania Hackathon in Esino Lario had 204 participants (155 registered in advance and 49 registered onsite) from 39 countries. 23 projects were demoed at the Showcase in a full room with 80 people, 15 of which had not attended the hackathon. The satisfaction survey is ongoing.

Rachel Farrand organized the event in coordination with the Wikimania organization. Nick Wilson led the selection of Community Wishlist tasks prior to the event. Benoît Evellin and Andre Klapper helped pre-scheduling activities for newcomers. Siebrand Mazeland coordinated the Showcase.

Learning: Although the adoption of Community Wishlist tasks and the participation in sessions for newcomers had a mild success, we still need to improve the preparation of activities before the hackathon.

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Q4 - Technical Collaboration

Objective	Measure of success	Status
A plan for the top ten Community Wishlist tasks driven by volunteers *Team members involved: 2*	Selection of 10 most voted suitable tasks. Technical and social feasibility assessment for each task. Recommendations for next steps vetted by developers. Plan for recruiting volunteer developers for each task.	We scanned most of the CW for Wikimania's Hackathon, but we haven't set on the 10 tasks, and our recommendations for next steps are missing. Work continues in the next quarter.

The overall direction of this goal is good, and it belongs now to one of our WMF Annual Plan goals.

Nick Wilson went through the CW and assessed dozens of tasks with the help of Andre Klapper.

Learning: This goal implied tight coordination between Nick, Andre, and Quim. We assumed it was going to be fine, but then we ended up with problems of communication and lack of common understanding about the goal.

We struggled finding a driver in our team for the objective of connecting developer outreach with the Community Wishlist. We decided that such role will be assumed by our future Developer Advocate.

Q4 - Technical Collaboration

Objective	Measure of success	Status
Experiment with "users interactions" Consultation *Team members involved: 1*	Gather proposals from readers and editors around how to make Wikipedia more interactive, using a new interface. Document gathered solutions, lessons learned, and next steps.	The consultation was made and the documentation wrapping it up was completed.

Moushira Elamrawy supported this consultation from beginning to end, participating in its planning, implementation, promotion, and final documentation.

The participation was modest, with 27 ideas received. The goal of getting ideas from readers was not achieved; editing from mobile isn't in the best shape. Most of the ideas came from experienced editors or WMF members.

Learning:

With this survey, we didn't solve the problem of getting ideas from pure readers.

As of today, no action has been taken upon the results of the survey. In future collaborations with WMF teams, we should ask for a survey plan including the intended actions, the ultimate goals of the survey.

Q4 - Technical Collaboration

Beyond the team goals, we were involved in many important missions with successful results:

- Volunteers Tony Thomas and Sumit Asthana organized the selection, the start, and the mid-term evaluation of eight Google Summer of Code projects.
- Sherry Snyder and Erica Litrenta facilitated the deployment of VisualEditor in the Wikipedias in Japanese and Korean, as well as most Wikivoyages.
- Sherry and Erica supported the VisualEditor team socializing the Single Edit Tab change.
- Sherry coordinated the communication of the server switch planned outage.
- Benoît Evellin and Nick Wilson announced cross-wiki notifications successfully.
- Johan Jonsson completed a first iteration of the new Translations strategy.
- Johan also started and crowdsourced a timeline of WMF technical development.
- Andre Klapper led a complex effort to update our code contribution guidelines.
- Chris Koerner updated and organized the Discovery team pages.
- Moushira Elamrawy got community buy-in for graduating Hovercards out of beta.
- Quim Gil surveyed and decided Phabricator improvements to be funded by our team.

Q4 - Technical Collaboration

Category	Workflow	Comments	Type
Planning	Plan community engagement processes within Product teams	Team members meet with the following teams: VisualEditor, Collaboration, Language, Community Tech, Discovery, Reading. They regularly brought feedback from communities and discuss engagement strategies.	**M**
Outreach	Creating newsletters and other outbound communication to communities	• Tech/News (weekly) has 509 individual (+7%) and 75 Community (+4%) page subscriptions. It is being translated to 15-20 languages. • VisualEditor Newsletter (bimonthly); delivered to 343 pages on en. wiki (+13) at the end of June.	**M**
Outreach	Facilitating public meetings around product development	None organized. Instead, we focused on how to promote better these events.	**N**

Type: new, reactive, maintenance

Q4 - Technical Collaboration

Core workflows and metrics ⚙

Category	Workflow	Comments	Type
Feedback	Turning user feedback into Phabricator tickets and actionable tasks	137 tasks created in Phabricator (114 open / resolved / stalled, 23 duplicate / invalid / declined).	**R**
	Engaging users in surveys and other online testing of products	We run the <u>Wikimedia Developer Summit satisfaction survey</u> (completed), the <u>Flow user satisfaction survey</u> (ongoing), and the <u>User Interaction Consultation</u> (ongoing). We assisted in the <u>Notifications user survey</u> and the <u>Cross-wiki watchlist survey</u>.	**R**
Conduct	Responding to reports received about conduct	13 incidents handled, related to ● Friendly Space Policy ● Phabricator Etiquette ● Offensive, derogatory, or discriminatory comments. ● Gratuitous or off-topic use of sexual language or imagery ● Inappropriate or unwanted public or private communication, following, or any form of stalking. ● Unwanted photography or recording. ● Harming the discussion or community with methods such as sustained disruption, interruption, or blocking of community collaboration (i.e. trolling).	**R**

Type: new, reactive, maintenance

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Q4 - Technical Collaboration

Category	Workflow	Comments	Type
Bugwrangler	Review of new tasks and unusual activity in Phabricator	Keeping it at 50% dedication from Andre Klapper.	**R**
Events	Tech Talks	• UX Prototype Labs: Understanding Wikipedia Readers • Integrating user behavior to design better products	**M**
	Offsites	Some pre-planning for future offsites.	**R**
Community metrics	Monthly KPIs and Korma dashboard	Focus on bug fixes and making the metrics more meaningful.	**M**

Type: new, reactive, maintenance

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Quarterly review
Support and Safety
Q4 - 2015/16

Approximate team size during this quarter: 7

Key performance indicators

SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours	98.5%	-1.5% change from Q3 (100%)	-1.5% change YTD (100%)
SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days	100%	+2 change from Q3 (98%)	+1% change YTD (99%)

Q4 - Support & Safety

Objective	Measure of success	Status
Goal 3. Staff accounts & User rights *Team members involved: 1*	• Plan and write an organized policy for staff user rights to ensure security and proper on-/offboarding • Implement plan and transition all staff accounts	SuSa wrote and implemented a staff user rights policy, now posted on OfficeWiki, which expands on and codifies existing practice instead of relying on word of mouth and single points of failure.

As we worked through drafting the policy, it became obvious that the biggest issue to be addressed was not creating new processes or procedures, but ensuring that what was already being done was documented and consistently followed. The new policy also lays down the groundwork to allow staff rights to be processed by SuSa staff beyond the Support & Safety Director and the Manager for Trust & Safety, and the process to permit that has already started. The creation of this policy reinforced to us that other policies and processes need to be evaluated on an ongoing basis to ensure best documentation and avoid siloing of response.

Q4 - Support & Safety   Objective: Maintain the Core 🏴

Objective	Measure of success	Status
Goal 4. Maintain ongoing processes. *Team members involved: 7*	Execute and maintain core workflows with 95% of inquiries responded to within 2 business days.	SuSa met defined KPIs and maintained workflows, although we missed our 100% emergency response rate due to failing to complete internal reporting-out procedures. We had reported to law-enforcement within 30 minutes, but due to oversight the ticket was not closed within window.

By the numbers (see full report, internal only)

- 70 legitimate emergency@ contacts. Average time from outreach to issue completion: 30:11.
- Approx. 370 business@ and answers@ contacts.

Learning: This quarter, we implemented a new, simple method of team communication during emergency investigations that has considerably simplified our evaluation procedures, creating more streamlined and effective workflows. We need to continue to explore other cost-effective techniques for tracking our core work.

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Q4 - Support & Safety

Objective: Harassment Strategy

Objective	Measure of success	Status
Goal 1. Continue analyzing and facilitating research and pragmatic steps on addressing harassment. *Team members involved: 3*	[Report on Research: Online Community Conduct Policies](#) published on Meta - Facilitate [Detox](#) project - Facilitate Inspire Campaign around Harassment with community-produced ideas	- Report on Research On schedule and commitment, although we did not reach our push goal due to staffing reduction. - Facilitation provided for both other initiatives.

The Report on Research was published on May 23, with 10 projects evaluated, and presented at Diversity Con in a workshop to encourage community discussion of behaviour policies. Currently engaging community in analyzing strengths and weaknesses of each in our culture to facilitate this year's training modules. The Modelling Talk Page Abuse project, retitled Detox, is beta-testing, and was presented to the community at Wikimania in a well-attended session. The Detox team is moving into community testing, as use-cases for the tool begin to be developed. The Inspire campaign proved a challenge to staff both as a result of outside canvassing and the strength of community feelings on the subject, but proved the most interactive Inspire campaign so far. SuSa was proud to support Community Resources in this campaign.

Q4 - Support & Safety

Objective	Measure of success	Status
Goal 2. Assist with preparing and consulting with community on WMF annual plan. *Team members involved: 6*	● Assist with consultation around Annual Plan. ● Adjust SuSa annual plan 16/17 in accordance to feedback as necessary	SuSa staffed the consultation throughout the process, pinging appropriate stakeholders and monitoring conversations and preparing updates for Meta. SuSa received suggestions for executing annual plans, but no feedback led to plan changes.

Learning: Wikifying a document of this size is a substantial challenge, and we would have missed deadline if resources had not been loaned from other teams, especially **Greg Varnum**. We need to communicate, clearly and early, the deadlines by which executive involvement must be complete to prepare and publish on schedule. SuSa continued refining the process of systematized comment tracking throughout, including adopting color-coding to quickly identify unresolved conversations, but in future Annual Plans we should identify in advance project owners to facilitate rapid outreach to the appropriate individual, which would enhance responsiveness. We also learned we should communicate with Meta admins further in advance to anticipate and respond appropriately to trolling.

Q4 - Support & Safety

SUCCESS: Hired new Community Advocate, Joe Sutherland.

SUCCESS: Participated in Berkeley Roundtable on Online Harassment, which will lead to more coordination with Berkeley in the coming year.

MISSES: In trying to improve our internal processes, we have been slowly evaluating task management and tracking platforms. We have not yet settled on a platform, but are working toward that goal.

Special thanks:

- The legal team for assisting in our goal to relocate Joe Sutherland to help support child safety work.
- Talent & Culture for exploring additional training options for emergency response team, including a session set up for tomorrow (July 12).

Quarterly review
Program Capacity & Learning
Q4 - 2015/16

Approximate team size during this quarter: 8 FTE

Key performance indicators

Total Wikipedia Library unique recipients	**2732**	+ 1.83 % from Q3	+ 17.24% YoY
Education program leaders served	**38** (24 countries)	- 64% (- 50%) from Q3	n/a
Community leader *engagements* - learning and evaluation	**391**	+ 264% from Q3	+ 698% YoY

Developing Community Leadership:
We connect community leaders to support learning

Q3 - Program Capacity & Learning

Objective: Developing Community Leadership 🚩

Objective	Measure of success	Status
Developing **community leadership** across the movement**.**	* Pre-conference learning days held at Wikimedia Conference and Wikimania (*All targets exceeded see next slide*) * AffCom: Convene and facilitate committee's annual meeting to clarify the chapters affiliate model, review user group naming conventions, and other agenda for planning affiliates development supports for 2016-2017 and support Affiliate Partnerships discussion on WMF Strategy and Moving Forward in Partnership in Berlin * Proposal Analysis for Round 2 FDC APG	* Completed. Exceeded all targets.
	* Education Collaborative Best Practice Curation (Video and Updated Tool Kit/Learning Patterns)	* Incomplete

Learning:

- 103 participants at Learning Days, more than 50% were engaged as presenters in one or more of the 18 Learning Days workshop sessions at WIkimedia Conference and Wikimania.
- In addition AffCom meetings and working office hours were also given staff support at both events allowing for accelerated progress for the committee's work and communications.
- (MISS) Education Collab Video. Much more time intensive than expected to help sort through raw footage. Education Team lost original project owner in Q3, and task was deprioritized during leadership transition and onboarding of new staff.

Peer Leadership Development at Wikimedia Conference & Wikimania

25 different capacity development workshop sessions
300 community leader workshop engagements

147% of target

103 community participants to Learning Days
- 4 full days (18 workshops)
- Majority engaged as presenters or co-facilitators

138% of target

55 participants to sessions on Community Listening
(2 workshops)

+ Workshop support from WMF's **Community Resources**, **Communications**, **Technical Collaborations** teams, and WMDE's **Cooperation & Development** team

+ **142 community leader engagements at 5 other conference sessions**

+ **25 volunteer developer conversations on program tools**

+ **20 in-person learning & evaluation consultations**

Q3 - Program Capacity & Learning

Objective: Programs & Learning Infrastructure

Objective	Measure of success	Status
Program & Learning Infrastructure	* Dashboard - Tested alpha dashboard with the education collab and WMIL education organizers. Compiled prioritized list of known bugs and desired features on Phabricator. * Wikipedia Library Card Platform Beta Release * Complete remaining UX Design Research interviews and analysis for hub resources and functions * Create and beta-test Single Point of Entry Landing Page and Navigation for Wikimedia Resource Center. * Develop Community Engagement Insights process and protocols, for implementation in Q1	* Complete * Partially Incomplete. * Partially Incomplete. * Partially Incomplete. * Complete

Learning:

Success: Programs and Events Dashboard farther along than anticipated despite staffing constraints, due to reallocating resources.

Misses:

- Portal UX Design Research: A lot of very useful data was collected in our Phase I UX Design Research and has already been taken into use for initial designs of the Wikimedia Resource Center planning page. Getting the perspective of non-wikimedians proved difficult. We will need to allow for additional recruitment time and strategies from the start in the design of second phase research and testing.
- The Library Card Platform is near release but will miss the quarter deadline by a month.

Q3 - Program Capacity & Learning

Objective: Core

Objective	Measure of success	Status
Maintain ongoing **processes**	* Recruit and onboard 2 Community Capacity Managers for Education	* Partially incomplete (*Adjusted for budget considerations*).
	* Finalize Annual Plan for 2015-2016	* Completed

Learning:

Successes:

- Hired and onboarded new manager, Vahid Masrour, to the education team.
- Despite the loss of our Director and the related need for a small reorganization of the group into the CE department structure, the learning and Evaluation team and Programs team were able to finalize our shared annual plan for July 1 implementation.

Misses:
- Still looking to fill Program Coordinator role--adjusted from Education Manager position with a focus on international experience in Asia, Africa, MENA, or Eastern Europe paired with education experience. Expected to identify candidate for new role by Q1

Q3 - Program Capacity & Learning

Successes:

- **Collaboration Retrospective on Global Metrics** with communities, gathered feedback on potential improvements. And have received unanimously positive community appreciation for involving them in the process of revising Global Metrics.

- **TWL:** 1) Implemented TWL pageview category analysis: nearly **900,000 TWL pageviews per year**. 2) Partnered on a **winning grant for $250,000 from the Knight Foundation** to train librarians at scale on Wikipedia. 3) Transitioned Alex Stinson from TWL to GLAM-Wiki Strategist role, developing a consistent GLAM-Wiki strategy with very positive community reception at Wikimedia Conference and Wikimania.

Misses:

- **TWL:** Transitioning Alex from TWL to GLAM focus reduced capacity for new partner outreach and new global language branches. Currently backfilling with ¼ time contractor while shifting to new global branch strategy.

Appendices

Q4 - Technical Collaboration

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Median age of open changesets waiting for review	77.8 days	49.6 days	56.9%	68.8%	R
Median age of open changesets waiting for review (MediaWiki core)	94.1 days	74.2 days	26.8%	8.2%	R
Number of open changesets waiting for review	1384	1259	9.9%	31.1%	R
Number of open changesets waiting for review (MediaWiki core)	280	260	7.7%	26.1%	R

Type: new, reactive, maintenance

Q4 - Technical Collaboration

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Number of new changesets submitted per month	2102	3316	-36.6%	-33.3%	N
Number of code uploaders per month	203	227	-10.6%	-2.4%	N
Number of code reviewers per month	165	181	-8.8%	-12.2%	R
Number of code committers per month	121	128	-5.5%	-8.3%	R

Type: new, reactive, maintenance

Q4 - Technical Collaboration

Tech Community Metrics	This quarter	Previous quarter	QoQ	YoY	Type
Number of active users in Phabricator per month	836	923	-9.4%	5.3%	M
Number of new accounts in Phabricator per month	240	307	-21.8%	-9.4%	N

Type: new, reactive, maintenance

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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	28	$129,119	50% of total	8% of total	+115%	+191%	+22%	-35%
Global South	30	$492,187	54% of total	31% of total	+131%	+540%	+100%	+34%
Gender Gap focused	4	$11,506	7% of total	1% of total	+100%	+6086%	-81%	-91%

[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

Q4 - Community Resources

56 new grants funded at $1,572,422 to 33 countries

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	$ of grants
Annual Plan Grants	4	$1,138,148	7%	72%
Simple Annual Plan Grants	5	$154,279	9%	10%
Individual Engagement Grants	8	$90,932	14%	6%
Project & Event Grants	19	$167,102	34%	11%
Rapid Grants	9	$10,352	16%	<1%
Travel & Participation Support	11	$11,609	20%	<1%
Total	**56**	**$1,572,422**	**100%**	**100%**

(Last Q: 29 new grants funded at $142,638 to 15 countries;
Wikimania Scholarships final costs available August 2016, # grants and $ awarded to be reported in 2017 Q1)

Q4 - Program Capacity & Learning

Category	Workflow	Comments	Type
Community Leadership Development	Conference Partnerships	Wikimedia Conference 2016 & Wikimania 2016 Learning Days preconferences and main conference sessions (Wikimedia Conference, Wikimania)	M
	Responsive Workshop Support	Co-led workshop with YuviPanda on a new program tool, PAWS, for ~12 program leaders and developers.	R
	AffCom Support	Annual meeting held at Wikimedia Conference in late April completed 9 user groups renewals and recognized 4 new user groups this quarter with initial review turnaround of less than five days.	M
	Coaching & Consultations	104 community leaders were consulted for learning and evaluation design in Q3. 20 for evaluation tools, 18 on communications and storytelling, 14 on evaluation, 12 on program design, and 40 provided with direct technical support.	M
	In-person & Virtual Meet-ups	* Hosted 25 workshops (18 of which were part of official Learning Days) resulting in 300 community leader engagements at Wikimedia Conference 2016 in Berlin and Wikimania 2016 in Esino Lario	M

Type: new, reactive, maintenance

Q4 - Program Capacity & Learning

Core workflows and metrics ⚙

Category	Workflow	Comments	Type
Programs & Learning Infrastructure	Qualtrics Support	Added 10 new staff or community users. Users ran 30 new surveys.	M
	Analysis & Reporting	Global metrics retrospective and proposed solutions	M
	Tools & Data Support	* Global Metrics Magic Button * Programs & Events Dashboard * Library Card build making progress but not yet in alpha release.	M
	Knowledge Management	Support to WMF Teams in knowledge transfer tools to preserve institutional knowledge	M
	Communications	* Announcements * Evaluation Portal, Learning Quarterly Newsletter, Facebook, Twitter * Education Portal, Newsletter, Facebook, Twitter * TWL Portal, Newsletter, Twitter, Facebook, Blog * Blogs	M

Q4 - Program Capacity & Learning

Category	Workflow	Comments	Type
Team & WMF Admin	Monthly reports & coordination meetings	Meetings are kept to 1 per month for the full team with rotational leadership and topical focus plus one weekly 25 minute stand up.	M
	Support ED & C-levels as needed	Exploration of Balanced Scorecards and Strategy Maps for potential tracking and reporting inputs.	M
	Project Charters & Strategic Communications Plans	The team has adopted the best practice of creating project charters and strategic communications plan for adequate scoping of projects.	M

Q4 - Program Capacity & Learning

Topic	This Q	Previous Q	QoQ	YoY	Type
Evaluation Portal Resource Pageviews (Unique Editors)	XX,XXX (87)	22,464 (75)	+/- XXX% (+16%)	+/- XXX% (+77%)	M
Learning Patterns Created by Community Members (Unique Editors)	34 (59)	42 (65)	- 19% (- 9%)	+200% (+7%)	M
Unique Leaders Engaged for L&E (workshops engagements)[2]	**179 (300)**	**200 (113)**	**+ 89% (+265%)**	**+ 319% (+ 588%)**	M
Education program leaders engaged (countries)	**38 (48)**	**110 (48)**	**- 64% (- 50%)**	n/a	M
Referrals made by Education Team to other community members	5	8	- 37%	n/a	M
Number of tasks claimed and (completed) by Education Collab members on Phabricator	15 (10)	50 (23)	-70% (-56%)	n/a	M

Type: new, reactive, maintenance

[1] While overall learning patterns created and learning pattern editors have decreased YoY, patterns created by community and community editors have increased.

[2] Workshop engagements count each individual participant to Learning Days (one count per event rather than session) and the count of participants to any given workshop session not part of learning days. This means that a person may be counted more than once if they participate in both learning days and another main conference session, or any other combination of sessions outside of the core learning days.

Q4- Program Capacity & Learning

Topic	This quarter	Previous	QoQ	YoY	Type
12-month [Category:TWL] pageviews	848,940	n/a	n/a	n/a	M
Total accounts distributed	6177	5637	+10%	+43%	M
Total unique recipients	**2732**	**2683**	**+2%**	**+17%**	M
Total publisher partners	58	57	+2%	+66%	M
Citations added to partners	25,959	19,353	+34%	+18%	M
Total global branches	22	20	+10%	+75%	M
Total library coordinators	57	55	+74%	+200%	M
Average access delivery time (less is better)	48 days	40 days	(+20%)	n/a	M

Type: new, reactive, maintenance