Participation Support Program

Program Analysis
Oct, 2013

Basic Analysis

from grants data

Period of analyzed request :
    (date opened) : 8/29/2011 - 9/9/2013

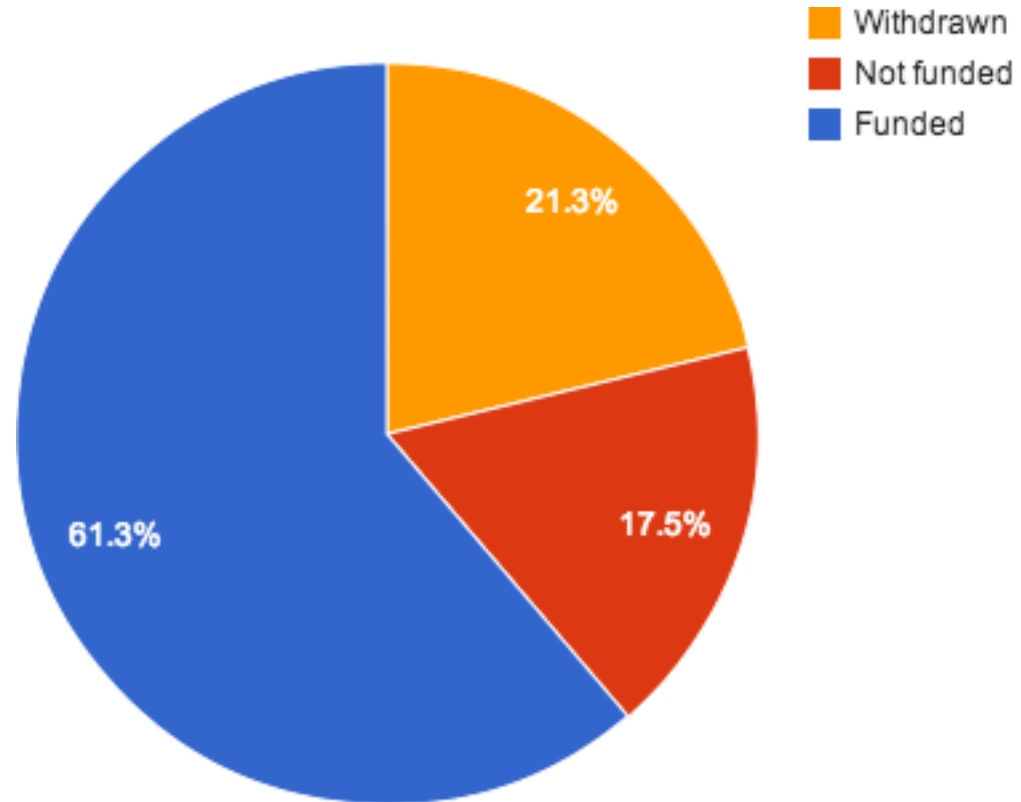+ Number of requests : 80 (49 Funded)
+ Gender Gap (event) requests : 6 (3 Funded)
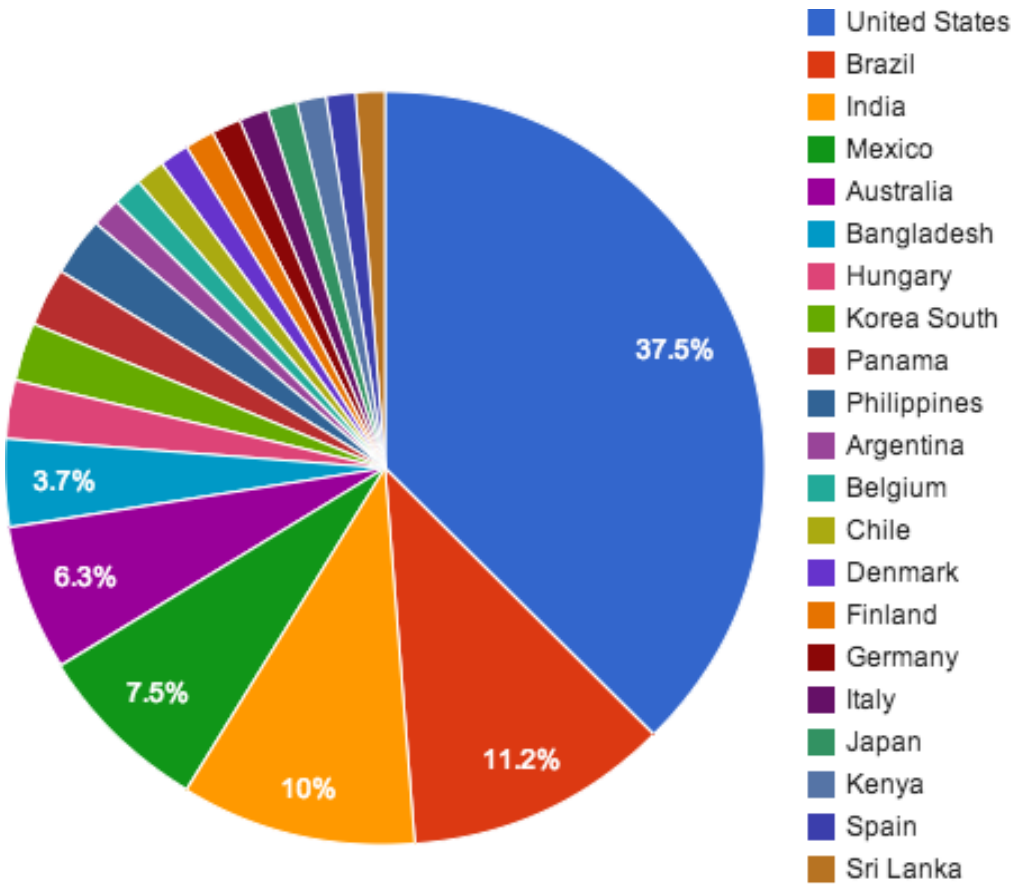+ Global South activity : 35 (24 Funded)
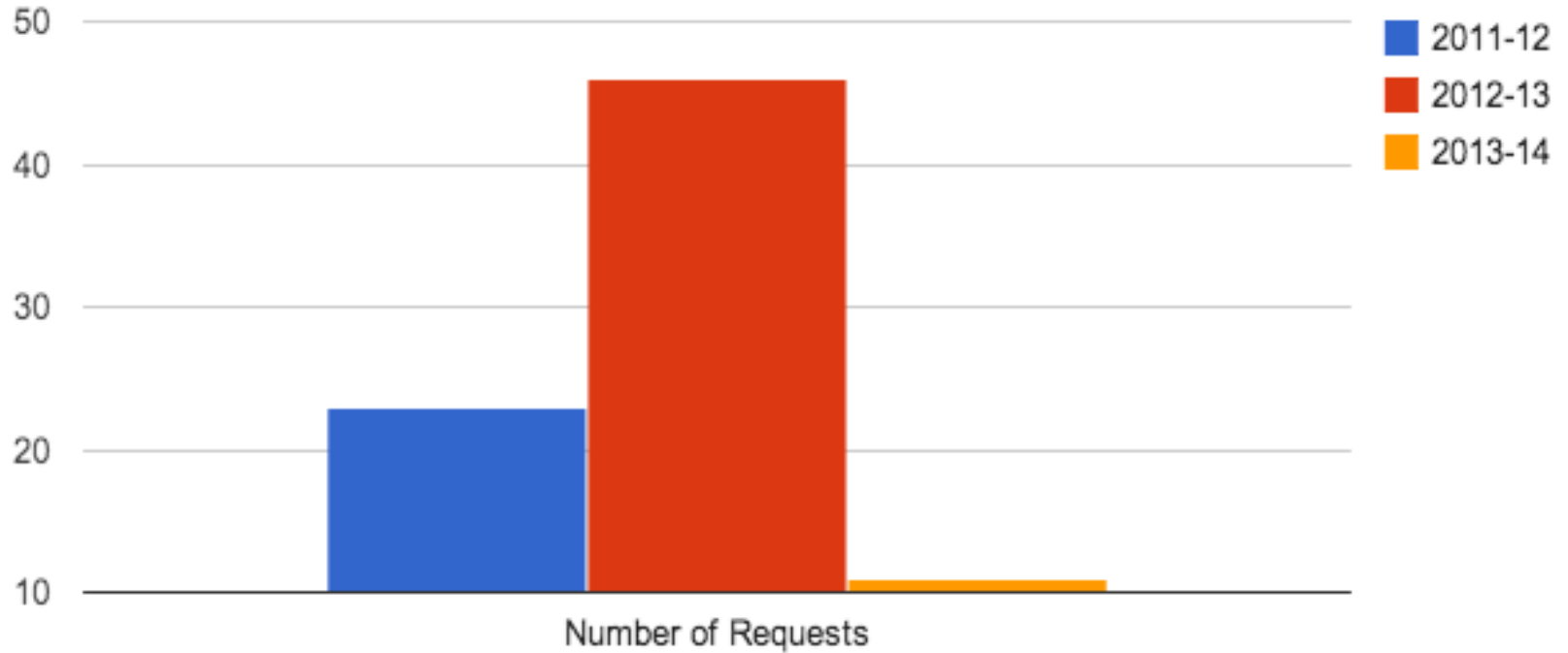
+ 49 Funded
+ 14 Not Funded
+ 17 Withdrawn

PSP requests by country
August 2011- September 2013

Legend	
■ United States	
■ Brazil	
■ India	
■ Mexico	
■ Australia	
■ Bangladesh	
■ Hungary	
■ Korea South	
■ Panama	
■ Philippines	
■ Argentina	
■ Belgium	
■ Chile	
■ Denmark	
■ Finland	
■ Germany	
■ Italy	
■ Japan	
■ Kenya	
■ Spain	
■ Sri Lanka	

Country	Count
United States	30
Brazil	9
India	8
Mexico	6
Australia	5
Bangladesh	3
Hungary	2
Korea South	2
Panama	2
Philippines	2
Argentina	1
Belgium	1
Chile	1
Denmark	1
Finland	1
Germany	1
Italy	1
Japan	

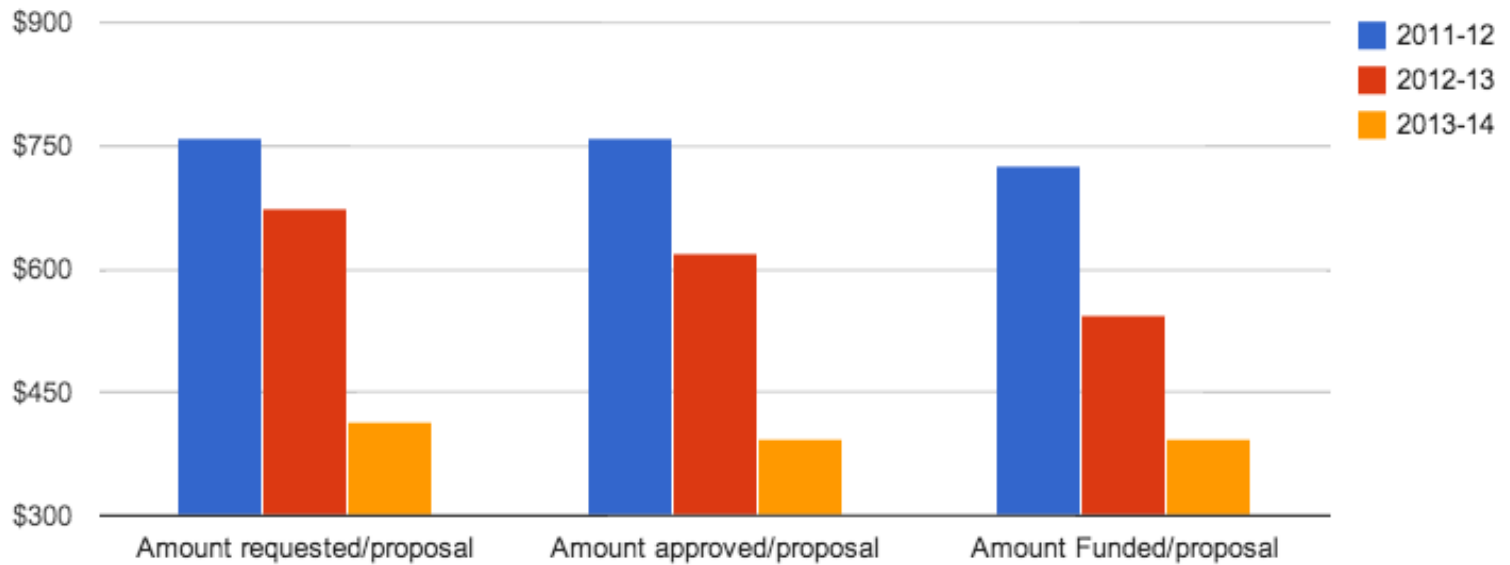# Number of PSP grant requests by fiscal year

(August 2011-September 2013)

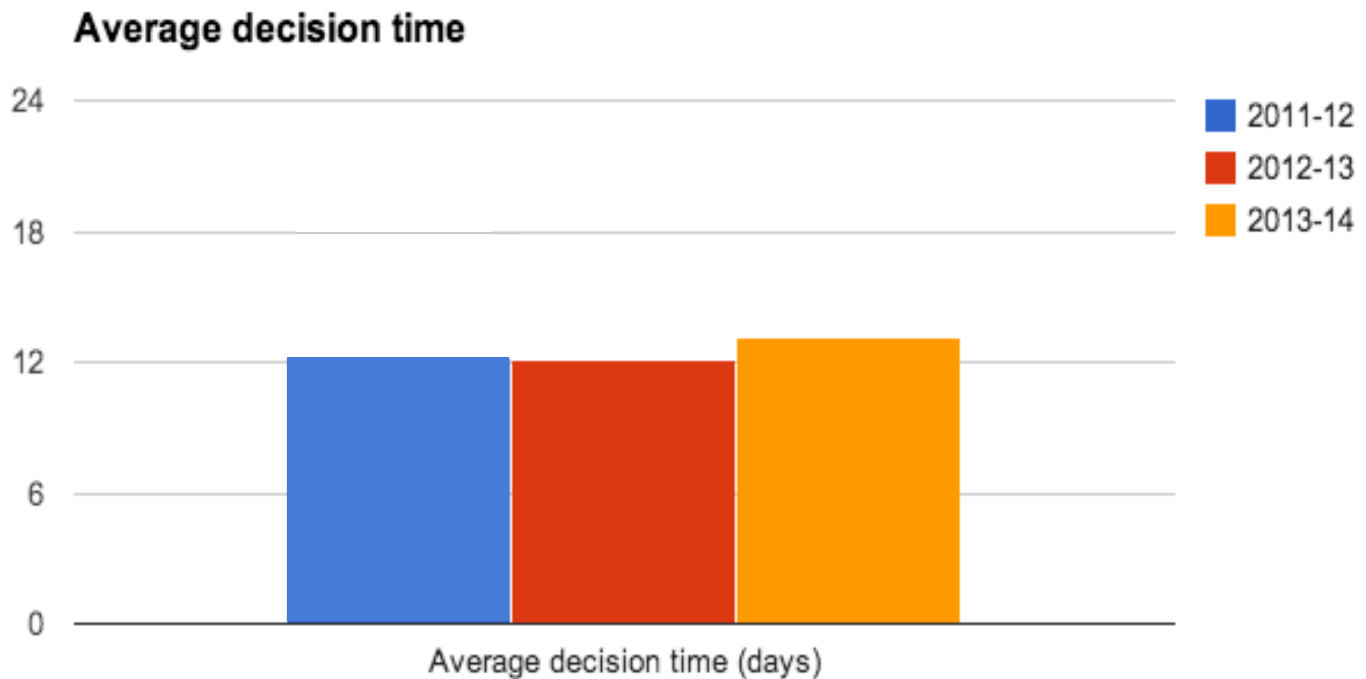# Total PSP Requested, Approved, Funded per year
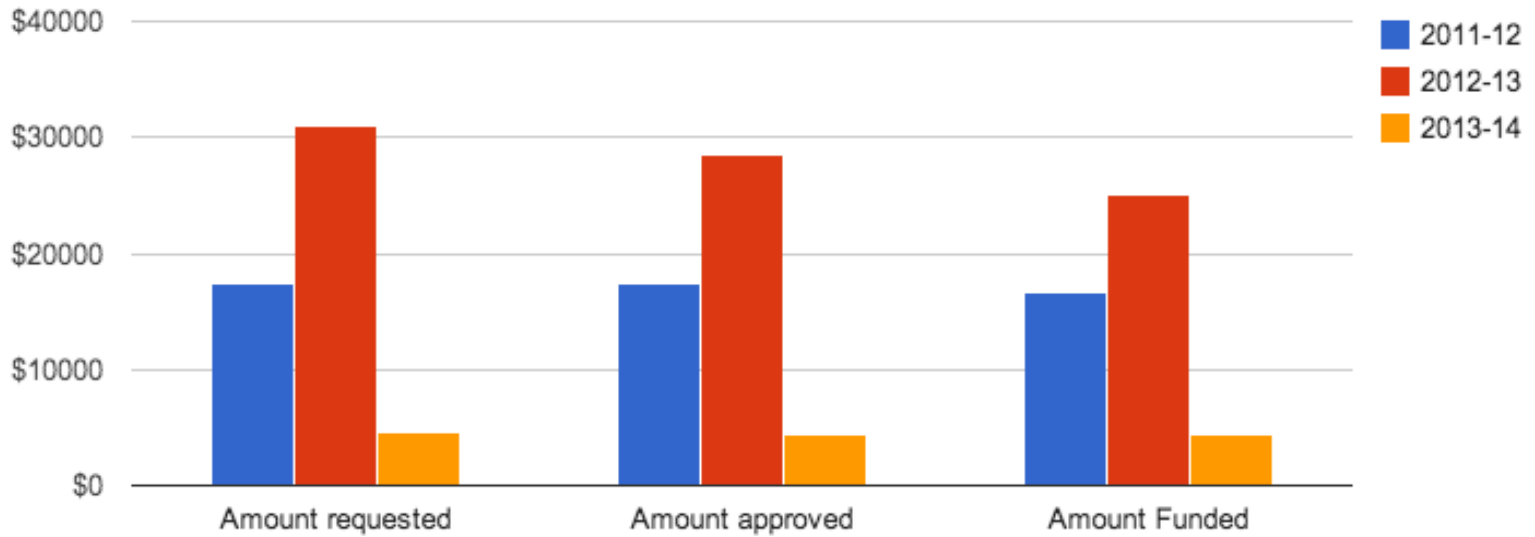
Requested, Approved, Funded amount per proposal

Decision time

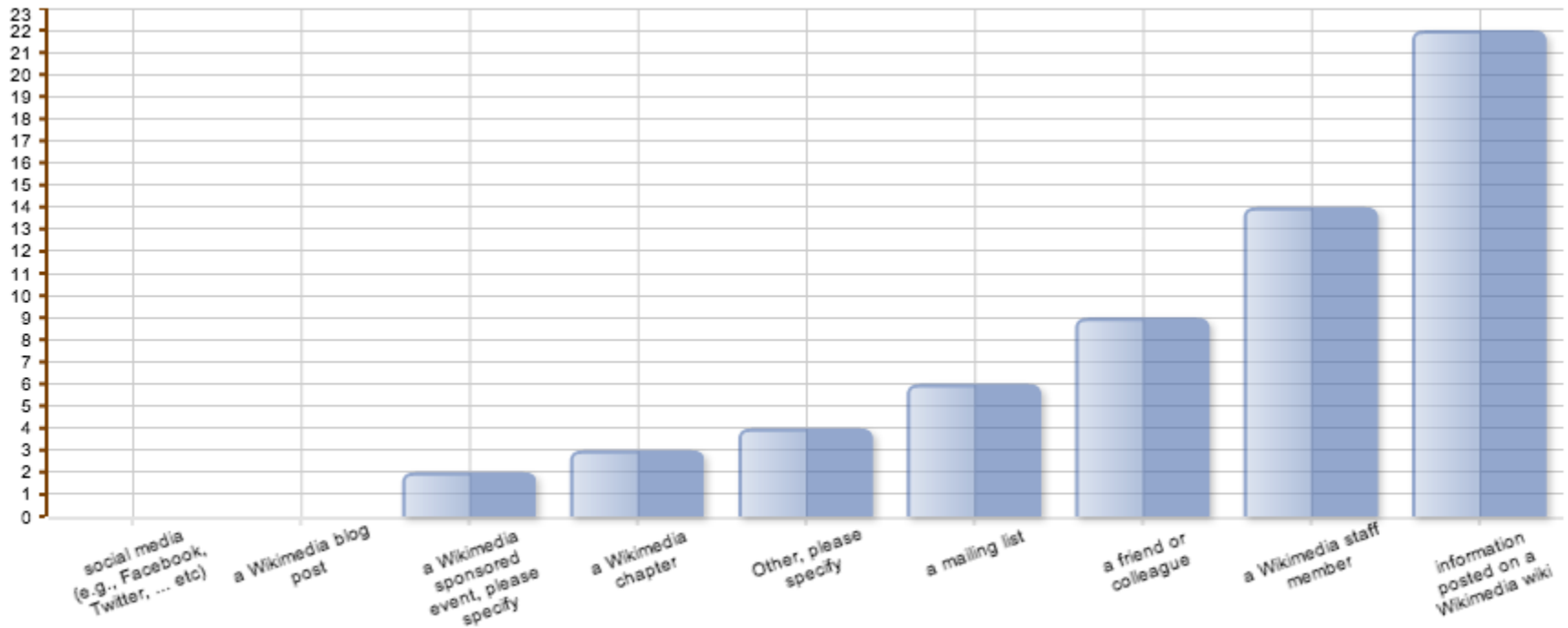| Days	Average	Median	Max	Min
2011-12	12.26	8	74	1
2012-13	12.15	10	45	1
2013-14	13.2	8	41	6

Average decision time

Survey analysis

Basic info
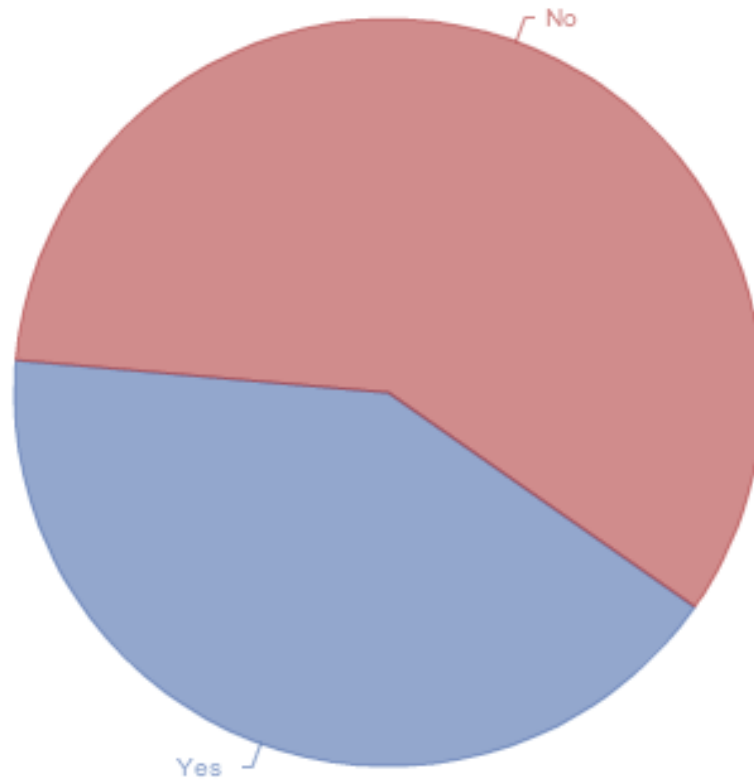
- 208 users on their Meta talk pages

- 32 applicants by email

- Launch day : Sep, 18

- Close day (data collection) : Oct, 1st

- Total responses 60

- Completion mean : 51%

How did you find out about the Participation Support Program?

Did you apply for funding from the Participation Support Program?

What best describes your role interacting with the Participation Support Program?
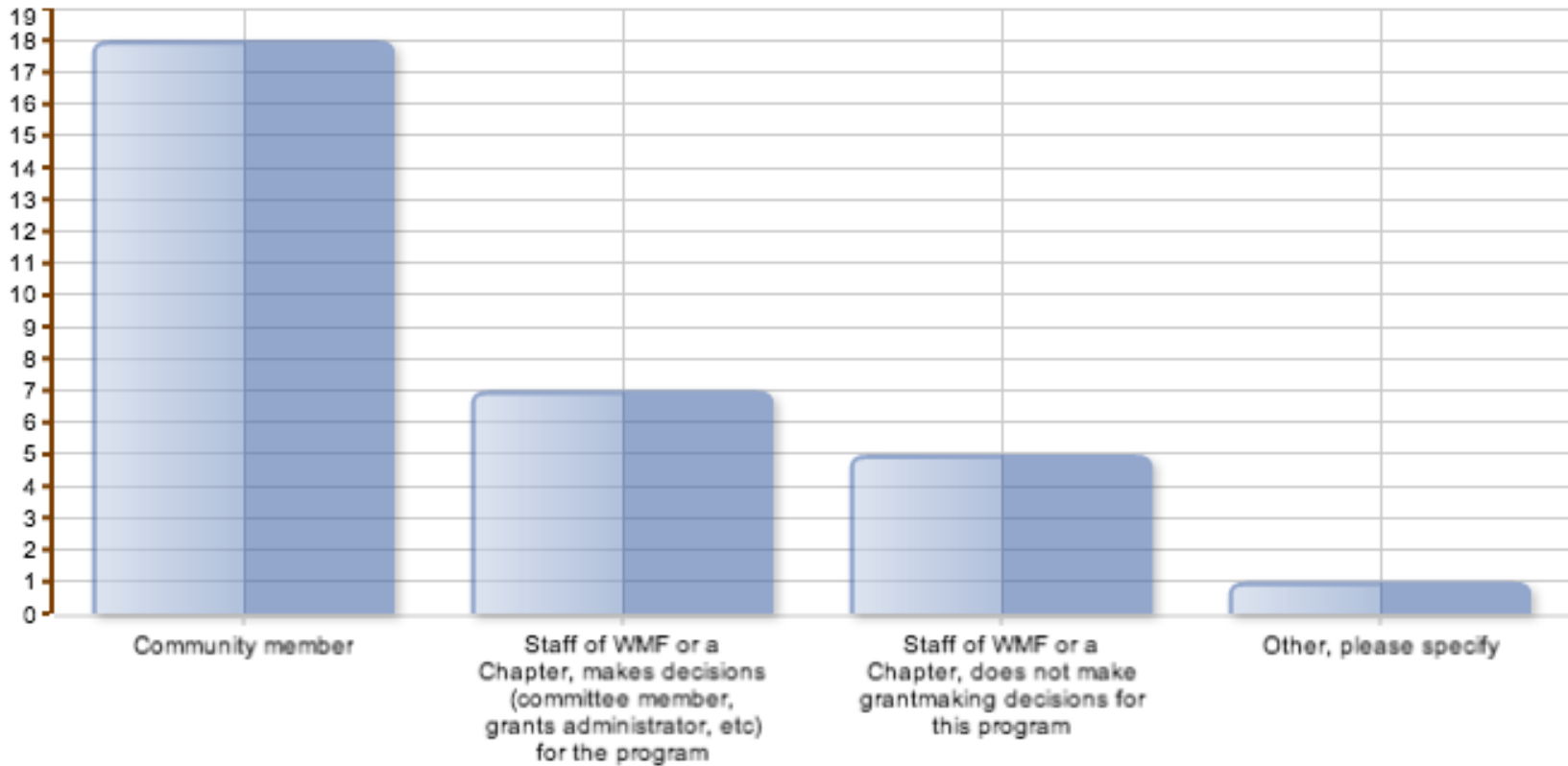
Was this the first grant request (of any type) you submitted to the Wikimedia Foundation (WMF) or a Wikimedia Chapter?

Yes

77%

23%

No
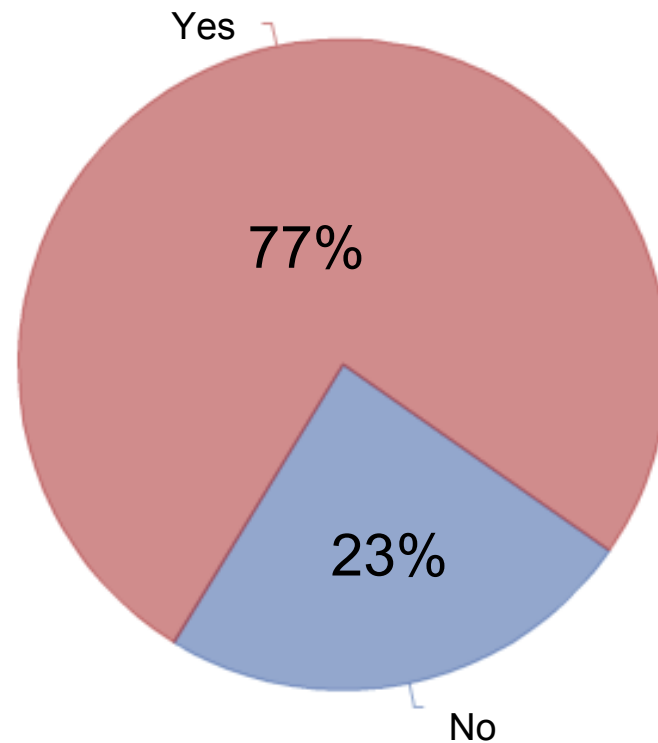
What Wikimedia grants programs have you participated in previously? Select all that apply.
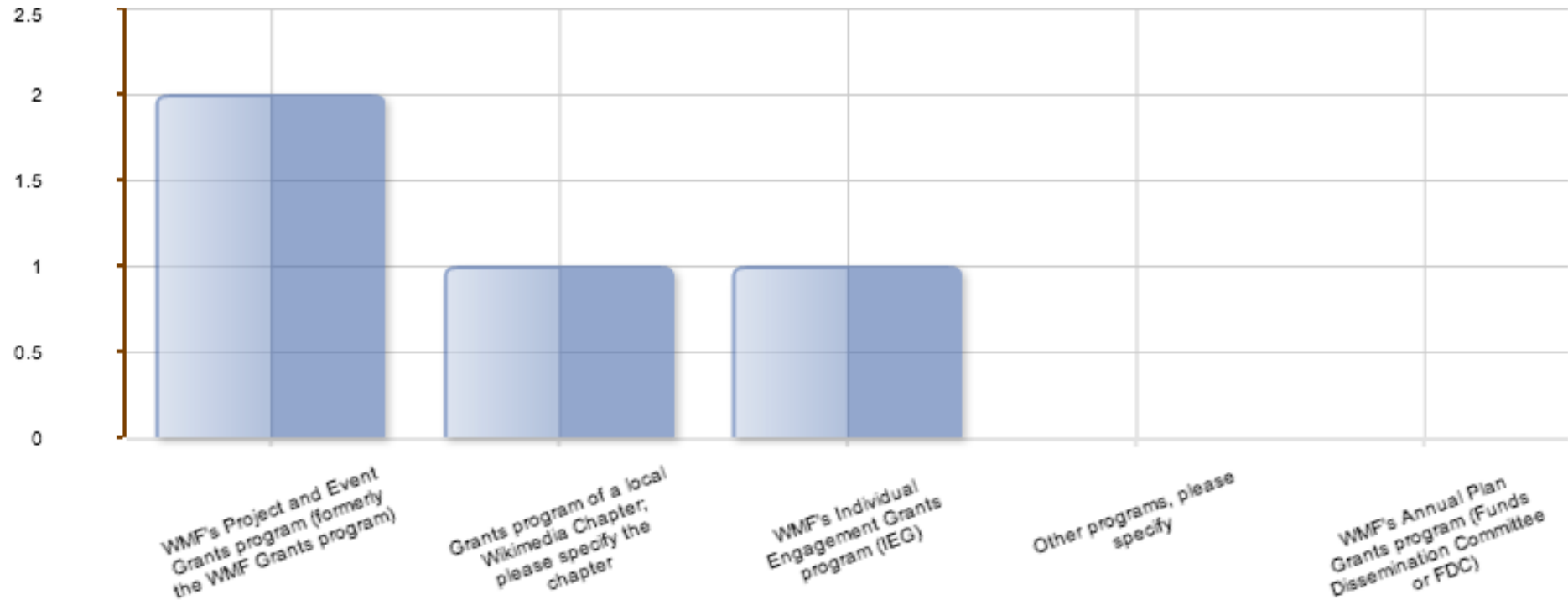
After you submitted your Participation Support request for funding, did you receive any endorsement(s) on your request page at meta wiki?
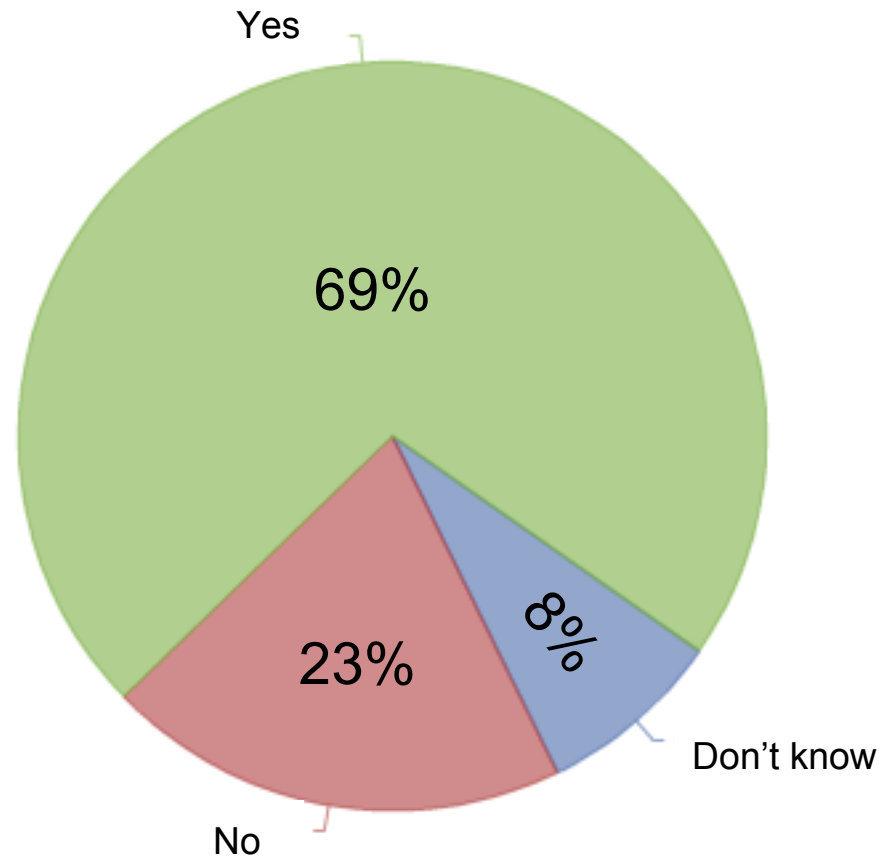
Have you ever endorsed anyone else's Participation Support request for funding?
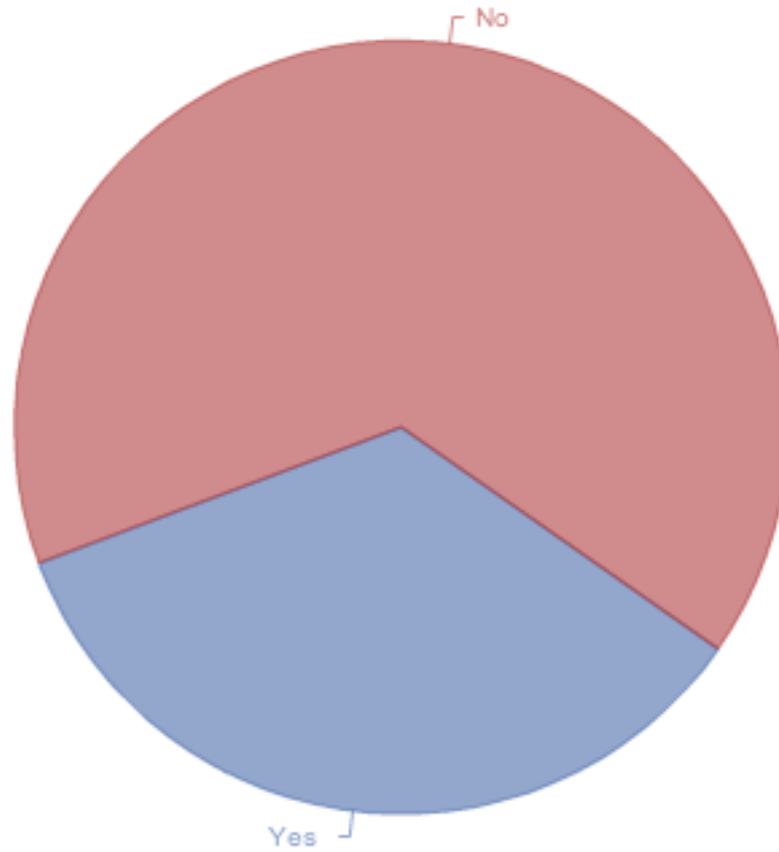
What motivated you to endorse someone else's Participation Support request(s)? Select all that apply.
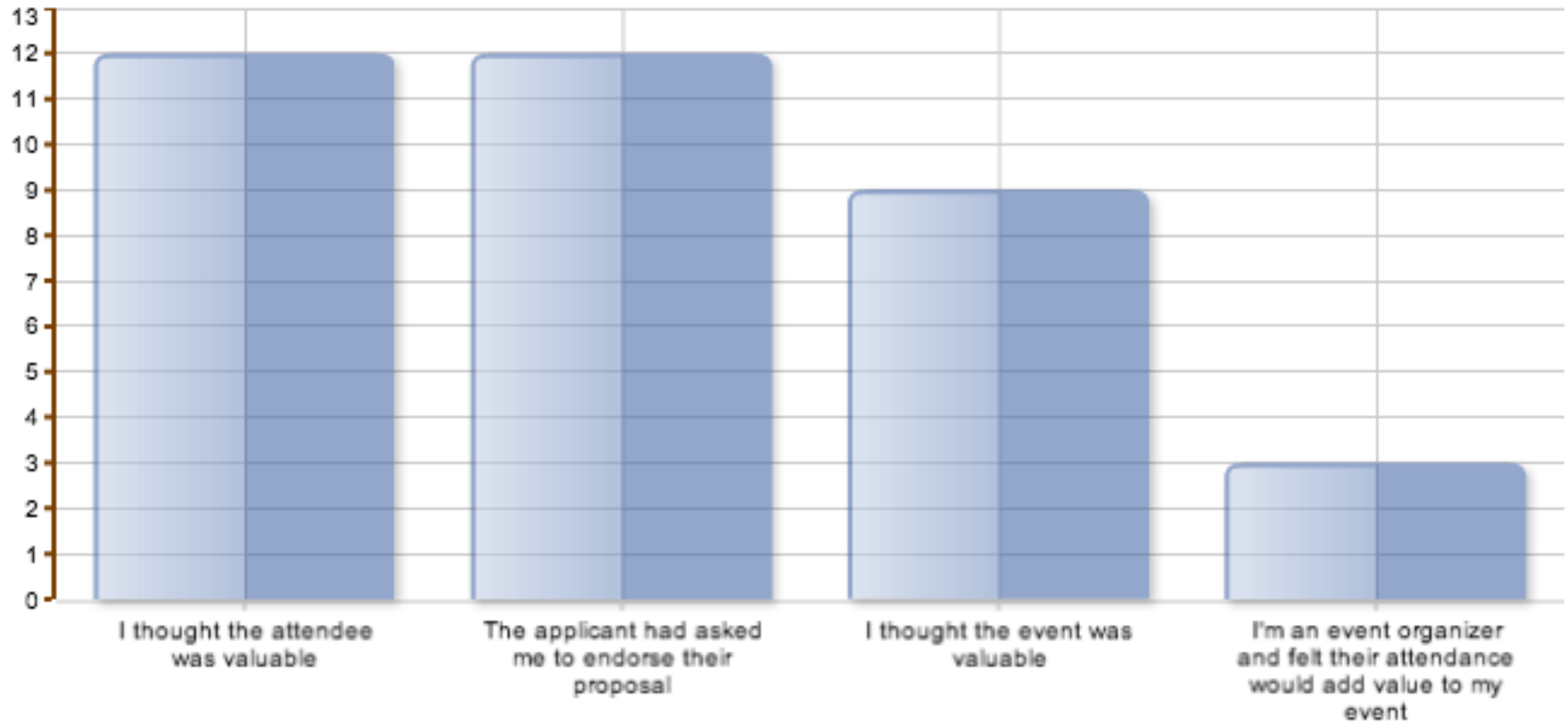
Why didn't you endorse any other Participation Support requests? Select all that apply.
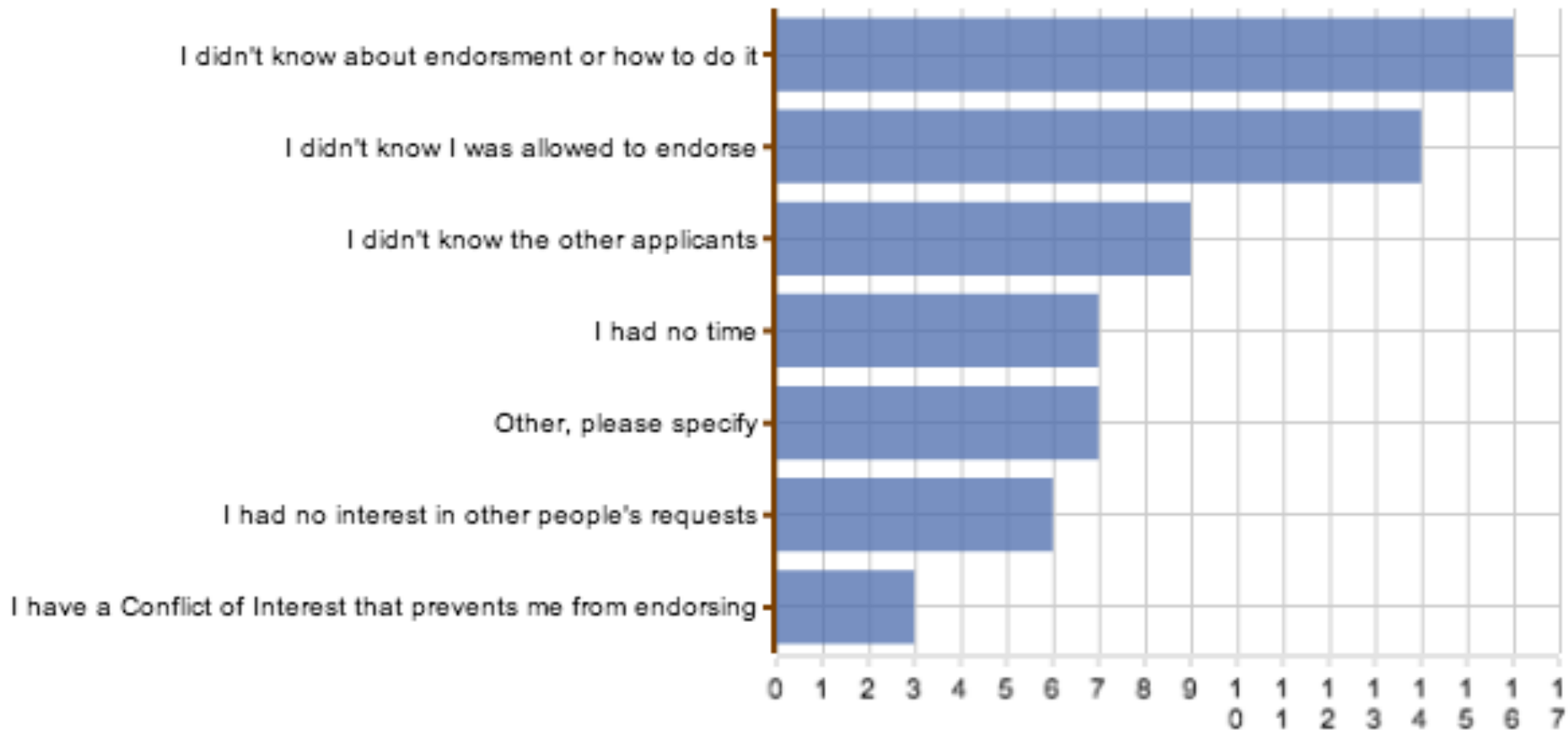
Was your Participation Support request approved for funding by the Participation Support Program?
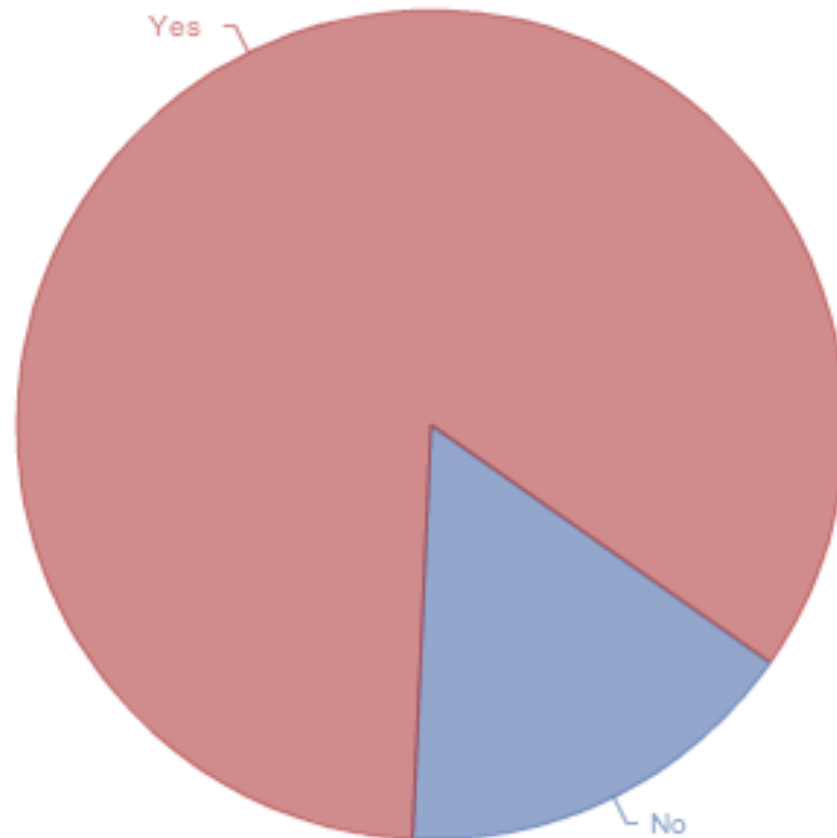
Think back to the overall process of your own Participation Support request. Please tell us about your level of satisfaction with each stage in the process.
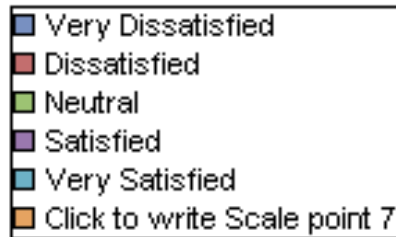
Please tell us about your level of satisfaction with each stage in the Participation Support process.

#	Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean
1	Submitting the request	0	1	7	9	4	4.71
2	Committee review and decision-making on the request	0	4	7	6	4	4.29
3	Disbursement of funding	0	3	2	9	2	4.44
4	Reporting after the event	0	1	2	7	6	5.06
5	Submitting receipts or other documentation after the event	1	0	3	7	5	4.88

Was there something in particular you enjoyed in one or more parts of the process? What did you like best about participating in the program? Please be as specific as possible.

Text Response

Not really. It's never fun to write grant proposals. It's helpful to get funding to attend events, that is for sure. But, I can't really say there is anything I "enjoyed" or "liked best" about the experience.

I appreciated the endorsements I received and the feedback people gave me. I was of course happy to get the grant but people who endorse also help me formulate it in the best way.

The administrators were supportive, always encouraging to ask for any clarifications if needed.

I really liked explaining why I should be a part of the program and why I should be given a grant, more often than not, because it kept me going back to my contributions to Wikimedia.

I liked the constant communication after the request had been approved.

My grant administrator was extremely helpful throughout the process, and the grant gave me an opportunity to contribute to an event I would not have been able to afford to attend otherwise.

I like the interaction, but in my case we did not have so much to talk about.

It was an easy process. Creating the application helped me clarify my thoughts about my project. Reading the applications submitted by colleagues for the same event was a great way to "meet' them. I also read many other applications (past/pending) and learned a lot about Wikipedia related outreach all around the globe - fascinating!

It was a nice and easy process, although it helped that all the applicants knew Siko and she guided us on some points.

I don't enjoy particularly making requests for funding, but I guess the most interesting part is explaining my reasons and vision for participating in the event I'm requesting for.

What did you like the least about participating in the program? Was there something specific you disliked or found frustrating during the process? Please give as much detail as possible, so that we can understand how to improve.

I was disappointed I didn't get funding because I didn't understand that it wasn't available for contractors.

I think it'd be nice to have something more automated like you guys made for the IEG or whatever.

I found difficult understanding how to write the budget. I misunderstood an indication (the word used was not consistent and I was not familiar with the abbreviation). I added the hint on the application description and I hope it will make it easier for people next time. Please use consistently the same words: it is easier for foreigners.

Sometimes, I've felt that Wikimedia does not consider volunteers who work on roles like events or spreading words and encouraging audiences to be a part of Wikimedia while considering the grant request. I'm not much of an editor, but otherwise I've been an active Wikipedian when it came to volunteering, events and spreading word about Wikimedia activities.

I would have liked to know the decision-making process that allowed the request to be funded. Also, even though the instructions for advance disbursement were followed, the money wasn't received until after the event, so there was stress and an impact (eg, barely buying food because it couldn't be afforded) because of it. .

The reimbursement was given by wire transfer, so my bank charged me to receive it. Also submitting via the wiki was not intuitive for me as a newer contributor.

No chance to discuss or negotiate

tax cuts shortened the money i received, meaning i lost money by participating. i requested further reimbursement and was reimbursed, which went just fine.

grants often include personal details, yet the process is very public.

Do you think that your Participation Support request for funding was read and processed in a timely manner?

Yes — 78%

No (please explain) — 22%
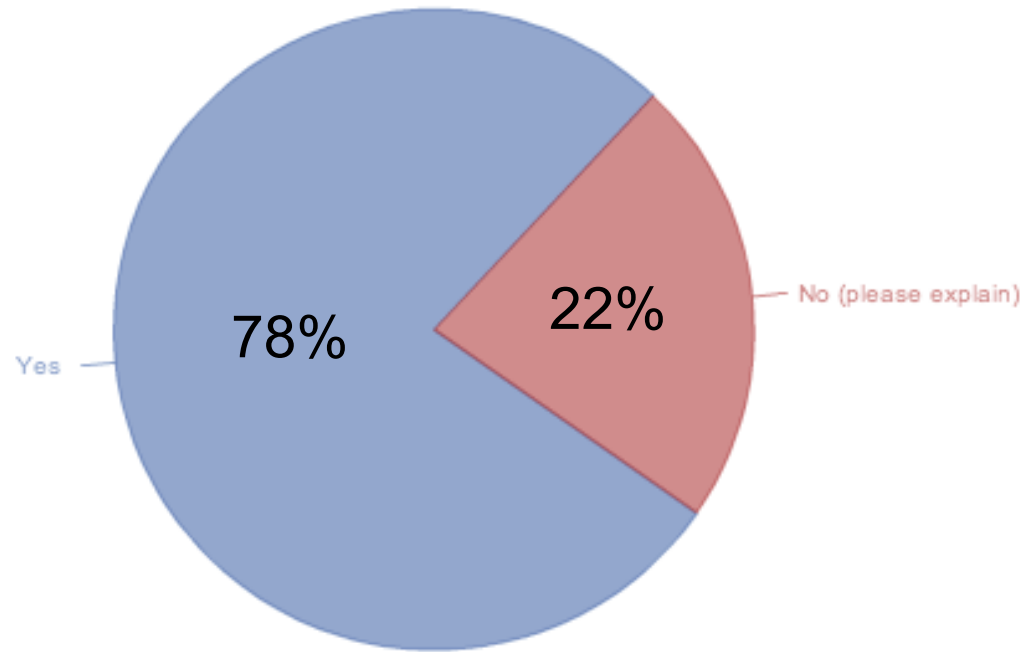
No (please explain)

There was a delay but I received a message to explain it. It was ok.

We had some unfortunate asynchronies, but things happen and it did not change the overall experience

Tool well over a month

Would you apply to the Participation Support Program again?

Yes 74%

Maybe 17%

9%

No (0%)

Not sure/haven't decided
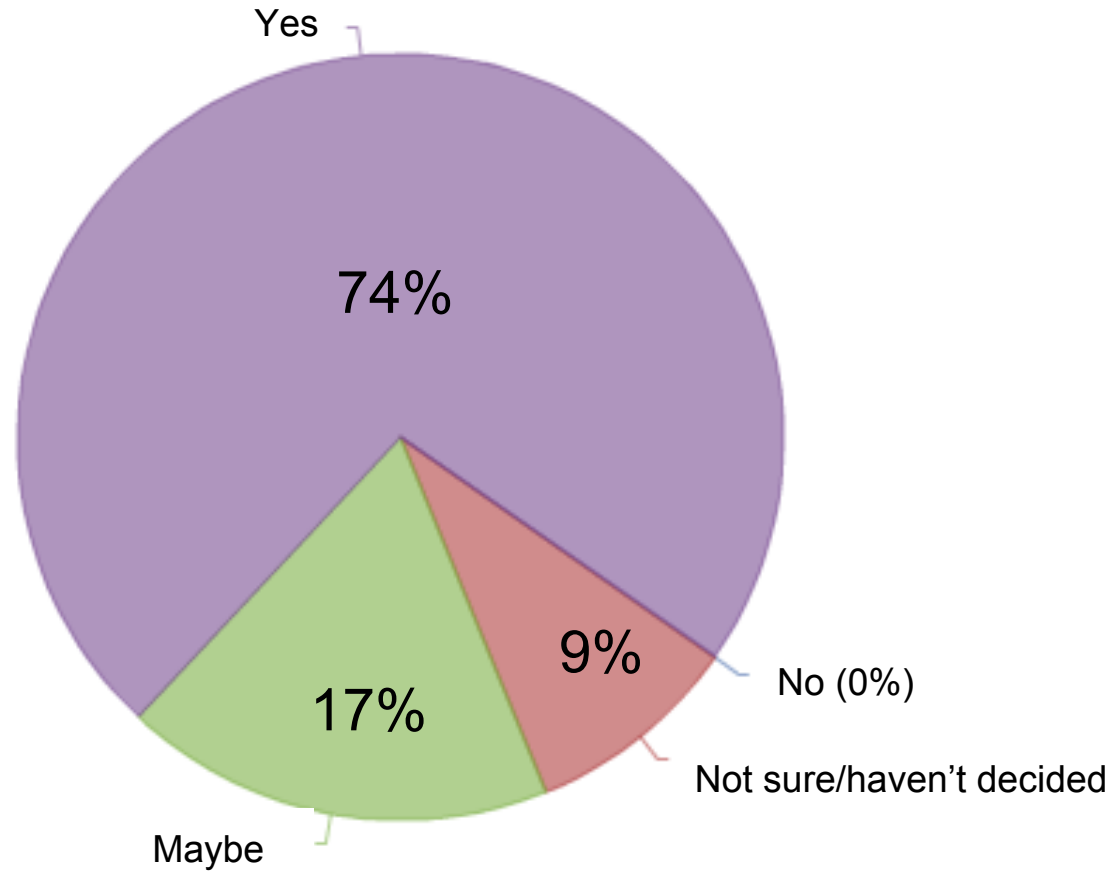
Do you think decision-making in the Participation Support Program is fair?

Pie chart:
- Yes: 47%
- No (please explain): 14%
- I prefer not to answer/I don't know: 40%
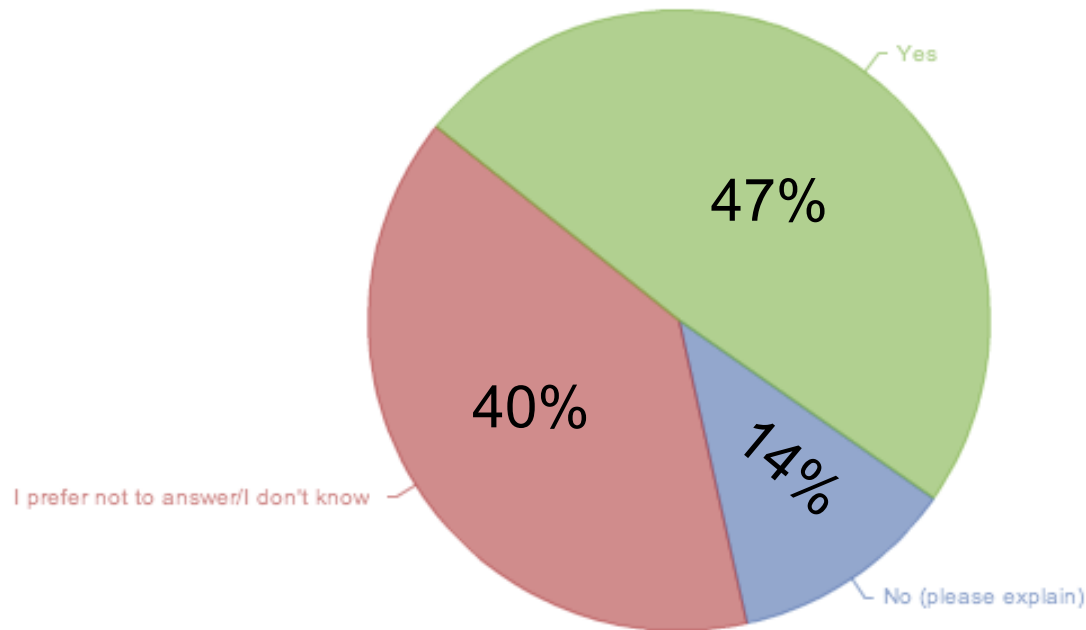
No (please explain)

From the outside it is difficult to understand what is a good candidate for support and what is not. A more clear description with examples would have saved time.

well, who knows how to write a good proposal wins. this is the problem of all application system.

It seems that who applies matters. Not so much the merits of the request, but the user making it.

No evidence my proposal was adequately considered

I do not know this procedure

Other means the meta-wiki are used to decision-making.

Thinking about the Participation Support Program pages on Meta-Wiki: How easy was it to find the information you needed about the program (for example, reporting requirements, selection process, etc.)
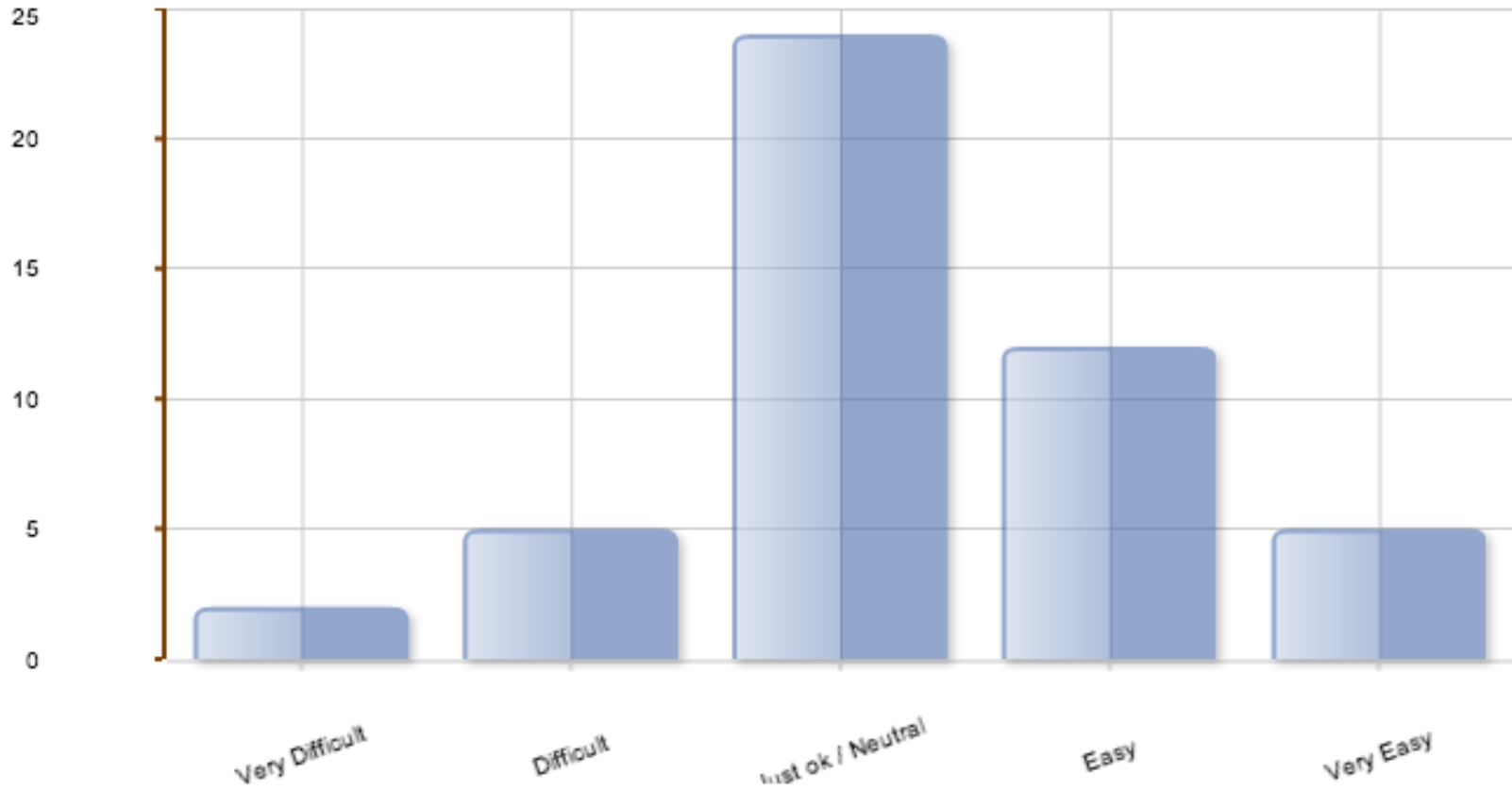
Overall, how satisfied are you with the Participation Support Program?
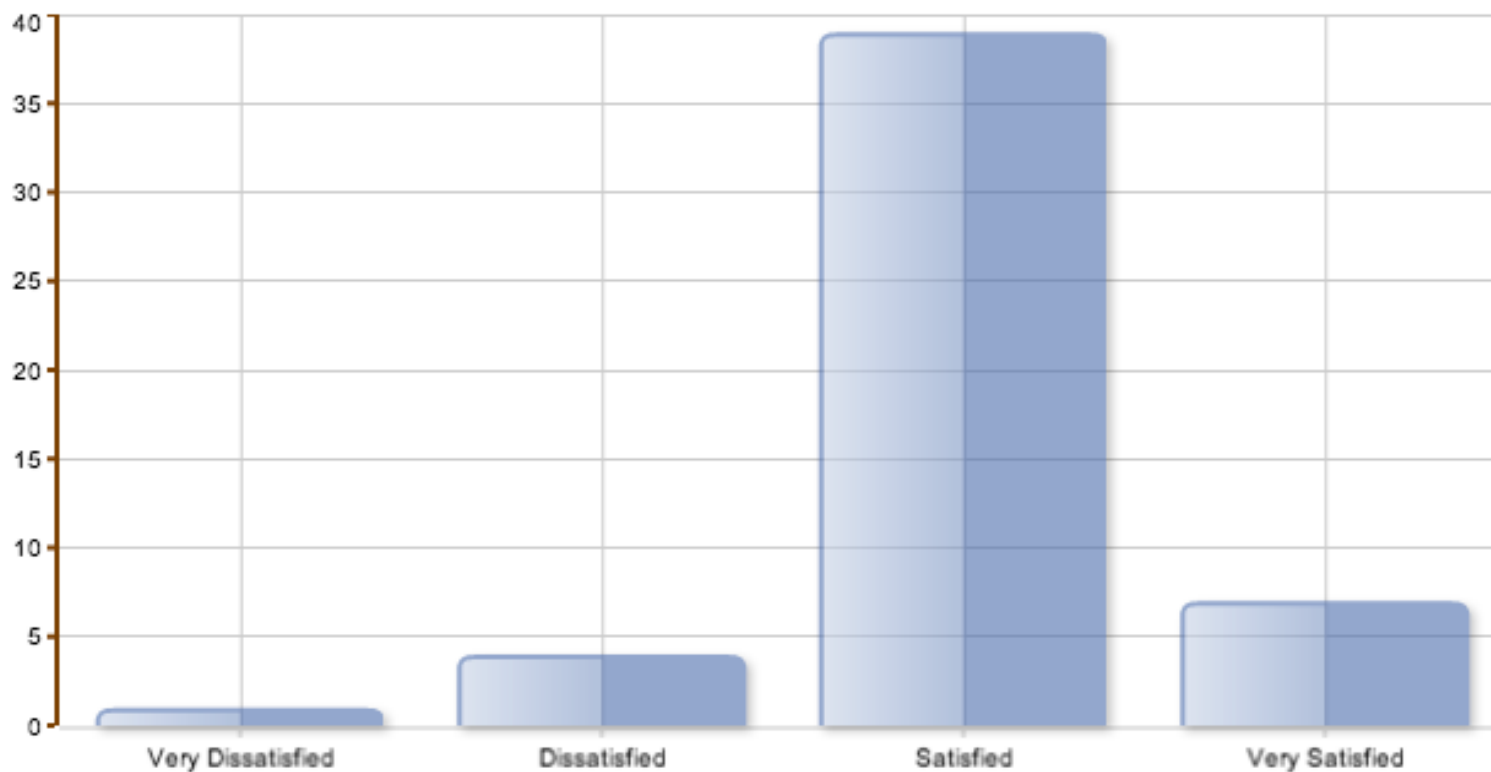
It seemed political and planned.

No clear indication what was required. Response was incoherent and muddled.

lacks of transparency

Why were you satisfied with the Participation Support Program? (Applicants)

It shows good stewardship of the dontated funds and makes it available more broadly.

Because I got funding from it!

Good feedback, especially the first time I made a request. Timely responses

I got the grant. This is an easy satisfaction measurement.

Because my proposal was reed in a timely maner

It enabled me to go to a fantastic conference, where I did some good work with other open source folks. Was a great and useful trip.

Because it worked

I haven't taken part in the event yet, but the processing of my application so far was smooth.

I was able to participate in an event that otherwise would have been prohibitive to me.

As previously mentioned.

The interaction about the application is great. Makes you think your application is appreciated.

It was easy and a great learning experience. Plusit was an excuse to create an executive summary of the project, which made me feel proud of the work done by the collaborative efforts of the team.

It was easy, helped me get to a conference that I certainly wouldn't have been able to do otherwise. And it helped us focus the work we did there too.

it works well

i received the money ontime.

Because it was an efficient process, and I could participate in the event I have proposed.

Why were you satisfied with the Participation Support Program? (non Applicants)

Text Response
It seems to be working for the people who use it
good mission; Program Officer describes the decision process as straightforward and transparent.
Because it is in place
I'm glad we're doing it.
The people I proposed was accepted.
It gets the job done
Quick turnaround time on requests and an easy application process
There was no "neutral" answer.
The methods of supporting participation are effective.
It is a good idea.
It empowers people to interact in events.
I appreciate that it is a lightweight program and decisions are made quickly with input from multiple committee members
I never particpated in this programm
It supports people
It allowed a student developer from India to participate in an EU event, to the great benefit of both the event and the student.
Its an efficient design for Meta technocratic insiders

How could we improve the Participation Support Program to make it easier or more rewarding for grant... (Applicants)

Automation (even if it's template oriented).

For someone who knows meta and the wiki the process is ok. Not good but not impossible. I imagine for anyone else is impossible. They will never find it. Maybe you are looking to finance people who know meta but sincerely it's a very very tiny cluster. Looking at people who got grants the feeling is that it is not a very wide humanity. Maybe opening it up a bit can help.

Reveiw faster

I really only heard about PSP because of staff. If someone hadn't invited me to it, I would never imagined I could just propose attendance at a conference. Maybe more visibility/storytelling about those kinds of opportunities.

I want two more t-shirts, please

Maybe be more clearer about the selection criteria, the amounts that can be requested and how it effects the application and more details about how the disbursement happens.

Consider every Wikimedians contribution and then evaluate, not merely on basis of the famous names that show up everytime.

The Q and A part can be difficult. And it is important to advance the money if requested, otherwise people may not be able to make the event despite the request being approved.

As previously mentioned.

In general, finding things is still painful. Grants pages have been designed to be as clear as possible, still I feel I must have missed something (and usually I have). It's the general problem of finding things in Wikipedia.

Pro forms to fill in. Better indication of what is required. Clearer statement of what the rules are. Timely response.

I am not sure how/why my application got funded - just that it did. It would be useful to how applications are chosen.

Would have been nice to get a bit more feedback on the request & report

be more aware of how people can lose (a lot of) money by taxing when international transfers are made, mainly if we are poor. as a volunteer in Brazil, working with other volunteers who do not have a lot of money, and certainly no money to spare, this can be a huge setback for poor people, who are already not very present in our ranks, to participate and feel safe participating in the participation support program.

we can give them a chance to write a post on wikimedia blog about the event he participated. By this many other will be informed about this program.

I just would add some support on communication, previous and after the event, of the grantees participation.

How could we improve the Participation Support Program to make it easier or more rewarding for grant... (non Applicants)

Surface more examples of the kinds of activities people are being funded to attend, to improve prospective applicants' mental models of the program and get them excited.

Define a schedule for decision making.

I think it's good enough for the technology we have. Flow will make the whole thing easier & nicer. :)

Use a form rather than a template for the report wiki page

I have no idea. I don't know much about it.

Wider scope of activities

Spread the word. Create simple online application forms.

Improving documentation providing better reports.

I think we could redesign the pages to make them more user friendly and engaging

in order to answer this I would need to know more about it.
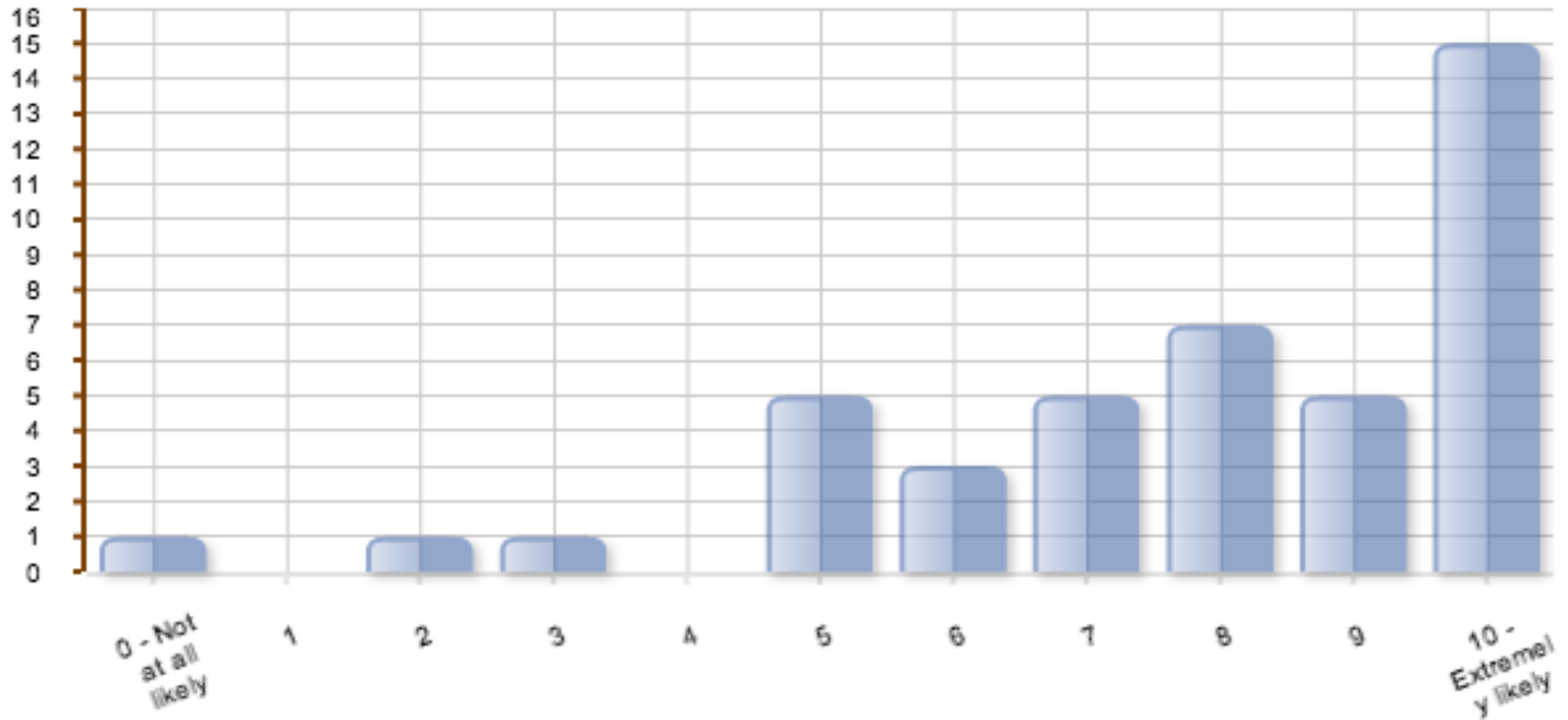
N/A

translate this survey into our language

By making it less insider-specific

How likely are you to recommend the Participation Support Program to a friend or colleague? (everyone)

How likely are you to recommend the Participation Support Program to a friend or colleague?

Applicants

#	Answer		Response	%
1	0 - Not at all likely		0	0%
2	1		0	0%
3	2		1	5%
4	3		0	0%
5	4		0	0%
6	5		1	5%
7	6		1	5%
8	7		4	18%
9	8		4	18%
10	9		2	9%
11	10 - Extremely likely		9	41%
	Total		22	100%

Everyone

#	Answer		Response	%
1	0 - Not at all likely		3	6%
2	1		0	0%
3	2		1	2%
4	3		1	2%
5	4		1	2%
6	5		5	11%
7	6		3	6%
8	7		6	13%
9	8		7	15%
10	9		5	11%
11	10 - Extremely likely		15	32%
	Total		47	100%

Staff

#	Answer		Response	%
1	0 - Not at all likely		0	0%
2	1		0	0%
3	2		0	0%
4	3		0	0%
5	4		0	0%
6	5		0	0%
7	6		0	0%
8	7		0	0%
9	8		2	29%
10	9		1	14%
11	10 - Extremely likely		4	57%
	Total		7	100%

Committe member

#	Answer		Response	%
1	0 - Not at all likely		2	13%
2	1		0	0%
3	2		0	0%
4	3		1	6%
5	4		1	6%
6	5		4	25%
7	6		2	13%
8	7		1	6%
9	8		1	6%
10	9		2	13%
11	10 - Extremely likely		2	13%
	Total		16	100%

Net Promoter Scores

Status	Everyone	Staff	Applicant	Committee member
"Detractor" (0-6 score)	14	0	3	10
"Neutral" (7-8 score)	13	2	8	2
"Promoter" (9-10 score)	20	5	11	4
"Net Promoter Score *(% Promoters - % Detractors)*	13%	71%	37%	-37%

Imagine if we were going to expand the reach of the Participation Support Program and its criteria for funding requests. Can you think of any needs for funding that are not currently being met by this program, that you would want us to consider?   (Applicants)

Text Response

My particular need would be a selfishly motivated one.

professional development might be nice. imagine if a mediawiki developer wanted to learn a certain skill to help with their volunteer efforts, or a wikimedian wanted to take a public speaking class so they could feel more confident when they present at a conference. I think that would be super cool.

add Wikimedia events for individual volunteers with exceptional records.. not everyone has a local chapter or the support of their local chapter

1. I think you need to dear with people jobs. I read you want to make it very clear the distinction but the reality is that it is going to make it more and more difficult. Look at the jobs of the people you financed in the past! Just deal with the fact that active wikipedians/wikimedias work in wikimedia related fileds or crossing ones (research, university, communication, cultural institutions, ICT...); either you finance students or you have to consider that wikipedians/wikimedias who have the time to travel and contribute to the movement event probably are not hydraulic. 2. Support projects through traveling. In particular from countries were there is no chapter or the chapter has no money. 3. Select people from other networks. If you want to finance relevant people you need to look for them. If they come to you on meta either they are active on meta (good but maybe you were looking for wikipedians, people who actually edit the project and don't talk/work only on projects), or they are the usual ones (the same you financed in the past). you can offer scholarships for relevant conferences (for example participants to African studies conferences with a research on technology); you can also allow the conference to select the participants. you would get more variety of people and you will get into new networks in particular in countries where de facto Wikimedia doesn't exist and doesn't do any effort to be there.

Try providing more feedback for doing this process ouside US wrt to bank accounts

not off the top of my head, seems like it's more of a marketing than an execution challenge

To give t-shirts to the grantees.

It would be great if Wikimedians who have significant contributions but aren't necessarily giving talks or presentations could be supported too because sometimes participating along can be helpful too.

I think the focus should move away from impact. Participation requests are never going to have a major impact on the projects. But they can plant seeds and encourage editor retention. I'd focus on sister projects.

No.

Travel for wikimedians for Wikimedia events is limited and should be expanded and made more equal.

Yes.

Imagine if we were going to expand the reach of the Participation Support Program and its criteria for funding requests. Can you think of any needs for funding that are not currently being met by this program, that you would want us to consider?   (non Applicants)

Text Response

Training/capacity building for individuals Wikimedia events without their own scholarship

Coding MW extensions

Nope. But I know very little about it.

Currently only non-Wikimedia events are accepted. But we are also sponsoring participants to Wikimedia events like Hackathons or Wikimania. Why not using just the same process?

Wikimedia-sponsored events that do not have a scholarship budget of their own; events that the grantees would host and run

No

No.

I do not know

Might we want to consider expanding to meet other sorts of travel needs, depending on what other respondents say?

? as I do not know the criteria

Open and clear participation by any other means then meta-wiki

It would be good if event organisers could apply for a lump sum of participation support money that they can distribute independently among participants of the event (e.g., to give out student scholarships). One could also agree on fixed criteria for this that are part of the organiser's application (e.g., "we will share PSP funds evenly among all students who register and give a talk"). This would simplify the procedure for handing out bigger numbers of smaller grants, and would make it easier to approve grants quickly and reliably for trusted events/organisations. One could also keep the money flow as it is now and only have an arrangement that simplifies the grant approval in such cases.

Too early to say, the scope has to be modified as the grantmaking landscape shapes up in the current fiscal year.

If you contribute to Wikimedia projects in a personal capacity, please share the project you work on most (for example, "pt.wikipedia.org") below.

en.wp	8
ca.wp	1
commons	3
meta	4
de.wp	1
pt.wp	3

Please share the country where you live

USA	12
Brazil	4
Germany	4
Argentina	2
UK	2
Australia	1
Bangladesh.	1
Finland	1
France	1
India	1
Italy	1
Luxembourg	1
Mexico	1
Netherlands	1
Sri Lanka	1
United Arab Emirates	1

Please share your gender information with us.
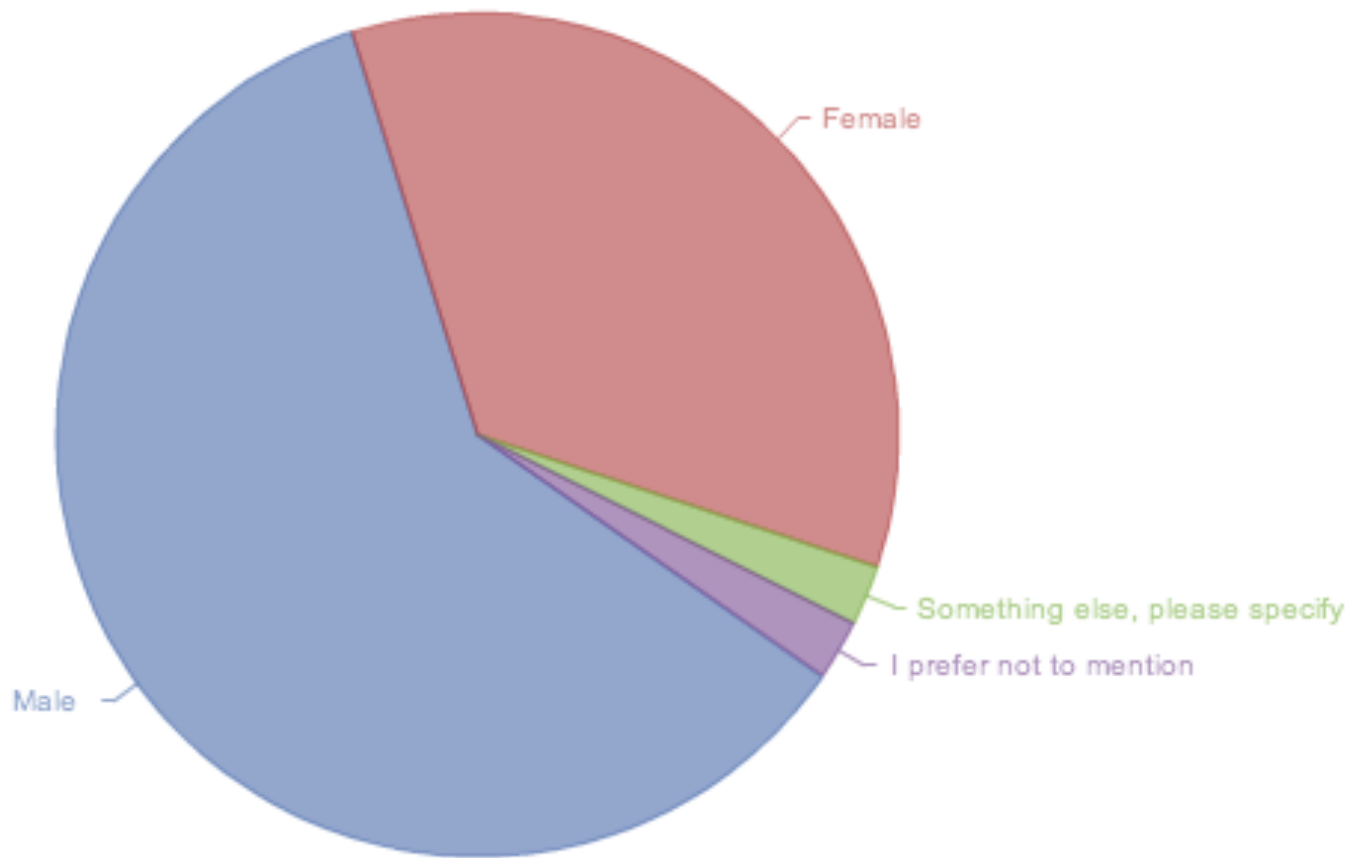
Do you have any other comments, feedback, or questions about the Participation Support Program to share with us?

Text Response

This is User:Jmorgan_(WMF)

I have to admit that I knew I had more chances to be financed because I am female. It doesn't look like you fund much projects. I think application process try to look as neutral as possible but the reality is that wins who knows the game (who can make a fairly good application). Please, don't focus on neutrality, focus on people! make sure you have lots of applications so you can select and select the people the jury likes the most rather than the applications you like the most. And by liking I mean look at their work and consider if an international experience (please focus on international travels more than national!) would enhance their work and make them people more capable of understanding the world. Wikipedians don't go out enough.

thanks! you do an important thing for our community.

I'm glad it is so lenient and fast.

I want t-shirts

No.

No

Make it worth.

It's difficult to know what a successful request or successful report looks like, even after researching in Meta. There is a lot of variability. Some reports have a lot of care and thought put on them, and others do not seem to meet minimum standards but are approved anyway. Otherwise, it is a very good program for those who would be very hesitant to approach the GAC, and I hope it continues going strong. Thank you.

Thank you for offering this program!

Keep up the good work!!

There is no clear indication of how much money can be allocated to a request.

Keep empowering folks, please.

This a great program, please keep it up!

My username is Sbouterse(WMF) in case you'd like to discount my feedback from this survey :)

I think this grant should received by those who are active in the wikimedia project, and have the quality to share the knowledge gatherd by particiapting that event.

No

A Wordle from the survey (Qs+Rs)

Summary

- High percentage of grants go to global south (43%)
- Grants are getting smaller year by year
- Decision time has increased by an average of 1 day of the past year
- Social media & WMF blog are not fully utilized to promote the program
- The majority of the grantees are first time applicants
- Most people don't know about the endorsement process/system
- Grantees are satisfied about submission, reporting, and review, more than disbursement and receipt submission.
- The majority of grantees were satisfied about the processing time
- The majority were neutral about the simplicity to find information about PSP