

# COMMUNITY ENGAGEMENT

APRIL 2017 quarterly check-in



**WIKIMEDIA**  
FOUNDATION

# Part 1



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# Cross-team Goals



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# Community Engagement

**GOAL:** Lead community-facing components of Wikimedia movement strategy in coordination with strategy core team

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Advise on movement strategy overall, lead community-facing component, facilitate communication on wiki	<b>LAST QUARTER</b>	
	L&E, CR, SuSa, TC, CE lead, & more	<ul style="list-style-type: none"> <li>* Developed and assigned support tasks and roles for Phase 1 Cycle 1</li> <li>* Supported Steering Committee development, meetings, and documentation</li> <li>* Launched for implementation with support to community-facing component of process and org efforts for communication</li> </ul>
	<b>NEXT QUARTER</b>	
	Maggie, Jaime A., Amanda, Asaf, Jake, Jan, Karen, Nick Tighe	<ul style="list-style-type: none"> <li>* Lead Track B &amp; guide CE staff support (Maggie, Jaime A).</li> <li>* Contribute to working groups for support of Tracks A &amp; B (Jaime A, Jan, Nick, Karen, Asaf, Amanda) and consulting support to Tracks C &amp; D (Jake, Tighe, Asaf)</li> <li>* Provide daily management guidance for Asian contractor group (Jan)</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

April 2017

**Community Engagement**

**GOAL:** Clearly document progress on existing annual goals and develop solid, smart targets for 2017-2018.

What is objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support annual planning needs of Community Engagement department and support WMF as a whole	<b>LAST QUARTER</b>	
	<b>All Community Engagement, Finance</b>	<ul style="list-style-type: none"> <li>* Lend necessary support to Finance in coordination</li> <li>* On-time delivery of a high-quality, realistic annual plan narrative and budget based on our learning this year and opportunities for the future!</li> <li>* Communicate across teams about review and planning processes to ensure clear understanding and participation.</li> </ul>
	<b>NEXT QUARTER</b>	
	<b>For CE: Maggie, program leads (not Program leads)</b>	<ul style="list-style-type: none"> <li>* Respond to feedback and questions on Meta, make reasonable modifications as appropriate and as directed</li> <li>* Refine specific spending plans according to final figures delivered by Finance; deliver to Finance by 4/28.</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

# April 2017 Community Engagement

## What you learned working on this objective or workflow:

### Did anything unexpected (good or bad) happen?

Finance's help in coming closer to travel ask is **much** appreciated and will lead to better support for communities. Also grateful for the process moving us as close as possible to req# asks, which required careful assessment across the WMF.

### What would you do differently if you had to do it again?

Aspirationally, I would start earlier as a unified department sharing & understanding our internal goals. We had intentions, but due to time constraints (strategy especially), did not achieve as much as we hoped or as would have set us up for better success. Time permitting, next year CE will begin earlier to identify across-department priorities so that we can respond more nimbly to budget reallocations later in the process. Also would seek to begin the process with a better understanding of reasonable growth expectations across the org so that CE teams have clear & consistent budget parameters before beginning.

### Did you struggle with anything?

We are still struggling to prioritize contractor funds departmentally within allotment. We rely heavily on contractors. For instance, TWL has one staff member, but their successes are a consequence of a diverse group of 6. We are reducing other funding areas and prioritizing across teams. Also: timing was a challenge, doing annual planning while preparing for and engaging in WMCON. Time for pre-work and reduced WMCON participation may help next year.

# Community Engagement

**GOAL:** Support Community Engagement goals by meeting staffing needs

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Locate, hire and onboard appropriate personnel to meet our needs.	<b>LAST QUARTER</b>	
	Learning & Evaluation; Support and Safety; Community Resources; Recruiting	Started Conference Communications Intern and Technical Support Intern. Hired one CA and launched hiring process for second CA to support anti-harassment program. Launched Lead Programs Manager search and began search for GLAM strategist and CL to support structured data for Q4.
	<b>NEXT QUARTER</b>	
	Learning & Evaluation; Tech Collaborations; Support and Safety; Community Resources; Recruiting	Maggie: hire the Lead Programs Manager in or by June. SuSa: hire the last outstanding CA in May. TC: hire the CL for Structured Data in May. L&E & CR: (Hopefully) launch search for new hire

**STATUS:** OBJECTIVE IN PROGRESS

April 2017

Community Engagement

CE:1 [[LINK](#)]

**GOAL:** Develop community leadership and mentorship to support peer-to-peer networks and shared learning for effective program and community development.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Facilitate trainings and convenings at Wikimedia Conference	<b>LAST QUARTER</b>	
	All Community Engagement Project lead: Various leads	<ul style="list-style-type: none"> <li>* Designed &amp; delivered high-quality Wikimedia Conference sessions</li> <li>* Supported committee meetings and held meetings with grantees and affiliates</li> <li>* Supported briefings for ED and other executives at WMCon</li> </ul>
	<b>NEXT QUARTER</b>	
	Learning & Evaluation, Community Resources	<ul style="list-style-type: none"> <li>* Complete follow-up tasks in documentation and reporting for WMCon</li> <li>* Plan, with WMDE, for Wikimedia Conference 2018</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS



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

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Develop capacity-building tools and resources for core Wikimedia programs	<b>LAST QUARTER</b>	
	SuSa (Karen, Jake), Comms (Greg), Editing (James F., Matt F.). <b>Project Lead:</b> María Cruz.	<ul style="list-style-type: none"> <li>* Initiated pilot &amp; testing of the <a href="#">Wikimedia Resource Center (WRC)</a>, gathering feedback via survey and at Wikimedia Conference dedicated sessions.</li> <li>* Explored implementing Guided Tours on the WRC.</li> <li>* Shared resource design templates to teams.</li> </ul>
	<b>NEXT QUARTER</b>	
	SuSa (Karen, Jake), Comms (Greg), Editing (James F., Matt F.). <b>Project Lead:</b> María Cruz.	Continue to pilot & test the <a href="#">WRC</a> , gather and document feedback online from in-person sessions at WMCON 2017. Improve navigation, resource criteria, and enabling contributions. Exploring people-to-people connections.

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Improve the representation of Wikimedia communities beyond English Wikipedia in the 2016 Community Wishlist Survey to reflect a diverse, global movement

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support prioritization and development of selected program tools ( <a href="#">CE - Program 3:3</a> )	<b>LAST QUARTER</b>	
	L&E, Program tools leads from Resources, Programs, Community Tech, Team Practices Group <b>Project lead:</b> Amanda Bittaker.	Output: supported Community Tech in analyzing and prioritizing tool <a href="#">wishes related to programs</a> . * Volunteer community member already implemented the most voted for wish, allowing any language to be the language of translation on Meta. * Community Tech team will also work on a way to <a href="#">lift account creation limits for events</a> .
	<b>NEXT QUARTER</b>	

**STATUS: OBJECTIVE COMPLETE**

# Learning & Evaluation



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April 2017

**Learning & Evaluation**CE: 1 [[LINK](#)]

**GOAL:** Develop community leadership and mentorship to support peer-to-peer networks and shared learning for effective program and community development.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Share and apply results of leadership development dialogue	<b>LAST QUARTER</b>	
	All WMF and community Learning Days Participants <b>Project lead:</b> Jaime A	<b>Learning Days</b> - Facilitated Learning Days for 60-80 conference participants. <b>Leadership Dialogue</b> - Prepared for next steps in dialogue on developing a shared peer academy space for coordinating leadership development activities at WMCon. Delivered Learning Days & main conference sessions to do so.
	<b>NEXT QUARTER</b>	
	All WMF and community leaders participating in Learning Days <b>Project lead:</b> Jaime A & Maria	<b>Learning Days</b> - Complete follow-up tasks in documentation and reporting for Learning Days at WMCon; prepare for recruitment & selection of participants for Wikimania Learning Days; Connect with regional leaders to follow-up on next steps and coordinate future presentations & peer facilitators for regional events <b>Leadership Dialogue</b> - Prepare actionable next steps and documentation from WMCon discussions for developing a shared peer academy space.

**STATUS: OBJECTIVE IN PROGRESS**

April 2017

## Learning &amp; Evaluation

CE: 3 [[LINK](#)]

**GOAL:** Improve access to information for Wikimedia programs and communities to connect people and resources efficiently (page 1)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Finalize scope and resourcing for application of lessons learned for redesign of the evaluation portal ( <a href="#">CE - Program 3:2</a> )	<b>LAST QUARTER</b>	
	Learning and Evaluation. <b>Project lead:</b> María Cruz	* Finalized synthesis of UX Research Phase 1.
	<b>NEXT QUARTER</b>	
	Learning and Evaluation. <b>Project lead:</b> María Cruz	* <b>Initiate restructure to redesign space for L&amp;E portal</b> including initiating a living archival system for the portal.

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Improve access to information for Wikimedia programs and communities to connect people and resources efficiently (page 2)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Release minimum viable product for the Programs and Events Dashboard	<b>LAST QUARTER</b>	
	L&E, Community Tech, Community Resources. <b>Project lead:</b> Amanda Bittaker.	* <b>Released Campaign feature</b> , supported Art+Fem Dashboard use for 2017 events * Over 20 facilitators used the Dashboard to organize 32 campaigns including 283 programs, 4670 editors, 1881 articles created, and 281,000,000 pageviews since the articles were edited.
	<b>NEXT QUARTER</b>	
	L&E <b>Project lead:</b> Amanda Bittaker.	* <b>Release new reporting feature</b> which allows users to download a .csv showing what is included in the aggregate metrics for each program.

**STATUS:** OBJECTIVE IN PROGRESS

April 2017

## Learning &amp; Evaluation

CE: 6 [\[LINK\]](#)

**GOAL:** Support Affiliations Committee and core supports to affiliate collaborations (page 1)

What is your objective?	Who working with?	What impact / deliverables are you expecting?
Support affiliate partnerships through strategic consultation and development for affiliate collaborations and coordination.	<b>LAST QUARTER</b>	
	Learning & Evaluation, Community Resources <b>Lead:</b> Jaime Anstee	<b>Implement basic CRM pilot</b> for tracking of community support: Designed content collection and interface. <b>Support AffCom</b> with preparation for WMCon and annual meeting.
	<b>NEXT QUARTER</b>	
	Learning & Evaluation, Community Resources <b>Lead:</b> Jaime Anstee	<b>Continue CRM pilot</b> for shared tracking of community support. <b>Prepare</b> committee for <b>phase 2 Movement strategy</b> discussions. Work to <b>support AffCom in mapping next steps for committee strategy</b> and assigning priorities and responsibilities for implementation.

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Support Affiliations Committee and core supports to affiliate partnerships (page 2)

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Maintain core L&E workflows for community leader support and affiliate review.	<b>LAST QUARTER</b>	
	Learning & Evaluation, Community Resources <b>Lead:</b> Jaime Anstee	<b>Maintain consistency and responsiveness</b> on all regular workflows for support to AffCom and Affiliates monitoring including the advancement of open cases of chapter suspensions.
	<b>NEXT QUARTER</b>	
	Learning & Evaluation, Community Resources <b>Lead:</b> Jaime Anstee	<b>Maintain consistency and responsiveness</b> on all regular workflows for staff support to AffCom and Affiliates monitoring including the advancement of open cases of chapter suspensions.

**STATUS:** OBJECTIVE IN PROGRESS



**GOAL:** Develop surveys & complete survey collection for CE Insights to improve understanding of community needs.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support Foundation efforts to understand community needs by preparing for CE Insights survey ( <a href="#">CE - Program 10:2</a> )	<b>LAST QUARTER</b>	
	Survey design working group (~15 hours per person), plus Emily Wood (intern) <b>Project lead:</b> Edward Galvez	<ul style="list-style-type: none"> <li>* <b>Distribute CE Insights</b> for collection</li> <li>* <b>Publish summary report</b> for CE Insights for organizational decision making (3/15)</li> </ul>
	<b>NEXT QUARTER</b>	
	Survey analysis working group, plus Emily Wood (intern) <b>Project lead:</b> Edward Galvez	<ul style="list-style-type: none"> <li>* <b>Publish public report</b> and implement communications strategy for ~6 audiences (5/31)</li> <li>* <b>Complete retrospective</b> with staff, some survey respondents, and wikimedia project leaders (6/30)</li> <li>* <b>Collect staff intent forms</b> (6/30)</li> </ul>

**STATUS:** OBJECTIVE IN PROGRESS

April 2017

# Learning & Evaluation

## What you learned working on this objective or workflow:

### Achievements

\* Learning Days was bigger, more diversely supported, and more participated in than ever before. With representatives from 60 different affiliate organizations and committees representatives. About half the community participants acted as lead presenters or co-facilitators in 14 of the 28 community sessions (50% of sessions) and all participants were able to engage fully in peer-to-peer learning exchange through facilitation of small group exchanges in 9 of the other sessions (32%). Here we met our goal annual goals of engaging at least 20 community mentors, engaging community peer mentoring in at least 80% of sessions, and with these Learning Days and Wikimedia Conference main sessions, we have also met our cumulative annual target of 300 workshop engagements. We expect to surpass these targets a bit further with additional workshops still likely to take place at Ibero Conference in Q4.

\* Steering Committee convenings for movement strategy design for Tracks A & B went successfully in a very limited window of time.

### What would you do differently if you had to do it again?

Movement strategy invitation rounds took up a lot of bandwidth for communications that we were unable to divert after initial contact. Next time, I would be sure to plan in advance better to avoid this, however, that was not possible for this movement strategy track this year.

### Did you struggle with anything?

Struggled to onboard our international intern due to student working visa complications as well as lost some capacity for our communications intern which added to the overload of Wikimedia Conference more than usual, in addition to the overload that Strategy track outreach support also brought that had not been planned for originally.

# Technical Collaboration



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**GOAL:** Help to define next steps concerning Flow development, based on the Flow Satisfaction Survey, to support a product best reflecting community needs

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Continue Community liaison support for Foundation Product goals ( <a href="#">CE - Program 7:1</a> )	<b>LAST QUARTER</b>	
	Technical Collaboration, Collaboration  Project lead: Benoît Evellin.	The <a href="#">Flow Satisfaction Survey Report</a> was published in Meta on February, including recommendations for Product. We consequently supported the Collaboration team in the discussions about their Annual Plan FY2017-18. ( <a href="#">T137796</a> )
	<b>NEXT QUARTER</b>	

**STATUS: OBJECTIVE COMPLETED**

**GOAL:** Identify features promoting contributions from mobile readers that would be welcomed by experienced editors to diversify reach

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Continue Community liaison support for Foundation Product goals ( <a href="#">CE - Program 7:1</a> )	<b>LAST QUARTER</b>	
	Technical Collaboration, Mobile Apps.  Project lead: Benoît Evellin.	The consultation was completed, and Reading summarized its <a href="#">outcome</a> . We helped Reading processing the feedback received and sharing our recommendations. ( <a href="#">T143166</a> )
	<b>NEXT QUARTER</b>	
		The final step planned is the publication of next plans by Reading. Technical Collaboration's support for this goal is completed.

**STATUS:** **OBJECTIVE COMPLETED**

**GOAL:** Prepare a program for Wikimedia Developer Summit 2017 to effectively address current high level movement needs.

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Prepare for the early Q3 Wikimedia Developer Summit to focus content and participants for best effectiveness and to address high-level needs. (Partial <a href="#">CE - Program 8:1</a> )	<b>LAST QUARTER</b>	
	TC, Wikimedia Developer Summit org team  Lead: Rachel Farrand.	The organization of the event was overall successful according to feedback in situ, the satisfaction survey results, and the feedback from Technology and Product management. Suggestions for improvement were documented in the <a href="#">Lessons Learned</a> , and they informed the Annual Plan discussions related to the future of the Summit. Minutes, videos, and tasks resulting from the event were <a href="#">published</a> and made available through the event main page.
	<b>NEXT QUARTER</b>	

**STATUS: OBJECTIVE COMPLETED**

**GOAL:** First review of the Technical Collaboration Guidance by Foundation Product teams and most active technical volunteers to facilitate better community communication and collaboration

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Create a systematic approach to community engagement for product development teams ( <a href="#">CE - Program 7:2</a> )	<b>LAST QUARTER</b>	
	Technical Collaboration, Product.  Project lead: Keegan Peterzell.	We completed the community feedback phase, but the review by Product is still open. The need for further discussion became evident as the Annual Plan discussions started. We introduced some changes in our annual plans involving the TCG to resolve and clarify some points.
	<b>NEXT QUARTER</b>	
	Technical Collaboration, Product managers, TPG, Research & Data. Project lead: Keegan Peterzell.	Review of the Technical Collaboration Guidance with WMF product managers completed and feedback integrated. The guidance is piloted by a product development team in a real project (ORES).

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Connect free software developers with the Community Wishlist maintained by the Community Tech team

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
<p>Objective 2 – Encourage hackathon and outreach work into community requests.</p> <p>Objective 3 – Better connect developers with tasks and mentors</p>	<b>LAST QUARTER</b>	
	<p>Technical Collaboration, Community Tech.</p> <p>Project lead: Srishti Sethi.</p>	<p>We had to put this goal aside in order to work on the organization of the first <a href="#">Developer Wishlist survey</a> instead. Google Summer of Code and Outreachy were successfully supported with project ideas, just without a specific focus on the Community Wishlist 2016.</p>
	<b>NEXT QUARTER</b>	
		<p>Effectively promote a selection of projects from the Community Wishlist Survey 2016 well suited for hackathons at the Wikimedia Hackathon. (<a href="#">T154988</a>, 05/31)</p>

**STATUS:** OBJECTIVE IN PROGRESS



**GOAL:** Consult communities about PDF support's most wanted needs in order to inform the plans to renew Wikimedia's PDF backend

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Continue Community liaison support for Foundation Product goals ( <a href="#">CE - Program 7:1</a> )	<b>LAST QUARTER</b>	
	<b>NEXT QUARTER</b>	
	Technical Collaboration, Reading.  Project lead: Johan Jönsson.	Contact communities, projects, and main individual contributors relying on PDF support across Wikimedia and ask them about existing features that should be kept and new features desired. Summarize the feedback obtained and report it to the Reading team. <a href="#">T160745</a>

**STATUS:** NEW GOAL

**GOAL:** Review of Community Liaisons' role and processes in preparation of Wikimedia Foundation's Annual Plan FY2017-18.

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Create a systematic approach to community engagement for product development teams ( <a href="#">CE - Program 7:2</a> )	<b>LAST QUARTER</b>	
	<b>NEXT QUARTER</b>	
	Technical Collaboration.  Project lead: Erica Litrenta.	Summarize the multiple conversations about the evolution of the role of Community Liaisons and their processes to support product development teams, in a proposal fully aligned with the WMF Annual Plan FY2017-18. New processes to be ready by June, so they can start being effective in July.

**STATUS:** NEW GOAL

**GOAL:** Define how to measure progress onboarding new developers in preparation of Wikimedia Foundation's Annual Plan FY2017-18.

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Better connect developers with tasks and mentors. (Partial <a href="#">CE - Program 8:1</a> )	<b>LAST QUARTER</b>	
	<b>NEXT QUARTER</b>	
	Technical Collaboration.  Project lead: Andre Klapper.	Summarize the multiple conversations about how to measure our effectiveness reaching out, onboarding, and retaining new volunteer developers, in a proposal fully aligned with the WMF Annual Plan FY2017-18. A first version of the new metrics to be ready by June, so they can start providing data in July.

**STATUS:** NEW GOAL

## **GOAL:** Grow volunteer developers in the Wikimedia technical community

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Better connect developers with tasks and mentors. (Partial <a href="#">CE - Program 8:1</a> )	<b>LAST QUARTER</b>	
	<b>NEXT QUARTER</b>	
	Technical Collaboration.  Project lead: Rachel Farrand.	At the Wikimedia Hackathon 2017, align current and new activities to the goal of retaining at least a 10% of new developers. Offer personalized support to all newcomers at the event. Follow up with them after the event, connecting them to tasks and mentors. Check retention levels in September and December.

**STATUS:** **NEW GOAL**

**GOAL:** Support healthy interaction in the developer community

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
An open and welcoming Wikimedia technical community	<b>LAST QUARTER</b>	
	<b>NEXT QUARTER</b>	
	Technical Collaboration  Project lead: Quim Gil.	Following the process defined by the Code of Conduct for Wikimedia Technical Spaces, present a list of five candidates to form the first Committee and five auxiliary members. Complete the community review of candidates. Complete training and formalities for new members.

**STATUS:** NEW GOAL

# April 2017 **Technical Collaboration**

## **Community Liaisons: other remarkable activities during last quarter**

### **Achievements**

- Sherry supported successfully the Save → Publish button change, which was received without much reactions other than sensible concerns for the implementation in some projects / languages. ([T131132](#))
- Benoît created dedicated pages for the Edit Review Improvements Recent Changes Beta project ([T146669](#))
- Tech News (coordinated by Johan) was sent out in 21 languages on January 30th, a record.

### **What would you do differently if you had to do it again?**

- Technical Collaboration Guidance review by Product.
- Erica has been organizing efficiently the hiring process for the Structured Data Community Liaison, but in hindsight we should have started after the Annual Plan discussions, when the role and budget would have been 100% confirmed.

### **Did you struggle with anything?**

- The Community Liaison for Reading (Moushira, part time contractor) left for another project on a short notice and her tasks were (successfully) redistributed among Benoît, Chris, Erica, and Johan. With the Annual Plan and the potential changes in Product unresolved, we could not plan for a non-interim solution.

# April 2017 **Technical Collaboration**

## Developer relations: other remarkable activities during last quarter

### Achievements

- The Developer Wishlist that we committed to organize in January was successfully organized. Srishti and Gergo Tisza (promoter of the idea) led the process, which ended with a [ranking of 76 proposals](#).
- The Code of Conduct for Wikimedia technical spaces was approved, and Quim and Chris supported the promoters with communication and advice during the final sprint. The expanded [Community Health group](#) started the bootstrapping of the CoC Committee.

### What would you do differently if you had to do it again?

- Flying Srishti from San Francisco to FOSSASIA in Singapore was too high of an investment for the return we got from this event. With +200 sessions, our workshops had very low attendance and we don't expect any new developers from them. Wikimedia developers John Vandenberg and Tony Thomas attended as well. Coordinating better with volunteers in the region is probably a better alternative.

### Did you struggle with anything?

- Andre has invested a lot of time during several quarters with our Technical Community Metrics (see i.e. [T28](#)) and we are not happy with the result yet. We will resolve the problem in the short term focusing on selected projects only (as opposed to our hundreds of repositories), but for the whole picture we will need support from Analytics/Research.

# COMMUNITY ENGAGEMENT SCORECARDS

January 2017 quarterly check-in (1)



**WIKIMEDIA**  
FOUNDATION

[PREVIOUS YEAR](#)



April 2017

L&amp;E

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
<b>Unique Leaders Engaged by L&amp;E</b> (Engagements)	<i>Delayed due to incomplete data submissions</i>	269 (451)*	<i>Delayed</i> ( <i>Delayed</i> )	<i>Delayed</i> ( <i>Delayed</i> )	
<b>Evaluation Portal Resource Pageviews</b> (Unique Editors)	<i>Delayed due to technical issues (132)</i>	16,887 (73)	<i>Delayed</i> (183%)	<i>Delayed</i> (-13%)	
<b>Learning Patterns</b> created by community members (Unique Community Editors)	20 (68)	12 (40)	167% (170%)	48% (105%)	
Qualtrics: <b>New Surveys</b> (Users)	35 (64)	35 (67)	No change (96%)	159% (176%)	
<b>Program Leader consultations</b>	<i>Delayed due to incomplete data submissions</i>	78	<i>Delayed</i>	<i>Delayed</i>	
<b>AffCom Support:</b> User Group Recognitions (Renewals)	4 (0)	1 (0)	400% (n/a)	<i>Not available</i>	

\* Unusually high in Q2 due to WMCon eligibility screening, Learning Days applications and screening, and outreach to gather participants for the strategy track.

Type: new, reactive, maintenance

April 2017

## Technical Collaboration

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
<a href="#">Number of major discussions that the team supported</a> (includes Developer Relations)	11	27	-59,2%	n/a	R
Tech News individual subscriptions	613	580	+6,7%	+30%	M
Tech News community subscriptions	87	83	+5%	+17%	M
Tech News translations (maximum)	20	19**	+5%	n/a	M
Visual Editor newsletter individual subscriptions (minus en.wiki)	n/a*	134	n/a	n/a	M
Visual Editor newsletter community subscriptions	n/a*	507	n/a	n/a	M
Visual Editor newsletter translations (maximum)	n/a*	30	n/a	n/a	M

\* No new issue this quarter \*\* Last review said 20 for Q2. That was total languages including English.

Type: new, reactive, maintenance

April 2017

# Technical Collaboration

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
Collaboration newsletter individual subscriptions	89	82	+8%	n/a	R
Collaboration newsletter community subscriptions	2	2	0%	n/a	R
Collaboration newsletter translations (maximum)	6	6	0%	n/a	R
Tech Talks / online sessions organized	1	1	0%	n/a	N
Turning user feedback into Phabricator tasks <a href="https://phabricator.wikimedia.org/maniphest/query/9Ud1WHM76f2U/#R">https://phabricator.wikimedia.org/maniphest/query/9Ud1WHM76f2U/#R</a>	89	114	-29%	n/a	R
Responding to reports received about conduct	5	2	250%	n/a	R

Type: new, reactive, maintenance

April 2017

## Technical Collaboration

Tech community

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Median age of open changesets waiting for review	<i>Not available</i>	88.5 days			R
Open changesets waiting for review	<i>Not available</i>	1534			R
New changesets submitted per month	5486	5132	+6.9%	-18.5%	N
Code uploaders per month	192	211	-9.0%	-1.9%	N
Code reviewers per month	<i>Not available</i>	226			R
Code committers per month	<i>Not available</i>	130			R
Active users in Phabricator per month	891	867	+2.8%	-3.5%	M

Note: The Community Metrics tool was recently moved to a new software platform. There is no full feature parity and some parameters differ.

Type: new, reactive, maintenance