

COMMUNITY ENGAGEMENT

APRIL 2017 quarterly check-in (2)



WIKIMEDIA
FOUNDATION

Part 2



WIKIMEDIA
FOUNDATION

Community Resources



WIKIMEDIA
FOUNDATION

April 2017

Community Resources/CE

CE: 4 [[LINK](#)]

GOAL: Allocate funds to community through participatory grant rounds

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|---|--|
| Allocate resources to effective community-led ideas, programs, technologies and gatherings across the Wikimedia movement by improving the accessibility of Foundation grant programs | LAST QUARTER | |
| | Project leads: Marti, Alex + Finance & Community Tech | <ul style="list-style-type: none"> * Project Grants Round 3 launched, received 33 proposals (most ever!) * Approved 32 Rapid Grants, including 16 to emerging communities and 9 supporting gender diversity * Conducted survey of 130 individuals/groups that received a Project, Rapid, and/or Conference Grant under the new grants structure |
| | NEXT QUARTER | |
| | Delphine, Kacie, Marti, Alex, Winifred | <ul style="list-style-type: none"> * Review and make decisions on all rounds of grants (Project, Conference & Event, FDC annual plan grants) * Analyze grants survey results, make improvements, publicize results * Continue to provide coaching through proposal development & planning to current grantees at movement events, including WMCon |

STATUS: OBJECTIVE IN PROGRESS

April 2017

Community Resources/CE

CE: 4 [[LINK](#)]

Grants & Diversity

A diverse set of editors & community organizers from 12 African countries & diaspora came together for **WikiIndaba**. The strong conference program was developed using input from participating communities on their goals and needs, and using insights that grantees had shared in reports.



The **Art+Feminism** User Group, funded by **Simple APG**, launched their annual series of editing events, convening diverse group to fill gender-related content gaps including **AfroCROWD** and **Black Lunch Table** at NYC launch. Events took place from Accra to Ankara to Auckland, some of which were funded by **Rapid grants**.

April 2017

Community Resources/CE

CE: 4 [[LINK](#)]

GOAL: Increase gender diversity through resource allocation and collaborative gender diversity program

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|------------------------------|--|
| Support increased gender diversity in Wikimedia communities and on Wikimedia projects through improved collaboration, grants, research, and pilot programs | LAST QUARTER | |
| | Project leads: Alex W | <ul style="list-style-type: none"> * Published evaluation report on Gender Gap Inspire Campaign * Developed Gender Diversity Program in collaboration with movement leaders and secured buy-in from other WMF teams for participation in future activities |
| | NEXT QUARTER | |
| | Alex W. | <ul style="list-style-type: none"> * Conduct mapping of ongoing gender diversity programs throughout the movement to support knowledge sharing and identification and prioritization of pilot initiatives * Support program and logistics planning for Wiki Women Camp |

STATUS: OBJECTIVE IN PROGRESS

April 2017

Community Resources/CE

CE: 4 [[LINK](#)]**GOAL: Grantees can easily collect metrics to measure success of work**

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|---|---|
| Create a new tool to help grantees collect the following metrics: <ul style="list-style-type: none"> • New editors • New editor retention • Content pages <i>added</i> • Content pages <i>improved</i> | LAST QUARTER | |
| | Project leads: Sati Houston (CR) Danny H (Comm Tech) | <ul style="list-style-type: none"> • Develop early wireframes and specs for the new tool with Community Tech • Early ideas are socialized and updated with staff feedback |
| | NEXT QUARTER | |
| | Sati & Danny | <ul style="list-style-type: none"> • Community review: A diverse set of grantees gives input on the design and functionality of the new tool • Final design ready for development |

STATUS: OBJECTIVE TO BEGIN IN Q4

April 2017

Community Resources/CE

CE: 4 [[LINK](#)]

GOAL: Source ideas for the movement's big challenges through Inspire campaigns

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|-------------------------------|--|
| Proactively identify gaps and provide targeted resources to communities to address those gaps | LAST QUARTER | |
| | Project lead: Chris S. | <ul style="list-style-type: none"> * Inspire Campaign on outreach to outside knowledge networks brought in 65 ideas and 208 participants *Twelve (12) ideas moved into grant proposal processes *Ten (10) ideas not needing funding are in various stages of planning and preparation |
| | NEXT QUARTER | |
| | Chris S. | <ul style="list-style-type: none"> *Run campaign with 200+ participants & 50 ideas. *Publish report on Meta on next set Inspire Campaign topics based on past surveying work. *Move 10+ campaign ideas into implementation |

STATUS: OBJECTIVE IN PROGRESS

GOAL: Based on evaluation, launch new community capacity development (CCD) program in new communities

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|--|--|
| Improve community capacities through pilot programs (CE dept., program 9, objective 2) | LAST QUARTER | |
| | Project lead: Asaf | <ul style="list-style-type: none"> * Finalized CCD pilot year evaluation, with three project reports and overall evaluation and recommendations document, published on Meta. * Secured buy-in from other WMF teams for participation in future CCD projects * Advised strategy process planning and deployment at multiple stages |
| | NEXT QUARTER | |
| | Team participation depends on campaign | <ul style="list-style-type: none"> * Create & deploy Community Capacity Mapping page and guidelines for capacity self-assessment by communities and (separately, in parallel) affiliates * communicate CCM and solicit participation. * cluster and analyze recurring themes in CCM to plan further CCD work next FY. |

STATUS: OBJECTIVE IN PROGRESS

GOAL: Finalize strategy for Wikimania to move forward next editions

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|--|--|
| CR team will resolve key outstanding questions surrounding Wikimania 2018 and clarify plans for future Wikimania conferences | LAST QUARTER | |
| | Finance WMF executives, incl. ED Scholarship committee Wikimania Conference organizers, Project lead: Ellie | <ul style="list-style-type: none"> * Establish scholarship committee & process, facilitate review of 700+ applications, award of 100+ scholarships * Prepare budget & processes for Wikimania '17 & '18 * Support program committee & take over coordination of Wikimania '17 * Announce 2018 Wikimania host |
| | NEXT QUARTER | |
| | Travel, Finance, ED, Comms Wikimania conference organizers Chapters (wikimedia.ca mostly) Outside vendors Project lead: Ellie | <ul style="list-style-type: none"> * Arrange logistics of scholarship awardees (travel, visa) * Make 2018 recommendation to ED, based on vetting * Finalize team and staffing for Wikimania '17 * Select & hire PR/Comms consultant for Wikimania '17 * Finalize program and registration and go live! |

Support & Safety



WIKIMEDIA
FOUNDATION

April 2017

Support and SafetyCE: 2 [[LINK](#)]

GOAL: Prepare to introduce and begin drafting of training modules for functionaries and event organizers to help support the health of communities

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|--|--|
| Work with communities and industry experts to begin to draft content of training modules; Continue module design research process | LAST QUARTER | |
| | SuSa; Community Resources; Design Research. Project leads: Patrick Earley, Karen Brown (Design) | Finalized the content (Events module , Online harassment module) and presented it during the Wikimedia Conference in Berlin, including the prepared outreach efforts, as scheduled. |
| | NEXT QUARTER | |
| | SuSa Project lead: Joe Sutherland | Finalize content of the modules based on feedback provided. Prepare content for translation and present final draft to executive team.(4/21) Have nine (plus English) language versions translated and usable by EOY (6/30). |

April 2017

Community Engagement

CE: NEW

GOAL: Develop better processes and tools to reduce harassment in our communities

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|--|---|
| Support prioritization and development of improved tools, processes and policies to mitigate harassment of contributors | LAST QUARTER | |
| | SuSa, Community Tech Program lead: Trevor Bolliger, Danny Horn, Patrick Earley | Supported CT in analyzing & prioritizing tool wishes related to programs. Completed hiring and onboarding of Community Advocate to support program. |
| | NEXT QUARTER | |
| | SuSa, Community Tech Program lead: Trevor Bolliger, Danny Horn, Patrick Earley | Conduct early stakeholder meetings (admins, stewards, checkusers) for specific tool improvement input (Ongoing). Support research on cases & types of harassment to examine historic workflow, policy and process pain points (4/21). Establish a consultation strategy for FY2017-18 (5/5) |

STATUS: OBJECTIVE IN PROGRESS

April 2017

Support & SafetyCE: 11 [[LINK](#)]

GOAL: Optimize support & safety work for staff, community and the public by responding efficiently and effectively in workflows

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|---|---|
| To ensure that emergency and non-emergency contacts related to community safety are responded to quickly. | LAST QUARTER | |
| | SuSa. Project Lead: James Alexander | Last quarter, we continued to meet our time-expectations for emergency rapid response and wrote and received approval for a new investigation process and timeline aiming at completing regular cases within 15 to 20 working days. |
| | NEXT QUARTER | |
| | SuSa, Legal Project Lead: Kalliope Tsouroupidou | Rewrite the onwiki Office Action policy page (currently mostly from 2006/10) to reflect current practice. (Final to Legal for sign-off before 5/31) Continue meeting time-expectations for rapid response. |

STATUS (choose 1): **OBJECTIVE IN PROGRESS**

April 2017

Support & SafetyCE: 3 [\[LINK\]](#)

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 | LAST QUARTER | |
| | SuSa Project lead: James Alexander | We had committed to creating harassment support resource page listing high-quality services from at least 10 countries was not completed. Uncompleted. Modifying for next quarter. |
| | NEXT QUARTER | |
| | SuSa Project lead: James Alexander | Create a harassment support resource page that is listing at least one globally available high-quality multi platform support service and five other general or target audience specific resources. (5/15) |

STATUS (choose 1): **OBJECTIVE IN PROGRESS**

GOAL: Facilitate Wikimedia elections 2017

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|---|--|
| Facilitate Wikimedia elections 2017 and the related volunteer Election Committee | LAST QUARTER | |
| | SuSa Project Lead: James Alexander | Regular preparatory support. |
| | NEXT QUARTER | |
| | SuSa Project Lead: James Alexander | Facilitate the Wikimedia Election Committee's operation of the Foundation Board and FDC Community Selection process 2017. Fully translate ballot and election notification material in 10 languages (Board: 5/1; FDC: 6/3); Announce winning candidates to community (Board: 5/20; FDC: 6/15). |

STATUS: OBJECTIVE IN PROGRESS

Programs



WIKIMEDIA
FOUNDATION

GOAL: Support the Education program to grow by enabling program leaders to introduce Wikimedia in the classroom

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|---------------------------|---|
| Respond to incoming requests from community members, affiliates and other movement partners and provide in-person consultation & support | LAST QUARTER | |
| | Education team | Assisted volunteers at WikiIndaba 2017 to customize their work in the education program for best impact (Jan 2017); Education pre-conference at WMCON (Mar 2017) |
| | NEXT QUARTER | |
| | Education team | Plan for education support at Wikimania and pre-conference Education Track (Aug 2017); Support education summer intern from emerging community (May-Aug 2017); Advocate for education programs at international conferences (Asia, Middle East, Africa) |

STATUS (choose 1): **OBJECTIVE IN PROGRESS**

GOAL: Effectively utilize communication tools to support the goals of the education program.

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|--|--|
| Tools are utilized to facilitate communication with audiences in the community and to outreach about the broader value of Wikipedia as an educational tool. | LAST QUARTER | |
| | Education Team Project lead: Nichole Saad | Implemented the drafted communications strategy (new) including: managing social media platforms; facilitating newsletter publication; facilitating topical conversations within the community (new); presenting the program at relevant events and conferences; facilitating the production of needed resources |
| | NEXT QUARTER | |
| | Education Team Project lead: Nichole Saad | Update and collect new education case studies to refresh support materials; Monthly newsletter production (ongoing); |

STATUS (choose 1): **OBJECTIVE IN PROGRESS**

GOAL: Grow capacity of the Education Collaborative to support more global community initiatives

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|---|---|
| Mentoring framework and pipeline with the collab (1.2) Refining membership criteria with Collab (1.3) | LAST QUARTER | |
| | Education Team + Education Collaborative Project lead: Vahid Masrour | Improved Collab functioning across organization by clarifying membership criteria; Continue work on “mentorship pipeline” for Collab peer support; Initiated planning for Collab face-to-face convening for Q4; facilitating education learning exchange with wider community |
| | NEXT QUARTER | |
| | Education Team + Education Collaborative Project lead: Vahid Masrour | Co-host in-person meeting for Collab to evaluate and revise shared goals (June 2017); Track Collab goal-aligned activity on-wiki and on Phabricator |

STATUS (choose 1): **OBJECTIVE IN PROGRESS**

April 2017

Education ProgramCE:1 [[LINK](#)]

Learnings from the evolution of the Education Collaborative

Did anything unexpected (good or bad) happen?

The Collab decided to have open membership. Instead of focusing on membership status (who's "in" and who's "out"), the consensus was to focus on goal-aligned activity. In its first years, the Collab ultimately focused on three shared goals: mentorship, tools (like the Dashboard), and communications. "Active members" are therefore volunteer community members who participate in the collab spaces and do activities aligned with the group's goals. The group will be meeting in Q4 to revisit the goals.

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

Being clear on group purpose to non-members has been the main challenge. Having conversations with community members who are confused by the Collab has usually been quite simple and straightforward once we frame the group as working towards the [shared goals](#).

Did you struggle with anything?

There is room for improvement with clear and concise messaging to attract new members to the Collab (under the open membership policy) and group purpose (shared goals). We're also exploring the idea that the group could transition to a user group and a be a formally recognized Wikimedia affiliate. This move will have an obvious impact on our team's work, but we're still not sure how.

GOAL: Improve access to reliable research and reference tools so editors can build quality content from authoritative sources

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|---|--|
| Meet planned commitments towards building relationships with top publishers who give free access to editors | LAST QUARTER | |
| | TWL Project lead: Jake Orlowitz. | EBSCO committed to the Library Card bundle giving 25,000 editors automatic access to their 40,000+ journals! Citoid now autofills refs from billions of WorldCat ISBNs. |
| Create infrastructure to improve research access with the Library Card platform | NEXT QUARTER | |
| | Project lead: Jake Orlowitz Developer: Jason Sherman Partner manager: Sam Walton | Increase resources: add 2 new partners. Simplify access to resources: (1) Move signups to Library Card for centralized processing, (2) Pilot EZProxy for quicker access. 3) Add 2 more partners to automatic bundle access. Give 300 editors (50 new recipients) free access. Explore referral access to closed resources for all Wikipedia readers. |

STATUS: OBJECTIVE IN PROGRESS

GOAL: Leverage Library networks to bring in new contributors and expand new partnerships and programs

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|---|--|
| Build global TWL branches and user group for localized community outreach and programs | <p>LAST QUARTER</p> <p>TWL + Communications Project leads: Jake Orlowitz, Alex Stinson</p> | <p>Initiated new global branch in Korean. Wrote #1lib1ref followup and learnings in TWL newsletter. User Group page designed and live on Meta with 100+ signed up already.</p> |
| Prepare for #1lib1ref | <p>NEXT QUARTER</p> <p>TWL + Communications Project leads: Jake Orlowitz, Alex Stinson</p> | <p>First 100 user group members starting to organize; steering committee formed. Pursue major IFLA collaboration around Libraries + Wikidata. Host Libraries + Wikimedia meetup at WMCON. Begin outreach strategy to national libraries.</p> |

STATUS: OBJECTIVE IN PROGRESS

April 2017

Programs: TWL + GLAM

CE: 3 [\[LINK\]](#)

GOAL: Develop resources to improve research skills, digital literacy, and source access for Wikipedia's readers

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|---|--|
| <p>Improve readers' digital and research literacy through developing the Research Help portal</p> <p>Surface open access content on Wikipedia using OABot to improve verifiability.</p> | LAST QUARTER | |
| | <p>TWL + Joseph Seddon Project lead: Jake Orlowitz</p> | <p>Began collecting new survey data on Research Help portal. OABot approved for a second trial where false positives were removed from the code workflow.</p> |
| | NEXT QUARTER | |
| | <p>TWL + Seddon + Dario Project lead: Jake Orlowitz Developer: Antonin Delpuch</p> | <p>Analyze new survey data to improve Research Help portal. Get full approval to run OABot on English Wikipedia adding free-to-read citations. Assist Research in WikiCite prep and template analysis.</p> |

STATUS: OBJECTIVE IN PROGRESS

GOAL: Improve community capacity for GLAM-Wiki partnerships through increased GLAM-Wiki knowledge, support, and tools (slide 1)

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|---|--|---|
| Strengthen resources and tech support for GLAM-Wiki leaders | LAST QUARTER | |
| | GLAM w/ dependencies on Wikidata, WMF Engineering, and Community developers Project lead: Alex Stinson | Provided Structured Data on Commons grant support and communications. Prepared for hiring process for Community roles. Engaged GLAM partners on Structured Data possibilities from substantial grant. |
| | NEXT QUARTER | |
| | GLAM w/ dependencies in Multimedia and Technical Collaboration | Support onboarding of Multimedia, CL and Project Manager roles as they come together. Support initial design research around Commons, and team prioritization. |

STATUS: OBJECTIVE IN PROGRESS

GOAL: Improve community capacity for GLAM-Wiki partnerships through increased GLAM-Wiki knowledge, support, and tools (slide 2)

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|--|---|
| Evaluate and improve documentation of GLAM-Wiki community projects and strengthen training materials for GLAM-Wiki leaders | LAST QUARTER | |
| | GLAM + European Coordinators, community members, L&E + WMCON organizers Project lead: Alex Stinson | Refined Digitization portal case studies. Built training & support materials for European GLAM coordinators meeting and WMCON. Supervised practicum student on Cultural Heritage + Wikimedia research. |
| | NEXT QUARTER | |
| | GLAM + European Coordinators, This Month in GLAM team, | Based on outcomes of WMCON and European GLAM Coordinators meeting, develop better documentation plan for This Month in GLAM and Wikimedia Resource Center. Continue Cultural Heritage + Wikimedia research. |

STATUS: OBJECTIVE IN PROGRESS

GOAL: Leverage GLAM networks to bring in new contributors; build and expand new partnerships and programs.

| What is your objective / workflow? | Who are you working with? | What impact / deliverables are you expecting? |
|--|---|---|
| Strengthen relationships with external GLAM Networks | LAST QUARTER | |
| | GLAM Project lead: Alex Stinson | Explored projects to begin ICOM & ICA partnerships that engage professional networks, with goal of finding collaboration initiatives that scale. Outcome: established relationship and partners still “learning Wikimedia.” |
| | NEXT QUARTER | |
| | GLAM Project lead: Alex Stinson | Design and calendar Heritage Institution Wikidata Campaign with IFLA and ICOM, to include ICA and other heritage networks. |

STATUS: OBJECTIVE IN PROGRESS

CHECK IN

TEAM/DEPT

PROGRAM

WIKIMEDIA
FOUNDATION
ANNUAL PLAN

April 2017

TWL + **GLAM**

[LINK]

What you learned working on this objective or workflow:

Did anything unexpected (good or bad) happen?

Wikimedia UK and Wikimedia Sweden had already started working on mapping GLAM-Wiki Documentation and workflows for their own local applications. Alex had been deliberately putting off the Annual Plan commitment to working on the GLAM-Wiki Documentation, because the work on Structured Data had been taking more time. Working with and in-sync with the existing efforts of the affiliate staff allows for a good scaling of impact.

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

I have been involved in multiple hiring processes: they are important, but also creatively draining experiences. Doing that while also Annual Planning, etc. has been less than ideal. As best as I can, I will try to control when I get involved in those processes.

Did you struggle with anything?

The Annual Planning process doesn't have a good way for accounting/advocating for long-term strategically focused investments that grow out of existing work -- such as Structured Commons. The Collab Jam was a good first start, allowing a number of folks to voice hopes for planning, but it's also when everyone is at the "hopes" phase. Hopefully, the combination of the strategic direction of the movement and estimates of budget availability earlier in the process will help the process feel less pie-in-the-sky, continuously revised down to the ground. We are constantly in communication with the community and provide community support, it's hard to make long-term investments in work when the process creates variously diminishing versions of what our future capacity can be.

COMMUNITY ENGAGEMENT SCORECARDS

April 2017 quarterly check-in (2)



WIKIMEDIA
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[PREVIOUS YEAR](#)

59 new grants funded at \$314,393 to 28 countries

| Type of grants | # of grants | Amount in dollars | Proportion | |
|--------------------------------|-------------|-------------------|-------------|--------------|
| | | | # of grants | \$ of grants |
| Simple Annual Plan Grants | 2 | \$129,700 | 3.5% | 41% |
| Project Grants | 2 | \$60,527 | 3.5% | 20% |
| Rapid Grants | 39 | \$41,139 | 66% | 13% |
| Conference Grants | 4 | \$67,307 | 7% | 21% |
| Travel & Participation Support | 12 | \$15,720 | 20% | 5% |
| Total | 59 | \$314,393 | 100% | 100% |

(Last Q: 72 new grants funded at \$4,144,980 to 41 countries)

Diversity of New Grants in Q3^[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 | 32 | \$96,222 | 54% | 31% | +19% | -13% | +146% | +117% |
| Emerging Communities | 29 | \$167,616 | 47% | 53% | -20% | -75% | +100% | +117% |
| Gender Gap focused | 12 | \$7,179 | 20% | 2% | +50% | -96% | +500% | +3760% |

[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

Key Performance Indicators

| Metric | Total | Notes |
|-----------------------------|-------------|---|
| Individuals Involved | 6191 | <ul style="list-style-type: none">• A third of the participants and new editors this quarter came from our new Rapid Grants program (~2K participants and ~600 new editors)<ul style="list-style-type: none">○ This corresponds to 25 Rapid Grants (of 66 granted in Q1 + Q2) |
| New editors | 2047 | |
| Active editors | 2068 | |

April 2017

Support and Safety

KPIs

| Topic | This quarter | Previous quarter | QoQ | YoY | Type |
|---|--------------|------------------|-------|-------|------|
| SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours | 97.08% | 100% | -2.9% | -2.9% | R |
| SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days | 96.8% | 100% | -3.2% | -3.2% | R |
| SLA for public correspondence: Resolving 95% of ca@ within two business days | 97% | 100% | -3% | N/A | R |

Type: new, reactive, maintenance

CHECK IN

TEAM/DEPT

April 2017

Education Program

SCORECARD

KPIs

| Topic | This quarter | Previous quarter | QoQ | YoY | Type |
|-----------------------------------|------------------------|------------------------|-------|------|------|
| Program leaders supported | 78 | 38 | +105% | -29% | M |
| Countries represented | 38 | 18 | +111% | -21% | M |
| Portal views [outreach:Education] | 30,150 | 14,756 | +104% | N/A | M |
| Newsletter views | 5,990 | 3,107 | +93% | N/A | M |

Type: new, reactive, maintenance