



# Community Health

# Workshop

WikiConference USA - Oct, 10, 2015

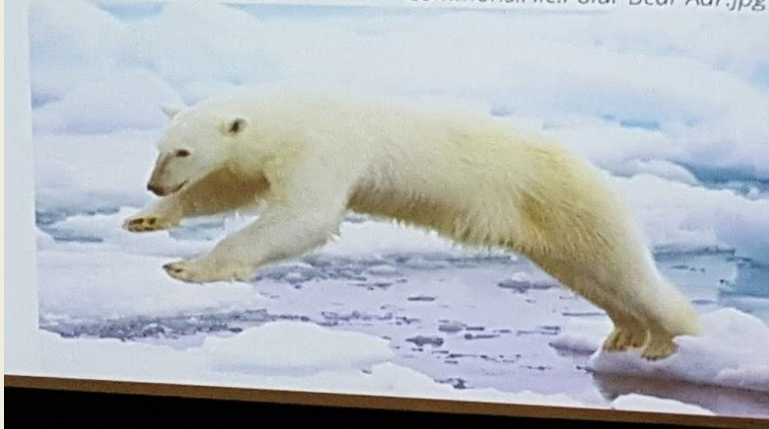
Presenter : Haitham Shammaa



# Our Community

is will change soon... :-)"

*Commons:File:Polar Bear AdF.jpg*

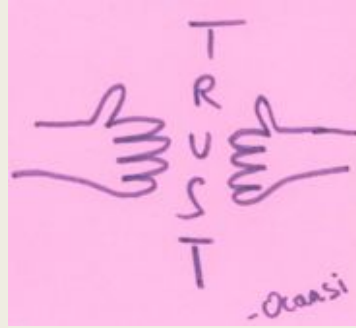


“Our community is like a polar bear, they survive the harsh winter because they know that this will change soon... :-)”



What does a  
Healthy Wikimedia Community  
look like?

# Wikimania 2015



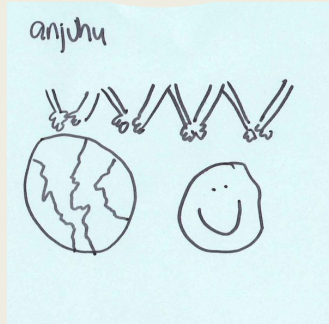
Ocasi



Olimar



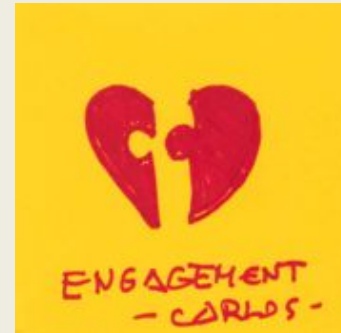
Slowking4



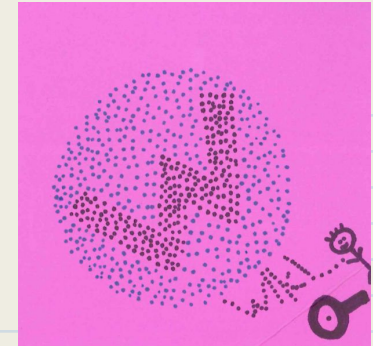
anjuhu



Anonymous



Carlos



mafergool

# Flags

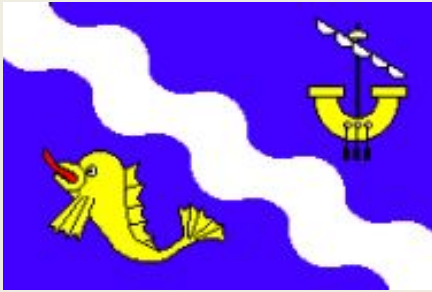
- Identity
- Pride
- Brand
- Respect
- Loyalty
- Uniqueness
- Showcase (national product, animal)

:



# Fun with Flags ...

[https://commons.wikimedia.org/wiki/Flags\\_with\\_animals](https://commons.wikimedia.org/wiki/Flags_with_animals)



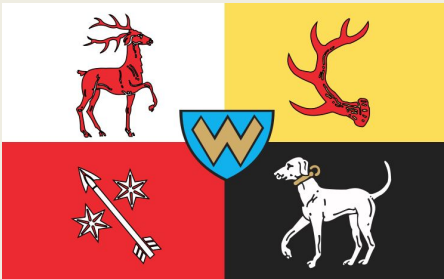
Dolphin : Flag of Gżira, Malta



Scallop : Flag of Bedfordshire, England



Eagle : State Flag of Germany



Dog & Deer : Flag of Żary, Poland

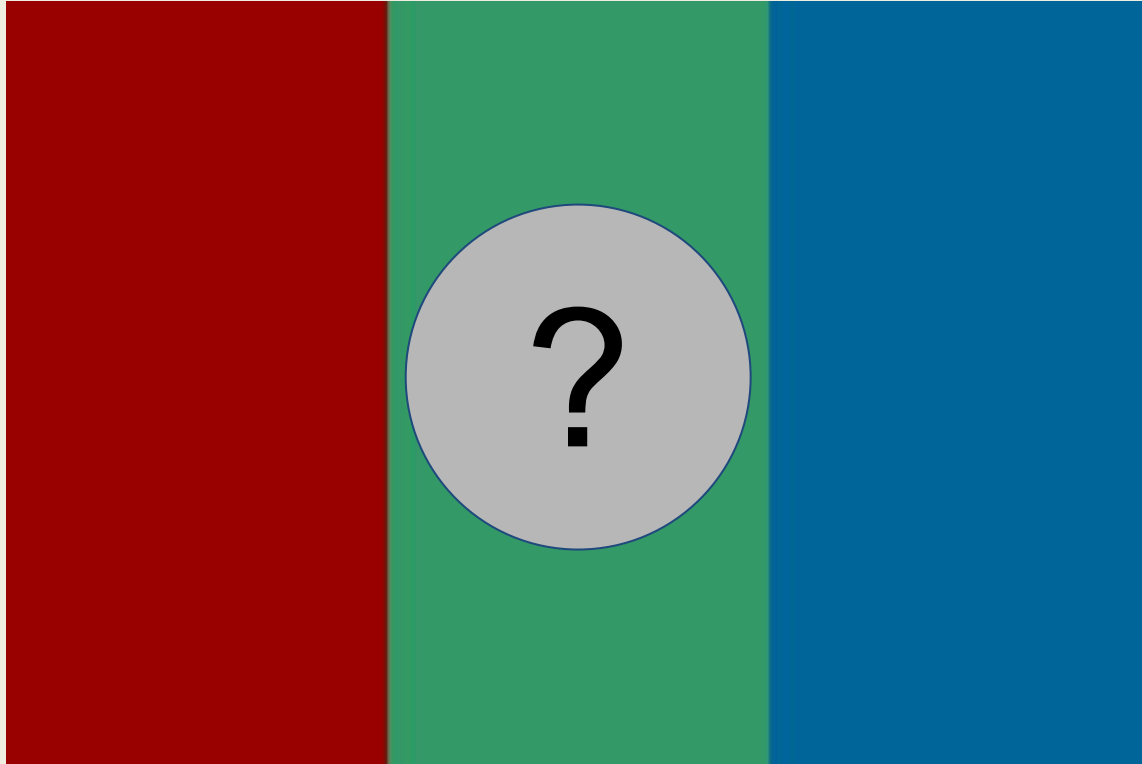


Eagle & Snake : Flag of Mexico



Phoenix : Flag of San Francisco

# Your Community Flag?



# Animalia Kingdom





# Community Health Research

Understand what makes our communities **grow and thrive**, and what makes them **shrink and decay**, as this is a key drive to our programs, actions, decision and long term commitments.

# Why?

“Good health and good sense are two of life’s greatest blessings.”

-Publius Syrus, Maxim 827

# Let's Google it ...

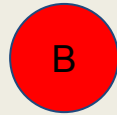
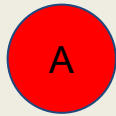
1. Members (Growth)
2. Content (Usefulness)
3. Traffic (Popularity)
4. Responsiveness
5. Interaction
6. Liveliness

**Lithium**

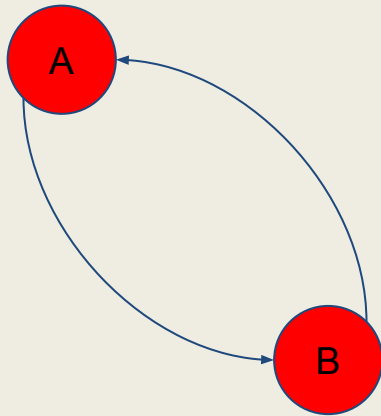
**Community Health Index  
for Online Communities**

$$\chi = C_s \cdot \left\{ \text{signlog} \left( \left[ \left\langle \frac{e^{-|t_0-t|/50}}{50} |dH_o(t)/dt - \langle dH_o(t)/dt \rangle_t \right| \right]_t \right)^{-1/2} \cdot \int_{-\infty}^{t_0} \frac{dH(t)}{dt} \frac{e^{-|t_0-t|/50}}{50} dt \right\} + C_o$$

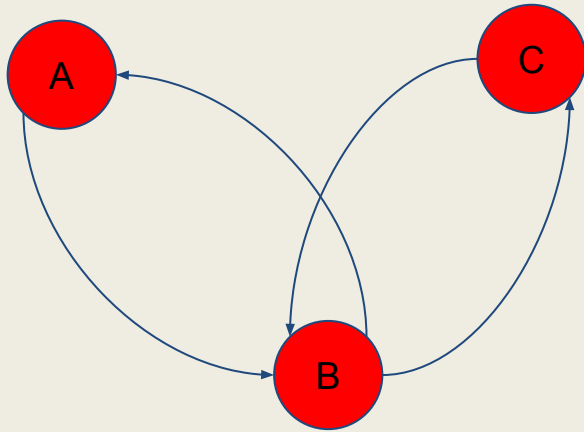
# Interaction



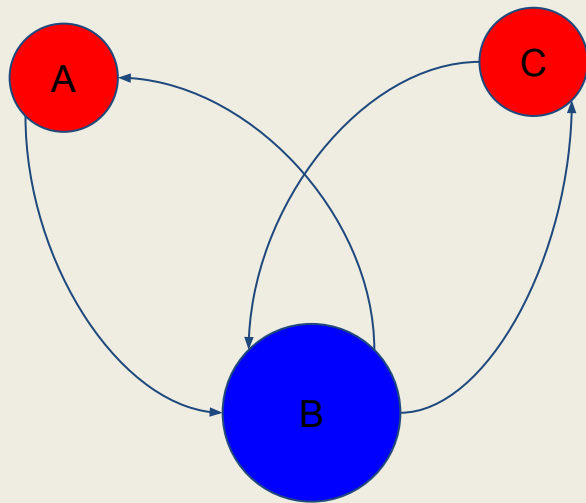
# Interaction



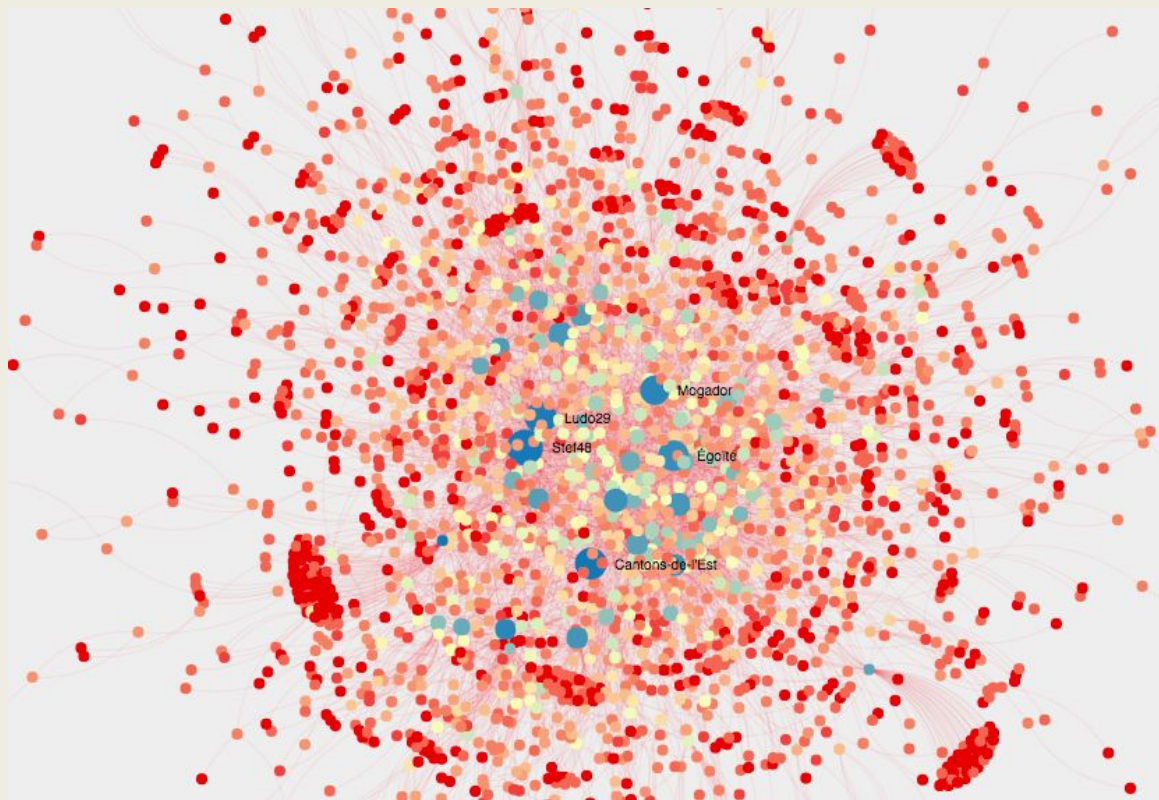
# Interaction



# Interaction



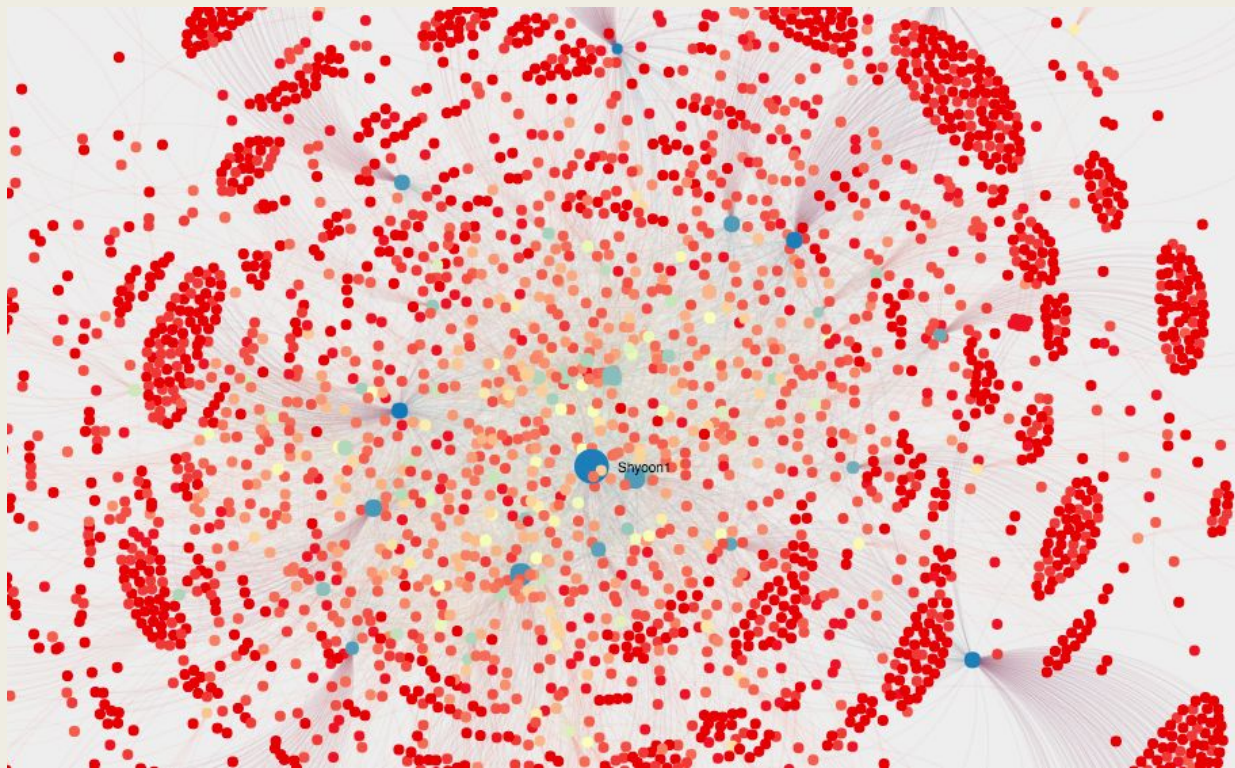
# Interaction



French Wikipedia



# Interaction



Korean Wikipedia

# Positive Interaction

Assume the assumption of good faith

Friendly space

Give praise

Non discrimination

Help mediate disagreements

Assume no clue

Take it slowly

IPs are human too

**Be polite**

**Wikiquette**

Be patient

**Be Civil**

Be reasonable

Be calm

Be clear

Do not ignore reasonable questions

Use neutral language

**Apologising**

Don't assume

*Be professional.*

**Collaboration**

Argue facts, not personalities.

Forgive and forget.

Don't call a spade a spade

**Pleasant editing**

**Wikilove**

**Assume good faith**

*Explain yourself*

**Welcome newcomers**

Do not use jargon

Assume Ignorance

Treat others the way you would want to be treated

# Negative Interaction

WikiHate

*Gaming the system*

Revenge reversion

**Bullying**

**Threats**

**Harassment**

COI

Child protection violation

Doxing

*Incivility*

*Difficult users*

*Disruptive editing*

Edit wars

Personal remarks

Biting newcomers

*Sock puppetry*

# Health levels

Dealt with by individual users, admins  
ArbCom, or the community collectively.

COI - Disruptive editing - Gaming the system  
- Difficult users

Coach

Requires change in culture, policies,  
enforcement, and tools support.

Incivility - Revenge deletion & reversion - Edit  
wars - Personal remarks - Biting newcomers  
- Sock puppetry

Clinic

Dealt with by WMF - OTRS ... etc.

Harassment - Threats - Doxing - Bullying -  
WikiHate - Child protection

ER



# Community Health Learning Campaign

@ Wikimania

# 2. Questions

## 1. Welcome

*What makes you feel welcome in the wiki projects?*

## 2. Unwelcome

*What makes you feel like you don't belong here?*

## 3. Shared values

*What shared values bring us together online?*

## 4. Practices

*Are there certain practices that can facilitate working together online?*

## 5. Online Interactions

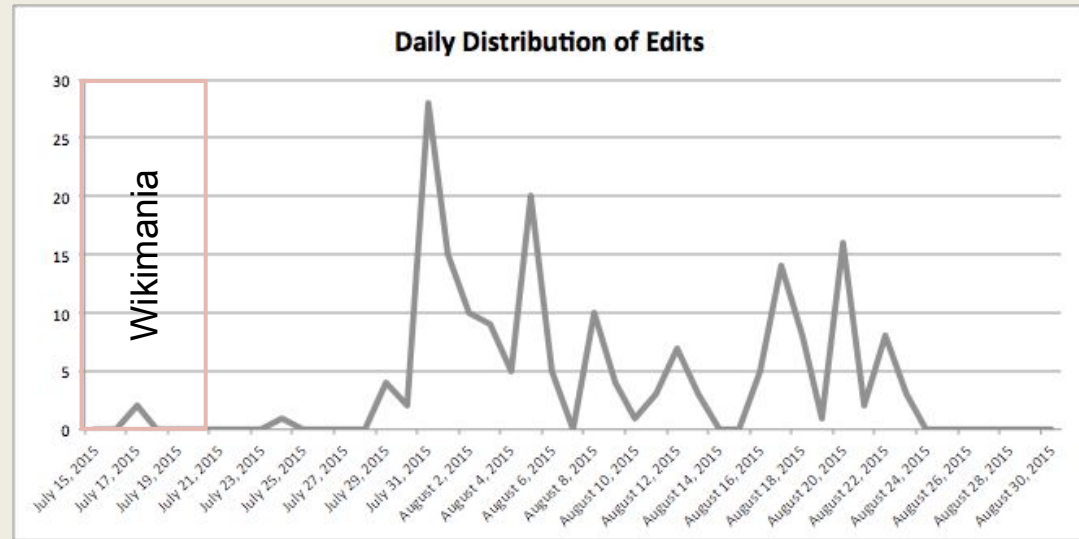
*Is there anything we can do better on our online interactions?*

## 6. Lively projects

*What makes the wiki projects alive?*

# Page Statistics

- **Contributed Users = 61 user (incl. 2 IPs)**
- **Total edits = 187 edits (incl. 34 minor edits)**
- **Edits/User  $\approx$  3 edits**



# What are your answers?

## 1. **Welcome**

*What makes you feel welcome in the wiki projects?*

## 2. **Unwelcome**

*What makes you feel like you don't belong here?*

## 3. **Shared values**

*What shared values bring us together online?*

## 4. **Practices**

*Are there certain practices that can facilitate working together online?*

## 5. **Online Interactions**

*Is there anything we can do better on our online interactions?*

## 6. **Lively projects**

*What makes the wiki projects alive?*



# Welcome

*What makes you feel **welcome** in the wiki projects?*



# Welcome

*What makes you feel welcome in the wiki projects?*

<b>Frequent expressions</b>	<b>Count</b>
welcome message	4
feel welcome	4
nice messages	3
makes me feel welcome	3
message for newcomers	2
talk pages	2
welcome message for newcomers	2
that is what i do with newcomers	2
thank you notes	2

<b>Frequent words</b>	<b>Count</b>
help	10
welcome	9
nice	8
newcomers	6
feel	6
welcoming	4

# Welcome

*What makes you feel welcome in the wiki projects?*

*“A nice atmosphere of editing where I can fix any problem I see either major or tiny.”*

# Welcome

*What makes you feel welcome in the wiki projects?*

*“Comrades who take the time to explain in a friendly fashion a complicated aspect of some policy.”*

# Welcome

*What makes you feel welcome in the wiki projects?*

*“Another editor noticing the work that I'm doing and thanking me for it.”*

# Unwelcome

*What makes you feel **unwelcome** in the wiki projects?*





# Unwelcome

*What makes you feel like you don't belong here?*

Frequent expressions	Count
the wmf	10
the discussion	5
people who	4
can't find a solution	2
that i don't belong here	2
it's demotivating	2
can't found a solution	2
made the mistake	2

Frequent words	Count
wmf	27
people	12
editors	10
community	8
others	7
discussion	6
problem	6
volunteers	5
demotivating	5

# Unwelcome

*What makes you feel like you don't belong here?*

*“I think WMF should listen to Doers who does something even they didn't like to talk more rather than Dreamers who talks more just to fulfill their individual dreams.”*

# Unwelcome

*What makes you feel like you don't belong here?*

*“When my talkpage is a list of warning templates all the way down.”*

# Unwelcome

*What makes you feel like you don't belong here?*

*“Lack of documentation for a process.”*

# Shared Values

What *shared values* bring us together online?



# Shared Values

*What shared values bring us together online?*

<b>Frequent expressions</b>	<b>Count</b>
free knowledge	3
the community	3
sharing knowledge freely	2
make contributions to	2
a common desire	2
the common good	2
encyclopedic relevance	2
human knowledge	2

<b>Frequent words</b>	<b>Count</b>
knowledge	22
common	6
community	6
world	6
freely	5
information	5

# Shared Values

*What shared values bring us together online?*

*“I like to preserve information and all knowledge of any kind. From Gothic cathedrals to mopeds.”*



# Shared Values

*What shared values bring us together online?*

*“The pillars of Wikipedia brings us all together.”*

# Shared Values

*What shared values bring us together online?*

*“Here on wiki we learn, we share and we keep learning  
and earning more knowledge.”*

# Practices

*Are there certain **practices** that can facilitate working together online?*



# Practices

*Are there certain practices that can facilitate working together online?*

<b>Frequent expressions</b>	<b>Count</b>
working together online	2
fixing the article	2
wikimedia projects	2
together online	3
working together online	2

<b>Frequent words</b>	<b>Count</b>
working	6
online	6
people	6
rules	5
bold	3
discussions	3
communication	3

# Practices

*Are there certain practices that can facilitate working together online?*

*“Knowing each other in person.”*

# Practices

*Are there certain practices that can facilitate working together online?*

*“Simplify the rules, simplify the markup.”*

# Practices

*Are there certain practices that can facilitate working together online?*

*“First and foremost: being civil.”*



# Online Interaction

*Is there anything we can do better on our **online interaction**?*



# Online Interaction

*Is there anything we can do better on our online interactions?*

Frequent expressions	Count
find someone else	2
to find someone	2
provide a screenshot	2
a network of	2
able to find	2
the wiki syntax	2

Frequent words	Count
tool	8
language	8
email	6
wmf	6
rules	5
interactions	5

# Online Interaction

*Is there anything we can do better on our online interactions?*

*“Most of us are not technicians, so explain things as plainly as possible.”*

# Online Interaction

*Is there anything we can do better on our online interactions?*

*“Do not overuse abbreviations.”*

# Online Interaction

*Is there anything we can do better on our online interactions?*

*“Create a social environment, like what is done with the education extension.”*

# Lively projects

*What makes the wiki projects stay **lively**?*





# Lively projects

*What makes the wiki projects stay lively?*

<b>Frequent expressions</b>	<b>Count</b>
active community	3
the wikimedians	2

<b>Frequent words</b>	<b>Count</b>
community	13
people	10
articles	8
new	8
make	7
many	7
different	7
wikiprojects	7
quality	5

# Lively projects

*What makes the wiki projects stay lively?*

*“Quality, if possible. I really think that it's that simple.”*

# Lively projects

*What makes the wiki projects stay lively?*

*“Learning how to help new contributors.”*

# Lively projects

*What makes the wiki projects stay lively?*

*“To me, talks and notifications make projects alive.”*

# Lively projects

*What makes the wiki projects stay lively?*

*“A productive environment where users are thanked and appreciated.”*

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Sicherlich

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Varnent

Weissbier

Wittylama

Yoavd

Zoeanni

לטטר

# Community Haiku

*The health of  
our community  
keeps Wikimedia alive!*

# Discussion

*Thank you!*

*[hshammaa@wikimedia.org](mailto:hshammaa@wikimedia.org)*