

<https://public.etherpad-mozilla.org>

Afternoon Group A

Notes

Whose goals?

- Community managers?
- Researcher?
- Aspiring newcomer?
- Long term contributor?

Re primary contribution motivation: Software is different (need based) from Citizen Science and Open Knowledge (interest based)

Similarities and Differences and Anything New:

Difference? Open Source concern for refactoring and integration of contributions (e.g., coding styles, library version use ... although is th

Tendency for open source to mean "code contribution", less concern for "active user" contributions like good bug reports, adding docum

Citizen science defines what crowd contributors should do, then tries to check how well they do it? Open Source does much less telling

Clusterings

NEW

Goal: Attract new contributors to the project

Questions: How many new contributors participated in the project over a given time period?

Metrics: Number of new contributors (e.g. for code/bug fix/documentation/etc.) over a given time period

Goal: Retain motivated new contributors

Questions:

- For new contributors who intend to socialize and explore membership to the project, what makes them feel welcome and valued?
- What type of experiences are important (positive) for new contributors? What kind of experiences are difficult (negative)?

Metrics:

- Short and long term retention (continued activity)
- Diversification of contribution over time (role adoption)
- Compare diversity of 1st motivated contributors to retained contributors
- Merged vs. open/zombie PRs (Open source)
- Reverted/deleted vs. Thanked edits (Wikipedia)
- Successful/unsuccessful second contribution attempts
- ***Control for initial motivation
 - E.g. Some newcomers only intend to perform one contribution while others intend to explore a sustained relationship

Goal: Integrate contributions from new or "drive-by" members with those of longer-term, engaged members

Questions: What proportion of content is contributed by short-term members?

Metrics: Share of content created, delineated by engagement type

Goal: Engage new diverse audiences

Questions:

- What approaches do CS and OS have in common for this goal and what approaches are different
- How many new and diverse participants are attracted

Metrics:

- Number of new participants registered and participated in project over time

- Number of new diverse segments engaged over time (since project inception)
- Number of new diverse segments engaged annually

Goal: Make it easier for new contributors to participate in the project

Questions:

- Are new comers able to get engaged and contribute to the community in a reasonable timeframe?
- Do newcomers make friends easily?
- Do newcomers adopt the social identity of the group?

Metrics:

- Are there on-boarding materials (wiki, documentation, etc.)? (Y/N)
- Is there a mentorship program? (Y/N)
- Are there places where people can post questions (e.g. Askbot, mailing list, etc.)? (Y/N)
- Surveys of social identity (psych index)

Goal: Encourage new/casual contributors to become "core members" of the community

Questions: Is there a "promotion" path for new contributors?

Metrics: Is there a document path for maintainer/commmitter/core member? (Y/N)

Quality / Impact

Goal - improve project impacts and outcomes

Question:

- What project design characteristics affects (increases) ability to achieve desired impacts and outcomes
- Does task difficulty affect impacts and outcomes
- Does degree of onboarding affect project impacts and outcomes
- Does frequency of project manager communications with community participants affect impacts and outcomes
- Does quality of project manager communications with community participants affect impacts and outcomes

Metrics:

- number of impacts and outcomes by project correlated with (task difficulty, onboarding, frequency/quality of comms)
- project characteristics and impacts/outcomes metrics (# publications, # decisions informed, # policies)

Goal: Fix bugs/errors/issues in a timely manner

Questions:

- Are bugs/errors/issues reports being looked at and addressed in a timely manner?

Metrics:

- Average age of bugs/errors/issues
- Number of bugs/errors/issues fixed in a timely manner

Goal: Make contribution easy while maintaining quality

Questions:

- How clear is it to newcomers how to contribute?
- How good is guidance for creating high quality contributions?
- What quality control strategies are efficient? (templates, tests, yelling?)

Metrics:

- Curation labor hours per contribution
- A/B testing via crowdsourcing or conference sessions with prizes scenarios ("Try to do X")

Spanning and Collaboration

Goal: Bring online projects offline via meetups, etc

Questions:

- Do people online want to meet other contributors?
- How does talking to someone "offline" affect willingness to participate "online"

- Is this worth encouraging researchers and other partners to take on?

Metrics:

- Literally measuring attendance at activities, tracking attendance over time, adoption in other cities

Goal: Understanding a set of useful project categories, genres or groupings that will aid in framing a set of metrics useful for r
Question(s):

1. How many core contributors are active in a project?
2. How and to what extent do members of the core change over time?
3. How many peripheral or extraperipheral users in these shallot shaped organizations participate routinely?
4. To what extent is work on a project organized around formal or public releases?
5. What is the core group of organizations and/or people who make use of the project's work products?

Metric(s):

1. Communication network statistics:
 - Degree centrality of the most central contributors (over time)
 - Network density
 - Network growth and change
2. Issue/Email Discussion Communication ratio compared to code or other artifact contributions
3. Enumeration of technology platforms around which work occurs, and subsequent analysis of text and communication networks in eac

Goal: Encourage and measure pathways between disparate projects

Question:

- How does a Zooniverse volunteer / citizen scientist who participates in multiple projects differ from one who specializes in just one?
- What drives participation in more than one open source project? What proportion of a project's contributors also contribute to other p

Metrics:

- Can derive from person, project, action, timestamp, but have to do entity recognition on person (e.g., different accounts, bigger issue

Goal: Small-group participation challenges within the larger citizen science community

Questions:

- Can we encourage participation and foster community via group challenges?
- What type of groups would best work for this?

Metrics:

- Are group challenges resulting in more classifications?
- Group challenges over time – are people more likely to return more frequently?