

Community Team Engagement Program Supporter Survey 2023

WordPress Community Team
September 2023



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Identify Challenges

Goal of the Analysis

→ Identify recurrent challenges that prevent Program Supporters and Managers from proactively performing team's tasks to empower contributors and improve team members' experience.



2023 Community Team Overview

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September 2023



2023 Community Team Overview

Global Community Team Members: 56

→ **19 Event Supporters**

→ **22 Program Supporters - Survey Target**

→ **15 Program Managers - Survey Target**

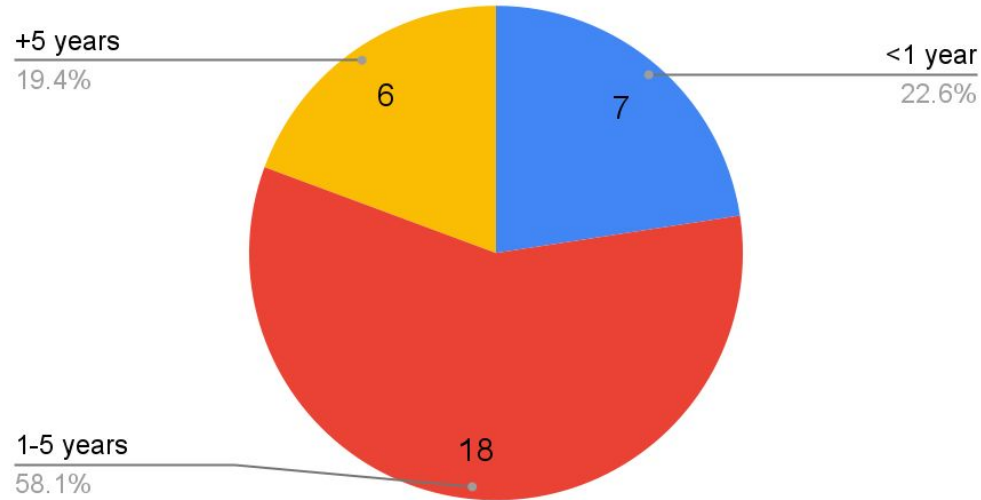
→ **30 Answers**

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2023 Community Team Overview

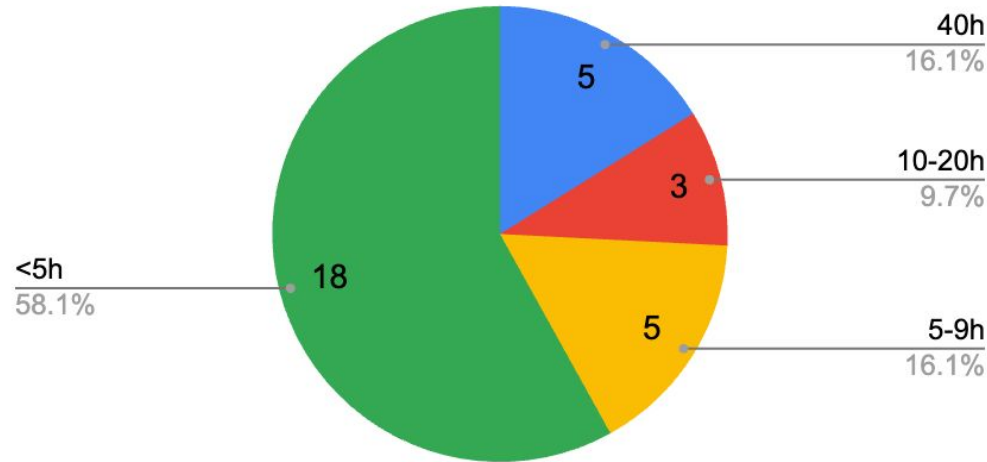
Years of contribution to the community team



2023 Community Team Overview

Weekly Hourly Contribution Commitment

Approximation of the hourly commitment per contributor



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Current Contributions

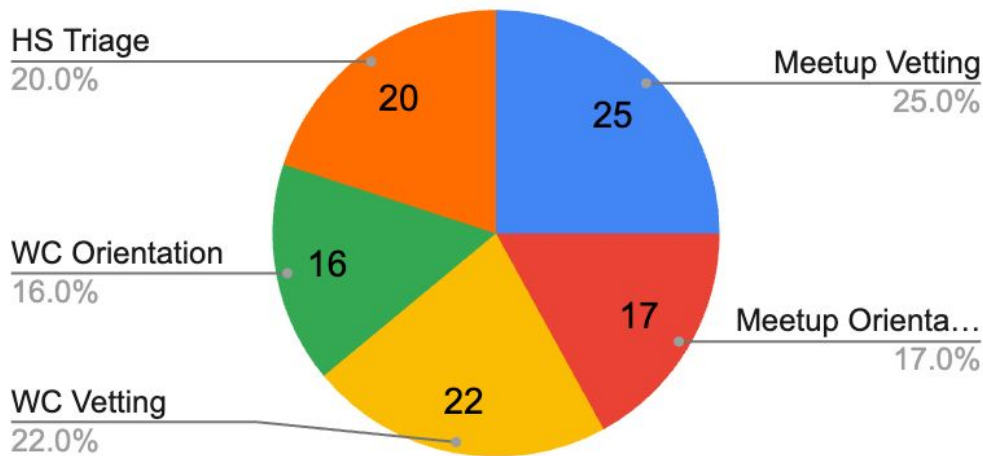
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Current Contributions

Tasks performed

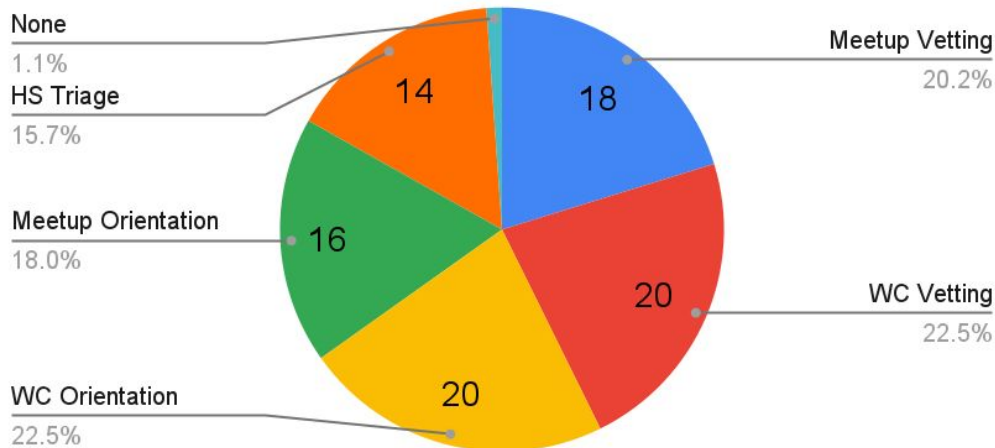
Team members feel confident performing the tasks alone



Current Contributions

Task interest

Tasks that team members are more interested in



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Areas of Improvement

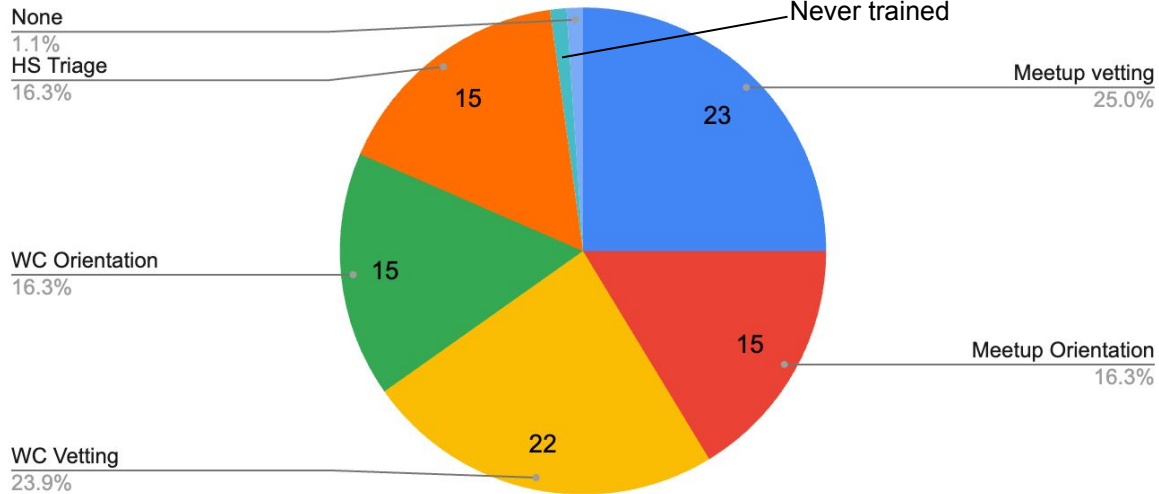
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Areas of Improvement

Task Training & Onboarding

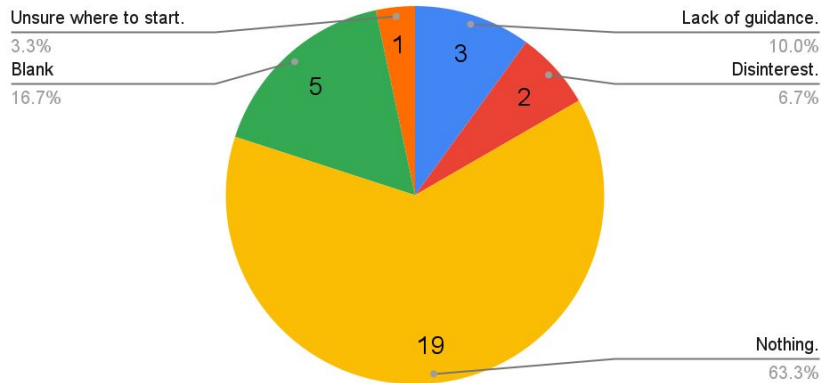
Contributors have received enough support to perform the tasks



Areas of Improvement

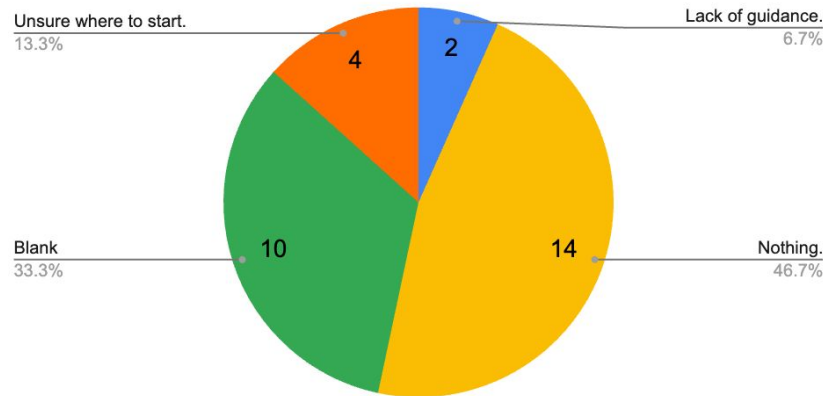
Blockers to Perform Vetting

Contributors can't review applications on their own



Blockers to Perform Orientations

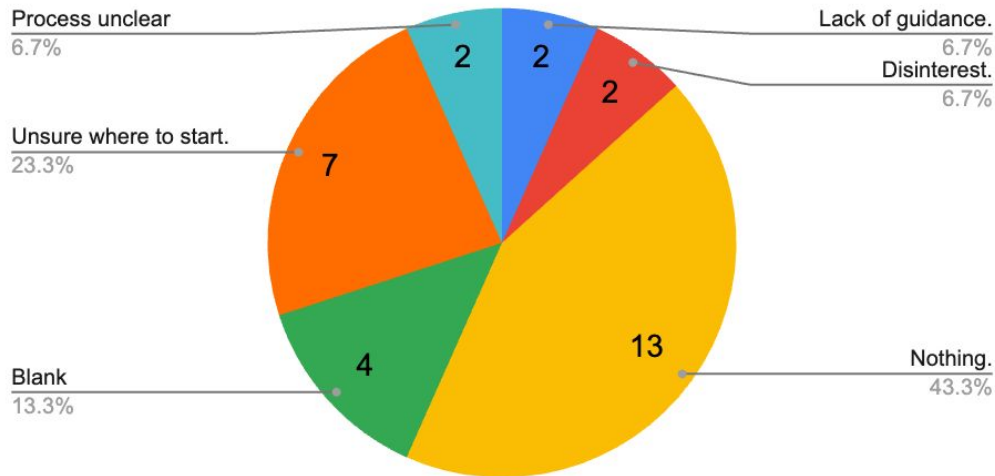
Contributors can't host orientations on their own



Areas of Improvement

Blockers to Perform HS Triage

Contributors can't triage on Help Scout on their own



Areas of Improvement

From close-ended questions, we've discovered that:

- Event vetting is the easiest tasks for everyone to complete
- HelpScout triage is the most challenging task
- The onboarding experience is fundamental to ensure supporter's autonomy



Areas of Improvement

From open-ended questions, we've discovered that:

- Some find the process easy to follow, some don't even know where to find it
- Most people need more training sessions, mentoring, and working groups
- Time availability is the major challenge
- Most people want to gain leadership and management skills



Solutions

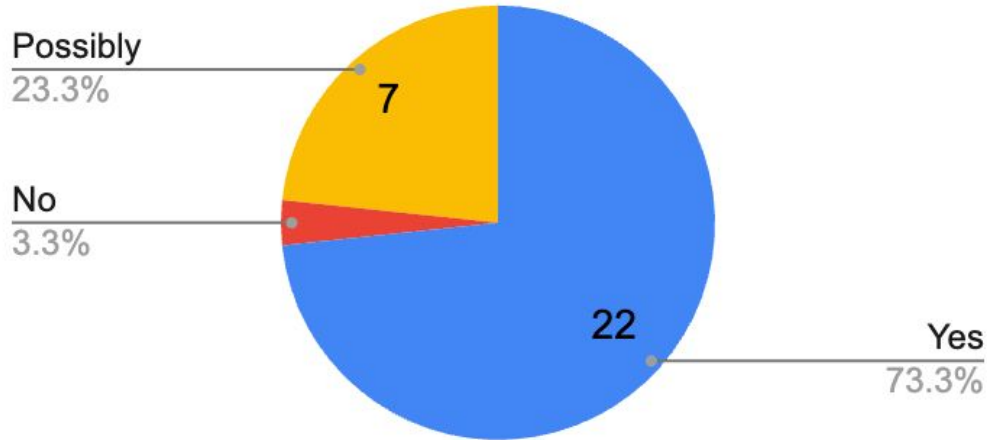
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Solutions

Interest in Joining Working Groups

New and veterans working together on specific tasks



Solutions

Possible solutions to increase satisfaction, engagement and contribution:

- Define more structured and complete onboarding process
- Create working groups/team tasks with veteran and new supporters
- Implement a clear task assignment and tracking system
- Increase the number of internal trainings & create new learning opportunities



2023 Community Team Solutions

**THANK YOU FOR YOUR
INVALUABLE CONTRIBUTION TO
THE COMMUNITY TEAM!**

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