Community Team Engagement
Program Supporter Survey 2023
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WordPress Community Team
September 2023
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
Global Community Team Members: 56

→ 19 Event Supporters
→ 22 Program Supporters - Survey Target
→ 15 Program Managers - Survey Target
→ 30 Answers
Years of contribution to the community team

- 1-5 years: 18 (58.1%)
- >5 years: 6 (19.4%)
- <1 year: 7 (22.6%)

2023 Community Team Overview

WordPress Community Team
September 2023
2023 Community Team Overview

Weekly Hourly Contribution Commitment
Approximation of the hourly commitment per contributor

- <5h: 18 contributors (58.1%)
- 5-9h: 5 contributors (16.1%)
- 10-20h: 3 contributors (9.7%)
- 40h: 5 contributors (16.1%)

WordPress Community Team
September 2023
Current Contributions
Current Contributions

Tasks performed

Team members feel confident performing the tasks alone

- HS Triage: 20.0% (20)
- WC Orientation: 16.0% (16)
- WC Vetting: 22.0% (22)
- Meetup Vetting: 25.0% (25)
- Meetup Orientation: 17.0% (17)

WordPress Community Team
September 2023
Current Contributions

Task interest
Tasks that team members are more interested in

- Meetup Vetting: 20.2%
- WC Vetting: 22.5%
- WC Orientation: 22.5%
- Meetup Orientation: 18.0%
- HS Triage: 15.7%
- None: 1.1%
Areas of Improvement
Areas of Improvement

Task Training & Onboarding
Contributors have received enough support to perform the tasks

- Never trained: 23
- Meetup vetting: 25.0%
- Meetup Orientation: 16.3%
- WC Vetting: 23.9%
- WC Orientation: 16.3%
- HS Triage: 16.3%
- None: 1.1%

WordPress Community Team
September 2023
Areas of Improvement

Blockers to Perform Vetting
Contributors can't review applications on their own

- Unsure where to start: 3.3%
- Blank: 16.7%
- Lack of guidance: 10.0%
- Disinterest: 6.7%
- Nothing: 63.3%

Blockers to Perform Orientations
Contributors can't host orientations on their own

- Unsure where to start: 13.3%
- Blank: 33.3%
- Lack of guidance: 6.7%
- Nothing: 46.7%

WordPress Community Team
September 2023
Areas of Improvement

Blockers to Perform HS Triage
Contributors can't triage on Help Scout on their own

- Process unclear: 6.7%
- Unsure where to start: 23.3%
- Blank: 13.3%
- Lack of guidance: 6.7%
- Disinterest: 6.7%
- Nothing: 43.3%
Areas of Improvement

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

→ Event vetting is the easiest task 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
Interest in Joining Working Groups
New and veterans working together on specific tasks

- Yes: 73.3% (22)
- Possibly: 23.3% (7)
- No: 3.3% (3)
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
THANK YOU FOR YOUR INVALUABLE CONTRIBUTION TO THE COMMUNITY TEAM!

WordPress Community Team
September 2023