Question 1 - How would you classify yourself?
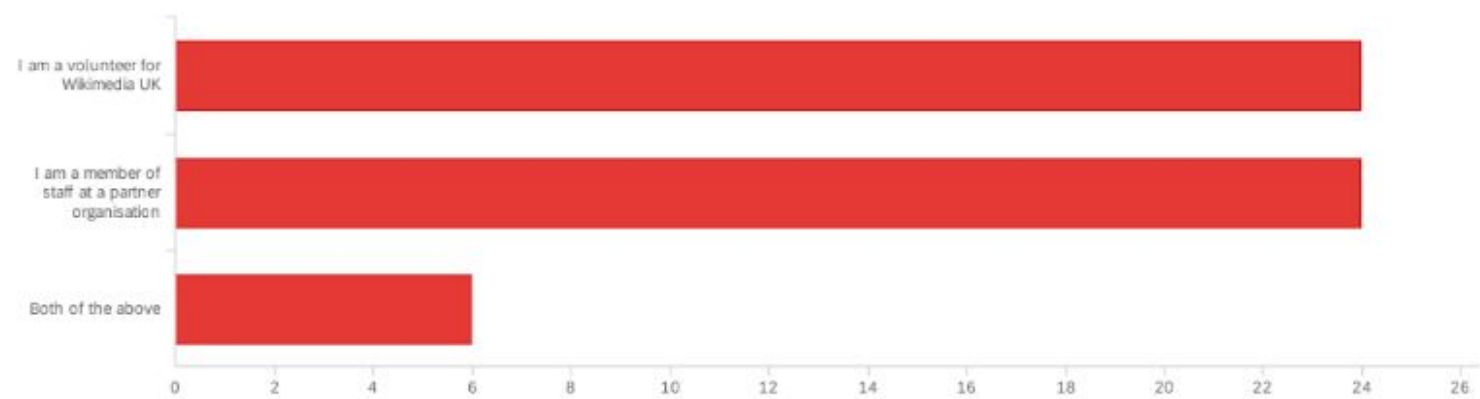
We had a total of 54 respondents, with an even split between volunteers for Wikimedia UK, and members of staff at partner organisations (24 each). There were 6 who considered themselves to be both. This was an increase on last year (38 respondents).

Question 2: If you're a volunteer with Wikimedia UK, please indicate the activities in which you've been engaged in the last 12 months.
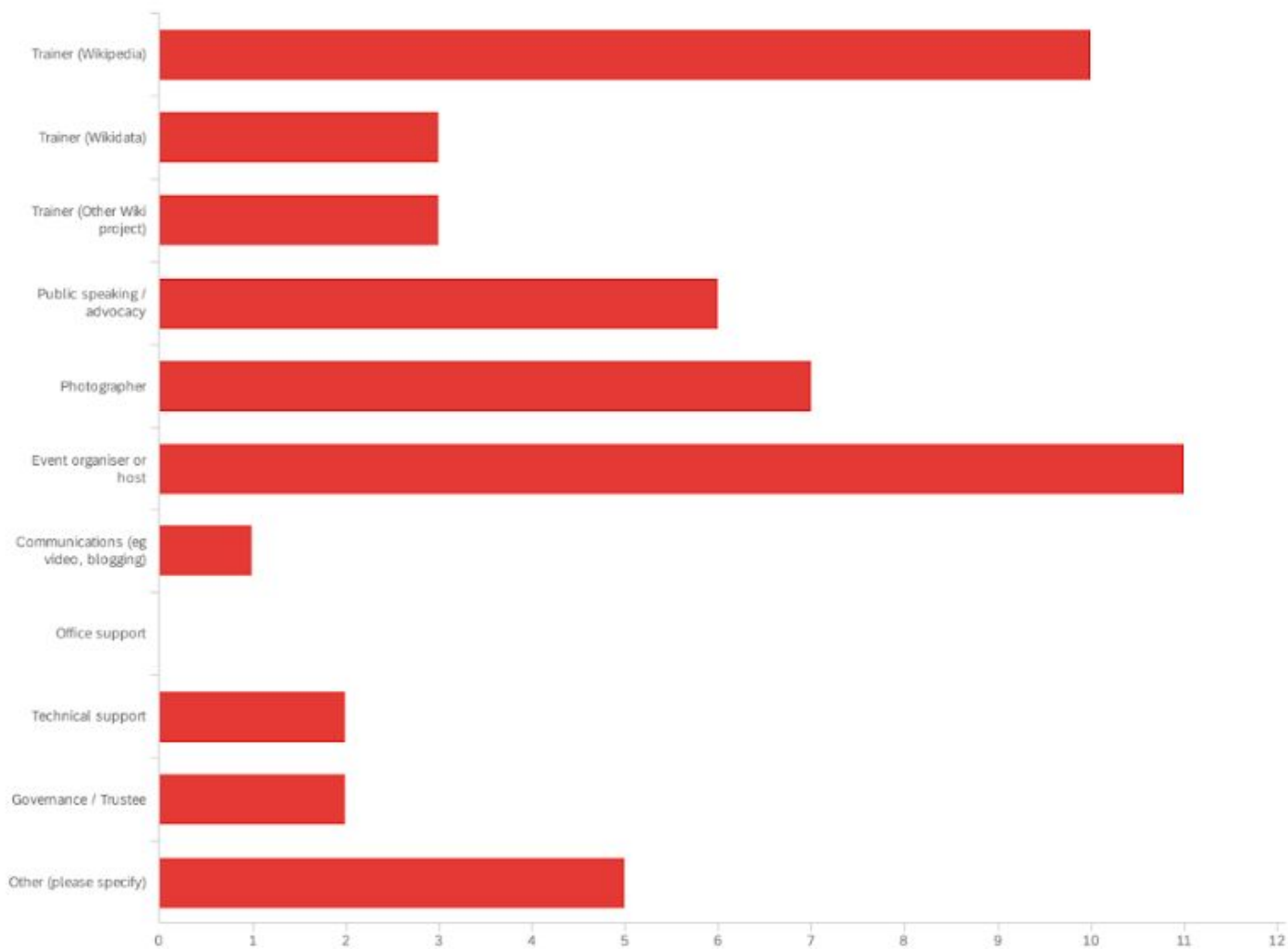
Trainer (Wikipedia)	10
Trainer (Wikidata)	3
Trainer (other Wiki project)	3
Public speaking / advocacy	6
Photographer	7
Event organiser or host	11
Communications (eg video, blogging)	1
Office support	0
Technical support	2
Governance / Trustee	2
Other (please specify)	5

>> "Other" indicated mostly judges for Wiki Loves Monuments. This will be included on the option list next year. Once again, our respondents were highly engaged in events and training. It's also evident from the total number of options selected (50) that our volunteers are engaged in more than one kind of volunteering.

Question 3 - If you're a member of staff with a partner organisation, please indicate the activities in which you have been engaged over the last 12 months:

1	Partnership lead or support	25.00%	6
2	Wikimedian in Residence / support	8.33%	2
3	Course leader / support	8.33%	2
4	Student or intern	0.00%	0
5	Trainer (any Wikimedia project)	8.33%	2
6	Event organiser or host	45.83%	11
7	Other (please specify)	4.17%	1
			24

>> Broadly speaking, staff at partner organisations are only involved in one kind of activity (24 responses for 24 respondents) but again, events are the most common activity.
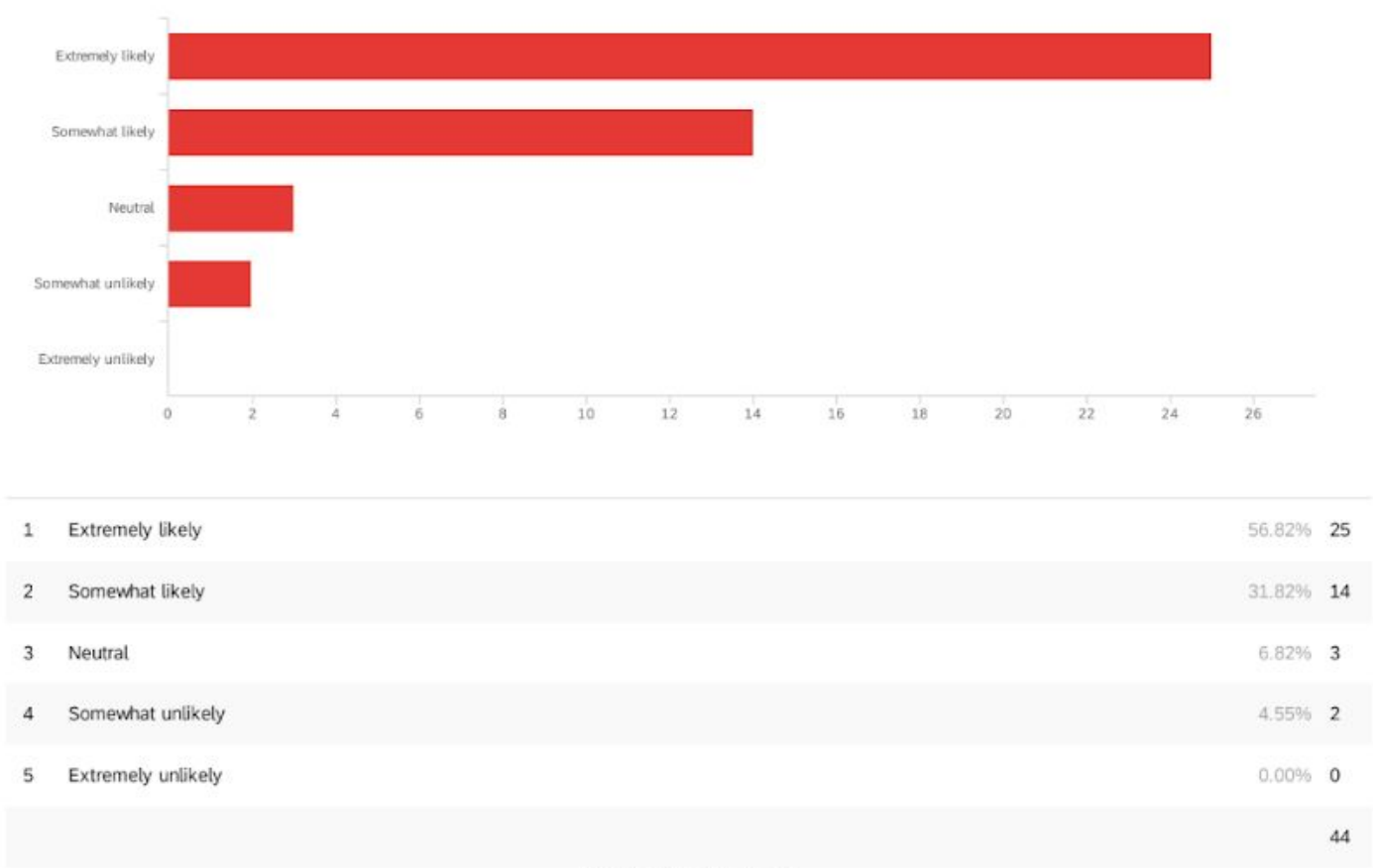
Question 4 - Over the last 12 months, how often (on average) have you been involved in work relating to Wikimedia UK and its programmes? (please exclude time spent on general editing activity)
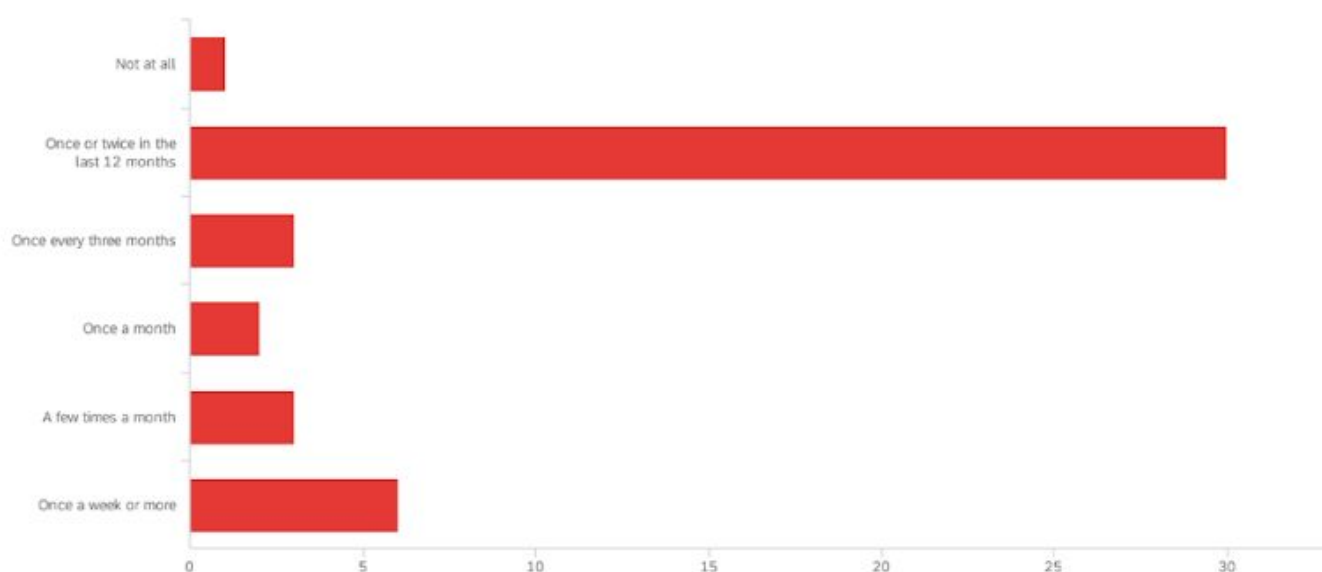
| 1 | Not at all | 2.22% | 1 |
2	Once or twice in the last 12 months	66.67%	30
3	Once every three months	6.67%	3
4	Once a month	4.44%	2
5	A few times a month	6.67%	3
6	Once a week or more	13.33%	6
			45

>> Most of our lead volunteers are occasional participants. We strongly suspect this is linked to the strong showing for events work in the previous questions, where we may be delivering a few events with a partner per year. This range of options is different from that we used last year so a year-on-year comparison is not available, however the split is broadly similar.

Question 5 - How likely are you to continue engaging / volunteering with Wikimedia UK?

1	Extremely likely	56.82%	25
2	Somewhat likely	31.82%	14
3	Neutral	6.82%	3
4	Somewhat unlikely	4.55%	2
5	Extremely unlikely	0.00%	0
			44

>> 88.64% were extremely or somewhat likely to volunteer with us again, a slight decrease from last year's 89.19%.

Question 6 - How likely would you be to recommend to another person that they work or volunteer with Wikimedia UK?
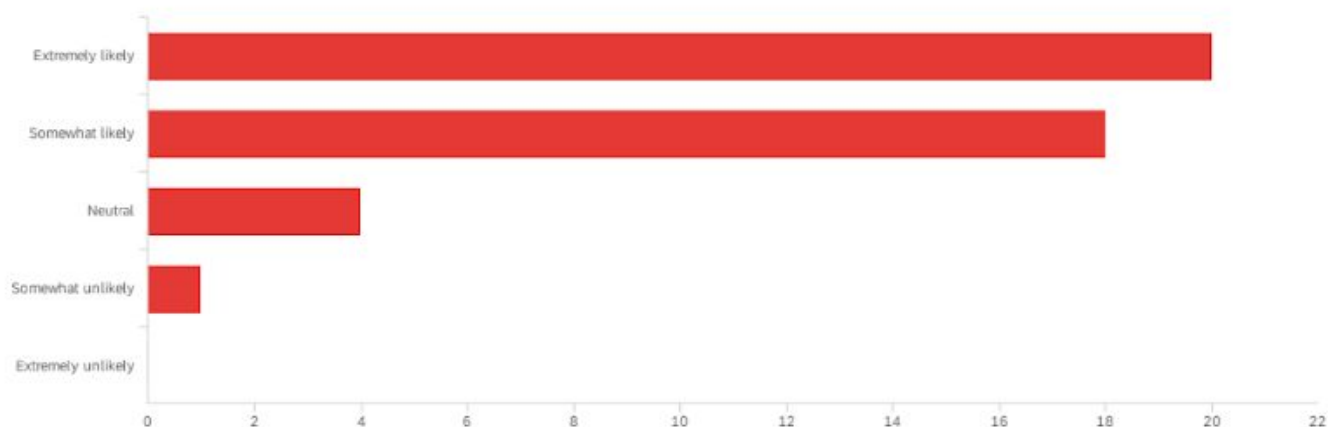
1	Extremely likely	46.51%	20
2	Somewhat likely	41.86%	18
3	Neutral	9.30%	4
4	Somewhat unlikely	2.33%	1
5	Extremely unlikely	0.00%	0
			43

>> 88.37% were extremely or somewhat likely to recommend engagement with Wikimedia UK, a slight decrease from last year's 91.89%

Question 7 - Was any training you received relevant to your needs?
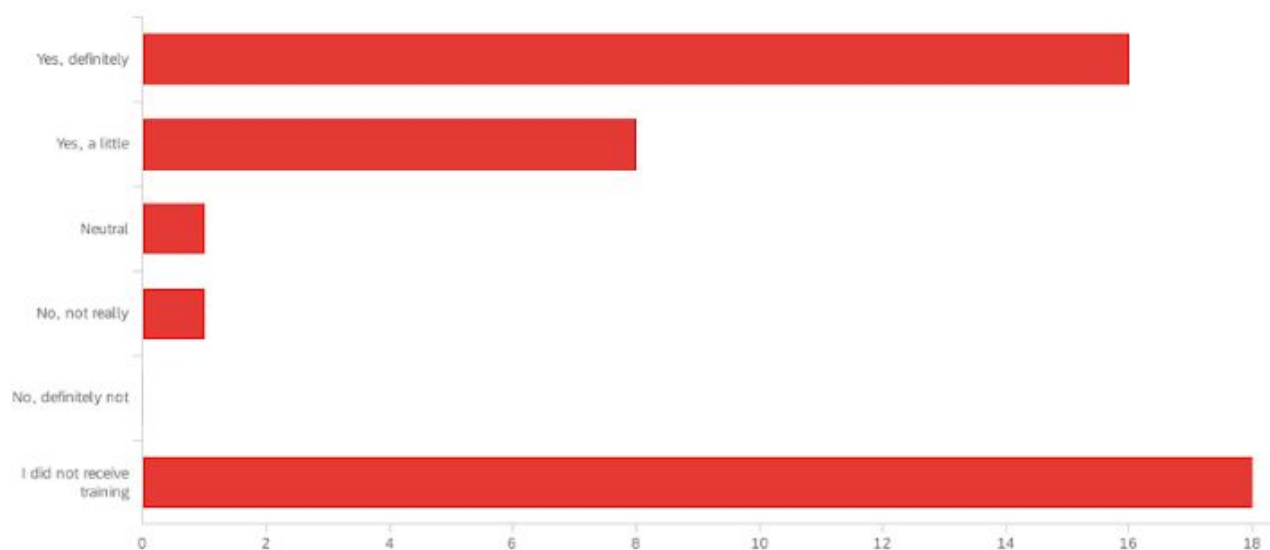
1	Yes, definitely	36.36%	16
2	Yes, a little	18.18%	8
3	Neutral	2.27%	1
4	No, not really	2.27%	1
5	No, definitely not	0.00%	0
6	I did not receive training	40.91%	18
			44

>> Of the 59.09% of respondents who received training, 92.3% found the training useful, with 61.54% responding "Yes, definitely"

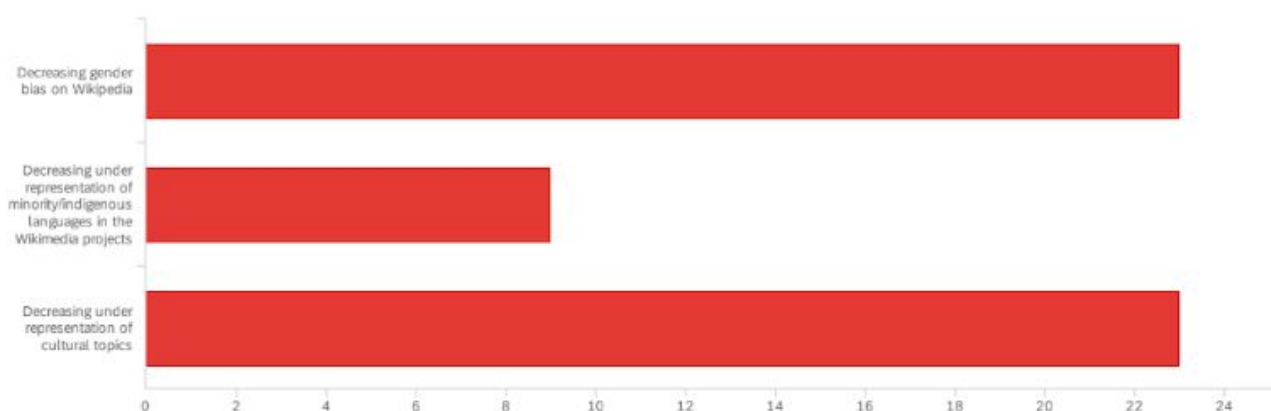## Question 8 - Has engagement / volunteering helped you to learn new skills?
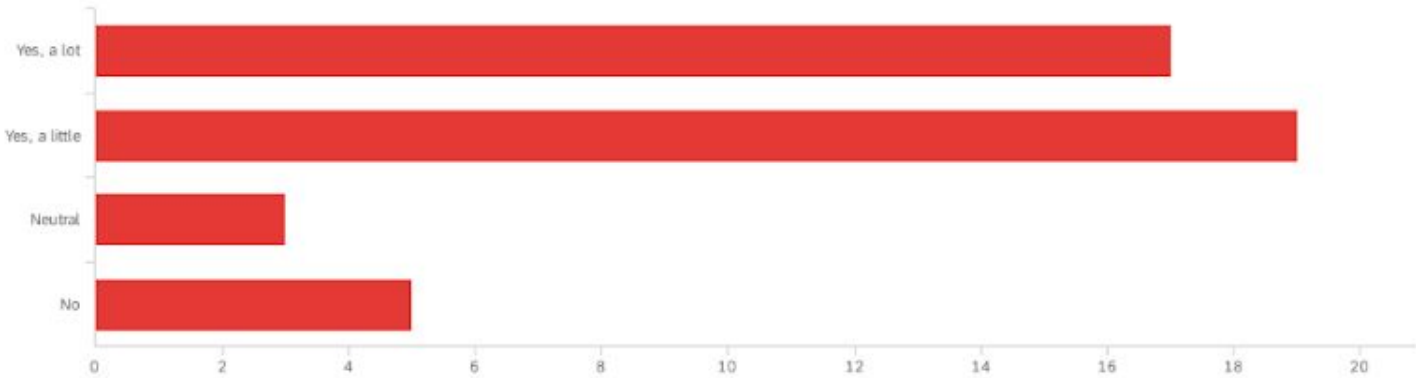
1	Yes, a lot	38.64%	17
2	Yes, a little	43.18%	19
3	Neutral	6.82%	3
4	No	11.36%	5
			44

>> 81.82% of respondents found that engagement/volunteering helped them to learn new skills, an increase on last year's 78%

## Question 9 - Do you feel that you contribute to any of the following?

1	Decreasing gender bias on Wikipedia	41.82%	23
2	Decreasing under representation of minority/indigenous languages in the Wikimedia projects	16.36%	9
3	Decreasing under representation of cultural topics	41.82%	23
			55

>> This was a new question for 2020, to match with our theory of change. This shows that minority languages are an area of lower interest / focus than gender bias & cultural topics. This is likely to be because we run fewer minority language programmes, but we should also perhaps consider a perception that editing in en:wiki allows for greater global exposure. **The lack of overlap in responses (55/54) shows that most respondents are clearly oriented towards one topic or another; this is useful feedback in terms of building programmes and organising capacity building work around each of these areas.**
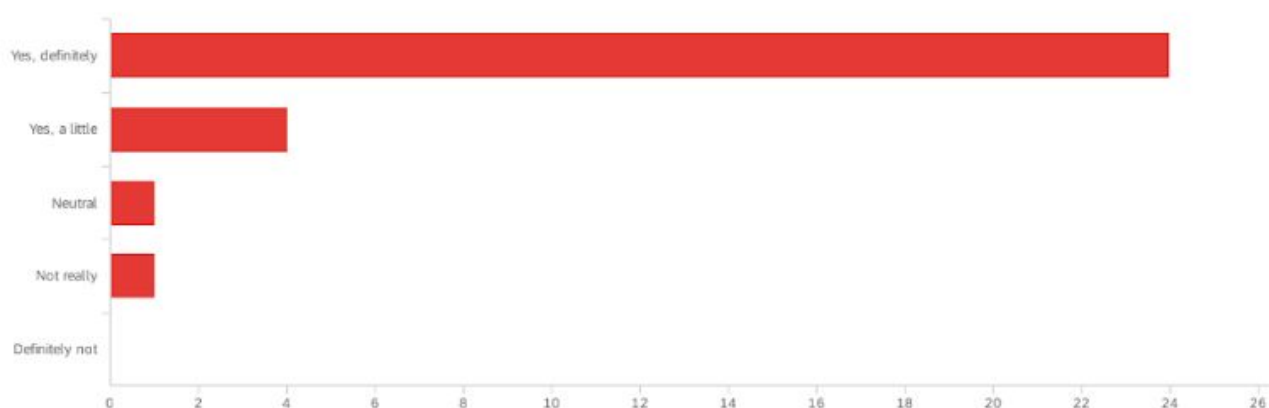
Question 10 - Do you feel that Wikimedia UK appreciates the volunteering work you do?
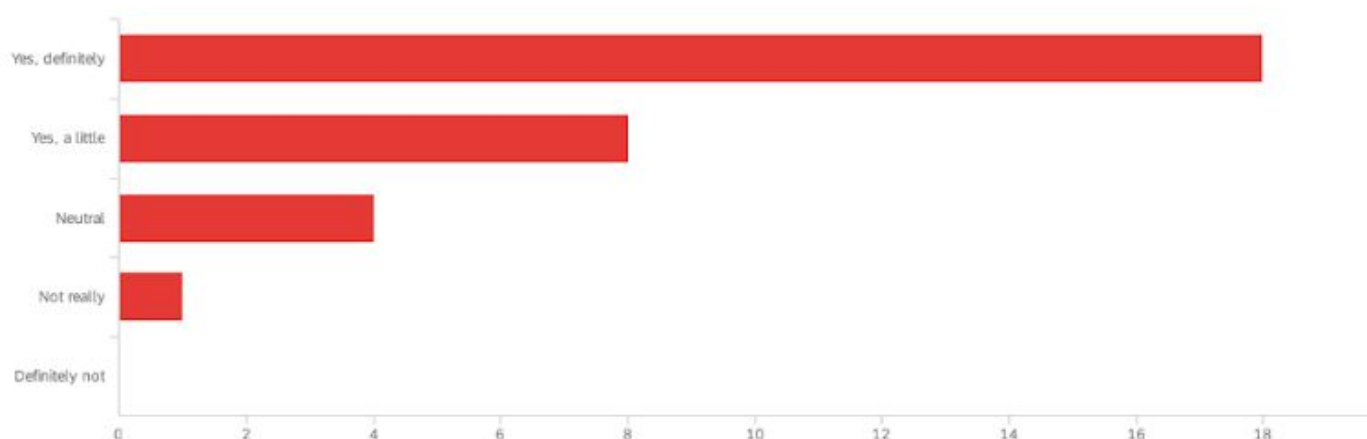
1	Yes, definitely	58.06%	18
2	Yes, a little	25.81%	8
3	Neutral	12.90%	4
4	Not really	3.23%	1
5	Definitely not	0.00%	0
			31

>> 83.87% of respondents feel that they are valued by Wikimedia UK, an increase on last year's 80%.
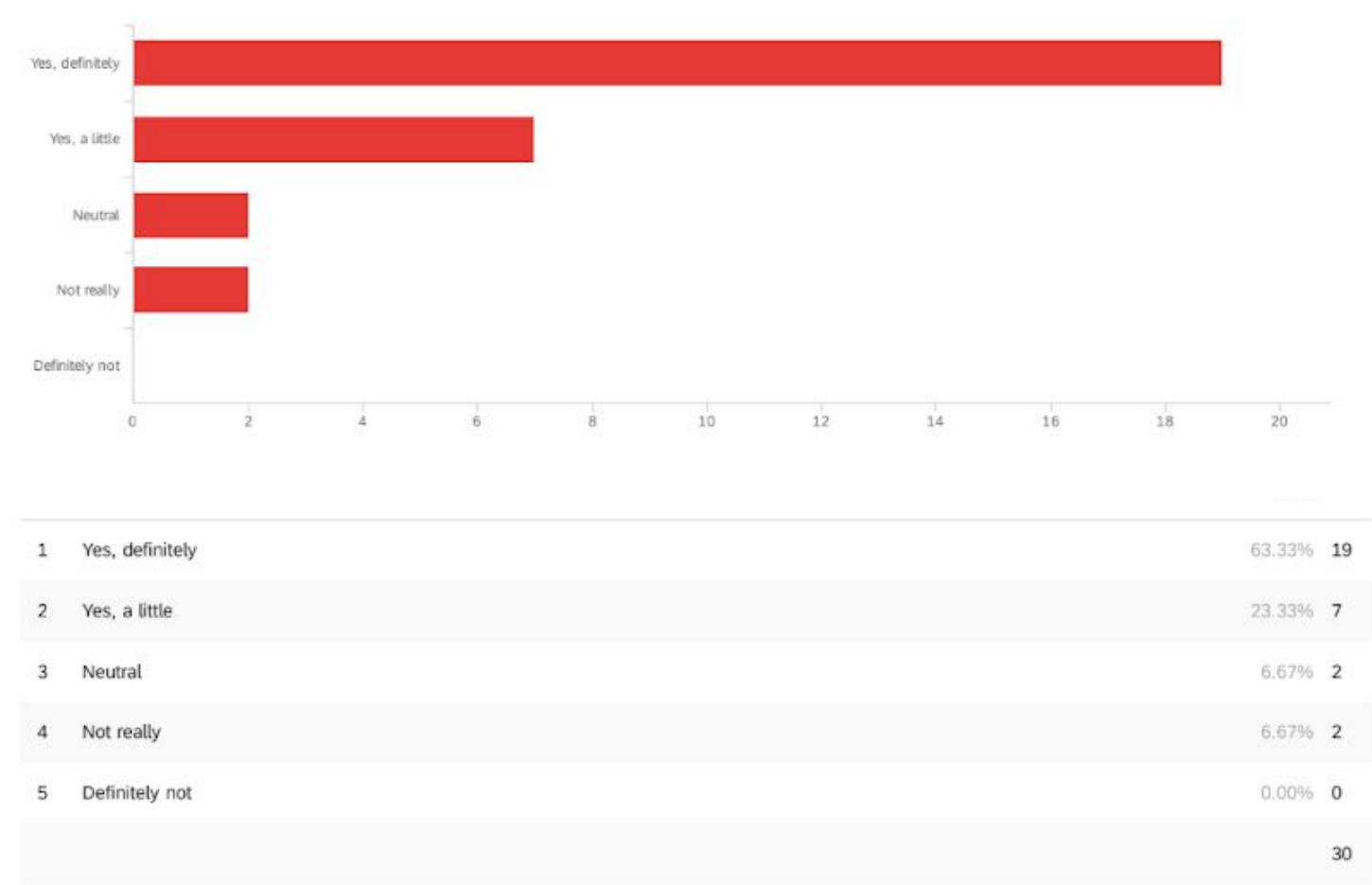
Question 11 - Do you feel that the volunteering work you do for Wikimedia UK is

important?

| 1	Yes, definitely	80.00%	24
2	Yes, a little	13.33%	4
3	Neutral	3.33%	1
4	Not really	3.33%	1
5	Definitely not	0.00%	0
			30

>> 93.33% of respondents felt that the work they do is important. Contrasting this answer with that of the previous question, it shows that volunteer belief in the importance of their work is high, and whilst most volunteers know that we value them, there is at least some potential for Wikimedia UK to improve stewardship of volunteers to show appreciation.

Question 12 - Do you feel supported by the staff of Wikimedia UK?

Yes, definitely		
Yes, a little		
Neutral		
Not really		
Definitely not		

1	Yes, definitely	63.33%	19
2	Yes, a little	23.33%	7
3	Neutral	6.67%	2
4	Not really	6.67%	2
5	Definitely not	0.00%	0
			30

>> 86.67% of respondents feel supported by Wikimedia UK staff, with 63.33% responding "Yes, definitely."

## Question 13 - Has volunteering increased your confidence?

Yes, a lot	
Yes, a little	
Neutral	
No	
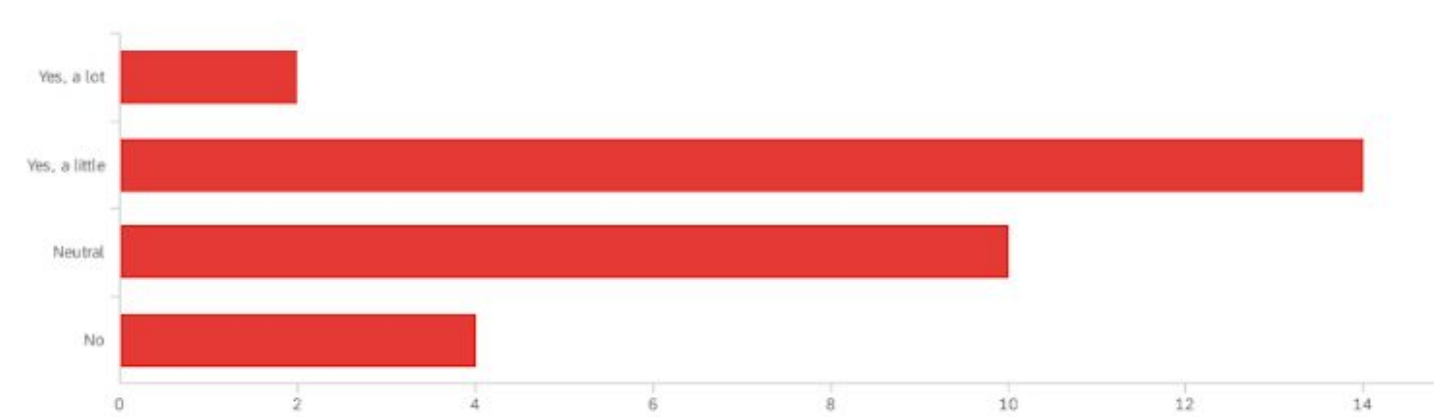
1	Yes, a lot	6.67%	2
2	Yes, a little	46.67%	14
3	Neutral	33.33%	10
4	No	13.33%	4
			30

>> 33% of respondents replied "neutral" to this question. There may be scope in future years to gain more insight in this area if we consider more carefully the range of volunteering/engagement opportunities - Wiki Loves Monuments judging may be less likely to increase confidence as an activity than say, leading a training course. Careful consideration should be given to how we incorporate this into improvement of volunteer / partner stewarding.

Question 14 - Do you enjoy volunteering for Wikimedia UK?
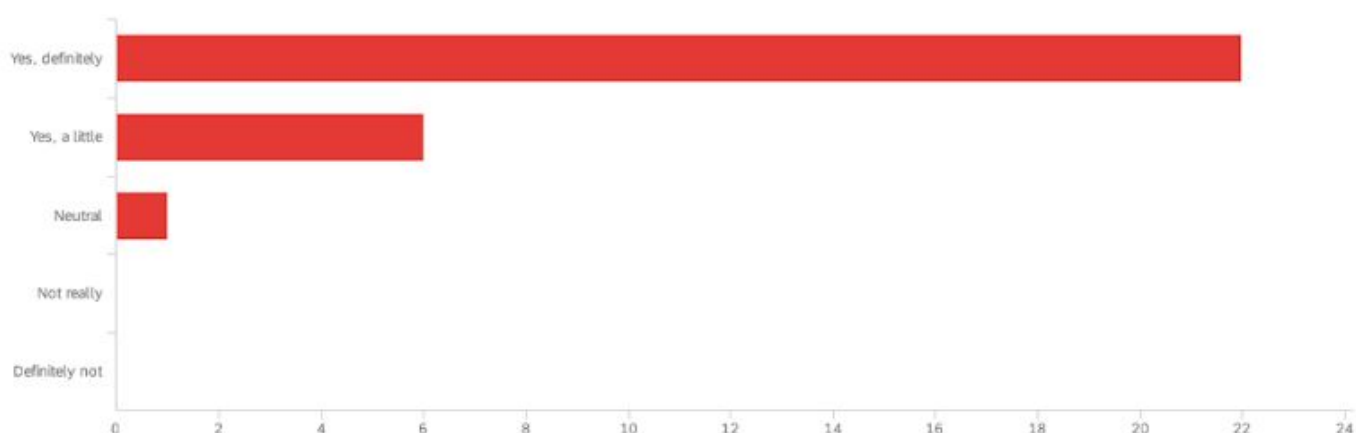
#	Field	Choice Count	
1	Yes, definitely	75.86%	22
2	Yes, a little	20.69%	6
3	Neutral	3.45%	1
4	Not really	0.00%	0
5	Definitely not	0.00%	0
			29

>> Nearly all volunteers enjoy their volunteering.

Question 15: What do you like most about volunteering with Wikimedia UK?

Quotes included:

- The community, I enjoy helping others. We've all got something to learn and we've all got something to teach.
- I find it an interesting exercise in categorisation [This may refer specifically to WLM judging]
- It's a chance for me to use the skills I have to contribute to a really important project.
- A great way to make international connections and see the fresh ways of using wiki for endangered languages
- Engaging with a variety of academic and cultural institutions
- A sense of sharing skills, knowledge and best practice and helping others use modern tools to reach new audiences.
- Chance to make a quantifiable difference to online culture.
- The lightbulb moment when people realise that they can and should edit and change the "official" wiki page. Approachability and friendliness of people involved in training is great - very positive atmosphere
- Our work has great reach and excellent sustainability. I get to visit institutions I wouldn't otherwise get into.
- Contributing to the greater good
- Feel I'm doing something useful with my time
- "Volunteering means sharing my enthusiasm with others, often working in areas where I know little, but where I can help them share their knowledge.
- Knowing that I am making a lasting difference for good in society
- Getting involved means I feel I have supported the important work done at Wikimedia and Wikipedia.

(One quote excluded here referred to ideas for future work and will be represented later.)

Question 16: Is there anything we could do to improve your experience?

- I'd like more regular annual events, for example making #wikiedu20 an annual event, rather than just every now and then
- The journey to help on particular topics is sometime a bit opaque (but I didn't have any training)
- Make use of me more often
- Certification, to provide formal recognition and accreditation of skills and achievements
- Revive the GLAM program.
- More training courses
- Staff can sometimes be unresponsive, eg to emails, fixing tech issues
- Better PR/ media relations
- No I only play a brief role as a judge of WikiLovesMonuments in September and October.

>> The range of responses here indicates a desire for more training / signposting in particular, which is already being actioned with the newest cohort of Trainers. The reference to the GLAM programme seems to refer to a programme of "Backstage Pass" events from a few years ago; certainly WMUK would encourage and support any local meetup groups wishing to engage in this type of activity.

Question 17: Are there any rewards for volunteering that you would like to see Wikimedia UK provide?

Selected responses:

- I would like to see encouragements for professional academics to contribute - so probably marks of esteem would help
- No - just a "thank you" is fine.
- Branded clothing more suitable for the UK climate than the usual T-shirt -- hats, hoodies, scarves.
- Backstage passes at places like the Natural History Museum and British Museum. Press/Photographer passes at events.
- I don't need this myself, but I think if WMUK gave recommendations for skills on LinkedIn, that would be helpful to people less advantaged than me who are looking to build a skills portfolio for a job.

>> Items like event passes are already offered to volunteers, so we should consider increasing awareness of this, with the caveat that it is not always possible.

Question 18 - When working with Wikimedia UK, how would you rate the quality of

supportyou've had from us?
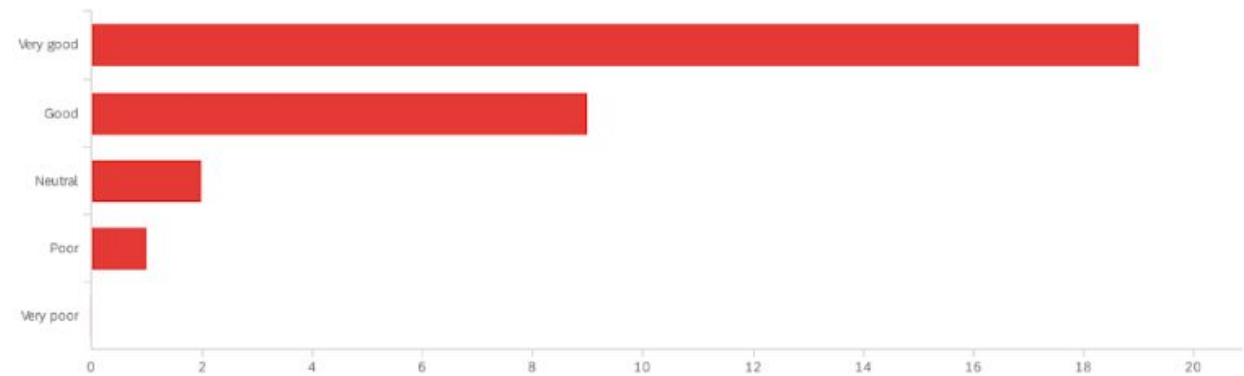
|			
1	Very good	61.29%	19
2	Good	29.03%	9
3	Neutral	6.45%	2
4	Poor	3.23%	1
5	Very poor	0.00%	0
			31

>> 90.32% rating support from staff as Very good or Good.

Question 19: If you would like to expand on your answer to the above question, please do so here.

- I have found the support from the Wikimedia UK team extremely helpful when organising activities aimed at supporting engagement with Wikimedia in the context of education.
- People at Wikimedia have been very positive and helpful - but I found it difficult to find information without them
- quicker follow up
- It would be good to know as a trainer that I could claim travel expenses when running events at Museums.
- I have the highest confidence in the Wikimedia UK team: I just wish there were more of them. The size of the charity is small compared to the scale of opportunities that there are on this island.
- Better comms needed!!
- Always a pleasure to work with Sara and others in the Scotland wiki community
- There's a lot of box-ticking, both literal and metaphorical

>> Some useful feedback here, especially around improvement of signposting of information. Some comments do reflect on a potential lack of staff capacity.

Question 20 - Is there anything that Wikimedia UK could do to improve your experience?

1	Yes (please specify)	22.58%	7
2	No	77.42%	24
			31
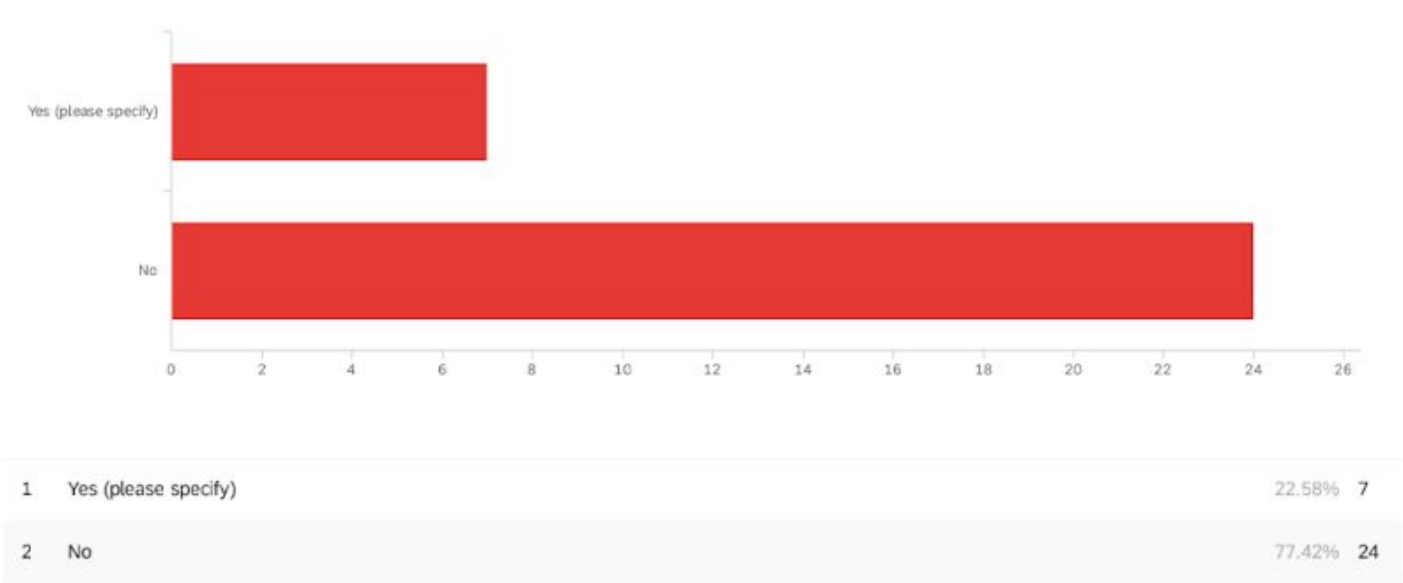
Question 20a - If you answered "Yes" to the above please specify:

- More clearly structured information about what support Wiki can provide to community groups - you have to know what to look for at the moment which means being involved in the movement. Clearer information online could generate interest from new partners
- Maintain a social media channel to encourage collaboration and participation
- quicker follow up
- When recruiting the audience for an event, liaise with the trainer so they know the level to pitch their training at. A room full of newbies needs a completely different approach than a room full of established editors.
- Focus more on getting national media coverage. We reach various specialist audiences, which is great, but Wikipedia is such a well-known brand with such goodwill and we could be making better use of that.
- Do more to explain to the media what we do; and to better promote individual initiatives

>> Again, some useful feedback here. It is hoped that our planned improvements to our website, and the recruitment of a new Comms role at Director level, will help with this. With regard to trainer needs, this has been already taken into account in our latest Train the Trainer course.