

# The brief story of Bob

Bob, a new user, registers on WikiToLearn.

He receives immediately:

- the “welcome” of a bot/the user page populated with a few useful buttons so that he can start producing personal content under his personal page right away. he can create sections and chapters
- in a few hours, the real welcome by a few “tutors”, who introduce themselves as such, and offer to be point of contact for the rest of the community and first level help.

Just in case the tutor disappears, in the welcome message there was a link to a page with links to direct support channels:

A Telegram channel (would be the best option, we have to test if it's sociologically feasible)

A Forum-like interface/Flow on the wiki (fallback)

After about one month, Bob is familiar with how the site and the community work. He is ready (and actively encouraged, by a bot or by humans) to become a tutor himself. Bob becomes a tutor and welcomes a few users. He also starts to actively check the “recent edits” page and re-categorizes mislabeled pages by adding templates on the top.

Let's now suppose that Bob feels very engaged and wants to take on more responsibilities. He decides to join a few working groups to help with the creation of templates. He checks on meta who is responsible and simply joins the group, in whatever way they are organized. All the decisions and coordination work between the teams happens on the editors' mailing list.

Bob is now a trusted member of the community. He decides to run as admin to help fighting spam and do maintenance jobs, such as moving pages or deleting wrong ones, as signaled from the general editing community. He applies for adminship, the community discusses and approves Bob's new role.

## Roles (vertical level)

### **Editor**

Basic level of the novice user

### **Tutor/Buddy (which one?)**

#### **Responsibilities**

Welcoming new users

Checking logs for spam and helping the admins...

#### **Privileges**

No particular privileges, but an increase in responsibility

### **Administrator**

Adminship will be removed temporarily for inactivity (3 months), reactivated upon request.

### **Responsibilities**

- Subscription to mailing list
- Enforcing the site policies

### **Requirements to become an admin**

- Having been an active tutor for at least 3 months (knowledge of website's policies)
- Have trust from the community

## **Working groups (horizontal level)**

Working groups are established upon presentation, debate and approval of their creation on the editor mailing lists. They are created by one (or more) people who wish to tackle a specific job or be responsible for a certain area. All the organization of the work and communications channels are decided internally within the group, but any decision taken must pass through the editor mailing list, and (to be effective) needs to be documented on meta, where appropriate. Every WG will have their own homepage on meta.

Each working group will have an active maintainer/point of contact. Every user is free to join any working group by contacting the maintainer (or the members of the group) and simply listing himself/herself on the meta page.

### **A few notes...**

This organization is unrelated to the production of the content, but acts as facilitator. We acknowledge the diversity of content teams, in terms of background and skills, and while we actively promote and help their organization (through the Community Organization Aid Working Group or other similar groups) we do not enforce any model or communication channel.

### **Permanent working groups**

A few groups will have the faculty to be permanent, since the community decided they are about special areas and will need special and constant attention.

Permanent working groups will have their own mailing lists and phabricator project.

We will start with the following groups:

- Templates
- Content Importing
- Community Organization Aid
- Editorial Review board

More can be created as needed

### **Temporary working groups**

TWGs address specific problems/challenges with a specific scope and have a limited time of existence.