

# I contributed ! But what now ?

By

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# Who is this girl ?

- Data - freak !!
- Fedora Community Operations member - mostly working on community oriented metrics !
  - Fedora @bee2502
  - Blog (with fedora metrics reports) <https://networksfordata.wordpress.com>
  - Web page : <http://bee2502.github.io/>
  - LinkedIn (it's a WiP, but do connect ) <https://www.linkedin.com/in/bee2502>
  - Twitter @BeePadalkar
  - Connect with me : <https://flock2016.sched.org/speaker/bhagyashreepadalkar1>



# What will this talk be about ?

- Newcomer Onboarding is Important but retaining them is critical
- Using Data Analytics for improving Contributor Retention
  - Community - Areas we should focus on as a community
  - Some important patterns from successful contributors.
  - Individual - What can I do to help ?
- Can we identify long term contributors ? Good practises in long run / Do they do things differently ?
- My experience as a newcomer and contributor to CommOps
- Open Discussion / Questions (10-15 mins)

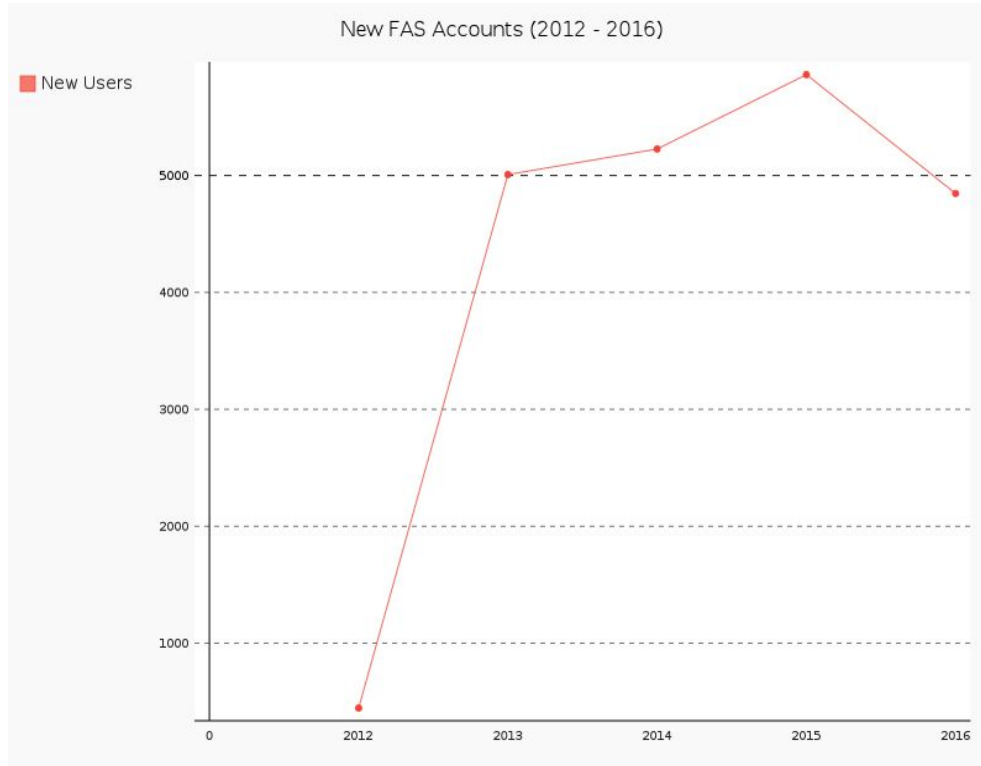
Note : All data is public pulled from fedmsg using datagrepper ! Codes will be available on github at <https://github.com/bee2502> in a few days



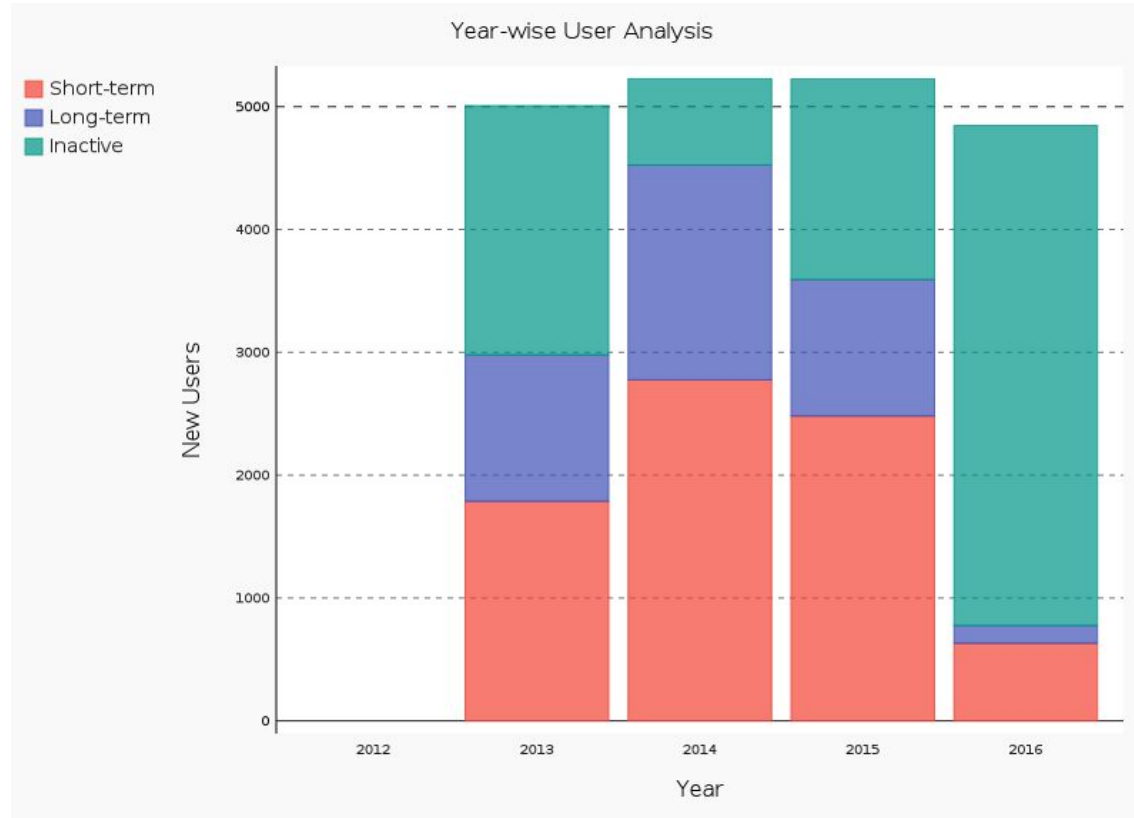
Time for some metrics..



# Contributor Onboarding and Retention



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# Contributor Onboarding and Retention

## **Users considered inactive :**

- 1) Users who have less than 10 fedmsg count
- 2) Users who have only created FAS
- 3) Users who make very few wiki edits + create a FAS account
- 4) not\_category was set as fedbadges for such messages - so that the fedmsg activity won't exceed 10.

## **Users considered short term :**

- 1) Users who have activity < 3 months.
- 2) No activity post - account creation, have considerable amount of fedmsg activity and don't have any activity after a month.
- 3) not\_category is again set as fedbadges here.

## **Users considered long term:**

- 1) Users who have 3+ months of activity
- 2) Even if a user hasn't contributed in 6 months after creating the FAS account and then has considerable amount of fedmsg activity after another 6 months or an year.
- 3) Don't call it a comeback badge is considered <https://badges.fedoraproject.org/badge/dont-call-it-a-comeback>

# Contributor Onboarding and Retention 2

- More than 5000 new fas accounts created every year.
- But only about 20 % of these users remain active after a year.
- Which is pretty good but is it ?
- The number of people contributing and leaving after just 3 months is rising fast !
- Short term contributors make up about 50% of the whole now !
- Why do they leave ?
- 2016 has seen a lot of spammers. (Data was only pulled till June) :(

You can find the actual numbers here :

<https://gist.github.com/sachinkamath/95cdd1f5587d5581f25938ead5a8ceeb/>



How can we improve  
contributor retention rates ?

So I did a survey of some Fedora contributors to understand what made them stay..

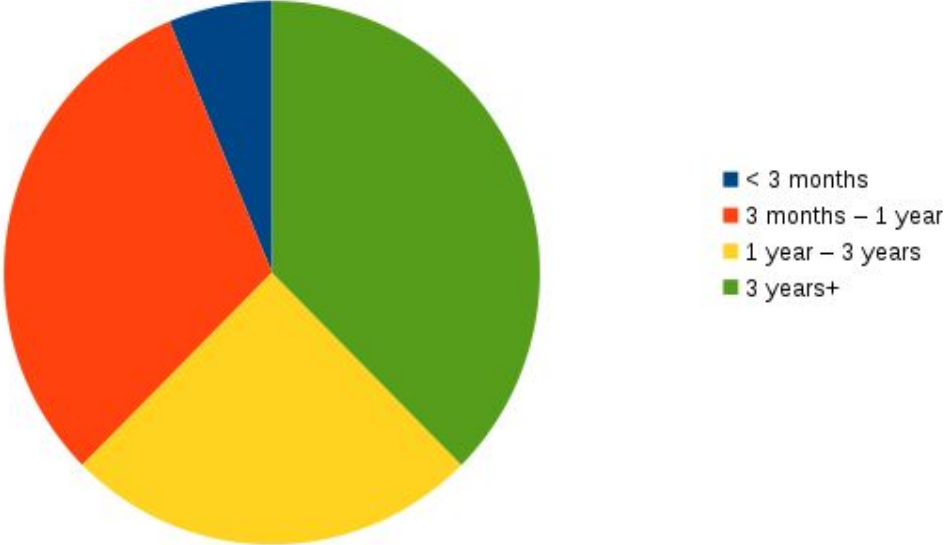


# Survey Details

- Survey done amongst currently active Fedora contributors
- 16 people took part in it.
- All were non-Red Hat employees initially
- Most Contributed to other FOSS projects (except 3) before joining Fedora
- Diverse areas of Contributions to diverse areas of Fedora
- Most of them (except 2) joined with an intention to contribute long time.
- You should also take the survey here : <https://goo.gl/forms/Ax2J5BxrtZGRvdC32>

# Survey Details

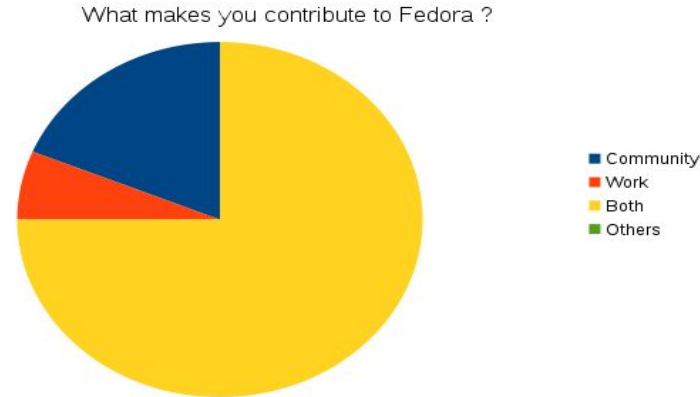
Survey Data : Length of Contribution



This is what I learnt ..

# Community Matters !

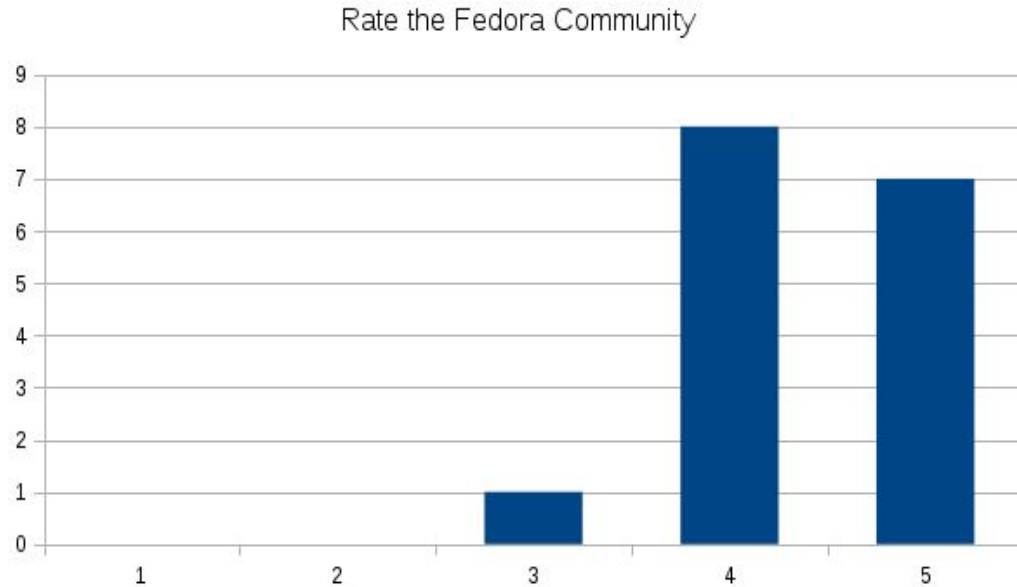
It's not just about loving your work - a strong FOSS community makes people stay.



People also cited the four Fedora foundations , a sense of giving back to the community and constant learning as reasons which made them stay !

# Fedora Community Ratings

Everybody seems to like the Fedora community but is there more we can do ?



# Feedback about Fedora Community

‘very smart and organized but people seem to be very over worked. Individuals often do the majority of work rather than having it spread out among many.’

‘We should start thinking of ways of growing the community even more in countries that don’t have a Fedora community at the moment, or have a small community in an easy scalable way.’

‘.. But the Fedora Project’s work extends far beyond the working relationships of fellow contributors and into a more personal level too. Friendships and connections are made that go beyond lines of code and software tested. When a project has that kind of outside connections, it adds purpose and enjoyment to the work we’re all doing.’





# Inspire. Interact. Feedback.

- Encourage them to Speak Up in IRC, meetings and ML !
- Assign action items - creates a sense of responsibility early on !
- A feedback process. IRC karma and Fedora Badges put to good use !
- Interns Matter ! Make them stay
- Nice way to onboard and get familiar with the project. Strong examples of RH interns going on to become long term contributors.
- Intern Programs - Outreachy, GSoC, Red Hat

# Onboarding is Important

- Need for mentors. Much debated issue. Not as feasible.
- CommOps has been helping create a defined onboarding process for different Fedora teams.

This basically involves :

- 1) Polishing the Join wiki pages (Wiki Gardening)
- 2) Identifying the Onboarding steps.
- 3) New shiny badges for completing those steps.

# Onboarding Master Ticket

CommOps has a Trac ticket ( Onboarding Master ticket) to keep track of the Onboarding Series

<https://fedorahosted.org/fedora-commops/ticket/34>

This ticket is used to keep track of the progress, and is often updated after every CommOps meeting and hack-sessions.



# A quick look at the Trac



Changed 5 months ago by jflory7

comment2

A duplicate ticket for this was filed ([#60](#)). That ticket is being closed and the comments from that ticket are being added here.

Quoting from [decause](#):

Work In Progress Text:

## Onboarding Series

### Ambassadors

- 0) Get a FAS Account (sign the FPCA)
- 1) Create a User Wiki Page
- 2) Join Mailing Lists and IRC Channels
- 3) Contact a Regional Mentor, get sponsored
- 4) Get mentor approval
- decause adds----
- 5) Attend regional ambassador meeting, introduce yourself

### CommOps

- 0) If no fas account, create one and sign FPCA
- 1) intro to mailing list, intro to <https://admin.fedoraproject.org/mialman/listinfo/CommOps>
- 2) join IRC #fedora-commops
- 3) get with a mentor and start writing / editing blog / fed mag articles
- 4)

### Design

- 0) create a FAS account (sign the FPCA)
- 1) Join the mailing list, introduce yourself: <https://admin.fedoraproject.org/mailman/listinfo/design-team>



# Onboarding Series Progress

- CommOps Onboarding Badge

**Ticket :** <https://fedorahosted.org/fedora-badges/ticket/464>

- Modularity-WG Onboarding badge

**Ticket :** <https://fedorahosted.org/fedora-badges/ticket/466>

# Onboarding Badges Progress - Coming Soon

General Onboarding Badges :

Licensed to Push - <https://fedorahosted.org/fedora-badges/ticket/442>

Badge for getting added to Pagure repos

Hot Topic - <https://fedorahosted.org/fedora-badges/ticket/441>

Badge for posting to mailing lists

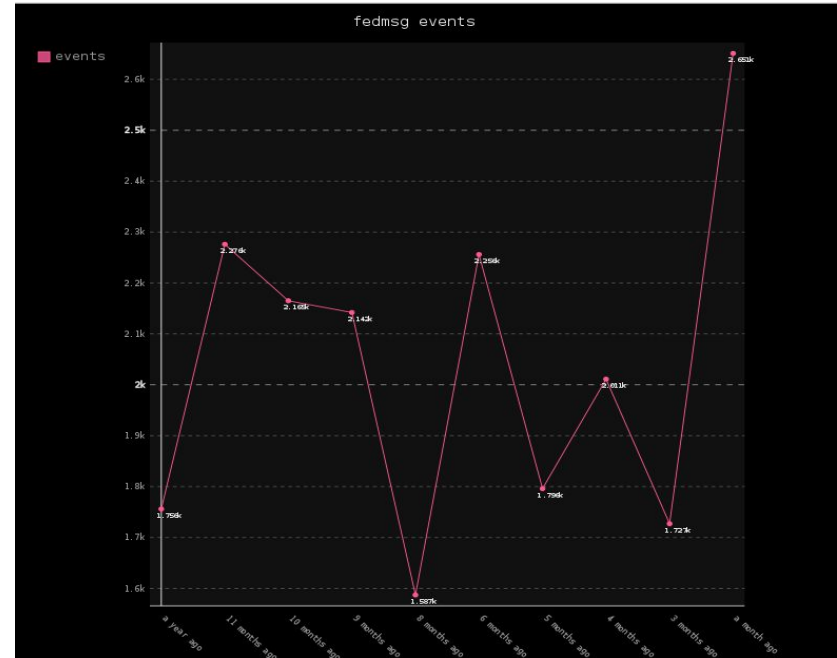
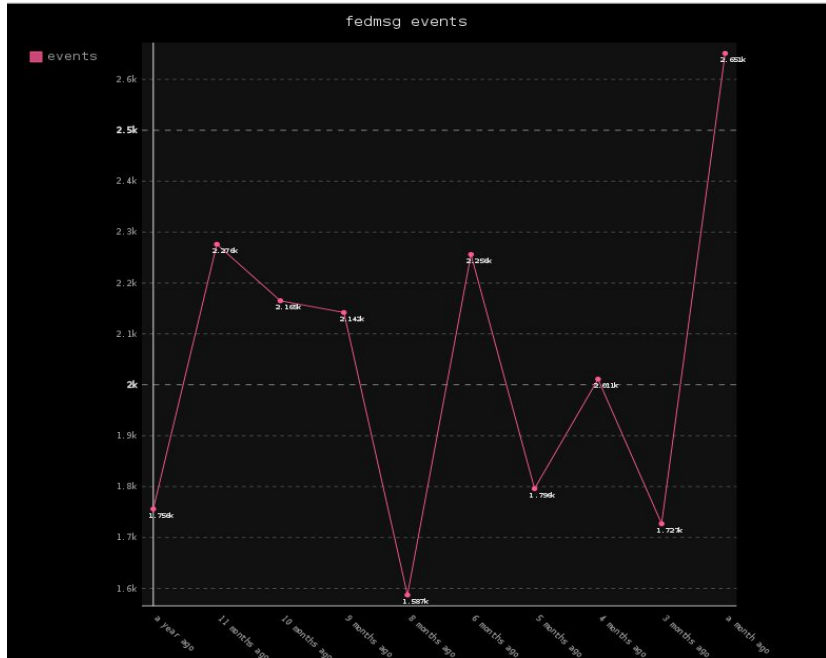
Contributing to Pagure repos - <https://fedorahosted.org/fedora-badges/ticket/434>



I also looked at activity of some top Fedora contributors to understand if they did stuff differently..

# Patterns in activity of long time contributors

- Consistency > Activity (pingou : L and robyduck : R)

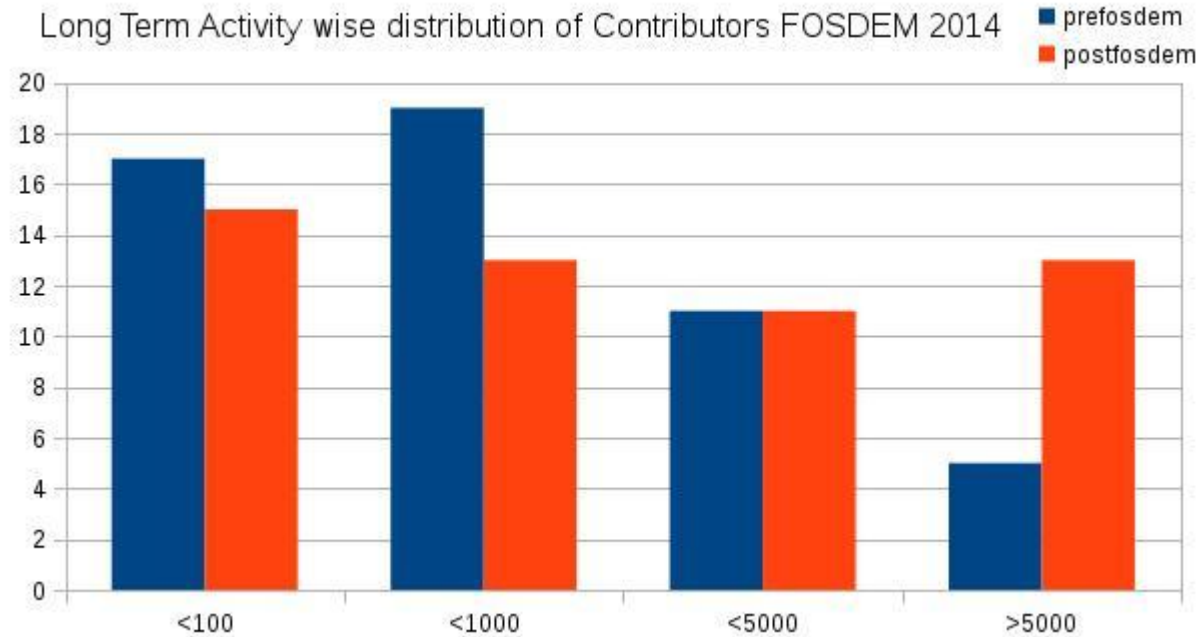




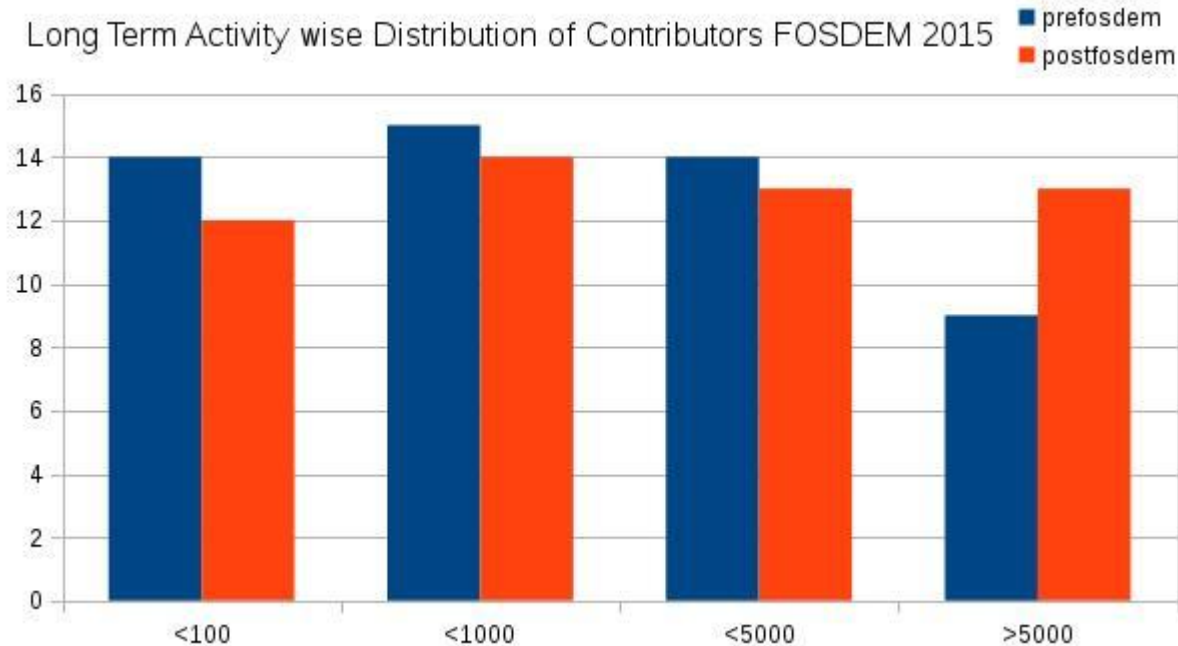
# Impact of Attending Fedora Events

- You get to meet the community in person at events.
- We also did some data analytics understanding the impact of attending events like FOSDEM on contribution activity..
- Such events are not only great for onboarding newcomers but they also lead to an increase in activity of attendees.
- More info here : <https://networksfordata.wordpress.com/2016/03/08/fedora-at-fosdem/>

# Impact of Attending Fedora Events



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# Summary

- Community Matters !
- A defined Onboarding Series
- Encourage interactions and create a feedback mechanism.

Individually,

- Attend Fedora events
- Engage
- Consistency > Activity



Talking about my own experience which has been pretty awesome..



That's all folks !

A big thank you to skamath and those who filled the survey!

Any Questions ?

