Membership survey 2012

SurveyMonkey

1. How do you identify your gender?

		Response Percent	Response Count
Male		**88.7%**	**47**
Female		11.3%	6
Transgender		0.0%	0
Transexual		0.0%	0
Other			0
		answered question	53
		skipped question	1

2. How do you identify your sexual orientation?

		Response Percent	Response Count
Straight		**84.3%**	**43**
Gay		5.9%	3
Lesbian		0.0%	0
Bisexual		5.9%	3
Other		3.9%	2
		answered question	51
		skipped question	3

3. Which category below includes your age?

		Response Percent	Response Count
13 or younger	▮	1.9%	1
14-17	▭	3.8%	2
18-20	▮	1.9%	1
21-29	▭	15.1%	8
30-39	▭	18.9%	10
40-49	▭	11.3%	6
50-59	▭	15.1%	8
60-69	▭	**26.4%**	**14**
70-79	▭	5.7%	3
80 or older		0.0%	0
		answered question	53
		skipped question	1

4. What is the highest level of education you have completed according to the descriptions below?

		Response Percent	Response Count
Entry level qualifications or equivalent (e.g, an ESOL certificate)		0.0%	0
GCSE or equivalent or equivalent (e.g. BTEC certificate or diploma to level 2)		6.1%	3
A-level or equivalent or equivalent (e.g. AS level, International Baccalaureate or NVQ level 3)		8.2%	4
HNC or equivalent or equivalent (e.g HND, BTEC Professional, National Diploma)		4.1%	2
Level 5 NVQ or equivalent (e.g. BTEC Advanced Professional)		0.0%	0
Certificate of higher education or equivalent (e.g. Higher national certificate)		4.1%	2
Foundation degree or equivalent (e.g. diploma of higher education, higher national diploma)		6.1%	3
Bachelors degree or equivalent (e.g. PGCE, graduate certificate or diploma)		26.5%	13
Masters degree or equivalent (e.g. Postgraduate certificate or diploma)		**30.6%**	**15**
Doctoral degree		14.3%	7
Other (please specify)			2
		answered question	49
		skipped question	5
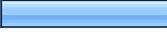
5. What is your approximate average annual income?

		Response Percent	Response Count
£0-£24,999		**42.6%**	**20**
£25,000-£49,999		36.2%	17
£50,000-£74,999		8.5%	4
£75,000-£99,999		6.4%	3
£100,000-£124,999		4.3%	2
More than £150,000		2.1%	1
Other (please specify)			1
answered question			**47**
skipped question			**7**

6. What is your relationship status?

		Response Percent	Response Count
Single		34.7%	17
In a relationship		8.2%	4
In a relationship, cohabiting		18.4%	9
Married		**38.8%**	**19**
Civil partnership		0.0%	0
Other (please specify)			1
answered question			**49**
skipped question			**5**

7. If you are a parent or carer, how many children currently live in your household? (If you are not, simply skip this question)

	1	2	3	4+	Response Count
Less than 1 year old	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	1
1 - 4 years old	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0
5 - 10 years old	0.0% (0)	100.0% (5)	0.0% (0)	0.0% (0)	5
11 - 16 years old	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
17 - 18 years old	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	1
18 years old or older	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	2
				answered question	9
				skipped question	45

8. Is there a volunteer meet up near to where you live or work?

		Response Percent	Response Count
Yes		**38.5%**	**20**
No		26.9%	14
Don't know		34.6%	18
		answered question	52
		skipped question	2

9. Would you like to be involved in establishing a volunteer meetup near to where you live?

		Response Percent	Response Count
Yes		**53.3%**	**8**
No		20.0%	3
Not sure		26.7%	4
		answered question	15
		skipped question	39

10. Have you ever attended a volunteer meet up?

		Response Percent	Response Count
Yes		45.9%	17
No		**54.1%**	**20**
		answered question	37
		skipped question	17

11. What reasons have prevented you from attending a meet up?

		Response Percent	Response Count
Lack of time		**27.3%**	3
Too far away		**27.3%**	3
Held at an inconvenient time		18.2%	2
Held at an inaccessible venue		0.0%	0
Not interested in attending		**27.3%**	3
Other (please specify)			10
		answered question	11
		skipped question	43

12. Would you attend events held specifically for members in your region?

		Response Percent	Response Count
Yes		**64.2%**	34
No		9.4%	5
Not sure		26.4%	14
		answered question	53
		skipped question	1

13. Do you think membership should be offered for free to editors based on a set number of edits made in a given period of time (such as a minimum of 100 edits in the 12 months prior to the calling notice for an AGM)?

		Response Percent	Response Count
Yes		21.2%	11
No		**51.9%**	**27**
Don't know		26.9%	14
		answered question	52
		skipped question	2
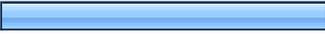
14. Do you think it would be appropriate to offer discounted memberships to editors or editor groups as follows?

	Yes	No	Don't know	Response Count
Any editor with an account on a Wikimedia project	29.8% (14)	**48.9% (23)**	21.3% (10)	47
Any editor with a minimum number of logged-in edits	42.6% (20)	**44.7% (21)**	12.8% (6)	47
Editors who identify as female	2.2% (1)	**80.0% (36)**	17.8% (8)	45
Editors who edit in minority UK languages (Welsh, Gaelic etc)	17.8% (8)	**55.6% (25)**	26.7% (12)	45
Editors who identify as from a minority ethinic group	11.4% (5)	**65.9% (29)**	22.7% (10)	44
Other (please specify)				7
			answered question	49
			skipped question	5

15. As a member, would you like to have access to an online catalog of members' materials to support recruiting members, or partnership work with institutions local to you?

		Response Percent	Response Count
Yes		**66.7%**	**34**
No		11.8%	6
Don't know		21.6%	11
		answered question	51
		skipped question	3

16. Following are some suggestions for potential benefits to be offered to members. Please rate from 1 - 5 these benefits in terms of the importance you would like to see Wikimedia UK place on securing them for members in the next 12 months (with 1 as most important and 5 as least important). Please note each option has a cost implication roughly indicated by the numbers 1 - 4, with (1) being potentially highly expensive to Wikimedia UK and (4) effectively free or cost neutral - staff time is factored in as a cost consideration. You may chose to take these into account in answering.

	1	2	3	4	5	Response Count
(4) WMUK membership user box for member user pages on Wiki project sites	14.6% (6)	12.2% (5)	19.5% (8)	**26.8% (11)**	**26.8% (11)**	41
(3) Free account access to JSTOR or other online library and journal resources	**26.8% (11)**	24.4% (10)	24.4% (10)	9.8% (4)	14.6% (6)	41
(2) Members facility at Development House to host meetings or use if visiting London (and/or similar opportunities in other cities)	11.6% (5)	16.3% (7)	**34.9% (15)**	18.6% (8)	18.6% (8)	43
(2) Negotiating discounted entries to cultural and historic institutions	22.0% (9)	**31.7% (13)**	14.6% (6)	17.1% (7)	14.6% (6)	41
(3) Access to members-only communications (Magazines, forums, members' only wiki)	15.4% (6)	**28.2% (11)**	17.9% (7)	15.4% (6)	23.1% (9)	39
(2) Members-only events, lectures, dinners etc	16.7% (7)	16.7% (7)	**33.3% (14)**	14.3% (6)	19.0% (8)	42
(1) Members-only merchandise - badges, T-shirts, stickers	14.3% (6)	11.9% (5)	21.4% (9)	21.4% (9)	**31.0% (13)**	42
(3) Ability to make policy that will advise the board or be binding on the chapter	22.0% (9)	22.0% (9)	**29.3% (12)**	17.1% (7)	9.8% (4)	41
(4) Pre-condition to access Microgrants	7.7% (3)	**28.2% (11)**	17.9% (7)	20.5% (8)	25.6% (10)	39
					answered question	**43**
					skipped question	**11**

17. Have you found the process of applying for and renewing membership easy or straightforward?

		Response Percent	Response Count
Yes		**68.0%**	**34**
No		22.0%	11
Don't know		10.0%	5
		answered question	50
		skipped question	4
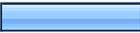
18. Please comment on specific issues and any suggestions for improvement if you wish:

	Response Count
	10
answered question	10
skipped question	44

19. Are you aware that Wikimedia UK provides regular updates about its work on Facebook, Twitter, via mailing lists and a blog?

		Response Percent	Response Count
Yes		**63.3%**	**31**
No		36.7%	18
		answered question	49
		skipped question	5

20. Which of these news sources were you aware of?

		Response Percent	Response Count
Twitter		78.1%	25
Facebook		75.0%	24
Blog		**81.3%**	**26**
Mailing lists		**81.3%**	**26**
	Other (please specify)		0
	answered question		32
	skipped question		22

21. How regularly would you read news about Wikimedia UK from any of these sources?

	Have not used	Daily	Weekly	One - two times a month	One - two times a quarter	One - two times a year	Response Count
Twitter	**27.6% (8)**	**27.6% (8)**	17.2% (5)	24.1% (7)	3.4% (1)	0.0% (0)	29
Facebook	**43.3% (13)**	6.7% (2)	16.7% (5)	30.0% (9)	0.0% (0)	3.3% (1)	30
Blog	**30.0% (9)**	13.3% (4)	20.0% (6)	23.3% (7)	6.7% (2)	6.7% (2)	30
Mailing lists	20.7% (6)	**48.3% (14)**	10.3% (3)	10.3% (3)	3.4% (1)	6.9% (2)	29

Other (please specify)	1
answered question	31
skipped question	23

22. Would you be happy to receive a newsletter mailing sent to you on a regular basis from Wikimedia UK?

		Response Percent	Response Count
Yes		**87.8%**	**43**
No		6.1%	3
Don't know		6.1%	3
		answered question	49
		skipped question	5

23. What format would you prefer to receive a regular mailing in?

		Response Percent	Response Count
A hard-copy mailing posted to you		4.4%	2
An e-newsletter sent to the email address of your choice		**95.6%**	**43**
Other (please specify)			2
		answered question	45
		skipped question	9

24. How often would you like to receive a regular mailing?

		Response Percent	Response Count
Monthly		**46.7%**	**21**
Every two months		15.6%	7
Quarterly		28.9%	13
Twice yearly		8.9%	4
	Other (please specify)		0
	answered question		**45**
	skipped question		**9**

25. Which topics would you like to hear about as a member of Wikimedia UK? (Select as many as you like)

		Response Percent	Response Count
Highlights of on-wiki discussions concerning UK Chapter business		66.7%	30
Opinion pieces written by members about issues relating to the Chapter		71.1%	32
Updates from the Trustees		62.2%	28
Updates from the Office/Staff members		75.6%	34
News from Wikimedia chapters in other countries		57.8%	26
How to get more involved in policy formation for the chapter		46.7%	21
Opportunities to develop professional and personal skills as a member		57.8%	26
Events and volunteer meet-ups		**82.2%**	**37**
Other (please specify)			2
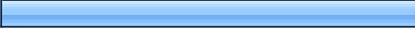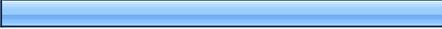
answered question	**45**
skipped question	**9**

26. This is the link to the membership area on Wikimedia UK's website (http://uk.wikimedia.org/wiki/Membership) Do you think this has enough information about membership processes and benefits?

		Response Percent	Response Count
Yes		**53.2%**	**25**
No		17.0%	8
Don't know		29.8%	14
		answered question	47
		skipped question	7

27. Here are suggested areas for development - please select those that you think are important to put in place. Feel free to add additional ideas

		Response Percent	Response Count
An overview of the role of members, including details of benefits and ways to work within the Chapter		36.4%	8
A dedicated sign up page that clarifies the process for new and renewing members		**50.0%**	**11**
Case studies of members who have benefited from their membership		36.4%	8
A membership FAQ page covering topics from how to get involved to sign-up issues		40.9%	9
An organisational structure page, linking members, volunteers (including Trustees) and staff		45.5%	10
A dedicated page about Trustees, with biographies and links to their user talk pages on the UK Wiki		31.8%	7
A dedicated page about Staff, with biographies and links to their user talk pages on the UK Wiki		27.3%	6
All of the above		36.4%	8
Other (please specify)			2

answered question		**22**
skipped question		**32**

28. Trustees and Staff members have Wikimedia UK accounts on the UK Wiki and can be contacted on their talk pages, on articles and on discussion pages. Have you contacted a member of staff or Trustee in this way as a member before?

		Response Percent	Response Count
Yes		27.1%	13
No		**70.8%**	**34**
Don't know		2.1%	1
	answered question		48
	skipped question		6

29. Did you receive a satisfactory response within a reasonable timescale? If not please feel free to leave specific feedback in this comment box
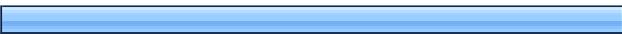
		Response Percent	Response Count
Yes		**100.0%**	**13**
No		0.0%	0
	Please comment		0
	answered question		13
	skipped question		41

30. Do you feel Trustees are responsive to you as a member?

		Response Percent	Response Count
Yes		27.1%	13
No		12.5%	6
Don't know		**60.4%**	**29**
	answered question		48
	skipped question		6

31. Were you aware of the following ways of contacting Trustees or being made aware of their work?

	Yes	No	Response Count
User Talk page	**83.3% (5)**	16.7% (1)	6
Direct email contact	**80.0% (4)**	20.0% (1)	5
Indirect email contact (via info@wikimedia.org.uk or a member of staff)	**80.0% (4)**	20.0% (1)	5
Discussion pages on UK wiki - particularly for articles on board meetings	**80.0% (4)**	20.0% (1)	5
Contacting Wikimedia UK office via telephone	**60.0% (3)**	40.0% (2)	5
In person at events or volunteer meet ups	**80.0% (4)**	20.0% (1)	5
		answered question	6
		skipped question	48

32. Do you feel Staff members are accessible and accountable to you as a member?

		Response Percent	Response Count
Yes		43.8%	21
No		10.4%	5
Don't know		**45.8%**	22
		answered question	48
		skipped question	6

33. Were you aware of the following ways of contacting staff members or being apprised of their work?

	Yes	No	Response Count
User Talk page	**66.0% (31)**	34.0% (16)	47
Direct email contact	**68.9% (31)**	31.1% (14)	45
Indirect email contact (via info@wikimedia.org.uk or membership@wikimedia.org.uk)	**64.4% (29)**	35.6% (16)	45
Discussion pages on UK wiki	**55.8% (24)**	44.2% (19)	43
Contacting Wikimedia UK office via telephone	**56.8% (25)**	43.2% (19)	44
In person at events or volunteer meet ups	**70.5% (31)**	29.5% (13)	44
Via the Wikimedia UK Facebook page of official twitter account	**58.1% (25)**	41.9% (18)	43
By commenting on the Wikimedia UK Office blog	**53.5% (23)**	46.5% (20)	43
By arranging a visit to the Wikimedia UK offices in London	**52.3% (23)**	47.7% (21)	44
		answered question	47
		skipped question	7

34. How would you rate your experience as a new member? Please rate against the following areas with 1 being 'This was excellent' and 5 being 'This was poor'

	1 - Excellent	2	3	4	5 - Poor	Response Count
Processing of membership application	**47.6% (20)**	35.7% (15)	7.1% (3)	4.8% (2)	4.8% (2)	42
Processing of membership fee	**59.5% (25)**	26.2% (11)	9.5% (4)	4.8% (2)	0.0% (0)	42
Introduction to the Chapter	9.8% (4)	24.4% (10)	**31.7% (13)**	19.5% (8)	14.6% (6)	41
Contact with other members	17.1% (7)	22.0% (9)	**26.8% (11)**	14.6% (6)	19.5% (8)	41
Guidance on role within Wikimedia UK	4.7% (2)	16.3% (7)	**32.6% (14)**	25.6% (11)	20.9% (9)	43
Introduction to and contact with Trustees	7.3% (3)	**26.8% (11)**	14.6% (6)	**26.8% (11)**	24.4% (10)	41
Introduction to and contact with Staff	4.9% (2)	**31.7% (13)**	29.3% (12)	17.1% (7)	17.1% (7)	41
					answered question	43
					skipped question	11

35. Have you ever felt excluded from fully participating as a member on any of the following characteristics? If you feel you have been excluded on a characteristic not mentioned please select 'other' and list the characteristic. Age Disability Gender reassignment Marriage and civil partnership Pregnancy and maternity Race Religion and belief Sex Sexual orientation

	Response Percent	Response Count
Yes	4.4%	2
No	**91.1%**	41
Other (please specify)	4.4%	2
	answered question	45
	skipped question	9

36. What measures do you feel could be put in place to prevent exclusion on these grounds happening in future?

	Response Count
	4
answered question	4
skipped question	50

37. Do you feel you have a clear understanding of the role members play in the organisation of Wikimedia UK?

		Response Percent	Response Count
Yes		35.6%	16
No		**42.2%**	**19**
Not sure		22.2%	10
	answered question		45
	skipped question		9

38. Please rank in order of most relevant the following statements about the role members in the organisation of Wikimedia UK, with most relevant ranked '1'.

	1	2	3	4	5	6	7	8	Rating Average
Hold the elected board of Trustees to account	**28.6% (4)**	21.4% (3)	14.3% (2)	0.0% (0)	14.3% (2)	14.3% (2)	7.1% (1)	0.0% (0)	3.21
Develop a programme of work for the Chapter	14.3% (2)	0.0% (0)	14.3% (2)	14.3% (2)	0.0% (0)	14.3% (2)	14.3% (2)	**28.6% (4)**	5.29
Helping promote the work of the Chapter	0.0% (0)	**21.4% (3)**	14.3% (2)	**21.4% (3)**	7.1% (1)	**21.4% (3)**	0.0% (0)	14.3% (2)	4.50
Helping promote the work the Wikimedia mission	**42.9% (6)**	7.1% (1)	14.3% (2)	14.3% (2)	14.3% (2)	0.0% (0)	7.1% (1)	0.0% (0)	2.79
Improving the quality of the Chapter's work	7.1% (1)	14.3% (2)	0.0% (0)	28.6% (4)	**35.7% (5)**	0.0% (0)	7.1% (1)	7.1% (1)	4.36
Setting the strategic direction of the Chapter's work	0.0% (0)	**21.4% (3)**	**21.4% (3)**	0.0% (0)	7.1% (1)	**21.4% (3)**	14.3% (2)	14.3% (2)	4.86
Recruiting new members	0.0% (0)	7.1% (1)	0.0% (0)	21.4% (3)	7.1% (1)	14.3% (2)	14.3% (2)	**35.7% (5)**	6.07
Acting as a link between the Chapter's board of Trustees and the volunteer community	7.1% (1)	7.1% (1)	21.4% (3)	0.0% (0)	14.3% (2)	14.3% (2)	**35.7% (5)**	0.0% (0)	4.93
								answered question	
								skipped question	

39. Do you feel you have a clear understanding of the role members play in relation to the wider Wikimedia UK and Wikimedia communities?

		Response Percent	Response Count
Yes		34.1%	15
No		**45.5%**	**20**
Not sure		20.5%	9
	answered question		44
	skipped question		10

40. Please rank the following statements in oder to most relevant to the role members play in relation to the wider Wikimedia UK and Wikimedia communities, with '1' as most relevant.

	1	2	3	4	5	6	7	Rating Average	Respons Count
Helping promote the work of the Chapter as a part of the movement	7.7% (1)	**30.8% (4)**	15.4% (2)	7.7% (1)	7.7% (1)	23.1% (3)	7.7% (1)	3.77	1
Helping promote the work the Wikimedia mission	**38.5% (5)**	7.7% (1)	0.0% (0)	15.4% (2)	15.4% (2)	15.4% (2)	7.7% (1)	3.38	1
Acting as a link between the Chapter and the volunteer community	7.7% (1)	**23.1% (3)**	**23.1% (3)**	15.4% (2)	0.0% (0)	**23.1% (3)**	7.7% (1)	3.77	1
Seeing developments in the movement are translated into policy and direction for the Chapter	23.1% (3)	7.7% (1)	7.7% (1)	23.1% (3)	7.7% (1)	0.0% (0)	**30.8% (4)**	4.08	1
Working to strengthen other chapters by sharing best practice	7.7% (1)	7.7% (1)	23.1% (3)	15.4% (2)	7.7% (1)	**30.8% (4)**	7.7% (1)	4.31	1
Creating cross-Chapter projects	0.0% (0)	7.7% (1)	15.4% (2)	15.4% (2)	**30.8% (4)**	7.7% (1)	23.1% (3)	4.85	1
Working with non-members in the Wikimedia UK volunteer community on project work	15.4% (2)	15.4% (2)	15.4% (2)	7.7% (1)	**30.8% (4)**	0.0% (0)	15.4% (2)	3.85	1
							answered question		1
							skipped question		4

41. All members are eligible to stand to be elected as trustees of Wikimedia UK (subject to exceptions specified in Company Law). Have you ever stood to be a Trustee before?

		Response Percent	Response Count
Yes		6.7%	3
No		**93.3%**	42
	answered question		45
	skipped question		9

42. What was your primary motivation to stand on the first occasion you did so?

		Response Percent	Response Count
To use relevant professional experience		33.3%	1
To hold a leadership role on behalf of cause I believe in		**66.7%**	**2**
To use relevant experience of wikimedia movement and community		0.0%	0
To help Wikimedia UK develop as an organisation		0.0%	0
To develop personal skills set		0.0%	0
To be a key influence in decisions about how to direct the Chapter's programme of work		0.0%	0
To pursue concerns about the need for organisational improvement		0.0%	0
Other (please specify)		0.0%	0
		answered question	3
		skipped question	51

43. What have been the considerations that have prevented you from standing to be a Trustee in the past?

		Response Percent	Response Count
Too busy		**41.9%**	**18**
Not interested in pursuing the role as I understand it		34.9%	15
Inexperience in the Wikimedia movement		**41.9%**	**18**
Inexperience in leadership and governance roles		14.0%	6
Was not aware of opportunity to do so at the time		11.6%	5
Was not a member at the last time candidates were sought		4.7%	2
To young		2.3%	1
To far from where I live		11.6%	5
Unable to meet the large responsibility demanded by the role		14.0%	6
Other (please specify)		23.3%	10
	answered question		**43**
	skipped question		**11**

44. Currently Trustees are elected by an approval voting system. A proposal has been mad[e to change to a single transferable vote] system (STV) - details can be seen here (https://uk.wikimedia.org/wiki/User:LondonStatto/P[...]) Would changing to STV make you more or less likely to vote in Trustee elections?

More likely	�	
Less likely	▪	
No difference	▬▬▬▬▬▬▬	
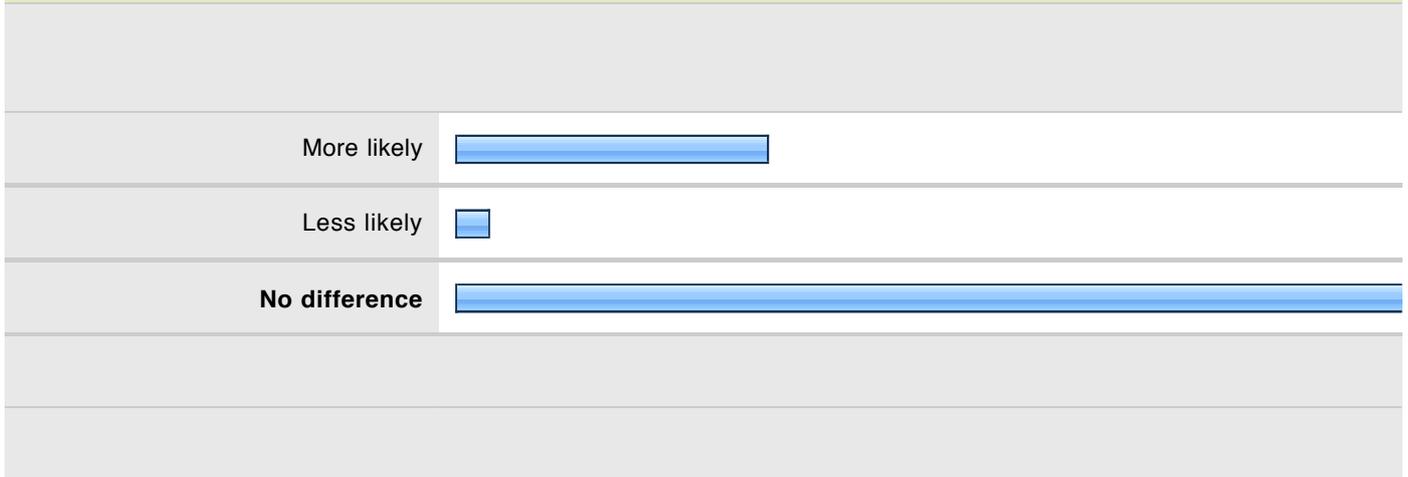
45. Would you be interested in participating in a members workshop or workshops (online or offline) themed around policy and governance aimed at ensuring more members are engaged with the executive leadership and oversight of the Chapter?

		Response Percent	Response Count
Yes	▬▬▬▬	**51.1%**	**23**
No	▬	20.0%	9
Don't know	▬▬	28.9%	13
		answered question	45
		skipped question	9