

#6

- Break down every aspect of a task
- encourage people to work together to cover different aspects of the task
- Step by Step documentation on how to complete tasks
- Don't see handholding as a bad use of time!
- Rank tasks by difficulty and skills
- Let volunteers have your easy tasks
- Make it easier for higher skilled volunteers to be assigned tasks / take tasks off old team
- Prioritize code reviews for new volunteers

#7

- Badges!
- Progress meter (track completed tasks by volunteer) → defers about work.
- Dan Pink RSA "What Motivates Us"
- offer harder/higher value tasks after volunteer completes a task (mystery)
- let volunteers create tasks (autonomy)
- communicate the higher level ^{goal} task the completed ~~task~~ helped team achieve (purpose)
task

Autonomy, Mastery, Purpose

5

Two Personas

- wants hand-holding (HH)
- wants to explore (E)

| | |
|--------------------------|--------|
| Task ↓ | Mentor |
| Contribs: □□□ | |
| ASSTEN TO ME. | |

[I'm In]

100%

Opportunity to contact someone immediately (HH)

- contact info for mentor in task

Greeting email after x days (E/HH)

- mentor sends personalized email to volunteer who has taken task if they didn't reach out on their own (HH)
- tone is just "Hi I'm here!" not "Show me your work" (E)

Would you be discouraged?

HH = Yes

= Kensei

= Iona

E = No

= Kairo

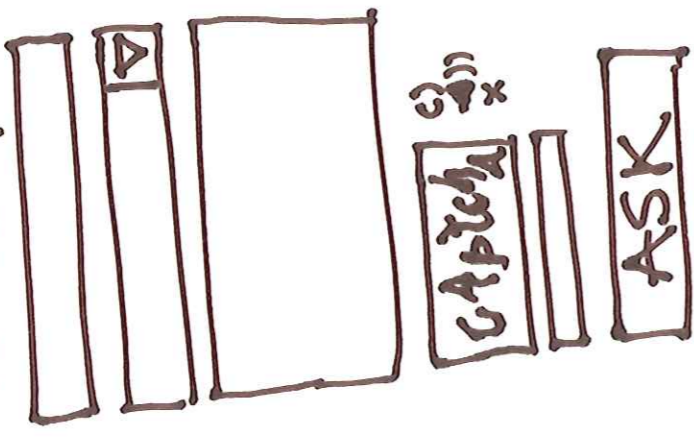
= Deb

Everyone needs fallback if website isn't clear.

8

- i. One point of contact for every communication channel(s).
- ii. The point of contact does the channelling of Questions to the proper person able to answer it.
- iii. Available channels:
 - a. IRC
 - b. Mailing List
 - c. Task Board Form.
- iv. Have someone in the QA Team to reply to the Questions within 2 working days or sooner.

NEED TO TALK TO US?



Derivatives
IRC clients with.
Social API

~~#task~~

#hiMeQA

3

- A task is too hard if there is no documentation, The contributor needs guidance.

Time:

- Simple task but lengthy would be more patient
- Difficult task and no idea/skills more likely to give up.

* TWO TYPES OF TASKS

1. Learning task, challenging yourself

2. Chore/maintenance, ~~always~~ already have the skill but motivated by desire to help Mozilla.

tasks to be available always.
A wide range of tasks, always.



Leave
- leave people to choose their own tasks, they know their own skill level better
"Contributor is always right!"

⑦ part II

(Sending to MozCamp/Fest/Etc.
or contributor meetups, etc.
Big incentive.)

- Good to meet Mozillians.

- BUT one of team should be
present to greet and mentor
the contributor, bolster the
relationship

!!!!
important

- Important for Mozillians presence
at these events.

7

- Badge Rewards / Open Badges
Multiple levels, daily level, weekly

show off your involvement Github badge.

- Moz Get on top of open badges

accounts, share profiles

↳ links to Mozilla

Member of Moz
org group on Github
is good for CV. proof
of OS contributions.
Make sure credits
are in our group
and recognized

Levels

~~reward for!~~

QA team can

award badges based upon
discretion

Who non swag rewards like merge rights/
commit access... Currently discretionary.
When do.

Swag

Special QA
branded
Moz Gear

↳ QA t-shirt, lanyard

↳ Badge level 1 - swag package

Level 2 - more swag

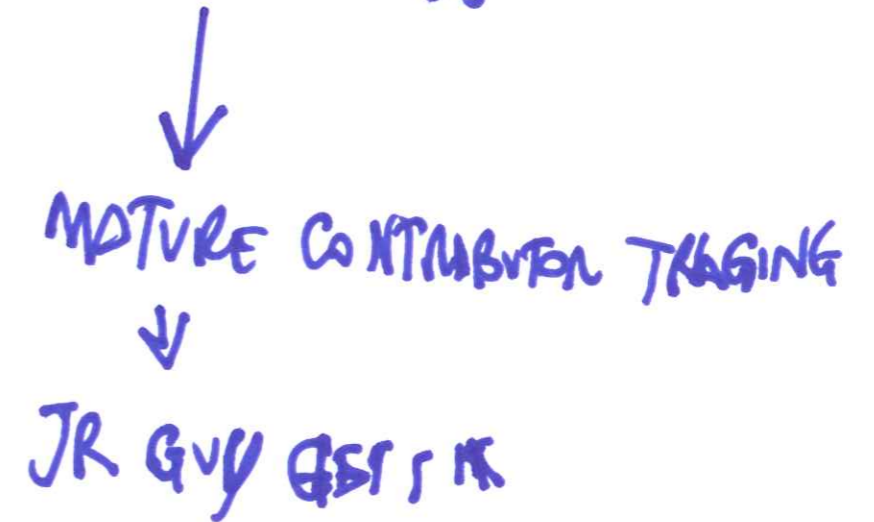
Contributor Spotlight on
one and done not on QMO, save
duplication

Swag is a chance to be recognized outside
of the virtual world, in the physical world.
Pride in open source projects and pride
of contribution.

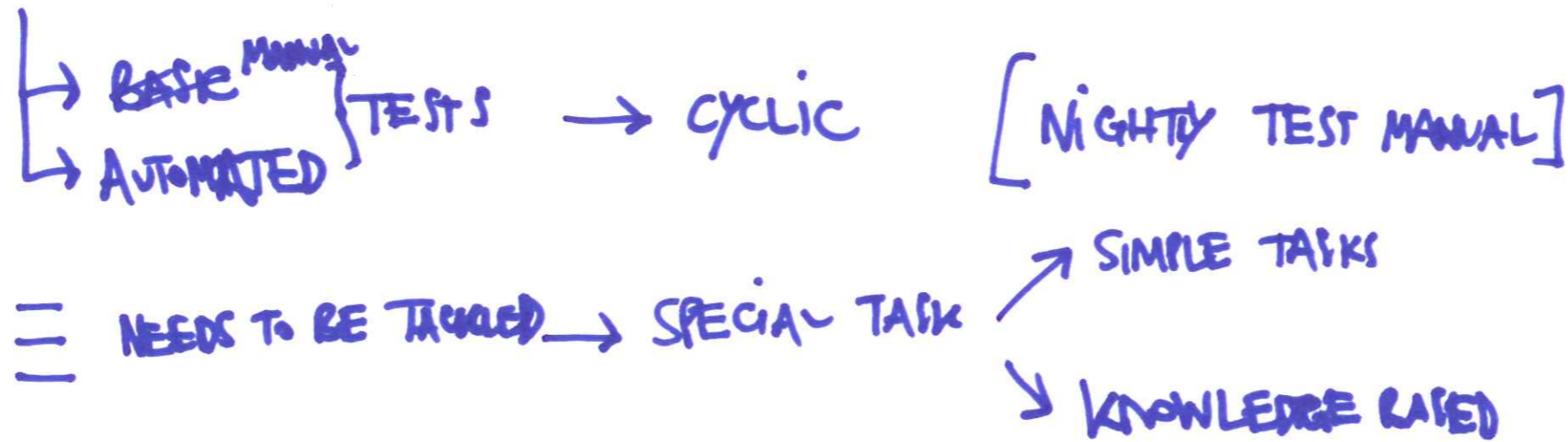
PERSONAL DOCUMENTS/NOTES



STAFF NOTES



EACH PROJECT



PARSING EMAILS → EDITORIAL WORKFLOW

PRIORITY

SEVERITY (IMPORTANCE)

SKILL GRADE

- ~~the~~ the task board has a contact person → assigned to
don't point to IRC → responsible for task
point to contact person.

- REPS / VOLUNTEER present on IRC → covering all timezones
just to give support and answer questions. (not
technical ones, but the starters: How can I contribute →
→ point to Taskboard, link wiki: documentation. Just to
get to them.

#4