

1

There are lots of different 'entry points' into Mozilla: Mozilla's Wiki, Quality.mozilla.org blog, IRC, in person, etc.

Is a website the best option we have?

2

How can Mozilla staff make sure that there is a healthy set of tasks available at all times?

Sometimes tasks get completed very quickly and the list needs attention and to be replenished!

3

What is the difference between a task that is too hard and causes a contributor to give up and a task that is hard enough to challenge and educate.

Should we set tasks beyond the ability of the contributor as motivation?

4

Mozilla works across all timezones but mostly Pacific time and EU timezone.

How can we deal with a contributor that reaches out at an odd timezone?

5

How soon after deciding to contribute at Mozilla should a person be talking to a real Mozillian instead of a website?

Would you be discouraged by taking tasks and direction from a website?

6

Contributors can come to Mozilla with all sorts of skills.

Some are very technical whereas others are not but are very motivated to help out.

How can Mozilla QA accommodate all of them?

7

Mozilla QA is enormously thankful for the work contributors complete.

How can the One and Done site itself reward people for completing tasks?

8

A contributor will often need to talk to QA staff to find out information.

How can we connect a contributor with the most suitable guide or mentor within Mozilla?