

What do you think is the value of the Reps Program?

29 responses

Reps as Community Connectors

- I see Reps as connector between Mozilla to local community
- Help volunteer to getting NDA and access to more info in order to help them do more, build network across different countries and learn from other.
- The Mozilla Reps Program has the potential to be an essential part of Mozilla's community engagement strategy, as it allows for the decentralization of efforts and helps bring Mozilla's mission to a broader audience. However, it is crucial for Mozilla to actively support and invest in the program for it to be effective and meaningful. While there may be instances where the program's impact may not be as visible, I believe that the Reps Program has substantial value in several ways
- The position given to Reps, as the bridge between local community and world community
- link community to mozilla org/corp
- Reps Program is one of the important components when it comes to community
- It's a component for the mozilla community to organize and plan events
- events, sharing ideas and knowledge, promotion
- It was to support community efforts in different countries. Have a voice that was the representation of Mozilla in a country/community
- To drive engagement in contributing to Mozilla and its software.
- Reps help provide structure to regional communities and contributor sub communities
- Reps Program is community driven, it's most active FOSS community I have ever seen.

External Audience Outreach

- Reps program is one of oldest programs of Firefox and has same values to protect the web <3
- Healthy and safe digital space and raising awareness
- They represent Mozilla and spread awareness about FOSS-culture. And this is how newbies know about our non profit organisation.
- I think the Reps program is an important initiative for Mozilla as it helps build the organization's presence in local communities and promote its products and initiatives, while also receiving a platform for members community to connect, share and collaborate.
- it helps to build community involvement and awareness of important issues.
- empowering community members on Mozilla themes

- Championing Mozilla's activities in different regions, empower others to adopt the open source culture, and act as a link between end users and Mozilla
- The power resides in the global geographical reach with well versed Representatives in different locations ready to vouch and support Mozilla activities and speak for the brand, etc.
- Very important, it's a low-level way for Mozilla-lovers to spread the word.

No value given / negative feedback

- Unfortunately I do not see any strategic value of the Reps program to the Mozilla Project any longer.
- Reps program has a huge potential. But I believe the program is not getting the desired attention because of lesser number of in-person events.
- Currently no path has been defined and it is quite unclear on what is being expected from reps.
- The branding of Reps Program should be improved, it seems Reps Program are not active as 10 years ago but some volunteers at Reps program are still active.
- The aim of the program is support Mozilla community and Open source program. Now it's not active at all. The structure is not good compared to old one (the program started time)
- leadership and advertising of Mozilla products

Vague

- Great
- Yes, this part is valuable knowledge

If you think that the Reps Program is valuable, on what should it be focused?

26 responses

Community Building

- Activating the local community with valuable activities that align with Mozilla's priority.
- Passing inner info and bridge user and staff
- To help support local communities, such as its localization activities of Mozilla products and documents, PR activities etc.

- onboarding contributors
- Strengthening Mozilla's presence in local communities. Promotion of Mozilla products.
- Reps program should focus on community building motivation , spreading Mozilla products, empower people to use mozilla products
- In-person meetups, contribution activities and swags for motivation
- It should be focussed on helping contribute to L10n, Firefox & Thunderbird, SUMO and other core areas of contribution.
- Give support to [identifiable info] communities, in [identifiable info]
- Support for attending events, handing out swag, (tech)speakers.
- Reps Program must focus on reviewing regional communities and try to connect with the Mozilla mission and goals.
- Improving its branding, representative / diversity of Reps Council which may helps the growth/sustainability of Reps Program.
- I think it should get back to its origins. Having people to help their own communities, empower the most active members and help them with resources/materials/etc.

Products / Projects

- Local community events to make Mozilla activities and projects known
- privacy, data protection, open standards
- Community activities Help
- I would like to have or be involved in products meetings, where we learn about potential activities to be involving in. I want to feel included and kept up to date
- Active projects that let you know where you can contribute
- Active the local communities as done on previous time.
- Media reach out and community building also local projects and partnerships.
- More for support like Mozilla mission and vision
- It should have the details of how the reps can contribute, how they can develop and grow.

Negative

- it had value in the past

Vague

- Same Above points
- It is valuable because of the amazing people has in the program, fully driven by the mission of Mozilla. Also, the program is very mature in terms of the processes, hierarchy, ways of recognition etc.
- end user requirements
- Training and personal development.

What was one thing which you liked the most about the Reps Program?

28 responses

Mission

- Guiding other and spread the word
- the mission
- The visibility, and feel connected with Mozilla and its mission

Team Feeling

- Its solidarity
- It's a group of people who passion about internet technologies and like to help grow Mozilla
- the community
- That the Reps program is a valuable initiative that helps build a strong and engaged community of like-minded people, while providing personal development opportunities for Mozilla representatives.
- Community engagement and networking
- community
- Inclusiveness, diversity

Products / Branding

- Make the recognition between both communities each other, for those of [identifiable info] and World of Mozilla
- In its early days we were the catalyzer for Mozilla's community outreach programs (Webmaker, Firefox OS).
- The ability to host local events with an official Mozilla voice
- The "public face" of contributing to Mozilla.
- Training to work on the Mozilla platform to translate the browser into native languages
- The reps community and the ability to help others locally with Mozilla products.
- Mostly events and new technologies
- Helping deploy Mozilla products
- Branding at local level and linked with global level
- the diversity of programs to vary contributions
- Digital Privacy and public education
- Community events and compain

Recognition

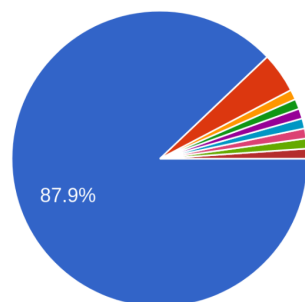
- Recognition and support from Mozilla.
- Being able to attend events (travelling, reimbursements), guidance in swag.
- Reps Regional meetup or summit
- I loved the meetups, and MozSumits. They always make me feel connected and belonging to a community

Vague

- firendly matrix chatroom
- The goals and expectations were clearly defined earlier.

Would you like to become active in the next 6 months?

91 responses



- Yes
- No
- I'd love to, however, due to competing priority with my personal life, it doesn't...
- Maybe, I've no clarity on Mozilla is doi...
- I am a Reps Peer, it is a low-traffic acti...
- hard to tell
- Yes, Sort off. When I have free time. I'l...
- I am active
- -

If you are not currently active, why not?

12 responses

Life reasons

- Lack of time
- COVID and work. I have not hosted any event for almost two years.
- I had health problems and also was busy building my abilities.
- covid put. lot of things sideways. now I'm just not even sure what is going on.
- local meetings were the reason to meet people interested in Mozilla, after the pandemic we have lost contact
- Life took difficult turns with me, and I had to focus out for a while, now I feel ready again and communicated with my mentor to touch base. I need some onboarding as I know so much was going on while I was away

Lack of support from Mozilla

- I am not clear about the goals and expectation from volunteers. The campaigns are no longer that interesting like earlier. The scope of growth for a volunteer who is involved in Mozilla both technically and in community building seems narrowed down.
- I am active locally but with very little support if any from Mozilla.

Projects ending

- lower traction on webthing. aframe projects
- I actually don't have much time, and I don't feel where I can help, since the current projects aren't interesting for me

Vague

- Active
- n/a

If you wish to become active again, would you need any help from the council?

20 responses

Swag/Budget

- Yes. SWAGs and structured program to educate community on digital privacy and other related information.
- Yes, if they can approve the budget request for local events for spreading the word.

Guidance on how to contribute / Connection

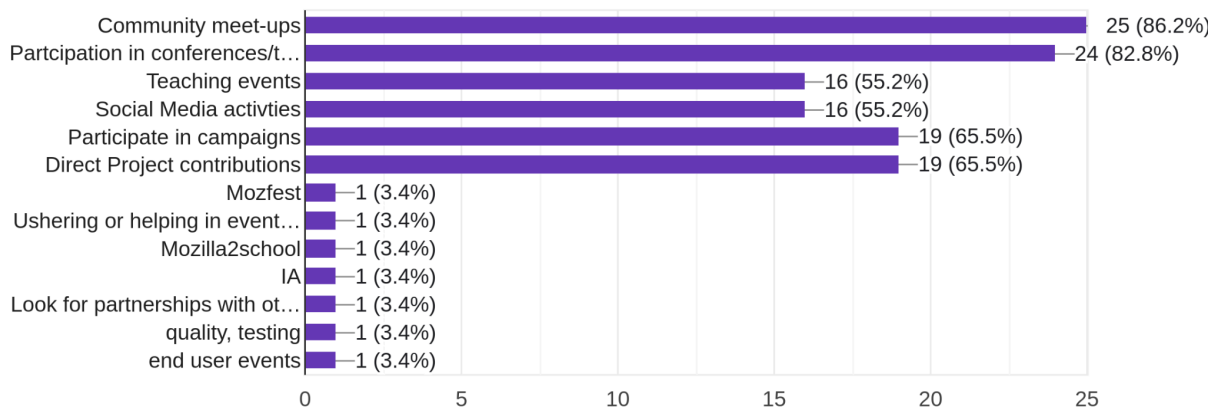
- The Council can provide resources, guidance, and encouragement to help Representatives get back to work in the Reps program. The board can also provide information about new initiatives and ongoing projects within the Mozilla community to help representatives stay informed and engaged.
- I need proper onboarding and guidance
- Yes, maybe to contact former local reps and organize activities
- List of areas that need attention from mentorship perspective
- I think Council should be more a governance entity rather than focus on individuals. I wish Council could work on workflows, define some sort of strategy and be the voice of the community inside the company (if that's something possible)
- personal plan, event ideas, support
- I would really love to be active again. It would be great if the council could provide clear cut goals in which the organisation as well as the individual involved in contributing can grow. The SOPs could be clearly defined. Funds can be given to the Reps (like earlier) so that they can organise events. The Tech Speakers program did have a lot of impact. Resuming it would bring in more interest. Else it could be merged with the reps programme. After the revamp, it has no longer been clear of what is expected and how it will help me grow my experience and knowledge.
- My suggestion is the new platform (community website is not good ,full of bug) reps.mozilla is better
- Help is always welcome but I am active locally at [identifiable info]

Vague

- Yes
- Not sure
- wiki reports
- no
- n/a
- I am active
- No
- Not really

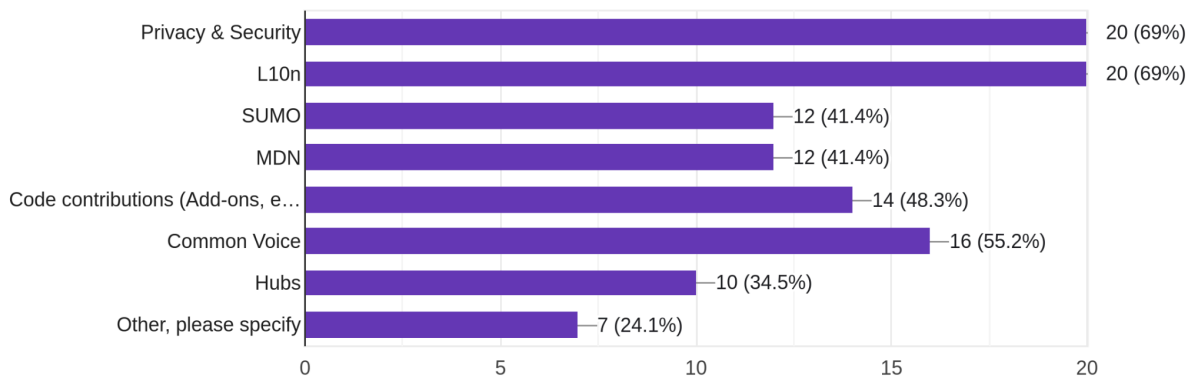
Which kind of activities, if you had complete freedom to choose your pursuits, do you believe provide the best opportunities of contributing to Mozilla?

29 responses



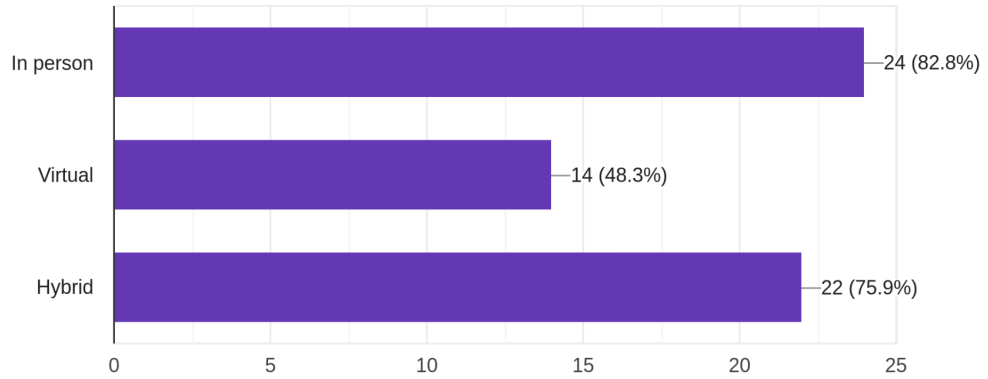
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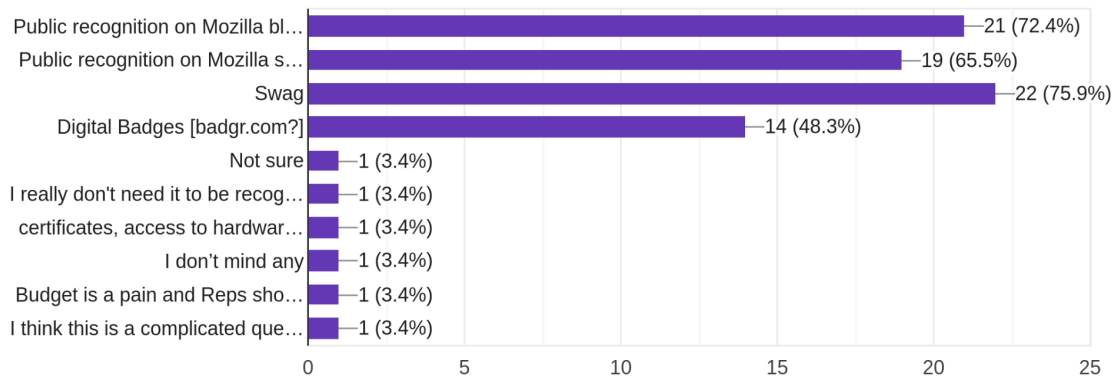
Do you prefer in person / virtual / hybrid events?

29 responses



How would you like your work as a volunteer to be recognized?

29 responses



How was your experience within the community before and after covid? If different, what changed for you?

24 responses

Positive

Negative

- The number of community activities became very less
- Some people became inactive
- Before COVID, it was amazing but after, everything became very difficult.
- For community meet-up, before covid we could hold gathering events once half a year. Now we transited to online event monthly.
- Before covid, i was very much active in my local as well as in Mozilla community, we oftenly met with eachother and learn/teach new things about Mozilla and its projects.
- before it was a lot better. I was way more active. after covid everything changes.
- Local meetings were the reason to meet people interested in Mozilla, after the pandemic we have lost contact
- Covid killed the spirit
- Before covid we had so many in-person events but after covid we need to reshape this cocnepts
- It was great, I felt connected and belonging to a community, I felt my contributions paid off when we used to have [identifiable info] L10N meetups or meeting [identifiable info] communities. I was happy sharing my story in Moz events and expanding my knowledge at the same time
- Before covid, Mozilla really cared about the community. After covid it does not care about the community so much. It feels that Mozilla has forgotten that contributors exist.
- No in person events
- Yes,totally change in community, like me like offline event, coz more in pressing with audience or participant
- Lately there is less activity, mostly due to lesser live events and the need to apply for reimbursements or swag. The world is switching to online events, which I find less attractive.
- After covid communities are not active as previous and Mozilla is not supporting too
- The need to share experiences after the covid, makes us improve in a presence or virtual way with the objectives that Mozilla brings, with each contribution of the participants

- After COVID-19 a lot of volunteers stopped helping and focused in their own personal life. Sadly, many feel they get neglected by Mozilla with little to non existent reward from Mozilla. [identifiable info] communities for example basically die every day more simply ignored.
- Lack of resources to host local in-person events but in-person events are important to reach out.
- Between the 2, projects that were stopped and no proposal (or list) to join other projects
- The [identifiable info] community is not active at all, after the covid, but the thing mainly changed after the termination of Firefox OS project. That was a good moment and emerging connection with Universities. After that I feel huge decrease in interest in Firefox related things. Also the privacy focus is not enough message for general end users.
- Right now is very complicated to make meetups in Spain, there are some places that nowadays charges to host the event. The community in spain is in dormant state, so I think we need to understand how to reactivate it... but it was already in this state before COVID

Vague

- I preferred before when technology was less invasive
- 10 years
- No change

What motivates you to contribute to Mozilla?

26 responses

Mission

- I like the mission
- The mission of Mozilla & appreciation and support.
- The public benefit, build better world
- Mozilla's mission to keep the web open and accessible for everyone.
- I believe in the cause.
- The mission the vision and power behind our tools and actions if applied correctly.
- The sense of belonging to something bigger, to defend the web... right now, I don't find too attached to this
- It just fits my values.

- I used to love the mission that Mozilla was on. As a student, I had the opportunity to learn a lot. As a matter of fact, Mozilla helped me grow Both technically and as a community builder. I was actively contributing even during Covid, as I was really motivated however I could see that the crowd was no longer interested as it didn't have the same pull it once used to have.

Community

- Community and interest on the web
- I can't recall loving and committing to anything in my life like this it has been 10 years and I feel proud about telling people I am part of Mozilla
- More to learn and share with my country about Mozilla

Software / products / projects

- I love impacting others and also i am passionate about digital privacy and security.
- The fact I can contribute to MDN documents utilizing what I'm good at. And also I can learn the technical aspect, how to use github from other members.
- Interactive sessions and Marketing
- technology alternatives are needed
- Because I share mozilla's mission and I want to help build tools and technologies that empower individuals and promote digital privacy and security. Contributing to Mozilla help me to develop technical skills, collaborate with a global community of like-minded individuals, and make a positive impact on the world.
- Recognition , the uniqueness of Mozilla and its products
- Learning about code and software products.
- I love helping deploying and making its products better
- Collaborate from technologies to enhance native languages
- it's important to help people to use the tools and in the language of the country
- freedom of choice, ethical Internet usage, open source background
- Passionate regarding Open source program
- FOSS
- I do contribute various FOSS projects, Mozilla is one of them.

Do you think something has changed which was working in the past and the council needs to reconsider it? E.g. any past projects, campaign, process, event formats and so on.

21 responses

Lack of support

- Support for active reps has drastically decreased. Swags we are receiving now are of very very bad quality (in India), getting Budget request approved has become difficult and very less budget is being provided now.
- There was support for campaigns and events but now, nobody talks about them anymore.
- Community coordination is not there as previous and the structure are not same as previous.
- The projects are no longer open. As a volunteer I don't see that I can directly contribute to the bugs/ work on the bugs. My effort that was earlier put in creation of addons and toolkits is no longer beneficial as it isn't listed in contribution areas. The scope has not been clearly defined of what is expected. The campaigns no longer feel to be having the impact it once used to have. As far as the events are concerned, organising events out of one's pocket is not a good sign. And even the events these days no longer seem to have the sort of knowledge transfer that used to exist ones. We used to create / develop teaching aids and tools during events and campaigns and hackathons. But nowadays volunteers are considered just like a source of marketing. A change in this thought process is needed. And I strongly believe that the volunteers should be benefited by contributing to Mozilla, only then he will be interested. And wasn't it the initial goal? Web Literacy and the concept of open web and passing on this message to masses?

Lack of events

- I think invites, in past before covid i was invited to Singapore, London and Summit 2013 at California. This was best time in my life with Mozilla where i got chance to interact with Mozillians of rest of the world
- MozCafes need to be motivated and a list of projects that need attention and ways to contribute

- Yes, may be Meetups, summits, participation in All Hands, Techtalk, training for example
- In person and virtual events
- We probably know how to deal with live events, but less with virtual/hybrid events. In the past there were small social campaigns where people were asked to bind Mozilla/Firefox to their personal lives like famous buildings in their hometown, wearing swag, etc. This will still work. The process for receiving swag or reimbursement should be easier. For the Netherlands it is not easy to organize events, it is way easier to join other events by putting up a booth (Fosdem, etc.). Sometimes the organizer asks for a small fee.
- Campaign and small events should be considered and focused to review the regional or local communities.
- Before we had in person meet ups for Latam now that's in the past. Mozcamps, etc. We had a representative visiting countries working with local communities that is also gone. We had easier ways to ask for budget that is dead. It would be great to have back up and support from Mozilla to sign or enter into agreements or partnerships with Local institutions such as Municipalities, Universities very interested in conducting Social projects using Mozilla tools via the local community and Reps.

Other specific

- Open tldr newsletter to core contributor, mozillian of the month
- Mozilla becoming a profit entity makes it even more difficult.
- There needs to be a focus on retaining existing contributors supporting core projects. There also needs to be a in person or virtual event that brings contributors and staff together.
- I think we never recovered from the fall of Firefox OS. There were campaigns, but there should be clear paths on where to contribute, how to participate, and start thinking on creating some sort of community beyond Reps. Connect with some efforts around Rust communities, or privacy issues (specially in Europe). If council can work on producing some documentation around "how to run an event", "which type of contributions are needed", I think it will be a nice starting point to recover some of the activity
- Previously there are lot of activities are there right now there is nothing. The community website is very much bad and there are lot of bugs in it. Previously Reps can recognize themselves from the reps.mozilla.org website right now it's not there. And there is no evidence or anything regarding the reps members now. (do not tell about community website it's full of bug)
- I feel like I am alone what worked before was capturing the activities of the Reps and the <https://community.mozilla.org/en/> version does not meet expectations
- connection with end users

Positive / neutral

- Basically I'm satisfied what I could get from the council and other senior Reps members when I asked them to help for Japanese local activities. One thing I do not know well is how can I help the council and other Reps members.
- I believe a lot has changed while i was away, and my opinion might not be valid

Vague

- Like normal
- too much information maybe
- I really like the ebvento format because you have the person in charge of coordinating the project x telling you what to have and what is coming