

1.6 Exploring community health metrics

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MEETING PRACTICE

1. See the CW26 Slack Channel #community-health-metrics for all information and links needed (will also be shared to zoom chat)
2. Online participants can use **Written (W)** or **Spoken (S)** options to interact - please edit your username to indicate your preference by adding **W** or **S** in front of your name
3. We'd love to see you, so please turn on your camera if you can - take a break if needed.
4. Online and in the room all questions are welcome through chat and by raising virtual hand (Zoom 🙋)
5. You can take notes for future reference - we have shared notes. Please credit contributions!
6. Hosts will keep things moving for time!
7. Connect with them and others on CW26 Slack #community-health-metrics. We will share resources there.

About us

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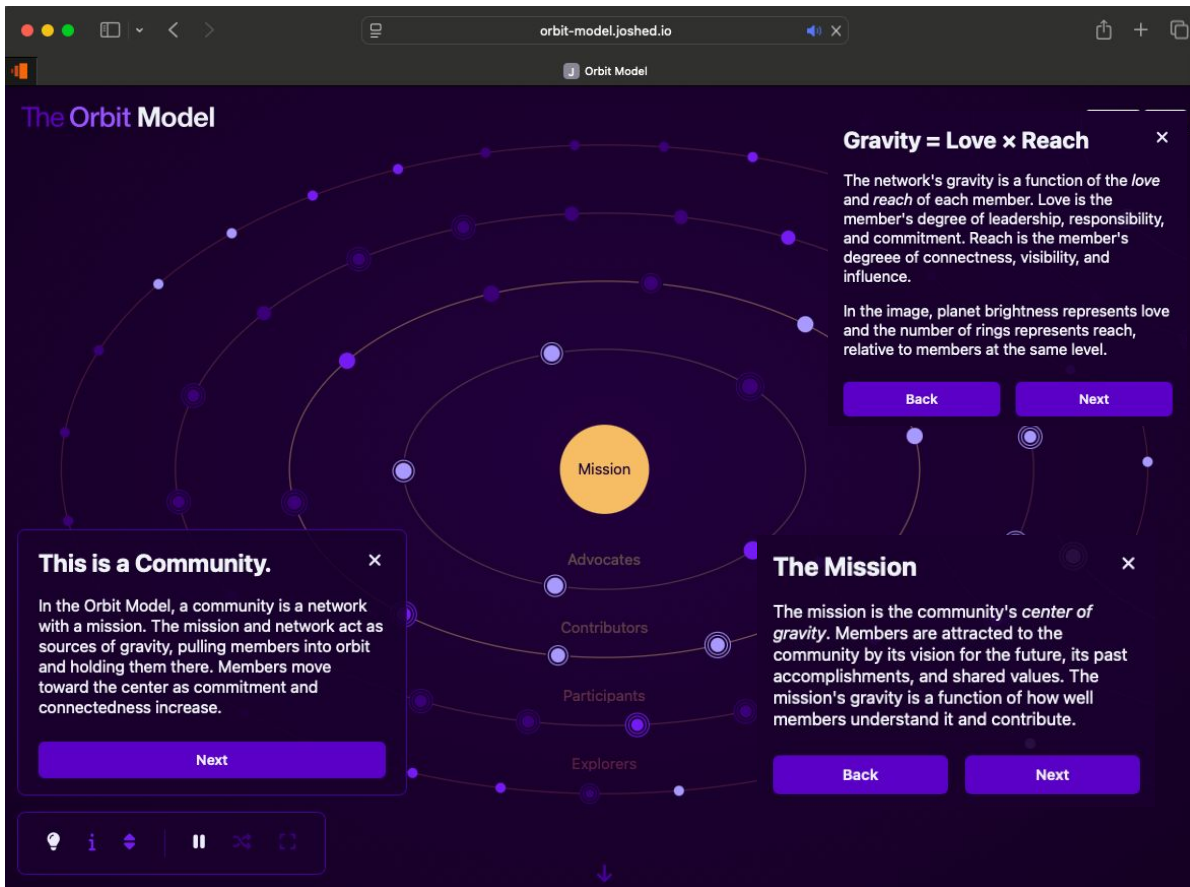
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 Mission	
<i>To boldly go where no one has gone before</i>	
Total Members	66
Orbit 1	5
Orbit 2	10
Orbit 3	20
Orbit 4	31
Total Connections	75
Most Connected	Kamron (17)

Communities we have managed and supported



AI for Multiple Long-term Conditions
Research Support Facility



Clinical AI

How can AI be usefully deployed to provide clinical benefits?

Modelling and high-precision forecasting of complex environmental systems to make leaps in weather prediction and sustainable energy

Environment and sustainability

The
Alan Turing
Institute

AGENDA

Time	Activity
15:00 - 15:10	Welcome and introduction
15:10 - 15:25	Primer on “community health” and ethics of surveillance
15:25 - 15:45	Break out discussions
15:45 - 15:55	Share-out
15:55 - 16:00	Close (Hack Day proposal?)

1. What is community health?
2. Challenges and ethical considerations
3. Breakout discussions
4. Share-out

What is community health?

- A way to measure the ‘health’ of the community
- Could include indicators of:
 - **Size**
 - **Engagement**
 - **Social Network measures**
 - **Leadership pipeline**
 - **Output generation**
 - **Member sentiment / CoC**
 - **On / offboarding efficacy**
 - **Success in delivering community “mission”**
- Single shot longitudinal change
- Measurable through activity on community platforms and directed research:
 - **Open** spaces (e.g. GitHub, Zenodo)
 - **Closed** forums (e.g. Slack, mailing lists)
 - Member surveys and feedback forms

You are here: KB Home ▶ Browse Metrics by Topic ▶ All Metrics Models

Metrics Model: Development Responsiveness

Metrics Model: Collaboration Development Index

Metrics Model: DEI Event Badging

Metrics Model: Community Service and Support

Metrics Model: Project Engagement

Metrics Model: Funding

Metrics Model: Project Awareness

Metrics Model: Starter Project Health

Metrics Model: Community Activity

Metrics Model: Business Readiness of an Open Source Project

Metrics Model: OSS Project Viability: Compliance + Security

Metrics Model: OSS Project Viability: Governance










Metrics Model: OSS Project Viability: Community

Metrics Model: OSS Project Viability: Strategy

Metrics Model: Project Viability Starter

Metrics Model: Community Welcomingness

Metrics Model: Safety

-  Metrics Model: Development Responsiveness
-  Metrics Model: DEI Event Badging
-  Metrics Model: Project Engagement
-  Metrics Model: Project Awareness
-  Metrics Model: Community Activity
-  Metrics Model: OSS Project Viability: Compliance + Sec
-  Metrics Model: OSS Project Viability: Community
-  Metrics Model: Project Viability Starter
-  Metrics Model: Safety

Development Responsiveness

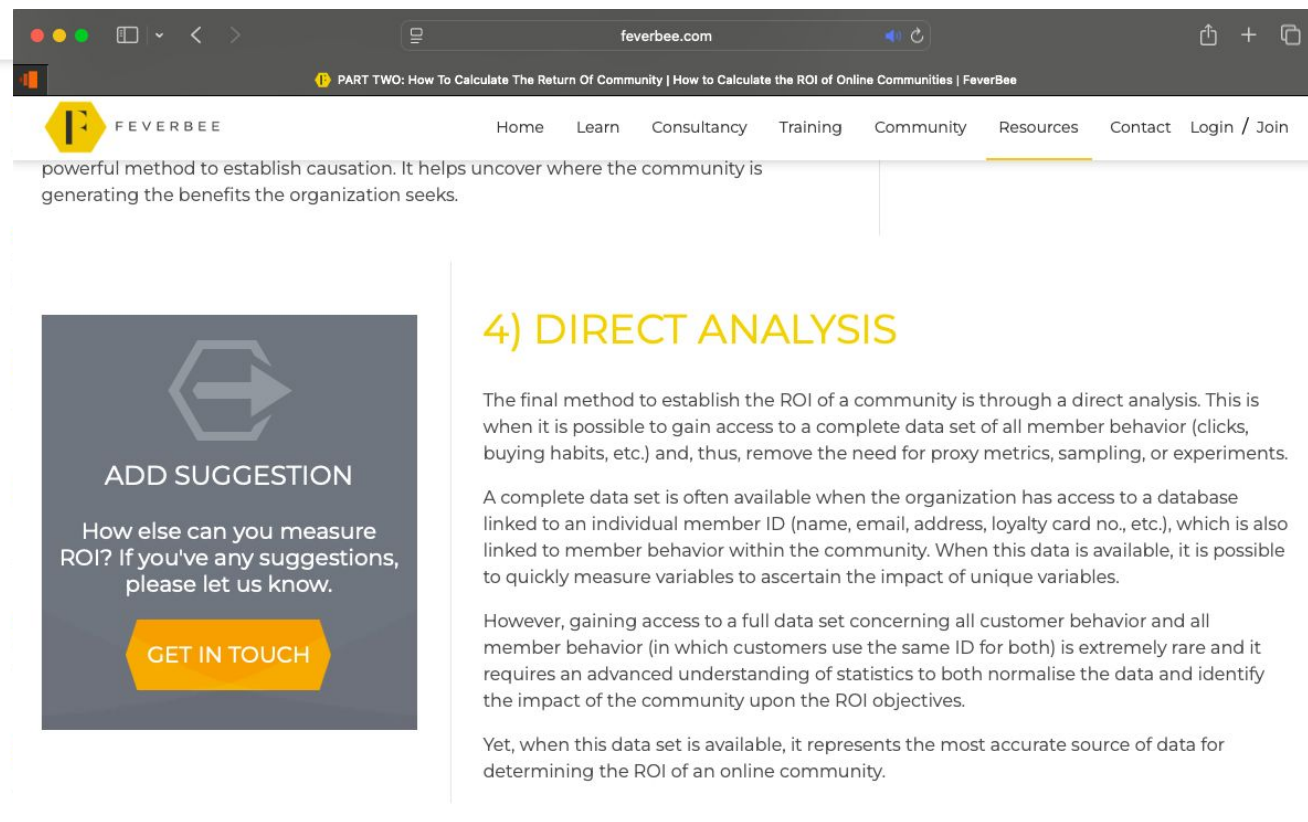
Context tags: Community, Software, Ecosystem

Metrics in the Metrics Model

- [Review Cycle Duration within a Change Request](#)
 - A change request is based on one or more review cycles. Within a review cycle, one or more reviewers can provide feedback on a proposed contribution. The duration of a review cycle, or the time between each new iteration of the contribution, is the basis of this metric.
- [Change Request Duration](#)
 - The change request duration is the duration of the period since the change request started, to the moment it ended (by being accepted and being merged in the code base). This only applies to accepted change requests.
- [Issue Response Time](#)
 - Issues are the central process of accepting code contributions. Matters of responsiveness can be traced to urgency, maintainer availability, timezone and other influencers but ultimately reflects the reliability, and scalability of a project. This metric is an indication of how much time passes between the opening of an issue and a response from other contributors.
- [Defect Resolution Duration](#)
 - What is the median time between the report of a defect to the project (using the project's defect reporting mechanism) and the time where the project resolves the defect? Note the resolution could be to address (resolve and merge) and make the update available to its users or explicitly choosing to not address (reject).



START EXECUTIVE SUMMARY SUB CHAPTERS		CHAPTER 1 PART ONE: WHAT IS THE VALUE OF AN ONLINE COMMUNITY? 	CHAPTER 2 WHAT IS ROI AND SHOULD WE CALCULATE IT?
CHAPTER 3 WHY MEASURING VALUE OF COMMUNITIES IS HARD 		CHAPTER 4 THE BENEFITS AND VALUE OF AN ONLINE COMMUNITY SUB CHAPTERS	CHAPTER 5 COST OF INVESTMENTS SUB CHAPTERS
CHAPTER 6 PART TWO: HOW TO CALCULATE THE RETURN OF COMMUNITY 		CHAPTER 7 PROCESS TO CALCULATE VALUE CREATED 	CHAPTER 8 CALCULATING CUSTOMER LIFETIME VALUE SUB CHAPTERS
CHAPTER 9 CALCULATING RETURN OF CUSTOMER ACQUISITION SUB CHAPTERS		CHAPTER 10 REDUCTION IN COSTS SUB CHAPTERS	CHAPTER 11 MEASURING IMPROVEMENT IN OPERATIONAL EFFICIENCY SUB CHAPTERS
CHAPTER 12 SOCIAL RETURN SUB CHAPTERS		CHAPTER 13 CALCULATING THE RETURN GENERATED BY COMMUNITY 	CHAPTER 14 CALCULATING THE PROFIT GENERATED BY COMMUNITY
CHAPTER 15 CALCULATING THE ROI OF COMMUNITY 		CHAPTER 16 PART THREE: COMMUNICATING VALUE SUB CHAPTERS	CONCLUSION CONCLUSION



1. What is community health?

2. Challenges and ethical considerations

3. Breakout discussions

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Challenges

- Communities differ in platforms and mission - which metrics are relevant?
- Coarse metrics (e.g. size/growth) are widely applicable but lack nuance
- Valuable “signals” are detectable way before outputs

Ethical considerations

- Cross-linking of member activity over different platforms
- Informed consent to data processing / auditing
- Open vs closed forum monitoring
- Perception of “surveillance” and behavioural shift
- Breakdown of trust

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Breakout discussion (20 min)

1. What metrics of community health do you already use? What insight does this bring?
2. What would you like to know about your community?
3. What challenges do you currently face in collecting metrics?
4. How do you communicate with your community about metrics and insights?
5. What are your concerns about community surveillance?

Hosts will facilitate groups

Share-out:

- Groups nominate speaker
- 1 key insight (surprise, agreement, disagreement, other!)

**Choose max 2
questions your group
are most interested in!**

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Close

- Thank you!
- Feedback form: <https://tinyurl.com/cw2026-chm>
- Follow-up comms CW26 Slack #community-health-metrics
- Hack Day?

