The Mahara Partner Programme

July 2016

Thank you for your commitment to the Mahara project.

As the Mahara project leader and primary developer, Catalyst is excited to collaborate with you to ensure that Mahara remains the premier open source ePortfolio solution around the world. At Catalyst, we recognise that working on an open source project requires a lot of skill and effort – to improve the software, engage users and provide them with support. To that end, we offer two tracks within the partner programme to make it easy for companies – as well as other institutions – to get more involved in the project.

This Mahara Partner Programme guide gives you an overview of the benefits and responsibilities of being a Business Partner or Supporter.

If you are interested in joining the Mahara Partner Programme, please get in touch with us at partners@mahara.org.

We are honoured to be collaborating on Mahara with you to support users around the world.

www.mahara.org

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What is the Mahara Partner Programme?

The Mahara Partner Programme has being formally re-launched in September 2015. This new programme exists to meet the needs of Mahara support companies and other entities who contribute actively to the Mahara project.

When you partner with Catalyst, you are kept apprised of the latest work being undertaken on Mahara and have the opportunity to help shape the future direction of the project.

There are no fees associated with the Mahara Partner Programme.

The Mahara Partner Programme consists of two tracks to make it simple to participate for all types of organisations. This guide outlines the benefits of those tracks for prospective partners.

Tracks

The Mahara Partner Programme's two tracks are Mahara Business Partners and Mahara Supporters.

Mahara Business Partners are companies that offer Mahara support services and contribute features, bug fixes or translations to the Mahara codebase, or other services to the Mahara community.

Mahara Supporters are entities that do not offer commercial Mahara services, but do contribute substantially to the project by organising events, contributing code or engaging in business analysis work or other support activities.

Benefits for partners

Partnering with Catalyst on the Mahara project gives you the following benefits:

– Business Partners: Your company is recognised as offering Mahara support services.

– Supporters: You or your institution is recognised as contributing substantially to Mahara.

– Marketing benefits: You are listed on the Mahara community website as a partner, which opens up the entire Mahara community to you because users can find you more easily and you can expand your network.

– You receive a special partner logo for your website to indicate that you are a Mahara Business Partner or Mahara Supporter.

– You can participate in regular meetings with other partners shaping the future of Mahara.

– You have the opportunity to collaborate with Catalyst on new features for Mahara and provide feedback, instead of only receiving announcements via community forums.

– You receive advanced notice (approx. 1 week) when minor releases of Mahara are expected, so you can plan your updates.

– You are invited to a preview of new features scheduled for each new release.

– You have the opportunity to be featured in the newsletter as a Business Partner or Supporter.

– You can request official Mahara merchandise at the Cafeepress shop at at-cost price from Catalyst, or we can send you the files for your own printing.

Responsibilities of partners

Mahara Business Partners

As a Business Partner for Mahara you are expected to support the Mahara project. For example by:

– Featuring your involvement with Mahara prominently on your website and marketing material.

– Contributing features and bug fixes to the Mahara community to improve Mahara (client approval is assumed).

– Sharing non-code resources, such as training material, test scenarios, translations, user feedback, feature specifications and user stories.

– Contributing case studies of Mahara usage.

– Sharing your expertise with community members in the community forums or on other social media by answering questions.

– Promoting Mahara and Mahara events in your social networks.

– Keeping the team at Catalyst updated about Mahara events that you organise or are aware of for inclusion in the Mahara events calendar.

– Sharing selected event data with the project team for analysis on the reach and growth of the community if you organise events such as user group meetings, conferences, and un-conferences.

– Mahara Business Partners can contribute their services and expertise in many other ways to support the project, including financially.

Mahara Supporters

As Mahara Supporters you are expected to support the Mahara project actively. Examples of your contribution include:

– Promoting Mahara and Mahara-related events in your social networks.

– Contributing features and bug fixes to the Mahara community to improve Mahara.

– Sharing non-code resources, such as training material, test scenarios, translations, user feedback, feature specifications and user stories.

– Contributing case studies of Mahara usage.

– Keeping the team at Catalyst updated about Mahara events that you organise or are aware of for inclusion in the events calendar.

– Sharing selected event data with the project team for analysis on the reach and growth of the community if you organise events such as user group meetings, conferences, and un-conferences.

To facilitate communications, please

– Keep your contact information current and inform Catalyst of any changes.

– Reply to enquiries from Catalyst in a timely fashion, usually within a week.

Rights and responsibilities of Catalyst

– Catalyst will announce new Business Partners and Supporters in the Mahara.org news forum at **mahara.org/interaction/forum/view.php?id=1** within one week of the Business Partner or Supporter having been approved.

– From time to time, Catalyst may review a Business Partner or Supporter's status. Catalyst will get in touch with the partner via the contact details on file and discuss the future involvement. Catalyst reserves the right to remove any entry.

– Catalyst may update this partner guide at any time. It will communicate significant changes via email to each partner's contact person that Catalyst has on file.

Application and approval process for partners

The process for applying as and approving Business Partners and Supporters is straightforward and done primarily via email. Prospective partners are asked to answer a few questions and provide as much information as possible. Catalyst will respond in a timely fashion, usually within one week. Catalyst reserves the right to ask for more information to decide whether Business Partners or Supporters will be accepted into the programme. This is mainly to ensure that spam registrations are prevented.

Catalyst may also invite companies and other institutions to the partner programme.

Please send all partner enquiries to partners@mahara.org.

Trademark

Please consult the wiki page on the Trademark at **wiki.mahara.org/wiki/Community_resources/Trademark_Policy** for more information.

Approved Mahara Business Partners can use the Mahara Trademark (in both word and logo form) for commercial purposes, to advertise services around Mahara. Mahara Supporters can also use the Trademark on their website along with a description of their contribution to the Mahara project.

The logos for the two tracks of the Mahara Partner Programme are displayed on the right for reference purposes.

Get involved

Engaging with the Mahara core team at Catalyst

Email
You can contact us via **partners@mahara.org**, a dedicated email address for Business Partner and Supporter enquiries.

Twitter
Join the conversation and follow @maharaproject and #mahara on Twitter.

IRC
Especially for your development teams, synchronous conversations are held on Freenode IRC in the #mahara-dev and #mahara channels. The Mahara core team at Catalyst is usually present in both channels, so it doesn't matter which one you use for your questions. Please note that the core team runs on New Zealand time (UTC + 12). If your query is not answered on IRC, please post general questions in the discussion forums at **mahara.org/forums** and send partner-specific queries to partners@mahara.org.

How to engage with other partners and the wider community

Partner conversations
We set up the group "Mahara Partners" on mahara.org a **mahara.org/group/mahara-partners** which your nominated staff will be invited to join once you have signed up to the Mahara Partner Programme.

Community forums
Some support for Mahara users is provided in the main community forums at **mahara.org/forums**. Commercial support arrangements are offered by Catalyst and other partners.

Social media
Mahara users are active in a range of social media. You can find a list of known groups on the Mahara wiki at **wiki.mahara.org/wiki/Community_resources/Mahara_users_on_social_media**.

Where to find resources on Mahara

Wiki
The Mahara project maintains an extensive wiki at **wiki.mahara.org**. You are welcome to contribute to it and expand the information available there. Your mahara.org username and password are used to log in to the wiki.

User manual
The user manual for Mahara is available at **manual.mahara.org** and additions to it are welcome. Please send suggestions directly to Kristina Hoeppner kristina@mahara.org.

Community forums
The community forums at **mahara.org/forums** contain a wealth of information.