



The Mahara Partner Programme

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Thank you for your commitment to the Mahara project.

As the lead development company and maintainer of Mahara, 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 people and organisations, 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 organisations – to get more involved in the project.

This Mahara Partner Programme Guide gives you an overview of the benefits and responsibilities of being a Mahara Business Partner or Mahara 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 people and organisations around the world.



Kristina Hoepfner

Mahara Project Lead

Catalyst



What is the Mahara Partner Programme?

The Mahara Partner Programme exists to meet the needs of Mahara support companies and other organisations 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.

The Mahara Partner Programme consists of two tracks to make it simple to participate for all types of organisations.

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, contribute features, bug fixes or translations to the Mahara codebase, or provide other services to the Mahara community.

Mahara Supporters are entities that do not offer commercial Mahara services, but contribute to the project substantially, for example by organising events, submitting code or engaging in other support services.

Goals

The goals of the Mahara Partner Programme are:

- Enhance and maintain the open source software.
- Work alongside the Mahara core team to deliver Mahara community support services.

Mahara Business Partners

Recognise companies providing support services to the Mahara community.

Support companies in marketing Mahara in their regions.

Mahara Supporters

Recognise organisations and individuals that contribute to the Mahara project substantially.



Benefits

As a support company or non-commercial organisation, you benefit from being a Mahara Partner because you:

- Enable the Mahara Project to continue to enhance and maintain the open source software;
- Are recognised for contributing actively and substantially to the Mahara project by being listed on the Mahara community website as Mahara Business Partner or Mahara Supporter. This opens up the entire Mahara community to you because people can find you more easily, and you can expand your network;
- Receive a special partner logo for your website to indicate that you are a Mahara Business Partner or Mahara Supporter;
- Can participate in regular meetings with other partners shaping the future of Mahara;
- Have the opportunity to collaborate with Catalyst on new features for Mahara and provide feedback, instead of only receiving announcements via community forums;
- Receive advanced notice (approx. one week) when minor point releases of Mahara are expected, so you can plan your updates;
- Are invited to a preview of new features scheduled for each new release;
- Have the opportunity to be featured in the newsletter;
- Can request official Mahara merchandise design files from Catalyst for your own printing.



Responsibilities

Mahara Partners – Business Partners and Supporters – are expected to support the Mahara project actively and on an ongoing basis to keep their status. This can be achieved through a number of in-kind contributions or financial contributions, for example by:

- 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 success stories 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 unconferences.

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.

Mahara Business Partners and Supporters set annual goals, track their achievements towards them, and report on them to the Mahara Project. During the first year of membership as Mahara Business Partner or Mahara Supporter, the first review will be conducted after six months. After that, an annual review will determine the status in the Partner Programme.

If Mahara Business Partners do not meet their goals for in-kind contributions for a minimum of eight hours per month on average, they can contribute to the project financially at USD10,000 per year to remain in the Partner Programme. This financial contribution, as well as any in excess of it, flows directly to the Mahara core team to support:

- Security releases;
- Major point releases;
- Bug fixing;
- New feature development;
- Code base improvements;
- Maintenance of the infrastructure, automation test suite, user manual.

Mahara Supporters do not have a financial obligation if they do not meet their goals.

Rights and responsibilities of Catalyst

- Catalyst will announce new Business Partners and Supporters in the Mahara.org news forum at mahara.org/news within one week of the Business Partner or Supporter having been approved.
- Catalyst will respond to partner inquiries in a timely fashion, usually within one week.
- From time to time, Catalyst may review a Business Partner's 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.

Trademark

Please consult mahara.org/trademark 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 follow below for reference purposes.



How do you get involved?

Apply for partnership

The process for applying as and approving Business Partners and Supporters is straightforward. Prospective partners are asked to answer a few questions and provide as much information as possible and meet with Catalyst in at least one online meeting. Catalyst reserves the right to ask for more information.

Catalyst may also invite companies and organisations to the Partner Programme.

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

Contact the Catalyst team

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

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. 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.

Engage with other partners and the community

Partner conversations: We set up the group "Mahara Partners" on mahara.org at mahara.org/group/mahara-partners which your nominated staff will be invited to join once you have been approved for 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.

Twitter: Join the conversation and follow [@maharaproject](https://twitter.com/maharaproject) and [#mahara](https://twitter.com/mahara) on Twitter.