



ORCID

Annual Report

Connecting Research and Researchers

2020

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About ORCID

ORCID's mission is to enable transparent and trustworthy connections between researchers, their contributions, and their affiliations by providing a unique, persistent identifier for individuals to use as they engage in research, scholarship, and innovation activities.

We do this by providing **three interrelated services**:



The ORCID iD: a unique, persistent identifier free of charge to researchers



An **ORCID record** connected to the ORCID iD, and



A set of **Application Programming Interfaces (APIs)**, as well as the services and support of communities of practice that enable interoperability between an ORCID record and member organizations so researchers can choose to allow connection of their iD with their affiliations and contributions

ORCID is a global, not-for-profit organization sustained by fees from our member organizations. We are community-built and governed by a Board of Directors representative of our membership with wide stakeholder representation. ORCID is supported by a dedicated and knowledgeable professional staff. [Find out more.](#)

Our Vision

ORCID's vision is a world where all who participate in research, scholarship, and innovation are uniquely identified and connected to their contributions and affiliations across disciplines, borders, and time.

Our Mission

ORCID provides an identifier for individuals to use with their name as they engage in research, scholarship, and innovation activities. We provide open tools that enable transparent and trustworthy connections between researchers, their contributions, and affiliations. We provide this service to help people find information and to simplify reporting and analysis.

Our Values: Inclusive, Trusted, and Open

● Inclusive

- We make decisions collaboratively, involving our staff, Board, those who support our mission, and the researchers and community that are the purpose of our work. We take a global view.
- We engage with a wide range of organizations and people to include broad viewpoints.
- We have a diverse team, deployed internationally in our "virtual office."

● Trusted

- Privacy and researcher control underscores everything we do.
- We strive to be a trusted and persistent component of the identifier-enabled research infrastructure with the goal of providing clarity in the breadth of research contributions and the people who make them.

● Open

- Our work is open, transparent, and non-proprietary.



We thank our members!

You helped us move even closer to the day when all who participate in research, scholarship, and innovation are uniquely identified and connected to their contributions and affiliations across disciplines, borders, and time.



We ramped up virtual engagement by hosting **67 virtual events**, staying connected with nearly **7500 community participants**.



Our research institution, publisher, repository, and funder members made **181 new integrations** with the **ORCID API**.



Users visited the **ORCID registry** **66,762,440** times, averaging **2.5 minutes per visit**.



We created **blog content** that generated **256,086 page views**.



We welcomed **118 new members** from **52 countries**, including our first members in **Thailand** and **Morocco**.



We launched our new **Certified Service Providers program**, certifying **10 new service providers**.



2,639,296 researchers registered for new ORCID iDs in 2020, or an average of **7231 new registrants per day**, an increase of nearly **33%** over 2019.



Our **social media community grew** to over **45,000** researchers, scholarly comms professionals, academic librarians, funding agencies, and research institutions.

Message from the Executive Director



CHRIS SHILLUM
Executive Director

I have had the good fortune and privilege of being involved in ORCID since before its founding in 2009, and have taken no small amount of satisfaction and some degree of pride in seeing the organization grow from no more than an idea to a critical, trusted and sustainable part of the scholarly infrastructure. It was an enormous honor to be appointed as ORCID's only second ever Executive Director in October. Since then, my primary focus has been on listening, both to the team so I can understand our challenges and opportunities, but also to you—our members and researchers—so I can understand how we are helping you achieve your objectives, and what we can improve.

2020 was a turning point for ORCID, marked by the realization of a challenging and satisfying milestone when ORCID finally reached sustainability and financial break-even. Over the intervening decade, ORCID found and refined a model that enabled us to provide a vast majority of ORCID services freely and openly, whilst gaining enough support from members to sustain the organization. It's so easy to underestimate just how difficult that is in the world of open infrastructure, and it was a great achievement for everyone—for founding Executive Director Laure Haak, and for everyone who's served in the team and on the Board—to eventually get to that point after almost 10 years.

As we enter a new era for ORCID, our vision and founding principles will endure: our emphasis on inclusivity, trust, and openness, and most importantly, our commitment to researcher-centricity. In 2020 we began the work to more crisply communicate the value we deliver to all of our stakeholder groups so that their investment in ORCID—whether it's a researcher's investment of time when they create or update their record, or a member's investment of money and resources when they support ORCID—really pays off in terms of saving time, reducing administrative burden, or more deeply understanding the impact and interconnectedness of the world of research

The COVID pandemic which challenged the world in so many ways this year has brought renewed emphasis on the importance of scholarship and global cooperation. We hope that in a small way, our work at ORCID helps researchers find each other, trust each other, and work more rapidly together to solve critical problems and meet unprecedented opportunities that face the globe today.

It is in this spirit that I invite you to dive into our Annual Report for 2020 and learn more about how we embarked on our “year of the deep breath” and how you, our members, helped us to build on researcher delight, enable valuable connections, expand our global connections, and continue our maturation as an organization.

Message from the ORCID Board Chair



LINDA O'BRIEN
ORCID Board Chair

2020 has been a difficult year as we faced the challenge of a global pandemic and its severe impact on so many. For ORCID it has been a year of transition. We farewelled our founding Executive Director, Laure Haak, who built ORCID from an idea to a reality, supported by those who saw the immense value that ORCID could offer to the global research ecosystem. Laure has turned her skills in public good start-ups, global virtual teams, and community building to new adventures and we wish her well in her endeavors.

The amazing senior team at ORCID demonstrated their resilience and commitment to the ORCID vision and mission, dealing seamlessly with re-inventing how they “did business” given the impact of the pandemic and dealing with the interregnum as we transitioned to a new Executive Director.

The Board were delighted with the caliber of candidates for the Executive Director role and doubly delighted to appoint Chris Shillum to the role in late 2020. Chris brings a wealth of valuable knowledge and experience and a passion for research infrastructure which will ensure ORCID continues to strengthen its role as a trusted essential component of the global research ecosystem.

2020 also marked a significant transition for the ORCID Board as the last of our founding Directors’ terms expired. Salvatore Mele, Ed Pentz and Simeon Warner not only saw the immense value that ORCID could offer to the global research ecosystem, but more importantly were prepared to freely offer their wise counsel, expertise, time and energy to the development of ORCID. Without such inspired leaders ORCID would not be where it is today.

I would like to personally thank my fellow Board Directors and the ORCID team for their dedication, commitment, energy and compassion during a year marked by challenges and significant transitions. And most especially I would like to thank you, as part of the global ORCID community, for your ongoing support and trust in our mission to enable transparent and trustworthy connections between researchers, their contributions, and their affiliations.

Message from the Treasurer



DANIEL HOOK
Treasurer

In last year's Treasurer's message, I reflected that as ORCID reached financial sustainability in 2019 a parallel development was that there was a transition from start-up phase to critical scholarly infrastructure, upon which many stakeholders across the scholarly ecosystem were beginning to rely. Just as I was writing those thoughts, the global pandemic had already started to spread. A few weeks later most of the world was to be locked down, with academic institutions beginning to close their doors to students and the world's researchers rapidly turning their attention to the pandemic.

ORCID has always been a lean and virtual organization. As a result, the team was much less impacted by COVID-19 in terms of their day-to-day approach to work. Nevertheless, being part of the research ecosystem, the whole team was extremely aware of the upheaval experienced by the stakeholders that they serve.

During 2020, ORCID increased the number of members by 118 through a mixture of consortial and individual membership agreements so that, even keeping membership fees flat for a further year, subscription revenue increased by 10%. Over the same time period, costs rose by just 4%, indicating that ORCID is in a good position to continue to offer infrastructure, services and support in a sustainable manner. ORCID can now boast 1180 members across 51 countries and a 95.9% renewal rate.

From a financial perspective, ORCID was and is well placed to weather the COVID-19 storm. The last few years of careful financial planning, working toward sustainability and making preparations to repay the original start-up loans (the first of which comes due at the end of 2021) have given ORCID the capacity to plan for the long-term. Given ORCID's increasingly important status as an infrastructure on which people need to be able to rely, this type of financial resilience in the face of significant global hardship is extremely important.

ORCID 2020: Year of the “deep breath”

In February, at our first Board meeting of the year, 2020 was billed as the “year of the deep breath”. The team felt that in the wake of hitting our long-sought goal of financial breakeven, it was time to step back, to pause and to reflect on what was next for ORCID. At the time, only a month away from the beginnings of global lockdowns and economic repercussions and two months away from the first-ever executive transition since ORCID’s founding, we could hardly appreciate just how timely and effective this strategy would prove.

In retrospect, refocusing our activities on consolidating value—on making ORCID more delightful for users, generating connections, and making it easier for members to realize the value of their memberships—has helped us set a strong foundation for the future of ORCID. The generous support of our members has made it possible for us to do this and we are proud to report on our progress and activities in our four major areas of focus for 2020:

- 1. Building on researcher delight:** making improvements so that researchers experience ORCID as an intuitive, useful, delightful, and time-saving service.
- 2. Enabling valuable connections:** clarifying the value of the ORCID record as a critical, indispensable data source and implementing processes that enable researchers to share their ORCID info.
- 3. Expanding global participation:** expanding accessibility so that researchers from across the worlds are able to manage and share their ORCID record information with publishers, funders, and research institutions.
- 4. Maturing as an organization:** continuing our transition to a stable, mature, established organization with consistent decision-making and a stabilized cost model.

Building on researcher delight

In order for Identifier systems such as ORCID to be of maximum value, they should be ubiquitous—you only really want one system that everyone agrees to use. The best way to achieve this is through ensuring everyone trusts the system, and understands how it works and what it can do for them. ORCID has been built and relies on the principle of transparency and we strive to make our community members feel they have the ability to influence the decision-making process if they want to, leading to our community-driven governance model.

One of our founding principles is the idea of researcher control. As more organizations integrate and connect the ORCID data with their internal information systems, it may not seem as if this is compatible with the pressure researchers sometimes feel to create an ORCID record from their institutions or funding bodies. While we continue to encourage organizations to integrate and make full use of the ORCID data, we realize that this needs to be balanced by delighting ORCID users—making the system easier to use and understand, and saving them time and effort wherever we can.

In 2020 the generous support of our members has allowed us to address user delight in a number of ways. In 2020 the ORCID registry has grown to over 10 million iD holders, so we have a lot of users to delight! In September we conducted our first-ever Product Interest Group webinar, welcoming nearly 100 members and key partners from all around the world to learn about the progress we made in 2020 and our plans for 2021. Participants from different sectors, including publishers, funders, research organizations, and service providers, learned about our new member portal, upcoming improvements to the ORCID registry user experience, and got an update about our refreshed info site.

In September we conducted our first-ever Product Interest Group webinar, welcoming nearly 100 members and key partners from all around the world to learn about ORCID's development progress in 2020.

Faster registry and updates to the UI

Gradual accumulation of technical debt over the lifetime of the ORCID Registry began showing as an inevitable slowdown of response times. In 2020 we began the work of overhauling the system's architecture to reverse this. Such a complex task takes time, but so far, we have released improvements to a number of key screens and journeys, such as:

- [Registering](#) for an ORCID record,
- [Signing in](#) to your account (including social sign in, institutional sign in, and 2FA), and
- [Giving trusted organizations access](#) to your record via OAuth.

The work has been completed as part of the project to modernize the user experience and improve the registry speed where we have been creating a more sustainable architecture. As we complete this work, we have taken the opportunity to simplify and streamline our UI, tackle some of the suggestions for improvements raised by our users and members over the last few years, and improve the accessibility of the Registry with low-capability devices. As we have members and users from all over the globe, we are also ensuring all languages we support in the Registry are fully translated for the new UI.

We expect to complete the updates to our remaining pages in 2021.

Website and member documentation overhaul

We understand that as we grow, so does our responsibility to address the information needs of our community and make sure researchers and members alike have easy access to the knowledge they need to make the best use of ORCID. This includes optimizing the user experience on our information website with more clearly written instructional content, intuitive navigation and content layout, and improved accessibility. In 2020 we completed a full website overhaul, addressing a number of WCAG 2.1 AA standards compliance issues, including:

- **Legibility:** Our new informational site now has sufficient color contrast between background and foreground elements, with an accessible base font size.
- **Responsive design:** Our new site automatically optimizes its display to whatever device is used to access it. Users will be able to change some aspects of that display to make it easier for them to interact with the site. Our pages have been restructured so they can be easily read and understood, no matter what technology is used to access them.
- **Alternative formats:** All media and documentation is available in alternative accessible formats.

As part of this project, we reorganized our member documentation, which is now categorized into Features, Workflows, Integration Guide, and API Tutorials and expanded the number of workflows which link to the relevant tutorials via our new FAQ functionality, embedded throughout the documentation.

Enabling valuable, trusted connections

In April 2020, the Organization for Economic Co-operation and Development (OECD) released its report, Charting the Digital Transformation of Science, that explored key factors in the digitalization of research. Its findings were based on the International Survey of Scientific Authors (ISSA), a 2018 survey of nearly 12,000 authors working in a variety of disciplines in 60 countries.

The OECD survey found the ORCID iD to be the most widely used identification mechanism for researchers to assert online identity, eclipsing national identifiers and publisher author identifiers. In the Higher Education and Government sectors, ORCID is the de facto standard: OECD reports that over 60% of researchers in each field reported using their ORCID iD as a digital identity in their research, and over 50% of researchers in each country reported using ORCID iDs.

The research community as a whole is only now starting to grapple with the far-reaching impacts that COVID has had on research practices and trends, but even from the earliest days it was clear that it has pushed more researchers to utilize online tools and virtual collaboration spaces.

INCREASING TRUST IN ORCID

On July 16, the Court of Justice of the European Union ruled that the EU-U.S. Privacy Shield Framework can no longer be considered adequate for data transfers to the US in compliance with EU data protection rules, and is therefore now invalid. We are monitoring this complex and dynamic area of data protection law to understand the impact on ORCID and our Members, and will be publishing our position early in 2021.

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181 New integrations

In spite of the challenges our members faced last year, 181 new integrations were developed, including Panama's first ORCID integration, and the 10 PROJECTS that the US National Institutes of Health (NIH) have defined to integrate ORCID across their systems.

For example, researchers applying for funding from NIH or NSF can now connect their ORCID iD with their SciENcv profile in order to transfer data from their ORCID record into SciENcv by clicking a button, rather than having to manually retype all of their information.

The Member Portal: Affiliation Manager

The ORCID member portal is a new suite of tools in development that will help member organizations—especially ones with limited in-house technical resources—get more from their ORCID membership.

INCREASING TRUST IN ORCID

We engaged with external consultants to begin a Data Protection Impact Assessment (DPIA) on the new ORCID Member Portal system. Privacy and security considerations were carefully taken into account during the design and implementation of the project, but the DPIA gives us the opportunity to review the impact on users and members, to manage risks, and to ensure we are fully compliant with GDPR and other data protection regulations around the world.

The first feature to be released as part of the member portal is our Affiliation Manager, which will allow consortium members to easily add/edit affiliation data to their researchers' ORCID records without having to do any system integration. In 2020 we piloted this new feature with a small number of Australian consortium members, and we are implementing their suggestions for the next beta roll, planned for early 2021. Each consortium lead will be invited to begin using the new feature in a phased approach, beginning with non-EU consortia first (in order to complete the paperwork for a full GDPR privacy assessment).

Enhanced member reporting

Though many organizations choose membership in show of their commitment to the open research and scholarly communications infrastructure that ORCID's (among other PIDs) make possible, many do so as part of their own organizations' plans to actively make use of and contribute to that infrastructure. Naturally these members wish to understand the progress they are making as well as the impact their integrations are having on their strategic objectives.

In 2020, we made significant headway towards a new and improved member reporting dashboard which will also be part of the suite of Member Portal tools. We've completed implementation of a brand new data platform and a flexible data visualization tool. We are now preparing the reports for the upcoming dashboard which will help members understand the impact of their membership and integration and include metrics on how many researchers are connected with the members integration, as well as how many of those have been updated. This will make it much easier for them to measure the impact of their integrations and make the kind of data driven decisions towards their goals.

In 2020, we made significant headway towards a new and improved member reporting dashboard that will help members understand the impact of their membership and integration and include metrics on how many researchers are connected with the members integration, as well as how many of those have been updated.

Certified Service Provider program

Service Provider (SP) systems enable hundreds of ORCID members to easily integrate ORCID into local workflows and systems and provide a more consistent user experience for researchers when they encounter ORCID. For these reasons, our members frequently want to know which SPs have enabled which ORCID product functionalities and be assured the implementation adheres to best practices.

In 2020 we launched our Certified Service Provider program which entitles service providers to benefits such as a reduced go-live time for their ORCID members customers. The program is a way for ORCID to partner with SPs on their use of ORCID and to make product information more accessible to the ORCID community. The Certification program will help drive business opportunities for SPs as their customers work toward their open research and interoperability goals.

For a full list of ORCID Certified Service Providers, [click here](#).

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Expanding global participation

ORCID is a community-led organization, supported entirely by membership fees. Actively engaging with our community is vital to ensuring that we understand and respond to the needs of both our members as well as the growing number of researchers who use their ORCID records in their work. We seek input and direction on specific initiatives and we make decisions collaboratively, involving our staff and Board—which is majority non-profit and broadly representative of the research community—as well as our partners, and the researchers and community that are the purpose of our work.

As we were already a fully virtual, remote-working organization, the biggest impact of COVID on ORCID has been the need to expand our thinking about how to engage with our community. Historically ORCID's engagement and outreach activities have been person-to-person or in-person events, relying heavily on domestic and international travel. We have shifted towards virtual engagement and outreach efforts for much of 2020 and plan to continue and expand this approach in 2021 and beyond. Virtual engagement has already proved to be a cost-effective, efficient way of working with our community, allowing us to do more with the fees we earn from our members, and has also enabled us to lessen our environmental impact. Throughout the research and scholarly community, COVID precipitated a swift pivot towards virtual collaboration, which we expect to become the new standard way of engaging even post-COVID. In 2020, ORCID staff were involved in 134 community events covering a variety of regions, topics, and audiences, including 67 ORCID-hosted events with nearly 7500 participants.

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ORCID membership continues to grow

ORCID's long-term sustainability relies on an active and engaged membership. Even with the economic uncertainty that marked 2020, our membership has continued to grow; we welcomed 118 new members, including two new members in Indonesia and in Costa Rica, and our first members in Thailand (Walailak University) and a publisher in Morocco (Bouti Publishing). Some notable new members include:

- The Panamanian Secretaria Nacional de Ciencia, Tecnología e Innovación (SENACYT—the National Secretariat of Science, Technology and Innovation) is our first ORCID member in Central America (closely followed by the National University of Costa Rica). SENACYT is a governmental research agency that acts as a funder, and ORCID is a key feature in their custom research management system. SENACYT celebrated their new ORCID membership with a number of webinars, articles, and a radio interview promoting ORCID featuring ORCID engagement lead Ana Cardoso.
- The European Southern Observatory (ESO) in Germany. ESO is the foremost intergovernmental astronomy organization in Europe. Their main mission is to provide state-of-the-art research facilities to astronomers and astrophysicists, allowing them to conduct front-line science in the best conditions.

ORCID is making headway in the Asia Pacific region. We welcomed six new direct members, as well as nine new members via the new Japan Consortium, which launched in April 2020.

Supporting communities of practice

An ORCID consortium is a group of five or more not-for-profit organizations that band together to form a community of practice that can apply ORCID services and resources in regional and national contexts, using global implementation standards. In 2020, our Consortia Program celebrated its sixth year and we welcomed three new consortia, Ireland, Japan, and US Government, for a total of 22 consortia active in every region across the globe.

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Maturing as an organization

ORCID is a mission-driven organization grounded by our values, upon which our [founding principles](#) are based. In 2020, we began the work to map and analyze our structure and processes in order to rethink our approach to serving our community. This project included interviews and process mapping workshops both within and outside the ORCID Engagement team, to ensure all stakeholders are included and that the Engagement team's processes are understood within the context of the entire organization. We are currently defining and analyzing suggested process changes and some possible organizational structure changes to maximize our effectiveness and provide better points of contact to our members and to our community.

ORCID has been a remote-work organization since its inception and, luckily, we have not experienced quite the level of pandemic-driven hardship experienced by other organizations, indeed many of them in our community and represented on our Board. While we have our eye on the short- and long-term effects of COVID in our community, it is worth noting that, from an operational perspective, our virtual culture has afforded us substantial built-in resilience that has made it possible for us to carry on at a level of performance not widely enjoyed by other organizations.

Though COVID has certainly affected ORCID staff too, we appreciate there is a difference and do not take for granted the advantage embedded in our "born virtual" organization. As with our external stakeholders, we will continue to monitor the health and wellbeing of our staff as the pandemic continues, and will look for ways to better support our team and improve our work culture.

We are currently defining and analyzing suggested process and organizational structure changes to maximize our effectiveness and provide better points of contact to our members and to our community.

Virtual Retreat

Like a lot of companies, ORCID staff usually get together yearly—in person—for team building, and to plan how we will work together to serve our community in the coming year. And like a lot of companies, 2020 made business as usual impossible for us. Undaunted, our staff got together (virtually) anyway!

In October we held our annual (virtual!) retreat and welcomed new Executive Director Chris Shillum at the same time. Chris kicked off the retreat with a get to know everyone session and answered a lot of staff questions. We were joined by a panel of consortia leads including those from Ireland, UK, Lyrasis, and the US Government and had an eye-opening session related to virtual office environments and tools so we can continually improve how we work together and support our global community.

Improving the Employee Experience

Though ORCID was "born virtual", our staff is not immune to the challenges and concerns that often accompany remote work. ORCID'S Working Remotely Committee develops and researches best practices of other fully remote organizations focusing on four main areas to support staff: benefits and perks, policies and best practices, rewards and recognition, and fun.

In 2020 we launched ORCID First Fridays (O.F.F.), an ORCID-wide day off on the first Friday of every month. As a global, distributed team, we found that there were very few public holidays shared by all of our team members—we were craving shared, restorative time together while also having the opportunity to volunteer, pursue professional or personal development, or just relax without work FOMO (fear of missing out).

We also launched our “Food for Thought” series, fashioned after the “brown bag” or “lunch and learn” type get-togethers enjoyed by co-located organizations. As our staff is distributed throughout the globe, coordinating an educational lecture series around one particular meal is impractical; instead, attendees of our Food for Thought lectures are given a stipend to buy a meal of their choice to enjoy around the time of the lecture.

Culture Survey

In late 2020 we kicked off our first ever Annual Culture Survey, giving staff an opportunity to share their anonymous feedback to leadership about all things ORCID. The results of the survey will help shape our decisions for internal and external 2021 initiatives. ORCID exceeded its goal of 95% response rate and, as a reward, donating \$150 to Unicef on behalf of ORCID staff.

DIVERSITY, EQUITY, AND INCLUSION

We are all unique; connected we are better.

ORCID's Diversity, Equity, and Inclusion (DEI) working group was established in 2020 to ensure we are living up to our vision in every way. From our hiring practices to the equitable structure of our membership and support, ORCID'S DEI group seeks to promote the broadest representation of community participation possible.

Our DEI working group is drawn from the ORCID team and provides a forum for raising issues, discussing solutions, and developing initiatives to ensure continual enhancements and alignment to ORCID's values and mission, as a community-driven organization.

2020 ORCID Board

LINDA O'BRIEN, *Chair (2020–2022, second term)* Griffith University (AU)
YUKO HARAYAMA (2020–2022) Researcher member (JP)
DANIEL HOOK (2020–2022, second term) Digital Science (UK)
RICHARD IKEDA (2019–2020, second term) US National Institutes of Health (US)
VERONIQUE KIERMER (2019–2021, second term) PLOS (US)
ROBERT KILEY (2019–2021, second term) Wellcome Trust (UK)
SALVATORE MELE (2018–2020, second term) CERN (CH)
ALISON MITCHELL (2018–2020) Springer Nature (UK)
ANDREW PRESTON (2020–2020) Clarivate Analytics (UK)
KATHARINA RUCKSTUHL (2020–2022) Royal Society Te Apārangi (NZ)
DAISY SELEMATSELA (2018–2020) UNISA (ZA)
SIMEON WARNER (2018–2020, second term) Cornell University (US)
KARIN WULF (2018–2020) Researcher member (US)
SHOUGUANG XIE (2019–2021) Social Sciences Academic Press (China)
CHRIS SHILLUM, *ORCID Executive Director (ex officio)*, ORCID (US)
STEPHANIE HARLEY, *Secretary of the Board (ex officio)*, ORCID (US)

2020 Staff Listing

**Julie Balter	Sarah Hershberger	Sandy Papparisto
Rob Blackburn	**Tim Ho	Julie Petro
*Thamirys Cabral	Nabil Ksibi	**Mallory Robertson
Ana Patricia Cardoso	Emilia Kutrovska	Andrej Romanov
Estelle Cheng	**Liz Krznarich	Shawna Sadler
Pedro Costa	Camillia Lu	Bernette Sherman
Paula Demain	Paloma Marín-Arraiza	*Chris Shillum
Tom Demeranville	Leonardo Mendoza	Will Simpson
*Dan Dineen	Gabriela Mejias	*Matt Stockman
*Camelia Dumitru	Brian Minihan	*Giles Westwood
Padma Gopinath	Angel Montenegro	Ivo Wijnbergen
**Laurel Haak	Mitra Najafi-Gheidari	*Katrina Willis
Stephanie Harley	George Nash	**Catalina Wilmers
Ana Heredia	Daniel Palafox	

*New staff **Former staff