

# BeVolunteer Annual Report 2015-16

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## 1. BoD report: Short overview of main activities and milestones

### 1.1. BeWelcome website & members

- New members. During last year roughly 50.000 new BeWelcome profiles were created, but after a cleanup (spammers or otherwise inappropriate) the final number of new members is 18.000. The total number of members, active and inactive, on November 1st 2016, was 92.997).
- Results of login reminders: **2038** ticket to be handled by support volunteers (806 last year)
- Spam accounts: there was a huge increase of spam accounts. Roughly 32000
- Members without valid email address have been suspended
- Updated Terms of Use also in French and Telephone number added as requested by French authorities

### 1.2. BeVolunteer organization

Changes in the organization:

1. Addition to Rules and Regulations
2. Taskforce working on clarifying certain parts of the statutes

#### 1.2.1. Board of Directors

##### 1.2.1.1 SUGGESTIONS FROM THE BOD LAST YEAR:

The BoD has some suggestions for BeVolunteer and for the next BoD:

- Comply with the requirements of the French authorities ([see 1.2](#)).-done-
- Create a list of less visible potential BeVolunteer members and invite them to join the organisation.-done-
- Clarify roles and responsibilities for teams, including the BoD.-partly done-

- Make the development / redesign of the website more visible, for example by communicating with the community from time to time through community news or forum.-done-
  - Decide and make the decisions visible.
- The new Board of Directors started with much enthusiasm. The roles and tasks were divided over the new directors.
  - Volunteer coordination: The 2015-2016 BoD installed for the first time the role of Volunteers Coordinators according to the need to clarify the structure and ensure a good volunteer atmosphere. The experiment was a success: it has increased the quality of the volunteers exchange and the collaboration between each other:
  - About the meetings: The BoD organized 11 meeting with at least 4 members present.
  - The BoD started a new donation campaign in 25.11.2015 See [1.3 Finances](#) for more detailed information.
  - BeActive: the BoD decided – according to the BeActive rules - to sponsor 3 events: Seek the Duck, Seek the Pig and In Cod we trust.
  - What we did to include more BV members: actively searched for new members; took care of the inclusion of those members in the association.

#### **1.2.1.2 GOALS FOR BOD (from last GA, Nov 2015)**

- Working phone number for BeVolunteer-DONE-
- New ToU in place-DONE-
- Support/promote activities for at least 2 BW event in 2016 : 3-DONE-
- Add/Orient at least 5 new volunteers to Teams in 1 year.-DONE-
- Have an overview of every Team of BeWelcome (link, members, needs, issue, documentation of WoW and Mentoring)-DONE-
- 2 new support team members-DONE-
- Have Etherpad-DONE-
- Have cloud storage-DONE-
- Ask every team at least twice per year about the current status of the team-DONE
- Build a productive communication between BoD and Teams -DONE-
- Have at least 5 BeWelcome members signing up for BeVolunteer-6 DONE-
- Have at least 10 regular meetings with at least 3 members joining each meeting-11-DONE
- BoD taking the lead in collecting and prioritizing previous suggestions-DONE-

- Prepare the GA and its binding documents (statements, etc. Annual Report)-**DONE-**
- Announce meetings at least 1 week ahead in the community (**1x fail**)
- Proposition for the change of the Statutes-**IN PROGRESS**
- Recruit 3 new tech-skilled volunteers:SO FAR 1,5-**IN PROGRESS**
- make donations to BeVolunteer tax deductible in France -**IN PROGRESS**
- 2 new BeVolunteer members from France (!)-**FAIL**
- "start" and move forward Suggestion Team - **OPEN**

### **1.2.1.3 SUGGESTIONS FOR NEXT BOD**

- Change of Statutes
- Call a eGA for changing the Statutes
- Prioritizing the suggestions: the old BoD considers priority to implement the following suggestions:
  - **1) Rewrite Statutes and Rules & Regulations**
  - **2) Have a specific button to send hospitality requests**
  - **3) Search surroundings (on map search)**
  - **4) Having a mobile (friendly) version**
  - **5) Improve "Trips" to make searching active members possible**
  - **6) Add a map on the "text" search and remove the separate "map" search**
  - **7) Reply to Personal Messages via Email**
  - **8) Add option to link small images from gallery (on profile)**
- make donations to BeVolunteer tax deductible in France
- Recruit 3 new tech-skilled volunteers
- Announce meetings at least 1 week ahead in the community
- 2 new BeVolunteer members from France
- Lead the Google for Nonprofits campaign
- Have at least 5 BeWelcome members sign up for BeVolunteer
- Support/promote activities for at least 3 BW events in 2017 connected with BeWelcome Anniversary
- Have at least 10 meetings with at least 3 members attending.

### 1.2.2. BeVolunteer members

- Between November 2015 and October 2016, **6 new members** joined BeVolunteer. There were **5 resignations**. The BoD had to **reject 2 membership applications**.
- **11 members** accepted the offer of the BoD to receive the status of ‘honorary member’. These members have lost their right to vote in future General Assemblies and therefore do not count towards the quorum.
- The BoD decided to terminate the membership of **19 members** due to a significant period of inactivity and not responding to messages.
- The BoD received **2 Non-Disclosure Agreements (NDA)**

### 1.2.3. Statistics on General Assemblies and voting members

Year	BV members	Voting members*	BoD candidates
GA 2011	43	21	5
GA 2012	45	16	4
GA 2013	50	22	7
eGA 2014	60	34	3
GA 2014	60	22	6
GA 2015	64	23	6
GA 2016	65	65/28	5

\* Previously called ‘Active members’. These members are active participants of the General Assembly and are representing at least 25% of all members with voting rights.

## 1.3. Finances

- The financial year of BeVolunteer was from October 1<sup>st</sup> 2015 until September 30<sup>th</sup> 2016.
- The donation campaign was officially initiated on 25.11.2015 and the **donation goal was reached on 28.02.2016**, so the campaign took 3 months.
- The biggest single donation was € 200, the previous year the biggest donation was € 114.
- Our bank account is with Crédit Coopératif in Rennes, besides that we have a PayPal account and a Bitpay account.
- Crédit Coopératif does not save the transactions for a long time, so it’s necessary to **make screenshots every 3 months**.
- With Crédit Coopératif we have € 7374,58.
- We should keep some money on the PayPal account, in case we have problems with the bank account; on September 30<sup>th</sup> € 479,46 were left on PayPal.
- On Bitpay we have € 14,26.
- That means on September 30<sup>th</sup> we had assets of € 7868,30.

- The € 800 reserved for a lawyer were not used.
- All the BeActive money (€ 500) was used, applications from Seek the Duck (Toulouse), Seek the Pig (Lyon) and In Cod we trust (Marseille) were accepted.
- We have € 2000 in the emergency fund.
- In the financial year 2015/ 2016 we made a (planned) loss of € 654,70. As the € 500 from the BeActive fund were supposed to be spent anyway, the loss could be considered only € 154,70.

## 2. BeWelcome Volunteering

Volunteers are the base of BeWelcome. That's why we need to cherish every volunteer's input, big or small. It's not easy to find new volunteers, and it can be hard to keep motivation up. Especially when the workload increases, yet the number of volunteers or their time invested decreases.

A regular update of the 'Who Does What'-wiki creates an overview of the current volunteering status. As of October 2016, **at least 26 members** can be called active volunteers for BeWelcome.

### 2.1. Software Development Team and Testing Team

- Between November 2015 and November 2016, **6 volunteers** have committed code to BeWelcome.

#### Framework and redesign

At the moment a complete redesign is being made. Symfony will be used as the new framework for the BeWelcome website (instead of Rox). The code is being reviewed and cleaned up, to make it easier to read.

The 'trips' feature is newly coded. A new opening page has been designed and the unfinished version can be seen at [alpha.bewelcome.org](http://alpha.bewelcome.org). All pages are currently being designed and rendered using Bootstrap (front-end framework). See [2.3 \(Re\)design Team](#) for more information on the redesign.

#### Testing Team

Release 2.8 was tested by 6 members. There was no other big release to see if there are really enough testers for new releases.

### 2.2. Sysadmin Team

- New server (lynx) was installed
- Etherpad was implemented on our server.
- OwnCloud was installed on our server

## 2.3. (Re)design Team

No detailed report available for this Team due to lack of time of the involved volunteers.

The redesign is on its way and several steps have already been published on the BeWelcome forum.

## 2.4. Forum Moderators Team

### 2.4.1 Overview

Compared to some years, the period since the last GA has been relatively straightforward for the mod team, without any major disputes to adjudicate. This relative calm has been a gift, as the team continues to be seriously under-strength and might well not have had sufficient resources to cope with anything requiring a thought out response. The present four mods all have other commitments both within and outside of BW, and there have been times when the team struggled even to have one mod active. (This is a particular problem for the mod team as, unless issues are very routine, our decisions require input from several members of the team.)

### 2.4.2 Forum Issues

- The team dealt with many ‘commercial’ posts during the year. To an extent, this was a part of the commercial spam problem being responded to by the safety and anti-spam teams, but it also included posts by genuine BW users. The Terms of Use ban commercial activity but there is a huge grey area around whether specific posts are commercial or not. The rule of thumb used by the mods is whether there is some financial benefit but, even with this, many posts are not straightforward, with differing opinions about things like flat share tenants, promoting commercial events without personal benefit to the poster, links to websites, tourism promotions etc. To date, the team has generally managed to reach a consensus on action, but this is a difficult and slow process when the team is so depleted.
- During the year, the mods became involved in several issues around the forum groups, including disputes within groups and instances where group administrators were allowing posts that breached forum rules. The basic demarcation line between the responsibilities of group administrators and forum mods was agreed with the BoD, but several major issues remain unresolved. The mod team have produced draft proposals for an overhaul of the arrangements for groups, including changes to the setting up of groups, clarification of the role of group admins, some separation of the area-based and interest-based groups, and a review of inactive groups.
- Over the year, the mod team have been involved with a number of posts made to inappropriate groups/threads, often to the general discussion forum (e.g. hosting requests in the main forum). The team usually moves these posts to a more appropriate place – generally with the agreement of the poster – but there have been

enough of them for us to look at what might be done to prevent them in the first place. There seem to be a number of causes (a lot of which boil down to lack of information) but at least some of these posts result from the display on the landing page. The present list of 'recent posts' directs posters, without guidance, to a blank form which automatically posts in the general forum. The team hopes that this, along with some other landing page issues, will be addressed in the ongoing re-design.

## 2.5. New Member BeWelcome Team

- Over the last year, between 10.000 and 15.000 new members have been welcomed.
- At the moment there are 17 volunteers, of which 4 are silent members and 3 have not shown activity for some months. During this year three admins resigned (2 collected more responsibility volunteering for the BoD and other teams, one choose to take a break from volunteering). Currently the team has one coordinator and two admins.
- The team writes welcoming messages in 8 languages: English, Dutch, French, Spanish, Italian, Portuguese, German, Russian rarely)
- Basically the team organizes its information in a private BW group, BW wiki. During this year the team meetings have dropped down, but there is a plan to start again to organize internal meeting.
- The team members exchange information and discuss issues in a BW group.
- The team shares volunteers with the BoD, Safety Team, Support Team, Communication Team. The team operates in different time zones.
- The overall experience is positive. However, newbies hardly ever write back. The team gets a "Thank you" here and there, but rarely gets any longer feedback from the greeted members. The team sometimes shares the nicer messages with all. So far, only one new member complained about the work of this team.

### Issues

- The team meetings are a European affair only. The team has not found a solution for spanning time zones.
- Girandoliere, amnesiac84 and Samuele resigned from administration and fhina, thorgal67 and artep are quite busy otherwise, too. The question is, whether the team actually needs more admins at all or if we can activate ourselves to be more sociable somehow else? (tobyjum for example is doing a good job without the credit of an official admin as do others as well without ever bragging...)
- It seems that the team slowly but constantly decreases in activity.

## 2.6. Support Team

### Change of Coordinators

In the last year two coordinators, claudiaab and railslide, resigned from their roles as coordinators and take a break from volunteering for the Support Team. The team felt a big loss, but is grateful to both for their dedication. From March 2016 a Support Team member (girandoliere) and a BoD member (amnesiac84) temporarily took over the coordinators functions until the 2016 General Assembly. After the GA the Team has to discuss and find future coordinators.

### Statistics

Languages of tickets: most requests are in English but we regularly receive requests in French, Spanish, Italian and German. We also, from time to time, get requests in Dutch, Portuguese, Russian or other languages, e.g. Danish.

Languages spoken by active team members: English (all), Dutch (2), German (2), French (2), Italian (2), Spanish (2). Tickets in other languages are usually machine translated and answered in English.

### Types of questions

(period: 01-10-2015 until 30-09-2016)

Currently we use the following categories (number of questions per category for the past year in brackets):

- Account: **1513** (14915)
- Board of Directors: **193** (44) - confidential, not handled by Support Team
- Forum moderators: **29** (42) - confidential, not handled by Support Team
- French: **49** (114) – most French tickets are handled before moved to this queue
- General feedback: **117** (155)
- Junk: **525**
- Login Reminder: **2038** (806) – sent in October 2016
- Media: **22** (48)
- Newsletter: **1832** (used to be part of the 'Account'-queue)
- Other: **42** (192)
- Safety and abuse: **533** (682) - confidential, not handled by Support Team
- Software issues: **57** (2862)
- Spanish: **40** (107) - a good amount of Spanish ticket are handled before moved to this queue (mostly from "account" queue)
- Suggestions: **26** (85)
- Terms of Use: **962** (new queue due to ToU update, mostly bouncing e-mails)
- Volunteer: **13** (63)



Most genuine support mails are about lost password (roughly 70%) new password doesn't work (15%) username change (5%). Ten percent are other questions, ranging from errors while editing a message to 'all my messages are in Japanese symbols'.

## Volunteers

The support volunteers group has 18 members, 14 members have access to Support Team queue (excluding the confidential queues "Board of Directors", "Safety and abuse" and "Forum moderators").

These 14 members include some (formerly active) members that only help out in emergencies and on request. Also the BoD members have access to the support queue and one regularly helps out with Spanish tickets.

Two new volunteers were successfully recruited and integrated in the team. Some others expressed interest in volunteering, but they have not managed to finish the training. Three volunteers announced a break on volunteering for the Support Team.

## Templates

We created a new template (disk quota reached) and updated some other. No big changes here.

## New practices

After a team meeting it was advised to revise the member's rights (into BeWelcome volunteer menu) for the handling of specific tickets, most related to the Account-queue.

The Team will work on revising the FAQ and add links to the most asked questions on places where people have questions about them (after an unsuccessful login, for example)

## Problems

- High amounts of bouncing tickets clutter OTRS queues, mainly after sending out newsletters, login reminders or other mass mails.
- Automatic password generation gives a lot of problems. The team recently changed the lay-out of the e-mail being sent after this process to discover if it changes the amount of support mails for this problem.  
Another possible reason for the amount of problems could lay in the fact that people nowadays use their e-mail address more often to login on websites. BeWelcome only allows to log in with a username.
- At one point all mails were blocked by Microsoft (Outlook, Hotmail), but our system admin managed to fix the problem and has a better understanding for future problems of this kind.

## Open tasks for the coming year

- Recruit new active team members to increase quality of service and response times, especially for languages like Russian, Spanish, Portuguese/Brazilian
- Adjust the FAQ and include it on places members need it
- Work on a more efficient first contact with potential new volunteers (templates, tutorials, step by step instructions for team coordinators)

- Create a new how-to OTRS guide, which is more user friendly (a lot of volunteers step back because of it)
- Find a suitable job description for prospective supporters
- Update OTRS to a newer version (v4 or v5)
- Add a German-queue

## 2.7. Safety Team (01/11/2015-30/10/2016)

### 2.7.1 Team

The team currently has 5 members. We consider our current team composition as adequate in view of the current work load.

### 2.7.2 Sub team

The sub team "spam checkers" has 9 members currently. The team members are actively looking for spammers and ways to decrease their activity.

Adding extra volunteers to the Spam Checkers team, some in different time zones, has improved the response time.

### 2.7.3 -434 tickets handled

This is about one third fewer tickets than last year (638 tickets). The decrease is almost completely due to the decrease in reports by members about spammers. Thanks to technical approaches to disable fake profiles - many of them had links to commercial websites - fewer cases had to be handled manually by the spam checker subteam.

So called "scamming spam messages" still appear regularly. There seems to be no technical way to detect them before they send the first messages - but only after those have been reported.

As the general activity of the Safety Team members has decreased a bit the team members tend to act more independently to handle the tickets.

We would like to ask to reconsider putting a "report this profile" button on profiles. Several members have asked this, since it is easier to flag a profile than to contact the Safety Team.

The Safety Team issued several warnings to real members who misunderstood the nature of BeWelcome by asking for visa, jobs or offering paid accommodation. Some of the latter changed their profile and made clear that for BW members their offer is free, others quit BW or were banned after they failed to comply with our request.

On several occasions the Safety Team was involved in disputes between members. Most of those cases were based on misunderstandings, miscommunication or cultural differences and the Safety Team was able to moderate between the members.

On one occasion the Safety Team got in touch with the responsible people within other hospex networks and established contact to prevent members from community hopping in case they have already created problems on that other platform.

The team is pleased with the low number of serious issues that could have put members at risk. The team is vigilant and ready to act if such cases are reported in the future.

#### 2.7.4 Response time

Because of the varying nature of safety tickets requiring more or less consultation within the team a meaningful analysis of response times is not possible at the moment. Especially the urgent, safety related issues were dealt with swiftly.

## 2.8. Communication Team

### Members

After last year's General Assembly the Communications Team did a huge clean-up and asked all of the formally 176 members to sign in again if they want to remain active. As of October 2015 the team has 17 members.

Overall the activity of this team is quite low. A few members take the initiative of taking care of specific tasks which works quite well. But there has been hardly any real teamwork and the communication team as such is pretty dormant and needs to be reactivated.

Each member is at the moment more or less a lone operator. This is because of the horizontal leadership style that all teams utilize. While it ensures no one is a team leader it does create a vacuum in direction. The workload system currently depends on a person coming up with an idea, promoting it and gaining support. Often ideas come and go without completion if there is a lack of motivation and action. There is no real team/project management system to initiate tasks and allocate tasks to members.

### Suggestions

- The communication team is not working to any clear objectives, or isn't communicating any big image or narrative. It is important that the BoD / BV create direction. After direction, the communication team can create objectives and the specific tasks to reach those objectives.
- Have a small, dedicated team that can function as a catalyst for the members of the communication team.
- Create a work flow/ project management system, to show project ideas and enable people to join sub-teams within groups.

### Internal Communications

Most communication remains internal with the aim of motivating existing members to use the site for hospitality related activities and events as well as inform members of updates. While it is a necessary and important task, it is also born out of not having

direction for external communications or a budget to carry out any such direction if given. The primary means of internal communication is through the newsletter. It would be nice to check whether newsletters are an effective means of communication - a technical analysis of click-through rates would be interesting.

## **Newsletters**

Three newsletters have been sent out, 1 in December 2015 and 2 in 2016 (spring and summer), versus two in 2015, one in 2014 and four in 2013. A post-GA newsletter is being prepared right now and is aimed to be sent out in December. The last newsletter was sent in 9 different languages.

## **Suggestion**

- Create a system in which the communication can work with others teams. For example, the design team could help with creating fresh sticker and poster templates for the communication team to publish or event print. A BeWelcome Open Data team could indicate the effectiveness of newsletters and click through rates from the BW Facebook, twitter pages and individual online news articles.

## **Community News**

The BoD took care of the front-page 'community news' which is only seen if members log in to the site – as there was hardly any activity on this from within the communication team. This was resulting in 24 news messages (October 2016), an average of 2 per month. In the year before there were 8 messages.

## **External Communications**

The communication team works together to push consistent messages through internal tools such as the BW newsletter, and external tools such as Facebook and Twitter.

## **Facebook**

There were 2,600 likes before the 2014 GA. There were 1,777 'likes' at the time of the 2013 GA. This has increased to 3,576 (October 2015) and 4,225 by October 2016.

This does reflect growing interest in BeWelcome, given the team doesn't use paid FB advertisements. The team uses the page to motivate BW users in their everyday life to engage more with bewelcome.org (i.e. fundraising drives on the main site, building awareness of new site developments, calls to action). Due to a BoD strategic decision, Facebook posts do not contain 'general' information related to travel, tourism, hospitality. BW doesn't use Facebook in any commercial sense, since we are not driving users from BeWelcome to Facebook, but vice-versa. There is no host-guest

interaction on the Facebook page. The communication team is constantly looking for more interesting input and it is a task for the team to encourage members to let the team know about their stories if they want them published.

There is a public BeWelcome group (<https://www.facebook.com/groups/BeWelcome/>). It had more than 2,000 members in December 2015 but has seen no activity since, some members left during the year. There have been complaints about too many off-topic discussions not directly related to BeWelcome. After the administrator announced that there should be only BeWelcome related posts all activity stopped.

## **Twitter**

The @BeWelcome account had 450 subscribers in 2013, 535 subscribers in 2014, 727 in 2015 (October) and 805 in October 2016. Altogether 588 tweets have been sent. The administrators can tweet through their website and smartphone app. Like the Facebook account, 'tweets' reflect readers back to bewelcome.org. Followers and readers 'retweet' positive messages like hospitality experiences or stories related to BeWelcome. Same as with FB: The communication team is constantly looking for more interesting input and it is a task for the team to encourage members to let the team know about their stories if they want them published.

## **Spreadshirt**

The BeWelcome shop at Spreadshirt was reactivated about a year ago. Both the US as the European shop contain a few T-shirts. It would be good to have more designs - so far no designer stepped forward and it is a task for the coming year to organize this.

## **Conferences/Talks/Events**

BeWelcome has not been asked to take part in conferences during this year.

## **Media requests**

14 interviews and requests for information were handled by members of the BoD.

## **Google Ads**

The Google Ad Grants is a program that gives nonprofits \$10,000 every month to advertise on Google.com. It is also open to French non-profits. BoD applied for the program. The first trials of very small amounts of money to stay in the program gave quite interesting results. The Communication Team discussed and tried out several

settings with different keywords, advertisement styles, target languages and geographical areas.

The Communications Team supports starting to use the program for the purposes of BeWelcome and hopes that the General Assembly will approve the participation in this program to be able to really use it.

## **Other**

The team continues to support members and non-members who wish to communicate about BeWelcome through BW posters, flyers and badges, buttons, a Promotion Kit and press support. Over the previous twelve months there have been increased mentions of BeWelcome in the media and in blogs.

## **BeWelcome Outreach Team**

The Outreach group created in 2014 was meant to be open to all BeWelcome volunteers who want to help spread the word about BeWelcome through outside communication. Nothing happened in this group - possibly because there is no clear strategy and nobody giving a useful hand to those who want to communicate about BeWelcome.

## **Suggestions**

- We hope that the BoD support to carry out a member survey to find out whether the BW values (Open Source, Transparent, Non Profit) resonate with members. Whilst we might hope so, it may be that these values only resonate with a subset of members in Western Europe. How about Argentina, Brazil, South Africa, and China? Do they motivate members and particularly non-members and lead them to take action? The survey would ask members what attracted them to the site in the first place. It may not be open-source or privacy for example?
- We would like to have members create and spread more videos/ graphics and stories about BeWelcome. This could come through the provision of free promotional material at KEY hospitality events like Couchcrashes.
- We hope the design team could create sticker and poster templates so that individuals can self-fund and print, distribute.
- Find regional spokespeople (Africa, Europe, North America, South America, and Asia Pacific) to which we can direct requests by media or bloggers.
- At the moment, the communications team can't communicate anything that doesn't link directly back to the BeWelcome website. This limits the BeWelcome narrative. For example we can't mention new travel books, support causes (Climate change, low carbon lifestyles, green travel, petitions for good causes), because we may be accused by a member of being 'political.' We need BoD / BV approval to communicate on topic areas. Why not start by allowing the team to mention, for example, inspirational travel quotes' or pictures?

- Many hospitality events are phrased as "CS events", a few of the organizers also advertise their events on BeWelcome and therefore chose "neutral" names for their events. We should seek to influence those who do not do this to rename their events and make them not sound exclusively CS but more globally "hospex" events.

## 2.09 Ombudsperson

The ombudsperson handled two complaints from members:

- One member complained about having been approached by the Safety Team concerning a blog he was promoting on his profile. After some communication he was ok with it and satisfied.
- In summer there was a complaint by a member that the Safety Team has banned from BeWelcome. As the Ombudsman was travelling it took him about two months to react. After being asked for evidence for his allegation of having been banned wrongfully and insisting that the volunteers committed severe errors he sent 20 mails to the Ombudsman. The allegations were very confused and he asked to throw a lot of BeWelcome volunteers to jail. The Ombudsman came to the conclusion that there is nothing this member can be helped with as the Safety Team BW had acted within the rights to suspend his membership.

## 2.10 Translation Team

### Translators

So far, **300** members have been given rights to translate the website. Of those, **243** still had an active translation status on November 4th 2016. Of those translators, **105** logged in in the last 3 months (since Aug 1st) and **86** were set inactive on BW. There are also many cases of members with translation rights for convenience or administrative purposes but that don't do any actual translations.

### Languages

BW has been (partly) translated in 41 (or say 39, if Traditional Chinese / Simplified Chinese and Portuguese / Brazilian Portuguese are counted as one language each). Thai was introduced this year.

English: 100.0%	Croatian: 17.2%	Japanese: 4.5%
Portuguese: 99.6%	Swedish: 14.6%	Kurdish: 4.1%
Dutch: 98.5%	Arabic: 14.5%	Armenian: 3.7%
German: 85.5%	Esperanto: 14.1%	Bulgarian: 2.2%
Italian: 83.6%	Traditional Chinese: 12.5%	Latvian: 2.1%
Spanish: 82.7%	Turkish: 12.1%	Hindi: 2.1%
Russian: 76.2%	Polish: 11.4%	Romanian: 1.8%
Serbian: 75.1%	Basque: 10.9%	Norwegian: 1.6%

French: 71.6%	Lithuanian: 10.1%	Swahili: 1.5%
Greek: 46.6%	Hungarian: 9.0%	Breton: 1.1%
Simplified Chinese: 35.4%	Finnish: 8.5%	Malay: 0.6%
Czech: 33.5%	Danish: 7.1%	Thai: 0.2%
Catalan: 21.5%	Slovak: 5.9%	
Portuguese (br): 17.7%	Persian: 5.7%	

### Difficulties

- It is not possible for the coordinators to see how the activity is spread, i.e. how much each member with translation rights has translated and over what time period.
- When multiple translators of the same language translate texts, it's difficult to find out how certain returning words are translated exactly.
- Working from the volunteer pages, when translating, more context is required. A link to the page(s) where the code can be found or would be of great help.
- Sometimes small changes are made to very big texts – when this happens it's not easy to pinpoint where the changes were made and the translators have to review the whole text again.
- Certain fragments of texts are repeated over and over again (for example, the newsletter signatures or mails sent regularly to members). It would be less frustrating if those texts could be translated only once and then reused on other strings.
- Many languages are abandoned before they reach even 10% (which should amount for a big percentage of the website being translated since newsletters and mails aren't as visible but do count a lot towards the final percentage). It is not easy to track if there is any recent progress in a certain language or not.
- BW Communications often only get translated to less than a dozen languages.

### Suggestions

- Encourage translator volunteers to bring forward their difficulties and eventually suggestions on how to solve them to be later discussed with the Development team, if needed.
- Try to encourage a proactive approach from other teams to discuss their language related problems with the translation team. Eg: Development team could use more variables for texts that occur frequently or the New Member Welcome or Support teams try to ask for a translator's help with an occasional issue with a less common language.
- Keep a log of the evolution of the translations to access which ones are still actively translated and which ones have reached a standstill. Promote a cleanup of languages



that have been abandoned for a long time, removing them from the list of languages to choose until they're more translated.

### **3. BeWelcome Meetings and Unconferences**

**224 activities** were announced through the activities tool between November 6<sup>th</sup> 2015 and November 1<sup>st</sup> 2016

#### **3.1. Seek The Pig – Lyon / France – April 2016**

The weekend started with a pub meeting on Friday night. On Saturday one BW member offered a 2 hours guided tour. About 30 participants met at an alternative pub. When the weather became better the whole group went to a nearby public square to play Kubb games. For dinner many participants were really seeking the pig – and went to have a pork dinner in a typical Bouchon restaurant. After that a beer tasting was held at the place of one organizer. To get to that apartment was a perfect opportunity to discover the traboules, the historical secret passageways across the residential blocks. On Sunday a picknick in a peaceful park with slackline, frisbee and other games.

Officially, 38 people registered to the event, and a few more folks not in BW, or not registered. Most participants came from Lyon and surroundings, Marseille und Toulouse.

#### **3.2. Seek The Duck – Toulouse / France - July 2016**

For the 4<sup>th</sup> time the BeWelcome members of the Toulouse area organized a weekend event called Seek The Duck, from May 1st to 3rd. As the event was organized a bit more last minute than usual, it was decided to invite people from Couchsurfing to the event. Some of the activities of Seek the Duck where announced on Couchsurfing, inviting people to come and have a look, in order to meet people from this « other » website. The idea was to give more visibility to the event, but also to BeWelcome. Of the few members of CS who joined, a couple were actually quite interested in BeWelcome.

Up to thirty participants attended the activities. Sunday, as usual, was the most intensive day, with a SeekTheTreasure game (walk in the city by team, identifying photos, taking pictures at various places with some instructions, finding the Duck secret...), the wine tasting and the biggest picnic, about 40-50 people.

The success of this most traditional BeWelcome event motivated members from Lyon to organize the “Seek the Pig” weekend.

### **3.3. In Cod We Trust – Marseille / France – October 2016**

Inspired by the Toulouse activities the BeWelcomers from Marseille organized a weekend from **September 30th to October 2nd**. The name of the event is **In Cod We Trust**, which is actually a rolling event after [Seek The Duck](#) (Toulouse) and [Seek The Pig](#) (Lyon).

For have fun all together the group organized a lot of events: Aperitives, Pastis tasting, Hiking in the Calanques, Games & Quizzes, playing Pétanque,.. About 35 members from France and other European countries attended the whole or a part of the weekend.

### **3.4. BeActive**

This year, all of the budget reserved for the BeActive campaign has been allocated by the BoD.

## 4. Conclusion and Suggestions

The BoD has some suggestions for BeVolunteer and for the next BoD (copied from above):

- Change of Statutes
- Call a eGA for changing the Statutes
- Prioritising the suggestions: the old BoD considers priority to implement the following suggestions:
  - **1) Rewrite Statutes and Rules & Regulations**
  - **2) Have a specific button to send hospitality requests**
  - **3) Search surroundings (on map search)**
  - **4) Having a mobile (friendly) version**
  - **5) Improve "Trips" to make searching active members possible**
  - **6) Add a map on the "text" search and remove the separate "map" search**
  - **7) Reply to Personal Messages via Email**
  - **8) add option to link small images from gallery (on profile)**
- make donations to BeVolunteer tax deductible in France
- Recruit 3 new tech-skilled volunteers
- Announce meetings at least 1 week ahead in the community
- 2 new BeVolunteer members from France
- Lead the Google for no profit campaign
- Have at least 5 BeWelcome members signing up for BeVolunteer
- Support/promote activities for at least 3 BW event in 2017 connected with BeWelcome Anniversary
- Have at least 10 meeting with at least 3 members attending.
- Create a promotional campaign to celebrate the 10<sup>th</sup> anniversary of BeWelcome