

## 1. Financial Report

- The financial year of BeVolunteer was from October 1st 2017 until September 30th 2018.
- The donation campaign was officially initiated on 01.01.2017 and the donation goal (2.000 €) was reached on 26.02.2018, so the campaign took less than 2 months.
- The biggest single donation was € 1000, half of the required amount.
- When there is no donation campaign, there are practically no donations (only € 155 after the official closing date).
- Our bank account is with Crédit Coopératif in Rennes, besides that we have a PayPal account and a Bitpay account.
- With Crédit Coopératif we have € 5072,72 in the bank, of which € 2.000 is considered an "emergency fund".
- We should keep some money on the PayPal account, in case we have problems with the bank account; on September 30<sup>th</sup> 2018, € 3279,45 were left on PayPal. Donations on PayPal cost us about 2,2 percent in fees. This low percentage is due to our not-for-profit status.
- On Bitpay we have received no donations this year and currently we no bitcoins in our possession.

Conclusion: on September 30<sup>th</sup> 2018 we had assets of € 8352,17. Compared to last year, this means a profit of € 266,65.

<b>BALANCE</b>		
Previous Emergency Fund (30.09.17)	€ 2.000,00	Line 20 Emergency fund only to be used for urgent cases
Previous BeActive (30.09.17)	€ 0,00	
Previous BeVolunteer (Rest) (30.09.17)	€ 6.085,52	Line 22 Previous immediately available assets (Previous Total minus Emergency Fund)
<b>Previous Credit Coopératif (30.09.16)</b>	<b>€ 6.430,64</b>	Line 23 Emergency Fund, Beactive & BeVolunteer Money are placed in Credit Coopératif
<b>Previous PayPal (30.09.17)</b>	<b>€ 1.654,88</b>	
<b>Previous Bitpay (30.09.17)</b>	<b>€ 0,00</b>	
<b>PREVIOUS TOTAL (30.09.17)</b>	<b>€ 8.085,52</b>	
Current Emergency Fund (30.09.2018)	€ 2.000,00	
Current BeActive (30.09.2018)	€ 0,00	
Current BeVolunteer (Rest) (30.09.2018)	€ 6.352,17	Line 31 Current immediately available assets (Current Total minus Emergency Fund)
<b>Current Credit Coopératif (30.09.2018)</b>	<b>€ 5.072,72</b>	
<b>Current PayPal (30.09.2018)</b>	<b>€ 3.279,45</b>	
<b>Current Bitpay (30.09.2018)</b>	<b>€ 0,00</b>	
<b>CURRENT TOTAL (30.09.2018)</b>	<b>€ 8.352,17</b>	Line 36 Balance is positive due to previous years and succesful donation campaign
<b>Total Gain (01/10/2017 - 30/09/2018)</b>	<b>€ 266,65</b>	Line 38 For 2017-2018, BeVolunteer had a net profit of € 266,65

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## 3. Communication Team

### 3.1 Members

As of October 2018 the team officially has 22 members - most of them are not active in the team. Each member is at the moment more or less a lone operator. This is because of the horizontal leadership style that all teams apply. 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. A few members (around 2-4 members) take the initiative of taking care of specific tasks which works quite well, albeit in a limited way. But there has been hardly any real teamwork and the communication team as such is pretty dormant and needs to be reactivated.

#### Suggestions

- The communication team is not working to any clear objectives, or isn't communicating any big image, vision 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.
- \* Develop one or several BW/BV Spokesperson(s) or face(s) for BW/BV.

### 3.2 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.

### 3.3 Newsletters

Only 1 newsletter in 2017-2018. This compared to one in 2016-2017, to 2 in 2016, two in 2015, one in 2014 and four in 2013. A post-GA newsletter will be prepared and is aimed to

be sent out in December. The last newsletter was sent in 9 different languages. While the role of the newsletter was discussed in the group, and while there are some ideas for new content, this takes time and effort. In the main however, it needs content and news. We have little to offer readers - site redesign, new features etc. If there is no news, no need for newsletter.

### **3.4 Community News**

The BoD took care of the front-page 'community news' which is only seen if members log in to the site. This was resulting in 24 news messages (October 2017-October 2018). The topics range from the announcement of the new BoD to pointing out a radio report about hospitality exchange. For comparison: There were 22 messages between October 2016 and October 2017. In the year before there were 8 messages.

Suggestion

\*Open up Community News content.

### **3.5 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

2013 GA - 1,777 'likes'

2014 GA - 2,600

2015 GA - 3,576

2016 GA - 4,225

2017 GA - 4,751

2018 GA - 6,050

This does reflect growing interest in BeWelcome. 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.

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\* There is a public BeWelcome group (<https://www.facebook.com/groups/BeWelcome/>). It had more than 2,000 members in December 2015, but had 1,937 members in 2018. It has seen little activity since. It is linked to the official the BW page. Many organizations do this to encourage discussion around their brands.

\* We need more Facebook friendly/Social Media friendly content (video, pictures) to push through online platforms. aliflore made a great infographic - <https://www.bewelcome.org/gallery/thumbimg?id=55526&t=2> We need more of this.

## Twitter

The @BeWelcome account had:

- 450 subscribers in 2013
- 535 in 2014
- 727 in 2015
- 805 in 2016
- 836 in 2017.
- 850 in 2018

650 tweets have been sent (approx 20 in last year). 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. 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.

## 3.6 Spreadshirt

The BeWelcome shop at Spreadshirt has two pages (one for the US and one for the European market). It didn't have any sales in 2017-2018. It would be good to have more designs - so far no designer stepped forward and it is a task to organize this. The amount generated in sales was € 18.46 (paid out in 7.05.2016) and € 21.52 (paid out in 20.02.2017). These sales came from the European store at <https://shop.spreadshirt.de/bewelcome/>.

No sales came from the American store at <https://shop.spreadshirt.com/bewelcome/> We also need to fill up the following form for US tax authorities - <https://www.irs.gov/pub/irs-pdf/fw8bene.pdf>

\* Close US store, and double down on European one.

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Creating more designs.

Google Plus has been closed by Google in 2018. We had 170 members, but it was not an active channel. <https://plus.google.com/+BeWelcomeHospitality>

## 2.8.4 Conferences/Talks/Events

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

### Media requests

Interviews and requests for information were handled by a BoD member who is also member of the Communications Team. Apart from this the Communication Team does receive or manage media requests.

### Suggestion

\* We would like a list of "official" BW/BV spokespeople. Maybe from major language groups (one English speaker, French, Spanish) or different countries/regions.

The BeWelcome Video Channel at <https://vimeo.com/bewelcomevideo> has 3 videos which were uploaded in 2017. They have had about 165 views.

## 3.7 Google Ads

Google Ad Grants is a program that credits non-profits \$10,000 every month to advertise on Google.com. It is also open to French non-profits. In November 2016 the General Assembly decided to join the Google for non-profits program. This program gives the ability for non-profits to advertise on the Google Search network without costs to the organization. Since then BeVolunteer has experimented with certain keywords, not yet with differentiated advertisements, target groups or redirection URLs. The budget used to test those keywords have been between \$10 and \$20 a day.

The advertisement of BeWelcome has been shown over 570.000 times between November 7th 2016 and October 29th 2017. There were 26.426. The clickthrough ratio is 4.61%.

The TOP-10 keywords in total clicks. In 2018, Google no longer allows single keywords. Therefore, some of the best performing keywords have gone. They will be replaced with keywords such as couch surfing or couchsurfing login. Keywords like " BeWelcome Hospitality" etc. get little traction.

couchsurfing	Removed	Broad	Europe	General Ad (2018)	0 - 1	18,55
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couch surfing	Eligible	Broa	Europ	General Ad	1 - 4,971
guest	Remov ed	Broa	Europ	General Ad	0 - 3,739
coutch surfing	Remov ed	Broa	Europ	General Ad	0 - 1,962
hospitality	Remov ed	Broa	Europ	General Ad	0 - 1,309
surf sofa	Remov ed	Broa	Europ	General Ad	0 - 1,048
travel partner	Remov ed	Broa	Europ	General Ad	0 - 1,016
couch surfing websites	Paused	Broa	Europ	General Ad	1 - 959
home stay	Remov ed	Broa	Europ	General Ad	0 - 934
hospitality club	Remov ed	Broa	Europ	General Ad	0 - 643
coachsrfing	Remov ed	Broa	Europ	General Ad	0 - 419
couchsurfing travel	Paused	Broa	Europ	General Ad	1 - 383
friends travelling	Remov ed	Broa	Europ	General Ad	0 - 376
host family	Remov ed	Broa	Europ	General Ad	0 - 354
cauch surfing	Remov ed	Broa	Europ	General Ad	0 - 353
couch surfer	Eligible	Broa	Europ	General Ad	1 - 349
couchsurfing host	Remov ed	Broa	Europ	General Ad	0 - 334
surf couching	Remov ed	Broa	Europ	General Ad	0 - 298
travel exchange	Remov ed	Broa	Europ	General Ad	0 - 258

These were the TOP countries people were clicking from (IP registered):

Iran	Unspecified	- Unspecifie d	Iran	Physical location	- 3,706
Turkey	Istanbul	- Istanbul	Istanbul	Physical location	- 858
Cote d'Ivoire	Unspecified	- Unspecifie d	Cote d'Ivoire	Physical location	- 593
Peru	Lima Region	- Unspecifie	Lima Province	Physical	- 534

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		- d		location	-
Colombia	Bogota	- Bogota	Bogota	Physical location	- 510
Argentina	Buenos Aires	- Buenos Aires	Buenos Aires	Physical location	- 473
Tunisia	Unspecified	- Tunis	Tunis	Physical location	- 461
Georgia	Tbilisi	- Tbilisi	Tbilisi	Physical location	- 419
Morocco	Grand Casablanca	- Casablanca	Casablanca	Physical location	- 404
Ukraine	Lviv Oblast	- Lviv	Lviv	Physical location	- 381
Morocco	Marrakesh-Tensift-El Haouz	- Marrakesh	Marrakesh	Physical location	- 362
Algeria	Algiers Province	- Unspecified	Algiers Province	Physical location	- 340
Tunisia	Unspecified	- Unspecified	Tunisia	Physical location	- 296
Brazil	State of Sao Paulo	- Sao Paulo	Sao Paulo	Physical location	- 296
Egypt	Cairo Governorate	- Cairo	Cairo	Physical location	- 259
Ukraine	Kharkiv Oblast	- Kharkiv	Kharkiv	Physical location	- 247
Turkey	Ankara	- Ankara	Ankara	Physical location	- 247
Ghana	Greater Accra Region	- Accra	Accra	Physical location	- 243
Egypt	Cairo Governorate	- Unspecified	Cairo Governorate	Physical location	- 228
Morocco	Souss-Massa-Draa	- Agadir	Agadir	Physical location	- 219
Ecuador	Pichincha	- Quito	Quito	Physical location	- 214
Turkey	Izmir	- Izmir	Izmir	Physical location	- 213
Argentina	Cordoba	- Cordoba	Cordoba	Physical location	- 209

Whenever the new website is ready or whenever the BoD or GA decides, the daily budget will be increased. We have added ads in Russian, Malay, Spanish and Arabic to broaden membership. In October 2018, Google partnered us with a student to give us advice to maximise the usefulness of adwords. This is free, and is part of the google online marketing challenge. He is due to offer advice by mid November, and he understands the objective is to



increase impressions and membership signups, beyond the core geographic location of Europe.

### **3.8 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 various mentions of BeWelcome in the media and in blogs. However, mentions are usually in conjunction with CS. BW rarely gets its own story, history, values into its own articles/ stories. We need a "nook" to entice more news articles/ blog stories - <https://www.nomadicmatt.com/travel-blogs/not-to-do/>

### **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.

### **Other Ideas**

- Filled out profiles: While the communication team can communicate via newsletters the importance of filling out a profile, a rule that a profile is only activated (and thus be enabled to send requests) after having a certain number of words in it may be a more efficient method.
- Responsive website: We support a redesign strategy that utilises those people using smartphones. We can then extend adwords to mobile searches.
- Code base camp: We are happy to support the call for more coding/redesign team help. However, we need the exact volunteer positions and volunteer description/specifications. What exact skills/knowledge should volunteers have?
- New photos on landing page: Happy to use a competition for new photos on the landing page. Is there a place they can email/upload their photos? (something like d dropbox but open source? Maybe with possibility to store the pictures on our own servers?).
- Outsourcing some tasks: We would support outsourcing minor tasks e.g. creating infographics, videos etc.
- Volunteer recruitment: We are happy to look for volunteers, beyond those who are already BW members. However, we need a volunteer page that has an OPEN POSITIONS tab/section, with detailed job specifications and the name and email address of a real team leader. This we hope can be linked to a volunteer/project management system.

From the Member Survey:

- The main reasons for joining BeWelcome are the desire to be hosted by locals and to host travelers, meeting new people and learning about other cultures. Being non-profit is a strong motivation as is saving money. Which attributes should we focus on. Should we ignore the finding about "saving money"?
- Non-Use: The main reasons given for not logging in for a long time are not receiving requests and having forgotten about BeWelcome, but surprisingly also traveling oneself (and apparently not using BeWelcome during that time). This is interesting. The development of "push notifications" on desktop/phone might help? Newsletter may be of limited use?
- Ignoring messages: If members ignore hosting requests, should we add a reply rate? If people host, should we remind them to provide a reference?
- Not logging in: Male users and users who have not logged in for 6 months are somewhat less satisfied with BeWelcome. We largely just add links to our communication with members on FB, twitter, newsletter. Do we seek to add a SPLASH page, for returning members, to remind them of BW benefits. Its not great they keep returning to the same login page, 1 week, 5 months after a previous login. Whether its a new tip or hint, a quick video or some new content, how can we use splash pages to capture capture the returning members attention for a short time and can introduce changes or updates? Maybe a competition for a BW bicycle bag or a reminder to fill in their profile etc
- Removing the forum: We have had a previous GA decision to merge forum/Group Discussion. We can at least remove it from the frontpage. Instead maybe activities can be put on front page.
- AdWords: What they want most by far are more hosts and more guests. We can use adwords after the redesign to seek more hosts in new countries, using ads in different languages.

### **3.10 Key Suggestions**

- We would like to have members create and spread more videos, posters, sticker templates, graphics, infographics, GIFS, videos about BeWelcome. However, given the lack of content, maybe we should pay an illustrator or designer. This can be quite economical via sites like <https://www.fiverr.com/>, [designwork.com](https://www.designwork.com/), [upwork.com](https://www.upwork.com/), [designcrowd.com](https://www.designcrowd.com/)
- Find BV/BW spokesperson. This "face" of BW can be crowdsurfed by members. Make it a video competition. If not, find regional spokespeople (Africa, Europe, North America, South America, and Asia Pacific). Put a face and personality to BW/BV.

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- 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?

## 4. Safety Team Annual Report 2018

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

### 4.1 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.

### 4.2 Tickets handled

There have been 326 tickets slightly less than last year (364). Most tickets handled were commercial spam sent to one of the BeWelcome or BeVolunteer email addresses or 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.

As in previous years we would like to ask to reconsider putting a "report this profile" button on profiles. Several members have asked for this, since it is easier to flag a profile than to contact the Safety Team. There have also been several requests by members asking for a possibility to report a received message as spam from the email forwarded to a personal email mailbox outside of BeWelcome. The SafetyTeam thinks it would make sense to include a button leading to a login page for BeWelcome and when logged in from there directly to the report button.

### 4.3 Crime(s) committed via BeWelcome

This year there have been no serious crimes reported using BeWelcome.

In one case there have been accusations about sexual harrasment while sleeping by a male host towards a male guest. As the Safety Team was unable to find out the truth as both members involved contradicted each other about what happened we took no action which lead to the complaining member to leave BeWelcome.

In another strange case a member accused himself of being a thief before closing his profile himself.

The Safety Team is vigilant and ready to act if any serious cases arise again in the future.

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.

#### **4.4 Contact with Safety Teams from other hospitality exchange networks**

Last year a contact between the Safety Team of BeWelcome and the safety responsables of two other hospex networks had been established to prevent members from community hopping in case they have already created serious problems on another platform. These contacts are still active but didn't have to be used.

#### **4.5 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.

## 5. Technical teams

### 5.1 Software Development Team and Testing Team

#### 5.1.1 Development (and Redesign) Team

Since over 2 years a redesign and (partly) recoding is being made. Progress has been made, as can be seen here: <https://github.com/BeWelcome/rox/graphs/contributors>

A working version of the new website is continuously being updated on <https://alpha.bewelcome.org> where all members can use their known credentials to login. New code is being tested both locally and on Alpha. The development team is updating the code regularly to create a fast, working website that is looking good on (almost) all devices. As of writing, there is still work to be done, e.g.:

- Trips
- E-mail templates

The team is working at full speed and hopes to push the new website shortly after this year's GA.

Between November 2017 and November 2018 three volunteers have committed +/- 260 times, adding ~492,000 lines of code and removing ~700,000 lines to the BeWelcome project.

#### 5.1.2 Testing Team

A group of approximately 10 members has been testing the new website as deployed on alpha, providing feedback to the development and redesign team. Nine members have opened a so called 'Issue' on GitHub, officially stating a problem, bug or suggestion to enhance the code. That's 4 more than last year.

### 5.2 Sysadmin Team

The sysadmin team consists of one member with the occasional support . There is not one main system administrator who holds all keys to all servers. To share the control of tech "power"

The Sysadmins have always formed an atypical team. Some members are dormant and do not take over day to day tasks.

But if there are serious server issues they immediately step in. Those sysadmins have set up a backup in case they are not available immediately.

Another sysadmin takes care of the everyday tasks like renewal of certificates or installation of new software asked for by the BoD or other volunteering teams. A new sysadmin has updated the documentation of our system structure as the documentation was outdated and thus not usable any longer.

## 6. Support Team

### 6.1 Languages

Languages of tickets: most requests are in English but the Support Team regularly receives requests in French, Spanish, Italian and German. We also, from time to time, get requests in Dutch, Arabic, Russian or other languages.

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

### 6.2 Types of questions/Queues

(period: 01-10-2017 until 30-09-2018)

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

Account:	2251 (490)
of those Requests to delete the account	262 (268) see comment 1
Junk:	978 (740) see comment 3
Safety and abuse:	371 (364)
Board of Directors:	279 (238) see comment 2
General feedback:	65 (93)
Software issues:	50 (62)
Newsletter:	49 (1157) see comment 4
French:	24 (41)
Other:	38 (34)
Media:	31 (25)
Forum moderators:	18 (14)
Suggestions:	17 (29)
Volunteer:	15 (8)
Terms of Use:	11 (11)
Spanish:	10 (23)
German:	3 (7)
Survey:	1 (38)

Comments:

(1) last year statistics probably did not involve the bouncing messages of the login reminder or the login reminder was not sent in that period. With 1413 tickets, the login reminder counts for 2/3rd of all tickets in the Account queue.

(2) this most likely includes spam-messages

(3) automatically identified spam-messages. Rarely there's a false positive (far less than 1%)

(4) no newsletter was sent, therefore no bouncing messages. Probably all of the received messages were spam

### 6.3 Most common problems/questions

1. Getting new password doesn't work (was a big problem in the first half of the year. but seems solved more or less)  
Change of profile name
2. Problems using the website (or finding the right setting)
3. Requests to delete the account
4. Bouncing messages after sending the login reminder - not a problem since it cleans the DB, but resource intensive.
5. Many Spam-Tickets wouldn't include this one, since it's not a question/problem from our members but it's a 'problem' for the team. Inevitable, but costing resources
6. With the ability to login with the email -adress on the new website, it is expected, that login-related tickets get less.

## 6.4 Volunteers

12 members who can answer tickets have logged in over the last year. Included are members of the Safety Team and Board of Directors, most of them are also helping on the Support Team.

There were no new team members joining this year.

## 6.5 Challenges/Open tasks

- No new team members. Many tickets are handled by a few people. If one or two are not available for a longer period of time, the workload on others might increase
- Finding the right person to handle the ticket. It is not always clear which person can solve the problem and how the problem is solved
- Open older tickets: there are 14 tickets open for longer than a year.
- One of the most time-consuming and tedious tasks is the suspending of profiles with no-longer-working emails. Therefore (and for a cleaner member-database) it has been agreed from BoD to create a script, that suspends all profiles that haven't logged in for a long time and have near-empty profiles. That definition corresponds to an estimated 90% of the not-working email-adresses.
- Update OTRS to a newer version (v4 or v5). So far, no new OTRS-administrator could be found. The old one has declared to have no time anymore and has no time, to introduce a new one.
- 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)



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- Create a new how-to OTRS guide, which is more user friendly (a lot of volunteers step back because of it , but update OTRS first
- Find a suitable job description for prospective supporters

## 7. Forum moderators Team

### 7.1 Groups

The main policy concern involving the mods this year has been the BW Groups. Earlier this year, the BoD agreed some specific Forum Rules for groups, and these have been published as part of the general Forum Rules at <https://www.bewelcome.org/forums/rules> - the section 'Rules for Discussion Groups'.

Over the years, the groups list has become a confusing mess of mostly inactive groups. As time allows, the mods have begun to tackle a clean up, beginning with removing commercial and spam groups, and obviously 'dead' groups (often with no posts, members or admin). This has been a time-consuming process, as groups and member profiles have to be individually checked, to ensure that removal is the best option. In a (very) few cases, new admins have been found or members have moved to other, similar groups. So far, through this process, the mods have removed around 400 groups. Some were spam, but many were set up in hope by individual BW members to promote their home and are empty of posts, their owners inactive. Even after this clean up, as of October 2018, BW still has 1630 groups. Of these, 1187 (73%) have had no posts in at least the last 2 years.

On a more positive note, taking a more active role with groups could have positive benefits for BW. It enables us to engage with, and advise, new members; contact and possibly re-involve members who have become inactive; and sometimes to make new links between members.

To do this, though, we need a more managed process than we have had, and the mods have been testing and developing procedures around a new Groups Admin tool. This is in the final stages of development and we hope it will go live with the new site.

### 7.2 Private groups

At present, any group can be set up as 'private' and then can only be viewed by members of the group. Posts in private groups cannot be seen by the Forum Moderators, so cannot be moderated.

There are good reasons for the BoD and BW volunteer groups to have this privacy setting (e.g. to protect discussion of personal member details) but there seems to be no reason to extend this, potentially, to any group. If, on occasion, members do want to exchange private information through BW, this can be done through the messaging facility.

If BW requires all forum groups to adhere to the Forum Rules, then all forum groups must be moderated. Yet, currently, if a group has the private setting, it cannot be moderated.

It is therefore proposed that, in future, the 'private' group setting option should only be available by agreement with the BoD. (If this is not accepted and the 'private' option is continued then, at the very least, a technical change must be implemented to allow the Forum Moderators access for moderation purposes.)

When we started these discussions, we were hoping for a co-ordinated review of the groups by a dedicated team. This appears unrealistic. However, if the general principles are agreed, the mods could at least tackle the problem bit by bit.

BoD has agreed on it's 9. meeting in June 2018 that private groups in future are allowed only by decision of the BoD.

For existing groups, an announcement will have to be formulated by the forum mods, that

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from a yet to be decided date on forum mods and safety team will have access to all posts in these groups.

A final confirmation of this decision has to be made by the GA.

## 8. Bewelcome Translators 2018 Annual Report

### 8.1 The team

Currently, **242** members have been assigned with translation rights, of those, **130** still have an active status on 2018-11-10, 68 of them logged in in the last 3 months (since 2018-08-01) and **112** were set inactive. There are also many cases of members with translation rights for convenience or administrative purposes but don't actually do translation.

A clean up is needed to the team, so that not to have an illusion that the team has a lot of members while few are actually volunteering.

Since the last report at previous General Assembly (GA), **15 new codes were added for translation** (new translation tasks). Generally speaking, there are less translation tasks compare to previous years and the over all activity of the team is low. There are a few translators of different languages who are always quick in responding, and making the works of the team going well in term of answering call for translation (for operation needs), while the unfinished translation of most languages are mostly on hold as the new website is on the way to be released. On the other hand, there's hardly any real teamwork as each member is working alone on their own language, and translators of the same language are working alone on different codes.

Official working group for translators is BeWelcome Translators. Before mid 2018, the group is open for all BeWelcome members, many people joined the group without requesting translation rights during the years, and these members are not real volunteers of the team. A "query for volunteers" tool is needed to see a list of people with translation rights + people in the group, so that a clean up of the group can be done. Numbers of members who are in translation group don't actually have the translation rights. These members are to be contacted to either assign with translation rights remove from the group. Numbers of members who have the translation rights are not in Translation group. A synchronization is needed to be done.

### 8.2 Languages

BW has been (partly) translated into 42 languages:

English	100.00%	Croatian	16.10%	Japanese	4.10%
Portuguese	98.80%	Swedish	13.00%	Kurdish	3.80%
German	97.00%	Arabic	12.90%	Armenian	3.40%
Dutch	95.70%	Esperanto	12.70%	Insian	2.40%
French	86.70%	Traditional Chinese	11.20%	Bulgarian	2.00%
Italian	78.90%	Turkish	11.10%	Latvian	1.90%
Spanish	78.50%	Polish	10.40%	Hindi	1.90%
Russian	70.80%	Hungarian	9.80%	Romanian	1.60%
Serbian	68.70%	Basque	9.80%	Norwegian	1.40%
Portuguese (br)	67.60%	Lithuanian	9.10%	Swahili	1.40%
Greek	57.90%	Finnish	7.60%	Breton	1.00%

Simplified Chinese	40.90%	Danish	6.20%	Malay	0.60%
Czech	29.80%	Slovak	5.30%	Thai	0.20%
Catalan	19.20%	Persian	5.10%		

### 8.3 Difficulties and team desires:

- 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.
- Translators are interested in understand how the team is organized, who is active or not, and who does what. But currently there is no tool to achieve the data.
- possibility in the old site to click on a word to translate it directly is preferred by translators, but this function has gone in alpha (new website).
- 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.

### 8.4 Suggestions

- 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.
- Make it possible to check off the outdated codes (e.g. BW Communication) from the translation list so that they will not be counted as untranslated codes in the translated rate calculation.
- Tools to solve the problems mentioned above in "difficulties".