BeVolunteer Annual Re

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1. Board of Directors (BoD) report 2020-21

1.1 Short overview of main activities and milestones

The BeWelcome website has been updated and bug fixed with three major releases during the last BoD term. This has been announced within the Community News. We managed the ongoing COVID pandemic and some escalating forum discussions around COVID. We got in contact with the teams and divided work regarding the teams in between us. Most of us were very experienced volunteers. We enabled a quiet and reliable working atmosphere for the teams, so there was quite some output, newsletter, 3 releases, ongoing server admin activity, translation to Galego, lots of testing, moderation of activities was introduced, the wiki was re-animated, moderation solved some issues and managed to handle the trolls, Facebook and social media, social media preview was implemented, and we had some nice online activities during COVID. Now we even got some real-life meetings through the activity tool. We failed on supporting regularly the design team. But we got some new initiatives and willing volunteers to help out. We guided most of them 1:1 for on boarding but most of them got not active.

We failed on new activities regarding an API. Once again, we guided potential volunteers 1:1 for on boarding to our software stack.

We took part in the Open Hospitality Initiative, but we underestimated the dynamics of that initiative. We solved the stalemate regarding trips. But it will still take some time to finish it.

External to BeWelcome, but with strong influence on BeWelcome activity were two events: (i) a global pandemic closing the borders and hindering travel for health reasons, resulting in an overall decrease in travel-related (website) activities but with increased online activity (chats, forum activity, volunteer cafes); (ii) increased memberships (since May 2021 - ongoing) and overall increased hospitality activity via BeWelcome website. We are still facing a shortage of developers active on the website code itself, but we are hopeful this might change with further development of the simplified workspace setup, being developed by one of the new volunteers.

1.2 BeWelcome members and activity

Membership is compared roughly on basis of the Annual Report period, which ends in October or November of the year that the Annual Report is compiled. As of beginning of November 2021, BeWelcome had roughly 175,000 members. This is a net increase of roughly 35,000 members compared to last year.

During the period since the last GA, 9 (as of 06.11.2021) members signed an NDA (non-disclosure agreement) as part of active volunteering for BeWelcome.

Activity of the members (compiled on 1th Nov 2021 for the GA 2021, using BW statistics (https://www.bewelcome.org/about/stats)

·   During the last 4 weeks only 5,2% of members did log in (~9,170 members). 70% of members did NOT log in during the last 12 months. That is a small improvement compared to last year.

Same statistics for the last years -

(https://web.archive.org/web/20181114150652/http://www.bewelcome.org/stats)

·   Nov 21: **5,2%** log in during last 4 weeks, **70%** did not log in during last 12 months
·   Nov 20: **2,5%** log in during last 4 weeks, **79%** did not log in during last 12 months
·   Nov 19: **2,2%** log in during last 4 weeks, **86%** did not log in during last 12 months
·   Nov 18: **4%** log in during last 4 weeks, **85%** did not log in during last 12 months
·   Nov 17: **6%** log in during last 4 weeks, **76%** did not log in during last 12 months

- Nov 16: **7%** log in during last 4 weeks, **70%** did not log in during last 12 months
- Nov 15: **9%** log in during last 4 weeks, **63%** did not log in during last 12 months
- Nov 14: **9%** log in during last 4 weeks, **63%** did not log in during last 12 months
- Nov 13: **13%** log in during last 4 weeks, **38%** did not log in during last 12 months
- Nov 12: **9%** log in during last 4 weeks, **69%** did not log in during last 12 months
- Nov 11: **11%** log in during last 4 weeks, **67%** did not log in during last 12 months

Hosting requests functionality indicates that between 9-10 % of the requests get (tentatively) accepted. Even if the number of sent request increased from around 70 per day (COVID times) to 300 per day it shows that we should look deeper how to increase the acceptance rates.

1.3 BeVolunteer organization

1.3.1 Board of Directors

- The new Board of Directors (BoD) had a good start, ending with a bumpy ride. The roles and tasks were divided amongst the five new board members: executive, treasurer, secretary, volunteer-coordinators. In October 2021 one board member resigned from the board for personal reasons.
- Meetings: The BoD organized 12 meetings with at least 3 BoD members present.
- The BoD started a new donation campaign in December 2021. See Financial report for more detailed information.
- The BoD tried to include more BeVolunteer members by actively searching for new members. There were 2 new BeVolunteer members since last GA.
- Other tasks included day-to-day volunteer coordination, decisions about for example discussions around COVID in the forum.
- Day-to-day volunteer coordination: Some volunteering tasks have been delegated to the appropriate teams. The board identified specific board members to be a link for a specific team. So each team had a contact person within the BoD and these tasks were shared amongst the BoD members. This principle should be continued by next BoD.
- Volunteer resources: Major challenge during this term was a lack of active developers. Sysadmin team has been refreshed by some BW members taking that role again, and some new BW members stepping up to the challenge. By the end of the BoD term, the sysadmin team was a well-functioning team with good communication with the board (via the contact person). Developer resources are still scarce, with one volunteer doing most of the work on the website, and occasional spurs of activity of other BW members (volunteers), for example for developing a Progressive Web App.
- The GA 2021 is being organized completely online due to the global corona SARS CoV (COVID-19) pandemic, as proposed by the board and voted for by BV members in the BV group. It will take place by the last weekend of November, and the board prepared the necessary documentation (Annual Report, Financial Report, Budget proposal). This term the documentation will be made available before the GA.
There will also be an unofficial off-line meeting in Halle (Germany).

1.3.2 BeVolunteer members

BeVolunteer currently has 43 members, 26 of which are eligible to vote.
During the year, 2 new members have joined BV, and 1 BV member resigned. No membership was cancelled this year by the BoD, according to the Statutes (automatic suspension 2 years in a row), which brings the total number of BV members to 43. Out of these, 13 members are honorary members. The honorary membership is "a class of

membership that is non-voting, confers no rights or privileges […]".

Statistics on General Assemblies and members eligible to vote
Statistics on General Assemblies and members eligible to vote

Year	BV members	Members eligible to vote	BoD candidates
GA2021	43	26	1
GA2020	40	24	0
GA 2019	48	23	5
GA 2018	47	20	7
eGA 2017	48	36	--
GA 2017	48	37	3
GA 2016	66	47	5
GA 2015	63	23	6
GA 2014	60	22	6
eGA 2014	60	34	3
GA 2013	50	23	7
GA 2012	45	16	4
GA 2011	43	21	5

2. Finances

2.1. Financial Report

The financial year of BeVolunteer was from October 1st, 2020 until September 30th, 2021.
The full financial report with incomes and expenses can be found in a separate document.

The donation campaign officially started on 21 December 2020. The donation goal of € 600 was reached on 24/02/2021 and at the closing of the financial year (30/09/2012) we had received 6401 euro.
Reason for reaching our goal so quickly was mainly due to a large donation of €5,000 by a long-standing member.

We received in total 54 donations. If we exclude the largest donation, then the average amount donated is about €25.
Most donations came from Germany, followed by Switzerland, The USA and France.

We also received € 10,08 commission on the sale of T-Shirts

Server costs were higher than usual due to the need for an extra server for the ongoing replacement of OTRS and the Production server.

At the end of the term, we had a net gain of €4324,60. This was mainly because there were no legal expenses, no local event needed sponsoring, no promotional material was ordered and the increased donations.

At the end of the term, we had € 14764,76 of which €2,000 is still assigned as an emergency fund.

2.2. Budget 2021-2022

Specifications of the budget proposal are in a separate document.
We have currently more than € 14,750 in our bank account, of which more than € 12,750 is readily available.

At the GA the BV members will have the opportunity to discuss and adapt the current proposal

3. Team Status Reports

3.1. Frontend/ Design Team

The frontend developing in BeWelcome right now is a move towards the utility-first CSS framework Tailwind CSS 2.x. We remove step by step Bootstrap 4 and replace styles as we touch parts of our page. Internal start page, trips, safety, stats and about pages working already with Tailwind CSS 2.x.

Design team coordinator stepped down for volunteering in this term. There is no active coordination as the team is rather small.

Team members guided new potential volunteers 1:1 but no one really got active due to lack of time or due to hard to read our code base.

We're now trying to assemble a team of Frontend /Design and development. So far there were many volunteers interested, but the Redesign process has not yet taken off due to the lack of availability of the designers interested. Some volunteers try to design apps, but we lack someone implementing an API which will source such apps.

3.2. Sysadmin Team

3.2.1 Structure of the team

Main communication channel for sysadmins is a Telegram group and the Bewelcome Chat which are linked to each other.

The sysadmin team now gets advertised in the volunteering area as well, https://www.bewelcome.org/volunteer .

Sysadmins adopted Gitlab platform for tracking the work and issues related to infrastructure. We are currently 4 active people team, having regular meetings.

3.2.2 Achievements of the team

• Matomo got installed

• The broken Etherpad was discontinued, and all pads were imported to Nextcloud.

• The broken Owncloud was removed and replaced by Nextcloud. All the data from Owncloud was secured and transferred to Nextcloud.

• Most of the work was focused on migrating all services to the new servers. We have 7 servers now, 2 old ready to be discontinued, 5 smaller ones for website and support tools.

• Improved security of the new servers, more automation for more stability and less maintenance.

• Chat platform for all volunteers and internal teams working on BeWelcome linked to telegram (devs,sysadmins,board) and slack (design)

• Improving email delivery with implementing DKIM & DMARC

3.2.3 Migration of services

In September 2019 there was a Lilu attack to the servers, due to missing security updates on the exim mail server. We're doing patching more frequently now, and we also replaced exim with postfix for all production services. Our mail setup is now located on a different server than the web site.

We prepared web cluster for production website, which is currently in testing phase.

3.2.4 Planned and ongoing actions

• Acquiring new production server to replace current 9y old one
• Migration production and services to new server is ongoing, currently working on

difficult helpdesk migration as last service running on Lynx server. Production website is the last service running on Lion server.
• Describing all services with Infrastructure as a code for easier deployment.
• Frequently upgrade of the currently used apps and services, Implementation of unattended upgrades.
• Better monitoring of all services.
• Consulting about security & infrastructure related issues for new mobile apps
• Growing team and more automation

3.3. Development Team

No report provided by development team.

3.3.1 Testing Team

No report provided by testing team.

3.4. Communication Team

November 2021 - 26 members

In 2021, we asked members who wanted to stay active to reply to a thread in the Communication Team group. This was repeated in October 2021. Members were also messaged directly. Those who didn't want to sign up to a task or couldn't contribute at this time, were removed from the group and asked to re-join once they have the time and motivation to contribute.

During October 2020, the team drew up, with the aid of the BOD, a list of high, medium and low priority Comms tasks. All members in the group had tasks assigned to them. Even though it made the tasks clearer, and had group members assigned, it didn't lead to an increase in activity. In October 2021, these were instead broken down into linked areas.

- Newsletter and Community News team
- Social Media Team
- Content Creation and Design team
- External Communication and outreach team
- Support and Analytics Team
- Activity Moderation Team

However, the workload system remains poor and relies on a members' own initiative and internal motivation. There are many people who want to join the group, but many don't have marketing experience, and nobody wants to take the lead. if no one organizes, nobody else feels like contributing. There is often too much debate, and no action.
With no current work flow/project management system, a October 2021 decision was made to ask for a volunteer, to take full or partial responsibility as a group coordinator. Saleme has volunteered to become a partial coordinator.
There is now a recurring end of month meeting, that invites all current group members (thanks Marstr).

3.4.1 Internal Communications

Newsletter

Most communication remains internal with the aim of motivating existing members to use the site for hospitality related activities. While it is a necessary and important task, there is little external communications or a budget to do so. The primary means of internal communication is through the newsletter and community news.

Newsletters sent:
2020-2021   2
2019-2020   1
2018-2019   0
2017-2018   1
2016-2017   1

There is a lack of news/ original content (stories, pictures, advice) to engage readers. This is especially true during COVID-19.

Community News

The BoD gave more responsibility to take care of the front-page 'community news' which is only seen if members log in to the site.

2020 - 2021   9 stories;
2019-2020   11 stories;
2018 - 2019   8 stories;
2017 - 2018   24 stories;
2016 - 2017   22 stories;
2015 - 2016   8 stories

We are seeking to create at least two stories with pictures per month, that have emotional appeal, rather than technical updates.

Example: https://www.bewelcome.org/communitynews/190

3.4.2 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

Likes to the internal Facebook group:
2013 GA - 1,777;
2014 GA - 2,600;
2015 GA - 3,576;
2016 GA - 4,225;
2017 GA - 4,751;
2018 GA - 6,050;
2019 GA - 6,171;

2020 GA - 6,700;
2021 GA – 7,357

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 content.

There was an increase in members in 2020-2021. This was partially out of CS actions, but also better Facebook content. Once gained, we lose very few followers on Facebook.

There is a public BeWelcome group (https://www.facebook.com/groups/BeWelcome/), where members can post, and seek to connect.

2,000 members in 2015;
1,937 members in 2018;
1,931 members in 2019;
2,900 members in 2020;
3296 members in 2021.

It is linked to the official the BW page. Many organizations do this to encourage discussion around their brands.

Proposal: Should there be a means for members to submit their pictures and stories? Maybe shareyourcontent@bewelcome.org

Twitter

The @BeWelcome account had:

450 in 2013;
535 in 2014;
727 in 2015;
805 in 2016;
836 in 2017;
850 in 2018;
925 in 2019;
1026 in 2020;
1081 in 2021;

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.

Spreadshirt

The BeWelcome shop at Spreadshirt primarily serves the European market. It had a small number of sales in 2020-2021, with a commission payout of 10.08 Euro in January 2021.

It would be good to have more designs - so far, no designer stepped forward and it is a task to organize this. Merchandise is quite expensive, and we are on the lookout for alternative shops. e.g. https://www.printful.com/

Conferences/Talks/Events

Three members of BeWelcome took part in the online conference "Hospitality Exchange Summit" (hospexsummit.org) in May 2021.

Due to Covid online events have been organized on a regular basis several times a week.

Media requests

Media requests, interviews and requests for information were handled by member duesseldorf who is also member of the Communications Team. The Communication Team as such does not receive or manage media requests.

The BeWelcome Video Channel

Located at https://vimeo.com/bewelcome since September 2020. The number of videos has remains 8. We do not have many visitors/ followers, but use the videos hosted on VIMEO on social media.

Proposal: Add icons for the BeWelcome twitter, Facebook, and other social media outlets to the footer of BeWelcome.org.

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. After the 2016 General Assembly BeWelcome joined the Google for non-profits program. This program gives the ability for non-profits to advertise on the Google Search network up to an equivalent of 10.000 $ in ad costs.

In 2020-2021, we have sought to maximize the spend, but are limited in the keywords we use, as we serve a particular niche. We created keywords in languages such as Korean, Russian and Arabic. We also created a worldwide campaign and worldwide cities campaigns, both of which has been very successful.

While searches based on derivates of couchsurfing still get most traction ("couchsurfers, couchsurfing app etc), there has been an increase in those specifically searching for BeWelcome. However, as the keyword couchsurfing itself declines (less people are searching that keyword during COVID-19), less people may find BeWelcome via

Google Adwords.

The most successful campaigns (based on number of clicks on BeWelcome Ads), (comparing Jan 1,2021 - Oct 20, 2021 with the same period, the previous year) were:

WorldWide Campaign 54,631 clicks (2021) V 7,565 (2020)

WorldCities Campign 9,248 clicks (2021) V 0 (2020)

Analytics

We only have access to analytics since October 2020, via server logs imported into Matomo. This is very welcome. However, one downside is that it doesn't tell us how many of those who find us via Google Ads actually signs up.

CANVA and designs

Using CANVA, the team has produced a number of infographics to communicate the platforms value points. For example, "Ten reasons to join BeWelcome" has been translated to various languages including Korean, Spanish, Portuguese, Turkish and Traditional Chinese. These have been posted onto various groups and discussion boards online. They have also been uploaded to https://bewelcome.github.io/community-gallery/ so that members can find and use them quicky.

Press Releases

We developed and posted one press release in 2018-2020, but none in 2019-2020/ 2020-2021. These are important, as they are official markers, and can be used by journalists, and in Wikipedia updates. A Press Release will be developed for the new TRIPS feature. A distribution list of those journalists and bloggers who are interested in hospitality exchange is needed.

Other: Individual members have sought to promote BeWelcome via discussions on twitter, facebook, Reddit and Quora.

3.5. Translation Team

3.5.1 The Team

Currently (as of October 2021), **71** (compared 53 in 2020) members have been assigned with translation rights, of those, **all 71** are still have an active status on 2021-10-09, **most** of them logged in in the last 3 months (since 2020-08-01) although quite a few did not conduct any translation after being approved to the team. There are also some cases of members with translation rights for
convenience or administrative purposes but don't actually do translation.
The translations Statistics tool have been kindly reinstated by Shevek so translators have visibility of all the languages translated and the translation ratio.

7 languages (Portuguese, Dutch, French, Italian, Polish, Spanish and Greek) have been fully

or near fully translated, a lot more compared to last year, as we've got a few very active translators. There is also an active French and Spanish translators' group. More translations were done compared to previous years and the overall activity of the team has been higher and there is a nice working spirit. There has been a new language – Galego translated to a very high level very quickly.
Some old wordcodes have been archived.

There has been a big influx of new requests to join the Translation Team after the August 2021newsletter (about 40-50 requests within a few days after the newsletter has been sent), but hardly any user who clicked the join button fulfilled the translations team rules (somewhat filled and translated to at least one language profile) and after the initial contact by corazondeviaje they did not respond – so probably 3-4 new translators joined as the result of the
newsletter.
Potentially the team members list should be reviewed and cleaned up again.

3.5.2 Languages

BW has currently available in 40 languages (some very low translated languages have been hidden/ removed). (as on 09.10.2021):

Language	Translation Ratio (%)	Language	Translation Ratio (%)
English	100.00	Finnish	42.12
Portuguese	100.00	Portuguese (br)	39.38
Italian	100.00	Arabic	38.36
Polish	99.90	Chinese (Simplified)	36.45
Dutch	99.27	Slovak	32.47
French	99.22	Basque	30.81
Spanish	98.41	Danish	29.68
Greek	95.19	Persian	29.15
German	93.72	Latvian	27.05
Russian	77.55	Indonesian	26.09
Serbian	73.44	Romanian	24.85
Galician	71.24	Japanese	24.65
Czech	65.23	Bulgarian	22.72
Catalan	63.69	Slovenian	18.62
Lithuanian	58.42	Hindi	17.47
Hungarian	54.95	Swahili	13.85
Croatian	50.57	Norwegian	11.07
Chinese (Traditional)	46.71	Raeto-Romance	4.25
Turkish	43.98	Norwegian Bokmål	0.05
Esperanto	43.71	Sundanese	0.02

Recently the new FAQs have been published and a request to translators to check and translate those.
New translation way has been introduced and also a translations manual prepared kindly by pauloaguia.

3.5.2 Wish list

- Get back the statistics section, so we can know how many languages have started translation, and admins won't need to count the languages manually. It would be interesting for everybody to see the % of each language done. → **DONE – however the statistics show 100% while the same language on its page is at above 100%.**

- There is no tool for coordinators to see how the activity is spread, i.e. how much each member with translation rights has translated and over what time period. (Listed in "Difficulties" since 3 years.) → **Somewhat done - in statistics there is a point saying "Last translated by" + date**

- When multiple translators of the same language translate texts, it's difficult to find out how certain returning words are translated exactly. (Listed in "Difficulties" since 3 years.)

- Working from the volunteer pages, when translating, more context is required. A link to the page(s) where the code can be found 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. (Listed in "Difficulties" since 3 years.)

- 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. → Somewhat done

Suggestions by translators:

- Keep a log of the evolution of the translations to access which ones are still actively translated and which ones have reached a standstill. → **Somewhat done - in statistics there is a point saing "Last translated by" + date**

- Automatic notification about new translations being added (limited to once per day). This might help bring back some inactive translators.

- Add priorities and have them moved to the github issue tracker (so that it would help to get more attention to developers and pick them up).

- The issue with big texts we could solve by splitting in smaller ones and add a development hint to use small text translation IDs.

- Some badges for active translators (shown on profile, for example a small box in the profile which can be edited by coordinator to mark e.g. "This member is an active Translator (or any other volunteering work) for BeWelcome"

- Have some translator session or activity, to get the fun of translate together.

- It would be nice for people translating pages into a new language to delete from the translation tool many items that appear as "pending" and that no longer appear on the website.

- Creating guidelines for specific languages would improve the coherence of the communicates we create. Refers to BW basic terms like "general assembly" "host" etc. as well as to general politics – i.e. to what extend we are open to feminine forms (endings or the whole words - doubling or rotating masc. and fem.). /Before I joined the translation team, the Polish version was 100% masculine. To make the change smoother and less striking my strategy has been avoiding the expressions that address specific

gender. When it was impossible, I have been rotating masc. and fem. versions. I think it's the most discrete, based on common sense way to implement the necessary changes. That is also my recommendation, as it might help to spare BW an image of slightly backward community in that terms. But it would certainly be better to have it discussed and decided on GA.

3.6. Spam Checkers and Safety Team

The Spam Checkers consist of 9 volunteers, who check the daily signups, the forum and activities for spammers. Currently 3 spam checkers take on the largest part of the work. Although we have no statistics on the number of banned spammers, we can safely say that spamming activity has been greatly reduced over the last two years.

Most spam is related to dating spam and Code 419 spam (large amounts of money "donated" by lawyers).

The Safety Team consists of 6 volunteers. This term we had no serious incidents, although we cooperated with other networks to prevent abusers from network-hopping. Other few actions we had to take revolved around cultural misunderstandings, creation of dating profiles and misuse of the messaging system.

We have noticed an increase in messages being reported by mistake because of the position/size of the report button.
A possible solution could be to have a pop-up saying "you are about to report this message to the Safety Team - please choose the nature of your complaint :
- spam
- inappropriate message
- aggressive or abusive language
- other

We have also observed an increase in profiles being reported, probably due to the introduction of a "direct reporting link" on profiles.

The Safety Team also raised concern about the move from OTRS to Zammad. Tickets in OTRS cannot be transferred to Zammad.

3.7. Support Team

Current active members of Support Team volunteers: 6

4 new volunteers joined the team, of which 1 gave up and 3 remain active.

Another new volunteer joined the team in November 2021 and is starting the training process.

The role of team coordinator and OTRS admin has been shared between amnesiac84 and gbenouville. Gbenouville became the contact person for new volunteers and took charge of the training.

It was planned to change the tool used by Support team in year 2021: switch from OTRS to Zammad/helpdesk. But a technical issue delayed the change (existing user requests in OTRS can't be transferred).

What goes well:

- Thanks to the increased number of volunteers, the response time improved and no request remains unanswered.

- There has been more activity on our forum and discussions among members, especially with the new volunteers learning how to deal with some requests. A video call has been organised (3 members joined) to share tips about the use of OTRS.

- A guide has already been written about how to use Zammad.

- OTRS templates (standard answers to common requests) have been updated and transferred to Zammad.

Difficulties:

- There still are no guidelines about how to answer particular requests. Some forum discussions and the available templates can be used, but there is no "manual" for new volunteers to get guidance from a single place. Presently, such guidance is only given during the training process: so, it depends on who is in charge of the training, and it's not easily reusable.

- Each newsletter still causes a lot of bounces to be manually handled by Support team. The 2020 GA decision to suspend inactive profiles has not yet been implemented.

- A few more volunteers would be beneficial, especially for some languages (Italian, Portuguese, Russian, Turkish).

- The change to Zammad being postponed creates an uncomfortable situation: volunteers learning how to use the new tool and then not being able to use it makes them lose motivation; and new candidates must either learn how to use OTRS just for a short while, which is wasting effort, or learn how to use Zammad and not be able to help Support until it's in use. Moreover, there is currently no visibility about the date of change.

Moderation of activities:

Activity rules were published and a team of 3 volunteers was formed for moderation of activities. The present moderation policy is voluntarily not too strict: mostly commercial/spam activities were removed. Other activities breaching some of the rules (for example, activities without an accurate date or "public trips" being published as activities) were left. As there are not so many activities overall, this kind of activities were considered not to be a problem at the moment. Moderation of activities is presently not a lot of extra work, only a few activities had to be acted upon in the year.

3.8. Forum Moderators

The influx of new members that continued from 2020 has increased activity in the forum

and groups. Whilst this has been generally positive, it has also produced an increase in spam and disputes. At times, this has stretched the mod team. The team has gained an additional member, but another member has retired. The team continues to be under-strength, therefore, and the mod responses have not always been as quick as we would like.

The main outstanding issue for the mods continues to be the organization and display of BW groups. With the new members, there was an increase in demand for groups – both to set up new groups and to re-vitalise established groups. At present, however, most groups – including new groups – have no visibility and are difficult to find. The mods believe that some relatively simple changes could begin to address this and that, without some changes, members' enthusiasm is being wasted.

The introduction of an approval procedure for the creation of new groups has proved to be efficient, especially in avoiding duplicates and groups with little chance of survival. In case of refusal, the group creators are informed and we try to find solutions (for example making them admins of similar groups, renaming or merging groups,…)

3.9. New Member BeWelcome Team

Currently, we do not manage to welcome most of our new members, since the team is not very active.

At last year's GA, there was a consensus to use an automated message. This has unfortunately not been implemented yet.

The team should make this a priority. Any help is greatly appreciated.

3.10. Status Report Ombudsman

The Ombudsperson is currently Pietshah.
During this term he did not receive any requests for mediation.
There is a new candidate for Ombudsman for the term 2021/22