MOTION FORM FOR SI GA 2018   GRE-001

1. Heading for motion (No more than 10 words)
Take SOL database off-line until approved by all member countries

2. Member Group(s) proposing motion (note that only SI Exco and Member Groups may propose motions)
Servas Greece

3. Exact wording of the motion to be voted on
Take the Servas Online Member Database offline and only put it back when 100% of member countries have been consulted and approve of it. Volunteers will have 12 additional months to make all corrections and get all approvals. If that is not accomplished. Servas Exco will hire professionals to complete these tasks. The member database part of ServasOnLine, shall be taken off line by Dec 30, 2018 and remain offline until the software is approved for accuracy and usability by all of the National Secretaries. (Programming need not be perfect, but it must at least meet the needs of all member countries.) If the database can not be sufficiently upgraded/corrected and approved by Dec 30, 2019 by current volunteers, then a budget is to be determined to hire a professional team for as long as it takes to fix and get approval from 100% National Secretaries. No member country shall be left out of the approval process. The site must work for all members.

4. Background information and reasons for proposing the motion
It should be noted that an initial prototype of ServasOnline was previewed at the 2012 GA in Poland. What should have taken months to get up and running has taken years, with no end in sight. The current online version of the Servas member database is only marginally functional. It is not complete, accurate, nor user friendly. It was put online well before it was ready. Volunteers have been working very hard over the last few years to make improvements, but Servas is not being well served by this long delay. If current consultants/volunteers cannot affect a solution within the next year, then we must hire appropriate staff. This is not a matter of money, it is a matter of will. Just to clarify: SOL is NOT a huge database. It is a comparatively small one with limited fields. 10,000 to 20,000 members is not a lot in today's world. The problem is creating the right fields for the needs of all the member countries. If all countries had been consulted from the beginning regarding their specific needs (as mandated at the GA in 2009) we wouldn't be in this situation. Another very important part of any website is the User Interface, which is how information is input and what that experience is like. While ServasOnline may work for those members who graciously volunteered to participate in its creation it's not necessarily suitable for every country's members. Beta testing was inadequate, as shown by how many people are having trouble figuring it out and the need a wordy instruction manual to use it. The English language version is erroneous and should have had a native speaker help with the proofreading. A few countries may find it useful, but it is clearly not working for many other countries. And without every single member in the database it serves no one. The user interface must work without the need of a manual or outside assistance! The language and instructions must be clear to everyone. Navigation

must be simplified and easier to follow, with correct grammar.

This motion asks that ServasOnLine be taken offline, corrected, that ALL stakeholders be consulted, that SOL database thoroughly beta tested (blind tests), and then placed back online but only after more thorough testing.

If we have a wonderful, functioning site, everyone will use it willingly and gladly.

Although, we think we need a professional to help us through this difficult time, but if the volunteers alone can do it within a year, great. Now is the time to prove it. One year, no more.

And don't make it public until it is really ready.

5. Who is responsible for accomplishing the results of the motion?

Servas International Exco

6. Benefits for SI

Our continued existance. And growth. A phone app will do us no good until the main site is fixed.

7. Resource needs - time, human resources and specialist expertise

If changes/corrections are not actualized by current staff by Dec 30, 2019, then appropriate hiring will be implemented.

8. Budget implications

Undetermined

9. Does it affect the SI statutes?

Don't know

10. What is the impact if the motion is not passed?

We will continue to lose new members and even current members who are fed up with the current site. Not doing anything or delaying this project longer, will only hurt our efforts to spread peace through travel.

For Minute Taker Use Only:

Amendments (Passed or defeated)

Final Motion (Passed or defeated)