

Dear National Secretaries,

It is a great pleasure to share with all of you the final report for the Host List Reliability 2010.

It was a long project, so first I want to thank all the helpers and those whom offered to help from all over the world. Otherwise the project would not have been completed in the current year.

#### VOLUNTEERS WHO MADE IT POSSIBLE TO ACCOMPLISH THE 1st STEP OF THE GA 2010 MANDATE FOR THE HL RELIABILITY PROJECT

Servas France:	Muriel GIPALOU, Mireille CHARLES + Other helpers
Servas Pakistan:	Nauman NASEEM
Servas Kyrgyzstan:	Devendra PAL SINGH
Servas Argentina:	Lidia BALLERINE, Omjai KAEWRAMAI
Servas Uruguay:	Ivana SARRO, Héctor SANTANA, Felipe FERREIRA, Gabriela ETCHEBEHERE, Dinorah SANZ
EXCO:	Pramod KUMAR, Pablo COLANGELO

I received also offers to help from Servas Korea and Servas Taiwan

Languages used for the calls: English, French, Spanish, Thai, Japanese, Urdu/Hindi, Italian, German, Russian

Estimated number of calls: 1600

Cost for SI: USD 161,67 not include cost of calls donated by helpers from Servas France, Pakistan, Argentina and Kyrgyzstan

#### **Host List Reliability Process Background**

*DECISION TAKEN ON SEPT 10th 2009 AT THE SERVAS INTERNATIONAL GENERAL ASSEMBLY*

*SI host list coordinator will set up a host list testing system together with a team to ensure reliability, beginning in January 2010, according to Servas working group guidelines.*

- \* HL Reliability Team will make calls and send emails to test Host lists reliability*
- \* 78 lists from Member Countries with more than 10 hosts will be tested*
- \* 10 contacts will be established to Hosts and DH in every of those Member Countries*
- \* 4 to 5 helpers will be calling in different languages*
- \* Hosts and DH from National Groups or Member Countries with less than 10 hosts may be called also to help DFC (Development Fund Committee) into the reestablishing process*
- \* Results to be published at the end 2010*
- \* Calls will be done during 2010*

The countries were tested using a scale from 0% to 100% reliable.

It is not intended to compare between countries because Host Lists have different numbers of hosts.

In 2011, the team will focus on helping countries with less than a 70% reliability.

## **2010 ACCOMPLISHED SCHEDULE**

DEC 20th to DEC 30th / Appoint a committee of experienced people interested to help with this issue.

JAN 10th to FEB 10th / Discuss and type a guideline document on how to perform this job. Just to have it as a basis to do the job in a proper and consistent way.

FEB 11th to FEB 15th / Define the final schedule which will include the list of countries and budget to be presented to the SI treasurer prior starting the calling process.

FEB 15th to FEB 28th / Send accurate information about the process to all National, member groups and Servas News Team.

MAR 1st to MAR 15th / Process review and warming up!

APR 1st to \*SEP 30th / Host list reliability calling and gathering information.

OCT 1st to \*NOV 30th / Writing final report 2010 and feedback to all National, member groups and Servas News Team.

\*The project had a delay of 1 month

## **2011 TO BE DONE**

JAN 10th to FEB 10th / Review the process and results.

FEB 11th to JUL 31st / Track feedback to each country- and give them recommendations on how to improve Host Lists reliability, communication and host lists standardization.

AUG 1st to SEP 30th / Preparing methodology and guidelines for HL Reliability 2012.

OCT 1st to NOV 30th / Set up a team for 2012

DEC 1st to DEC 30th / Send accurate information about the process to all National, member groups and Servas News Team.

Pablo Colangelo

Servas International Host List Coordinator

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# HOST LIST RELIABILITY PROJECT 2010

