



**Result Report of the Survey
About Online Membership System
of AEGEE Network**

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ITWG

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Introduction	3
Q.1. Name of the AEGEE locals which were joined the survey:	3
Q.2. Name of the person, who fills in the form	4
Q.3. Percentage of the positions of the persons, who fill in the form, in AEGEE	4
Q.4. Write your email address	4
Q.5. How do you keep your member list?	4
Q.6. Are you interested in an Online Membership System for AEGEE?	5
Q.7. Which languages do you need in OMS?.....	5
Q.8. In which languages does the membership system need to be available?	5
Q.9. Would you like to switch your members' management to a system provided by AEGEE-Europe?	6
Q.10. How many times do you collect membership fee in a year?.....	6
Q.11. What is your current membership fee collection method?	7
Q.12. Do you want financial features?	7
Q.13. Which financial features would you need?	7
Q.14. Member may edit own data or board needs to approve it?	8
Q.15. Level of internet availability	8
Q.16. How do you solve your IT problems in your local?	9
Q.17. Once OMS has been introduced and is used, do you need assistance?	9
Q.18. Would you like to have a telephone hotline (in English) that you or your members can call in case of problems with OMS?	10
Q.19. How important or useful do you consider a means to login only once and then be able to use the IT systems of AEGEE-Europe as well as those of your local with the same username and password?	10
Q.20. Mobile access to OMS:	10
Q.21. Social network integration:	11
Q.22. What kind of integration with social networks do you consider as useful?.....	11
Q.23. Future of the membership card	11
Q. 24. Is there any data you want to store that is not mention in the list below?.....	12
Q.25. Is there any functionality you need but is not mentioned on OMS Wiki?.....	12
Q.26. Can you recommend a person - maybe yourself - that would be interested to work on the implementation of OMS?	12
Q.27. Is there anything you would like to mention that was not covered in the survey?	13

Introduction

Till summer 2009 the core IT system of AEGEE was based on Lotus Notes. This provided accounts (called 'aegee.org accounts') as well as a lot of databases, including document store, event calendar, address book and summer university (a yearly project organizing around 90 events Europe-wide) project management, application and evaluation system. Next to that, several stand-alone applications were in use, like a forum, Agora/EBM (statutory events) applications and a photo page. All stand-alone applications were linked to the core system using LDAP, MySQL and XML.

In summer 2009 the whole IT system was turned off by the Comité Directeur 2008/2009, and replaced for an externally developed system called 'Intranet'. While some new functionality was added, a lot of relevant functionality was also lost. Not only is the too strict design far from useful for AEGEE, also the implementation by the contracted company Troxo was done in an inconsistent way that puts too strong limits on corrections and future enhancements. Next to that, hardly any transition was taken care of, resulting in the loss of a lot of valuable information from the past.

To provide AEGEE again with a working IT environment, ITWG will **re-initiate the Online Membership System (OMS) project dating back to 2006**. Together with the network we want to build a new system that **suits the needs of the network**, while also keeping in mind that it has to be maintained by a group of frequently changing students.

This is the result report booklet of the survey for determining the needs of the network from an Online Membership System.

You can follow the process from the wiki web side which is created for the OMS:

<http://www.oms.aegee.org/wiki/index.php/OMS>

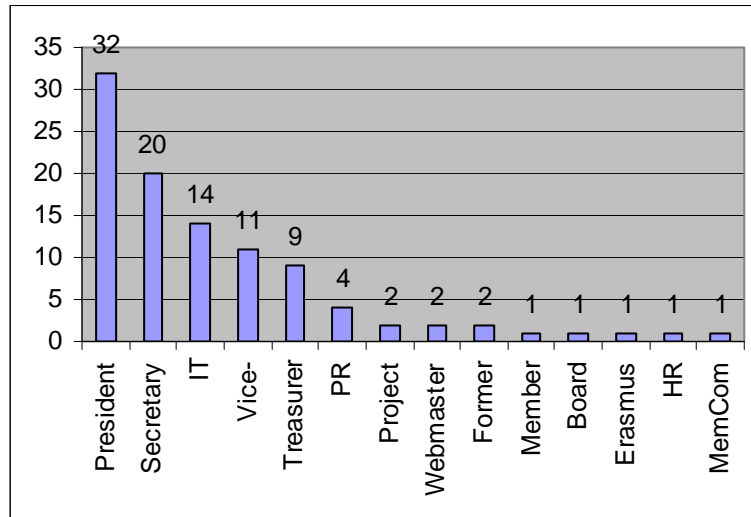
Q.1. Name of the AEGEE locals which were joined the survey:

AEGEE-Aachen	AEGEE-Firenze	AEGEE-Pécs
AEGEE-Academy	AEGEE-Fribourg	AEGEE-Peiraias
AEGEE-Alicante	AEGEE-Gliwice	AEGEE-Pisa
AEGEE-Amsterdam	AEGEE-Groningen	AEGEE-Porto Invicta
AEGEE-Ankara	AEGEE-Heidelberg	AEGEE-Poznan
AEGEE-Augsburg	AEGEE-Helsinki	AEGEE-Riga
AEGEE-Bakı	AEGEE-İzmir	AEGEE-Rijeka
AEGEE-Bamberg	AEGEE-Kaiserslautern	AEGEE-Roma
AEGEE-Bari	AEGEE-Karlsruhe	AEGEE-Sankt-Petersburg
AEGEE-Berlin	AEGEE-Kayseri	AEGEE-Sevastopol
AEGEE-Bilbao	AEGEE-Konstanz	AEGEE-Sofia
AEGEE-Bratislava	AEGEE-Kragujevac	AEGEE-Szombathely
AEGEE-Brescia	AEGEE-Leiden	AEGEE-Tallinn
AEGEE-Brno	AEGEE-Leon	AEGEE-Tilburg
AEGEE-Budapest	AEGEE-Leuven	AEGEE-Toulouse
AEGEE-Burgos	AEGEE-Lutsk	AEGEE-Udine
AEGEE-Castelló	AEGEE-Luxembourg	AEGEE-Utrecht
AEGEE-Catania	AEGEE-Madrid	AEGEE-Valencia
AEGEE-Coruña	AEGEE-Maribor	AEGEE-Valetta
AEGEE-Craiova	AEGEE-Milano	AEGEE-Vilnius
AEGEE-Debrecen	AEGEE-München	AEGEE-Voronezh
AEGEE-Delft	AEGEE-Napoca	AEGEE-Wien
AEGEE-Dnipropetrovsk	AEGEE-Ogre	AEGEE-Zagreb
AEGEE-Eindhoven	AEGEE-Oviedo	AEGEE-Zaragoza
AEGEE-Enschede	AEGEE-Padova	Members Commission
AEGEE-Eskişehir	AEGEE-Passau	
AEGEE-Ferrara	AEGEE-Patra	

Q.2. Name of the person, who fills in the form

Results are not published due to privacy reasons.

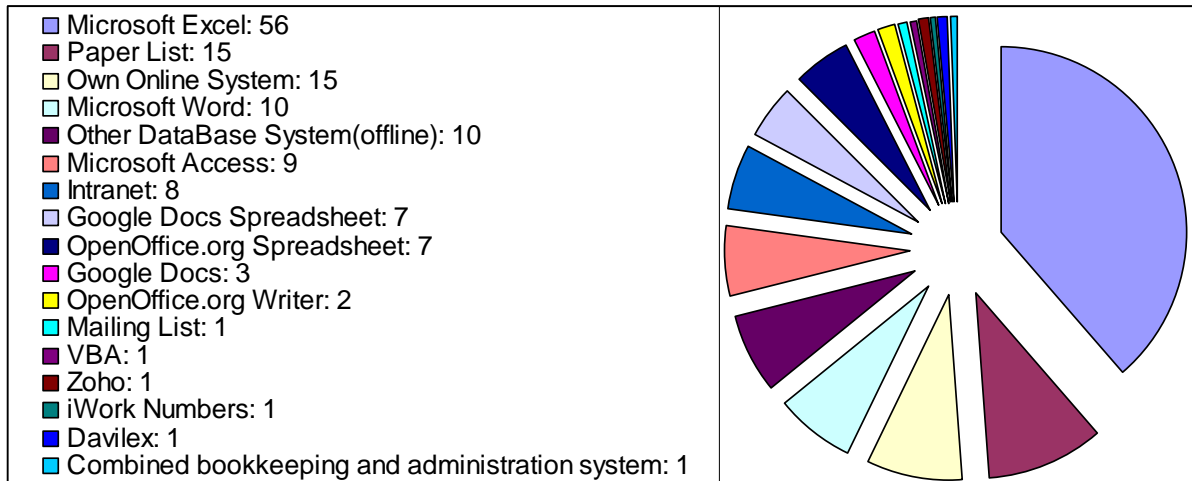
Q.3. Percentage of the positions of the persons, who fill in the form, in AEGEE



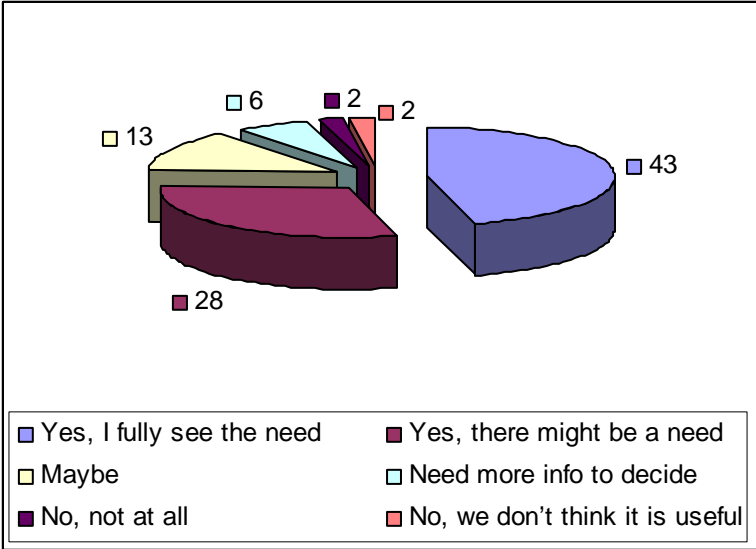
Q.4. Write your email address

Results are not published due to privacy reasons.

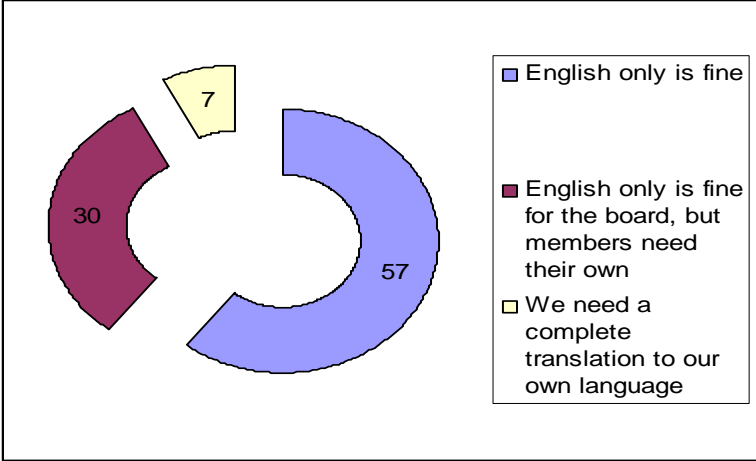
Q.5. How do you keep your member list?



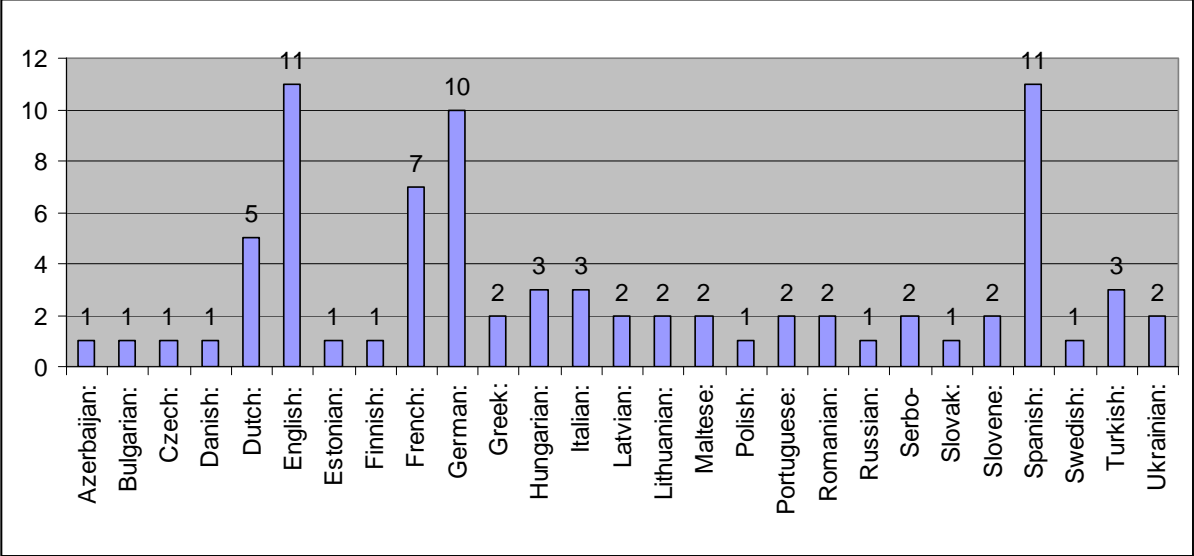
Q.6. Are you interested in an Online Membership System for AEGEE?



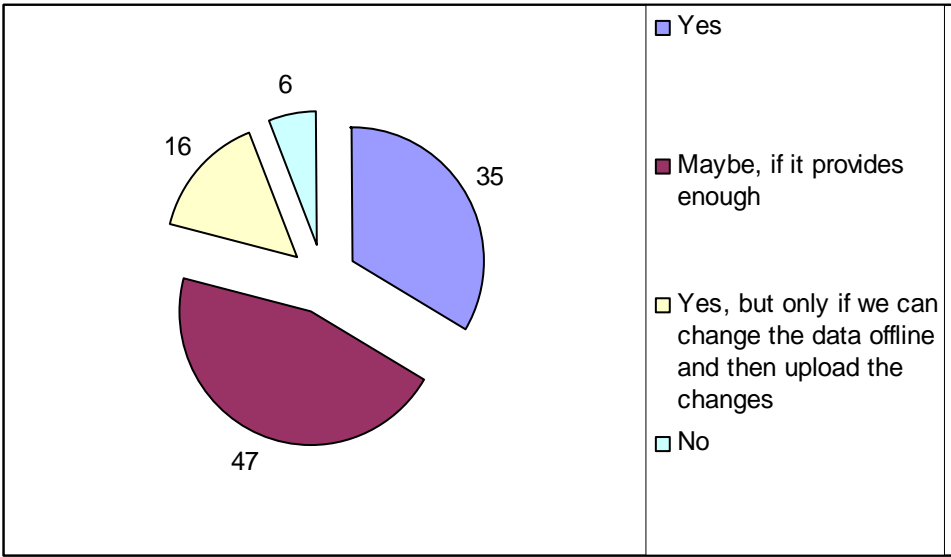
Q.7. Which languages do you need in OMS?



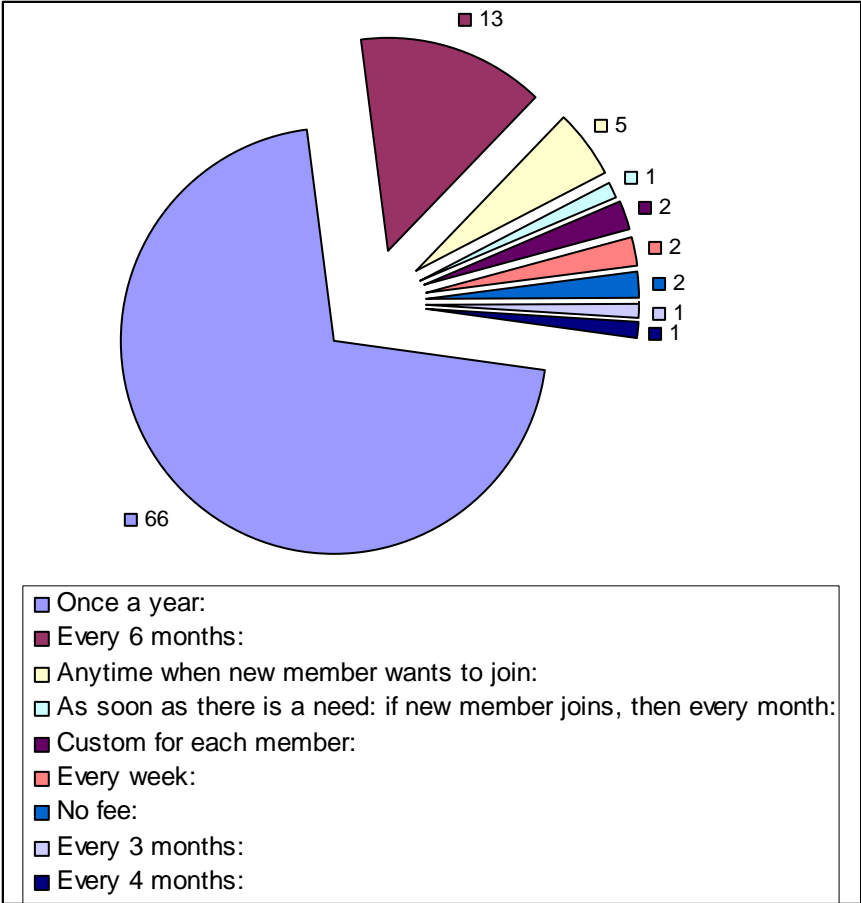
Q.8. In which languages does the membership system need to be available?



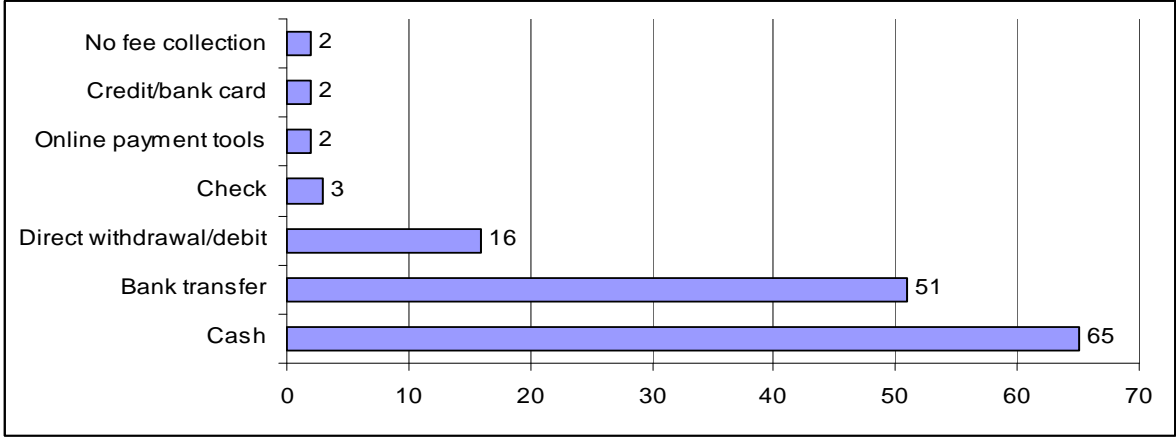
Q.9. Would you like to switch your members' management to a system provided by AEGEE-Europe?



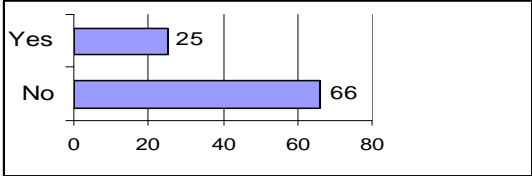
Q.10. How many times do you collect membership fee in a year?



Q.11. What is your current membership fee collection method?



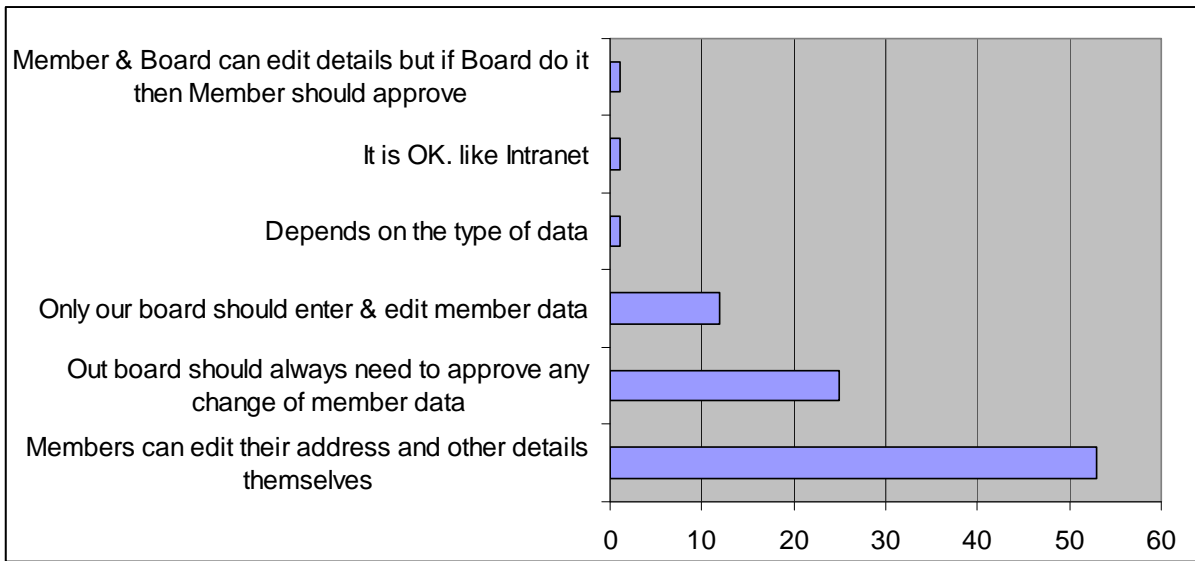
Q.12. Do you want financial features?



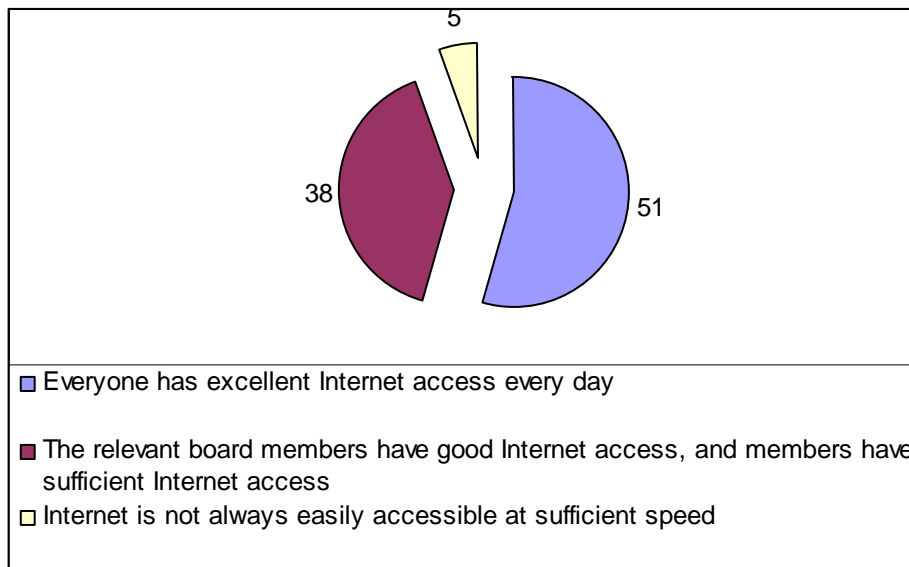
Q.13. Which financial features would you need?

- Membership fee status with date: 14
- Possibility to send notification to the member & board when the member needed to pay the fee: 5
- User-friendly bookkeeping system with rules of accounting: 2
- Complete bookkeeping program which is able to export automatically all the needed details of the members to the bank: 1
- Online membership fee payment through a system like PayPal or credit/bank card: 1
- Online membership fee payment as alternative to existing methods: 1
- Integration with cliop3 direct withdrawal exports: 1
- Bank account details of every member which Treasure & Secretary could extract: 1
- Ability to handle any type of currencies: 1
- Option about Alumni or not, because some locals don't collect fee from Alumni Members: 1
- Storage of some online forms: 1
- Easy sign on/off newsletter database, no need to register with password: 1
- Possibility to upload direct withdrawal/debit from the bookkeeping to the bank: 1
- Possibility to download checking account into bookkeeping program: 1
- Different statistics: 1

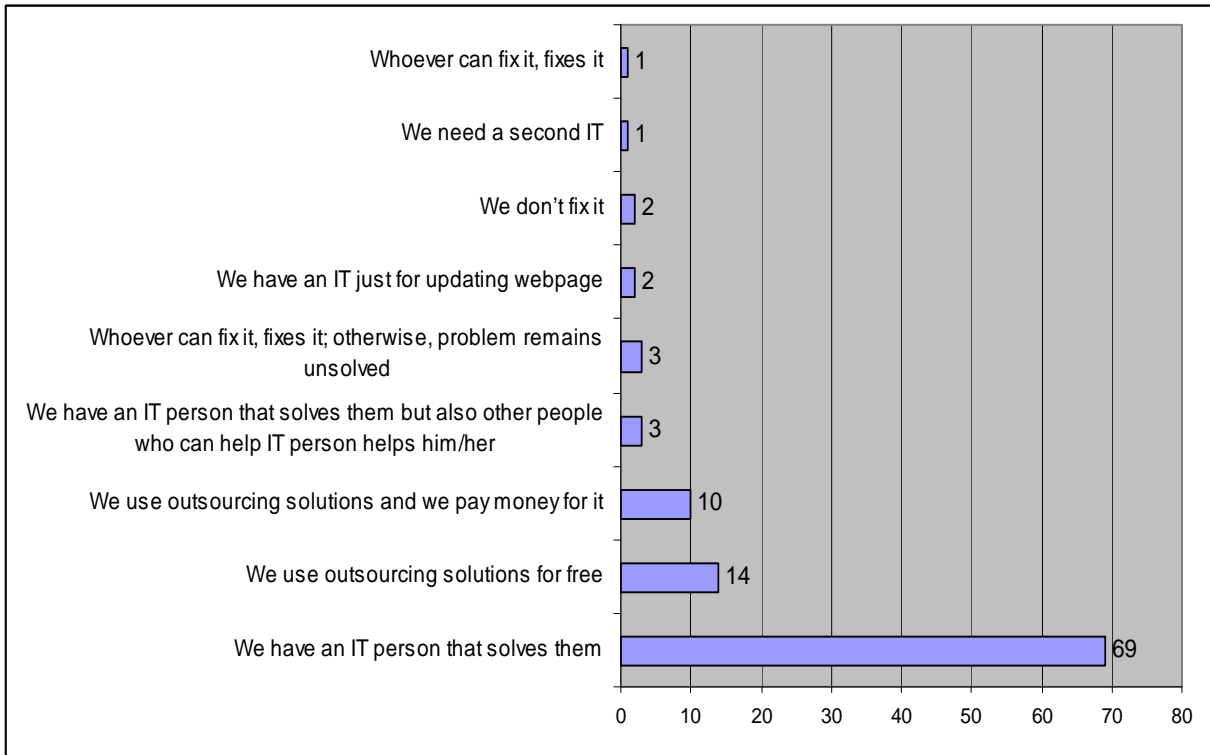
Q.14. Member may edit own data or board needs to approve it?



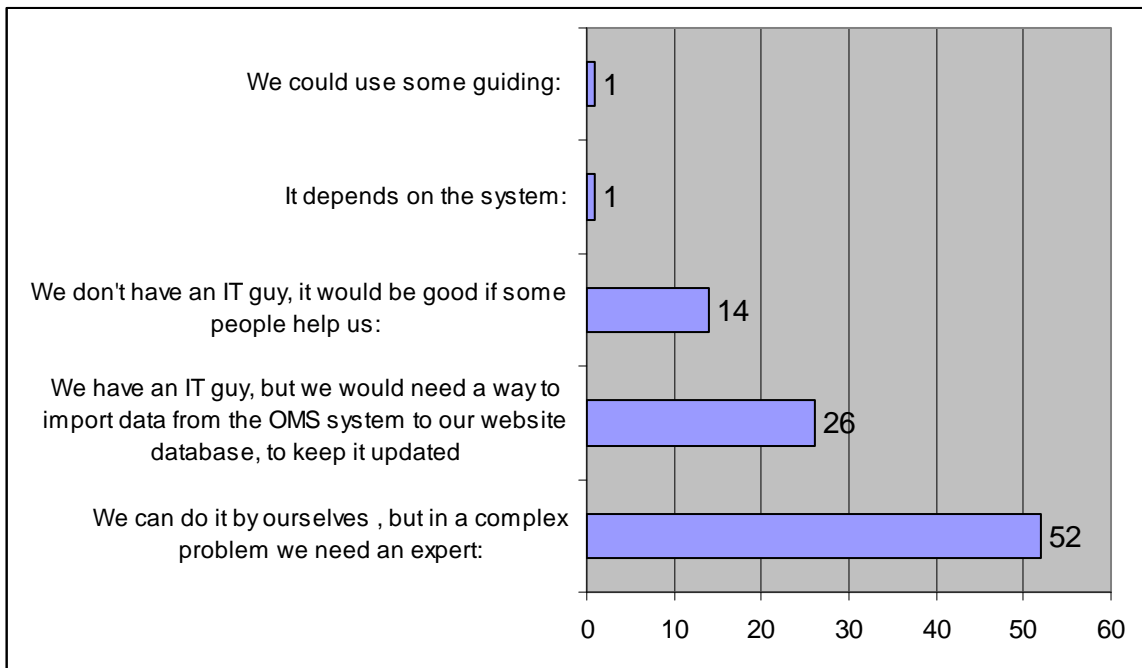
Q.15. Level of internet availability



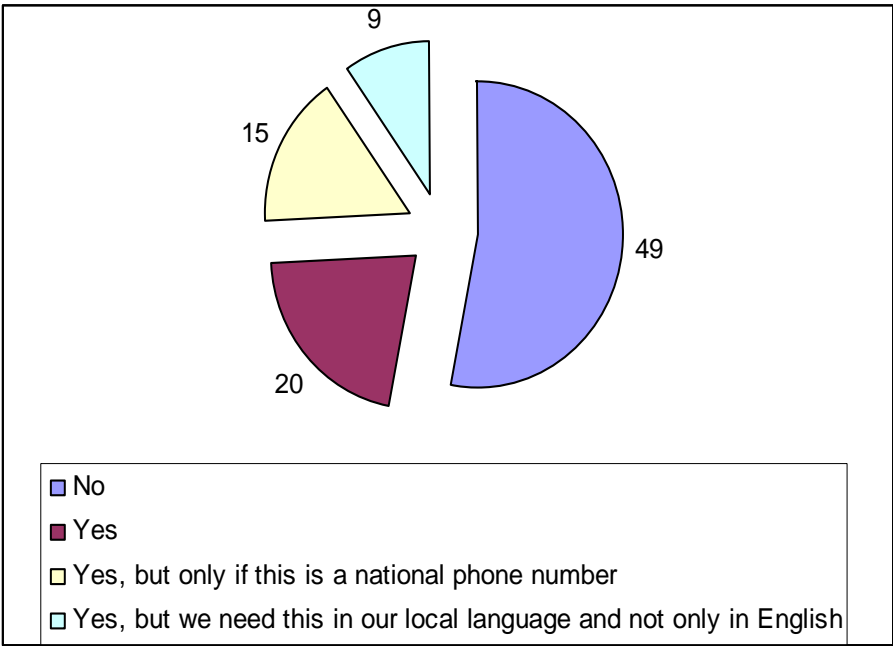
Q.16. How do you solve your IT problems in your local?



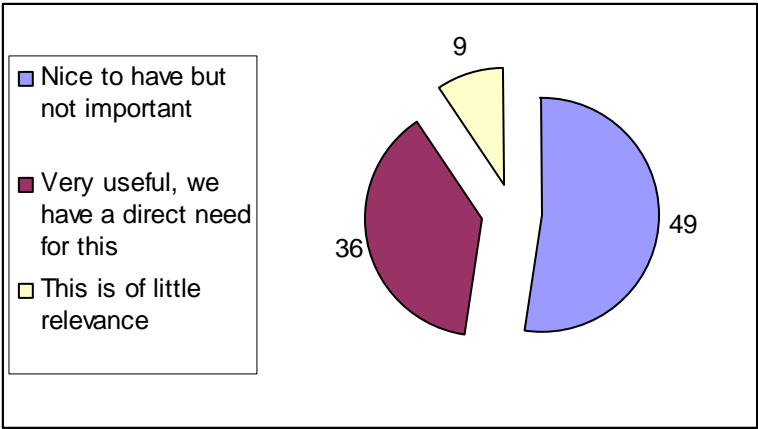
Q.17. Once OMS has been introduced and is used, do you need assistance?



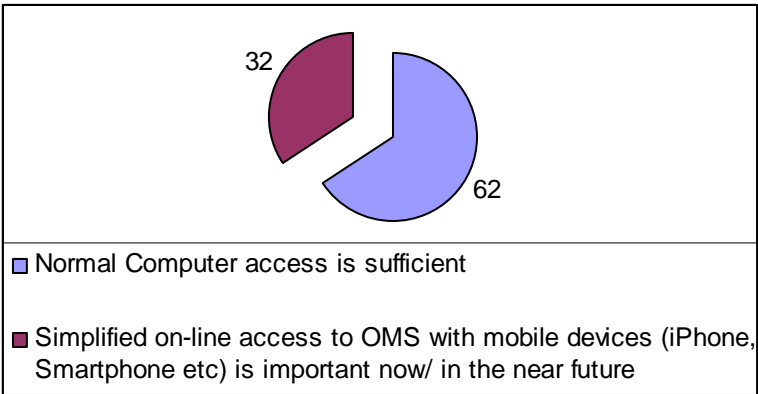
Q.18. Would you like to have a telephone hotline (in English) that you or your members can call in case of problems with OMS?



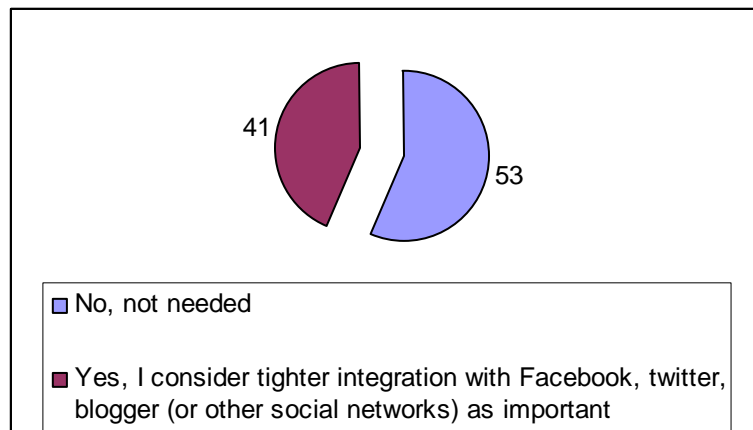
Q.19. How important or useful do you consider a means to login only once and then be able to use the IT systems of AEGEE-Europe as well as those of your local with the same username and password?



Q.20. Mobile access to OMS:



Q.21. Social network integration:



Q.22. What kind of integration with social networks do you consider as useful?

Advertising events on social networks:	7
Share Facebook photos in OMS account:	3
Embedding a Facebook Fanbox or Twitter feed per user and per local:	2
Posting status on both side (OMS and social networks):	2
Whole world is using social networks so making AEGEE visible on these is important:	2
Synchronization of Facebook and OMS account:	2
Publishing videos on social networks:	1
Login with Facebook accounts:	1
Import friends from Facebook and find them in OMS:	1
RSS with relevant groups:	1
Post info from OMS to Twitter etc:	1
Hinting to differences between submitted data on the OMS and on other systems (e.g. address or phone number - at least notify the member, maybe he just forgot to update one):	1

Q.23. Future of the membership card

Please provide a personalized plastic card that is centrally created and sent to the member (or local board):	34
The membership card has lost its meaning and can be abolished in this on-line world:	24
Upgrade the membership card to a more solid plastic card but stick with the manual filling-in of name and body:	19
Stick with the current membership cards where locals fill in name & local by hand:	10
Provide the membership card as PDF for print out by the local board, optionally including a photo:	3
Create new solid plastic card for each member with all the data printed and sent to local boards:	1
I would like a plastic card central created, but for locals the possibility to edit the backside (e.g. local sponsors):	1
It depends on the use of the card outside AEGEE (i.e. discounts, partners, etc). The ideal one is a card like euro<26 (plastic+film for adding a photo):	1
No comment:	1

Q. 24. Is there any data you want to store that is not mention in the list below?

Other Ideas:

- Student type (Erasmus, bachelor, master, PhD, ...) and institution -> This might differ for different locals (e.g. Bachelor in Delft, Erasmus in Madrid)
- Possibility for member to join multiple groups (comities or locals)
- Alumni data (where somebody works etc) and other optional fields for locals (that they can create themselves)
- Addresses in different countries have different formats, so having an address field instead of street, zip, city might be more flexible
- Probably more than one should be possible, or rather the possibility to link to accounts on certain, widely used platforms
- External contacts
- It will be great if we can add data by ourselves
- It would be great if we can add exactly trainings attended as a trainer and so on
- List of events the person has participated in
- Previous commissions (local and European)
- Signed a automatic withdrawal allowance
- Not want mail
- Sex

Q.25. Is there any functionality you need but is not mentioned on OMS Wiki?

Other Ideas:

- That every board member of every antenna can check, with having the CSN number, if this CSN number corresponds to a really member that has fulfilled fee obligations, etc.
- More optional things for the local (to be specified) like minutes of the local agora to download, or pub account
- Merging/syncing of databases
- Make easier contact between antennae (for asking lodging, knowing boards, etc)
- Mailing list management, not just its exporting, should be flexible to add other modules if required
- Local bodies: Print labels of members & other bodies
- AEGEE members should be able to apply to a project (if the project allows people too)
- Knowledge Transfer Tools like a wiki
- Project management tools like an internal doodle or a gantt diagram tool
- Forum would be very useful. This way we hopefully could prevent too much spamming on the mailing lists
- Event management
- Documents database
- E-mail lists for members, board and actives

Q.26. Can you recommend a person - maybe yourself - that would be interested to work on the implementation of OMS?

Results are not published due to privacy reasons.

Q.27. Is there anything you would like to mention that was not covered in the survey?

- Easy newsletter system (small box in the website for login and logoff your mail address) no Mailing list account needed
- Some antennas like ours have their own OMS: we use it to keep record of our members but also for local events' subscription through or website.
- It would be nice if this centralized AEGEE OMS could have data import/export, in order for us to keep our database updated
- Be cheap
- From my point of view, there must be only one person who can change data, and who will be responsible of downloading all the necessary information
- Generally I think that unless the new system covers all the functionality of Academy website we won't switch to it... Unless you offer us sth really extra ;)
 - For board members: Contacting members (mass e-mail): this is very nice. But it should be HTML input enabled.
- Local boards editing members information: Having the option to leave/make parts blank in case contact information turns out to be wrong (wrong e-mail, address etc.)
- Adding: Information page about local (Accessible by direct link in case a local doesn't have a own website)
- Visible for everybody
 - Name, contact data, Logo, A description in local language / English, website. , social drink moment
- Visible for AEGEE members
 - (the honorary members), The board members, amount of members, local agenda.
- And a part only (partially) visible for people who need it (granted by CIA)
 - When the financial year starts.
 - When the last board elections were.
 - Debt/Cred to AEGEE-Europe.
 - Which Antenna criteria have been fulfilled and which not.
 - (Previous) Activity plan/Activity reports/financial report
 - (Previous) Activity report / Financial report for European activities (like SU's)
- It is very good, that you try to implement privacy options and I hope it works out
- I think that the system is a very good thing and hope it will work very soon.
- it's very necessary to have the applying for the events option, good system where you'll be able to accept them, reject them
- also for my members, to have a good list of all the members, to see who paid when, who'll have to pay soon, to check how often they are going on events, to be able to choose the option like : show all members, only ones who went to SU, only ones who paid fee this year, etc
- Go on, OMS rocks, this intranet sucks!

- What is the time schedule you have in mind? What are next steps and milestones?
- question 6: what consequences does this have? Do we need separate privacy statements for aegee members stating what happen with their data and where it is stored and how it can be deleted? we already have a working online membership system and a new system on aegee.org would require an easy-to-integrate XML Web service/Interface for use on our local website as well and easy to export in common file formats (csv / Excel..)

- question 23: this is a nice to have but it depends heavily on the costs attached, what would be the consequences (of all of the above, otherwise the question is hard to answer)
- Keep contact with the IT people of -Enschede, since we have one of the most advanced IT systems within AEGEE and like to stay compatible
- Please, implement a migration process so the change won't be so rude like the past one
- Publish the results!!!
- question 18: no need for telephone, e-mail is sufficient
- A good idea would be to create a collaborative system in the way open source software do translations, a set of English sentences is translated by volunteers (every interested antenna, for example). Facebook also use volunteers to localize the system.
- Right now, new Intranet OMS has no order so you can't easily see all your members and their data. A layout like an excel file with name, surname, mail, expiration membership card in columns could be useful for us!
- some of our members study at more than one faculty- there should be possibility to fill in more field of studies
- Some of the questions are suggestive like number 19; such a system is very useful but is not necessarily a need.
- Whether AEGEE-Delft will use the new OMS depends whether it is an improvement to the current membership system of Delft, or not. If there are things we can do now with our own database system, but no longer if we use the OMS system, I'm afraid that we'll stick to the old database system