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When a DYEO receives a Registration of Interest (ROI) the course of action is to contact the student in the first instance and then a potential sponsor club.

Contacting the Student

A DYEO receiving a ROI should contact the student straight away. The email below is a suggestion which DYEOS could adopt. It is very important to let the student know that their registration has reached the right person to help them and to say what will happen next.

Dear

Thank you for your interest in Rotary Youth Exchange.

I will try to telephone you over the next few days and then will contact your local Rotary Club. We will then arrange to visit you at home with both your parents (where this is possible). This could take up to an hour and a half in the evening or at a weekend and needs to happen soon. Please consult with your parents and be able to suggest times and dates which would work for you (or not). The visit will be to make sure that everyone knows about the programme which you are interested in and that you are going for an exchange which is right for you. The Rotary club will then decide whether or not to accept you as their Exchange student.

You might like to visit our websites for information about what Rotary does:

www.rotary.org for Rotary International (our Headquarters based in USA)

www.rotarygbi.org for Rotary International in Great Britain & Ireland (RIBI)

(and your own district website).

I look forward to speaking to you soon. My contact phone numbers are.....in case I appear not be able to reach you.

Kind Regards

Follow up as soon as possible with a phone call as even a short conversation can be very informative. Sometimes it takes seconds for you to form the impression as to whether or not the student is likely to be a viable candidate. Before you do so, though, be sure to read *Non-Certified & Non-Participating Districts*. (See *CP1. Certification & Recertification for Youth Exchange*). It is vital to know with which countries we may not exchange and why.

Most students make a choice of programme at the website and send one ROI. It is worth testing this choice during the phone call, and there may be other choices to consider too because some students send ROIs for more than one programme.

Every time students registers at the website they are given a registration number which they will need to access the application form if they are accepted by a club. As the system does not automatically flag up or cross reference multiple ROIs it is important for DYEOS to establish if this is the case and which registration number will be used, then inform the Coordinator for that programme so that s/he can delete any surplus numbers.

As well as saving the effort of unnecessary tracking this also prevents students becoming multiple entries in the statistics.

Obvious anomalies such as age will already have been picked up – the rest are in the hands of the DYEO.

The phone call is also your opportunity to gather any information which they have not given – such as any missing landline numbers, parent's mobile, Facebook address (many student do not respond to emails as they communicate on Facebook). Communicating with adults is not what they normally do and getting them to do so can lead to frustration. We need to meet them where they are if the admin process stands any chance at all.

Some parents insist on being the intermediary and the email address and the mobile number given in the ROI will be that of the parent. While there is good reason to keep them copied in, parents should not be the DYEO's main point of contact and some parents need this tactfully to be pointed out. DYEOs are dealing with young people who need to convince us that they will cope away from home and parents need to allow this to happen.

Contacting a Club

It may be that the location gives you very little choice in terms of the club to approach but where there is more than one possibility go for the nearest one that is likely to agree. When in doubt ask the local Assistant Governor for local knowledge. S/he should also be able to help to persuade a club that is wavering.

Always phone a Rotary club first unless the club has done Youth Exchange before and you know that you will receive a positive reception. If you do not know the members it is impossible to gauge how much information they would need you to send in an email and it is very easy to put people off by writing too much or too little. A well judged phone call can put you in control of the situation. It will be obvious very quickly how much they know about Youth Exchange, how positive they are or how uncertain and then you will be in a position to counter any negatives.

When in doubt contact the President Elect and sell the exchange as a worthwhile project which will come to fruition in his/her year. He will now be informed and more likely to support it and with luck it will not take a Council meeting to decide if the club can proceed. From this you should be able to find one or two member(s) to visit the student at home (this could include the Youth Service Chair but does not necessarily have to – and preferably not, as our busiest times coincide). You need the times and dates when they could do the visit so that you can make arrangements with the student. Encourage as short a timescale as possible, particularly if the student is interested in going on a Camp as his/her name will not be placed on the mailing list until accepted by a club. The DYEO is usually involved in interviews for students interested in the LTEP.

The Interview

See *OB3: Student Selection and Beyond - All Programmes* for information about all aspects of the interview, with references to materials which DYEOs need to pass on to assist interviewers. This document also takes the successful interviewee on to the next stage.
