

# CM 009

## Technology in Unit Service



<b>Time allotted</b>	20 minutes
<b>Teaching format</b>	Instructor-led discussions with PowerPoint support

### Resources

<b>Handouts</b>	<ul style="list-style-type: none"> <li>• Commissioner Tool Reference Document General</li> <li>• Commissioner Tool Reference Document Unit Commissioner</li> </ul>
<b>Equipment and materials</b>	<ul style="list-style-type: none"> <li>• CM 009 – Unit Metrics and Commissioner Tools for Unit Commissioners Discussion Guide</li> <li>• CM 008 – Unit Metrics and Commissioner Tools for Unit Commissioners PowerPoint presentation</li> <li>• Computer and projector</li> </ul>
<b>Resources for additional participant learning</b>	<ul style="list-style-type: none"> <li>• National Commissioner Website (<a href="https://www.scouting.org/commissioners/">https://www.scouting.org/commissioners/</a>)</li> <li>• Scouting Technology Website ( <a href="#">Technology for Commissioners   Boy Scouts of America</a>)</li> </ul>

### Course Connections

<b>Connections to other courses</b>	<ul style="list-style-type: none"> <li>• BCS 120 – Technology in Unit Service</li> </ul>
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### Presentation Outline

#### Introduction and Course Objectives – 2 minutes

##### Slide 1 – Unit Metrics and Commissioner Tools for Unit Commissioners

This Commissioner Moment is an update for experienced commissioners and an introduction for new commissioners. For the best effect, view CM SE #3: The Future of Unit Service prior to showing this Commissioner Moment.

##### Slide 2 – Objectives

At the end of this training, a commissioner will be able to:

- Understand what Unit Metrics are

- What Unit Metrics have to do with connections
- How Commissioner Tools support Unit Service by supporting and recording connections

## What Unit Metrics Are – 7 minutes

### Slide 3 – Scouting America Roadmap

Commissioner Moment CM SE #3 – The Future of Unit Service identifies the Scouting America Roadmap affects unit service and describes the changes in unit service that we will use moving forward.

- The new Roadmap identifies what we believe to be Scouting's value, how we want to be seen, what we need to do, and our leadership's imperatives (what they believe is crucial)
- It identifies key objective metrics we can use to assess progress in achieving these imperatives.

Why metrics?

- The metrics emphasize objective data over subjective data to more accurately represent our unit's status
- Most of these metrics can be derived from existing data in Commissioner Tools. The remainder (Outdoor Activities and Youth Retention) must be manually entered
- Unit and District dashboards show these metrics and provide the links to drill down into more detail

The two priorities outlined by the red box are where commissioners can have the most impact.

### Slide 4 – Objective Unit Metrics

These were developed *after an extensive pilot program involving more than 10 councils of various size across the country.*

- **First**, to use an objective data process vs. the subjective nature of Detailed Assessment reviews of the past
- **Second**, a method of identifying data for **all** units, even those where a commissioner is unavailable to meet with a unit.
- **Third**, this process is simple and relatable to a unit's ability to renew its charter and thereby continue providing the Scouting experience for our youth.

On this chart, you will note the data categories chosen, how they are measured, and how there are some differences between the traditional programs and the Older Youth Programs.

All the data **not** shaded is available through Scouting America sources and is easily retrievable for displaying on a unit and district dashboard. Two exceptions are noted in the shaded areas, which will be covered next.

Note that Retention has no measurement listed. That is because youth retention at the unit level has never been available before. Since this metric has no history, we will need time to understand its relationship with the other metrics and unit renewal. Youth Retention is displayed. Retention will be evaluated yearly, and changes may occur.

It is important to note that this chart will be reviewed periodically to determine if changes are needed.

#### **Slide 5 – Data Entries in Scoutbook+**

All units are requested to enter data for the Outdoor Adventure. This can be done using two methods: Scoutbook+ or my scouting in Organization Manager. Crews and Posts will also need to make an entry for electing new youth leaders and completing leadership training.

This example shows how data is entered in Scoutbook+. After completing an event entry in Calendar, click on Unit Metrics and enter the completion date. The date will be good for a full year or until a new date is entered. This process works for all Scouting programs, and the definitions of those requirements are noted specifically for whichever program is making the entry. This example is for a Crew.

Each of these data entries is encouraged but not required. Entries are encouraged so that our commissioners have broad knowledge of each unit.

#### **Slide 6 – Data Entries in My.Scouting for Outdoor Activity for Packs, Troops, Ships**

Another method of entering the Outdoor Adventure for packs, troops, and ships is in My.Scouting under Organization Manager. From the unit's main menu, click on Unit Data Metric Entry, enter the completion date, and click Submit Entry.

#### **Slide 7 – Data Entries in My.Scouting for Tier III Adventure & Leadership for Crews & Posts**

The process is the same for crew and posts. You can enter either the Tier III Adventure or Leadership/Training dates. Remember to click Submit Entry.

### **Unit Metrics and Connections – 8 Minutes**

#### **Slide 8 – Unit Dashboard**

This is an example of how the dashboard displays objective unit data.

Note under the title Unit Summary, near the top of the dashboard, are summaries for each of the five unit metrics and identification of which metrics have been met as displayed using the Scout Logo. You will note a blue circle with an italicized 'i' in the middle. As was stated before, clicking on that icon will display the definitions of each metric for each of the five BSA programs.

Note: Youth Retention has been included. It will soon be available at both the district and unit levels.

#### **Slide 9 – Unit Metrics – Unit Dashboard**

**Training** is to the right of Retention on the dashboard and is shown in the left example. The Download Report, highlighted in red, provides additional detail.

**Membership, Advancement, and Outdoor Activity** are displayed to the right.

Unit commissioners can review a unit's status for each metric on the unit dashboard. Unit status can then serve as a reason for having a conversation (connection) with a unit leader.

### **Slide 10 – Connection Guides**

A new tool available is a set of Connection Guides to aid new and experienced commissioners in facilitating a conversation with unit leaders. These new guides were created following feedback received directly from commissioners nationwide.

There are guides for each of the six metrics, and more will be developed in the future. All guides are also accessible from the unit dashboard, and each follows a similar pattern of offering several leading questions to help guide a unit-level conversation.

Scanning this QR code will also enable direct access to the library of connection guides.

### **Slide 11 – Unit Metrics – Unit Dashboard**

This slide covers the details related to Unit Connections. At the top and to the right is the year date. When clicking the dropdown arrow, a menu of three years will display, enabling viewing past connections.

Below is a record of how many connections are in process and completed. Listed in the main body of this section are several of the most recent connections. You will note the name of the person who completed that connection and when it was completed. Immediately below each person's name is a brief listing of the topics covered in that connection.

To the right, if a goal was established, it will be noted as such.

Finally, to add a new connection document, click on the blue tab at the bottom, a process similar to that used in previous versions of Commissioner Tools.

### **Slide 12 – New Connection**

When entering a new unit connection, the page will display this screen.

Each unit metric is listed for providing comments, but any (1 or more) can be optionally selected. Commissioners can select any number or combination of these topics to include an "Other" category if the connection did not involve a conversation of any of the primary unit metrics.

### **Slide 13 – Comment Box**

Once a category has been selected, a new comment box will open for commissioners to enter their discussion points. If needed, there will be an optional "Add Goal" at the bottom of every comment box to record any goal-setting discussions.

### **Slide 14 – Unit Goals**

Unit Conversations may lead to opportunities for the formulation of unit goals.

This entails recognizing and documenting achievements, aiding the unit in pinpointing areas for enhancement, and giving the commissioner an opportunity to engage with the unit to establish its objectives and provide support for those objectives.

Establishing goals can be pivotal in planning and enhancing thriving units. Commissioners might collaborate closely with units to establish goals and address challenges. Scheduled meetings with the units ensure adequate groundwork, though multiple sessions might be needed to reach a consensus on tailored objectives.

The unit maintains complete autonomy in determining the goals. It may choose to have them or not. Commissioners are available to assist throughout the process.

### **Slide 15 – Other**

If the “Other” category is selected, it continues the connection that did not involve a conversation of any primary unit metrics. A goal-setting option is provided here if the unit chooses to develop a goal that does not necessarily involve a primary metric.

## **Summary – 1 Minute**

### **Slide 16 – Summary**

Remember moving forward:

- Mission remains unchanged
- Committed to ensuring young people are prepared
- All are welcome in Scouting

### **How Can We Help?**

This should be the first question a commissioner asks; it should guide all we do; it will enable us to partner with the unit leaders we support to serve more youth better through Scouting. Let’s talk...

## **Questions? – 2 minutes**