



Commissioner Tools – Bi-Weekly Status

August 28, 2015

Open Issues

The following are current open issues that we are working to resolve:

- The “Load More” in the organization navigator is not functioning using Internet Explorer or MS Edge.
- The Resources tab is not displaying the correct Key 3 contact information in some instances.
- If a commissioner starts a detailed assessment and then changes to a simple this may cause an assessment to have a zero score.

Status Updates

- Roundtable entry not appearing on the district dashboard has been resolved.
- Moving My.Scouting Tools to the cloud was postponed.
- Commissioner Tool reports are being redesigned and are currently in testing environment. Improvements include opening each report in a new window and moving the export button feature to appear in the header.

60 Day Window

There have been a few requests to extend the 60 day window in which a contact can be entered in Commissioner Tools. We have proactively reexamined the 60 day window on several occasions, the reasoning behind it, and all the nuances both for extending the window and for keeping the status quo. In the end, the 60 day standard to make a contact will remain in effect, noting that it is the collection of timely, actionable information that helps build stronger units that can better serve more kids through Scouting.

However, if a commissioner or professional feels it is imperative to document a contact after the 60 day window has expired, they could enter a date inside of the 60 day window and make an annotation in the comments that the entry was posted late along with the actual date of the contact. Making this type of “late” entry is totally ethical and in keeping with the intent and spirit of the Scout Oath and Law.

We will be investigating the possibility of allowing a commissioner or professional to complete a contact that is still 'In Progress' (i.e., the contact has already been initiated) beyond 60 days, including allowing to annotate completed contacts to flag as “follow-up”.

Monthly Commissioner Tools Virtual Forum

The Commissioners Task Force holds an hour-long Web conference the second Thursday of each month covering different topics. The next forum is scheduled for September 10 at 9:00 pm ET, and the topic will be Training. To register, click [here](http://ct-septforum.kintera.org/bsa) (<http://ct-septforum.kintera.org/bsa>). Please communicate this to your volunteers.





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Commissioners Website

The August 13 virtual forum session on Unit Service Plan was recorded and is posted on the Commissioner’s website. Click [here](#) to view it.

Best Practices Method

- When accessing Commissioner Tools and the screen doesn’t populate or display information immediately, try to “re-click” the last button you clicked on. Or, back up one level in the organization structure.

Reminder, if you have any best practices that could benefit others, please email your ideas to commissioner.support@scouting.org.

Support

As always, please contact your council champion first for assistance with any Commissioner Tools program related questions. For system-related issues, please email the Member Care Contact Center at myscouting@scouting.org, or call 972-580-2489 and log an incident to ensure proper handling and tracking.

Thank you for your continued service and support.

The Commissioner Tools Task Force

