

### GATHER



### COMMUNICATE



### RESPOND



Act on things that can be fixed today.



Determine what is working and replicate it.



Identify key actions to solve thematic issues.

SURVEYS WILL BE SENT OUT TO MEMBERS, PARENTS, VOLUNTEERS AND CHARTERED ORGANIZATION REPRESENTATIVES NO MORE THAN ONCE EVERY SIX MONTHS.

EACH SURVEY HAS ONE RECOMMEND QUESTION (NPS/LOYALTY) AND SEVEN "DRIVER" QUESTIONS (BSA VALUE FOR EACH AUDIENCE).

ONLY EMAILED SURVEYS WILL BE ACCEPTED INTO CONSIDERATION INTO THE VOICE OF THE SCOUT.

EACH COUNCIL'S SURVEY TALLY AND OPEN RESPONSES ARE DISPLAYED VIA PERMISSIONS ON THE VOS DASHBOARD.

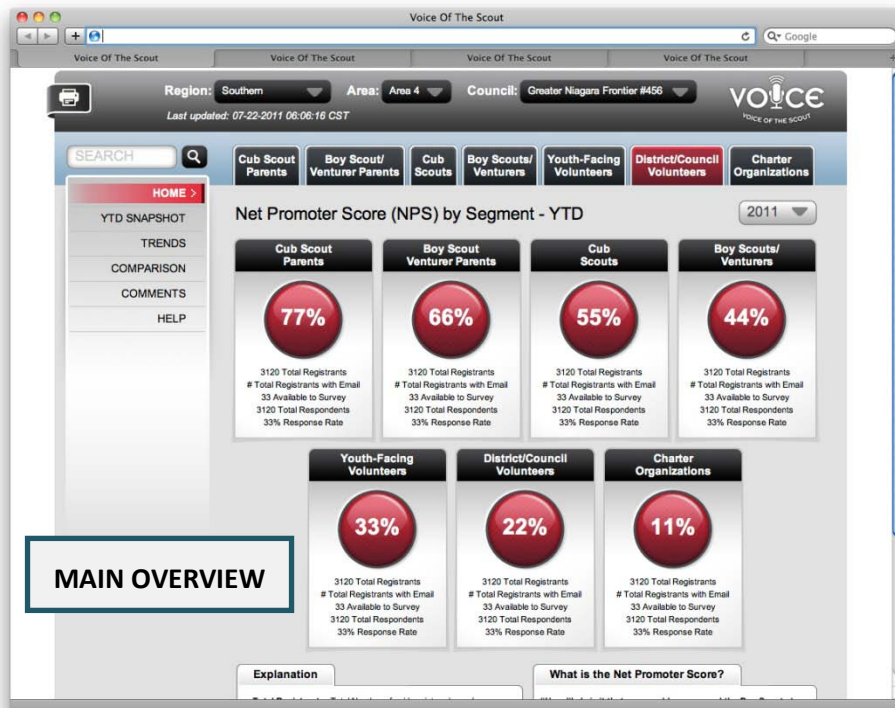
INFORMATION IS AGGREGATED AND SHOWN AT THE COUNCIL, AREA AND REGION VIEWS.

VIEW OPTIONS ON THE DASHBOARD INCLUDE SCORING, RANK, AND OPEN-ENDED COMMENT FIELDS (SEE SHEET BACK FOR DEVELOPMENT SAMPLES).

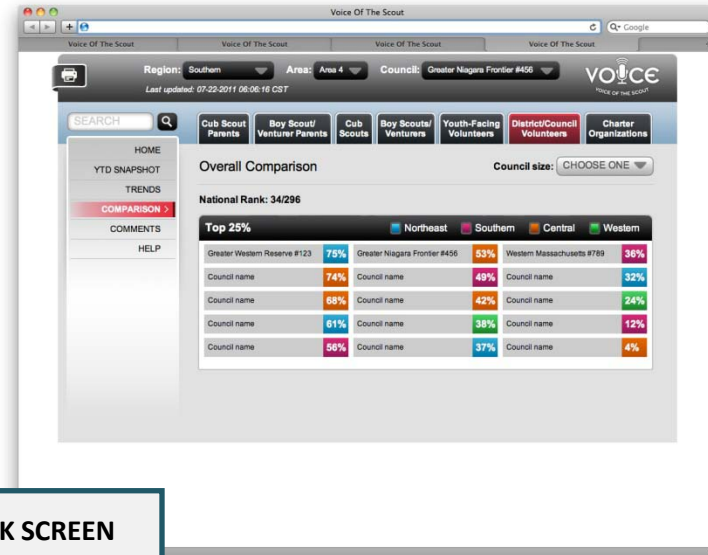
THE DASHBOARD GENERATES EXECUTIVE-LEVEL REPORTS FOR TAILORED USE BY SCOUT EXECUTIVES, AREA DIRECTORS, REGION DIRECTORS, AND OTHER KEY LEADERS.

EXPERIENCE RECOVERY NOTICES ARE POSTED WEEKLY ON MyBSA FOR RESPONDENTS THAT HAVE REQUESTED THE ATTENTION OF COUNCIL LEADERSHIP.

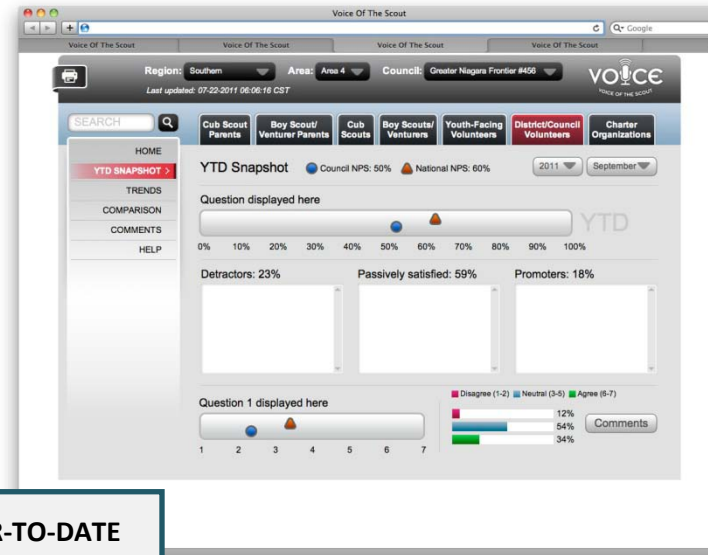
## COUNCIL TOOLKIT: The System in Three Steps



MAIN OVERVIEW



RANK SCREEN



YEAR-TO-DATE

Guiding Our Future with Feedback