“People don’t care how much you know, but they know how much you care by the way you listen.”
-Robert Conklin, 1921-1998
Author, Educator, Entrepreneur
Accessing the VOS System: Dashboard & Reports
TRAINING OUTCOMES

✧ Achieve familiarity with how the components of the VOS program are represented on the Dashboard.

✧ Provide insight into how the Dashboard “drills-down” into revealing pertinent details at each level.

✧ Demonstrate how the VOS Dashboard and Reports will be an operational tool for Councils, Districts & Units.
The VOS Reports & Dashboard: Applications for Listening and Learning

March – April
OR
Sep - Oct
• Individuals receive surveys once every six months.
• Councils receive Experience Recovery Notices each time contact is requested by respondents.

June - July – August
OR
Nov-Jan
• Report on results.
• Outline high-impact change priorities
• Integrate in Fall operations

Listening → Learning → Acting

May Or November
• View results on the VOS Dashboard.
• Define trends and rank impact.
• Generate solutions and nominate best practices.
WHAT THE DASHBOARD IS

RELEVANT
• Designed to drill down into the various levels of council organization.
• Information can be acted upon at the council, district & unit level

MANAGEMENT TOOL
• Moves insight into how to best serve youth from being anecdotal to factual.
• Targets efforts to improve experiences of each respective stakeholder group (parents, volunteers, Scouts, etc.)

APPLICABLE
• JTE’s metric to reflect member experience for our continual improvement.
• All JTE status levels (Bronze, Silver, Gold) will be traceable on this dashboard.
ACCESS & PERMISSIONS

- District Chairs and Commissioners
- Council Professionals
- District Professionals
- Council Volunteers
- Assigned Council

- Area Volunteers
- Assigned Councils

- Region Volunteers
- Assigned Regions

- National Professionals
- National Volunteers
- Open Access
KEY DASHBOARD DATES

The Dashboard will be accessible via MyScouting and MyBSA, with same permissions as the JTE Dashboard.
**DASHBOARD PORTALS**

- **www.MyBSA.org**
  - Dashboard & Reports

- **www.MyScouting.org**
  - Dashboard Only
TO “TURN ON” YOUR VOS REPORTS

1. MyBSA Administrator must make changes
2. Go to the “Administration” tab on MyBSA Home Page
3. Select “Access to Home Page” link
4. Activate VOS reports for staff selected by SE

ACTIVATION OF REPORTS WILL BE POSSIBLE WHEN SURVEYS LAUNCH.

Announcement will come via direct email to Scout executives and to those VOS Champions who have registered with jte@scouting.org.
PRECURSOR: System Requirements

Devices

The dashboard works on PC and Mac operating systems and can be deployed on smart phones and tablet computers, such as the Droid, Blackberries, iPhones and iPads.

Java-Script Enabled

To deploy on the devices above, the dashboard has been programmed using Java-Script. Please make sure your internet browsers are set to accept Java scripted pages (See “Permissions” or “Tools” settings of your browsers).

Browsers

• Internet Explorer 7.0+
• Safari 5.0+
• Firefox 3.6+
THE SYSTEM & KEY REPORTS

GATHER

COMMUNICATE

RESPOND

Email invitations sent only twice per year.

Experience Recovery notices emailed to SEs.

View results on the VOS Dashboard.

Monthly Reports compiled on MyBSA.

Respond to Recovery Requests.

Take action

Tell respondents about action taken

Measure results

Use reports to help guide decisions.
SYSTEM STEP 1: THE SURVEY

Triggers an Experience Recovery Invite for respondents to have someone from council contact them.
REPORTS POPULATED DURING SURVEYS (MyBSA): THE EXPERIENCE RECOVERY TRACKER

Use after surveys launch to Track & Follow-up on responses.
**REPORTS POPULATED DURING SURVEYS (MyBSA): THE BOUNCEBACK REPORT**

Use to identify registrants with inaccurate emails recorded in ScoutNET. Make regular updates & corrections.
DASHBOARD NAVIGATION BASICS

NAVIGATE BY

REGION

AREA

COUNCIL & DISTRICT

TABS

ISOLATE SEGMENT

AUDIENCE VIEW

TILES

MENU OPTIONS

NPS All Segments
YTD SnapShots
Comparison
Comments
Help
DASHBOARD HOME SCREEN

Clicking on a tile or tab will take you to that segment’s YTD Snapshot, all screens have the capability to view historical data.

Overall NPS Score = All Audience NPS Scores / 7

44% = 77 + 66 + 55 + 44 + 33 + 22 + 11
I give suggestions to make our meetings more effective, but nothing changes and meetings continue to be unorganized.

My phone calls are never returned. More activities, less meeting please.

While the training materials are plentiful, I don’t think it hits the mark on giving me tangible approaches into being a good volunteer.

I can’t say enough about the experiences I have had as a volunteer, I love being a part of Scouting.

Working with an amazing group of dedicated people, who always place the kids 1st.

YEAR TO DATE SCREEN INCLUDES:

- Verification of Overall NPS Score as it compares to National, the NPS for
- “Carrot” will be added for Districts and Units in the bar graph
- Supporting Question Averages
- Link to Comments

Note % of Detractors, Passives, & Promoters

Use tabs to toggle and see other YTD screens for each segment audience

See driver question average and connect to open comments for each question.

Overall NPS

Segment NPS
DASHBOARD COMPARISON SCREEN

Overall Comparison

National Rank: 34/296

Top 10% of all councils, color-coded by region.
I can't say enough about the experiences I have had as a volunteer, I love being a part of Scouting.

Working with an amazing group of dedicated people, who always place the kids 1st.

More activities, less meeting please

While the training materials are plentiful, I don’t think it hits the mark on giving me tangible approaches into being a good volunteer.

I can’t say enough about the experiences I have had as a volunteer, I love being a part of Scouting.

Set date parameters for historical reference

Use Dropdown Menu to select the question to isolate related comments.
High level results are displayed on this report which is accessed from a link on MyBSA Home Page.
Use for meetings with staff and volunteers.
RESOURCES

www.scouting.org/jte

VOICE OF THE SCOUT

- References and Resources
- Campaign Materials
- VOS Reports and Findings
- Training Videos and Presentations
- Upcoming Webinar Announcements
- ScoutNET Email Saturation Tool
- ScoutNET Email Saturation Tool Guide

VOS Section on Webpage

BSA Produced Video Shorts

Sample Script for Recovery Calls

"Experience Recovery" invites are triggered to those respondents who are unlikely to refer Scouting to their friends or family, by scoring the NPS question in the 0-4 range. The invite asks them to describe the problem and asks if they want someone from their council to contact them based on this low score. If the respondent requests a contact from your council this outreach should become a top priority for the Scout Executive or VOS Champion.

The following script should help with making these calls. By beginning this as a discovery process we’ll be off on the right foot to make a difference for Scouting!

<table>
<thead>
<tr>
<th>BLOCK A: The Introduction</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hi my name is __________ I am calling on behalf of the __________ council. I know you took the Voice of the Scout email survey and asked to be contacted so I am following up. First let me thank you for your time and insight. Is this a good time to talk for a few minutes?</td>
<td></td>
</tr>
<tr>
<td>If YES, continue to Block B</td>
<td>If NO, reschedule at a convenient time and go to End Block</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK B: Introducing the issue</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Great, really appreciate it. We can see by your survey that you are not satisfied with [key theme of the dissatisfaction], are there any other details you can provide to help me make sure I understand what happened? (Listen actively and take notes) Thank you for sharing this information with me. I’m really sorry that you had this experience. If you have any suggestions on what I can do to improve it, let me know so I can address them.</td>
<td></td>
</tr>
<tr>
<td>If SOLUTION is KNOWN to the KEY ISSUE continue to Block C</td>
<td>If SOLUTION is UNKNOWN to the KEY ISSUE continue to Block D</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK C: Initial Solutions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The approach that we can take now is [solution here]. Do you think this will help resolve the issue?</td>
<td></td>
</tr>
<tr>
<td>If YES, continue to End Block</td>
<td>If NO, continue to Block D</td>
</tr>
</tbody>
</table>
RESOURCES

Administrative Contact:  jte@Scouting.org

National Service Desk

www.scouting.org/jte
GET READY TO LISTEN, LEARN & ACT!