Commissioner Tools FAQ

Please check the commissioner's website regularly for the most up to date information.

GENERAL:

Q: When will my council get Commissioner Tools?

A: The decision when your council will adopt Commissioner Tools is up to your Council Commissioner and Scout Executive. It could have been as early as October 1, 2014 or the first of any month thereafter**. All councils MUST have moved off of UVTS and on to Commissioner Tools not later than May 1, 2015.**

Q: How does my council go about adopting Commissioner Tools?

A: There is an abundance of information on the website. Specifically, start with the document titled *"First Steps to Adopt Commissioner Tools"*. Click here for document.

Q: Who is involved in the process of my Council adopting Commissioner Tools?

A: A council will need approval from the Council Commissioner and Scout Executive to begin usage. There are other pre-adoption tasks councils should complete such as scheduling training, account set-up, etc. Detailed information is available in the 90 day backdater here.

Q: What type of training will be available?

A: Primarily using the current IT industry approach of "go and explore," by making Commissioner Tools very intuitive. Other options include videos which will be available on the national site, webinars for Council Champions, a training demo site based on a fictitious council where commissioners can "play" or preplan local, live training (note that the demo site will be wiped clean regularly), other local training opportunities and other methods that may be developed.

Q: Who will have access to what and how is that determined?

A: Your access will be governed by the "natural context" of the "highest level" commissioner type for which you are registered. Unit-serving professionals will also have access. They will be able to create contacts; however, these contacts will not count towards JTE scoring which as confirmed with the JTE leadership team "would defeat the purpose of building a volunteer commissioner corps if it were to count towards JTE." Council 2015 JTE item 14 and District 20105 JTE items #13 requires the contacts be generated by registered commissioners

---

Q: What are the browser requirements for this tool?

A: The preferred browsers are Google Chrome 21 or greater, Mozilla Firefox 14 or greater; it also works with Apple Safari 6; and Internet Explorer 9 or greater. Internet Explorer has proven troublesome occasionally so it is best used on another browser. It has been tested and found reliable on PC's, but not yet officially supported on mobile phones, tablets, netbooks, and notebooks yet. There is a "helper" application called Photon Flash Player available for a small price that iPhone and iPad users have endorsed that makes Commissioner Tools display "properly" on those devices.

Q: Will Commissioner Tools be mobi friendly?

A: Initially mobi support will not be official. Reportedly it works just fine on some handheld platforms. Officially, our initial focus will be on the most popular platforms and operating systems

---

Q: Will I be able to determine my council JTE score with Commissioner Tools?

A: NO! Commissioner Tools is a very robust program that was designed specifically to compliment JTE but not replace it. For now, the council JTE score won't be calculated by Commissioner Tools, but we will **continue** to improve the program and evaluate the feasibility of including the calculation in future releases.

MIGRATING FROM UVTS:

Q: For JTE purposes (2015 council item 14 and 2015 district JTE items13) will the "system" count commissioner UVTS visits and the commissioner-logged Unit Contacts in Commissioner Tools?

A: Yes, UVTS will feed JTE until the cutover date for each council at which point Commissioner Tools will feed JTE. This is one reason it will be very important to continue to fully utilize UVTS until your cutover and be certain all entries are current and up to date at the time of council switchover.

Q: How do I access old UVTS data?

A: UVTS will be deactivated once your council determines it is ready to begin utilization of Commissioner Tools. Archived UVTS information is available in Commissioner Tools using the Archive button on each unit's landing page. Additionally your council will be provided an electronic file with all historical UVTS contacts information.

UNIT ASSESSMENTS:

Q: What is the purpose of the Detailed Unit Assessment?

A: The Detailed Unit Assessment is a collaborative effort by the Unit Key 3 and Commissioner to form the basis of a Unit Service Plan. Usually completed only twice each year, a Detailed Unit Assessment includes:

- Collaborative goals that respond to unit needs;
- Identifies resources from within the unit, its charter organization, and the district operating committee; and

- Establishes accountability and target dates for fulfilling those goals.

Through ongoing unit contacts (Simple assessments), commissioners capture periodic updates of the collaborative assessment of unit health and ensure the plan for improvement is moving forward. Although JTE is fundamental to Commissioner Tool's design, JTE terminology or metrics are intentionally NOT used in the Commissioner Tools. This enables commissioners to help units implement a continuous improvement process irrespective of the formal JTE process and record keeping. Once users become familiar with Commissioner Tools, they will find the tool is fully supportive of JTE.

Q: What is the Unit Service Plan?

A: Like Journey to Excellence (JTE), the Unit Service Plan is a key element of the design of Commissioner Tools and is a better way to provide unit service. It supports all four elements of excellent unit service:

1. Supporting unit growth through the Journey to Excellence;
2. Contacting units and capturing their strengths and needs in Commissioner Tools;
3. Linking unit needs to district operating committee resources;
4. Supporting timely charter renewal and our approach to starting and sustaining high-performing units (detailed in the **Unit Performance Guide**).

Based upon a **collaborative** assessment of unit health, commissioners develop a service plan that is **customized** to respond to a unit's strengths and needs and draws upon resources available within the unit, its charter partner, and through the district operating committee.

Through ongoing unit contacts, commissioners capture periodic updates of the collaborative assessment of unit health and ensure the plan for improvement is moving forward. Unit Service Plan information is located here.

Q: When should a Simple or Detailed contact assessment be used?

A: A Simple contact assessment (a commissioner's update of the Unit Service Plan) can be used when there is routine contact or an update to a specific item of interest. Detailed contact assessments are recommended a *minimum* of every 6 months, whenever there is a change in the Unit Key 3, or the situation warrants.

Q: How do I send a Detailed Unit Assessment and who does it go to?

A: You must select a future date to send a Detailed Unit Assessment. An option appears to select and send the detailed Unit Assessment to the Unit Key 3. You can also add one additional "copy to" e-mail address. The commissioner sending the assessment will be blind copied.

Q: What if I don't have a computer or Internet is not available?

A: Pre-print a blank Commissioner Detailed Assessment form and fill it out manually to whatever extent desired. When complete, have a commissioner with Internet access transcribe the information into Commissioner Tools on your behalf.

Q: How long does a unit have to complete a detailed Unit Assessment?

A: A unit has 6 months, BUT it is of most benefit to the unit if done in a much shorter timeframe so the information is as timely as possible.

Q: Do you HAVE to fill out all the questions for a Detailed contact?

A: No. You can put a manual score at the top level in one or more of the four categories – Finance, Membership, Program, Leadership and Governance – or answer all the individual questions in the category, as you desire. The most value is gained though when completing all the questions in the entire detailed assessment.

Q: What does the 1 to 5 scale mean?

A: The 1 to 5 scale is a simple method to determine the condition of the area being assessed, 1 being low, 5 being high. The below table should help in the explanation. (the matrix below is the newer version for 2015 JTE.)

RELATIVE RANKING	SCORE	COLOR	DEFINITION
HIGH	*5*	*GREEN*	*NEARLY AN IDEAL SITUATION*
MEDIUM-HIGH	*4*	*LIME*	*MAKING PROGRESS TOWARDS THE IDEAL UNIT*
MEDIUM	*3*	*YELLOW*	*TYPICAL UNIT; COULD BE IMPROVED*
MEDIUM-LOW	*2*	*ORANGE*	*NEEDS IMPROVEMENT; WATCH CAREFULLY*
LOW	*1*	*RED*	*WEAK SITUATION; NEEDS IMMEDIATE ACTION*

Q: Once an assessment is completed, how long do I have to make edits to the assessment?

A: Once completed – you have 48 hours to make edits.

Q: Can I delete a completed Assessment?

A: No. Once an Assessment is in a completed status, it cannot be deleted.

DASHBOARDS:

Q: Who will have access to training and membership records of the units?

A: This information will be available to each Unit Key 3 thru My.Scouting.org and all registered commissioners as well as unit-serving professionals when Commissioner Tools are adopted by your council.

Q: Will commissioners be able to access training records for specific individuals?

A: Yes, but not through Commissioner Tools. On the home screen of My.Scouting.org the pull down menu has a Training Manager option that will allow access to training records.

Q: Why does my unit dashboard not display the bar graph for the four JTE categories: Finance, Membership, Program, Leadership and Governance?

A: The dashboard reflects the mostrecent contact assessment recorded. If the last contact assessment completed for a unit was a simple contact assessment then these four detailed totals are not available.

Q: Can the unit commissioner see rechartering or advancement information?

A: These will both be available when future***My.Scouting*** tools are developed and released.

UNIT CONTACTS:

Q: Who will assign the units?

A: Initially all units will be unassigned. Administrative commissioners will assign Unit Commissioners to their appropriate units. Unit Commissioners will also be assigned to an Assistant District Commissioner.

Q: What units will I see if I am a unit commissioner?

A: On your Commissioner Profile, you will see only those units that have been assigned by your administrative commissioner. In the Commissioner Tools system though you will see and have access to all the units in the district where you are registered.

Q: Can I make a Unit Contact entry for any unit in my council?

A: Yes. You may search for other units within your council and enter contacts for other commissioners or as a visiting commissioner yourself.

Q: How long do I have to make an entry after contact?

A: You will have 60 days from the date of your contact to enter information.

ROUNDTABLES:

Q: Can Roundtable Commissioners and Ass't RTCs make Unit Contact reports?

A: Yes. RT and Ass't RTC's are Commissioners and encouraged to make entries when appropriate.

Q: Can Roundtable Commissioners send Roundtable messages to unit points of contact?

A: All commissioners can access units to make contacts. In the future, there will be the ability within the My.Scouting.org Tools to generate targeted communications – it will not be restricted to Commissioner Tools exclusively.

Q: Can documents be uploaded and attached for Roundtable Contact entries?

A: Not in Release 1, however you may copy the content of your text documents and save it into the meeting notes.

Q: Can multiple units be given Roundtable attendance "credit" for the same individual?

A: Yes, if you desire. You can either give each of the units "whole" credit, or "half" credit as is the custom of your Roundtable.

Q: Why do I have to enter a total for unit leaders in each program and also enter in the individual unit attendance totals?

A: The tools allow for tracking attendance for each unit separately because some unit leaders may attend representing multiple units, or he/she could represent a unit leader and a commissioner. For example the leader could be gathering materials for two packs and a troop. How this person is counted is left up to the council and the commissioners for that organization structure. The unit totals allow for decimal numbers so a person may be counted as a 0.5 for one unit and a 0.5 for a second unit. Thus the overall attendance headcount may not equal the separate unit totals.

Q: What if my council/district has separate roundtables by program?

A: The tools are built so that you can record these separately if you like however you can only enter one per "Facilitator" per Roundtable Contact If it's important to document different Facilitators for each program area, then the approach to take is to make separate Roundtable Contact entries for each program area. The point to note is that only one roundtable is highlighted in the dashboard – so the most recent roundtable entered will be displayed in the dashboard.

Q: Why does my Roundtable dashboard only display a few programs?

A: The dashboard reflects the last roundtable recorded in the organization structure. So, if only limited programs were in attendance those programs will be listed in the dashboard header.

Q: How long do I have to edit an entry if I forgot something?

A: Once completed – you have 48 hours for Unit Contacts, 60 days for Roundtable Contacts to make edits. You may also add information in a comment area at any time.

Q: Can I delete a completed Roundtable?

A: No, once a Roundtable is in a completed status, it cannot be deleted. However, you can delete any Roundtable still in Progress but not completed or Scheduled.

REPORTS:

Q. What reports will be available?

A: In Release 1 there will be over 8 different reports and a variety of dashboards available; more will be added in future releases. Reports included in Release 1 are as follows: Commissioner Activity, Unit Health, Commissioner Contact Stats, Unassigned Units, District Contact Stats, Priority Units, Commissioner Recruitment, Expired Units, Youth Protection Training Aging Report, Trained Leaders Report, Unit Rosters (Calling List, Member List, and Mailing List), and Youth Member Age Report. These will be exportable in several formats as well.

RESOURCES:

Webpage where all documents are found including Unit Service Plan PowerPoint:

http://www.scouting.org/scoutsource/Commissioners/tools.aspx

Scout Executive and Council Commissioner sign-off sheet:

http://www.scouting.org/filestore/commissioner/pdf/SE_CC_signoff.pdf

First Steps to Adopt Commissioner Tools:

http://www.scouting.org/filestore/commissioner/pdf/FirstSteps.pdf

90 day Backdater:

http://www.scouting.org/filestore/commissioner/pdf/90_day_backdater.pdf