



JOURNEY TO EXCELLENCE DASHBOARD

Resource Reference
Last Updated 2/23/11

TABLE OF CONTENTS

INTRODUCTION.....	2
DASHBOARD STAKEHOLDERS.....	2
ACCESS & PERMISSIONS.....	4
SYSTEM REQUIREMENTS.....	6
DATA, CALCULATIONS & SCORING.....	7
PERCEIVED VARIATION.....	12
SCREEN SHOTS.....	14
PRINTING.....	20
GLOSSARY.....	23
FAQ LISTING.....	25

1. INTRODUCTION

The JTE Dashboard is a metric-driven tool to track performance of all councils throughout the organization. Councils will be ranked in 17 criteria within the areas of Finance, Membership, Programs, Unit Service and Leadership & Governance. Recognition will be applied at the gold, silver and bronze levels via organizationally determined benchmarks and performance improvement indicators **at the council level**. At this time, the dashboard is not designed to drill into the district or unit levels.

Metrics displayed on the dashboard are displayed to give insight needed to make effective management and resource allocation decisions. At the council level, gold performers will be featured for each of the 17 criteria based on their excellence within the determined standard benchmark.

Benchmarks for each of the 17 criteria are set at different levels, as each of the criteria measure different things. Refer to page 10 to see a chart that summarizes the benchmarks and score structure for each criterion. The Dashboard will change each year, as will some criteria, in response to continuous improvement over time.

Additional resources for training videos and presentation slides can be sourced:

The JTE webpage on www.scouting.org will be accessible via the Volunteer button. Users can then click on the Council's Journey to Excellence link just under the Quick links heading.

Before logging onto the dashboard, system requirements are very important to address right away. The answer to a majority of questions related to viewing the dashboard just might be right under your **NOSE**:

Numbered position code: Confirm the access level of user. *(Section 3)*

Operating System Browser: Confirm browser version in use. *(Section 4)*

Settings: Determine if java script is enabled. *(Section 4)*

Exception rule: Note if the user holds two different positions, they should have access to the next level of view. *(Section 3)*

2. DASHBOARD STAKEHOLDERS

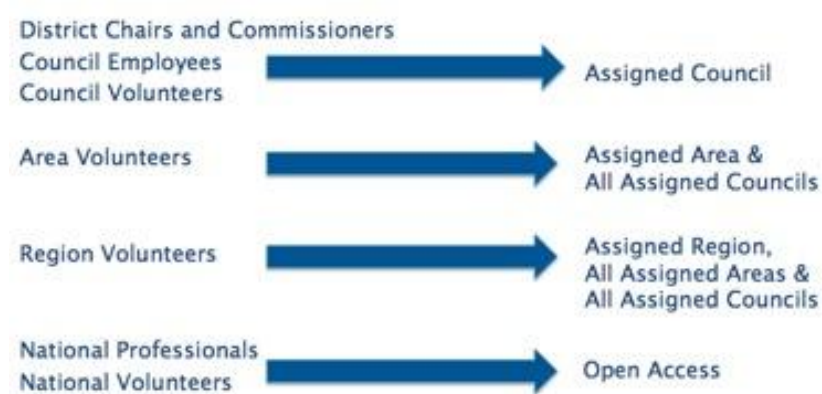
The Dashboard is a tool of the Journey to Excellence Program, which was developed by a Strategic Taskforce of BSA staff and volunteers. The development of the dashboard is in accordance to monitoring the continuous improvement being driven by the JTE

program. People below have been directly involved with the Dashboard from the blueprint to end product.

Dashboard Development	Representative (s)
Mission Impact- JTE Program	Chuck Keathley (Dashboard Sponsor)
Mission Impact- SMEs	Jeff Rand (Data) and Mike Watkins (Program)
IDG- Data Management	Jan Haase and Tom Richey

3. ACCESS & PERMISSIONS

Access and permissions are broken down into two main groups: MyBSA users and MyScouting users. **All those with accounts on MyBSA are granted access to the JTE Dashboard.** The permissions for viewing the Dashboard generally follow this relationship tier:



There are two exceptions to the rule structure above:

1. If a volunteer is registered in two levels, they will be given the higher level of view.
2. If a volunteer is registered in two locations at the same level, they will be given the higher level of view.

While those with accounts on MyBSA will be automatically be granted access to the dashboard, there is a matrix to explain who will or will not receive access to the JTE Dashboard from MyScouting.

When cross checking roles & codes with callers needing help accessing the dashboard, it may be possible that they are registered incorrectly or their file has not been updated. In these cases, council or district level volunteers should contact their council registrar to update and submit their paperwork. At the area/region/national levels contact a Regional Administration assistant.

JTE MyScouting Access Security Matrix

<i>BSA Organization Positions</i>	<i>Code</i>	<i>MyScouting Position Description</i>	Dashboard Access Permitted	Dashboard Access Not Permitted
LFL Non-Unit Committee	34	Council LFL Committee Chmn	X	
	34M	Council LFL Committee Participants		X
	63	District LFL Committee Chmn		X
	63M	District LFL Committee Mbr		X
Non-Unit Cncl Registrations	11	Council President	X	
	12	Council Vice President	X	
	13	Council Treasurer	X	
	14	Council Asst. Treasurer	X	
	15	Council Commissioner	X	
	16	Asst. Council Commissioner	X	
	41	Council Executive Board Mbr	X	
	42	Merit Badge Counselor		X
	42F	Merit Badge Counselor (fee paid)		X
	44	Council Honorary Mbr		X
	45	Council Associate Mbr		X
	46	Council Advisory Council	X	
	47	Council Committee Mbr	X	
	48	Council Mbr at Large	X	
	87	Council Scout Supplier		X
	95	Scout Alumnus		X
	49	Camp Staff (Adult)		X
Non-Unit Dist Registrations	61	District Chmn	X	
	62	District Vice Chmn		X
	64	Neighborhood Chmn		X
	65	Neighborhood Committee		X
	75	District Mbr at Large		X
	79	District Committee Mbr		X
	80	Unit Commissioner		X
	81	District Commissioner	X	
	82	Asst. Dist Commissioner		X
	83	Roundtable Commissioner		X
	84	Roundtable Staff		X
	91	Scouter Reserve		X
	92	College Scouter Reserve		X
Cncl Professional and Staff	54	Council Employee		X
	E31C	Learning for Life Director	X	
	E33C	Learning for Life Executive	X	
	E34C	Senior Learning for Life Exec	X	
	E38	Paraprofessional LFL Program Aid		X
	E39	Paraprofessional LFL Coordinator		X
	E10	Scout Executive	X	
	E20	Director of Field Service	X	
	E21	Asst. Scout Executive	X	
	E23	Borough Scout Executive	X	
	E24	Asst. Director of Field Service	X	
	E30	Field Director	X	
	E31	Learning for Life Director	X	

BSA Organization Positions	Code	MyScouting Position Description	Dashboard Access Permitted	Dashboard Access Not Permitted
	E33	Learning for Life Executive	X	
	E34	Senior Learning for Life Executive	X	
	E35	Exploring Director	X	
	E36	Exploring Field Director	X	
	E40	Director of Learning for Life	X	
	E41	District Executive	X	
	E42	District Paraprofessional		X
	E43	District Preprofessional		X
	E44	Exploring Executive	X	
	E45	District Director	X	
	E46	Program Paraprofessional		X
	E48	Senior District Executive	X	
	E49	Senior Exploring Executive	X	
	E50	Director Support Services	X	
	E60	Director Finance Services	X	
	E70	Director Camping Services	X	
	E80	Program Director	X	
	E90	Camping Director	X	
	E91	Activities Director	X	
	E92	Training Director	X	
	E93	Public Relations Director	X	
	E95	Office Manager	X	
	E96	Business Manager	X	
	E97	Special Position Professional	X	
	E98	Endowment Director	X	
	E99	Finance Director	X	
Non-Unit Nat'l Volunteers	C2	National Honorary Mbr		X
	C3	National Mbr at Large	X	
	C4	National Committee Chmn	X	
	C5	National Executive Board Mbr	X	
	C6	National Advisory Council Mbr	X	
	C7	Life Mbr		X
	202	National Scout Commissioner	X	
	210	Museum Volunteer		X
Nat'l Professionals and Staff	C1	Consultant		X
	E1	National Staff	X	
	E2	National Council Employee		X
	E3	Camp Staff		X
Retirees	F1	Professional Scouter Retired		X
	F2	Employee Retired		X
	F3	Professional Scouter in Transition		X
	F4	Professional Scouter on LTD		X
	F5	Employee's Spouse (widow or widower)		X
Non-Unit Reg'l Volunteers	A1	Regional President	X	
	A2	Area President	X	
	A3	Regional Executive Board	X	
	A4	Regional Committee Mbr	X	
	A5	Honorary Mbr		X
	A6	Regional Vice President	X	
	A7	Regional Committee Chmn	X	

<i>BSA Organization Positions</i>	<i>Code</i>	<i>MyScouting Position Description</i>	Dashboard Access Permitted	Dashboard Access Not Permitted
	A8	Area Vice President	X	
	A9	Regional Advisory Council	X	
	A10	Regional Commissioner	X	
	A11	Area Commissioner	X	
Reg'l Professionals and Staff	B1	Regional Staff	X	
	B2	Regional Employee	X	

3. SYSTEM REQUIREMENTS

The dashboard is designed to work on several different types of devices: PCs, Macs, tablets, and smart phones. This includes use on the iPad, iPhone, Blackberry and Droid devices.

To function in this range of devices, the dashboard was built in Java Script and should be viewed in the following browsers:

Safari 5 or higher

Internet Explorer 7 or higher

Firefox 3.6 or higher

To confirm Java Script is enabled, users need to go to their tools or preference settings on their specific browser. The following bullets outline how to enable Java Script on the three browsers; **however the first thing you should do is verify the browser version and strongly suggest upgrading their browser if their version is outdated.**



For Internet Explorer 7.0 +
Click the Tools menu
Select Internet Options.
Click the Security tab.
Click the Custom Level button.
Scroll down until you see the 'Scripting' section.
Select the 'Enable' radio button for 'Active Scripting'.
Click the OK button.
If you see a confirmation window, click the 'Yes' button



Safari 2 or 3
Click the Safari menu
Select Preferences
Click the Security tab
Select 'Enable JavaScript'



Firefox 3.6+
Click the Tools menu
(Mac: goto Firefox tab and select Preferences)
Select Options
Click the Content tab
Select 'Enable JavaScript'
Click the OK button.

Internet Explorer quit producing IE for Macs several years ago, so if users are on a Mac and are using IE, the dashboard will not work. All users must be using IE 7 or above if on a PC.

Upgrades to IE 8 will impact those who use the Crystal Reports Viewer (unrelated to the Dashboard). Ask if the user views these reports, and if so, it may be best to recommend an upgrade to IE 7 instead. If they prefer IE 8, they must enable their “ActiveX” controls:

1. Open Internet Explorer 8
2. From the Tools menu, select Internet Options
3. From the new pop-up window, select the Security tab
4. Make sure that you highlight Internet
5. Click on the Custom level button
6. The Security Settings menu will now come into view
7. Scroll down the settings until you reach “ActiveX Controls and Plug-Ins

4. DATA, CALCULATIONS AND SCORING

The Dashboard is fed with the prior month of data on the 8th. Finance information will be pushed to the Dashboard twice more each month, on the 18th and 26th. **It is important to have reports submitted by the 6th for displaying the most current data possible.**

Data sources for all criteria on the JTE Dashboard are taken from BSA databases, no additional data entry is needed beyond what is already being entered into the system with only one exception which is identified below*:

- Finance Facts
- PAS Production
- Camping e-forms
- UVTS v.2.0
- Unit-serving Executive Count (Human Resources)

**A Board assessment e-form is available at the Leadership Criteria Detail Screen.*

Calculation Overviews

#1. FISCAL MANAGEMENT: Fiscal Management levels are based on a ratio of a council’s unrestricted net assets in the operating fund divided by total operating expenses for the most recent year-end. The performance standard could be a factor in how a council’s score is decided.

#2. FUNDRAISING: This criterion measures the increase in council-generated net contributions in the operating fund when compared to the same month last year. Council-generated contribution areas include Net FOS, project sales, net special events, foundations and trusts, and other direct support accounts. The associated reclassification accounts are also included. . The performance standard is not a factor in how this criterion is scored.

#3. ENDOWMENT: The objective of this criterion is to add permanently restricted gifts to the endowment fund. The calculation is driven by the total of permanently restricted

contributions recorded during the calendar year, divided by total expenses that exist in the operating fund. The performance standard is not a factor in how this criterion is scored.

#4. MARKET SHARE: The way this criterion is calculated is the total of Lone Cub Scouts, Cub Scouts, Lone Boy Scouts, Boy Scouts, Varsity Scouts, Venturers, Sea Scouts, and Explorers, divided by the total available youth. The performance standard could be a factor in how a council's score is decided. This number may not correspond to other sources that display a density calculation that only counts traditional membership. Determined standard numbers are set by year-end measures and will be apportioned throughout the year.

#5: MEMBERSHIP GROWTH: This measurement is based on the difference between the total of Lone Cub Scouts, Cub Scouts, Lone Boy Scouts, Boy Scouts, Varsity Scouts, Venturers, Sea Scouts, and Explorers, divided by the prior year totals for the same groups. The performance standard is not a factor in how this criterion is scored.

#6: YOUTH RETENTION: This criterion tracks the number of traditional youth that remain registered one year later. The performance standard could be a factor in how a council's score is decided.

#7: CUB SCOUT ADVANCEMENT: The rank advancement rate is determined by the total number of Cub Scouts earning at least one rank during the year divided by total Cub Scouts. Ranks counted include Bobcat, Tiger, Wolf, Bear, Webelos, and Arrow of Light. The ranks will be counted in the business period they are entered into ScoutNET either through council input or Internet Advancement. For example, if a council records a rank in February that was actually earned last December, it will be counted in February. This way this council will not be comparing its advancement rate to a growing history. Determined standard numbers are set by year-end measures and will be apportioned throughout the year. The performance standard could be a factor in how a council's score is decided.

#8: BOY SCOUT ADVANCEMENT: The rank advancement rate is determined by total number of Boy Scouts and Varsity Scouts earning at least one rank during the year divided by total Boy Scouts and Varsity Scouts. Ranks counted include Tenderfoot, Second Class, First Class, Star, Life, and Eagle. The ranks will be counted in the business period they are entered into ScoutNET either through council input or Internet Advancement. For example, if a council records a rank in February that was actually earned last December, it will be counted in February. This way this council will not be comparing its advancement rate to a growing history. Determined standard numbers are set by year-end measures and will be apportioned throughout the year. The performance standard could be a factor in how a council's score is decided.

#9: CUB SCOUT CAMPING: This criterion is measured by a council's Cub Scouts that attend any in-council or out-of-council day camp and/or resident camp, divided by Cub Scout



membership on June 30th. The performance standard could be a factor in how a council's score is decided.

#10: BOY SCOUT CAMPING: This measurement tracks the a council's total number of Boy Scouts and Varsity Scouts attending any in-council or out-of-council long-term summer camp, high-adventure experience, jamboree, or serving on camp staff, divided by the total number of Boy Scouts and Varsity Scouts registered on June 30. The performance standard could be a factor in how a council's score is decided.

#11: COMMUNITY SERVICE: This measurement tracks the total service hours by Scouts, leaders, and other participants recorded on the Journey to Excellence service hours website. Determined standard numbers are set by year-end measures and will be apportioned throughout the year. The performance standard could be a factor in how a council's score is decided.

#12: YOUTH-SERVING EXECUTIVES: This measurement is determined by the most typical number (modal average) of youth-serving executives employed during the year, divided by total available youth population. The performance standard is not a factor in how this criterion is scored.

#13: COMMISSIONER SERVICE: The measurement for the determined standard is the number of registered unit commissioners (Position Code 80) divided by the number of total traditional units. The growth factor compares the number of unit commissioners in the current year to the number for the same month last year and divides by the last year's total. The performance standard could be a factor in how a council's score is decided.

#14: UNIT VISITATIONS: This status is determined by the number of unique units receiving six or more visits or contacts as reported in the Unit Visit Tracking System (UVTS), divided by the total number of traditional units. The performance standard is not a factor in how this criterion is scored.

#15: COUNCIL LEADERSHIP: This criterion tracks council Key 3 and executive board orientations. Bronze recognizes council Key 3 orientation, and silver recognizes executive board orientation. For gold, the executive board needs to complete an on-line board assessment. The performance standard is not a factor in how this criterion is scored.

#16: DISTRICT LEADERSHIP: This measurement is determined by the number of total district committee members registered divided by the number of districts containing traditional units. The performance standard could be a factor in how a council's score is decided.

#17: UNIT LEADERSHIP: Number of people registered in direct contact positions (CM, TL, DL, WL, SM, NL, VC, and SK) completing basic training requirements for their positions,

divided by the total number of positions listed above. The performance standard could be a factor in how a council's score is decided.

Criteria *without* a Performance Standard include, as identified within the calculations above:

#2- Fundraising	#3- Endowment
#5- Youth Growth	#12- Youth-serving Executives
#14- Unit Visitation	#15- Council Leadership

Calculation Benchmarks

The following chart designates the point structure differences for each criterion, with the benchmarks for the Determined Standard. The Performance Standard is a factor in some, but not all criteria. There is no “rounding up” when determining calculations.



Criteria Type	#	Criteria Name	Points Awarded Bronze/Silver/Gold	Determined Standard Benchmarks			Performance Standard Factor
				Bronze	Silver	Gold	
Finance	1	Fiscal Management*	75/100/200	Positive unrestricted operating net assets (or increase 2% over expenses)	0.6 - .25 ratio (or positive based increase of 2% over expenses)	.25 ratio + (or .06 ratio and a 2% increase over expenses)	Yes (cited within parenthesis)
	2	Fundraising	75/100/200	Greater than or equal to prior year	2% growth or greater over the prior year	10% growth or greater over the prior year	No
	3	Endowment	25/50/100	New gifts of at least 1% of expenses, or \$25,000 whichever is less	New gifts of at least 2% of expenses	New gifts of at least 5% of expenses	No
Membership	4	Market Share	75/100/200	7% density (or 1% growth in density)	10% density (or 7% and 2% growth in density)	14% density (or 10% and 2% growth in density)	Yes (cited within parenthesis)
	5	Youth Growth	75/100/200	0% - 1.99% growth	2% - 2.99% growth	Greater than 2.99% growth	No
	6	Youth Retention	75/100/200	62% retention (or 2% increase)	68% retention (or 62% and 2% points increase)	75% retention (or 68% and 2% points increase)	Yes (cited within parenthesis)
Program	7	Cub Scout Advancement	25/50/100	40% (or 2% points increase)	55% (or 40% and 2% points increase)	75% (or 55% and 2% points increase)	Yes (cited within parenthesis)
	8	Boy Scout Advancement	25/50/100	35% (or 2% points increase)	40% (or 35% and 2% points increase)	50% (or 40% and 2% points increase)	Yes (cited within parenthesis)
	9	Cub Scout Camping**	25/50/100	17% (or 2% points increase)	30% (or 17% and 2% points increase)	50% (or 30% and 2% points increase)	Yes (cited within parenthesis)
	10	Boy Scout Camping**	25/50/100	45% (or 2% points increase)	60% (or 45% and 2% points increase)	75% (or 60% and 2% points increase)	Yes (cited within parenthesis)
	11	Community Service	25/50/100	Average .5 hour per youth member (or .2 hour growth)	1 hour average per youth (or .5 hour per youth and .2 hour growth)	3 hours average per youth (or 1 hour per youth and .2 hour growth)	Yes (cited within parenthesis)
Unit Service	12	Youth Serving Executives	75/100/200	1 YSE per 15,001-20,000 TAY	1 YSE per 12,001-15,000 TAY	YSE per 12,000 TAY	No
	13	Commissioner Service	25/50/100	CTU ratio of 1:8 (or 5% increase in the number of commissioners over prior year.)	CTU ratio of 1:4 (or 7.5% increase in the number of commissioners over prior year.)	CTU ratio of 1:3 (or 10% increase in the number of commissioners over prior year)	Yes (cited within parenthesis)
	14	Unit Visitations	25/50/100	Council registers and begins using UVTS 2.0	25% of units visits 6x per year on UVTS 2.0	50% of units visits 6x per year on UVTS 2.0	No
Leadership & Governance	15	Council Leadership	25/50/100	Key 3 completes orientation	Key 3 completes orientation + Board orientation held	Key 3 completes orientation+Board orientation held+Board Assessed	No
	16	District Leadership	25/50/100	Average of 10 volunteers (or an increase average by one person per district)	Average of 17 volunteers (or an increase average of two people per district)	Average of 30 volunteers (or an increase average of three people per district)	Yes (cited within parenthesis)
	17	Unit Leadership	25/50/100	18% (or 2% points increase)	25% (or 18% and 2% points increase)	40% (or 25% and 2% points increase)	Yes (cited within parenthesis)
* Overall "Gold" medal councils must at least hold a Bronze award in Fiscal Management.							
** Camping numbers are not available until September, at which time they impact the overall tally.							

The total points for recognition are adjusted in the fall to include points for camping:

Overall Point Structure	Jan-Aug	Sept.-Dec**
Gold	1,050	1,200
Silver	825	950
Bronze	600	700

6. PERCEIVED VARIATION AND CRITERIA PARTICULARS

Some metrics on the Dashboard may vary from other sources of information on ScoutNet. Where there is variation with these numbers, it has been explained on the specific criteria detail screen. Below is a list of all criteria where some variation in the numbers may exist, with clarification on any other criteria particulars where applicable.

#1. FISCAL MANAGEMENT: This criterion includes transfers, which may be different from numbers seen on ScoutNet (which does not include transfers)

#7. CUB SCOUT ADVANCEMENT: Advancements for this criterion are counted on the basis of the number of youth advancing rather than the gross number. Gross numbers entered on e-forms or not assigned to individual boys will not be counted.

#8. BOY SCOUT ADVANCEMENT: Advancements for this criterion are counted on the basis of the number of youth advancing rather than the gross number. Gross numbers entered on e-forms or not assigned to individual boys will not be counted.

#9 & 10. CUB SCOUT and BOY SCOUT CAMPING: Due to the seasonality, the camping data will be available September through December, and will remain unchanged during this time period. Data for this criterion were collected via camping e-forms.

#11. COMMUNITY SERVICE: Data taken for this criteria's history was sourced from the Good Turn for America platform. Service hours can now be entered at <https://scoutnet.scouting.org/gtfa/ui/security/login.aspx>

#13. COMMISSIONER SERVICE: Every person registered in an "80" position code is counted, even if that person holds a multiple registration.

#14. UNIT VISITATIONS: To be counted in December, a unit needs at least six visits or contacts during year. During the rest of year the number of visits needed will be prorated to the number of months elapsed. For example, at the end of January or February, a unit needs only one visit or contact to be counted.



#15. COUNCIL LEADERSHIP: To update this council's record of council leadership training, please visit the criteria detail screen for #15 and fill out the e-form and submit. This information will be reflected in the next schedule data transfer.

#16. DISTRICT LEADERSHIP: Every person registered with a 61, 62, 64, 75 or 79 position code is counted, even if that person holds a multiple registration.

#17. UNIT LEADERSHIP: This criterion is currently being aligned with existing MyBSA information. For now, this criterion will consider the following as part of the direct contact grouping: CM, TL, DL, WL, SM, NL, VC and SK.

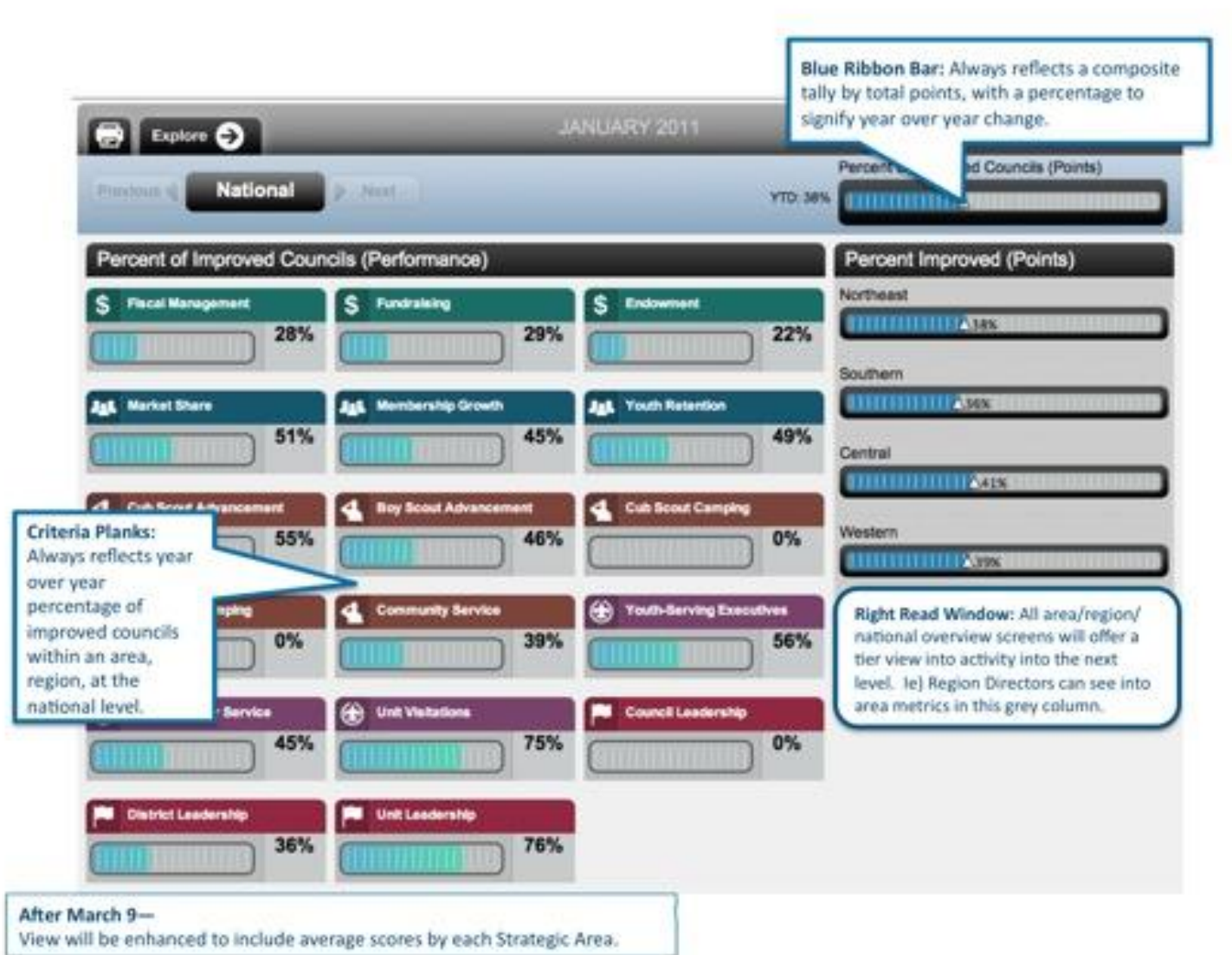


7. SCREEN SHOTS

NATIONAL OVERVIEW

User Permission:

- National/Regional/Area Professions
- National Staff
- National Volunteers

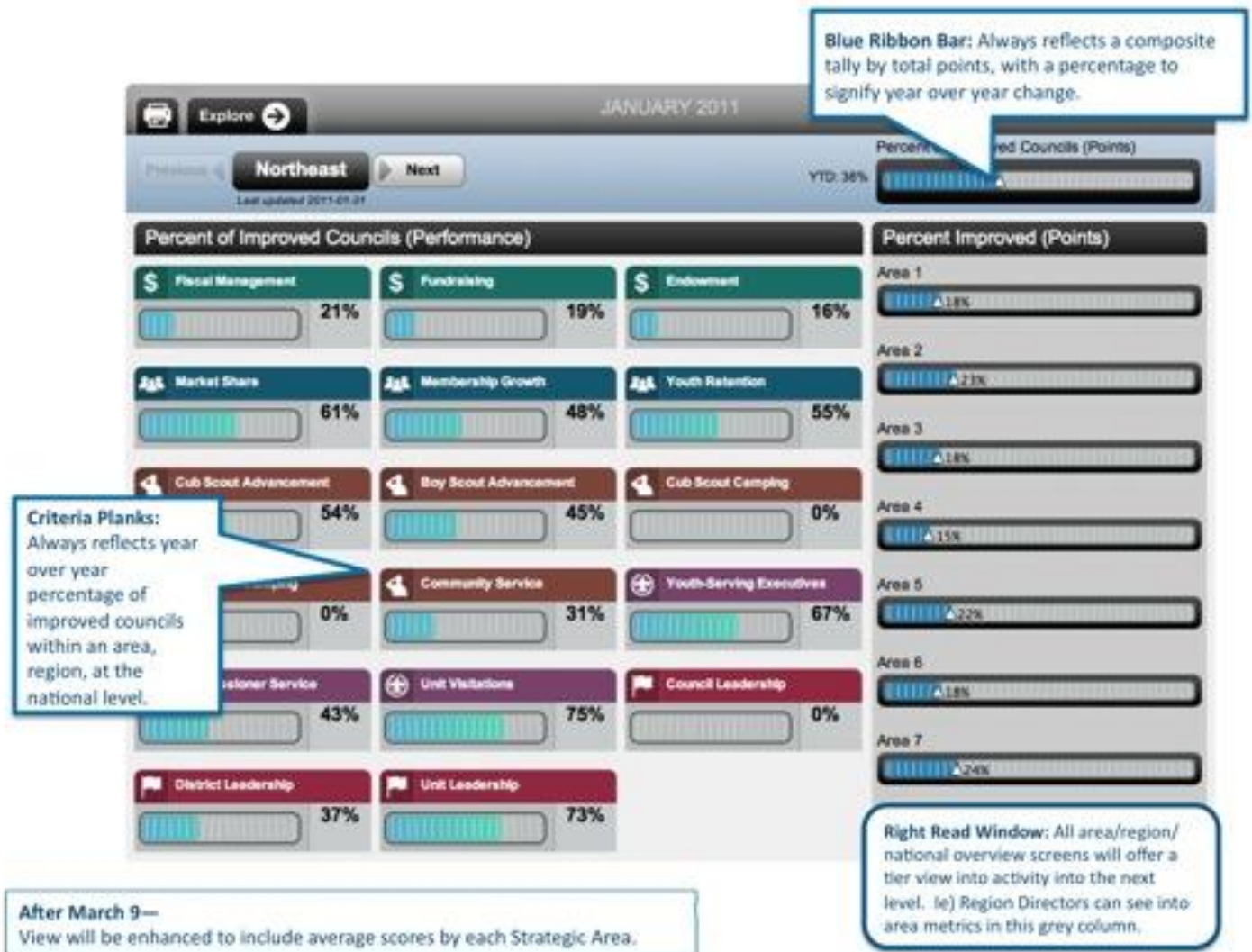




REGION OVERVIEW

User Permission:

- National/Regional/Area Professions
- National Staff
- National Volunteers
- Region Volunteers (by assigned region)

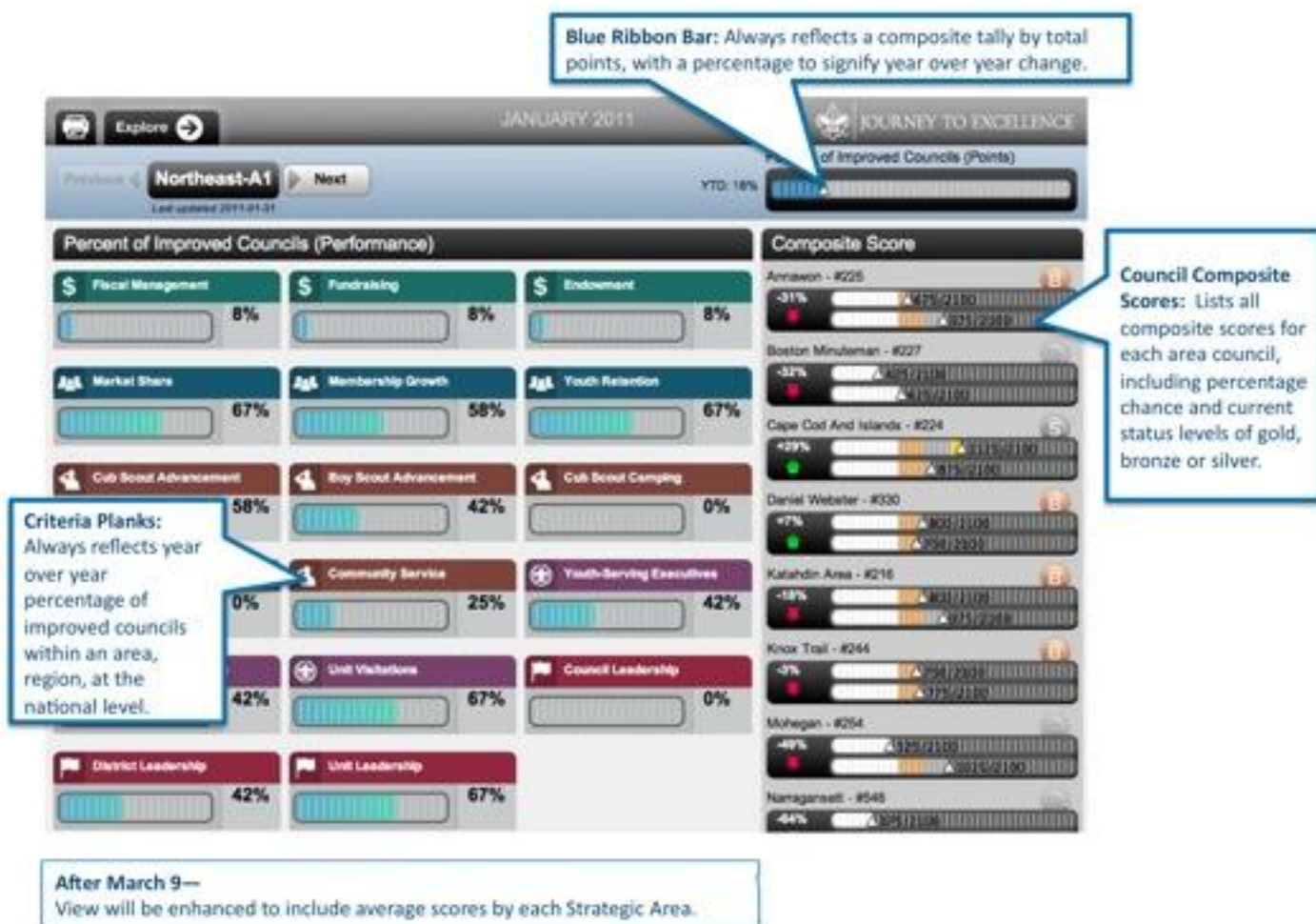




AREA OVERVIEW

User Permission:

- National/Regional/Area Professions
- National Staff
- National Volunteers
- Area Volunteers (by assigned area)





AREA DETAIL SCREEN

User Permission:

- National/Regional/Area Professions
- National Staff
- National Volunteers
- Region Volunteers (by assigned region)
- Area Volunteers (by assigned area)

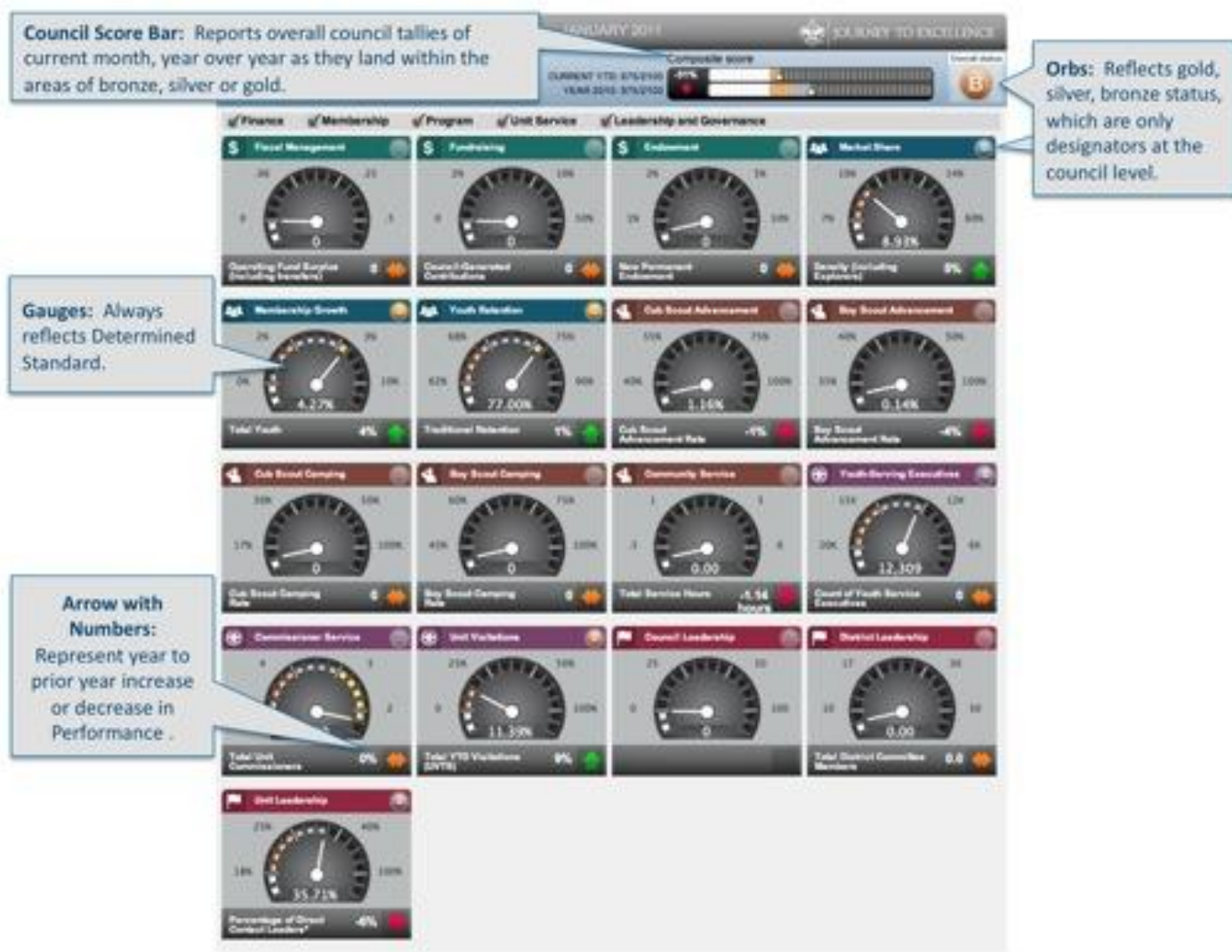




COUNCIL OVERVIEW

User Permission:

- National/Regional/Area Professions
- National Staff
- National Volunteers
- Region Volunteers (by assigned region)
- Area Volunteers (by assigned area)
- Council Employees
- Council Volunteers
- District Chairs
- District Commissioners





CRITERIA DETAIL SCREEN

User Permission:

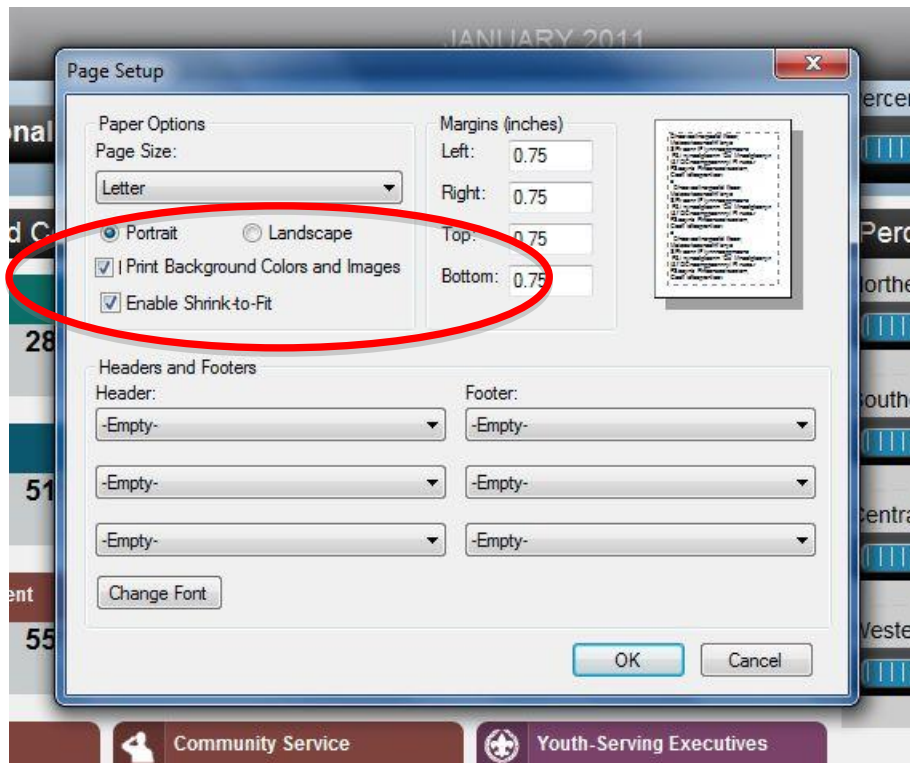
- National/Regional/Area Professions
- National Staff
- National Volunteers
- Region Volunteers (by assigned region)
- Area Volunteers (by assigned area)
- Council Employees
- Council Volunteers
- District Chairs
- District Commissioners



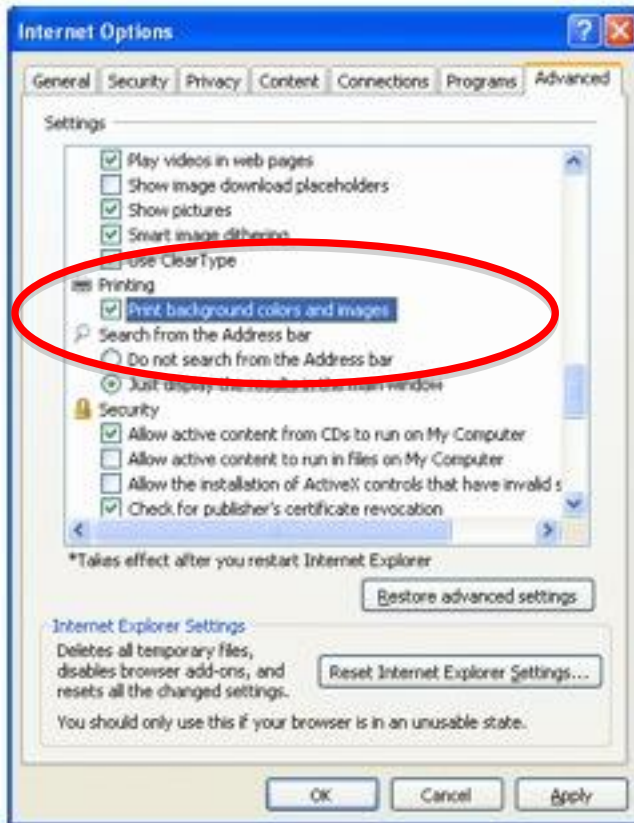
9. PRINTING

In order to print, please note the tab on the upper left of the screen with the printer icon. This will send the screen being viewed to your default printer dialogue box. To see everything you are seeing on your computer printed, please click “show backgrounds” option, which is worded slightly different for different printers.

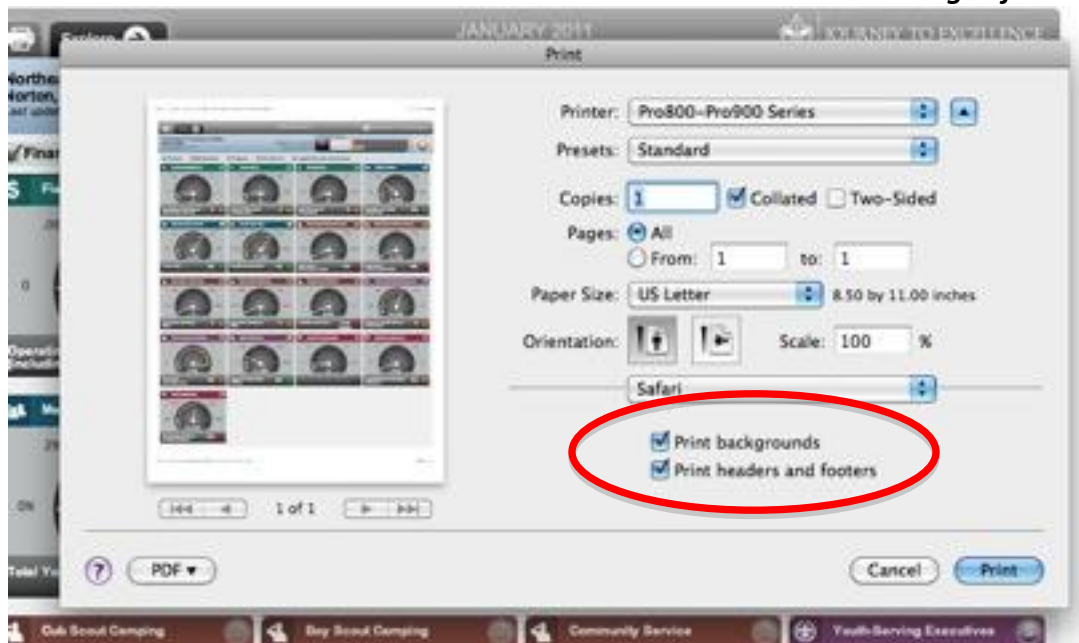
Internet Explorer 8 (see under “options” tab in the print dialog box)



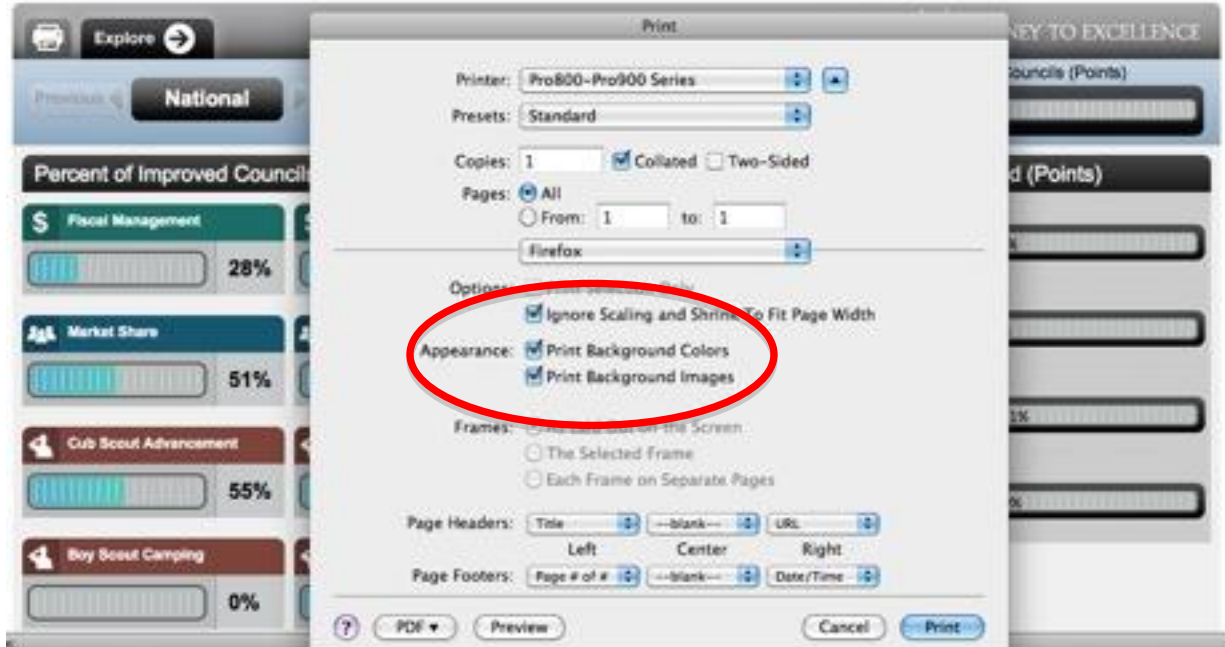
Internet Explorer 7 (Set-up under "Options Menu" from Internet settings)



Using Safari 2+



Using Firefox 3.6+



8. GLOSSARY

DASHBOARD SCREEN NAMES

- **Criteria Detail screen=** The most granular part of the dashboard. This is where each criteria detail is broken down to show performance at the Determined Standard and Performance Standard (where applicable) levels. This screen also gives an overview of the points earned as it might pertain to the recognition received for that criterion (gold, silver or bronze). An overview of the approach used for the calculation as well as benchmark divisions in between gold, silver and bronze are also clearly displayed here. Finally, this is also where additional detail regarding any perceived variation in the metric (as compared to what might be on ScoutNet for example) will be explained.
- **Council Overview screen=** This screen featured all 17 criteria for a single council. This is the landing page for everyone with council-level access. The Council Overview screen offers a quick overview of all status levels for each criterion. The Determined Standard gauge and the Percent Improvement by Performance can be viewed within each of the 17 criteria tiles as well.
- **Area Overview screen=** This screen gives the percentage of improved councils based on performance and points. It also allows a glimpse into the Composite Score year over year comparisons for all councils within that area as well as the overall recognition levels for each. An aggregate overall score average for all councils in this area is also featured in the header of this screen. A point average for all area councils for each of the strategic areas is included.*
- **Area Detail screen=** This screen allows users to choose a criteria and gain insight to the performance of that criteria across all councils within that area.
- **Region Overview screen=** This screen gives the percentage of improved councils based on performance and points. An aggregate overall score average for all councils in this region is also featured in the header of this screen. A point average for all region councils for each of the strategic areas is included.*
- **Region Detail screen=** This screen allows users to choose a criteria and gain insight to the performance of that criteria across all councils within that region.
- **National Overview screen=** This screen gives the percentage of improved councils based on performance and points. An aggregate overall score average for all councils in the nation is also featured in the header of this screen. A point average for all councils within the organization for each of the strategic areas is included.*

- National Detail screen= This screen allows users to choose a criteria and gain insight to the performance of that criteria across all councils within that region.

*** Of note, all Area, Region and National Overview screens include the percentage of improved councils based on points from all councils' composite scores (sliders on the right side of the screen). It also includes percentage of improved councils based on performance (tiles in the center left bulk of the screen).**

DASHBOARD ELEMENTS TERMINOLOGY

- Determined Standard= The data-driven determiner of status levels. The Determined Standard is always represented by a gauge and is only on the Council Overview and Criteria Detail Screens.
- Performance Standard= The performance-driven determiner of status levels. Always represented within a graph. The Performance Standard is always represented by a chart and is only on the Criteria Detail Screen.
- Percent Improvement= The representation of movement for the current month of measurement as compared to the same month, last year. Always represented with an up, down or leveled arrow and a corresponding number. Percent Improvement is relative according to the metric it is placed next to. I.e) If Percentage Improvement is next to the Composite Score bar, then it represents the year over year change of the Composite Score.
- Composite Score= The total number of points scored by a council, as tallied via the 17 criteria, over the total number of points available for that period. Composite scores are only listed on council level screens and are color-coded with areas that denote bronze, silver or gold ranges.
- Percentage Improved Councils based on Performance= This measurement functions to give an overview of the percent of improved councils based on performance either at the area, region or national overviews.
- Percentage Improved Councils based on Points= This measurement functions to give an overview of the percent of improved councils based on points either at the area, region or national overviews.
- Strategic Area Tiles= Featured on the area, region and national overview screens, these tiles will show the average score for all councils based on the overview screen the user is on.

- Fly-Out Navigation Bar= From the Explore tab on the top of all screens, this is where the navigation is centered. All options remain open as users cursor over the expansion options, hence the term “fly-out”.

MANAGEMENT TERMINOLOGY

- Indicator= is anything that can be used to predict future financial or economic trends.
- Leading indicator= A signal of future events. Think of how the amber traffic light indicates the coming of the red light. In market application, these are not always directly applicable, but may be indicative of trends to come. For example, low advancement in Boy Scout programs may be an indicator of reduced program demand at the more advanced levels.
- Lagging indicator= A signal that follows an event. The importance of a lagging indicator is its ability to confirm that a pattern is occurring or about to occur. For example, a reduction in Endowment and Fundraising would likely be confirmed by the reduction in a council’s ability to be effective fiscal managers.
- Balanced Scorecard= A guiding approach to organizational measurements that departs from traditional measurement by financial data only (which tells a story of events that have past). Balanced scorecard is a strategic management system that is based not only on financial measures, but also customers, processes and employee perspectives. The balanced scorecard of the BSA is represented within the strategic areas of Finance, Membership Impact, Programs, Unit Service and Leadership & Governance. A sixth strategic area is planned for 2012: Voice of the Scout.

9. FREQUENTLY ASKED QUESTIONS

The link to the dashboard does not work for me, why do I keep getting an error message?

The user is likely not coded right in the BSA system. Double check the users position against the access matrix. If the user’s position is listed as having permission to the dashboard, contact IDG to determine how that individual might be coded in the system. If coding is off, direct user to re-register / update their paperwork on file (districts and councils go to their council registrars, areas, regions, and national users go to the administrative assistants for their group.

I can access the dashboard, but when I try to click onto a certain page, it says I do not have permissions. What is happening?

Make sure the user is on an acceptable internet browser and has java script enabled.

Where can we find a copy of the PowerPoint slide deck for the webinar on the council dashboard?

Both slide deck presentations, one for councils and one for Areas and Regions, can be found by going to www.scouting.org and click on the Volunteer tab, then click on Council's Journey to Excellence found directly under the Quick links heading. Councils will want to download the file titled "Local Council Staff and Volunteers Dashboard Training".

How will volunteer access the council dashboard?

Access for volunteers to the dashboard is at www.myscouting.org. Users will need to log in and password for their MyScouting account. Click on Journey to Excellence and the dashboard will open.

Is there a print screen button built into the dashboard?

Yes! There is a print screen button on each page so you can easily print that page for use at council meetings or for sharing with other people.

Is there a dashboard for the district and for units?

No. Since many of the criteria for the district and unit scorecards asks for data that is not currently inputted into the council computer system, there is set process to retrieve that data. We are working on a district dashboard and hope to have one in the next year or two. We do have excel spreadsheets for districts and units to help them keep track of their achievements though, and they can be found on scouting.org and MyBSA.

Can every council's dashboard be viewed by any other council?

No. You will only be able to see your own council's dashboard. A nice addition to the dashboard is that the councils that are at the 'gold' level by the determined standard will be listed in each criterion.

Will Google Chrome work to run the dashboard?

Yes. Any 'type A' browser should work.

How often will the data be updated on the dashboard?

All data will be updated three times per month on the 8th, the 18th and the 26th.

Do the gauges, graphs, and orbs show where the council would be if the year ended that day, or how far a council has come towards achieving that criterion?

All data on the dashboard shows current accomplishments as captured for the month prior. Some of the criteria will show zero (0) for most of the year until the data has been compiled and entered into the computer system. What you will see will be a snapshot of where your council is based on current updates of the prior month's data as received on the 8th, 18th and 26th of each month.

Will the internet advancement system automatically populate to the dashboard?

Yes! If the advancement has been added for individual scouts it will work. If the information was added as a single number for the whole unit, it will not work.

Will advancements be tracked from January to December?

Yes, because the council's achievement of Journey to Excellence goes from January to December.

Where do units enter their community service project information so it populates to criterion #11?

Units will log onto www.scouting.org and click on the Volunteer button and then click on the Council's Journey to Excellence link just under the Quick links heading. Once on that page, go to the bottom right to find the service projects heading and link to the data input site.

For staff, will the system administrator need to allow access for executives to enter the dashboard?

No, that will all be set up at the national office and will be by position code.

Will additional volunteers be able to be added in order to view the dashboard?

No, not at this time. There is a list of positions that will be given the rights to view the dashboard, and that will be all that will be able to. However, we will be looking at this list and will be listening to what councils needs are, and may make adjustments because of that information.

Who in a local council office will be able to see the dashboard?

All BSA employees who can log on to MyBSA will be able to get to the dashboard. Volunteers will be set up as reflected in the access matrix in Section 3.