Commissioner Technology Focus Group Status Report

April 15, 2019

Updated Commissioner Tools
By now we hope that you have experienced the update to Commissioner Tools for both the web and mobile apps (Android and iOS). Your experience, the User Experience, is of paramount concern to us. Regardless of how much pre-launch testing we conduct there are always things that unintentionally get left out, and unexpected behaviors discovered once the new version is deployed. We value your constructive feedback, good and bad, as it helps us serve you better. Thank you to the professionals, developers, and volunteers that made this major update possible. There isn’t enough room to thank everyone here, but this was a cross-cutting effort coordinated across four areas of the National Commissioner Service Team: Technology, Training, Analytics and Communications.

Below are a few points to remember:

• Phase I of the training for the updated Commissioner Tools was launched coincidental to the program updates. Phase I of the training is ‘static’ and can be found within Commissioner Tools by clicking on the HELP GUIDE at the bottom of the menu list on the left-hand side of the new Commissioner Tools home/landing page, or by going directly to https://www.scouting.org/commissioners/tools/ and look under the heading ‘Commissioner Tools Training.’

• Phase II of the training update has begun and is much more extensive. When complete, Phase II training will update:
  o Online courses in the Learn Center
  o Instructor-Led material found on the commissioner training pages for Basic Training and the College of Commissioner Science

• The mobile app is not the same as the web version. One of the most obvious differences is that the ‘Reports’ functionality is intentionally not available on the mobile app.

• Enhancements we would like to highlight include: Emphasis placed on outstanding In Progress contacts, ability to copy the last Detailed Assessment score to a new Detailed Assessment, contact filtering on dashboard, making multiple unit/commissioner assignments at once and improved reporting.
  o We plan to make additional updates to Commissioner Tools in the future.

• The Advanced Analytical Power Pivot Tables were also updated and can be found at https://www.scouting.org/commissioners/tools/inst-for-creating-advanced-power-pivot-table/. Early requests for Power Pivot Table help find that most user issues are the result of either:
  o Not downloading and using the new Power Pivot Table tools.
  o For the Roundtable analysis forgetting that the full year of Unit Health csv files is required for BOTH 2018 and 2019. I.e., January through December.
  o Users of the Roundtable Power Pivot Table should download and use the file updated on April 15.
  o Creating unique, EXCLUSIVE folders for each individual Power Pivot Table tool and the required CSV data file(s). (This ‘issue’ was common even before the update to Commissioner Tools and the Power Pivot Table tools.)

• The following known issues are presently being addressed:
Detailed Assessments cannot be printed
The blank Detailed Assessment form with unit data cannot be printed

- In the past, few contacts ever exceeded 1,000 characters in any of the text boxes. As a result, a 1,000-character text box limit was implemented with this update. This 1,000-character limitation has significant programming implications which make the software run faster and require less database space. Should you need more than 1,000 characters, while it may be a bit of an inconvenience, we suggest that the User create multiple entries such as “Simple Assessment Parts A and B,” or “Simple Assessment Addendum to Detailed Assessment dated xx/yy.”

- Hint: The Commissioner Tools dashboards presently show Active/Lapsed units, while some reports in Commissioner Tools and other my.Scouting applications include units that are expired/not posted. The reports in Commissioner Tools will be updated in the next couple of weeks to only display Active/Lapsed units.

- Hint: In the web version of Commissioner Tools, when you want to ‘get back’ to the my.Scouting landing page click on the text ‘my.scouting | Commissioner Tools’ at the top of the page.

MyScouting Improvements

- Spanish YPT was released on March 1. It is accessible from the My.Scouting landing page and if your browser is set to Spanish language you will have the Spanish version link on your YPT Training tab.
- Online Registration
  - Summary status emails were reinstated in February.
  - If you have access to Application Manager and Invitation Manager at the council level you may have noticed that you now can drill down to district and unit dashboards. This allows for easier tracking at the district levels.
- Creating an account for International volunteers has been improved by removing the zip code requirement.
- Pack and Troop Gender indicator was added to Commissioner Tools, Member Manager, Training Manager and Organization Manager.
- District and Council Advancement Chairmen have access to Member Manager and can update Eagle Extension Requests.

Commissioner Technology Impact Session:
The Applying Technology in Unit Service Impact Session will take place on August 23 - 25, 2019. The session will be held at Camp Belzer in the Crossroads of America Council, Indianapolis, IN. At this session you will have the opportunity for a hands on learning experience where Commissioner Tools plus other my.scouting tools will be reviewed and discussed. Registration will be open soon and will be available at this link: https://www.scouting.org/commissioners/training/national/ We will advise commissioners through social media and other methods when registration is open.
Support

- Member Care Contact Center is available to offer support at 972-580-2489 Monday thru Friday between 7 am – 7 pm Central time, or by sending an email to myscouting@scouting.org. Please provide your name and BSA membership ID number in addition to specific details about your concern so that we can more quickly troubleshoot your issue.

The Commissioner Technology Focus Group