

Fall Town Halls 2016 - Q&A

Indiana Location:

Q: Dottie Neal SU 4641: Dottie shared her sentiments about customer care and the speed at which customers are being served. She is very happy with the level of customer service.

A: Dottie's comment was noted.

Q: Lindy Falls SU 4641: Lindy tells volunteers to go to National Convention because it is a great networking experience and helps volunteers see the "bigger picture" of girl scouting.

A: Lindy's comment was noted.

Q: Deb Phillips SU4641: What is the registration process to go to National Convention as a visitor?

A: More details to come on our website and at the Annual Meeting.

Q: Jeannie George: Jeannie had an issue registering for an event, she cannot see the deadline on webpage.

A: Carrie Lewis: That's a known issue with activities and an enhancement recommendation was submitted to GSUSA to show the registration deadline in the activity list on the website and on the member community.

Q: Dottie Neal SU4641: Why is she being charged a dollar to come to an event? Is this a default or intentional charge?

A: Carrie Lewis: Carrie explains the promo code and how it can be found in the description for an activity to take away the charge.

A: Kristen Walker: We want to make sure that the promo code is obvious.

Q: Jan Keating Indiana SU 4641: Are you monitoring by position, role, membership, what type of activities and how they are doing it? Are you more concerned about volunteer role?

A: Melissa Cooper: We have always been concerned but have not always had a way to track roles or who is signing up for certain events, for example: when we can see that mostly cadettes are going to certain events; it helps us to plan more strategically.

A: Kristen Walker: Now we can get a clearer picture of what is actually happening in relation to activity attendance.

Q: Deb Phillips SU4641: My co-leader was still listed as inactive even though all clearances were met. Why?

A: Kristen Walker: With all of the new background requirements from the state, they may think that they have done it all and they actually have not. You can always call customer care to check on the status of a volunteer.

Q: Jeannie George: Discusses issues regarding volunteers being made "active."

A: Melissa Cooper: Most of us at council can check this for you; call and let us know what your issues are and we can help you find out who is active within your troop.

Q: Linda Rearick (Rambling Roads): I paid for paper registrations twice, why did paper registrations get lost?

A: Kristen: Call customer care for these types of issues, they can definitely assist.

Q: Sharon (40002): Daisies moved up to brownies but they are in my troop roster.

A: Kristen: This is another issue to bring to Customer Care for resolution.

Q: Melinda SU4641: My daughter is a new daisy leader. Moved girls are still showing up in other troops...they see them in their troop, try calling them and registering them even though they are already registered to another troop.

A: For Data transfer issues, Melissa Cooper instructs volunteers to call into customer care.

Q: Melinda SU4641: Lifetime members have been dropped off, her daughter cannot re-register... she is currently a leader and cannot update her role.

A: We are in constant communication with GSUSA on fixing issues that are coming up.

Q: Deb Phillips – VTK for Cadettes and above – when can we get into it?

A: Kristen Walker: You can get into it now; you can schedule your own...you can build your own meeting plans. Parent views, finance tab, and older girl material are all things that people want and GSUSA will be working on.

Q: Jan Keating and Dottie Neal: It is unfortunate that some camps might close, girl scout camp is more affordable than other camps.

A: Jan and Dottie's comment was noted.

Q: Glenda Cook (Rambling Roads): I'm disappointed in the lack of opportunities in the S'mores book.

A: Kristen Walker answered the question in person regarding program changes and a discussion around the topic occurred but was not noted.

Town Hall Webinar Questions Not Covered in Recording:

Q: I would like to see a better system for recruitment of new members. Tracy Elementary had an open house, but no one from girl scouts there. I know that Jennifer D. can't be everywhere, but a better system in place is needed I feel. [Kristen Eliason]

A: The Question was forwarded to staff at council for a thorough answer at a later date.

Q: I'm a new leader, and would like to know how long it takes after all your clearances have been handed in for the GSWPA website to update from inactive under troop to active? [Terry Smith]

A: The Question was forwarded to staff at council for a thorough answer at a later date.

Q: Are there any directions for the signups for new troops? We haven't seen any improvement yet in that process. [Theresa Smith]

A: The Question was forwarded to staff at council for a thorough answer at a later date.

Q: But the new system automatically assigns a generic email to girls with no email on file, so how are you going to track who actually needs a different option to view S'more events? [Virginia Foster]

A: The Question was forwarded to staff at council for a thorough answer at a later date.

Q: When will Hawthorne & Singing Hills calendars be open? [Tanya Schwab]

A: The Question was forwarded to staff at council for a thorough answer at a later date.

Q: How many paid staff does the council now have? [Sue Gold]

A: The Question was forwarded to staff at council for a thorough answer at a later date.

Q: unrelated question: when did the girl scout promise change? [Terry Smith]

A: The Question was forwarded to staff at council for a thorough answer at a later date.