HOW DO I ANSWER MY COMMISSIONERS' QUESTIONS ABOUT UVTS?

1. *I'M NOT COMFORTABLE USING (OR DON'T HAVE ACCESS TO) A COMPUTER; SO HOW CAN I MAKE REPORTS IN UVTS?*

   UVTS is easier to use than many commissioners realize. If all you need is some hands on training and practice, your district commissioner or assistant district commissioner can help you with that.

   If you just aren't familiar with computers, or don't have access to one, perhaps the best solution is to use "Unit Visit Information" 4X6 card that you can get from your district commissioner or assistant district commissioner. Once you have filled out that card, you can give it to your DC or ADC (or another member of your team they have identified) who will complete the report in UVTS for you using the information you provided on the Unit Visit Information Card.

   Some districts have group reporting sessions at which commissioners with lap top computers will enter reports on behalf of others.

2. *WHEN I SIGN ON TO MY SCOUTING ON OUR NATIONAL COUNCIL'S WEBSITE, I CAN'T GET TO UVTS.*

   You must be registered in a commissioner position to have access to UVTS. If you are not currently registered in a commissioner position, see your district commissioner or assistant district commissioner to obtain and complete an adult application form. Once that has been completed, turned in and processed by the registrars at our Volunteer Service Center, you should be able to access UVTS.

   Some volunteers have more than one BSA membership number. In that case, you must make certain that you are using your BSA membership number that applies to your commissioner position when you log on to our MyScouting to have access to UVTS.

   If your district commissioner or assistant district commissioner can't help you solve this problem, often they can get help from your service area commissioner.

   Also, our national council has established a UVTS Hotline just for commissioners. You can call the hotline for support (972-672-4389) Monday through Friday (8:00 am to 10:00 pm) and Saturday (10:00 am to 10:00 pm).

3. *I'VE ALWAYS USED NOTES THAT I WRITE UP IMMEDIATELY AFTER I VISIT MY UNITS, WHY CAN'T I JUST GIVE THOSE YOU MY ADC?*

One option would be to give your notes to your assistant district commissioner or district commissioner (or a member of your team they designate) for entry into UVTS. Better still, make your notes on the Unit Visit Information 4X6 card and give it to them for entry. But best of all is for you to enter your visit report directly into UVTS. Getting visit reports into UVTS enables that information to be used to help you help your units maintain or improve program quality, and that helps your units help kids.

4. *WHAT CONSTITUTES A "UNIT VISIT"?*

Actually, you should enter reports on both "unit visits" and "meaningful contacts" with the units you serve in addition to entering unit health assessments in January and July of each year.

A "unit visit" is a physical visit to a unit meeting or activity, a leader meeting, a summer camp visitation, or some similar unit event. Attending a court of honor, for example, would be a "unit visit."

A "meaningful contact" could be one or more email exchanges or phone conversations with unit leaders to assist them. Examples might include providing assistance in how best to obtain information about and/or register for summer camp, whom to contact in your district for information about helping Scouts move from Life rank to Eagle rank, how to find good locations for outings or outdoor activities, etc. Even a conversation at Roundtable, if something more than a brief greeting, might be a "meaningful contact." The key word to be considered is "meaningful." As a result of your contact with the unit, did you do something that will help it maintain or improve program quality, that will help that unit help kids?

Unit commissioners should strive to enter a combination of at least 6 reports on visits and meaningful contacts they have had with each assigned unit during a 12 month period.

5. *THE NOTES I'VE ALWAYS MADE AFTER VISITS ARE PRIVATE. WHO CAN READ THE REPORTS I ENTER INTO UVTS?*

Unit visit reports and unit health assessments aren't public information. Only commissioners and BSA professionals have access to UVTS. Access is limited to an individual's role in Scouting. For example, a unit commissioner, assistant district commissioner or district commissioner can see only reports made on units in their district. District executives, assistant council commissioners and council commissioners can see only reports made on units in their council. The same concept applies to individuals holding commissioner positions at the area, regional and national levels.

If you think about it, access to reports you enter into UVTS is similar to access to reports (or opinions) that commissioners have had about the units they serve since the BSA was founded. Traditionally, commissioners discussed unit health in district commissioner meetings and, as a

result, all commissioners within the district were generally aware of a unit commissioner's assessment of units.

6. **WHAT'S THE POINT OF ENTERING REPORTS INTO UVTS?**
   UVTS provides ease of access to information about unit health to those who can help you help your units more effectively. Your assistant district commissioners and district commissioner can obtain reports that will help them support their efforts. Your reports, for example, can help them identify when help is needed from your district operating committee (to improve training of unit leaders, to help strengthen a unit's outdoor program, or advancement, etc.). Similarly, that information can be used by council level commissioners and professionals to identify where council resources can be utilized to help improve unit program quality.

   In short, unit reports and unit health assessments entered into UVTS will help us improve unit service. But until commissioners are routinely using UVTS, it will be difficult to demonstrate the power UVTS offers to help commissioners help units serve kids better.

7. **HOW DO I GET ALL OF THE INFORMATION YOU'RE ASKING ME TO ENTER IN UVTS?**
   Unit commissioners who are engaged with their units will have no problem obtaining the information needed for unit visit reports. Unit visits and meaningful contacts will develop both the kind of information that should be entered into UVTS and help unit commissioners develop the kinds of relationships with unit leaders that bring even more information to their attention.

8. **WHAT SHOULD I ENTER INTO UVTS?**
   See the attached documents for more information of how to enter information into UVTS for unit visits, meaningful contacts, and unit health assessments.

9. **WHY IS UVTS SO HARD TO USE? IT'S SLOW, AND SOME TIMES I CAN'T EVEN GET INTO IT.**
   If you have been using UVTS since the first version of the system was implemented, then you know that there have been challenges in the past. The current version of UVTS, version 2.0, is an entirely new system that is far more powerful and better suited to commissioners needs.

   And, candidly, there have been times when access to UVTS and system response time has been less than we would prefer. That has been continually improving, however. *The version of UVTS which we access today works.* It isn't perfect, but it will support the work we do as commissioners. And, while there are still occasional issues with response time, the BSA's systems are becoming increasingly reliable and responsive.

   Frankly, the UVTS access issues that commissioners encounter today are more likely the result them not being registered as a commissioner, or using a different membership number to log onto MyScouting than the result of some problem with the system.

10. THERE'S NOT ENOUGH SPACE IN THE COMMENTS FIELD FOR ME. WHAT DO I DO ABOUT THAT?

There is limited space, only 256 characters are available in any comments field in UVTS. We must be concise in our comments about visits and contacts.

11. WHAT GOES INTO EACH "BOX" IN UVTS?

See the attached documents for more information of how to enter information into UVTS for unit visits, meaningful contacts, and unit health assessments.

12. HOW DOES MY ADC OR DC KNOW THAT I'VE ENTERED A REPORT INTO UVTS?

District commissioners and assistant district commissioners are learning how to use UVTS, too, and that includes learning how to access the information it contains. Many district commissioners are finding it valuable to recruit a Scouter with expertise in Microsoft Excel and delegating responsibility for development of reports that will provide the information they need and want from UVTS to that individual.

Some district commissioners have asked that UVTS be modified to send email notifications when reports are entered. No further changes will be made to UVTS for a time and, as a practical matter, that is a good thing. That will provide commissioners with an opportunity to demonstrate the potential UVTS offers to improve unit service and to provide feedback on the changes most needed. But also, think about the volume of emails our district commissioners and assistant district commissioners would be receiving if all our unit commissioners were fully engaged with their units and making reports of their visits and meaningful contacts. That volume would quickly fill their inboxes with only notifications of reports entered. The information that UVTS can provide, if delivered regularly through reports, likely will be a far more powerful tool.

Atlanta Area Council
Unit Visit Tracking Usage Guidelines

Overview

This Document is intended to provide specific guidance for using the Unit Visit Tracking System. Please pay particular attention to items to include in the comment sections. Questions may be directed to John Cherry at jcherry628@aol.com
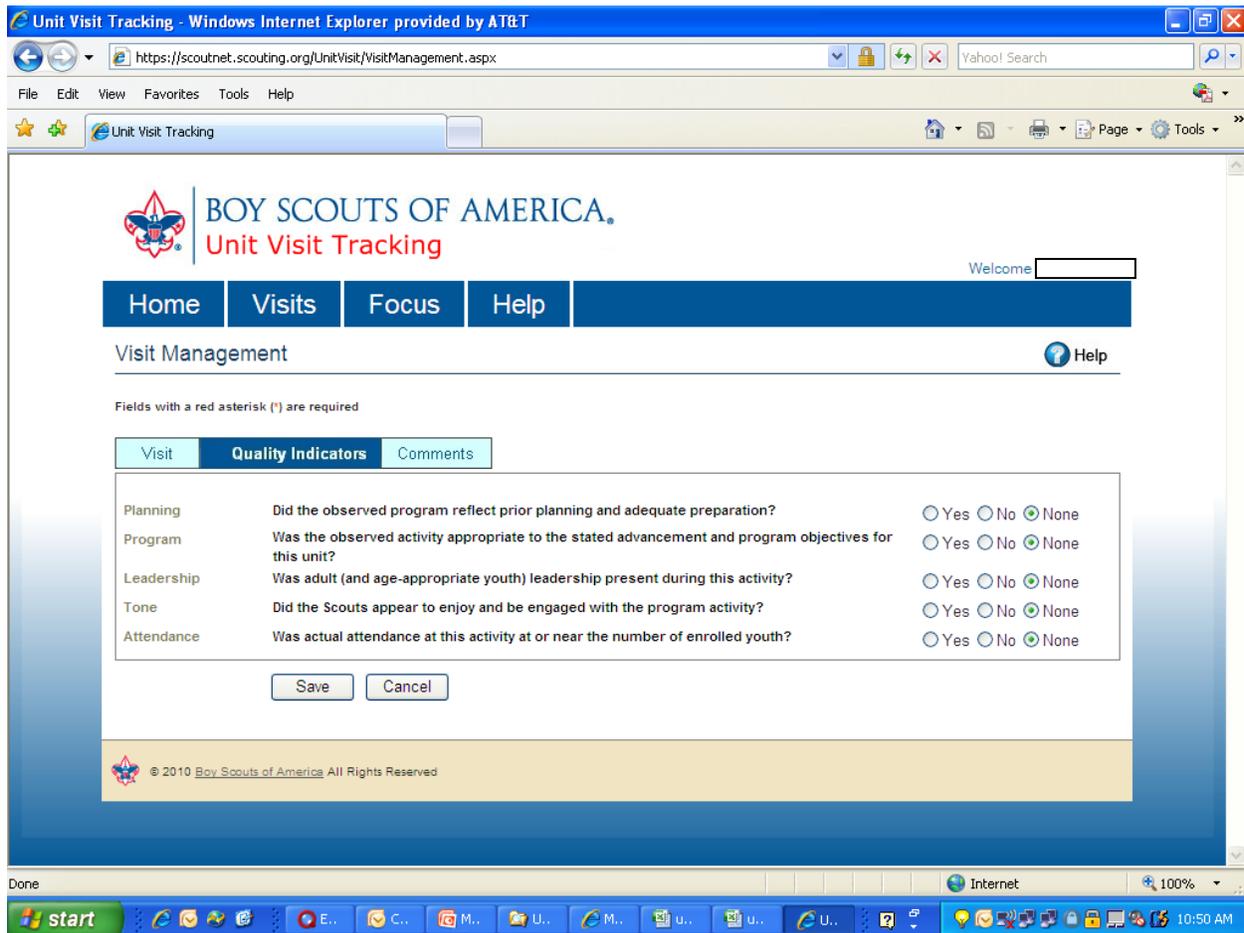
SCREEN 1 – Visit Information

1. Select information from drop down boxes
2. The descprition field should be used to add specific information that describes the visit. For example, Blue and Gold Banquet, Court of Honor, Unit leader discussion, etc.
3. Number of youth and adults should be you best estimate of those present.
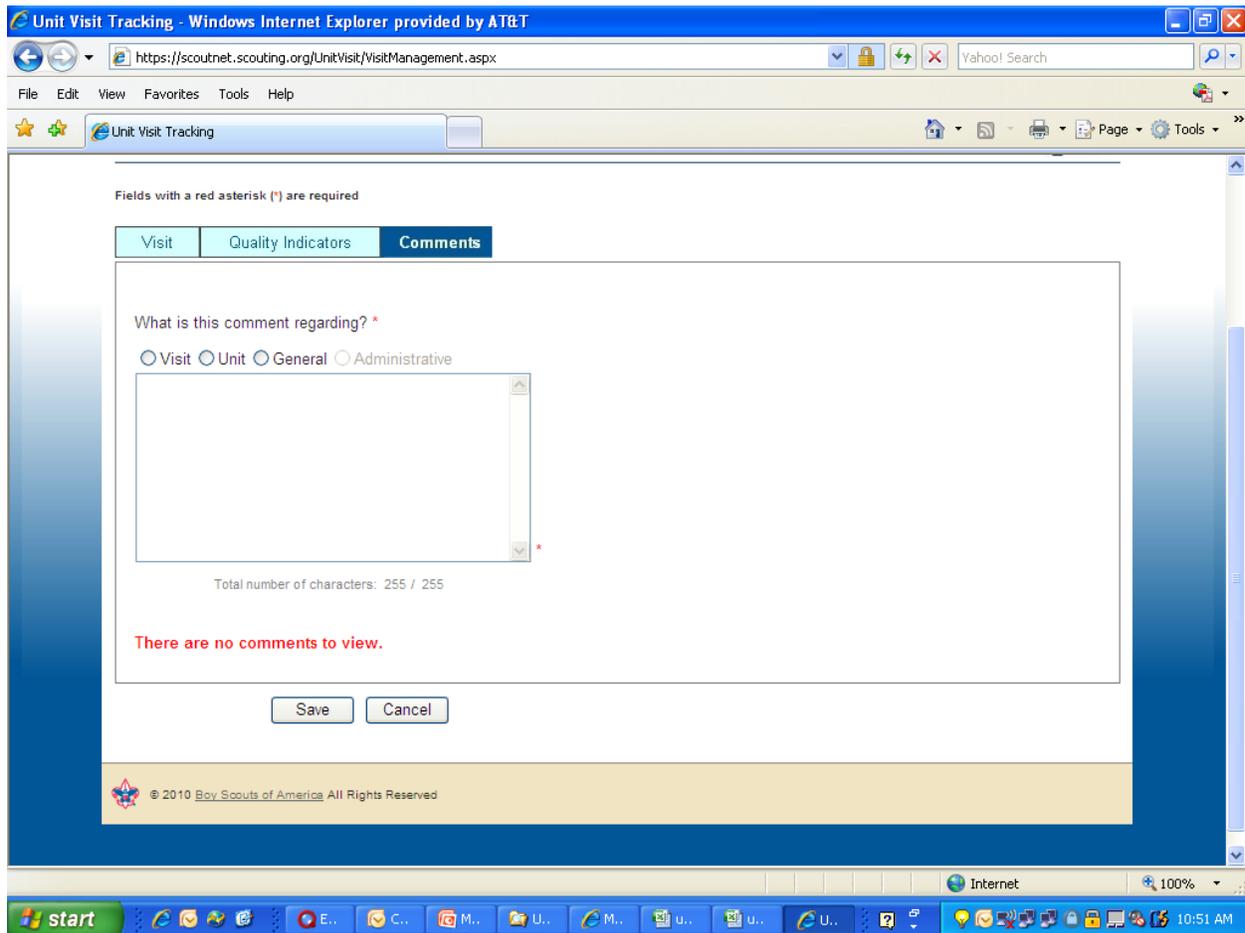
SCREEN 2- Quality Indicators

1. Answer each question. This table will give you information related to linking the Unit Visit Worksheet and these questions.

UVTS - Quality Indicator	Pack Worksheet	Troop Worksheet	Crew Worksheet
Planning	Meeting Operation	Meeting Operation Budget Plan	Planned Program Meeting Operation
Program	WEBELOS Dens Advancement Den Chiefs Tiger Cub Dens Den Participation	Skills Instruction Presentation Skills Instruction Levels Patrol Activity Outdoor Program	Service Projects Program capability Inventory
Leadership	Leadership	Boy Leadership Adult Assistance	Adult Advisors Elected Officers Adult Assistance
Tone			
Attendance	Youth Attendance Membership Family Attendance	Membership Attendance	Membership

SCREEN 3-Comments

For ALL comment sections… Be thoughtful about what you write. All comments should be accurate, professional and kind. These comments can be viewed by many people including commissioners in the District, Council, Region and National organizations. Always let the Oath and Law guide your comments!

What to include in the Comment Sections:

VISIT – Include observations about the Visit.

UNIT – include observations about the Unit

GENERAL – VERY Important. For each visit please provide an assessment of the Units overall health using the following Criteria:

- GREEN= Healthy unit, On track to earn Journey to Excellence Award
- YELLOW = Struggling with several elements of the Journey to Excellence Award
- RED = Unit future is in jeopardy

ADMINISTRATIVE – Should be used primarily by the DC or ADC. If you use this section please identify yourself with first initial and last name (example, J Smith)

Overview

One of the key elements of unit service is having a strong understanding of the health of the units that we serve. Twice each year, commissioners need to make a formal assessment of the health of the units. We do this to accomplish the following:

- To evaluate the unit's progress toward achieving the Journey to Excellence Performance Recognition Award
- To review the unit's goals, successes, and vision for the coming year, including a succession plan for future unit leadership
- To identify any areas of improvement—leadership, program, membership, youth and unit retention
- To determine any specific actions needed to be taken to assist with unit improvements and determine who will follow up on those actions
- To schedule any necessary follow-up to monitor progress

This Document is intended to provide specific guidance for using the Unit Visit Tracking System to document the twice yearly unit health assessment.

The Semi-annual Unit Health Assessments will be conducted in January and July. This evaluation will be recorded in UVTS 2.0 and any required Plans of Action will be stored on the council server. All plans of action should be reviewed by the appropriate Field Director and Service Area Commissioner. The District Commissioner and District Executive are responsible addressing all items on the Plan of Action.

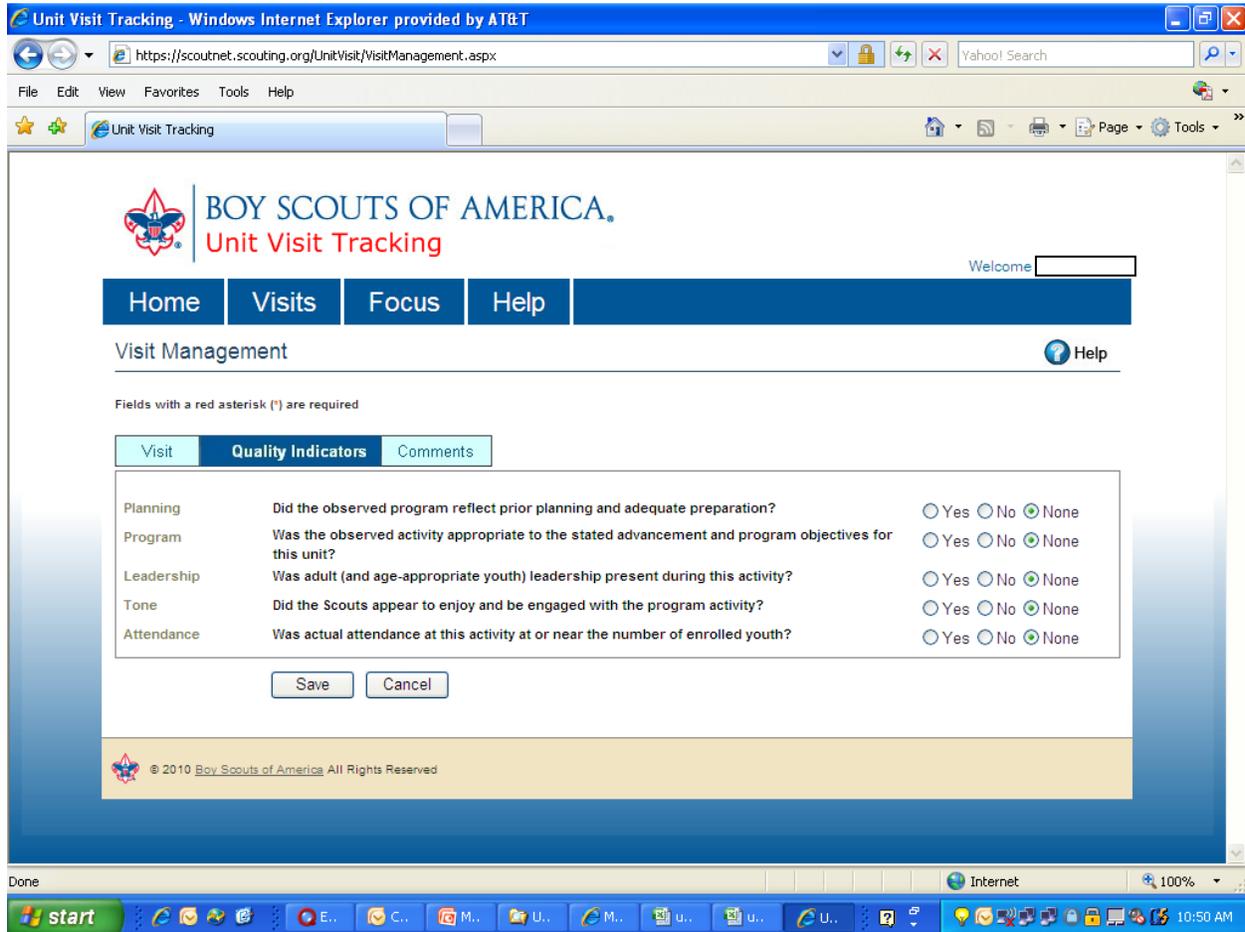Questions may be directed to John Cherry at jcherry628@aol.com

SCREEN 1 – Visit Information

1. Select information from drop down boxes.
    a. Type of Visit – Select Other
2. The description field should be used to add specific information that describes the visit. For the Membership Validation Procedures "Visit" enter January Evaluation or July Evaluation.
3. Number of youth and adults should be zero.
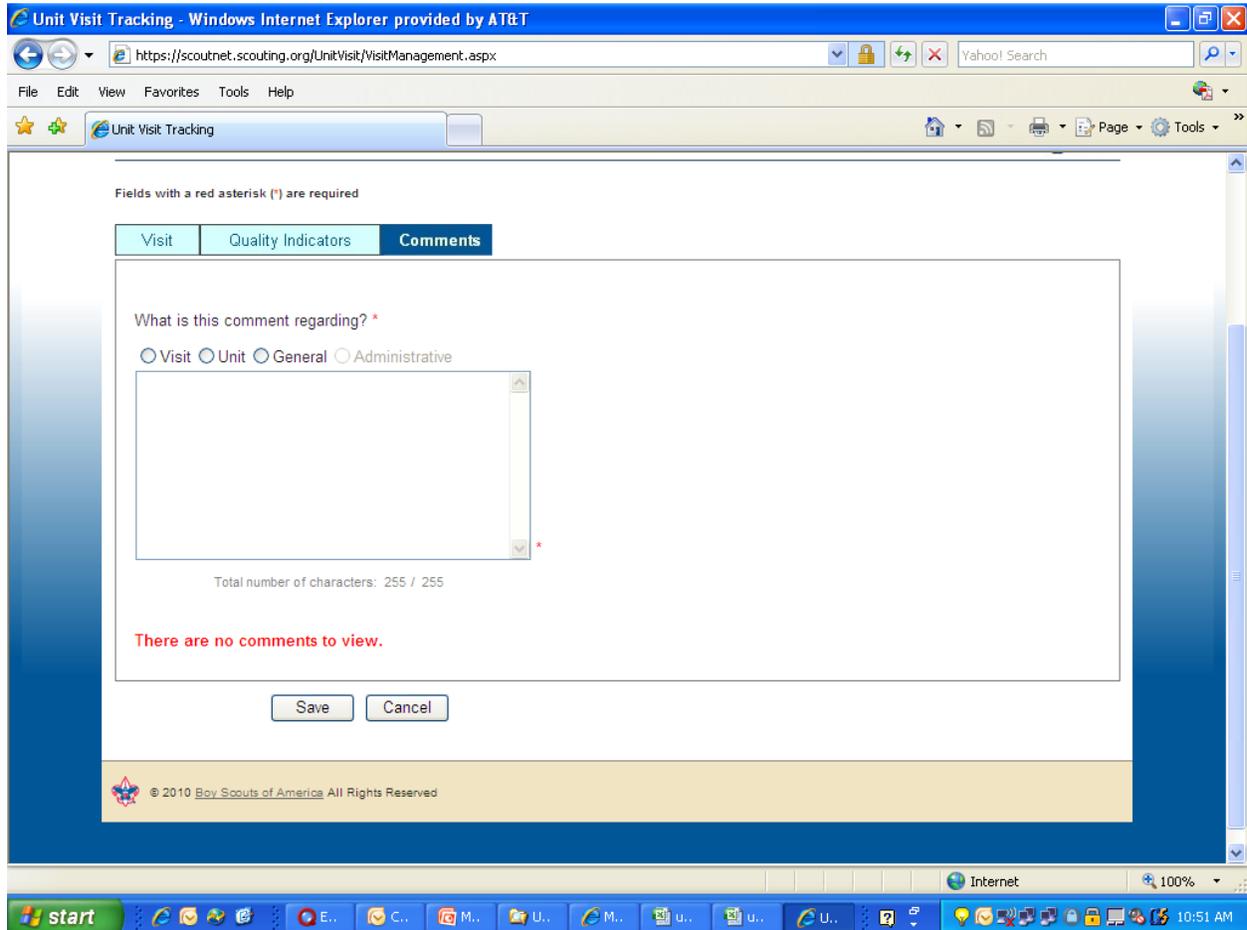
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Leadership	Leadership	Boy Leadership Adult Assistance	Adult Advisors Elected Officers Adult Assistance
Tone			
Attendance	Youth Attendance Membership Family Attendance	Membership Attendance	Membership

SCREEN 3-Comments

What to include in the Comment Sections:

VISIT – No Comments Needed

UNIT – No Comments Needed

GENERAL – VERY Important. For each visit please provide an assessment of the Units overall health using the following Criteria:

- GREEN= Healthy unit, earned or on track to earn Journey to Excellence Award
- YELLOW = Struggling with several elements of the Journey to Excellence Award
- RED = Unit future is in jeopardy

In addition, please document which of the Journey to Excellence Categorie(s) are notable for the unit in terms of either strength or improvement opportunity. For example, "GREEN – Strong in Retention, Advancement. Growth opportunity in Service, Budget"

ADMINISTRATIVE – No Comments Needed

Plan of Action Report guidance

For Units that are rated Yellow or Red, the District Commissioner and District Executive will complete a Plan of Action on the designated form (Below).

The form below is to be used for documenting plans of action. This form highlights areas that are measured by the Journey to Excellence program.

Specific Steps

NOTE: A MS-Word template is available and is the preferred method for completion

- Complete the Administrative section at the top of the form – Date, Unit, District, Rating, Chartered Organization
- Document specific plans in the appropriate sections with the completion date.
- District Executive should submit electronic forms to Nancy Crossan upon completion.
- File naming convention:
    - POA-District-Unit.doc
        - POA-Foothills-T123.doc

Review Cycle

January/July – District Commissioner and District Executive complete Unit Assessment and Plans of Action. Assessments documented in UVTS, Plans of Action on file on council server.

February / August – Service Area Commissioner and Field Director review all assessments and Plans of Action. Monitor Plans of Action throughout the year.

March / September – Council Commissioner and Director of Field Service review summary information and Plans of Action for all Red Units

Journey to Excellence – Unit Improvement Plans of Action

Administrative Information

Date	
District	
Unit(Type and Number	
Chartered Organization	
Rating	

Specific Plans of Action

Journey to Excellence Focus Areas	Compl Date	Specific Plans
Advancement(All)		
Retention(All)		
Build Scouting - Membership Increase(All)		
Trained Leaders(All)		
Day/Resident Camp(Cub Scout)		
Short Term Camping(Boy Scout)		
Long Term Camping(Boy Scout)		
Super Activity(Venturing)		
Service Projects(All)		
Pack and Den Meetings(Cub Scouts)		
Courts of Honor/Parents Meetings(Boy Scouts)		
Parents Meetings(Venturing)		
Budget(All)		
Re-Charter on time (All)		
Annual Assessment(All)		
Webelos to Scout Transitions (Cub Scouts / Boy Scouts)		
Youth Leadership(Venturing)		
Leadership Planning(Cub Scouts)		
Patrol Method(Boy Scouts)		

Journey to Excellence – Unit Improvement Plans of Action

Administrative Information

Date	
District	
Unit(Type and Number	
Chartered Organization	
Rating	

Specific Plans of Action

Journey to Excellence Focus Areas	Compl Date	Specific Plans
Advancement(All)		
Retention(All)		
Build Scouting - Membership Increase(All)		
Trained Leaders(All)		
Day/Resident Camp(Cub Scout)		
Short Term Camping(Boy Scout)		
Long Term Camping(Boy Scout)		
Super Activity(Venturing)		
Service Projects(All)		
Pack and Den Meetings(Cub Scouts)		
Courts of Honor/Parents Meetings(Boy Scouts)		
Parents Meetings(Venturing)		
Budget(All)		
Re-Charter on time (All)		
Annual Assessment(All)		
Webelos to Scout Transitions (Cub Scouts / Boy Scouts)		
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Patrol Method(Boy Scouts		