

## GSHH National Delegates Survey Results

83 Respondents as of 11:15 PM on Sunday, September 24th, 2017

### Survey Intro:

Request for Feedback - Girl Scouts USA wants to hear from you! GSHH Delegates will be discussing "What does Girl Scouts need to do to reach more girls and increase impact?" at the 54th National Convention in October.

We want your feedback in order to best represent Girl Scouts Heart of the Hudson's needs!

### Question 1: How can Girl Scouts better serve all girls?

Answered: 80 / Skipped: 3

For question 1, more Outdoors and traditional programming plus more guidance / training for the volunteers was the overarching themes. Several comments focused on lack of training within respondents' own SU and desire for more programming and help.

### Answers:

- Add/improve STEM programming: 36.25%
- Add/improve Outdoors/traditional programming: 52.50%
- Focus on providing more guidance/training to adult volunteers: 46.25%
- Create programs that deliver program to groups of girls outside of a traditional troop structure: 42.50%

### Open Comments:

12 comments total

General themes with select verbatims (in italics) as examples:

- More accessible and affordable council-led affordable programs, trips and opportunities
  - *More programs and unique opportunities for girls are needed. My older girls would benefit from activities they won't get from the other organizations they participate in. Our schools do not do field trips... for example. That opens up a number of hands on opportunities for scouts to tap into... the do however need to be affordable as well... many companies will offer free or low cost activities to involve girls... we need our council to tap into them and offer more....*
  - *Tuckahoe/Eastchester area receives very little training any activities and training in our local area. More activities for our troop and training for our leaders would be most helpful.*
- Journeys and higher Awards are too cumbersome and need to be modified
  - *Awards are cumbersome. Timelines for older girls are unclear. Guidelines for the Silver Award need to be revamped. Project for GS Journeys are too long and do not relate to the girls. Journeys need lesson plans. Too complicated. Journeys are not available on the tool kit. Gold award timelines should be re-thought.*
  - *Eliminate the Journey programs. There are simpler ways to learn & earn leadership.*
- Need more volunteer training, better tools and personal connection to leaders
  - *I honestly thing one thing they can do is get to know their leaders and girls. While I know there is very little staff compared to years ago. I cannot help but feel that in the past, I felt*

*like a valued member of Girl Scouts, these days I feel more like hired help. If leaders felt more a part of the Girl Scout Community, then they will be more invested in creating a meaningful program for the girls. . It's that simple. I miss Council events for leaders for sure.*

- *Improve digital experience*
- *Make training accessible and reasonable for leaders. Including allowing leaders to move councils and keep their training.*
- Need more troop leaders
  - *You need more troops in more places. I can't count how many times I've been approached by moms whose girls want to join, but there's no troop for them.*
- Increase diversity

**Question 2: What is working in your troop/service unit/community or councils to assure that membership is representative of your evolving population?**

Answered: 74 / Skipped: 9

For question 2, respondents believed that they had a strong relationship with their general community but some commented that the relationship with Council could be better. Roughly a third of the verbatims, were n/a, leaving the rest of the comments with ideas on opportunities they would like to see evolve, with 3 of them being to get older girls more engaged and working with the younger troops.

**Answers:**

- Strong engagement with schools, other community groups and local community: 63.51%
- Providing free or low cost events open to all registered Girl Scouts: 55.41%
- Active support for girls needing scholarships: 14.86%
- Formation of multi-lingual troops: 4.05%

**Open Comments:**

General themes with select verbatims (in italics) as examples:

- Giving older girls leadership positions or engaging them to help the younger troops more
  - *Stony Point SU provides leadership roles for older girls. Events are held where the younger girls aspire to become future leaders for these events.*
  - *Just wish there were more older scout events that girls can earn more - helping them achieve their silver award*
- Bring events to the girls as transportation can be an issue
  - *And bringing those events to all girls as transportation becomes an issue in rural areas.*
- Trying to better integrate special groups set up by Council into larger SU
  - *In our community, we offer an array of activities and events to engage a variety girls. We also have a troop that is funded by council that targets the Latina population. We have given a concerted effort integrated this large troop into the WP community. It's not that easy to do as they enjoy being a separate entity from us just based on the way they are set up by council.*

**Question 3: How can we be assured that our national program is delivered more uniformly across the country in ways that fulfill the core values of a Girl Scout experience?**

Answered: 79 / Skipped: 4

For question 3, improved training was far and away the most popular selection, accounting for a third of the comments. In addition, respondents expressed concern about National's "one size fits all" approach and the costs associated with delivering the program.

**Answers:**

- Create scholarships on a National level instead of a Council level (24.05%)
- Provide more/better training to leaders and Service Units (79.75%)
- Roll out programs nationally instead of by grade level (27.85%)

**Open Comments:**

10 comments

General themes with select verbatims (in italics) as examples:

- Reduce costs
  - *Reduce the cost of badge and journey materials (books, pamphlets, the badges themselves).*
  - *While I understand the need to raise dues, it went from \$15/girl to \$25/girl overnight which is something our parents had trouble understanding. To make such a drastic increase was a bit difficult. Also, have to have the "volunteers" PAY to be leaders is ridiculous.*
- More one on one / enhanced support for SUs
  - *SU feels there should be more council support. Missing a council representative. There should be one go-to person. Volunteers work during the day. Customer service hours should be extended into the early evening hours. This is when volunteers are able to work on GS not during the work day.*
- More financial support for Councils from national
  - *Local councils need more financial support from national.*
- Move away from "one size fits all" approach
  - *I prefer council run rather than national. It allowed us to target the needs of girls in a certain area better than a one size fits all approach.*
  - *This I think is impossible to do. I fear Girl Scouting is becoming like schools, a curriculum that presumes one size fits all. The Promise and Law are the guiding principles that should frame a troop leader's planning. The greatest mistake Girl Scouts made was revamping the program when it was working so well. For goodness sakes, bring back to old badge books in an easy to use format. That in and of itself will solve the tremendous loss you are seeing in membership.*
- Improved training for leaders

#### **Question 4: How can you support this work moving forward in your council?**

Answered: 81 / Skipped: 2

For question 4, sharing success between Service Units was the most popular answer but there were several comments about improving training and mentoring.

#### **Answers:**

- Help girls who are missing out because of financial issues (32.10%)
- Provide more mentoring and training to new leaders (59.26%)
- Create opportunities for sharing successes between Service Units (70.37%)

#### **Open Comments:**

7 comments

General themes with select verbatims (in italics) as examples:

- Help SUs share programs
  - *Make it easier for service units to advertise their programs (if open to other girls than their own) to other service units, troop leaders, and directly to older girls.*
  - *I have never really worked with any other service units*
- Enhance mentoring and training programs
  - *Provide a structured mentoring program for new leaders, as well as, current leaders. Support for leaders who are changing levels.*
  - *GS leaders are volunteers who donate their time and commitment to support their GS troops and communities. It would be beneficial to offer support for issues that arise with how to deal with difficult relationships between girls and challenges with communication with parents. By middle school Cadettes need to move beyond badge lessons and journeys to keep 12/13 year olds interested in staying with Girl Scouts. All but 2 girls in my troop are there because their parents want them there. It's challenging to develop programs to keep their interest and there are lots of things competing for their time.*