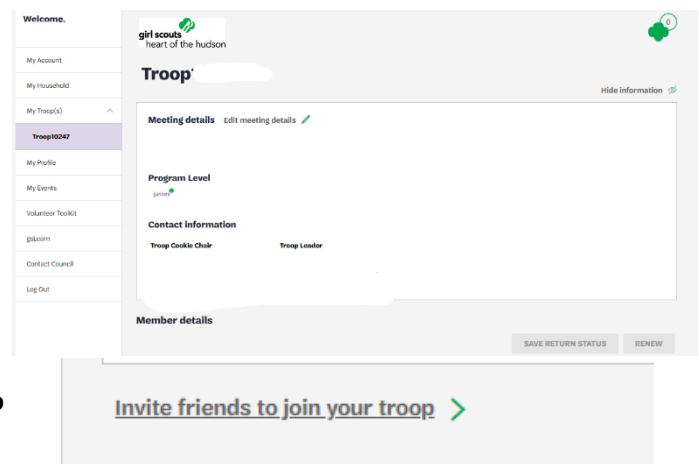


September SUM Meet up Questions:

Membership/MyGS

- Could you explain how the opportunity catalog works now?
 - Yes – If a troop has open spaces (less than 12 girls) it will appear in the opportunity catalog for girls to register. All troops will be open for 12 girls unless a leader requests additional girls.
- How does a leader request additional girls?
 - Email [customer care](#) with the subject line: Troop Member Increase Request. The leader can also send an email invitation directly from MYGS to a new family and they will be able to join even if the troop already has 12 girls registered.
- How do troop leaders invite girls through MyGS?
 - Leader/CoLeader can send an 'Invite Email'
 - [SIGN IN](#) to your MYGS account (Username = your email address)
 - Once logged in :
 - Click 'My Troop' to the left
 - In the drop down choose your troop number
 - You will be directed to your troop page with a list of the adults and girls in your troop
 - Scroll down to bottom of roster click on **Invite friends to join your troop**
 - **Enter Email addresses of those you are inviting** (this can be done all at one or as needed)
 - An email will be received from you, the leader/coleader, with link to join the troop!
- Can they also add another leader spot via MyGS or do they have to contact Customer Care?
 - To add a leader spot, the leader should email [customer care](#). The subject line should read: Add leader to Troop #.



- Do you want us to have ALL troop leaders fill out the [WuFoo form](#)? Or just those that need to update their information?
 - All troops should check their info. If it is correct, there is no action necessary, if it is missing information they should update it in their MyGS tab or complete and submit the [Wufoo form](#)
- Can you remove girls that aren't active?
 - Leaders can mark girls as "not returning" in MyGS
- Is it possible to have 2 weeks before displaying a new troop in the catalog? Two weeks is possible, right? We need it sometimes.
 - Troops are open right away - we will give them a week if requested. The SU Recruiter and SU Manager are both cc'd on the troop open email, that is a great opportunity to let the new troop leader know there are girls ready to join their troop.
 - If two weeks are needed, please [email customer care](#) and we will honor the request. Subject line should read: Opportunity catalog extension
- We have two troops listed in the Catalog that are not returning this year. How do we get them removed before we have the issue of more girls registering into these defunct troops?
 - Please [email customer care](#) and the subject line should read: "Troop disbanding." We will send the disbanding instructions and take them out of the catalog
- So just to clarify, troop leaders can invite girls individually from MyGS, but if a troop leader wants to open their troop to more than 12 girls, then they have to email Customer Care?
 - That is correct, the troop leader is not able to adjust the desired number of girls in the catalog. This can only be done by Council staff.
- How do you handle girls that don't get into a troop then because troops are being hand-picked and directly registering instead of opening all troops at the same time? We have four new troops and would like the girls on our list placed.
 - We are happy to work with you to placing girls in your new troops.
 - If a Service Unit has done a recruitment, resulting in the creation of a few new troops, we can coordinate the opening of these troops in the catalog if this is communicated to us. Email [Customer Care](#) with the subject line: Opening SU# Troops in Catalog
 - If the Service Unit would like to assign girls to a troop, the SU Recruiter/Manager can provide the new leader with a list of girls and emails address so they can directly invite them to join the troop.

- Why aren't any of our returning Troops coming up when we search our zip code? Only our newest Daisy troops are coming up.
 - If a Troop was not in the catalog, it may have had the maximum number of girls for the 2021 Membership Year. Now that the 2022 membership year has begun, check back to see if they are listed. If they are not there let us know and we will take a look. We will be running a report of all troops and adjusting those that should be open to the open status, please give us a few days to make this happen. If you do not see it, please email [Customer Care](#) with the subject line: Troop Not in Catalog.
- Is there any way I can get 5 signs before Oct. 6?
 - You can get 10 signs! Please email customercare@girlscoutshh.org and in the subject line enter: Pick Up lawn Signs. This will get to the Membership team and they will reach out to you to arrange pick up.
- Do you have additional flyers that specifically recruit adults (parents) to start new troops? Could we get adult recruitment flyers for this weekend?
 - We will be happy to create custom flyers for you, please email [customer care](#) with the subject line: recruitment Flyer Needed. Enter the information and purpose, and contact info. We will create and send back to you for approval before printing. .
- Looker question — when you are in Current Year right now, it seems like the Grade Level is for Next Year, but the Girl Grade is still Current Year.
 - Please log in again to check if the information has updated in Looker. If you are still seeing discrepancies, email [customer care](#) with the subject line: Looker Report Discrepancies.
- I am still clueless as to how to make the “sale” from volunteer to leader with a brand new troop. Do any other SUM’s here have a thing you say that you find works?
 - Coordinate with Membership Managers so they can attend your first recruitment event to demonstrate the Platika conversation model so you are more comfortable bringing new volunteers on board to become a leader. Please keep us in the loop and we will work directly with you to ensure you are comfortable with the new process.
- Can you do a training for SUR’s? I have specific parents I am emailing right now. I don’t know what to say.
 - The Service Unit Recruiter training covers this. SU Recruiter Training: <https://www.girlscoutshh.org/en/activities/activity-list.html?q=recruiter>

- The membership Team will also be hosting a Service Unit Recruiter meet up on October 19 to support Service Unit Recruiters and Service Unit Managers who want to learn more about recruiting techniques.
- We are good at recruiting leaders - but co-leaders are difficult for some reason, we have a pattern of potential co-leaders flaking or ghosting right as the troop starts/before completing the training. Has anyone else found this?
 - Please reach out to the Membership Team and we can discuss some ideas on how to retain Co-Leaders.

Customer Care

- What is the current estimate for responses from Customer Care? With program registration opening, time is an issue, and new troop leaders need to know how long until they get a troop number. (The delay is totally understandable, just trying to manage expectations.)
 - Thank you for your patience and understanding during this high volume period, as Customer Care and staff continue to respond as timely as possible to customer requests. Depending on the topic or question, the response time varies.
 - Requests for Troop Numbers are typically returned in 2-3 business days, if the leader has completed the required steps:
 - Leader/Co-Leader has completed their GS Membership, been background checked, taken Volunteer Essentials, and followed the process for requesting a Troop Number
 - If they do not know how to request a Troop Number, they can go to their [MyGS Account](#) and fill out the request and the process moves from there.
- I'm getting feedback that parents are having trouble registering girls online. Has there been some sort of systemic problem and if so, has it been fixed?
 - The issues we faced two weeks ago have been resolved, however we occasionally find new challenges within our system. If you experience a challenge, please email [customer care](#) with the subject line: Trouble Registering Troop Members and we will work to help you navigate the system.

Volunteers

- My FA/CPR expired in March of this year as has my co-leader's. All of Council's FA/CPR courses are full through December. Will additional classes be added?
 - The demand is high right now and yes, we are adding classes as our trainers have availability. Please note that we do accept training certification from other entities. In the Safety Activity Checkpoints, we list other agencies that do FA/CPR certifications that meet our requirements.
- Can you provide an update on the status of Archery certified volunteers?
 - GSHH continues to look for volunteers who have a current Archery certification. To date, we have one volunteer who has contacted us since the last Service Unit Q&A's. We are working on finalizing this process and the contact information will be available when making a property reservation and interested in Archery.
 - If you know of anyone who has a current Archery certification and interested in volunteering, please have them contact Oford@girlscoutshh.org
- According to the new COVID-19 guidelines, are we only able to meet outside private residences?
 - Yes
- When is Camp Wendy going to be open (the facilities - not just a front yard)?
 - Camp Wendy is only available in the front area of the property, which includes the archery range, during reservation period.
- Who is on the COVID taskforce and what are their qualifications?

The COVID-19 Task Force is comprised of a cross functional team of professional staff at GSHH. We consult with GSUSA and other county, regional and state professionals for resources that include CDC guidelines and Department of Health guidelines.
- Where is the COVID questionnaire available on the website (as a PDF, NOT an online form)?
 - <https://www.girlscoutshh.org/content/dam/girlscouts-girlscoutshh/documents/GSHH%20In-Person%20Meeting%20Attendee%20Pre-screening%20Questions.pdf>
- If our leaders completed Volunteer Essentials years ago, and do not remember the dates, how do we enter the date of completion on their Trip Activity Notification Packets?

- We ask you to do your best to remember the month and year of the training. If you still have a question, please reach out to Penny Crispin at pcrispin@girlscoutshh.org.