

Senior Leadership Response to Town Hall Volunteer Concerns

Thank you for sharing your concerns and feedback with us on April 5 & 6. We promised to get back to you with our actions within 2 weeks. We've grouped comments for consideration into six buckets as seen below.

Communication/Customer Service

- Exploring how we can best communicate with volunteers, so they get information they need in a timely manner and in the most preferred format, i.e., email, text, etc.
- Website redesign will help volunteers access the information they need and be more intuitive/user friendly.
 - This is a year out but will happen!
- Looking into how we can improve our Customer Service as a whole (to include response time and tone).

Training/Support

- VTK –our volunteers don't find it useful; a lot of text to read through
 - We'll try to host more trainings
 - Volunteers use Pinterest instead for ideas because it's easier to use, offers photos along with some text with directions, instead of ALL text.
- Position Descriptions – can now be found on our website under the Volunteer tab. Some are still being updated.

Recruitment

- Girl Scout Organizers have an assigned training which after completed allows access to multiple resources.
- Recruiters are trying to rebuild relationships with schools.
- The Community Engagement Action Team is exploring alternate locations where Girl Scouts can meet, such as faith-based organizations.

Camp/Properties

- Starting a new Action Team this Summer: "Get More Girls to Camp"!
- Working to add more photos of our Camps to our website.
- Trailblazer Requirements -will be added to our website.
- Will try to implement Outdoor Training with Kids Camp.
- Will look at method of testing out of Outdoor Training based on different levels of knowledge/expertise.
- We are not using GSNI funds to provide individual girls their own Air Rifle.
- We already offer an opportunity for skill building with Air Rifles.
 - We have unassigned Air Rifles that troops can use now.
 - Troops can bring girls out (age 10+) to start building skills (includes gun safety).

Programs/events

- Search function to find events/activities will improve with the website redesign.
- Big Book -will explore this by getting input from the new "Get More Girls to Camp" Action Team.
- Promote Preferred Partners and Community Partners more and via FB post (GSNI's main page).

Retail/Product Program

- We'll consider offering special pricing T-shirts for Adults during Product Programs
- Looking at alternatives re: mandatory Fall Product Program participation for Honor Troop even though there is greater potential for troops to make more money in this program vs. the Cookie Program.
- We have two more years on our current contract with Little Brownie Bakers; we will consult with volunteers prior to the next baker agreement.