

The growth of our organisation is reliant on two key factors – recruitment and retention. The process of recruitment happens in several ways either informally (by direct contact with a group, turning up at the hall, or through a formal enquiry through our website, phone call to Scout HQ).

For several years an automated enquiry system has operated through the Scouts SA website / MyScout allowing potential new members to lodge a membership enquiry. This results in an email advice to a Scout Group asking them to follow up.

A new feature has now been implemented in MyScout which will allow Groups to track membership enquiries easier and provide a response to them.

When a parent or young person submits an online enquiry through the Scouts SA website, the Group Leader will receive an email with their details. These will also be listed in the Group's Enquiry Report in MyScout. It is the Group Leader's responsibility to contact the enquirer to discuss joining Scouts. You can email and phone the enquirer with the details listed. It is also the Group Leader's responsibility to record on MyScout what they have done about each enquiry. Only Group Leaders, Commissioners, and/or Group Membership Officers have access to do this.

- 1. Login to MyScout
- 2. In the grey menu bar on the left side of the screen, click 'New Reports'
- 3. Click 'Enquiries'
- 4. This will open a screen listing the names of each person who has made an online joining enquiry for your Group, and their parent or guardian. On the far-right side of the page, next to each enquiry is a small magnifying glass icon with a vertical green stripe. Click on this.
- 5. A page will open with the details of the child and their guardian. At the bottom of the page on the left is a green box called 'Add Enquiry Note'. Click on this box.
- 6. A box will open at the bottom of the page. The first field is called 'Note Type'. You can click on the dropdown arrow in the box next to 'Note type' and select what you have done about the enquiry (e.g. come and try, attempted contact, joined). You will also need to type an explanation in the 'Text' box, e.g. 'Spoke to parent on phone and family is coming to try Cubs next Tuesday'.
- 7. Click on the blue 'Save' icon on the right side of the page.
- 8. If there are enquiries on your list that have definitely been dealt with and that you would like removed entirely, please email the Membership Administrator on <u>membership@sahq.scouts.com.au</u> with the names and they will be deleted.

In MyScout you will also note a red box when you login if there are unresolved enquiries. Clicking on here will take you to those enquiries to follow up as well.

If you have any queries please contact us at hq@sa.scouts.com.au

