

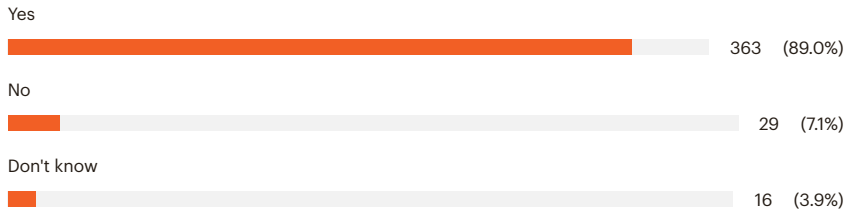
# Survey about Unit Support from District-Council

All Responses

Question 1: Applications - Does your unit use the online Youth and Adult Application system for most registrations? > Question 2: Application Processing - Is Council (NCAC) meeting your needs for timely and accurate Youth and Adult Application processing? > Question 3: Chartering Org Changes - Change of unit Executive Officer/Institutional Head and Chartering Organization Representative are performed with paper applications. Have you had issues with the processing of these type of applications?

Question 1 has 408 answers (Radio Buttons)

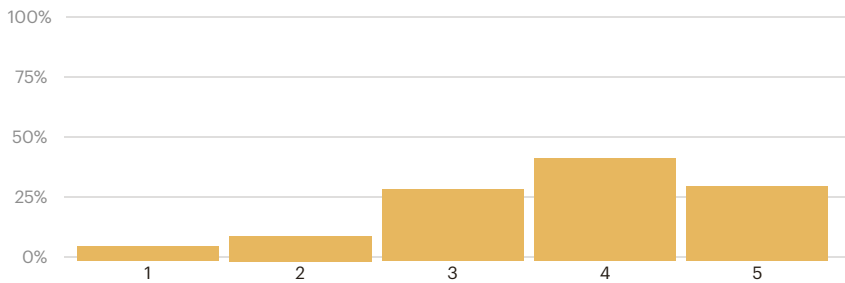
## “Applications - Does your unit use the online Youth and Adult Application system for most registrations?”



Question 2 has 404 answers (Range) Avg rating: 3.7



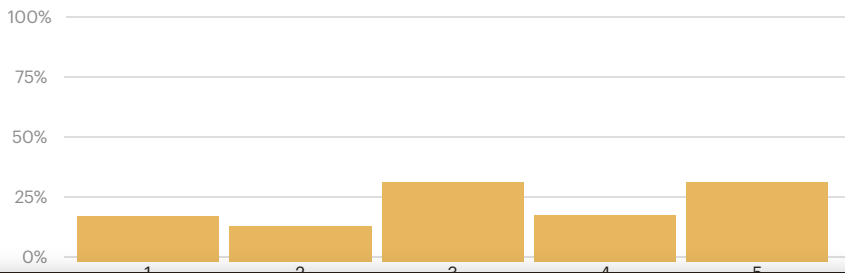
## “Application Processing - Is Council (NCAC) meeting your needs for timely and accurate Youth and Adult Application processing?”



Question 3 has 386 answers (Range) Avg rating: 3.3



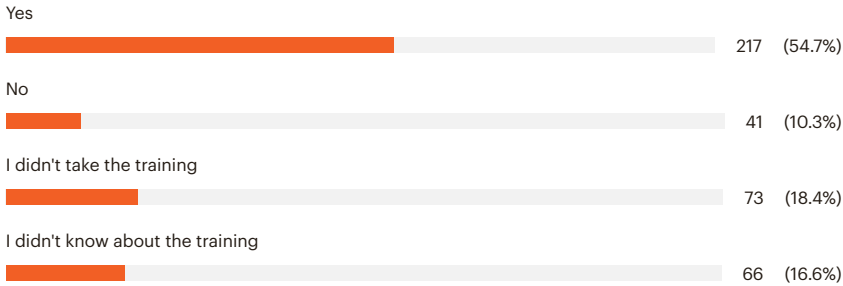
## “Chartering Org Changes - Change of unit Executive Officer/Institutional Head and Chartering Organization Representative are performed with paper applications. Have you had issues with the processing of these type of applications?”



Feedback

Question 4 has 397 answers (Radio Buttons)

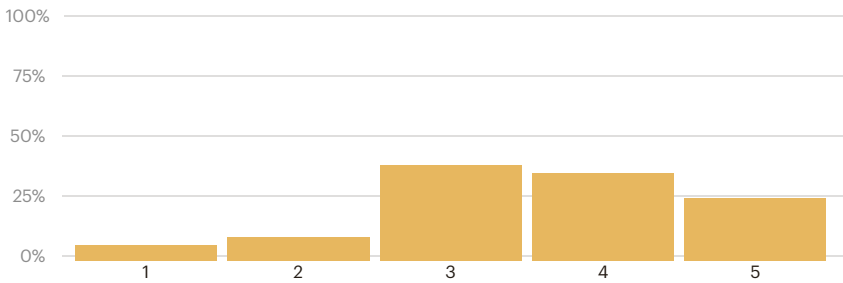
**“Annual Unit Renewal - The Internet Advancement system is used for the Annual Unit Renewal. Do you have sufficient training on how to use it?”**



Question 5 has 374 answers (Range) Avg rating: 3.5

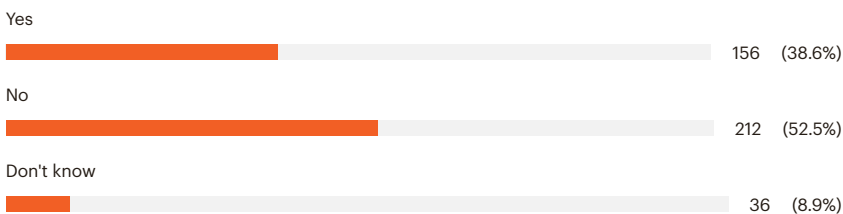


**“Annual Unit Renewal - Additional Annual Unit Renewal resources were provided on the NCAC Annual Unit Renewal web site, including the Handbook, contacts, forms, etc. Were these resources helpful/sufficient?”**



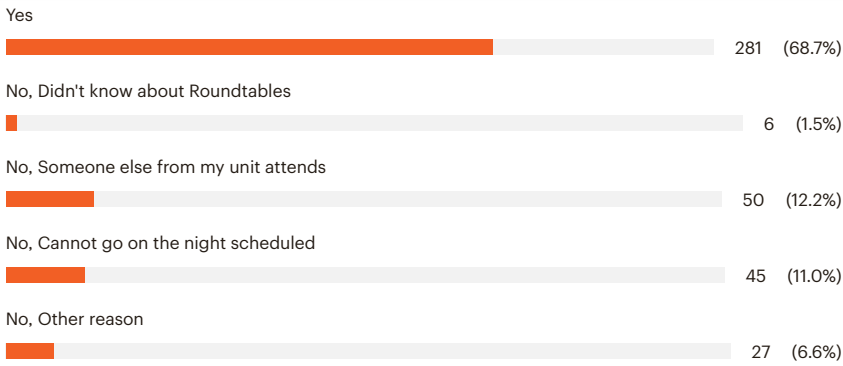
Question 6 has 404 answers (Radio Buttons)

**“Recruiting - Is your unit using recruiting resources (Geofencing/Facebook, signage, banners, flyers, etc.) available from NCAC?”**



Question 7 has 409 answers (Radio Buttons)

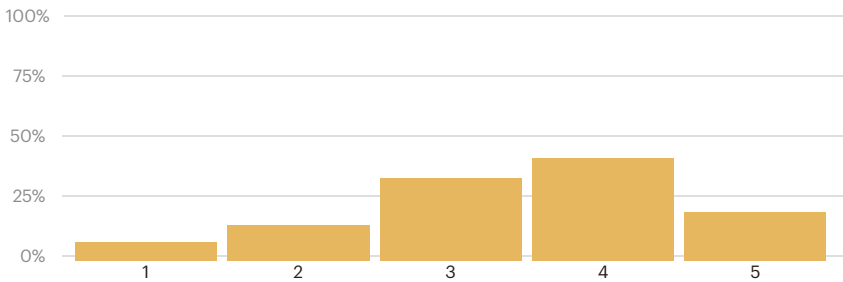
**“Roundtable - Have you attended a Roundtable this**



Question 8 has 322 answers (Range) Avg rating: 3.4

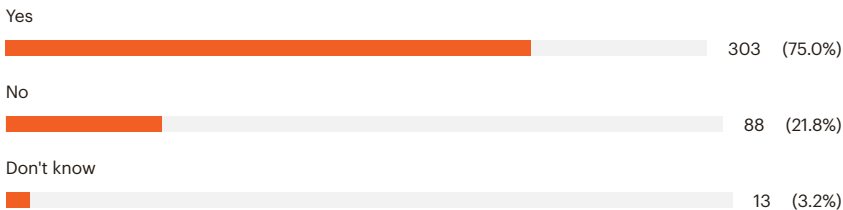


**“Roundtable - If you have attended Roundtable, was the information/discussion timely and useful in fulfilling your role in scouting?”**



Question 9 has 404 answers (Radio Buttons)

**“Training - Do you feel you have been provided sufficient information about adult training that is available?”**



Question 10 has 404 answers (Radio Buttons)

**“Training - Most adult training is available online via <https://my.scouting.com>. However, BALOO and IOLS require hands-on, overnight training. Upcoming courses are listed on the NCAC web site calendar. Have districts provided enough BALOO and IOLS courses so that you could attend if desired?”**

185 (45.8%)

No

160 (39.6%)

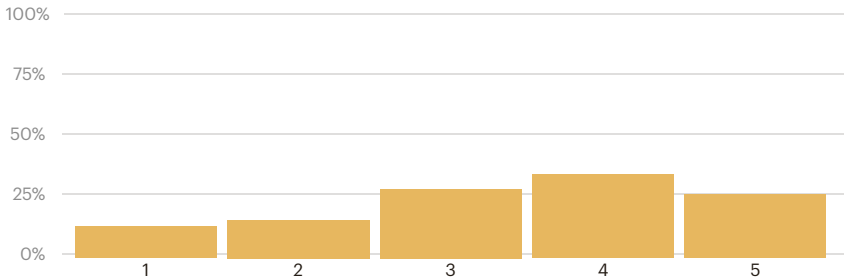
Doesn't apply to my position

59 (14.6%)

Question 11 has 400 answers (Range) Avg rating: 3.4



### “Direct Unit Service - How well do you feel your unit is supported by your district leadership?”



Question 12 has 171 answers (Open Text)

### “Advancement/Recognition (Awards Processing) - What could the District and/or NCAC do to improve Award processing?”

Unknown contact said:

"I have experienced delays of many months (and in one case 18 months and running) in both a training awards and a Commissioner award. Seems like a bit of a black hole to me. Better tracking? Better reporting? "

Unknown contact said:

"Improved speed and tracking. Also, awards should come with the knot. This would be a good return on investment with the participation fee."

Unknown contact said:

"Have a person who does not have so many other jobs that they don't have time to process all the awards in NCAC. Right now, Andi is so over worked that doing awards is not on the top priority. "

Unknown contact said:

"Talk to outside council scout shops that are nearby so they don't require printed advancement reports for getting awards. Extend hours of in council scout shops for those of us over 2 hours away!"

Unknown contact said:

"Nothing from ODD we need more communication on NCAC available awards "

Unknown contact said:

"I have no idea."

Unknown contact said:

"Since the beginning of COVID and the bankruptcy filing we've had a very hard time getting awards processed. The DE submitted the award and nothing was processed. We are beginning to see awards being processed and hope that the backlog will be cleared."

Unknown contact said:

"They could process applications for leader square knots in a timely manner! Waits for these awards have lapsed into 1/2 year to a full year."

Unknown contact said:

"Keep prices as low as possible. "

Unknown contact said:

"Provide the square knots instead of a coupon."

Unknown contact said:

"Emailing forms instead of mailing them in person would be helpful. "

Unknown contact said:

"Timely feedback for Eagle applications. We're waiting over a month to hear back on applications submitted. When there was an issue it was only because our advancement chair called to query that we found out that there was an issue with an Eagle application."

Unknown contact said:

"Make the process more automated."

Unknown contact said:

"Ensure ample stock of awards."

Unknown contact said:

"Encourage BSA to make Scoutbook faster. The most discouraging thing about being a volunteer is how slow the web tools feel"

Unknown contact said:

"Improve the flow of the form and give more council support to the processing of the awards. "

Unknown contact said:

"improve scoutbook so it tracks awards and activities as easily as Troopmaster"

Unknown contact said:

"Tell them up at the top of the chain to stop changing the awards every year."

Unknown contact said:

"It would be nice to have a site we could go to where we could see the status of awards as they are being processed."

Unknown contact said:

"Allow third-party achievement tracking software to directly interface with ScoutBook data base to upload achievements into ScoutNet. Give back access to the ScoutBook API. "

Unknown contact said:

"More timely"

Unknown contact said:

"It took about 5 months to process den leader knot awards. Seems like a long time."

Unknown contact said:

"Need more Eagle Advisors -the process takes too long. "

Unknown contact said:

"All Internet systems (e.g., Scoutbook, my.scouting) must be modernized and reliable. This means everything from easy-add and drop to updating awards to transferring in and out. "

Unknown contact said:

"Provide mechanism for online or email submission to speed processing."

Unknown contact said:

"More help with processing Eagle projects and Eagle applications- big hold up on the Scouts"

Unknown contact said:

"Nothing really out there for Exploring"

Unknown contact said:

"Keep all awards in stock in the Scout shops."

Unknown contact said:

"1) stick to timelines  
2) actually award the awards"

Unknown contact said:

"Automate delivery of awards to pack/den leaders based on information entered into advancements."

Unknown contact said:

"Stop only having knots for only the SM,CM or CA or Skipper "

Unknown contact said:

"Provide ribbons for JTE levels. "

Unknown contact said:

"Every time we submit for an Eagle project and an Eagle Rank Application to set up a EBOR, it seems the process is different from who we need to talk to and exactly what documents they want and how they want them (electronic, hardcopy with original signatures, etc.). The process needs to be much more streamlined and consistent."

Unknown contact said:

"Speed up the processing timeline. These awards should be approved at the lowest level possible. "

Unknown contact said:

"Adult recognition varies by unit. And can range from overly generous to capriciously stingy."

Unknown contact said:

"Old Dominion District has been very helpful and timely."

Unknown contact said:

"This has gotten exponentially better -- particularly with our new DE (former DE was not very responsive). That said, I want to thank Annette Donfor for many years of superb service -- she is a tremendous asset to NCAC."

Unknown contact said:

"The person in charge of our District awards doesn't respond, so our unit quit bothering with adult awards. NCAC used to give ribbons for events or JTE, etc. The Scouts liked to see a new ribbon go up on the unit flag, and it was great for morale/team building."

Unknown contact said:

"N/A award processing is not a challenge for us. "

Unknown contact said:

"If you are talking about adult awards, to be honest we are confused. Are there any awards for super-star ASMs in Troops? I also want to add that the current Advancement Coordinator in WDC (Alex Alonso) is excellent and always answers quickly and clearly."

Unknown contact said:

"I would love to see the JTE ribbons and Summertime Pack awards to come back. If they are available no one has told me about them. Our unit hasn't gotten either ribbon in years. Also STEM NOVA approval is lacking. I am supposedly a STEM NOVA counselor but nothing seems to show up. They have eliminated a lot of the adult knots. Tiger leader etc. New leaders are jealous of my knots - its a bit embarrassing. "

Unknown contact said:

"With the store in Leesburg shutting down we must go online. It's annoying that pushing a PO to the online Scoutshop does not allow additions. For example, I needed a neckerchief and slide but had to order it separately (with separate shipping and handling). I couldn't do it manually because it had a rank I couldn't buy online without a PO. Strangely enough I can buy the Bobcat tank without the papa WeWork in person."



Unknown contact said:

"Clarify the program, provide plenty of advanced notice for packages to be prepared, provide feedback on how to make them stronger. "

Unknown contact said:

"Get them done in fewer than 6 months."

Unknown contact said:

"timely return of processed awards"

Unknown contact said:

"Takes too long to process, change the system"

Unknown contact said:

"I have had to wait 2 years for den leader awards and other minor leadership awards to be processed and awarded. An on-line portal where awards can be submitted and tracked. Unacceptable to wait 2 years."

Unknown contact said:

"no improvement needed."

Unknown contact said:

"Are there still SOUSA awards ?? I was on the lookout for last year's submission information and didn't see it. "

Unknown contact said:

"allocate more time for admin assistant to process awards"

Unknown contact said:

"Get the useless DEs out of the way, and let the trained volunteers do whjat they have been trained to do. Less bureaucratic BS from NCAC."

Unknown contact said:

"Have some time of notification that the award was received and is being processed. There are still awards that are lost between the Distric and Council, they have been submitted numerous times."

Unknown contact said:

"Adult awards aren't promoted."

Unknown contact said:

"For adults, a clear statement of the pathway and a conversion to online processing instead of paper forms."

Unknown contact said:

"Award processing for adult leaders takes too long."

Unknown contact said:

"Reply/process them. "

Unknown contact said:

"Faster adult award processing. Still awaiting approval of awards submitted in June. "

Unknown contact said:

"What do they \*do\* with respect to award processing? Other than Eagle and Supernovas. . . they don't do anything to my knowledge. Making the process to receive the most important awards so radically different from anything else in the program \*is\* an issue. Doing the work to earn Eagle/Supernova is only about 75% of the challenge. The other 25% is the completely unnecessary documentation and processing add-ons from Council and National.

I will say Sully has recently gotten much better at recognizing the importance of adult recognition & awards. "

Unknown contact said:

"Awards are not processed anywhere in a timely manner. Just got some from 8 months ago. Council should also provide the knot. Let district training chairs issue the awards"

Unknown contact said:

"Registration fees have had a direct impact on recruitment. The cost of scouting is out of control. Had to solicit support from Chartering Organization to provide additional financial support to the unit."

Unknown contact said:

"faster processing.  
more insight into how to award other scouters in our unit."

Unknown contact said:

"Hire a DE for our district who actually processes paperwork and purchases and delivers ALL adult awards. I was awarded the district award of merit in March, and still have not received a knot or medal. Adult awards should be able to be processed online, just like scout's advancement. "

Unknown contact said:

"EBORs need to be in person. We are doing the Eagles a disservice with virtual EBORs!"

Unknown contact said:

"Have a tracking system for awards applications turned in"

Unknown contact said:

"Leader knots and pack awards need to be processed faster. We're still waiting on awards like journey to excellence. The scout shop doesn't even have some of the knots we need. "

Unknown contact said:

"Make it faster. "

Unknown contact said:

"Have more knot awards for the ASM/SM level. A once a year award for 1 or 2 isn't enough."

Unknown contact said:

"Timeliness "

Unknown contact said:

"I'm not sure what this question is referring to. "

Unknown contact said:

"Youth advancement is fine. However, adult recognitions are a mess. There is no defined process in place for acquiring and submitting paperwork. Once paperwork is turned in, it goes into the void and unit leaders have no idea where it is in the process. This discourages units from bothering to recognize their adult leaders with knots and awards."

Unknown contact said:

"Have the purchase brought to ther Roundtable for pickup to avoid having to travel to Bethesda."

Unknown contact said:

"(1) Online submission of awards (with a workflow for approvals if necessary) rather than paper submissions to DEs. (2) Tracking of award applications and notification of approval through my.scouting."

Unknown contact said:

"More timely and more prominently advertised "

Unknown contact said:

"Enable online nominations and approvals with tracking capabilities"

Unknown contact said:

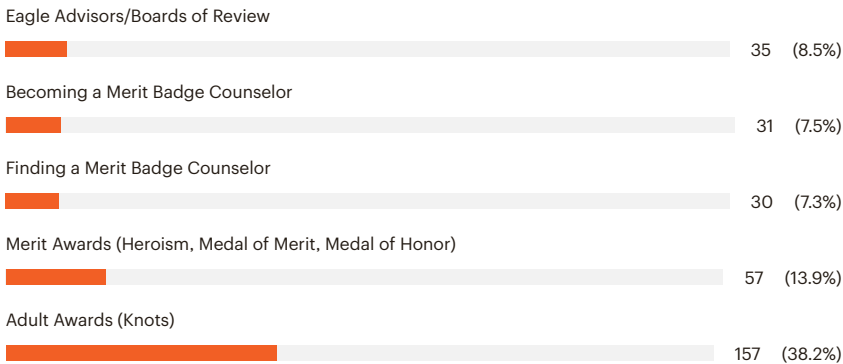
"Leader awards have not been processed. Our district executive (2 in last 18 months) had them but always said they at council. Still nothing. "

Unknown contact said:

"Keep a log of what we submitted."

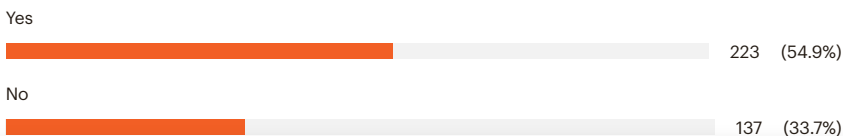
### Question 13 has 190 answers (Checkboxes)

#### “Advancement/Recognition - Please check below if you need more information about the specific topic.”



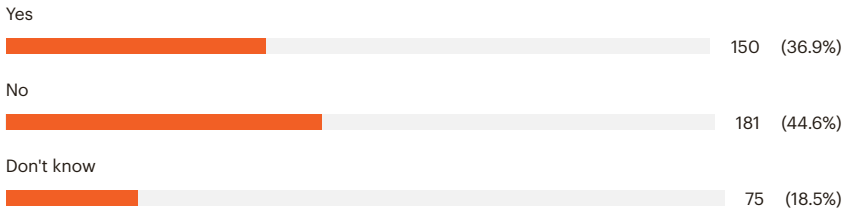
### Question 14 has 406 answers (Radio Buttons)

#### “Incident Reporting - Units are required to report on injuries , illness, membership infractions and “near miss” incidents. Do you feel your unit leaders have enough information around incident reporting?”



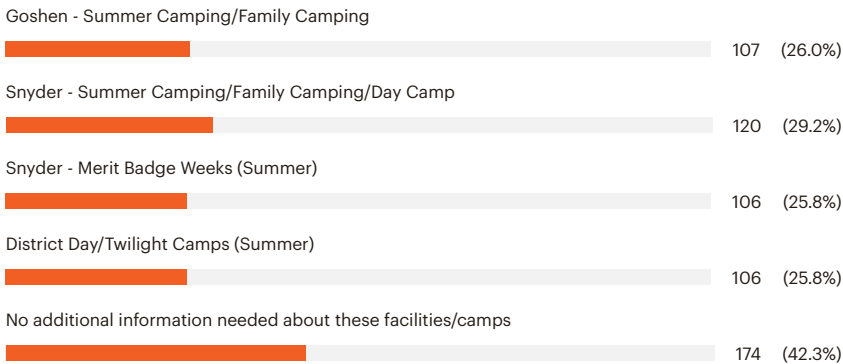
Question 15 has 406 answers (Radio Buttons)

**“Insurance - Units typically ask their District Executive for two types of Insurance information: 1) They need a Certificate of Insurance for an upcoming camping/summer camp event; or 2) They have questions about what BSA/NCAC insurance will cover if someone gets sick, injured or in an auto accident. Do you feel your unit has the information it needs about insurance? ”**



Question 16 has 359 answers (Checkboxes)

**“Facilities/Camps - Would you like NCAC to advertise more about particular items? (please check all the box that apply)”**



Question 17 has 199 answers (Open Text)

**“What information or assistance do you need, from your district or NCAC, that you are not currently getting?”**

Unknown contact said:

"Assistance/guidance/training on recruiting and retention. "

Unknown contact said:

"Unit Commissioner support is great, but district leadership and support is less than desired. The units are left to fend for themselves for advancement, training, and other opportunities for the youth, like a Camporee."

Unknown contact said:

"none"

Unknown contact said:

"We are not informed about much from NCAC. Their lack of participation is appalling. "

Unknown contact said:

"More frequent not cost offerings from NCAC. Perhaps a few free events at Camp Snyder since we are paying an activity fee"

Unknown contact said:

"N/A."

Unknown contact said:

"Timely processing from the Registrar and a DE that lasts longer than 6 months"

Unknown contact said:

"Marketing help. Don't just offer help, step in and help"

Unknown contact said:

"What is available at camp wall???"

Unknown contact said:

"It is good."

Unknown contact said:

"More information/support on recruiting. I don't know who to contact if I want to use the resources provided."

Unknown contact said:

"We were chartered by a United Methodist Church, and then by NCAC. We got zero help from NCAC after they decided that they couldn't effectively charter a few dozen units--no surprise about any of that."

Unknown contact said:

"More hands-on swag for recruiting - stickers or pencils do not generate interest of youth as draw to recruiting table. Families faced with higher costs have decision where their limited activity dollars will go. Current families do not see value from FOS funds that have been contributed over years coming back to support to units. There are no printed recruiting materials for Venturing avail at NCAC - no signage at all. Packs used to have a NCAC family mag handout. We are told to print it ourselves and make our own signage. Often there are only cub scout signs. Many of our families come from other councils and learning what support they receive for marketing, has been disappointing and raise ? from them of what other support does NCAC not provide. Popcorn used to offer enticement awards for youth - those are all gone to include the 1 sale item patch which was a hit with the youth and encouraged more participation to include follow on years to get another patch. It is challenging for both units, districts and council and I understand that. With new camping and mbc policy changes and additional costs associated with that, we have families leaving Scouting and not wanting to recharter. There are just too many costs being pushed their way and with the lower quality popcorn & smaller portion sizes in the package, they feel the value is a harder sell to participate in the fundraising program. They believe the higher per ounce cost and poor taste quality is not something they can afford & also get behind to support in good faith. The same or higher pricing & smaller portion sizes each year thru the last few years has not helped with parent buy in as our customers have also noticed the smaller portions being offered and the disappearance of caramel in our offering was also missed by customers this year. More printed items or relevant swag would be very helpful. "

Unknown contact said:

"The district sends out a lot of communications, but there are frankly too many channels for information and too many different websites to log into. This is more of a national issue, but one that NCAC should be aware of. "

Unknown contact said:

"I believe that the information and training that is being provided from Council and our local Roundtable is sufficient but not provided in a timely manner. For instance, the info for both popcorn sales and recruitment was offered about a month or two too late. We are a very small pack that was significantly impacted by families leaving Scouting during Covid and we are still rebuilding. We have just a handful of volunteers and the short turn around for information, training and resources put us at a disadvantage as we were kicking off the new Scouting season in September. It would be great if recruiting information and resources were sharing in May rather than July. "

Unknown contact said:

"Training. Help with recruiting. Adult Volunteers is largest issue. Those who volunteer are doing jobs of 2-5 people. It's overwhelming and not sustainable. Getting questions answered is hard. So many rules to follow, yet no clear place to find rules."

Unknown contact said:

"Written procedures for processing Adult Applications when there is an issue requiring review outside of the unit."

Unknown contact said:

"Better method to learn about program and rule changes. I normally learn changes from other internet sources such as Reddit and other council sites and not at Roundtable. "

Unknown contact said:

"How to help build up newer troops to streamline the process of getting it to act like a proper troop."

Unknown contact said:

"More responsiveness with questions concerning administrative and rechartering questions as NCAC presumes an army of parents exist to support leaders; there is not. Further, the NCAC needs to increase transparency and financial internal controls when accepting and applying Troop accounts. "

Unknown contact said:

"As a Cubmaster in my view NCAC is utterly useless. When I attempted to get more information about the new Fee that was being imposed no one would return my calls. You ran popcorn sales training in the middle of the summer with people on vacation and no notice. Communication sucks and I have no idea at all what NCAC can or is doing for our pack. From what I can see we are on our own and the NCAC is just sucking money out of our pack and our parents. "

Unknown contact said:

"Better communication from CVOA"

Unknown contact said:

"When requesting aid to deal with an issue District leadership (both volunteer and paid) punted back that they 'couldn't do anything' and didn't help educate about different ways to solve the issues or effect change. As a result Pack 42 is a fraction of the size it was and several families have quit scouting all together."

Unknown contact said:

"Actual support in a timely fashion when issues arise. Communication is slow and we need to push to close the loop. Noticed an increase in female units/venture crews when some are challenged in getting/maintaining numbers. There is a push to create units when we should be supporting the ones already established. There are crews that exist on paper and do not truly support the scouting program .  
"



Unknown contact said:

"Time for our new DE to come up to speed. It will likely take a year to experience a full cycle of scouting."

Unknown contact said:

"Somehow, my email address was dropped from all NCAC/Goose Creek mailings. I've added my work email to the distro, so I get \*some\* communications now. (But some emails do go to my Hotmail address still. I really don't get it.)"

Unknown contact said:

"We need materials for events (Scouting for Food, Join Scouting Night) in a more timely manner. Our XO is still listed incorrectly, even after submitting the paperwork months ago. "

Unknown contact said:

"Haven't seen a Unit Commissioner or a District representative at my unit in 5-6 years, except an OA adult for elections. "

Unknown contact said:

"Where the additional \$80 is going. NCAC camps are in less-than-ideal all the way to poor shape. Staffing and updating these camps should be a priority with all of this additional funding. My district is being run by old white males who are not necessarily in touch with current demographics of the community. Our district executive is IMPOSSIBLY hard to get ahold of and often what we ask him for is not returned or is returned after we have already run the event in question. As the only paid person working on our district, he is not meeting our standards and needs. The district calendar is made well in advance, but everything is listed as a placeholder without any details until just before the event. Most of those details are only given out at roundtables - which is great if you can attend. If you can't attend, that information is not shared exceptionally well."

Unknown contact said:

"Not enough being done to promote Venturing. At the very least, Venturing should be actively promoted as the next step on the Scouting continuum for 18 year olds just like AoLs crossover to a troop."

Unknown contact said:

"I would like to see more in person training available at the district level but provided by council that covers committee level information .. the how to stuff we have no idea we don't know.

A DE that is available when we need them, not when council needs them."

Unknown contact said:

"Our Pack desperately needs more BALOO training dates. We could use District representatives to come to Pack meetings encourage the Den Leaders to attend Roundtables and to describe the Cub Scout camps/family camping at Camp Snyder or Goshen. Our Pack asked but we still don't know if there is a 2023 Journey to Excellence patch emblem for silver or bronze levels. "

Unknown contact said:

"I will get email forwards from other leaders about district/council events/communication that I am not getting, even though I am signed up for emails.

District/Council online calendar is not consistently updated with events or that events on calendar don't reflect other communications/email.

Events (klondike derby/camporees) seem to "pop-up" with little or no warning. My troop tries to have activities planned months in advance, and can't cancel troop events to attend.

Need help getting the insurance certificates processed in a timely manner. Advertised turn around is two weeks, but I've been waiting for one for 5 weeks. And the email address posted on the NCAC website is the wrong one to send them to.

Advancement waivers for Scouts with Special Needs - parents/troop leaders need to be able to engage with District/Council earlier in the process. I had a Scout request a waiver, got doctor and therapists to sign-off and then was rejected by District. If we could get advice and some ideas up front, it would be easier to engage with medical, parents and troop leadership."

Unknown contact said:

"Besides Scouting for Food, our Pack runs completely independently from the Council and District. We get no help in any way, and it has not been offered. Roundtables are not the 'help' we need, nor are they governance meetings such that we can feel a part of the district operations. ... Also, I keep hearing about BSA and Council recruiting goals, but recruiting is done 99% at the Pack level. If you want to make a difference, go to the Elementary schools (coordinated with the servicing Pack, of course)!"

Unknown contact said:

"No idea who my district rep is. It would be nice if they showed an interest in my Pack outside of Friends of Scouting"

Unknown contact said:

"We are getting LOTS of demands to recruit youth members, but little to no pragmatic advice about how to do it in an effective way."

Unknown contact said:

"Why don't you advertise they help you're willing to offer for recruitment? From the question above, it seems you are offering more than just copies, which is all my District has advertised on your behalf.

Not too long ago, NCAC would advertise on local radio (maybe TV too?) for Scouting for Food. Why not also advertise recruiting?

I find it infuriating that NCAC is \*so\* concerned about recruitment, yet basically does almost nothing to help. DE's are judged on numbers (not actual help they give to the volunteers) and meanwhile offers not much more than cheerleading in terms of actually making the numbers happen. Why not actually get your folks out there and DO SOMETHING instead of just offering copy services?"

Unknown contact said:

"I would appreciate it if the DE would actually take the time to contact the Troop. I have been a Scoutmaster for 2.5 years, can't attend Roundtable since it is the same night as Troop meetings, and have never met our DE."

Unknown contact said:

"Simplify registration "

Unknown contact said:

"Specific, written information on how to transfer bank accounts for different kinds of charter organizations."

Unknown contact said:

"None, except perhaps more guidance on documenting a charter partner change."

Unknown contact said:

"Our district has largely fallen apart and does not run it's own programming, like Fall and Spring Camporees, trainings, district dinner, awards, etc., anymore. Having those quality programs would be good. Also, while we have a Unit Commissioner, I don't think we have an Assistant District Commissioner, or District Commissioner to support."

Unknown contact said:

"Generally, the workload on the adult volunteers feels very high to me. And when changes such as the fee changes, or the shift to subscriptions, or other changes occur they seem to be done in a manner that puts workload on, rather than takes workload off, the adult volunteers. "

Unknown contact said:

"The fact that our district hasn't had ANY paid executive for years now is a travesty. We pay dues, pay charter renewal, sell popcorn, and contribute to FOS, and we get NO council support. In addition, the online application system is crap, especially where adults are concerned. It needs improvement and better tech support for users, or at least better available documentation. It seems it's function is limited when it comes to adults, but we have been unable to find \*good\* documentation on what those limitations are, leading to extreme frustration and delay."

Unknown contact said:

"Recruiting support for troops"

Unknown contact said:

"Our District to support our units"

Unknown contact said:

"Adult leader training available around the Council"

Unknown contact said:

"We would like to just get requests fulfilled without having to ask multiple times."

Unknown contact said:

"ODD has no DE. NCAC Field Director has been most helpful in the absence of a DE. Too many Girl Troops are trying to be formed in ODD. Given the current pool of interested girls this severely detracts from the growth of existing GTs."

Unknown contact said:

"COR training."

Unknown contact said:

"Information about BSA program changes, training requirements, and other matters, coming from the national level, reach district and unit level in a haphazard manner, often only by hearsay. Communications from national through Council needs to be much better."

Unknown contact said:

"Would love to see district or council wide merit badge universities. District meetings are useless for those who have been doing this for more than 2 years. It's very much a clique and the leadership involved is a bit out of touch with how families and kids function today. Need the day camp location/ schedule by November....families start planning vacations very early. "

Unknown contact said:

"Mainly training with the online applications."

Unknown contact said:

"It would help to have a formal system to encourage and recruit adults to participate at the district level, training and chair positions, once their scouts finish Cub Scouts, or age out of Scouts BSA. Similar to Den Chiefs helping Cub Scouts along, parents who recently finished a program with their scouts could help parents currently involved in unit activities. "

Unknown contact said:

"Our sister pack was decimated due to covid and a cubmaster transitioning out. We were down to less than 12 in the entire pack. It was dying on the vine with some dens having zero scouts and most having just 2 scouts. We determined that we wanted 10 new scouts for each age group for a total of 60 new scouts needed. We needed to target grades k-5 in our local schools. With an industry established 1% return on flyers number of 6,000 flyers required we asked for some printing assistance and were told that NCAC would be glad to help with 200 flyers and some other BS about that we needed to narrow our focus and that scout flyers achieved a much higher return rate. It seems that NCAC is not actually interested in growing their ranks. I would be happy to discuss real measures for growth."

Unknown contact said:

"We need very little from NCAC or District, we are very self sufficient"

Unknown contact said:

"Promote Camp Howard Wall."

Unknown contact said:

"To have the District Exec come to a meeting and meet us and see how our unit is doing and if we have any questions would be great. I often have questions for them, but don't often know who to contact or how."

Unknown contact said:

"More information about Awards, iols/baloo trainings, "

Unknown contact said:

"Better roll out and communication on the activities fee. The roll out was horrible and embarrassing. We told our members what the fee was and how it was going to be collected in August when they asked about dues. When that changed in October, we had to go back to our members and explain that actually, the dues were doubled and we need more money from them. In reality, it is the same amount, but it feels wrong to have put us in the position to keep asking them for more and more. The activity fee needed to be decided well before join scouting nights happened. It would have been nice to have to roll out over a couple of years and not a 100% increase in dues, per child, in a year. We lost families because they were confused. I don't blame them. This doesn't even address the fees for adult volunteers. All told, it was close to a 250% increase in dues for the average family. Again, I understand why it needed to happen, but the way it was communicated, changed and done in one year, really hurt the Scouting cause. And Trail's End have priced themselves out of being a successful fundraiser."

Unknown contact said:

"The rechartering info is missing info about what to do for scouts who are turning 18 but want to remain active for their senior year - paper applications for adult.

with increases in costs, need more information and better council fundraising opportunities. The savings cards from few years ago were helpful. The popcorn is too expensive to be a productive fundraising. Maybe consider BSA reusable grocery bags that troops/packs could sell. Maybe consider arranging selling native tree saplings. "

Unknown contact said:

"More BALOO approved sites. Increase ability for packs to camp at Boy Scout facilities as pack."

Unknown contact said:

"Need a unit commissioner"

Unknown contact said:

"It would be nice to have some sort of reprieve from upcoming fee increases within Scouting. I fear Scouting will become cost prohibitive compared to other kids activities."

Unknown contact said:

"We really need to ramp up communications about District and Council finances. With the introduction of council participation fees, most families are struggling to understand where their money is going. Also, blanket communication about ways for families to seek financial assistance, without having to ask their unit leadership, is needed. Most families don't want to have this chat with their unit's leadership."

Unknown contact said:

"FSK District needs to figure out why their District Executive (DE) position is only filled for a short time before the DE quits. This high turn-over in the DE position means units can't get consistent service from District/Council."

Unknown contact said:

"I would like more info about how we do the Journey to Excellence for our unit."

Unknown contact said:

"timely responses to issues/questions. Answers other than "I will need to ask someone else.""

Unknown contact said:

"Patches, pins and other award-recognitions for scouts have become hard to get and confusing to source. These are critical front-line elements, especially for Cubs. Help here would be appreciated. "

Unknown contact said:

"Why go to Goshen when there are great camps nearer to me? Why are we paying fees to support a camp we don't use?"

Unknown contact said:

"Fill DE position for Mattaponi "

Unknown contact said:

"Timely processing of all paperwork and correction of registration problems."

Unknown contact said:

"Better cooperation from the shooting sports committee"

Unknown contact said:

"More BALOO training opportunities.  
Ability to put annual pack fee in online registration/renewal."

Unknown contact said:

"Get rid of the participation fees. It is hurting keeping the 18 to 20 year olds. It hurts recruiting those not already in BSA into Crews and Ships. "

Unknown contact said:

"Cub Scout units plan their program a year in advance starting in May or June. The council needs to have their calendar set and published 18 months in advance starting in January.

Cub Scout camping resources listed in the councils website are woeful. If you want to grow cub scouting you need it easier for adults to administer cub scouting since this is more adult led. Camping options should be listed on the councils website with details such as how to reserve, capacity, amenities, etc. some popular locations should be pre-reserved by NCAC for scouts.

Cub units are forced to conduct identical research in advance of camping trips for each location.

Other outings should be "curated" by the council as well to ease the work of the unit leaders. "

Unknown contact said:

"Faster processing renewals. "

Unknown contact said:

"Relying on Basecamp for information doesn't work. Information needs to be distributed in multiple modes including direct email."

Unknown contact said:

"Real recruiting help!!!"

Unknown contact said:

"More prompt responses to emails "

Unknown contact said:

"Much better this year. Early dates, registration and flyers."

Unknown contact said:

"ODD needs a District Exec, but I want to commend Keenan Pallone for covering down so effectively, on top of his Council duties."



Unknown contact said:

"The relationship between NCAC and units is adversarial. No one is helpful when we need help. Good luck getting anyone to answer the phone. Voicemail boxes are full. Emails go unreturned. Our district has no DE. The only people who do a good job at NCAC are the receptionist and the young men at the Scout Shop. Families are paying more than ever with less service. NCAC events and training all cost more and more money. Jumping to \$80 on the participation fee was greedy. Other councils collect much less, and members see that. Writing this will be a waste of time. No one at NCAC actually cares if Scouts remain in the program or if leaders remain in the program. Leaders often say to each other that NCAC only cares about money."

Unknown contact said:

"Don't really hear from our district folks much at all. I would like more outreach about upcoming BALOO trainings and other activities well in advance. Scouting for food data was distributed less than a week ahead of the event, which was challenging. "

Unknown contact said:

"We are always seeking IOLS training, and it seems the only way is to regularly look through the NCAC calendar. Are other troops in the same situation? "

Unknown contact said:

"We need small regional 3 day camps perhaps by area. Patuxent is so large that smaller events for getting the Archery and BBs awards would be nice."

Unknown contact said:

"Recruiting. I applied for geofencing, but no one saw it. I don't think it actually went out. Invitation Mgr is really clunky. It alerts me daily when I don't have a task but the other person does. How often should I try reaching back out? Should there be a few more sequences in the flow to move them along? It would be really nice to have best practices on using those tools. I feel like I'm doing it wrong because my conversions are poor. For example, I'm not direct calling at first reach out. I use email. Should I try something else? Texting? And when I send the application online I'm not sure if that sterile email confuses them with my location discussion. Could that be tied in with unit recruiting?"

I also don't see any BALOO training all the way through June in any district. Can we have more of these? Or am I missing when they get announced?"

Unknown contact said:

"In-district training for Cub Scout leaders has been lacking; prior 2 Baloo courses have been substandard at best and are not offered very often. Coordination across the council so that, each month, some district is offering a particular training would be useful."

Unknown contact said:

"a DE"

Unknown contact said:

"I get what assistance I need from the District and have little to no contact with NCAC."

Unknown contact said:

"Quicker processing of patches for district events attended. This year waited 10 months to get patches, seems a bit much to expect that long of a wait for patches."

Unknown contact said:

"Appreciate the assistance provided for re-chartering from the NCAC and White Oak District"

Unknown contact said:

"For Pack 694, I need help solving some issues for recharter  
For Troop 2027 I need help processing merit badge counselor applications  
I submitted a fundraising application and haven't heard back yet. The event is in a few days and I definitely sent it in with more than two weeks notice."

Unknown contact said:

"Tangible help with recruiting - if NCAC wants us to grow, you need to help with things like color flyers (not the b&w ones that are poorly printed); paid ads in local papers; all-digital registration (no more paper!); website development; help with targeting potential recruits. We've asked for this type of help and been told we need to pay for it or it's not available. While at the same time the Council has doubled the fees we pay just to register (with the new Council fee) - we're struggling to absorb the new fees.

Also, a greater focus on maintaining and growing Troops, not just Cub Scouts. Cub Scouts in our area is doing just fine, but they're not bridging to Troops, despite the best efforts of Troops to recruit. Retention beyond Cub Scouts is a huge issue that I haven't seen addressed, though it's been acknowledged at our district level."

Unknown contact said:

"How is the new NCAC dues being used? To be specific exact percentages that are going into all items being funded with this money, including salaries. This was something never provided for FOS and hurt giving, we should not repeat the same mistake. Transparency and sunshine will only help."

Unknown contact said:

"listing of school populations (TAY) to decide which school to recruit from."

Unknown contact said:

"All of it, especially Council and District events calendaring."

Unknown contact said:

"Why is there a push to have more GT's when the overhead isn't there at the Cub level? This is for ODD. No study was done, just a belief that more GTs were needed. There isn't enough Cubs crossing over to justify more GT in the District."

Unknown contact said:

"1) The online website functionality is improving, but it's a complete Dungeon and Dragons scene in general for any new parent joining scouting. I realize there's some apps that have been merged/bought, and I've experienced the elongated chaos of getting them working. Scouting isn't Amazon, but it should be better than Verizon. Hire a UI designer for all our apps (I'm a Chief Marketing Officer, and have this done all the time) to get to the next level.

2) There's seems to be an emphasis to make things more time consuming (paper, in-person meetings...), which is frustrating to those leaders like me who have regular jobs. This isn't a religion for parents/leaders, it's a program...and the harder the experience is, the less parents will "try" and the more leaders are left to carry the burden.

3) I'm encouraged by the initial steps at council consolidation...this is clearly behind the times, but understandable given word of mouth council meetings were needed 25 years ago, but certainly not the only way to operate a 2,000,000 organization now. "

Unknown contact said:

"More info on Den Chief training please."

Unknown contact said:

"An explainer on the recent increases in fees and dues."

Unknown contact said:

"Program suggestions/Scoutbook training material/family camping site evaluations/summer day camp/district events in various locations throughout the district"

Unknown contact said:

"You need to do way more advertising for Goshen, specify Lenhok'sin. It used to be such a fantastic program but has fallen off due to a lack of support from Counsel. Bowman needs to shut down in order to rebuild with a new staff. "

Unknown contact said:

"The troops in our District each do Scouting in a different way. In some cases, they are operating against published processes/standards. Volunteer Commissioners have neither the time nor the authority to mandate change, but someone should touch base with each Troop annual and help guide them back to the way Scouting is meant to be done. In some cases, that would necessitate the removal of volunteers of long standing who have refused to change with the times, so I don't see it happening. But it would result in a stronger, more effective program in the long run."

Unknown contact said:

"Snyder is too booked for packs. Since we can only cap at a limited number of places, Snyder needs to be more available in the spring and fall for packs. County parks are too expensive for large units. Packs should have priority over troops since they can camp with more limited bath houses"

Unknown contact said:

"more information about the ongoing and increasing threat related to charter organizations electing to re-charter. for example, in my experience talking with fellow scouters, most don't know that virginia pta has guided local ptas not to re-charter. that feels like an important fact to share."

Unknown contact said:

"NCAC needs to actually acknowledge that Maryland exists. Every in person training...UOS, Akela's trails, commissioner colleges, NYLT, ECT all happen in the southern part of our council in VA, and if done more north more of our people would show up. Open a scout store further north - we go to neighboring council because their store is actually closer than Bethesda. We are tired of seeing advertising for Snyder and Goshen and seeing NOTHING about camp Catocin, let alone any sign that you are investing in the northern part of your council. Hire a DE, and pay them well enough that they stay more than a year (you spend so much money sending them to Philmont and camp schools and haven't realized they are using you as a spring board to get hired at another non-profit? You are investing more in them than they return). Registrars need to be nicer, actually answer their phones and/or return phone calls, and NEED to be cross trained in scoutbook, because SB roster is directly affected by my.scouting roster and most problems unit leaders see are happening in scoutbook. Transfers (especially from other councils) are definitely a weakness. At recharter time they actually have to reach out to units and HELP them get their rosters straightened out, not wait for us to call them and have the answer of how to fix it for them. Overall, we need to feel like a partner in NCAC helping us run our units, not just another hurdle we need to overcome. Since the "great flood", it feels like all council cares about is money. Refocus!!!!"

Unknown contact said:

"The first I heard of the new requirements for adults participating in overnight activities came from a Facebook group, not NCAC.

"

Unknown contact said:

"We have no district executive. "

Unknown contact said:

"More activities focused on Cub Scouts "

Unknown contact said:

"More responsive printing services for recruitment flyers. "

Unknown contact said:

"I need emails answered in two business days of them being sent. I need Council to not up my fees this year after an \$80 increase last year. I need better popcorn resources and a better popcorn program. There's so much wrong with the program and so much more could be done to make it better. I need to not be nickled and dimed for every penny I have. Scouts has adopted a Disney world model and it's killing the program. Every time my scouts turn around they're being asked for more money. The Spooktacular is a prime example of this. \$300 to camp. Then \$20 per person. Then \$10 for the bounce house. Then \$5 for the zombie run. \$4 for a face mask. And on and on.

In the end I'd like to feel supported and like I'm getting monies worth from the program and I don't feel like either of those is happening. I'm and Eagle. My father was a life. My grandfather was an eagle. My great grandfather was a scout leader. 5 generations of my family have been in this program. I'd like to believe we're headed in a direction that 5 more generations will sign up. But I don't see it. "

Unknown contact said:

"District is fine. Council is what gets in the way of everything."

Unknown contact said:

"Fewer female troops. Stop allowing them to charter troops with 6 girls. There is not enough female interest per troop in this region."

Unknown contact said:

"Assistance with recruiting adult leaders"

Unknown contact said:

"None"

Unknown contact said:

"Asked for assistance with our failing 998G Troop, due to lack of adult leaders. There is no G Troop in Leesburg, so any girls interested in Scouting have the additional hurdle of going to Ashburn for regular meetings. "

Unknown contact said:

"Clarity about what is required. Clarity about transfers. "

Unknown contact said:

"There is so much push on recruiting, recruiting, recruiting, like your adult volunteers aren't doing enough. How about take some things off of our plates. Make a repository with fun places to visit to get us out in the community. Have a nice directory where we can be like - this place to camp is only \$\$\$\$. Start worrying about building a better program, so then you get more scouts, than worry about just recruiting. We have doubled our troop size - why - because we run a good program. Not because we just sit and push recruiting. "

Unknown contact said:

"With the huge activity fee increase from NCAC, we expect much more support for recruiting. Our Field Director is doing a great job of trying to make in-roads with school officials, but this needs to be an all hands on deck effort from Bethesda."

Unknown contact said:

"There needs to be more activities. There are very few merit badge opportunities. Most do a winter camp. There should be monthly offerings.

Ad for the cubs, there needs to be more for them. The new program will help with that but the money they are paying into scout there is very little in return. "

Unknown contact said:

"Move every application to digital - not paper. I have leader applications that we have been waiting YEARS (that is not a typo) to process. And when we ask Goose Creek or the executive for a response, if we get one, is typically "what is the scouting ID?" which people don't know - and I can't look up if their paperwork is not processed

It is hard enough to get people to volunteer for positions without dealing with unnecessary bureaucracy on top of it.

My experience during four years of a Cub Scout leader has really burned me out - and it is unlikely that I will ever volunteer for a Scouts BSA leadership position when my kids age out."

Unknown contact said:

"NCAC makes lots of decisions but does not often come to our sessions to hear our feedback, ideas or struggles. Our district and volunteers run your organization and the decisions you make impact volunteer desire to stay, level of commitment and ultimately, membership overall. More should be done to support districts and units who volunteer their time. Additionally, funding for recruitment efforts- takeaways, brochures, etc, are needed to staff info tables and perform outreach events. Volunteers should have a quarterly or bi annual touch base meeting with NCAC at round table so you can hear directly from our units and they can directly inform you on concerns. "

Unknown contact said:

"What doubling the cost is going to cover that the typical fees don't. Our pack is going to fold or merge this year due to lack of membership/cost spiral."

Unknown contact said:

"When applications are not handled appropriately our unit has had to aggressively seek council support to add members who had paper applications go missing on more than a few occasions from the DE. 2 parents had to do the footwork to update themselves and their scouts."

Unknown contact said:

"Tons "

Unknown contact said:

"Leader award processing.  
BALOO once a year.

University of Scouting online "

Unknown contact said:

"More advertising to the public about the BSA. I see advertising on TV for lots of groups, but NEVER the BSA. We need to get the word out that the BSA is still here."

Unknown contact said:

"Help starting units"

Question 18 has 155 answers (Open Text)

**“How could we improve communications with your unit?”**

Unknown contact said:

"Publish schedule of Roundtable topics."

Unknown contact said:

"Send info to Key 3 by email, especially the fundraising information. Stop having private Facebook groups to get info. The humble-brag newsletters by the CEO are a waste of time. Update the website so that we don't have to get information on National issues from Baltimore or other Councils. Actually listen at "listening sessions.""

Unknown contact said:

"More push notifications to email."

Unknown contact said:

"Check in to introduce yourself, reach out at least a few times a year to check in and see how we are doing. Respond promptly to emails with questions. "

Unknown contact said:

"Communication is good"

Unknown contact said:

"It's fine. Daryl and Lawson are fine and listen. Oh except Basecamp - dump Basecamp. It was much better when the Commissioner sent out an email to the group or to each unit with info. In basecamp you are open to people who want to rant - its as bad as Nextdoor. And then if you comment on the recent changes then you get pegged as a trouble maker not just someone who wants to be listened to. Unclear info, lots of work to monitor and it isn't clear when something needs action. I have been doing this for about 24 years and there is lots of stuff but no info. You have ferret it out of the postings."

Unknown contact said:

"Ensure the ncac calendar is accurate and has everything listed...with correct dates AND points of contact (with a good phone number/email address)"

Unknown contact said:

"Basecamp is absolutely terrible. You need specific invites to be a part of whatever group information is being posted to, but the invite list is not maintained and Basecamp's search capabilities are not worthwhile."

Unknown contact said:

"BETTER COMMUNICATION RETURN CALLS AND EMAILS"



Unknown contact said:

"Communications is not the issue. However, the additional \$80/Scout Council Participation fee is a significant drain on individual and unit resources. I would like to know what the Troop gets for its \$80/Scout, so that I can inform the parents."

Unknown contact said:

"no improvement needed"

Unknown contact said:

"Fewer emails from Council. Make them more targeted. "

Unknown contact said:

"When listening sessions are provided they should mean BOTH ways with unambiguous responses to clear questions. If these sessions come off as venues to publish edicts without provision for true feedback you will lose adult leaders."

Unknown contact said:

"organize system of pushing notices to parents like Icloud or Constant Contacts"

Unknown contact said:

"Get rid of the DEs"

Unknown contact said:

"Our DE now covers twice the area as the previous DE, so communications between the unit and Council have been reduced and Roundtable does not take the place of that relationship. Also, we need more promotional material on Woodbadge."

Unknown contact said:

"Communication is good when we need issues solved."

Unknown contact said:

"Basecamp is awkward to use for important announcements or sharing information with units."

Unknown contact said:

"NCAC and District have gotten much better at updating web sites, but there are still lots of old/dead/outdated pages that have never been deleted. When they come up in searches, they cause confusion and consternation. It would be great to have a focused team go through and find & delete the old stuff."

Unknown contact said:

"Council needs to better communicate upcoming national changes and national and council committee information"

Unknown contact said:

"Better communication between Council, District and individual units."

Unknown contact said:

"Communication goes both ways. We hear plenty from you...now start listening to us! In demographics you should have "select all that apply"...I am CC of our Pack, membership chair of both boys and girls troop, a unit commissioner and Cub Roundtable Commissioner."

Unknown contact said:

"I wish you could add messages into Scoutbook specific to the council/district."

Unknown contact said:

"My principal comment is that the information technologies the BSA uses are difficult to explain and use. These various legacy systems do not speak to each other and are not intuitive. I hope that our entire technology approach will be overhauled over the next few years as we have refreshed national leadership. The administrative burden on unit leaders and other key volunteers at the unit level is severe and needs to be improved with systems that are easy to use. Council efforts to encourage this can positively upgrade our membership prospects."

Unknown contact said:

"Actually communicate with our units. Attend our den/pack meetings. Email or call us directly."

Unknown contact said:

"Answer emails and phone calls in a timely manner. My DE is the only person who actually replies and no one at council replies to me unless I cc her. "

Unknown contact said:

"In addition to roundtable emails, information posted on district website. "

Unknown contact said:

"I believe in over communication because people always miss a lot. Basecamp is helpful, but from a PR perspective, I think it would be good for troops / leaders to hear from NCAC leadership (career and volunteer) on a regular basis with updates. "

Unknown contact said:

"Communications could be improved if there were subcouncil meetings, with, for example, all Troops and Packs based in a certain geographical area. I have little contact with Leesburg Packs, for instance. Not for lack of trying: I've emailed their contact address on beascout."

Unknown contact said:

"Simpler email communications. "

Unknown contact said:

"Less emails on recruiting, and more help on things to do. For instance, Izaak Walton campgrounds, C&O trails. How about how to access Canoes/Kayaks. Why are your adult leaders always re-inventing the wheel.?"

Unknown contact said:

"Training opportunities should be provided directly to unit key 3 by the NCAC Training Committee. Many districts are lacking volunteers, including Training Chairs, and in those districts it is harder to get info on training availability."

Unknown contact said:

"Answering emails!!!! "

Unknown contact said:

"Every Pack is left to find their own way. While there are resources available, why does the pack need to find its own scouts, do its own fundraising, collect its own dues, and find its own leaders? Why isn't this done at the NCAC or the district level, like in sports leagues?"

Unknown contact said:

"The District Exec or somebody standing in for him or her could do a monthly conference call, no more than 15-20 minutes, with the Key 3 of a unit to touch base, take questions and to go over important items. The Roundtable is not a good forum to support individual units because there is always a preprogrammed agenda. Plus, new leaders can/could feel intimidated to ask "rookie" questions in a public venue in front of many people. In short, mentoring unit leadership in the most general terms could be better."

Unknown contact said:

"Listen to us when we come with ideas and suggestions. Actively consider the demographics we are targeting are not the volunteers demographics and create space on the platforms and through outreach methods that reach the 25-40 demographic with kids."

Unknown contact said:

"the communications about cost for boys/adults to recharter was very confusing up until mid Oct.. "

Unknown contact said:

"Honestly, I feel it is going better more recently. But the first half of 2023 and 2022 were quite bad in handling membership frOm the DE in to council. A motivated, friendly and knowledgeable DE would be amazing."

Unknown contact said:

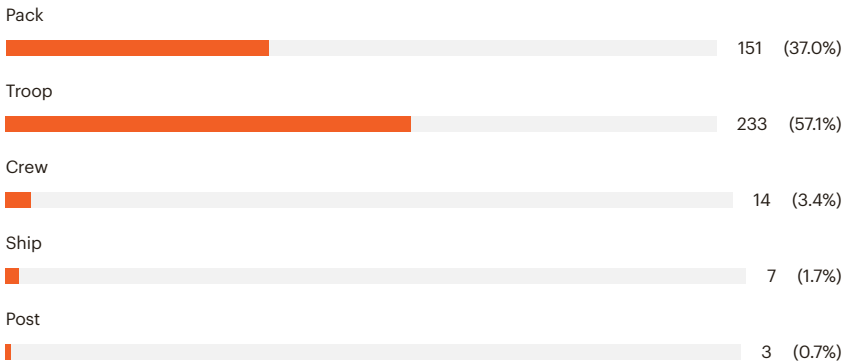
"Move all existing Charles County Units to the Western shore district "

Unknown contact said:

"provide a way to reach every family"

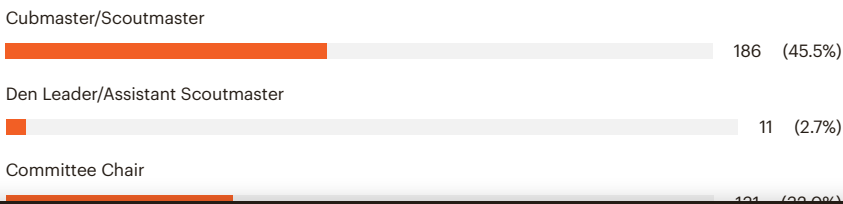
### Question 19 has 408 answers (Radio Buttons)

#### “Demographics - Please indicate your unit type.”



### Question 20 has 409 answers (Radio Buttons)

#### “Demographics - Please indicate your role in the unit.”



Committee Member	14 (3.4%)
Chartering Organization Representative	52 (12.7%)
Executive Officer/Institutional Head	2 (0.5%)
Other Registered Adult	13 (3.2%)
Non-registered parent/adult	0 (0.0%)

Question 21 has 137 answers (Open Text)

### “[Optional] Please provide your email address”

Unknown contact said:  
"danielrgibbons@gmail.com"

Unknown contact said:  
"jeff.shivnen@verizon.net"

Unknown contact said:  
"vtsoules@yahoo.com"

Unknown contact said:  
"Christine.Battle23@gmail.com"

There was no info about how the scale works. "

Unknown contact said:  
"blackmoses228@yahoo.com"

Unknown contact said:  
"Tubargold@gmail.com"

Unknown contact said:  
"cfennell.stasheff@gmail.com"

Unknown contact said:  
"I'm a COR and Committee chair in Troop and Pack you need to make two questions above multiple entries "