SCOUTS | TERRAIN
UPDATE

August 22nd 2020

Development factors & timeline:

Scouts | Terrain has now had members testing the system and entering data for over a month. Our initial launch timeline had all members accessing Scouts | Terrain by now, but along the journey, there have been many dips and twists. We know this is just part of any technology project, but we accept it is frustrating for our members. What has been just a couple of those dips and twists?

COVID-19
- COVID-19 has had an impact on every element of our world, including Scouts | Terrain.
- The Two Bulls project team have been working from home on this project since March.
- This has challenged them to think differently and work differently to produce our digital system.
- The collaboration that would usually occur in a central location has been limited to Zoom calls and video conferencing. Being a Melbourne-based team, they are currently amid Stage 4 restrictions and our team.
- Two Bulls are working hard to deliver a dynamic system during a complicated time. Congratulations to the Two Bulls team for their hard work and effort over the last six months continuing to strive to deliver an outstanding product.
- We must also accept the long-term financial constraints that COVID – 19 has placed on Scouts Australia, each Branch and the implications this has for all Scouting projects.

Membership systems
- Australian Scouting has multiple digital systems used by our Branches for membership – MyScout, Extranet, Scoutlink and SMS (Scout Management System). These all feed into a central point to enable everyone to access e-Learning and the youth program digital system (Scout Central). Now we also have Scouts | Terrain.
- Across the four digital systems used by Branches, we have multiple membership titles, roles and appointments, which are classified into different member types.
- Some members accessing Scouts | Terrain have seen members in groups who don't belong – including adult helpers, and other roles. People in every Branch are working on resolving this problem. Who knew that across our eight Branches, there are over 570 different roles or titles that we use! The work to get members into the Terrain started in February. This problem has consumed many hours that could have been used for other program features.
- There's a possibility that some non-unit adult leader positions will not be able to gain immediate access until these challenges are resolved.

Delivery
- It has been crucial to Scouts Australia and Two Bulls to ensure Scouts | Terrain is a polished product before we release. But, the skills and abilities of our members are diverse. We have adult leaders who are highly skilled ICT professionals through to those who rarely use a device.
- We have enthusiastic members who need and want to get underway (plus Pioneer Tracker must close August 31st).

Our team has met with Two Bulls five times this week. These have been both challenging and fruitful meetings. Timelines have been reviewed, more changes identified by our testing groups have been added, and Two Bulls have agreed to start another team on the project from Monday (with a focus on bug fixes).

New timeline

Considering our development potential and various factors outlined above, we have decided on the following release model. Elements of the system (listed below) will be developed and added to Scouts | Terrain over this release window. *Please be aware that there will still be hiccups over the coming weeks that might delay delivery.*

	Engagement	Previous schedule
By Friday 28/8	System access to all Pioneer Tracker users (Adults & youth members)	Same week as Tracker youth were to gain access
Monday 31/8	Pioneer Tracker shuts down	No change
By Friday 18/9	Adult Unit Leaders given access	One week later
By Friday 2/10	Youth members given access	One week later

We will provide updates when access is available to each group and when new elements are live.

Features listed alphabetically below will be progressively deployed across the next two months:

- Additional Awards
- Bug fixes (ongoing)
- Bulk awarding (for OAS Joeys & Cubs)
- Comments
- Finalising achievements
- Group/Patrol/Unit life/ My Patrol
- Logbook
- Members table revisions
- Milestones
- Reporting
- User permissions

Do we need to start using Scouts | Terrain immediately?

- The answer is a definite no!
- Our goal is to have every youth member and line leader logged in and engaged with Scouts | Terrain by the end of 2020.
- Waiting until term 4 to start your Scouts | Terrain journey could be a good strategy.
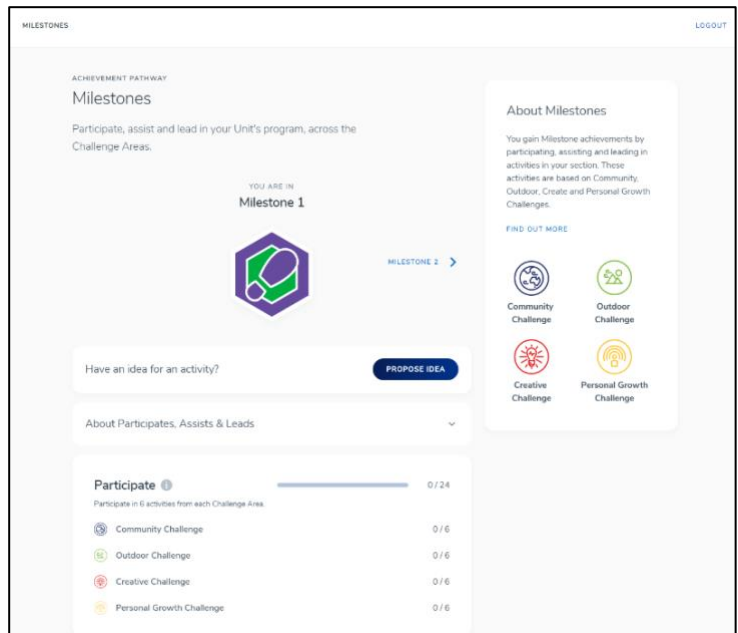
Resources

- All Scouts | Terrain resources can be found at https://pr.scouts.com.au
- New resources will be added once each element has been completed. Why not subscribe to the https://pr.scouts.com.au updates!
- Many members are providing useful hints and support as a part of the Scouts | Terrain User Community Facebook group. Please remember this is a support group. Not a place for people to continually complain and be detrimental. To sign up to this group, you must answer three questions. Due to our Privacy policy, these three questions must be answered.
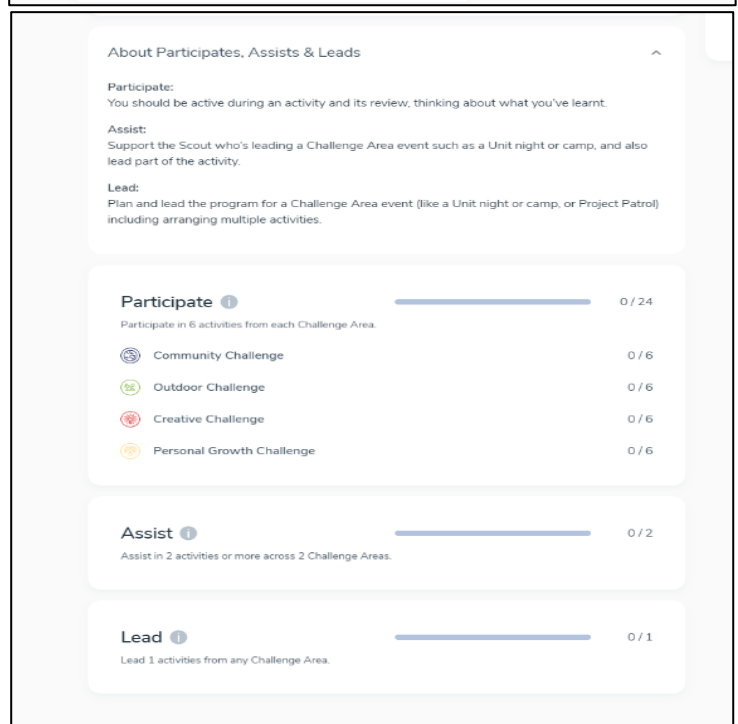
What's evolving in Scouts | Terrain?

Milestones:
- Milestones are a core part of our youth program and have been essential to get them right in Scouts | Terrain. This has taken a little longer than anticipated.
- In Scouts | Terrain, Participates, Assists & Leads will automatically flow to the Achievement Pathways once an activity has concluded (and the review completed for Assists and Leads).
- A progress bar indicates progression through the Milestones including Participates, Assists & Leads.
- For Assists & Leads, a small Review> about the experience must be completed before this is counted towards your Peak Award.
- Guiding information is provided within the Milestone page on Scouts | Terrain to help youth members understand what it means to Participate, Assist and Lead for their section and Milestone.

Special Interest Areas:
- We have worked with Two Bulls to refine the words that are used in several places throughout the Special Interest Area project creation flow. This is a work in progress.
- Users can access information about how to set a Special Interest Area from the pop-up box on the main page.
- Users can see the status of their current projects.
- We are expanding hard word limits throughout the system.
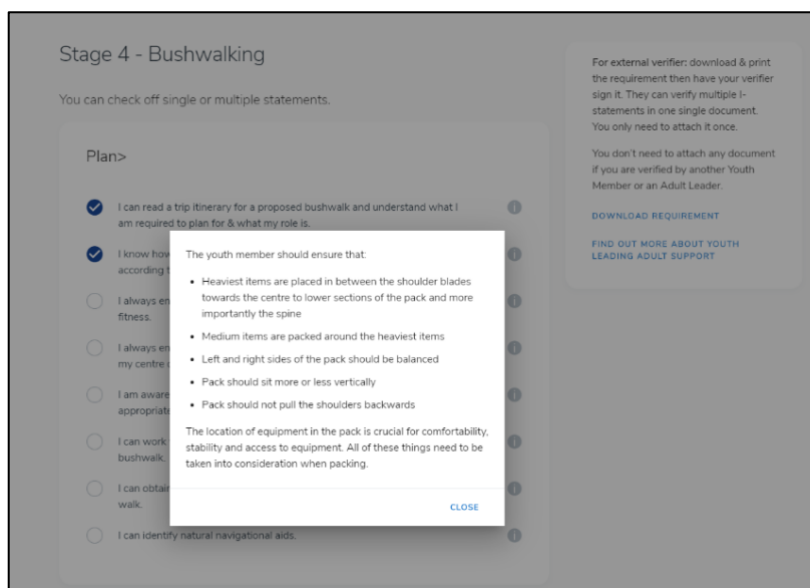
Programming:
- We have shared feedback around the clock/time selection interface with Two Bulls for actioning.
- We have shared feedback about the inability to edit critical activity details once the activity has been added to the calendar so that Two Bulls can change this.
- We have expanded hard word limits throughout the system (in some places, this is a work in progress).
- We are aiming to have a legend/key with the main Programming page.
- When a youth member is nominated as attending (participate), assist, or lead, they will now see the event in their Milestone profile.

Members Admin & User permissions:

- In terms of membership data and profiles for Scouts | Terrain, the following is a broad outline of development.
  - Scouts | Terrain connects via an API to Members Admin, as the sole source of membership information
  - Minimal personal information is stored in the system
  - To log-in to Scouts | Terrain, you have to have your own membership number
  - A user will only have a single sign-on to Scouts | Terrain, regardless of roles
  - As members moved between Units, sections, Groups and even Branches, their program/achievement records will follow
- Across the different Branch Membership Systems, member types and formations were treated differently – for example, a Rover Scout Unit might be comprised of youth members, or only adult members, be stand-alone, or connected to a Group.
- These requirements, constraints, and realities of our organisation have forced Two Bulls to dedicate significant effort to ensure the successful importation of the basic member. They have been striving to make sure that the 'hierarchy' of formations and roles makes sense within Scouts | Terrain so that all members have the appropriate access for what they do in Scouting.
- *Please make sure that you check with your Branch that your role and formation information is accurate within your Branch Membership System. If your Branch doesn't know what you do in Scouting or where you do it, then Scouts | Terrain won't either!*
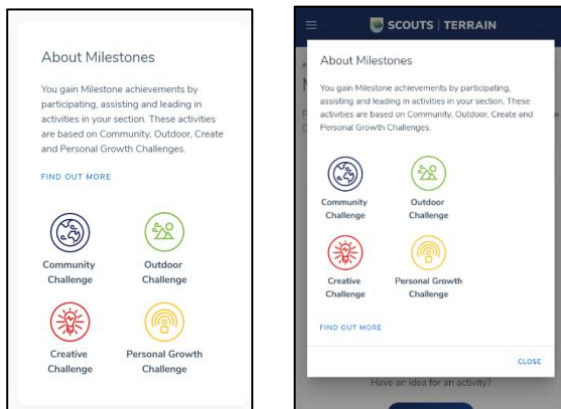
Outdoor Adventure Skills:

- Our team has been reviewing the content of the Outdoor Adventure Skills I-statements & guidance statements to ensure that they are displayed correctly, that they are relevant and that they are formatted well.
- We have started to create the downloadable PDF's which contain all the requirements for each Stage of the Outdoor Adventure Skills. These will be linked within Scouts | Terrain for users who want an external assessor to provide notes or sign them off, or for physical reference if online access is not available.
- We are aiming to improve the visual experience of the Outdoor Adventure Skills by adding colours to the stream progression 'trees'.

Other tweaks and bugs:
- Throughout Scouts | Terrain, the 'info-box' (this is the little box that shows on the side of your screen in all overview pages for the Achievement Pathways) has been utilising a few different display methods. This has been a bit of an experiment to determine which options adapts the best to mobile devices and is the most useful for our members. We have now settled on a design, which is shown below in the two variants (large screen vs mobile).
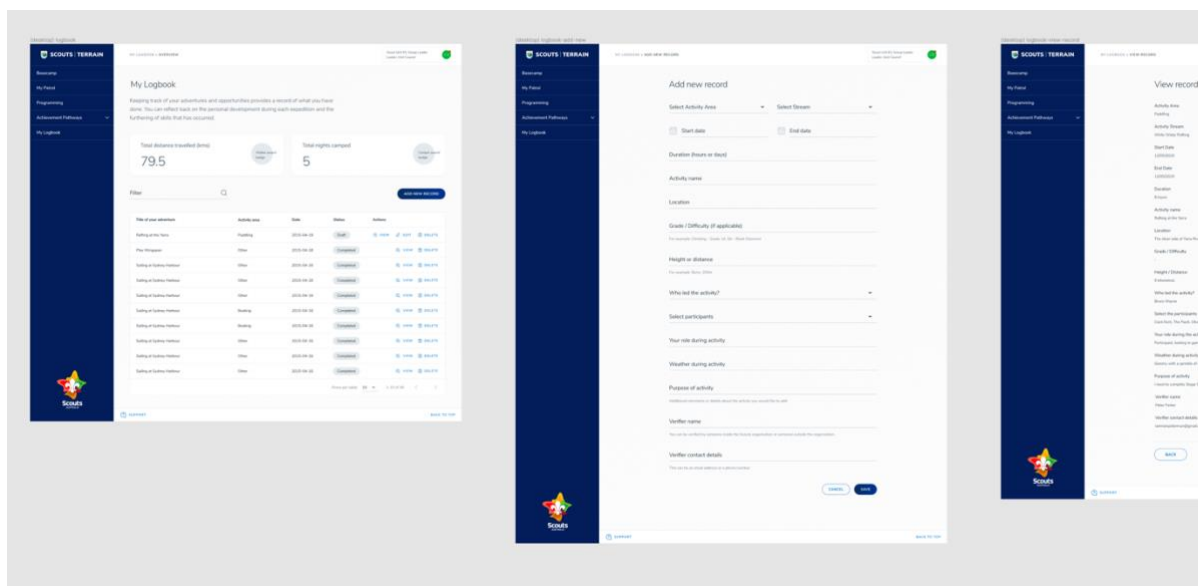

- Member table sorting & filtering has been improved in response to significant feedback throughout the User Testing period. We have remedied these bugs. We are also re-formatting the whole 'member table' and management experience to allow for users with multiple roles or formations to have a much better experience. This will also enable more flexible and efficient management of the Patrol, Unit and Group.

What's next in Scouts | Terrain?
Note: The following includes 'wireframes', which are drafts or concepts of what the final functionality will look like. These could be adapted to provide a better user experience.
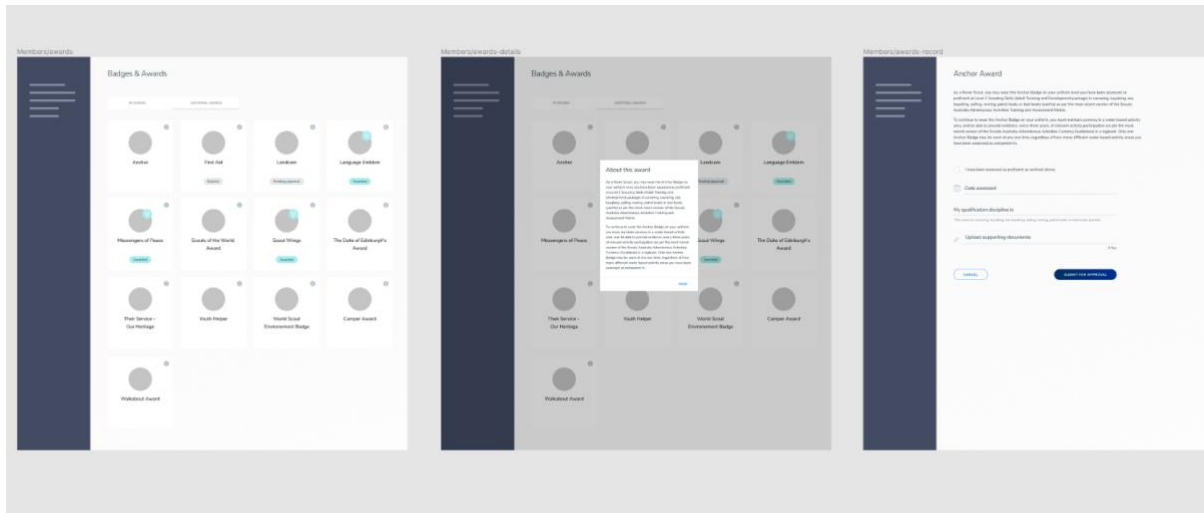
Logbook:
- This part of Scouts | Terrain will show a list of activities a member has logged as part of their involvement in Scouting. We are aiming to have the total distance walked/nights camped banner displayed here as part of the logbook.
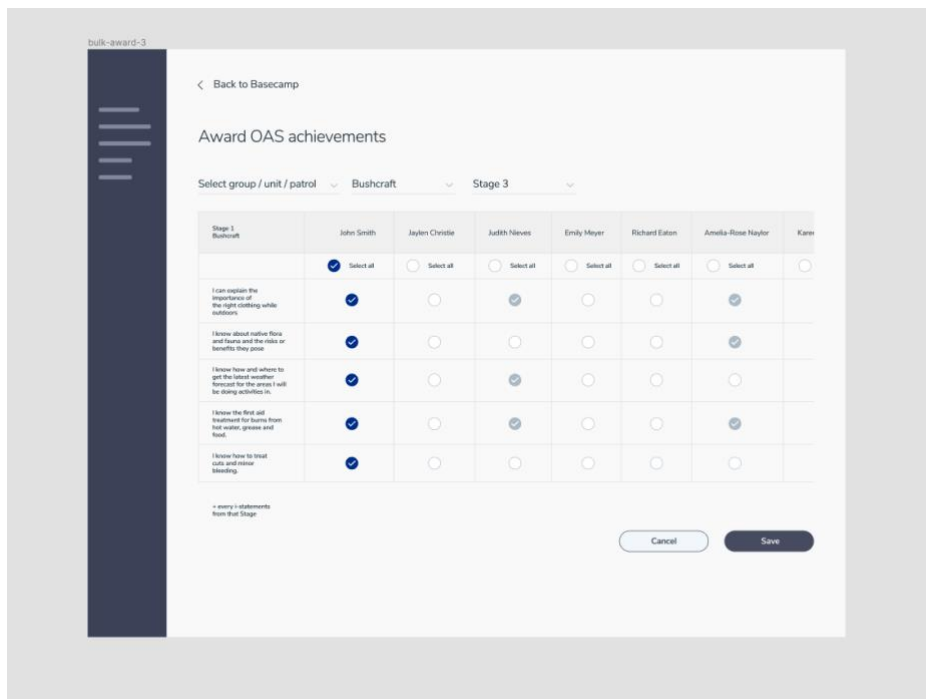
Additional Awards:

- The wireframe below contains some concept work for the future where all 'badges' (the Achievement Pathways badges & the additional awards) are located in one spot. For current development, we are looking at just the additional awards with their status (awarded, expired or pending approval), information about what they are, the ability to record an award & confirmation on submission to Unit Council.

OAS bulk upload:

- This wireframe shows the feature that will allow leaders to bulk award Outdoor Adventure Skill I-statements for members, up to Stage 3 of every Outdoor Adventure Skill. Our current aim is that this function will be accessed via the member's table.

Commenting (chat):

- Two Bulls are still exploring different options here. They have some concepts, but because there are several unknowns & different pathways that we could take, they are holding off sharing any wireframes with us until there is more clarity.