



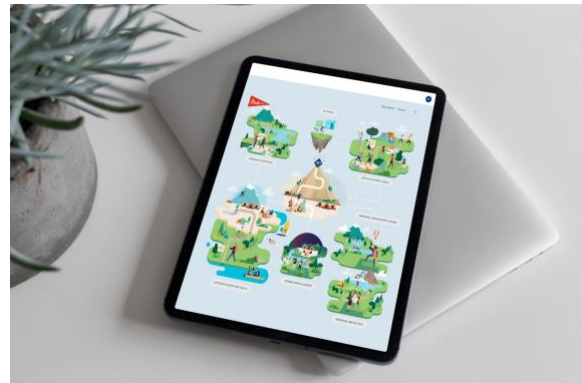
# SCOUTS | TERRAIN

## The latest news and information September 7<sup>th</sup>, 2020

The work on Scouts | Terrain is energetically speeding ahead with the horizon now in view. The different elements are coming together, creating a robust digital system for our members.

### What is it supposed to look like?

Our goal is to have a digital system that supports and strengthens the implementation and quality of our program. It is a purpose-built system just for Scouts Australia. It will take time to adapt to the system, it might mean we modify how we implement some aspects of our program. If we all share the journey and support each other, then Australian Scouting can prosper.



We're really proud of how Scouts | Terrain can already support your Patrol, Unit and Group. Over time, Scouts | Terrain will grow and evolve to better meet our needs. There's still a long path to follow for our digital system. Chances are there will be bits you love and then other bits that could be improved – it will get there!

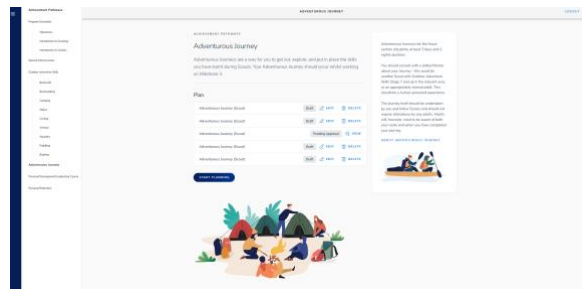
Over the past month, Scouts | Terrain has started to be progressively launched to our membership. Throughout August, users of Pioneer Tracker were able to access more and more of Scouts | Terrain, with Pioneer Tracker users receiving unrestricted access starting on Friday 28<sup>th</sup> August.

### The analytics

So... how many people are actually using Scouts | Terrain?

We've been watching our Amazon Web Services and Google Analytics dashboards carefully over the past week. Here are some observations:

- Google Analytics suggests that there are over 15,000 people using Scouts | Terrain (out of a possible 20,000 users).
- Friday is the busiest day for Scouts | Terrain, but it's used throughout all days of the week.
- 90% of users currently use Scouts | Terrain from a desktop or laptop. (We expect this to change once everyone goes back to face to face Scouting.)
- Most people access Scouts | Terrain directly in their browser. Others search for Scouts | Terrain or are linked to Scouts | Terrain from social media.
- Daily system errors (failure of the system itself to do what the user has requested) are low. The most system errors in a single day was 18. The cause of this error has been patched.
- Permission-based errors are our most frequent occurrence. This occurs when a user tries to do something (perform an action) they don't have permission to do, or so the system thinks.



Some of these are bugs that the team have been working on. Some of these also tells us that we need to improve the supporting materials (videos and documentation).

- Just under 400 activities have already been planned in Scouts | Terrain.

### The next round

By Friday 18/9	Non Pioneer Tracker Adult Unit Leaders given access
By Friday 2/10	Non Pioneer Tracker Youth members given access

### What's happened recently?

- We said goodbye to Pioneer Tracker.
- Heaps of bugs have been squished and fixed.
- Two Bulls increased the size of their team to speed up development.
- Our team has worked through all of the posts in the Facebook Scouts Terrain User Group to identify the key issues, errors and other information listed. All system faults have been reported to the developers and we are unpacking the user errors to identify patterns and thus how support can be provided
- We're excited that bulk uploads for Outdoor Adventure Skills will soon be able to occur through to stage 5 for all sections.
- Sorting out access for members with multiple roles.
- The data for Group and Unit life is currently being unpacked to determine what data is relevant along with determining the aggregates and working out averages. It is important that all users have clear progression data.
- A Business Intelligence system is being used to develop dashboards and queries that will then be built into the system to ensure all relevant roles can generate data stories.
- We have been debating with the developers what the Additional Awards will look like. It is also being worked out how the additional awards can be bulk uploaded.
- Feedback has voiced some concerns about how attendance is documented. Especially in relation to unit, patrol or project patrol activities. This is currently being tweaked.



- The HELP button is now in place. This now becomes the primary method to log errors or request help. It is always important to check the Help Guides and FAQs before logging a fault. The support page in Scouts | Terrain links to useful resources and videos.
- The programming calendar has had a minor makeover with more colours added.
- The FAQs continue to grow

***Scouts | Terrain will continue to be in its first phase of development through to the end of October. Changes and new features will be added regularly.***

## Resources

- We currently have 11 'How to' guides + 13 'How to' videos
- The guides are regularly being updated as the system expands and evolves
- Ideas for resources can be sent to [yp.support@scouts.com.au](mailto:yp.support@scouts.com.au)
- All resources can be found at <https://pr.scouts.com.au/terrain/>

## When should we start using Scouts | Terrain?

Don't forget, you don't need to rush to log into the system. Many members are waiting until the system is finished in October. Why not play around with the system during Term 4 so your whole Unit gets to understand what it is all about. Our goal is to have all Units using Scouts | Terrain by the end of 2020.

## Still to come -

- Reviewing, finalising and awarding of all Achievement Pathways components
- Group Life/Unit Life – this is a place where the Unit Council and adult leaders can see and track the attendance and progress of all members in the Group/Unit
- My Progress – this is the place where youth members can see what they have achieved, and how close they are to completing specific elements. This will be accessed from Basecamp.
- Adult administration for bulk achievements – this will enable Unit Leaders and adult leaders to collectively award/complete OAS achievements for multiple members simultaneously. Note: this applies to Stages 1-5 in the OAS only at this point.
- Logbook – this is where youth can track their adventurous activities, as well as Camper and Walkabout awards
- Additional Awards – as the name suggests, this is where the WOSM Better World Framework (Messengers of Peace, Environment and Scouts of the World) and other additional awards will be displayed and tracked
- Commenting – this function will first appear in Programming, and will help in planning and preparing for activities and events
- Business Insights tools for reporting in Scouts | Terrain. These reports will improve overtime as we learn how people use Scouts | Terrain to support the program.
- Password reset if email not known via Group Leader.



## Launching this week –

- Outdoor Adventure Skills bulk upload to Stage 5 for adult leaders
- The ability to reset data input (when entering member data to Scouts | Terrain). This will require asking for a youth member to be reset.
- Legend to programming calendar to explain the type of events listed in the calendar.

## Currently testing for launch soon –

- Milestones
- Group and Unit Life
- The ability to reset Milestones