

Frequently Asked Questions about www.beascout.org

What is the purpose of the new **beascout** communications and recruitment system?

- The objective is to quickly connect an interested family with an opportunity to join Scouts.

What role does the pack, troop and crew adult leadership play in making this system a true **joining opportunity** for families?

- The unit leadership (i.e. Cub master, Scoutmaster, Crew Adviser, committee chair, chartered org rep.) uses the MyScouting website to decide what information about the unit is displayed on each **Google pin** on a map of the area (e.g. unit description, unit website, key person to contact, phone number, meeting place and time, unit logo) and which unit leader(s) will receive and respond to inquiries from parents.

What role does the council staff play in making this system a true **joining opportunity** for families?

- District Executives train volunteers, monitor the effectiveness of the communications taking place and manage responses to parents when inquiries are sent directly to the council office.

What information is an interested parent required to provide?

- **Required:** Youth's name, age and grade, as well as Parents' name and address, phone number and email address. Parents can also ask a question and/or provide a brief message, e.g. "my son was a Star scout in Texas and will be attending the local public high school in January."
- **Parents decide** which unit shown on the Google map will receive their emailed inquiry.

What happens after the parent transmits the information?

- The parent receives a message almost immediately, indicating that the inquiry has been successfully sent and that he/she will hear from someone involved in Scouting **very soon**.
- If a pack, troop or crew has provided beascout.org with a contact person and a related email address, the parent's inquiry is sent to the unit's contact person. The parent then receives a call or email message from a unit representative and the youth is invited to join in local activities.
- If a pack, troop or crew has not provided beascout.org with local contact(s), the parent's inquiry is transmitted to the Knox Trail Council and the District Executives determine how best to respond to each parent and how to offer a personal invitation to join in Scouting activities.

Are there any time deadlines/ other requirements for responding to the parent's inquiry/message?

- Parents should get a call or emailed reply **quickly**, i.e. within 72 hours. Note: Parents who do not receive a response "within a reasonable time" will be directed by the beascout.org website to contact the Knox Trail Council and phone number is shown.