



# Service Unit Overview

## TR600 | Support Guide



Dear Service Unit Volunteer,

Thank you for volunteering to serve on your Girls Scouts of Northeast Texas Service Unit Team! The work of a Service Unit Volunteer is incredibly important, and we appreciate the commitment you consistently make to Girl Scouts.

Your biggest mission as a Service Unit Volunteer is to help facilitate and create an environment of inclusivity and support in your local area. In truth, you are a champion for all girls in your community.

As we begin an exciting year with Girl Scouts, keep in mind that other area teams may look different than yours. That's the great thing about Girl Scouts! We are possibility thinkers and innovators, so we do our best to accommodate the many different schedules, needs, and interests of our girls and volunteers.

So much happens behind the scenes in Girl Scouts. Many girls and adults don't realize what it takes to keep our troops running smoothly. As a Service Unit Volunteer, you play a vital role in helping to support our largest group of volunteers (our troop leaders), and our girls!

You and your Service Unit Team set the tone for their Girl Scout experience and are the liaison between the council and your community. With you on their side, every troop leader and every girl is sure to have an amazing Girl Scout adventure.

As Service Unit Volunteer, you will partner with your Girl Scouts of Northeast Texas Membership Manager and the other members of your Service Unit Team to provide leadership and guidance to the girl and adult members in your area.

Your Membership Manager will reach out at least once a month to check in, but if you have questions along the way or find that you need additional support or guidance, remember that you may contact us at any time!

The TR600 Support Guide is intended to help prepare your Service Unit Team for success. It includes additional resources that complement the full TR600 course in gsLearn. Inside this guide, you will find ways to organize, plan, and collaborate with your Service Unit Team to ensure that all girls and adults have a safe, fun, and successful Girl Scout experience.

As more resources become available, your Membership Manager will notify you. You may also view the most up to date resources at [gsnetx.org/suvolunteers](https://gsnetx.org/suvolunteers).

Thank you,

GSNETX Membership Team  
[susupport@gsnetx.org](mailto:susupport@gsnetx.org)  
(972) 349 - 2400



# SUPPORT GUIDE OVERVIEW

**TR600**

Service Unit  
Team Overview

Full training available on  
gsLearn

- Service Unit Volunteers are required to complete this training every three years.
- To receive training credit for this course, please view all content and complete the course in its entirety in gsLearn.
- The full training takes approximately 45 minutes to complete.

## Sections

1

Service Unit Foundations

2

Keeping Girls Safe &  
Supporting Volunteers

3

Assets & Resources

# SUPPORT GUIDE ICONS



Chapter titles are located on the top left corner of each page, color coded by section.



Things to note



Links to resources



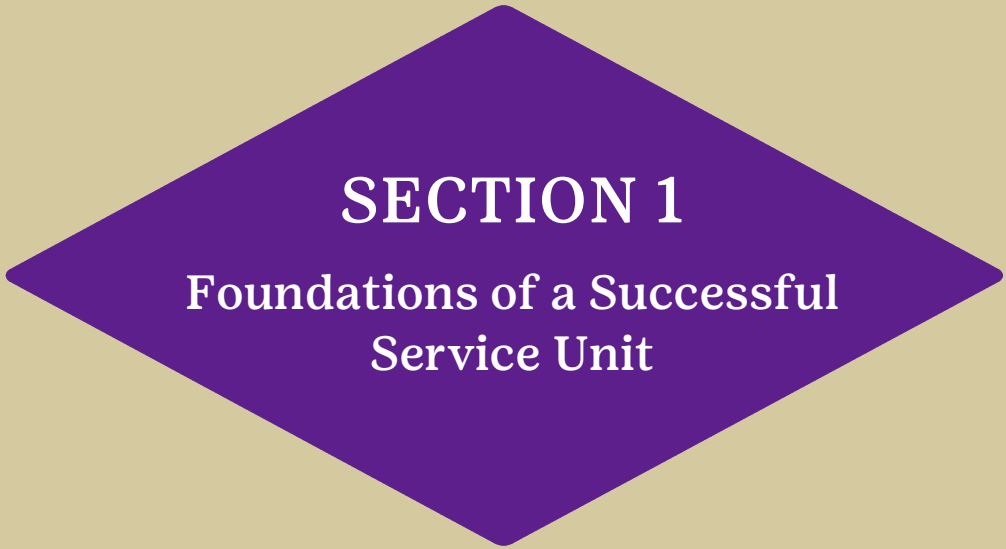
Special topic titles are located beneath the chapter titles, color coded by topic.



Who to contact



Things to remember



# SECTION 1

## Foundations of a Successful Service Unit

In this section, we will learn the foundations of a successful service unit.

This section includes 5 topics:

Purpose of a service unit	Pg. 5
How service units are assigned	Pg. 5
Behaviors of a successful service unit	Pg. 6
Functions of a service unit	Pg. 7
Suggested service unit roles	Pg. 9-11
Staff Support	Pg. 12
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If you are following along with TR600 training in gsLearn, this portion will take approximately 17 minutes to complete.

## Service Unit Foundations

### Basics of a Service Unit

## Purpose of a Service Unit

The purpose of a service unit is to **encourage** and **organize** local Girl Scout troops or groups in your community, while creating an environment of **inclusivity** and **support**.

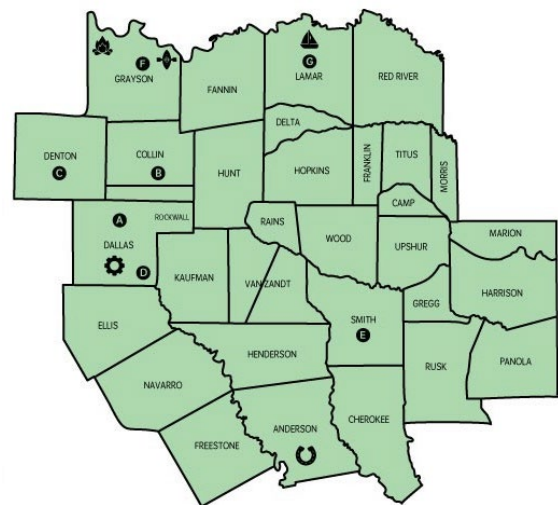
This means we actively share the Girl Scout story. We welcome and engage with all girls and families who live in our **community**.

## How Service Units are Assigned

Girl Scouts of Northeast Texas covers 32 counties – that’s 23,000 square miles! Our area begins just north of Waco and extends to the Oklahoma state line, and from Irving to the Louisiana border. GSNETX is divided into 70 service units to build a sense of community a strong experience for our members.

### Service Units are:

- Located within a specifically defined geographic area
- Designed to best serve the girls & volunteers in the area
- May be a small cluster of schools, neighborhoods, or as large as an entire city or county



If you are unsure of your specific service unit boundaries, please contact your GSNETX Membership Manager.

## Service Unit Foundations

### 5 Key Behaviors



View full role descriptions, training guides, and volunteer agreements at [gsnetx.org/suvolunteers](https://gsnetx.org/suvolunteers)

## Successful Service Unit Behaviors

Research tells us that healthy service units do these 5 things:

- 1 Engage local community.**  
Encourage the overall mission of Girl Scouts of Northeast Texas.
- 2 Inspire local girls & adults to join.**  
Advocate for Girl Scouts within your social circle, school or neighborhood.
- 3 Encourage & support local members.**  
This includes girls, leaders, volunteers, parents, caregivers, and donors.
- 4 Engage & retain existing members.**  
Plan and host local SU events and opportunities.
- 5 Encourage & support local volunteers.**  
Help them feel connected, appreciated, and supported.



**As you review these behaviors, think of your service unit:**

What are your service unit's strengths?

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Which behaviors are areas where your service unit can improve?

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How will you personally contribute to the success of the team?

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## Service Unit Foundations

### 9 Essential Functions



View full role descriptions, training guides, and volunteer agreements at [gsnetx.org/suvolunteers](https://gsnetx.org/suvolunteers)

**“Ours is a circle of friends united by ideals.”**

*Juliette Gordon Low*

## Functions of a Service Unit

The work of a service unit provides an incredible base of support for local volunteers.

The essential functions of a service unit are to:

- 1 Inspire local girls & adults to join.**  
Advocate for Girl Scouts within your social circle, school, or neighborhood.
- 2 Support volunteers.**  
Encourage, mentor, show appreciation, connect them with others.
- 3 Recognize volunteers.**  
Show appreciation, nominate for Adult Awards.
- 4 Host events and activities to engage Girl Scouts.**  
Choose a badge, patch, journey, or just have fun!
- 5 Promote fundraisers.**  
Fall Product, Cookies, Family Partnership.
- 6 Engage local alums.**  
Enlist to share leadership journey, teach a skillset, or mentor girl members.
- 7 Submit reports on time.**  
Annual financial reports, SU planning documents.
- 8 Develop networks.**  
Find program providers, mentors, volunteers, alums, & new Girl Scouts.
- 9 Warm and welcoming team.**  
Create a sense of belonging for all girls in your community.

## Service Unit Foundations

### Suggested Service Unit Roles



View full role descriptions, training guides, and volunteer agreements at [gsnetx.org/suvolunteers](https://gsnetx.org/suvolunteers)

## Important Service Unit Roles

On the next several pages, we'll review Service Unit Volunteer roles by category.

To help create a strong team, follow this recommended list of service unit positions.

<b>Core Roles</b>	Highest priority. Fill these first.
<b>Core Appointed Roles</b>	Appointed by GSNETX staff.
<b>Support Roles</b>	Layer these in based on specific service unit priorities.
<b>Singular Roles</b>	These roles should not be layered with other service unit roles.
<b>Additional Roles</b>	Identified by Service Unit Team, no formal GSNETX training available.



Regardless of the path you take when building your team, make sure that no single volunteer takes on more responsibilities than they can reasonably carry out.



While recognizing that every service unit is different, we recommend that service unit positions rotate at least every 2-3 years.



## Service Unit Foundations

### Suggested Service Unit Roles

## Core Roles

Depending on the size and capacity of your service unit, the following core positions are recommended for your team.

<b>Manager</b>	Develops, promotes, manages, and maintains Girl Scouting throughout the service unit.
<b>Treasurer</b>	Maintains accurate financial records of the service unit and oversee compliance of GSNETX financial procedures of troops.
<b>Troop Organizer</b>	Organizes and maintains troops and groups, creating an environment of inclusivity. Ensures there is a place for every girl interested in joining.

<b>Recruiter</b>	Inspires local girls & adults to join Girl Scouts. Conducts recruitment activities and acts as a brand ambassador within the service unit.
<b>Adult Recognitions Specialist</b>	Promotes recognition for adult volunteers within the service unit.
<b>Family Partnership Coordinator</b>	Ensures Service Unit Volunteers, troop volunteers, parents and caregivers are made aware of the opportunity to give through the Family Partnership Campaign.
<b>Fall Product Coordinator</b>	Ensures the opportunity for girls to participate in the Fall Product Program. Supports Troop Fall Product Coordinators.
<b>Cookie Program Coordinator</b>	Supports and communicates important information to the Troop Cookie Coordinators, distributes product to troops, and may oversee Cookie Booths.

## Core Appointed Roles

The **Service Unit Manager** is appointed by the GSNETX Membership Manager. After completing TR600 and TR601 trainings, the Service Unit Manager may appoint member of their team.

The Service Unit Manager will collaborate with the GSNETX Membership Manager to discuss joint expectations for service unit plans for the coming year and identify potential team members for vacant roles.

The **Service Unit Cookie Program Coordinator** is appointed by GSNETX staff upon successful completion of role requirements.



If you are interested in volunteering for either of these positions, contact your GSNETX Membership Manager.



If there is no active Service Unit Manager, the GSNETX Membership Manager will assume the role and appoint additional service unit team members.

## Service Unit Foundations

### Suggested Service Unit Roles

## Support Roles

Depending on the size and capacity of your service unit, the following support positions are recommended for your team.

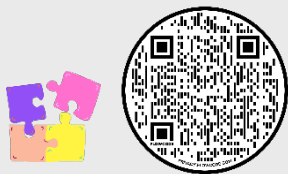


Support roles are not secondary positions on the team. Each oversee important components of the Service Unit.

<b>Event Coordinator</b>	Plans and carries out service unit activities to meet girls' interests and needs.
<b>Juliette Coordinator</b>	Supports individually registered members within the service unit.
<b>School Liaison</b>	Build relationships at the grassroots level at local school.
<b>Delegate or Alternative Delegate</b>	Represent service unit during Annual Meeting, typically held in the spring of each year.
<b>PR Specialist</b>	Contacts local news media to publicize service unit and troop activities.



Set priorities on which roles are needed first, then build your team around them. Depending on the size of your service unit, some of these roles may layer with other volunteer positions.



View full role descriptions, training guides, and volunteer agreements at [gsnetx.org/suvolunteers](https://gsnetx.org/suvolunteers)

## Singular Roles

We recognize that at times, volunteers wear many hats. Because these specific service unit roles may require a larger time investment, we recommend these three positions be filled by DIFFERENT individuals on every team.

- Manager
- Treasurer
- Cookie Program Coordinator

## Service Unit Foundations

### Suggested Service Unit Roles

## Additional Roles

Your service unit may decide that additional positions are necessary to best fit the needs of your area. These are not required by GSNETX.



Formal GSNETX training is only available for core and support roles. However, all volunteers holding additional roles will still be required to complete TR600.

### Additional roles to consider:

<b>Outdoor Champion</b>	Promote, teach, mentor, and support volunteers in providing nature-based activities and outdoor skills to Girl Scouts.
<b>STEM Coordinator</b>	Work with Events Coordinator to plan or promote STEM activities within the service unit.
<b>Mentor</b>	Provides guidance and support to volunteer and caregivers when new troops are formed in the service unit.
<b>Social Media Coordinator</b>	Share timely service unit information with parents and caregivers on service unit social media platforms.
<b>Community Service Coordinator</b>	Work with Events Coordinator to plan or promote community service activities within the service unit.
<b>Sunshine Coordinator</b>	Acknowledge birthdays, anniversaries, awards, and condolences for all members within the service unit.

## Every Service Unit Is Different

We recognize that the communities we serve are different. We have different strengths, needs, goals, and resources. Whatever your service unit team looks like, focus on these two things:

- 1 Keep girls safe.** Ensure every member of the Service Unit Team is registered for the current membership year, with a current background check, and has completed required trainings.

 If you're unsure of current roles or background check status, reach out to your Membership Manager.

- 2 Work as a team.** Many hands make light work. Start by filling the positions that you feel are most important to your service unit and build from there. What are the most important roles to fill? Who has the best skillset to fill these? Be specific!

## Service Unit Foundations

GSNETX  
Staff  
Support

## Membership Manager

The primary point of contact for the service unit team is your GSNETX Membership Manager.



Your Membership Manager will reach out at least once a month to check in, but if you have questions along the way or find that you need additional support or guidance, remember that you may contact us at any time!

### Your GSNETX Membership Manager will support you in the following ways:

- ❑ Provide superior service to volunteers
- ❑ Connect service unit team members with the experts, resources, tools, and information needed to have a successful Girl Scout volunteer experience
- ❑ Ensure that membership goals are met, with an emphasis on new member and volunteer recruitment goals
- ❑ Assist in the planning and facilitation of the service unit leaders' meeting agendas, as necessary
- ❑ Engage in the planning, development, and implementation of service unit action plans
- ❑ Support the identification of team members and succession planning for future service unit positions
- ❑ At least once per quarter, attend service unit team meetings, service unit leaders' meetings or service unit events to provide additional support to the service unit



For a full list of GSNETX teams and specific staff contact information, visit [gsnetx.org/directory](https://gsnetx.org/directory).

## Service Unit Foundations

### GSNETX Staff Support

## Subject Matter Experts

Your service unit team may receive support from other GSNETX staff members who act as subject matter experts. This combination of efforts is designed to allow your team to receive the best possible support based on specific needs.

<b>Recruitment &amp; Service Unit Support</b>	Supports Service Unit Team. Inspires new girls, adults, and volunteers to join. Promotes Girl Scouts throughout assigned area.
<b>Placement</b>	Helps connect new girls with existing troops. Onboards new troop leaders and creates new troops.

<b>First Year Troop Support</b>	Encourages and supports first year troop volunteers, including quarterly check ins, social mixers, and trainings.
<b>Troop Support</b>	Supports new and returning troop volunteers including awards, troop transfers, and membership records.
<b>Customer Care</b>	Helps caregivers and volunteers register for activities, training, camp, and more.
<b>Latin &amp; Hispanic Family Outreach</b>	Fully bilingual team who supports families, girls and volunteers through membership and program opportunities.
<b>Volunteer Learning</b>	Oversees trainings and community-building events for Girl Scout volunteers.
<b>Girl Experience</b>	Offers programming support to volunteers and helps coordinate events. This includes the STEM, Programs, Outdoor Leadership, Equestrian & Properties teams.
<b>Product Sales</b>	Makes sure all Girl Scouts participating in the Fall Product & Cookie Programs can learn the 5 Skills while earning fun rewards.
<b>GSNETX Shops</b>	Pick up uniforms, patches, activities, gifts and more!
<b>Additional Subject Matter Experts</b>	Finance, Fund Development, In-School Programs, Information Technology, Marketing, Outcomes, and Volunteer Relations



For a full list of GSNETX teams and specific staff contact information, visit [gsnetx.org/directory](https://gsnetx.org/directory).

## SECTION 2

### Keeping Girls Safe & Supporting Volunteers

In this section, we will focus on two major priorities of the service unit team – keeping girl safe and supporting volunteers.

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L.E.A.P.	Pg. 19-20



If you are following along with TR600 training in gsLearn, this portion will take approximately 16 minutes to complete.

## Keeping Girl Scouts Safe

### Volunteer Resources

## The safety and well-being of Girl Scouts is a top priority of GSNETX.

When it comes to working with our girls and adults, creating a healthy and safe environment is incredibly important. This is a shared responsibility among Girl Scouts of Northeast Texas, service unit team members, troop volunteers, Girl Scout parents, and even the girls themselves.

### Volunteer Trainings

<b>Required Trainings</b>	All required volunteer trainings are available in gsLearn. After logging in, type code 597 in the search box. For more information, visit <a href="https://gsnetx.org/training">gsnetx.org/training</a> .
<b>TR402</b>	Located in gsLearn, TR402 provides safety measures and support to our volunteers. Beginning with the 2021-2022 membership year, all GSNETX volunteers are required to take this course every two years.

### Additional Resources

<b>Situation Responsive Safety Information</b>	Current and situation-responsive safety information can always be found at <a href="https://gsnetx.org/safety">gsnetx.org/safety</a> .
<b>Volunteer Policies &amp; Procedures</b>	This is a governing document all adult members agree to abide by when they register. It helps outline processes and procedures to minimize risk before events and activities occur. It also includes steps to take if an incident regarding safety does occur that needs documented. This document is updated annually. Any elements that have changed from the previous year are highlighted in the document itself and also summarized at the end at <a href="https://gsnetx.org/volunteerpolicies">gsnetx.org/volunteerpolicies</a> .
<b>Volunteer Essentials</b>	In addition to GSNETX Policies & Procedures, more information can be found on the pages of Volunteer Essentials. <a href="https://gsnetx.org/volunteeressentials">gsnetx.org/volunteeressentials</a>
<b>Activity Approvals</b>	Some Girl Scout events and activities may require extra levels of safety, care, and permission. In these instances, volunteers should use the GSNETX Activity Approval Form. Regular troop meetings and most standard day trips do not require approval, including virtual activities. <a href="https://gsnetx.formstack.com/forms/activityapproval">gsnetx.formstack.com/forms/activityapproval</a>
<b>Safety Activity Checkpoints</b>	For a full list of activities requiring Activity Approvals, please see our GSNETX Approval Chart on page 6 of the GSNETX Safety Activity Checkpoints document. <a href="https://gsnetx.org/safetycheckpoints">gsnetx.org/safetycheckpoints</a>
<b>Non-Member Insurance</b>	Anyone regularly participating in Girl Scout meetings, events and activities should become registered Girl Scout members. Girl Scout members are covered under supplemental activity insurance. At times, volunteers may decide to hold events that include family members who aren't registered members. GSNETX has low-cost <b>non-member insurance</b> that may be purchased for these events. This Non-Member Insurance Plan form is available at <a href="https://gsnetx.org/forms">gsnetx.org/forms</a> .



## Supporting Volunteers

### Team Behaviors

Depending on your service unit, you may have a strong, full team, or you may find that you need to build the service unit team altogether.

Different adults – volunteers, parents, troop leaders, community members, and recent Girl Scout graduates – can bring a wide variety of perspectives, talents and skills to any position on the team. As you join the team, here are some behaviors to look for in others and yourself.

- 1 Working in an **organized** manner will set your team up for success. As a team, discuss expectations, priorities, and best practices.
- 2 **Communicate** with your volunteers, troop leaders, parents, girls, and GSNETX staff. Communication should be timely, accurate and frequent enough to get your message across and keep everyone well-informed while not overloading anyone's inbox or overwhelming them.
- 3 Girls need mentors now more than ever before. Having a team of **passionate volunteers** who believe in our mission is imperative.
- 4 A **positive perspective** is also a must-have on the Service Unit Team.
- 5 **Collaborate** with one another while encouraging honesty and feedback.
- 6 All Service Unit Team members must meet the **training requirements** for their position.



Keeping Girl  
Scouts Safe

Service Unit  
Conflict

## There are different levels of conflict intensity.

Occasionally, members of the service unit team may need to assist with resolving conflicts between volunteers, girls, parents, troop leaders or even the service unit team members themselves.

By understanding the possible escalation of conflict, it is possible to keep a conflict from escalating to a point where it becomes unmanageable.

<b>Difference</b>	People have various views about their world and circumstances and those views don't always align with others.
<b>Misunderstanding</b>	People make presumptions, and "filter" what others say through their own experiences, knowledge, and beliefs.  This is a critical stage of conflict and one in which the situation can escalate quickly, depending upon how people respond.
<b>Disagreement</b>	People can explore disagreements and debate issues to learn from each other. The danger lies in letting emotions get out of control.  While some level of emotion is okay, when people become too passionate, they can lose their reasoning and say or do things they later regret.
<b>Discord</b>	The discomfort is apparent. Emotions run high at this point.  Consequently, a person may try to avoid the other person, avert eye contact, or say things that are hurtful.
<b>Polarization</b>	This stage of conflict is damaging to relationships.  People often recruit others to join their cause; make themselves "right" and others "wrong"; expend a lot of energy to defend their position and demean the other person; and refuse to work toward resolving the conflict.

## Keeping Girl Scouts Safe

L.E.A.P.

L.E.A.P. is a simple communications practice to help support volunteers during conflict.



The basis of L.E.A.P. is that before you can help solve a problem, you need to work through identifying what is really going on and make the person reaching out comfortable with you first.

<p><b>Listen</b></p> <p>People want to be heard.</p>	<p><b>Empathize</b></p> <p>People want to be understood.</p>
<p><b>Acknowledge or Apologize</b></p> <p>People want to be acknowledged.</p>	<p><b>Problem Solve</b></p> <p>What is the underlying need?</p>

### 1. Listen. People want to be heard.

A vast majority of the time, the only thing someone with a concern, complaint or question wants is simply for someone to listen.

- They don't expect that you can move mountains.
- They don't expect that you'll know every "right" answer.
- They simply want to know that someone is acknowledging them and their situation.

#### How to listen well:

- **Stop** what you are doing and make the person your priority. If it's not an appropriate time, ask to speak with them when you can devote your entire attention.
- **Paraphrase.** Restate the message to test your understanding.
- **Clarify** thoroughly to bring all information into sharper focus.

### 2. Empathize. People want to be understood.

Empathizing lets the other person know that you understand where they are coming from and their unique point of view.

As we mentioned earlier, people want to be understood. This does not necessarily mean you're saying that you agree with them but does let them know that you are on the same team. **You don't have to agree to be understood.**



#### How to empathize well:

- Remember that individuals with strong emotions seek to be understood. **Accept** others' right to their own feelings.
- Stay **authentic.** Relate to their experience and confirm your support and appreciation.
- **Acknowledge** that a difficult situation exists, and you are on the same team to find a fair resolution.

## Keeping Girl Scouts Safe



L.E.A.P.

### 3. Acknowledge or Apologize

This step has 2 parts. Acknowledging the problem and then agreeing on common ground.

In addition to agreeing on what the problem is, it is helpful to find common ground. What are other areas of agreement or other areas of common experience? Sometimes it can be as simple as relating to everyday experiences. The challenge is to see the other person as a person and not just a problem.

When it comes to L.E.A.P., the most important thing to remember is that you are not (necessarily) apologizing for something you have done, or any one person has done- just that the situation has occurred.

It's not personal. Try to stay focused on the situation, and not personal bias.

#### How to acknowledge or apologize well:

- Stay sincere.
- Keep it simple.
- Don't take it personally. Remember – it's not about you, it's about what has happened.

### 4. Problem Solve

Problem solving is the last step in this process. Once you've gathered the facts, let the person know you are on the same team and acknowledged their concerns, you are now prepared to take steps to address the issue at hand.

After gathering the facts, what is the underlying need?

Remember – the problem they bring to the table is rarely the actual problem.

#### How to problem solve well:

- Determine the underlying need. What do they want? What do they need? It's not always the first thing they say.
- Discover the intention behind the proposed solutions.
- Connect with the intention of reaching a balanced, two-sided agreement.

## Keeping Girl Scouts Safe

### Service Unit Conflict

## Resolving Conflict: A Proactive Approach

Sometimes, issues appear from a complainant who either misunderstands or has incomplete information about their role or other aspect of Girl Scouting. As a Service Unit Volunteer, you can participate in and guide others with information that may answer their concerns. This includes sharing GSNETX resources and your knowledge and expertise.

GSNETX has specific guidelines in our [Volunteer Policies and Procedures](#) regarding conflict escalation that all service unit team members should follow, including escalation to staff members.



**Girl Scout volunteers do not have the authority to end another member's Girl Scout membership or participation in Girl Scouts or a specific Girl Scout troop, for either adults or girls.** GSNETX staff must be consulted when issues arise that involve an adult or girl's successful participation in a troop, or that involve an adult in a volunteer role.

**Review these three topics in Volunteer Policies and Procedures before you begin your service unit role:**

- Conflict Escalation and Resolution (page 8-9)
- Inclusivity (page 9)
- Finances / outstanding funds (page 33)

## Conflict Escalation Procedure

At times, conflict resolution may require assistance from GSNETX staff. When a conflict arises between individuals or an individual and the council, the circumstances surrounding the conflict should be discussed with the immediate supervisor, such as the Service Unit Manager, Committee Chair, GSNETX Membership Manager, and all parties involved.



If the conflict remains unresolved despite following the steps listed in GSNETX Policies & Procedures, any of the involved parties may request, complete, and submit a GSNETX Escalation Form and send it to the appropriate GSNETX staff member. GSNETX will promptly investigate the grievance and take further action, including a conference with all the parties involved in order to best resolve the conflict.

If this group is still unable to reach a solution after the steps already outlined have been followed, the unresolved conflict may be taken to the next level of supervision as necessary and appropriate. In the event the conflict concerns finances, all records including bank statements, receipts, the most recent Annual Troop/SU Financial Report and any other financial records may be requested, and an audit may be conducted.

## SECTION 3

### Tools, Tips & Takeaways

At GSNETX, our top priority is making sure both girls and volunteers have every resource needed to enjoy your Girl Scout experience.

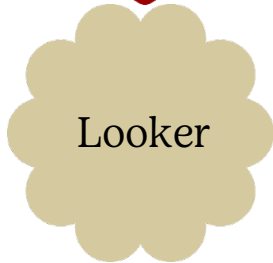
In this final section, we will view resources available just for GSNETX Service Unit teams.

Looker	Pg. 22
President's Award	Pg. 23



If you are following along with TR600 training in gsLearn, this portion will take approximately 16 minutes to complete.

## Tools, Tips & Takeaways



Looker is your best resource for the most up to date membership rosters at both the troop and service unit level.

### Service Unit Volunteers wanting Looker access must follow these 5 steps:

- 1 Register or renew for the current membership year
- 2 Register for your current Service Unit role
- 3 Your background check must be current
- 4 Complete a [Volunteer Agreement](#)
- 5 Send a Looker request to [susupport@gsnetx.org](mailto:susupport@gsnetx.org)

### 5 Looker reports are available for Service Unit Volunteers.

1	SU Roster: Full Roster	A roster list of all members in a given service unit, including current girl members, current adult members, and lifetime members who are registered for the membership year.  This report includes contact information, eligibility status, and email and photograph permission information. This information can be updated by troop leaders, parents, or through the Troop Changes Form.
2	SU Roster: Troop Details	A list of all active troops within the service unit and information about meetings, members, and openings for girls to join. This information can be updated through the Troop Update Form.
3	SU Roster: New in the Last Two Weeks	A list of all girl and adult members who have joined for the current membership year in the past two weeks.
4	SU Roster: Membership Analysis	A visual analysis showing a year over year comparison of number of girls, adults, and active troops as well as number of volunteers by position and girls by grade of current membership year.
5	SU Roster: gsLearn Summary	A list of all trainings for volunteers in the SU in gsLearn, including those completed, in progress, and assigned. All future training completions will be found here.



**Looker training is available in gsLearn for Service Unit Volunteers.**

Reach out to your Membership Manager if you have additional questions on reading these reports.

## Tools, Tips & Takeaways

### President's Award

The President's Award is the highest award any service unit can receive and recognizes the success and contributions of your service unit team.

This is an annual award that asks questions about the plans, results, and goals for improvement across the service unit to support their local Girl Scouts community.

### Purpose of the President's Award

All service units are strongly encouraged to apply for the award, not only to receive recognition but also to evaluate the entire membership year.

Use the President's Award to show off the accomplishments of your troops as well as your service unit!

### Apply as a Team

Many service units will ask volunteers to post these types of things on their Service Unit Facebook page or will send out an end-of-year survey to help collect the information.

Even if you're not able to complete the application all together, send your completed application to other team members, troop leaders, or even your staff support team to get feedback, ideas, and suggestions. The more information and details you give, the better.

### Approval Process

Applications for the President's Award are reviewed and evaluated by a volunteer committee. Each section of the application has a range of points. Every section of the application allows for partial points.

Even if you didn't reach a certain goal, giving details about the efforts you made toward success, and what your plans are for the future, will help give the committee insight (and probably get you more points in the process!)

### How to Apply

Blank versions of the President's Award are available at the beginning of each Membership Year. Final President's Award applications are customized for each service unit by GSNETX staff in June of each year. This custom application includes specific data points, specifically membership goal progress.

Completed submission due dates are either in late June or early July and are listed on the form.

The President's Award recipients are announced at GSNETX Kickoff in August each year.

# Congratulations!

You have completed the TR600,  
Service Unit Team Overview Support Guide.

For additional support & resources,  
contact your **GSNETX Membership Manager**,  
visit [gsnetx.org/suvolunteers](https://gsnetx.org/suvolunteers),  
or email [susupport@gsnetx.org](mailto:susupport@gsnetx.org).

