

Service Unit Assessment Tool

The intent of this assessment tool is to evaluate the health of each Services Unit and to identify where Spirit of Nebraska staff need to deploy support to strengthen the health of Service Units. Successful Service Units should see the following:

- Increase of camp and program participation over the prior year
- Participation in Early Bird renewal and other retention initiatives
- Membership growth year over year
- Good financial standing
- Promotes and participates in product programs
- Succession plan in place for service unit and troop leadership, as applicable
- Volunteer experience and new troops

CRITERIA CATEGORY	INACTIVE (0)	1	2	ACTIVE (3)
SU LEADERSHIP	No SU team is established	One SU leadership team role	Two SU leadership team roles appointment	Four SU leadership roles appointed
SU COMMUNICATION WITH GSSN	< 6 points	6-12 points	12-18 points	18-24 points
GIRL MARKET SHARE	< 5%	5-7%	7-9%	> 9%
GIRL RETENTION	< 55%	55-60%	60-65%	> 65%
ADULT RETENTION	< 65%	65-70%	70-75%	> 75%
VTK USAGE	< 30% troop usage	30-40% troop usage	40-50% troop usage	> 50%
COOKIE PROGRAM PARTICIPATION	< 25% troop participation	25-50% troop participation	50-75% troop participation	> 75% participation
SU EVENTS	No SU events held	Holds 1 event in a GS calendar year	Holds 3 events in a GS calendar year	Holds bi-monthly SU events for troops
MENTORSHIP	Minimal inner SU interaction	25% of troops interact with at least one other troop	40% of troops interact with other troops, leader mentorship	60% of troops interact with other troops, leader mentorship
TROOP PARTICIPATION	< 25% of troops are active in the SU	25-50% of troops are active within the SU	50-75% are active in the SU	> 75% of troops are active in the SU
NEW TROOP START UP	60% of new troop start up goal is reached	70% of new troop start up goal is reached	80% of new troop start up goal is reached	90% of new troop start up goal is reached

The Service Unit Support Specialist will review the Service Unit's progress throughout the year and will complete the assessment tool with the Service Unit Team twice per year. The overall health score of each Service Unit will be the total points of 24.

The *Communication* category is based off a *Likert* scale as to how off the communication task is completed. The *Mentorship* and *Troop Participation* categories will not be taken into the total score, but based on where the Service Unit falls goals and action steps will be put into place.