



Dear Friends,

I want to sincerely thank you for your incredible attendance and valuable contributions to our volunteer town hall sessions. Your commitment to Girl Scouts is truly inspiring, and the feedback you provided is essential for the future success of our council.

Your Feedback Matters

We've carefully reviewed all the reports and discussions, and we've summarized the key themes and recommendations. We hear you loud and clear on the areas that need our focus, and we're already working to address them.

The most frequently mentioned and high-priority topics raised (not a full list):

- **Facility Repairs/Upgrades & Safety:** Improving infrastructure, security, and maintenance (fencing, AC, bathrooms, trails) at all camps.
- **Program Diversity & Inclusivity:** Expanding offerings, (older girls, outdoor opportunities) developing "programs in a box," addressing food allergies, and ensuring inclusivity for all members (e.g., Sunday options for religious inclusivity).
- **Training Needs:** Offering more frequent and accessible adult and leader trainings, especially in-person options focused on achieving the highest awards (Bronze, Silver, Gold), increased outdoor skills and competencies, improving leader onboarding, and setting higher accountability standards.
- **Recruitment/Membership/Troop Support:** Allocating more support for targeted recruitment and troop startup support. Opening channels for more girl feedback.
- **Communication Improvements:** Cleaning up and simplifying resources like GS Learn and Volunteer Tool Kit, clarifying information flow, and clarifying reservation processes for events and spaces.

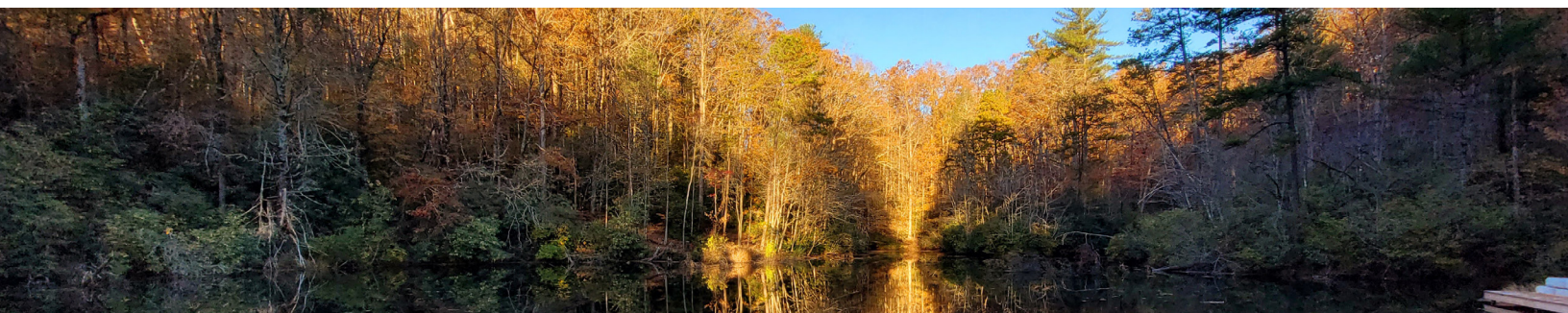
What's Next: Review and Action

Please know your input is not just being heard, it is driving our strategy. Below are some examples of things we are working on based on overall feedback.

We are committed to:

Prioritizing infrastructure upgrades to enhance the comfort and safety of our properties.

- We've applied for and received several grants to upgrade and improve our camps, including repairing trails and clearing trees damaged by Hurricane Helene at Camps WaBak, Wistagoman and Mary Elizabeth. We are working to purchase new mattresses and games, conduct additional repairs at camps, and install air conditioning in cabins at Camp WaBak, just to name a few current priorities.





Increasing the frequency and accessibility of leader training and improving the overall onboarding process.

- We have started by creating a project plan to assess and evaluate the training. This assessment will involve both internal and external review as well as volunteer feedback. Our goal is to create a roadmap for all training, so we allocate resources appropriately and prioritize according to your needs.
- We are excited to share that Christa Maier will be joining us as the new Director of Membership & Outreach (based in Greenville). Christa will focus on transforming our strategies for recruitment and retention with a focus on delivering exceptional onboarding and support experiences for all volunteers.
- We revamped cookie training due to your feedback to provide a better experience by offering both in-person and online formats, changing the structure to include roundtable discussions for peer-to-peer learning, and instituting open office hours throughout cookie season for direct support.
- Our new collaboration with Girlology brings specialized content focusing on body confidence - helping women learn about embodiment, self-worth, and harnessing their voice to navigate challenges and mental wellbeing with self-compassion. We will be hosting several events in 2026 with Girlology, including one on January 24 so mark your calendar and keep an eye on the newsletter for details!

Expand and diversify program offerings as well as ensuring inclusiveness.

- We have applied for (and already received a few!) grants to support scholarships for membership, uniforms and camperships.
- Thanks to a generous grant, we will be bringing underserved girls and girls of color to Camp WaBak this coming summer and have funds to recruit counselors from area Historically Black Colleges and Universities (HBCUs).

Improving technology and communication channels to make your volunteer experience smoother and less time-consuming.

- To make your experience clearer and more efficient, we are currently conducting an internal audit of all our communication channels.
- Our goal is simple: streamline our messaging so you know exactly which channel to check for specific information. Even better, we are focusing on providing more effective, one-on-one support and collaboration directly from council staff to you!

These actions are just the beginning of making changes to address your ideas and concerns. Your passion for our girls and the Girl Scout movement shines through every piece of feedback. Thank you again for being the dedicated leaders who make Girl Scouting possible.

We look forward to sharing more updates as these and more initiatives progress.