

# HEAD PORTAL MEETING NOTES & IMPORTANT INFO:

## INFO TO KNOW:

1a. Tickets will now be logged in portals. Please use the following format when logging the tickets you answered:

# Tickets Answered | Date

3 Tickets Answered | 06/08/2024.

If you answer 2 tickets then comment and log it and 1 hour later answer 3 more tickets, feel free to make a new comment or edit the previous comment you made when logging the 2 tickets.

2. There has been an excess amount of symbols and emojis used to log activity. Just a reminder to keep it to a slight minimum! You may ask any HR if something is okay to use when logging.

## QUESTIONS:

Q: Are we allowed to use :m for important server updates?

A: Nope. MRs shouldn't be using the :m command unless given permission. It's not necessary to use :m for server updates.

Q: When logging hosts & co-hosts, do we have to specifically say who hosted and who co-hosted?

A: Yes! You should list both hosts in your log. Here's two ways to do it:

Trainings| 6:00 PM EST | Hosted by euomaa & Co-hosted by maadosun | 13/05/2024.

OR

Trainings | 6:00 PM EST | Hosted by euomaa & maadosun | 13/05/2024.

Q; was anything used before the head portals were invented?

A: Yep, however it's confidential.

Q; when logging shifts and we start it on one day and finish on another, do we have to add that long sentence saying we started on one day and finished on another?

A: Nope, just log it how you would any other shift. No need to add a long sentence.

Q; can we still log group wall activity if it isn't a call for an mr but someone asking a question?

A: Yes. If an individual is asking a question and you assist them in answering it, that counts.

Q; its a little unclear what exactly we're supposed to log. it says "anything else approved by an HR"? what does that imply? are we supposed to be logging anything other than sessions/group wall/shifts/reports?

A: "Anything else approved by an HR" means that if you're assisting towards something for the group, assisting in an event for example, and you ask the HR host of the event if you can log it in your portal and they allow you to, then you log it. It's just miscellaneous pieces of activity like assisting in an event that you need permission to log from the HR host as it's not something logged under sessions/group wall/shifts/reports.

Q; what made yall implement logging for heads in the first place for

A: The way we monitored activity for heads previously was very scattered around and it was in different places. It was hard to keep track of and know which heads aren't completing requirements. This way it's much easier to keep track of.

## SUGGESTIONS:

S1. Have MRs log tickets.

OKUR! Sounds good to me.

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S2. Make us able to log any amount of reports, not just 20. This will not change for a variety of reasons. It's better to keep it to 20 or more because logging when you do 2 or 4 reports isn't productive nor necessary. Additionally, when counting up reports for MR of the Month, it's more difficult to count when you can log any number as there would be an increase in comments and the logs would be very spread out.

S3. a bloxton mr Discord server

No can do. That would take so much moving around and adding all the bots back and setting them up. Additionally, it's too excessive to have 2 separate discord servers for MRs to use.

S4. back to google form but make it so we dont gotta use 24 hour time so people dont get confused

The google form is much more difficult to manage and maintain. The excess amount of logs, unorganized by which head submitted them, would cause me to have an actual meltdown. Additionally, I don't think heads would like to click a link and fill out a form every time they complete something.

COMPLAINTS:

C1. ive also noticed some certain mrs saying stuff like "ignore" instead of deleting what should be ignored, that in my opinion is really unnecessary and should be avoided

It's fine to say ignore, but if there is something in your portal that you know can be deleted, you can delete it.

C2. Head portal is fine - too much competition. Make it so only the HRs and the specific Head can see their portal. (multiple complaints similar to this but I'm only answering one)

There isn't any possible way to make it so only specific people can view the portal as the Discord feature wasn't created to do that. (I checked twice and asked a semi-expert Lee) It's supposed to stay public. I understand competition and comparison of activity is a big thing amongst MRs, however, you should not be worrying about "catching up" to certain heads with activity. Activity is not the sole thing that determines which MRs go above and beyond. You should not be worrying about doing the most amount of sessions and shifts in order to get the most comments. Just do it for fun. The more you try to do all the sessions hosted and shift the most amount of hours, the faster you will burn out. Do not hold yourself to such crazy standards because truuuuuust me I did not. I did as much as I enjoyed doing and of course there were MRs more active than me, but as I said, it is not just activity that determines which MRs go above and beyond. Enjoy your time here!!

C3; For me, it is kind of hard to determine what week of reqs it is after Sunday. Because sometimes I just get it confused, this is probably just me, but! So maybe implement a way to like put

a reminder that it's the next week just like some heads are already doing that in theirs! :D

All activity logged BEFORE 11:59 PM PST on every Sunday at the end of the week will count as activity for the week. As soon as it hits, 12:00 AM PST Monday, that will be the start of a new week to complete reqs.

C4. I have recently seen a lot of instances regarding the Group wall in which an MR is helping someone and the LR will reply directly to that MR but another MR will come in and take over then log it without showing the whole board. I would appreciate if we could get some clarification if this is allowed!

If a Head is actively assisting someone on the group wall and the individual is replying to them, no other Head should come in and take over. Once a Head has replied to an individual offering them assistance, it will remain that heads log ONLY. Another head should not come in and take over the log and then log it as their own.