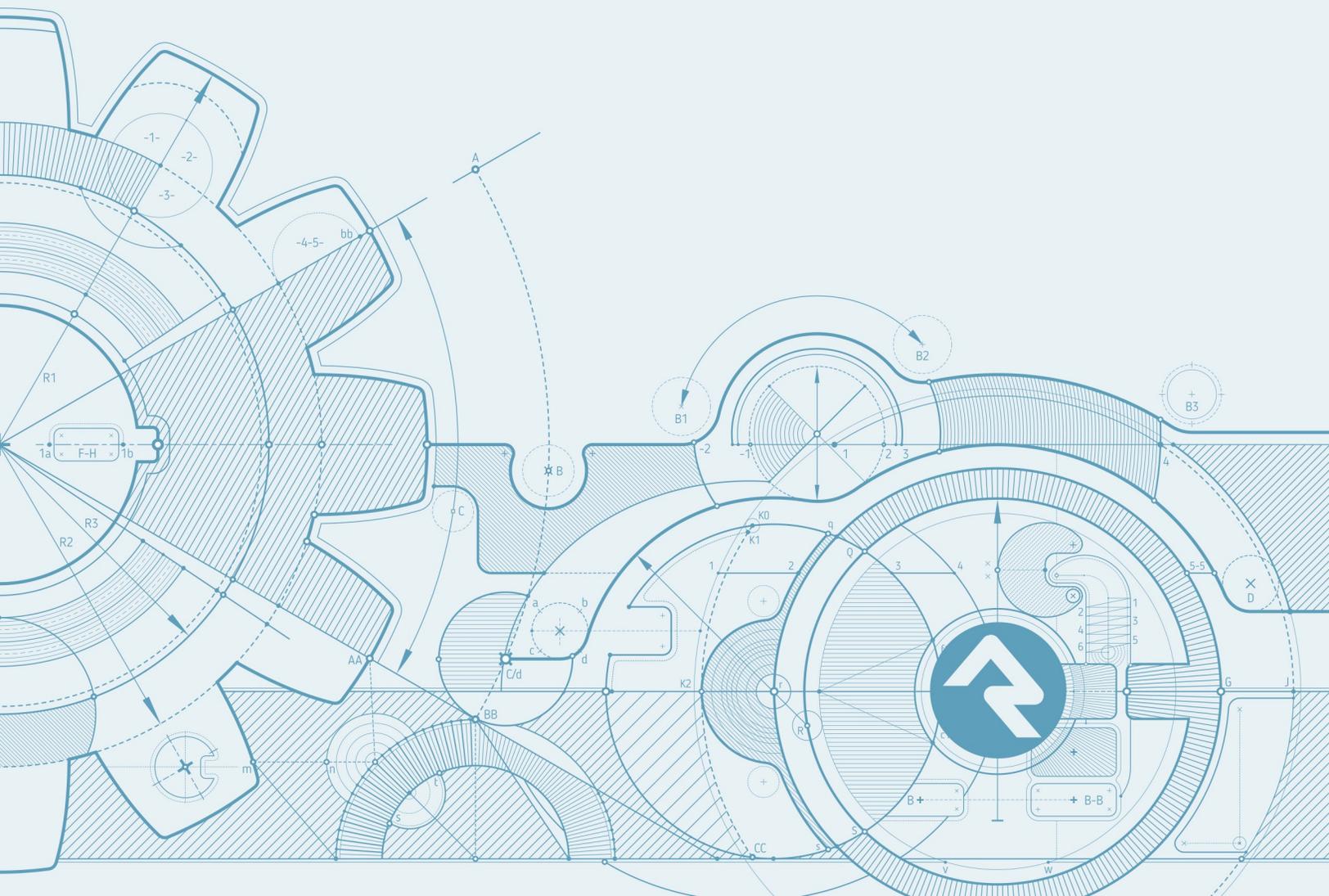
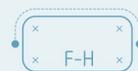
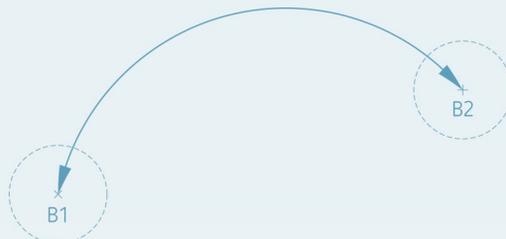




Engagement

Pathways for deeper connection.



Welcome

"Without continual growth and progress, such words as improvement, achievement, and success have no meaning."

-Benjamin Franklin

The ability to grow and adapt in an ever-changing world is a driving factor behind any successful organization. As individuals we also strive for growth, but you can only go so far on your own. At any level, growth requires engagement. That may sound straightforward on the surface, but successful engagement can be a very complex and long-term undertaking.

It's often better to break up complicated tasks into manageable pieces instead of trying to tackle everything at once. That's why Rock enables you to approach engagement from different angles using three sets of complimentary tools. With Connections you can move people from being disconnected to being plugged in. With Steps you can lay out a walkable path to the top of the mountain. With Streaks you can monitor engagement patterns. This book will show you how the power of these engagement features can help ensure the growth of your organization and the individuals within it for years to come.

Connections

Many of your organization's strategies are about helping people move from one state to another. Often this movement isn't a straight line, but more of a meandering path. When the path takes an extended period of time it's possible for people to fall through the cracks.

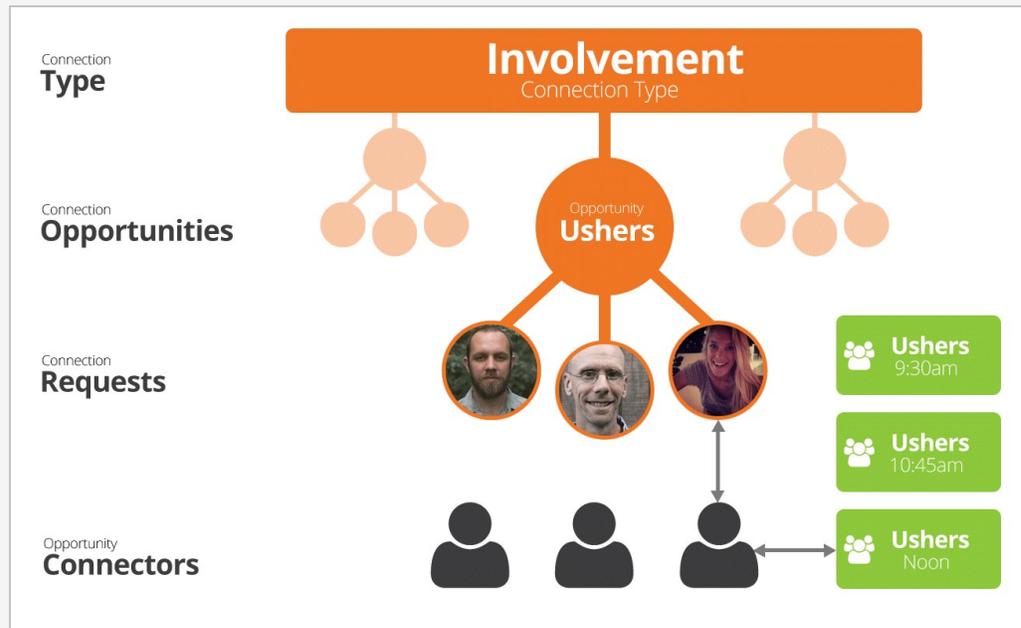
This is where the Connections tool comes to our rescue. While workflows can be a great help by connecting people through automated processes, they can quickly become complicated and unwieldy in complex situations. The Connections tool provides a backbone that allows you to build advanced processes. As you'll soon see, workflows still play an important role in Connections but more so as an extension of the foundation instead of the foundation itself. But enough talk... let's see for ourselves what the Connections feature can do.

10,000 Foot View of Connections

When we started to work on the Connections features we were trying to solve a specific problem: connecting people who are wanting to serve. As we progressed through the ideation process, we started to see that this specific problem was really a reoccurring pattern inside of an organization. What we mean is, these features could be used in lots of different ways. With that realization we made the tool to be configurable for many different types of connection processes. Out of the box it's configured for a single *Involvement* (fancy term for serving) process, but we encourage you to build your own connection processes. You're not on your own, though; we'll show you how later.

In most connection processes the goal will be to take a person who wishes to be connected to a high-level *Opportunity* and walk them through a series of steps or activities until they can be connected to a specific group. This will make more sense if we look at an example. Let's consider the *Involvement* connection type.

Connections Overview



Connection Type

Remember that you can create as many connection types as you want. Each type should represent a specific organizational process.

Connection Opportunities:

Each connection type can have numerous opportunities. In the involvement type these would be the high-level ministry areas where someone might be interested in serving (Ushers, Greeters, Parking Lot, Children's, etc.).

Connection Requests

As people enter the connection process a *Connection Request* is created. This request could be generated by the individuals themselves through the website or entered manually by staff or volunteers.

Opportunity Connectors

Each opportunity will have a group of connectors (staff members, team leaders, etc.) that work with the individual request through the connection process. As you'll see, next they can generate multiple activities and change the status of the request as they move the individual through the process.

Placement Groups

The goal in many connection processes is to ultimately get the person to a specific group. For the involvement process, this may be a serving team but other connection types could place someone in a specific small group.

Okay, now that we've seen all the components of a connection process, let's learn a bit more about the lifecycle of a request. Requests have a couple of different properties that allow us to describe their current state and see a history of previous activities. Each of these properties is discussed below.

State

The state of a request describes the standing of the request. There are only four options for state:

- **Active:** The request is currently being worked.
- **Inactive:** The request has either been completed or canceled.
- **Future Follow-up:** Often requestors will need more time before they are ready to be fully connected. The future follow-up state allows us to *freeze* the request until a specific date. This is helpful as it allows the connector to remove it from view until the specified follow-up date.
- **Connected:** The request has completed the full connection process.

Status

You can define as many different statuses as you'd like for a request. These statuses are defined for each connection type. The statuses that have been configured for the Involvement connection type include:

- **No Contact:** This is the initial status of a request. It basically means nothing has been done with the request.
- **In Process:** Once a connector has been assigned and communication has been attempted, then the status should be changed to *In Process*.

Remember you can customize these statuses and add your own.

Activities

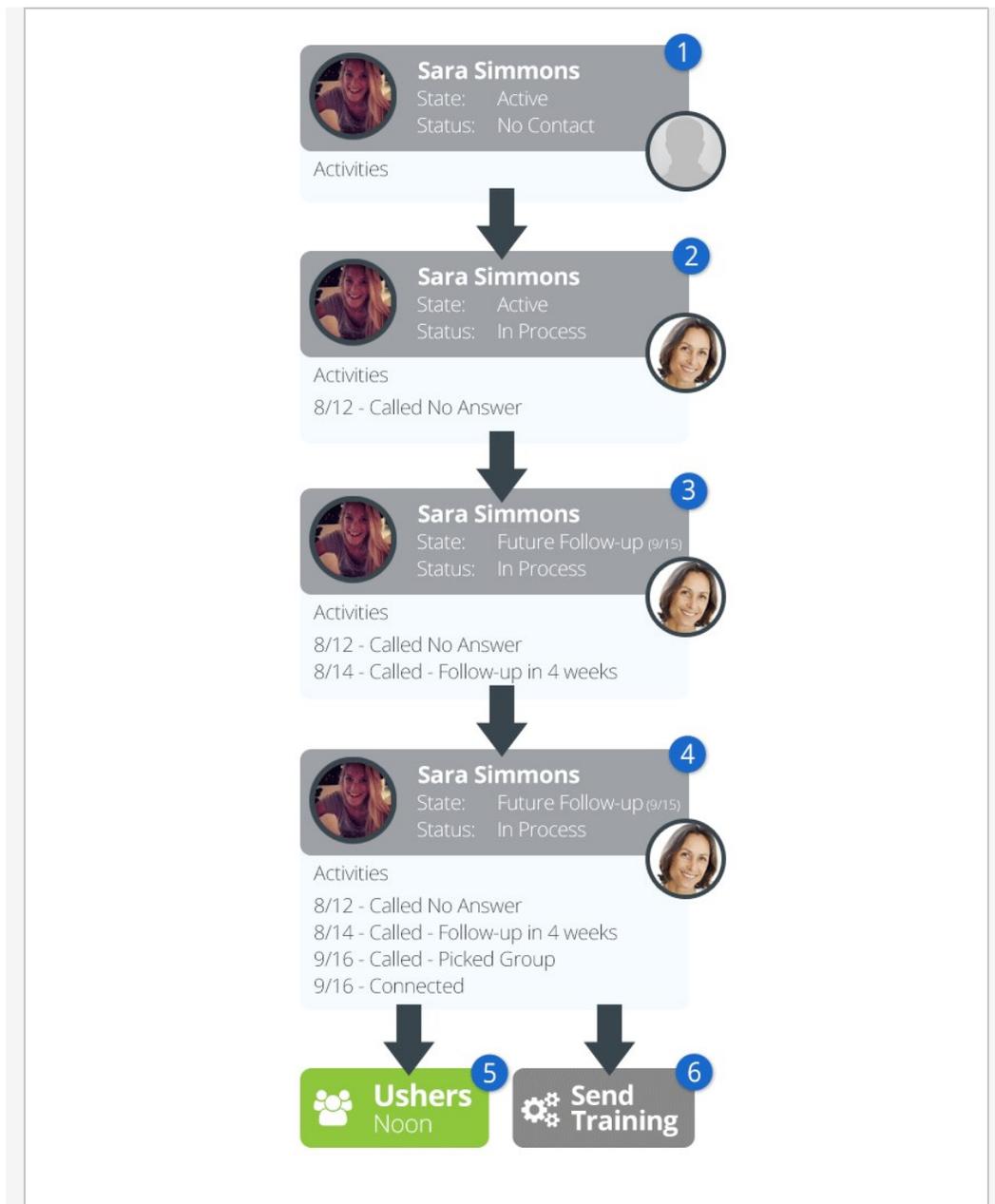
Activities are a listing of events that have occurred during the process of connecting the requestor. You can customize what these activities are. The involvement connection type is pre-configured with the following activities:

- **Called:** A phone call was made and the requestor answered.
- **Called Left Message:** Pretty much says it all.
- **Called No Answer:** You can probably figure this one out too.
- **Contacted Waiting for Reply:** Some type of contact was made and the request is waiting for a reply.

While each request will only have one value for state and status, they can have as many activities as needed.

Now that we understand the properties of requests, let's see them in action.

Connection Request Lifecycle



1 New Connection

Sara Simmons makes a request from the website to get connected into the ushers opportunity. From this, a new connection request is created with the *State* of *Active* and the *Status* of *No Contact*. Also note that at this point no *Connector* is assigned.

2 In Process

After seeing it, Alisha Marble assigns herself to the new request and makes a first attempt at contact with the requestor. Unfortunately, Sara was at her daily spin class and missed the call. At this point, Alisha changes the status of the request to *In Process* and adds an activity of *Called No Answer*.

3 Future Follow-up

In a few days, Alisha tries back and this time is able to reach Sara. After talking, Sara decides that it might be best to wait four weeks until things

settle down at the hospital where she works. Alisha now changes the state to *Future Follow-up* with a follow-up date of 9/15. At this point the request will be hidden from her list of requests until 9/15.

4 Connected

On 9/15 the request pops back up on Alisha's radar and she makes another call to Sara. During this call they conclude that Ushering at the noon services makes the most sense for Sara's schedule. Alisha then connects her to the group and marks the request *Connected*.

5 Picks Group

As a part of the *Connected* step, Alisha picks the group to connect Sara to. While the connection process doesn't have to always end with placing someone in a group, it will in most cases.

6 Workflow

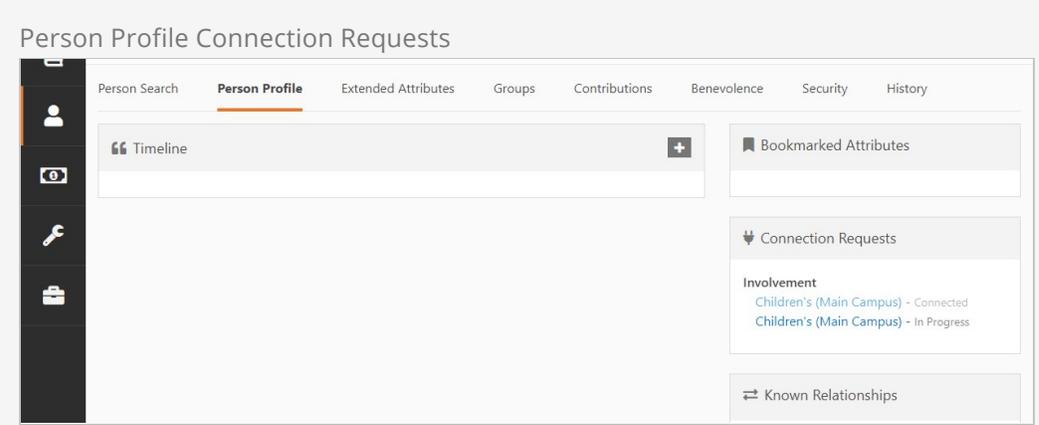
We promised you workflows and here's a taste of them. Workflows can be set up to automatically launch when certain conditions of the request are met. In this case a workflow was defined to launch whenever someone was *Connected* that sends out some training materials. We'll look more at workflows soon.

The Role of Campus

Campus plays an important role in the connection process, particularly for multi-campus sites. As requests come in they will be attached to a campus. Also the connectors and assigned connection groups can be partitioned by campus. We'll see how to set this up later. For now just know that the connection opportunities can be shared for all campuses while still providing support for campus-specific requests.

Spotting Connections a Mile Away

Connection requests are shown prominently on the person profile page to help give you an overview of a person's connection at a glance. Each connection request listed on the profile page lists the connection type, opportunity, campus and status.



The screenshot displays the 'Person Profile Connection Requests' interface. At the top, there is a navigation bar with tabs: 'Person Search', 'Person Profile' (selected), 'Extended Attributes', 'Groups', 'Contributions', 'Benevolence', 'Security', and 'History'. Below the navigation bar, the main content area is divided into several sections. On the left, there is a vertical sidebar with icons for a person, a calendar, a wrench, and a briefcase. The main content area includes a 'Timeline' section with a plus icon, a 'Bookmarked Attributes' section, a 'Connection Requests' section, and a 'Known Relationships' section. The 'Connection Requests' section is expanded to show two items: 'Involvement' with sub-items 'Children's (Main Campus) - Connected' and 'Children's (Main Campus) - In Progress'.

Working With Requests

The Connections tools can be found under `People > Connections`. This page shows you the working environment for the connectors.

Request List

Connections
Home > Connections

My Connection Requests

Involvement

- Children's
- Greeter
- Usher

Children's Connection Requests

	Name	Campus	Group	Connector	Last Activity	State	Status	
<input type="checkbox"/>	Decker, Cindy			Alisha Admin	Assigned (1 week ago)	Active	No Contact	<input type="checkbox"/>
<input type="checkbox"/>	Evans, Helen	Main Campus		Alisha Admin	Called (54 minutes ago)	Active	In Progress	<input type="checkbox"/>
<input type="checkbox"/>	Kensrue, Dustin	Main Campus		Alisha Admin	Connected (1 week ago)	Connected	In Progress	<input type="checkbox"/>

3 Items

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- 1 Title**
The title of the *Connection Type* that the opportunity list belongs to.
- 2 Opportunities**
The *Connection Opportunities* that the logged-in user is a connector for.
- 3 Badges**
Colored badge(s) with a number shows the total count of requests in a particular state/status.
- 4 Request List**
A listing of *Requests* for the selected opportunity.

5 Total Requests

Each connection opportunity has a corner badge displaying the number of total connection requests.

6 Badge Color Key

This legend key explains what the color number badges represent.

- Blue - assigned to you
- Yellow - unassigned
- Orange - critical status such as *No Contact*
- Red - idle (no activity in a configurable number of days)

7 Type View Toggle

This toggle allows the user to select if they want to see *All Types* in the connection opportunities or *Active Types*, which would show only active requests.

8 Request View Toggle

Selecting *All Requests* will display all of the requests to which you have access. Selecting *My Requests* will show only the requests where you have formally been assigned as the Connector.

9 Total Requests

This badge displays the total number of connection requests, across all connection types.

10 Configure Connection Types

Those in the *RSR – Connection Administration* security role will also be allowed to configure the connection types. More on this later.

11 Campus Filter

The campus filter toggle allows you to select which campus connections to view. This is disabled if you have only one campus.

Selecting a request will show you its relevant details.

Request Detail

The screenshot displays a 'Connection Request Detail' page. At the top, there is a navigation bar with a search icon and a user profile. The main content area is titled 'Connection Request Detail' and includes a breadcrumb trail: 'Home > Connections > Helen Evans'. Below the title, there are tabs for 'Main Campus', 'Children's', 'In Progress', and 'Active'. The request details for Helen Evans are shown, including her profile picture, name, status ('Web Prospect'), contact information, request date, and placement group. A section for 'Attributes' shows 'Orientation' and 'Training'. The 'Available Workflows' section lists 'Entity Tester' with 'Edit' and 'Transfer' buttons. A 'Workflows' table shows a 'Complete' status for the 'Entity Tester' workflow. The 'Activities' section lists two activities: 'Called' and 'Assigned', both on 1/21/2020, with notes and connector information.

- 1 Requestor**

This is the person that is in the process of being connected. You can update the block settings to provide a Lava heading template that will render above the person's name.
- 2 Request Labels**

At the top of the details screen you'll also note several labels. These include (in order):

 - Campus (if applicable)
 - Connection Opportunity
 - Status
 - State
- 3 Contact Information**

The contact information for the requestor is shown to help speed up the process of contacting the individual. You'll also note that there is a quick link to the right that will take you to the requestor's full profile.

4 Connector

The currently assigned connector.

5 Placement Group

This is the group that the person will be added to when the request is connected. The groups that display in this list are configured on the *Connection Opportunity Detail* screen. You will learn more about these settings in the *Configuring Connection Types* chapter. For now, just know that you can limit the groups displayed here. Also note that this list of groups will be filtered by the campus of the request.

6 Badge Bar

If configured in the block settings, a custom badge bar for the connection request will be displayed here.

7 Connection Request Attributes

Connection request attributes can be displayed here, and will be grouped under tabs according to their category. If some attributes have categories and some don't (as pictured in the example screenshot above) an "Attributes" tab will be added for those without a category. If none of the attributes have categories then you won't see these tabs.

8 Available Workflows

Many of the workflows will be automatically triggered by events to the request (like changing statuses). You can also define manual workflows that can be launched by the connection team at any time. When defined, these workflows will be displayed here.

9 Edit

This allows you to edit the Connector, State, Status and Assigned Group.

10 Transfer

This allows you to transfer the request to another *Connection Opportunity*. We'll talk more about transferring later.

11 Connect

Select this button to complete the connection process. This will drop the person into the group and mark the state as *Connected*.

12 Workflows

If any workflows have been initiated for this request, you will see their current state here.

13 Activities

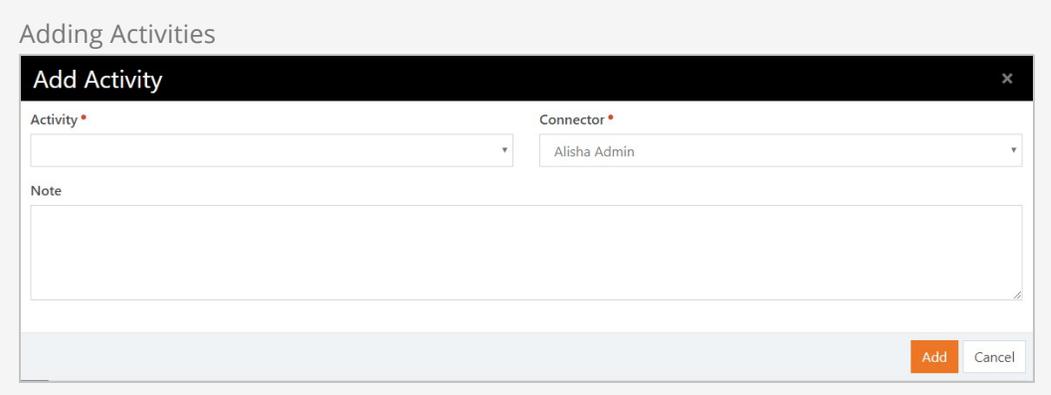
This is a list of activities for the request. You may notice that some requests' activities are highlighted in blue while other activities are white. The activities with a blue background color represent those that are for this specific request. Activities without the blue highlights are activities that are from other requests in the same connection type. Additionally, you can only remove the activities you've added, the red x will be greyed out otherwise.

You might be wondering why you'd ever want to see these activities. It's not uncommon for overly ambitious requestors to sign up for multiple connection opportunities at once. Viewing the activity in other opportunities allows you see that they are being contacted by more than one connector.

This functionality can be disabled if needed. More on that later.

Adding Activities

You can add new activities by selecting the  button. This brings up the *Add Activity* window.



The screenshot shows a modal window titled "Adding Activities". Inside, there is a sub-header "Add Activity" with a close button (X). Below this, there are two dropdown menus: "Activity" and "Connector". The "Connector" dropdown is currently set to "Alisha Admin". Below the dropdowns is a large text area labeled "Note". At the bottom right, there are two buttons: "Add" (orange) and "Cancel" (white).

Transferring a Request

During the connection process it's common that the requestor (or connector) decided that this opportunity isn't a great fit. The transfer feature is a quick and powerful way to ensure the requestor is able to find a new opportunity that works for them.

Selecting the  button will bring up the transfer screen below. While it looks pretty simple, it has some powerful capabilities.

Connection Request Detail

Home > Connections > Helen Evans

Connection Request Detail

Children's In Progress Future Follow Up

1 Opportunity
Children's

2 Search

3 Status
In Progress

4 Connector
 Default Connector for Children's
 Current Connector: No Connector
 Select Connector
 No Connector

5 Note

Transfer Cancel

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1 Opportunity

This is where you can select a different opportunity for the individual, if needed. By default the opportunity being viewed is selected.

2 Search

This allows you to find the best next opportunity. We'll dive deeper into this next.

3 Status

This allows you to select the new status when the request is dropped into the new opportunity. The default status is already selected for you so in most cases you won't want to change this.

4 Connector

Most of the time you'll want to clear the current connector when you transfer the request. Sometimes you'll just want to select a new connector without changing the opportunity. Either way, the options provided here allow you to select:

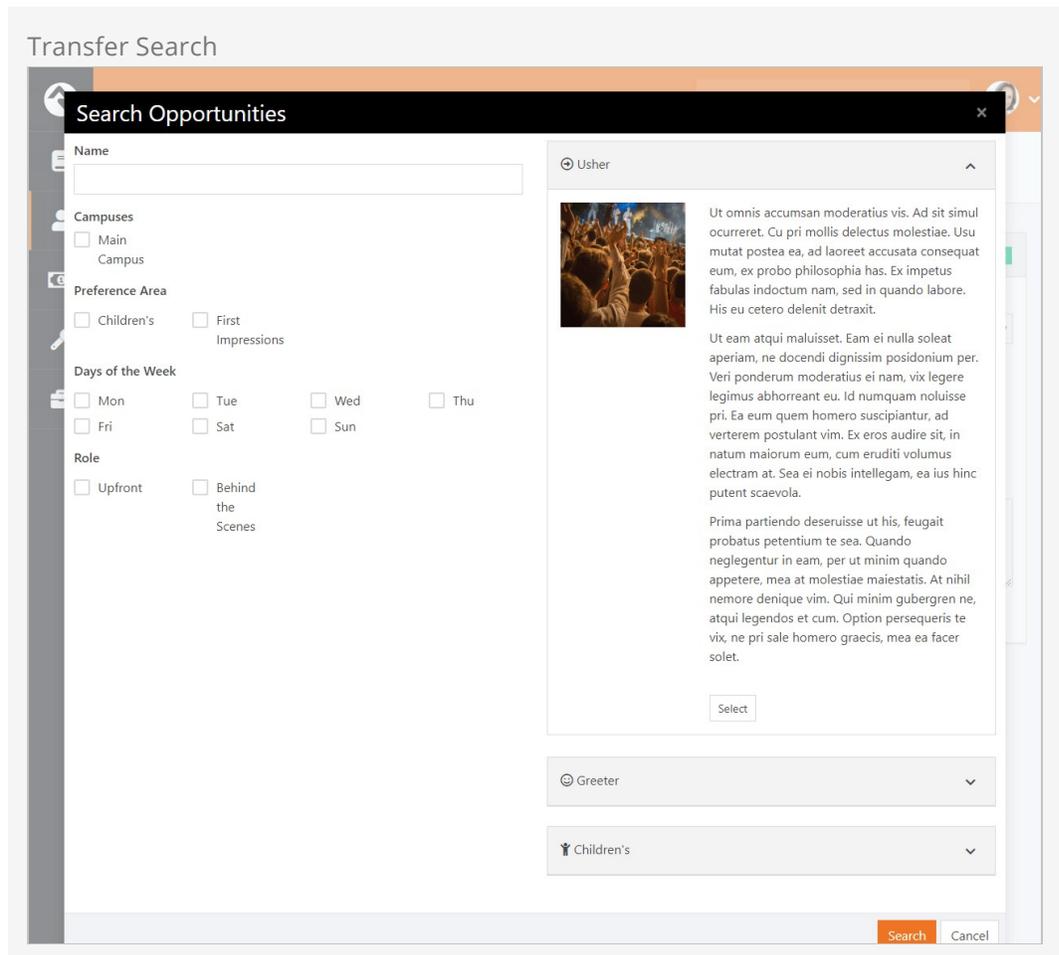
- The default connector for the opportunity
- The current connector (whose name, if available, will be displayed here)
- A new connector (which you can choose from the dropdown that displays when the option is selected)
- No connector

5 Note

This allows you to send a note on to the new connection team.

Through the transfer process you want to make sure you find each individual the right next opportunity. Otherwise they might feel like a hot potato. The `Search` button allows

you to look at all of the new opportunities to help coach them on what might be best for their personality and situation. Below is the search screen for the involvement connection type.



Displaying Connection Badges

Connection badges allow you to quickly view a person's connections. The badges are displayed on the *Connection Request Detail* screen.

Connection Badges

Connection Request Detail
Home > Connections > Helen Evans

Connection Request Detail | Main Campus | Children's | In Progress | Active

Helen Evans Web Prospect 1 Profile

Contact Info
(623) 555-2540 Home
hevans@fakeinbox.com

Request Date
10/11/2015

Connector
Alisha Admin

Placement Group
No group assigned

I would love to help teach kids about Jesus.

Attributes | Orientation | Training

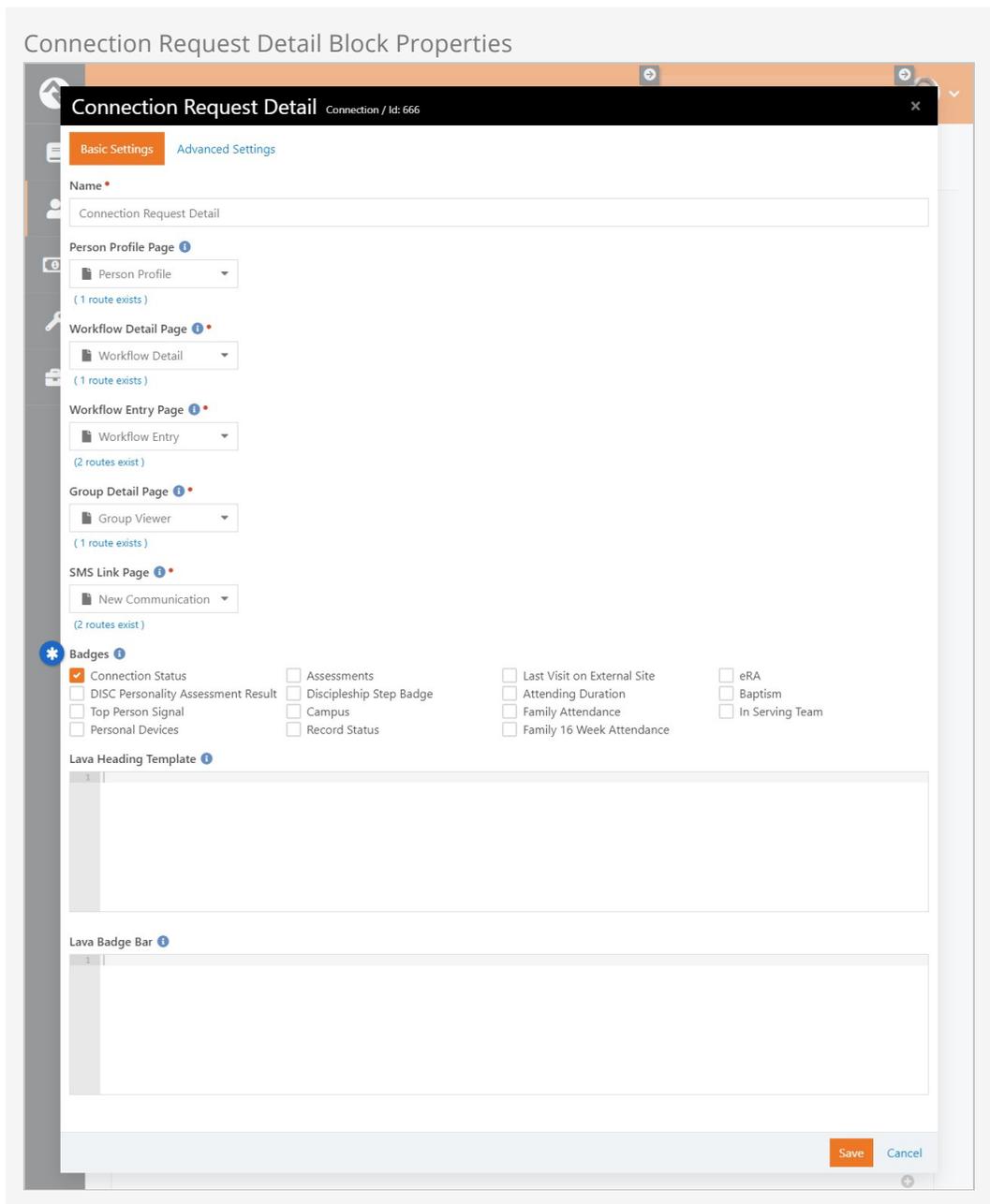
Begin Date
1/26/2020 1:00 PM

Available Workflows
Entity Tester

Edit Transfer Connect

- 1 Connection Badges**
Shows which connections are associated with a person.

You can choose which connection badges to display by editing the *Connection Request Detail* block settings.



From the *Connection Request Detail* screen, turn on block settings and open the *Connection Request Detail* block properties. Select which badges you want to display and click the `Save` button. Those badges will now be displayed for anyone with those connections. Super easy!

Also within the block settings, you can use the *Lava Heading Template* and *Lava Badge Bar* to further customize the page. The *Lava Heading Template* will appear above the person's name, while the *Lava Badge Bar* will appear below the person's details and above the attributes section.

Entering New Requests

There are three ways to enter new connection requests. Let's look at each one in detail below.

Self-Service

Rock ships with blocks that allow you to create a self-service entry to the connection process. This has been pre-configured on the external website for the involvement connection type under `Connect > Serve`.

Serve

[Home](#) / [Connect](#) / [Serve](#)

- Children
- Students
- Adults
- Prayer
- Missions
- Serve**
- Small Groups
- Contact Us

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin eget pellentesque metus. Sed tempor velit ante, et malesuada lorem venenatis sed. Donec lacinia lacus sit amet pharetra vehicula. Nam accumsan malesuada fringilla. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur vulputate semper tellus ac faucibus. Nam sodales, libero quis consectetur pharetra, turpis felis tristique tellus, a feugiat nunc leo ac turpis. Mauris congue diam non ante tincidunt ultricies. Praesent ut bibendum metus.

Search

Campuses

Main Campus

Preference Area

Children's First Impressions

Days of the Week

Mon Tue Wed Thu Fri Sat Sun

Role

Upfront Behind the Scenes

[Search](#)

Children's



If you love kids, this is the ministry for you. Our children's team has the opportunity to share God's love in a direct and tangible way. You have the option of working with many different age ranges. No experience is necessary-just a willingness to serve.

[More Info](#)

Greeter



A warm smile, a firm handshake, these are the experiences that make a church a home. As a greeter you set the tone of a person's visit by creating a welcoming environment. It's also a great opportunity to make a ton of new friends that you'll soon call family.

[More Info](#)

Usher



Walking into a service can be overwhelming for some. As an usher you get to put their minds at ease as you help them find their seats and fill their every need. There's always time to say hello to a few regulars and build new friendships with first-time guests.

[More Info](#)

Here you will see the search page for finding involvement opportunities. It allows you to filter by campus and also by various attributes about the opportunity (we'll show you how to configure these below). Selecting an opportunity will display its details.

Opportunity Detail

Rock Solid Church New Here? Resources Connect Give Blog Calendar Hello Alisha

Opportunity Detail

[Home](#) / [Connect](#) / [Serve](#) / Children's

- Children
- Students
- Adults
- Prayer
- Missions
- Serve
- Small Groups
- Contact Us



Children's

Ut omnis accumsan moderatius vis. Ad sit simul occurreret. Cu pri mollis delectus molestiae. Usu mutat postea ea, ad laoreet accusata consequat eum, ex probo philosophia has. Ex impetus fabulas inductum nam, sed in quando labore. His eu cetero delentit detraxit.

Ut eam atqui maluisset. Eam ei nulla soleat aperiam, ne docendi dignissim posidonium per. Veri ponderum moderatius ei nam, vix legere legimus abhorreant eu. Id numquam noluisse pri. Ea eum quem homero suscipiantur, ad verterem postulant vim. Ex eros audire sit, in natum maiorum eum, cum eruditi volumus electram at. Sea ei nobis intellegam, ea ius hinc putent scaevola.

Prima partiendo deseruisse ut his, feugait probatus petentium te sea. Quando neglegentur in eam, per ut minim quando appetere, mea at molestiae malestatis. At nihil nemore denique vim. Qui minim gubergren ne, atqui legendos et cum. Option persequeris te vix, ne pri sale homero graecis, mea ea facer solet.

Opportunity Details:
Days of the Week: Sat,Sun
Preference Area: Children's
Role: Upfront

[Connect](#)

Powered by: Rock RMS 3120 W Cholla St Phoenix, AZ 85029

From the details page, the guest can then choose to connect with the opportunity. This action creates a connection request.

In the example pictured below, a custom attribute has been added to request "Begin Date" information from the individual.

Connection Signup Page

Rock Solid Church Demo New Here? Resources Connect Give Blog Calendar Watch Hello Alisha

Connection Signup Page

[Home](#) / [Connect](#) / [Serve](#) / Children's

- Children
- Students
- Adults
- Prayer
- Missions
- Serve
- Small Groups
- Contact Us
- Subscribe
- Family Pre-Registration

First Name *

Last Name *

Email *

Home Phone

Mobile Phone

Begin Date

Comments

[Connect](#)

Powered by: Rock RMS 3120 W Cholla St Phoenix, AZ 85029

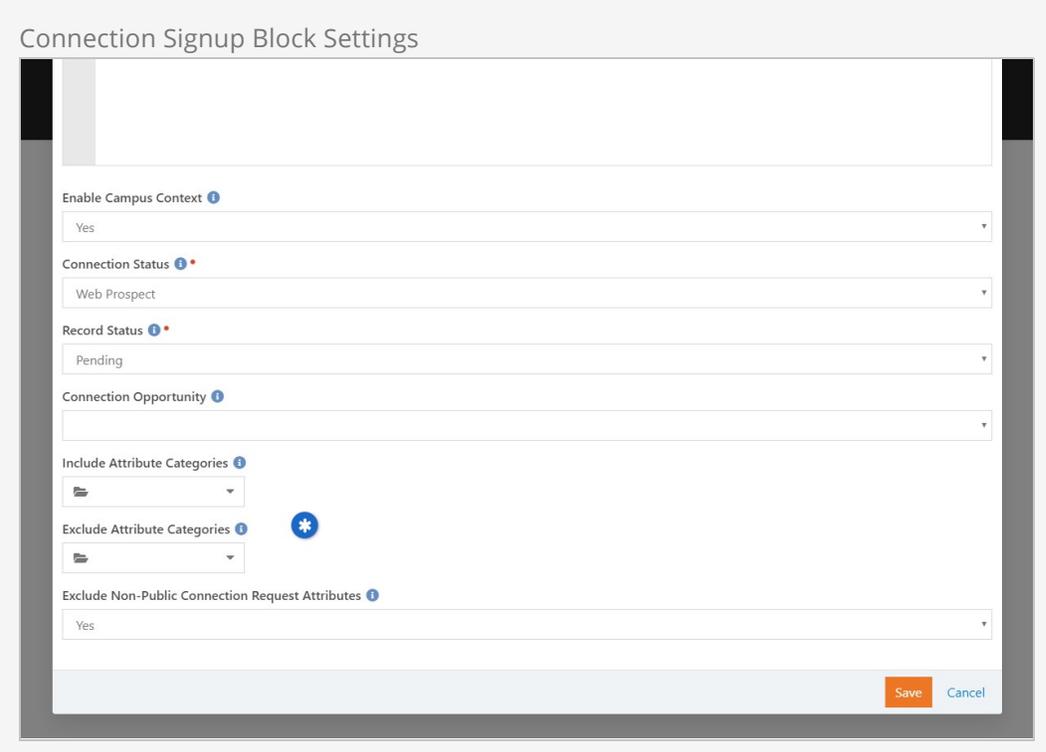
Connection Request Attributes

To set up attributes for the connection request, go to [System Settings > Entity](#)

Attributes . Add an attribute with an *Entity Type* of "Connection Request". The attribute's configuration can be used by the signup block to control which attributes will appear. You have different options for controlling this.

You can select specific categories to include or exclude. To set up categories for this, navigate to **General Settings > Attribute Categories** and add a category with the *Entity Type* set to "Connection Request". That category can then be assigned to your connection request attributes, so they can be included or excluded in the signup block's settings.

You can also use the *Public* flag in the attribute's setup to control which attributes are shown. There's a simple setting on the signup block where you can blanketly exclude non-public connection request attributes. This can be used in place of, or in conjunction with, included or excluded categories.



The screenshot shows the "Connection Signup Block Settings" form. It contains several dropdown menus and checkboxes. The "Enable Campus Context" dropdown is set to "Yes". The "Connection Status" dropdown is set to "Web Prospect". The "Record Status" dropdown is set to "Pending". The "Connection Opportunity" dropdown is empty. The "Include Attribute Categories" dropdown is empty. The "Exclude Attribute Categories" dropdown is empty, with a blue asterisk icon next to it. The "Exclude Non-Public Connection Request Attributes" dropdown is set to "Yes". At the bottom right, there are "Save" and "Cancel" buttons.

Staff Entry

As discussed above the staff can also enter requests from the internal site under **People > Connections** .

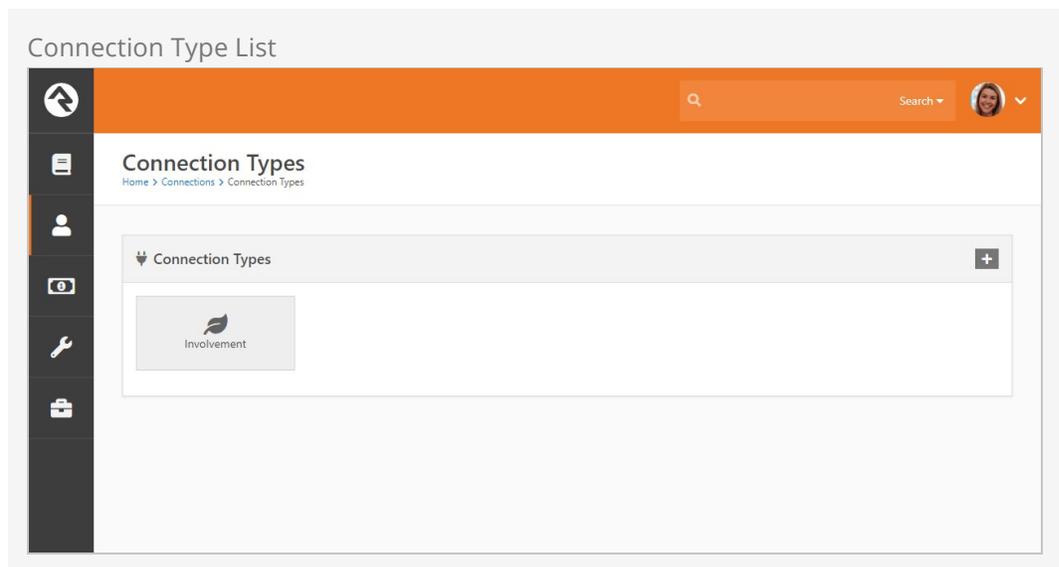
Workflows

Rock also ships with a workflow action that can create a new request. This is a powerful way of creating your own request screens using the workflow entry actions. See the [Connection Workflows](#) chapter below for more information on how you can configure workflows to best use the connection features.

Configuring Connection Types

Out of the box Rock ships with a single connection type for Involvement. But that's just a starting point for all the options within connections. Let's walk through the configuration capabilities of the connections features to see what's possible.

The first step is to see a listing of all the connection types that have been configured in the system. You can see this screen by clicking the  from the *My Connections* page under `People > Connections`.



Selecting a connection type from the list will display the details for the type as well as a list of all the connection opportunities that have been defined.

Connection Type Detail

Home > Connections > Connection Types > Involvement

Involvement

A connection type for church member involvement.

[Edit](#) [Delete](#)

Connection Opportunities

Filter Options

Name	Summary	Status
Children's	If you love kids, this is the ministry for you. Our children's team has the opportunity to share God's love in a direct and tangible way. You have the option of working with many different age ranges. No experience is necessary-just a willingness to serve.	Active
Greeter	A warm smile, a firm handshake, these are the experiences that make a church a home. As a greeter you set the tone of a person's visit by creating a welcoming environment. It's also a great opportunity to make a ton of new friends that you'll soon call family.	Active
Usher	Walking into a service can be overwhelming for some. As an usher you get to put their minds at ease as you help them find their seats and fill their every need. There's always time to say hello to a few regulars and build new friendships with first-time guests.	Active

50 500 5,000 3 Connection Opportunities

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Let's start by looking at the configuration options available for a connection type.

Connection Type Edit

Home > Connections > Connection Types > Involvement

Involvement

Name Active

Involvement Yes

Description

A connection type for church member involvement.

Icon Css Class Enable Future Follow-up

fa fa-leaf

Days Until Request Considered Idle Enable Full Activity List

14

Connection Request Attributes Requires Placement Group To Connect

Connection Request Attributes apply to all of the connection requests in every Opportunity of this type. Each connection request will have their own value for these attributes

Attribute	Description	Required
☰ Begin Date		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

7 Opportunity Attributes

Attribute	Field Type	Allow Search
☰ Preference Area	Single-Select	<input checked="" type="checkbox"/>
☰ Days of the Week	Multi-Select	<input checked="" type="checkbox"/>
☰ Role	Multi-Select	<input checked="" type="checkbox"/>

8 Activities

Called	<input type="checkbox"/> <input type="checkbox"/>
Called Left Message	<input type="checkbox"/> <input type="checkbox"/>
Called No Answer	<input type="checkbox"/> <input type="checkbox"/>
Contacted Waiting for Response	<input type="checkbox"/> <input type="checkbox"/>

9 Statuses

Name	Description
In Progress	<input type="checkbox"/> <input type="checkbox"/>
No Contact	<input type="checkbox"/> <input type="checkbox"/>

10 Workflows

Workflow Type	Trigger
Entity Tester	Manual <input type="checkbox"/> <input type="checkbox"/>

Save Cancel

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1 Basic Configuration

The first few items cover the basics like Name, Description, Active/Inactive and an icon for the type.

2 Days Until Request Considered Idle

Setting this number determines how the red (idle) colored badges shown in the My Connection Requests area are totaled.

3 Enable Future Follow-up

We discussed the future follow-up feature previously. It allows a request to be frozen until a specific date. You can decide whether that feature is available on each connection type you set up.

4 Enable Full Activity List

We also talked about how a request can show activities from other requests made by the same individual. You have the option to disable that functionality on a connection type basis.

5 Requires Placement Group To Connect

If checked, this will prevent the Connect button from activating on a *Request* unless a *Placement Group* is set.

6 Connection Request Attributes

Attributes associated with a connection request will be displayed here. Connection request attributes apply to all of the connection requests in every opportunity of the given connection type.

7 Opportunity Attributes

Here you will define attributes about the opportunities. These attributes are mainly used to power the opportunity search screens. Enabling *Allow Search* allows the attribute to be filtered on by a user using an opportunity search.

8 Activities

Each connection type allows you to define types of activities that a connector can make on a request.

9 Statuses

You can create as many request statuses as you like for your requests.

10 Workflows

Next you will define any workflows that you would like to be able to trigger from your request. Configuring workflows here will apply the workflows to requests of every opportunity type. We'll talk about these workflows in detail in the next chapter. You're going to love what you can do with these!

So there is the connection type. Now let's look at creating and editing opportunities. Selecting an existing opportunity or clicking to add a new one will bring up the screen below.

Connection Opportunity Detail

Home > Connections > Connection Types > Involvement > Usher

Usher Active

1 Name * Usher 2 Active

3 Summary

Walking into a service can be overwhelming for some. As a usher you get to put their minds at ease as you help them find their seats and fill their every need. There's always time to say hello to a few regulars and build new friendships with first-time guests.

4 Details

Ut omnis accusan moderatius vis. Ad sit simul occurreret. Cu pri mollis delectus molestiae. Usu mutat postea ea, ad laoreet accusata consequat eum, ex probo philosophia has. Ex impetus fabulas indoctum nam, sed in quando labore. His eu cetero delenit detraxit.

Ut eam atqui maluisse. Eam ei nulla soleat aperiam, ne docendi dignissim posidonium per. Veri ponderum moderatius ei nam, vix legere legimus abhorreant eu. Id numquam noluisse pri. Ea eum quem homero suscipiantur, ad verterem postulant vim. Ex eros audire sit, in natum maiorum eum, cum eruditi volumus electram at. Sea ei nobis intellegam, ea ius hinc putent scaevola.

Prima partiendo deseruisse ut his, feugait probatus petentium te sea. Quando neglegentur in eam, per ut minim quando appetere, mea at molestiae maiestat. At nihil nemore denique vim. Qui minim gubergren ne, atqui legendos et cum. Option persequeris te vix, ne pri sale homero graecis, mea ea facer solet.

5 Public Name *

Usher

Icon CSS Class

fa fa-arrow-circle-o-right

6 Photo



Upload

7 Campuses

Main Campus South Campus

8

Connection Request Attributes

Connection Request Attributes apply to requests in this opportunity. Each request will have their own value for these attributes

Connection Request Attributes

Attribute	Description	Inherited
Begin Date		(Inherited from Involvement)

Connection Request Attribute(s)

Attribute	Description	Required
No Connection Request Attributes Found		

9

Opportunity Attributes

Preference Area

None Children's First Impressions

Days of the Week

Mon Tue Wed Thu Sat Sun

Role

Upfront Behind the Scenes

10

Placement Groups

Placement Group Configuration

Group Type	Group Member Role	Group Member Status	Use All Groups of This Type
Serving Team	Member	Pending	<input type="checkbox"/>

11

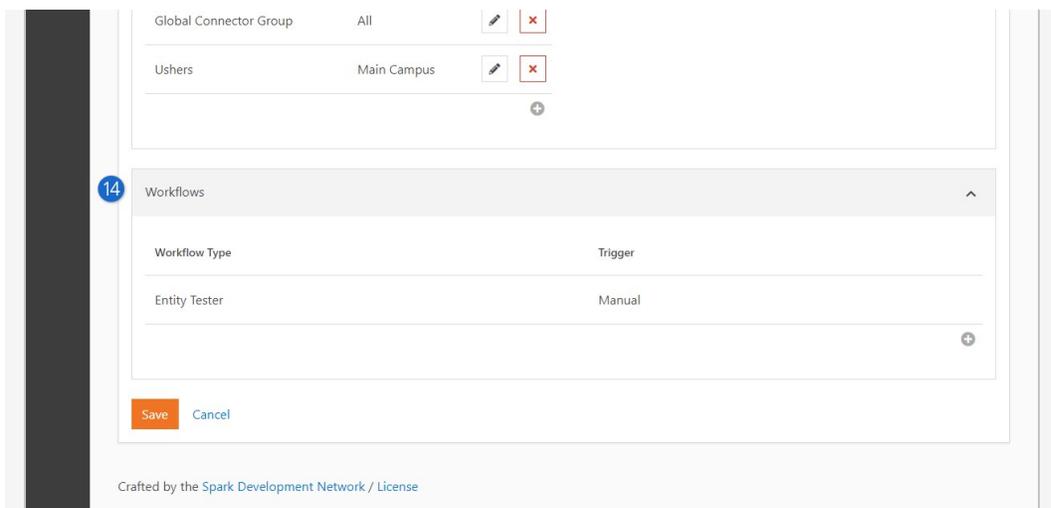
Placement Groups

Name	Group Type	Campus
Ushers	Serving Team	

12

Connector Groups

Group	Campus
	Main Campus Default Connector



1 Name

The name of the opportunity is displayed here for reference.

2 Active

This determines if the opportunity is active. This is helpful if you have seasonal opportunities.

3 Summary

A brief summary that will display on the search results page.

4 Details

This gives more information about the specific opportunity.

5 Public Name

This name will be used on the blocks that are displayed to the general public.

6 Photo

Sometimes the best way to sell an opportunity is to show it in action.

7 Campuses

This defines which campuses the opportunity is for. This is disabled if you have only one campus.

8 Connection Request Attributes

Here you can see connection requests attributes that apply to requests in this opportunity. Attributes inherited from the connection type will be shown for reference.

9 Opportunity Attributes

Remember setting up the opportunity attributes for the *Connection Type*? This is where you'll provide their values.

10 Placement Group Configuration

The next few settings help to configure how the request will process the adding to groups when the request is marked *Connected*. Let's review each setting:

- **Group Type:** This defines which group type the available groups will be. We need to know this so we can personalize some of the other settings like role and status.
- **Group Member Role:** The role the person will be assigned when they

are connected, or added, to the group.

- **Group Member Status:** The configured status the person will receive when they are added to the group.
- **Use All Groups Of This Type:** Each opportunity will have a selected list of groups that a person can be connected to. This setting says instead of our having to select every group of a certain type (and keep it current) just use all of them.

11 Placement Groups

These are the groups that will be displayed as options to connect the requests to. The campuses defined on these groups is important as they will be used to filter for the campus of the request. You'll define this campus from the group details page of the group. This will not apply if you have only one campus.

12 Connector Groups

Next we'll define the various groups that contain the connectors who will work the requests as they come in.

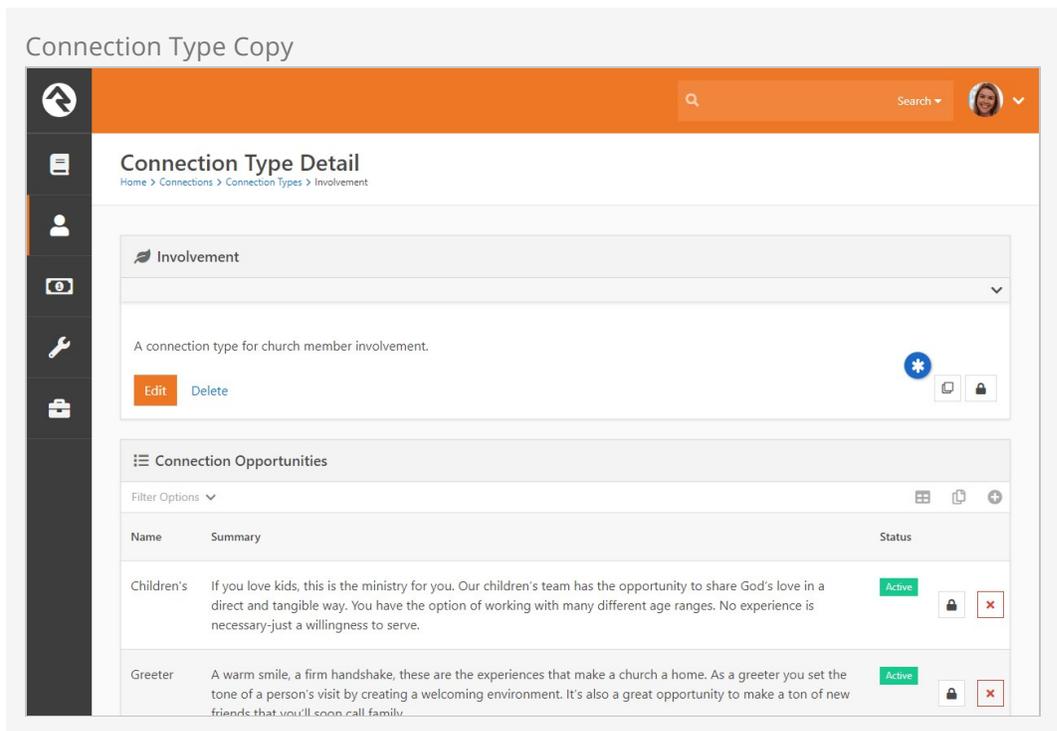
13 Connector drop down

You can optionally define a default connector for each campus. Any new requests originating at a campus will then default to the specific campus' connector. The drop down will show a list of active members from the connector group listed. This is disabled if you have only one campus.

14 Workflows

We saw that we could define workflows when configuring the connection type. Configuring it there would apply the workflows to all opportunities of that type. You can also configure workflows for a specific opportunity here.

After setting up a connection type, you can duplicate it to create additional types. To duplicate an entire connection type, click the button on the *Connection Type Detail* screen.



Once copied, the duplicated connection type is displayed in the *Connection Types* screen. From there you can edit its settings in the *Connection Type Detail* screen. Note, if you need to delete the duplicated connection type, you'll need to first delete all of the Connection Opportunities listed in its *Connection Type Details* screen.

Placement Group Configuration

An important part of the connection process is the selection of a group to place the person in when they are connected. The definition of these 'selectable' groups is highly configurable. Knowing all of your options will increase the power of your connections processes.

Configuration

Let's say for instance that we'd like our *Children's* connection opportunity to allow placement into three different serving teams. We'd also like the connector to be able to place them into the groups as either a *Leader* or a *Member*. Finally, if they are a *Member* of the group we'd like for the connector to be able to place them with the member status of *Active* or *Pending*. That's quite a list of requirements... let's see how we can configure the *Children's* opportunity to do just that.

You can set up placement groups in the *Connection Type* configuration screen. Here you'll find a panel for setting placement group options. The screen below shows the configuration for the example given above.

Placement Group Configuration

The screenshot shows the 'Placement Group Configuration' interface. It features a dark sidebar on the left with navigation icons. The main content area is divided into two sections. The top section, titled 'Placement Group Configuration', contains a table with the following data:

Group Type	Group Member Role	Group Member Status	Use All Groups of This Type
Serving Team	Member	Pending	<input type="checkbox"/>
Serving Team	Leader	Active	<input type="checkbox"/>

The bottom section, titled 'Placement Groups', contains a table with the following data:

Name	Group Type	Campus
Children's	Serving Team	
Greeters	Serving Team	
Ushers	Serving Team	

1 Placement Group Configuration

The first things we configure are the group types, roles and statuses that will be options for our placement groups.

2 Group Member Role

Next, we configure the one option for the *Leader* role.

3 Group Member Status

Note that we configured two different options for the role of *Member* for the group type of *Serving Team*. One option allows for the Group Member Status of *Active* the other for *Pending*.

4 Placement Groups

With our roles and statuses configured we can now select the specific placement groups for the opportunity. In this example, you'll notice that we've selected three different serving teams.

In our example above we specifically picked each placement group that is an option for the connection opportunity. This will work in most cases. But if you wanted the list to show every group of a specific group type, you could configure that as well. This eliminates the need to configure new groups when they are added.

Results

With our configuration in place, let's see the fruits of our labor. The screen below shows the editing of a connection request for Helen Evans who is interested in helping in the *Children's* area. Let's walk through how the placement group settings drive the process of selecting a group.

Placement Group Example

The screenshot shows a web application interface for placing a group member. The interface is titled "Helen Evans" and has a navigation bar with "Main Campus", "Children's", "No Contact", and "Active" tabs. The form includes the following fields:

- Requestor:** Helen Evans
- Connector:** Alisha Admin
- State:** Active (selected), Inactive, Future Follow Up, Connected
- Comments:** I would love to help teach kids about Jesus.
- Status:** No Contact (selected), In Progress
- Placement Group:** Children's (No Campus) (selected)
- Campus:** Main Campus
- Hours Serving:** 1

Callout 1 points to the Placement Group dropdown, and callout 2 points to the Hours Serving input field. The form has "Save" and "Cancel" buttons at the bottom.

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1 Placement Group

Once you select a placement group, options will appear below allowing you to select roles and statuses. The screen will only show these settings if more than one option exists. So, for instance since the role of *Member* is selected, the option of *Group Member Status* is displayed since we can choose to add them as *Active* or *Pending*. If on the other hand, we selected the role of *Leader*, the *Group Member Status* option would disappear since the only option is *Active*.

2 Hours Serving

You'll also note that group member attributes are shown on this screen. This allows you to set these values quickly as you place the individual into the group.

Group Requirements

If a group has specific requirements to join, these will be checked before saving the placement group. If they do not meet the requirements, you will not be able to save the placement group.

Home > Connections > Helen Evans

Connection Request Detail

Helen Evans Children's No Contact Active

Requestor: Helen Evans Connector: [Dropdown]

State: Active Inactive Future Follow Up Connected

Comments: I would love to help teach kids about Jesus.

Status: In Progress No Contact

Placement Group: Children's (No Campus) Campus: [Dropdown]

Hours Serving: 1

Helen does not currently meet the requirements for the selected group/role and will not be able to be placed.

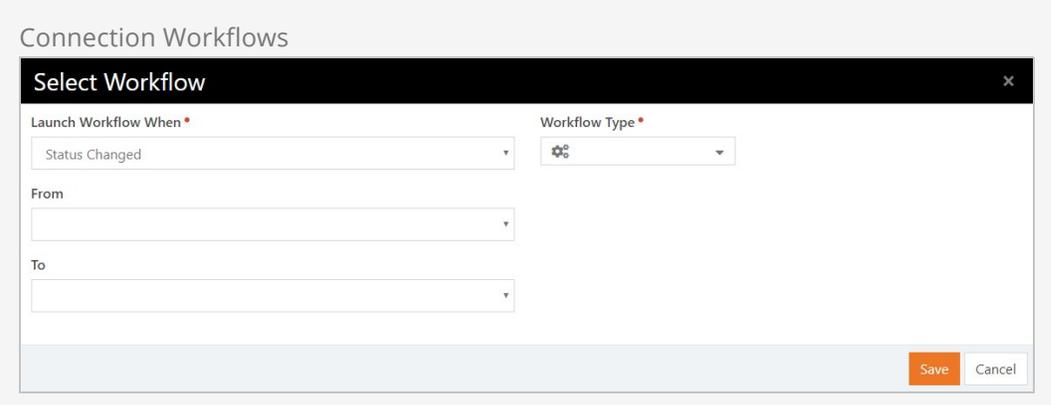
Save Cancel

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Connection Workflows

On their own, the connection features are very powerful. Adding workflows to the mix though magnifies what you can do. Let's take a look at how you can set up workflows for your connections.

You can define workflows for your requests for the connection type (in which case they will be applied to all request in all opportunities) or for a specific opportunity. In either case the configuration is the same.



The screenshot shows a 'Select Workflow' dialog box within a 'Connection Workflows' window. The dialog has a title bar with a close button (X). It contains two dropdown menus: 'Launch Workflow When' with 'Status Changed' selected, and 'Workflow Type' with a gear icon selected. Below these are three more dropdown menus labeled 'From', 'To', and 'To'. At the bottom right, there are 'Save' and 'Cancel' buttons.

There are two basic items that you'll need to configure:

- **Trigger:** This defines when the workflow should be started. The options are:
 - **Request Started:** Executed when the request is first started.
 - **Request Assigned:** The workflow will launch when a connector has been assigned to the request.
 - **Request Transferred:** The workflow will launch when the request has been transferred.
 - **Request Connected:** Fired when the request is marked as connected.
 - **Placement Group Assigned:** This workflow will be launched when a placement group is assigned.
 - **Status Changed:** This workflow is launched when a status change has occurred. You optionally have the ability to limit this trigger to certain pre/post status values.
 - **State Changed:** Like the status change trigger but this time for state.
 - **Activity Added:** This trigger will be launched every time an activity is added to a request. You can also filter this to a specific kind of activity.
 - **Manual:** This workflow will be added to the request detail screen to allow the

connector to manually execute it.

- **Workflow:** This is the simple part. This defines which workflow will be executed when the trigger condition is met.

Building Connections Workflows

When the workflows above are executed, the initial activity of the workflow will have access to the connection request through the workflow entity property. It's important that this initial activity gets the information it needs to process from the request. The main action you'll use to get the properties from the request is *Set Attribute From Entity*. You can use the *Lava Template* field of this action to pull each request. Below are a few samples:

Get The Requestor – Attribute Type: Person

```
{{ Entity.PersonAlias.Guid }}
```

Get the Connector Person (if any) – Attribute Type: Person

```
{{ Entity.ConnectorPersonAlias.Guid }}
```

Get the Connector Group – Attribute Type: Group

```
{{ Entity.AssignedGroup.Guid }}
```

Opportunity Type – Attribute Type: Text

```
{{ Entity.ConnectionOpportunity.Name }}
```

Status – Attribute Type: Text

```
{{ Entity.ConnectionStatus.Name }}
```

State – Attribute Type: Text

```
{{ Entity.ConnectionState }}
```

The 'Add Activity' Workflow Trigger is a Bit Different

While most of the workflow triggers send the Connection Request to the workflow, the 'Add Activity' trigger only sends the new Activity. So, if your workflow is triggered by 'Add Activity' then you will need an extra step to get the Connection Request associated with that activity. You can derive the Connection Request from the Activity by using the following Lava:

```
{{ Entity.ConnectionRequest.Guid }}
```

Connection Attribute Types

Rock provides several attribute types to help you build workflows. These include:

- Connection Request - Set by Guid
- Connection Status - Set by Guid
- Connection State - Set by Enum value
- Connection Type - Set by Guid
- Connection Opportunity - Set by Guid
- Connection Activity Type

Connection Workflow Actions

To facilitate even more power with connections we've added several workflow actions. They're outlined below.

Create Connection Request

Creates a new connection request with the following settings.

1. **Person Attribute** - The Person attribute that contains the person that connection request should be created for.
2. **Connection Opportunity Attribute** - The attribute that contains the type of connection opportunity to create.
3. **Connection Status Attribute** - The attribute that contains the connection status to use for the new request.
4. **Connection Status** - The connection status to use for the new request (when Connection Status Attribute is not specified or invalid). If neither this setting or the Connection Status Attribute setting are set, the default status will be used.
5. **Campus Attribute** - An optional attribute that contains the campus to use for the request.
6. **Connection Request Attribute** - An optional connection request attribute to store the request that is created.

Transfer Connection Request

Transfers a connection request to a new opportunity type.

1. **Connection Request Attribute** - The attribute that contains the connection request.
2. **Connection Opportunity Attribute** - The attribute that contains the type of the new connection opportunity.
3. **Transfer Note** - The note to include with the transfer activity.

Set Connection Request Status

Changes the status of a connection request.

1. **Connection Request Attribute** - The attribute that contains the connection request.
2. **Connection Status Attribute** - The attribute that contains the connection status.
3. **Connection Status** - The connection status to use (if Connection Status Attribute is not specified).

Set Connection Request State

Changes the status of a connection request.

1. **Connection Request Attribute** - The attribute that contains the connection request.
2. **Connection State Attribute** - The attribute that contains the connection state.
3. **Follow Up Date Attribute** - The attribute that contains the follow-up date when state is being set to Future Follow Up.
4. **Follow Up Date** - The follow-up date when state is being set to Future Follow Up (if Follow Up Date Attribute is not specified).

Add Connection Request Activity

Adds a new connection request activity.

1. **Connection Request Attribute** - The attribute that contains the connection request.
2. **Connection Activity Type Attribute** - The attribute that contains the activity type to add.
3. **Note** - The note or an attribute that contains the note for the new activity.
4. **Person Attribute** - An optional Person attribute that contains the person who is adding the activity.

See our [Blasting Off With Workflows](#) guide for more information.

Connection Campaigns

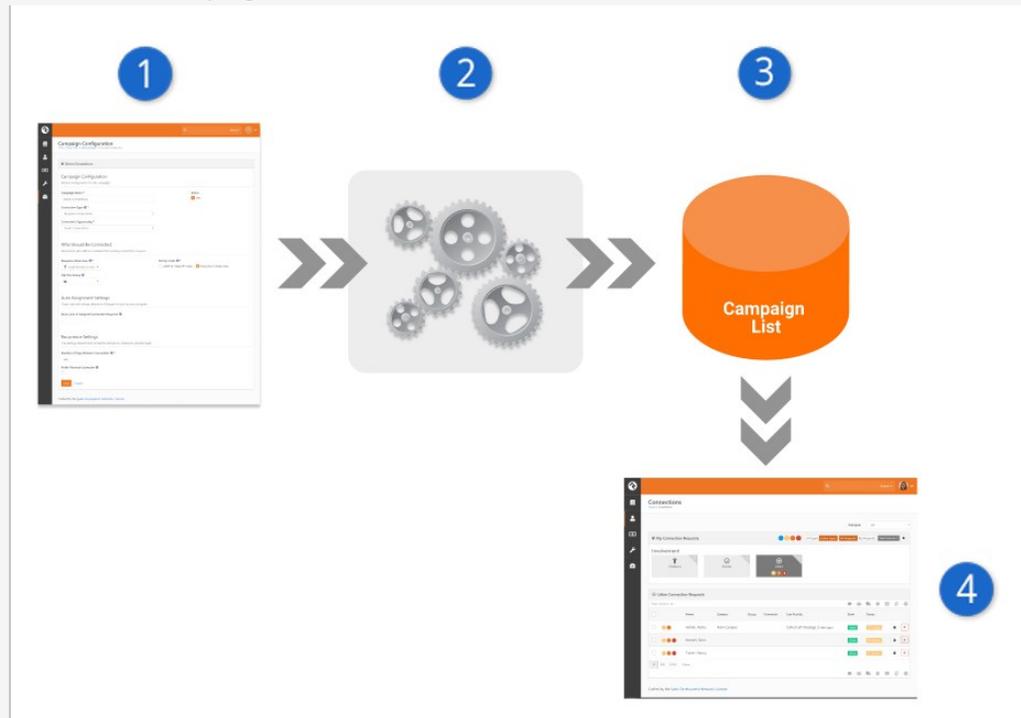
The goal of this feature is to provide a simple way to create connection campaigns that allow for the contacting of many individuals. It links several of Rock's most-loved features to work together to achieve this. Connection campaigns have been designed to work as a one-time connection or a reoccurring connection. Keep that in mind as you read through the rest of this chapter.

Connection campaigns are available as a core feature as of Rock v10.3. For older versions, this feature can be downloaded from the Rock Shop as a plug-in.

Setting Up Connection Campaigns

Before diving into the details, let's take a high-level tour of how a connection campaign works. The diagram pictured below shows the flow of a campaign.

Connection Campaign Flow



1 Campaign Settings

We start by configuring our campaign. This includes defining:

- The connection opportunity to link to
- Who should be contacted by the campaign (think data view)
- How to assign connectors
- Whether people should be contacted on a continued basis

Obviously, there is a lot more detail to cover, but we'll get to that in a minute.

2 Campaign Job

A job has been configured to process the setup above and create a list of people who should be added to the campaign.

3 Campaign List

This list can change over time (based on the dynamic filters of your data view and who has already been processed). While it's not important to know where this list resides, it is stored as an EntitySet for those who are curious about the technical nature of the feature.

4 Connections

From the campaign list, connection requests are created.

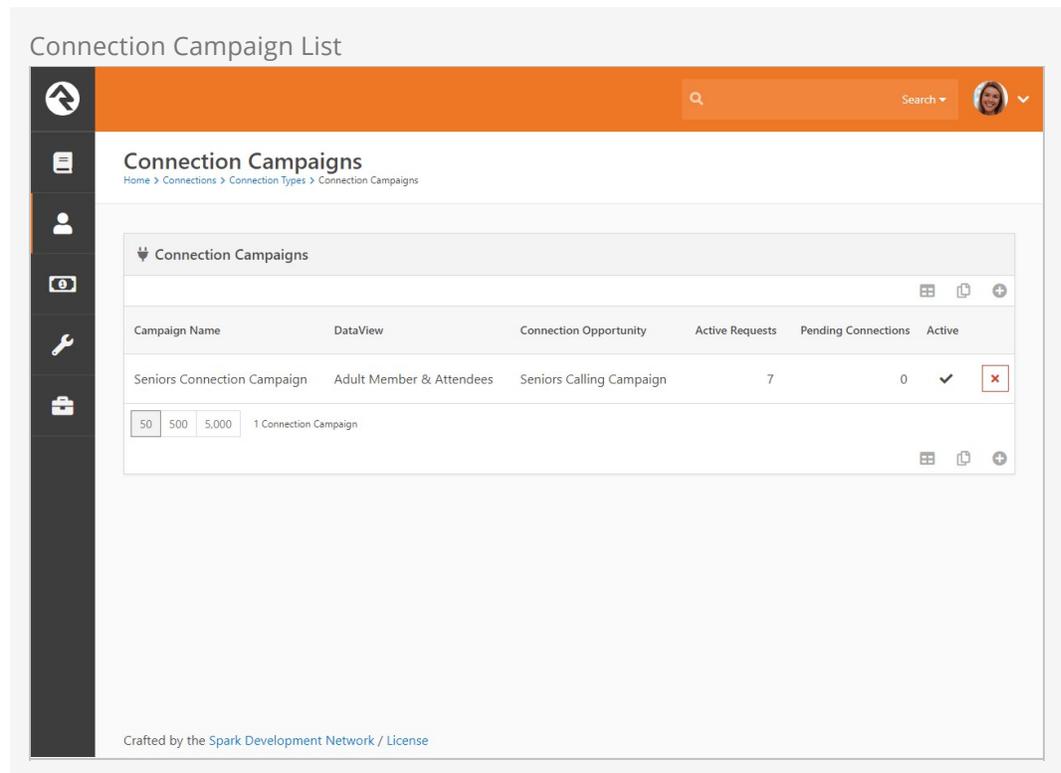
Because the process ends with the creation of a connection request you may wonder, "Why not just create the connection request directly?" The answer is that we realize it may take days or weeks to process through the list. We don't want the age of the connection requests to be skewed by the date the request was created, especially if it takes several days or weeks for a connector to be assigned. It might be perfectly reasonable for a request to be waiting for someone for several days. We want to be able

to measure requests by age as a reflection of how efficiently connectors are working requests. This provides good accountability to the process.

Now that we've looked at the feature from a 30,000-foot view, let's dive into each component in detail.

Campaign List

We'll start with the *Campaign List* page. This allows us to define as many campaigns as we'd like. You can find this list under `People > Connections > Connections Configuration > Campaign Lists`.



As you can see, this lists the campaigns and provides a few metrics about each. These include:

- **Active Requests:** This is the number of active connection requests that are currently open.
- **Pending Connections:** This is the number of people still on the campaign list waiting to be moved to a connection request.

Selecting a campaign will take you to the *Campaign Detail* page.

Campaign Detail Page

This page is the control center for a campaign's configuration. Below we'll walk through each section of the setup.

Connection Campaign Settings

Campaign Configuration
 Home > Connections > Connection Types > Calling Campaign > Campaign Configuration

Seniors Connection Campaign

Campaign Configuration
 Default Configuration for the campaign.

Campaign Name ¹
 Seniors Connection Campaign

Active ²
 Yes

Connection Type ³
 Contact Campaign

Connection Opportunity
 Seniors Calling Campaign

[Hide Advanced Settings](#)

Request Comments Lava Template ¹¹

Who Should Be Connected
 Determines who will be considered for creating connection requests.

Requestor Data View ⁴
 Adult Member & Att...

Family Limits ⁵
 Limit to Head of House Everyone in Data View

Opt Out Group ⁶
 OPT OUT Calling Ca...

Auto Assignment Settings
 These optional settings determine if request should be auto assigned.

Create Connection Requests ⁷
 As Needed All at Once

Daily Limit of Assigned Connection Requests ⁸
 5

Recurrence Settings
 The settings determine if connection should be created on periodic basis.

Number of Days Between Connection ⁹
 14

Prefer Previous Connector ¹⁰

Save **Cancel**

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- 1 Campaign Name**
 The name of the campaign should make it easy to identify its purpose.
- 2 Active**
 Set whether the campaign is currently active or not.
- 3 Connection Opportunity**
 This is where you'll choose which connection opportunity the requests will be created in.

4 Requestor Data View

This is the data view that will be used to populate the campaign list.

5 Family Limits

It's often the case that you'll want to connect with just one person in the family. While you can attempt to configure your data view to handle this for you, we've made it easy to set this up. By checking "Limit to Head of Household" you can have your data view return as many people as you'd like, but only one connection per family will be made. The head of household will be used as the requestor for the entire family. This is also very helpful if your data view contains children, but you really want to reach out to the parents.

6 Opt Out Group

This setting will remove any group members of the selected group from the campaign list. While you could also add this to your data view, we've provided an easy out with this setting. Note that all families that the group member is a part of will be opted out of future connections.

7 Create Connection Requests

This setting helps determine when connection requests are created. You have the option of having them all created as soon as the job runs, or as they are needed. Selecting *As Needed* means requests will be created as there are people ready for them. Doing it this way allows for better accountability because the creation date tells you how long the request has been worked instead of how long it sat before someone did work it.

8 Daily Limit of Assigned Connection Requests

This setting is only available when "Create Connection Requests" is set to *As Needed*. This will automatically create the provided number of requests for each connector each day. This acts as the global setting. Each connector can have overrides to the global setting. More on that in the [What to Know About Connectors](#) section. A value of 0 or blank will have the effect of not creating any connection requests from the job. In this configuration pattern, all connection requests will be made on demand.

9 Number of Days Between Connection

This setting allows connection requests to be created on a routine basis for an individual (or family). Say you wanted to make a connection every 30 days with an individual. Set this value to "30" and thirty days after the original connection has been closed (status of *Inactive* or *Connected*) a new one will be created.

10 Prefer Previous Connector

This setting attempts to use the same connector for future requests. The key word here is 'prefer'. If the original connector is not available or is over her daily limit, then the system will select a different connector.

11 Request Comments Lava Template (Advanced Settings)

This allows you to create customized "Comments" using a `Lava` template. The *Person* object and *Family* (group) object will be merged with this template prior to creating new connection requests. Example:

```
Please contact {{ Person.NickName }} with a quick phone call.
Here are the family members:
{% for m in Family.Members %}
* {{ m.Person.FullName }} - {{ m.GroupRole.Name }}
```

```
{{ m.Person.ConnectionStatusValue.Value }}, {{ m.Person.RecordStatusValue.Value }}  
{% endfor %}
```

Easy Opt Outs

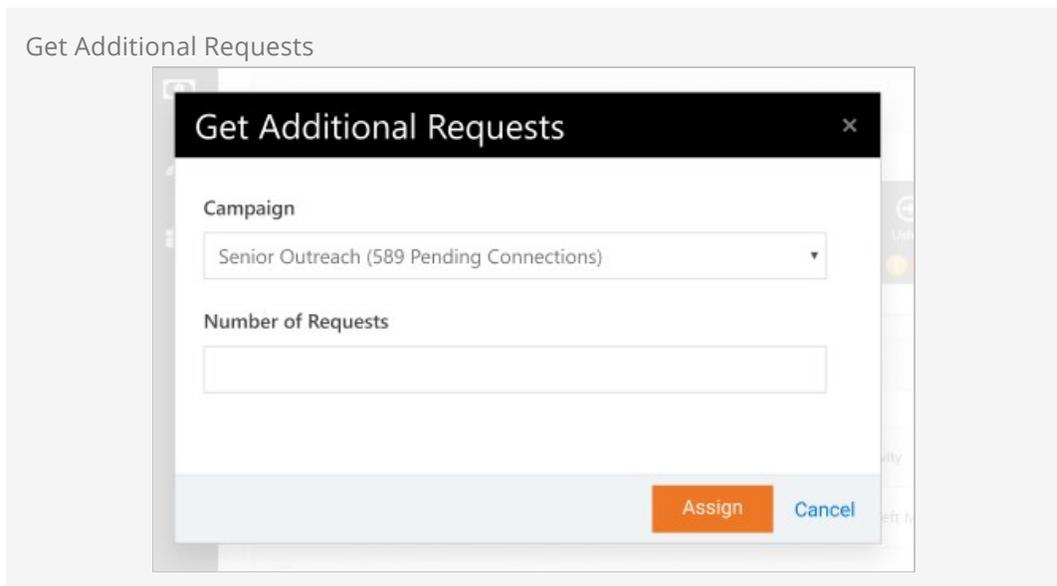
Consider adding a simple manual workflow on your connection request that will add the requestor to the opt out group. This allows a connection to simply click a button to keep the individual (and their family) from being contacted in the future if your campaign is set to reoccur.

Working with Connection Requests

There's nothing special about working with the connection requests. A button at the top of the connections page allows a person to create more requests from the campaign list for themselves.

The screenshot shows a web application interface for managing connection requests. The main heading is "Add Campaign Requests". Below this, there's a navigation bar with a search icon and a user profile. The main content area is titled "Connections" and shows a list of "My Connection Requests". The interface is divided into sections: "Involvement" and "Contact Campaign". Under "Involvement", there are three cards: "Children's" (0 requests), "Greeter" (0 requests), and "Usher" (3 requests). Under "Contact Campaign", there is one card: "Seniors Calling Campaign" (7 requests). A "+ Campaign Requests" button is visible at the top right of the main content area. The interface includes a search bar, a user profile dropdown, and a sidebar with navigation icons.

Pressing this button will activate a modal to ask how many requests the individual would like to create.



Note

When creating new requests, the person will be assigned first to any current connection requests that do not have a connector assigned. If all requests already have connectors, then new requests will be made from the Campaign List.

What to Know About Connectors

Connector Group Campus

When the system automatically marks people as connectors, it respects the connector group settings with respect to campus. Individuals in a connector group for all campuses will be available for any new request. Those in a group for a specific campus will only be available for requests that are marked for that campus (determined by the requestor's primary campus).

Connector Override Settings

When configured for auto assignments, connectors can have a specified number of requests assigned to them per day. The global setting is configured for the specified campaign. This can be overridden however using group member attributes on the connector groups. The keys for these attributes are required to be:

- **CampaignDailyLimit (Integer):** The number of requests that the individual should be assigned per day.
- **CampaignScheduleDays (Days of Week):** The days that the individual should be assigned requests.

Sample Recipes

Below are a few sample recipes to help you understand connection campaigns in more detail.

Reoccurring Seniors Check-in

Say you'd like to make a calling campaign to check-in with seniors every two weeks. Below are the high-level steps you'd need to set this up.

1. Create a new Connection Type and Connection Opportunity for this new activity.
2. Add a Connection Group to the Connection Opportunity with the people who will be making the calls.
3. Create a data view with the seniors you'd like to call. This can be something like those over 65, or perhaps members of a group that a workflow from your website adds people to who have requested check-ins.
4. Create the Connection Campaign with the following settings:
 - a. Choose the connection opportunity from step 1.
 - b. Select the data view from step 3.
 - c. Set "Family Limits" to "Everyone in the Data View".
 - d. Set "Create Connection Requests" to "As Needed" with a "Daily Limit of Assigned Connection Requests" to 10 (meaning each connector will get 10 calls a day).
 - e. Set the "Number of Days Between Connection" to 14. This will create a new request 14 days after the last request is closed.
 - f. Set "Prefer Previous Connector" to true, because who doesn't like to hear from the same person each time?

A new connection request will be created for each check-in. This helps provide good accountability to how quickly calls are made. Keep in mind that the connections features will show all activity for a person across all their requests. This helps you see previous notes. It's a win-win!

Bonus Points

Create a manual workflow to remove the person from the group that the data view uses to create the campaign list. This allows a volunteer to simply click a button if a senior decides that check-ins are no longer required.

Large Emergency Call List

Say there has been a local emergency and you need to make calls to reach out to numerous people in a specified area. One way to achieve this would be to follow the steps below.

1. Create a new Connection Type and Connection Opportunity for this new activity.
2. Add a Connection Group to the Connection Opportunity with the people who will be making the calls.
3. Create a data view with the individuals who need to be reached.
4. Create the Connection Campaign with the following settings:
 - a. Select the connect opportunity from step 1.
 - b. Select the data view from step 3.
 - c. Select "Family Limits" to "Limit to Head of Household" (each home only needs one call).
 - d. Set "Create Connection Requests" to "As Needed" and a "Daily Limit of Assigned Connection Requests" to 0. This will allow people to get calls in

batches to fill the amount of time they have to make calls.

Note

You could also use the setting to create all the requests at once. The only trick to this strategy is that it's possible that two individuals could assign themselves to the same request at nearly the same time. This could create duplicate calls. In an emergency no one has time to duplicate calls.

First Steps for Steps

Whether it's getting kids to bed at night or getting ready for work in the morning, many areas of our lives require a series of tasks intended to achieve a single goal. Spiritual growth is no exception. With Rock's help, you can guide your attendees through customized steps along the path of spiritual development.

But before we dive too deeply into Steps, let's take a moment to define a few terms and introduce you to some key features you'll need to know.

A *Step Program* is made up of individual activities and accomplishments called *Step Types*. If the goal is to reach the mountain's summit, then the Step Program is the mountain and the Step Types are the basecamps on the way to the top.

Let's explore these concepts further by looking at the program for Discipleship, which is available right out of the box. Once you understand this program, you'll be able to change it or create an entirely new program to measure anything from your students' spiritual growth to your volunteers' progress through training programs, and more.

Steps

You can access your step programs under: [People > Engagement > Steps.](#) This is also where you'll go to create new programs, which we'll cover later in the Editing Step Programs section.

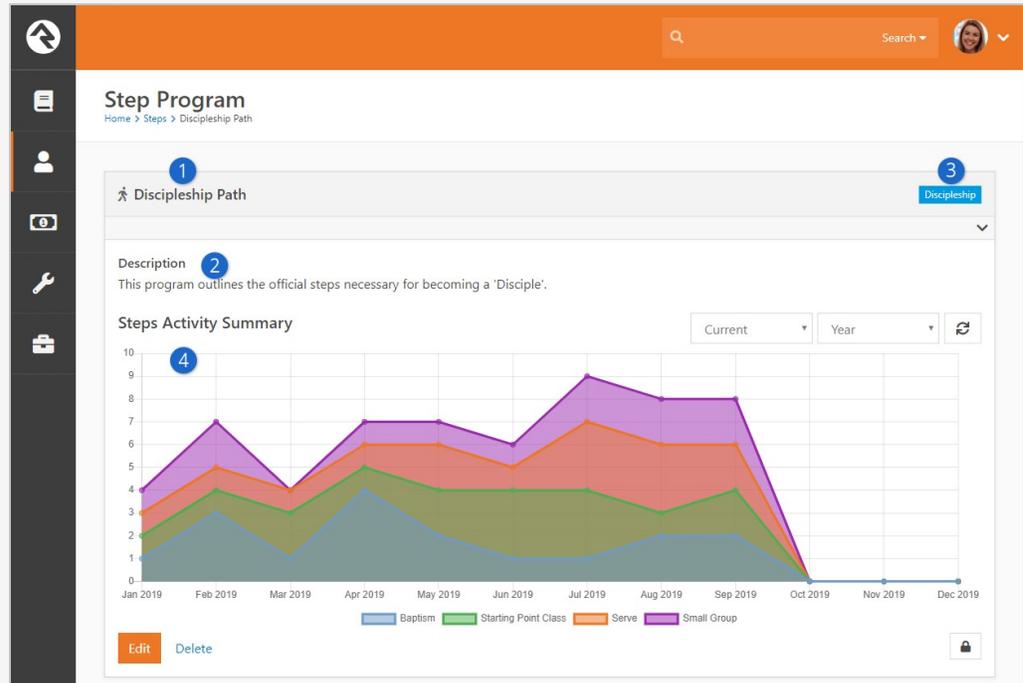
The screenshot shows the 'Steps' page in a web application. At the top, there's a navigation bar with a search bar and a user profile icon. Below that, the page title 'Steps' is displayed with a breadcrumb 'Home > Steps'. The main content area is titled 'Step Programs' and features a table with the following columns: Name, Category, Step Types, and Steps Taken. A single row is shown with the following data: Name: Discipleship Path, Category: Discipleship, Step Types: 4, Steps Taken: 66. The table also includes a 'Filter Options' dropdown and pagination controls at the bottom.

- 1 **Name**
The name of the step program.
- 2 **Category**
Categories are a great way to group and organize your programs. You can view and manage step program categories from [Admin Tools > System Settings > Category Manager](#) using the *Step Program* entity type.
- 3 **Step Types**
A count of all step types, either active or inactive, included in the program.
- 4 **Steps Taken**
A count of all completed steps for all individuals in the program.

Step Program

The *Step Program* page has a detail block at the top and a list block below. There's actually a lot to see and do on this page, so for now we'll just get familiar with the page itself before diving into the setup and maintenance in later sections.

Let's take it from the top and look at the detail block first.



1 Program Name

The program name is displayed at the top of the page.

2 Description

A general description helps clarify the program's purpose.

3 Category

The category assigned to the program is displayed for reference.

4 Steps Activity Summary

This is a stacked area chart (a chart where areas don't overlap because they are cumulative at each point) showing completed steps by step type. This chart actually has a lot going on, so we'll wait to break it all down for you later in the Steps Charts section.

Next, let's move down to the list block at the bottom of the page. Here you can see and maintain the step types included in your program.

Step Types List

Name	Spans Time	Allow Multiple	Started	Completed
Baptism			20	20
Starting Point Class	✓	✓	20	18
Serve	✓	✓	18	16
Small Group	✓	✓	16	12

1 Name

The step type names are each listed here.

2 Spans Time

You'll see a checkmark in this column if the step occurs over a period of time (as opposed to a step that occurs in a moment of time).

3 Allow Multiple

A checkmark will appear if the step type can be completed more than once by the same person.

4 Started

Shows a count of how many times the step type has been started.

5 Completed

Shows a count of how many times the step type has been completed.

6 Bulk Entry

The  icon will take you to *Bulk Entry* page, where you can add steps of that type in bulk. We'll cover how to do that below.

Not Adding Up?

You'll sometimes notice that the counts for Started or Completed steps are higher than the number of people in your program. If you're doing any analysis with these numbers, it's important to keep in mind that a single person can be counted more than once if the step allows multiple completions.

In the Editing Step Types section we'll dive deeper into how the information in this block

gets added and maintained.

Step Types

Next, let's shift our focus to one of the individual step types within our example program.

The layout of the *Step Type* page is very similar to the *Step Program* page. You'll see a familiar detail block at the top, followed by a list of step participants below. From here you can maintain the list of participants and view their progress as they start and finish the step.

Step Type Page

1 Starting Point Class

2 Description
Starting Point will give you a sneak peek into the basic beliefs and practices of our church, equip you with the essentials of the Christian faith, and show you opportunities where you can get involved. This is your first step in getting connected.

3 Steps Activity Summary

Current Year

Jan 2019 Feb 2019 Mar 2019 Apr 2019 May 2019 Jun 2019 Jul 2019 Aug 2019 Sep 2019 Oct 2019 Nov 2019 Dec 2019

Started Completed

Edit Delete

4 Starting Point Class Step Participants

Filter Options

<input type="checkbox"/>	Name	Date Started	Date Completed	Status	
<input type="checkbox"/>	Mariah Jackson	9/15/2019		In Progress	
<input type="checkbox"/>	Maddie Lowe	9/22/2019		In Progress	
<input type="checkbox"/>	Becky Peterson	4/1/2018	6/1/2018	Complete	
<input type="checkbox"/>	Brian Peterson	11/4/2018	11/11/2018	Complete	
<input type="checkbox"/>	Paul Smith	12/1/2018	1/1/2019	Complete	

- 1 Step Type Name**
The name of the step type is shown at the top of the page for reference.
- 2 Step Type Description**
A description for the step type adds context and meaning.
- 3 Steps Activity Summary**
This overlapping area chart shows when the step type has been started and/or completed. We'll unpack all the pieces of this chart later, in the

Steps Charts section.

- 4 Step Participants**
All individuals who have started and/or completed the step type are listed here.
- 5 Date Started**
This is when the individual started the step. This column only appears if the step type is configured to span time.
- 6 Date Completed**
This is when the individual completed the step. If the step type doesn't span time, then this is the "Date" associated with the step (see Step Entry).
- 7 Status**
The status for each person is displayed, using values configured at the program level (see Editing Step Programs).
- * Attribute**
Any Attributes you create with the "Show in Grid" option selected will be displayed here.

In the *Editing Step Types* section we'll dive deeper into how all of this gets set up and maintained. At this point it's just important to be familiar with the kinds of data shown on this page.

Step Entry

Shepherding individuals through your program can be done either from the *Step Types* page or from the *Person Profile* page (which we'll examine in the next section). Whichever path you take, you'll wind up at a *Step Entry* page like the one pictured below. This is where you'll maintain step type information for an individual.

Step Entry
Home > Steps > Starting Point Class > Step Entry

Starting Point Class

1 Person *
Ted Decker

2 Campus
Main Campus

3 Start Date *
04/19/2020

End Date
04/26/2020

4 Status *
In Progress

5 Pastor ⓘ
Pete Foster

Save Cancel

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1 Person

In this example we're adding a step from within the *Steps* area, so we need to provide a person. Steps entered from the *Person Profile* page will automatically populate the person's name.

2 Campus

If you have multiple campuses configured, you can optionally associate the step with a particular campus.

3 Start Date/End Date/Date

- **Spans Time:** If the step spans time then *Start Date* and *End Date* fields will be available. Use these fields to track the dates on which a person has started or finished a particular step. These are displayed as the "Date Started" and "Date Completed" fields on the *Step Types* page.
- **Does Not Span Time:** If the step doesn't span time then you'll see only a single *Date* field. In this case the date is treated as an end date, and will be displayed as the "Date Completed" on the *Step Types* page.

4 Status

Here you can update the individual's status for the step. We'll show you how to maintain the list of statuses when we talk about Editing Step Programs in the next section.

5 Step Attributes

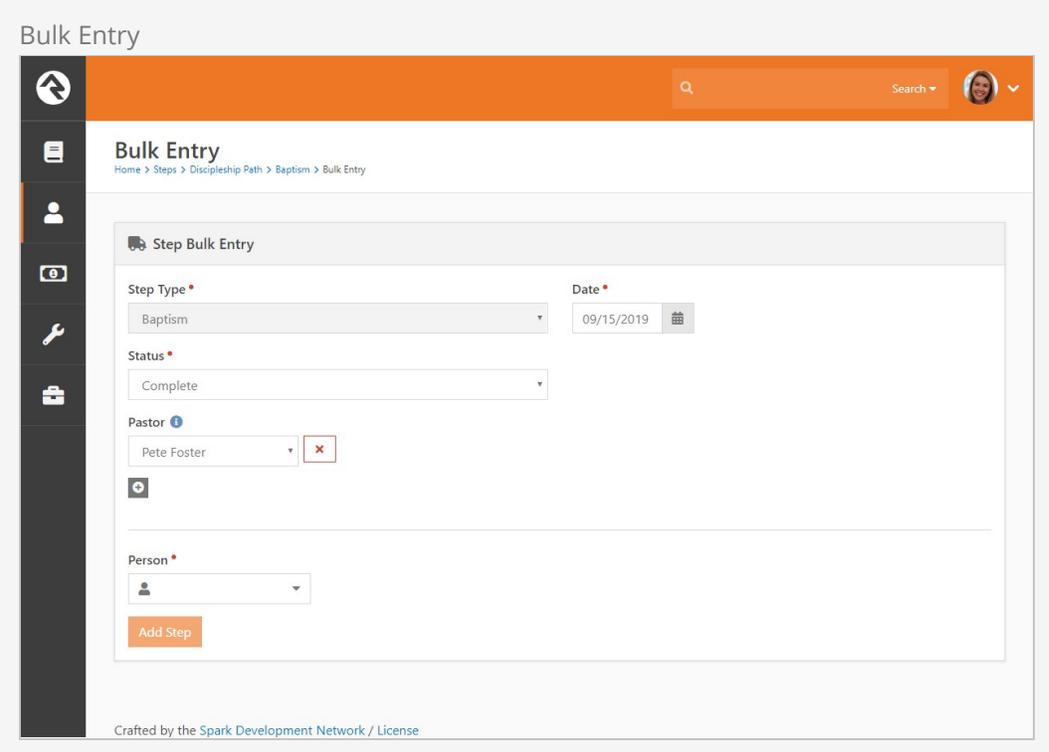
Any attributes applicable to the step will appear here. We'll cover how to set up step attributes below.

While the *Step Entry* page is used for manually maintaining step information for

individuals, there are automated alternatives. Steps can be updated from Streak Achievements or as part of a Workflow.

Bulk Entry

Often, you'll need to add a step for a (sometimes very long) list of people. Luckily, that doesn't mean you have to spend endless hours on repetitive data entry. The *Bulk Entry* page lets you quickly enter steps for a large number of individuals. You can access bulk entry for steps by clicking the  icon from either the *Step Program* or *Step Type* pages.



Bulk Entry

Home > Steps > Discipleship Path > Baptism > Bulk Entry

Step Bulk Entry

Step Type *
Baptism

Date *
09/15/2019

Status *
Complete

Pastor ⓘ
Pete Foster

Person *

Add Step

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In our Discipleship example we can use the “Pastor” attribute to record which pastor performed the baptisms. This is great if large groups are baptized by different pastors because you only have to select a pastor once for any number of individuals. We’ll cover how to set up attributes like this in the next chapter below.

Show on Bulk

If the *Show on Bulk* option is not enabled then the attribute will still appear in bulk entry, but it will need to be set for each person individually.

Next Steps for Steps

Now that we're more familiar with the concepts of step types, step programs and step entry, we're ready to see how it all gets maintained. We'll start at the program level, and then move on to setting up individual step types.

Editing Step Programs

Let's go back to the *Step Program* page to see how we can edit our programs. Clicking the `Edit` button lets you update the program and its configurable settings.

Edit Step Program

The screenshot shows the 'Edit Step Program' interface for a 'Discipleship Path' program. The form includes the following fields and settings:

- 1 Name:** A text input field containing 'Discipleship Path'.
- 2 Active:** A checkbox labeled 'Active' which is checked, with 'Yes' displayed below it.
- 3 Description:** A text area containing the text 'This program outlines the official steps necessary for becoming a 'Disciple''.
- 4 Icon CSS Class:** A text input field containing 'fa fa-walking'.
- 5 Default List View:** Radio buttons for 'Cards' (selected) and 'Grid'.
- 6 Category:** A dropdown menu showing 'Discipleship'.

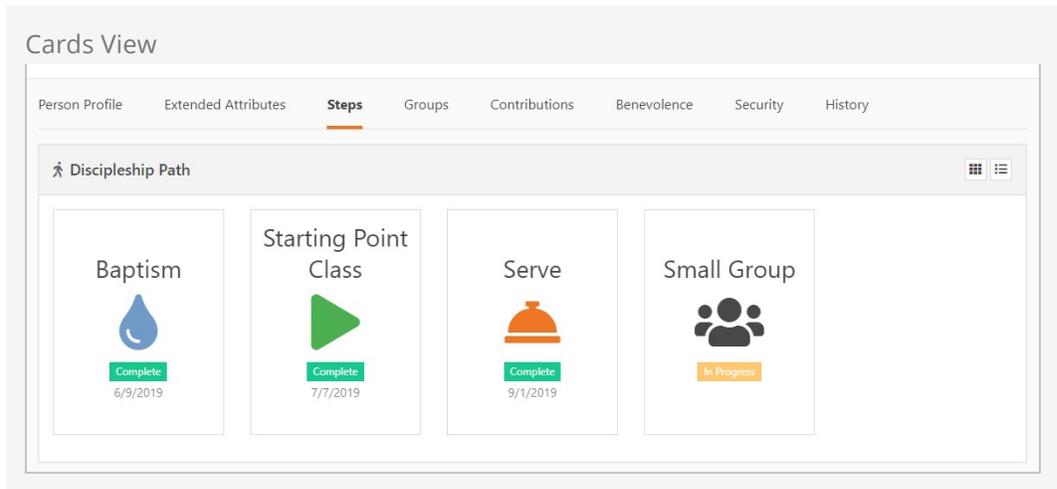
Below the main form, there are sections for 'Statuses' and 'Workflows' with dropdown arrows.

- 1 Name**
Provide the name of the program.
- 2 Active**
Set the program to active or inactive.
- 3 Description**
Add a description of the program.
- 4 Icon CSS Class**
Choose the CSS icon to use for the program.
- 5 Default List View**
Select either *Cards* or *Grid* as the default layout for viewing Steps on the *Person Profile* page (see the Default List View section below for full details).
- 6 Category**
Categories help to group your related programs. You can view and manage step program categories from `Admin Tools > System Settings > Category Manager` using the *Step Program* entity type.

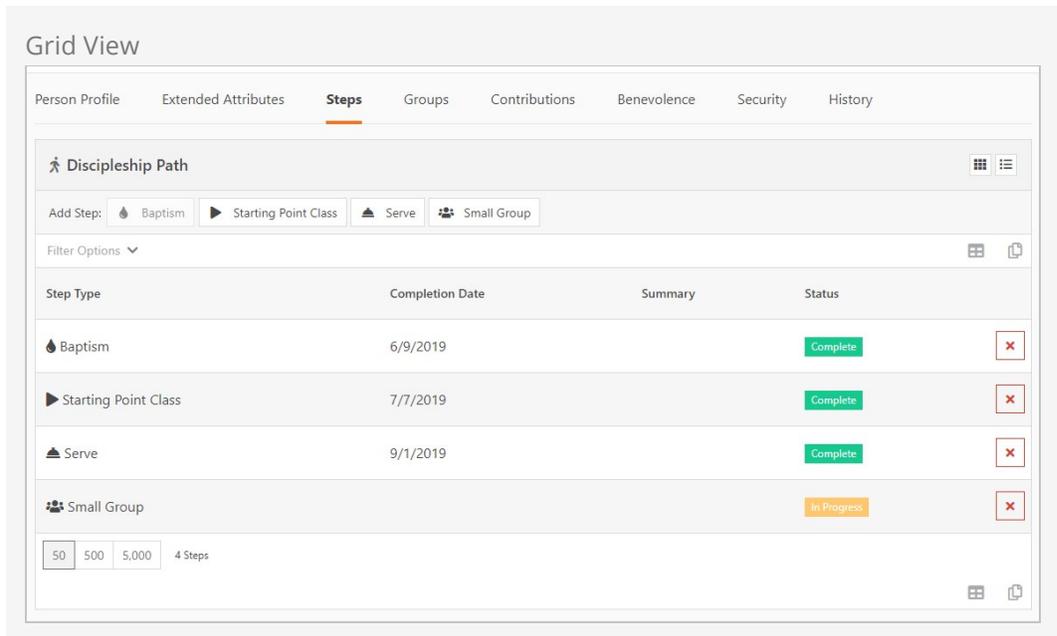
The step program configuration also includes settings for *Statuses* and *Workflows*. We will provide an overview for each of these in the following sections.

Default List View

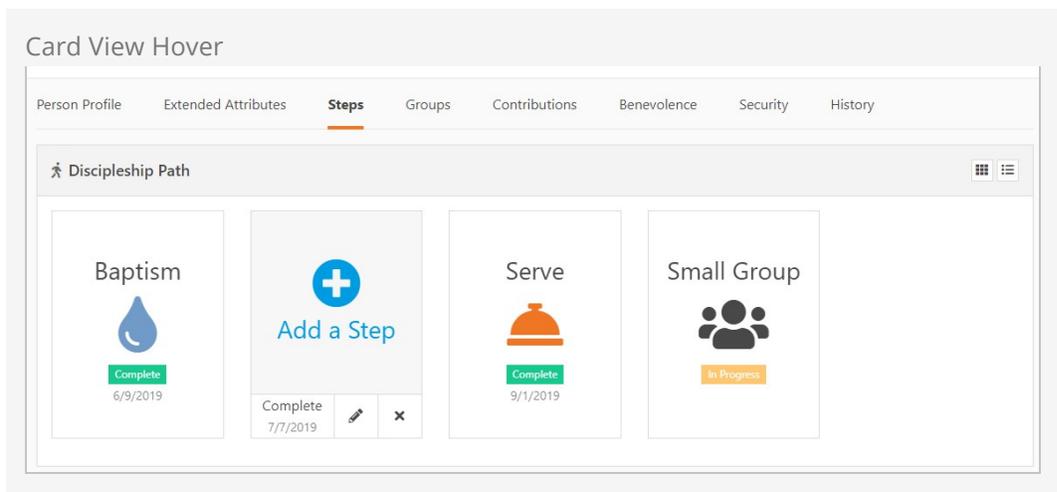
Steps information for an individual can be viewed under the Steps tab on the person profile, either as cards or in a grid. You can toggle between these views from within the person profile using the  and  buttons. As noted in the prior section, the default view is set at the step program level.



The screenshots above (cards) and below (grid) are both for the same person following the Discipleship program.



While in card view, hovering over a card lets you view additional details as well as access the *Step Entry* page. This is controlled by the Step Type Advanced Settings (see Editing Step Types).



Cards or Grid?

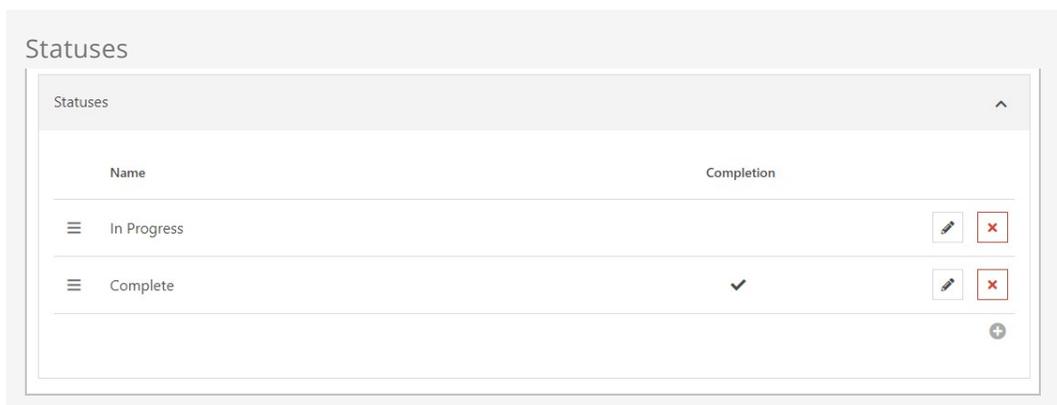
The cards view will condense multiple occurrences of a step into a single card, whereas the grid view will display a row for every occurrence of the step. For this reason, the grid view may be more appropriate for step programs that allow steps to be repeated often. The grid view also displays a "Summary" column that shows step attributes configured to show on grids.

If you have multiple campuses, you can choose to show or hide the campus associated with a step by changing this block's settings. This applies to both the cards and grid views.

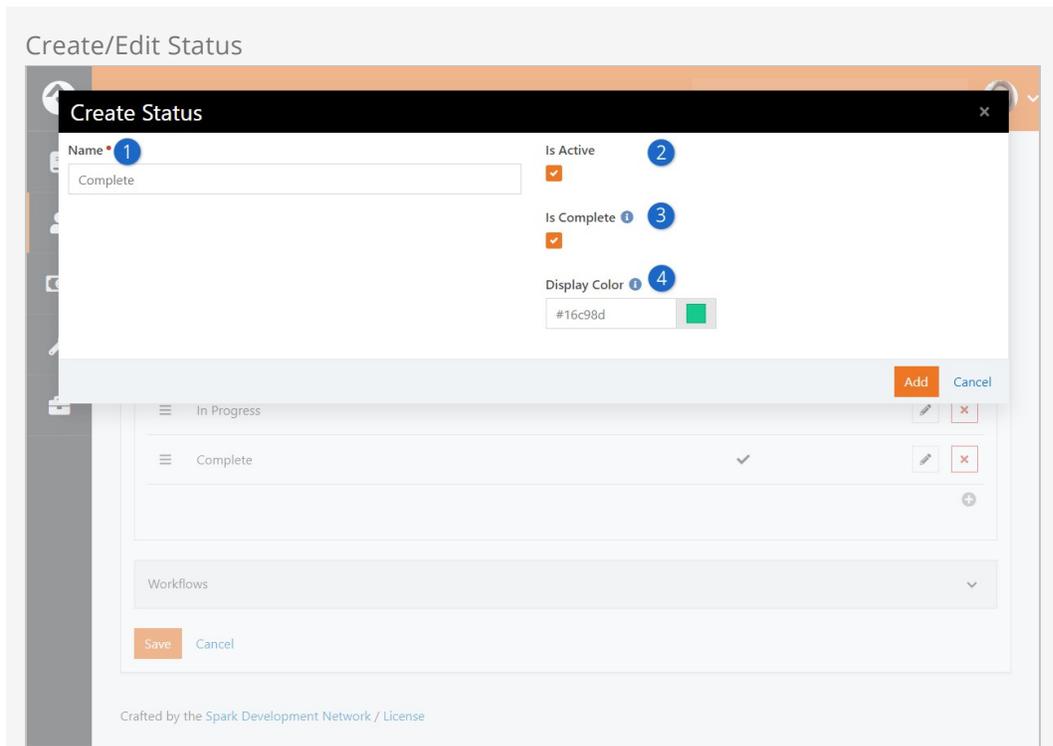
The default view doesn't have to be the same for all of your programs. Choose the one that seems best for each individual program. You can always change it later if you need to.

Statuses

The values you set up here are used to track an individual's status for any step type in the program. This list shows each status and whether it is treated as Completing the step.



The *Create Status* page is used when adding or changing a status.



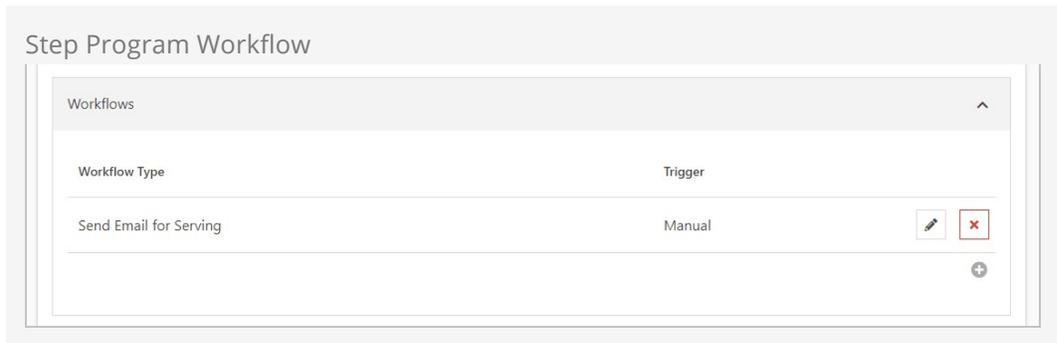
- 1 Name**
Add the name of the status (e.g. In Progress).
- 2 Is Active**
Set the status to active or inactive.
- 3 Is Complete**
Select this option only if the status means the entire step has been completed.
- 4 Display Color**
Select the display color for the status.

Completed But Not Completed

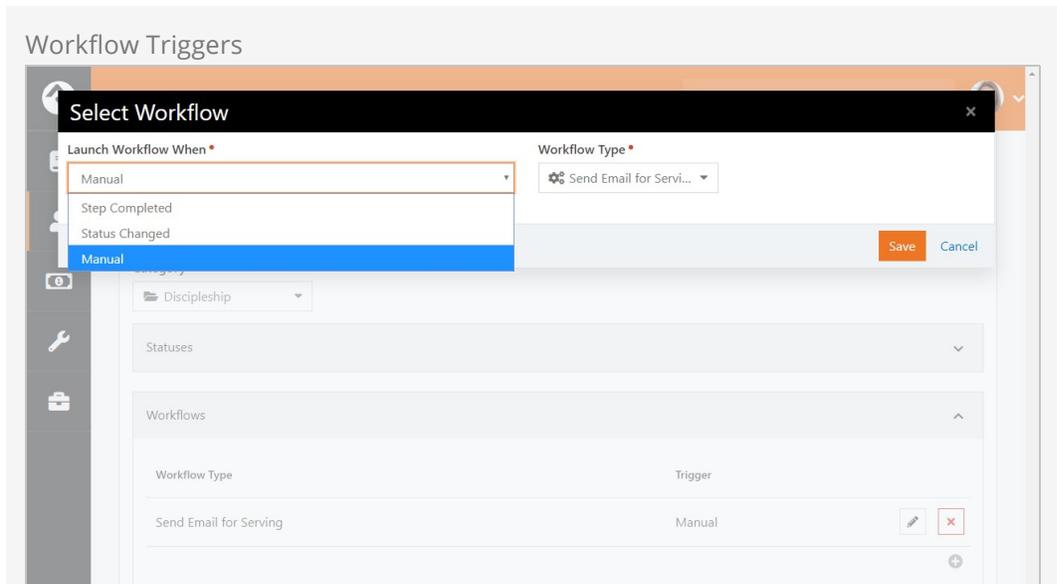
In the Step Entry section we discussed the “Date Completed” field. It’s important to note that this date, by itself, is not enough to indicate that the person has finished a step. For a person to truly complete a step, an “Is Complete” status and a completion date should both be present.

Workflows

Here you can add one or more workflows to the program. Keep in mind that workflows added to the program apply to all the steps in program, regardless of the step type.



The workflow can be launched according to one of three triggers:



- **Step Completed:** The workflow is launched when the step is assigned any “Is Complete” status (see Editing Step Programs).
- **Status Changed:** The workflow is launched either when there is any status change, or according to specific status changes you define.
- **Manual:** The workflow is launched by a manual click of a button.

See our [Blasting Off With Workflows](#) guide for more information.

Why Use Step Program Workflows?

Applying a workflow at the step program level (as opposed to the step type level, described in the next section) is a great way to save yourself time and effort on repetitive tasks. For example, do you have an email that should be sent after the completion of each step in a program? If so, it can be added and maintained once at the program level instead of individually for each step type.

Editing Step Types

From the *Step Type* page click the [Edit](#) button to change the step type settings.

Edit Step Type

The screenshot shows the 'Edit Step Type' interface for a 'Starting Point Class'. The interface is divided into a left sidebar with navigation icons and a main content area. The main content area has a title 'Type' and a breadcrumb trail: 'Home > Steps > Discipleship Path > Starting Point Class'. Below the title is a dropdown menu for the step type, currently set to 'Starting Point Class'. The form contains several fields and checkboxes, each numbered 1 through 9. Field 1 is 'Name' with the value 'Starting Point Class'. Field 2 is 'Active' with a checked checkbox. Field 3 is 'Description' with a text area containing a paragraph about church beliefs and practices. Field 4 is 'Icon CSS Class' with the value 'fa fa-play'. Field 5 is 'Highlight Color' with a color picker set to '#4caf50'. Field 6 is 'Allow Multiple' with a checked checkbox. Field 7 is 'Spans Time' with a checked checkbox. Field 8 is 'Show Count on Badge' with a checked checkbox. Field 9 is 'Prerequisite Steps' with two unchecked checkboxes: 'Baptism' and 'Small Group'. Below the form are three expandable sections: 'Step Participant Attributes', 'Workflows', and 'Advanced Settings'. At the bottom are 'Save' and 'Cancel' buttons. A footer note reads 'Crafted by the Spark Development Network / License'.

- 1 Name**
Provide the name of the step type.
- 2 Active**
Set the step type to active or inactive.
- 3 Description**
Provide a description for the step type.
- 4 Icon CSS Class**
Choose the CSS icon to use for the step type.
- 5 Highlight Color**
Choose the color to use for the step type.
- 6 Allow Multiple**
Select whether the step can be completed more than once by the same person.
- 7 Spans Time**
Select whether the step occurs over a period of time or in a moment of time.
- 8 Show Count on Badge**

Select this option if you want the number of completions for the step type to be shown on the corresponding badge. See the Steps Badges section for full details.

9 Prerequisite Steps

Indicate if one or more other steps within the program should be completed before this step can be started.

Missing Some Prerequisites?

Behind the scenes we have programming that prevents two step types from being set as prerequisites of each other. For example, if Baptism is configured as a prerequisite to the Serve step, then the Serve step won't appear in the list of available prerequisite steps for Baptism.

The step type configuration also has settings for Step Attributes, Workflows and Advanced Settings. We will cover each of these areas individually in the following sections below.

Step Attributes

One or more attributes can be associated with a step type, using the page pictured below.

Assigning attributes to step participants is a great way to track details beyond whether a person simply started or finished a step.

Step Attributes

Step Participant Attributes Id: 4311

Edit Attribute for Participants in Step Type "Baptism"

Name *
Baptized Before

Active ?
 Yes

Abbreviated Name
Baptized Before

Description
Baptized Before

Categories
[Folder icon]

Field Type
Boolean

Key *
BaptizedBefore

True Text ?
Yes

Required
 Require a value

Show in Grid ?
 Yes

False Text ?
No

Show on Bulk ?
 Yes

Default Value
[Dropdown]

Advanced Settings ?

We should pause a moment here to highlight the *Show on Bulk* option pictured above, which is described in the *Bulk Entry* section. Regardless of whether the *Show on Bulk* option is used, the attribute value can always be set for an individual from the *Step Entry* or *Bulk Entry* pages.

If you need more information on attributes in general, our [Person & Family Field Guide](#) has everything you'll need to know.

Workflows

We've seen how workflows can be added at the program level, but they can also be added to individual step types. As you might have guessed, the key difference is that workflows added to a step type will only be used for that particular step.

Add Workflow

Select Workflow

Launch Workflow When *
Status Changed

Workflow Type *
Send Email for Servi...

From
In Progress

To
Complete

Save Cancel

For additional details on using workflows in Steps, see the [Editing Step Programs](#)

section. For every other detail you could imagine related to workflows in general, see our [Blasting Off With Workflows](#) book.

Advanced Settings

The advanced settings section contains the Lava related to card content for Steps. See the Editing Step Programs section for additional details on card content.



Generally, you shouldn't need to make any changes in the advanced settings.

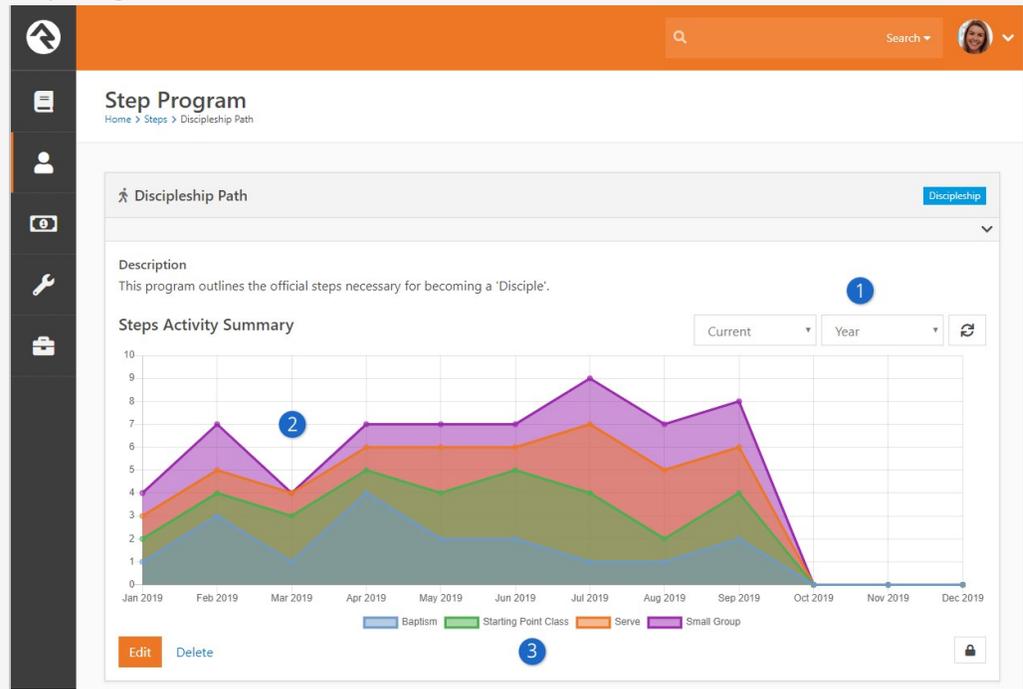
Steps Charts

In prior sections we only briefly mentioned the charts you've seen on the administrative screens. Now that we're more familiar with the data behind those charts, we're ready for a closer look. It's important to learn how to read and use these charts because they are truly powerful tools that provide a lot of useful information at a glance.

Unless otherwise noted, the information in this section applies to both the program and step type activity summary charts.

Let's start by looking at the parts of the chart.

Step Program Chart



1 Adjust Chart Timeframe

The time period shown on the chart (i.e. the x-axis) can be changed here. If a "Year" interval is chosen then the chart will display months as pictured above, otherwise you'll see specific dates.

2 Chart Data

The data displayed here is in the form of a stacked area chart, which we'll describe in detail below.

3 Legend/Key

Only completed step types will appear on the *Step Program* chart. The *Step Type* chart shows activity for either started or completed steps.

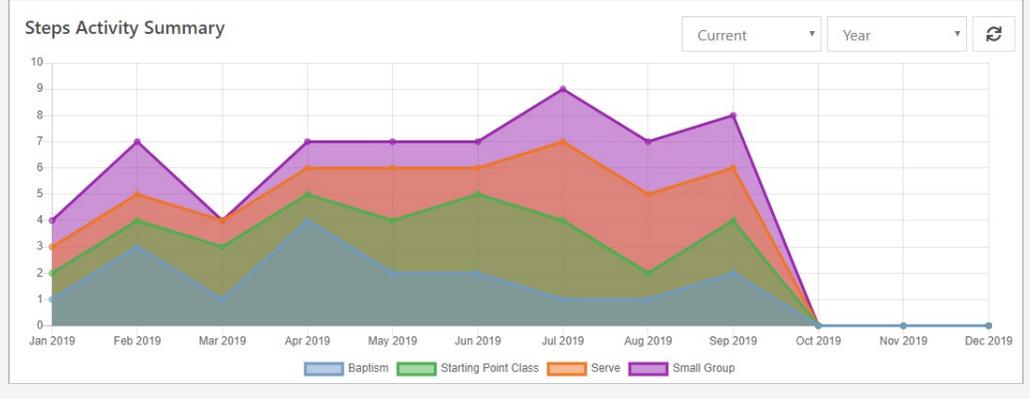
Note:

By default, the Steps charts are set to display the "Current Year". This default, and the option to disable the chart entirely, can be changed in block settings.

Let's focus on the April 2019 section of the chart below. We see the purple area reaches the "7" line on the chart. This doesn't mean that seven people completed the Small Group step. In this kind of chart, the Small Group area begins where the Serve area ends...they are stacked on top of each other, hence the term "stacked area chart".

The Small Group, Serve and Starting Point Class steps each had one completion. Four people completed the Baptism step. Adding those up, we get seven total completions in April 2019 as pictured below.

Example Step Program Chart



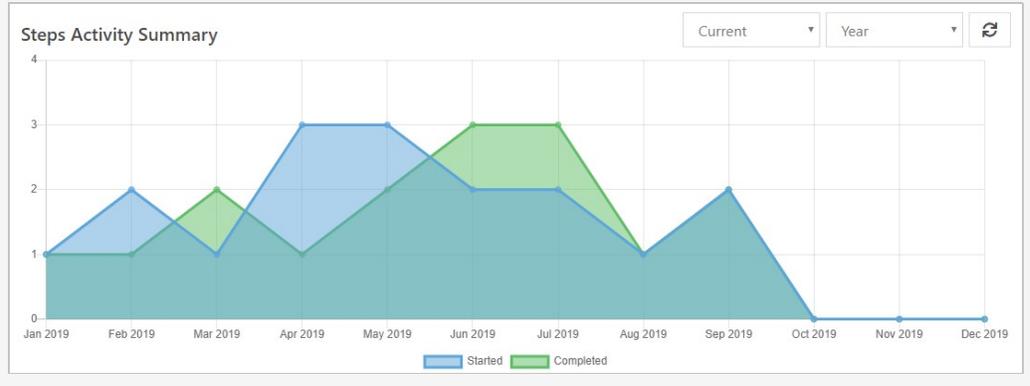
Build a Rainbow

Besides controlling the icon colors on the person profile, the highlight color you assign to a step type is reflected in the program activity summary chart. The colors you choose can make a big difference in how easy (or difficult) it is to read your chart.

Unlike the Step Program area chart, the Step Type area chart is "overlapping" and not "stacked". It's important to know the difference between these two types of charts.

In the example below, the green area (Completed) extends to the "2" line in March 2019. This actually means two people Completed the step. Also in March 2019 we see that one person Started the step, represented in blue. The blue and green areas overlap, hence the term "overlapping area chart".

Example Step Type Chart



Reporting on Steps

These charts aren't the only way to get data from steps. Rock ships with data view filter types for steps, to use in reporting.

- **Step Participants By Attribute Value:** Lets you filter people records by the value of an attribute on the person's step. You must provide a Step Program and a Step Type.

- **Steps Taken:** Allows you to filter people records according to their involvement in a step program. You can add criteria related to individual steps, or even start/end dates.
- **Step Data View:** You can create a *Data View* to return step entries, then use this filter to get all the people associated with those steps.

If you're not sure about data view filters or how to use them in reporting, our [Taking Off With Reporting](#) guide has all the information you need.

Steps Badges

You have the option of displaying badges for your step programs, to quickly and easily view an individual's progress from the *Person Profile* page.

To add Steps badges, first navigate to [General Settings > Badges](#) and add a row to the badge list. A single badge should be set up for the entire program (and not one badge for each step in the program) using the page below.

Badge
Home > General Settings > Badges > Badge

Edit Discipleship Step Badge

- Name ***
Discipleship Step Badge
- Description**
This program outlines the official steps necessary for becoming a Disciple.
- Entity Type**
Person
- Badge Type ***
Steps
Qualifier Column: Qualifier Value:
- Step Program ⓘ ***
Discipleship Path
- Display Mode ⓘ**
Condensed

Save Cancel

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- 1 Name**
Provide the name of the badge.
- 2 Description**
Add a description for the step program/badge.
- 3 Entity Type**
For step badges, the entity type will be “Person”.
- 4 Badge Type**
For step badges, the badge type will be “Steps”.
- 5 Step Program**
Choose the step program to which the badge applies. This field only appears if you've selected “Steps” as the badge type.
- 6 Display Mode**
Select how badges appear in the person profile.
 - **Normal:** Badges for individual steps are displayed as normal-sized badges, similar to existing badges you're used to seeing.
 - **Condensed:** Badges for individual steps are smaller icons, grouped together with other steps from the program.

Example "Normal" Display Mode

The screenshot shows a user profile for Cindy Decker (Cynthia) in 'Normal' display mode. The profile includes a search bar at the top right, a navigation sidebar on the left, and a main content area. The main content area displays the user's name, a 'Member' badge, and a 'show count on badge' button. Below this, there are fields for age (38 yrs old), gender (Female), and marital status (Married 18 yrs). Contact information includes mobile and home phone numbers and an email address. A bar chart is visible below the contact info. The 'Decker Family' section shows two family members, Noah (11) and Alex (8), and a 'Home Address' field with a location pin icon and address details.

Example "Condensed" Display Mode

The screenshot shows the same user profile for Cindy Decker (Cynthia) in 'Condensed' display mode. The layout is more compact, with the 'show count on badge' button and the bar chart removed. The 'Decker Family' section and 'Home Address' field are also present, but the overall design is more streamlined.

Note:

The "Show Count on Badge" setting we mentioned in the Editing Step Types section only applies to the "Normal" display mode.

After you've set up your new badge, the next step is to add it to the *Person Profile* page.

From the person profile, click the  button in the *Admin Toolbar*. This will display a block properties button for each block on the page. Hover over the badge container block that you want to add a badge to and select its  button. The *Badges* page pictured below will appear, where you can select your new badge to have it added to the bar.

Badges

CRM > Person Detail / Id: 239

Basic Settings | Advanced Settings

Name *

Badges 3

Badges *

<input type="checkbox"/> Campus	<input type="checkbox"/> Connection Status	<input type="checkbox"/> Last Visit on External Site	<input type="checkbox"/> Personal Devices
<input type="checkbox"/> Family Attendance	<input type="checkbox"/> Record Status	<input type="checkbox"/> DISC Personality Assessment Result	<input type="checkbox"/> Assessments
<input type="checkbox"/> Family 16 Week Attendance	<input type="checkbox"/> Attending Duration	<input type="checkbox"/> eRA	<input checked="" type="checkbox"/> Discipleship Step Badge
<input type="checkbox"/> Baptism	<input type="checkbox"/> In Serving Team	<input type="checkbox"/> Top Person Signal	

Context

Entity Type ⓘ

Person x v

Save Cancel

Check out our [Person & Family Field Guide](#) if you want to learn more about badges in general.

Streaks Overview

Before we get started, you should know we're not finished with our work on streaks. We're excited to show you what we have so far, but there are still a lot of features that aren't quite ready just yet. Still, there's plenty to see and do, so let's dive in.

Streaks takes attendance data to the next level by helping you find and analyze meaningful engagement patterns. So, what does that mean? Whether or not you're into sports, you've probably heard people refer to a team or a player as being on a 'winning streak' or a 'losing streak', which just means they've won or lost several times consecutively. Streaks in Rock is similar, except we're talking about attendance or, in a broader sense, engagement.

The most basic definition of streaks is that it tells you how many times in a row someone engaged at your organization. But, even though it's very cool to know that someone is showing up for their 16th straight weekend, that definition is insufficient because there's a whole lot more Streaks can do.

Streaks Maps

To truly understand streaks you'll need to understand maps, so that's where we'll start. These maps won't help you navigate the globe, but they will help you navigate streaks like you're the Magellan of Rock!

We've already mentioned that streaks are used to find engagement patterns. Maps are what Rock uses to collect and analyze the data needed to find those patterns.

There are three kinds of maps:

- **Occurrence:** The occurrence map defines when it's possible to participate in something. This gives a framework for deciding if an individual has been participating regularly or not. After all, how can you tell if someone missed a meeting if you don't know there was a meeting scheduled?
- **Engagement:** The engagement map tells you when an individual has or has not participated in something. In effect, you can think of it as a person's attendance. However, it's important to know that the engagement map isn't just a fancy new name for attendance. The two share many characteristics but are not the same.
- **Exclusion:** In school you may have been introduced to the concept of 'excused' versus 'unexcused' absences. An excused absence is acceptable, but an unexcused absence might have negative consequences. The exclusion map is for tracking excused absences. Exclusions don't prevent a streak from being positively affected by an attendance, but absences are ignored and don't cause streaks to be broken. Exclusions can be provided for an individual or a location. Exclusions on locations can be used for events like snow days or other circumstances that might close a campus.

All three of these maps are used to calculate streaks. For example, let's say you want to calculate someone's streak in a recurring weekly meeting. You would need to know when meetings were held (occurrence map), which meetings someone attended (engagement map) and whether missed meetings should be forgiven (exclusion map).

Streak Types

The streak type tells the system where and when to look for streaks. For example, do you want to track weekend attendance at the Main Campus since it opened? Or, do you want to track small group attendance at the West Campus starting six months ago? All that gets built into the streak type setup. A streak type also contains the people for whom you want to track streaks.

To manage your *Streak Types*, head to `People > Engagement > Streaks`. From here you can see streak types you've already set up, along with some basic information about each. You can also add or delete streak types.

We'll start by reviewing what you can see on this page. We'll explain the setup in the next section.

Streak Types List

The screenshot displays the 'Streaks' application interface. At the top, there is a navigation bar with a search icon and a user profile icon. Below this, the main content area is titled 'Streaks' and contains a table of 'Streak Types'. The table has five columns: 'Name', 'Active', 'Frequency', 'Start Date', and 'Enrollments'. Two rows are visible: 'Weekly Service' and 'Day Group'. The 'Weekly Service' row shows it is active (checkmark), has a weekly frequency, started on 1/13/2013, and has 4 enrollments. The 'Day Group' row shows it is active (checkmark), has a daily frequency, started on 6/8/2019, and has 3 enrollments. Below the table, there are pagination controls showing '2 Streak Types' and a page size selector set to 50. A footer note at the bottom of the interface reads 'Crafted by the Spark Development Network / License'.

Name	Active	Frequency	Start Date	Enrollments
Weekly Service	✓	Weekly	1/13/2013	4
Day Group	✓	Daily	6/8/2019	3

- 1 Name**
The name of the streak type is displayed in the first column.
- 2 Active**
A checkmark will appear if the streak type is currently active.
- 3 Frequency**
The frequency for the streak type (either Daily or Weekly) is shown here for reference.
- 4 Start Date**
Every streak type requires a *Start Date*. The start date plays a major role in calculating streaks, so it's important to keep track of it.
- 5 Enrollments**
The *Enrollments* count is the number of individuals enrolled in the streak type.

Don't worry if you're not sure exactly what all of this means yet. What's important for now is to be familiar with the page in general. We'll get into the details in the next section.

Add New Streak Type

Adding new streak types may look like a simple task because there aren't a ton of fields. While it's true that the setup is simple, don't take it lightly. Before you start, it's best to have a plan in mind for why and how you want to use the streak type.

In this example we'll be tracking streaks for our "ASU Student Group", a small group that meets weekly on Saturdays. Everything related to the group has already been set up. In fact, the group is already well-established and has been meeting regularly for a while. They weren't taking attendance in Rock at first but started a few months ago. With that backdrop in mind, let's add a new streak type for this group.

1 Name
ASU Student Group

2 Active
 Yes

3 Description
ASU Student Group

4 Start Date
08/01/2019

5 Enable Attendance
 Yes

6 Require Enrollment
 Yes

7 Linked Activity
Group

8 Group
ASU Student Group

9 Frequency
Weekly

10 Day of Week Start

Save Cancel

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- 1 Name**
Provide a name for the streak type. For our example we're just using the name of the small group.
- 2 Active**
Set the streak type to active or inactive.
- 3 Description**

You can optionally provide a description for the streak type.

4 **Start Date**

The start date controls how far back in time the streak type can look for data. In this example we used 8/1/2019, so engagements from July 2019 or earlier won't be included in these streak calculations.

5 **Enable Attendance**

This determines whether the streak type will create traditional attendance records when marking someone as present within Streaks. It also controls if traditional attendance updates the person's engagement map.

6 **Require Enrollment**

If enabled, an individual would need to be manually enrolled in the streak type. Otherwise traditional attendance will create an enrollment into the streak type for the person automatically.

7 **Linked Activity**

This setting, combined with the *Activity Target* setting described below, helps link the streak type to group, schedule, location, interaction and attendance data. There are several options to choose from:

- **Any Attendance:** Use this option to cast a wide net. As the name implies, this option will use any available attendance data to build streaks.
- **Group:** You might use the group option to track streaks for something like weekend attendance. In that case, the *Activity Target* would be the group you use for weekend attendance tracking. The locations and schedules associated with the group are then used to build the streak type maps.
- **Group Type:** If you select group type then all groups of a certain type (according to your *Activity Target* selection) will be included in the occurrence and engagement maps. For example, you may want to use this linked activity if you're tracking streaks for serving because, in many cases, serving groups all share the same group type.
- **Group Type Purpose:** With this option, all groups under any group types that share the same purpose are used to build occurrence and engagement maps. For example, you might have two different group types that both contain serving groups. You'll pick the specific purpose in the *Activity Target* field below.
- **Check In Config:** If you select this option then any group that's used in the specified *Activity Target* check-in configuration will count toward the occurrence and engagement maps. This option is probably best for more complex streaks, like tracking children's check-in.
- **Interactions:** You can use interaction data to drive your streaks. You can choose either Interaction Channels, Interaction Components or Interaction Mediums as the Linked Activity. This is a great way to track engagement beyond traditional in-person attendance.

It's important to remember that for this example we're using the *Group* linked activity.

8 **Activity Target**

This field changes according to your *Linked Activity* selection (above). Specify the group, group type, group type purpose or check-in template

you want to use to build maps for the streak type.

In this example we selected *Group* as the linked activity. This allowed us to specify “ASU Student Group” as the group we want for our streak type.

9 Frequency

The frequency determines whether this is a *Daily* or *Weekly* streak type. Pick the frequency that makes the most sense for what you’re tracking. Our example group meets once every week on Saturdays, so *Weekly* was selected. You might pick *Daily* if you’re tracking something that meets several days per week.

10 Day of Week Start

If the frequency is *Weekly* then you can optionally choose the start day of the week. You’ll only need this if you want to use a different start day than the system default.

Warning

You can’t manually change the *Start Date* or *Frequency* after they’re saved. Generally, the only way to correct these fields is to start over with a new streak type.

Streak Type Detail

After saving your new streak type, you'll be brought to the streak type detail page. You can also access this page by clicking on a streak type from the list (see [Streak Types](#)).

We'll look closely at the detail block before moving down the page to check out the list block at the bottom.

Streak Type Detail Block

Streak Type
Home > Streaks > ASU Student Group

ASU Student Group

1 Description
ASU Student Group

Frequency
Weekly

Start Date
8/4/2019

Requires Enrollment
Yes

Attendance Enabled
Yes

Linked Activity
Group - ASU Student Group

Edit Delete

Achievements 2 Map Editor 3 Exclusions 4 Rebuild 5

ASU Student Group Enrollments

Filter Options

Name	Recent Engagement	Current Streak	Longest Streak	Engagements	Enrollment Date
No Streaks Found					

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1 Streak Type Information

Along the left side of the block you can see most of the settings for the streak type. These are shown for reference. You can edit or delete the streak type using the corresponding buttons at the bottom of the block.

2 Achievements

Clicking here takes you to a page where you can view or edit *Achievements*

for the streak type. See the Streak Achievements chapter below for instructions on setting up achievements.

3 Map Editor

This button will take you to an edit page that allows you to modify the occurrence map. We'll explore the map editor in the Occurrence Map Editor section below.

4 Exclusions

This button will navigate you to a page that allows you to add location exclusions. We'll cover the details in the Location Exclusions section.

5 Rebuild

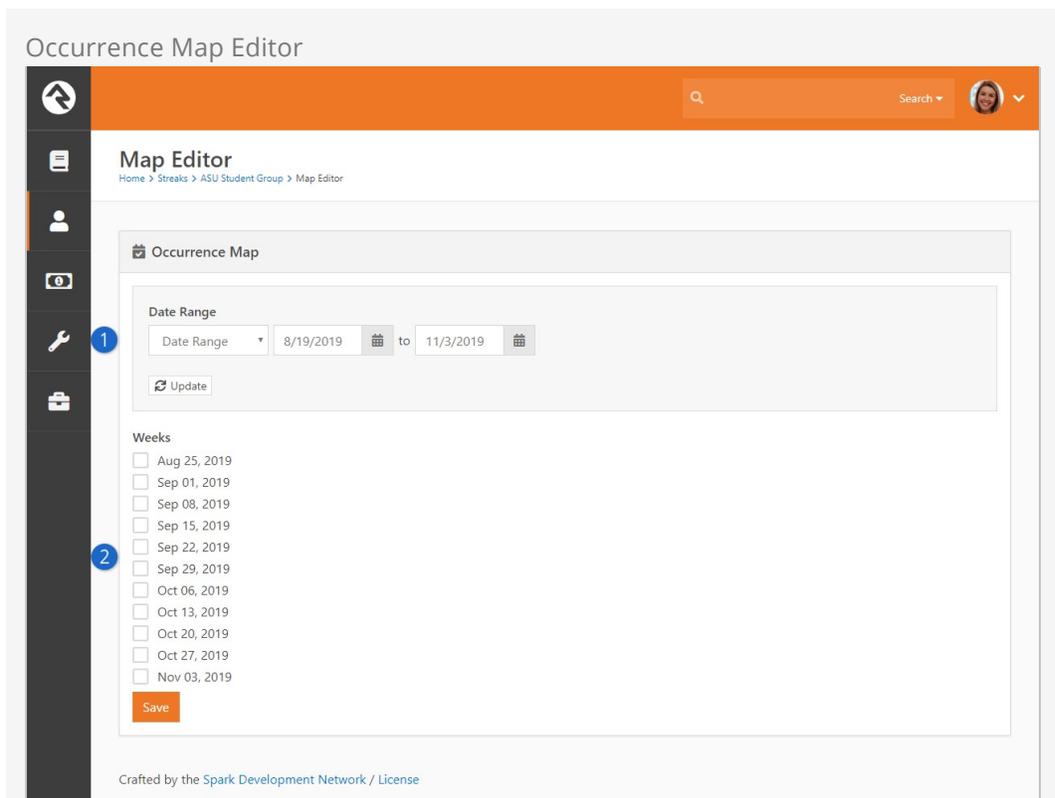
Clicking this button deletes streak data and rebuilds it from attendance records. Because rebuilding deletes data, be sure that's really what you want to do. However, if your new streak type should include attendance records, you might want to *Rebuild* (i.e. build) as part of your initial setup. The impacts of rebuilding a streak type are described in the Streak Type Rebuild section.

You may have noticed that the *Start Date* changed from what we originally entered. It was 8/1/2019 but now shows up as 8/4/2019. The date was rounded up to the next Sunday. That's because this streak type is weekly (not daily) and weeks end on Sunday. To put it another way, if you're tracking streaks on a weekly basis then it doesn't really matter which specific day of the week someone engaged.

Occurrence Map Editor

Click on the `Map Editor` button to edit the occurrence map for the streak type.

When you add a new streak type the occurrence map will initially be blank as pictured below. The map can be populated manually through the editor, or it can be built from attendance data using the streak type `Rebuild` button (see Streak Type Rebuild).



1 Date Range Selection

Adjust the date range and click the `Update` button to change the dates you see in the bottom portion of the block.

2 Occurrence Map

This is where you'll edit the occurrence map by picking which weeks (or days) should be included in the map. The *Start Date* for the streak type is 8/4/2019, so any weeks prior to that can't be chosen. You also can't select dates that are in the future.

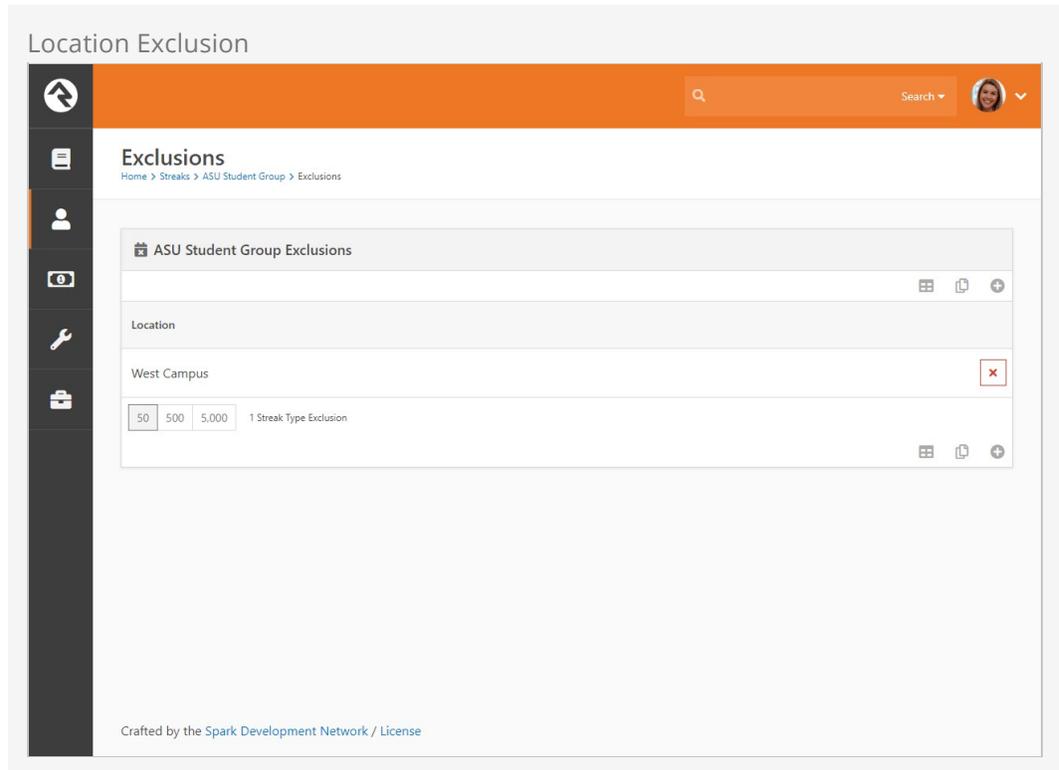
When you update the occurrence map you're changing the list of possible meetings. The most common reason to do that would probably be to remove dates where a regularly scheduled meeting isn't taking place due to things like weather events. Removing dates from the occurrence map ensures nobody's streak is broken for missing something that never actually took place. It's important to know that changes to the occurrence map will not be reflected in everyone's streak data in the blocks until the nightly cleanup job runs.

In our small group example we'll manually select all of the 11 weeks that are available as pictured above. Any absences in any of those weeks will count against a person's streak.

You might find it odd that the current week (or day) is not shown in the streak graph. Not to worry, we did this intentionally to avoid scaring anyone into thinking their streak had been broken, when in reality they simply haven't had a chance to engage this week. By default, streak calculations and graphs exclude the current day or week.

Location Exclusions

Click the **Exclusions** button from the *Streak Type* page to access the list of excluded locations. From this page you can add or remove excluded locations.



Just like excluding dates, you can also exclude locations. Excluding a location means a person's streak won't be broken if they missed an event or meeting at that location.

Streak Type Enrollment

Below the streak type detail block is the enrollment list block. Here you can see all the participants in the streak type and their streaks.

When you first create a new streak type the enrollment list will be empty. The list pictured below has individuals on it for example purposes only. We'll review the block first, and then show you how to get individuals added.

Streak Type Page - Enrollments

1 Name	2 Recent Engagement	3 Current Streak	4 Longest Streak	5 Engagements	6 Enrollment Date
Will Jones	1	4	7	8/4/2019
Alisha Marble	6	6	11	8/4/2019
Bill Marble	6	6	11	8/4/2019
Jenny Michaels	1	4	8	8/4/2019
Becky Peterson	2	5	10	8/4/2019
Nancy Sweeney	0	8	10	8/4/2019
Rob Tennant	0	9	10	8/4/2019

50 500 5,000 7 Streaks

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- 1 Name**
Individuals who are enrolled in the streak type have their names and photos listed here.
- 2 Recent Engagement**
This graph shows the recent history of engagement for the individual. Our example is weekly, so each bar represents one week.
- 3 Current Streak**
This column shows a person's current streak, relative to today.
- 4 Longest Streak**
This column shows the longest streak the individual has ever had.
- 5 Engagements**
You can see the total number of engagements for the individual.
- 6 Enrollment Date**
This is the date when the person entered the streak type. Absences and engagements prior to this date are ignored when calculating the person's streak.

There are two ways to enroll individuals into a streak type. We mentioned earlier that you can click the `Rebuild` button to add individuals from attendance records. We'll look closely at that method in the `Streak Type Rebuild` section. The other method is to manually add a single person to the list.

Add New Streak

Enrollment
Home > Streaks > ASU Student Group > New Enrollment

Add Streak

Person **1**
Ted Decker

Location **2**
Home

Enrollment Date **3**
09/01/2019

Save Cancel

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- 1 Person**
Find the person you want to enroll into the streak type.
- 2 Location**
Select the person's 'home' location to use for exclusions. If you have multiple campuses, you might want to track a person's streak at one campus separately from the others.
- 3 Enrollment Date**
Enter the date when streaks should start for this person. Absences and engagements before the enrollment date are ignored. You can think of this as being like the streak type *Start Date*, but for an individual person. You can't manually change the enrollment date after you save, so it's important to pick the correct date for the individual.

As soon as you save, you'll be brought to the *Enrollment Detail* page.

Streak Enrollment Detail

You can access the *Enrollment Detail* page either by clicking on an existing person from the enrollment list block, or after manually adding a new person to the list.

In the prior section we added Ted Decker with an Enrollment Date of 9/1/2019. After clicking `Save` we're brought immediately to Ted's *Enrollment Detail* page.

Enrollment Detail Page - New Add

Enrollment

Home > Streaks > ASU Student Group > Ted Decker

View Streak

Ted Decker

Achievements Rebuild

Streak Type: ASU Student Group

Current Streak: 0

Longest Streak: 0

Enrollment Date: 9/1/2019

Location: Main Campus

Edit Delete

Engagement Map

Date Range: 3/16/2020 12:00 AM to 4/29/2020 11:59 PM

Last 7 Weeks

Update

Weeks

Mar 22, 2020

Mar 29, 2020

Apr 05, 2020

Apr 12, 2020

Apr 19, 2020

Apr 26, 2020

May 03, 2020

Save

Engagement Exclusion Map

Date Range: 3/16/2020 12:00 AM to 4/29/2020 11:59 PM

Last 7 Weeks

Update

Weeks

Mar 22, 2020

Mar 29, 2020

Apr 05, 2020

Apr 12, 2020

Apr 19, 2020

Apr 26, 2020

May 03, 2020

Save

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1 Enrollment Date

The date we selected when adding Ted to the list is shown here for reference. It's important to remember that every individual in a streak

type can have a different enrollment date.

2 Streaks

Ted is showing zeros for *Current Streak* and *Longest Streak*. That might be fine, but we have group attendance data showing Ted has been participating regularly for months. Ted's attendance isn't reflected here because we manually added him and are (at this point) manually maintaining his streak data.

3 Rebuild

We mentioned the `Rebuild` button on the *Streak Type* page earlier. The button here is very similar. You'll see what it does in the Individual Rebuild section.

4 Achievements

Click this button to view or add achievement attempts for the person. We'll cover this in the Streak Achievements chapter.

5 Engagement Map

Similar to an attendance record, you can use this editor to indicate when an individual has or has not engaged. If you use the `Rebuild` button, this map will be updated to match Ted's small group attendance data (see Individual Rebuild). It's blank now because we're building Ted's streak manually (see Manual Tracking).

6 Engagement Exclusion Map

Here you can manage exclusion dates for an individual. For excluded dates, absences are ignored and don't cause streaks to be broken. The selections here don't apply to anyone else in the streak type.

Manual Tracking

We know from attendance records that Ted should have streak numbers higher than zero. But we're taking the manual path, so we need to manually feed that into Ted's streak data. Take a look at how the page changes after selecting the "Sep 29" week in the engagement map.

The screenshot displays the 'Enrollment' detail page for Ted Decker. At the top, there is a navigation bar with a search icon and a user profile. Below this, the page title 'Enrollment' is followed by a breadcrumb trail: 'Home > Streaks > ASU Student Group > Ted Decker'. The main content area is divided into several sections:

- View Streak:** A graph showing a blue bar at the end, indicating recent involvement. A callout '1' points to this bar.
- Streak Summary:**
 - Streak Type:** ASU Student Group
 - Enrollment Date:** 9/1/2019
 - Current Streak:** 0
 - Longest Streak:** 1 Ranging from 9/29/2019 - 9/29/2019. A callout '2' points to this value.
- Engagement Map:** A section with a date range selector (8/19/2019 to 11/10/2019) and a list of weeks. The week of Sep 29, 2019 is selected, indicated by a callout '3'.
- Engagement Exclusion Map:** A similar section with a date range selector and a list of weeks.

At the bottom of the page, there is a footer: 'Crafted by the Spark Development Network / License'.

- 1 Engagement Graph**
 With an engagement manually recorded, now we have some streak data. You can see a blue bar has been added to the end of the graph to mark Ted's recent involvement.
- 2 Longest Streak**
 We can also see Ted's *Longest Streak* count is now "1" instead of "0". The *Current Streak* is still zero because the engagement we added is in the past.
- 3 Engagement Map**
 Adding the selected week to the map is what updated the streak data noted above.

Map Updates

After updating the engagement or exclusion maps be sure to save and then refresh the page to verify the changes.

That's the manual route for Ted. But what if you want to build streaks in a more automated way according to actual attendance records? As we mentioned earlier, you can do that by using the *Rebuild* feature.

Individual Rebuild

Let's see how Ted's data has changed after clicking the Rebuild button.

Individual Rebuild

The rebuild process will delete the individual's engagement map data and rebuild it from attendance records. Any manual changes you've made to the engagement map will be lost.

Enrollment Detail Page - Rebuild

The screenshot shows the 'Enrollment' page for Ted Decker. At the top, there's a navigation bar with a search icon and a user profile. The main content area is titled 'Enrollment' and includes a breadcrumb trail: Home > Streaks > ASU Student Group > Ted Decker. Below this, there's a 'View Streak' section. On the left, there's a profile card for Ted Decker with 'ASU Student Group' as the streak type and '8/4/2019' as the enrollment date. On the right, there's a 'Current Streak' of 1 (started on 10/27/2019) and a 'Longest Streak' of 5 (ranging from 8/25/2019 to 9/22/2019). Below these are two maps: 'Engagement Map' and 'Engagement Exclusion Map'. Both maps have a 'Date Range' selector (8/19/2019 to 11/3/2019) and a list of weeks with checkboxes. The 'Engagement Map' shows attendance for weeks from 8/25 to 10/27, 10/20, and 10/13. The 'Engagement Exclusion Map' shows no attendance for any of the weeks listed. At the bottom, there's a footer: 'Crafted by the Spark Development Network / License'.

1 Engagement Graph

At the top of the block we see several new bars have popped up. From left to right, this graph shows:

- Five consecutive weeks of attendance (8/25 – 9/22)
- One week absent (9/29)
- Two consecutive weeks of attendance (10/6 – 10/13)
- One week absent (10/20)
- One week of attendance (10/27)

2 Streak Data

As a result of the rebuild, the *Current Streak* and *Longest Streak* were both updated from Ted's attendance records.

3 Enrollment Date

Notice that Ted's enrollment date was changed from 9/1 to 8/4 by the rebuild process. There are two reasons why 8/4 was chosen. The first is that Ted has attendance data going back to June, so the rebuild process knew his enrollment date should be earlier than 9/1. The second reason 8/4 was chosen is because individual streaks can't go any earlier than the streak type start date, so Ted's attendance prior to 8/4 is ignored.

4 Engagement Map

When building from attendance data, you'll see three different types of date selections in the engagement map:

- **Selected, Editable:** Weeks where Ted has small group attendance data have been selected with a checkmark (e.g. "Sep 08"). You can manually remove these engagements from the streak data by unchecking these boxes.
- **Not Selected, Editable:** In this example Ted didn't attend the weeks of "Sep 29" or "Oct 20" so they are not selected. You can manually add engagements to streak data by selecting these boxes.
- **Not Selected, Not Editable:** This applies to dates before the person's enrollment date, or dates in the future.

If you analyze Ted's streak closely, you may notice an unexpected gap. The rebuild process found attendance data going back to at least 8/4 and set Ted's enrollment date accordingly. But if Ted has attendance data going back that far, then why do his engagement graph and *Longest Streak* both start at 8/25? Weeks prior to 8/25 are being ignored because we didn't include them in the streak type occurrence map (see Occurrence Map Editor). If we went back to the occurrence map and selected those additional weeks then Ted's attendance data for those weeks would be reflected in his streak data.

What if we want to include Ted's attendance data from June and July? We've already established that this streak can't go any earlier than 8/4 due to the streak type start date, and that the start date can't be changed. So, at this point, if we want to include earlier attendance we'll need to rebuild the streak type. Aside from creating an entirely new streak type, rebuilding is the only way to alter the start date. We'll cover what that looks like in the *Streak Type Rebuild* chapter.

Exclusions

Looking closer at the *Engagement Map Editor*, we can see Ted didn't attend the week of September 29th. We know Ted's car broke down in a storm that week, and we're feeling generous, so we've decided to ignore that absence in Ted's streak data. All we need to do is select the "Sep 29" week in the exclusion map and click the button. Now it's like the absence never happened.

Enrollment Detail Page - Exclusion

1 Engagement Graph

The graph accurately reflects data from attendance records. Ted's absence still exists even though we excluded it from his streak data.

2 Longest Streak

Ted's longest streak is now "7" even though we can see from the engagement graph that he never actually attended seven times in a row. The exclusion doesn't count toward the streak, but it also doesn't break the streak.

3 Engagement Map

Like the engagement graph, we can still see that Ted didn't attend the week of "Sep 29" because it isn't selected in the engagement map. This is accurate according to attendance data.

4 Engagement Exclusion Map

Selecting "Sep 29" triggered the updates in the above points. If anyone were to question the discrepancy between attendance and streak data, it's clear here that a week was manually excluded.

Streak Type Rebuild

We've already covered streak types, but we didn't go into detail on what happens when you use the *Rebuild* feature. Now that you've seen what rebuilding an individual's enrollment looks like, you can apply those concepts to rebuilding the streak type.

Let's go back in time to when we first added our new streak type. As a reminder, this is how the page originally looked before we added Ted:

New Streak Type

The screenshot shows the 'New Streak Type' interface for 'ASU Student Group'. The interface includes a sidebar with navigation icons and a main content area. The main content area is divided into two sections: 'ASU Student Group' and 'ASU Student Group Enrollments'.

ASU Student Group Section:

- Description:** ASU Student Group
- Frequency:** Weekly
- Start Date:** 8/4/2019 (marked with a blue circle '1')
- Requires Enrollment:** Yes
- Attendance Enabled:** Yes
- Linked Activity:** Group - ASU Student Group
- Buttons:** Achievements, Map Editor, Exclusions, Rebuild (marked with a blue circle '3')
- Actions:** Edit, Delete

ASU Student Group Enrollments Section:

- Filter Options:** (dropdown)
- Table Headers:** Name, Recent Engagement, Current Streak, Longest Streak, Engagements, Enrollment Date
- Table Content:** No Streaks Found

Annotations:

- 1:** Points to the Start Date field.
- 2:** Points to the ASU Student Group Enrollments section header.
- 3:** Points to the Rebuild button.

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1 Start Date

Note the 8/4/2019 start date because it's about to change.

2 Enrollments

There are no enrollments currently. Remember, we're going back in time to before we manually added Ted, so this is a clean slate.

3 Rebuild

We'll use the rebuild feature to enroll individuals into the streak type according to attendance data.

Streak Type Rebuild

Occurrence and enrollment map data will be deleted and rebuilt from attendance records if you rebuild the streak type. Any changes you made to the occurrence map or to individuals' enrollment maps will be lost.

After clicking the `Rebuild` button you'll notice several changes.

Streak Type Rebuild

Streak Type
Home > Streaks > ASU Student Group

ASU Student Group

Description: ASU Student Group

Frequency: Weekly

Start Date: 6/9/2019

Requires Enrollment: Yes

Attendance Enabled: Yes

Linked Activity: Group - ASU Student Group

ASU Student Group Enrollments

Name	Recent Engagement	Current Streak	Longest Streak	Engagements	Enrollment Date
Ted Decker	1	15	18	6/9/2019
Ty McClintock	5	5	16	6/9/2019
Paul Smith	6	6	16	6/9/2019

- 1 Start Date**

The rebuild process changed the start date to 6/9/2019. This is the earliest week that attendance data exists for the small group.
- 2 Enrollments**

Three people were automatically added to the enrollments list. These individuals were selected because they have attended the small group at least once.
- 3 Streaks**

The Current Streak, Longest Streak and Engagements counts are based only on attendance data.
- 4 Enrollment Date**

Each person's enrollment date is calculated individually by the rebuild process. The date is set to the earliest date the person has ever attended according to attendance records. In this case all three individuals attended the first meeting where attendance was recorded, so they all have the same enrollment date.

If we compare Ted's data now to what it was when we rebuilt him in the Individual

Rebuild section, we can see some obvious differences. Mostly these differences are because Ted has an earlier enrollment date. However, there's one other difference you should know about.

Let's do a quick comparison of Ted's enrollment pages, paying close attention to the engagement graph near the top of the block.

Enrollment After Individual Rebuild

The screenshot shows the 'Enrollment' page for Ted Decker. The page has a dark sidebar on the left with navigation icons. The main content area has an orange header with a search bar and a user profile. Below the header, the page title is 'Enrollment' with a breadcrumb trail: 'Home > Streaks > ASU Student Group > Ted Decker'. A 'View Streak' section is visible, featuring a bar chart and a 'Rebuild' button. The 'Current Streak' is 1, starting on 10/27/2019. The 'Longest Streak' is 7, ranging from 8/25/2019 to 10/13/2019. The 'Enrollment Date' is 8/4/2019. There are 'Edit' and 'Delete' buttons at the bottom left of the main content area.

Enrollment After Streak Type Rebuild

The screenshot shows the 'Enrollment' page for Ted Decker after a streak type rebuild. The page layout is identical to the previous screenshot, but the 'Longest Streak' is now 15, ranging from 6/30/2019 to 10/13/2019. The 'Enrollment Date' is now 6/9/2019. The 'Current Streak' remains 1, starting on 10/27/2019. The bar chart in the 'View Streak' section shows a longer streak of blue bars compared to the previous screenshot.

There was a gap in attendance that has seemingly disappeared from the graph after the streak type was rebuilt. Ted had two gaps, but now he only has one. If the `Rebuild` button is supposed to pull from attendance data, and if the attendance data hasn't changed, then what caused this discrepancy?

This can be traced back to the *Occurrence Map*. Since we were originally taking the manual route for this streak type, we manually selected all available weeks in the map. Then we rebuilt Ted's streak from attendance data. Because Ted didn't have attendance data for the weeks of "Sep 29" or "Oct 20" we saw two gaps.

Now, on the other hand, we've rebuilt the entire streak type and not just one person's data. The rebuild process updated both the *Occurrence Map* and Ted's engagement according to attendance data.

The screenshot displays the 'Rebuilt Occurrence Map' interface. At the top, there is a navigation bar with a search icon and a user profile. Below this, the 'Map Editor' section is titled 'Map Editor' with a breadcrumb trail: 'Home > Streaks > ASU Student Group > Map Editor'. The main content area is titled 'Occurrence Map' and contains a 'Date Range' section with a dropdown menu set to 'Date Range', a date picker for '8/19/2019', a 'to' separator, another date picker for '11/3/2019', and an 'Update' button. Below the date range is a 'Weeks' section with a list of dates and checkboxes: Aug 25, 2019 (checked), Sep 01, 2019 (checked), Sep 08, 2019 (checked), Sep 15, 2019 (checked), Sep 22, 2019 (checked), Sep 29, 2019 (unchecked, marked with a blue asterisk icon), Oct 06, 2019 (checked), Oct 13, 2019 (checked), Oct 20, 2019 (checked), Oct 27, 2019 (checked), and Nov 03, 2019 (unchecked). A 'Save' button is located at the bottom of the weeks list. At the very bottom of the interface, it says 'Crafted by the Spark Development Network / License'.

Notice that the week of "Sep 29" isn't selected. The rebuild process knew to skip this week because the attendance record shows the group "Didn't Meet".

Group Attendance

🏠
Search

Group Attendance

Home > Group Attendance

☑ ASU Student Group

Filter Options ▾

Enabled Filters

Date Range: 6/1/2019 to 11/3/2019

📄
📄
+

Date	Location	Schedule	Attendance Entered	Didn't Meet	Attendance Count	Percent Attended	Notes
11/2/2019		Saturday at 1:00 PM			0	0 %	📄
10/26/2019		Saturday at 1:00 PM	✓		3	100 %	📄 ✖
10/19/2019		Saturday at 1:00 PM	✓		2	67 %	📄 ✖
10/12/2019		Saturday at 1:00 PM	✓		3	100 %	📄 ✖
10/5/2019		Saturday at 1:00 PM	✓		3	100 %	📄 ✖
9/28/2019		Saturday at 1:00 PM	✓	✓	0	0 %	📄 ✖
9/21/2019		Saturday at 1:00 PM	✓		3	100 %	📄 ✖

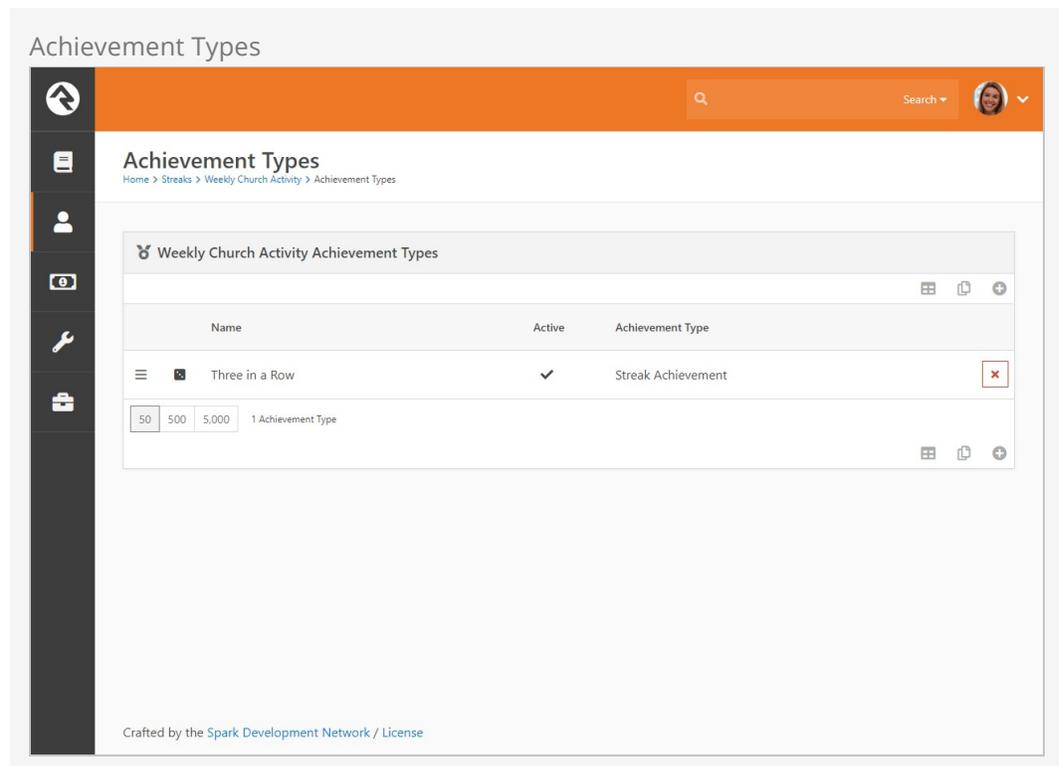
Because the group didn't meet at all, that week was removed from the occurrence map and ignored in streak data. The single remaining gap in Ted's attendance is truly the result of an absence.

Streak Achievements

Streaks are valuable by themselves, but achievements take streaks to the next level. With streak achievements you can define engagement goals that are measured against a person's streak data. For example, you may want to recognize when a person has attended 20 times in a row. You could wade through the streak data looking for that kind of pattern, but streak achievements will do that for you automatically.

Adding Achievement Types

You can view and maintain achievement types from within any streak type ([People](#) > [Engagement](#) > [Streaks](#)) by clicking on the [Achievements](#) button from the *Streak Type* page. You'll be brought to the *Achievement Types* page pictured below.



From here you can add as many achievement types as you want.

It's important to note that the achievement types you'll see on the page pictured above are specific to the streak type you used to land on this page. In this case, the "Three in a Row" achievement type will only exist as part of the "Weekly Church Activity" streak type.

Let's look at how a new achievement type is created.

Add Achievement Type

Home > Streaks > Weekly Church Activity > Achievement Types > New Achievement Type

Add Streak Type Achievement Type

1 Name * Active 2 Yes

3 Description

4 Category 5 Allow Overachievement Yes 6 Max Accomplishments Allowed 1

7 Icon CSS Class

8 Achievement Component 1 * Streak Achievement Use to track achievements earned by engaging a specified number of times in a row

9 Number to Achieve 1 * 10 Timespan in Days 1

11 Start Date 1 12 End Date 1

12 Step Configuration

13 Advanced Settings

Save Cancel

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- 1 Name**
Provide a name for the new achievement type.
- 2 Active**
The achievements will be tracked only if the achievement type is Active.
- 3 Description**
Some achievement types will be similar, so be sure to provide a description that will help identify what makes this one unique.
- 4 Category**
You can optionally assign a category to help group and organize your achievement types. When creating a new category ([System Settings > Category Manager](#)) for achievement types, be sure to select "Streak Type Achievement Type" as the entity type.
- 5 Allow Overachievement**
If enabled, this setting allows you to track how much someone has exceeded the conditions of the achievement type. For example, if your

achievement type requires someone to attend three times in a row, and if someone attends six times in a row, you'll see that they have 200% progress toward the achievement.

6 **Max Accomplishments Allowed**

Use this field to limit how many times the achievement can be accomplished. For example, if your achievement type requires someone to attend three times in a row and they attend six times in a row, they can earn the achievement twice. Leave this field blank to allow an unlimited number of accomplishments. This should be set to "1" before enabling *Allow Overachievement*.

7 **Icon CSS Class**

You can optionally assign an icon to the achievement type, to help distinguish it.

8 **Achievement Component**

Select one of the options to determine how a successful achievement should be evaluated. This can't be changed after it's set.

- **Accumulative Achievement:** The achievement is earned by engaging a specified number of times, regardless of whether or not those engagements are consecutive. Use this setting if you want to track that someone has engaged 50 times in a year.
- **Streak Achievement:** The achievement is earned by engaging a specified number of times in a row. The key here is that the engagements must be consecutive (i.e. an unbroken streak) to earn the achievement.

9 **Number to Achieve / Accumulate**

The name and function of this field will change according to the *Achievement Component* setting. This field defines the number of engagements that are required to earn the achievement.

If *Allow Overachievement* is enabled, then this number marks 100% progress. If *Allow Overachievement* isn't enabled, then this number marks successful completion of the achievement.

10 **Timespan in Days**

Provide the number of days in which the number of engagements (*Number to Achieve / Accumulate*) must occur to successfully earn the achievement. For example, use this field if you want to track engagements over a 30-day period.

11 **Start Date / End Date**

These dates establish boundaries for when engagements can count toward the achievement type. Engagements before the *Start Date* or after the *End Date* are ignored.

12 **Step Configuration**

That's right, achievements can be used in step programs. Check out the *Step Configuration* section below for full details.

13 **Advanced Settings**

Streak achievements can be thought of as having three different states. An individual has either started an achievement, successfully finished it, or failed to finish it. At each of these points you can launch a workflow.

You can display the achievement as a badge with custom Lava in the *Badge Lava Template* field. Similarly, you can use the *Results Lava Template* field to display the achievement results in places like check-in.

Overachievement and Max Accomplishments

You can either enable *Allow Overachievement* or set a *Max Accomplishments Allowed* value, but you can't use both. For example, if your achievement type requires someone to attend three times in a row, and if someone attends six times in a row, the system needs to know if the fourth engagement should count toward overachievement or toward a second accomplishment.

Step Configuration

No, you haven't jumped to the wrong section in the manual. Rock lets you update step data, automatically, using streak achievement data. Let's see how it works.

Achievement Type Step Configuration

Start Date 01/01/2020 End Date 12/31/2020

Step Configuration

Add Step on Success

Step Program Discipleship Path Step Status Complete

Step Type Small Group

Advanced Settings

Save Cancel

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1 Add Step on Success

The step features for the achievement type will only work if the achievement type has this option enabled.

2 Step Program

Select the step program to which a step should be added. After selecting a step program, the *Step Status* and *Step Type* fields will appear.

3 Step Type

Indicate the *Step Type* that should be added to the person's record.

4 Step Status

Choose the status that should be applied to the step when it's added.

The date on which the achievement was completed successfully will be the date used for adding the step. The date may be used as the step's start or end date, depending on how the step type and achievement type are configured.

The conditions you've configured for your step types will still apply when steps are added from achievements. Steps with prerequisites won't be added if the individual hasn't completed the required prerequisite steps. If an achievement is earned more than once it will only add multiple steps if the step type allows multiple completions.

Achievement Attempts

Now that the achievement type is set up, we can start tracking attempts. Attempts, as you might have guessed, are instances of individuals trying to meet the conditions of the achievement type. Although there isn't a formal "status" for attempts, they can be thought of as either successful, unsuccessful or in progress.

If the person satisfies the achievement type's conditions, then the attempt is *Successful*. If the person fails to meet the conditions, then the attempt is not *Successful*. If the person is in the middle of a streak that could eventually satisfy the conditions, then their attempt is in progress.

Let's look at an example achievement type with some attempts already added, so you can get an idea of what to expect.

Achievement Type Page

The screenshot shows the 'Achievement Type' page for 'Three in a Row'. It features a navigation sidebar on the left, a search bar at the top right, and a main content area. The main content area includes a graph of 'Successful Attempts' (labeled 1), 'Edit / Delete' buttons (labeled 2), and a table of 'Three in a Row Attempts' (labeled 4). The graph shows a green area chart with data points for each month from Jan 2018 to Jan 2019. The table lists attempts for Maddie Lowe, Noah Decker, Alex Decker, and Brian Jones, with columns for Name, Start Date (labeled 5), End Date (labeled 6), Successful (labeled 7), Closed (labeled 8), and Progress (labeled 9). A 'Rebuild' button (labeled 3) is also present.

Name	Start Date	End Date	Successful	Closed	Progress
Maddie Lowe	10/21/2018	10/21/2018			33%
Noah Decker	10/14/2018	12/8/2019	✓	✓	100%
Alex Decker	10/14/2018	12/8/2019	✓	✓	100%
Brian Jones	10/7/2018	10/14/2018		✓	66%

1 Successful Attempts Graph

This graph shows the number of successful attempts for the achievement type by date. Like other graphs in Rock, you can adjust the timeframe that's displayed. The graph won't appear if there's no achievement data at all, or if there aren't any successful attempts within the selected timeframe.

2 Edit / Delete

The achievement type can be edited or deleted using these buttons. You can edit any of the achievement type's setup except for the *Achievement Component*. See the *Adding Achievement Types* section for full details.

3 Rebuild

If you've already read the *Individual Rebuild* or *Streak Type Rebuild* sections, then you're familiar with the concept of rebuilding. Achievement

types also have a rebuild feature, which works in a similar way. Clicking the [Rebuild](#) button from the *Achievement Type* page causes attempt data that occurs after a person's most recent successful attempt to be deleted and rebuilt from streak data.

4 Attempts

Each person's attempts at the achievement type are listed here. This block provides several important details for each attempt, covered in the points below.

5 Start Date

This column indicates the date on which the person started the attempt. For example, if your achievement type requires three engagements in a row then this would be the date of the first engagement.

6 End Date

This column indicates the date on which the attempt ended. For example, if your achievement type requires three engagements in a row, then this would be either the date of the third engagement or the date on which the streak was broken.

7 Successful

A checkmark in this column indicates a successful attempt, which means the person satisfied the conditions of the achievement type. If there's no checkmark here, it either means the attempt wasn't successful (a checkmark appears in the *Closed* column) or is still in progress (the *Closed* column doesn't have a checkmark).

8 Closed

An attempt is closed when the person has either succeeded or failed in their attempt at the achievement. For example, if your achievement type requires three engagements in a row, then the attempt would be closed when the third engagement is registered or when the streak was broken.

9 Progress

The progress bar reflects how far along the person is (or was) toward successfully attempting the achievement. The percentage complete can exceed 100% if the achievement type has *Allow Overachievement* enabled.

Even though achievements are automated, you can manage achievement attempts manually by clicking on the attempt row for a person and then clicking the [Edit](#) button. Manual adjustments should be rare, but may be needed occasionally due to unusual circumstances or overrides.

Manage Achievement Attempt

Attempt
Home > Streaks > Weekly Church Activity > Achievement Types > Three in a Row > Maddie Lowe

Three in a Row Attempt

1 Start Date 10/21/2018 End Date 10/21/2018

2 Progress 0.50

3 Attempt Streak

Save Cancel

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1 Start Date / End Date

You can manually manage the *Start Date* and *End Date* values, which are described in detail above.

2 Progress

Changes here will be reflected in the progress bar for the attempt. A value of “.5” indicates 50% completion. A value of “1” reflects 100% completion and will count as a successful attempt.

3 Attempt Streak

Clicking this takes you directly to the person's *Streak Enrollment* page, to view the source of the achievement data.

As noted above, you can directly access a person's *Streak Enrollment* page from their achievement attempt. Once you're on the *Streak Enrollment* page, you can then view the individual's collected achievement attempts.

Streak Enrollment - Achievements

The number shown within the `Achievements` button (“36” in the example pictured above) reflects the combined count of any successful achievement attempts related to the streak type. Because a single streak type can have multiple achievement types, this number may reflect multiple different achievements.

Click the `Achievements` button to view all the achievement attempts for the individual.

Achievement Attempts Page

Achievement	Start Date	End Date	Successful	Closed	Progress
Three in a Row	10/21/2018	10/21/2018			33%
Three in a Row	9/30/2018	10/14/2018	✓	✓	100%
Three in a Row	8/26/2018	8/26/2018		✓	33%
Three in a Row	7/29/2018	8/12/2018	✓	✓	100%
Three in a Row	7/15/2018	7/15/2018		✓	33%
Three in a Row	7/1/2018	7/1/2018		✓	33%
Three in a Row	6/10/2018	6/24/2018	✓	✓	100%
Three in a Row	5/20/2018	6/3/2018	✓	✓	100%

The *Achievement Attempts* page is essentially the same as the list block you can see from the *Achievement Type* page described previously, except it only has attempts for a single person. The name of the achievement is displayed in place of the person's name.

You can edit attempt data for the person from either the *Achievement Attempts* page or the *Achievement Type* page by clicking the row you want to change and then clicking the button. Achievements are designed to be fully automated, so manual adjustments should be rare.