



## Collegiate Development Consultants

Collegiate Development Consultants are recent college graduates who devote a full year to supporting collegiate Delta Gamma chapters across the United States and Canada through leadership development, education and guidance that assist collegians and chapters in reaching their full potential. CDCs are staff members with Executive Offices (EO). They meet with chapter officers to coach them in their roles and leadership development. CDCs lead workshops with chapters, educate collegians on chapter operations, and ensure the chapter is in accordance with the Fraternity Standards for Collegiate Chapters. They collaborate with collegiate officers in identifying strengths and areas of improvement, while providing support in developing action plans to address those areas, often applying tailored programming to meet the chapter or officer's needs.

## Types of CDC Support

Collegiate chapters should expect at least one CDC visit each year in addition to a recruitment-related visit at least once every four years. Depending on the chapter's needs, additional CDC support maybe requested and provided. CDC visits typically last 6-7 days but can vary between 4-14 days for recruitment-related visits depending on the chapter's needs.

Collegiate chapters receive notification of planned CDC support for the upcoming academic year in March each year and should work with their Regional Finance Specialist (RFS) to budget accordingly.

### **ANNUAL VISITS**

Annual visits provide collegiate chapters, their volunteer support systems, and Executive Offices staff members with a thorough analysis of how the collegiate chapter is or is not meeting the Fraternity Standards for Collegiate Chapters. CDCs work with officers to identify areas your chapter is succeeding in or needs more attention on while collaborating individually with officers to create goals to better themselves, their roles, and their chapter.

### **NEW CHAPTER SUPPORT**

New chapter support is provided to collegiate chapters in their first three years of establishment. Chapters receive stationed support the first two years and ten weeks of CDC support in their third year.

New chapter visits should follow the CDC visit purpose outlined on the schedule (i.e. annual, recruitment, retention, targeted, transitions, etc.).

### **RECRUITMENT-RELATED VISITS**

Recruitment-related visits provide collegiate chapters, their volunteer support systems, and Executive Offices staff members with support during the collegiate chapter's recruitment prep, events, or pre-education.



#### COB Visits

During COB visits the CDC assists the chapter in its continuous open bidding preparation, practices, and events. CDCs collaborate with chapter officers to prepare for COB, create their COB action plan, and identify the chapters COB strengths and opportunities for improvement.

#### Membership Visits

During membership visits the CDC assists the chapter in recruitment preparation and education. CDCs collaborate with chapter officers to prepare for recruitment, assist with or observe recruitment preparation workshops (RPWs), and identify the chapters recruitment preparation strengths and opportunities for improvement.

#### Pre-Recruitment Visits

During pre-recruitment visits the CDC assists the chapter in pre-recruitment (prep week/days) events. CDCs collaborate with chapter officers to prepare for recruitment, assist with voting model practice or education, and identify the chapters recruitment preparation strengths and opportunities for improvement.

#### Recruitment Visits

During recruitment visits the CDC assists the chapter with recruitment events and efforts. CDCs work alongside the chapter officers, specifically EVC, in executing recruitment practices and events. CDCs help highlight the chapter's recruitment strengths and greatest opportunities.

#### **RETENTION VISITS**

Retention visits provide collegiate chapters with support for their retention practices. The CDC works with collegiate chapters on their retention efforts by identifying the strengths, weaknesses, opportunities, and threats in this area. CDCs assist collegiate officers in creating action items focused on retention efforts, evaluate the chapter's retention plan, and share resources the chapter can use to improve retention practices.

#### **TARGETED VISITS**

Targeted visits can be provided to collegiate chapters when a specific area of need is identified often by the Regional Team.

#### **TRANSITION VISITS**

Transition visits provide collegiate chapters with assistance during the SET process, specifically on the transitions process and workshop(s).

#### **CDC SUPPORT FORMATS**

CDC support for collegiate chapters can occur in one of two ways: virtually or in-person. Collegiate chapters are responsible for hosting the CDC for the entire duration of their support. The format of the visit is dependent on the chapter's university status.



Virtual visits occur over Zoom. The CDC will provide the Zoom link and information in their introductory email and their Calendly (scheduling) account.

Collegians are expected to follow the same expectations set below for CDC in-person visits by scheduling the required meetings, educating the chapter members, and communicating with the CDC and all required constituents.

See below for information regarding preparing for your CDC visit(s) and in-person accommodation requirements.

## Before the Visit

Before the visit, you will receive an introductory email from the CDC who will be visiting your chapter. It is important that you respond in a timely manner and alert the following individuals, so that they can review their schedules to plan time for a meeting with the consultant:

- Advisory Team
- House Director (if applicable)
- Campus Fraternity/Sorority Adviser (FSA)
- Joint Collegiate Management Team (JCMT)

Upon receiving the introductory email from the CDC, go to Anchorbase and complete the CDC Visit Information form at least 7 days prior to the CDCs arrival. The form can be found by going to Anchorbase.deltagamma.org, selecting the “Chapter Management” tab, “CDC”, “Tasks”, and selecting “CDC Visit Information.”

*It is also important to inform the chapter members of the CDC’s visit so they can ensure they feel welcome during their visit. The CDC will have an introductory presentation in the Google Drive they send you and you are required to present that to the entire chapter prior to the visit.*

## SCHEDULING

It is the responsibility of the chapter president, director of social awareness, and, if a recruitment-related visit, vp: membership, to plan and make arrangements for the CDC. The chapter president is the main contact for the CDC and is responsible for making the visit productive; this includes educating JCMT, the advisory team and chapter members of the CDCs scheduled support. After you have informed the appropriate individuals listed in the section above, you should begin preparing the CDC’s schedule using Calendly (provided in her pre-support communication email), which should be completed no later than five days prior to their visit. The CDC may reply to your proposed schedule with edits. Please understand that they must manage their time and will make edits to ensure the best visit possible! Below are things to consider when making her schedule:



### **ACCOMMODATIONS & LODGING**

- If your chapter has a chapter house, it is ideal for your CDC to stay there – either in a guest room or any other private room in the facility– so that she may privately and comfortably conduct Fraternity business. The CDC cannot share a room with others.
- Your CDC will also need a private bath. If your chapter house does not have one available, you may put a sign on one shower that says “Reserved for the CDC” instead.
- If your chapter does not have a chapter facility, or there is no way to accommodate your CDC in the facility, they may stay at a hotel, bed and breakfast or a completely private guest room on campus, if such facilities are available.
- Please note your chapter is responsible for all costs associated with putting an CDC in a hotel or making other arrangements.
- CDCs need a key, card, or fob access to both their room, the facility, and the bathroom upon arrival.
- Please provide the best Wi-Fi and password to the CDC before or upon arrival.

### **TRANSPORTATION**

- The chapter president or director of social awareness is responsible for making arrangements for your CDC to be picked up at the airport. Feel free to greet her wearing Delta Gamma apparel or a small sign so it is easy for her to find you.
- It is important to note that consultants typically travel with two large suitcases, so be sure to have enough room in your car to accommodate them.
- The director of social awareness is also in charge of making travel arrangements for the CDC’s departure – typically arrangements back to the airport. She must always be escorted to the airport with ample time to make her flight. If a cab or Uber is the only option, the chapter will be billed back for those expenses.
- If your CDC is traveling to a chapter close to your own (within four hours one direction), your chapter will be responsible for driving her halfway. If this is the case, your CDC will notify you in her opening email, and it will be your chapter’s responsibility to coordinate a point to meet with the other chapter.



- If the CDC is not staying at the chapter facility during her visit, it is the director of social awareness's responsibility to coordinate with chapter officers or members to pick her up and take her to the designated location for meetings.

### **MEALS**

- Your chapter is responsible for providing all meals and escorts to those meals for the CDC during her visit. Be sure to ask your CDC if she would like breakfast. Also, it is best practice to ensure your consultant does not have any food allergies. Feel free to take the CDC to your favorite spots on campus or in town.
- Meals are a wonderful opportunity for general chapter members and local alumnae to meet with the CDC.
- It is important to make sure that anyone sharing a meal with the CDC knows that the cost of the CDC's meal is covered by the chapter.
- Please do not schedule any officer meetings over meals.

### **FREE TIME**

Your CDC is traveling from chapter to chapter. Be sure to include free time during the meeting days for your CDC — it might be best to ask if she would like more free time in the morning, between meetings or at the end of the day. She will need to handle other Fraternity responsibilities so that she can maximize time with your chapter.

Ask if your CDC needs to do laundry while staying at your chapter! It is often difficult to find a place to do laundry while traveling, so she will appreciate accommodations to do so when available. Please be willing to provide detergent as it is difficult to pack detergent while traveling.

Check to see if she would like to use the gym, attend religious services or if there are any errands she needs to take care of during her time with your chapter. Your CDC cannot drive your car, so be sure to have an escort available to her if she needs to be driven anywhere.

### **EVENTS**

Include your CDC in any chapter activities (with the exception of social functions) that may be taking place during her visit and invite her to any exciting campus activities that are taking place. This may include:

- Chapter philanthropy events (e.g. Anhorsplash)
- Foundation events
- Campus sporting events
- Campus speakers



- Sisterhood events
- Campus tours
- Local favorites (e.g. good place to eat, museums, etc.)

The chapter is responsible for any costs to attend or participate in activities.

## MEETINGS

The chart below outlines what meetings are required for each CDC visit:

Annual Visit
Two meetings with the president (one at the beginning, one at the end)
Meeting with director of committees
Meeting with vp: social standards team
Meeting with vp: finance team
Meeting with vp: communications team
Meeting with vp: programming team
Meeting with vp: member education team
Meeting with vp: membership team
Meeting with vp: Panhellenic team
Meeting with vp: Foundation team
Meeting with Honor Board
Meeting with Fraternity/Sorority Advisor
Meeting with ATC
Meeting with Joint CMT
Meals and meetings with non-officer members or groups of members (i.e. seniors, new members, general membership, etc.)
COB Visit
Meeting with president
Meeting with director of continuous recruitment and retention
Meeting with vp: membership team
Meeting with vp: member education team
Invite to all COB-related events
Membership Visit
Meeting with president
Meeting with vp: membership team
Meeting with vp: member education team
Meeting with EVC
Invite to any RPWs scheduled to occur



<b>Pre-Recruitment Visit</b>
Meeting with president
Meeting with vp: membership team
Meeting with vp: member education team
Invite to EVC meetings
Invite to all recruitment round leader/event chairs meetings
Invite to all recruitment prep events
<b>Recruitment Visit</b>
Meeting with president
Meeting with vp: membership team
Invite to all EVC meetings
Invite to all recruitment round leader/event chairs
All recruitment-related events
vp: member education team meeting scheduled (if time allows)
<b>Retention Visit</b>
Meeting with director of continuous recruitment and retention
Meeting with retention committee
Meeting with vp: membership
Meeting with president
Meeting with vp: member education
Meeting with director of new members
Meeting with vp: social standards
Meeting with Honor Board
Meeting with vp: finance
Meeting with vp: programming
Meeting with vp: communications
Adviser meetings: <ul style="list-style-type: none"> <li>• membership adviser</li> <li>• member education adviser</li> <li>• continuous recruitment and retention advisers (if applicable)</li> <li>• ATC (if possible)</li> </ul>
CDC-led presentation
All membership/retention-related events, presentations, or workshops occurring during the CDC's visit (sisterhood events, chapter meeting, new member meetings, RPWs, etc.)
<b>Transition Visit</b>
Meeting with the president (at beginning and end of visit)



Meetings with any officer(s) needing assistance with transitions
Formal transition workshop
Meeting with the ATC

Meetings during the CDCs visit should be scheduled as follows: meetings with CMT officers should be scheduled for 90 minutes. The last 30 minutes of these meetings the directors who report to those officers should be invited to meet as a team with the CDC. All other meetings should be scheduled for 30 minutes.

You will need to provide your CDC with informational materials about your chapter to make meetings effective. Please have the documents listed in the chart below placed in her room or sent to her prior to her arrival.

- Contact Information: On the schedule, please include the first and last name of each officer, their title and their cell phone number so the CDC can contact them (e.g. chapter president Dolly Delta Gamma (123) 456–7890)
- Please include the same information on the schedule for all women escorting the CDC during her visit.
- Your CDC will appreciate scheduled breaks between her meetings throughout the day to use the restroom, grab a snack or just debrief. Please allow for 10–15- minute breaks between chapter officer meetings unless your CDC communicates otherwise.
- If a consultant’s visit includes 4 full days with your chapter, it is necessary to give her one full block of 4 hours during her visit to conduct Executive Offices (EO) business. If a consultant’s visit is 5 full days or longer, consider giving her a full day off. Again, she will have been traveling nonstop, and would enjoy some free time at your chapter, as well as time to complete administrative responsibilities.

#### **DOCUMENTS TO PROVIDE TO YOUR CDC**

- Your chapter’s BLSRs
- Panhellenic bylaws and recruitment rules
- Chapter calendar of events
- A copy of the most recent chapter meeting minutes, or meeting minutes binder
- A copy of the most recent composite so she can get to know the names and faces of chapter members.
- Any mail that has arrived and is addressed to her.
- If recruitment-related visit:
  - Panhellenic recruitment schedule
  - Chapter spirit week/recruitment schedule
  - Chapter recruitment plans submitted to Panhellenic.
  - Chapter spirit week/recruitment schedule





- Apparel to wear on each day if applicable.

### **MEETING WITH THE CDC**

You should never be nervous about meeting with your CDC! She is there to help, provide ideas and support for the officers and the chapter at large.

- What to bring to your meeting:
  - Collegiate Chapter Officer Manual (CCOM) – the most updated version can be found in the Delta Gamma Library
  - Procedure notebook / computer with Google Drive
  - A pen and notepad for notetaking
  - Prepared list of questions about your position or concerns you may have.
- What to wear for your meeting:
  - Semi-formal chapter meeting attire
  - Delta Gamma badge
- What to expect for your meeting:
  - Your CDC will ask a lot of questions and answer all of yours
  - She will provide ideas and suggestions to help you grow as an officer and improve your chapter – so take notes!
  - The more open and honest officers are about life as a member of your chapter and fraternity/sorority community, the more helpful she can be!

### **HOSPITALITY**

Remember that although the chapter president and director of social awareness are the primary hostesses for your CDC's visit, she is a guest of the entire chapter. Remind all members to treat her warmly and with respect.

- Snacks and beverages: It is appropriate to provide your CDC with drinks and snacks, whether she is staying in the chapter facility or in a hotel. Be sure to ask her if there is anything specific that she would like and place it in her room. If she is staying in your chapter house, show her where the snack bar or drinking fountain are located.
- Small welcome gift or school paraphernalia: Your CDC will appreciate small touches from your chapter to help make her visit more comfortable. Giving her a chapter T-shirt will help her feel welcome at your chapter. You can also give your CDC items like a button, pen or folder with your university name or logo on it to commemorate her visit.
- Preparing her room: If your CDC is staying in your chapter facility, you will need to make sure her room is ready for her. The bed should have clean linens as well as enough blankets. You will also need to provide her with clean towels for her visit. If your CDC is staying at a hotel, be sure to check into the hotel before her arrival. Your CDC should never have to check herself in or put the hotel on her personal credit card.



- Warm welcome: Simple things like smiling and saying hello will go a long way. You can make a welcome banner and give a house tour upon arrival. The CDC pre-support Google Drive includes a bio that you can send out to all chapter members so they are able to recognize her.

## Following the Visit

### REPORTS

The chapter management team (CMT) will receive an email from the CDC within 10 days of the end of their visit that will include a report to help your chapter make improvements and grow. Please review this report with JCMT in your meeting immediately following so your chapter can plan how to implement these suggestions.

### EVALUATION

The CMT has the opportunity to evaluate their CDC visit after the visit has concluded. The feedback goes directly to the supervisor so please be honest as this feedback can only help improve Delta Gamma's CDC program. To access the evaluation, go to [anchorbase.deltagamma.org](http://anchorbase.deltagamma.org), click on chapter management>CDC>Tasks>CDC Evaluation.

## CDC Checklist

### PRE-VISIT

- \_\_\_\_\_ Review the consultant's introduction email and respond confirming that you have received the message.
- \_\_\_\_\_ Check the chapter's budget to determine how much the chapter has budgeted for Fraternity visitors and plan accordingly.
- \_\_\_\_\_ Arrange appropriate lodging accommodations (chapter facility, hotel, AirBnb, etc.)
- \_\_\_\_\_ Complete the CDC Visit Information form in Anchorbase. This should be completed at least 7 days prior to her scheduled arrival.
- \_\_\_\_\_ Complete the visit schedule in Calendly, including all required meetings with officers, committees, and advisors. This should be completed at least 5 days prior to her scheduled arrival.
- \_\_\_\_\_ Communicate with the consultant regarding any questions or areas you'd like her to focus on while visiting your chapter.
- \_\_\_\_\_ Announce the consultant visit to the chapter and communicate expectations.

### DURING THE VISIT

- \_\_\_\_\_ If she's staying at the chapter facility, give her a tour of the facility and introduce her to the House Director. Ensure her room is clean and has fresh sheets and towels.



\_\_\_\_\_ If she's not staying at the chapter facility, ensure her lodging accommodations are comfortable, clean, and safe.

\_\_\_\_\_ Provide her with the chapter facility's Wi-Fi password, if available.

\_\_\_\_\_ Offer her the opportunity to do laundry at the chapter facility or a member's apartment. Provide detergent if necessary.

\_\_\_\_\_ Offer to help her run any errands she might have during the visit (Target, pharmacy, post office, etc.)

### **POST-VISIT**

\_\_\_\_\_ Review the consultant's report following her visit and pass the information along to JCMT. Include the consultant's suggestions in your next meeting and follow-up with your Regional Team regarding questions.

\_\_\_\_\_ Complete CDC Evaluation in Anchorbase