



Delta Gamma  
1873

# Collegiate Chapter Status and Support Guide

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# Overview of Chapter Statuses

Delta Gamma places all collegiate chapters on one of the following statuses:

**From these challenges, we revised our collegiate chapter statuses to be the following:**

- **Good Standing**
- **Support - Good Standing**
- **Advancement - Good Standing**
- **Probationary - Poor Standing**
- **Revitalization - Poor Standing**
- **Temporary Chapter Restriction Status (TCRS)**

*In this document, all of the statuses above, except for Good Standing, are collectively referred to as elevated statuses.*

We believe providing individualized support for chapters on status is essential to the chapter's success. While each chapter's experience on status will be unique and fully customized to the needs of the chapter, it will include the following opportunities:

- **Open discussion** of the challenges, concerning trends and opportunities for improvement that led to the status decision.
- **Establishing a status support team** comprised of chapter leadership (including advisers), regional team members, Executive Offices staff, and other Fraternity volunteers.
- **Customized action plans** developed among the status support team, chapter advisers, and chapter officers that are aligned with the goals and needs of the chapter
- **Routine check-ins** with the status support team to celebrate successes and continue to identify opportunities for improvement,
- **Flexibility in the duration** of the chapter's status, with no set minimum or maximum length of time, but should include a clear timeline for benchmarking and assessment of growth,

The intent of this chapter status model is to intervene on challenges and concerning trends as soon as they are known to the Fraternity to begin the work of action planning in order to create lasting change. We believe a quick response is necessary to curb these concerns and re-align the chapter's operations and trends to a path that meets the expectations outlined in the Fraternity Standards for Collegiate Chapters, which can be found in the DG library. We also want chapters to share ownership of goal setting with the support team so that the changes are sustainable within their unique chapter and campus environments. As chapters capitalize on the opportunities for improvement and make sustainable changes, their progress will be continually evaluated and the need for continued time on the status will be reviewed. To best celebrate their successes, we look forward to the opportunity to de-escalate a chapter's status – whenever that opportunity presents itself!

# Chapter Statuses

All Delta Gamma collegiate chapters will be assigned to one of the following six statuses:

## **GOOD STANDING**

Good Standing chapters reflect Delta Gamma values and uphold Article II. Their operations and compliance are hallmarks of exhibiting Delta Gamma positively on their campus and in their community. Chapters who are on Good Standing status may be recipients of the Patricia Peterson Danielson (PPD) Award or are just within reach. They embrace excellence related to Delta Gamma Fraternity Standards for Collegiate Chapters. Additionally, we include the word “status” in order to remove the negative connotation associated with the term.

## **SUPPORT - GOOD STANDING**

This status is representative of chapters who embody Delta Gamma values, but have an opportunity to further enhance their excellence. It may reference chapters who are experiencing a downward trend, as an intervention to inhibit further decline or who may be de-escalated from Advancement - Good Standing Status and are slowly being weaned from support. The Fraternity Director: Chapter Advancement will oversee the action planning process in collaboration with the assigned Regional Collegiate Specialist (RCS) or New Chapter Coordinator (NCC). Chapters who are on Support-Good Standing will meet bi-monthly for action planning and check-ins with their status support team. Chapters on this status are still eligible for awards and to vote at Convention, assuming the chapter meets the requirements of the Credentials Committee Policy. This is the lowest elevated status a chapter can be placed on.

## **ADVANCEMENT - GOOD STANDING**

This status is reflective of new chapters who are being asked to work towards upholding and meeting the Fraternity Standards within their first three years (with an opportunity to de-escalate to Support - Good Standing Status following the completion of two years post-installation) or chapters who are facing heightened challenges in meeting the expectations of the Fraternity Standards for Collegiate Chapters. The Fraternity Director: Chapter Advancement will oversee the action planning process in collaboration with the assigned Regional Collegiate Specialist (RCS), Council Appointed Coordinator (CAC) or New Chapter Coordinator (NCC). Chapters on Advancement Status have the opportunity to be assigned a CAC for operational support which encompasses multiple areas of operation and requires dedicated and consistent support. Chapters who are on Advancement - Good Standing will meet monthly for action planning and check-ins with their status support team. Chapters on this status are still eligible for awards and to vote at Convention, assuming the chapter meets the requirements of the Credentials Committee Policy. This is the middle elevated status a chapter can be placed on.

## **PROBATIONARY - POOR STANDING**

When an incident occurs, it sometimes becomes necessary for a collegiate chapter to take a collective moment to identify the behaviors that did not align with Delta Gamma values and work towards education and understanding of why those behaviors are incongruent. This status is intended to be temporary following an incident, investigation, and identified policy violation. The investigation report, collaborated on by volunteers and staff, will establish an identified educational action plan and the deadlines at which time these outcomes should be completed. The term of length for the Probationary - Poor Standing status will be determined by host-institution expectations and/or a timeframe agreed upon by the support team at the time of the investigation.

Being on this status will enable volunteers and staff supporting the chapter to have the chapter focus on basic expectations and once those are met, start increasing expectations to those that are expected of our higher performing chapters. Chapters on this status would be eligible to receive a CAC. A Collegiate Success Team staff member would work collaboratively with the CAC or RCS, Regional Director (RD) and director of member services to design a specific action plan for the chapter. Collegiate Chapter Support Committee will also receive a copy of the action plan, similar to the Chapter Incident Procedure.

Chapters who are on Probationary - Poor Standing will meet for action planning and check-ins with their status support team at least once a month, but more frequent check-ins may be necessary based on chapter progress. Chapters could be removed from Probationary - Poor Standing status ahead of Convention in order to be eligible to vote at Convention if their progress warrants it, but should their status be applied over the Convention time period, they would not be eligible to vote at Convention per the Credentials Committee Policy.

A chapter will not be placed on Probationary - Poor Standing without approval of the Collegiate Chapter Support Committee. This, as well as Revitalization - Poor Standing, are the highest elevated statuses a chapter can be placed on.

### **REVITALIZATION - POOR STANDING**

The intention of this status is to provide support that restores the health and strength of the collegiate chapter. As the landscape of higher education continues to feel the impacts of evolving campus climates, we continue to see collegiate chapters impacted by decreased open house pools and interest in the sorority experience. This may negatively impact chapter size, ability to meet financial obligations, and the ability to meet housing expectations. There are also chapters who continue to face cultural challenges on their campus that lend themselves towards repeat offenses related to Delta Gamma policies. This status is reserved for chapters who face the largest challenges in overcoming both internal and external barriers related to the chapter experience and viability.

Being on this status will enable volunteers and staff supporting the chapter to have the chapter focus on basic expectations and once those are met, start increasing expectations to those that are expected of our higher performing chapters. Chapters on this status would be eligible to receive a CAC. A Collegiate Success Team (CST) staff member would work collaboratively with the CAC or RCS, Regional Director (RD) and director of member services to design a specific action plan for the chapter. Collegiate Chapter Support Committee will also receive a copy of the action plan, similar to the Chapter Incident Procedure.

Chapters who are on Revitalization - Poor Standing will meet for action planning and check-ins with their status support team at least once a month, but more frequent check-ins may be necessary based on chapter progress. The chapter's status will continue to be evaluated on a term by term basis to allow time for the action plan to be put into motion and to evaluate potential modifications to the action plan. Chapters on this status would not be eligible to vote at Convention per the Credentials Committee Policy.

A chapter will not be placed on Revitalization - Poor Standing without approval of the Collegiate Chapter Support Committee. This, as well as Probationary - Poor Standing, are the highest elevated statuses a chapter can be placed on.

### **TEMPORARY CHAPTER RESTRICTION STATUS (TCRS)**

As indicated, this status is intended to be temporary. It can be applied in the event of a chapter incident identified by Delta Gamma or when an institution issues a cease and desist or interim suspension. This status can be utilized to pause all chapter operations, with exceptions made to align to university guidance, with the intention of immediate protection of the health, safety and wellness of all collegiate members. A chapter will likely remain on TCRS until an investigation can be completed and the future status of the chapter can be determined. The terms of the TCRS can be customized based on the limitations placed on the collegiate chapter by the host institution.

# Status Determination, Escalations and De-escalations

There are three methods in which a collegiate chapters status will be evaluated:

- Regional Team Request
- Chapter Incident
- Collegiate Chapter Evaluation (CCE)

The following will detail how the chapter is evaluated for status at these times and how the process for confirming the status will be made.

## REGIONAL TEAM REQUEST

Outside of the annual CCE review process at any time in the year, a chapter status escalation may be considered if concerning trends emerge. Should the regional team determine that a chapter's status should be escalated or de-escalated, the regional team and CST staff member are able to request a **Decision Group Meeting**. Prior to the meeting, the Regional Team and/or CST staff member should complete the **Chapter Status Evaluation Template**, found in the library, and share with remaining Decision Group members who need to attend the meeting.

### The Decision Group Meeting should include:

- Regional Collegiate Specialist (RCS)/Council Appointed Coordinator (CAC)/New Chapter Coordinator (NCC)
- Regional Director (RD)
- Fraternity Director: Chapter Support
- Fraternity Director: Chapter Advancement
- Chapter's assigned CST staff member
- Director of Member Services (if likely being escalated or de-escalated to or from Revitalization or Probationary - Poor Standing)

Following this meeting, status change requests to or from a Poor Standing Status will be submitted to the **Collegiate Chapter Support Committee**, which includes Council Trustee: Collegians, Fraternity Director: Chapter Support, Fraternity Director: Chapter Advancement, and the director of member services, for final approval.

## CHAPTER INCIDENT

At the time of a chapter incident, a chapter will go through the Chapter Incident Procedure. Following the completion of an investigation, a report with a summary of the incident, recommended status changes, and educational outcomes will be provided to the chapter's CST staff member, RCS/CAC/NCC and RD for review. Upon their approval of recommendations, the report will be shared with the Collegiate Chapter Support Committee.

Once status change requests and educational outcomes have been reviewed and approved by all entities necessary, the communication will be distributed via Anchorbase by the chapter's CST staff member to the chapter president.

Please refer to the Collegiate Chapter Incident Procedure for more information and details regarding Delta Gamma Chapter Incident Procedure.

## COLLEGIATE CHAPTER EVALUATION (CCE)

The **Collegiate Chapter Evaluation (CCE)** is an annual review process performed for each of our collegiate chapters. The annual review process occurs from October - February each year following the following timeline:

- **October through November:** Regional teams will evaluate each of our collegiate chapters against our Fraternity Standards for Collegiate Chapters. Concurrently, collegiate chapter officers are also performing a self review of their chapter against the fraternity standards. This also services as the evaluation and application for the Patricia Peterson Danielson (PPD) Award respectively. The collegiate chapter application also allows chapters to provide their feedback on their performance to ensure that multiple perspectives are heard when determining a chapter's status.
- **December:** Regional teams will receive the consolidated scoring from both collegiate chapters and their regional team for each chapter. Scoring for each standard is weighted based on the level of importance in the chapter experience. In the event that a Fraternity Standard can be scored based on centrally available data (e.g. a report in Anchorbase), it will be scored centrally for every chapter. Additionally, each chapter will have a recommended status based on scoring to standardize status determinations across all regions. Regional Teams will review the scoring and recommendations to prepare their recommendations for status and support for Decision Group Members, and the Collegiate Chapter Support Committee, if applicable.
- **January:** Discussions are held with the Regional team, Executive Offices staff and Fraternity Leadership to determine if collegiate chapters need a changed status and to discuss chapters that are recommended to maintain their elevated status.
- **January - February:** Every collegiate chapter will be notified of their status via an emailed letter. It is highly recommended that regional teams notify collegiate chapters of an elevated status prior to sending a letter. The regional team should notify their CST staff member when a letter is ready to be sent to the chapter president, including which Fraternity Standard categories should be included within the letter. Status letters will not include scoring. Regional teams should use status and PPD letters shared with collegiate chapters to help guide feedback conversations for all chapters, regardless of their status.

Even though chapter status is reviewed on an annual basis, regional teams should be assessing a chapter's status on an ongoing basis and should be making status escalations and de-escalations as needed. This ensures that chapters are receiving the appropriate level of support at any given time and are being recognized for their improvements.

## STATUS DE-ESCALATIONS

Chapter status de-escalation should be considered at any point throughout the year as there are no defined time limit requirements for chapter statuses. The Decision Group can convene to discuss de-escalating a chapter's status at any point. This decision should consider the opinions and reflections of the chapter's status support team and should cite the progress achieved during the chapter's time on the status. If the proposed de-escalation is from Poor Standing to a lower status, the decision group will make their recommendation to the Collegiate Chapter Support Committee for final approval.



# Additional Resources to Support Chapters

The chapter experience can be greatly impacted by the individuals who make up the chapter and the advisers who support them. For all chapters, regardless of their status, there may be an instance where a chapter needs strategic and targeted support. In those instances, as well as in consideration of the types of support that are available during an action planning discussion, collegiate chapters and regional teams have the following resources available.

- **Council Appointed Coordinator (CAC):** Appointed by Fraternity Council. Temporary assignment to provide holistic operational support to a collegiate chapter. The CAC is a volunteer dedicated to the development of the collegiate chapter regarding all operations and chapter expectations. The CAC serves in place of the RCS. CACs can be assigned to chapters on Advancement - Good Standing status or higher. Any requests for a CAC should be directed to the Fraternity Director: Chapter Support.
- **Council Appointed Specialist (CAS):** Appointed by Fraternity Council. This is a temporary assignment to provide intentional support to a collegiate chapter in addition to the chapter's assigned RD and RCS. CASs are assigned to a chapter only in special circumstances. Any requests for a CAS should be directed to the Fraternity Director: Chapter Support.
- **Fraternity Directors:** Fraternity Directors are able to provide strategic support and coaching related to the subject matter in which they are the expert. Fraternity Directors may be able to provide one-on-one coaching to a specific chapter officer who needs additional training or could be called upon to deliver an educational program to benefit the collegiate chapter related to a specific topic. As an example, Fraternity subject matter experts such as the Director: Finance for finance-related concerns or the Director: Standards for Honor Board/accountability-related concerns.
- **Collegiate Success Team (CST):** Each chapter has an assigned CST staff member who is able to provide consistent support and coaching to chapter officers. This is the staff member who also supports the regional team. In addition to chapter president one-on-ones that occur twice a year, the CST may also be called on to provide educational programming or serve as the liaison to other staff members who may be able to assist. Examples may include a "virtual chapter visit" with chapter officers, Delta Gamma policy and procedure review/coaching, assisting with facilitation and implementation of a DG Dialogue or requesting a program from other departments.
- **Collegiate Development Consultants (CDCs):** The function of our collegiate chapters continues to be supported by CDC visits. CDCs are available for Fraternity Standards alignment, recruitment, retention, transitions and other specialized visits both virtual or in-person. These visits can be requested by the regional team in addition to the annual visit, however, feasibility and costs should be considered. Delta Gamma has an expectation that all chapters will receive at least one CDC visit per year. Additional requests may be considered but factors such as CDC availability, cost and the chapter's ability to meet cost expectations, as well as ability of the visit to be able to provide the direct support necessary will all be considered. For the most effective visit, regional teams should provide specific visit objectives and relevant context ahead of the visit.

# Status Support Team

Each chapter on an elevated status has a **status support team** which includes:

- Assigned CST staff member who will serve as the chair and main point of contact for the chapter
- Regional Collegiate Specialist (RCS)/Council Appointed Coordinator (CAC)/New Chapter Coordinator (NCC)
- Regional Director (RD)
- Council Appointed Specialist (CAS), if applicable
- Fraternity Director: Chapter Advancement
- Other regional team members as dictated by the standard categories in the status letter
- Other volunteers and staff, as needed

The status support team will work collaboratively with the chapter management team and advisers throughout the duration of the chapter's time on a status.

# Status Notification Procedure

Following all necessary approvals for the chapter status change, the regional team, including the RD at a minimum, should reach out to the chapter president and ATC letting them know that there's been a decision made regarding the chapter's status and they'd like to set up a meeting to discuss. Do not disclose what status they're on, just coordinate times so the news can be delivered to them personally.

## STATUS NOTIFICATION MEETING

The RD should lead the **Status Notification Meeting** with support from others on the regional team and staff as needed. The meeting should include the following:

1. Introductions of everyone on meeting (if needed)
2. Explanation of purpose of chapter statuses, including emphasis of notifying chapter president and ATC prior to the rest of the chapter.
3. High-level overview of the chapter status options so they have context as to where their status fits into the overall status hierarchy:
  - Good Standing
  - Support - Good Standing
  - Advancement - Good Standing
  - Revitalization - Poor Standing/Probationary - Poor Standing
4. Share which chapter status they've been placed on and a high-level summary as to why.
5. Allow the president and ATC to ask questions and express emotions freely.
6. Ask how they feel this news will be received by CMT and/or the chapter and how we can support them through that.
7. Discuss action planning expectations including purpose, frequency, required attendees, and outcomes as well as potential times for the first **Action Plan Creation Meeting**.
8. Conclude by sharing they'll receive an email through Anchorbase that they've been placed on status and an **Action Plan Creation Meeting** with CMT and additional Fraternity Leadership and staff will be scheduled in the coming weeks.

Following the **Status Notification Meeting**, alert the chapter's CST staff member that the meeting was held and the Anchorbase status notification email can be sent at their earliest convenience or within a mutually agreed upon timeframe, whichever is most appropriate for the circumstances. The standard categories for the status letter should also be communicated.

# Action Plan Creation Meeting

## PREPARE FOR THE FIRST ACTION PLAN CREATION MEETING

The first **Action Plan Creation Meeting** should ideally occur within two weeks of the chapter receiving the status notification letter. The regional team or CST staff member should coordinate with other status support team members, chapter officers, ATC and other applicable advisers to schedule the meeting.

- Consider using an online scheduling tool, such as Doodle, to assist with capturing everyone's availability.
- Plan for the first action planning session to last approximately 2 hrs, so please consider that when scheduling. It is possible for the meeting to last longer or shorter depending on the number of standard categories in the status letter. As best practice, assume 15-20 minutes for introductions and status overview and 20-25 minutes to discuss each category
- To ensure collegiate officer availability, consider scheduling at a time that overlaps with the weekly CMT time.

Once a date and time have been identified, the support team should ensure that the following are completed:

- Submit a request for a DG Zoom line if you do not otherwise have access to a virtual meeting software.
- Distribute the Zoom meeting invitation/access link to the rest of the status support team, CMT and advisers. Consider distributing via a calendar invite to ensure participants have the time blocked.
- Use the action plan template, found in the library, to create the base action plan for the chapter in a collaboration tool such as Google Sheets. Ensure that all members of the support team, CMT and advisers have edit access. This is a working document that should be updated during each **Action Plan Creation Meeting**.
- CMT and advisers should review the Fraternity Standards for Collegiate Chapters for the standards in their status letter prior to the meeting.
- The status support team should prepare what they would like to be covered by the chapter's action plan.

## CONDUCTING THE FIRST ACTION PLAN CREATION MEETING

For the first Action Plan Creation Meeting, the full status support team should be present. The regional team or CST staff member can request the Fraternity Director: Chapter Advancement to facilitate the meeting.

For a chapter on Advancement - Good Standing, the regional team or CST staff member can request the Fraternity Director: Chapter Advancement to facilitate the meeting.

For a chapter on a Poor Standing Status, the CST staff member should facilitate the meeting. For all meetings, members of the regional team are expected to heavily contribute to the conversations as they are closest to chapter operations and culture.

It is recommended that a member of the status support team documents the action plan to allow chapter officers to focus on the conversation and to ensure complete, robust documentation.

During this meeting, the status support team, CMT, ATC and other advisers will discuss the concerns and trends that led to the status decision, develop goals and brainstorm realistic strategies to meet those goals.

### The meeting should cover the following:

1. Introductions of everyone on meeting (if needed).
2. Emphasize what it means to be on an elevated chapter status and that we wanted to bring everyone together for a collaborative discussion about how to support the chapter and move towards improvements.
3. High-level overview of the chapter status options so they have context as to where their status fits into the overall status hierarchy:
  - Good Standing
  - Support - Good Standing
  - Advancement - Good Standing
  - Revitalization - Poor Standing/Probationary - Poor Standing
4. Share which chapter status they've been placed on and a high-level summary as to why.
5. Allow the CMT the opportunity to ask questions and express emotions freely.
6. Ask how they feel this news will be received by the chapter and how we can support them through that.
7. Discuss action planning expectations including purpose, frequency, required attendees and outcomes.
8. For each category on the status letter, discuss and document the following. Ensure that officers, advisers and status support team members are contributing.
  - How is the chapter doing well meeting this standard category?
  - How can the chapter improve with meeting this standard category?
  - Support team shares initial action items and those who will be assisting and responsible for monitoring completion within the identified deadlines.
  - Discuss additional potential actions the chapter can take to improve with meeting this standard category
9. Document the Action Plan.
  - Document high level goals to meet. There should be at least one goal for each standard category in the status letter.
  - Draft detailed **SMART** actions for each of the high level goals
    - **S**pecific - action is specific, narrow and clear as to what is to be accomplished and how to get started.
    - **M**asurable - progress towards completing the action can be tracked and it is clear when the action is completed
    - **A**chievable - the action can reasonably be completed, is not too challenging, and is within the chapter's control
    - **R**elevant - the action aligns with chapter and Delta Gamma values and objectives as well as the high level goal
    - **T**ime-bound - set a realistic but ambitious date, or at least a specific month, to prioritize actions and increase motivation
10. Discuss times for next meeting, the first **Action Plan Progress Meeting**.
  - Support - Good Standing: Every two months, which should include once over the summer prior to returning for the fall term
  - Advancement - Good Standing: Once a month, which should include once over the summer prior to returning for the fall term
  - Revitalization - Poor Standing/Probationary - Poor Standing: At least once a month, but more frequent check-ins may be necessary based on chapter progress. 1 - 2 meetings should occur over the summer as dictated by the status support team.
11. Conclude the meeting with chapter officers and advisers by thanking everyone for their contributions and emphasize that we are here to support the chapter
12. Dismiss CMT and advisers. Ask the Status Support Team to remain in the meeting.
13. A Status Support Team member shares the completed action plan and timing for the **Action Plan Progress Meeting** with the rest of the Status Support team, CMT, and advisers. This should include the the Fraternity Director: Chapter Advancement and the director of member services.

# Action Plan Progress Meeting

These routine check-ins are essential for the chapter to remain on track and for the Fraternity to be aware of a chapter's progress on setting and meeting their goals. It is also through these **Action Plan Progress Meetings** that enough information can be gathered to consider potential deescalations/escalations in status, as needed. These meetings should include a review of the action items identified in the action plan, time to modify or adjust specific deadlines, and a progress update to collegiate officers and advisors on outstanding expectations and progress towards de-escalation of status.

If there are recent changes with a chapter on an elevated chapter status, such as a higher status escalation or major chapter changes, the status support team may determine that it is more effective to “start over” with an **Action Plan Creation Meeting** instead of conducting an **Action Plan Progress Meeting** for an existing action plan. This decision may be made if reviewing progress against a preexisting action plan for the chapter will not be as effective as creating a new one.

## PREPARE FOR AN ACTION PLAN PROGRESS MEETING

At the end of the initial **Action Plan Creation Meeting** and subsequent action plan progress meetings, a time should be discussed for a follow up check-in meeting. Follow up meetings should be scheduled at the following frequency:

- Support - Good Standing: Every two months, which should include once over the summer prior to returning for the fall term
- Advancement - Good Standing: Once a month, which should include once over the summer prior to returning for the fall term
- Revitalization - Poor Standing/Probationary - Poor Standing:
  - Every two weeks with the CST staff member and RCS/CAC at a minimum
  - Once a month with the full support team.

If the **Action Plan Progress Meeting** was not scheduled at the end of the previous call, the regional team or CST staff member should coordinate with other status support team members, chapter officers, ATC and other applicable advisers to schedule the meeting.

- Consider using an online scheduling tool, such as Doodle, to assist with capturing everyone's availability.
- Plan for the check in call to last 30 minutes to an hour, which will vary.
- To ensure collegiate officer availability, consider scheduling at a time that overlaps with the weekly CMT time.

Once a date and time have been identified, the support team should ensure that the following are completed:

- Submit a request for a DG Zoom line if you do not otherwise have access to a virtual meeting software.
- Distribute the Zoom meeting invitation/access link to the rest of the status support team, CMT and advisers. Consider distributing via a calendar invite to ensure participants have the time blocked.
- Share the chapter's action plan with all members of the support team, CMT, and advisers and ensure they have edit access. This is a working document that should be updated during each Action Planning Progress Meeting.
- CMT should review their action plan and prepare to discuss where the chapter has made progress on their actions.
- The status support team should prepare what they would like to be covered by the chapter's action plan.

## CONDUCT AN ACTION PLAN PROGRESS MEETING

After the initial **Action Plan Creation Meeting**, the RD, RCS/CAC/NCC, CST staff member and any other applicable regional team members and fraternity directors should plan to attend **Action Planning Progress Meetings** with the chapter.

- The regional team or CST staff member can request the Director: Chapter Advancement to facilitate the meeting, if necessary.
- It is recommended that a member of the status support team updates the action plan to allow chapter officers to focus on the conversation and to ensure complete, robust documentation as we will refer back to/continue to update on all upcoming **Action Planning Progress Meetings**.

### The meeting should cover the following:

1. Reintroductions of everyone on meeting or introductions of new attendees (if needed)
2. Emphasize that we wanted to bring everyone together for a collaborative discussion about what steps the chapter has taken on their Action Plan since we last met.
3. (If there are new attendees on the call only) Emphasize what it means to be on an elevated chapter status, how volunteers and staff support the chapter with action planning to move towards improvements, and the current action plan for the chapter.
4. (If there are new attendees on the call only) High-level overview of the chapter status options so they have context as to where their status fits into the overall status hierarchy:
  - Good Standing
  - Support - Good Standing
  - Advancement - Good Standing
  - Revitalization - Poor Standing/Probationary - Poor Standing
5. (If there are new attendees on the call only) Share which chapter status they've been placed on and a high-level summary as to why.
6. (If there are new attendees on the call only) Discuss action planning expectations including purpose, frequency, required attendees, and outcomes
7. Allow the CMT the opportunity to ask questions and express emotions freely.
8. Ask CMT to share a high/low for their chapter since we last met. Make sure we're creating opportunities for them to share and celebrate their "wins."
9. Ask how they feel the chapter is responding to being on status and how we can support them through that.
10. Walk through each goal and action in the Action Plan, document progress made so far, including if an action and/or goal is completed.
11. If new goals need to be documented due to a recent change in their status letter standard categories, complete the following:
  - How is the chapter doing well meeting this standard category?
  - How can the chapter improve with meeting this standard category?
  - Support team shares initial action items and those who will be assisting and responsible for monitoring completion within the identified deadlines.
  - Discuss additional potential actions the chapter can take to improve with meeting this standard category
12. If new actions need to be added to a preexisting goal, add them to the action plan.
  - Document high level goals to meet, if new or changed. There should be at least one goal for each standard category in the status letter.
  - Draft or update detailed **SMART** actions for each of the high level goals
    - **S**pecific - action is specific, narrow, and clear as to what is to be accomplished and how to get started
    - **M**asurable - progress towards completing the action can be tracked and it is clear when the action is completed



- **Achievable** - the action can reasonably be completed, is not too challenging, and is within the chapter's control
  - **Relevant** - the action aligns with chapter and Delta Gamma values and objectives as well as the high level goal
  - **Time-bound** - set a realistic but ambitious date, or at least a specific month, to prioritize actions and increase motivation
13. Discuss times for next meeting, the next **Action Plan Progress Meeting**.
    - **Support - Good Standing:** Every two months, which should include once over the summer prior to returning for the fall term
    - **Advancement - Good Standing:** Once a month, which should include once over the summer prior to returning for the fall term
    - **Revitalization - Poor Standing/Probationary - Poor Standing:** At least once a month, but more frequent check-ins may be necessary based on chapter progress. 1 - 2 meetings should occur over the summer as dictated by the status support team.
  14. Conclude the meeting with chapter officers and advisers by thanking everyone for their contributions and emphasize that we are here to support the chapter
  15. Dismiss CMT and advisers. Ask the Status Support Team to remain in the meeting.
  16. The Status Support Team remains in the meeting to debrief/discuss the chapter's progress thus far. If the chapter is showing marked improvement or marked decline, discuss whether a chapter status de-escalation or escalation is needed at this time. Use the Chapter Status Evaluation Template, found in the library, to assist with this discussion.
  17. A Status Support Team member shares the updated action plan and timing for the next **Action Plan Progress Meeting** with the rest of the Status Support team, CMT, and advisers. This should include the Fraternity Director: Chapter Advancement and the director of member services.
    - If no status change is warranted at this time, share timing for the next **Action Plan Progress Meeting** with the rest of the Status Support team, CMT and advisers.
    - If a status change is warranted at this time, regional team members and the CST staff member should use the **Chapter Status Evaluation Template**, found in the library, and share with the **Decision Group**.