



# Retention Committee Handbook



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**At the core of retention is Delta Gamma's promise to live out our values in order to equip every member with the lifelong gift of sisterhood. Article II of the Delta Gamma Constitution outlines the values that we hold true.**

**As a Delta Gamma leader, you have the ability to share the core purpose of our sisterhood through intentional action that leads to retention.**



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## Resources

- [Retention Committee Meeting Minutes](#)
- [Retention Interview Minute Template](#)

## Retention Committee Overview

The retention committee is the primary administrative group focusing on the factors that keep women engaged in chapter membership. Committee members work together to understand the current chapter climate and lead the chapter to a successful realization of its retention goals. The committee has broad responsibilities for understanding the membership experience, discerning trends around membership resignations, and determining actions that need to be taken to ensure members feel seen and valued by the chapter and its officers.

### **The Retention Committee is composed of:**

- Honor Board Member-at-Large (chair)
- director of DG Dialogues
- director of scholarship
- director of new members
- director of continuous recruitment
- Honor Board adviser

### **\*Officer substitutions:**

- If the chapter does not have a director of DG Dialogues, the vp: programming should be included.
- If the chapter does not have a director of new members, the vp: member education should be included.
- If the chapter does not have a director of continuous recruitment, the vp: membership should be included.
- If the chapter does not have an Honor Board adviser, the ATC should serve as the adviser to the Retention Committee.

\*If the chapter size is below 36 members, the responsibilities of the Retention Committee should be absorbed by Honor Board, led by the Honor Board member-at-large.

### **Retention Committee Responsibilities:**

- Meeting once per month following the Honor Board Monthly Officer Meeting.
- Setting the chapter's retention goals once per year during chapter goal setting.
- Sharing the chapter's retention goals with all collegiate members, advisors, and appropriate Fraternity staff and volunteers through Anchorbase.
- Evaluating resignation trends twice per year to improve the overall member experience and promote engagement with your chapter.

- Conducting regular retention interviews with chapter members to gather information on member satisfaction within the chapter and assess what is going well to identify opportunities to improve retention.
- Surveying chapter members to understand what they are looking forward to and what kind of support mechanisms would be helpful to them at key intervals in chapter life (joining as new members, start of a new academic year/semester, etc.)
- Supporting JCMT officers in creating and implementing strategies and programs that support the chapter's retention goals.

### **JCMT Quick Guide for Retention Committee, Honor Board Member-at-Large**

Collegiate Director Quick Guides are available for all positions in the Delta Gamma library. The Retention Committee, Honor Board Member-at-Large Quick Guide outlines the responsibilities of this position and provides resources and other important information. View the Quick Guide [here](#), and be sure to bookmark the link for easy reference.

## Monthly Meeting Agenda for Retention Committee

The Retention Committee should meet once per month immediately after the Honor Board Monthly Officer Working Meeting. The Honor Board Monthly Officer Working meeting ensures that Honor Board works closely with several officers, including but not limited to, the vp: finance, director of house management, director of scholarship, vp: communications to ensure members are being held accountable to the chapter's bylaws and standing rules in a timely manner. Attending a monthly working meeting with Honor Board supports this strong partnership and ensures current and reliable records. The Honor Board Monthly Officer Working meeting is held during the regularly scheduled weekly Honor Board meeting immediately following the 10th of each month. At the discretion of the vp: social standards and Honor Board Member-at-Large, the Retention Committee meeting can be scheduled to follow at an alternate Honor Board meeting if needed, but it is recommended that it is scheduled after the 10th of the month.

The Retention Committee Meeting agenda should include the following:

- **General Discussion:** reflect on the past month and look to the month ahead – consider the overall success and challenges of the chapter using the monthly retention topics outlined below.
- **Retention Trends:** evaluate Resignation Reports and other sources of information (surveys, past retention interviews, etc.) to identify common themes and trends – both positive and negative – that exist within the chapter and those that should be flagged with CMT and the advisory team.
- **Retention Interviews:** interview at least one member of the chapter using the [Retention Interview Guide](#). Ensure a member of the Retention Committee is taking [minutes for the Retention Interview](#).
- **Programming:** consider recommendations for programming that the Retention Committee can deliver to the chapter or recommendations for programming for other CMT officers to implement. Recommendations should be shared at the following JCMT meeting.

At the beginning of the meeting, the Committee should reflect on the past month of chapter life, how members seem to be feeling about their experience, and how/if the chapter is meeting members' needs. This list of monthly topics can be used to guide that discussion and ensure that the major areas that affect retention including finance, scholarship, programming, and recruitment are discussed at least once per year. If your Retention Committee is able to meet in months that do not have a designated topic (December and May), the Committee Chair should choose a topic for discussion.

<b>Month</b>	<b>Fall Primary</b>	<b>Deferred Primary</b>
August	Membership retention from the summer, including resignations, EAS requests, and Spring grade report.	Membership retention from the summer, including resignations, EAS requests, and Spring grade report.
September	New member retention	Class-specific retention trends/efforts (sophomores, juniors, seniors)
October	Financial value	Financial value
November	Member participation and time commitment	Member participation and time commitment
February	Fall grade report and scholarship support	New member retention
March	Class-specific retention trends/efforts (sophomores, juniors, seniors)	Fall grade report and scholarship support
April	Retention strategies for summer and communication to members	Retention strategies for summer and communication to members

## Understanding Your Chapter Retention Report

The Retention Report, available on Anchorbase, enables current collegiate officers to view their chapter's resignation data in order to understand better why sisters resign their membership, as well as ensure we are doing our best to retain our sisters. The report provides an opportunity to evaluate resignation trends twice per year to improve the overall member experience and promote engagement with your chapter. Fall Retention Reports should be pulled by searching the date range 7/1/20XX to 12/31/20XX, and Spring Retention Reports should be pulled by searching the date range 1/1/20XX to 6/30/20XX.

### What is on the Retention Report?

Delta Gamma's resignation of membership form collects demographic information on members resigning their membership, including:

- Type of member (collegiate or new member)
- Reason for resignation (see below)
- Month of resignation
- Year in School of resigning member

### Why do members resign?

Delta Gamma's resignation of membership form captures a number of reasons why members may choose to resign their membership with Delta Gamma. Below, you will find the reasons new members and members indicate resigning.

- **SCHOLARSHIP** – My grades are suffering because of membership, or I need to focus on professional opportunities, like studying for LSAT, GRE, etc.
- **FINANCIAL HARDSHIP** – While membership in Delta Gamma has been a valuable experience, I cannot afford the cost.
- **FINANCIAL VALUE** - While I can afford dues and fees associated with membership, membership is just not worth the cost.
- **PERSONAL** – While membership in Delta Gamma has been a valuable experience, personal circumstances have impacted my ability to remain a member.
- **CONNECTEDNESS** – I don't feel connected to members of the chapter.
- **MENTAL HEALTH** – My mental health would be better served by resigning my membership.
- **TIME** – I am too busy with other obligations and no longer have the time for Delta Gamma.
- **HONOR BOARD** – Honor Board has recommended a sanction that I disagree with and am choosing to resign instead.
- **HOUSING** – There was not enough room for me to live in the chapter house, or I was not granted live-out status.



## Setting Your Chapter's Retention Goals

One of the responsibilities of the Retention Committee is to set the standard for retention success in their chapter once a year.

- This should be evaluated by CMT during chapter goal setting.
- Following chapter goal setting, the retention goal should be shared with all collegiate members, advisors, and appropriate Fraternity staff and volunteers through Anchorbase.

As you set your chapter's retention goal, you will look at two types of goals:

- Quantitative - a numeric retention goal
- Qualitative - actions, programs, and/or initiatives that can support your chapter in reaching the numeric goal

Reflecting on reasons why members may choose to resign their membership in Delta Gamma, the time of year they resign, and their year in school is an important first step in starting to form your chapter's retention goals.

Utilize the following prompts and your chapter's Retention Report to begin thinking about your quantitative and qualitative retention goals.

- Which population of members, new or collegiate, does your chapter see the most resignations for?
- What year in school does your chapter see the most resignations? What kind of programming does this year in school have for them? What encourages them to stay?
- What month does your chapter see the most resignations? What does the chapter calendar look like during this time? When does chapter morale decrease or peak historically in your chapter?
- What trends did you notice in your report? What observations do you have about why members are resigning?

### Quantitative Retention Goal Setting

To complete the quantitative retention goal-setting component, calculate the following:

- **Chapter resignation rate for last academic year:** \_\_\_\_\_
  - *Instructions:* To calculate this number, pull your Retention Reports from the previous academic year (using the date range 7/1/XXX through 6/30/XXXX) from Anchorbase.
  - This will be to calculate your total resignations but note the resignations between new members and initiated members.

- Chapter three-year average resignation rate: \_\_\_\_\_
  - *Instructions:* To calculate this number, pull your Retention Reports from the previous three academic years (using the date range 7/1/XXXX through 6/30/XXXX for each year) from Anchorbase, such that you have three separate numbers. Then, take the average of all three resignation rates.

Then, reflect on the following questions to set your quantitative retention goal:

- How does our chapter's resignation rate from last academic year compare to our chapter's three year average? Is it higher or lower?
- Is there a lot of variance in our last three years' resignation rates or is our resignation rate fairly consistent from year to year?
- Are there any outside factors that affect our chapter's resignation rate (e.g. chapter closures, campus movements, increased tuition, etc.)?
- **Based on what we know about our chapter retention performance and outside factors that may affect our retention, our chapter's retention goal is \_\_\_\_\_ or fewer resignations over the next academic year.**
  - The Fraternity recommends that chapters set their retention goal at or below their own chapter's three-year resignation average. The three-year average metric is suggested as it is also used in determining recruitment strength and accounts for fluctuations in retention caused by outside factors that may be specific to one campus and not affect the Fraternity as a whole.

*Note: Chapters will NOT be penalized if they do not achieve their retention goal. The Fraternity understands that there are many factors that affect chapter retention that are outside the chapter's control. The retention goal is set as a mechanism to support chapters in having robust conversations about their membership experience and ensuring they are meeting members' needs and expectations of membership.*

### **Qualitative Retention Goal Setting**

To complete the qualitative retention goal-setting component, the Committee should reflect on what actions should be taken and what programs and/or initiatives should be put in place to support the chapter in achieving their quantitative retention goal.

Begin by reflecting on the following questions to set your qualitative retention goals. Retention efforts must be carefully thought through and planned out. Using the information from reviewing Resignation Reports, chapter member surveys, and any available retention interviews, the Retention Committee will set qualitative retention goals.

- Is your retention goal lower or consistent with your resignation rate from last academic year?
- If your retention goal is lower:
  - What areas of your chapter (initiated members, new members, sophomores, etc.) are you targeting to improve their retention?
  - Are there specific needs of those groups that are not being met or could be met in a better way?
  - What actions do you need to take to promote better retention among those groups?
  - What officers or officer groups can you engage to support those actions?
  - What Delta Gamma resources and campus resources can you utilize to support your goals?
- If your retention goal is consistent:
  - What is your chapter currently doing that is keeping members? How can you continue to do those things?
  - What is your chapter currently doing that is causing members to reconsider their membership? How can you stop or change those things?
  - What officers are currently supporting retention efforts? How can you include more officers in this work?

**Based on this reflection, the Retention Committee will create three concrete action steps to support achieving their quantitative retention goal.** While the idea of retention can sometimes be all-encompassing and overwhelming, the Retention Committee should identify three areas in which they can immediately focus their efforts. Each of these three areas should be translated into a goal that is connected to one of the twelve Fraternity Standards, which are:

1. Demonstrating an understanding of and respect for Delta Gamma's larger **purpose and values**.
2. Championing **authentic sisterhood** that challenges women to become better versions of themselves.
3. Fostering chapter morale, enforcing policies and procedures and upholding Delta Gamma values through a **functioning Honor Board**.
4. Fostering **positive and collaborative relationships** with their campus, community, alumnae and the larger Fraternity.
5. Welcoming new members into our Fraternity utilizing **values-based recruitment** and adhering to all membership related policies and procedures.
6. Encouraging members to achieve their potential through participation in **leadership and personal development** opportunities.
7. Cultivating an environment that encourages and expects **academic achievement**.

8. Supporting the Delta Gamma Foundation and engaging in **service to others** in the spirit of doing good.
9. Honoring all fiscal-related responsibilities to be in **financial good standing**.
10. Executing all necessary **operations** to have a successfully functioning chapter.
11. Fulfilling all required **programming** expectations in a thoughtful and intentional way.
12. Empowering members to make informed decisions in high-risk situations based on Delta Gamma Fraternity's purpose and organizational values while promoting **risk management and personal safety**.

The goals should be SMART: specific, measurable, agreed, realistic, and time-phased - and address the areas or groups within the chapter that are targeted for improvement. For each of the three goals, the Committee should also explore who can help to have an impact on the successful realization of that goal. Is it other officers? Advisers? Campus staff? Other community resources? For individuals/organizations outside of the chapter, it is encouraged that chapter officers arrange a meeting or phone call to discuss the identified goal and how they can collaborate to make progress for the benefit of the chapter members. Retention Committee members are encouraged to reach out to other chapter officers, advisers, and campus resources to complete each step. These do not need to be elaborate plans, but rather intentional efforts that are rooted in the reasons members stay or choose to resign.

In the current landscape, it is essential that at least one goal focuses on individual contact with each and every member. As we have all been physically separated, many of our members are feeling alone, unsafe, and unvalued. It is through sisterly outreach from a place of care and compassion that we can support one another and strengthen the bonds of sisterhood within Delta Gamma. Additionally, there is value in supporting seniors as they prepare for post-graduate experiences or members near the slating and election process.

While the chapter will submit three qualitative retention goals, they can choose to have more. Additionally, action can be taken even if not tied to a goal. Anything that helps us take care of one another is a step in the right direction.

## Sample Retention Goals

Three sample plans are provided below to support the Retention Committee in setting your retention goals.

### **SAMPLE 1: Chapter with strong retention looking to remain consistent**

#### QUANTITATIVE RETENTION GOAL SETTING

- Chapter resignation rate for last academic year: 3
- Chapter three-year average resignation rate: 4
- Based on what we know about our chapter retention performance and outside factors that may affect our retention, our chapter's retention goal is 2 or fewer resignations over the next academic year.

#### QUALITATIVE RETENTION GOAL SETTING

1. Standard #10: Survey all members about what they would like the chapter to stop, start, and continue to maintain their level of engagement.
2. Standard #2: Ensure sisters are continuing to meet and form relationships with new sisters. Recommend all chapter members get up, move around, and sit by someone they don't know as well during chapter meetings.
3. Standard #11: Discuss member expectations throughout the year with emphasis on expectations several weeks prior to an event or time frame where times are busy in the chapter.

### **SAMPLE 2: Chapter focused on retention of sophomores and juniors**

#### QUANTITATIVE RETENTION GOAL SETTING

- Chapter resignation rate for last academic year: 8
- Chapter three-year average resignation rate: 7
- Based on what we know about our chapter retention performance and outside factors that may affect our retention, our chapter's retention goal is 5 or fewer resignations over the next academic year.

#### QUALITATIVE RETENTION GOAL SETTING:

1. Standard #9: Strongly communicate Year 2 and Year 3 costs clearly during recruitment for both live-in and live-out members, not just the costs for new members.
2. Standard #11: Involve younger members in senior programming planning and execution so they can get excited about what it means to be a senior.

3. Standard #2: Connect with sisters while they are studying abroad and provide “re-entry” support when they return to the chapter. This could include introductions to sisters who joined while they were away.

### **SAMPLE 3: Chapter focused on retention of seniors**

#### QUANTITATIVE RETENTION GOAL SETTING

- Chapter resignation rate for last academic year: 4
- Chapter three-year average resignation rate: 4
- Based on what we know about our chapter retention performance and outside factors that may affect our retention, our chapter’s retention goal is 3 or fewer resignations over the next academic year.

#### QUALITATIVE RETENTION GOAL SETTING

1. Standard #6: Look for or create networking opportunities with Delta Gammas in the area who are working in careers paths that interest a variety of members.
2. Standard #11: Ensure multi-purpose programming occurs during chapter meetings, especially for programming where senior participation/input is most important.
3. Standard #9: Hold financial workshops regarding taxes, investing, and other financial topics for seniors.

## Retention Interview Guide

A retention interview is an interview conducted by the Retention Committee to gather information on member satisfaction within the chapter. Retention interviews focus on learning what is going well and engaging others. It is also a tool that provides an opportunity for ways to improve retention. Retention interviews provide many benefits to both the Retention Committee and Honor Board. A retention interview:

- Shows that the Retention Committee cares about the member and their experience
- Builds trust between the Retention Committee and the chapter
- Creates a space for members to share authentically about their experience
- Allows the Retention Committee to gather information needed to recommend changes

Tips for a successful retention interview:

1. Schedule retention interviews at least one week in advance
2. Explain to members why they are being asked to share and what they can expect
3. Split up interviews within the Retention Committee to have more of a 1:1 ratio of committee member and member being interviewed
4. Schedule, if doing retention interviews as a group, no more than 3 retention interviews in one meeting to avoid burnout from Retention Committee
5. Host, if doing retention interviews as a group, the retention interviews with one member at a time
6. Conduct retention interviews in a comfortable environment
7. Prepare ahead of time to ensure you ask the right questions
8. Ensure questions touch on both the positives and negatives of their membership experience
9. Express your appreciation for the member—be specific
10. Send a quick follow-up email or text after to reinforce you heard them and to express your appreciation for their honesty
11. Use the information gathered to recommend positive changes
12. Remember that each member's perception is their reality and do not dismiss a member's opinion even if you disagree with them

*Note: Through Honor Board, Delta Gamma has a dedicated group of women whose primary role is to care for and help members become the best version of themselves. Should sensitive topics occur during these interviews, please contact the member back to Honor Board.*

**Questions:**

The Retention Committee can choose any of the following questions to ask during the retention interview. It is recommended to ask 3-5 questions per member. The Retention Committee can create their own questions as well. In creating new questions, remember the purpose of a retention interview. Retention interviews focus on learning what is going well and engaging others, as well as listening for opportunities to continue to improve retention and the member experience.

1. What is the most exciting part of being a member of Delta Gamma?
2. What aspect of your membership do you wish you could change?
3. What aspects of membership make it easy to live out Delta Gamma's values?
4. What talents, interests, or skills do you have that Delta Gamma hasn't made the most of?
5. What have you felt good about since you've joined Delta Gamma?
6. What would make your membership more satisfying?
7. What motivates you to engage with chapter operations and/or events?
8. What do you want to do more of? Less of?

**Retention Interview Strategies:**

- Aim to hear from 30% of your initiated members and 20% of your new members throughout your term
- Hear from members in different member classes, academic years, majors, friend groups, officer roles, etc.
- Avoid looking for improvement ideas only in new programming
- Dig deep and continue to ask members why
- Assume positive intent from all members

**What to do after an interview:**

After an interview, upload these minutes to Retention Committee meeting minutes task in Anchorbase. Utilize the information discussed in the retention interview during the Retention Committee meetings. Prepare to share any trends or ideas with JCMT officers whose work may be directly impacted.



## Retention Interview Minute Template

Retention Committee Notetaker:

Retention Interviewee:

*Opening: Thank you for agreeing to talk to me/us today about your membership experience. Retention interviews are an avenue the Retention Committee uses to better understand each individual's membership experience. Your membership experience is important to us. Information you share will be shared within our committee as well as for updates for Honor Board. Additionally, we will share overall trends with other officers to help influence our chapter operations. As a reminder, if there is something specific you need to discuss with Honor Board, you are welcome to request a meeting with them as well. We will use the information you share with me/us to better shape the Delta Gamma experience for our chapter.*

Questions: ask 3-5 questions

1. What is the most exciting part of being a member of Delta Gamma?
2. What aspect of your membership do you wish you could change?
3. What aspects of membership make it easy to live out Delta Gamma's values?
4. What talents, interests, or skills do you have that we haven't made the most of?
5. What have you felt good about since you've joined Delta Gamma?
6. What would make your membership more satisfying?
7. What motivates you to engage with chapter operations and/or events?
8. What do you want to do more of? Less of?

9. Write your own question.

10. Write your own question.

*Closing: Thank you for sharing your experience with me/us. I/We really value the time you took to help us better understand your experience with Delta Gamma. It is my/our hope that Delta Gamma continues to be a place that fosters inclusivity so that members might feel a sense of true belonging. As noted earlier, we will be sharing trends from both this interview and other interviews. Thank you again.*

Retention Interview: Next Steps

## Designing a Chapter Retention Survey

Retention can be improved when we understand the needs and desires of our membership. Chapter members should be surveyed to understand what they are looking forward to and what kind of support mechanisms would be helpful to them at key intervals in chapter life (joining as new members, start of a new academic year/semester, etc.). Knowing each campus scenario is different, sample questions are included here, but each chapter is encouraged to customize this assessment to fit their unique needs. You do not need to ask all of the questions below. In fact, we encourage you to ask about 5-6 questions in your assessment related to retention. It is also recommended that chapters ask questions specifically about the areas which were identified as a cause of previous resignations in their Resignation Reports and/or areas that are the target of their retention goals. Doing so will allow chapter officers to better plan to address them in the upcoming academic year.

### SAMPLE QUESTIONS

- How are you personally? What has your experience the last few months been like?
- How can we, your sisters, better support you in the months ahead?
- How do you feel about the next term? What questions or concerns do you have related to your Delta Gamma experience?
- What are you most excited about when you think about the next term?
  - List 5-6 areas of your chapter experience. Could be ranked or simply select the one you are most excited about.
- What are you concerned about that might be different?
- What do you think is the most valuable part of your membership in Delta Gamma?
- What does Delta Gamma provide to you that you do not get elsewhere?
- What are the aspects of our sisterhood that you expect to see in the next term? What would you be willing to let go of?
- What are some ideas that you have?
- What makes you feel like you belong to this chapter of Delta Gamma? To Delta Gamma as a whole?
- What would help you feel a stronger sense of belonging to your chapter? To Delta Gamma as a whole?

Prior to sending out the assessment, check with other members of CMT, including other standing committees (EVC, Honor Board, Nominating Committee, etc.) to see if there are questions related to their areas that they would like included as well. Surveying the chapter once will yield the most results, rather than multiple assessment tools which can get confusing for members.

## Retention Idea Bank

Below, find a starting point with ideas on how to address retention gaps within your chapter. Please note that while these can help aid the Retention Committee in recommendations, all efforts should be coordinated in conjunction with the relevant JCMT officers. As a Retention Committee, your responsibilities include providing trends, offering ideas, and lending support towards improving retention.

### Time

- Incorporate informal rituals and sisterhood into chapter meetings since that is a space where everyone is together.
- Ensure multi-purpose programming occurs during chapter meetings.
- Review upcoming events and find ways to incorporate sisterhood and belonging into those events. Start with an ice breaker, recognition, etc.
- Discuss member expectations throughout the year with emphasis on expectations several weeks prior to an event or time frame where times are busy in the chapter.
- Begin positive programming during meetings to reward and recognize chapter members.
- Suggest some specific ideas or strategies from the [Multi-Purpose Programming Guide](#).

### Financial Hardship/Value

- Connect members of the chapter with CMT/JCMT officers that would be able to help them learn about specific financial support from Delta Gamma (scholarships, grants, loans, etc.).
- Connect members to University resources using your chapter's [Campus Resource Worksheet for Collegiate Chapters](#) available from the vp: member education.
- Host financial education workshop for new members.
- Hold financial workshops regarding taxes, investing, and other financial topics for seniors.
- Minimize costs for members who are taking little sisters by standardizing gifts. Limits can be set so that each new member receives the same type of gifts.
- Create financial transparency workshops to give throughout the year.
- Utilize the chapter communications platform (emails, Facebook, GroupMe, etc.) to post about the benefits of membership.

### Connectedness

- Connect with sisters while they are studying abroad and provide “re-entry” support when they return to the chapter. This could include introductions to sisters who joined while they were away.

- Pair transfer students with a member of the chapter to attend chapter meetings and events.
- Invite transfer students to CMT/JCMT so they can get a pulse of the chapter operations.
- Create a connections initiative. Send out a survey to get information about members. The Retention Committee can match members together individually.
- Recommend all chapter members get up, move around, and sit by someone they don't know as well during chapter meetings.
- Encourage Big/Littles to grab dinner before or after chapter together.
- Pay attention as a committee! Notice and connect with members you wouldn't normally connect with.
- Recommend a refinement to the new member process where the emphasis is on belonging.
- Review the chapter calendar to ensure there are a variety of activities for members to engage with the chapter.
- Create new committees to allow contribution across the chapter.
- Encourage sisterhood dinners before or after chapter meetings.

## **Mental Health**

Prior to any suggestions, be sure to review the [Recommended Practices for Managing Individual Emotional/Mental Health Concerns](#) resource.

- Support JCMT in using positive language and equip them with ways to boost morale in their leadership.
- Incorporate anxiety and stress relief tips throughout the year.
- Recommend *Behind Happy Faces* DG Dialogues.
- Use the tools from the [Tangible Ways to be a Champion for Sisters](#) resource.
- Connect members to University resources using your chapter's [Campus Resource Worksheet for Collegiate Chapters](#) available from the vp: member education.
- Review and share [Delta Gamma's Mental Health Resource Guide](#).

## Scholarship

- Connect members of the chapter with CMT/JCMT officers that would be able to help them out with specific scholarship support.
- Connect members to university resources.
- Work with the director of scholarship to provide new ideas to the chapter scholarship and enrichment plan.
- Evaluate how the chapter celebrates members' academic achievements or other milestones.

## Miscellaneous

- Share reasons for resignation (without identifying information) with CMT officers so they understand trends in their areas that are affecting retention.
- Review the [Honor Board Supportive Programming](#) guide.
- Plan energizers and special breaks for prep week, recruitment, and other busy times in chapter operations.
- Collect member feedback before and after activities and events.
- Utilize the chapter communications platform (emails, Facebook, GroupMe, etc.) to post about moments when members are living out the Oath of Friendship.
- Involve younger members in senior programming planning and execution so they can get excited about what it means to be a senior.
- Host a Bylaws and Standing Rules Kahoot during a chapter meeting to ensure all members know the expectations of membership throughout the year.
- Suggest some specific ideas from the [Senior Programming and Recognition](#).
- Suggest some specific ideas from the [Transfer Student Affiliation Programming](#).
- Offer post-chapter discussions or special interest groups.
- Create a member appreciation event.
- Look for or create networking opportunities with Delta Gammas in the area who are working in careers paths that interest a variety of members.
- Create a resource with all the positions and how chapter members can use officers to address challenges in the chapter (e.g. if I have an issue about my dues, I talk to vp: finance who is [fill in name] this year). This can relieve some of the pressure on CMT officers and help members understand where their resources are.
- Review chapter roster and see who hasn't been attending events or meetings and reach out to connect.
- Create a red/yellow/green system to assess engagement of members and discuss strategies for women who are appearing to go from yellow to red.
- Give a presentation to JCMT on how to remain flexible as they work with a variety of different members
- Split the roster up and have the Retention Committee, Honor Board, CMT, and/or JCMT write a personalized note to a member in the chapter sharing your appreciation for her. Be specific!