Delta Gamma
1873

Bumping & Rotation Guide

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Getting Started

SHARED DEFINITIONS

Rotations/Bumping: Bumping is a structured system used to guide and rotate conversations between chapter members and PNMs.

Round: Refers to a stage or phase in the overall recruitment process. Each round is typically defined by a theme or purpose (like values, sisterhood, philanthropy, or preference).

Event: A single event or session held during a round. There are usually several events per day, and chapters will host the same event format multiple times to accommodate all PNMs.

Before starting the process of establishing bump groups and a bump rotation for your chapter, there are a few key logistic details you need to gather.

NUMBER OF MEMBERS RETURNING AND RECRUITING

As you review your Anchorbase roster to determine how many members will be recruiting, take into account the following:

- Members who are on Excused Status (that will be absent during recruitment),
- Members who serve as a recruitment counselor,
- Members on your campus' Panhellenic Executive Board,
- Members who are graduating or transferring, or any member who will otherwise not be present should not be included in a bump group.

Also, don't forget to take out the number of members who will be present, but not able to pick up PNMs to recruit; this may include, but is not limited to, members of the Evaluating Committee (EVC) or any members responsible for essential tasks during the events such as greeter, food and beverage or event timer.

ESTIMATED EVENT SIZES

Utilize your chapter's prior recruitment results to determine future event size estimations. Specifically, you should look for:

- The Open House Pool (the number of PNMs that showed up for the first round of recruitment)
- Carry figures
- Accept/regret rates per round

If you do not have access to this information, reach out to your Regional Panhellenic and Recruitment Specialist (RPRS) to gain this information or email **recruitment@deltagamma.org**.

To estimate how many PNMs will attend each event, divide the total expected PNMs by the number of events in that round. Adjust for factors like registration trends, changes in chapter numbers, or chapter-specific circumstances. It's better to overprepare—having extra members is preferable to not having enough for one-on-one conversations.

NUMBER OF EVENTS PER ROUND

The number of events per round will impact estimated event sizes. If you're expecting 100 PNMs in a particular round and there are five events that round, you can expect 20 PNMs per event. It is important to note that just because your chapter had twelve events the first-round last year doesn't mean you can expect the same number this year. Discuss with campus Panhellenic exactly how many events they plan to have each round and explain the importance of sticking with this number for chapter planning purposes.

RECRUITMENT SPACE

The size and capabilities of the recruitment space will impact the style and strategy behind recruitment rotations. You should be able to identify where you will be recruiting each round as well as the dimensions of each space. Knowing what event inventory, such as tables, chairs, or furniture, already exists within the space or can be provided is critical to planning the logistics of rotations for each round. The dimensions and existing features within any room will impact the number of members and PNMs you can fit within the space.

For some campuses, the recruitment space may also change depending on the round of recruitment. This information is critical to know prior to creating a rotation so the recruitment space can be considered when making such strategic bumping and rotation decisions.

NUMBER OF MINUTES WITHIN EACH EVENT

The number of minutes per event most likely varies each round and will help you determine key rotation factors, such as how many rotations can take place and at what minute should the PNMs begin to exit the event.

It is important to recognize that each of these factors may change depending on each round of recruitment. Event sizes and length of time of an event will change between rounds due to the chapter's carry figure and invitation accept statistics. It is common for the length of recruitment events to become longer as recruitment rounds progress.

Determining Space and Needs

Simply knowing where you will be recruiting does not effectively analyze the recruitment space enough to determine the needs of a strategic recruitment rotation.

Ask the following questions to gather information about the recruitment space:

- What furniture and/or décor already exists in the space?
- Does this existing furniture provide enough seating for PNMs? PNMs and recruiters?
- What seating resources are already available? Or will you need to explore rentals?
- What will need to be removed or added within the space so it can fit all PNMs and recruiters comfortably and emphasize conversations?
- What activities, if any, will PNMs and recruiters complete each round? Where in the recruitment space will this take place?
- What elements of décor can be incorporated in accordance with recruitment rules?
- Where will these elements be placed within the space?
- Will or how will you incorporate these elements or décor or engagement within the rotation?

Do not be afraid to explore event rentals when necessary. There are likely local event rental companies that can provide tables, chairs, lighting, draping and other event elements. Be conscious of recruitment rules and the overall budget when exploring these options. Discuss how to strategically address your recruitment needs and budget with advisers, volunteers and your RPRS.

The greatest influence on the room setup for conversations should be what other chapters on your campus are doing. Do all PNMs and recruiters have a seat? Do they sit at tables? Does only the PNM sit in a chair while the recruiter sits on the floor? Are there no chairs or tables at all? Do recruiters and PNMs stand for the duration of the event? These are all good questions to ask when evaluating what might be your chapter's best approach.

If there is no clear direction from other chapters on your campus, keep in mind the following best practices:

Conversations are best held when both the PNM and the recruiter are comfortably sitting at eye level to one another. This setup is most natural for conversations and will lead to the PNM feeling comfortable and confident more easily.

Recruiters should avoid seeming intimating by standing over or at a higher eye level than a PNM. Ideally during transitions where PNMs or both PNMs and recruiters are seated, the recruiter bumping into the conversation should kneel to maintain eye level and a friendly disposition.

When seating both PNMs and recruiters is not an option, still try to give PNMs a seat so that they may be comfortable for the duration of the recruitment event. In this scenario, the recruiter should sit or kneel in front of the seated PNM for recruitment conversations
Be conscious of the direction that each seat faces. PNMs should be given a sightline that shows the most aesthetically appealing or engaging components of the recruitment space and should avoid sightlines where the PNM would stare at a wall or other displeasing element for the duration of the recruitment event.

Be mindful of activities or other elements of engagement for each round so that the space can accommodate seating or tables as necessary.

Remember that once actual event sizes are released you will need to re-count the number of seating spaces needed to accommodate your plan – leave just a few extra than your largest event size of the day just in case. Prismm.com is a free online event management platform that allows you to select the size of the event space and build a room layout with as many chairs, tables or other elements as needed. Visit their website to create an account and begin creating room layouts for all rounds of recruitment events.

Type of Rotations

There are two types of bump rotations that chapters typically use: group and partner. The ultimate conversation goal is to give each PNM the opportunity to make a connection with one or multiple members in one-on-one interactions. This is best done when we can avoid "double-recruiting" at all costs. Double-recruiting is when one or more recruiters must host two PNMs each to accommodate more PNMs per event than the chapter's pick-up capacity. Chapter size and space restrictions will significantly influence which style of rotation is chosen. If double-recruiting is an expected practice for your chapter, review the best practices following each rotation description below.

GROUP ROTATION

The majority of chapters utilize the bump group approach. The bump group type rotation includes a small number of members strategically grouped together – the key difference in this approach is that one recruiter per bump group is not matched or does not initially pick up a PNM at the beginning of each event. She serves as the initial bumper and initiates the beginning of the bump rotation.

For example, if a bump group is made up of 5 members, either recruiter #1 or recruiter #5 would not pick up a PNM. In this example, recruiter #1 is your initial bumper. After the designated time for the first conversation has passed within the recruitment event, recruiter #1 would begin the rotation since she does not have a PNM.
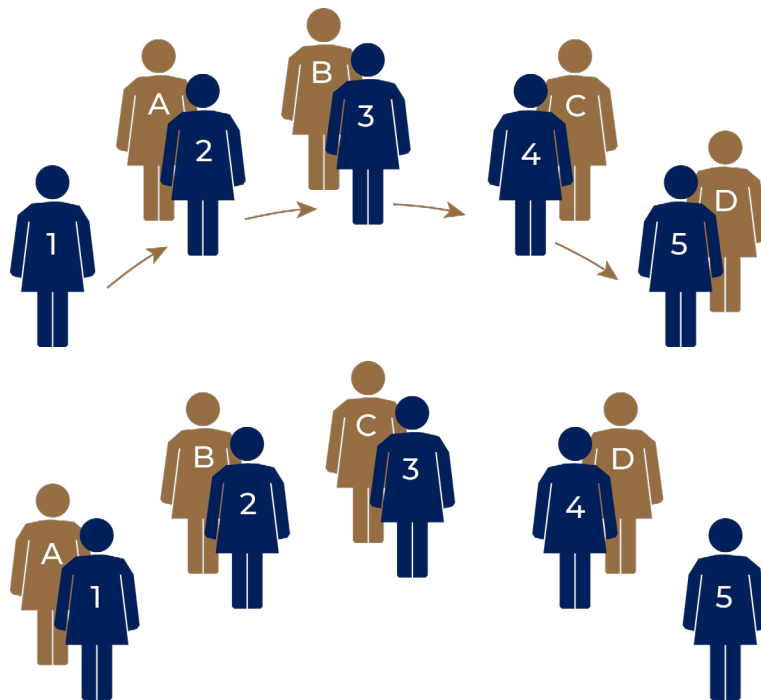
This rotation can be repeated as many times as desired during a recruitment event – the initial bumper changing each time to the recruiter who was "bumped out" of the previous rotation. In the above example, recruiter #5 has been bumped out of the rotation and is without a PNM. She will serve as the initial bumper and initiate the second rotation. Before a member initiates a new

bump rotation for her group, she will need to wait for the designated time so that conversations from the previous rotation have enough time to develop. Rotating too quickly will give PNMs an experience of many surface encounters rather than multiple deep connections. It is critical that the timing of rotations be practiced prior to recruitment and facilitated during live events so that conversations develop strategically and each event runs on time.
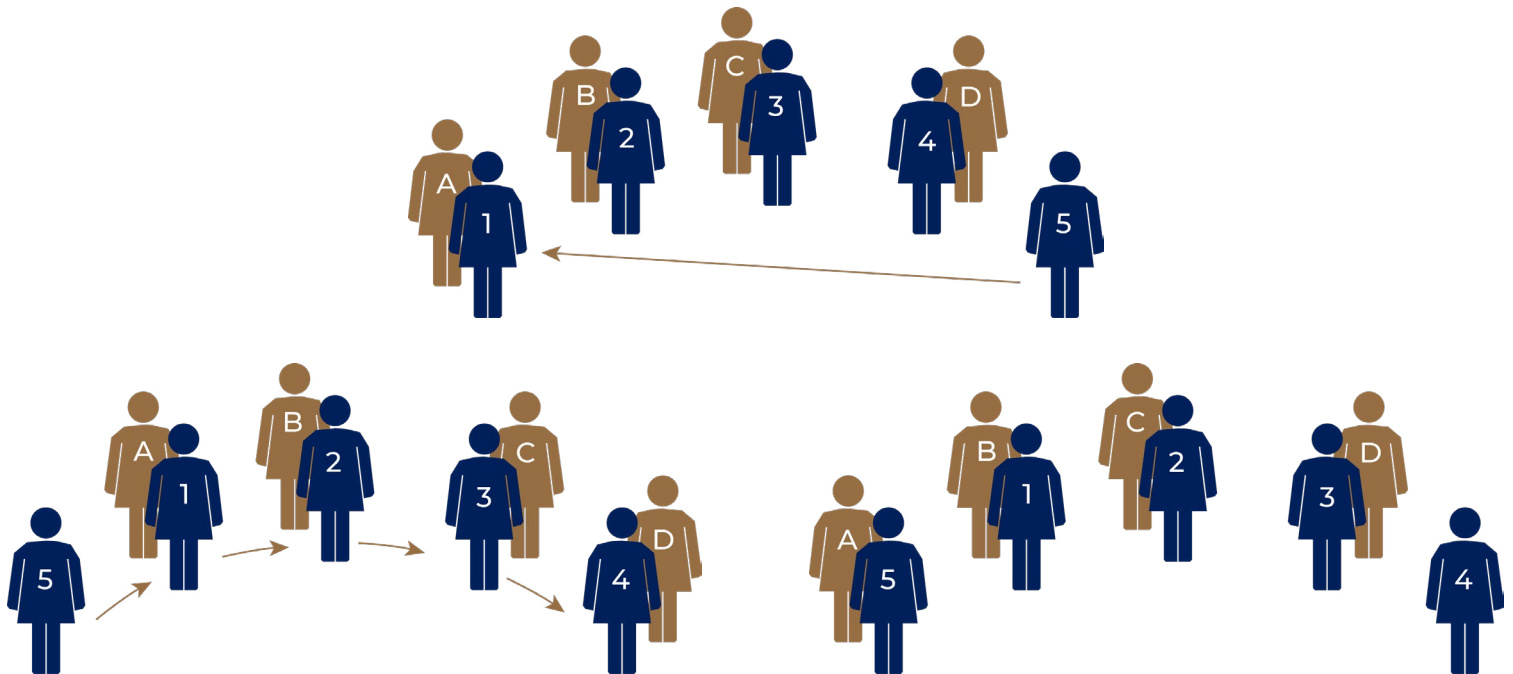
DOUBLE RECRUITING

When double-recruiting, the best option is to prepare all members for the possibility of being matched to two PNMs and to bump into a conversation where two PNMs are present. This way all members are prepared, confident, and need little warning should the scenario arise. If members are apprehensive about these conversation skills, consider identifying a single bump group or appropriate number of members to double-recruit whenever necessary. Since double-recruiting can feel more tiresome for members, consider alternating double-recruits and single PNMs within a bump group so members get a break with each rotation. Keep your focus on connecting with your priority PNMs. If you need to double-recruit due to line placement, aim to do so with PNMs who are a lower priority for your chapter.

A different approach to the bump group style rotation would moving PNMs throughout the recruitment space as necessary – such as when an activity or element of engagement is a component of the recruitment event. In this approach, the most natural opportunity to move the PNM is during a transition or when members bump one another. In this case, recruiter #1 would

approach recruiter #2 for the transition and include wording such as "I'm so excited to meet you, we're going to head in this direction to view our chapter's philanthropy video". Then, recruiter #2 would be free to pick up recruiter #3's PNM. This version of the bump group rotation works best when each recruiter has a "home base" or will take each rotation's PNM to the same space each time. If each recruiter in this version of the rotation is responsible for a unique portion of the event flow (video, craft, activity, other element of engagement, etc.), it is critical that the chapter rotates enough times so that each PNM has the opportunity to experience each portion of engagement. In the above example, with four PNMs and five recruiters, the group would have to complete three full rotations.
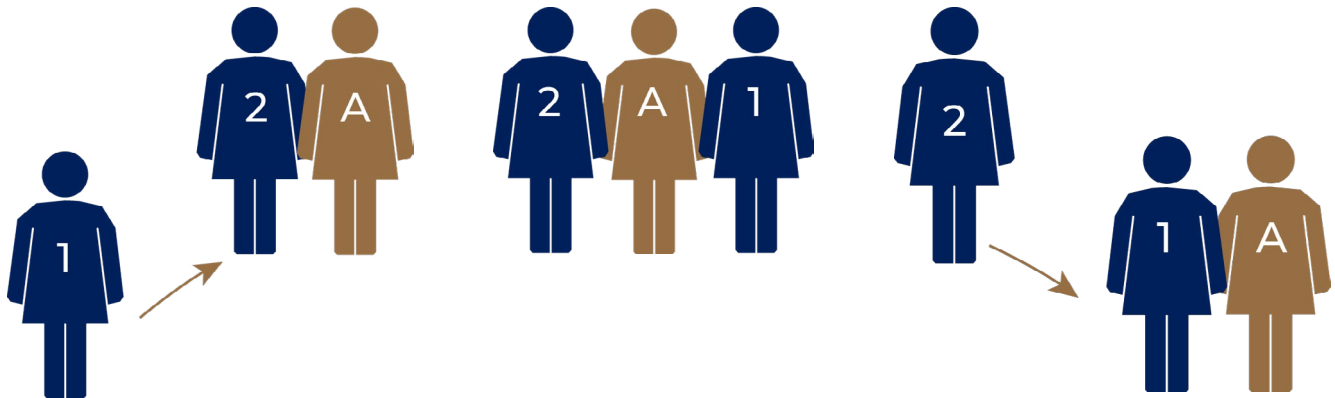
PARTNER ROTATION

A partner rotation is exactly how it sounds: two members will be partnered together for the duration of the event, each with their own PNM. Partner rotations eliminate initial bumpers and may be best for chapters who either do not have enough members to pick up the number of PNMs expected per event or are otherwise limited in the number of members recruiting (space, allowed by Panhellenic, etc.). While each recruiter-PNM pair should begin in their own conversations, spatial proximity and strategically planned transitions should allow these two recruiters to switch PNMs at a designated point during the recruitment event. Partner rotations work best when either the event is too short to rotate multiple times, or the conversation goal is to create deeper connections through longer 1-1 interactions such as in Preference. Seating assignments should be given so that partners are seated or standing near one another. Additionally, conversation planning should be an integral component for recruitment education and practice – recruiters will need to know how and when to begin the switch of PNMs with their partner. Conversation transitions for partner style bump rotations are the key to success; if the rotation is awkward or not perceived well by PNMs, or even not a common style of rotation on your campus, it may hurt your recruitment returns. Only one rotation, the switch, is possible with partner style rotations.

If double-recruiting is still necessary after eliminating initial bumpers and using a partner style rotation, consider having both partners double recruit. PNMs in this scenario will see they are not the only ones who are partnered with another PNM and may feel more comfortable. Consider alternating which partners double-recruit each event so members can get a break from double-recruiting if needed. Also, remember to identify which members show conversation confidence for double-recruiting and prioritizing target PNMs by only double-recruiting PNMs who are a lower priority for your chapter.
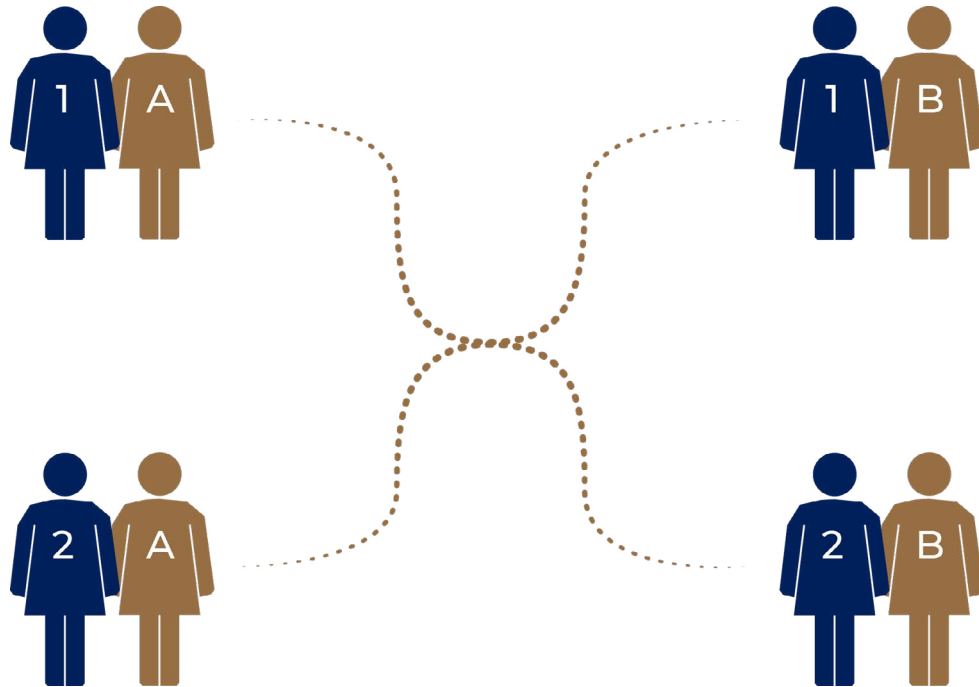
How Big Should Your Bump Group Be?

Once a style of rotation that best fits your chapter's needs has been determined, it is time to figure out how to structure members into partners, teams, or groups. For partner-style rotations, the PNMs exposure is limited to two recruiters that must be able to transition between two conversations without missing a beat. Choosing partners should consider the level of friendship and common recruitment strength between recruiters.

The size and number of bump groups should be directly correlated to the number of PNMs expected per event in each round. The smaller bump groups are, the more initial bumpers are out of rotation; vice versa, the larger bump groups are, the fewer initial bumpers are out of rotation. Another component to keep in mind is that the larger a bump group is, the longer it will take for all members within the group to transition and complete the rotation. Such timing impacts the overall event and can determine how many rotations are possible.

The number of recruiters per bump group and the number of bump groups will determine your chapter's pick-up capacity. The pick-up capacity tells how many PNMs your chapter can handle picking up at the door, excluding initial bumpers in this number as they cannot pick up PNMs in order to begin the rotation. The following easy equation works backwards, beginning with the number of expected PNMs per event, to help you determine how many groups and recruiters per group may best fit your chapter!

THE THREE NUMBERS YOU WILL NEED ARE:
- Expected number of PNMs going through recruitment
- Number of events the first round of recruitment
- Total number of chapter members returning and participating in recruitment

CALCULATE THE EXPECTED EVENT SIZE

Take the number of expected PNMs and divide them amongst the number of event during the first round.

This is most likely the largest number of PNMs you will see per event throughout recruitment.

FIND THE NUMBER OF INITIAL BUMPERS YOU CAN HAVE

Take the number of chapter women returning and subtract the number of expected PNMs per event. Remember to not include Sisters who will be out of the rotation *(recruitment counselors, chapter leadership or Sister needed for other tasks and committees).*

CONSIDER HOW MANY PEOPLE WILL MAKE UP EACH BUMP GROUP

You will need to divide the number of Sisters returning by the number of initial bumpers.

EXAMPLE:

500 PNMs going through recruitment
10 events the first round = 500 /10 = 50 PNMs per event

This is where over-estimating the number of anticipated PNMs is crucial – planning for too few PNMs will force your chapter to double-recruit.

EXAMPLE:

70 members returning. Using the previous example of 50 PNMs per event: 70 - 50 = 20.

This means that if 50 recruiters pick up the 50 PNMs at the door for each event, 20 recruiters will be utilized as initial bumpers.

EXAMPLE:

Example: 70 members returning and recruiting with 20 initial bumpers: 70 / 20 = 3.5.

- *Always round UP when this formula does not provide a whole number, as rounding down will not provide enough recruiters per group to pick up the anticipated number of PNMs.*
- *Using 4 recruiters per bump group will produce 17 full bump groups (70 / 4 = 17.5). In this example, we will have 17 initial bumpers, and two recruiters will be left out of the rotation (17.5 x 4 = 68).*
- *3 recruiters will pick up in each bump group | 17 groups x 3 picking up per group = 51*
- *51 is the pick-up capacity for this example, fitting our need of a maximum 50 PNMs per event*

Calculating these numbers prior to assigning bump groups is crucial so that you know exactly who will and who will not be needed during the rotation for each round. Remember that event sizes vary from round to round and you will need to double-check that this original calculation fits all round recruitment needs. See the following section, "Creating Bump Groups" to determine which strategy or strategies are best to utilize your entire chapter membership most effectively.

Creating Bump Groups

Each bump group should be full of members who are able to balance selling Delta Gamma's membership experience and making the PNM feel that she has the opportunity to share her story and be valued. Remember that conversations are the heart of the recruitment process – our ability to connect with PNMs during recruitment sets the stage for sisterhood.

ASSIGNMENT STRATEGIES

Not every bump group needs to have the same strengths or personalities, but it's important to think about the flow of each rotation and who each PNM will be talking to. Try to avoid grouping your strongest recruiters with those who are still building confidence, and vice versa. For example, it's okay to mix mid-level and newer recruiters, or mid-level and strong recruiters—but be intentional about who starts the conversation and who stays in rotation. Less experienced members should serve as the initial bumper and be bumped out early, allowing your strongest recruiters to anchor the interaction.

Recruiters may also be in a specific order to serve a specific need – such as if recruiter #2 is expected to complete a philanthropy craft or recruiter #4 is expected to give a house tour. In these cases, the order of recruiters should be strategic and based on which recruiters have the most exposure or knowledge to the activity.

There are numerous other factors that could assist in creating strategic bump groups. Ask yourself when putting recruiters into groups if they can both (or all) connect with the same type of PNM. Do these members interact often or share the same close friend group? Will transitioning be easy or difficult based on their level of friendship? How will PNMs feel after talking to both, or all, of these members?

Consider grouping members together to fulfil other specific needs. If you are a school in the northeast but continuously see a small number of PNMs from another region, you can create a single or multiple bump groups of these type members to intentionally connect with these PNMs. This strategy can be utilized for other regions or various other demographics.

Matching also plays a crucial component, especially when bump groups are created to connect with specific demographics or target areas. PNMs want to feel that they will fit in with the chapter and there are members like them who are already members. Doing such intentional work when creating bump groups should be translated into intentional matching efforts to optimize the PNM experience and give the chapter the best chance of increasing priority statistics.

SISTERS OUT OF ROTATION

Members out of the bump rotation and the tasks they are assigned to complete should be chosen with the same intentionality as bump group assignments. These members may not share recruitment strengths and can be given other tasks to complete such as décor design, food and beverage, setup/breakdown, and planning activities to boost chapter morale.

Whatever task(s) is chosen, make sure that it is intentional and communicated as an imperative component of the recruitment event. These members should feel valued and involved in the process to keep morale up and be respectful of the time and energy they give towards recruitment.

Another strategy to impose when there is a large disparity between the number of recruiters available to recruit and the number of PNMs per event is to remove some of the top-strength recruiters from the rotation entirely to serve as floaters. By removing these recruiters from the rotation, they can meet more PNMs and help give a boost in two-recruiters per one-PNM conversation. These recruiters can also focus on target PNMs to ensure that more PNMs get to experience a top-strength recruiter conversation. When utilizing this strategy, make sure you provide a separate training opportunity so that these members understand their role and know how to handle floating in and out of conversations. The added benefit to this strategy is that these recruiters will score every PNM they talk to. Remember to coordinate which recruiters will meet with specific PNMs so that conversations are not overwhelmed by so many recruiters floating in and out. We want to make sure that the recruiter each PNM is matched with has an opportunity to speak with her one-on-one. For this tactic, consider assigning these floaters to specific recruiters or areas of the room. Also remember to educate your chapter on the purpose of these floaters so they are prepared to handle them coming in and out of conversations and do not mistake these recruiters as coming to "bump" them.

Creating The Rotation
GROUP ROTATION

There are several factors to consider before creating and establishing the bump rotation for each round of recruitment. The first step should always include identifying the needs or overall goals of each round – these may be extremely unique depending on your campus culture. Is there an activity PNMs participate in? Will a philanthropy or Sisterhood video be shown? What other elements of engagement will PNMs be exposed to? Also, how long will each of these activities take? Once you have identified what you need to manage, these elements should be strategically crafted within the event flow. There are typically two ways to approach bump rotations that involve activities or other points of engagement:

Option 1

Assign the activity or point of engagement to an individual recruiter in the bump group. For this option, you will need to do one rotation per PNM that you have so that each PNM will meet every recruiter within the bump group and will have the same overall experience, even if the activities are completed in a different order. This option allows recruiters to become more proficient in their specific portion of the event, as they will complete the same point of engagement and conversation goals with each PNM.

Option 2

Each recruiter will complete each point of engagement at the same time and the entire group will rotate through an event flow together. In this option, recruiters must become proficient in all areas, activities, points of engagement, and conversation goals because they will be responsible for completing a new element each time they rotate to a new PNM.

TIMING THE ROTATION

Recruitment events are limited to a finite number of minutes that your chapter has to make a lasting impression. Planning and practicing the bump rotation can help optimize the PNM experience by creating multiple deep connections with recruiters and taking advantage of every second PNMs are present.

Some questions to consider:
- How long is each point of engagement or activity?
- How long does the complete transition take?
- How many full rotations will take place?
- How long does it take to enter the anticipated number of PNMs into the recruitment event?
- How long does it take to exit the number of PNMs out of the recruitment event?

There should always be someone dedicated to timing the event and initiating bump rotations. Designating someone to fulfill the task of timing events, like the director of primary recruitment, creates the added benefit of ensuring the vp: membership is available to answer questions about bump rotations, facilitate floaters, and handle any unforeseen issues. Always record practice times to help establish bump rotations that maximize each round's limited event time.

CONTINGENCY PLANNING

Remember when teaching bump rotations to discuss what should happen for any number of unplanned circumstances. Utilize the following questions and scenarios to plan for every possible contingency:

- What happens if a recruiter within a bump group does not pick up?
- What happens if during the start of the event, there are one or multiple PNMs left at the end of the line with no recruiters to match up with them?
- What happens when someone other than the recruiter you are expecting to bump you comes up to speak to you and your PNM?
- What happens if the recruiter coming to bump me misses their rotation?
- What happens if I realize my PNM has not seen a video or completed an activity that they should have before talking to me?
- What if my PNM asks to use the restroom and we have to leave our assigned seats?
- What other situations can impact the bump rotations?

Talk through these with your chapter to ensure that everyone feels confident and prepared for any situation. Remember that bump rotations are not known by PNMs and they will most likely not know if something goes wrong. When an unforeseen situation occurs, encourage recruiters to focus on building connections in conversations rather than forcing an unplanned rotation to take place. When possible, someone on EVC should coordinate efforts to fix problems and ensure that each PNM has a similar recruitment experience.

Transitions During Bumps

Recruitment is all about conversation. It's how we make a connection with PNMs and share information about our chapter. Effective conversations are the key to creating an enjoyable and informational setting for recruitment events. Most of the time, PNMs will have the opportunity to talk to multiple chapter members during each event. Here are some tips for when transitioning during a bump to introduce a PNM to another recruiter coming to start a rotation.

- Introduce both the recruiter and PNM by name.
- Tell the PNM something about your relationship with the recruiter you are introducing to her.
    - *She and I were in the same new member class.*
    - *We met in class and then got to know each other through Delta Gamma.*
    - *We lived in the same dorm our freshman year.*
- Tell the recruiter something about the PNM, especially anything that they have in common.
    - *She is from the Bay Area, too.*
    - *She grew up playing soccer and wants to get involved with intramurals.*
    - *Like you, she transferred to our school from out of state.*
- Tell the recruiter about an interesting subject you and the PNM discussed.
    - *We were just talking about the concerts she went to last summer.*
    - *She was just telling me about her trip to Italy.*
- Ask the recruiter if she has any insight to share with the PNM regarding a question, she asked you.
    - *She asked me about my favorite sisterhood events. What's your favorite?*
    - *She's looking for more information about paying for membership dues and I thought you would want to share how you organize your money to pay for dues.*

Entrance and Exit Strategies

The entrance and exit strategies for the bump rotations can significantly impact the timing of recruitment events and should be strategically planned to accommodate goals. It is imperative that the timing of these elements be practiced and recorded so that the rest of the bump rotation can be effectively planned and executed during live recruitment.

Entrance and Greeting

How recruiters greet PNMs entering the recruitment space should be incredibly strategic. Utilizing matching is a strategic best practice. Remember to have an organized method of lining up recruiters by PNM order prior to the start of each recruitment event. Remember that time between events may be limited; the larger the chapter or recruitment events are, the more organized you may need to be. Consider having multiple individuals check the line order to ensure everyone is in the correct place. Remember also to check PNM attendance and remove any recruiters from the lineup when their PNM is absent. Having an adviser or members of EVC assist the Recruitment Counselor in checking PNM attendance and the order of their line may be necessary to ensure that the chapter's list and the Panhellenic list still match before each event starts.

Why is it important that such specific details of the chapters greeting be determined? In a recruitment event, every second counts. While timing should be a concern, as the greeting shouldn't take too long and take up conversation time, it is more important to focus on how you greet PNMs

Make sure you are practicing and timing the entrance, so you know how much of the event time is left for conversations, bump rotations and the exit. Have recruiters mock their greetings while practicing for the estimated event size.

The most basic elements of a recruitment greeting may include:

"Welcome to Delta Gamma, I'm Hannah!"
or "Hi, I'm Hannah! Welcome to Delta Gamma."

As rounds of recruitment progress, remember to change "to" wording in the greeting from "welcome to" to "welcome back" as PNMs have already visited the chapter in the recruitment process. Additionally, consider including the PNMs name in greetings in later rounds. Even if the recruiter picking up the PNM has never met her before, utilizing her name can show that the overall chapter is excited for her to be back and have been anticipating her arrival in recruitment events! Wording for this greeting may include: *"Hi Mary, welcome back to Delta Gamma! I'm Eva."*

By Preference, PNMs should know the recruiters picking them up at the door. These greetings should exclude the recruiter's name unless it is the PNM and recruiter's first interaction. In this case, the recruiter should still greet the PNM the same way everyone else does and then share her name once the PNM has entered the recruitment space. Preference Round greetings should always include the PNMs name to show that we know her and have been anticipating her arrival at the recruitment event.

For some chapters, a handshake while greeting PNMs during recruitment is an appropriate and welcoming gesture. On other campuses, recruiters and PNMs may link arms. Others may not be allowed to have any physical contact.

As always, after the greeting, remember that recruiters should be leading the PNM through the recruitment space and clearly stating the intended direction. PNMs are often confused and taking in a lot during a very short period of time. Use hand gestures to show the direction you a traveling throughout the space combined with word cues such as *"we're heading right this way"* or *"we're going to head to our living room in this direction"*. Teach recruiters to act as the hostess and lead the PNM confidently with their greeting and initial interaction throughout the recruitment space.

EXITING AND SAYING 'GOODBYE'

There is also a great deal of strategy that can be implemented to the ending of recruitment events; specifically, how the chapter signals or begins exiting PNMs. You only have one opportunity to leave a lasting impression and these final moments of each event count! The chapter should do everything possible to preserve the deep connections being made in conversations and avoid seeming awkward, abrupt or leaving a PNM feeling confused. Strategic exit logistics and conversation planning are key elements of planning your rotation!

Some options might be dimming the lights, making an announcement to the overall group, or exiting PNMs individually by a member of EVC coming over to release them.

If cheers and chants are common on your campus, members not in the rotation can begin the designated song to signal that it is time to begin exiting. The vp: membership and chapter president should be at the door saying goodbye to PNMs or walking around helping facilitate the exit and ensuring nobody is left behind. This approach does not allow for the most personalized interaction for PNMs with these chapter leaders but still gives these leaders and PNMs an opportunity for one final interaction before the event ends. For a more personalized touch, consider exiting PNMs individually or in smaller groups.

If the chapter utilizes tables and chairs for conversations, consider exiting a table at a time or having both the vp: membership or chapter president simultaneously exit tables rather than making a larger announcement. Whether addressing an individual pair of recruiter/PNM or a group of pairs, these chapter leaders should establish a script to help expedite the exit process

and monitor the length of these interactions to stay on time. Below is an example of such a script – don't forget that utilizing the PNMs name or incorporating a genuine compliment into this individualized exit strategy can make the PNM feel even more special during her final moments in the recruitment events.

"Hi ladies! I'm so sorry to interrupt, but our event is about to be over. We've really enjoyed getting to meet you today! Whenever you're ready, (insert Sister's name) can show you towards the exit. I hope you enjoy the rest of your day!"

Sister phrases for a general final exit statement could include:
- *I enjoyed talking with you today/tonight; I hope the rest of your day goes well!*
- *I'm so glad I got to meet you, enjoy the rest of Philanthropy Round!*

These types of statements are enhanced when sisters can mention something specific and/or memorable from the recruitment conversation. This strategy also allows the recruiter to sound less generic and showcase that she was listening to what the PNM shared!

- *I enjoyed talking with you today/tonight; don't forget to check out that (book, TV show, local restaurant, etc.) Let me know if you like it!*
- *I'm so glad I got to meet you today! Oh, and good luck with that biology quiz – remember that study guide and you'll be just fine!*
- *I hope you enjoy the rest of Philanthropy Day! You have no reason to be nervous (or another feeling she disclosed), you're going to do great!*

Avoid referencing "the rest of recruitment" in an exit as the PNM may interpret this to mean that she will not see Delta Gamma again in the process. Members should avoid saying *"We hope to see you tomorrow"* as that implies the chapter wants her to return and could be implied as bid promising.

Teaching Bump Rotations and Planning Timeline

Organized and consistent member education is the key to implementing strategic bump rotations in recruitment events. Chapter members need repetition, consistency, contingency plans and practice. The sooner chapter members know their bump group assignments, the longer they have to practice as a unit and grow their relationships with one another. The opportunity to practice bump rotations during the Recruitment Preparation Workshops (RPWs) can help members gain confidence and will allow prep week to focus more on conversation training and simply polishing logistics.

Determining bump group size and grouping sisters, however, must wait until you know exactly who will be returning and recruiting during recruitment. Remember to wait until Panhellenic has selected their recruitment counselors and excused statuses have been approved for the chapter. Also encourage chapter members to be proactive in sharing any plans to transfer, study abroad, or otherwise be unable to participate in the recruitment process. If there are members who are more tentative in their plans during recruitment, consider placing these members together in a bump group so they can still participate and practice. This strategy will hopefully minimize any restructuring that may need to happen due to such circumstances.

Utilize the following best practices when educating the chapter on bump rotations:
- Utilize seat assignments to help recruiters know clear paths of where they are going and help establish consistency.
- Practice a perfect rotation first. By this we mean to practice as if every recruiter who is supposed to pick up a PNM does, and each rotation goes as planned.
- Walk the floor with the chapter and make sure that each recruiter goes where they are supposed to. Practice pausing and not completing the transition until it is confirmed that each group is functioning as planned. For example, in a 1-2-3-4 rotation, if the 1's are bumping the 2's – ask each 1 to find their 2 and pause. Ask each 2 if the correct recruiter has come to find them and determine if anyone has not been bumped. Repeat through each bump until the rotation is complete. A printed version of the bump group assignments can be especially helpful during this time.
- Don't forget to practice all possible rotation variations and "what if 's" of bumping. *What if a recruiter doesn't pick up? What if multiple recruiters do not pick up? What if someone is in my seat? What if someone other than who is supposed to bump me comes to talk to my PNM? What if I don't get bumped?* Answer all questions and practice as many scenarios as possible. Ensure the chapter that PNMs are mostly unaware of what has been planned – the overall goal is that they get to meet recruiters within the chapter and create a deeper connection through conversations. Remember to review additional goals of the rotation so each PNM has the same experience *(videos, craft, house tour, etc.).*

- Create numerous practice event lists of recruiters in random order. Remember to get creative and utilize expected event sizes. Give multiple groups and recruiters an opportunity to practice what may happen if they don't pick up or someone in their group doesn't. The website **www.random.org/lists** will allow you to enter recruiter's names and generate a random order as many times as you'd like. Remember to not enter initial bumpers and utilize expected event sizes – recruiters at the bottom of the list who do not fit within the number of PNMs expected will get to practice how rotations work when a full group does not pick up!
- Utilize visual aids to assist in teaching rotations. Try having one bump group mock the full rotation or incorporate a presentation representation. Draw the recruitment space on a whiteboard and utilize magnets to represent recruiters or create a Power Point presentation. The benefit to a Power Point is that you can record your screen and voice explaining the rotation to create a video that sisters can watch on their own and throughout workshops. There are also videos on YouTube you can utilize as well.
- Consider selecting more seasoned recruiters who are familiar with the chapter's logistics as Bump Captains, who can be available at workshops to answer questions and oversee training to ensure everyone understands their role. Encourage recruiters to ask their questions openly and as frequently as needed!