



DELTA PHI EPSILON

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Virtual Chapter Operations Guide

In an effort to support collegiate chapters in maintaining essential chapter business and strong sisterhood bonds, Delta Phi Epsilon has created the following resource to assist in virtual operations.

Before reviewing this document, please refer to the **Collegiate Chapter Guidelines for COVID-19** Response sent to all chapter officers and advisors on **Wednesday, March 11, 2020**. That resource provides guidance for how each chapter should respond based on what type of college/university preventative measure has been enacted.

What is essential chapter business?

Essential chapter business for the remainder of the 2019-2020 academic year includes:

- Reporting all current new members for initiation in My DPhiE, regardless of ability to hold an in-person initiation ceremony
- Working virtually with your CAB and assigned ILC to prepare for the fall 2020 academic term, including:
 - Submission of the Fall 2020 information form, to be sent to chapters in early April
 - Fall 2020 calendar planning
 - Creating and submitting your 2020- 2021 academic year budget in accordance with previously communicated deadlines
 - Completing any CAP requirements that will not be adjusted for this academic year (see COVID-19 CAP adjustments for exceptions due to the unique circumstances)
 - Remaining financially current with chapter invoices, billing, and dues collection
 - Fulfilling any necessary campus accreditation requirements (based on college/university guidance)
 - Selection/registration of two chapter delegates for this year's International Leadership Forum (ILF)
- Individual member completion of the IRIS Experience Survey by April 14, 2020
- Virtual discussion of any proposed bylaw amendments in preparation for the 2020 International Leadership Forum

What is NOT essential chapter business?

- In-person meetings, events, sisterhood experiences, rituals, etc. - all in-person gatherings should be canceled immediately in accordance with the specific guidelines outlined in the Collegiate Chapter Guidelines for COVID-19.
- Pending Standards Board hearings - all Standards Board matters should be postponed until the college/university reopens, classes resume in person, and hearings can be held in person. Standards Board Manual timeline exceptions will be granted to chapters during this time.
- In-person new member orientation - all new member orientation should be postponed until campus activity resumes. In the meantime, new members are encouraged to continue guiding their own learning via the Be DPhiE New Member Guide and online modules.
- Initiation ceremonies - all new members should be reported as initiated in My DPhiE and all in-person initiation rituals should be postponed until campus activity resumes.

<u>Essential Function</u>	<u>Operational Component</u>	<u>Recommended Practices</u>
Preparation for Fall 2020	Submission of Fall 2020 Forms	<p>Review the form when you receive it on April 3 and gather information in a separate shared document prior to submission on May 1.</p> <p>Provide deadlines for information gathering well before the form due date.</p>
	Creation of Fall 2020 Calendar	<p>Utilize a shared document for each LT member to write chapter and university event dates and deadlines.</p> <p>Include busy times such as midterms, breaks, and finals. Utilize your university's academic calendar, usually found on the registrar's webpage, to help you plan.</p> <p>Consider including a few extra sisterhood events to make up for the cancelled events in spring.</p> <p>Once events are scheduled, use this time to plan in advance! ILCs are prepared to help you get the details of Fall 2020 in order.</p>
	Creation of 2020-2021 Academic Year budget	<p>Hold video conferences with each LT member to collect their functional area budget(s).</p> <p>Utilize a shared spreadsheet that each LT member has access to assist the VPO in creating the budget.</p>
	Completing CAP Requirements	<p>Refer to the COVID-19 CAP adjustments document.</p> <p>Utilize a shared document to compile CAP components. Review your document for consistency before submission.</p>
	Fulfill Campus Accreditation Requirements	<p>Look for overlap with CAP requirements where possible.</p> <p>Utilize a shared document to compile accreditation components. Review for consistency before submission.</p>

		Check in with your FSA or campus administrator often to determine if any requirements have changed.
Completion of the IRIS Experience Survey	Individual member completion of the survey	<p>Include reminders for general members in weekly communication.</p> <p>Follow up directly with members who still need to complete the survey at least once a week.</p>
Preparation for ILF	Review proposed bylaw amendments	<p>Distribute proposed amendments in a view-only shared document.</p> <p>Create a form to solicit feedback and questions from general membership. Review feedback within LT and prepare delegates to vote appropriately at ILF.</p>
	Selection of Chapter Delegates for International Leadership Forum (ILF)	<p>Create a google form to gauge interest from general chapter members. Consider asking questions like “why are you interested in attending?” or “what do you hope to bring back to our chapter?”</p> <p>Ask advisors to review submissions.</p>

General Tips for Success

- Utilize your ILC early and often! They are prepared to support you as you operate virtually.
- Consistent communication is a must! Consider sending a weekly update email to your chapter including important updates and reminders, expectations, shoutouts, and words of encouragement.
- Sisterhood can feel difficult to maintain from afar. Create ways to connect and support each other virtually, such as social media shoutouts, group video chats, Netflix parties, or a free online workout class.
- Classes look and feel different for many of your members. Provide motivation for strong academics through e-gift cards or social media highlights and schedule times to study together over video chat.
- Engage all members in the Fall 2020 planning process. Use Team Excellence to the fullest extent by creating virtual committees and hosting video calls to plan. Your chapter can get ahead on plans for philanthropy events, recruitment, sisterhood retreats and events, bylaw revisions, risk management education, etc.
- This transition may be especially difficult for our newest members - consider pairing them with an older member who can check in weekly.

Tips for Hosting an Effective Virtual Meeting

- Video chat is the easiest way to host an effective virtual meeting as it allows you to see facial expressions and body language. Helpful platforms include Zoom, Google Hangouts, or group FaceTime.
- Choose one member to organize the meeting. This person should create and distribute the meeting link and agenda.
- Agendas are a must! It can be more difficult for your participants to follow along in a virtual meeting. Sending an agenda in advance allows everyone to prepare and follow along. Update your agenda with notes as the meeting is taking place then send it out again so your participants can review what was discussed.
- Share your screen in order to show participants presentations, documents, links, etc.
- Set “ground rules” just as you would for an in person meeting - log into the meeting on time, no phones, raise your hand to speak, take notes, etc.
- A few virtual meeting basics:
 - Every participant should turn their camera on
 - Every participant should mute themselves unless they are talking (to reduce background noise and distractions)
 - Utilize the chat box for questions and comments - it prevents confusion, distractions, and interruptions

IHQ wants to hear from you! What has your chapter done to find success while operating virtually? Help other chapters by sharing your ideas with your ILC!