



## **Collegiate Development Consultant (CDC) Support Guide**

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

### **Types of CDC Support**

Collegiate chapters should expect at least one CDC visit each year. Additional CDC support may be requested and provided depending on the chapter's needs. CDC visits typically last six to seven days but can vary between four to 14 days for recruitment-related visits, depending on the chapter's needs.

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

### **FRATERNITY STANDARDS ALIGNMENT VISITS**

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

### **NEW CHAPTER SUPPORT**

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

New chapter visits should follow the CDC visit purpose outlined on the schedule (i.e., Fraternity Standards Alignment, recruitment support, specialized support, etc.).

### **RECRUITMENT SUPPORT VISITS**

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

### **SPECIALIZED VISITS**

Specialized visits can be provided to collegiate chapters when the Regional Team often identifies a specific area of need. Common focuses of targeted visits can include finance, Honor Board, morale, retention and transitions. CDCs often facilitate a workshop, participate in related events, meet with collegiate officers related to the focus of the visit, share resources and work with the chapter to identify their strengths, weaknesses, opportunities and threats.

### **CDC SUPPORT FORMAT**

CDC support for collegiate chapters occurs in-person. Collegiate chapters are responsible for hosting the CDC for the entire duration of their support.

Collegians are expected to schedule the required meetings, educate the chapter members, and communicate with the CDC and all required constituents.

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

## **Before the Visit**

You will receive an introductory email about three weeks prior to the first day of the visit from the CDC who will be visiting your chapter. You must respond promptly and alert the following individuals so that they can review their schedules to plan time for a meeting with the consultant:

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

Upon receiving the introductory email from the CDC, go to Anchorbase and complete the CDC Visit Information form at least ten days before the CDC's arrival. The form can be found by going to [anchorbase.deltagamma.org](http://anchorbase.deltagamma.org), selecting the "Chapter Management" tab, "CDC," "Tasks" and selecting "CDC Visit Information."

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

## **SCHEDULING**

It is the responsibility of the chapter president, director of social awareness and, if a recruitment-related visit, vp: membership, to plan and make arrangements for the CDC. The chapter president is the primary contact for the CDC and is responsible for making the visit productive; this includes educating JCMT, the advisory team and chapter members about the CDC's scheduled support.

After you have informed the appropriate individuals listed in the section above, you should begin preparing the CDC's schedule using Calendly (provided in her pre-support communication email), which should be completed no later than seven days before their visit. The CDC may reply to your proposed schedule with edits. Please understand that they must manage their time and will make edits to ensure the best stay possible! Below are things to consider when making her schedule:

## **ACCOMMODATIONS & LODGING**

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

## **TRANSPORTATION**

- The chapter president or director of social awareness is responsible for arranging for your CDC to be picked up at the airport. Feel free to greet her by wearing Delta Gamma apparel or a small sign so it is easy for her to find you.
- It is essential to note that consultants typically travel with two large suitcases, so be sure to have enough room in your car to accommodate them.
- The director of social awareness is also in charge of making travel arrangements for the CDC's departure, typically arrangements back to the airport. She must always be escorted to the airport with ample time to make her flight. If a cab/taxi or Uber/Lyft is the only option, the chapter will be billed back for those expenses.
- If your CDC is traveling to a chapter close to your own (within four hours in one direction), your chapter will be responsible for driving her halfway. If this is the case, your CDC will notify you in her opening email, and it will be your chapter's responsibility to coordinate a point to meet with the other chapter.
- If the CDC is not staying at the chapter facility during her visit, the director of social awareness is responsible for coordinating with chapter officers or members to pick her up and take her to the designated location for meetings.

## **MEALS**

- Your chapter is responsible for providing all meals for the CDC during her visit. A Delta Gamma member or group of members should accompany the CDC to all meals. Be sure to ask your CDC if she would like breakfast. Also, it is best practice to ensure your consultant does not have any food allergies. Feel free to take the CDC to your favorite spots on campus or in town.
- Meals are an excellent opportunity for general chapter members and local alumnae to meet with the CDC.
- It is essential to make sure that anyone sharing a meal with the CDC knows that the chapter covers the cost of the CDC's meal.
- Please do not schedule any officer meetings over meals.
- Refer to the CDC's pre-support email to find any preferred snacks the CDC has requested. Please place these in her room upon arrival or tell her where she can find them.

## **FREE TIME**

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

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

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

## **EVENTS**

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

- Chapter philanthropy events (e.g., Anchorsplash)
- Foundation events
- Campus sporting events
- Campus speakers
- Sisterhood events
- Campus tours
- Local favorites (e.g., an excellent place to eat, museums, etc.)

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

## MEETINGS

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

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

## **Recruitment Support Visit - Pre-Recruitment/Prep Week/Days**

Meeting with president

Meeting with vp: membership team

Meeting with vp: member education team

Invite to EVC meetings

Invite to all recruitment round leader/event chairs meetings

Invite to all recruitment prep events

## **Recruitment Support Visit - Primary Recruitment**

Meeting with president

Meeting with vp: membership team

Invite to all EVC meetings

Invite to all recruitment round leader/event chairs

All recruitment-related events

VP: member education team meeting scheduled (if time allows)

## **Specialized Visit - Retention**

Meeting with director of continuous recruitment and retention

Meeting with retention committee

Meeting with vp: membership

Meeting with president

Meeting with vp: member education

Meeting with director of new members

Meeting with vp: social standards

Meeting with Honor Board

Meeting with vp: finance

Meeting with vp: programming

Meeting with vp: communications

Adviser meetings:

- membership adviser
- member education adviser
- continuous recruitment and retention advisers (if applicable)
- ATC (if possible)

CDC-led presentation

All membership/retention-related events, presentations, or workshops occurring during the CDC's visit (sisterhood events, chapter meetings, new member meetings, RPWs, etc.)

## Specialized Visit - Slating, Elections, or Transitions

Meeting with the president (at the beginning and end of the visit)
Meetings with any officer(s) needing assistance with transitions
Formal transition workshop
Meeting with the ATC

## During the Visit

Meetings should be scheduled as follows: meetings with chapter management team (CMT) officers should be prepared for 90 minutes. In the last 30 minutes of these meetings, the directors who report to those officers should be invited to meet as a team with the CDC. All other meetings should be scheduled for 30 minutes.

If receiving new chapter support, CMT officers should meet with their stationed CDCs weekly for 60 minutes. The CDCs should also be invited to all committee meetings, CMT, JCMT, chapter, new member, Honor Board, EVC and Nom Com meetings as they occur.

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

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



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

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

## **MEETING WITH THE CDC**

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

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

## HOSPITALITY

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

- **Snacks and beverages:** It is appropriate to provide your CDC with drinks and snacks, whether she is staying in the chapter facility or a hotel. Be sure to ask her if there is anything specific that she would like and place it in her room. If she is staying in your chapter house, show her where the snack bar or drinking fountain is located.
- **Small welcome gift or school apparel:** Your CDC will appreciate small touches from your chapter to help make her visit more comfortable. Giving her a chapter t-shirt will help her feel welcome at your chapter. You can also provide your CDC items like a button, pen or folder with your university name or logo to commemorate her visit.
- **Preparing her room:** If your CDC is staying in your chapter facility, you will need to make sure her room is ready for her. The bed should have clean linens as well as enough blankets. You will also need to provide her with clean towels for her visit. If your CDC is staying at a hotel, check into the hotel before her arrival. Your CDC should never have to check herself in or put the hotel on her credit card.
- **Warm welcome:** Simple things like smiling and saying hello will go long. You can make a welcome banner and give a house tour upon arrival. The CDC pre-support Google Drive includes a bio that you can send out to all chapter members so that they can recognize her.

## Following the Visit

### REPORTS

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

### EVALUATION

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

# Checklist

## PRE-VISIT

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

## DURING THE VISIT

- \_\_\_\_\_ If she's staying at the chapter facility, give her a tour of the facility and introduce her to the house director, and ensure her room is clean and has fresh sheets and towels
- \_\_\_\_\_ If she's not staying at the chapter facility, ensure her lodging accommodations are comfortable, clean and safe
- \_\_\_\_\_ Provide her with the chapter facility's Wi-Fi password, if available
- \_\_\_\_\_ Offer her the opportunity to do laundry at the chapter facility or a member's apartment and provide detergent if necessary
- \_\_\_\_\_ Offer to help her run any errands she might have during the visit (grocery store, pharmacy, post office, etc.)

## POST-VISIT

- \_\_\_\_\_ Review the CDC's report following her visit and pass the information along to JCMT, including their suggestions in your next meeting and follow up with your regional team regarding questions
- \_\_\_\_\_ Complete CDC Evaluation in Anchorbase