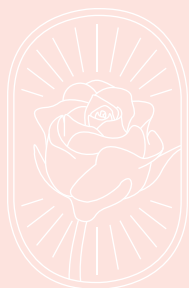


Collegiate Development Consultant (CDC) Support Guide

Updated July 2023



Delta Gamma
1873



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 US 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.

Type 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 upcoming term in the term prior and should work with their Regional Finance Specialist (RFS) to budget for a six-to-seven day CDC visit including housing/lodging and all meals or necessary transportation from the time the CDC lands until they depart.

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 the 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. Additional support may be provided as needed.



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 in the third year after establishment. 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 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

Each spring during budgeting, the vp: finance should include a seven-day CDC visit in their budget including nightly lodging/housing and all meals from time of arrival until departure. Some chapters may need to also budget for transportation between airport and lodging and/or between lodging and meeting locations. Some regional teams may request additional CDC support for chapters beyond one visit, so please connect with your Regional Director (RD) and Regional Finance Specialist (RFS) to check if you'll be receiving more than one CDC visit in the next academic year.

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 chapter 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, and following these steps: Chapter Management > CDC > Tasks > 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 attach an introductory presentation and send a video introducing themselves in their pre-support communication email sent 21 days prior to the start of their visit, and you are required to present that to the entire chapter before their 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 the checklist attached in their 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 their schedule:

ACCOMMODATIONS & LODGING

- If your chapter has a chapter house or facility, it is ideal for your CDC to stay there – in a guest room or any other private room with a locking door in the facility – so that they 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 them by wearing Delta Gamma apparel or a small sign so it is easy for them 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. They must always be escorted to the airport with ample time to make their 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 them halfway. If this is the case, your CDC will notify you in their 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 their visit, the director of social awareness is responsible for coordinating with chapter officers or members to pick them up and take them to the designated location for meetings.

MEALS

- Your chapter is responsible for providing all meals for the CDC during their visit. A Delta Gamma member or group of members should accompany the CDC to all meals. Be sure to ask your CDC if they 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 their room upon arrival or tell them where they 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 they would like more free time in the morning, between meetings or at the end of the day. They 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 they 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 they would like to use the gym, attend religious services or if there are any errands they need to take care of during their time with your chapter. Your CDC cannot drive your car, so be sure to have an escort available if they need to be driven anywhere.

EVENTS

Include your CDC in any chapter activities (except social functions) that may be taking place during their visit and invite them to any exciting campus activities that are taking place. The chapter is responsible for any costs to attend or participate in activities. The chapter is responsible for any costs to attend or participate in activities. This may include:

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

MEETINGS

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

Fraternity Standards Alignment Visit

president meetings (one at the beginning, one at the end)

director of committees meeting

vp: social standards team meeting

vp: finance team meeting

vp: communications team meeting

vp: programming team meeting

vp: member education team meeting

vp: membership team meeting

vp: Panhellenic team meeting

vp: Foundation team meeting

Honor Board meeting

ATC meeting

Joint CMT meeting

Chapter meeting

New member meeting if applicable

CDC presentation/workshop

Schedule meals and meetings with non-officer members or groups of members
(i.e. seniors, new members, general membership, etc.)



Recruitment Support Visit CONTINUOUS OPEN BIDDING (COB)

- 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
- CDC presentation/workshop

Recruitment Support Visit RECRUITMENT EDUCATION

- Meeting with president
- Meeting with vp: membership team
- Meeting with vp: member education team
- Meeting with evaluating committee (EVC)
- Invite any Recruitment Prep Workshop (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
- CDC presentation/workshop

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

president meetings (one at beginning and end of visit)

Applicable meetings with vice presidents requested

Applicable committee meetings

Advisory team chair meeting scheduled

Joint CMT meeting

Chapter meeting

New member meeting if applicable

CDC presentation/workshop

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 an hour. The CDCs should also be invited to all committee meetings, CMT, JCMT, chapter, new member, Honor Board, EVC and Nominating Committee 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 their room or sent to them before their arrival.

- 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 their visit.
- Your CDC will appreciate scheduled breaks between their 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 CDC visit includes four full days with your chapter, it is necessary to give them one whole block of four hours during their visit to conduct EO business. If a consultant's visit is five full days or longer, consider giving them two half days off. Again, they 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:

- Bylaws and Standing Rules (BLSR)
- 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 they can get to know the names and faces of chapter members
- Any mail that has arrived and is addressed to them
- If recruitment-related visit:
 - o Panhellenic recruitment schedule
 - o Chapter spirit week/recruitment schedule
 - o Chapter recruitment plans submitted to Panhellenic
 - o Apparel to wear on each day if applicable



MEETING WITH THE CDC

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

- **What to bring:**
 - o Collegiate Chapter Officer Manual (CCOM)
 - o Procedure notebook/computer with Google Drive
 - o A pen and notepad for notetaking
 - o A prepared list of questions about your position or concerns you may have
- **What to wear:**
 - o Semi-formal chapter meeting attire
 - o Delta Gamma badge
- **What to expect:**
 - o Your CDC will ask a lot of questions and answer any you may have
 - o They will provide ideas and suggestions to help you grow as an officer and improve your chapter – take notes!
 - o 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, they are a guest of the entire chapter. Remind all members to treat them warmly and with respect.

- **Snacks and beverages:** It is appropriate to provide your CDC with drinks and snacks, whether they are staying in the chapter facility or a hotel. Be sure to ask them if there is anything specific that they would like and place it in their room. If they are staying in your chapter house, show them 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 their visit more comfortable. Giving them a chapter t-shirt will help them feel welcome at your chapter. You can also provide your CDC items like a button, pen or sticker with your university name or logo to commemorate their visit.
- **Preparing their room:** If your CDC is staying in your chapter facility, you will need to make sure their room is ready for them. The bed should have clean linens as well as enough blankets. You will also need to provide them with clean towels for their visit. If your CDC is staying at a hotel, check into the hotel before their arrival. Your CDC should never have to check herself in or put the hotel on their credit card.
- **Warm welcome:** Simple things like smiling and saying hello will go a long way. 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 them.

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 and click on Chapter Management > CDC > Tasks > CDC Evaluation.



VIRTUAL CHECK-IN WITH CDC

Following your CDC visit, the collegiate chapter will be asked to schedule some time with the CDC to check in on their time with you. This “check-in” will be virtual and is intended to allow time for chapter officers and advisers to discuss the CDC report, follow up on action items and allow the CDC to escalate any additional support the chapter may need to volunteers or staff who can assist them. These check ins will include a one hour call with the chapter president, a one hour call with a vice president of choice (for recruitment support, this will be the vp: membership) and a one hour call with an adviser (ATC for Fraternity Standards Alignment visits, membership adviser for recruitment support visits and applicable adviser for specialized visits).

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 their scheduled arrival)
- _____ Complete the visit schedule in Calendly, including all required meetings with officers, committees and advisers (completed at least seven days before their scheduled arrival)
- _____ Communicate with the CDC regarding any questions or areas you’d like them to focus on while visiting your chapter
- _____ Announce the CDC’s visit to the chapter and communicate expectations

DURING THE VISIT

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

POST-VISIT

- _____ Review the CDC’s report following their 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
- _____ Communicate with your CDC to schedule your check-in meetings