



# Delta Gamma

## Anchoring Team Visit

### Support Program Goals and Structure

This support program intends to allow members to feel heard relating to their experiences and address questions and/or concerns that they may have to ensure accurate and informed responses based on policy and resources. This support program is to be employed to assess the true extent of concerns relating to chapter culture, failure to adhere to policies or unusual experiences relating to chapter operations (i.e., large numbers of membership transactions or roster changes).

A team of two to five individuals comprised of staff and volunteers would visit a chapter to conduct meetings by member class and with the chapter management team (CMT), Honor Board and advisory team. The visit could be completed in a 24- to 48-hour time span, depending on the travel of visit team members. The strategy of motivational interviewing is utilized to assess the member experience with the goal of identifying successes and opportunities for the visit team to create an individualized immediate action plan. The director of member services will work with the senior collegiate development specialist (SCDS), or other identified staff visit leader to design a set of questions directly relating to the concerns of staff and volunteers regarding the chapter.

This program intends to build trust between volunteers, staff and members to make it clear that the team is there to help and further investigate focus areas for development moving forward. The atmosphere is conversational and comfortable. Meetings are held in a living room or other neutral space. Members and visit team are dressed casually. An example of the visit schedule would include:

#### **Saturday**

12 p.m. – all team members have arrived and are on campus  
1 p.m. – chapter president welcome and house tour (if applicable)  
1:30 p.m. – freshmen  
2:30 p.m. – sophomores  
3:30 p.m. – juniors  
4:30 p.m. – seniors  
5:30 p.m. – break for dinner/mental break  
7:30 p.m. – advisory team

8:30 p.m. – chapter management team (to discuss any items that were not shared or recap trends identified from the meetings)

#### **Sunday**

Visit team members meet to compile a report.  
Team members have a recommended departure of any time after noon.



Members of the team are selected by the Collegiate Chapter Support Committee based on specific skills, knowledge of the chapter, Fraternity procedures and availability. The team will be comprised of at least one staff member. Additional staff/volunteers will be determined based on the size of the chapter and the ability of the chapter to support additional team members financially.

Individual member meetings can be made available should time allow or can be scheduled post-visit as a follow-up. Following the visit, the team will provide a report to the Collegiate Chapter Support Committee with further recommendations for educational outcomes and support.

**Best Practice Visitor Allocation Based on Chapter Size:**

- 50 members or less: One or two visitors
- 51-150 members: Two visitors
- 151-250: Three visitors
- 250+: Four visitors

The Collegiate Chapter Support Committee will determine who will be visiting the chapter based on the incident and identified strategic needs. The team will be comprised of at least one staff member. Additional staff/volunteers will be determined based on the size of the chapter and the ability of the chapter to support additional team members financially.





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### Request Consideration Guidelines

If a regional team believes an Anchoring Team Visit would benefit the development or intervention of a collegiate chapter, the following questions should be reviewed with the assigned senior collegiate development specialist (SCDS). *At least one of these questions must be answered with a "Yes" response, with rationale or explanation, to warrant consideration.*

Should the regional team and SCDS find the Anchoring Team Visit is the best course of action, this worksheet should be submitted to the Collegiate Chapter Support Committee via the SCDS and director of member services for review and approval.

#### QUESTIONS FOR CONSIDERATION

*Has the chapter had an incident or event which has greatly impacted the morale and member experience that cannot be resolved through other methods of support? (i.e., Honor Board, positive programming, campus resources, trained local volunteer, etc.)*

*Is there an immediate or imminent concern for the collective member experience (safety, belonging, sisterhood) in which insight and a plan could not be determined through other utilized resources? (i.e., CDC visit, Leadership visit, investigation, meetings with officers, etc.)*

*Have all other support methods been utilized before seeking this request? If so, please briefly share the methods employed. If not, why do you feel this visit would be the best resource to support the chapter in place of other resources?*

*Has the chapter seen a dramatic decline in performance, membership or alignment with Fraternity policies, Fraternity Standards or other expectations within a short time in which there is a concern that chapter officers and advisers are not able to course correct without an experiential visit in which a detailed plan will be outlined?*

Any statistical data which would support your request should also be included for consideration. This may include any notes on membership transactions, such as an abnormal volume of resignations or requests for status changes, an increase in Statement of Obligation Review (SOR) submissions or a sharp decline in SOR submissions.

Anchoring Team Visit expenses are charged to the collegiate chapter. Please identify how many team members are being requested due to chapter size and the number of visitors the chapter could support financially.