



Delta Gamma  
1873

# Guide to Visits and Reporting

2025-26

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# CDC Support Structure

## Overview

CDCs work with collegiate officers and chapters to provide leadership development and chapter operations support through coaching, meetings, observations/feedback, presentations, and developmental conversations.

CDCs provide support to chapters through in-person support. Consultants conduct a variety of support visits, including:

- Fraternity Standards Alignment visits, which analyze the chapter on the Fraternity Standards for Collegiate Chapters
- Recruitment-related visits during pre-recruitment/prep week, recruitment events/days, COB, or RPW support
- New chapter support, which supports the development and operations of a newly-established or reestablished Delta Gamma chapter
- Specialized visits to support chapters on a specific focus area(s)

## Support Model

- Each chapter receives one CDC visit per year at a minimum
- Each chapter receives at least one recruitment-related visit once every four years
- Each new chapter receives at least two years of support with two stationed consultants and then 10 weeks of support in their third year
- Each chapter will receive a virtual check-in with the CDC who supported them within the weeks/months following their visit
- Support can change based on Fraternity need

# Type of CDC Support & Visits

## Fraternity Standards Alignment

Fraternity Standards 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 Fraternity Standards. CDCs meet with each CMT officer individually, followed by time collectively with their team of directors, to provide guidance, support, and ideas while brainstorming action items. CDCs report on general observations of the chapter culture, provide a SWOT analysis of the chapter, and recommend additional support or resources as needed.

## Recruitment Support

Recruitment-related visits provide collegiate chapters, their volunteer support systems, and Executive Offices staff members with a thorough analysis of the collegiate chapter's recruitment prep, primary recruitment events, or pre-education. CDCs meet with EVC as a group and individually to provide guidance, support, and feedback on recruitment practices. They attend all recruitment-related events and report on general recruitment observations, EVC functionality, logistics highlights, and opportunities for growth.

## New Chapter

New chapter support is provided to collegiate chapters in their first three years of establishment. Chapters receive stationed support the first two years and ten weeks of CDC support in their third year. CDCs meet with chapter officers, FSAs, and advisers to guide the chapter in understanding DG policy and procedure, navigating campus dynamics, and developing leaders within the chapter. Consultants report on retention/membership trends, recruitment, progress in achieving Fraternity Standards, SWOT, and officer updates.

## Specialized Visits

Specialized support visits provide collegiate chapters with detailed support within a specific facet of the membership experience. Common focus types are elections/transitions, Honor Board, finance, or retention. The focus of the visit is decided by the Regional Teams. CDCs work closely with applicable CMT officers and committees to dig deeper into certain components of the chapter. CDCs report on SWOT, officer action items, and the chapter's related operations.

## Chapter Check-Ins

Following their visit with a chapter, CDCs will conduct virtual, one-hour group calls with a select number of officers following their visit with a chapter, similar to a focus group. Chapter Check-Ins take place at designated times throughout a CDCs semesterly schedule to help consultants provide chapters advanced notice. The purpose of these follow-ups will be to check in with each chapter on the action items outlined in the CDC report, answer any questions, and escalate any urgent matters to the necessary staff and volunteers. The CDCs will complete a short summary of the check-in meetings to be distributed to staff and Regional Teams.

# Type of Communications & Reports

## Pre-Support Communications

- Pre-support email to the collegiate chapter and applicable volunteers
- Pre-visit call with chapter president
- Follow-up email to the chapter if additional communication is needed

## Post-Support Communications

- Report draft sent to Assistant Director for Collegiate Development
- Any confidential emails or phone calls with regional volunteers

## Report Types

- Fraternity Standards Alignment
- Recruitment Support
- Specialized Support
- New chapter report types
  - Pre-Establishment Weekly Report
  - Post-Establishment Monthly
  - Post-Installation Monthly
  - Third Year Report for New Chapters
- Check-In summary emails

# Communication Timeline

Timelines should be followed as accurately as possible. Should there be a delay in any step, notify the Assistant Director for Collegiate Development.

## 21 DAYS PRIOR TO VISIT

- ☐ **Send pre-visit email to chapter and applicable volunteers**
  - This will prompt the chapter to create the CDCs visit schedule
  - Be sure to check if the regional team completed a form submission with additional information regarding the chapter.

## 14 DAYS PRIOR TO VISIT

- ☐ **Follow up if you have not yet heard back from the chapter**
  - See follow-up email template in Teams folder.
  - Review all chapter materials indicated in the CDC Pre-Support Checklist prior to president pre-call.

## 7 DAYS PRIOR TO VISIT

- ☐ **Hold pre-visit call with the chapter president**
  - See pre-visit call template in Teams folder.
  - Confirm arrival/pick-up plans with chapter
  - Check Google Folder, Anchorbase calendar, Pre-Visit Tasks, DRS and Collegiate Chapter Status List
  - Make any schedule changes if necessary

## UPON ARRIVAL

- Confirm all requested materials have been provided, ensure all meetings have been scheduled, and review the schedule with the chapter president.

## 3 DAYS AFTER THE VISIT

- ☐ **Submit a draft of report to Assistant Director for Collegiate Development for feedback and approval**
  - After 3 reports or when advised, review on your own

## 10 DAYS AFTER THE VISIT

- Distribute chapter report
- Update CDC Tracking in Teams

*\*New chapter monthly reports are to be distributed on the last day of every month*

# Pre-Support Preparation

## Prior to your visit, consult these resources:

- Completed pre-visit Google Folder & documents
- CDC Reports from last year found in Anchorbase
- Anchorbase CDC Visit Information task
- Chapter Anchorbase tasks due/past due
- Chapter calendar
- Chapter Instagram account
- CSS notes
- Regional Team notes
- iMIS docs/journal (Status Letters and Reports, if applicable, etc.)
- Documents tailored to chapter weaknesses you might expect (i.e. CCOM, Foundation Focus, Recruitment Confidential, Conversation Guide, etc.)
- RFM reports
- Research the university for recent incidents
- Prep week or recruitment events outline (if recruitment visit)
- Possibly reach out/have call with a specific regional volunteer

## Best practices while on a visit:

Review and confirm all materials requested have been provided. Ensure all requested meetings have been scheduled and review the schedule with the chapter president.

Confirm keys/access code for where you are staying and ask for the wifi password.

Verify members escorting you to meals or activities with chapter president or director of social awareness.

Remember to bring your DG credit card to meals in case the member forgets to pay for you.

Remember, **first impressions count!** They see you as the “Fraternity,” and their impression of you impacts their impression of the big picture of Delta Gamma. Be the best version of yourself. Every visit will be different, so treat every visit as a fresh start. Let them know you are excited for your time with them!

# Pre-Support Email Information

 Send	To	chapter president, director of social awareness, (if visit is recruitment support) vp: membership
	Cc	ATC, (if visit is recruitment support) membership adviser, Regional Team, (if chapter has one) HC president, Director: Finance
	Subject	CDC (Type of Visit) Visit: Chapter-University

## Provide links to:

- Pre-Visit video
- Google folder

## Contact Information

### Found in Anchorbase:

Chapter president

vp: membership

ATC

membership adviser

house corporation president

Regional team:

**Reg#@deltagamma.org**

Director of Finance:

**finance@deltagamma.org**



# Pre-Support Email Components

All chapters receive pre-visit communication from the CDC visiting outlining travel information (whether flying or driving), explaining resources and components of the Google Folder, and requesting a pre-visit call with the president. All pre-visit templates can be found in the corresponding folder in the Teams channel.

If your travel between two chapters is under two hours by car, you are responsible for helping the chapter presidents of each chapter coordinate your drop-off and pick up. Typically, chapter members will meet in the middle to drop you off ahead of your next visit. If your travels are more than two hours and you are driving yourself between chapters, you are responsible for reserving a rental car for your travels through Enterprise. Information can be found in the Travel Resources folder in the Teams channel. Indicate in your pre-visit email to both chapters you will be driving and will need someone to drop you off and pick you up at the rental car facility.

## Personal Preferences

In your pre-visit email, you can make personal requests within reason.

- Former CDCs have requested snacks such as: coffee, bananas, popcorn, diet coke, granola bars, dark chocolate, trail mix, bottled water, etc. Keep in mind that a refrigerator is not always available. Be sure to specifically note any food/pet allergies, if you are a vegetarian, etc.
- Ask the chapter options for exercise/nearby facility, walking buddy, etc.
- The more information you can provide a chapter, the easier it is for them to prepare for your visit. Don't be afraid to ask for time to yourself to work on reports, but do not ask for mornings off to sleep in.

Examples of requests are:

- "If scheduling permits, I would love some time to work out either on my own or at the university fitness center."
- "If scheduling permits, I prefer to attend a \_\_\_\_\_ church/service on (Saturdays/Sundays). I'd be happy to join a group already going, or attend by myself. Please arrange transportation to and from in my schedule."
- "I would greatly appreciate fresh fruit, bottled water and M&Ms during my visit."

# Reporting Components

## Writing

Each CDC report is completed in a Word document template.

Ensure you download all DG 2020 Brand font families and follow the DG Style Guide when writing your reports. All text within CDC reports should be in EB Garamond.

Former CDCs have found it easiest to take notes within the report during meetings. Each night following the day's meetings, CDCs would complete the applicable section of the report while conversations and ideas are fresh.

## Reviewing

The first three visit reports for all CDCs will be reviewed and approved by Taylor prior to the final report being distributed.

All reports must be emailed as a Word document within three days following the last day of the visit with the chapter for review.

If there are any changes/edits/updates that need to be made, you will need to go back to the report and make the updates/changes. All reports should still be submitted as close to the ten day deadline as possible.

The email subject line should be "DRAFT | (chapter-university) (type of visit) Report" Once approved, the report can be distributed.

## Distributing

The report must be saved as a PDF before it is distributed.

The report should be saved as "(chapter-university) (type of visit) Report"

You are responsible for uploading the report to the correct chapter on Anchorbase within 10 days of the last day of the visit.

Reports should then be uploaded to Anchorbase by going to the chapter >"chapter management" > "CDC" > "Tasks" > "CDC Report" and following the steps to upload the reports.

# Report Distribution

To distribute your reports you will upload them to Anchorbase by going to the chapter's Anchorbase page> Chapter Management>CDC>Tasks>CDC Report and follow the steps to upload the report. Once the report is uploaded, it will **automatically send** to the individuals listed below with the email body text included.

<b>TO:</b>	CMT (Fraternity Standards or specialized visit) or EVC (recruitment visit)
<b>CC:</b>	ATC, membership adviser (if recruitment support visit), Regional Team, if new chapter NCC & NCRC
<b>BCC:</b>	CDCReport@deltagamma.org
<b>SUBJECT:</b>	Chapter-University [Visit Type] Report
<b>ATTACHMENTS:</b>	PDF of Report

Dear (chapter president name) and the women of Alpha Alpha chapter:

Thank you for a great visit!

As a follow-up from my visit, attached is my report, a tool that recognizes your chapter's strengths and offers direction. Please review this report and share with your chapter and advisers. Additionally, please be sure to take some time to follow up with your Regional Team regarding the action items we discussed during my visit (they are included in this report).

Thank you, again, for a great visit! I enjoyed getting to know the women of Alpha Alpha chapter. If you could please complete the CDC Evaluation on Anchorbase to give me feedback, I would be so thankful! It can be found under "Chapter Management>CDC>Tasks>CDC Evaluation." The evaluation is confidential and only my supervisors have access to what you submit.

If anyone has any follow-up questions regarding the contents of my report, please don't hesitate to contact me.

ITB,

CDC Name

# New Chapter Report Distribution

To distribute your reports you will first follow the process noted on the previous page. Then, you will manually distribute the report to the stakeholders listed below. See the New Chapter Report Template folder for email language regarding report distribution.

*\*Year 1 Reports should be distributed weekly, as the CDCs, NCC, NCRC, & ATC should meet weekly*

**TO:** Regional Director, Director:Collegiate Budgeting, New Chapter Coordinator(NCC), New Chapter Recruitment Coordinator(NCRC), ATC

**CC:** Assistant Director for Collegiate Development, Director of Member Services, CSS, EO Executive Director, Fraternity Council

**BCC:** Contributing CDCs (traveling CDCs visiting)

**SUBJECT:** Chapter Name Weekly Report (XX/XX/XX -XX/XX/XX)

**Send as a pdf**

# How CDC Reports are Used

## Advisers

- Used when training the advisory team and transitioning new advisers
- Guide to coach chapter officers on all aspects of the Fraternity, Foundation and Housing FHC
- Reference for chapter development and progression
- Should be reviewed throughout the year to evaluate progress and areas for improvement

## RFHS

- Recognize areas of concern regarding chapter finances and operations
- Track trends in chapter finances and operations within the chapter and throughout the Region
- Follow up with chapters regarding their budget preparation
- Identify employment issues
- Recognize housing maintenance and occupancy issues
- Recognize areas for House Director and House Corporation training
- Track trends in housing issues within the chapter and throughout the Region

## RCS/NCC

- Assess a chapter's strengths, growth and areas for improvement, as well as to help guide the chapter towards positive progress in these identified areas
- Track trends in chapter operations within the chapter and throughout the Region
- Identify areas for advisory support and additional training

## RFNC

- Assess a chapter's service opportunities to determine if reflective of Service for Sight and/or Golden Anchor
- Recognize areas of concern regarding event procedures that need to be sent to the Foundation from fundraising events
- Ensure the Foundation fundraising events are reflective of the DG Foundation
- Track trends in fundraising, awareness and service

## RPRS/NCRS

- Identify a chapter's recruitment strengths and areas of/for improvement
- Identify a chapter's needs for further guidance {ie planning an RPW, COB Action Plan, etc.}
- Track trends in recruitment issues within the chapter
- Could utilize identified trends to create resources
- Increase awareness regarding Panhellenic support issues or needs

## Leadership

- Identify a chapter's areas for improvement to provide them additional resources to be successful
- Quantify commonalities from across all DG chapters
- Identify Regional trends and identify action plans for addressing these trends effectively
- Create programs and resources based off of the feedback provided