

Syracuse University – Fraternity and Sorority Affairs

Resources for Virtual Chapter Management

It has become clear that we are in uncertain times, and in many ways, uncharted territory with the required responses that have and will continue to create new realities associated with the COVID-19 pandemic. As members of the fraternity and sorority community, we are accustomed to change and certainly understand the need to evolve to meet the ever-changing demands of our society.

Even with that understanding, we recognize the era we are in is unprecedented and challenging for all of us. We hope the resources below will help you maintain a strong sense of belonging, connection, and passion as you navigate a virtual fraternity and sorority experience.

We would like to thank our Fraternity and Sorority colleagues at Florida State University for developing this outline.

SISTERHOOD AND BROTHERHOOD	
MEETINGS	
ONE-ON-ONE MEETINGS	GROUP MEETINGS
► Facetime, Android Video Calling, Skype, Google Hangout are all great for one-on-one video calls.	► Through Syracuse, all students have access to a pro-level Zoom account, which does not have time limits for meetings and allows up to 100 people to be on a call. To access, click “log in with SSO” on the Zoom website, and type in “syracuseuniversity” for the website. It will redirect you to log in with your SU credentials. With “zoom bombing” becoming a challenge during virtual meetings, the following tips should help keep your meeting secure: ► Make sure to use your Syracuse Zoom account for the meeting, and ask all participants to do so as well. ► Assign a co-host during the meeting to manage the waiting room feature and who can remove outside participants, if necessary. ► Use the registration feature for the meeting – there are both automatic and manual invitation options. ► More tips can be found on the ITS website at: https://answers.syr.edu/display/ITHELP/Zoom+at+Syacuse+University

MEMBER ENGAGEMENT
► Consider how to adapt the ways your members connect to the current circumstances. For instance, you could hold Zoom calls, use an app like Marco Polo so chapter members can stay up to date with each other, or watch Netflix together with the Chrome extension Netflix Party. Phired Up Productions has created a great resource that highlights 44 ways to foster brotherhood/sisterhood virtually .
► If you have a brotherhood/sisterhood/retention chair or committee, you can utilize them to check in on groups of members in the coming weeks. Consider hosting small virtual get-togethers. Split the chapter into smaller groups or even by new member class/line. Assign an executive board member to each of the groups and have them host/create programs for each of those groups based on what people are most interested in doing.
► If you are reminiscing on your time at any Syracuse library, consider hosting virtual study sessions or have a standing open Zoom room specifically catered to study sessions. This will give you that great feeling of being in the library and encourage you to look at your books more than your timeline.

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- ▶ Pair each member of the chapter together with someone they do not have a great opportunity to connect with throughout the year. Encourage them to connect at least once within the week either via phone or a video call. Check out this [randomizer](#) to make your life a little easier when randomizing pairings or small groups. Rotate groups around every few weeks or so. This would be especially great for newer members the chapter may not know as well yet.
- ▶ If your chapter had new members this semester, think about how you can intentionally reach out to them during this time. Excitement is often high after initiation, and you don't want them to feel lost. Get them engaged with some virtual committees early on. See if there are any of them that want to continue to lead engagement for their new member class throughout this virtual period. Encourage them to utilize some of the same resources the chapter leadership is using to maintain chapter engagement.
- ▶ Check in with your brothers/sisters to make sure they have the resources they need in this time.

COMMUNICATION

COMMUNICATION SOFTWARE

- ▶ Work with your advisor(s), headquarters or regional team, council advisor, and/or chapter coach when appropriate to ensure that official updates and communication are vetted and appropriate. Advisors are included on all communication and are great resources to help you manage the chapter.
- ▶ Consider free software that can help manage segmented communication. For example, [Mailchimp](#) can help you create specific communication to various groups (parents/families, chapter members, executive board members, advisors, etc.). Their free version allows you to create email templates and see who has opened your email and even clicked on the links you are providing.
- ▶ If you want to create graphically stimulating content, [canva.com](#) or even [gimp.org](#) feature free graphic design software with templates to create your next masterpiece to share through social media. If you are looking to use Adobe Creative software and do not currently have a subscription, [SU Answers](#) will provide you with access to the software you need. If you would like to pick up a new skill or do not know where to start when considering best practices in communication check out [LinkedIn Learning](#).
- ▶ Through Syracuse, all students have access to a pro-level Zoom account, which does not have time limits for meetings and allows up to 100 people to be on a call. To access, click “log in with SSO” on the Zoom website, and type in “SU” for the website. It will redirect you to log in with your SU credentials. With “zoom bombing” becoming a challenge during virtual meetings, the following tips should help keep your meeting secure:
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 - ▶ More tips can be found on the ITS website at:
<https://answers.syr.edu/display/ITHELP/Zoom+at+Syracuse+University>
- ▶ Adobe and IBM are allowing students to have free temporary access to their applications (adobe creative suite and SPSS). Go to this [page](#) for more information.

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OPERATIONS

CHAPTER OFFICERS

- The chapter's executive board should continue to meet regularly via Zoom or other video conferencing software. Chapters are encouraged to establish a set time that works around every officer's schedule and make sure everyone attends from week to week. Utilize other communication platforms in between video meetings.
- Chapters should continue to engage chapter advisors in day to day chapter operations. Include advisors in the Zoom meetings with the rest of the executive board.
- Chapter presidents are encouraged to meet with each executive board officer to discuss plan for completing position duties virtually for this semester while planning for upcoming semesters.
- If any chapter officers will transition during Spring 2021, consider modifying transition documents or creating transition documents for future officers. Contemplate hosting several virtual transition meetings themed to several aspects of chapter management (i.e. finances, marketing & communication, member engagement, etc.). Attend and inform new executive board members to attend transition workshops put on by FASA.
- Chapter presidents should continue to meet with their FASA Chapter Coach to discuss chapter operations and seek any advice on how to proceed with chapter operations.

CHAPTER MANAGEMENT

- Keep up to date with your national organization's expectations of the chapter. These may be shifting rapidly, but be sure to keep your chapter in good standing.
- Consider hosting virtual chapter meetings throughout this time to have the chapter connect with each other. Remember all of us joined our chapters for human connection. It is even more important in this time to continue to encourage positive connection through strong chapter meetings/programming.
- Should the chapter need to conduct a vote for business, consider compiling the information to be voted on and send to all voting members prior to the vote being conducted. Give members ample time to review the information you are sending over, preferably longer than 48 - 72 hours. Your chapter constitution & bylaws might already have a "reading" or "reviewing" period before votes or constitutional amendments can take place. Make sure to review those and stick to those even throughout this virtual period. You should ratify these votes at your next in-person chapter meeting in the fall. If you need to hold chapter elections during this time and do not have an electronic voting method, each chapter can utilize 'Cuse Activities to hold elections more information can be found on this [page](#).
- Recruitment/ Rush/ Intake are currently scheduled to occur virtually. Chapters should continue to hold their planning meetings to prepare for new members in Spring 2021. Use this time to clean up your processes and hone in on the skills necessary for your chapter to have a successful recruitment period. Consider using Zoom to host recruitment training programs with your chapter. Check out this [LinkedIn Learning session](#) to learn how to design great training programs.
- Update all chapter websites and social media platforms to reflect the current chapter life. Incoming students, prospective students, and family members are looking at your websites and social media platforms to understand whether or not they are interested in joining your organization. Most websites are outdated and present very little information to the prospective member. Consider giving visitors to your website a better idea of what your organization values. Check out this [LinkedIn Learning session](#) to learn top digital marketing skills.

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PLANNING

- ▶ While major operations - like events and programs - have ceased, you can use this time for planning with your executive board or officer team for the fall semester. Start to lay the foundation for how you will engage the chapter within the first month of in-person instruction. You may have new members then and they may have all experienced this virtual period in various ways. Think about how to engage all these various constituents when you are all back in person.
- ▶ Think about what are things you always wish you had time to do, but never have the time to do so during the semester. Organizing think tanks, working on transition documents, brainstorming bylaws revisions, and cleaning up chapter files are all things that can now be more feasible.
- ▶ This is a great time for you to research whether your inter/national organization has an awards process and consider applying for one or all of the awards. Even if you choose not to submit an application for an award, your chapter can learn a lot from reviewing what is considered a great chapter by the standard of your inter/national organization.
- ▶ Your council advisors and chapter coaches continue to be available to assist with chapter needs and goals. The chapter coaches will be reaching out to schedule bi-weekly chapter support calls. In the meantime, please reach out to them to schedule a Zoom call or feel free to contact them during their open office hours.
- ▶ Work with your executive board and chapter advisor to sketch out a return plan and priority list when operations resume. Construct your plan to be a day by day format with specific tasks and deadlines rather than specific calendar dates to allow for flexibility while accomplishing the tasks.

WELLNESS

RESOURCES

- ▶ Check out the [SU Updates](#) for up-to-date information about campus services that are available online and even more ways to stay engaged during this virtual period.
- ▶ The health and wellness of the SU community is a top priority. Visit <https://ese.syr.edu/bewell> for more information about options and services, including speaking to a nurse, refilling medications, psychiatry appointments, and other care options.
- ▶ The SU Counseling Center will continue to offer services virtually during this time via Zoom, as well as, around the clock crisis, telephone support via (315) 443-8000. Be sure to visit <https://ese.syr.edu/bewell/counseling/> for information about the services the Counseling Center offers.
- ▶ [Headspace](#) is a great app that is offering some fantastic resources throughout this period of COVID-19. For additional resources on meditation, visit [Meditation and Stress Reduction](#).
- ▶ Maintain, to the best of your ability, a schedule during the day. Tune into online classes at a table, desk, or outside instead of your bed or a couch to help with concentration and information retention.
- ▶ The SU Food Pantry remains committed to supplementing students' nutritional needs and preserving food access. Check out their [website](#) for more information.

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- SU Recreation Services wants you to find what moves you wherever you are. Staying physically active, practicing mindfulness or meditation, and spending time outdoors in nature are proven ways to stay healthy and happy. Visit their [Be Active page](#) or follow @bewellsu on social media for updates and more.
- [Down Dog](#) is an app that provides yoga workouts at all levels. Down Dog is currently offering 75% off access for a yearly subscription.

ADVISORS

RESOURCES

- Students may be feeling anxious, nervous, scared, lost, etc. it is the job of the advisor to be the steady force for the chapters. This is a chance for all advisors to step in and be that calming force and to support the executive board teams to maintain a "sense of normal" as best advisors can for the students. The advisors should be reaching out to the executive boards to regularly check in and see how they can be helpful.
- Ensure that you check out [SU COVID Dashboard](#) this website provides the most up to date information as it relates to COVID-19.
- Check out [SU Emergency Page](#) for campus statuses and emergency contact information.
- Your council advisors and chapter coaches continue to be available to assist with chapter needs and goals. The chapter coaches will be reaching out to schedule bi-weekly chapter support calls. In the meantime, please reach out to them to schedule a Zoom call or feel free to contact them during their open office hours.

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HOUSING & COMMUNITY LIVING

RESOURCES

- Prior to returning to your off-campus apartment, please check to ensure they will be open. Many apartments will have certain requirements and expectations for you to move-out.
- Chapters with houses should follow the guidelines set by inter/national headquarters regarding COVID-19 regulations and requirements. FASA asks that each chapter with a house send their regulations and requirements to greeklife@syr.edu so we can be aware of each chapter's policies.
- Check out the [SU COVID-19 Updates Page](#) for all students for Spring 2021 regarding Pre-Arrival Testing and Quarantine Requirements.