Alumni Volunteer Virtual Consulting Best Practices

#1 Consistency is Key

Despite the turbulent time, it is important to stay consistent when advising the active members. By staying consistent, everyone in the process will be better able to anticipate expectations and accomplish milestones on a timely basis. Key tips to consider:

- Set a regular call time that works for both parties. While some of these may be cancelled or abbreviated during slower seasons, it is important to carve out a time specifically for Fraternity business.
- Keep a baseline agenda based on information that is regularly covered. Examples of this include reviewing the next 30 days of the calendar, the budget, and 365 recruitment progress.
- Keep the call location consistent. While this is easy if it is one person calling another, when additional people attend calls, it is best practice to utilize the same conference call or video conference service. This avoids people assuming a call is canceled while others sit on a separate line.

#2 Take Advantage of the Resources Available

There is a plethora of resources available that cover a wide range of topics. Whether it is virtual conference services, information from our partners like Holmes Murphy or Alpha Fraternity Management, or staff created resources like this. Please check our website regularly for the most up to date information. Some top resources available to you:

- Our website at www.dke.org. Specifically, take a look at the various tabs including the Covid-19 response page.
- Video conference services such as Google Hangouts, Zoom, or Go To Meeting. Most of these services offer a free package, especially for new users.
- Holmes Murphy's website at https://www.holmesmurphy.com/fraternal/resources/resources-sororities-fraternities/.
- Alpha Fraternity Management's website at http://alphafraternitymgmt.com/.

#3 Take an Opportunity to Get Ahead on Planning

While Covid-19 has disrupted almost every facet of everyday life, it has limited the amount of time that we can physically conduct Organization operations, such as hosting a philanthropy or social event. We recommend using this time to get ahead on planning for the future by:

- Conduct a review of the budget. Consider how eliminating events has adjusted the surplus while bearing in mind unexpected expenses.
- Identify how to incorporate 365 recruitment virtually. Consider focusing on the current names list the Organization has, identifying clubs/organizations the Organization would like to expand into, and thinking outside of the box on how to target new members virtually (see the Remote Brotherhood resource).
- Plan the Organization's calendar moving forward. Regardless of the immediate impact, what events do we know are occurring or want to occur in the Fall?

#4 Partner with other Stakeholders

Limiting confusion is critical in leadership and the planning process. To limit the confusion or opposing directions, seek to strengthen your relationship with other stakeholders and use the resources at their disposal. Some stakeholders to consider are:

- CDC, national, and local government guidelines.
- University policies that encourage or require student compliance.
- DKE International policies/guidelines.
- Information on best practices from partners such as Holmes Murphy, Alpha Fraternity Management, or Phired Up.

#5 Adopt a "What Can We Do" instead of a "What Can't We Do" Attitude

While there are many traditional activities that cannot occur, we challenge our members to rise to the occasion. Through our past 175 years, DKE has thrived despite wars, economic downturn, natural disasters, national emergencies. Through living our values, this time will be no different. Consider:

- Organize a system of Big Brother/Little Brother Check-Ins.
- Communicate often about the current situation, including housing and budget updates.
- Connect virtually as much as possible, such as watch parties or planning sessions.
- Encourage compliance often and reiterate things will improve with time.