# CHAPTER EVALUATION PROGRAM

2025





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# **PROGRAM OVERVIEW**

The Office of Fraternity and Sorority Life promotes a transformative student experience through the development of fraternal organizations in fostering a sense of belonging, academic success, inclusive leadership, and the betterment of their communities. This aligns with the Shippensburg University mission of developing students to their utmost intellectual, personal and social capabilities.

The Fraternity and Sorority Chapter Evaluation is an educational initiative designed to both inspire and challenge chapters in their overall growth and development. By evaluating chapters on an annual basis, we can more effectively hold them accountable to providing a purposeful member experience and leaving a positive impact on the campus community at large, as well as recognize organizations that are demonstrating improvement or surpassing expectations.

As a result of participating in the evaluation, students will be able to...

- Identify areas of growth within their organizations
- Create eight SMART Goals within the pre-determined community standards that will contribute to the growth and development of their organization and its members
- Collaborate with internal and external stakeholders to make progress toward their goals
- Evaluate their level of success in achieving their goals
- Articulate what they learned through the process of setting and working toward goals

This program has been designed to be accessible for all chapters rather than a "one-size-fits-all" approach. Each chapter is able to set their own goals within each of the seven categories in a way that is realistic for them and aligns with the unique culture of their organization. Instead of rigid, numeric-based requirements, this dynamic program is scalable to meet fraternities and sororities where they are in their organizational journey and helps them visualize and implement an action plan for ongoing growth. The only consistent, inflexible expectations are detailed in the next section under "Deal Breakers" and exist to ensure chapters are operating at a fundamental level.



### **Community Standards**

This program encourages chapters to identify areas of growth within the following seven categories—also referred to as community standards—and set a relevant goal for their organization to work toward over the course of the year. These standards are as follows:

→ Academic Success

- → Health and Safety
  → Community Impact
- → Personal Development
- → Sense of Belonging
- → Inclusive Leadership
- → Organizational Management

The selection of these categories was directly informed by the expressed values of the fraternities and sororities within our community as well as the mission of the Office of Fraternity and Sorority Life and Shippensburg University overall.

### **Goal Setting**

Beginning with the Greek Leaders Retreat at the start of the calendar year, each chapter will set one SMART Goal in each of the seven community standard areas. An eighth goal will be developed in the community standard that the coach identifies as the organization's area for most growth. Chapter executive boards will work together to develop these SMART Goals. A SMART Goal is defined as:

**SPECIFIC:** Well defined, clear, and precise. The goal should answer the five W's- who, what, when, where, and why

**MEASURABLE:** Define specific criteria for measuring progress toward the accomplishment of each goal you set so that you can measure and keep track of your progress

ATTAINABLE: Goals need to be realistic, achievable, and reasonable

**RELEVANT:** Is your goal realistic and within your reach? Your goal must be consistent with other goals established and fits with your immediate and long-terms plans

**TIME ORIENTED:** Goals must have a clearly defined timeframe including a target or deadline date

Each goal will have a designated officer(s) responsible for its oversight. *The chapter president should not be responsible for every goal.* Goals can be developed in partnership with Inter/National Headquarters (IHQ) and chapter advisors. Chapters may also choose to align their goals with IHQ requirements or chapter accreditation standards. Goals should include the components of SMART Goals and should be significant enough to be a long-term goal.



# DEAL BREAKERS

In addition to setting goals in the seven categories, there are minimum standards that all fraternities and sororities are expected to meet annually to be able to function at the most fundamental level. These items are considered "Deal Breakers." If they are not accomplished over the course of a year, the chapter will not be considered in good standing with the Office of Fraternity and Sorority Life.

#### **Turn in Required Paperwork**

- Submit roster updates by the expressed deadline
  - o Submit disaffiliation forms as needed via ShipLink
  - Chapter updates roster with new members within 48 hours of accepting bid
  - Report on new members to be added to roster and confirm when initiated
- Chapter sets SMART Goals annually
- Submit a copy of the organization's current insurance policy to be kept on file
- Chapter submits semesterly record of service hours and philanthropic dollars

#### Participate in Required OFSL Programming

- Chapter president attends bi-weekly meetings with OFSL Chapter Coach
- Chapter president or designated representative attends monthly Presidents meetings
- Attends OFSL-sponsored events throughout the year as communicated

#### **Complete Student Government Association Student Organization Requirements**

- Re-register as a student organization with Student Government Association
- Chapter officers attend Student Government Association Student Organization training
- Chapter officers attend Student Government Association Budget training

#### In Good Standing with the University

- Chapter follows all recruitment and intake procedures, confirming potential new member/interest eligibility before distributing bids
- Submit a new member education plan to OFSL in any semester where the chapter plans on taking a line/new member class
- Chapter has **not** been found responsible for violating the Student Code of Conduct



# ACADEMIC SUCCESS

**Definition:** All chapter members are students first and all fraternities and sororities should actively support their members' academic efforts by promoting learning both inside and outside the classroom.

**Background:** Part of Shippensburg University's mission is to develop the intellectual capabilities of all students. It is our belief that this applies to all University sanctioned activities, including fraternities and sororities. This also aligns with many chapters' expressed values around scholarship and the pursuit of knowledge. Chapters should emphasize the importance of academics by setting high standards for members and implementing resources to support them in achieving those standards. Additionally, chapters should explore opportunities for learning outside of the classroom by taking advantage of the campus resources available to them.

#### **Focus Areas**

- Academic support programs and initiatives
- Academic achievement recognition and incentives
- Academic standards and accountability
- Academic skill development
- Educational programs and activities

#### **Examples of Best Practices in Academic Success:**

- Chapter and new member GPA averages meets or exceeds the All Women or All Men undergraduate average
- Chapter has a comprehensive academic plan that supports individual members' academic improvement and encourages use of campus resources
- Chapter has a faculty or staff advisor that helps support their academic plan
- Chapter collaborates with departments or student organizations on campus to host educational programs
- Chapter participates in any educational programming offered by their Inter/National Headquarters or a campus department



### PERSONAL DEVELOPMENT

**Definition:** Through membership in a fraternity or sorority, students will further develop their personal and social capabilities through ongoing education, skill building, and leadership development.

**Background:** In addition to students' intellectual capabilities, it is part of Shippensburg University's mission to develop an individual's personal and social capabilities as well. As social and culturally-based fraternal organizations, many of our fraternities and sororities value some form of personal development as part of their organizational purpose including, but not limited to, the development of character, responsibility, morality, and integrity. Through membership in a fraternity or sorority, students should further develop qualities and skills that will help them on their personal and professional journeys.

#### **Focus Areas:**

- Leadership development
- New member and active member education and experience
- Health and wellness initiatives
- Internship and career preparation
- Mentorship and networking programs

#### **Examples of Best Practices in Personal Development:**

- Chapter has an effective and structured membership development plan that goes beyond new member education
- Chapter encourages at least 75% or more of the chapter to be involved in other campus organizations and/or leadership roles
- Chapter provides opportunities for professional development such as resume building or networking with alumni
- Chapter infuses a culture of health and wellbeing throughout the organization's activities to promote the mental and physical health of its members
- Chapter hosts or participates in diversity, equity, and inclusion programming



# SENSE OF BELONGING

**Definition:** Members are able to find acceptance and support through their involvement in their respective chapter and the fraternity and sorority community as a whole.

**Background:** Fraternities and sororities were founded on the bonds of siblinghood. First and foremost, fraternal organizations offer community around a shared set of values and common interests. Through acceptance into that community, members are able to find a sense of belonging where they are able to be a part of something greater than themselves. This is a critical component to the retention of members in a chapter and the retention of students at Shippensburg University overall.

#### Focus Areas:

- Recruitment and intake practices
- Member retention
- Barriers to leadership or member engagement
- Equitable organizational policies
- Inter-chapter and inter-fraternal relationship building
- Relationships with external stakeholders (IHQ, alumni, etc.)

#### **Examples of Best Practices in Sense of Belonging:**

- Implementing inclusive, welcoming recruitment and intake practices
- Hosting siblinghood events focused on building relationships through deeper connection
- Reviewing and revising organizational policies for accessibility and equitability
- Practicing effective and restorative conflict resolution between members
- Building meaningful connections between current members and alumni



# **INCLUSIVE LEADERSHIP**

**Definition:** Inclusive leaders seek to collaborate with and advocate for diverse groups of people. They do this through thoughtful consideration of different individuals' needs and by actively questioning their own biases.

**Background:** Shippensburg University has a mission to develop a diverse campus community as "One Campus, Many Cultures." Since the founding of Phi Beta Sigma, one of the first fraternities on record, with the purpose of promoting intellectual freedom, many social and cultural fraternities and sororities were founded with the purpose of creating social change whether around gender, race and ethnicity, or academic freedom, to name a few. Diversity alone is not enough. Our chapters and their leaders must strive for inclusivity–to create a welcoming environment where everyone is valued and supported. To develop inclusive leaders, chapters must focus on the development of both strong leadership skills and cultural intelligence.

#### **Focus Areas:**

- Leadership development
- Diversity, Equity, and Inclusion training
- Executive board and committee structures
- Organizational policies and practices
- Internal transparency

#### **Examples of Best Practices in Inclusive Leadership:**

- Chapter leaders provide frequent opportunities for members' voices to be heard
- Chapter infuses inclusive practices into their recruitment and intake strategies to attract and support a diverse membership that reflects the campus demographics
- Chapter frequently critiques their organizational practices and members' individual beliefs to assess their biases and make necessary change
- Chapter utilizes a diversity, equity, and inclusion position to focus on the education and training of its members on a variety of DEI related topics



# HEALTH AND SAFETY

**Definition:** Fraternities and sororities often have a higher level of risk and liability. Organizations are expected to prioritize the safety of their members and the community through a focus on harm reduction and prevention.

**Background:** Due to their potential for power and social capital, fraternities and sororities have a responsibility to ensure they are providing an environment that protects the health and safety of their members and the community. Education in the areas of risk management, bystander intervention, and hazing prevention—to name a few—should be a priority. This also typically requires chapters to advocate for what is right over what might be popular.

#### **Focus Areas:**

- Event management
- Risk and liability education
- Bystander intervention
- Hazing prevention
- Sexual assault prevention
- Alcohol and other drug education

#### Examples of Best Practices in Health and Safety:

- Social event management practices that promote the health and safety of others
- Participating in bystander intervention training
- Hosting or participating in prevention education programs
- Regular review and strengthening of risk management policies and practices



# **COMMUNITY IMPACT**

**Definition:** As part of a community, fraternity and sorority members can serve as change agents to address community needs, advocate for important causes, and change the world. They can do this through both service, voluntarily giving ones time to a cause, and philanthropy, donating dollars and other goods to those in need.

**Background:** Central to the missions of Shippensburg University and fraternities and sororities is the important task of creating responsible citizens who contribute to strengthening the communities to which they belong. Community impact through direct service and philanthropic efforts are cornerstones of this tenant.

#### **Focus Areas:**

- Involvement in the campus community
- Philanthropic efforts and education
- Community service
- Advocacy

#### **Examples of Best Practices in Community Impact:**

- Chapters balance philanthropic fundraising with raising awareness about these causes
- Members frequently participate in meaningful direct service to the local community
- Chapters participate in and collaborate on activities and initiatives that benefit the entire campus community
- Engage members in advocating for causes and creating social change that benefit the communities they belong to



# ORGANIZATIONAL MANAGEMENT

**Definition:** Fraternities and sororities are complex organizations that require effective organizational management to be functioning at their highest capacity and providing a meaningful member experience.

**Background:** It is difficult for organizations to be able to achieve goals in any of the other community standards if not first achieving success in organizational management. It is the foundation upon which everything else builds. A healthy organizational structure requires comprehensive policies and by-laws, clearly defined membership expectations and officer responsibilities, and more.

#### **Focus Areas:**

- Policies and by-laws
- Member accountability
- Financial management
- Leadership transitions

#### **Examples of Best Practices in Organizational Management:**

- Chapter reviews and makes necessary edits to chapter bylaws annually
- The organization is financially stable and is transparent about how funds are allocated
- A structured, comprehensive transition workshop is held for outgoing and incoming officers annually
- Chapter has a functioning standards/judicial board or accountability process that holds members accountable for poor behavior or conduct violations



# SUBMISSION & SCORING

### **Goals Reflection**

At the end of the calendar year, chapters will complete a critical reflection worksheet for their SMART goals under each community standard. The officer(s) overseeing that particular goal will be the one(s) responsible for completing the reflection. This will give them the opportunity to reflect on whether they achieved their goal, the process of achieving it, and what they learned along the way. If a goal was not achieved, that is an opportunity to reflect on why that was the case and what they could have done differently to reach the desired outcome.

### **Poster Presentation**

An important component of achieving goals is to share them with others. At the end of the calendar year, another opportunity to reflect on the goals your organization set and share your success will be through a poster presentation. This will be an informal, open-house style event where other members of the fraternity and sorority and campus community will be invited to stop by and hear about the incredible things that our chapters are doing. The goal of this is to help in emphasizing the positive aspects of fraternity and helping the campus community learn more about our organizations.

#### SPECIFICS

Chapters will be asked to participate in the poster presentation that will be open to the campus community of Shippensburg University. They should focus on articulating the eight different goals they set for each community standard and what progress they made toward them. How they present their information is up to them. They should also be prepared to answer any potential questions that attendees may have.

• The posters should be 30 inches x 40 inches. A template example will be provided but feel free to design it however you wish to tell your story. Digital files of the poster will be turned into the Office of Fraternity & Sorority Life to be printed.



- The presentation must include, at minimum, the eight different goals the chapter set for the year and what progress was made. Additional information about the chapter or their activities for the year may also be included as desired.
- Pictures are encouraged!
- No more than 2-3 presenters per chapter but other members may attend the event as guests.
- A panel of reviewers will be selected to score and provide feedback on chapters' posters that will be factored into the overall score determined by the office.

#### QUESTIONS TO CONSIDER

When designing your presentation, here are some questions to consider:

- If you achieved your goals:
  - What contributed to your success?
  - Did you overcome any challenges to get here? If so, what?
  - How will you build on this for next year?
- If you have not yet achieved your goals:
  - What obstacles did you run into in achieving your goals?
  - What would you do differently?
  - Will you keep this goal or adjust it for next year to make it more achievable?
- What is your chapter most proud of related to these goals?
- What did you learn throughout this experience?

### Scoring

Chapters will be scored on a combination of their goal reflection submissions and their poster presentation. The Office of Fraternity and Sorority Life will review and score the submitted SMART Goals Worksheet and End of Year Reflection while a panel of reviewers selected from the campus community will be evaluating each chapter's progress toward their goals using this rubric. The reviewers will be selected each year and will be comprised of faculty, staff, and/or students.

Organizations that fail to complete the Deal Breakers will not be eligible for a rating higher than Meets Some Expectations regardless of points scored as they are not meeting the minimum expectations set forth by the university.



### Table 1. Goal Reflection and Poster Presentation Rubric

Each chapter's SMART Goals Worksheet and End of Year Reflection will be used to assess the progress of each individual goal. This rubric will be used **separately** for each individual goal and the poster presentation (15 points each, 120 points total).

	Does Not Meet Expectations	Meets Some Expectations	Meets Expectations	Exceeds Expectations
	0	1	2	3
Goal Setting	The goal met none of the elements of a SMART goal	The goal met some of the elements of a SMART goal	The goal met the five elements of a SMART goal	The goal met the five elements of a SMART goal and aligned with recommended best practices
Goal Completion	The chapter did not achieve their goal and little to no effort was demonstrated	The chapter did not achieve their goal, but some effort was made toward its completion	The chapter achieved their stated goal OR Substantial effort and progress were made	The chapter achieved and well surpassed their stated goal
Collaboration	The chapter did not collaborate with fellow officers or members, campus partners, or external stakeholders	An attempt was made to collaborate with others in the completion of the goal	Collaboration occurred in completing this goal OR There was no reasonable way to engage others	The chapter collaborated with a significant number of stakeholders and built meaningful relationships
Adaptability	The chapter failed to demonstrate effective or any adaptability in the face of challenges	Minimal effort was put into addressing challenges	Significant effort was put into addressing challenges OR No challenges occurred	Significant effort was put into identifying new and innovative solutions to challenges that occurred
Demonstrated Learning	Little to no organizational or individual learning occurred	Some organizational or individual learning occurred	Organizational and individual learning occurred	Organizational and individual learning occurred and was then acted upon



# RATINGS

### **Chapter Ratings**

Below is a full breakdown of the scoring that will be used to determine a chapter's final evaluation rating:

- Does Not Meet Expectations: 0-30 + Some Deal Breakers
- Meets Some Expectations: 31-60 + Some Deal Breakers
- Meets Expectations: 61-90 + All Deal Breakers
- Exceeds Expectations: 91-120 + All Deal Breakers

#### DOES NOT MEET EXPECTATIONS

Chapter does not meet expectations and has not achieved an acceptable standard as determined by Shippensburg University. There is concern that the chapter is not able to function at a fundamental level.

- A notification letter will be sent to the chapter's executive board, advisors, and headquarters staff.
- A follow-up call will be scheduled with chapter leadership and headquarters to discuss the justification for the evaluation rating and an action plan for moving forward.
- Chapters rated as Does Not Meet Expectations will be required to do additional action planning on how they can complete their Deal Breakers as well as attend additional check-ins throughout the next calendar year to ensure progress toward goals.
- Chapters that receive a rating of Does Not Meet Expectations for two consecutive years will lose university recognition and all the privileges therein. In this circumstance, a pathway for future reactivation will be negotiated with the Inter/National Headquarters.



#### MEETS SOME EXPECTATIONS

Chapter meets some expectations set forth by the Office of Fraternity and Sorority Life and may not consistently contribute to the Shippensburg University community.

- A notification letter will be sent to the chapter's executive board, advisors, and headquarters staff.
- Chapters rated as Meets Some Expectations will be required to do extra action planning on how they will accomplish the Deal Breakers required by the Office of Fraternity and Sorority Life

#### MEETS EXPECTATIONS

The chapter meets expectations set forth by the Office of Fraternity and Sorority Life and is recognized as a successful fraternity or sorority that actively contributes to the Shippensburg University community.

• A notification letter will be sent to the chapter's executive board, advisors, and headquarters staff.

#### EXCEEDS EXPECTATIONS

Chapter exceeds the expectations set forth by the Office of Fraternity and Sorority Life and is recognized as an excellent fraternity or sorority for their valuable contributions as leaders in the Shippensburg University community.

- A notification letter will be sent to the chapter's executive board, advisors, and headquarters staff.
- Chapters will receive public recognition through an award at the annual student leadership awards banquet in the subsequent semester (spring).
- Chapters will be rewarded with a \$100 grant from the Office of Fraternity and Sorority Affairs to be used toward approved chapter activities.



# SCORECARDS

Though not part of the evaluation scoring, chapter scorecards will appear on the Shippensburg University website to serve simultaneously as a promotional and an accountability tool. These scorecards will provide a brief snapshot of each chapter to give potential members and other stakeholders an idea of how well each organization is functioning. These individual chapter pages <u>can be found here</u>.

The information included is:

- Basic background information (chapter name, founding, philanthropy)
- Number of members
- Chapter GPA requirement and recent term and cumulative GPAs (chapters with five or fewer members will not have their organization's GPA advertised to protect individuals' grade information)
- Philanthropy dollars raised and service hours completed
- Recent awards
- Chapter Evaluation rating from previous year
- Recent conduct history



### **SMART Goal Action Planning**

The following questions are designed to help you create actionable and achievable goals. You will not need to turn this in but can use it to help you develop your final goals.

#### **Define Your SMART Goal**

- 1. Specific: What exactly do you want to achieve? Be clear and detailed. This should include who, what, when, where, and why.
- 2. Measurable: How will you measure your progress? How will you know when you've achieved your goal?
- 3. Achievable: Is this goal realistic given the current climate of your organization and the resources available to you (i.e. time, money, etc.)? Why?
- 4. Relevant: How does this goal align with your chapter's mission, values, or priorities? How does it align with your other goals for the year?
- 5. Time-bound: What is the deadline for when you want to achieve this goal? Be specific in identifying a projected month and day.
- 6. Write your SMART Goal in one concise statement:



#### **Goal Action Planning**

1. Identify challenges you may face and potential solutions

Potential Challenges	Potential Solutions

2. What resources (people, materials, physical space, funds, etc.) do you need to achieve this goal?

1)	
2)	
3)	
4)	
5)	



3. Break your goal into specific steps. Assign deadlines and identify who will be responsible for each step.

Step	Description of the Action	Deadline	Person Responsible
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			



### **Goal Submission Worksheet**

#### Academic Success

SMART Goal: [type goal here]

Deadline for completing this goal: [type month and date here]

Person responsible: [type name and position if applicable]

#### **Personal Development**

SMART Goal: [type goal here]

Deadline for completing this goal: [type month and date here]

Person responsible: [type name and position if applicable]

#### Sense of Belonging

SMART Goal: [type goal here]

Deadline for completing this goal: [type month and date here]

Person responsible: [type name and position if applicable]

#### **Inclusive Leadership**

SMART Goal: [type goal here]

Deadline for completing this goal: [type month and date here]

Person responsible: [type name and position if applicable]



#### Health and Safety

SMART Goal: [type goal here]

Deadline for completing this goal: [type month and date here]

Person responsible: [type name and position if applicable]

#### **Community Impact**

SMART Goal: [type goal here]

Deadline for completing this goal: [type month and date here]

Person responsible: [type name and position if applicable]

#### **Organizational Management**

SMART Goal: [type goal here]

Deadline for completing this goal: [type month and date here]

Person responsible: [type name and position if applicable]



### **Goal Reflection Worksheet**

[Type Category Here]	
SMART Goal: [type goal here]	

In the following spaces, multiple prompts are given to help you reflect on your experience while pursuing this goal. Please write a minimum of 3-5 sentences per area. Refer to the rubric in the Chapter Evaluation Packet for additional guidance on what we are looking for in your responses.

#### **Goal Completion**

Please provide a summary of the process that you and the chapter undertook to achieve this goal and what the outcome was including any appropriate data for the metrics for success that were originally listed. If you did not meet the original goal, please provide a description of why you were unable to and what you might have done differently.



#### Collaboration

Please describe how you engaged members and/or other people or groups outside of your chapter in the work to complete this goal. What value did working with other people bring to this goal? If you did not engage other people, please explain why.

#### Adaptability

What challenges did you face in your work to complete this goal, and how did you overcome them? If any changes were made to your original plan over time, please explain how you navigated those changes with your chapter and anyone else you collaborated with.



#### **Demonstrated Learning**

What did you and other members learn because of this goal? What long-term impact do you believe this goal will have on the organization? What impact has this had on your own personal development and how do you think the skills you developed will impact you in other activities you're involved in or in your career after Shippensburg? How will you pass along this learning to future chapter leaders?



### **Chapter Evaluation Requirements Timeline**

SPRING SEMESTER			
Month	Action/Event	Notes	
January	Roster updates due	First week of class	
	Schedule spring one-on-one meetings with chapter coach	First week of class	
	Chapter and Council executive boards attend Greek Leaders Retreat	Weekend after the first week of class	
February	Submit New Member Education plan	Only if taking new members	
	Update roster with new members	Only if taking new members	
	First draft of Chapter Evaluation SMART Goals due	February 9, 2025	
	Risk management training online	Info sent via email	
	Presidents meeting	Last Friday of month	
March	Final draft of Chapter Evaluation SMART Goals due	March 2, 2025	
	Presidents meeting	Last Friday of month	
	Submit new member initiation confirmation	Due immediately following initiation	
April	New member Alcohol 101 online	Info sent via email	
Мау	Submit philanthropy/service hours for the semester	Due the last day of classes	



### **Chapter Evaluation Requirements Timeline Continued**

FALL SEMESTER			
Month	Action/Event	Notes	
August	Roster updates due	First week of class	
	Re-register chapter with OFSL	Info sent via email	
September	Risk management training online	Info sent via email	
	Submit New Member Education plan	Only if taking new members	
	Update roster with new members	Only if taking new members	
	Presidents meeting	Last Friday of month	
October	SGA Budget Training	To be communicated by SGA	
	Presidents meeting	Last Friday of month	
November	New member Alcohol 101 online	Info sent via email	
	Chapter Evaluation poster due	November 2, 2025	
	Chapter Evaluation Poster Presentation	November 11, 2025	
	Chapter Evaluation SMART Goals reflections due	November 23, 2025	
December	Submit philanthropy/service hours for the semester	Due the last day of classes	