EMORY UNIVERSITY | Office of Sorority and Fraternity Life

OSFL Virtual Chapter Management Tools & Resources

SISTERHOOD & BROTHERHOOD

Meetings

- One-on-One Meetings
  - Zoom, Facetime, Android Video Calling, Skype, Google Hangout, WhatsApp, and Facebook Messenger calling are great for 1:1 video calling. Phone calls work, too.
- Group Meetings
  - Through Emory, all students have access to a Zoom account, which does not have time limits for meetings. To access, click "log in with SSO" on the Zoom website, and type in "Emory" for the website. It will redirect you to log in with your Emory credentials. With "zoom bombing" becoming a challenge with virtual meetings, the following tips should help keep your meeting secure:
    - Make sure to use your Emory Zoom account for the meeting and ask all participants to do so as well.
    - Create a password that participants must use to access the meeting.
    - 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 Emory's IT website: https://it.emory.edu/office365/ZOOM.html

Member Engagement

- Adapt the ways your members connect. For example, you could hold Zoom rooms, set up a Discord for your members to connect while gaming, or use an app like Marco Polo or Houseparty 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 (a chair/committee dedicated to engaging and encouraging members to remain active until graduation), you can utilize them to check in on groups of members throughout the semester. Consider hosting small virtual get-togethers. Split the chapter into smaller groups (new member class/line, etc.). 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. Check out the new Emory Virtual Community Hub and Emory's Engage events page for some great ideas and events you can enjoy.
- Miss studying at the Woodruff Library with friends? 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.
- Pair each member of the chapter together with someone they haven't had a great opportunity to connect with throughout the year. Encourage them to connect at least once a week either via phone or a video call. Check out this randomizer to make your life a little easier when randomizing parings or

small groups. Rotate groups around every few weeks or so. This would be especially great for newer members that other chapter members may not know as well yet.

- If your chapter has 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 during this time. **Refer them to Wellness resources below** if they are having any issues with access to reliable internet, experiencing food insecurity, or need to figure out what to do if they feel sick.

COMMUNICATION

Communication Software

- Work with your advisor(s), headquarters/national board, or regional team, council advisor, and/or chapter coach when appropriate to ensure that official updates and communication are vetted and appropriate. Advisors 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, see who has opened your email, and provide links for others to click.
- 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 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**.

Communication Practices

- Be mindful of time zones when scheduling meetings and events, especially if you have members who are living in different countries during this time.
- Clearly include the time zone when communicating deadlines or event times.
- Be aware of officers' and members' access to certain technology and software based on their location right now.
- Use preexisting forms of chapter communication (GroupMe, Slack, Facebook, email, Omega One, etc.) whenever possible to make the communication as seamless as possible.
- Streamline communication platforms/tools with officers and members so there is less confusion as to where to expect communication to be happening.
- Create a communication plan with how business and casual conversations will happen. Include set guidelines and expectations with one another amongst officers and members to ensure timely and clear conversations. i.e.:
  o Instant messaging/casual convos: Slack, GroupMe, WhatsApp, Discord, iMessage, etc.
  o Video conference: Zoom, Google Hangouts, etc.

o   Project management tools: Box, Trello, Google Drive, etc.
o   Email Mass Comm.: Outlook
o   Social media: Instagram, Facebook, Twitter, etc.
o   Phone calls: WhatsApp, mobile

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. Chapters are encouraged to include advisors in Zoom meetings with the rest of the executive board.
- Chapter presidents are encouraged to meet 1:1 with executive board officers and advisors to discuss plans for completing position duties virtually for this semester while planning for upcoming semesters.
- If any chapter officer transitions happen during fall 2020, consider modifying transition documents or creating transition documents for future officers. Store those documents in **BOX**, a cloud storage service all Emory students have access to for storing and sharing files with one another. BOX makes collaboration and organizing even easier online! Contemplate hosting several virtual transition meetings themed to several aspects of chapter management (i.e. finances, marketing & communication, member engagement, etc.).

Chapter Management

- **Keep up to date with your (inter)national organization's expectations of the chapter.** These may be shifting rapidly but be sure to keep your chapter in good standing.
- **Host virtual chapter meetings throughout this time to have chapter members 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. Don't feel like everything needs to be super formal either. Quick casual check-ins throughout the week also help with fostering relationships and lessen feelings of loneliness.
- **Recruitment/Intake are currently scheduled to occur virtually for fall and spring.** Chapters should continue to hold virtual planning meetings to prepare for new members. Use this time to clean up your processes and focus on the skills necessary for your chapter to have a successful recruitment/intake period. Check out **this post from Phired Up** for recruitment tips and ideas! Please also reach out to your headquarters/national board/regional board for guidance to see if they have converted your processes for online accessibility.
- **Update all chapter websites and social media platforms to reflect current chapter life.** Incoming students, prospective students, and family members are looking at your websites and social media platforms to understand whether they are interested in joining your organization. Include any upcoming virtual events to let incoming/prospective students know that you will still be active in the

upcoming semesters. Consider giving visitors to your website a better idea of what your organization values. Check out this **Linked In Learning session** to learn top digital marketing skills.

- Should the chapter need to conduct a vote for business, consider compiling the information to be voted on to 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 & by-laws might already have a "reading" or "reviewing" period before votes or constitutional amendments may take place. Make sure to review those and stick to those even throughout this virtual period.

Planning

- Challenge your idea of engagement and event planning, and do not be afraid of getting creative! Engaging members does not always have to be hosting virtual events with 30+ attendees. It is alright to not host a large formal event every other week.
- Work with your executive board and chapter advisor to sketch out a return plan and priority list when operations resume in-person. 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.
- Think about what 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 by-laws 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 the awards. Even if you choose not to apply 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.
- 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.
- Reach out to your council advisors and chapter coaches who should continue to be available to assist with chapter needs and goals.

SERVICE & PHILANTHROPY

- Opportunities to Serve Virtually Anywhere
  - **Amnesty Decoders** – Operated by Amnesty International, this network of digital volunteers helps conduct research into global human rights violations. Volunteers have used their phones and computers to verify the location of oil spills, find evidence of drone strikes, and flag abusive tweets to women politicians in India. https://www.amnesty.org/en/get-involved/
  - **Catchafire** – This volunteer search tool is exclusively for online volunteer projects. Each one has a timeline that can range anywhere from an hour to a few weeks. So, whether you have an afternoon or several, you can help not-for-profit with tasks like writing thank you letters or editing photos. https://www.catchafire.org/

- o **Crisis Text Line** – Crisis Counselors answer texts from people in crisis, bringing them from a hot moment to a cool calm through active listening, collaborative problem solving, and safety planning. https://www.crisistextline.org/become-a-volunteer/
- o **Objective Zero** – A mission-driven tech start-up, Objective Zero seeks to connect service members, veterans, their families, and caregivers to suicide prevention support and resources. Follow the steps below to begin receiving calls, texts, and video chats from Veterans. https://www.objectivezero.org/ambassadors
- o **Pillar of Cedar Valley** – Pillar of Cedar Valley is looking for volunteers to write letters to their residents. You will be contacted by someone from Pillar of Cedar Valley to be paired with one of their residents to correspond with. This would be a great opportunity for families to write encouraging cards for seniors during this time. https://vccv.galaxydigital.com/need/detail/?need_id=509313
- o **Smithsonian** – The Smithsonian Institution is the world's largest museum, education, and research complex, but even they could use a little help sometimes. Help make their collections more accessible by volunteering online to transcribe historical documents or edit Wikipedia articles related to their artifacts and research. https://www.si.edu/volunteer/DigitalVolunteers
- o **Translators Without Borders** – For those fluent in more than one language, this nonprofit that combines language skills with humanitarian aid. Volunteers provide translations to international organizations that focus on crisis relief, health and education. https://translatorswithoutborders.org/volunteer/
- o **United Nations Volunteers** – UNV connects you with organizations working for peace and development in need of skills like research, writing, art, and design. There are already over 12,000 volunteers from 187 countries lending their talents to organizations around the globe. https://www.onlinevolunteering.org/en
- o **UPchieve** - UPchieve is a free, online platform that connects low-income high school students in the US with live, volunteer coaches (that's you!) any time they need it. This volunteer experience was designed to be ultra-flexible so you can help students from anywhere with an internet connection. https://upchieve.org/volunteer
- **Hands On ATL:** Explore ways you can do good and serve in the Atlanta community safely virtually and in-person by **visiting here**.
- Discover creative ways to raise donations for your philanthropy through online engagement via social media, i.e. donation bingo on Instagram story with information about your cause, Instagram live fundraiser, etc.
- Reach out to local community centers to coordinate contact-less drives for foods or care supplies.
- Host online speaking webinars and/or trainings to raise awareness for your cause to make available for all students.
- Choose any of the virtually service opportunities above and coordinate with your chapter members to do it together during a time frame. Follow-up with members at chapter on their experience or host a conversation to help members reflect on their service and why it matters.
- Make sure any or all philanthropy or service events abide by the Emory Community Compact.

Recruitment/Intake Updates

- For updates on recruitment/intake, please visit **here for latest information** for each council. We will be taking utmost precautions for recruitment/intake to ensure that this experience is as safe and welcoming to all students as possible. Please reach out to **osfl@emory.edu** if you have any questions!

Council and OSFL Programming

- All four councils and the OSFL will be hosting virtual events and programming throughout the semester. Please tune in via social media or check in with your council liaisons/delegates for updates on events!

Diversity, Equity, and Inclusion (DEI)

- Emory University is aware of recent social media posts and we are working with students to address racial justice issues and enact meaningful change. Racism and harassment are not tolerated at Emory and Office of Sorority and Fraternity Life (OSFL) takes every complaint seriously. The department started meeting with students over the summer about efforts to address racism, misconduct and other issues and will continue to engage with our fraternities and sororities, their advisors and national offices throughout the fall semester.
  OSFL reviews and addresses complaints through a multi-faceted approach that includes working with the local chapter, our four Greek councils, national headquarters and the appropriate university partners, such as the Office of Student Conduct, the Department of Title IX and the Office of Diversity, Equity and Inclusion.
  We encourage students to report incidents of misconduct to the appropriate department including the Office of Sorority and Fraternity Life, the Department of Title IX and the Bias Incident Response Team. Emory will continue our efforts to build a community where all members feel safe and valued.
- Our staff is actively and intentionally working on DEI initiatives for this semester and the future. Please look forward to learning and growing with us soon!

Chapter Facilities

- Eagle Row will not be operating fall 2020. If any chapter advisors or presidents need access to their chapter facility this semester, please reach out to Joshua Gamse, assistant director of sorority and fraternity life, at jgamse@emory.edu.

Contact Us

- Latest OSFL updates will be published on our website.
- Follow us on Instagram (@emory.osfl), Twitter (@emoryosfl), and Facebook (facebook.com/emoryosfl) for updates and events coming from our office!
- Although our staff will be remote this semester, do not hesitate to reach out to us! We are here to support you, your chapter, and members. You can reach our team at osfl@emory.edu or to any individual staff member listed below.
  o **Nicole Jackson**, Interim Director of Sorority and Fraternity Life, t.nicole.jackson@emory.edu
  o **Joshua Gamse**, Assistant Director of Sorority and Fraternity Life (IFC Advisor)**,** jgamse@emory.edu

- o **Huong Truong**, Coordinator of Sorority and Fraternity Life (MGC Advisor), huong.truong@emory.edu
- o **Kenneth Anthony**, Coordinator of Sorority and Fraternity Life (EPC Advisor), kenneth.anthony@emory.edu
- o **Kriskumar Singh**, Coordinator of Sorority and Fraternity Life (NPHC Advisor), kbsingh@emory.edu
- o **Nichelle Frye**, Administrative Assistant, nfrye@emory.edu
- o **Ty'Reanna Harris**, Graduate Assistant, ty'reanna.nichole.harris@emory.edu

WELLNESS

- Check out the **Emory Virtual Hub** to stay engaged on new opportunities to make connections with others during this time.
- **What to do if you feel sick** or if a friend/coworker is sick.
- Student Health Services (SHS) will still be providing services during these times. See what **COVID and non-COVID related SHS care** is being provided.
- **Counseling and Psychological Services (CAPS)** is currently offering telehealth services via phone and HIPAA-compliant Zoom to enrolled Emory students. CAPS continue to offer core functions of crisis response, consultation, individual therapy, support/discussion groups, therapy groups, and online workshops.
- Here are some **online self-help resources** for wellness compiled by CAPS.
- **The RESEPCT hotline: 470-270-5360 is up 24/7** for students seeking a free and confidential support resource if they are impacted by interpersonal violence. The Office of RESPECT has advocates available to help you learn more about options and your rights, can assist with safety planning, provide support, legal and medical accompaniment, and/or academic assistance.
- Needing support with groceries and personal hygiene products? Sign up for the **Eagle Food Co-Op Order** to receive items from the Bread Coffeehouse open food pantry. Also check out the **Atlanta Community Food Bank**. With **WhyHunger**, enter your zip code to find food resources throughout the U.S.
- Needing IT support? Visit Emory's **Student Technology Support Site** for more information.
- **Visit the general student support hub** during COVID-19 for more resources and FAQ.

ACADEMIC

- Virtual appointments are available for academic advising, EPASS tutoring, learning specialist and coaching. **Click here** to schedule an appointment or email oue.advising@emory.edu.
- The Emory Writing Center is open for remote tutoring. Students can learn more and make appointments via **the writing center website**. Please make appointments at least five hours in advance to accommodate remote staff.
- **Available remote learning software**.
- **Students Essentials for Remote Learning in Canvas**.

- Need accommodations for learning? Visit **Transition to Remote Learning** and register with our Department of Accessibility Services.
- 9 tips for remote learning:
  - Create a morning routine.
  - Have a dedicated workspace.
  - Set ground rules with people in your home.
  - Create a calendar to keep up with deadlines and assignments.
  - Set consistent times throughout the day for coursework.
  - Communicate with your professors and ask all the questions you have.
  - Take breaks between coursework.
  - Know where to get help – email oue.advising@emory.edu.
  - Get up and move in between coursework and lectures.
  - Learning remotely may result in awkward posture or improper setups with potential increased risk for injuries related to poor ergonomics. Here are some tips to help:
    - Use a good chair. If you don't have a good chair, add pillows for back/leg support.
    - Raise or lower your chair so your shoulders are relaxed with the elbows around 90 degrees (or use a pillow or seat cushion if needed).
    - Support your feet on an object if they don't firmly touch the ground while sitting.
    - Raise or lower your monitor (or put it on top of an object). The top of the monitor should be at or slightly below eye level.
    - If possible, your monitor should be separated from your keyboard and mouse. If you raise your laptop, consider using an external keyboard and mouse.
    - Take short breaks for ergonomic exercises and stretches as recommended by the National Institutes of Health.

DIVERSITY, EQUITY, AND INCLUSION RESOURCES

- **Belonging and Community Justice**
  - The **Center for Women** provides the best possible environment for women as students, scholars, and employees. The provide resources and skill-building opportunities, while bringing everyone together to examine gender issues and work toward ethical solutions.
    - Visit **here** for programs and events information, including Reunión (a space for Latinx students), The Kitchen Table (a space for Black womxn), The Girlhood Project, Women's History Month, and more.
  - The **Office of Lesbian, Gay, Bisexual, and Transgender (LGBT) Life** seeks to engage the university community in the creation of an affirming and just campus environment while supporting the development of students of all gender and sexual identities.
    - Visit **here** to learn more about Emory Safe Space program training, QTPOC programming, Queer Discussion Groups, LGBTeas, Atlanta Pride, and more.
  - The **Office of Racial and Cultural Engagement (RACE)** provides opportunities for Emory's community to explore concepts of race and racial justice by promoting dynamic, cohesive learning communities and programming focused on areas of education and awareness, activism, and identity development.

- Check out their **Black Lives Matter Resistance Guide** and visit **here** for heritage month programming and more resources, including a mentoring, opportunities, etc.
  - o **Social Justice Education (SJE)** works to engage and support individuals and groups at Emory in active efforts to develop their capacity for developing and maintaining just communities through collaborations with campus and community partner.
    - **SJE Framework** with resources and programming for building foundational knowledge, expanding knowledge, and active collaboration.

- **Office of Respect**
  - o Check out the **Office of Respect's website** for updated dates on fall 2020 trainings, or reach out to the Office of Respect staff for more information.
    - Trauma-Informed Care training "is a 3-day, interactive and intersectional skill-building mini-course that covers topics such as root causes of violence, intersectionality, neurobiology of trauma, supporting survivors and creating trauma-informed environments."
    - Active Bystander Skills (ABS) trainings is "an interactive training where participants watch videos, discuss ways to prevent sexual violence, and gain the confidence and proficiency needed to intervene when a sexual assault may occur."
  - o Get involved! Check out these **programs and organizations** ran through the office, including **S.A.F.E. (Sexual Assault Forum to Educate) Greeks** – a collaboration between the OSFL and Office of Respect. Reach out to Huong Truong, OSFL coordinator and S.A.F.E. Greeks co-advisor, at huong.truong@emory.edu for more information.

- **Office of Diversity, Equity, and Inclusion**
  - o Focuses work on systemic issues by addressing policy and procedural concerns such as Affirmative Action, Emory's Opportunity and Discriminatory Harassment Policy, and Title IX.
    - **Living and Learning About Race Resource Guide**
  - o Title IX
    - **What You Need to Know guide** about sexual or gender-based violence and harassment and how to navigate seeking information, assistance, and support to ensure your health and safety, both physical and mental.

- **Department of Accessibility Services (DAS)**
  - o DAS is committed to advancing an accessible and "barrier-free" environment for students, faculty, patients, guests and visitors by ensuring that the principles of access, equity, inclusion and learning are realized in and by the Emory community.
  - o Visit **here** to learn more about the services provided, including transitioning to remote learning services for those seeking accommodations.
  - o Learn how to make your events more accessible by visiting **here**.