

2020-2021 Year End Evaluation Feedback Report

Given the impact the COVID pandemic has had on our community and chapter operations, OFSA has elected to alter Accreditation for 2020-2021. For the 2020-2021 academic year, chapters will be assessed through a modified Year End Evaluation Report process.

Chapter:

Alpha Gamma Delta

Assistant Director:

Olivia Miller

Rating Scale

For the 2020-2021 academic year, chapters will not be assessed based on Accredited with Excellence, Accredited, Unaccredited or Unacceptable. Instead, each area will be assessed by a panel of students, faculty, staff and advisors. The combined average will produce a numerical average value signifying Exceptional, Above Average, and Average. This evaluation is not only based on performance, but also on effort made to prioritize these essential areas during a pandemic in lieu of more traditional fraternity and sorority efforts and operations.

Exceptional [3] - extraordinary demonstration of chapter operations and membership engagement in the area of evaluation

*remarkable commitment to chapter and community purpose, mission and values

Above Average [2] - commendable demonstration of chapter operations and membership engagement in the area of evaluation

*outstanding commitment to chapter and community purpose, mission and values

Average [1] - standard demonstration of chapter operations and membership engagement in the area of evaluation

*acceptable commitment to chapter and community purpose, mission and values

2020-2021 Year End Evaluation Report Areas

1. Prioritization of membership engagement & accountability
2. Dedication to educational initiatives & chapter priorities
3. Commitment to diversity, inclusion & equity
4. Ability to adapt and implement creative and innovative methods
5. Emphasis on new member education and the onboarding of Spring 2020, Fall 2020 and Spring 2021 new members

Chapters are encouraged to upload any supplemental materials to their Year End Evaluation Report folders. Doing so will allow the interview panel and Assistant Directors the ability to provide meaningful feedback as they prepare to interview and evaluate chapters.

Examples include, but are not limited to, marketing materials, program flyers, chapter meeting minutes, Summit of Headquarters chapter presentations, recruitment materials (videos, presentations), overview of community service hours/member, overview of philanthropy events and dollars raised and donated to charities/foundations.

List any chapter provided supplemental materials.

N/A

Demonstrated effort toward prioritization of membership engagement & accountability.

Examples could include but are not limited to

- *Hosted virtual brotherhood/sisterhood events to keep members engaged outside of chapter meetings.*
- *Evaluated and restructured our standards board to achieve better accountability in the chapter.*
- *Focused on engagement of members in all classes.*
- *Chapter responded to OFSA related emails within the required deadlines.*

Chapter's demonstrated description and justification.

Alpha Gamma Delta hosted sisterhood events throughout the fall and spring semesters. These events included virtual zumba, cooking class, a holiday "party" and weekly member class zooms. Also, we have a variety of GroupMe chats (cooking, book club, TikTok, painting) which provide sisters an opportunity to bond over similar interests. These events were open to members in all member classes and provided an opportunity for members to see each other virtually. Each week at Chapter, sisters are able to share "confidence moments" which range from landing a job interview, to doing well on a test, to receiving an award, which fosters a sense of community and pride in our sisterhood. We also do "Supersisters" at Chapter, where sisters can send in a kind word for one another.

In addition to these sisterhood events, Alpha Gams participated in both chapter and campus-wide events throughout the year. Some events that we hosted for our chapter included a presentation by the Diversity Peer Educators on diversity at Lehigh and Internship advice as well as resume help from the career center. These were also done with the Elevate path of the Epsilon Pi Program which is new this year set out by our international headquarters. Epsilon Pi programs were held monthly, with each month covering a different topic of discussion about sisterhood. Some topics covered during Epsilon Pi were: embracing differences, career advice, honoring the people around you, and time management strategies. Epsilon Pi events resulted in productive discussion between sisters and ultimately were another source of bonding in the virtual setting. In addition, we made a point to emphasize "Wellness Week" with chapter events. We were able to get a speaker from the TV show "The Circle" to talk virtually to our chapter and Gamma Phi Beta about the impact of social media and what to do if you are feeling lonely. Another event this week was bringing in the Lehigh Counseling Center to lead a workshop on stress management. Lastly, we encouraged members to take a break from school and do something they needed to for self-care by asking them to submit pictures to the Sisterhood director, these ranged from members going on a walk to taking a nap to getting their nails done.

We continued a "Rose Bud" program that was implemented last year. This program pairs sisters with a member in a different member class. The "Rose Buds" are encouraged to go on a "date" with one another to learn more about one another. Our bid day celebration and our big little reveal were held on zoom to include all members while complying with CDC and Lehigh standards. An effort was made to have member class zooms weekly to keep those connections between the member classes.

As Alpha Gams, we uphold standards that align with our chapter's values and expectations. If a member violates one of our values, the president, Vice President Member Experience, and Vice President Chapter Wellness reach out to them to facilitate a conversation. We discuss the issue at hand and work with them to reach a solution that best reflects the member and how to resolve the issue. It is important for our members to be held accountable for their actions. Due to Covid-19, there are more rules in place for all members of our campus community. If one of our members violates a rule set by Lehigh, our standards board would meet with said member. We set a standard that Covid-19 precautions should be upheld by all of us. We tried to work through Covid-19 as a chapter and encouraged our sisters to hold each other accountable for behaviors that would spread the virus, in addition to Lehigh's own rules.

This year we started a chapter wide practice called "Take That Down" or "TTD". This is a practice to hold members accountable on social media. TTD is an easy way to let a member know that something they posted should be taken down. It can be easily texted or commented on a post by any member in the chapter.

Due to the Covid-19 restrictions, Alpha Gamma Delta did not have any social events during this school year. Therefore, our sober sister model was not utilized. We plan to implement our practices once we can resume normal social events. Our practice includes two sober sisters and one sober driver for every social event.

Communication between OFSA and our chapter is strong. Each week, our president meets 1:1 without OFSA advisor Olivia. This is a chance to discuss chapter events and ask questions. Our chapter attended "lets talk about it" webinar series held by OFSA each week in the Fall 2020 semester. This helped our chapter to continuously update and uphold expectations and opportunities during COVID. Our chapter also attended the LAUNCH training and the meeting with Provost Urban. Our roster verification, NME paperwork, financial information, and more were submitted in a timely manner.

Rating assigned to this evaluation area? [Exceptional, Above Average, and Average]

Exceptional

OFSA & panelist feedback to chapter for this evaluation area.

Alpha Gamma Delta made an exemplary effort in engaging its members in the past academic year. By taking advantage of the digital space, the chapter was able to continuously engage members through Zoom with sisterhood events (Zumba, cooking classes, holiday parties, confidence moments, Rosebud program) and created a space for connection within each member class. Alpha Gamma Delta collaborated with another Panhellenic sorority to bring in a speaker to talk about the impact of social media and how to feel connected when we are isolated, demonstrating a commitment to collaboration and the well-being of their members. The HQ Epsilon Pi program further fostered a sense of well-being in holding programs on relevant topics such as career advice, time management, honoring those around you, and embracing differences. The panel "particularly liked the use of technology for keeping on track" and to easily communicate chapter activities to members, promote upcoming events, and to keep track of points - communication is essential in making sure members have the tools to remain engaged in the organization. The chapter's conversation-based accountability program utilizes a form of restorative justice that provides support and education to members while ensuring they uphold Alpha Gamma Delta's values. The chapter implemented a new program, Take That Down (TTD), to hold its members accountable on their social media - the panel suggests integrating this into their conversation-based accountability process to "educate members as to what values their content upholds" and create a connection to education and reflection. Alpha Gamma Delta consistently communicated and responded to OFSA.

The panel believes Alpha Gamma Delta is **exceptional** in 'demonstrated effort toward prioritization of membership engagement & accountability', aligning with the chapter's self-evaluation.

Chapter Development Questions:

- Can the chapter continue to use virtual spaces to engage members?

- How can Alpha Gamma Delta continue to find ways to collaborate with other organizations?
- In what ways can the chapter continue to create spaces for connection both between and within different member classes?
- As we move towards a fall semester, how can Alpha Gamma Delta continue to utilize the membership accountability program?

Demonstrated effort toward dedication to educational initiatives & chapter priorities

Examples could include but are not limited to

- *Hosted a virtual visit from Educational Leadership Consultant (or equivalent).*
- *Took specific steps to ensure the chapter was fiscally responsible, offering flexible opportunities for membership dues or payment plans due to financial issues or concerns related to the pandemic.*
- *Chapters should be attending all necessary National/regional/area organizational meetings as required.*

Chapter's demonstrated description and justification.

We adapted many of our academic incentives to make them more remotely accessible to our whole chapter. We hosted study halls over zoom where members can log on and do work alongside one another like we used to do in the library. We also have held Flora competitions. Flora is an app that plants a tree for the time you stay off your phone, if you exit out of the app while the tree is growing it dies. The member with the most time logged on the Flora app would win a prize. Another way we help our members throughout the year is by offering GroupMes for each college and for similar majors. Members can discuss classes that were helpful or interesting. These GroupMes also include recent graduates so current members can seek career advice from graduated members. We also had our staff advisor Meg Munley speak at our chapter about the statistics she found and presented to all of Greek life earlier in the fall. Later this semester we plan on holding an academic awards ceremony over zoom to recognize the achievements of our members. We will give our awards for highest GPA, most improved, dean's list as well as many others.

Alpha Gamma Delta had an overall GPA of 3.78 with a rank of 1 out of 8 in the Spring of 2020. Alpha Gamma Delta had an overall GPA of 3.71 with a rank of 3 out of 8 in the Fall 2020 semester. 43 Members were on the Dean's List for the Fall of 2020.

Our Vice President of Finance worked closely with our chapter advisor as well as the Executive Council to cut costs for all members. Charges for each member for the Fall 2020 and Spring 2021 semesters were set at the lowest amount possible of \$255. In simple terms, this amount is what the chapter is billed for each sister simply because she is a member of Alpha Gamma Delta. The per member charge of \$255 for both semesters consists of three parts. \$95 of the charge is the international fee set by Alpha Gamma Delta Headquarters. This fee is consistent throughout both semesters. \$60 of the charge in the fall semester is the chapter liability insurance fee also set by Alpha Gamma Delta Headquarters. The \$60 portion is only paid once a year, so in the Spring semester the \$60 went towards more chapter events as campus guidelines are becoming less restrictive. The last \$100 of the chapter dues is for our sustainability charge from Fraternity Housing Corporation. Initially, this charge was supposed to be \$200, but our chapter advisor was able to speak with representatives at the Fraternity Housing Corporation to get it lowered to \$100. This fee is also consistent throughout both semesters. All in all, we were able to lower costs as much as possible by only charging our members the minimum amount for simply being a member. Merchandise orders, for example, were not built into our chapter dues as they normally are and each member is charged "a la carte" if they would like to buy anything. Additionally, our chapter used our own reserve fund money to pay for each individual sisters' Panhellenic Council dues.

Our Executive Council was very understanding of peoples' financial hardships during the pandemic. We were able to grant financial inactive status to everyone who needed it. This means that the member tells us the bare minimum that they are comfortable paying, and the chapter absorbs the rest of the costs for them.

Our advisor even reached out to Alpha Gam alumni and they helped cover the cost of some of our members' dues. In regards to our new members, they were offered flexibility with the timeline of their payment due dates if they think that spreading out the payments would be less of a financial burden to them.

Our chapter is in full compliance with International Headquarters expectations. Over winter break, all of EC attended Alpha Gamma Delta's Virtual Academy, which was a 3 day conference required by International Headquarters. At the conference, EC learned leadership strategies they could bring back to our own chapter. Additionally, we hosted a virtual Leadership Consultant visit during NME which was an alcohol skills and training program (ASTP). Each semester, EC completes goal setting, and Julia meets with Dani to discuss these goals. Finally, each month EC submits a Circle of Excellence report to submit to IHQ which explains chapter events, trainings, recruitment progress, etc.

Our Vice President of Campus Relations worked closely with campus organizations to keep members informed and involved with the campus community. Campus-wide events were encouraged and promoted in hopes of benefiting individual members and the chapter as a whole. Some of the highly attended events included the Anti-Hazing Coalition Presentation, the Bright Pink Workshop, and the Antiracism as Action presentation. Members also attended various workshops, such as guided meditation classes, virtual Zumba, and a Paint Around the World event. Although members were physically distant, they were able to stay connected through many virtual events. In addition to this, members were encouraged to apply for various leadership positions and groups. Approximately 22% of our chapter works for the Office of Admissions, 18% with the OFYE, and 24% write for the Brown & White. We have also made great efforts to get involved with Panhel initiatives- our chapter had 100% voter registration for the voter registration campaign and over 75% completion of the DEI EverFi course. Alpha Gamma Delta also has shown great involvement in organizations such as Colleges Against Cancer (Relay for Life) and had a large donation participation in the Greek food drive.

Rating assigned to this evaluation area? [Exceptional, Above Average, and Average]

Exceptional

OFSA & panelist feedback to chapter for this evaluation area.

Alpha Gamma Delta's work in the educational initiatives & chapter priorities metric set various best practices for the Lehigh Greek community. The chapter clearly demonstrates an understanding that education goes far beyond the traditional understanding of academics and focuses on the belief that through education opportunities are created and increases members' potential to learn and be successful. Alpha Gamma Delta held a plethora of programs for its members: Diversity Peer Educator programs, internship and resume building workshops with the career center, UCPS workshop on stress management, programs on belonging, self-care activities, Anti-Hazing Coalition presentation, bright pink workshop, Anti-Racism as Action presentation - all in addition to utilizing their staff advisor to bring the Campus Climate presentation to their entire chapter. Academically, the panel believes Alpha Gamma Delta is 'leading the way'; the chapter performed above the All Panhellenic, All Sorority, All Greek, All Lehigh Women and all Lehigh Students GPA and had 42.7% of members recognized on the Dean's List. The chapter contributes to members' academic success through various initiatives and programs. This year Alpha Gamma Delta hosted Zoom study halls, utilized an app to have members complete to stay focused on studying and off their phones, adapted their other programs like the academic awards ceremony, and created GroupMes for each college that included recent graduates of the chapter to help members with career advice. The panel recognizes that "utilizing the alumni network for chapter support during COVID times was a challenge and we are glad to see how the chapter successfully leveraged those connections" through initiatives like the GroupMes and tapping into alumni for financial support for struggling members. The panel commends Alpha Gamma Delta's flexibility with dues, making them the lowest possible, and offering extras 'a la carte' and appreciates that the financial inactive status will extend past the pandemic. In addition to all of the chapter-motivated initiatives, members of Alpha Gamma Delta also participated in HQ facilitated programs like the virtual 3 day leadership conference and Executive Council goal setting for the chapter.

The panel believes Alpha Gamma Delta is **exceptional** in 'Demonstrated effort toward dedication to educational initiatives & chapter priorities', aligning with the chapter's self-evaluation.

Chapter Development Questions:

- How does the chapter plan to engage their greater alumni network in the day-to-day chapter operations?
- What areas of education will Alpha Gamma Delta prioritize this upcoming academic year?
- How can the chapter include the rest of the community in their education efforts?

Demonstrated effort toward commitment to diversity, inclusion & equity

Examples could include but are not limited to

- *75%-100% completion of the EverFi Course on DEI.*
- *Hosted various offices on campus during chapter virtually for education on Black Lives Matter, the Election, the LGBTQ community, and supporting a diverse membership.*
- *Evaluated by-laws and recruitment practices for potential or unintentional bias.*
- *Held conversations with chapter members and/or the executive board using guiding questions from OFSA.*
- *Programming was conducted with at least 1-3 organizations that are non-greek affiliated or culturally based.*

Chapter's demonstrated description and justification.

Alpha Gamma Delta international headquarters created the DEI Director position as well as a DEI committee. As indicated by nationals, the Director of Diversity, Equity and Inclusion is the chair of the DEI committee, under the Vice President of Chapter Wellness. The chair and committee have been instructed to provide the chapter with opportunities to have genuine, robust, and candid conversations about race, privilege, and bias. Alpha Gam HQ also indicated that the DEI committee is responsible for creating and upholding opportunities for engagement, education, and dialogue surrounding diversity, equity, and inclusion. By nature, since this is the first year the position and committee existed, it is also the responsibility of the chair to establish and develop strong goals, events, and opportunities in regards to DEI that the chapter will continue to embolden in the upcoming years.

Alpha Gam has hosted the Diversity Peer Educators in the fall, and once in the spring for New Member Education. We plan to meet with them again before we depart for the summer. The workshops with the Diversity Peer Educators include discussions of identity. They began with questions about our most fundamental identity--our names--and also explored our individual socioeconomic, gender, sexual, and religious identities among many others.

Alpha Gam has also hosted the Counseling Center during Wellness Week, where sisters were able to talk about mental health topics like burnout, procrastination, and social interactions during the pandemic. The purpose of the discussion was to allow sisters to share their feelings about mental health in a pandemic, and to learn how to support one another in situations that may be unfamiliar or uncomfortable. Additionally, we hosted the Eco Reps for a presentation on sustainability and the changes sisters can make in their day to day lives.

Alpha Gam also participated in the Privilege Walk during an Epsilon Pi event, which while it was not facilitated by the DEI committee, did provide an opportunity to discuss the array of differences our chapter members pertain to. This walk allowed members to recognize their own privileges, such as being raised in a two parent household and not having to worry about tuition payments, as well as appreciate the differences

many members have from their sisters. The purpose of this event was not to hide behind our differences but to embrace them.

The EverFi course was introduced through OFSA and was a virtual program which covered identity, bias, ally-behavior, privilege, and other related topics. We were 1 of 13 chapters who met the OFSA expectation of at least 75% chapter participation in the program. After the program, we hosted a discussion during Chapter using both the OFSA guiding questions as well as manuals from IHQ. We found the discussion to be extremely productive, and sisters were able to share their thoughts about what they learned and what they are going to change in their own lives.

Along with the EverFi course, Alpha Gam nationals provided DEI training entitled "Unpacking Alpha Gamma and Delta". This program was designed by Dr. Stacey Pearson-Wharton with the intention of teaching our members several topics regarding diversity, equity, and inclusion. The first in this series explored the understanding of implicit bias and the second was about understanding privilege. The third, fourth, and fifth videos in this series explored the struggles of BIPOC in predominantly white environments, and how our members can contribute to a far greater equitable and comfortable environment for all of our members regardless of race, ethnicity, sexual orientation or any other background. We also plan to host several more events with the Pride Center and Office of Multicultural affairs.

Currently, the DEI director and committee are working on several other projects to ensure a far greater diverse, and equitable environment for the members of Alpha Gamma Delta. Presently, many members of the committee have expressed a desire to know more of the events available on campus led by cultural organizations and a desire for more communication and involvement within those organizations. The director and committee are working on a platform to consolidate information regarding such events for members to attend. There has also been a conversation regarding celebration of more holidays and events that are not typically celebrated by mainstream American culture. This deficiency of cultural awareness stems from a lack of understanding of who exactly is in Alpha Gam and how each member identifies. Given desire to understand our sisters to a greater extent, we are conducting a demographic DEI survey. This survey is in no way intended to single out members, but rather to find manners in which we can celebrate everyone's differences equally. The director, alongside the Vice President of Chapter Wellness will also begin reviewing the bylaws to identify areas in which Alpha Gam can improve upon regarding diversity, equity, and inclusion. Lastly, upon conversation with the DEI committee, DEI director, and VP Chapter Wellness, Alpha Gam will also be providing members with an anonymous survey where members can report any case of discrimination. Some of these situations, practices, and experiences include microaggressions or any other instance when a member feels uncomfortable relating to diversity, equity, and inclusion.

Ultimately the director of Diversity Equity and Inclusion understands that this is a learning process and it is the first year in which such efforts are explicitly made. Nonetheless, Alpha Gamma Delta is dedicated to identifying areas of issue and combating them in transparent and robust manners. It is our goal to progressively move towards a reality in which Alpha Gamma Delta can provide a safe, equitable and diverse environment for our members.

We believe that our chapter is doing an above average job with DEI. We believe that no person or organization can be perfect when dealing with diversity, equity, and inclusion. There is always room for improvement. We strive to be the best that we can be and are willing to continuously improve.

Rating assigned to this evaluation area? [Exceptional, Above Average, and Average]

Exceptional

OFSA & panelist feedback to chapter for this evaluation area.

Alpha Gamma Delta was very intentional with Diversity, Equity, and Inclusion initiatives this past academic year. Alpha Gamma Delta HQ created a DEI position for all chapters and developed an 'Unpacking Alpha,

Gamma, and Delta' program which touched on implicit bias, understanding privilege, and the struggles of BIPOC in predominantly white spaces. Additionally, the chapter exceeded OFSA's completion percentage requirement for the EverFi DEI online program. Alpha Gamma Delta continued their DEI work outside of what was required - the chapter brought in the Diversity Peer Educators to facilitate programs to their chapter and new members, facilitated conversations about race, privilege and bias, and continuously created opportunities for engagement, education, and dialogue around DEI topics. Additionally, the chapter created specific goals, events, and opportunities for members to participate in. Through Alpha Gamma Delta's comprehensive Epsilon Pi program, they facilitated a 'Privilege Walk' with their members to create empathy and understanding in this metric. Alpha Gamma Delta further took initiative to understand who was in their chapter, and what DEI programming could best serve the members they currently have. The panel was impressed by the chapter's ability to identify where they can improve and what they can focus on in this area. Alpha Gamma Delta expressed interest in collaborating with more Lehigh offices and organizations in the future (PRIDE center, OMA, CGC, other cultural orgs) - the panel encourages this connection.

The following quote stood out in Alpha Gamma Delta's report: "We believe that our chapter is doing an above average job with DEI. We believe that no person or organization can be perfect when dealing with diversity, equity, and inclusion. There is always room for improvement. We strive to be the best that we can be and are willing to continuously improve." The panel agrees that there is "definitely a lot more work to get done" and that "while the chapter recognizes that the DI&E work is never complete and has not ranked themselves high, the displayed commitment is remarkable and should be encouraged. The chapter does seem to hold itself to a high standard, and I hope to see more programming oriented towards these efforts especially post COVID and during recruitment." The panel believes Alpha Gamma Delta is **exceptional** in 'demonstrated effort toward commitment to diversity, inclusion & equity', a level above the chapter's self-evaluation of above average.

Chapter Development Questions:

- How can Alpha Gamma Delta implement inclusive practices into the recruitment process?
- Can the chapter integrate this work into their New Member Education plan as well as the chapter standards/bylaws?
- What efforts can the chapter make now to outreach to the organizations and offices they want to collaborate with in this area?

Demonstrated effort toward ability to adapt and implement creative and innovative methods

Examples could include but are not limited to

- *Hosted a virtual philanthropy event through xyz platform and raised x amount of dollars.*
- *Created new communication and incentive programs.*
- *Hosted virtual recruitment/mock recruitment events to help prepare the chapter for recruitment/intake.*

Chapter's demonstrated description and justification.

Alpha Gamma Delta's national philanthropy is fighting hunger. This issue has become even more severe for our South Bethlehem community as well as the rest of the country since the start of the COVID-19 pandemic. Our national foundation, the Alpha Gamma Delta foundation, partners with Meals on Wheels and Feeding America to aid those who suffer from food insecurity, as well as providing meals to homebound senior citizens. In the past our chapter has run a cooking club at Broughal Middle School and regularly volunteered at the Hispanic Center of Lehigh Valley to help them stock their food pantry. With the pandemic, all of these in-person activities have been paused. Our chapter has continued to be dedicated with our volunteer efforts when possible by fundraising and spreading awareness of food insecurity and hunger.

In a typical year, our chapter would hold our signature event "Grilled Cheese With AGDs," where we would sell grilled cheeses on East 5th at night. Additionally, we would do "Holiday Grams" with Theta Chi where we

would deliver holiday grams to students around campus. With the pandemic, we have not been able to do these events so instead we came up with new fundraising and service events that were COVID-friendly.

In the fall semester we ran a fundraiser with Rakkii Ramen. Ten percent of the restaurant's sales went to the Alpha Gamma Delta Foundation when guests presented our flyer for the event. Through this, we raised \$100 for the foundation. We built a strong relationship with the business and hope to work with the restaurant again in the future.

Throughout this academic year, our chapter has also been making cards for Meals on Wheels of Greater Lehigh Valley. For every seven cards made, a member received one hour of community service. Meals on Wheels has been very appreciative when receiving the cards. This is another organization that we have formed a strong relationship with and plan to work with again in the future.

In April, we hosted a virtual food drive where people could Venmo to buy cans for local food banks. Through the food drive, we raised \$800 to buy food! The food that we buy will be donated to the Hispanic Center of Lehigh Valley as well as the CSO initiative to support South Bethlehem schools. This fundraiser has been a great way to connect with other chapters and we have gotten donations from many houses in the Greek community at Lehigh.

Now that the Community Service Office has resumed some of its in-person volunteering, many members are continuing their volunteer efforts. Overall, despite the challenges that this year has presented, our sisters have remained active in the community and completed over 500 service hours this year. Our new member class is eager to join the rest of our chapter with service and philanthropy. Our chapter continues to be involved and plans to be more involved as more service opportunities arise.

This year, Alpha Gam created a newsletter to send out to our alumni. The newsletter provided an update on each Alpha Gam chapter. This included where sisters studied abroad, how they stayed connected during the pandemic, and what fun crafts and hobbies they've done. This was a platform of communication between the chapters and alumni. The newsletter encouraged alumni to reach out and send pictures from their time at Alpha Gam. This year was the second year we released a newsletter. Additionally, we sent out a holiday card to all the alumni with pictures of our member classes.

Throughout the semester we hosted multiple recruitment training sessions. The first training session was focused on how to recruit over zoom at Panhel Meet and Greet. We created a video and taught the chapter how to "bump" on zoom as well as other zoom logistics. At the second recruitment training session, we taught the chapter about expectations for virtual recruitment. Our VP Recruitment worked individually with members who were confused about the virtual logistics of recruitment before both Panhel Meet and Greet and Formal Recruitment. Our recruitment team worked closely with the marketing team to create a positive message about the Greek community on social media, as well as produce the videos needed for recruitment. This included an Open House video, a House Tour video, and a Philanthropy video.

During Recruitment we hosted a multitude of virtual events to make the week as normal and as smooth as possible. This included breakout sessions for sisterhood bonding, Tik Tok competitions, and virtual watch parties. It is important for us to stay connected during this time as a lot of things that we normally would do during an in person recruitment were lost in the transition to virtual interactions. Our VP Recruitment held Office Hours each day to help any members that had any questions throughout the process. Our Assistant Director of Recruitment and Director of Membership helped to keep each member class involved. We held each other accountable throughout the week. We also collected photos and videos from members who live in the same household to support Greek Unity throughout recruitment.

Rating assigned to this evaluation area? [Exceptional, Above Average, and Average]

Exceptional

OFSA & panelist feedback to chapter for this evaluation area.

The panel thought that Alpha Gamma Delta was “impressive with their innovations” in creating a remote membership experience. The chapter was careful to prioritize its normal programs in delegating and spreading them out to not overwhelm members. Alpha Gamma Delta was able to have consistent engagement through making the information accessible, giving members reminders, and being intentional in what they chose to do virtually. The chapter did an especially great job of adapting their service and philanthropy work virtually - the panel was impressed by the chapter's ability to connect service and philanthropy. Alpha Gamma Delta described how their national philanthropy, Fighting Hunger, connected with needs prevalent in the South Bethlehem community. Normally the chapter works with Broughal Middle School and the Hispanic Center, but in-person service has paused. Alpha Gamma Delta was quick to innovate to still make an impact: they hosted restaurant fundraisers, made cards for Meals on Wheels and hosted a virtual food drive to buy food for the Hispanic Center and the CSO to support South Bethlehem schools - through this they were still able to log over 500 service hours for the year. Surrounding recruitment, the chapter held in-depth trainings on the logistics of virtual recruitment, as the way to recruit and how to transition when talking to PNMs was much different this year. The chapter not only focused on logistics - they also were intentional in integrating bonding activities, competitions, virtual watch parties, and workshops on ways to stay connected and healthy outlets to relieve stress during recruitment. Alpha Gamma Delta also put extra emphasis on alumni engagement this past academic year through a newly created alumni newsletter to update alumni on what the chapter is up to and to collect photos and information from, also they sent a holiday card out to all alumni. The chapter should continue to use their new virtual experience to engage alumni.

The panel believes Alpha Gamma Delta is **exceptional** in ‘demonstrated effort toward ability to adapt and implement creative and innovative methods’, aligning with the chapter's self-evaluation.

Chapter Development Questions:

- What new methods of engaging in service and philanthropy can you integrate into in-person academic years?
- Can the chapter work with alumni to engage with them in philanthropy and service?
- What opportunities are there for the chapter to collaborate with other chapters and campus organizations?

Demonstrated effort toward emphasis on new member education and the onboarding of Spring 2020, Fall 2020 and Spring 2021 new members

Examples could include but are not limited to

- *Collaborated with Headquarters to initiate new members virtually.*
- *Maintained frequent contact with new members through various means such as text, GroupMe, Zoom, etc.*
- *Provided opportunities for new members to engage with active members, chapter leaders and alumni.*
- *Chapters need to adhere to the timelines and schedules given to the office as well as the names of Potential new members in a timely manner.*

Chapter's demonstrated description and justification.

This year's New Member Education period was different in many ways. We chose to utilize a fully virtual platform to ensure the safety and wellbeing of our 33 new members. With that being said, I am proud to say that we managed to encourage strong connections and teach our new members about our chapter without being in-person.

To ensure that the new members received the same proper rituals and initiation as every other sister before

them, we utilized resources provided to us by our International Headquarters. We held three rituals that were all translated to a virtual platform, including our Formal pledge service, Living Purpose, and Living Colors ceremonies. Each of these rituals provided the new members with the ritual experience and a better understanding of the core values of our chapter. The initiation exam was completed on a virtual platform this year through our headquarters' platform, Acorn. The initiation exam was found on this website and each of the modules for Embark programming were also completed on the site. Both VP New Member Education and director of new member education thought of many different techniques for the new members to study for the exam, including a jeopardy game and reviewing mock questions over zoom to help our new members feel prepared to the best of their ability. Initiation was scheduled through our headquarters and all new members attended on their given initiation day. We also hosted Feast of Roses over Zoom, where the new members' parents were invited, and a slideshow was shared to showcase the activities the new members did together over the course of the new member period. The parents also were shown our recruitment video and house tour video so that they had more insight into our sisterhood.

Throughout the new member period, our highest priority was maintaining contact with the new members and making sure that they felt comfortable and excited to join our sisterhood. Communication can be quite difficult right now with limited in person interactions, so we tried to make communicating as easy as possible for our new members given the circumstances. We utilized Zoom as our main form of communication to hold our weekly meetings. A shared google calendar was also utilized and included all meetings and presentations so our new members knew their schedule in advance. The breakout room feature on zoom was a great way for new members to meet in smaller groups and get to know each other. The group chat platform Groupme was also used to communicate with the new members. This made it easy for new members to reach out if they had any questions. A master contact list of the entire chapter was given to the new members as well so they could easily access any phone numbers of older members in our chapter. We put together a Snapchat group with all members of M.C. 21. They were each given a day to do a "takeover" of their lives to share more about themselves. As Lehigh Covid restrictions began to loosen, we broke the new members up into small groups, at first starting with pairs of two but then moving to groups of five when Lehigh allowed that to happen. The new members were encouraged to meet in hybrid groups based on their comfort levels, and many of them utilized this time to go for socially distanced walks together, meet at a dining hall, or simply spend time in a dorm room together. We also utilized Zoom to have their New Member retreat. This time was for them to have a couple hours together without their new member education team present. The new members were able to bond, make a member class song, and play games over Zoom. As the weather got warmer, we also hosted an optional walk to the Alpha Gamma Delta chapter house for any new member who was interested in seeing her future home. We then sat socially distanced and chatted for a bit seeing that most of these women had never actually met in person.

The new members were given many opportunities to meet older members of our chapter. The sister-mother/sister-daughter program was a great success this semester. Each new member was paired with an older sister who could serve as a mentor and friend throughout the duration of new member education. Sister mothers provided resources, went on socially distanced outings, and did virtual get togethers as well. An example of this was one of our sister mothers had a zoom with her sister daughter where they both did an art project. I am very proud of all the women in our chapter who participated in the program. We had 30 sister mothers paired with our 33 new members and I received great feedback from the new members when speaking about this program. Some other fun activities included Songs with Sophomores, which allowed the sophomores to share important Alpha Gam songs with the new members and to be placed into breakout rooms to each learn a song a bit better. We also held Zumba with Juniors over Zoom and Sweets with Seniors, two events that helped the new members to get to know each of the other member classes better. We held a Big/Little reveal over zoom and in the days leading up to the reveal, the sophomores sent anonymous texts to their future littles with fun facts, crossword puzzles about them, and even 2 truths and a lie to keep them guessing!

Aside from those fun activities, we also incorporated many other members of the executive board into our new member meetings. Each member of the executive board was invited to speak at a new member meeting throughout the first 4 weeks. This gave new members a chance to ask questions and learn more about the

chapter. The new members also were each asked to sign up for individual meetings with our chapter president, so they felt a stronger connection to our chapter and its leader. The new members were also made aware of our “Scholarly Squirrel” GroupMes, which are GroupMes organized by major so that all members of our chapter can ask for academic guidance. We also put together slideshows for each older member class to show the new members so that they could see all the women who make up our chapter. The new members were also encouraged to participate in our week of service in February by having them make cards to send out to Meals on Wheels.

We also had many scheduled events outside of the regularly scheduled Embark meetings. The Peer Health advisors came to give a Wellness presentation which included doing a short meditation together. We also collaborated with our Diversity, Equity, and Inclusion chair to host a meeting with the Lehigh Diversity Peer Educators on diversity, identity and individual world views. We collaborated with the Vice President of New Member Experience in Kappa Alpha Theta to host a joint Zoom workshop on time management. The new members of each house were given time to get to know each other and determine the best way to utilize their time. We also encouraged all new members to attend the Anti-Hazing presentation hosted by the IFC. The new members also attended New Member Academy to meet OFSA and the Alcohol Skills Training Program (ASTP) to learn about important topics such as alcohol use and hazing.

We also finished our New Member Education program on time and extended it to be one week longer than expected due to availability of virtual initiation dates, making the period six weeks instead of the typical five. We have loved getting to know and teach the new members the values of our chapter over the past couple months, and we are so excited to welcome them as initiated members in our chapter.

Rating assigned to this evaluation area? [Exceptional, Above Average, and Average]

Exceptional

OFSA & panelist feedback to chapter for this evaluation area.

Alpha Gamma Delta clearly prioritized welcoming new members and making sure they felt they weren't having a 'lesser-than' membership experience because of having a virtual onboarding experience. The chapter was able to seamlessly adapt their new member education program to a virtual platform. In addition to the traditional new member education program, the chapter worked with HQ to perform all rituals virtually, hosted programs with the Peer Health Advisors and Diversity Peer Educators, created fun ways like Jeopardy to help new members prepare for their exam, and maintained constant communication through Zoom and GroupMes. Alpha Gamma Delta also found ways to create community and connection for their new members through their 'Feast of Roses' where members and their families were invited for a showcase of the new member education process. The chapter also created opportunities to meet all of the members of Alpha Gamma Delta through programs like songs with sophomores, zumba with juniors, sweets with seniors, the scholarly squirrel program, the sister-mother program, socially distant get togethers, a walk to the chapter house and bringing more executive board members into new member meetings. The chapter also took advantage of relationships with other chapters to host a joint zoom with Theta on time management. The panel thought that overall, the Alpha Gamma Delta new member education program is a best practice for the Lehigh community and that it was “amazing - with 33 members during the current recruitment process and intentionality to meet current sisters”.

The panel believes Alpha Gamma Delta is **exceptional** in 'Demonstrated effort toward emphasis on new member education and the onboarding of Spring 2020, Fall 2020 and Spring 2021 new members', aligning with the chapter's self-evaluation.

Chapter Development Questions:

- What new practices from the most recent new member education program can you integrate when there is an in-person experience?

Chapter SWOT Analysis

In order for the interview panel and OFSA to have a clear understanding of the current celebrations and challenges your chapter faces, OFSA is expecting chapters to evaluate their current state by conducting a SWOT analysis. This does not have to be lengthy, but should include a snapshot so that we are able to offer specific and clear feedback and action items moving into the 2021-2022 academic year.

This section will not directly impact the overall evaluation rating.

Chapter's provided response in text boxes below:

<p>Strengths:</p> <ul style="list-style-type: none">• Community Engagement: Alpha Gams are involved virtually with many clubs and organizations across campus as well as off campus giving back to the Bethlehem community.• Academic Success: Alpha Gams upheld high GPAs throughout the past two semesters of online learning.• Alumni Network: Alpha Gams have a strong alumni network with multiple platforms to communicate with sisters of all ages.	<p>Weaknesses:</p> <ul style="list-style-type: none">• Communication: The switch to online chapter and chapter wide events prevents Alpha Gams to communicate to their fullest potential.• Self-Care & Self Prioritization: Alpha Gams are spread so thin that they generally neglect their own mental health and self-care needs.• Chapter wide engagement: Attendance at online events is lower than that of in person events.
<p>Opportunities:</p> <ul style="list-style-type: none">• Event Opportunities: As restrictions loosen and the weather gets nicer outside, we can hold more activities in accordance with the school and CDC standards.• Chapter Unity: Greek life as a whole has a divide between chapters. There are many opportunities for chapters to engage with one another through different philanthropic or campus events.• Social Media: Social media is an easy and efficient platform to connect with other Greek chapters and engage with the community to spread awareness of philanthropic issues and events. Most chapters have social media outlets, but they can be more involved and inclusive to the campus community.	<p>Threats:</p> <ul style="list-style-type: none">• Diversity: Greek life has historically been a hostile environment for diversity. There is no one way to solve this issue until Greek events and traditions can become more inclusive to all. This is a major threat to Greek life as a whole.• Director Positions: The switch to online learning and online Greek life has eliminated some traditional positions. This prevents more members from getting involved in leadership.• Campus Divide: The divide between Greek chapters on campus and those not involved in Greek life prevents the Lehigh community from being completely united.

OFSA & panelist feedback to chapter for the SWOT Analysis.

The panel was impressed by Alpha Gamma Delta's SWOT Analysis as it was "very detailed and thorough" and was seen as a "responsible analysis of restrictions/opportunities during unprecedented times". They are impressed by the chapter's ability to identify where they can improve and what they can focus on looking into the future. When looking at event opportunities, the chapter should keep in mind that intentional connection in the beginning of the fall semester will be essential in bridging the membership experience from virtual to in person. Alpha Gamma Delta should continue to look for ways to collaborate with other chapters and campus organizations in the future to make an even greater impact on the Lehigh community.

Concluding Summary

Overall evaluation rating. [Exceptional, Above Average, and Average]

Exceptional

OFSA concluding summary.

A panelist did a great job of summarizing Alpha Gamma Delta's work this past year, "The chapter does recognize the challenges faced by the Greek community in general and is taking steps to address them. They show keen awareness for the larger Lehigh community, both on and off campus, and are diligent in following through in their efforts to engage and interact. COVID has not deterred the chapter in operating at a high campus involvement and I am excited to see it continue in the future. I would encourage the chapter to think more about how to improve outreach within the Greek/non-Greek community in an inclusive fashion and create programming to hold its members to a high standard". The chapter was very candid and genuine throughout their written report, presentation, and Q&A session. Alpha Gamma Delta truly was **exceptional** in the 2020-2021 academic year. There is still progress to be made in all metrics of the year end report and the chapter has made a clear demonstration of effort and commitment to all areas. I look forward to continuing to work with the chapter on how to keep the momentum going.