

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:

Psi Upsilon

Assistant Director:

Devore McIntosh

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.

While the COVID pandemic created barriers that prevented brothers from experiencing a typical academic year together (for example, not all living in the chapter house), it is evident that we strived to retain a level of engagement between brothers that is reminiscent of pre-COVID times. Prior to the Fall semester, many of us who were expecting to live in the chapter house rushed to find off campus housing so that we could be near each other for the school year. Although COVID guidelines restricted us from seeing each other in person for much of our time in Bethlehem, it was still beneficial for us to be around each other and have access to a somewhat normal campus experience. As for our engagement while separated from one another, one activity we established was a number of virtual poker events throughout the year via an online poker platform. Setting up a game was just as easy as setting up a zoom call, so we often put together last minute events when a handful of brothers wanted to get together online and have fun in their free time. Along with that, we were able to take advantage of the return of professional sports by hosting virtual watch parties for games that were of interest to the brothers. Each member that wished to partake in the watch party could join a zoom call, where we had the desired game shared on the screen for everyone to watch. Oftentimes, brothers living together off campus would congregate into one room and be a part of the zoom call as a group. Although this differed from when we could watch the games in one location, us all conversing and enjoying a professional sporting event together was an important activity that we felt was gifted back to us after losing it for so long due to COVID. Next, as the capacity restrictions have recently loosened, we found it possible to gather in small groups and transition from these virtual events to in-person activities. The brothers felt that it was such a treat to meet with each other in person for simple plans such as watching tv, playing cards or video games, or grabbing dinner around campus. In fact, getting dinner became a prioritized activity for many of the brothers. We noticed that going out in groups - especially with brothers you do not see as often - to once again experience a public activity, such as eating dinner at a restaurant, was just one step closer to returning to normalcy. However, there was one unfortunate instance in which this desire for a normal atmosphere within the chapter stunted the progress that we were making. To make matters worse, brothers began to argue with one another, blaming the disastrous event on specific members and creating internal conflicts that were completely unnecessary. Despite this calamity, we took a step back and looked at what mistakes we collectively made and how we could prevent those mistakes from happening ever again. The biggest issue we noticed was a lack of communication between the chapter as a whole. Members often would text a few of their close friends, but not inform others about their plans. To our understanding, this was

a primary cause of the failed brother barbecue. Moving forward, we established two primary means of preventing this conflict from reoccurring: 1) we made a chapter wide group chat in which communication was open and frequent so that we were all on that same page with one another, and 2) we restructured our standards board to better equip us for dealing with any accountable parties or any internal conflicts that may arise. The standards board was to include a pair of brothers from each grade, including two freshmen upon initiation. These brothers were to be members who exemplified responsibility and unbiased to ensure that decisions are made based solely on the truth of the information provided. So far these practices, which were common in typical academic years, have worked to our benefit. We have found that there is much more discussion between brothers and a better understanding of what each other is thinking. Along with that, our standards board has been more than ready to not only handle issues that arise in the chapter but also help prevent any conflicts from occurring in the first place. The board has made it clear that there are consequences for acting in a way that is destructive for the chapter. This includes but is not limited to internal conflicts between brothers, external conflicts between other members in the community, and failure to meet the expectations of both the school and our alumni committee. Now, we have found an effective balance between brotherhood engagement and accountability that allows us to enjoy our time together around campus but also disciplines those who fail to follow the guidelines established within the chapter.

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

Average

OFSA & panelist feedback to chapter for this evaluation area.

The chapter did well in setting up virtual events for their members to partake in and be a part of which the panel can commend them for implementing. But there was little innovation in the engagement aspect for the current members, which made sense for the issues that were had toward the end of the semester with the various potential issues. It would have been good to see the chapter more proactive at the beginning of the academic year by setting up other methods of mass communications to the chapter and its members. The restructuring of their standards board to reflect the current issues was an adaptive measure that they took for the positive.

Chapter Development Questions & Rating:

In this area, it seems as though nothing of substance was enacted through this academic year until it was towards the end of the year when issues had already arisen.

- What earlier actions could have been taken to prevent the lack of communication in the chapter?
- What innovative actions could have been taken to engage with members other than virtual poker nights?
- How will the changes in your standards board be reflected in the new academic year as members return to campus?

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.

One thing the brothers of Psi Upsilon have always strived for and continue to strive for is the excellence of the chapter and the high standards which we hold for one another. Throughout the past two semesters, we have put together a number of events to continue our progress of improving our chapter standards and exemplifying our core values. One of the said events is our alumni career night. Through a zoom call, we set up a chapter-wide meeting with a handful of our alumni to hear about their respective fields. Some key topics discussed included cryptocurrency, graduate school, township management, and portfolio management, to name a few. There was a mix of both young and old alumni, some just getting into the workforce and others who are nearing retirement. It was a great combination of levels of experience, as us, undergraduates were able to hear from completely different perspectives. In order to have a smooth flow between topics, we split the event into two separate groups, where the alumni took turns discussing their specific topic. After each presentation, we were offered time to ask them questions and talk about any experiences of our own within that field. Halfway through the night, we switched groups and heard from the other half of the alumni. It was such a treat to hear from these alumni, as they were all highly respected in their fields and could provide a lot of insight on how to prepare yourself for entering the workforce. Overall, it was a great way to make some connections and learn more about what to expect after college.

Other than that, the executive board has had weekly meetings with our alumni advisors ever since being appointed to the positions in order to discuss anything new with the chapter. These meetings act as a direct contact between the Eta chapter and the Psi Upsilon nationals. We found that even if nothing new has occurred during the week, it is still productive to meet and discuss any future events or activities to ensure we establish goals in advance and meet these goals. Additionally, we have established weekly chapter meetings, where brothers are free to have open discussion. This provides a great opportunity for individuals to share any issues that are bothering them regarding the chapter or even just in their personal lives. As a fraternity that revolves around lifelong friendship, we make sure that we are always there to support our brothers through anything that is going on in their lives. So far, these weekly meetings have proven to be nothing but beneficial for the brothers' mental health and general contentment in the fraternity.

Another aspect of our efforts to improve the chapter have come from our plans for the following academic year. We have established two entirely new house positions for the incoming class to take on, one being our mental health chair and the other being the green chair. These are two positions in which we feel are essentials for the following year. Having gone through what we hope is the worst of the COVID pandemic, we have learned just how important mental health is, so establishing a position to maintain positive mental health was a huge initiative in providing our chapter with the necessary tools to succeed. This chairman will be able to hold private discussions with any member of the chapter and relay any issues to the executive board and other house positions to ensure we are all on the same page in taking the right steps to maintain a positive atmosphere and healthy mindset for our brothers. Some ways of doing so might include holding meditation periods, yoga classes, or simple house discussions for the chapter. As for the green chair, we felt that this position would be a great new opportunity for our chapter to minimize our negative impact on the environment and hopefully bring about some positive changes instead. This position has a lot of different options to improve our effect on the environment. For one, they can reduce our food waste from the house by finding more ways to recycle or by finding local pantries to bring food to. Also, we know our impact on the environment does not end inside the house, so we hope to see this position go out and take the necessary steps to plant trees around Lehigh's campus. While this job revolves a bit more around the individual who holds the position, it is expected that many brothers will provide advice and different options for the chairman to take in order to make a positive impact.

In addition to these two new positions, we are taking an initiative to prepare our philanthropy chair and community service chair for the Fall semester. As long as COVID restrictions ease up by the Fall, these positions have an excellent opportunity to set up plans for our chapter to get involved in the community. There are plenty of local organizations that could use any help they can get coming out of this pandemic, and our intentions are to be there to help as much as we can. With these initiatives taken for the future plans along with our previous events held, we are confident that Psi Upsilon has taken powerful steps towards improving the chapter as best as possible amidst a global pandemic.

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

Average

OFSA & panelist feedback to chapter for this evaluation area.

The chapter seemed to have delved deeper into the Alumni aspect of the collegiate experience using alumni experience to plan virtual events and webinars for networking opportunities and wealth management. Additionally, the chapter seems to have understood the connection between covid and mental health and did a good job alerting their membership to that aspect, the panels only caveat would have been to partner with the resources at counseling services to ease the mental pressure and strain on their peers and direct them when needed for more support. It would have been good to see more chapter priorities or a shift in as the year went along especially along the lines of member engagement and effective chapter communication.

Chapter Development Questions & Rating:

The chapter did a good job at looking to alumni for assistance but there were areas of improvement in terms of using resources and effective communication amongst the chapter.

- Through the chapter's engagement efforts with Alumni what more could have been done?
- What national headquarter resources could have been utilized?
- Will a mental health chair be created permanently for the chapter?
- What plans are in place to be more impactful in terms of "local organizations"?

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.

Diversity and inclusion are two extremely important topics that we take very seriously in this chapter. Having brothers from all sorts of backgrounds, we understand that we all are different from one another and that it is essential to respect any aspects of someone else - whether it be race, ethnicity, religion, sexual orientation, socioeconomic background, political stance, or general upbringing - that differ from you. Many brothers have acknowledged a strong sense of comfortability and confidence when around each other due to the acceptance of others that we strive to uphold. We know that no one here will make fun of or disrespect anyone else just because they are different. To ensure that we maintain this mutual respect for not only the brothers of the chapter but the members of the community as a whole, we have instilled a number of methods that remind our members about the importance of committing to diversity and inclusion. To start, we require a perfect completion rate in the EverFi DEI Course. Everyone who has gone through this course has acknowledged the many benefits that come with it, so we expect every brother of Psi Upsilon to have this knowledge at hand. Not only does this course teach you important aspects of diversity and inclusion, but it also provides you with real-life scenarios in which you may experience and how to act/respond in those situations. We found that this was such a productive way to further educate our members on the importance of being accepting of others. In addition to that, several brothers have taken interest in the religious beliefs of each other, as we have a strong presence of both Christian and Jewish faiths in the organization. As the

holidays for both religions came around, we often struck up interesting discussions about what the holiday means and came to understand the perspectives of each other's beliefs. For example, a number of our non-Jewish brothers have taken the initiative to learn more about the background of our Jewish brothers by attending Chabad on occasions. We found that it was very beneficial for both groups to learn more about each other in order to better understand who they are as an individual outside of their social life. Unfortunately, the chapter as a whole has acknowledged amongst ourselves that we should be going out and doing more to demonstrate our commitment to diversity and inclusion. With all of the difficulties that emerged during this pandemic, it sadly was not as top of a priority as we hoped it would be. While there is somewhat of a lack of official public action to show for our efforts, this remains to be a significant topic in our house. Therefore we have been looking ahead to the next year, setting up ways for us to be better equipped to make a difference. First, we have appointed not one, but two DEI chairs to work towards providing the chapter with opportunities to spread awareness and lead others to be more inclusive. We hope that having two chairmen will help bring a greater priority to this topic in both the chapter's words and actions. Also, we reviewed the bylaws of the chapter with some of our alumni to ensure that we have unbiased and fair regulations set in place. A goal of ours is to incorporate more diversity in the house; in order to do so we need to make sure the structure of the house reflects this goal. We want our brothers to be understanding of each other and be accepting of one another, and we think having a diverse group of individuals being a part of the house is a great way for us to take that initiative. Along with that, our prior rush chairs have been in contact with the newly elected rush chairs about making sure they keep in mind the necessity to be accepting of any potential new member regardless of their background. Above all, we want guys who have the same priorities and mentality as us regarding diversity, inclusion, and equity, which we think can best be accomplished by incorporating a diverse group of new members. This year it was evident that there were difficulties in meeting enough members to diversify the new member class due to the pandemic, but we feel that we can resolve that issue next year when restrictions are hopefully loosened and we can get in touch with more individuals. All in all, we know that we have not met our own expectations for committing to DEI this year, but we strongly believe that we can extinguish these shortcomings in the upcoming academic year.

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

Average

OFSA & panelist feedback to chapter for this evaluation area.

Psi Upsilon seemed to miss the mark on this topic. We applaud their work for creating positions for diversity, equity, and inclusion chair to spearhead the change but there is some room for improvement. The chapter needs to understand that there is a wider scope in the realm of DEI that is more than Judeo-Christian religions and geographical affiliation. The chapter has much work to do in this area and they will need assistance from several offices on campus to help them get to where they proclaim they want to reach.

Chapter Development Questions & Rating:

The chapter fails to understand what it means to be a "diverse" chapter and as a chapter, it seems as though the focus of DEI was not high on the list. With that said the chapter can partner with a variety of organizations and offices on campus to achieve the level of understanding needed.

- What offices will the chapter partner with to achieve an understanding of "diversity"?
- What actions can be taken to reach a level of improvement from this past academic year?
- What resources on the national level are at the chapter's disposal to educate its members on DEI?

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.

While the pandemic hindered so many plans for this academic year, the chapter as a whole was quick to adapt and make changes to these plans to ensure we make the best out of our time around campus. As previously discussed, we made a number of virtual events available for the brothers throughout the fall semester, especially when COVID began to break out around campus. Many of those living off-campus were stuck in isolation while they quarantined due to either positive cases or contact with others who tested positive. We made it a priority to keep these members socially active and to help maintain positive mental health in any way possible. However, our efforts of adapting to this unique academic year went far beyond our own individual benefits. To start, there were drastic changes made to the recruitment process at the start of the Spring semester. Going into Winter break, there was hope that COVID infection rates would lower around the country, allowing us to host a number of in-person events for the potential new members. However, when we saw that things were not getting any better and that recruitment would most likely be held entirely online, we had to implement a new plan. Not only did the rush chairs/coordinators step up to design a completely virtual recruitment process, but members of the chapter added any suggestions or advice that they had to help us develop a strong plan. When it came time for rush week, we first were fortunate enough to host a very successful online poker night, just as we had previously run for the chapter members in the fall semester. Both the brothers and potential new members had a great time playing a game together and just conversing with one another. It was very intriguing to hear from groups of guys we did not know regarding what it was like being a freshman this school year, and I'm sure they appreciated hearing from us about how outstanding of a university this was prior to COVID. We also would frequently just hold quick facetime or zoom calls to talk with these potential members and hear more about them. We felt that keeping in touch throughout the week was a vital step to showing these guys that we care about them and want to know how they all are doing in isolation. Another change to recruitment that we made was putting together a virtual tour of the chapter house. We know that this is such a desired aspect of being in Greek life, and we wanted the incoming class to see just how phenomenal the chapter house really is. In our opinions it was imperative for everyone to be able to see what the house looks like from the inside out, and this virtual house tour acted as a great way to show the potential members exactly that. Lastly, we ran a Minecraft server for brothers and potential new members to play together as yet another way of communicating with them in a casual setting. While this all was not as effective as meeting with guys in person, we felt that it was efficient enough of a way to understand one another and determine who were the ones that best reflected Psi Upsilon's values and beliefs.

The creativity within the chapter to adjust to the circumstances did not end with recruitment either. Our philanthropy chair was hoping to make a big impact on the community last fall, but due to safety concerns, he had to readjust the plans. Our first virtual philanthropy event was our Psi U - PiPhi Halloween virtual fundraiser. As social media has gained such a massive following with the younger generations, we felt that this would be an ideal platform to raise funds from college students for the Boys & Girls Club of Bethlehem, a local organization that we knew we could significantly benefit from the funds that we raised. All in all, we collected a total of \$1,340 through this fundraiser, which was all donated to the Boys & Girls Club. In addition to that, we ran a contactless coat drive as we neared Winter break. We spread the word for individuals in the community to drop off jackets that they do not need at a specified location, where the jackets were then properly sanitized and brought over to Harrison Morton Middle School in Allentown. Finally, we are extremely excited to be partaking in KD's virtual "So you Think you KDn Dance" fundraiser in the upcoming weeks. This event is known to be such an exceptional opportunity for all of greek life to do their part, so the chapter is very much looking forward to this. Whether it be through our philanthropic efforts or the revised recruitment process, we feel that there has been a strong effort and success to implement new methods of going about typical chapter responsibilities amidst this COVID pandemic.

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

Above Average - Exceptional

OFSA & panelist feedback to chapter for this evaluation area.

Psi Upsilon seemed to do very little in this area as facilitating online poker games and Minecraft are not the most innovative of ideas. Understanding the landscape with the perils of COVID we understand the lack thereof but there seems to have been little interest. However, the panel recognized that the efforts of the chapter in the community were innovative and that was good to see. It would have been good to see the organization lean more on their nationals for assistance or OFSA as there were significant resources the chapter could have utilized if they had reached out.

Chapter Development Questions & Rating:

As stated there seemed to be little interest in this area, even after the office had supplied the organization with an online folder of things to do for safety during COVID and the chapter did nothing of substance.

- Could the utilization of National headquarter and Lehigh resources lead to a higher yield of creativity?
- What more could have been done to embrace the challenges of operating as a chapter during COVID?

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.

Being a chapter that holds high standards and prioritizes our core values for every member, it was essential that we put together an education process for our new members. Being entirely virtual, we had to adjust the plans a bit for the new member education, but overall the virtual aspect did not hinder our goals in any way. One of the first bits of knowledge we wanted to instill in our new members was the history of the house. Learning about our past as a chapter teaches us all about the steps it took to get to where we are today, and we find a great deal of importance in that. We were able to send out books consisting of the history of both Psi Upsilon and the Eta chapter to our new members, who reviewed the information individually then together with our new member educator. Along with that, we implemented virtual study hours, in which we put members of similar majors into breakout rooms to discuss material that they are learning in classes and to help each other understand the topics at hand. This was a very productive aspect of new member education for the previous class, so we wanted to incorporate this in any way that we could for this year's new members. Fortunately, Zoom has a number of features that made these study hours nearly as productive for the new members as it was for us when we were in person. Moving forward, we also set up a call with Officer Lora Martin of LUPD to discuss important procedures in case of an emergency. She also shared with us information regarding medical amnesty, Lehigh's emergency medical services, the capabilities of LUPD, and laws regarding being in someone else's house. Another important aspect of the education process was internal group building. The brothers of the house

are always very close with one another and in many cases trust each other enough to talk about important issues in their lives, so we practiced some situations in which this would occur. We had breakout rooms with a current brother and one or two new members in which the brother would act as a member who just shared a very personal issue going on, like confessing that they are feeling depressed during the pandemic for example, and then the new members would practice talking with this brother. We felt that this was a great way to prepare our members for tough conversations that they could very realistically have while in college. This also tied in with our new position of mental health chair. That job is one that will deal with many of these types of situations, and so we knew it was vital that whoever would be appointed chairman would have the necessary skills to deal with the concerns in a proper manner.

In addition to that, we had a zoom call between a select few of our brothers and all of the new members to discuss why they joined Psi Upsilon. This was a more serious call in which brothers shared very intimate stories with the new members about both good and bad times from home or at school. They explained the situation that they were going through and how being a member of the chapter made such a positive impact on them through it all. This was something new that we implemented into the new member education process, but it was such a meaningful discussion for everyone there that it is sure to become a tradition for the following years.

A final part of the new member education process was assigned a big brother to each new member. This big brother acts as a mentor for both academic and personal concerns for the new member as they juggle school with joining a fraternity. We wanted the big brother to be someone who could actually have an impact on the new member, so we tried to match brothers who had similar majors together. That way, the younger brother could receive a sensible answer from their mentor regarding any concerns they have about their major.

The only major change in the education process that came from being completely virtual was the online initiation. This typically is a powerful event held in person with all of the brothers and many of our alumni, and it is a great celebration to officially initiate the new members into the chapter. Unfortunately, this year we had to do it over zoom, which downplayed the significance of the event. While I cannot get into the specific challenges we faced in doing a virtual initiation, it was nevertheless evident that these obstacles were present during the zoom. Overall though, we managed to get through initiation as best as we could and had little to complain about the entire new member education process when it was all said and done.

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

Average

OFSA & panelist feedback to chapter for this evaluation area.

Psi Upsilon seemed to embrace the idea of onboarding new members in theory but in practice, it seemed to have been minimal effort put into onboard members. The study hours and the attention to academics were great to see but there is a role implemented by OFSA for an academic advisor which the chapter has not had in over 18 months which has been mandated to have by OFSA. This advisor could have assisted in creating a more in-depth plan for the members and taken some of the pressure off of their peers' shoulders and onto their faculty advisor if they had one. There seems to have been missing intentionality with a virtual onboarding of members that was not all too apparent.

Chapter Development Questions & Rating:

The chapter seems to have the idea for onboarding new members but in practice, they seemed to have missed the mark a bit, they were given the tools to perform better in this virtual experience and it seemed that was not utilized to its fullest degree.

- What tools online tools provided could have been used to have had a more impactful onboarding experience?
- When will the chapter fulfill its obligation to have a faculty advisor to assist in the academic area for the chapter?

- How can the onboarding process be improved upon for the next academic year?

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"> • New members are extremely eager to take part in improving the chapter in any way they can • Nearly all members of the house currently hold or previously held a house position <ul style="list-style-type: none"> ◦ All members remain active in the chapter • The brothers have a strong connection with the alumni association 	<p>Weaknesses:</p> <ul style="list-style-type: none"> • There was a clear lack of communication for majority of this academic year • There are a lot of scholarship opportunities available for the brothers, yet many fail to even apply for them
<p>Opportunities:</p> <ul style="list-style-type: none"> • New house positions (green chair and mental health chair) have a lot of potential to make an impact on the house that was never previously an option • Philanthropy and community service chairs have the chance to go out and find us ways to make a bigger difference in the community • Opportunity for members to further develop their communication and organizational skills by living together in the chapter house 	<p>Threats:</p> <ul style="list-style-type: none"> • This year we had a large number of seniors disaffiliation due to COVID, so it is possible that this may happen again next year • COVID in general brings about a lot of threats to the house... to name a few: <ul style="list-style-type: none"> ◦ Could lead to lack of engagement between brothers • Cause increased levels of stress among the brothers

OFSA & panelist feedback to chapter for the SWOT Analysis.

The SWOT analysis did not provide any clarity to the opportunities as they are vague and could have been thoroughly explained in the report which it was not. Additionally, the weakness and threats could have also been explained in the year-end report as to how as a chapter they can be overcome or ways to prevent them. There seems to be an issue brewing in the lack of leadership within the chapter, especially if many members are disaffiliating leaving the chapter to members who have not had a "traditional" experience as a member of the organization. There will be a need for the chapter to lean heavily on national headquarters as long as they have the resources they have at Lehigh to help guide them in the upcoming academic year.

Concluding Summary

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

Average

OFSA concluding summary.

Psi Upsilon seems to lack self-awareness as a chapter as many of the areas they reported on just did not meet the standards in which were required for our organizations. There seems to be a lack of overall leadership occurring and that goes beyond the executive board but as members of the organization, there seems to have been no cohesion. Examining the SWOT analysis highlights the number of members disaffiliation from the organization and them being older members the chapter is being run by members who have not had a traditional experience and it showed. The chapter seemed to not utilize the resources they had at their disposal from nationals, campus, or OFSA. Psi Upsilon has missed the mark on holding themselves accountable as a chapter and it showed. The interpretation of diversity as “geographical”, the chapter should connect with outside resources such as the Office of Multicultural Affairs to get a better understanding. However, the chapter was on the right track for checking in on their members’ mental health but there should have been a point where there was an intersection with the counseling services office as peer-to-peer counseling can only go so far. There was also no academic plan when it came to members with declining GPAs with the help of an appointed academic advisor one could have been put together. In an atypical year this chapter suffered mightily, moving forward they will need to lean on their nationals, alumni, and OFSA for assistance or they may face more challenges in the future.