



DELTA TAU DELTA

PRESIDENT MANUAL

TABLE OF CONTENTS

CLICK ON THE LINK TO GO DIRECTLY TO THE DESIRED PAGE.

[NOW THAT YOU'VE BEEN ELECTED](#)

[GENERAL CONDUCT](#)

[COMMUNICATING WITH CENTRAL OFFICE](#)

[EXTERNAL RELATIONS](#)

[RITUAL](#)

[RETREAT](#)

[GOAL SETTING](#)

[RUNNING AN EFFECTIVE MEETING](#)

[CHAIR THE EXECUTIVE BOARD](#)

[CHAPTER FINANCES](#)

[PEOPLE YOU WILL INTERACT WITH](#)

[IMPORTANT DATES](#)

[CRISIS MANAGEMENT/EMERGENCY RESPONSE PLAN](#)

[COMPLETING YOUR TERM](#)

[TRANSITIONING OUT](#)

INTRODUCTION

Congratulations on your election as president of the chapter. Along with this role comes many responsibilities, most of which will be outlined in the following manual. Obviously it's impossible to provide step-by-step instructions to guide you through everything you will experience during your time in office, but we hope to provide you with the help you need to get a good start.

The following manual will address your main responsibilities as president and provide you with best practices for a successful presidency. You should not hesitate to reference back to this manual throughout your presidency. As you start in this role, bear in mind you cannot do everything alone. You will need to enlist the help of your executive board members and the other officers of the chapter to holistically develop and improve the chapter.

GENERAL CONDUCT

As president of your chapter, it is now one of your primary responsibilities to act the part and provide to your chapter brothers an example of how to behave. In later parts of this manual, external relations will be discussed, but it is important to keep in mind that good external relations start with a good image and as president, your conduct plays a major role in creating that image.

You are no longer just a member whose actions may go unnoticed; you are a leader, and as such, you are always in the spotlight. It would be in your best interest to set a personal standard of conduct that you will hold yourself to and potentially hold your executive board to as well. Some standards that may be appropriate including refraining from alcohol use during chapter/Greek community functions (i.e. formals, date parties, philanthropy events, etc.), the responsible consumption of alcohol, and refraining from speaking poorly about other organizations or chapter brothers. However, to maintain your credibility, you should not require behaviors of others that you are not willing to do yourself. Overall you should aim to set a good example. As you lead, others will follow.



COMMUNICATING WITH CENTRAL OFFICE

As president, another key responsibility is communicating with the Central Office regarding details of your chapter operations. Later in this manual, there is a section detailing important people to know. Get acquainted with those individuals as you and your fellow officers will be interacting with them regularly. Additionally, important dates will be outlined later in this manual as well. It is your duty to pay attention to those dates and ensure that all the deadlines are met.

TWO SYSTEMS THAT WILL HELP YOU IN MANAGING YOUR CHAPTER ARE:

OFFICER PORTAL

Officer Portal is the system used to report and track members and their membership status. At the conclusion of each recruitment period, you will be responsible for ensuring all new members are reported via officer portal. At the conclusion of each new member education period, you should ensure their statuses are updated from new member to initiate. Additionally, you are responsible for ensuring the roster conformation is submitted in the spring and the fall and members' officer positions are up to date. Officer portal can be found at www.my.delts.org.

DELTSCONNECT

Each individual chapter has the ability to utilize Delts' exclusive members-only platform upon which to do chapter business. DeltsConnect is a customized private management system which provides tools for chapters to streamline communication with their members, facilitate member dues collections, coordinate events and much more. It is a one stop shop to increase efficiency and effectiveness of chapter communication and organization.

Using DeltsConnect, you are able to easily communicate by utilizing:

- email listservs
- private messages
- a blast text messaging hotline

Additionally, because DeltsConnect is connected to officer portal, all member information is automatically synced with DeltsConnect. This will expedite the secretary's process of reviewing the roster confirmation report.

In addition to communicating, chapters have access to a number of useful apps which can help with:

- collecting dues/rent payments
- updating the chapter website
- coordinating events and sharing calendars
- tracking service hours
- sharing files
- creating polls and survey

As president, you will have administrator privileges and can give certain privileges to other members of your chapter.

The DocuShare section of DeltsConnect is an ideal place to store files and records. Much of the continuity of chapter operations depends on how well organizational files are maintained.

In addition to these functions, it is vital to familiarize yourself with DeltsConnect as it is the platform on which you will submit a variety of accreditation items necessary for the FAAR.

EXTERNAL RELATIONS

While much of your attention should be placed internally within the chapter, it is important as president to act as the face of the organization. As president, you represent Delta Tau Delta and your chapter specifically on your campus. When analyzing your chapter's external relations, consider the following areas: your campus, your community, your Greek community and the International Fraternity as a whole. In building these relationships, seek out people in each area to connect with.

CAMPUS

Connecting with campus officials like the Dean of Students, Greek Advisor and other student affairs staff can be helpful in building credibility and creating positive relations on campus. You should also look to connect with faculty members, especially your faculty academic advisor, so as to give them a positive view of Delta Tau Delta. As president, you should be encouraging your chapter to get involved across campus and always be creating a positive image of the Fraternity. It may also be a good idea to create a list of people on your campus for your chapter members to consider connecting with.

COMMUNITY

Good external relations with the community will come from getting involved with service initiatives that directly impact the community. Additionally, as president you should conduct yourself accordingly at all times when interacting in the community. If you have a shelter or members have a house that is in a residential community, special care should be taken to ensure that community neighbors do not have a wrong impression of the Fraternity.

GREEK COMMUNITY

This may be the easiest area in which to maintain relations as you will likely have a lot of interaction with the other chapters on campus. However, don't let that change how you approach external relations with other chapters. Good relations will begin with positive interactions with the presidents and the members of the other chapters on

campus. You should work with your secretary on sending letters and treats to sororities on holidays and founding days and your social chairman on having mixers with sororities and other fraternities on campus.

INTERNATIONAL FRATERNITY

Keep in mind that you are not only representing your local chapter but are also a representation of the International Fraternity. What dishonors you dishonors it and it is your responsibility to create a good image of the Fraternity as a whole. You should foster relationships with those whom you will work with in the Central Office, especially your chapter leadership consultant. You may also want to reach out to your division president and division vice president. Also, creating positive relationships with neighboring Delt chapters can be a way to make the larger Fraternity seem that much more real, especially for newer members. Working with neighboring Delt chapters can also help facilitate collaboration and the exchange of best practices.

REPRESENTATION ON IFC

While you may choose to appoint IFC representatives from your chapter, you may want to consider attending IFC meetings yourself, especially if no Presidents Council exists on your campus. Attending IFC meetings will give you a better idea of what is going on in the greater Greek community and can clue you in to some important decisions and/or changes that may ultimately affect your chapter. Attending meetings will show other chapters that you care and that you take your position seriously, thus reflecting positively on your chapter.

Overall, as president you should aim to always be an ambassador. While you will have many other duties to worry about, external relations should always be on your mind.

RITUAL

As president, you have ritualistic duties that you will be responsible for. You should work with your vice president, the chapter's chief ritualist, and the Guide to ensure you satisfy your ritualistic responsibilities. Also consult the Purple Book for more information and specifics about your duties.

RETREATS

Planning one or more retreats for your executive board is important to creating a foundation for success and for assisting in setting goals. Ideally, you should plan on holding two retreats during your term, one shortly after you are elected in the fall and one mid-way through your term or over the summer. Be sure to work with your chapter advisor on planning these retreats so he understands and is a part of setting the chapter's goals and vision.

FALL RETREAT

The first retreat should serve as a transition and goal setting retreat. During the first half of the retreat, outgoing officers will be present and will work on transitioning incoming officers into their new position. The second half of the retreat should consist of you and the other chapter officers talking about the upcoming year, planning and setting goals. You may want to split the executive and administrative boards for the second half of the retreat.

SPRING RETREAT

The second retreat should be held mid-way through your term, generally over the summer break or before everybody leaves for the summer. During this retreat you should take time to re-visit goals, assess chapter progress and set new goals for the coming semester. This is also a time you should use to plan and set a calendar for the coming fall semester.

While it is up to you to set a retreat schedule that will best fit your needs, some ideas for content include:

- Looking at the state of the chapter. Have each officer list three things the chapter does well, three areas where the chapter could improve and three obstacles the chapter needs to overcome to reach its goals.
- Setting a chapter calendar. Make sure to look at a University Calendar (including sports, holidays and other big university events), a Greek Calendar (with dates of other Greek chapter's events), and the Delt National Calendar (with dates of conferences and due dates for dues, MFRs and the FAAR). Plan out when events will happen, keeping in mind conflicts that might reduce attendance at events.
- Reviewing chapter risk management policy and preparing for potential scenarios. Also create your emergency response plan. Additional information on the emergency response plan is detailed later in this manual.
- Setting chapter goals for coming calendar year. Discuss how officers can work together to support each other to complete these goals.
- Setting individual officer goals for their position.
- Spending time bonding as an executive board and administrative board. It is important to be a strong and cohesive group, so decide on an activity and do it together. This could be bowling or an afternoon at the driving range. Whatever it may be, spend time becoming closer as a team.



GOAL SETTING

Setting goals and following through on those goals is crucial to the success of your chapter. You should continue to set goals throughout your term as well as encourage your executive board members to also set goals that improve and move the chapter forward. During your first retreat, you should spend some time setting some year-long goals and creating a plan to help you accomplish those goals.

A GOOD WAY TO APPROACH GOAL SETTING IS BY SETTING S.M.A.R.T. GOALS. That is specific, measurable, attainable, realistic and tangible goals. Fitting your goals into this system will give you a greater chance of reaching your goals. An example of a long-term SMART goal is below:

The chapter will reach a cumulative GPA of 3.35 by providing academic support, study hours and incentives for good grades as well as recruiting a faculty academic advisor.

INSTEAD OF: The chapter will improve its GPA.

On top of setting long-term chapter goals for the year, you should set and have your executive board members set smaller goals each week. These small goals could be things that will help them reach some of the bigger goals. It is important to continue setting, reviewing and working toward goals on a weekly basis.

Specific
Measurable
Attainable
Realistic
Tangible

RUNNING AN EFFECTIVE MEETING

As president, you will be responsible for chairing many meetings of both your executive board and of the chapter. Understanding how to effectively run those meetings will help you increase productivity and maximize time use.

Overall, there are some general rules you should follow to achieve effective running of meetings. You should always take time to plan for a meeting so you know exactly what will happen. You should also have an objective for the meeting. Why are you holding this meeting? Do you want a decision? Do you want to generate ideas? Are you getting updates? Are you communicating something? Are you making plans? Are you attending to chapter business? Clearly defining the purpose of your meeting will help you in planning and will keep you on track during the meeting.

For every meeting you should create an agenda. You should work with your secretary on setting and disseminating the agenda before the meeting. When creating the agenda, you should keep your objective in mind. Think about:

PRIORITIES – what absolutely must be covered?

RESULTS – what do you need to accomplish at the meeting?

SEQUENCE – in what order will you cover the topics?

TIMING – how much time will you spend on each topic?

Make sure to also define goals and create a clear plan of where you want the meeting to go and how you want it to end.

One of the most important things to consider when running a meeting is sticking to the clock and staying on track. If your meeting runs too long, you will lose the attention of the audience. When you make your agenda, plan time limits for each item. The shorter you can make your message without sacrificing necessary content, the more likely the message will be retained so aim for that type of efficiency. As chair of the meetings, remind people to watch their air time and don't hesitate to politely cut people off if they are overusing their airtime.

EXECUTIVE BOARD MEETINGS

During executive board meetings, you should begin with each executive member reporting the progress he has made on his goals since the last executive board meeting. This should be followed by each executive board member giving general updates, if any, from the work they are doing. The vice president should give a report on the latest administrative board meeting and what his committee chairmen reported. To facilitate this process, the administrative board meeting should be sometime before the executive board meeting. Time should also be taken to discuss relevant chapter issues such as bylaw amendments and suspensions/expulsions. Finally, you should check in on chapter goals and ensure everything that could and should be getting done to accomplish those goals is getting done. End the meeting by having your executive board members set new goals for the week and by providing a quick summary recap of important parts of the day's meeting.

CHAPTER MEETINGS

Chapter meetings will run different than your executive board meetings. You are catering to a much larger audience and as chair of the meeting, it is your job to command the room and make sure people stay focused. Having the agenda available for chapter members, either by paper handout or by projection on a screen, will help the audience follow along.

Below is an example agenda that can help set how you conduct the flow of your meetings. However, as president, feel free to get a bit creative with chapter meetings and add in elements that will best suit your chapter. Some chapters like to spend time recognizing brothers or engaging in short, fun activities. You should make these meetings ones that members of the chapter actually want to attend. Keep in mind that during discussions of old or new business, you are the chair of the meeting and should keep an unbiased position. It is your responsibility to facilitate discussion and, unless absolutely necessary, you should not offer your opinion. If you find it necessary to speak to one side, you will need to pass the duty of chair to your vice president. To most effectively chair chapter meetings, you will need to familiarize yourself with Robert's Rules of Order and make sure that your chapter understands them as well.

ALL GENERAL BODY MEETINGS OF THE CHAPTER SHALL BE CONDUCTED IN THE FOLLOWING ORDER:

OPENING CEREMONIES (IF FORMAL CHAPTER MEETING)

- I. CALL MEETING TO ORDER
- II. ROLL CALL
- III. RECITE CREED
- IV. INTRODUCTION OF VISITING MEMBERS
- V. READING AND APPROVAL OF MINUTES OF THE PREVIOUS MEETING
- VI. REPORTS OF EXECUTIVE OFFICERS
- VII. REPORTS OF STANDING COMMITTEE CHAIRMEN
- VIII. UNFINISHED BUSINESS
- IX. NEW BUSINESS
- X. PROPOSALS FOR MEMBERSHIP
- XI. SUGGESTIONS FOR THE GOOD OF THE ORDER
- DELTA SHELTER (IF NOT FORMAL CHAPTER MEETING)
- CLOSING CEREMONIES (IF FORMAL CHAPTER MEETING)
- XII. ADJOURNMENT

Finally, you are responsible for your executive board members and should be ready to help them run their respective meetings smoothly and efficiently. The following are some additional tips to guide you in chairing all types of meetings:

1. Confine discussion to the topic at hand. Don't let people wander.
2. Encourage all members to express themselves. Don't let one or two dominate the discussion.
3. Before you start a new topic, be sure everyone has a clear concept of the task.
4. Keep the discussion moving toward a logical solution for the problem at hand. Do not let things get stalemated.
5. When lines of disagreement are drawn up on a particular subject, it is your job to bring about an acceptable compromise. Have each side lay out their ideas and work logically toward a conclusion.
6. Don't dominate the meeting with your thoughts and opinions. You should break the ice, stir up discussion and guide topics to conclusion.
7. Keep interest and attendance high at your committee meeting by being prepared and keeping a sense of direction. Goal setting and progress review are vital to this process.
8. Keep meetings informal. Reach a consensus rather than taking a vote.

CHAIRMAN OF THE EXECUTIVE BOARD

As president, you are the chairman of the executive board. It is your responsibility to run executive board meetings and maintain communication with the members of that board. You should be present to provide support in helping each of those officers accomplish their individual goals. It is also the responsibility of the president to make sure his executive officers take the time to properly educate themselves on their respective roles. The following information outlines the basic responsibilities of each of the executive board members and describes the relationship you should have with them.

VICE PRESIDENT

The vice president runs the administrative board, which is focused on the short-term vision of the chapter, looking one or two semesters into the future. He will work with the administrative board to set a calendar of activities and events for the chapter. The administrative board is essentially the programming body of the chapter. The vice president is charged with ensuring his administrative committee chairmen are planning their events effectively and achieving their goals. He is also the second in the chain of command and it is his responsibility to take over for you as president in case of emergency or as designated when you are unable to fulfill your duties.

Make it a point to meet often with your vice president and ensure you are both up-to-date with everything going on in the chapter. It may be good to plan a recurring meeting each week, maybe over lunch, in which you can meet to discuss relevant chapter issues and events.

TREASURER

The treasurer is the chief financial officer of the chapter. He runs the finance board (which consists of the president, vice president, assistant treasurer and chapter advisor). He will develop budgets, create monthly financial reports, collect dues and pay chapter bills. All chapter purchases and reimbursements will go through the treasurer. He should be someone with a background in finance/accounting that can keep accurate records and keep the chapter's finances balanced.

You will work with the treasurer often as you will sit on the finance board and will be representing the financial interest of the chapter and of your executive board members. As president, you should have access, along with the treasurer, to the chapter's bank account, and with that privilege, you will need to work with the treasurer to approve spending and aid in making big financial decisions. Additionally, it is a best practice to have two signature lines on the chapter

SECRETARY

The secretary takes notes at chapter meetings, executive board and administrative board meetings. He is also responsible for overseeing DeltsConnect as well as creating a public relations strategy to effectively develop the brand of the chapter. He should be called upon to send out mass communication messages and will correspond with other organizations before and after events.

Having a strong relationship with your secretary will help you stay organized. He will be the one who will serve as the communication liaison between the executive board and the chapter and will be communicating all minutes, agendas and announcements to the chapter. Develop a strategy to deliver any information that needs to be distributed outside of chapter meetings and provide the secretary with those announcements in a timely fashion.

DIRECTOR OF ACADEMIC AFFAIRS

The DAA tracks the academic achievement of the chapter. He monitors the progress of each individual member and provides assistance or direction to campus resources for members and new members who are struggling academically. The DAA helps select and stays in contact with an academic advisor. The DAA should also develop an academic plan that outlines academic requirements and how academic probation and suspension situations will be handled.

As president, you should support the DAA and help in the creation and execution of an academic plan.

DIRECTOR OF RECRUITMENT

Recruitment is the life blood of the Fraternity. The director of recruitment directs the “365 days a year” holistic recruitment strategy. The director of recruitment needs to be able to track potential members and manage chapter members to keep up recruitment efforts year-round. He will develop a recruitment plan and implement recruitment with the help of his team.

As president, you should support the director of recruitment in creating his recruitment plan. In some chapters, the president sits on the recruitment team and has a voice in selecting new members.

DIRECTOR OF RISK MANAGEMENT

The DRM is responsible for ensuring the chapter limits risky behavior and the liability at various chapter events. He enforces the Membership Responsibility Guidelines and reviews the document with the chapter. His responsibilities are not limited to “official” events on campus but to all instances where Delts gather.

As president, you should support the DRM and serve as a second set of eyes in monitoring for risky behavior. You should work with the DRM to develop and implement an appropriate Emergency Response Plan as outlined later in this manual.

CHAPTER ADVISOR

As president, it is important to create a strong relationship with your chapter advisor. Find time to meet with him on a regular basis and utilize his knowledge of the Fraternity. He will be an asset and will help ensure the smooth operation of the chapter. The chapter advisor will also be able to provide a historical perspective on the chapter as he has likely worked with many presidents in the past and had an idea of what has worked and what has not.

CHAPTER FINANCES

The core of your operation centers around chapter finances. While you may not know how to fill out a monthly financial report, it is essential you should be familiar with the financial state of the chapter.

One of your duties as president is to sit on the finance board. It is extremely important to stay current with accounts receivable and insure the chapter has necessary operating cash. A myth put forth by certain fraternity members from time to time is that strict collection policies cause poor brotherhood. Nothing could be further from the truth. The treasurer cannot be the only person trying to collect outstanding dues. As president, it is your job to work with him to make sure the chapter stays current.

If your chapter is like most in their selection of a treasurer, he is probably the former assistant treasurer. Hopefully, he has been oriented by the outgoing treasurer, so that a smooth transfer took place. If not, you should see that he does receive training immediately. An ill-prepared treasurer means a bad start with the lifeline of your chapter. The departing treasurer is required to arrange for a financial review. You should, in cooperation with the new treasurer, see that this is done and that all late reports, if any, are brought up-to-date.

Do not hesitate hold a treasurer accountable to performing his duties. If he is not completing the monthly reports on time, or submitting the necessary information to an accounting service on time, or judiciously collecting members' accounts, or carrying out any of his duties, address the situation at once, not two or three months later. If there is continued failure on his part to carry out the duties of his office, bring it to the attention of your finance or executive committee. A successful fiscal operation is too crucial to allow one irresponsible man to hinder your entire operations.



PEOPLE YOU WILL INTERACT WITH

There are many people who can help make your job easier. Communicating regularly with these individuals can help build a positive relationship that can benefit you and your chapter members.

ACADEMIC ADVISOR

The academic advisor will work heavily with the DAA to provide academic programming to the chapter and also provide support for members who are struggling academically. As president, you should make it a point to facilitate an open relationship with the academic advisor.

GREEK ADVISOR

You should make it a point to meet regularly and often, ideally bi-weekly, with your campus Greek advisor. Having a good relationship with him/her will be a big benefit for your chapter. If or when problems arise, it is important to have an open relationship with the Greek advisor so you can work through issues with them, not against them.

THE CENTRAL OFFICE

The day to day operations of the International Fraternity are run out of the Central Office. From time to time you may need to work with a staff member at the Central Office. For directory of all Central Office employs and who to contact about what, you can visit <http://www.delts.org/our-people/staff/>.

OTHER CHAPTER PRESIDENTS

You should make it a point to interact with other Greek presidents on campus as it can be helpful in both planning events and dealing with conflicts between two chapters. Reaching out to other local Delt chapters is also a great idea as you can learn from them and also build a broader fraternal bond.

CHAPTER LEADERSHIP CONSULTANT

Each semester your chapter will receive a visit from a chapter leadership consultant. The consultant is a recently graduated member hired by the Central Office to work with chapters to solve problems and improve chapter operations. The consultant will first contact you over the summer and then will contact you again a few weeks before his scheduled visits. You should put in effort to communicate with him and work with him on planning a visit that will be most effective for the chapter. If for some reason the start of a semester begins, and you have not heard when the consultant will be visiting it is your responsibility to contact the Central Office to determine the date.

LEADERSHIP OPPORTUNITIES

DIVISION CONFERENCE

Division conferences are held each February and bring together every chapter in your division. As president, you need to attend the conference along with at least four other members of your chapter. If your chapter holds elections in the fall, as is recommended, then the division conference will be right around the start of the new officer term in the spring and will allow your officers to utilize the valuable officer training offered. Registration deadlines will vary year to year, so make sure to watch for those dates and respond accordingly.

KARNEA

The Karnea convenes every two years during the summer and serves as both a national gathering of the Fraternity as well as the forum for changing and passing new legislation. Each chapter is required to send two undergraduate delegates and one alumni delegate and as president, it is your duty to register at least that minimum delegation. Typically the president serves as the first delegate to the Karnea. If possible, sending more than the required number is beneficial but you should send at least the three. Registration deadlines will vary, but watch out for dates and respond accordingly.

PRESIDENTS AND ADVISORS RETREAT (PAR)

PAR is a leadership opportunity provided by the Fraternity to chapter presidents and their advisors across the country. At PAR you will have the chance to network with other chapter presidents, exchange best practices, and work on goal setting and chapter development strategies. If you are interested in attending, applications are due April 1 and can be found on DeltsConnect.

LEADERSHIP EXPERIENCES (IGNITE, CHARGE, UIFI)

The Fraternity offers two additional leadership experiences for members to take advantage of. The Charge is designed for older chapter leaders and focuses on how to apply skills and principles learned in the Fraternity to their life after college. Ignite is designed for younger members who were initiated within the past year. It focuses on teaching these members how to leave a legacy in their chapter as well as set goals and contribute more fully to the chapter. As president, you should encourage your chapter members to apply for and participate in these experiences.

UIFI is an interfraternal experience put on by the North American Interfraternity Conference (NIC). While it should not be limited to those who have attended Ignite, UIFI is a great experience to have in between Ignite and The Charge. Application deadlines and more information can be found by visiting each programs respective website.

IMPORTANT DATES

FAAR Due (postmarked) by November 1

ANNUAL DUES > \$140 a person is due **September 30th** if the chapter starts school in August.

If the chapter starts school in September annual dues are owed by **October 31st**.

ROSTER CONFIRMATION

This should be submitted by the secretary, but it is your responsibility to make sure he follows through with this report.

If your chapter starts school in August the roster confirmation report is due **September 15th**.

If your chapter starts school in September it is due by **October 15th**.

CHAPTER REPORTS

Twice a year the secretary will receive instructions and a special notification on DeltsConnect to complete a chapter report. The fall report is due December 1 and the spring report is due **May 1**.

CRISIS MANAGEMENT PLAN

As chapter president, you are responsible for the chapter and liable for things that occur on chapter property and during chapter events. It is important to work with your executive board and chapter advisor to develop a plan for how you will respond in emergency situations and how information will flow to the necessary and appropriate entities. You can never really be prepared for an emergency, but having a clearly defined and well-rehearsed plan will help emergency situations run more smoothly.

CRISIS MANAGEMENT CHECKLIST

There are several steps to follow in the event of a crisis, with additional steps and considerations dependent on each case or situation. Below is a list of steps to follow regarding a possible tragedy or crisis.

PROCEDURES FOR A TRAGEDY OR A CRISIS:

1. The president is now in charge. Ensure every person in the chapter knows the president is in charge of every emergency situation involving serious alarm, injury or death. In his absence, a rank order of officers should be established, with each knowing where to find a copy of this policy. Where appropriate, be sure the housemother is aware of this list of procedures.
2. Close the Shelter. If a tragedy has occurred within the shelter, close immediately. The leadership cannot offer instructions if members are leaving and outsiders are entering.
3. Permit only members and appropriate officials to enter.
4. Call for Assistance. The first phone call should be to the appropriate emergency number for ambulance or police assistance. In the case of a fire, contact the nearest fire station. Where installed, alarms will automatically bring the fire truck.
 - After calling emergency personnel, the next call should be the chapter advisor, then to the campus fraternity advisor and finally the Central Office. All will discuss the situation with you and, in all serious cases, be at the shelter as soon as possible. If in doubt as to whether a situation is serious or not, please call!
5. Assemble the Membership. As quickly as possible, assemble the membership in a group.
6. Explain to them there is an emergency situation and the shelter is closed. Ask them to cooperate in stopping outgoing phone calls until further instructed. Do not allow the officers to discuss specifics of the situation until you arrive. Depending upon the situation, out of house new members and members may need to be called in. No brother should make statements to anyone other than university or college officials. All media requests should be forwarded to the Central Office.
7. Do Not Notify Parents. In the event of a serious accident or illness, the medical personnel will notify parents and advise them of the student's physical situation. In the event of a death, university or college officials will notify parents.
8. Follow Up. In the case of a brother's death, do not announce it until a university or college staff member has arrived to help. Be very careful with this information, as they will call the university or college media office to release an official statement only after all members of the immediate family have been notified. If the deceased brother lived in the shelter, do not move any of his personal possessions.
9. It is, of course, proper to send sympathy cards, flowers, etc. If a funeral is within driving distance, the chapter should consider sending a delegation. Delta Tau Delta has a memorial *Ritual* pertaining to the Chapter Eternal.

OTHER POSSIBLE TRAGEDIES OR CRISIS

- Significant Property Damage. A fire or other natural phenomena may cause damage to the shelter or grounds. Depending on the severity of damage and related accidents, steps 1-4 should be followed.
- Death of a Member of a Brother's Immediate Family. The chapter's reaction will likely be influenced by how the individual himself reacts. Flowers and a delegation to the funeral are certainly appropriate. The brother will be shaken for some time following his loss. The chapter must remain sensitive to this and assist in any way possible.
- A Brother is Arrested. As much as possible, the chapter should stand clear of any involvement.
- In the case the arresting crime was committed in the shelter or at a chapter-sponsored event, steps 1-4 should be followed. Comments to the public or media should only be made by the Central Office. In no case should chapter funds be used as bail money.

If you need to contact the Central Office immediately, please call 317-284-0203.

COMPLETING YOUR TERM

Serving as president will be a very rewarding experience, but there is no doubt that serving will be a difficult, stressful and tiresome job. Much of the success of the chapter and especially chapter moral depends on how you lead. It is important to put forth your best effort through the entirety of your term. Sometimes it is easy to check out toward the end, but don't allow yourself to do that. You should strategize early and find ways to reinvigorate and recommit yourself to the position so you continue to give the position the effort that it deserves. Make sure to take care of yourself, by continuing to do things that help to relieve stress – go for a run, read, spend time with your family and friends. Revisit your own personal and chapter goals and make sure to celebrate small wins along the way.

TRANSITION

You cannot have success without a successor. As you move on from your position, remember that others follow. As you serve your term as president, be mindful of potential successors. While sometimes it may be clear who will be the next president of the chapter, other times it may not. You should look for members who are committed to the Fraternity and have shown through their service that they possess the leadership skills necessary to take control of the chapter. Some chapters require candidates for president to have held a previous officer position. As you look for a successor, ensure your executive board members are also thinking of potential successors.

Once your term has ended, it is important that you take the time to properly transition your successor and ensure your executive board members do likewise with their successors. A poor transition, or no transition, can set the new executive board and the chapter back several steps and can be very detrimental to the operations of the organization. To transition effectively, you should make sure your officer folder is updated in the DocuShare section of DeltsConnect. The resources in the folder will help the new president as he begins his term. You should also write an exit letter to the incoming officer, which could include comments such as things you wish you knew when you started the position, and then put that letter in your officer folder. Notes on the big responsibilities you had throughout your term and how you completed those tasks and a time-line of when you had to do certain things should also be included. Transition materials should also include a list of goals that were made at the beginning of the term and then whether or not they were completed. Add a list of ideas and future goals as well as the vision you have for the chapter as it moves forward.

To facilitate the transition of officers, you should also plan to hold a transition retreat or at least designate time for all outgoing executive board members to sit down with their incoming counterparts and review their written transition material as well as answer questions the incoming members might have. A transition done well can be extremely beneficial and set the new executive board up for success.

CONCLUSION

Delta Tau Delta is proud of you and your sincere desire to improve your chapter. As a leader of the chapter, your success will be determined by your actions, words and thoughts. The Fraternity expects you to work diligently to build a positive experience for yourself and your brothers. Please take these final thoughts with you as you begin what will be a great year for you and your chapter:

COMMUNICATION IS THE KEY TO SUCCESS:

It will be vital for you to communicate with your brothers and your peer officers. Many of the goals you will set will require you to work with other individuals. If you continue to focus on improving your communication skills throughout your officer term, you will not only be a more effective officer, but you will also be better prepared to lead in the future.

RESOURCES ARE ALWAYS AVAILABLE TO YOU:

There will always be someone willing to help you as you encounter obstacles. This person may be a chapter advisor, a campus advisor, a chapter consultant, an older member of the chapter or even a student in the campus community. It is important to realize all of these people want you to be successful. Please include and utilize these people as often as you can.

THE FRATERNITY WANTS YOU TO ASK QUESTIONS:

This manual will not cover every concern you encounter and each obstacle is different. If you have a question, please do not hesitate to contact any the resources previously mentioned or to the Central Office. The Fraternity wants you to have all of the information you need to be successful.

“AS YOU ADVANCE, REMEMBER OTHERS FOLLOW”:

This concept is so important as a leader. In order for the chapter to be successful for a long period of time, you must recognize your responsibility to be a role model and mentor for members of the chapter. By teaching and encouraging other members to achieve, the chapter will achieve. Do not lose sight that you joined because of the men around you; you should feel a special responsibility to do your best for and with these men.

USE THE VALUES OF DELTA TAU DELTA TO GUIDE YOUR DECISIONS:

Truth, Courage, Faith and Power should be ever present in your decision making as a member of Delta Tau Delta. These values are not exclusive to the *Ritual* of the Fraternity, but they should be embodied in your everyday work as an officer of the chapter to motivate, encourage and lead your brothers.

THE FRATERNITY KNOWS YOU WILL DO MUCH TO BETTER THE CHAPTER AND DELTA TAU DELTA THANKS YOU FOR YOUR TIRELESS EFFORT AND YOUR STEADFAST COMMITMENT. THE FRATERNITY WISHES YOU NOTHING BUT SUCCESS AND HAPPINESS AS YOU LEAD YOUR CHAPTER TO EXCELLENCE.

HIERARCHY OF AUTHORITY

