

Resource Guide for New Volunteers

ALPHASIGMAALPHA

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Dear Alpha Sigma Alpha volunteer:

Thank you for your commitment to serve as a volunteer for Alpha Sigma Alpha!

Alpha Sigma Alpha has a strong history. We can look back on our roots with pride and look forward with great anticipation and hope for the future.

The endurance of Alpha Sigma Alpha can be attributed solely to those who heeded the advice given in the *Phoenix* magazine in 1916, “You are a member of a strong sorority, one that ranks with the best in the country. Live it, talk it, dream it, work for it. In no other way can you so effectively convince others of its beauty, its greatness and its power.”

You have chosen to uphold these ideas with your volunteer service. Remember that the **purpose** of ΑΣΑ is to foster close friendships between members and develop women of poise and purpose.

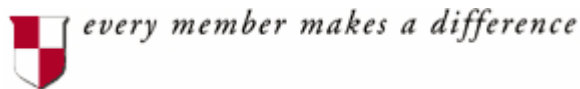
Our **mission** is to be a women’s organization that promotes high ideals and standards for its members throughout their lives by emphasizing balance among our four aims of intellectual, physical, social and spiritual development.

Alpha Sigma Alpha provides structure and guidance through:

- Sisterhood, which is a strong bond of unconditional friendship based on common values and experiences;
- Heritage, which is expressed through creed, ritual and history; and
- Opportunities for leadership and involvement in chapter, campus and community.

Our **core values** include: balance, generosity, growth, integrity, learning, relationships, responsibility and enjoyment.

Our **vision** is



The purpose of this resource guide is to provide you with the information that will prepare you to do your work as an Alpha Sigma Alpha volunteer. We hope that you find this information helpful as you learn, or refresh your learning about our sorority. We suggest that you download this guide and create your own notebook with sections. We welcome your suggestions and ask for your continued input.

Sincerely,

Alpha Sigma Alpha Volunteer Recruitment and Placement Team

Creed

To fill my days with satisfying activity,
To find dominant beauty in art, literature, nature, and friendships,
To know the peace and serenity of a divine faith,
To love life and joyously live each day to its ultimate good –
This is my creed in Alpha Sigma Alpha.

— Wilma Wilson Sharp

Aims

“The aim of the sorority shall have for its four-fold purpose the intellectual, physical, social, and spiritual development of its members.” — The Phoenix Degree of Alpha Sigma Alpha

Motto

The open motto is “Aspire, Seek, Attain.”

Insignia

The insignia of Alpha Sigma Alpha are the star, crown, palm tree and phoenix. The star represents the aspirations of Alpha Sigma Alphas to live up to the ideals of the sorority. The crown represents leadership attained and the name recognition given to our alumnae. The palm represents an emblem of sturdy development. The phoenix, the central symbol of our coat-of-arms, represents the reorganization of our sorority that occurred in 1914.

Exemplars

Alpha Sigma Alpha has chosen four exemplars whose lives personify the ideals of our sorority: Christ, St. Valentine, Hermes and King Asa.

Christ was a prophet, a teacher and a great humanist whose philosophy of life was based on the dignity of man.

St. Valentine has been regarded for centuries as the beloved friend of youth and has been treasured as a sign that love should never perish from the earth.

Hermes, the third exemplar, beheld the power to restore health, to secure success in any undertaking, and to grant happiness to whomever he chose.

King Asa, was inseparable from the Phoenix as a child. The Phoenix, who understood all things perfectly, was able to provide wise counsel for the Jewish king. He is an exemplar not because of his relationship to the Phoenix but because he was a wise and good and superior ruler.

Colors

The primary colors of Alpha Sigma Alpha are crimson and pearl white, supplemented by the secondary colors palm green and gold.

Crimson, indicating loyalty, is a primary color of Alpha Sigma Alpha. It is represented through our exemplar St. Valentine and our jewel, the ruby.

Pearl White, representing fellowship is a perfect blending of all colors. It is represented through our exemplar, Christ, and our second jewel, the pearl.

Palm Green, a supplementary color, signifying hope, immortality and victory, is represented through our exemplar Hermes and symbol, the palm.

Gold, a supplementary color, signifying wisdom, wealth and social achievement is represented through our exemplar King Asa and our symbol, the crown.

Jewels

The *pearl* represents the beauty that comes with growth and belongs distinctly to the new member.

The *ruby*, its color claimed for an indistinguishable flame in ancient Hindu legend, belongs distinctly to the initiated member.

Flowers

The fall flower is the *aster* and the spring flower is the *narcissus*.

Badges

The **new member badge**, a silver emblem with four concave sides, displays the sorority letters raised against the design of the rising sun.

The **membership badge**, a black enamel emblem with four concave sides superimposed on a similarly shaped gold emblem, displays the sorority letters, a star and a crown.

Other Official Jewelry

Alpha Sigma Alpha has two pins that may be worn by members or non-members. The **Phoenix recognition pin** and the **Crown Degree pin** are visible signs that the wearer is a patroness of Alpha Sigma Alpha. It shall be understood that membership badges denote membership in Alpha Sigma Alpha and pins are used as a method of recognition. The Crown Degree or patroness pin is an honor accorded to a parent, advisor or other influential individual who has given distinguished time and support to the sorority. Many chapters choose to give the Phoenix recognition pin to non-members or members in any situation the recipient has made a specific contribution to advance the sorority, their campus or community. Some jewelry may be ordered only through national headquarters. Those pieces include all membership badges, national council badges, Phoenix pins, Crown Degree pins and new member pins.

Other jewelry, such as lavalieres, necklaces and bracelets may be ordered through Herff Jones by calling (800) 422-4348 or visiting www.hjgreek.com.

Alpha Sigma Alpha's core values are the foundation that defines how we will interact with each other and members of the greater community.

BALANCE...living a well-rounded life. Alpha Sigma Alphas develop themselves in our four aims: intellectual, physical, social and spiritual. Alpha Sigma Alphas balance the needs of others in our lives with the needs of the self. Leading balanced lives allows us to be confident, flexible and adaptable women who will aspire, seek and attain all throughout life.

GENEROSITY...giving of ourselves. Alpha Sigma Alphas share their gifts, talents, finances, time and resources. Alpha Sigma Alphas give of themselves to each other and to the community. We participate in service through active involvement and financial support.

GROWTH...continual development. Each of life's experiences enriches our lives and shares the person we will become tomorrow. We identify and use our personal gifts and talents to become fully ourselves, to lead, to serve, but most of all to make a difference. We share our experiences with others and invite women who aspire to the same ideals to join our sisterhood.

INTEGRITY...possessing high moral principles. Alpha Sigma Alpha members have a strong sense of ethics. We are honest, truthful and fair. We live the high ideals and standards that our founders set forth. We live up always to the highest in thought, word and deed.

LEARNING...expanding your mind. We value a lifelong learning model which leads from classroom learning while in college to personal and professional development opportunities throughout our lives. Alpha Sigma Alphas learn from each experience, including our mistakes. We are willing to share what we have learned with others.

RELATIONSHIPS...building strong bonds of friendship. Alpha Sigma Alpha members value relationships, the relationships we have with each other, with our families and with other individuals. These relationships are based on honest communication and demonstrate respect and care for other individuals.

RESPONSIBILITY...personal commitment. Alpha Sigma Alpha members understand that with each privilege comes responsibility. We honor that responsibility and are committed to living up to the values and principles outlined in our ritual and governing documents. We step forward when we make mistakes and work with others to make the necessary changes to restore faith in our relationships. We are good stewards of the resources, talents and gifts shared by others. We hold each other accountable to live up to Alpha Sigma Alpha's ideals.

ENJOYMENT...fun. Alpha Sigma Alphas enjoy life. We share smiles with those around us. We celebrate successes. We laugh. Alpha Sigma Alphas believe in the healing power of laughter and joy.

AΣA Advantage is Alpha Sigma Alpha's lifetime membership education initiative. *AΣA Advantage* is comprised of four modules: new member, initiate, senior and alumna—the four phases of a member's life. Each is structured with required activities and suggested activities to support each of the four aims. It also complements our creed. By participating in *AΣA Advantage* members will be following through on their commitments to the sorority, the chapter and themselves. *AΣA Advantage* is designed to give members and chapters an edge – an advantage over other students, leaders and with prospective employers.

What makes *AΣA Advantage* unique?

When this initiative was developed the initiative was designed to be:

Flexible – an initiative that members would enjoy and find relevant from the moment they joined as new members, throughout their collegiate years and then on into alumnae years.

Applicable – a series of learning opportunities that would complement a member's personal and professional goals. *AΣA Advantage* provides various options so each member can determine her own learning journey.

Integrated – utilizing campus and community resources, chapter members will take advantage of existing learning opportunities instead of relying solely on chapter sponsored programming.

Inspiring – as members aspire to the sorority's ideals and values, the program will support the core values of Alpha Sigma Alpha and inspire life-long learning.

With this initiative, members will live the open motto “Aspire, Seek, Attain.”

Aspire to embody the values expressed in our ritual,

Seek members that enhance our sorority and

Attain a genuine commitment from women to invest their time, talents and substance in pursuit of our highest aims.

“The fundamental object of a sorority is to cultivate those qualities which will help its members to meet more successfully the events of life. A sorority is the training ground for the cultivation of the act of living in harmony with other people. Cooperation cannot be had where affection and trust are not. The first duty of a sorority is, then, the nurture of the atmosphere of mutual love and fellowship in a common venture. Alpha Sigma Alpha has a definite work to perform throughout the lives of its members and through them a beneficent influence upon society at large.” — Louise Cox Carper

These words from a founder remind us of the many contributions Alpha Sigma Alpha has provided to our members for over 100 years. Because of our commitment to individual growth, community development and love for each other, we believe the sorority gives members an edge – an **advantage** – over others.

AΣA Advantage embodies the Alpha Sigma Alpha core value of learning. We hope that as an AΣA volunteer you will take part in this worthwhile opportunity for learning.

Information about ordering *AΣA Advantage* materials is available through www.alphasigmaalpha.org.

The Alpha Sigma Alpha Foundation was founded in 1986, eighty-five years after the sorority. The Foundation is a separate organization and has its own board of trustees and staff. Though the Foundation and the sorority are separate legal entities, the Foundation is essential to the success and the future of Alpha Sigma Alpha.

The Foundation believes women have unlimited potential. A lifetime commitment to scholarship, leadership and community is the key to advancing the potential of women. The Foundation has a critical role in developing a community of scholars, leaders and civic servants who display a sense of purpose toward the betterment of society through the development of women.

In an effort to fulfill its mission, the Foundation supports the Sorority's educational and leadership programs, offers academic scholarships, assists children with development delays at the S. June Smith Center and supports the Special Olympics. The Foundation is able to continue its programs through the voluntary, tax deductible contributions from Alpha Sigma Alpha members and chapters, friends and matching gifts from donors' employers.

The Foundation Board of Trustees includes a Chairman, Vice Chairman, Secretary, Treasurer and Trustees. The Alpha Sigma Alpha National President and National Vice President of Finance serve as ex-officio members.

The Foundation staff, based at Alpha Sigma Alpha National Headquarters in Indianapolis, provides the necessary support and administration to keep the Foundation running smoothly.



CONTACT INFORMATION:

Alpha Sigma Alpha Foundation
9550 Zionsville Road, Suite 160

Indianapolis, IN 46268

Phone: (317) 871-2920

FAX: (317) 871-2924

Foundation@alphasigmaalpha.org

Alpha Sigma Alpha is committed to the social development of its members and one of our core values is generosity. To Alpha Sigma Alpha, social development means being an educated and contributing member of society. Part of this is giving back to others through community service. The sorority believes strongly in the balance between hands-on service and financial contributions. Alpha Sigma Alpha promotes the use of the service learning model so that members who engage in hands-on service can reflect on their contributions and learn about themselves and the community they are serving.

Since 1958, Alpha Sigma Alpha has supported, as its national philanthropy, aid to those who are mentally challenged. Collegiate and alumnae chapters support two designated national philanthropic organizations which provide assistance to those who are mentally and, in many cases, physically challenged. Those organizations are Special Olympics and the S. June Smith Center.

Special Olympics

Special Olympics is an international program of year-round sports training and athletic competition for children and adults who are mentally challenged.

In 1976, Alpha Sigma Alpha adopted Special Olympics as our primary philanthropic project. Our collegians and alumnae volunteer countless hours of service each year by assisting with Special Olympics events such as track and field meets, swim meets, bowling tournaments and gymnastics events.

The S. June Smith Center

Since 1965, the S. June Smith Center in Lancaster, PA has provided programs of early intervention to meet the needs of infants and preschool children with physical/mental delays. It was named in honor of the founder, S. June Smith, a Kappa Kappa alumna, who made outstanding contributions in the field of child development. An individual program of intensive, personalized care is provided to help each child obtain his, or her, fullest potential in life. The sorority adopted the center as one of its national philanthropies in 1990. In little over a decade, Alpha Sigma Alpha has provided over \$150,000 in grants and thousands of hours of service to support the center. There is a classroom named in honor of the sorority.

Local Community Involvement

Each chapter is also encouraged to contribute to needs within its own community. Alpha Sigma Alpha chapters participate in, or coordinate fundraisers for local philanthropies and contribute their time and efforts to hands-on assistance for local organizations.

Convention

The national convention is a time for meeting new sisters and reuniting with past acquaintances. It is a time for learning, sharing ideas and celebrating sisterhood.

Each collegiate and alumnae chapter is represented at convention by its official delegate, who has one vote. Other voting members of the convention are: national councilors, national volunteers and initiated collegiate advisors. Only delegates may vote in the general business meetings, but any member of Alpha Sigma Alpha may attend these meetings. To ensure representation of all chapters, a portion of convention expenses for collegiate delegates is paid from the national treasury. Delegates of alumnae chapters in good standing also receive financial support. Each collegiate and alumnae chapter is expected to send a delegate to represent the chapter at a national convention.

The national convention is the highest governing body of the sorority. The election of national council and changes in the national bylaws can only take place at a national convention. The slate for national council and any proposed bylaw changes are provided to collegiate and alumnae chapters in April prior to a convention. This allows each chapter time to discuss these proposals and to instruct their delegates how to vote.

Leadership Development Institute - LDI

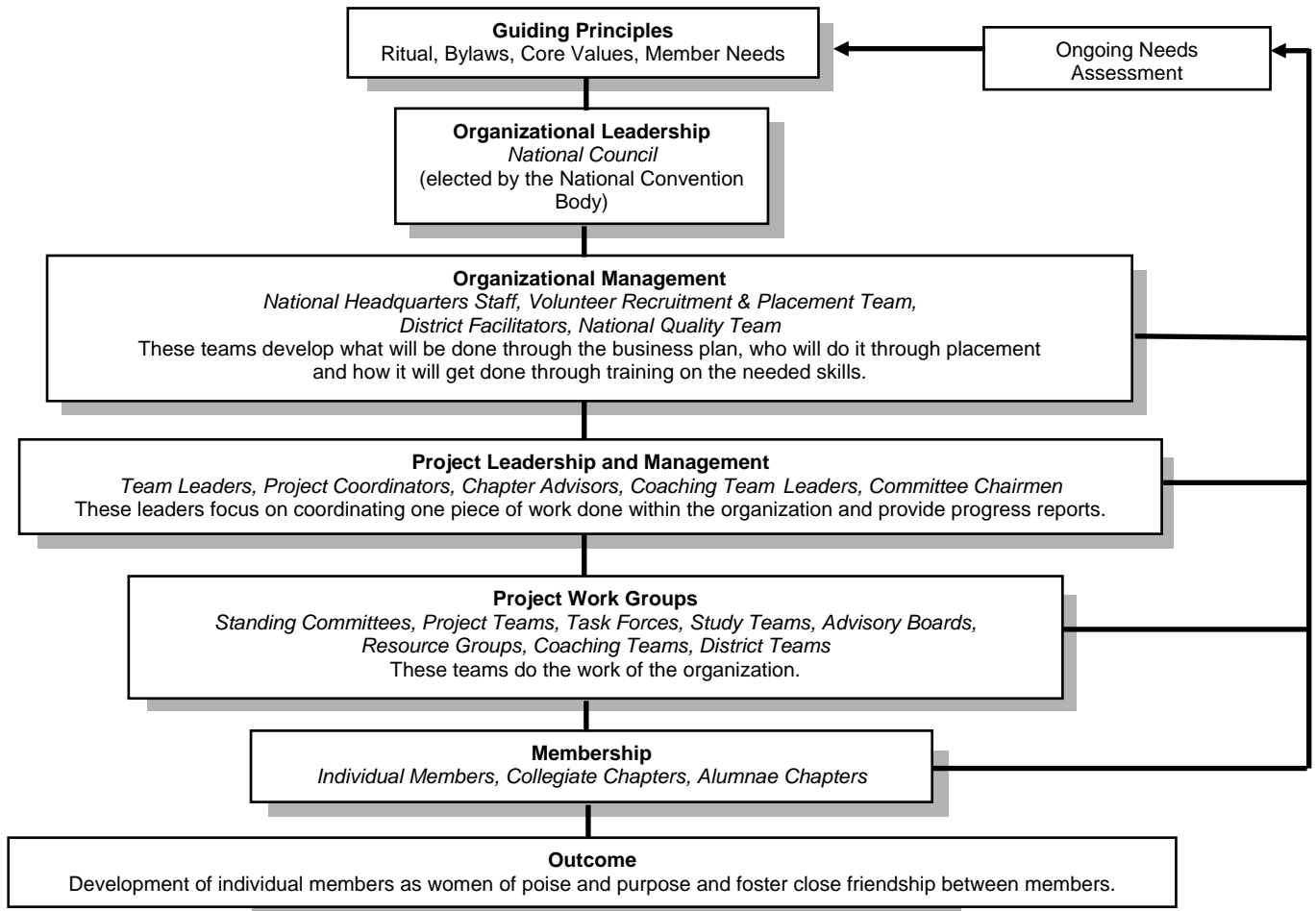
The Emma Frost Coleman Leadership Development Institute (LDI) was established in 1988 to offer leadership training to our collegiate women to prepare them for current responsibilities and future challenges. The concept of LDI was first introduced in 1986 by then, Vice President of Program Paula Foreman, PP, and was first held at the Penn State University in October 1989.

LDI offers a curriculum to all participants and that is why it is referred to as the “institute.” All the sessions offer hands-on experiential activities and ample discussion time to address individual concerns. Small group meetings are held throughout the weekend, complementing large group sessions. These small group meetings are designed to assist LDI participants in exploring ideas and issues more fully, developing a personal change plan, and ensuring a safe place for personal reflection and exploration. Facilitators and participants are expected to fully participate and be actively involved in all sessions and group activities scheduled for the weekend.

District Day

District Day is a program designed to provide training opportunities for our undergraduate and alumnae members across the country. District Day is the best opportunity for collegiate chapters, colonies and alumnae chapters to send a large number of members to a national Alpha Sigma Alpha event. It is also a great way for individual members who may not be involved with an alumnae chapter or as a volunteer to reconnect with the national sorority. Attendees will participate in training programs to increase knowledge and skills in areas such as recruitment, leadership development, finance, advising, member education, standards and chapter management.

Alpha Sigma Alpha Organizational Structure



ALPHA SIGMA ALPHA NATIONAL HEADQUARTERS**Alpha Sigma Alpha National Headquarters Customer Service Commitment**

“The Alpha Sigma Alpha national headquarters staff exists to provide professional, knowledgeable, efficient, and friendly support, guidance, and structure to our membership. We are committed to serving enthusiastically our collegiate members, alumnae members and volunteers in a respectful and consistent manner.”

Alpha Sigma Alpha National Headquarters

9550 Zionsville Road, Suite 160

Indianapolis, IN 46268

Phone: (317) 871-2920 FAX: (317) 871-2924

www.alphasigmaalpha.org

Hours: 8 a.m. - 5 p.m. EST Monday – Friday (September 1 through May 31)

7 a.m. - 5 p.m. EST Monday – Thursday, 7 a.m. – noon EST Friday (June 1 through August 31)

Email

General information:

asa@alphasigmaalpha.org

Finance information:

ahill@alphasigmaalpha.org

Foundation information:

foundation@alphasigmaalpha.org

Phoenix information:

phoenix@alphasigmaalpha.org

Alumnae information:

alumnae@alphasigmaalpha.org

Collegiate chapter services information:

bhansen@alphasigmaalpha.org

Volunteer and advisor information:

ebutts@alphasigmaalpha.org

National Headquarters Staff Structure

The staff at national headquarters is responsible for the day-to-day operations of the sorority. They work, in partnership, with volunteers to develop and execute programming and provide support to the membership. The staff is responsible for maintaining the sorority financial and membership records.

- *Executive Director* oversees the day-to-day management of the sorority’s operations, supervises the national headquarters staff, directs the regular, administrative and financial affairs of the sorority and oversees the communications program and services to members.
- *Membership Services Coordinator* supervises the leadership consultant program, oversees the collegiate awards program, provides support to district volunteers and works closely with Alpha Sigma Alpha colonies and new chapters.
- *Communication & Marketing Coordinator* oversees all sorority communications including but not limited to the web site, *Phoenix* magazine and electronic newsletters.
- *Event Planner & Education Coordinator* plans district and national meetings, and coordinates the *AΣA Advantage* initiative. Additionally, this position provides support for alumnae chapters.
- *Volunteer Support Services Coordinator* supports volunteer development, communications and increased member participation in sorority initiatives and activities.
- *Leadership Consultants* travel across the U.S. from August to April providing leadership training and educational programming to Alpha Sigma Alpha collegiate women.
- *Finance Manager* is responsible for financial and membership records for all chapters, processes chapter dues, loans and accounts receivable. Additional responsibilities include processing membership reports and all accounts payable for the sorority.
- *Records/Financial Administrator* is responsible for communicating with chapter treasurers, leadership consultants, the finance coaching team and chapter advisors. Additional responsibilities include chapter monthly financial reports, chapter budgets, audits and monitoring of chapter debt.

- *Office Manager* provides support in the mailroom as well as data entry support to the finance department. Additional responsibilities include filing and shipping all supply requests, assembly and preparation for all mailings and file maintenance.
- *Office Assistant* provides support to the office manager in her daily duties.

Resources available at national headquarters

The following is a listing of who to contact for various questions. This list is not all-inclusive and if you are uncertain about who handles a particular area, please contact your district facilitator or staff liaison for guidance.

Billing questions	Finance manager
Badge and certificate ordering questions	Finance manager
Payment plan and loan questions	Records/financial administrator
Monthly financial report questions	Records/financial administrator
Phoenix magazine	Communications & Marketing Coordinator
Press releases	Communications & Marketing Coordinator
Event registration questions	Event planner & education coordinator
<i>AΣA Advantage</i> web site updates	Event planner & education coordinator
Termination and special status approvals	Membership services coordinator
Leadership consultant visit questions	Membership services coordinator
Recruitment information	Membership services coordinator
Discipline chapter information	Membership services coordinator
Alumnae lists and membership records	Office manager
<i>AΣA Advantage</i> ordering information	Office manager
Volunteer or advisor questions	Volunteer support services coordinator
Web site updates	Volunteer support services coordinator

To update your contact information at national headquarters, please email the office manager at asa@alphasigmaalpha.org and provide her with your full name, new address, email and phone number, your collegiate chapter and volunteer title.

How to order supplies

Alpha Sigma Alpha specific supplies may be ordered through national headquarters. Online ordering is available at www.alphasigmaalpha.org or a supply order form may be completed and returned to the office manager via email or fax. Supply order forms can be found on the chapter resources page of the web site.

Supply items not specific to Alpha Sigma Alpha can be purchased at any local office supply provider and a distribution authorization (DA) should be submitted with the receipt for reimbursement. This form is found on the Alpha Sigma Alpha ExtraNet. Please check with your district facilitator or staff liaison before ordering supplies to determine whether the funds are budgeted for the purchase.

The highest governing body for the sorority is the national convention which convenes every two years to elect officers and consider changes to the national bylaws. In the interim, the sorority is lead by its elected officials, the national council. The responsibilities of the national council include governance, strategic planning, human resources, financial management, communications and membership development. The national council works with the operational management level of the sorority to ensure that the work of the organization is being done. The national council works to balance opportunity with risk, represent the membership and focus on the mission. The national council is responsible for appointing national volunteer teams. Members will find a complete listing of national volunteers on the Extranet.

The national council consists of a president, vice president of operations, vice president of finance, vice president of communications and three vice presidents of membership.

Contact information for national council members is located in the national volunteer directory in the user section of the Extranet.

Responsibilities of the national council

Governance

The national council is responsible for governance. The board members govern by establishing policies and procedures and holding management accountable for implementation. Policies and procedures are monitored routinely and updated as needed. The national council also has the duty to hire the executive director who serves as the supervisor of the paid staff.

The national council is responsible for succession planning. It is one of the fundamental duties of the national council to ensure that the board is well trained and that non-board members gain leadership opportunities so that there is a strong pool of talented individuals who will be qualified for board service. The national council routinely assesses its own performance and works toward continuous improvement.

Strategic Planning

Strategic planning is key to ensuring Alpha Sigma Alpha continues to thrive. The responsibility for setting strategy rests with the national council. This includes determination of the mission and purpose of the organization, analysis of data to determine direction and setting priorities. The national council monitors progress through reporting of the national quality team and deadlines that have been set. The national council reviews the business plan to ensure it meets strategic objectives. The national council updates the strategic plan and sets expectations.

Human Resources

Because Alpha Sigma Alpha does not have a human resources director on its staff, the national council has assumed responsibility for the personnel function of the sorority. Although much of the responsibility for personnel issues falls to the executive director, the personnel committee, a committee of national council, provides support and monitors hiring, training and performance reviews.

Financial Oversight

Financial oversight is a key responsibility of the national council. This fiduciary responsibility includes budget analysis and review, monitoring of all financial data to ensure compliance to the budget and the strategic plan and analysis and review of investments. Many non-profit organizations do not place the proper emphasis on the fiduciary responsibility of their elected officials, but Alpha Sigma Alpha's elected leadership feels that it has a responsibility as stewards of members' financial investment in the sorority.

Although the Alpha Sigma Alpha Foundation has responsibility for fundraising for philanthropic and educational endeavors and supports the mission of Alpha Sigma Alpha, the national council also plays a role in ensuring adequate resources are available from Foundation sources.

Communications

The national council, led by the president, represents Alpha Sigma Alpha to its constituents. Public communication messages reflect the mission, strategies and policies of Alpha Sigma Alpha. The national council reports on the state of the sorority and communicates goals and objectives in order to maintain Alpha Sigma Alpha's visibility, credibility, accountability and growth. The national council works toward engaging others and ensuring that all members can articulate the mission of the sorority.

Membership Development

The national council is responsible for membership development which incorporates recruitment and education for all collegiate and alumnae members to set effective strategies. The national council serves as advocates for the members of Alpha Sigma Alpha and is responsible for understanding member needs. The national council monitors programs and services through regular reports, participation in programs and from member feedback. The national council also serves as an appeals body for member issues such as discipline and resignation of membership.

ALPHA SIGMA ALPHA STRATEGIC GOAL AREAS 2006-2009**1. Membership**

Each year we will have an increase in membership and an increase in alumnae organization involvement that is 5 percent greater than the previous year.

Continual growth of our sisterhood will ensure the fiscal and human resources needed to achieve the goals of the organization.

2. Volunteer Development

We will have well-trained volunteers and a volunteer pool that exceeds our needs.

The only possible avenue to achieve the goals of the strategic plan is to bring together motivated and enthusiastic volunteers who can become partners in making this vision a reality. Ultimately the sorority should provide volunteers with meaningful experiences that allow them to learn and grow.

3. Leadership and Personal Development

Members will have the confidence and ability to reach their full leadership potential while developing into women of poise and purpose.

Women have incredible capacities to be strong and successful leaders in today's global communities. Alpha Sigma Alpha will continue to grant women the opportunity to experience success in leadership and explore the strengths within them.

4. Administrative

We will have adequate fiscal, personnel and facility resources to meet our needs.

As we move into our second century, it is critical that the sorority take action to secure the needed resources to remain competitive in the Greek community.

5. Informed and Connected Members

All members will be informed and well connected.

Members are our greatest resource and working to keep members well informed about the organization and the opportunities membership offers is key to future success. Additionally, we must provide opportunities for members to stay connected to the organization and to each other.

6. Academic Excellence

Academic excellence is a priority for our members.

Since our founding, scholarship and the pursuit of academic excellence have been primary aims of the sorority and it needs to continue to be a focus of our members.

7. Social Responsibility

Members will be actively engaged in making a difference on their campus and in the community.

The concept of good citizenship and giving something back to the larger community is a key ideal for our sorority. Programs that enhance the individual's ability to make a difference are paramount to the success of the sorority in the years ahead.

8. Organization Image

The Greek and larger community will recognize Alpha Sigma Alpha as a leader in the community and on campus.

Strengthening the image others have of our sorority will strengthen our ability to make a difference in our communities and in the lives of our members and in the Greek community.

9. Governance

The National Council will be well educated and have processes in place to ensure their ability to fulfill their leadership role.

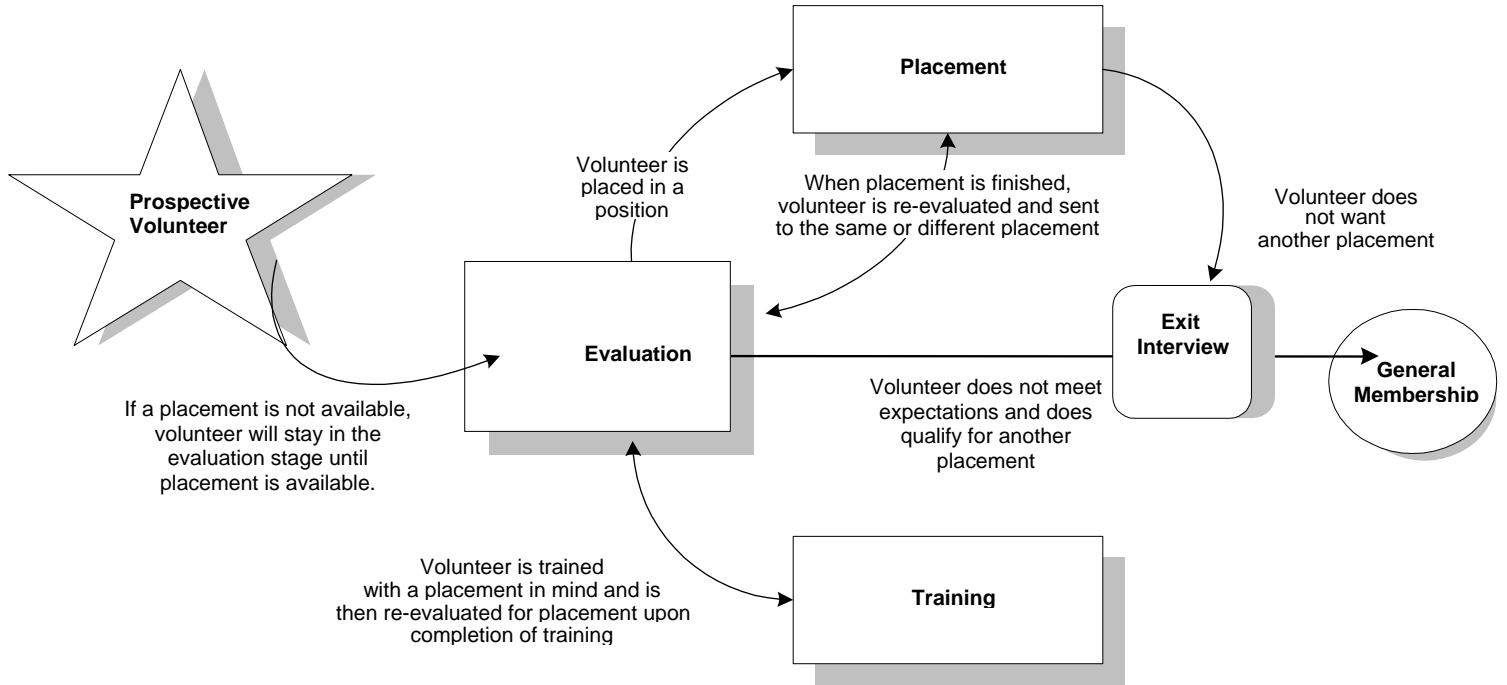
As the leadership of the organization, the national council strives to ensure that now and in the future leaders are prepared to make the critical decisions that will bring continued success to the sorority.

10. Ritual, Values and Heritage

Members will uphold the values and principles reflected in our ritual and preserve the heritage of Alpha Sigma Alpha.

Continual emphasis on our founding principles and heritage will build strong personal character in and promote lifetime loyalty among members.

Volunteer Placement and Evaluation



PURPOSE OF A VOLUNTEER MANAGEMENT SYSTEM

The purpose of a volunteer management system is to recognize that each volunteer has unique needs including flexible volunteer opportunities, recognition of their efforts and opportunities to celebrate diversity.

The benefits of a volunteer management system are to:

- Match the interests, skills, talents and competencies of the volunteer with meaningful opportunities to serve the sorority,
- Provide training and other opportunities for personal growth,
- Clearly define what is expected of a volunteer,
- Provide support for the volunteer and
- Seek volunteer input and feedback into the work of the sorority.

Recruitment

- Potential volunteer completes a volunteer interest form

Selection/Placement

- Volunteer recruitment and placement team begins volunteer placement and evaluation process (see diagram included in handbook page 56) with prospective volunteer:
 - conducting an initial evaluation/assessment with prospective volunteer
 - directing member to a placement or for training to prepare her for a placement
 - continuing with ongoing evaluation and training to benefit the volunteer and the organization

Orientation/Training

- New volunteer receives volunteer resource guide.
- Further training is determined for each position and may be provided on the district or national level.

Support and Supervision

- District team volunteers provide and receive support in districts.
- District team volunteers receive direct support from district facilitator.
- Organization management provides support for all districts (i.e. national quality team, national headquarters staff, volunteer training team, volunteer recruitment and placement team.)

Evaluation

- Check progress periodically
- Annual performance evaluation

Recognition

- Your contributions are valued
- Recognition is provided at local and national level

Reappointment/Retirement/Release

- Volunteer appointments are for one term which is typically for one biennium but depends on the volunteer position (i.e. some committees and teams may disband once their task is complete)

What documents a volunteer needs to have

Each volunteer position has a variety of different documents that will be used in her position. Volunteer documents pertinent to each position can be found on the Alpha Sigma Alpha ExtraNet in the appropriate tab. For example, documents related to the recruitment coaching team leaders are found on the extranet under the recruitment tab. Information on using the extranet can be found later in this resource guide.

All collegiate and alumnae chapter forms are located in the chapter resource page at www.alphasigmaalpha.org for volunteer and chapter use.

What to do if the volunteer experience isn't working.

If a volunteer finds that her volunteer experience is not to her expectations, she should first contact her district facilitator or staff liaison to discuss options for improving the experience. Many times an honest conversation about what is not working and a plan for improvement is all that is necessary to help the situation. If that option is not available or the volunteer is not comfortable with speaking to her liaison, she should contact the volunteer recruitment and placement team leader to discuss her options, which may include switching to a different position. Volunteers not wishing to continue in their position should notify the volunteer recruitment and placement team leader immediately so that she may begin the process for finding a replacement.

National Teams

Standing Committee exists to work on ongoing projects or to meet ongoing needs of the organization. They will typically be reappointed every two years prior to national convention.

Standing Committees

Finance Committee – Works with the executive director to direct the financial requirements of the sorority including reviewing financial statements, supervising the budget process and making recommendations to national council on various financial matters.

Housing Oversight Committee – Responsible for ensuring that collegiate chapters have adequate fiscal, personnel and facility resources to meet our needs.

National Quality Team – Responsible for regular evaluation of the operations and programs of the sorority to ensure that the district structure, the volunteer experience and the execution of the strategic plan are all working efficiently.

NPC Delegation – Represents the sorority on all matters pertaining to the National Panhellenic Conference and serves as a resource to collegiate and alumnae Panhellenic representatives.

Personnel Committee – Works with the executive director to direct the human resources requirements of the sorority including reviewing salaries and employee benefits, developing personnel policies and making recommendations to national council on personnel matters.

Phoenix Staff – Group of contributing editors and writers who work with the director of communications to produce quarterly issues of the *Phoenix*.

Volunteer Recruitment and Placement Team – Responsible for coordinating the recruitment, evaluation and recognition of volunteers.

National Coaching Team exists to provide support to any chapter with a specific need in its area of expertise.

National Coaching Teams

Fully Structured Recruitment Coaching Team – Provides resources and support on formal recruitment to chapters.

National Ritual Coaching Team – Provides guidance and resources to chapters in relating the Ritual to every position in the chapter, educating members about the Ritual at national events, providing creative ways for women in the chapter to be spiritually rounded; and working with advisors to ensure that bylaws and standards procedures reflect the ritual.

Standards and Risk Management Coaching Team – Provides guidance and resources to chapters on issues relating to all types of risk management and standards and assists with interpretation of the risk management and standards policies.

Project Team exists to work on ongoing projects for the sorority. Project teams will be evaluated each year as the next business plan is prepared. At the time that the national council approves the business plan they will also approve the project teams.

Project Teams

Academic Excellence Project Team –Works to develop strategies and resources so that all chapters meet or exceed the all women’s grade point average on their campus and recognize and reward individual and chapter academic success.

Alumnae Project Team - Responsible for will carrying forth the recommendations of the 2002-04 Alumnae Task Force Report into the programmatic components of the sorority alumnae program.

***AΣA Advantage* Project Team** – Assesses effectiveness of membership development initiative, suggests and implements initiative enhancements, ensures that membership development initiative provides innovative and relevant experiences to members at all levels.

Assessment Project Team – Works to conduct and analyze assessment studies of national organization to evaluate organization effectiveness.

Bylaws Committee – Upon receiving suggestions from the membership, the bylaws committee proposes amendments to the national bylaws. The Alpha Sigma Alpha national bylaws are updated biennially by the national convention body.

Capital Fraternal Caucus Committee – Represents Alpha Sigma Alpha in Washington D.C., to preserve the rights and interests of all fraternal organizations.

Convention Project Team – Plans activities and unique features that take place during convention, assists on site and promotes convention attendance as needed.

Extension Project Team – Attends extension presentations as a trained persuasive presenter to assist in coordinating area alumnae support for the presentation.

Individual Awards Selection Committee – Evaluates and selects the national individual award recipients.

Nominating Committee – With input from the membership, recommends a slate of officers for national council positions to be presented before each national convention body.

Task Force – short-term group that exists to develop a new project/program for the sorority or to address a specific need area. The task force will do needs assessment, looking at what is currently happening with regard to the project/program area, and then develop the needed components of the project/program and a complete implementation plan.

Study Team – exists to explore an issue. These types of groups will do research, and then develop a written document that summarizes their research and contains conclusions and recommendations about what Alpha Sigma Alpha should do in the future with regard to the issue. The report is submitted to national council for review.

Individual Project Coordinators – There are some projects that may be handled by a single individual and those individuals will be appointed for that purpose.

Individual Project Coordinators

Archives Coordinator – Responsible for coordination and maintenance of national archives.

Historian – Responsible for the collection and documentation of the sorority’s history.

Stand Up! Stand Out! Team Leader – Responsible for providing collegiate chapter with information about brining this Panhellenic program to their respective campuses.

Resource Groups – a collection of individuals with specific skills who may be called upon by various other teams to assist with specific parts of a project.

Resource Group

Publications Resource Group – Volunteers who can be called upon as needed to assist in the development of a publication in the areas of proofreading, editing, fact checking, graphic design, etc.

Contributing Writers for the *Phoenix* – Volunteers who can be called upon to research and write articles for the magazine.

District Teams

District Facilitator – Connects members and chapters to organization resources and does assessment of chapter needs.

Chapter Education Coordinator – Provides support specific discipline chapters in her district.

Chapter Development Coordinator – Supports revitalization chapters in her district.

Colony/New Chapter Coordinator – supports colonies and new chapters in her district.

District Meeting Coordinator – Coordinates all logistical aspects of planning and execution of the annual District Day meeting and works closely with national headquarters staff to implement the core programming.

District Coaching Team Leader – Provides support in her area of chapter operations through managing her team to provide services to chapters and advisors. These areas include education, recruitment and finance.

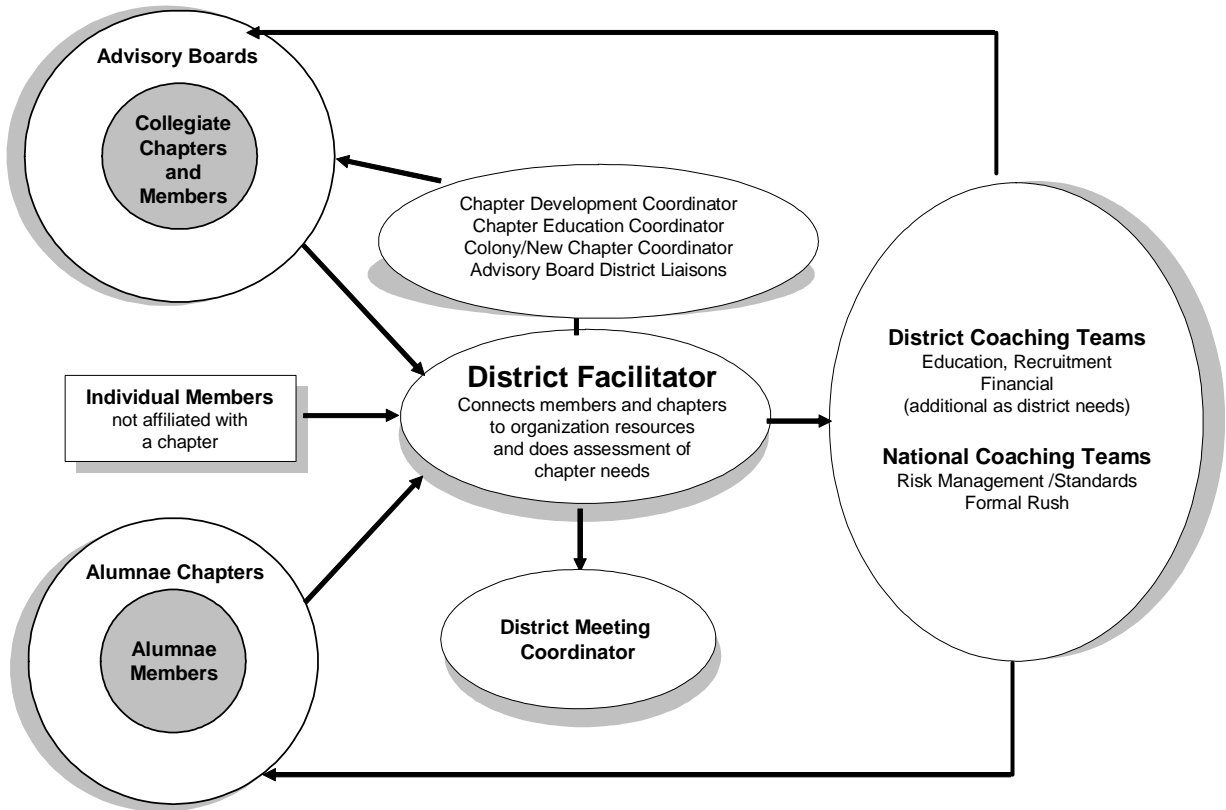
District Secretary – Responsible for the correspondence from the district to the chapters and volunteers.

District Web Master – Maintains the district web page.

Advisory Board Members – Primary support person for a specific chapter operational area and chapter officer. The advisory board makes sure the chapter is functioning smoothly and meeting the minimum expectations. The advisory board members provide consistency, stability, maturity and a national perspective to the chapter. The chapter advisor heads this advisory team.

Chapter Housing Corporation – Serves as titleholder and/or landlord for the chapter's property, collects room payments, enforces laws and regulations, establishes chapter operating policies and develops long-range plans for the operation of the facility.

District Support Process



VOLUNTEER CORE COMPETENCIES

Availability	Willingness to take time from your personal and professional responsibilities to contribute to achieving the mission of the sorority
Organizational Knowledge	To have current knowledge of Alpha Sigma Alpha and the Alpha Sigma Alpha Foundation programs and policies
Resourcefulness	Knowing how to access resources available through the sorority and also tapping into personal, professional, campus and community resources
Active Listening	Ability to listen to ideas, thoughts and concerns of others, reflect what the other person is saying and relate the communication into a course of action
Teamwork	Ability to function as part of a group/team, to give and receive feedback constructively, to provide feedback to the appropriate party
Strategic Partner	Ability to work within the vision and direction set by the national council and provide input into the planning process

POSITION SKILL COMPETENCIES

Analysis:	Taking information and being able to organize it, identify trends and themes, present it to others and make a recommendation when necessary
Budget Oversight:	Ability to work within an established budget and identify problems and trends
Coaching:	Ability to guide a person or group to success through teaching, hands-on application, motivation and setting an example
Conflict Resolution:	Ability to address an issue with an individual or group and come to a resolution that satisfies both parties
Decision Making:	Ability to gather adequate information through questions and communication and make an informed decision
Delegation:	Enabling others to act; ability to empower others to get the work done and to encourage others to take initiative
Facilitation:	The ability to serve as a guide in leading participants through a learning experience
Financial Analysis:	Ability to review financial statements and make conclusions or recommendations for financial decisions
Follow-through:	Once a goal or task is identified, to continue working with others until it is accomplished

Formal Presentation:	Ability to take information, synthesize it and present it in a concise, understandable format to a group
Goal Development:	Working through a process of setting priorities for actions that are meaningful, attainable, stated in specific terms, timely and measurable
Graphic Design:	Creatively communicating ideas, thoughts or feelings through layout, pictures and design
Information Gathering:	Ability to research an issue through a variety of sources
Knowledge:	Maintaining in-depth knowledge and expertise for a topic
Management:	Plan and direct the work of others
Meeting Planning:	Ability to manage the processes associated with planning an event including registration, promotion, curriculum, accommodations, transportation and follow-up
Motivation:	Encouragement; recognizing contributions and inspiring others to succeed
Project Management:	Direct the talents and co-operative efforts of a team, resources, technology, materials and finances through the planning, implementation, execution and completion of a project
Risk Taking:	Takes calculated risks that are in harmony with the values and purpose of the organization
Time Management:	Ability to set realistic deadlines and to execute the tasks within established timeframes
Verbal Communication:	Ability to take lots of information, synthesize it and present it in a concise, understandable format
Writing for Publication:	Ability to write descriptively, clearly and concisely within set deadlines for the purpose of a published document
Written Communication:	Ability to take lots of information, synthesize it and present it in a concise understandable written format

POSITION KNOWLEDGE COMPETENCIES

Accounting:	The systematic recording, reporting and analysis of financial transactions
Advantage:	Knowledge of all modules of the membership initiative, how to facilitate the implementation and how to keep members and chapters on track in completing the initiative
Assessment:	Knowledge of how to gather, analyze and interpret evidence which describes effectiveness
Archives:	Knowledge of the following areas for maintaining an archival repository: appraisal and disposition, accessioning, preservation, arrangement, description, reference service, exhibition and publication

Collections:	Knowledge of working with individuals or groups in recovering debt
Financial Investments:	Knowledge of the process and strategies of financial investing
Fund Raising:	Knowledge of the process of seeking monetary gifts for charitable or organizational purposes by setting objectives, planning and implementing activities to meet those objectives
Greek Public Policy:	Knowledge to educate policy makers about the positive impact of Greek life, preserve the rights of fraternal organizations, advocate parity in government regulations and support collegiate quality of life issues.
Housing:	Knowledge of how to manage rental property, basic property maintenance resources and housing policies
Marketing:	Knowledge of creating demand for a specific services or goods
Non-profit Organizations:	Knowledge of the issues and policies of non-profit association management
Quality Management:	Knowledge to attain the appropriate provision of resources to meet customers' requirements and continually improve the methods for supplying products and services
Panhellenic:	Knowledge of NPC policies and procedures and how to work with NPC organizations
Parliamentary Procedure:	Knowledge of the process of running a meeting according to Robert's Rules of Order Newly Revised
Philanthropy:	Knowledge of how to organize donations of money or work with persons in need; to promote altruistic giving; and knowledge of Alpha Sigma Alpha national philanthropies
Public Relations:	Knowledge of activities and resources used to create public interest in: a person, idea, product, institution or business establishment
Risk Management:	Knowledge of Fraternity Insurance Purchasing Group (FIPG) policy, AΣA insurance policies and crisis management
Service Learning:	Knowledge of how to utilize hands-on community service activity as a tool to foster personal learning and growth through a process of action and reflection
Sorority Formal Recruitment:	Knowledge of formal recruitment skills, techniques and strategies
Sorority Recruitment:	Knowledge of on-going recruitment philosophy and methods
Technology:	Knowledge of email, fax, copiers, computer software and hardware

AΣA web site

Audience: Potentially anyone who has access to the internet would be our audience, but the targeted audiences are collegiate and alumnae members, our volunteers, potential members, parents of potential members and college administration.

Purpose: To keep our membership informed and connected. We also want to promote Alpha Sigma Alpha to potential new members and their parents.

www.alphasigmaalpha.org

Phoenix Magazine

Audience: All members with a good mailing address

Purpose: The *Phoenix* is the primary communication tool of Alpha Sigma Alpha. Its mission is to reflect the character of the organization and its members and to communicate the goals and direction of the sorority and Foundation.

The Narcissus (Collegiate Chapter E-Newsletter)

Audience: All collegiate chapter officers

Copied to as an FYI: district facilitators, national council, NPC delegates, Foundation board of trustees, and staff

Purpose: To share collegiate chapter operations information and to recognize collegiate chapter successes.

The Advisor Express (Advisors E-Newsletter)

Audience: All collegiate chapter advisors

Copied to as an FYI: district facilitators, national council, NPC delegates, Foundation board of trustees, and staff

Purpose: To share advice and guidance for advisors and collegiate chapter operations information.

The Alumnae Messenger (Alumnae Chapter E-Newsletter)

Audience: All alumnae chapter members

Copied to as an FYI: district facilitators, national council, NPC delegates, Foundation board of trustees, and staff

Purpose: To share alumnae chapter operations information and to recognize alumnae chapter successes.

In The Loop

Audience: All volunteer volunteers, Foundation board of trustees, NPC delegates, staff, past national volunteers, all donors

Purpose: To communicate a brief summary of national council decisions that affect the membership, communicate trends and happenings.

New Member Email

Audience: All new members

Purpose: To welcome new members and to introduce them to the national organization.

Greek Advisor Email

Audience: Greek advisors

Purpose: To touch base with Greek advisors about what is going on in Alpha Sigma Alpha, talk about issues that are important to Alpha Sigma Alpha and to say thank you for their work with the chapter.

Monday Memo

Audience: District facilitators

Purpose: This memo is from the membership services coordinator and is used to update district facilitators on updates from headquarters, training and to help them better work with chapters and to support their work.

Annual Report

Audience: All volunteer volunteers, Foundation board of trustees, NPC delegates, staff, past national volunteers, all donors

Purpose: Provide the membership with progress made on the strategic plan and with the organization's financial standing.

Emergency Emails

From time to time an “emergency” email may need to go out from national headquarters. For example:

- Key personnel changes,
- National/international event that has an impact on members,
- Key person passes away,
- Nominations reminder,
- Bylaws reminder,
- When a crisis happens on a campus.

ΑΣΑ ExtraNet

<https://secure19.activehost.com/alphasigmaalpha/ASAEXTRA/LOGON.asp>

The Alpha Sigma Alpha ExtraNet is a place where documents can be posted by national headquarters staff and then retrieved by volunteers. There are several levels of access. Each level has access to any level below it, but not above.

Administration level

Headquarters Staff
National Council
Foundation Board of Trustees

Leadership level

District Facilitators
Volunteer Recruitment and Placement Team
Volunteer Training Team
National Quality Team

Management level

District and National Coaching Team Leaders
Committee Chairmen

User's level

Advisors
Project Coordinators
Team Members

Documents will be posted weekly, monthly and once a semester. It is up to volunteers to check the extranet for updated information regularly.

How to Use the Alpha Sigma Alpha ExtraNet

- On the internet type in:
<https://secure19.activehost.com/alphasigmaalpha/ASAEXTRA/LOGON.asp>
- Save this in your “favorites” so that you don’t have to memorize this address.
- Type in your username and password (case sensitive) and select ‘submit’
- Explanation of Buttons:
 - **Accounts:** Lists the people who have accounts in the categories
 - **Categories:** Lists the blue buttons and their explanations
 - **Documents:** Lists documents and information about them
Gives ability to add a document***

***DO NOT post any documents at this time. Until Alpha Sigma Alpha establishes a policy and procedure on what documents can be posted, volunteers are not permitted to post documents.

 - **Advantage:** This category will contain information for Education coaching teams (Accessible to all levels)
 - **Finances:** This category will contain information for finance coaching teams including accounts receivables (Accessible to all levels)
 - **Recruitment:** This category will contain information for recruitment coaching teams including monthly membership reports (Accessible to all levels)

- **Leadership:** This category will contain specific information for district facilitators, the volunteer recruitment and placement team, the volunteer training team, and the national quality team (Accessible to Admin and Leadership only)
- **Foundation:** This category will contain information regarding the Alpha Sigma Alpha Foundation (Accessible to Admin only). Information in this tab is considered confidential and is not to be shared.
- **Management:** This category will contain specific information for district and national coaching team leaders, committee chairmen, and project coordinators. (Accessible to Admin, Leadership, and Management)
- **Admins:** This category will contain information for national council (Accessible by Admin Only) This information is confidential and is not to be shared.
- **User:** This category will contain general sorority information for all volunteers to access. (Accessible to all volunteers) (Volunteer and chapter directories will be posted here.)

- You will be using the blue buttons for a majority of your work.
- To find a document, select a blue button. All documents in that category are listed.
- To view a document, select the “View” button next to the document you would like to open.

Depending on the staff liaison and the nature of the document, documents will be posted weekly, monthly and once a semester. It is up to the volunteers to check the Extranet for updated information regularly.

This document covers procedures pertaining to the duties and responsibilities of national volunteers. It may not cover all situations. Please contact a national headquarters staff member if you have a question that is not covered in these materials.

Correspondence

All correspondence from national volunteers should portray a professional image. It should be typewritten, except as noted below.

There are two basic types of AΣA stationery for your use. Contact national headquarters if you need additional supplies.

1. Formal letterhead -- used for all correspondence outside the sorority (to a Greek advisor or another sorority's national officer) and for formal letters within AΣA. Formal letterhead may be used for added emphasis when corresponding with a chapter or member. The format used on this letterhead should always be that of a formal business letter – see **Guidelines for Alpha Sigma Alpha Correspondence**.
2. AΣA note cards -- used for handwritten notes of all types. Messages of condolence, thank-you, recognition, congratulations, good bye, good luck, or encouragement are more memorable and much more personal when you write them by hand.

Send copies of pertinent correspondence to your staff liaison at national headquarters, except informal notes. When in doubt, send a copy to your staff liaison. Be sure to copy all other national officers concerned with the topic of correspondence. For example, a letter to a chapter regarding recruitment rules should be copied to the district recruitment coaching team leader, fully structured recruitment coaching team leader, district facilitator, the chapter's advisor and national headquarters.

Style Guide

1. In formal correspondence or writing, spell out Alpha Sigma Alpha. In informal correspondence use the Greek letters AΣA instead of ASA whenever possible.
2. When referring to Alpha Betas, there is no apostrophe.
3. When referring to a chapter name, use the chapter Greek letter name with the word "chapter" capitalized. (i.e. Zeta Zeta Chapter)
4. Alumna is singular, alumnae is plural. Alumni is plural for male or mixed groups.
5. It is Founders' Day (with the apostrophe after the s).
6. It is President Jane Smith (capitalized when used with a name as her title) or Jane Smith, president (lower case after the name) or the treasurer (lower case without a name).
7. When referring to the Alpha Sigma Alpha Foundation as just the Foundation, it should be capitalized.
8. When referring to Alpha Sigma Alpha's membership initiative it is always referred to as *AΣA Advantage* or the *AΣA Advantage* initiative. Do not refer to it as a program. Make sure the title is italicized and the Greek letters are used. It is acceptable to use *Advantage* alone to describe a component of the initiative (i.e. – *Advantage* partners, *Advantage* retreat).

Telephone

When you call someone, always ask, "Is this a good time to talk?" If the individual is busy, you should arrange another time convenient for both of you.

Return calls the same day if possible (sometimes living in different time zones makes this difficult). Certainly, return all calls within two days. This includes calls from national headquarters staff as well as other national volunteers.

When you leave a message asking someone to call you back, give the individual an idea of the urgency of your call (“I need to talk to you before our Monday evening chapter meeting.” or “This is not urgent, please call me when it is convenient for you.”) and give an idea of when you will be available to receive a call (“You can call me anytime Wednesday evening, or Thursday at my office”). Always leave a phone number where you can be reached and be sure to speak slowly and clearly.

Don’t assume the answering machine of the person you are calling is in perfect working order. Never leave an extremely important message on an answering machine without calling back to make sure it was received.

Conference Calls

Conference calls are an important tool to keep in touch with other volunteers. Please refer to the following information when utilizing conference calls:

- Make sure you are in a quiet location where you will not be disturbed.
- Use appropriate equipment.
 - a. If possible, always use a phone with a handset that is hard-wired into the phone lines. Be sure to test the working condition of your equipment before an important conference call!
 - b. Cellular or cordless phones are more likely to cause static or other distracting noise.
 - c. Speakerphones pick up lots of background noise, and sometimes cause “clipping” because of the limitations of the equipment. If you are using a speakerphone, try to find one that is “full digital duplex”—this will allow all parties to speak at the same time with no clipping. And if no one in your room needs to speak, use the “Mute” button on the phone to prevent background noise from disrupting the teleconference. When someone needs to speak, simply release the “Mute.”
- Turn off call waiting
Some of our conferences calls are set to play a tone as an announcement of a new person entering the conference. If your line starts beeping with call waiting, it can be very confusing and disrupting to the meeting. Most call-waiting features can be deactivated by dialing #70 before dialing a call. Check with your local phone service provider if you are unsure how to deactivate this function on your phone.
- Be on time or early
It is especially helpful for the host or chairperson of the call to arrive a few minutes early to greet each of the participants and let them know whether everyone is ready to start yet. Your presence in these opening minutes will also help you head off any premature discussions the participants might begin before you’re ready.
- Introduce yourself when you begin speaking as others may not know your voice.
- Don’t put your phone on hold to do something else.
Your hold music will play into the conference call and make it impossible for the other participants to continue the meeting in your absence.
- Try to stay on schedule
Stick to the minutes per topic laid out in your agenda and be respectful of others' time.

- End the call clearly
Make sure all the participants know that that meeting is formally over and stay on the line to ensure that everyone hangs up. If they stay on the call, it will show up on your bill.

Email

Electronic mail cannot replace personal contact. There is a tendency to be less formal or careful with email, which can provoke misinterpretation or hurt feelings. Remember that direct, person-to-person contact is the best method for handling sensitive, difficult, complex or emotional issues. Avoid using email to send junk mail, alerts, stories, poems, or jokes unless you are sure the receiver wants them. Sign your name to all email. Just because it's your account, doesn't mean that it's actually you writing it. Consider attaching a permanent electronic signature to the bottom of all email which includes your contact information.

Assume the messages you send and receive are permanent and public. Don't say anything in the email that you would not want to be made public or forwarded to others. If confidentiality and privacy are important, it may be more appropriate to use another form of communication.

Double check the list of recipients. If you are addressing something to an individual and want others to be informed, address the email "to:" with the recipient's name and put the others in the "cc:" field. Then use the recipient's name in the salutation. If you want action from those who are copied, indicate it in the body of the email.

Check to see if you are hitting "reply to all" or just replying to one sender. When replying to a message sent to multiple addresses it is usual to reply to the sender only. That person then collates replies for the group as a whole. If you want the whole group to "reply to all" indicates that in the body of the email.

Although email promises "instant" delivery, it doesn't guarantee an instant response. If you are uncertain of a user's email habits or are not getting response to your messages, a phone call may be quicker and more effective. Try to acknowledge the receipt of a message promptly, especially if it is going to take considerable time to reply fully. Let the sender know you are working on it and will answer within a specified time frame. All emails should be acknowledged within 48 hours of receipt.

Indicate the specific topic of your message in the subject field. Clear subject headings make everyone's lives easier, helping with prioritizing, filing, cataloguing, cross-referencing and retrieval. When writing an email keep in mind style and presentation. Writing in all uppercase letters tends to convey anger or shouting. Breaking up text using short lines and paragraphs and spaces is helpful in keeping your message readable. Using bulleted lists and indentation helps make your points stand out clearly. Be as brief as possible. In a reply, include relevant parts of an original message but keep the direct quotations to a minimum. Otherwise simply attach the original message or include the entire message at the bottom of the email. Make sure to proofread your email for spelling and grammar. Many email programs have a spell checker which can be automatically engaged.

Expense Reimbursement

You may be reimbursed for many costs you incur as a volunteer forΑΣΑ, including long distance telephone charges, postage, copying and supplies as well as travel expenditures. To be reimbursed, you must submit a disbursement authorization (D.A.) to national headquarters. Volunteer disbursement authorization forms can be found on the Alpha Sigma Alpha ExtraNet under the User section.

You can submit a D.A. at any time. We prefer to receive D.A.s as you incur expenses, however, if you prefer to save them and send them in all at once, you may do so according to the following schedule:

Expense incurred during:	Submit by:
June, July, August	September 15
September, October, November	December 15
December, January, February	March 15
March, April, May	May 15

You may incur some expenses after May 15; send them in as soon as possible because our books are closed and audited at the end of May. Please send all expenses from national convention within one month after convention. If a D.A. is not received by the deadline, volunteers will not have the reimbursement approved.

All receipts must be sent with a completed D.A. form. For telephone charges, include a copy of your telephone bill with the calls marked. If you did not get a receipt (such as when tipping a bellman), write the amount, merchandise or service received, date and your signature on a piece of paper.

Once you have sent your D.A. and receipts to national headquarters, we will review them and a check will be prepared and sent to you. If the D.A. is for expenses incurred for visiting a chapter, a special visit report must be filed before a check will be issued. This whole process usually takes about three weeks.

How to fill out a D.A. *Form can be found on the Alpha Sigma Alpha ExtraNet under User*

1. You can put many different expenses on the same D.A., for instance, postage, copying and phone calls.
2. Fill in your complete name, volunteer position, address and the date. The date is included on the form that you print out. List your expenses and list the amount you spent. Add them up for the total expense.
3. Do not fill in the box called "Account Number." National headquarters staff will do this.
4. Sign your name on the line next to "Volunteer Signature:" You are verifying that to the best of your knowledge that your receipts and addition are correct.
5. Attach all receipts to document expenses. Mail the D.A. with receipts to national headquarters. If you are not given a receipt, please hand write one and submit it with the rest of the receipts.

Telephone Expenses

Volunteers are encouraged to purchase long distance pre-paid phone cards to use for sorority business. Cards should be purchased for no less than \$10 and the cost should be no more than \$0.05 per minute. Phone cards may be purchased locally, by the volunteer and the expense submitted as a reimbursement.

Phone calls will be reimbursed up to \$0.10 per minute. If an emergency arises that a volunteer needs to use a more expensive calling card or phone service, permission may be granted after the fact by the district facilitator or headquarters staff member to reimburse calls up to \$0.20 per minute.

Travel Arrangements

The following guidelines have been established to maximize the sorority financial resources and to ensure that the national organization is being good stewards of the fees and dues collected from members.

In most cases, travel costs may be taken care of by the chapter or reimbursed through the national organization. In visiting a chapter, the volunteer should make every effort to stay in chapter or campus housing. The chapter is responsible for meals and for travel to and from the airport or meeting place.

Anytime you travel for the sorority, you must submit a special visit report. The Special Visit Report outline is included later in this document. This report must be submitted to national headquarters. The reporting requirement will ensure that all relevant information about the work of the national volunteers is on file and available.

For Air Travel:

Airline tickets may be purchased on your own through web sites or personal travel agents. Because of the increasing fees travel agents are adding to airline tickets, volunteers are encouraged to use web site reservations or other methods that don't incur a service fee. To expedite reimbursement, an itinerary with the price must be submitted to headquarters immediately. Alpha Sigma Alpha also offers an affinity program in which airline reservations can be made. Check the web site www.asatravel.org to obtain this information

Any flights over \$250 must be approved prior to booking or reimbursement beyond \$250 may not be provided. District volunteers must get approval from the district facilitator. All other volunteers including district facilitators must get approval from a national headquarters staff director.

All volunteers are expected to research and find the most cost-effective flight.

If a direct flight is more expensive than a non-direct flight, the volunteer may choose to take the direct flight and pay the difference.

If there is a major airport within 60 miles of the volunteer, the volunteer is expected to use that airport unless the smaller airport has the less expensive flight. The volunteer may pay the difference to fly from the smaller airport.

Flights must be booked at least three weeks in advance unless prior approval has been given.

For Car Travel:

Mileage is reimbursed at a rate of \$.25 per mile. Mileage reimbursement includes gas and wear & tear on the car. Do not submit both mileage and gas – you may do one or the other. Alpha Sigma Alpha will reimburse for tolls and parking, provided receipts are kept.

If a volunteer wishes to use a rental car, contact a staff coordinator. Our preferred vendor is Avis and we often have coupons or free rental certificates. Other vendors may be used if their price is less expensive than Avis. All rental cars must be compact or mid-sized. Drivers must waive additional insurance as they are covered under Alpha Sigma Alpha insurance while traveling for the sorority. Drivers must also return the car with a full tank of gas. Gas expenses and not mileage may be submitted with receipt for reimbursement.

Transportation to and from the airport and parking:

Volunteers may elect to drive to the airport or may need to take a shuttle. If a shuttle is taken, it must be less than what parking would cost. If a volunteer drives to the airport and has to park, either mileage to and from the airport will be reimbursed OR the cost of parking.

For meals:

The national sorority will pay for meals while traveling. The national sorority will not pay for alcoholic beverages.

There is a cap for meal expenses:

Breakfast - \$8 per person

Lunch - \$12 per person

Dinner - \$16 per person

If you are visiting a chapter, the chapter is expected to provide you with all meals at their expense. It is the sorority's policy that we will not pay for social meals. If you need to have a meeting with another volunteer or leadership consultant and it is not necessary for it to be done over a meal, please do not submit a meal expense to be reimbursed. If business needs to be conducted over a meal, then a report of the meeting must be submitted with the D.A.

Special Visit Report Outline

1) At the top of the page, write in bold, Times font, centered on the page:

Special Visit Report
Name of chapter or place visited
University
Dates of visit
Submitted by: your name

2) Purpose and focus of the visit.

3) Summary of who you met with, topics discussed and information gained from the visit.

4) Areas of concern, strengths, weaknesses and evaluation of the issue.

5) Recommendations, goals, timeline and how follow-up will be conducted.

National Volunteer Expectations

In order to best serve our members, national volunteers agree:

- To serve as an ambassador for Alpha Sigma Alpha, promoting Alpha Sigma Alpha to other members and outside audiences.
- To model the values of Alpha Sigma Alpha in my daily life.
- To be open-minded.
- To serve with integrity, backing up my words with actions.
- To follow-through on my responsibilities.
- To let another volunteer know if I am unable to complete all or any portion of my placement in a timely manner so that others may be able to assist in getting the necessary work done. I understand that as long as I communicate any special circumstances that may prohibit me from completing one placement I will be able to qualify for future placements.
- To ask for assistance when I need it!
- To resolve any past issues/concerns I may have had with serving as a volunteer for Alpha Sigma Alpha before accepting a placement. I will check any “baggage” at the door!
- To participate in the evaluation process which will strengthen my personal skills and will allow me to provide feedback to strengthen the organization.
- To support the Alpha Sigma Alpha Foundation through a financial contribution annually, understanding the importance of the Foundation and promoting the Foundation with other members.

General Information:

- The Accounts Receivable (AR) Aged Invoice Report is sent to national headquarters every Monday by Ness and Company and then formatted by the records/finance administrator for distribution.
- The AR Aged Invoice Report is posted weekly on the extranet.
- All invoices and statements are emailed by the finance manager to chapter treasurers and finance coaching team leaders each month. If you do not receive any, please contact the finance manager immediately.
- Any invoice that is more than 30 days past due will accrue finance charges.

Checklist for finance coaching teams:

- 1) If the chapter treasurer is disputing an invoice amount, have her contact the finance manager immediately to resolve the issue.
- 2) If the debt is 30 days past due contact the chapter treasurer immediately to discuss a plan to pay the debt. Report any communication you have with the chapter treasurer in your monthly team leader reports and/or email the information to the records/finance administrator.
- 3) If it is not possible for the chapter to pay the amount before it hits 60 days past due, the membership services coordinator and records/finance administrator will discuss this chapters finances and place the chapter on financial probation and/or a payment plan.
- 4) Consider any debt more than 90 days past due as an indicator of a more serious problem with how the chapter manages their finances. These chapters warrant closer monitoring by the finance coaching team to ensure they do not have high chapter receivables and that they are budgeting realistically.

Reading the AR Report

Across the top of each report is the date it was issued and a legend. The colors in the legend pertain to the chapters and their financial status.

Below are the column descriptions:

1st column titled “INVOICE DATE” – This column lists the chapter and/or volunteer and then below that lists the date the invoice was generated. The invoice is usually emailed from national headquarters within three business days of the invoice date.

2nd column titled “INVOICE NO” – This column lists the invoice number that is used to identify the invoice that is being reported. If the number ends with a “-IN” it is an invoice. If the number ends with a “-FC” the amount is a finance charge. All charges over 30 days past due on the last day of the month are charged an annual finance charge of 12 percent, one percent for each month.

3rd column titled “INVOICE DUE DATE” – This column lists the due date for the invoice listed in column two. Most invoices are due 30 days from the invoice date.

4th column titled “INVOICE DESC.” – This column gives a short description to help explain what was billed for the invoice.

5th column titled “INVOICE BALANCE” – This column shows the total of all outstanding invoices as of the system date on the upper left-hand corner of the report

6th column titled “< 30 DAYS” – This column shows the amounts for all invoices that are not more than 30 days past their due date. The due date is typically 30 days after the invoice date.

7th column titled “30 DAYS” – This column shows any amount that is from 30 to 59 days past its due date. Invoices in this column will start accruing finance charges.

8th column titled “60 DAYS” – This column shows any amount that is from 60 to 89 days past its due date.

9th column titled “90 DAYS” – This column shows any amount that is from 90 to 119 days past its due date.

10th column titled “120 DAYS” – This column shows any amount that is more than 120 days past its due date.

11th column titled “COMMENTS” – This column shows all communication between the records/finance administrator, FCTL/members and chapters.

Reading the Individual Customer INVOICE

Individual invoices are emailed from the finance manager at national headquarters to the chapter treasurers and FCTL. The invoice states the invoice number, a description of the charge, the quantity, the price and the total amount due. The invoice will typically be due in 30 days. Invoices are emailed within three business days of the invoice date.

Reading the Individual Customer STATEMENT

The customer statement lists the date, reference or invoice number and has a place for the description, charge; credits for payments made and balance due. The bottom of the report also has the total balance due as well as the total broken into the past due categories. Unfortunately, the system will not generate the description from the invoice, so a second report called an Accounts Receivable Open Invoice Detail report is generated that shows the date the invoice is generated in the system, a description of the invoice amount and the remaining balance.

DELEGATION

Many books have been written on effective volunteer management; however, they all come down to the same thing: treat your volunteers as you would like to be treated.

Volunteers are like anyone else – they want to be heard and to know their ideas count. As a project leader, ask your volunteers what they would like to contribute to your project. Find out what they think the project needs to be successful and get their feedback after the project is complete.

The following tips for working with volunteers are based on suggestions in *101 Ways to Raise Resources* by Sue Vineyard and Steve McCurley (Heritage Arts Publishing: 1807 Prairie Ave., Downers Grove, IL 60515).

- Learn their names – and use them. Name tags are always helpful for meetings.
- Treat them as equal, vital members of your team.
- Try to place them in a job that best suits their talents or experience.
- Give them specific job descriptions.
- Tell them where they fit in the overall project.
- Be open with them about problems and challenges. Don't try to spare them details – they'll hear them anyway.
- Don't make unrealistic demands on their time.
- Give positive feedback.

MEETING IDEAS

Whether you're a project leader or committee chairperson, there are a few things you should keep in mind when working with your team. In *101 Ideas for Volunteer Programs* (Heritage Arts Publishing: 1807 Prairie Ave., Downers Grove, IL 60515) authors Steve McCurley and Sue Vineyard give the following tips for working with a group, whether it's a committee or an entire volunteer team:

- Make sure the committee has a real purpose for being and that your group members understand that purpose.
- Assign people to the committee to which they are best suited.
- Schedule meetings in a relaxed atmosphere.
- Allow some social time before and after the meeting.
- Don't hold meetings without a clear reason and be sure to give advance notice of meetings.
- Provide a list of topics (in advance, if possible) to be discussed at each meeting.
- Encourage everyone to participate during the meeting. Discourage members who monopolize the discussion.
- Try to steer team members away from statements like "This is the way I (we) did it."

- Make sure to set aside enough time to discuss each issue on your agenda, beginning with the most important items first. Stay focused and don't rediscuss – and rediscuss – and rediscuss – each issue.
- Double-check for agreement on important issues.
- End each meeting with a summary of what is to be done, by whom, by when.

Delegating responsibilities to team members or committee heads:

- Be clear about the job, the authority it carries, the outcome you want and the deadline for completion.
- Establish a "check-in" system with volunteers to get up-to-date on their progress.
- Recommend sources of help and support when delegating jobs.
- Adjust the volunteer's workload to include any new responsibilities.

Managing conflicts

As with any other type of group activity, team service can spawn conflicts. Remember, not everyone is cut out for every volunteer activity. Sometimes people volunteer with the best of intentions, only to find that their needs or talents are not well-suited to a certain task or project. Some people might just "cop an attitude." One negative volunteer can have a huge impact on the rest of your team, so if you sense a problem, talk to that person before the situation worsens. Also, see if you can resolve the issue by assigning the volunteer to a different job.

The following tips for dealing with project conflict come from *101 Ideas for Volunteer Programs*: They can also be applied to any problems that may arise with a project partner.

- Clarify what the problem is.
- Determine common goals and areas of agreement.
- Keep conversations focused on issues, not personalities.
- Use simple wording to explain your position.
- Keep a positive attitude. Do your best to recall positive results.
- Don't discuss the situation with others.
- Keep in mind that the best-case scenario may be arranging a tolerable working relationship.

Volunteers are like anyone else – they want to be heard and to know their ideas count.

Volunteer Resource Web sites

Alpha Sigma Alpha

www.alphasigmaalpha.org

AΣA ExtraNet

<https://secure19.activehost.com/alphasigmaalpha/ASAEXTRA/LOGON.asp>

Capital Fraternal Caucus

www.fraternalcaucus.org

National Panhellenic Conference

www.npcwomen.org

Independent Sector

www.Independentsector.org

Point of Light Foundation

www.Pointsoflight.org

Volunteer America

www.Volunteeramerica.net

Project America

www.Project.org

ServeNet

www.SERVEnet.org

Conference Call Etiquette

<http://www.conferencecall.com/help/tips/etiquette.php>

Email Etiquette

<http://princeton.lib.wv.us/Internet%20Tutorial/EmailEtiquette.htm>

Telephone Etiquette

http://www.canoe.ca/LifewiseWorkEtiquetteladies/1018_etiquette3-par.html

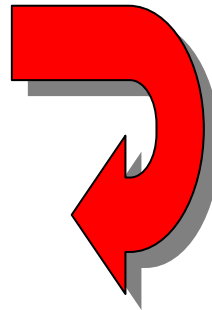
Volunteer Management

<http://www.project.org/guide/volman.html>

Alpha Sigma Alpha
Volunteer Recruitment and Placement Team
Volunteer Placement Flow Chart

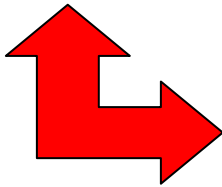
Potential Volunteer

- fills out interest form on our national website
- sends an interest form to national headquarters
- calls national headquarters to inquire about volunteering

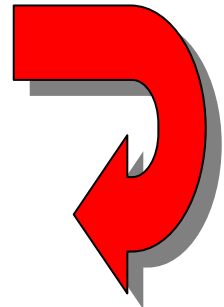


The volunteer recruitment and placement team leader sends an email to let the potential volunteer know she has received her interest. She reviews the form and sends it to volunteer support services coordinator to put in the database.

The volunteer recruitment and placement team leader evaluates if the potential volunteer would be a good fit for a national or district team. If the team leader determines that the volunteer is a good fit for a district team she will send the form onto the team member for that district and the district facilitator. The team member contacts the district facilitator or district team leader to consider the volunteer's interest, skills, abilities, as well as needs in the district or team. If the team leader determines the volunteer is a good fit for a national team, she will follow a similar procedure.



The volunteer recruitment and placement team member contacts the potential volunteer. She listens to her interests and shares the position openings. If there is a match, she informs the potential volunteer that she will be sending her an email within two days that will include the volunteer resource guide and contacts to get her started.



The volunteer recruitment and placement team member sends an email to the potential volunteer. She also includes the following on the email:

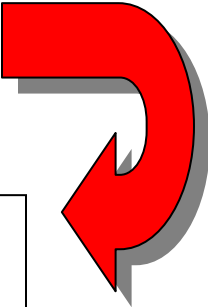
- Volunteer recruitment and placement team leader
- National headquarters volunteer support services coordinator
- National headquarters staff liaison
- National headquarters office manager
- District facilitator (if applicable)
- Team leader (if applicable)



In two weeks, the volunteer recruitment and placement team member follows up with the new volunteer to ensure the placement was a good fit.



Potential volunteer is recruited by a current district volunteer or other national volunteer



The information about the new volunteer and her position is sent to the volunteer recruitment and placement team member working with the district or the volunteer recruitment and placement team leader.



The volunteer recruitment and placement team member sends an email to congratulate the potential volunteer on her new position. She also includes the following on the email:

- Volunteer recruitment and placement team leader
- National headquarters volunteer support services coordinator
- National headquarters staff liaison
- National headquarters office manager
- District facilitator
- Team leader (if applicable)



In two weeks, the volunteer recruitment and placement team member follows up with the new volunteer to ensure the placement was a good fit.

National council appointed positions should include but are not limited to:

- | | |
|---|---|
| District facilitators | Risk management/standards coaching team leader |
| Volunteer recruitment and placement team leader | Fully structured recruitment coaching team leader |
| Nominating committee chairman and members | Archives coordinator |
| NPC delegate and delegation | Individual awards selection chairman |
| Bylaws chairman and members | Academic excellence team leader |
| Convention project team chairman and members | Ritual coaching team leader |
| Housing oversight team leader | Stand Up! Stand Out! coordinator |
| National quality team leader | Alumnae project team coordinator |
| Government relations team leader | |
| Historian | |

National Council will notify the volunteer recruitment and placement team leader if there is a position open for placement and may ask for potential candidates.



National council will contact the potential volunteer regarding her placement.



National council will inform the sorority of her placement as well as the volunteer recruitment and placement team leader.



The volunteer recruitment and placement team leader sends an email to congratulate the potential volunteer on her new position. She also includes the following on the email:

- National headquarters volunteer support services coordinator
- National headquarters staff liaison
- National headquarters office manager

Volunteers holding more than one volunteer position

It is recommended that volunteers hold only volunteer position at a time. This provides the volunteer an opportunity to dedicate her time and energy to one project and allows for more volunteers to be involved in Alpha Sigma Alpha.

Position descriptions

Volunteers should be familiar with the position description for their position. Position descriptions outline position responsibilities, time commitment, term of placement and interaction with others. Position descriptions will be written and updated by the volunteer support services coordinator and approved by national council.

Term of placement

All volunteer placements are made for one or two year commitments depending on the positions and correspond with the sorority biennium. If a volunteer cannot complete her commitment, it's important that she contact her team leader.

Please keep in mind during this entire process to treat everyone involved with respect and kindness. Removing a volunteer could potentially sever ties with the national organization. Everyone involved in this process must remember that potentially removing a volunteer is a very sensitive situation.

Volunteer who has not been responding to phone or email

If a team leader has not heard from a team member after an email and phone call, she should send an email to the volunteer recruitment and placement team leader and volunteer recruitment and placement team member working with their district if applicable to share the concern and provide her dates of email and phone call. The volunteer recruitment and placement team member will follow-up with a personal phone call and email to check in with the volunteer. If she has no response, the volunteer recruitment and placement team member will begin the removal procedure.

Volunteer Removal Procedure

People Involved:

Volunteer recruitment and placement team leader

Volunteer recruitment and placement team members

Volunteer support services coordinator

Office manager

Membership services coordinator (When recruitment team members are involved)

Event planner & education coordinator (When education coaching or district meeting team members are involved)

Finance/Records administrator (When finance team members are involved)

District facilitators

Executive director (Difficult circumstances)

Purpose: To remove volunteers within the district and national volunteer structure that have not met the duties outlined in their position description, or place them in a position that better suits the volunteer and the organization.

Process:

- Any member that has a working relationship with the volunteer in question can file a concern to the volunteer recruitment and placement team (VRPT) member in their district or the VRPT leader.
- If a VRPT member receives a complaint it should be forwarded to the VRPT leader. The VRPT member may handle removal proceedings with a district volunteer and the VRPT leader will handle all removal proceedings for national volunteers. The VRPT member should keep the VRPT leader apprised of the removal throughout the procedure.
- The concern that is filed must be in written form and explain the expectations that are not being met. It also must detail the methods that the complainant has taken to address these issues. The concern should be time sensitive and sent to the VRPT member and a copy sent to the VRPT leader via email or through the postal service.
- After a concern has been filed, the VRPT member will contact the volunteer regarding the concerns. While the conversation should be impromptu, here is a general outline to be followed by the VRPT member:
 - Greeting and introduction.
 - Thank them for volunteering for Alpha Sigma Alpha! Stay positive.
 - Reason for the call.
 - Examples (from the formal concern.)
 - Obtain feedback from the volunteer regarding accuracy of the information provided.
 - Inquire if there are other circumstances that the volunteer would like the VRPT to take into consideration.
 - Ask the volunteer for impute regarding next steps (i.e. placement action, volunteer expectations, communication, training, VRPT support).
- After addressing the expressed concerns, the procedure will continue in one of three ways:
 - Based on the recommendation of the VRPT member the volunteer will continue to serve in her position, or placed in another position that would better suit the volunteer and the sorority,

- In this case, specific goals will be defined between the team member and the volunteer addressing specific areas of concern and methods that will be taken to meet the expectations in her current or new position.
- The volunteer will decide that volunteering is currently not in her, or Alpha Sigma Alpha's, best interest and voluntarily resign from the position.
- After the VRPT member has consulted with the VRPT leader, the volunteer will be relieved from her position.
- In the event that the volunteer is unable to be reached.
 - The VRPT member will first attempt to contact via email to try and establish a time to discuss the issues over the phone that would be conducive for both parties. A time frame should also be established during this original contact that they will work within.
 - If email fails, the VRPT member will attempt to reach the volunteer via phone. Depending on the volunteer, the issues may be brought up at this time or they can set up an additional meeting within the designated time frame.
 - If this fails, a certified mail-retained receipt letter should be sent from the VRPT leader to the volunteer indicating that she has been temporarily suspended from her position and detailing the failed attempts to contact her. She will then have ten days to contact the VRPT leader (as needs to be stated in the letter) to review the situation at hand.
 - In the event that remediation is not possible, the VRPT leader shall call for the volunteer's removal from their current volunteer assignment.
- After a conclusion has been decided upon, a letter will be sent via certified mail by the VRPT leader. The letter will contain the specific expectations that have not been met, the future appointment of the volunteer (if applicable in situations where the volunteer placement was not a good fit), and the decision of the VRPT.
- A follow-up phone call may be made to the volunteer after her removal by the district facilitator to thank the volunteer for her service on the team and to recommend the submission of a volunteer interest from at a later date.
- The letter will be copied to the individual that filed the concern, the VRPT member for that specific district, volunteer support services coordinator, the office manger, event planner and education coordinator (if applicable), the finance administrator (if applicable) and the district facilitator.
- In the event that the volunteer is unable to be reached and is removed from her position, an email will be sent to the same people listed above indicating the decision.

Position	Volunteer Liaison	National Headquarters Liaison
Education coaching team leader	District facilitator	Event planner & education coordinator
Education coaching team member	Education coaching team leader	Event planner & education coordinator
Chapter development coordinator	District facilitator	Membership services coordinator
Colony/new chapter coordinator	District facilitator	Membership services coordinator
Chapter Education Coordinator	District facilitator	Membership services coordinator
District facilitator	National vice president of membership	Membership services coordinator
District meeting coordinator	District facilitator	Event planner & education coordinator
District secretary	District facilitator	Communications & marketing coordinator
District webmaster	District facilitator	Communications & marketing coordinator
Finance coaching team leader	District facilitator	Finance/ records administrator
Finance coaching team member	Finance coaching team leader	Finance/ records administrator
Recruitment coaching team leader	District facilitator	Membership services coordinator
Recruitment coaching team member	Recruitment coaching team leader	Membership services coordinator
Advisory board district liaison	District facilitator	Volunteer support services coordinator

If at any time a volunteer is uncertain about how to proceed with anything, or if clarification is needed about a certain policy or procedure please contact the volunteer liaison assigned to that position. If that volunteer liaison or team leader does not respond within a reasonable amount of time please feel free to contact the national headquarters staff liaison.

Volunteer Training

Please see the appendix document titled Alpha Sigma Alpha Volunteer Training.

Volunteer Assessments

Volunteer assessments are conducted annually or bi-annually for every Alpha Sigma Alpha volunteer by the volunteer recruitment and placement team. These assessments are done through an online method. Every volunteer is expected to participate in the assessments.

VOLUNTEER RECRUITMENT AND PLACEMENT TEAM**PROCEDURE FOR DISTRICT STRUCTURE VOLUNTEER POSITIONS**

For a district facilitator to recommend developing and adding a new volunteer position to the district structure, the following procedure should be followed.

- The district facilitator should discuss the potential position with her district vice president of membership.
- The district facilitator submits her request in writing and includes a basic position description with rationale for district need to her district vice president of membership.
- After careful consideration, national council will deny or approve the request. If the request is approved, the district vice president of membership will notify the volunteer recruitment and placement team leader. The new volunteer position will be for a 6-12 month trial period.
- The district will be expected to recruit for this trial period position. The volunteer recruitment and placement team will not recruit for this position or remove a volunteer from this position. The volunteer will not have national headquarters staff support or be listed on the national directory.
- At the end of the trial period, the district facilitator should submit to her district vice president of membership, with a copy to the volunteer recruitment and placement team leader, written documentation for national council that includes the successes of the position and how it has enhanced the district and supported the alumnae and collegiate chapters.
- After considering all information presented, national council will vote to deny, extend the trial period, or approve the volunteer position for the all districts.

Advisor	A person who serves as a resource to a collegiate chapter.
Alumna or Alumnus	An initiated member who is no longer in college. An alumna is female and an alumnus is male. For plural, a group of women are alumnae and a mixed group or a group of men are alumni.
Big Sister	After several weeks, a new member selects an initiated member to be her big sister. This member serves as a resource, role model and problem solver for the new member.
Badge/pin	The membership badge is worn on the left side chest and over the heart and designates an initiated member of a sorority. A new member's pin is simpler and designates that a member is new to a particular sorority.
Bid	A formal invitation to join a sorority.
Chapter	The local group of a national sorority.
Colony	A new organization that is awaiting official recognition from their national sorority. The final stage before installation as a chapter.
Dues	The national and local charges that meet operating expenses, formal events and membership fees.
FIPG, Inc.	The Fraternity Insurance Purchasing Group, Inc. is a consortium of Greek letter organizations which provides leadership in establishing and developing policies and practices for member organizations. It educates and supports undergraduates, alumni/nae and Greek systems in risk management and works to improve and enhance the image and reputation of all Greek-letter organizations through risk management.
Formal Recruitment	The period of time set aside by the panhellenic and interfraternity councils for meeting potential new members.
Greeks	Sorority and fraternity members.
Infraction	Any violation of a rule set by the university panhellenic council as governed by the National Panhellenic Conference.
Initiation	A ceremony that brings a new member into full membership.
Legacy	A woman whose mother/step-mother, sister/step-sister, grandmother/step-mother, or aunt/step-aunt is an initiated member of a sorority.
National Panhellenic Conference	A national organization composed of 26 member women's fraternities, each of which is autonomous as a social Greek-letter society of college women and alumnae.
New Member	A potential new member who has accepted the invitation to join a sorority or fraternity.
Philanthropy	A charitable project.
Quota	Specified number of potential new members each Panhellenic sorority chapter can pledge.

Recruitment	The process through which an individual or group seek to recruit another to join a group. It is the deliberate advancement of a relationship from friendship to sisterhood.
Ritual	A secret ceremony of a Greek organization. Also, the formal document that contains the principles and ideals upon which the sorority was founded. Ritual elements are sacred to each sorority and have been handed down through the generations.
Ruby Sister	A special sister who pairs with a new member during the first three weeks of the New Member Module. The Ruby Sister's role is to be an initial contact and friend and to introduce and orient the new member to the chapter. The Ruby Sister also serves as the new member's sponsor during the Phoenix Degree Ceremony. The Ruby Sister is also expected to be a support person for the new member until she chooses her big sister.
Rush	A mutual selection system of highly structured interactions between a potential member and a sorority. It is more frequently called "formal rush."
Sister	The term sorority members use when referring to each other.
Sorority	A group of women joined together in lifetime friendship for leadership, academic advancement, and commitment to the mission, vision and core values of the organization.
Total	Determined by the college panhellenic council as the most desirable chapter size for its campus; the maximum number of members allowed in one organization.

A	α	alpha
B	β	beta
Γ	γ	gamma
Δ	δ	delta
E	ε	epsilon
Z	ξ	zeta
H	η	eta
Θ	θ	theta
I	ι	iota
K	κ	kappa
Λ	λ	lambda
M	μ	mu
N	ν	nu
Ξ	ξ	xi
O	ο	omicron
Π	π	pi
P	ρ	rho
Σ	σ, ζ	sigma
T	τ	tau
Υ	υ	upsilon
Φ	φ	phi
X	χ	chi
Ψ	ψ	psi
Ω	ω	omega

The Past

Alumnae dues before 1992 were a required annual payment from alumnae to support the sorority's general operations. Most contributors were members of alumnae chapters. Out of 58,815 living alumnae, 2,885 non-collegiate members paid lifetime alumnae dues. In this same pool of 58,815 living alumnae, 375 have paid annual dues since 1994.

With the new focus on lifetime alumnae dues, less than 1 percent of living alumnae have participated in the past 10 years.

Resolution

A resolution presented to the national council at the 2004 convention requested an examination of membership fees and the associated lifetime costs.

In response to this resolution the national council held focus groups in 2005 at each District Day. Members relayed the following thoughts at District Days regarding alumnae dues:

1. You were not interested in mandatory alumnae dues
2. You would like "something in exchange" for money given to the sorority.

Recommendations

Based upon the resolution and the additional thoughts shared by members at District Day events, the national council reviewed the impact of lifelong alumnae dues. This study, along with recommended solutions, was presented to the convention body in 2006. The national council recommended:

1. Discontinue the term "alumnae dues" and replace it with voluntary alumnae support.
2. Discontinue lifetime alumnae fees and focus on annual income.
3. Ask alumnae for voluntary support each year, even those who were "exempt" prior to this time.

The Arista Alumnae Association, Offering Our Best to Our Members

It is our intention to make our sorority the best it can be for all members at all stages of membership. Beginning today, all Alpha Sigma Alphas have the opportunity to participate in the Arista Alumnae Association.

For an annual contribution of \$25, members will qualify as Palm Green Supporters of the Arista Alumnae Association. For an annual contribution of \$40, members will qualify as Gold Partners of the Arista Alumnae Association, receiving a membership benefits card that is currently associated with 150,000 merchants who offer discounts and promotions on their products and services. Alpha Sigma Alpha has joined in partnership with **One Big Planet**, a national affinity program marketer, to provide our members with the Gold Partner benefit card. The sorority will receive income from participation in the program and royalties and commission on selected items.



For members who wish to support the sorority and those who wish something in exchange for their support, the Arista Alumnae Association offers something for everyone.

In order to enroll in the Arista Alumnae Association fill out a form today, or visit www.alphasigmaalpha.org for more information.

Volunteer Position	Individual Responsible for Training	Timeline for Training	Resources Provided During Training	How Training Will Take Place	Follow-Up	Staff Liaison
Education Coaching Team Leader	Event Planner & Education Coordinator	Within two weeks of placement by VRPT	Volunteer Resource Guide Education Coaching Team Leader Notebook Position Description	Phone call	Email one month after training phone call	Event Planner & Education Coordinator
Education Coaching Team Member	Education Coaching Team Leader	Within two weeks of placement by VRPT	Volunteer Resource Guide and other resources as determined by the team leader Position Description	Phone call	Email one month after training phone call	
Finance Coaching Team Leader	Finance/Records Administrator	Within two weeks of placement by VRPT	Volunteer Resource Guide Finance Coaching Team Leader Notebook Position Description	Phone call	Email one month after training phone call	Finance/Records Administrator
Finance Coaching Team Member	Finance Coaching Team Leader	Within two weeks of placement by VRPT	Volunteer Resource Guide and other resources as determined by the team leader Position Description	Phone call	Email one month after training phone call	
Recruitment Coaching Team Leader	Membership Services Coordinator	Within two weeks of placement by VRPT	Volunteer Resource Guide Recruitment Coaching Team Leader Notebook Position Description	Phone call	Email one month after training phone call	Membership Services Coordinator
Recruitment Coaching Team Member	Recruitment Coaching Team Leader	Within two weeks of placement by VRPT	Volunteer Resource Guide and other resources as determined by the team leader Position Description	Phone call	Email one month after training phone call	
District Facilitator	Membership Services Coordinator	Within two months of placement by National Council	Volunteer Resource Guide District Facilitator Training Notebook Position Description	In person	Email one month after training	Membership Services Coordinator
District Meeting Coordinator	Event Planner & Education Coordinator	Within two weeks of placement by the VRPT	Volunteer Resource Guide District Meeting Coordinator Manual Position Description	Phone call	Email one month after training	Event Planner & Education Coordinator

Volunteer Position	Individual Responsible for Training	Timeline for Training	Resources Provided During Training	How Training Will Take Place	Follow-Up	Staff Liaison
District Secretary	District Facilitator	Within two weeks of placement by the VRPT	Volunteer Resource Guide Position Description	Phone call	Email one month after training	
Volunteer Recruitment and Placement Team Leader	Volunteer Support Services Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide VRPT Training Notebook Team Charge	Phone call	Email one month after training phone call	Volunteer Support Services Coordinator
Volunteer Recruitment and Placement Team Member	Volunteer Recruitment and Placement Team Leader	Within two weeks of placement by VRPT	Volunteer Resource Guide VRPT Training Notebook Team Charge	Phone call	Email one month after training phone call	Volunteer Support Services Coordinator
Risk Management/ Standards Coaching Team Leader	Membership Services Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Membership Services Coordinator
Risk Management/ Standards Coaching Team Member	Risk Management/Standards Coaching Team Leader	Within two weeks of placement by the VRPT	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	
National Quality Team Chairman	Executive Director	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Executive Director
National Quality Team Member	National Quality Team Leader	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Executive Director
National Ritual Coaching Team Leader	Membership Services Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Membership Services Coordinator
Convention Project Team Coordinator	Event Planner & Education Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Event Planner & Education Coordinator
Convention Project Team Member	Convention Project Team Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Event Planner & Education Coordinator

Volunteer Position	Individual Responsible for Training	Timeline for Training	Resources Provided During Training	How Training Will Take Place	Follow-Up	Staff Liaison
Extension Project Team Coordinator	Membership Services Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Membership Services Coordinator
CFC Committee Chairman	Executive Director	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Executive Director
CFC Committee Member	CFC Committee Chairman	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Executive Director
Individual Awards Selection Committee Chairman	Membership Services Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Membership Services Coordinator
Individual Awards Selection Committee Member	Individual Awards Selection Committee Chairman	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Membership Services Coordinator
Nominating Committee Chairman	Executive Director	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Executive Director
Alumnae Project Team Coordinator	Event Planner & Education Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Event Planner & Education Coordinator
Housing Oversight Committee Chairman	Membership Services Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Membership Services Coordinator
Housing Oversight Committee Member	Housing Oversight Committee Chairman	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	
Historian	Director of Communications	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Communications & Marketing Coordinator
Bylaws Chairman	Executive Director	Within two weeks of placement by National Council	Volunteer Resource Guide Position Description	Phone call	Email one month after training phone call	Executive Director

Volunteer Position	Individual Responsible for Training	Timeline for Training	Resources Provided During Training	How Training Will Take Place	Follow-Up	Staff Liaison
Academic Excellence Team Leader	Event Planner & Education Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Event Planner & Education Coordinator
Academic Excellence Team Member	Academic Excellence Team Leader	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	
Stand Up! Stand Out! Team Leader	Event Planner & Education Coordinator	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Event Planner & Education Coordinator
Archives Coordinator/ Chairman	Director of Communications	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Communications & Marketing Coordinator
Phoenix Staff	Director of Communications	Within two weeks of placement by National Council	Volunteer Resource Guide Team Charge	Phone call	Email one month after training phone call	Communications & Marketing Coordinator
Advisory Board District Liaison	Volunteer Support Services Coordinator	Within two weeks of placement by the VRPT	Volunteer Resource Guide Position Description	Phone call	Email one month after training phone call	Volunteer Support Services Coordinator