**Program Manager – Student Chapter Development**

**COACH AND MENTOR CHAPTER ADVISORS WORKING WITH STUDENT OFFICERS UTILIZING THE CHAPTER ACHIEVEMENT PATHWAY AND CHAPTER OPERATIONS RESOURCES**

Coach and mentor chapter Advisors working with student officers utilizing the Chapter Achievement Pathway and Chapter Operations resources

**District Assemblies**
- Plan the logistics of and execute the Fraternity curriculum for the District Assembly

**Chapter Officer Workshops**
- Assist with the delivery of training for student chapter officers
- Utilize the Chapter Business Plan to analyze chapter results and coach chapters on their activities
- Use the Needs Assessment to set goals for chapters and coach chapter officers to attain goals
- Guide chapter advisors through coaching on the Chapter Achievement Pathway, and facilitating the chapter officer workshop and the chapter officer transition
- Follow-up with the chapter advisor to understand what transpired in the chapter officer retreat
- Work with and coach the chapter advisor on follow up and action items from the chapter officer retreat

**Chapter Officer Transitions**
- Walk chapter advisors through and coach them on the Chapter Achievement Pathway, month by month, adhering to the chapter advisors checklist, chapter officer checklists, and the cyclical nature of AKPsi

**Process Standardization**
- Ensure chapters are executing Bridge to Brotherhood as expected
- Ensure chapters continuously work with the chapter advisor, reviewing the Chapter Business Plan and working to meet goals and objectives
• Champion the benefits of electing chapter officers in accordance with the Volunteer Support Guide
• Ensure chapter advisors are following the monthly chapter advisor checklist
• Advise chapter officers to ensure that officer-elects are properly reported in MyAKPsi

**Promotion of Fraternal Events**
• Recognize chapter officers and student members through the Fraternity awards process
• Coach chapter advisors and chapter officers on sharing the benefits of the AKPsi Certificate Program
• Coach chapter officers on the importance of promoting Fraternity event attendance to all members
• Recognize student members who complete certificates and chapters with 30% of members with a completed certificate at the District Assembly and Elevate
• Promote AKPsi products, resources, processes, and reports to engage chapter advisors, chapter officers, and student members

**General**
• Coach chapter advisors on the Aging Report and how to support chapters in meeting their financial obligations in a timely manner
• Ensure chapter advisors and chapter officers are aware of the MyLearning courses
• Ensure chapters chapters utilize the document storage capability offered by AKPsi through MyAKPsi
• Provide the local, contextual approach on the How to support the What of training
• Review Chapter Bylaws to ensure they are current, valid, and accessible
GOALS, METRICS, AND OBJECTIVES

Membership increases or maintains at all chapters (YE size for sustainability)
   Initiates increase 3% YoY Fraternity-wide

50% completion of a facilitated Executive Workshop/Officer Transition (60% Exceed Goal, 70% Stretch Goal)

30% of student members participating/completing Birkman AND/OR Certificate Courses (40% Exceed Goal, 50% Stretch Goal)

Chapters Financially sound
   No more than 20% of chapters more than 60+ days past due on December 31 and June 30
   70% of chapters submit/approved budget in CSP (80% Exceed Goal, 90% Stretch Goal)

Chapter advisor roles = at least 70% filled (80% exceed, 90% Stretch)
   100% of appointed CA completed Orientation/Onboarding/MyAKPsi courses

Zero pledge incidents of hazing/alcohol
   Each chapter has Bridge/CBP reviewed and no pledge incidents (or small %)
   Chapter officers complete onboarding and monthly check-ins with chapter advisor

Fraternity Events/Programs
   60% of chapters attend Elevate
   75% Chapters represented at Pathways
   75% of chapter advisors at Volunteer Summit
   450 undergraduate members attend 2024 Convention

60% of chapters host at least one (1) campus/community wide leadership, philanthropic, professional activity.

RESOURCES for Regional Directors, Program Managers, and Chapter Advisors

- Volunteer Development Process
- Volunteer Central
- Chapter Business Plan
- Chapter Achievement Pathway Video and Graphic
- Knowledge Base
- MT Dashboards/Reports in MyAKPsi
- Needs Assessment Guidebook
- Monthly Chapter Advisor and Chapter Officer Checklist emails
- MyLearning (MyAKPsi)
- All Volunteer/Officer Courses
- Weekly Aging Report
- Membership History