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**COVID-19 Sorority Chapter Operations FAQs**

**March 13, 2020**

We understand there are many questions around chapter operations and as this fluidity of COVID-19 continues to develop hourly. Delta Zeta remains in constant communication with our stakeholders to establish responses to commonly asked questions. Below are common questions we have received. As a reminder, should you have specific questions to your chapter, please contact your chapter’s Director of Chapter Services.

**New Member Education and Initiation**

*Q: What do you recommend we do with our new member education process and initiation if our campus has restricted large gatherings or has shifted classes online for the rest of the semester?*

A: New members should continue through the process completing the online new member education program and GreekLifeEdu. Efforts should be made to keep the new members connected to one another and the chapter via Chapter GroupMe groups, Google hang outs, Facetime, etc. New members may be transitioned on your chapter roster in Chapter Inc. to initiated members once all requirements have been completed and all fees have been paid. Members can participate in any Lamplighting activities and the initiation ceremony once the campus resumes normal operations, even if that may be during the fall term.

*Q: Are we eligible to reschedule our initiation?*

A: Yes, you may reschedule your initiation. Please contact ChapterOperations@deltazeta.org.

*Q: What should we do about membership status changes?*

A: Should a member request a status change (depledging or severance) during this time, normal status change procedures should be followed. Temporary Collegiate Status is not applicable to this situation. Since the campuses have required all students to go remote, we are abiding by campus policy. Delta Zeta members are still considered active collegiate members, while away from campus and should remain on the chapter roster. They do not meet the requirements for Off Campus Collegiate during this time.

*Q: How can we stay connected even if our campus closes?*

A: It is difficult to be going through this disruption in our lives which is for the safety and well-being of all. But Delta Zeta sisters are always connected! So, though you might not be on campus with your sisters, you have so many ways to stay connected. Whether it be in your chapter Group Me, or by simply picking up the phone to call a friend, make sure you keep those personal connections alive, even if it is not face-to-face.

**Chapter Programming and Events**

*Q: How will Diamond Standards be affected/altered to work around COVID-19 campus closures?*

A: We encourage chapters to complete Diamond Standards as events are occurring. We will take into consideration COVID-19 when reviewing and scoring Diamond Standards next fall.

*Q: The recent campus closures have caused chapters to fully cancel big events like philanthropy and sisterhood events. How do you suggest we go about filling out award applications for events that have been planned but can no longer execute?*

A: If your event is postponed or canceled, and the planning has been completed, please submit your efforts with the National Award process. It is recommended to note they had to be canceled or rescheduled due to COVID-19. It is also recommended that, when possible, you reschedule your events for a later date.

*Q:           Our university has not indicated we must cancel all events. Can we still have events?*

A:           While Delta Zeta would strongly encourage you to cancel all events to prevent the spread of COVID-19, we understand some chapters may wish to continue with events. If you wish to continue with your events, you MUST comply with the following: Comply with any university, county or state mandates on limiting the numbers of events (50 or less people, 100 or less people, etc.) Attendance CANNOT be required for any event where attendees might feel uncomfortable about attending and would rather not be around individuals. Additionally, fines or punishments will not be distributed for missing events during this time. Finally, it would be in the best interest of those willing to attend that all [Center for Disease Control Guidance](https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fprevention-treatment.html) be provided to members again BEFORE the event and that all individuals practice [social distancing.](https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fprevention-treatment.html)

*Q: Because of our current campus closure situation, we might struggle with the communication necessary to make our deadlines. How will that be handled?*

A: Please communicate directly with your assigned Director of Chapter Services regarding your specific campus situation.

**Chapter Meetings and Voting**

*Q: How should we hold chapter meetings if we are not on campus?*

A: If your campus allows, you may be able to host meetings virtually, using technology available to you such as [Google Hangouts](https://hangouts.google.com/), [Zoom](https://zoom.us/) (free up to 100 participants in a 40-minute meeting) or another conference call service. Make sure to communicate clearly to your chapter members the date, time and meeting information and send an agenda in advance of the call to keep attendees on track.

*Q: What should we do about necessary voting, such as voting on the budget, that needs to happen before the end of the school year?*

**Chapter budgets are considered essential chapter business as listed in the Chapter Response Guidelines.**

A: If your chapter is unable to meet in person for the remainder of the term, you will need to execute a virtual meeting that includes voting. **Votes to approve the chapter budget should occur before the budget due date of April 1.** As a university shut down of this nature is considered an extreme circumstance, you can use electronic voting procedures to hold these important votes.

*Q: How should necessary voting be handled?*

A: Should you need to conduct a chapter vote, on things like the budget, you can use Delta Zeta’s Member App and Voting Tool to accommodate. Steps are outlined in the [attached document](http://www.deltazeta.org/covid19/using-the-delta-zeta-app-to-conduct-a-virtual-vote_3-13-2020/).

**Philanthropy and Service**

Q: *My campus has an extended spring break or is closed through mid-April or is closed indefinitely, and it has impacted our philanthropy event. What should we do?*

A: If your campus will reopen sometime later in March or April, we recommend that you reschedule the event for when you will return to campus later this semester/term. If you will not be on campus until the fall, it is our recommendation that you host the event virtually.

Q: *Our campus is not closing, but we cannot have large gatherings for the rest of the semester. Our event was in two weeks, and we expected over 100 attendees. What should we do?*

A: We recommend that you reorganize the event to meet the requirements of your campus. Please work with your Global Philanthropy Intern on how to best proceed.

Q: We *have to cancel our philanthropy event, but we have already sold tickets and have donations from donors. What should we do?*

A: We recommend reaching out to everyone that has donated to let them know that the event has been canceled. This is a great time to ask if they would allow the chapter to still donate the funds they have given. You can mention that whether it was by making a donation, buying a ticket, apparel or sponsorship package, their funds collected will be donated directly to our philanthropic charities.

If someone asks for a refund, your chapter will need to return the cash or check, or cut a check from your Billhighway account for the reimbursement. If money was donated through CrowdChange, that money is already in your Billhighway account. You can cut the check from Billhighway for the refund.

Q: *If I cancel the event this semester and reschedule it for next semester, how will our chapter reach the $75 per member expectation this school year? Is that still an expectation?*

A: Yes, it is still an expectation. We recommend that you utilize your Heart for Hearing pages if you have to cancel your event.

Q: *What should we do about service hour expectations?*

A: We are leaving this up to the individual member. Your chapter will not be penalized for not reaching the 36-hour requirement this school year. We encourage our chapters to support members who wish to volunteer in their local communities.