
Chapter Recognition for Retention Best Practices

The spotlight is on you!!!

Congratulations to the chapters below who contributed to our Best Practices
Retention Spotlight Segment:

***Omicron Alpha Zeta, *Epsilon Omega Zeta, *Phi Kappa Zeta, *Eta Lambda Zeta,
*Gamma Zeta, *Rho Zeta Zeta, *Alpha Upsilon Zeta, *Nu Psi Zeta, *Tau Eta Zeta,
*Alpha Alpha Zeta, *Psi Mu Zeta, *Xi Mu Zeta, *Eta Zeta, *Alpha Beta Zeta,
*Alpha Alpha Iota Zeta, *Rho Xi Zeta, *Lambda Lambda Zeta, *Theta Epsilon Zeta,
*Omicron Sigma Zeta, *Phi Upsilon Zeta, *Nu Theta Zeta**

- Practice of inclusiveness: calling on each other's strengths
- Timely deadlines to facilitate financial responsibilities
- Forge mentoring relationships among chapter members
- Actively live the motto: When Zeta Calls, We Answer One and All
- Variety of planned sisterly activities
- Organized embellishments on chapter's Standard Operations
- Spotlight members' professional, family and Zeta accomplishments on chapter website and Facebook page
- **Pearl Points Reward Program:** Spotighting Sorors quarterly for amassing most points over three months for attending social gatherings, community service events, chapter meetings and serving on committees
- Create an **"At-will, Non-Judgmental"** environment
- Basileus acknowledges "Zeta Pearl" of the month at chapter meeting with gift and statement of her accomplishments
- Monthly acknowledgment of birthdays, condolences, **"Thinking of You"** cards to sorors, Amicae and Youth Affiliates
- Invite sorors to join **"ZPC" (Zeta Planning Committee)** for upcoming sorority year.
- Establishment of "Chapter Relations Committee" to bridge generational spectrum in chapter.

- “**FEED**” Program (Fellowship, Engaged, Encourage, Develop) to feed sorors the essential nutrients necessary for their personal, professional and Zeta growth.
- Active and consistent solicitation of feedback following chapter events, chapter meeting logistics, best practices
- Tracking and reporting sorors’ attendance at various functions and sharing information at chapter meetings.
- Flexible and sensitive to membership’s needs to promote buy-in and productivity.
- Management style: “**Sisterhood First**”.
- Discourage cliques; encourage interaction between sorors who don’t normally interact. Take “selfie” during “off-month and post on chapter’s private FB page with hashtag: **#sisterhoodinaction**.
- Establish structures (Sister Circles, My sister’s Keeper) to encourage bonding
- Monthly email communication regarding upcoming meetings, events, service projects, programs, dues information, and something to think about or a question to answer, e.g.: What was your “Why” for joining Zeta?
- Adoption of 5-volume “Be Finer” Manual for undergraduates and graduates with input from 15-20 inactive sorors about why did they leave, and what would have helped them to stay.
- Commitment of Executive Board to operate chapter as a proficient and productive business. Well-organized and execution of meetings and well-informed members
- Professional attire sets tone that business is being conducted.
- Every member is valued.
- Chapter activities inclusive of children and family
- Encourage carpooling to chapter meetings/keeping each other accountable
- Created Young Alumni Committee of members between ages 23-30 to plan events, community service projects, focus on making events appealing to all age groups.
- Honest and open communication
- Incentives for timely payment of dues (free tickets to chapter event, Zeta paraphernalia, etc.
- GroupMe to keep sorors connected with each and updated with immediate information.
- Monthly “**Sip n Chat**” geared at hearing from the membership and suggestion box at monthly meetings