

Share. Ask. Listen. Implement. Evaluate.

A GUIDE TO THE  
**Chapter  
Consultant**  
PROGRAM

SPRING 2019

Alpha  
Phi  
Omega 

# What is a Chapter Consultant?

Chapter Consultants are recent graduates and brothers who travel throughout the academic year to work with chapters and extension groups across the country in areas such as officer training, recruitment, leadership and general chapter operations.

Chapter Consultants are valuable resources intended to provide chapters and extension groups with as many skills and resources as they can to keep them moving forward and growing. The Fraternity's Consultants are highly trained and have dozens of tricks and ideas for your chapter to try, in addition to the knowledge and experiences they gained from their own APO chapter experiences.

They spend three months out of the year training in all areas of APO at the National Office, and then hit the road for fall and spring visits.

Chapter Consultants focus on areas of growth specific to the needs of the chapter. The needs are determined by regional and sectional chair insights, pre-visit communication with students and advisors, and National Fraternity reporting information, including significant growth or decline in membership.

Each Chapter Consultant will visit between 15 and 20 schools per semester. The order of the visits on the Consultant's travel schedule is determined based on need, academic calendars, and chapter input.



"I thought she was really helpful and positive. She had lots of good things to say and constructive comments. I loved that her visit was really tailored to what we wanted to focus on as a chapter, and she was a great resource for us."

In arranging the schedule, the Chapter Services Department values chapter calendars and will take them into account during the planning process; however, because of the number of visits, the Consultant may not be able to schedule the visit around typical meeting days and times. Your flexibility with the visit dates is greatly appreciated.

If you have questions or concerns regarding the visit to your chapter, don't hesitate to reach out to the Consultant. They will always strive to be flexible and accommodating to the needs of the chapter and to serve in the best interest of the National Fraternity.

## The 2018-2019 Chapter Consultant Team



**Brother Rebecca McFadden**  
*Alpha Gamma Rho '14*



**Brother Cassidy Santen**  
*Alpha Zeta Rho '14*



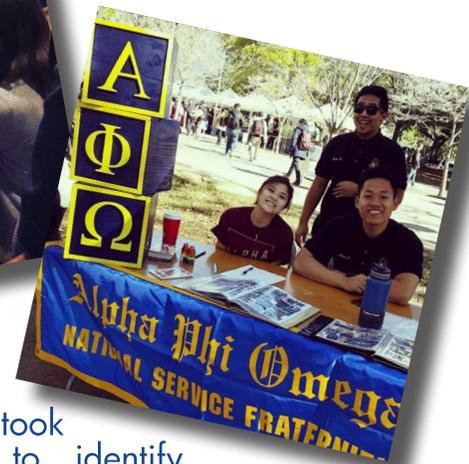
**Brother Megan McNaughton**  
*Theta Iota '14*

# Preparing for the visit

Don't be nervous!

All of the Chapter Consultants have stood in the shoes of an active chapter member and chapter officer. They've also worked with dozens upon dozens of chapters across the U.S. Their goal is to provide your chapter with fresh resources and ideas to help build on the hard work you are already doing.

What's the best way to prepare for the visit? Communicate! Communication is vital to visit success. In order for your chapter to get the most out of this experience, continuous communication prior to the Chapter Consultant visit is necessary. It helps the Consultant get familiar with your unique chapter, and also helps you build a relationship with them before they ever step on campus.



"The consultant took the opportunity to identify additional areas to explore with chapter growth even after her arrival on campus. She laid the groundwork for some great discussions to be had about our leadership programming, chapter meetings, service mindedness and brother unity. Taking these learnings into the rest of the semester and next will be excellent for the development of the chapter."

Although the Chapter Consultant will have an agenda, the goal of the visit is to also address the areas of focus determined by the chapter. Be open with the Consultant about what you and the chapter would like to get out of the visit. The first step in helping determine areas of focus is to complete the Visit Preparation Survey emailed to all chapter officers and advisors.

## Pre-visit checklist

Follow this checklist to get the most out of your visit. These tasks will help your chapter and the Consultant to be more prepared for the visit.

- Complete the Visit Preparation Survey.
- Set up a phone call with the Chapter Consultant to introduce yourself, discuss chapter strengths and areas of growth, and determine final visit dates.
- Inform the ENTIRE chapter that the Consultant will be visiting and share with them the dates, types of meetings and goals you've set with the Consultant.
- Talk with your chapter advisors about the upcoming visit and ask for feedback. The Consultant will set up a meeting with them while on campus; however, it is important that you communicate with them as well.
- Begin scheduling requested meetings and reserving appropriate rooms or needed space.
- Continue active communication with the Chapter Consultant about the progress of visit preparation.

# The schedule

During the visit, the Consultant will deliver membership and leadership development workshops, advise executive boards and officers, and facilitate discussions tailored to the needs of the chapter.

The specific meetings that the Consultant requests are based on several factors, including the needs determined by the regional director or sectional chair as well as the areas of growth the chapter identifies in the Visit Prep Survey.

The desired outcomes of each meeting will be discussed between the chapter president, advisor(s) and Chapter Consultant.

Meetings during the Consultant's visit can include:

- Chapter president one-on-one
- Campus administration meeting
- Executive committee meeting
- Member one-on-ones
- Advisory committee meeting
- Fellowship or Service Event
- Development Workshops

It is up to the chapter to schedule rooms for meetings. Please review the suggested timeframes for each of the meetings. Consultants will try to use all of the time as efficiently as possible; however, please be respectful of their time and plan accordingly.



"Our consultant was a good listener, and allowed everyone to speak before offering her opinion. It really helped the chapter a ton and motivated both brothers and pledges to do more. We've implemented (and re-implemented) a variety of protocols that had started to fade, so it was a really great refresher. Thank you!"

If the Chapter Consultant requests certain meetings to be arranged by the chapter, allot the suggested timeframes:

- 1 hour and a half for executive board meetings
- 30 minutes each for advisor and admin meetings
- 1-3 hours for member one-on-ones

Additional optional activities can include fellowship or events, meals and service projects with the Chapter Consultant. As alumni brothers of APO, Chapter Consultants enjoy service and fellowship as much as active brothers!

## A chapter consultant visit is:

- 💡 a chance to hear a new perspective on what it takes to be a healthier and happier chapter
- 💡 an opportunity to connect with and learn from a brother with broad fraternity experience who has visited chapters different from, as well as similar to your chapter

- 💡 something to embrace, plan for, have fun with, and NOT panic or be anxious about
- 💡 a chance to share how your chapter radiates the Cardinal Principles of Leadership, Friendship and Service

# Frequently asked questions

## **Q: WHO IS INVOLVED IN THE CHAPTER CONSULTANT VISIT?**

A: The sectional chair and advisory chair are aware of the Chapter Consultant visit and are expected to help facilitate the planning process with insights of the chapter needs.

## **Q: WHERE WILL THE CONSULTANT STAY DURING THE VISIT?**

A: The Consultant will stay at a local hotel and commute to and from campus for scheduled meetings.

## **Q: HOW LONG IS THE CONSULTANT ON MY CAMPUS?**

A: Typically, a Chapter Consultant is only on campus for one to three days. It is imperative that all requested meetings are scheduled in advance and are well attended to receive the full benefit of the visit.

## **Q: WHAT DOES THE CONSULTANT DO BETWEEN MEETINGS?**

A: The Chapter Consultant does have work to do outside of meetings with chapter officers, advisors and campus officials, so it is important to be on time to scheduled meetings. It is highly encouraged that office hours are offered in blocks of time so the Consultant can make the most of their time on campus.

## **Q: WHAT MATERIALS SHOULD THE CHAPTER PROVIDE?**

A: Mandatory items include: a detailed schedule with meeting rooms and times, contact information for all individuals meeting with the Consultant and the most recent chapter bylaws. Optional materials can include a campus map, restaurant recommendations, a temporary student fitness center pass and suggestions of must-see campus or community hotspots.

"The consultation was extremely helpful. Significant progress was made, and the incoming chapter leadership has the tools and ideas needed to take the chapter in the right direction."

"I believe [the] visit helped rally us all together again and helped us realize the value of the Fraternity and the importance of building stronger connections among nearby chapters and the National Office."

## **Q: WHAT HAPPENS AFTER THE VISIT?**

A: No later than one week after the visit, the Consultant will send a follow-up report to the primary student contact, copying the advisory and sectional chairs. This report will include a recap of the goals, recommended action items and tentative deadlines. It will be the responsibility of the chapter to update the Chapter Consultant, advisory and sectional chairs with the progress of these tasks throughout the semester.

## **Q: HOW DO I BECOME A CHAPTER CONSULTANT?**

A: If you are interested in working for APO as a Chapter Consultant, ask your consultant for more information, then contact Taryn Golling, Associate Director of Chapter Services, at [taryn.golling@apo.org](mailto:taryn.golling@apo.org) or call 816-373-8667 ext. 22.

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