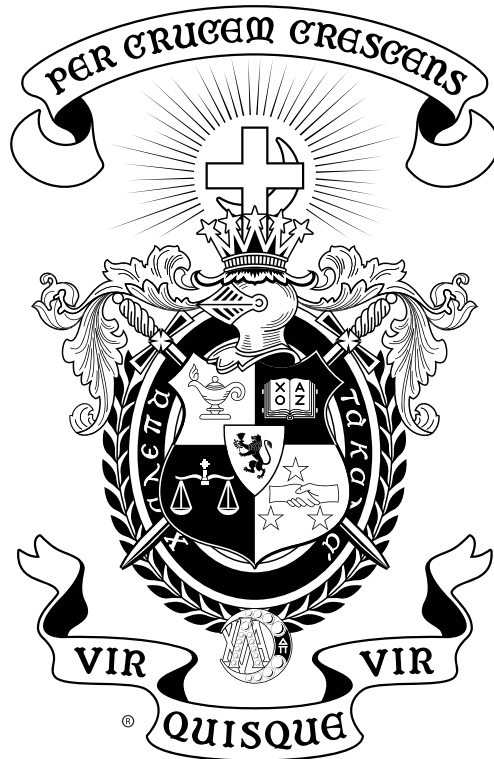


Alumni Advisory Board Operations Guide

✦ a Lambda Chi Alpha resource



Last updated: Feb. 10, 2015



*As a member of the Alumni Advisory Board
of _____ Zeta,*

*I, _____, hereby promise to
uphold the ideals of Lambda Chi Alpha and
diligently perform the duties and responsibilities
associated with this position.*



Operations Guide

Alumni Advisory Board

The Official Charge of the Alumni Advisory Board

The mission of the Alumni Advisory Board is to advise and to help to improve the operations of the chapter or colony through the promotion of the ideals and principles of Lambda Chi Alpha, while at the same time, develop and strengthen the fraternal experience for all involved.

The Alumni Advisory Board is structured to assist the undergraduate chapter in their pursuit of a successful chapter as well as their journey towards true brotherhood. Chapter success requires brothers to strive for the highest standards, to utilize the teachings of our Ritual, and to assist one another towards the achievement of their goals. Consistent leadership from active alumni brothers is essential to keep a chapter on the right track and direct them toward excellence. One of the purposes of the True Brother Initiative is to produce more active and involved alumni brothers. For this reason there is a need for current alumni involvement to set an example of what being a "Lifetime Brother" really means.

In Order to Lead, You Must First **MODEL IT**

To MODEL IT means to implement the required functions of your office in order to lead the chapter effectively. These seven directives are the basic expectations for each brother during his term in office

- M**otivate: Members to surpass basic expectations by encouraging elevation of actions and operations.
- O**rganize: Meetings with advisees to review goals and objectives.
- D**elegate: To the chapter's officers the management and operations of the chapter.
- E**valuate: The effectiveness of the planning and training of the chapter's officers.
- L**ead: By exemplifying the Seven Core Values, the ideals, and our ritual teachings.
- I**nspire: Lifetime stewardship in all brothers.
- T**each: The members what it means to be a man of values and how to implement them into their daily lives.

Operations Guide

A Message from the International Headquarters

Congratulations brother on your appointment as a member of your chapter's Alumni Advisory Board. This position will require you to work diligently to ensure that your chapter lives up to its highest standards. The document you are currently accessing is your officer Operation's Guide. This interactive document will be your go-to resource in successfully implementing the standards that this officer position entails.



The first part of the Operations Guide is the specific operations you should be completing. These operations are separated by On-going, Academic Term, and Annual & Bi-Annual. With each of these operations, you can click on the "Jump to Section" to view a page that will give you a description on how to complete that operation. The operations list also has a checkbox you can use when you have completed the operation. When your Educational Leadership Consultant visits he will be able to assist you if you have any questions.

There is also a navigation tab at the bottom of the screen that can take you to the previous or next page or the first or last page. You can click on the On-going, Academic Term, and Annual & Bi-Annual tabs on the right side of each page to jump back to the operations list at the beginning of the document. At the end of this document, there is a textbox where you can keep notes and blank list where you can create your goals and task.

Should you have any additional questions about the operations of your officer position that are not covered in this Operations Guide please feel free to e-mail the Chapter Service's staff at programming@lambdachi.org.

From all of us at Lambda Chi Alpha International Headquarters, we wish you the best going forward as you continue to promote the values and lessons of our Fraternity.

In ZAX,

A handwritten signature in black ink, appearing to read "Nick Zuniga".

Nicholas Zuniga
Director of Chapter Services
Lambda Chi Alpha Fraternity

Operations Guide

On-going Operations

Officer Task	Jump to Section	Frequency
1. Attend and participate in Alumni Advisory Board (AAB) meetings	Jump to Section	Monthly
2. Communicate regularly with undergraduate advisee(s)	Jump to Section	Weekly or Biweekly
3. Work with advisee(s) to develop, evaluate, and adjust goals	Jump to Section	Within the first month of each academic term, and as necessary
4. Attend regularly scheduled chapter meetings	Jump to Section	Monthly
5. Assist the High Pi in recruiting members to serve on the AAB	Jump to Section	As necessary
6. Participate in webinars and conference calls hosted by the Office of Administration	Jump to Section	As necessary
7. Work with the High Rho to participate in professional development programs and events	Jump to Section	As necessary



Operations Guide

Academic Term Operations

Officer Tasks	Jump to Section	Frequency
1. Attend and participate in the High Zeta Retreat	Jump to Section	Within the first month of each academic term
2. Meet with the Educational Leadership Consultant (ELC)	Jump to Section	Each academic term
3. Review the Educational Leadership Consultants report and assist the advisee(s) in creating a plan to complete the recommendations	Jump to Section	Each academic term



Operations Guide

Annual or Bi-Annual Operations

Officer Tasks	Jump to Section	Frequency
1. Assist advisee(s) in officer transitions	Jump to Section	Following officer elections
2. Review the Officer Academy modules with advisee(s)	Jump to Section	Every two years
3. Complete Lambda Chi Alpha's Volunteer Certification	Jump to Section	Every two years
4. Attend the Neville Advisor's College	Jump to Section	Every two years

Jump to Appendix
Supplementary material that
support each task required as an officer

Attend and participate in Alumni Advisory Board (AAB) meetings

An alumni advisory board (AAB) exists solely to improve Lambda Chi Alpha experience for the undergraduate chapter. Men who serve on the AAB are looking to give some of their time and knowledge back to the chapter.

Starting and maintaining an AAB is generally the responsibility of the High Pi and the High Rho, but again the High Alpha will be expected to play a highly visible role in the group's operations.

An alumni advisory board has four main objectives:

1. Act as mentors, counseling and guiding undergraduate members
2. Act as teachers to develop and refine fraternity related skills
3. Act as evaluators to help measure success and compliance with Lambda Chi Alpha's standards
4. Act as a cheerleader, offering encouragement and recognition for achievements by the chapter and individual members

Most chapters have some type of alumni advisory resources available to them. Often alumni involvement surfaces on a regular basis and is utilized by the chapter. In too many instances, however, a chapter has only a few alumni involved on a sporadic basis, and alumni become organized in advising the chapter only when the chapter's operations decline to the point of being life-threatening.

So why is a functioning alumni advisory board so important to the successful operations of a chapter or colony?

- a. It shows alumni commitment
- b. Provides a process for alumni involvement and help, which then becomes easier to manage and coordinate.
- c. Provides an experienced perspective by supplying the chapter with information, expertise and insight
- d. Provides regular and individualized officer support, training and advising
- e. Assists the chapter in making the "tough brotherhood" decisions by helping members develop self-discipline and responsibility
- f. Teaches techniques of good leadership
- g. Assists the chapter in working toward the achievement of its objectives and goals

Continued

Attend and participate in Alumni Advisory Board (AAB) meetings

- h. Assists the chapter in obtaining more alumni support and involvement
- i. Provides a better networking system, for both undergraduates and alumni
- j. It further strengthens the fraternal experience

Simply outlined, the purpose of an AAB is to work hand-in-hand with the chapter's officers, committees and members toward the goal of expanding the day-to-day operations and programs of the chapter.

Usually, the AAB is chaired by the High Pi. The AAB can contain anywhere from three to 15 alumni working closely with an officer or a committee. Ideally, an alumnus works only with one officer or committee in an area where he has a natural interest or expertise.

Alumni participation in the AAB will vary, but a good adviser will be in contact with his undergraduate officer twice a month by phone or e-mail, and will meet with the officer at least twice a term to have a more in-depth discussion. When possible, some more involved alumni will want to participate in High Zeta meetings, committee meetings, and chapter events.

The alumni advisory board itself should meet at least monthly (either in person or via phone). At the meetings of the AAB, discussion should center on how the alumni can help the chapter address some pressing problems, or how to help the chapter meet its current goals.

Example Alumni Advisory Board Meeting Agenda

1. Call to Order- High Pi
2. Advisor Report- each board member who directly advises an officer
 - a. How is the officer doing?
 - b. How is he progressing toward his and chapter's goals?
 - c. Upcoming events or programs
3. State of the Chapter/Colony- High Alpha or High Pi
 - a. Current challenges or issues facing the chapter
 - b. Successes
 - c. Long-term goals
4. Open Discussion
5. Schedule Next Meeting Time
6. Adjournment

Communicate regularly with undergraduate advisee(s)

As an alumni brother, your Alumni Advisory Board has finally gotten to the point where you are having one-to-one meetings with one of the chapter's officers. How do you get both yourself and this officer's program rolling from here?

The General Fraternity offers many valuable resources to assist chapter officers with their position. As an advisor to an officers you should be well versed in these resources as well as the position itself. Here are some tips to assist you in advising a member of the High Zeta.

1. **Review the Operations Guide:** Each High Zeta officer has an Operations Guide, commonly referred to as Ops Guide, provided to assist him during his term in office. The Ops Guide outlines each officer's duties and responsibilities separating them into operations. The operations fall into Basic, Advanced, or Exceptional tasks. In addition to listing each operation, the Ops Guide, allow officers to click, "Jump to Section," which provides a detailed explanation and examples for each task.

As the advisor for your High Zeta member(s), you should review the Ops Guide with that officer. This is a great way for you to better understand how the position has evolved as well as the responsibilities that fall upon that officer. In addition, this allows the collegiate officer to ask for your advice as he establishes goals to complete each task.

You can access your advisee(s) Operations Guide in the Documents Library in Officer Portal or in the library on Officer Academy. The guides are also published to the General Fraternity website.

2. **Review Officer Academy with your Officers:** Officer Academy is Lambda Chi Alpha online officer training and transitioning program. It has specialized modules for each officer to review explaining roles and responsibilities associated with that position. In addition, there are general modules for all officers to review which include event planning, laws and policies, and Lambda Chi Alpha today. As the advisor to a specific High Zeta member you should consider sitting down and reviewing the modules with him. This will allow you to gain a better understanding of how the position has evolved and the expectations associated with it. Additionally, it will allow the collegiate members an opportunity to ask you questions about the duties and responsibilities.

After each officer completes his specific and the general modules he should complete the certification. The certification consists of 25 questions which come from the general modules. Each officer has unlimited attempts to achieve a 90% on the certification within 60 days of taking office. As an advisor you have access to ALL of the modules but are not expected to review them all or to complete the certification. To access officer academy go to oa.lambdachi.org. Once there, you will use your Officer Portal user name and password. If you are having trouble accessing Officer Academy email programming@lambdachi.org.

Continued

Communicate regularly with undergraduate advisee(s)

3. **Access Officer Portal:** As an advisor you will have access to Officer Portal. Here you will be able to access a wide variety of documents which can assist officers with their duties. To access Officer Portal go to op.lamdachi.org. For steps to complete this process go to the Appendix.

Now that each brother of the Alumni Advisory Board is somewhat better oriented, how does one make sure each undergraduate officer is doing the job that the alumni are to assist and advise him on? There are a number of basics which each High Zeta officer should be doing as part of his program. If not, this becomes a good starting point for an alumni brother to assist the High Zeta officer in completing. Also important, the alumni brother can become the accountability builder which is often lacking in an undergraduate chapter.

Being an Advisor

As an Alumni Advisory Board member, you are an adviser, which means obviously that you should advise, and not do. The real part of the undergraduates' learning experience in Lambda Chi Alpha is when they interact as brothers within the chapter. They must function as the leaders and voting brothers. They must also be held responsible for their decisions.

The adviser's purpose is to advise on matters requiring an opinion from someone who has a more sophisticated background of knowledge concerning group dynamics, Lambda Chi Alpha, the school, and a basic knowledge of the resources available to officers and brothers.

The undergraduates should feel that the alumni adviser is a part of the chapter, but not one of the guys. They will make the ultimate decision on what advice to accept and what advice to reject. Consequently, when you do give advice, the undergraduates must have the respect for you which allows them to hear and understand what you are saying. Advising, therefore, is a true two-way communicating experience.

There are a number of other points that can be helpful in your role as an adviser.

1. **Use Caution When Necessary:** The Alumni Advisory Board should alert the chapter or an officer when they are about to make a decision before all known facts are gathered, or when the decision is in violation of the laws of Lambda Chi Alpha, institution, or state/province.
2. **Function as a Liaison:** There will be many times when an officer will need assistance in contacting the appropriate school official, another alumni brother, or resource person in the community.
3. **Work Closely with the Officers:** Certainly this is the main function of the Alumni Advisory Board. Yet, it should be emphasized that if the top 10 percent of the chapter, the High Zeta, can be enthused and want to learn, then the average chapter brother will also want to learn.

Continued

Communicate regularly with undergraduate advisee(s)

The open dialogue between the Alumni Advisory Board and the High Zeta will also help to provide the officers with the needed assistance so that they will be able to function more effectively as group leaders.

4. **Clearly Establish Your Role with the Chapter:** As should be addressed when the Alumni Advisory Board is first organized, the chapter and officers continually need to know and agree upon the roles of the alumni advisers within the structure of the chapter.
5. **Be a Role Model:** This should go without saying, but it is important to realize that the alumni adviser is a living illustration of the fact that fraternity affiliation continues after graduation, and that the values and principles taught in the chapter have very real application in the everyday world.
6. **Hold the Chapter to High Standards:** Help the chapter to develop high standards and advise the officers on holding the chapter to these standards. By doing so, the officers will look at this as a compliment and it will give what they do a sense of importance.
7. **Allow Mistakes to Be Made:** Easier said than done, but what distinguishes an adequate adviser from a good adviser is the ability to gauge the impact of the resulting disaster, and determine when intervention is not only desirable but necessary.
8. **Build on an Officer's Strengths:** An undergraduate's personality is largely developed by the time he reaches college, but what can be developed are his manners, behaviors, skills, and knowledge. Look at performance, not at promise, and focus on his strengths, and not his weaknesses.

It goes without saying that there will be many different situations to encounter from getting an Alumni Advisory Board started to being a good adviser. Certainly, the diverse situations are too great to cover individually and adequately here. However, in order for an Alumni Advisory Board to continue successfully, its members need to maintain its mission in benefiting the chapter and to understand that what they are doing is important. The hands-on, one-on-one type of advising is perhaps the greatest contribution of any alumni brother, and for the time and energy given, there are many who are grateful.

Have a face-to-face meeting with advisee(s)

It is important that you are taking the time to meet with your with your advisee(s) regularly. Ideally, these meeting would be in person but it may not be possible. It is recommended that you meet with your advisee(s) in person at least once a month. If that is not possible, a minimum of once an academic term.

The format of these meetings should cover what the officer's current projects, how he is progressing towards his goals, and you providing advice. It is important that you do not do the officers job for him, for this is a great learning experience for him; remember guide, don't decide.

Work with advisee(s) to develop, evaluate, and adjust goals

Goal setting is imperative for every chapter/colony of Lambda Chi Alpha no matter if the chapter/colony has excellent or poor operations. Each member of the High Zeta should set goals for each academic term. These goals should align with the overall chapter/colony goals and objectives. When an officer is creating his goals it is important to gain insight from the general membership to ensure that his goals align. Additionally, it is important that goals are SMART goals. For tips on creating SMART goals go to the Appendix.

As the advisor you should work with the advisee(s) to develop new goals and evaluate the goals he has established. Push him to make SMART goals that are realistic and that align with the values and mission of Lambda Chi Alpha. Remember that is not your opportunity to push your agenda but to educate and mentor your advisee(s).

It is good to evaluate these goals with your advisee(s) midway through each academic term to see how the officer and chapter/colony is progressing towards them.



Attend regularly scheduled chapter meetings

The chapter or colony you are advising should be hosting a weekly meeting to discuss the business of the Zeta. As a member of the Alumni Advisory Board your involvement should be limited. You should allow the High Zeta, particularly the High Alpha, to plan and conduct the meeting. Alumni Advisory Board members are not expected to attend all chapter meetings. The chapter meeting does provide you an insight to what is going on with the chapter as well as what is going on with your advisee.

You should strive to attend at least one meeting a month. For the brothers advising from afar it is understandable if you are only able to attend a few meetings each academic term.

A few characteristics of a successful and effective chapter meeting are the following:

Timely: weekly business meetings should not exceed an hour, with the exception of elections. To keep members engaged it is important that the meeting does not drag on longer than necessary. Encourage officers to come prepared. Additionally, encourage the High Alpha to utilize Robert's Rules of Order to keep the meeting moving and organized.

Professional: the chapter meeting is the one time a week where all the members convene to discuss the business of the Zeta. Important information should be shared during this meeting and it is important all members are paying attention. For the members to take this meeting seriously the chairman should maintain a professional environment and ensure that the proper decorum is being instituted.

Formal Meetings: The chapter or colony should be having a formal meeting once a month. A formal meeting means that the ritual for conducting a business meeting is being performed, as well as, members are coming dressed in badge attire (coat, tie, and brother badge/associate member pin).

Your High Alpha has access to a sample agenda for this meeting in his Operations Guide, but here is an agenda outline for your reference.

1. Call to Order
2. Creed of Lambda Chi Alpha
3. Roll Call
4. Approval of the last meeting's minutes
5. Guests
6. Officer Reports
7. Committee Reports
8. Old Business
9. New Business
10. Open Discussion
11. Adjournment

Assist the High Pi in recruiting members to serve on the Alumni Advisory Board

As a member of the Alumni Advisory Board, you should assist the High Pi in recruiting potential advisors to serve on the board. This board should consist of alumni brothers or non-affiliated individuals with the mission of assisting the High Pi in advising the chapter/colony and mentoring the individual members.

Ideally, the board would have enough members to advise each member of the collegiate, High Zeta so anywhere from 6 to 12 members. Note, it is preferred that members of the Alumni Advisory Board have been removed from the collegiate chapter for at least 3 years. Additionally, members of the board do not have to be initiates of the Zeta that they are advising.

An alumni advisory board has four main objectives:

1. Act as mentors, counseling and guiding undergraduate members
2. Act as teachers to develop and refine fraternity related skills
3. Act as evaluators to help measure success and compliance with Lambda Chi Alpha's standards
4. Act as a cheerleader, offering encouragement and recognition for achievements by the chapter and individual members

The responsibilities of the Alumni Advisory Board include:

- Advising collegiate officers and members, or areas of operations
- Attending at least one chapter event or meeting each academic term
- Attending regularly scheduled advisory board meeting (typically monthly, which this can be done through skype or other forms of communication)
- Assist and support the High Pi
- Connect with the officer(s) you advise bi-weekly, with one meeting in person each academic term. The other meetings can be through phone calls, video messaging, etc.

For more information about the Alumni Advisory Board review the Alumni Advisory Board Operations Guide.

Participate in webinars and conference calls hosted by the Office of Administration

The General Fraternity continually strives to support chapter advisors with the best resources and programming possible.

Periodically, the staff will host webinars and conference calls for chapter advisors to participate in. These calls provide advisors with updates about the General Fraternity and shares important reminders about upcoming deadlines.

Finally, these calls allow you to connect with other advisors, creating a support network that you can easily reach out to for advice.

For dates and more details about these webinars and conference calls, please email volunteering@lambdachi.org.



Work with the High Rho to plan and participate in alumni and professional development programming and events

The chapter/colony's High Rho serves as the Alumni Development Officer. One of his responsibilities is planning programming to further members' professional development. Some of these programs can include professional networking classes, appropriate social media activity, mock interviews, and resume building. When he is developing these programs he will be reaching out to the university's career services office but also to the AAB.

If you have insight and expertise in any of these areas you should work with the High Rho to participate. Additionally, if you know of any potential internships or first time jobs it is always great to share them with upper-class members who are looking for these experiences. Being a member of Lambda Chi Alpha has many advantages. One of the biggest is our large network of Brothers which falls in all professions creating endless possibilities for our newest alumni.

Finally, the High Rho will be working to plan and host events where alumni and collegiate brothers will interact. This can include events around homecoming or Founder's Day. As the High Pi he will mostly likely reach out to you to connect him with the existing alumni organizations as well as to connect with area alumni.

There are some important tips to keep in mind in planning an event for alumni members.

- Remember that these men may have many time commitments, and it is important to plan and invite alumni well in advance.
- Do not think about what the collegiate members want to do, think of what the alumni want to do. Plan an event that appeals to various age groups and is appropriate for all.
- Work through already engaged alumni. Alumni are more likely to respond to other alumni. Work with the alumni who are already volunteering with the chapter to reach out to other brothers from when they were a collegiate member.
- Send invitations through several forums. Remember not all alumni are tech savvy and it is important to communicate through several different forums to ensure maximum attendance.

Remember to work with the High Iota to properly complete an Event Planning Form in the appropriate time frame for events hosted by the chapter or colony. You should begin this process no later than 1 month prior to the event; 2 months out is encouraged.

Attend and participate in the High Zeta Retreat

The High Zeta Retreat is a working session held on or off campus in a setting free of interruptions.

Prior to establishing the agenda for the High Zeta Retreat, the Executive Committee should conduct an assessment of the strengths and weaknesses of the chapter to determine what areas most need to be improved. Once the strengths and weaknesses have been assessed a preset agenda should be established by the Executive Committee to focus on addressing the areas which need strengthening or improvement.

The High Alpha should work very closely with the High Pi and other volunteers, who may serve as a facilitator during various points of the retreat. The High Alpha should also speak with the High Pi and AAB about important topics that should be covered during the retreat. If there is something you would like to facilitate reach out to the High Alpha or High Pi.

Before the High Zeta Retreat, each High Zeta officer should prepare an outline of his proposed events for the academic term and suggested dates for the events to be placed on the chapter master calendar. As a member of the AAB you should assist the officers in setting his goals and events.

The agenda of the retreat should include:

- A review of the previous term's goals
- A S.M.A.R.T. goal setting session where at least 3 specific chapter and officer goals are developed to address the areas which need improvement
- Review the chapter's committee structure
- Develop the academic term's calendar
- Officer budget requests are reconciled and the academic term's budget is developed
- A session on event planning procedures is held
- A review of all laws and policies the chapter is expected to uphold, including campus policies, the Lambda Chi Alpha Constitution & Statutory Code, and FIPG Policies

Meet with the Educational Leadership Consultant (ELC)

Maximizing the ELC Visit

Lambda Chi Alpha's frontline resources for chapter assistance are the Educational Leadership Consultants (ELCs). These men are recent college graduates with outstanding records as fraternity members, campus leaders and scholars. Each ELC has accepted a two year assignment to work for Lambda Chi Alpha.

ELCs travel across North America, visiting two chapters a week to assist with programming, brotherhood and recruitment. The ELCs main job is to make the undergraduate experience at each chapter better. The ELC is not intended to be a cop or lawyer, although part of the job entails enforcing and explaining the policies passed by the Grand High Zeta and the General Assembly.

The ELCs spend three months in training at Lambda Chi Alpha's International Headquarters in Indianapolis. The ELCs learn the latest in fraternity management techniques, teaching skills and programming opportunities.

The ELC is scheduled to visit each chapter twice a year, once in the fall and once in the spring. If the High Alpha would prefer a specific time for the ELC visit, he should send a written request to Lambda Chi Alpha International Headquarters requesting a specific date for a visit and listing the reason why it would be beneficial to the chapter. Generally, most written requests are honored.

Getting the Most out of the Visit

Before the ELC arrives the High Zeta should evaluate the chapter/colony's strengths and weaknesses and identify some areas they would like assistance in improving. As High Pi, provide your perspective to the High Alpha on what areas the chapter should request assistance with. The ELC is available to deliver programming on nearly any fraternity-related subject so encourage the members to take full advantage of this opportunity.

As a member of the Alumni Advisory Board you are not required to meet with the ELC one on one, but if you would like this opportunity you are welcome to schedule a time with him. Keep in mind that the collegiate members take precedence. The High Pi may schedule a time with the ELC for the whole AAB to meet with him, and you should attempt to attend that meeting.

Review the Educational Leadership Consultant's report and assist the advisee(s) in creating a plan to complete the recommendations

The Educational Leadership Consultant (ELC) completes a detailed visit report after every regular consultant visit to the chapter. The ELC will provide a copy of his report to the chapter shortly after his visit, which will summarize the visit and outline recommendations for each officer.

The ELC visit report also audits the chapter's position for each of the Lambda Chi Alpha Chapter Operating Standards, as outlined in the Constitution & Statutory Code. Viewing at least the two previous consultant reports will give the High Alpha a clear picture of the chapter's status of the Chapter Operating Standards.

ELC Reports may also be used in the evaluation of a chapter officer. Has the officer implemented any of the suggestions of the ELC? Why or why not? The High Alpha should work to reinforce these recommendations with each officer. The recommendations listed in a consultant report are specific to each High Zeta officer, who discussed these tasks during his meeting with the ELC. Thus, few recommendations or suggestions from the ELC should come as a surprise to the chapter.

When preparing for an upcoming ELC visit, the High Zeta should review the recommendations of the last ELC and note which recommendations have been completed. This list of completed recommendations should be given to the ELC upon his arrival. Completed recommendations indicate that a chapter is working to improve.

As an advising member of the AAB you should review the ELC report each academic term. Then working with your advisee(s) to create a plan to address the areas and concerns made by the ELC which pertain to his office. Encourage your advisee(s) to incorporate these recommendations into his goals as he moves forward in his term.

Assist advisee(s) in officer transitions

Each year you will most likely transition to a new advisee(s). Ideally, they will be given an officer transition from the outgoing officer. As the advisor directly over that office you should assist in ensuring a good transition occurs. A transition should be planned and well thought-out by both the outgoing and incoming officer. In each officer's Operations Guide there is a transition checklist. Encourage your advisee(s) to utilize this checklist when completing transitions.

As the advisor you should work with the newly elected officer to ensure he fully understands his role and responsibilities. A great way to assist an officer is to review the modules on Officer Academy with him. There you will be able to answer questions or concerns about the position. Additionally, share what has and has not worked with the position in the past. The best thing about having an AAB is that the member can provide great insight to the position and what role it has played in the past. Remember to challenge officers to find the best way to do things and not just stick to traditions.

Review the Officer Academy modules with advisee(s)

Lambda Chi Alpha's premier online officer training program, Officer Academy (OA), is a self-guided program to prepare newly-elected chapter officers for their journey to lead their chapters. OA is designed to better educate officers about the roles, responsibilities, and duties of their office, as well as the Fraternity's governance and policies.

The website for Officer Academy is oa.lambdachi.org. Officer Academy works on all browsers

Each High Zeta member has specific modules where are created from their office. Following the chapter/colony officer election the newly elected officers should review their modules. The modules provide insight on how to best fulfill their roles and responsibilities. As the advisor to these officers you should review the modules with them; if you have the time. The each run about 15 minutes and have audio to accompany each page. Note, as the advisor you are NOT expected to complete the certification or review all the modules.

The Process for the High Zeta Officers/Executive Committee Members/AAB

1. Officer should first claim their Officer Portal account. Their Officer Portal username and password will give them access to Officer Academy.
2. Once they are able to login to Officer Academy they should begin view their modules. They will have officer-specific modules as well as general modules to complete.
3. Once they have reviewed all of their modules they should complete the certification. The certification consists of 25 random questions pulled directly from the modules. Each officer has unlimited attempts within 60 days to achieve a 90% on the certification. In addition, each officer has 60 days to complete the certification from the day they were put in office on Officer Portal (which is reported by the High Gamma).
4. If an officer DOES NOT achieve the 90% on either attempt within the 90 days he can try again but his certification WILL NOT count towards the RMA discount.
5. If all High Zeta Officers and Executive Committee members complete the certification, achieving at least a 90% the chapter/colony will receive a reduction to their Risk Management Assessment (RMA) saving the chapter some money.

Note the cut off dates for certifications to count towards the chapter's RMA is November 1st in the Fall and April 1st in the Spring.

If you have questions about Officer Academy email programming@lambdachi.org.

Complete Lambda Chi Alpha's Volunteer Certification

Each member of the Alumni Advisory Board should complete Lambda Chi Alpha's Volunteer Certification process. This ensure you understand the commitments associated with the role as well as allows the General Fraternity to make sure you are the right fit. Here are the steps to become a certified volunteer.

1. The High Pi should report you as a new member of the AAB. He will notify volunteering@lambdachi.org as well as report it through Officer Portal.
2. You should receive a link which will allow you to complete the volunteer certification.
3. After your certification is clear you will be recognized as a certified volunteer and should be able to access your Officer Portal and Officer Academy accounts.

If you have questions about this process you can email volunteering@lambdachi.org.

Attend the Neville Advisor's College

The Neville Advisor's College is an advisor training conference for High Pis, Alumni Advisory Board, Alumni Control Board, and House Corporation members. The focus is a more in depth look at advising today's collegiate men. The event offers a mix of large group, small group, panel discussions, and alumni networking to provide advisors the needed tools to be affect mentor to the chapter/colony.

As a member of the AAB you should attend the Neville Advisor's College every two years. Lambda Chi Alpha is always evolving and growing and this program allows you an insight to what is next for our organization.

To learn when the next Neville Advisor's College is, click [here](#).

If you have questions about this event or other alumni events email volunteering@lambdachi.org.

Claiming Your Officer Portal/MyLCA Account

Officer Portal is Lambda Chi Alpha's online administration portal and is important for communication between your chapter and the Office of Administration. Follow these three simple steps to claim your account on Officer Portal:

Step 1

- Go to op.lambdachi.org, then click "if you are an officer and don't have an account, click here to get your account."

Step 2

- Select your chapter of initiation.
- Enter your last name and first name at the time of your initiation.
- Enter your membership/roll number.
- Do not enter your date of birth if you have a roll number. If you are an associate member, you must enter in your date of birth. (DD/MM/YYYY).
- An email will then be sent to your email address that is on file for you.

Step 3

- Check your email for further instructions

The High Gamma and the High Alpha listed in Officer Portal are the only authorized users to make changes to the officer roster. Immediately following any officer elections or on the day of the official officer transitions, the High Gamma or High Alpha must complete the Report of Elections, otherwise officers may have a difficult time claiming their account and gaining access to Officer Portal and Officer Academy.

Please contact opsupport@lambdachi.org if you have any issues and need assistance.

SMART GOALS

- It begins with the word “to” and contains only observable action verbs such as:

a. Establish	f. Recruit
b. Create	g. Improve
c. Change	h. Sponsor
d. Present	i. Develop
e. Decide	j. Increase

- It reflects a SPECIFIC, identifiable results: something that you can MEASURE at the end of the academic term as having done or not.
- It is ATTAINABLE and REALISTIC, but represents enough of a challenge to make it worth working towards.
- It specifies a TIME or target date for accomplishment.

Examples of SMART Goals:

- To increase membership participation by 50 percent by the end of the academic term.
- To associate 15 men during the spring academic term.
- To collect all outstanding dues by April 15, 2013.
- To collect 8,500 pounds of food for the 2002 Food Drive.

Examples of non-SMART Goals:

- To have a fun brotherhood event. (What does fun mean? By when?)
- To improve member recruitment. (What would be considered improvement? By when?)
- To collect a lot of food for the North American Food Drive. (What is a lot of food? By when?)
- To create a scholastics committee. (By when?)

Questions/Concerns

If you have any questions about the specific content in this document, please contact:
programming@lambdachi.org.

If you are experiencing any technical difficulties with this document, please contact:
communications@lambdachi.org.

Visit Lambda Chi's Web Platforms

Website: lambdachi.org
Officer Academy: oa.lambdachi.org
Officer Portal: op.lambdachi.org
Member Portal: mylca.lambdachi.org

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