



**Sigma Nu Fraternity**

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# **Utilizing the Alumni Advisory Board Feedback**

**Alumni Engagement Series**



# Today's Presenter

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# Key Questions

- What is the Alumni Advisory Board Assessment?
- How does the Review Process work?
- How do we Measure Performance?
- How to Utilize Performance Feedback?



# What is the Alumni Advisory Board Assessment?

The Alumni Advisory Board Assessment is a multi-rater assessment program designed to benchmark each Alumni Advisory Board on a set of **Ideal Performance Practices** for operational excellence and provide feedback for developmental purposes



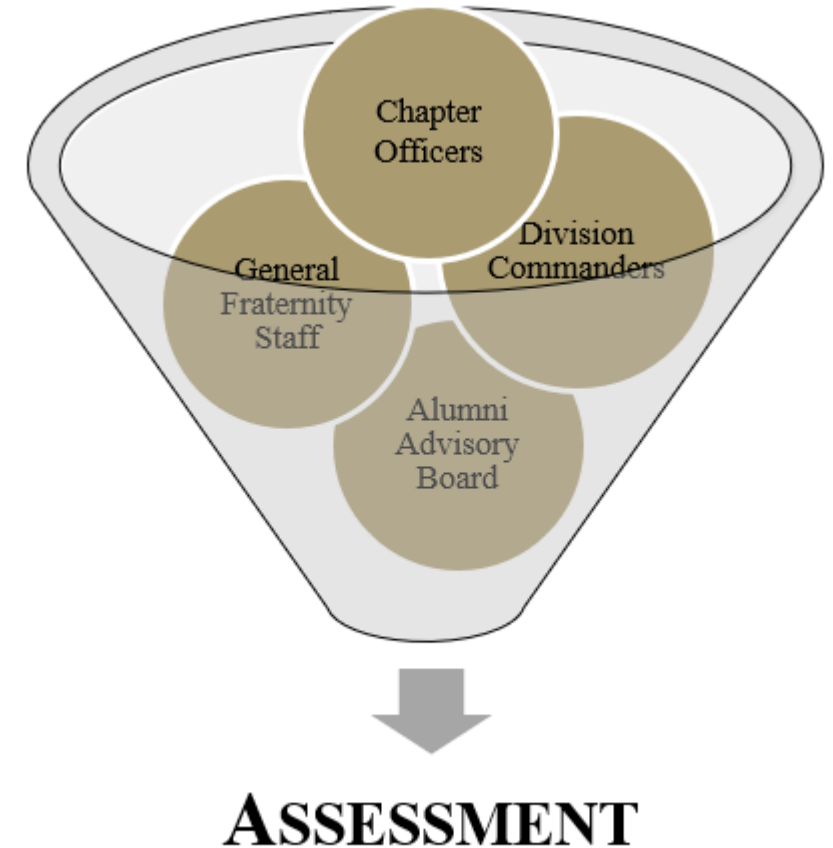
## Multi-Rater Review Process

**Alumni Advisory Board self-assessment survey**

**Alumni Advisory Board assessment for chapter officers** (included in the Pursuit of Excellence Program)

**Division Commander assessment survey questionnaire** of Alumni Advisory Boards in his Division

**General Fraternity staff assessment** conducted by the Leadership Consultant during each chapter consultation



## **Assessment Timeline**

- The Assessment takes place towards the end of the academic year (spring), in conjunction with Pursuit of Excellence self-assessment submissions
- Evaluation review takes place over the summer months
- Evaluation/Feedback returned late summer



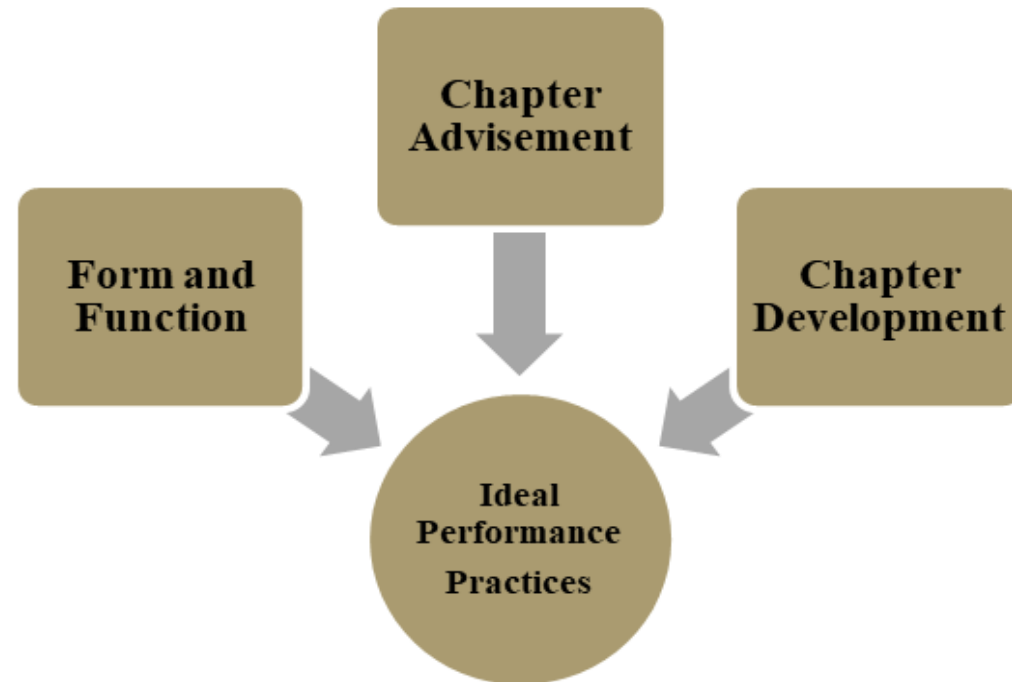
## How is Performance Measured?

### Ideal Performance Practices – Guideline for Operational Excellence

- To create consistency across assessments and ensure a focus on reviewing AABs individually rather than trying to rank Boards in relation to one another
- The information from the assessment will be communicated back to alumni leaders
- Leadership Consultants and Division Commanders will be able to use this feedback in planning and development for the academic year
- Feedback will be used to drive operational excellence

# How is Performance Measured?

## Ideal Performance Practices – Guideline for Operational Excellence





# Form and Function

*The make-up of the Alumni Advisory Board and its functions.*

Primary	Good	Very Good	Excellence
Three (3) advisors serve on the chapter's Alumni Advisory Board.	Four or five (4-5) advisors serve on the chapter's Alumni Advisory Board.	Six (6) advisors serve on the chapter's Alumni Advisory Board.	Seven (7) or more advisors serve on the chapter's Alumni Advisory Board.
Member(s) of Alumni Advisory Board attend chapter meetings once a month.	Member(s) of Alumni Advisory Board attend chapter meetings once a month.	Member(s) of Alumni Advisory Board attend chapter meetings twice a month.	Member(s) of Alumni Advisory Board attend chapter meetings every week.
Member(s) of Alumni Advisory Board attend all candidate and initiation ceremonies.	Member(s) of Alumni Advisory Board attend all candidate and initiation ceremonies.	Member(s) of Alumni Advisory Board attend all candidate and initiation ceremonies.	Member(s) of Alumni Advisory Board attend all candidate and initiation ceremonies.
Alumni Advisory Board meets quarterly or more to review goals and objectives.	Alumni Advisory Board meets quarterly or more to review goals and objectives.	Alumni Advisory Board meets quarterly or more to review goals and objectives.	Alumni Advisory Board meets quarterly or more to review goals and objectives.
Alumni Advisory Board continually identifies, recruits and trains new Board members to ensure the sustainability of the Board.	Alumni Advisory Board continually identifies, recruits and trains new Board members to ensure the sustainability of the Board.	Alumni Advisory Board continually identifies, recruits and trains new Board members to ensure the sustainability of the Board.	Alumni Advisory Board continually identifies, recruits and trains new Board members to ensure the sustainability of the Board.
Alumni Advisory Board reviews <u>The Law of Sigma Nu Fraternity, Inc.</u> , the <i>Risk Reduction Policy</i> , and college/university policy each year.	Alumni Advisory Board reviews <u>The Law of Sigma Nu Fraternity, Inc.</u> , the <i>Risk Reduction Policy</i> , and college/university policy each year.	Alumni Advisory Board reviews <u>The Law of Sigma Nu Fraternity, Inc.</u> , the <i>Risk Reduction Policy</i> , and college/university policy each year.	Alumni Advisory Board reviews <u>The Law of Sigma Nu Fraternity, Inc.</u> , the <i>Risk Reduction Policy</i> , and college/university policy each year.
Member(s) of Alumni Advisory Board meet with the Leadership Consultant during each consultation visit.	Member(s) of Alumni Advisory Board meet with the Leadership Consultant during each consultation visit.	Member(s) of Alumni Advisory Board meet with the Leadership Consultant during each consultation visit.	Member(s) of Alumni Advisory Board meet with the Leadership Consultant during each consultation visit.
	Member(s) of Alumni Advisory Board facilitate one (1) LEAD session or other leadership skill training workshop each year.	Member(s) of Alumni Advisory Board facilitate two-three (2-3) LEAD sessions or other leadership skill training workshops each year.	Member(s) of Alumni Advisory Board facilitate four (4) or more LEAD sessions or other leadership skill training workshops each year. 9

## Chapter Advisement

*How the Alumni Advisory Board is involved in the continued advisement of the collegiate chapter.*

Primary	Good	Very Good	Excellence
Individual advisors maintain monthly communication with their designated chapter officer(s) to offer mentoring/coaching advice.	Individual advisors maintain monthly communication with their designated chapter officer(s) to offer mentoring/coaching advice.	Individual advisors maintain biweekly communication with their designated chapter officer(s) to offer mentoring/coaching advice.	Individual advisors maintain weekly communication with their designated chapter officer(s) to offer mentoring/coaching advice.
	Member(s) of Alumni Advisory Board provide assistance in advising the Treasurer and his committee on finances.	Member(s) of Alumni Advisory Board provide assistance in advising the Treasurer and his committee on finances.	Member(s) of Alumni Advisory Board provide assistance in advising the Treasurer and his committee on finances.
	Member(s) of Alumni Advisory Board provide assistance in advising the Recruitment Chairman and his committee and reinforces the message communicated through Values-Based Recruitment.	Member(s) of Alumni Advisory Board provide assistance in advising the Recruitment Chairman and his committee and reinforces the message communicated through Values-Based Recruitment.	Member(s) of Alumni Advisory Board provide assistance in advising the Recruitment Chairman and his committee and reinforces the message communicated through Values-Based Recruitment.
	Member(s) of Alumni Advisory Board provide assistance in advising the LEAD Chairman and his committee in the implementation of the LEAD Program.	Member(s) of Alumni Advisory Board provide assistance in advising the LEAD Chairman and his committee in the implementation of the LEAD Program.	Member(s) of Alumni Advisory Board provide assistance in advising the LEAD Chairman and his committee in the implementation of the LEAD Program.
		Member(s) of Alumni Advisory Board provide assistance in advising the Social Chairman and his committee.	Member(s) of Alumni Advisory Board provide assistance in advising the Social Chairman and his committee.
		Member(s) of Alumni Advisory Board provide assistance in advising the Risk Reduction Chairman and his committee.	Member(s) of Alumni Advisory Board provide assistance in advising the Risk Reduction Chairman and his committee.

Ideal Performance Practices	Chapter Development			
	<i>How the Alumni Advisory Board is involved in the continued development of the collegiate chapter.</i>			
	Primary	Good	Very Good	Excellence
	Member(s) of Alumni Advisory Board assist and advise the chapter officers in completing the annual Pursuit of Excellence Program evaluation.	Member(s) of Alumni Advisory Board assist and advise the chapter officers in completing the annual Pursuit of Excellence Program evaluation.	Member(s) of Alumni Advisory Board assist and advise the chapter officers in completing the annual Pursuit of Excellence Program evaluation.	Member(s) of Alumni Advisory Board assist and advise the chapter officers in completing the annual Pursuit of Excellence Program evaluation.
	Member(s) of Alumni Advisory Board facilitate an officer transition workshop each election cycle.	Member(s) of Alumni Advisory Board facilitate an officer transition workshop each election cycle.	Member(s) of Alumni Advisory Board facilitate an officer transition workshop each election cycle.	Member(s) of Alumni Advisory Board facilitate an officer transition workshop each election cycle.
	Member(s) of Alumni Advisory Board facilitate a strategic planning session with measurable goals and objectives with the chapter leadership each year.	Member(s) of Alumni Advisory Board facilitate a strategic planning session with measurable goals and objectives with the chapter leadership each year.	Member(s) of Alumni Advisory Board facilitate a strategic planning session with measurable goals and objectives with the chapter leadership each year.	Member(s) of Alumni Advisory Board facilitate a strategic planning session with measurable goals and objectives with the chapter leadership each semester.
			Alumni Advisory Board monitors the chapter's progress towards the chapter's Pursuit of Excellence submission and becoming a Rock Chapter.	Alumni Advisory Board monitors the chapter's progress towards the chapter's Pursuit of Excellence submission and becoming a Rock Chapter.
				Alumni Advisory Board promotes chapter's participation in campus sponsored leadership development programs.



## What is the rating scale for the Alumni Advisory Board Assessment?

### Rating Scale

Achievement is rated on a four-point scale.

- **Primary**
- **Good**
- **Very Good**
- **Excellence**





# Feedback Report

## GENERIC ALUMNI ADVISORY BOARD SELF-ASSESSMENT CHAPTER DEVELOPMENT

	Response	Feedback
<b>Do member(s) of the Alumni Advisory Board assist and advise the chapter officers in completing the annual Pursuit of Excellence Program evaluation?</b>	Yes	Excellence
<b>Do member(s) of the Alumni Advisory Board facilitate an officer transition workshop each election cycle?</b>	No	Deficient
<b>Do member(s) of the Alumni Advisory Board facilitate a strategic planning session with measurable goals and objectives with the chapter leadership?</b>	Yes, once a year	Very Good
<b>Does the Alumni Advisory Board monitor the chapter's progress towards the chapter's Pursuit of Excellence submission and becoming a Rock Chapter?</b>	Yes	Excellence
<b>Does the Alumni Advisory Board promote the chapter's participation in campus sponsored leadership development programs?</b>	Yes	Excellence



### GENERAL FEEDBACK

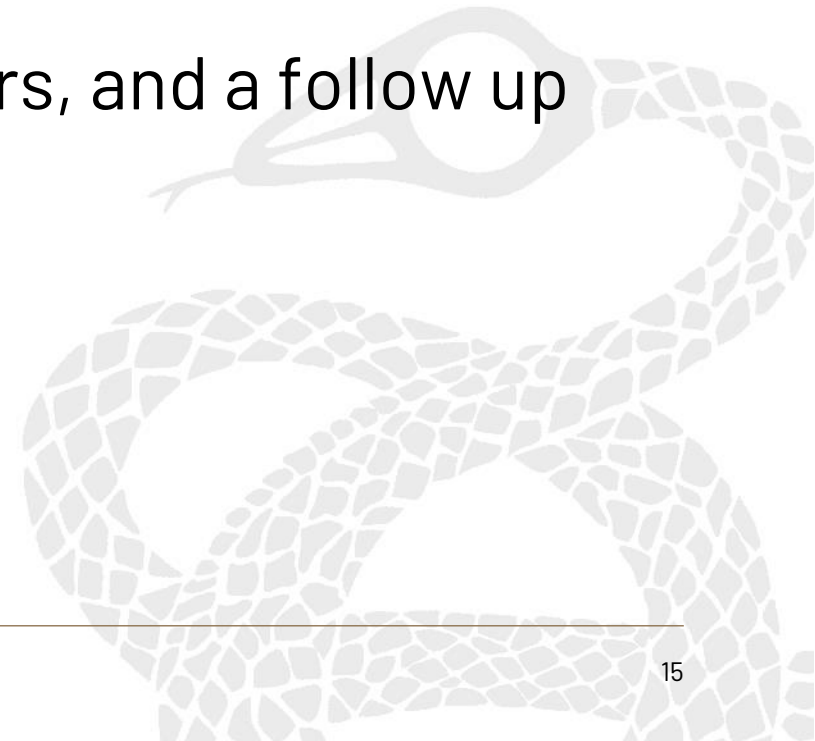
Your Alumni Advisory Board is an “Excellent” board and doing great things. The board should focus on completing the following Primary Functions this year:

- Work to increase the number chapter meetings attended by a member(s) of Alumni Advisory Board
- Meet quarterly (or more often) to review chapter goals and objectives
- Correspond with the Division Commander each semester to review chapter goals and objectives
- Increase communications with chapter officer(s) to offer mentoring/coaching advice
- Facilitate an officer transition workshop each election cycle
- Facilitate a strategic planning session with measurable goals and objectives with the chapter leadership each semester

## Program Benefits

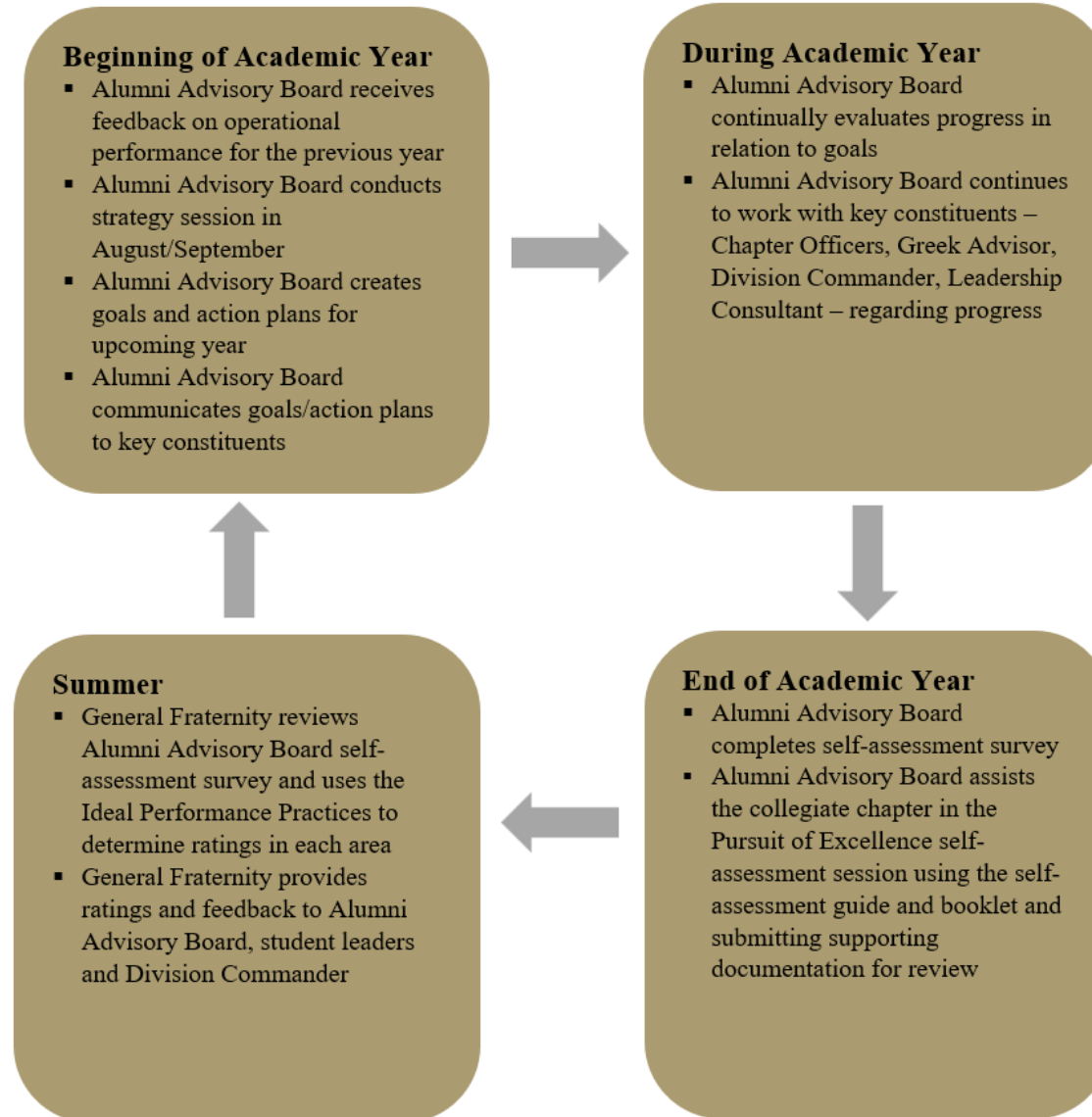
### **The program presents various benefits to the Fraternity:**

- Increased involvement and engagement from volunteers
- A better understanding of Alumni Advisory Board strengths and challenges emerge for improvement
- Increased feedback is provided to volunteers, and a follow up mechanism involves key constituents.





## Program Timeline







## **Beginning of Academic Year**

- Alumni Advisory Board receives feedback on operational performance for the previous year
- Alumni Advisory Board conducts strategy session in August/September
- Alumni Advisory Board creates goals and action plans for upcoming year
- Alumni Advisory Board communicates goals/action plans to key constituents



## **During Academic Year**

- Alumni Advisory Board continually evaluates progress in relation to goals
- Alumni Advisory Board continues to work with key constituents – Chapter Officers, Greek Advisor, Division Commander, Leadership Consultant – regarding progress





## **End of Academic Year**

- Alumni Advisory Board completes self-assessment survey
- Alumni Advisory Board assists the collegiate chapter in the Pursuit of Excellence self-assessment session using the self-assessment guide and booklet and submitting supporting documentation for review





## **Summer**

- General Fraternity reviews Alumni Advisory Board self-assessment survey and uses the Ideal Performance Practices to determine ratings in each area
- General Fraternity provides ratings and feedback to Alumni Advisory Board, student leaders and Division Commander



# Thank You!

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**Resource Links:**

- [Ideal Performance Practices](#)
- [Assessment Guidelines](#)
- [Resources for Alumni Advisory Boards](#)
- [Program History and Overview](#)
- [Assessment Program Frequently Asked Questions](#)

