

**FRATERNITY AND SORORITY LIFE
STANDARDS OF EXCELLENCE
2014**



UNIVERSITY OF CENTRAL FLORIDA

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Introduction

In spring 2013, the University of Central Florida's fraternities and sororities were placed on a Halt, due to a number of allegations of alcohol misuse and hazing. After bringing together fraternity and sorority leaders, Alumnae, faculty/staff members and key stakeholders throughout the university, our community identified 6 "Common Threads" we strive to achieve. UCF and the Office of Fraternity and Sorority Life provide a Greek experience in which students:

- ❖ Are safe, and embody of culture of care for one another
- ❖ Hold themselves and their fellow Greek community members to a standard of excellence
- ❖ Feel supported by and accountable to their Greek community
- ❖ Learn the mechanics and ethics of leadership
- ❖ Foster an environment of transparency and mutual trust between students, faculty and staff
- ❖ Are provided support and advisement from the national organization, local chapter and University professional staff

During the 2013-2014 school year, Fraternity and Sorority Life took the opportunity to rewrite the Standards of Excellence based on our new "Way Forward." With the assistance of a student committee, the Office of Fraternity and Sorority Life has completed the new Standards of Excellence (SOEs). SOEs will follow a three year plan:

- ❖ 2014-2015 School Year: Pilot Program
- ❖ 2015 Spring and Summer: Recommended changes will be considered
- ❖ 2015-2016 School Year: SOEs With Implemented Changes
- ❖ 2016-2017: Growth and Assessment Determined

Evaluation Process

All chapters are expected to adhere to the baseline requirements outlined in this document. For each of the five areas of focus; Academic Excellence, Civic Engagement, Leadership Development, Positive Relationships, and Risk Reduction Education, chapters are evaluated in two different ways.

PART I – *Standards of Excellence Submission:* The evaluation committee will determine whether the chapter has met the outlined criteria within each standard or based on members' ability to demonstrate how they have met the criteria in their submission packet.

PART II *Standards of Excellence Interview:* Each chapter's respective evaluation team will also consider the leaders'/members' ability to articulate and answer the developmental questions within each category. This component will ensure that students are making connections between what they are doing and the impact it has on their learning and overall fraternal experience.

Based on individuals' ability to do the above, the evaluation team will determine the chapter's score by using levels one, two, or three (three being the highest). Evaluations will occur in February and will require a formal interview between the evaluation team and representatives from each chapter. Results from the submission and interviews will determine the need for any necessary action or assistance from Fraternity & Sorority Life in addition to determining any recognition during the annual Greek Awards program.

Chapter Interview Overview

Why:

- Members will be able to make explicit connections between what they have experienced and how it has impacted their learning and engagement;
- Members will be able to honestly evaluate their chapter's performance;
- Chapters will receive unbiased, valuable feedback on areas for improvement, and;
- Chapters will be able to utilize evaluation team feedback in goal-setting for chapter operations.

How:

- This interview will require:
 - Honesty
 - Transparency
 - Creative problem solving
 - Effective communication
 - Strong analytical skills related to one's experience and chapter performance
 - Examination of values congruence
 - Examination of personal and social responsibility to connection to membership in a standards-based organization

What:

- Imagine an environmental scan meets job interview
 - In other words, chapters will provide evaluation teams with a clear understanding of what is going on inside the organization

Who:

- Cross representation from each chapter that can speak to one's experience from every year of progression (i.e., first year, sophomore, junior, senior, Neophyte, Prophyte, etc.)

When:

- Weeks of February 9-12 and February 16-19 (2015)

Greek Community *Standards of Excellence* Timeline

Fall 2014

August: Presidents' Meeting

- Wednesday, August 27th, 12pm
- Presentation to chapter presidents on the Standards of Excellence
- Discuss baseline expectations

September - November: Help Sessions for SOE Preparation

- September 9th & 11th - Academic Excellence
- September 23rd & 25th - Civic Engagement
- October 7th & 9th - Leadership
- October 21st & 23rd - Positive Relationships
- November 4th - Risk Reduction Education
- November 6th - General Assistance
 - Final time for questions and clarification of SOE submissions
 - Description and identification of SOE interview dates, times, and locations

December:

- December 12th, by 5pm: Final Hard - Copy Submissions Due to Fraternity and Sorority Life

Spring 2015

January:

- January 14th, 10am - 11:30am: SOE Team Training
 - Distribution of SOE submissions to evaluation teams
- January 20th & 22nd, 2pm - 3:30pm: Leadership Retreat
 - Presentation and discussion of SOE process with new and returning chapter presidents
 - Reiteration of description and identification of SOE interview dates, times, and locations
 - Presidents are required to attend ONE of these sessions

January - February: Preparation for Interviews

- Evaluation teams will read and review SOE submissions to prepare for interviews
- Chapter members prepare for their interviews

February: *Standards of Excellence* Interviews

- Please see schedule on page 7

February 20th, 10am-12pm: Compilation of Evaluation Team Feedback

March 9th – March 14th: Spring Break

March 30th – April 3rd: Distribution of SOE Feedback

April 9th, 6pm: President's Meeting

- Process questions related to SOE feedback
- Presentation of general themes related to the pilot program

Timeline Continued...

April 10th, April 17th, or April 24th: Greek Awards Ceremony Luncheon

- Recognition of *Standards of Excellence* Achievement

April: *Standards of Excellence* Follow-up Meetings (as necessary)

- Chapters that achieve Level 3 will have a follow-up meeting on April 14th at 6pm
- Chapters that achieve Level 1 or Level 2 will be notified individually for their first follow-up meeting with their SOE advisor

April 28th: Greek Report, with incorporation of *Standards of Excellence* results, is released

Evaluation Team Composition and Schedule

Evaluation teams will review the *Standards of Excellence* submissions from chapters, as well as assess the formal interviews that chapters complete on how they have met the outlined criteria for each section. Three evaluation teams will be identified, each overseeing 15-16 chapters. Each team will be comprised of the following members:

- One FSL Student
- One Member-At-Large (Student)
- One Faculty or One Staff
- One FSL GA
- One Residence Life FSL GA
- One Chapter Advisor
- One FSL Professional Staff Member

The Evaluation Review Team will be comprised of 21 members, with five members as possible alternates. Presentations will be held Monday-Thursday from 9am-1pm. Presentations will be held February 9-12 and February 16-19. The daily schedule is below:

Schedule

9am-10am	Chapter 1 Interview
10am-10:15am	Reflection
10:15am-11:15am	Chapter 2 Interview
11:15am-11:30am	Reflection
11:30am-12:30pm	Chapter 3 Interview
12:30pm-12:45pm	Reflection
12:45pm-1pm	Closing

Week 1:

Team 1: Monday & Wednesday

Team 2: Tuesday

Team 3: Thursday

Week 2:

Team 1: Monday

Team 2: Tuesday and Thursday

Team 3: Wednesday

Post Evaluation Period

The feedback provided to chapters in April should be taken into consideration for chapter operations and planning throughout the 2015-2016 school year.

The pilot *Standards of Excellence* program in February will identify levels of performance and achieved or not achieved baseline requirements for each chapter. Those chapters identified as not meeting the baseline criteria or receiving significant recommendations on chapter improvement from the Evaluation Team will participate in a follow-up meeting with Fraternity & Sorority Life professional staff in April. This decision will be communicated to chapters in their SOE Feedback in April. This meeting will serve to ensure that the chapter understands their need for improvement. Improvement needs are based upon the chapter's evaluation "levels". The levels and their requirements are as follows:

Level 1: Revitalization Plan

Statement: By end of March, chapters that are identified as a Level 1 Chapter will be placed on an FSL Chapter Improvement Plan. The organization meets bi-weekly with an FSL staff case manager to discuss chapter accountability and areas for improvement. By participating in the program, chapters will develop an improvement plan, which includes a Strategic Vision, goals for the organization's future, and strategies to advance their organization.

Level 2: Continued Progressions

Chapter identified as Level 2 Chapters will meet with an assigned "Greek Ally". This Greek Ally will be a professional UCF staff or faculty member who served on the Evaluation Team. After the committee and the Fraternity and Sorority staff determine what areas of improvement a chapter needs to focus on, the assigned Greek Ally will work with these chapters one on one. An initial meeting with the chapter leadership and Greek Ally will occur, however, further meetings and work will be determined on a case-by-case basis.

Level 3: Admirable Achievements

Chapters that are as identified as a Level 3 Chapter will attend one meeting with all Level 3 Chapters to praise and discuss ways to continue motivation. Chapter presidents and advisors will be invited to this meeting to better understand how they can continue to develop and maintain Level 3 status.

The 2015 *Standards of Excellence* program will identify the levels of success and achieved or not achieved baseline requirements for each chapter. Failure to meet all baseline criteria during the 2014 calendar year (evaluated and identified during the Spring 2015 semester of the *Standards of Excellence* program) will result in FSL contacting the chapter's national organization and the chapter will be noted as "not in good standing" with Fraternity and Sorority Life.

Baseline Requirements for the Office of Fraternity & Sorority Life

Through effective chapter management and communication, chapter leaders and members demonstrate that they take responsibility for the success and growth of their organization and are a viable and integral partner with the University, their national headquarters, and the community. The students have the ability to take care of overall operations and manage the process of running the operations of the chapters as well as the facility (if applicable). Thus, the following outlines baseline requirements for fraternities and sororities at the University of Central Florida to maintain registration as a Registered Student Organization (RSO). Failure to meet any of the baseline requirements will result in immediate action by FSL that could result in consequences including but not limited to: probation, educational interventions, suspension, and/or removal from University housing.

Requirements:

- Chapter must meet a minimum of level two in two of the five standards categories by the fall of 2015
- Chapter must provide FSL with a copy of its most current bylaws annually
- Chapter must provide FSL with a copy of its most current national risk management requirements annually
- Chapter must maintain a 2.5 term GPA each semester
- Chapter executive officer positions must maintain 2.5 cumulative GPA
- Chapter must submit the Hazing Compliance Form and Grade Release Form to FSL by the specified due date each semester
- Chapter is represented at monthly President's meetings by Chapter President or proxy
- Chapter sends required members as specified by FSL to Greek Leadership Challenge
- Chapter rosters must be updated by the specified due dates each semester
- Chapter must have at least one advisor with contact information on file with FSL
- Chapter must provide names and contact information for their Executive Board within two weeks post-election to FSL
- Chapter must have full required attendance at all mandatory Fraternity and Sorority Life and Council events
- Chapter must complete all Fraternity and Sorority Life paperwork in full and on time
- Chapter must complete the RSO registration process through Knight Connect each semester by the deadlines specified by OSI
- Chapter has a program in place to hold members accountable to chapter standards
- Chapter must abide by the following
 - All Local, State, and Federal Laws;
 - UCF Student Code of Conduct;
 - UCF Golden Rule;
 - Respective Council Constitution, Bylaws and Recruitment Bylaws;
 - All University Housing and Sub-lease Agreements
 - FIPG Policies Where Applicable; and
 - National/International Alcohol and Drug policies.

Academic Excellence

Fraternities and sororities at UCF must provide academic support for their individual members and be committed to the highest ideals of academic achievement. To do this, chapters will develop and maintain an academic program that will promote growth, recognition, and accountability for the organization and individual members.

Chapter Standards:

- ❖ *Level One:*
 - Chapter GPA is at or above 2.5 term GPA for both fall and spring semesters within the calendar year of evaluation
 - Each organization has a designated chapter leader focused on academics/scholarship
 - Chapter includes scholarship/academics programming within new member education/intake process
 - Chapter has a written scholarship plan
- ❖ *Level Two:*
 - Meets/exceeds all criteria within Level One
 - Chapter is above all men's/all women's term GPA respectively for both fall and spring semesters within the calendar year of evaluation
 - Chapter hosts programming related to academic success for members (i.e. time management, campus resources, study skills, etc.) ****Does not include study hours**
 - Chapter has written scholarship plan that includes incentives/recognition for those who achieve academically
- ❖ *Level Three:*
 - Meets/exceeds all criteria within Level Two
 - Designated chapter leader meets regularly with chapter support representative from FSL regarding scholarship
 - Chapter has a written scholarship program with an academic probation/intervention policy, term GPA requirements, and higher standards set for chapter officers
 - Chapter has goal setting program in place to assist all members with improving their grades

Chapter Development Questions:

- ❖ How does membership in your fraternity/sorority foster academic growth for chapter members?
- ❖ What do you do if members are not meeting chapter academic standards?
- ❖ How do you recognize both improvement and excellence in members' academic performance?
- ❖ What does your chapter do to ensure the academic success of new members/line members?
- ❖ Share your chapter's scholarship plan.
 - Be sure that your plan is comprehensive of all aspects of your program.
- ❖ Explain how academic excellence is instilled in your new member curriculum.
 - If you do not have new members, please include a hypothetical new member curriculum.
 - How do you introduce new members to campus resources, scholarship skills, and experiential learning opportunities?
 - If you incorporate a study hours program into your new member curriculum, expand on the accommodations for different learning styles and academic majors.
- ❖ Explain how academic excellence is instilled in your active member curriculum.
 - How do you encourage active members to utilize campus resources, develop study skills, and take advantage of experiential learning opportunities?
- ❖ How do you continue to engage active members in scholarship education?
- ❖ What types of incentives, if any, are offered?
- ❖ As a result of being a member of your chapter and national organization, how will your members engage in lifelong learning and gain transferable skills for career and professional development?
 - Thoroughly discuss the outcomes of involvement in your chapter.

- Provide clear examples of how your chapter intentionally develops your members throughout their time in your chapter.

Civic Engagement

Fraternities and sororities at UCF must promote and encourage a lifelong commitment to philanthropic endeavors, direct service, and practicing responsible citizenship among its members.

Chapter Standards

❖ *Level One:*

- Chapter sponsors at least one event per year that supports its national philanthropy or local cause
- Chapter educates members and community members on national philanthropy or local cause
- Chapter raises* enough money for a philanthropic cause(s) that is equivalent to at least \$25 per member per calendar year
- Chapter member must perform 10 hours of community service per member per calendar year
- Chapter can demonstrate how it supports other Greek chapters' service and/or philanthropic events/causes
- Service chair/position is subscribed to UCF Office of Service Learning newsletter
- Chapter organizes at least one direction service event for members per semester
- Chapter can demonstrate how it incorporates service/philanthropy in its new member/intake process

❖ *Level Two:*

- Meets/exceeds all criteria within Level One
- Chapter can demonstrate an ongoing effort to incorporate the idea of civic engagement to its members (e.g., workshops, guest speakers, programs, etc.) on various topics including but not limited to sustainability, voting, local/global issues, etc.
- Chapter raises* enough money for philanthropic causes(s) that is equivalent to at least \$50 per member per calendar year
- Chapter provides multiple opportunities for its member to participate in direct service
- Chapter members perform 20 hours of community service per member per calendar year
- Chapter can demonstrate how it supports the greater Central Florida community through philanthropic or service support
- Chapter can demonstrate how it incorporates civic engagement in its new member/intake process

❖ *Level Three:*

- Meets/exceeds all criteria with Level Two
- Chapter hosts multiple direct service opportunities for its member and has a formal reflection/discussion about the experience after each event
- Chapter has co-sponsored service and/or philanthropic events with other student organizations/departments on campus
- Chapter raises* enough money for a philanthropic cause(s) that is equivalent to at least \$100 per member per calendar year
- Chapter members perform 40+ hours of community service per member per calendar year

Chapter Development Questions

- ❖ How are you educating members on your service/philanthropy?
- ❖ What kind of service events has your chapter held and what type of reflection was done for these events?
- ❖ How does your chapter encourage members to be involved in their communities after graduation?
- ❖ How have these events helped your chapter engage in the community?
- ❖ How have you engaged the Greek community to raise awareness or educate your peers on various issues/causes?

* Chapter is in charge of organizing/leading an effort, (be it through single event or multiple events) to raise money. Does not include donations made by the chapter or individual members to another's event.

Leadership Development

Fraternalities and sororities at UCF encourage, support, and foster leadership among their members. We define leadership not by the position one holds, but rather by the values congruent actions that members take to contribute positively to the chapter and greater communities for which they are a part.

Chapter Standards:

❖ *Level One:*

- More than half of chapter members are involved in organizations other than their own chapter
- Chapter hosts one leadership-related program for all members once per semester
- Chapter can demonstrate how it incorporates leadership development in the new member education/intake process
- Chapter sends all new members/Neophytes to New Member Orientation each semester with the expectation that they remain for the entire length of the program
- Chapter hosts at least one program to educate members on the values and purpose of the organization
- Chapter officers set goals and objectives for the chapter

❖ *Level Two:*

- Meets/exceeds all criteria within Level One
- Members hold officer positions/leadership roles within organizations other than their own chapter
- Chapter has some type of transition retreat for outgoing and incoming officers after each election cycle
- Chapter can articulate how leadership opportunities are consistently provided to the chapter (e.g., Pledge Class Officers, Committee Chairs, Assistant Chairs)
- Chapter hosts ongoing programming to educate members on chapter values and purpose
- Chapter supports having its members participate in leadership development opportunities (e.g., Leadership Certificate Program, Futures Quest, Leadership Academy, UIFI, headquarters-based activities, etc.)
- Chapter officers have at least one retreat per semester that includes chapter evaluation and goal setting activities

❖ *Level Three:*

- Meets/exceeds all criteria within Level Two
- Chapter has consistent leadership development program that incorporates a formal reflection process to help members develop as leaders
- Chapter can articulate how chapter programming, decisions, and behaviors are congruent with their organization's values
- Chapter officers continually revisit and reevaluate goals and objectives, making changes accordingly
- Chapter has a thorough understand of and can articulate its organization's values and the meaning behind them

Chapter Development Questions

- ❖ How does your chapter cultivate leadership in its newer members?
- ❖ How does the chapter's leadership programming reflect the chapter's values?
- ❖ Describe how your chapter defines leadership on campus and within your chapter.
- ❖ What do your chapter members gain from being a part of other organizations?
- ❖ How does your chapter promote its values both internally and externally?

Positive Relationships

Fraternalities and sororities at UCF must contribute positively to the various communities for which they are a part, such as the Greek community, UCF community, and city of Orlando. To do this, chapters must develop and uphold a healthy and safe environment that promotes brotherhood and sisterhood, while creating and maintaining partnerships with various constituents.

Chapter Standards

❖ *Level One:*

- Chapter maintains regular communication with FSL throughout the year
- Chapter hosts a minimum of two structured, substance free brotherhood/sisterhood events each semester
- Chapter hosts a minimum of two substance free socials each semester with another fraternity or sorority
- Chapter can articulate how it supports other fraternities/sororities on campus
- Chapter hosts at least one event per year for alumni
- Chapter's new member/intake program incorporates education around alcohol consumption, hazing, and other high risk behaviors

❖ *Level Two:*

- Meets/exceeds all criteria within Level One
- Chapter's new member/intake program incorporates education on the various councils within the Greek community (i.e., Panhellenic, IFC, NPHC, and DGC)
- Chapter can articulate how brotherhood/sisterhood is achieved within the organization and how members build/foster positive relationships internally
- Chapter hosts another alumni event in addition to Homecoming and engages alumni with the use of communication (e.g., newsletters, emails, etc.) at least once per calendar year
- Chapter hosts a structured risk management program, utilizing a source outside of the chapter, once per calendar year to inform members on various elements of risk management

❖ *Level Three:*

- Meets/exceeds all criteria within Level Two
- Chapter actively collaborates with other officers and/or student organizations on programs/events
- Chapter is knowledgeable about and has developed relationships with chapters from all four councils
- Chapter hosts/attends programming on topics relating to health and wellness at least once per semester
- Chapter actively engages alumni throughout the calendar year through programming and ongoing communication

Chapter Development Questions

- ❖ What has the chapter and its members gained as a result of interactions with alumni, University offices, other chapters, and other student organizations?
- ❖ How does your chapter define and foster brotherhood/sisterhood within the organization and the Greek community?
- ❖ How does the chapter incorporate what is learned from various risk management and wellness programming into its daily operations?
- ❖ Is the chapter effectively communicating and establishing relationships within Fraternity & Sorority Life?
- ❖ How does your chapter promote a safe and healthy environment?
- ❖ How does your chapter contribute positively to the Greek community? To UCF?
- ❖ When educating members about other councils, what type of information is being provided?

Risk Reduction Education

The safety of our students is of the utmost importance. To ensure student safety, the Office of Fraternity and Sorority Life has invested in a Coordinator of Risk Reduction and hosts a generous amount of educational workshops and programs, including but not limited to, National Hazing Prevention Week, Moratorium workshops, etc. The Office of Fraternity and Sorority Life holds its students to a high standard and expects chapters to provide additional risk reduction resources to its members.

Chapter Standards

❖ *Level One:*

- Chapter completes all fall and spring Moratorium requirements on time and in full
- Chapter has the required attendance requested at all Greek Council Risk Management events
- Chapter reports all risk management issues/problems to the Office of Fraternity and Sorority Life in a timely manner
- Chapter completes minimum requirements at 85% of all additional mandatory risk management programs hosted by the Office of Fraternity and Sorority Life
- Chapter works with the Coordinator of Risk Reduction to ensure all events and programs follow proper procedures, guidelines, and rules

❖ *Level Two:*

- Meets/exceeds all criteria within Level One
- Chapter completes minimum requirements at 100% of all mandatory risk management programs hosted by the Office of Fraternity and Sorority Life
- Chapter hosts at least one (1) mandatory hazing workshop for its members (at least 85% of the chapter is in attendance)
- Chapter hosts at least one (1) mandatory self-care/wellness workshop for its members (at least 85% of the chapter is in attendance)
- Chapter hosts at least one (1) mandatory workshop for its members on the topic of “group responsibility” (at least 85% of the chapter is in attendance)

❖ *Level Three:*

- Meets/exceeds all criteria within Level Two
- Chapter completes each of the workshops stated in Level Two during both the fall and spring semesters
- Chapter leadership has met with Student Rights and Responsibilities in order to provide additional programming to their membership
- Chapter leadership has met with Wellness and Health Promotions Services (WHPS) in order to provide additional programming to their membership
- Chapter hosts at least one (1) risk management workshop/presentation and opens it to other chapters and Registered Student Organizations (RSOs) (at least 85% of the chapter is in attendance)

Chapter Development Questions

- ❖ How is your chapter providing continued risk reduction education to its membership?
- ❖ What has the chapter and its members gained as a result of participation in the required risk reduction programming, as well as through the additional programming provided by the chapter?
- ❖ How has the chapter membership’s participation in risk reduction programming helped to increase brotherhood/sisterhood?
- ❖ How does the chapter incorporate what is learned from various risk management and wellness programming into its daily operations?
- ❖ How is the risk reduction of chapter members reduced through their membership of your organization?