Strategically Managing Alumni Chapters| Date 04.19.2017
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Questions

Q: How are you training your volunteers in the Regional Networks for their specific roles?
Ans: When possible we conduct in person training sessions. We have created a power point that outline all expectations, for volunteers and staff, and reviews the available resources. We will walk them through the resources online and usually show them how to use the email tool.

Q: How do you recruit chapter leaders/chairs?
Ans: If there is an existing group we work with current leadership to find new leaders. If not we will see if anyone in the association and/or division has recommendations. If we have no leads we will put out a 'call for leadership' via email.

Q: What was the review process, internally, with campus colleagues when it came to the resources posted for volunteers (i.e.-finance office reviewing fundraising guidelines, etc.)?
Ans: All of the processes are dictated by the alumni association so there is not a need to review with other campus departments. We have an in-house finance team of two fulltime people and our policies are the same as the foundation's.

Q: Is there any online space for your alumni in which they can be self-directed in their exploration of building connections vs. your established chapters and networks.
Ans: We have several one-time volunteer opportunities (like commencement and a few special events) that we will promote to alumni directly from time to time, not via the groups.

Q: Also- does the staff review the emails prior to sending to regulate branding and to check for editing needs?
Ans: The system does not allow for this. We do offer to approve the content first but don't require it.

Q: Do you manage the schedule for the chapters to send email blasts? or do they just send whenever they want?
Ans: We provide training on frequency and best practices for email communications and then allow them to manage their own communications.

Q: How often do your groups or chapters have events where attendees are not registering to attend via iModules?
Ans: Events like socials, happy hours and watch parties would not require an RSVP. Most events do not require and RSVP.

Q: Are you tracking their engagement in their records; if so, how?
Ans: We do not track event attendance in records. We do track leadership.

Q: Are you using the Groups platform in iModules when giving the volunteers access to the online email tool?
Ans: Yes. The email tool the volunteers access in through imodules.

Q: What does your travel stipend look like for those coming to the leader weekend?
Ans: We have not determined yet for 2017. For 2016 there was no stipend for local leaders, $100 for Florida leaders not local, $200 for east coast/Midwest groups and $400 for western groups.

Q: Do you use Facebook and/or LinkedIn to support these chapters/societies?
Ans: The groups are all required to have at least a Facebook page that they manage themselves. We will promote large group events on alumni association social media.

Q: How do the chapter leaders within one chapter communicate and share files with each other? email? Dropbox? Etc.?
Ans: Each group decides for themselves. The most popular tool is Google Drive, but some do prefer Dropbox.

Q: How do you define your tiers?
Ans: As we move through our program the tiers are changing slightly. They started out as chapter/societies vs. networks and are now organically being organized by activity level. The issue we are facing now is to classify/tier by current activity level or intended activity level. The levels we created six months ago are established, emerging, developing, inactive and new.