

Template for assessment team campus visit

The basic premise of a campus visit is that it will be unique, based upon the analysis of the pre-visit material and that an assessment team will determine ahead of time who needs to be interviewed individually and who needs to be interviewed as part of a focus group. There are a few ground rules:

- Whenever possible, interviews will be scheduled 30 days in advance of the visit at a place and time that is most convenient to the interviewee,
- appreciation should be expressed at the beginning of each interview for the interviewees' investment in the process, and the purpose of the process must be explained at the outset,
- each interviewee must be assured that their responses will not be singled out in the final written report,
- the interviews should be "green light" interviews with no right or wrong answers identified within the confines of the interview,
- the standard interview, including focus groups, should be no longer than 50 minutes in length,
- at least two assessment team members should be a part of each interview.
- questions should focus on obtaining knowledge that will lead to the five outcomes identified by the coalition:
 - Developing Positive Interpersonal Relationships
 - Leadership Development
 - Build & Strengthen Social IQ, Citizenship, & Service Learning
 - Retention & Graduation of Members
 - Effective Campus Interface to and support of the Fraternity/Sorority community
- What follows is a basic template realizing that certain answers may be explored further with additional questions.

President of the College/University

This is a required protocol if the president is available. Unless the president has an agenda or just wishes to chat, the visit should be held to 5 minutes with a brief statement of what the assessment team hopes to accomplish and thanking the president for the opportunity to work for the greater good of the entire university community.

There may be times where the president has been active in his/her fraternity/sorority and wants to speak to one or two particular points. Certainly, the assessment team is in no hurry and will listen attentively, engaging in a give and take as appropriate.

Vice President of Student Affairs/Dean of Students

A sincere greeting and stated appreciation for the opportunity to work together/partner for the greater good of the university community. The team chairperson should briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the time line.

How can the interpersonal relationships be strengthened between:

- 1) the fraternity chapters
- 2) the sorority chapters
- 3) the undergraduate councils
- 4) the Fraternity/Sorority community as a whole and the Office of Fraternity/Sorority Life/administration
- 5) the Fraternity/Sorority community and the faculty
- 6) the chapter advisors/alumni and the university

How can the Fraternity/Sorority community members take more of a leadership role on the campus?

How can the Fraternity/Sorority community partner with the university to retain a higher percentage of students?

How can the Fraternity/Sorority community partner with the university to graduate a higher percentage of students?

How can the Fraternity/Sorority community take a more pro-active role in alcohol education on the campus?

What is the university's investment in the Fraternity/Sorority community?

Is the investment commensurate with the return being received from Fraternity/Sorority alumni?

What partnering actions need to be taken between the university and national organizations to take the Fraternity/Sorority community to the next community and what does the next level look like?

What do you want to tell us about the Fraternity/Sorority community that you haven't?

Faculty Members

This interview should normally be done in a focus group setting. A sincere greeting should be exchanged with the faculty members in attendance. The

assessment team chairperson should briefly emphasize the purpose of the assessment, summarize what they hope to accomplish and establish a timeline.

Should faculty members serve as academic advisors to fraternity and sorority chapters?

What is your opinion of Fraternity/Sorority member's academic performance?

What is your opinion of Fraternity/Sorority undergraduate's contribution to the campus?

How can interpersonal relationships between the Fraternity/Sorority community and the university be strengthened?

How can interpersonal relationships between Fraternity/Sorority alumni and the university be strengthened?

What steps should the university take to strengthen the Fraternity/Sorority community?

Fraternity/Sorority Professional

A sincere greeting for the opportunity to provide support to the campus community should be made clear at the outset of the conversation. Emphasis should also be made that during the closing session a summary discussion will take place as will a preliminary discussion of possible plan(s)-of-action and a timeline to complete the report.

Is the current recruiting process, both formal and informal, resulting in the recruitment of top students?

What is the status of the current relationships?

- a) between the fraternity chapters
- b) between the sorority chapters
- c) between the undergraduate councils
- d) between the Fraternities/Sororities and the administration
- e) between the alumni and the administration

Is there a corresponding alumni network for the umbrella organizations?

What actions is the administration taking to:

- a) improve academic performance
- b) decrease/prevent dysfunctional behavior
- c) decrease the existence of an alcohol culture

How is the Fraternity/Sorority community partnering to increase the retention rate and graduation rate?

What vehicles is your office using to communicate with the various components of the Fraternity/Sorority community?

What dialogue exists between your office and Inter/National organizations?

What is the expected outcome from such communications?

Are the outcomes being measured?

What do you view as your primary responsibilities to the Fraternity/Sorority community?

Are these responsibilities being met? How are they measured? How are the successes communicated to the Fraternity/Sorority community?

What additional tools does your office need to be successful?

Undergraduate Councils Leadership

This interview will be done in a focus group setting. After an exchange of greetings, the assessment team chairperson will share the purpose of the campus assessment, summarize what the team hopes to accomplish, and review the timeline.

What is the present status of interpersonal relationships between:

- a) the fraternity chapters
- b) the sorority chapters
- c) all fraternities and sororities
- d) the different undergraduate councils
- e) the chapters and their inter/national organizations
- f) the chapters and their faculty advisors
- g) the chapters and their chapter advisor
- h) the chapters and their housing corporation
- i) the chapters and the university community

Are members of the Fraternity/Sorority community the leaders on the campus?

How are you measuring that?

What actions are being taken by the Fraternity/Sorority community to increase university retention rates? Do you know what the retention rate is?

What actions are being taken by the Fraternity/Sorority community to increase graduation rates? Do you know what the graduation rate is?

How would you characterize the Fraternity/Sorority community's relationship with the office of Fraternity/Sorority life?

What additional tools does the office of Fraternity/Sorority life need to be successful?

Chapter Presidents

This interview should normally be done in one focus group setting providing there are 20 or fewer presidents in attendance. With more than 20 interviewees, multiple focus groups should be used. After an exchange of greeting, the assessment chairperson will share the purpose of the campus assessment, summarize what the team hopes to accomplish, and review the timeline.

How do you communicate with the other chapter presidents, both fraternity and sorority?

What is your relationship with the various undergraduate councils?

What is your relationship with your Inter/National organization?

What is your opinion of the recruitment/intake process, both formal and informal? Is it successful? How are you measuring success?

Are the members of your chapter active in university life outside the chapter? Why or why not?

What do you think of the current judicial hearings process?

What do you think of the current campus award process? Is this positive competition?

What does your chapter do to increase the campus retention rate? Do you know what the retention rate is?

What does your chapter do to increase the campus graduation rate? Do you know what the graduation rate is?

What support do you receive from the office of Fraternity/Sorority life?

What are the goals of the office of Fraternity/Sorority life?

What changes should be made in this relationship?

What additional tools/resources should be provided to the office of Fraternity/Sorority life?

What pro-active measures are being taken to eliminate dysfunctional behavior with the chapter...hazing/alcohol/sexual assault, etc.?

Faculty Advisors

This interview should normally take place in a focus group setting. After an exchange of greetings, the assessment team chairperson will share the purpose of the campus assessment, summarize what the team hopes to accomplish and review the timeline.

What is your role with the chapter you advise?

What should your role be?

Is the university positive and supportive of your efforts to assist the chapters?

What training have you received?

What type of evaluation process is used to provide you with feedback?

What actions can your chapter take to increase retention rates and graduation rates?

Chapter Advisors

The interview should normally take place in a focus group interview setting when there are 20 or fewer advisors in attendance. With more than 20 interviewees, multiple focus groups should be used. After an exchange of greetings, the assessment team chairperson will briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the timeline.

How would you describe the interpersonal relationships between:

- a) your chapter and other Fraternity/Sorority organizations on the campus,
- b) your chapter and the undergraduate councils,
- c) your chapter and the Office of Fraternity/Sorority Life,
- d) you and other chapter advisors,
- e) you and your Inter/National organization
- f) your chapter and the greater university community

What actions is your chapter taking to improve their cumulative GPA?

What actions is your chapter taking to improve retention rates? Do you know your present retention rate?

What actions is your chapter taking to improve graduation rates? Do you know your present graduation rate?

What action is your chapter taking to increase member activity on the campus?

What action is your chapter taking to participate in community service and/or philanthropy activities?

What is your opinion of the campus judicial process?

What is the responsibility of the office of Fraternity/Sorority life? Is(are) it being met? What additional tools does the office of Fraternity/Sorority life need to be successful?

Housing Corporation Officers

With 20 or fewer interviewees, this should take place in a focus group setting. With more than 20 interviewees, multiple focus groups should be used. After an exchange of greetings, the assessment team chairperson should briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the timeline.

What is your present interpersonal relationship with the administration?

What is your present interpersonal relationship with other housing corporations on the campus?

What are your biggest challenges at this time?

How can your physical plant become more of an advantage in the recruitment of members?

Independent (Non-Affiliated) Students

This interview should be done in a focus group setting. After an exchange of greetings, the assessment team chairperson should briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the timeline.

For this question, I would like you to think nationwide. When you hear "fraternity/sorority", which word or words come to mind?

For this question, I would like you think of your campus only. When you hear “fraternity/sorority”, which word or words comes to mind?

What is the main reason you have not joined a Fraternity/Sorority?

What are the main assets that a Fraternity/Sorority brings to this campus?

What are the main challenges facing the Fraternity/Sorority organizations on this campus?

Do the fraternities or sororities do a good job of communicating with non-fraternity/sorority and the community as a whole what they are all about?

New Members

This interview should be done in a focus group setting with 1 new member from each campus chapter. Multiple focus groups should be utilized if there are more than 20 interviewees. After an exchange of greetings, the assessment team chairperson should briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the timeline.

In just a handful of words, why did you become a member of your chapter?

What role did alcohol play in your recruitment/intake?

What is your opinion of the recruitment/intake process, both formal and informal?

What is your relationship with the other chapters on the campus and undergraduate councils?

How many of you are involved in organizations outside your chapter and which ones are they?

What are your chapter’s goals?

Public Safety Officials (campus and city)

Normally, this will be a very brief interview with a maximum of four interviewees and then only if you have a city and campus fire marshal, as well as a city and campus police chief. After an exchange of greetings, the assessment team chairperson will briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the timeline.

What is your current interpersonal relationship between:

- a) your office and the individual chapters
- b) your office and the undergraduate councils

- c) your office and the Inter/National organizations
- d) your office and the Office of Fraternity/Sorority Life
- e) your office and chapter advisors

What are your major concerns with the Fraternity/Sorority community?

Director of Housing

This will normally be a very brief interview. After an exchange of greetings, the assessment team chairperson will briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the timeline.

What is your current interpersonal relationship between:

- a) your office and the individual chapters
- b) your office and the undergraduate councils
- c) your office and the Inter/National organizations
- d) your office and the Office of Fraternity/Sorority Life
- e) your office and chapter advisors and housing corporation officers

What are your major concerns with the Fraternity/Sorority community?

Director of Health Center

This will normally be a very brief interview. After an exchange of greetings, the assessment team chairperson will briefly emphasize the purpose of the assessment, summarize what they hope to accomplish, and review the timeline.

What is your current interpersonal relationship between:

- a) your office and the individual chapters
- b) your office and the undergraduate councils
- c) your office and the Inter/National organizations
- d) your office and the Office of Fraternity/Sorority Life
- e) your office and the chapter/faculty advisors

Does your office provide university-wide education opportunities in the areas of hazing, sexual assault, depression, alcohol use?

What are the major health issues on this campus? What are the resources offered by this unit?

What concerns do you have of the Fraternity/Sorority community?

Assessment Team Review

Following the various interviews (number of interviews will vary by campus) the assessment team will meet and review their notes. This meeting will take from 1 to 4 hours depending on the information gathered and the experience of the team. The purpose of the meeting is to begin the initial analysis of the overall health of the Fraternity/Sorority community and what steps if any should be taken to strengthen it and overcome the challenges. At the end of the meeting, the team should be in a position to discuss their analysis with the office of Fraternity/Sorority life and the vice president of student affairs.

A meeting time block should be set aside for the meeting with the office of Fraternity/Sorority life and the vice president of student affairs in the morning of the day of departure of the team. Length of the meeting will vary depending on the size of the campus and other miscellaneous factors.

At the beginning of the meeting a quick review should take place of the overall purpose of the campus assessment...a review of the entire Fraternity/Sorority community, not the identification of individual chapters which may or may not be challenged and for which specific issues may have been raised. It should be noted that no individuals or chapters will be identified in the final report.

A verbal presentation will be made by the assessment team identifying specific points as they relate to the five desired outcomes. This presentation should be balanced. Input from the university attendees should be welcomed at this time. At the conclusion of the discussion some tentative plan(s)-of-action may have been agreed upon. A review of the future timeline will also be agreed upon in regards to the receipt of the assessment team's draft report and the expectation of timely feedback regarding the draft report from the university with the subsequent issuance of the final report. It should also be mentioned that in the event consensus cannot be reached on a particular plan-of-action, a minority report may be included in the final report.