



Standards of Excellence 2023 - 2024

Table of Contents

Introduction	3
What are the Standards of Excellence?	3
What is the purpose of this packet?	3
What will chapters gain from taking part in the Standards of Excellence?	3
Incentive.....	4
Standards of Excellence	4
Scholarship	4
Leadership	5
Civic Engagement.....	6
Membership.....	6
Risk Management & Prevention	7
Timeline.....	8
Standards of Excellence Point Break Down	9
Standards of Excellence Level Recognition.....	12
Accountability Measures	12
Appendix A: Academic Success Plan	13
I. New Members.....	13
II. General Members	14
III. Programs & Resources	14
Appendix B: Program Evaluation	15
Appendix C: Leadership Program Topic Suggestions.....	16
Appendix D: Transition Manual Considerations	17
Appendix E: Membership Retention Plan.....	17
I. New Members.....	18
II. General Members	18
III. Goal Setting.....	18
Appendix F: Chapter Leadership Goals.....	19
Appendix G: Statement of Risk Management & Prevention	20
Appendix H: Community Service Hour Log.....	21

Introduction

What are the Standards of Excellence?

The *Standards of Excellence* Initiative at Sacred Heart University is set to recognize member chapters of the fraternity & sorority community for outstanding commitments in a variety of value-aligned areas. Academic excellence, leadership & membership development, civic engagement, diversity, equity & inclusion and risk prevention and management are core to an enlightened and full fraternity & sorority experience. By setting standards for chapters to meet, the fraternity & sorority community will continue to grow and develop together while reaching for excellence in everything pursued. These standards were developed by the Office of Fraternity & Sorority Life to unleash the potential of students within the fraternity & sorority community and encourage chapters to promote their own accomplishments.

What is the purpose of this packet?

This packet serves as a resource for chapters looking to achieve excellence on the various standards outlined within. While outlining the standards, providing resources to meet and exceed the standards and detailing the criteria for assessment, this packet will be each chapter's essential handbook to promoting success throughout the year in the established categories. This process will allow chapters to: 1) Complete a self-evaluation of the previous year; 2) Help the University recognize those high-achieving organizations while also identifying those who may need additional support; and 3) Measure the overall impact of the FSL Community.

What will chapters gain from taking part in the Standards of Excellence?

The *Standards of Excellence* initiative will allow students within in the fraternity & sorority community to...

- Critically examine the membership experience and improve or build upon it.
- Analyze the operations and practices of one's chapter through core values of Fraternity & Sorority Life at Sacred Heart University.
- Enhance the experience of members within chapters based on continuous innovation and goal setting.
- Create a fraternal experience rooted in excellence and community-set standards and the values of respective national organizations.

- Develop individual members and chapters through various forms of leadership and opportunities for growth.
- Be eligible for awards at either the Fraternity & Sorority Life Awards Banquet and/or the annual Campus Life Leadership Awards Ceremony.

Incentive

- The award of *Chapter of the Year* will be given to one fraternity and one sorority who achieves the highest score through the final presentation as part of this initiative.
 - If there is a tie between two chapters, the tiebreaker will be determined by a simple majority vote of the three Sacred Heart staff member committee hearing the presentations.
- Through the completion of these initiatives and its corresponding score, paired with member nominations, chapters will be given greater consideration for other chapter- and individual-based awards at the annual Fraternity & Sorority Life Awards Banquet.
- Each Spring semester, before the Fraternity & Sorority Life Awards Banquet and the Campus Life Leadership Awards Ceremony, chapters will conduct a presentation of no longer than 20-minutes to a panel of three (3) Sacred Heart staff members to highlight their accomplishments and to be awarded a score based off the criteria listed within this document.
 - There should be no more than three chapter members conducting the presentation.
 - Chapters will be required to submit their presentation by an assigned date TBD by OFSL. Once the presentation is submitted, no changes will be made to ensure fairness to all chapters.

Standards of Excellence

Scholarship

Academic achievement is the most noteworthy accomplishment a chapter can make. Therefore, it is vital for chapters to have systems in place to acknowledge and support the academic goal(s) of each member. Knowing this, chapters are encouraged to:

- A. Complete and implement their own Academic Success Plan. ***See Appendix A as a guide.***
All Academic Success Plans must:
 1. Be submitted to the Office of Fraternity & Sorority Life by the designated date.
 2. Be presented to the chapter with provided proof of presentation at time of submission so members are aware of their academic expectations.

- i. Proof can be a copy of whatever presentation is given to the chapter, a copy of the chapter minutes when plan was reviewed, or other.
- 3. Set a minimum *cumulative* GPA standard of no lower than a 2.0 for each member
 - i. It is up to the discretion of each chapter to determine the minimum cumulative academic requirement for each of its members.
 - ii. **Note:** The cumulative GPA requirement for each student to be eligible to register for recruitment is still 2.5.
- 4. Create GPA goals for the chapter as a whole to achieve.
- B. Consider creating incentive plans for those who academically excel and provide additional support for those who fall below their designated cumulative GPA requirement.
- C. Meet or exceed the all-men's or all-women's average GPA, respectively. Chapters who fail to meet or exceed this set GPA should include measures to improve the chapter's GPA in the academic plan, which is to be submitted to the Office of Fraternity & Sorority Life.

Leadership

Involvement in a fraternity or sorority provides one of the greatest opportunities to offer and sustain a greater sense of belonging to a college community. A strong, positive image of a chapter comes from a group of strong and committed leaders. Knowing this, chapters are encouraged to:

- A. Collect an involvement roster to reflect at least 50% of membership as actively involved in any other extracurricular activity in addition to their chapter.
- B. Implement an intentional and in-depth officer transition program.

See Appendix D as a guide.

Note: If your HQ provides you with their own transition forms or materials, please use those instead.

- C. Participate in leadership programs, at least once per academic year, sponsored by the Office of Fraternity & Sorority Life, SHU, national organizations' headquarters or by national governing bodies (NIC, NPC, etc.)
 - 1. Chapters are also encouraged to host their own leadership programs for members and the Sacred Heart student body. ***See Appendix C as a guide.***
 - 2. Any program hosted by the chapter should include a program evaluation once the program is completed.
- D. Incorporate leadership development opportunities into the new member education process for new members to pursue leadership development information and/or experiences.

- E. Compile a list of chapter goals to be completed throughout the academic year.
- F. **Bonus Point:** Chapters will receive +1 point in Leadership for every member that opts into the *Emerging Leader Institute*. (more details to come on this once the year starts)

Civic Engagement

Philanthropy and community service enable members of a fraternity and sorority to leave a greater, lasting impact on the local, national and global communities, thus creating a larger sense of fulfillment. Knowing this, chapters are encouraged to:

- A. Set a minimum number of service hours completed by at least 50% of members every semester.
- B. Host their own **community service** event to give back to the community every semester.
 - 1. When hosting an event, a Philanthropy/Service Program Evaluation must be submitted to the Office of Fraternity & Sorority Life upon completion of service.
 - a. **Note:** FSL will not count hours completed during table times towards community service hours.
 - b. Chapters are encouraged to work with the *Office of Community Engagement* (HC 109) to seek out service opportunities in the local communities.
- C. Host their own **philanthropy** event to raise money for charitable causes every semester.
 - 1. When hosting an event, a Philanthropy/Service Program Evaluation must be submitted to the Office of Fraternity & Sorority Life upon completion of event.
- D. Keep track of philanthropic dollars raised and community service hours completed throughout the academic year. **See Appendix H as a guide.**
 - 1. **Note:** If your HQ provides you with their own tracking form, please use that document instead.
- E. **Note:** Membership participation in other philanthropic and community service events not sponsored by your own chapter is encouraged to maintain strong community bonds.

Membership

A fraternity or sorority member feels the most fulfilled when the chapter provides opportunities to sustain and enhance the brotherhood/sisterhood experience. Knowing this, chapters are encouraged to:

- A. Submit an updated roster by the designated dates (provided on page 11) before and after the recruitment seasons for each semester, when applicable, in *SHU Engage*.
- B. Implement its own Member Retention Plan. **See Appendix E as a guide.**
- C. Hold at least one (1) brotherhood/sisterhood event each semester.

1. If completed, submit a program evaluation for the event to the Office of Fraternity & Sorority Life.
- D. Hold at least one workshop or training on any Diversity, Equity and Inclusion (DEI) topic with at least 75% of members in attendance every year. This can be provided by each chapters' Inter/National Headquarters, National Governing Councils, Sacred Heart University or another external partner.
 1. Chapters who would like help brainstorming topics can consult with the Office for Inclusive Excellence.
- E. Actively engage with chapter alumni at least once per semester. This can include but is not limited to:
 1. Newsletters—digital or in print (and provide a copy to OFSL)
 2. Networking events
 3. Annual brotherhood/sisterhood events where alumni are specifically invited
- F. Submit the required *New Member Education Plan* and meet with either the Director or Assistant Director by designated date and receive approval. **All plans must include:**
 1. Date, time and location of each education session
 2. Date, time and location of **every new member-specific activity**. This includes but is not limited to: Pre-Initiations, Inductions, Big/Little Reveal, Initiation, etc.
 3. A brief description of what will be reviewed and/or taking place at every education session or activity
 4. Names of any general members or external guests in attendance and why
- G. Submit the required *Initiation Confirmation Form* within two business days of the last member's initiation to OFSL with all required signatures.
- H. Retain an average of 90% of new members from all recruitment periods during the academic year.
- I. **Note:** Membership participation in other Sacred Heart-sponsored events is encouraged to enhance connection to the Sacred Heart Community.
- J. **Bonus Point:** Chapters will receive +1 point in Membership for every IFC or Panhellenic officer represented from their chapter. (Points awarded based off the formal elections process every December, or, when applicable, through Special Election).

Risk Management & Prevention

The overall health and safety of each chapter member should be the number one priority for all chapter events at all times. Knowing this, chapters are encouraged to:

- A. Abide by the guidelines set for by their inter/national headquarters and Sacred Heart University for risk prevention and management. This includes abiding by the Student Code of Conduct, Student Handbook, Office of Fraternity & Sorority Life Policies and Procedures etc.

- B. Complete their own Statement of Risk Management and preventative Risk Management Goals. ***See Appendix G as a guide.***
- C. Provide opportunities for educational programs such as alcohol and other drug use, sexual misconduct and mental health with at least 75% of members in attendance. This can be provided by each chapters' Inter/National Headquarters, National Governing Councils, Sacred Heart University or another external partner.
- D. Provide opportunities within New Member Education (i.e., specifically for new members) on the topics alcohol and other drugs, sexual misconduct and mental health. This can be provided by each chapters' Inter/National Headquarters, National Governing Councils, Sacred Heart University or another external partner.
- E. Hold members accountable through appropriate procedures/standards when risk is increased at chapter-sponsored functions while also adhering to University policies that exceed the scope of the IFC and/or Panhellenic Judicial Processes. These are noted in the University Student Handbook.

Timeline

Submission Date	Item to Submit
<i>Fall 2023</i>	
Monday, August 28 (first day of classes)*	Chapter Roster (Pre- Recruitment)
Tuesday, September 5	Academic Success Plan
Tuesday, September 12	Proof of Implementation of Academic Success Plan
Tuesday, September 12	Chapter Leadership Goal Submission
Monday, September 25	Membership Retention Plan
Monday, September 25	Statement of Risk Management and Prevention and Goals
Panhellenic – Friday, September 15 (last day to submit) IFC – Monday, September 25 (last day to submit)	New Member Education Plan
Panhellenic – Monday, September 25 IFC – Monday, October 2	Chapter Roster (Post- Recruitment)
Monday, December 11	Leadership Program Evaluation(s)
Monday, December 11	Community Service Hour Tracker and corresponding program evaluation(s)
Monday, December 11	Brotherhood/Sisterhood Program Evaluation(s)

Chapters will not be permitted to resume operations until a complete and fully accurate roster is submitted.

Submission Date	Item to Submit
<i>Spring 2024</i>	
Tuesday, January 16 (first day of classes)*	Chapter Roster (Pre- Recruitment)
Friday, January 26 – Panhellenic Friday, February 2 – IFC	New Member Education Plan (if applicable)
Wednesday, February 21	Chapter Roster (Post- Recruitment)
Monday, April 8	Leadership Program Evaluation(s)
Monday, April 8	Community Service Hour Tracker & corresponding program evaluation(s)
Monday, April 8	Brotherhood / Sisterhood Program Evaluation(s)
Monday, April 8	Involvement Roster

Standards of Excellence Point Break Down

The *Standards of Excellence* initiative has an overall point total of one-hundred and twenty (120) points across its five categories—Scholarship, Leadership, Civic Engagement, Membership and Risk Management & Prevention. In order to meet the overall standard of excellence, each chapter must achieve at least eighty four (84) points and then at least seventy percent (70%) of points to meet the standard from each section.

It will be the responsibility of the chapter to provide documentation or verification at the end of the year presentation for any portion of the below metrics.

Note: Criteria below have been marked with either a ^D to indicate there is a document to submit in addition to discussing the item in the final presentation. Criteria marked with a ^P indicates item should just be discussed during final presentation without documentation.

Scholarship: 30 Total Points

Completed Fall 2023	Completed Spring 2024	Score	Item
		___/6	Chapter created and implemented an Academic Success Plan ^D
		___/6	Chapter submitted GPA Goals (included in your Academic Success Plan) ^D
		___/6	Chapter created a plan to help aid those who fall behind in GPA (included in your Academic Success Plan) ^D
		___/6	Chapter created an incentive for those who academically excel (included in your Academic Success Plan) ^D

Completed Fall 2023	Completed Spring 2024	Score	Item
		___/6	Chapter is at or above the all men's or all women's average GPA ^P

Leadership: 20 Total Points

Completed Fall 2023	Completed Spring 2024	Score	Item
		___/4	Met the suggested 50% threshold of involvement outside the chapter and designated where members are also involved ^D
		___/4	Members participated in at least one leadership development program hosted by SHU, OFSL or HQ (can be completed either semester) ^P
		___/4	The executive board has completed and submitted a set of goals they would like to achieve for the year ^D
		___/4	The executive board implemented and completed an effective transition process for incoming officers when your officer transition occurs ^P
		___/4	Chapter implemented leadership development opportunities in its new member education process ^P

Bonus Point(s)		Number of members who opt into the <i>Emerging Leader Institute</i> (1pt per member). ^P
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Civic Engagement: 20 Total Points

Completed Fall 2023	Completed Spring 2024	Score	Item
		___/4	At least 50% of membership met or exceeded the minimum number of community service hours determined by the chapter each semester. Proof of hours completed also submitted ^D
		___/8	Chapter hosted at least one community service event each semester. Chapter submitted program evaluation ^D
		___/8	Chapter hosted at least one philanthropic event each semester. Chapter submitted a program evaluation ^D

Membership: 29 Total Points

Completed Fall 2023	Completed Spring 2024	Score	Item
		___/2	Chapter submitted an updated roster before and after Recruitment in <i>SHU Engage</i> ^D
		___/2	Chapter submitted a complete New Member Education Plan and received approval ^D
		___/4	Chapter held least one workshop or training on any Diversity, Equity and Inclusion (DEI) topic with at least 75% of members in attendance ^P
		___/4	Chapter created and submitted a membership retention plan ^D
		___/4	Chapter hosted at least one brotherhood or sisterhood event each semester. Chapter submitted program evaluation(s) ^D
		___/4	Chapter submitted Initiation Confirmation Form on time with all required signatures ^D
		___/5	Chapter met the average of 90% new member retention rate over the course of the academic year. ^P
		___/4	Chapter actively engaged with alumni at least once per semester ^P

Bonus Point(s)		Officer representation on the IFC or Panhellenic Executive Board (1pt per officer) ^P
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Risk Management & Prevention: 21 Total Points

Completed Fall 2023	Completed Spring 2024	Score	Item
		___/5	Remained in good standing with their inter/national headquarters and the Sacred Heart University student handbook for clubs/organizations ^P
		___/5	Submitted a statement of Risk Management and goals form ^D
		___/5	Provided an educational program concerning the topic of alcohol and other drugs, overall well-being, sexual misconduct etc. for members each academic year with at least 75% of active membership in attendance. Can be provided by National Organization, SHU, OFSL or other external partner. ^P
		___/6	Provided opportunities within New Member Education on the topics alcohol and other drugs, sexual misconduct and mental health (2pts per topic) ^P

Standards of Excellence Level Recognition

116 – 120+ points	Platinum Level Standard of Excellence	<ul style="list-style-type: none"> • Certificate of recognition • Letter to HQ and area advisor(s) that chapter meets Standards of Excellence • Recognition on OFSL Chapter Dashboard
108 – 115.5 points	Gold Level Standard of Excellence	<ul style="list-style-type: none"> • Certificate of recognition • Letter to HQ and area advisor(s) that chapter meets Standards of Excellence • Recognition on OFSL Chapter Dashboard
96 – 107.5 points	Silver Level Standard of Excellence	<ul style="list-style-type: none"> • Certificate of recognition • Letter to HQ and area advisor(s) that chapter meets Standards of Excellence • Recognition on OFSL Chapter Dashboard
84 – 95.5 points	Bronze Level Standard of Excellence	<ul style="list-style-type: none"> • Letter to HQ and area advisor(s) that chapter meets Standards of Excellence • Recognition on OFSL Chapter Dashboard
83.5 points and below	Chapter does not meet Standard of Excellence	See next page for accountability measures

Accountability Measures

If a chapter does not meet the minimum threshold within the *Standards of Excellence*, the following accountability measures will be taken to get the chapter back on track:

First year not meeting the Standard:

- Notification to National Organization and area advisor(s)
- Chapter will be invited to create an action plan with Director or Assistant Director of Fraternity & Sorority Life

Second subsequent year not meeting the Standard:

- Notification to National Organization and area advisor(s)
- Chapter will be invited to create an action plan with Director or Assistant Director of Fraternity & Sorority Life
- Chapter president and FSL staff will review chapter operations of areas requiring most improvement and look for improvements
- Chapter will not be eligible for FSL chapter-specific awards

Third subsequent year not meeting the Standard:

- Notification to National Organization, area advisor(s) and invitation to HQ staff to meet with FSL staff and chapter executive board
- Chapter will be invited to create an action plan with Director or Assistant Director of Fraternity & Sorority Life
- Chapter president and FSL staff will review chapter operations of areas requiring most attention and look for improvements
- Chapter will not be eligible for FSL chapter-specific awards

Appendix A: Academic Success Plan

Please complete the following with information regarding your chapter's specific efforts to promote academic success and scholarship with members. All areas should be completed with accurate information and we recommend goals follow "**WOOP**" (**w**ish, **o**utcome, **o**bstacle, **p**lan).

1. Identify a **wish** that seems challenging but attainable
2. Identify the best **outcome**
3. Identify the greatest internal chapter **obstacle(s)** that could prevent the outcome
4. Make a "if...then" **plan** on how to overcome obstacle(s) so it cannot get in the way

This plan should be submitted in *SHU Engage* by the designated date. ***To be used as a guide.***

I. New Members

1. How will your chapter incorporate academic success and importance into the recruitment process?

2. How will your chapter actively encourage academic success and importance among new members?
3. How will your chapter hold new members accountable to their academic goals during the new member process?
4. How will your chapter transition new members to the rigor of Fraternity & Sorority Life's academic commitments and standards?

II. General Members

1. How will your chapter actively encourage academic success and importance among general members?
2. How will your chapter support those in need of additional academic assistance in order to meet established goals?

III. Programs & Resources

1. What programs will your chapter offer to new members on academic success?
2. What programs will your chapter offer to active members on academic success?
3. How will your chapter recognize members for academic achievements?
4. How will your chapter make new and active members aware of resources available to them in order to ensure academic success?
5. How will your chapter utilize resources outside of the chapter itself (on/off campus) to promote academic success?
6. If your chapter currently meets or exceeds the all men's or all women's average GPA, what systems will you maintain or put in place to ensure your chapter remains successful?
7. If your chapter currently does not meet the all men's or all women's average GPA, what systems will your chapter implement to ensure the GPA is met by the end of the current semester and academic year?

Appendix B: Program Evaluation

Please check one of the following standards that this program fulfills:

- | | |
|-------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Academic Success | <input type="checkbox"/> Civic Engagement |
| <input type="checkbox"/> Leadership | <input type="checkbox"/> Membership |
| <input type="checkbox"/> Risk Management & Prevention | <input type="checkbox"/> Philanthropy |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Community Service |

This form should be completed by the chairperson for the event in consultation with the chapter president. This form should be submitted in *SHU Engage* by the provided due date given in the timeline for standards depending on the standard met.

Date of Program	Location of Program	Title of Program	Total Number of People in Attendance

Please provide answers to the following questions in an attached document or printed below.

1. What was the goal of this program?
2. How effectively did this program meet the above goal(s)?
3. What can be done in the future to improve this program if held again?

Appendix C: Leadership Program Topic Suggestions

Listed below are possible topics for leadership development programs as referenced by *bullet point C* under **Leadership**. Chapters are not required to provide a program on the following topics but chapters wishing to use one of the following topics may consult with the Office of Fraternity & Sorority Life, their local/ (inter)national headquarters or another external partner for resources and additional information to help with execution of the program.

- Accountability
- Building Community
- Building Trust
- Career Development
- Communication
- Conflict Management
- Diversity, Equity & Inclusion
- Emotional Intelligence
- Ethics and Personal Integrity
- Goal Setting
- Leadership Style
- Leading Change and Innovation
- Living Your Ritual
- Marketing Your Fraternity/Sorority Experience
- Motivating Groups of People
- Non-Positional Leadership
- Teamwork and Unity
- Time Management/Stress Management
- Value Congruency and Identification

Appendix D: Transition Manual Considerations

Below are some questions and items to consider if compiling information to give during a transition program or in a physical manual. All considerations are not required to be a part of the transition process but are intended to be helpful when organizational leadership transitions incoming officers.

To be used as a guide.

Questions to Consider:

- What are your main responsibilities?
- What went well this year?
- What should continue to be implemented?
- What resources have helped you in this position?
- What goals did you set and accomplish this semester? What goals did you not accomplish and why?
- What can the new officer in this position do to make the role more impactful? Make functions of the job easier?
- What were some obstacles you faced in this position this year? How did you overcome them?
- What do you wish you would have known at the start of your position?

Additional Items to Consider:

- A list of helpful contacts you used in your position
- A timeline of events for responsibilities for your position. This includes preparation work, actual events and deadlines
- Budget information as to where, when and how much money was spent
- Social media calendars and when advertisements were sent for events
- Any additional documents or information that could be helpful for the next person in your position
- Sacred Heart-specific requirements:
 - How to use Pioneer Planner
 - How to order food through Chartwells
 - When/what does Risk Management need to approve when planning an event?

Appendix E: Membership Retention Plan

Retention is the continuous effort made to keep members engaged and a part of your organization from Bid Day to Graduation.

Please complete the following information in regards to how your chapter will retain members throughout the year and submit in *SHU Engage* by the designated date. ***To be used as a guide.***

Note: If your HQ provides their own document to help with membership retention, use that document instead of this form.

I. New Members

1. After distributing and accepting bids, how will your chapter make efforts to retain new members throughout the new member process AND in their first semester as an initiated member of the chapter? (talking about time-commitments in interviews, setting up studying schedules, etc.)
2. What will your chapter do to ensure an environment of inclusivity for new members?
3. How will your chapter incorporate its values into the new member process?

II. General Members

1. How will your chapter make efforts to retain general members from semester to semester; year to year?
2. What will your chapter do to incorporate its values into regular chapter proceedings?
3. How will your chapter encourage participation from senior members looking toward graduation?

III. Goal Setting

1. What goals does your chapter have for retaining all members (new and general) for the coming year?

Appendix F: Chapter Leadership Goals

Please provide the goals your chapter's executive board has for the academic year. We recommend goals follow "**WOOP**" (**w**ish, **o**utcome, **o**bstacle, **p**lan).

1. Identify a **wish** that seems challenging but attainable
2. Identify the best **outcome**
3. Identify the greatest internal chapter **obstacle(s)** that could prevent the outcome
4. Make a "if...then" **plan** on how to overcome obstacle(s) so it cannot get in the way

With each goal, please also include:

1. The timeline to complete the goal
2. Why the goal is important to the chapter

All goals should be submitted in *SHU Engage* by the designated due date. It is not a requirement that you have four (4) goals nor is the chapter limited to this number.

Goal #1:

Goal #2:

Goal #3:

Goal #4:

Appendix G: Statement of Risk Management & Prevention

Please provide a statement in 100 words or less about your chapter's commitment to managing and preventing risk throughout the year. Please think beyond your preparation leading up to formal.

Please state three goals you have set for managing and preventing risk for this year. Please think beyond your preparation leading up to formal.

1.

2.

3.

Appendix H: Community Service Hour Log

Chapter: _____

Date	Hours Completed	# of Members	Location of Service	Duties Performed	Supervisor Signature