



International Standards Workshop

Chapter Operations: Exemplifying the Alpha Kappa Alpha Standards of Excellence



**AKA
University**

**Undergraduate Chapter
Undergraduate Evaluation
Process**

**Exemplifying the
Alpha Kappa Alpha
Standards of Excellence**



Effective Chapter Operations



Effective Chapter Operations

Focuses on:

- Implementation of Sorority Programs
- Chapter Files and Records
- Chapter Finances
- Chapter Self-Assessment
- End of the Year Reporting
- Electronic Evaluations
- Undergraduate Evaluation Process





Implementation of Effective Chapter Operations should include:

COMPLIANCE: Ensuring Chapters adhere to Sorority Rules and Procedures with Excellence

ASSESSMENT: Examining the Effectiveness of Chapter Operations for Excellence

RESPONSIBILITY: Empowering Chapters to Operate with Excellence

EVALUATE: Reviewing Chapter Performance for Operational Excellence



Components:

- **Implementation of Sorority Programs**
- Chapter Files and Records
- Chapter Finances
- Chapter Self-Assessment
- End of the Year Reporting
- Electronic Evaluations
- Undergraduate Evaluation Process

Implementation of Sorority Programs



ALPHA KAPPA ALPHA SORORITY, INCORPORATED® BYLAWS

▶ ARTICLE III – CHAPTERS - DUTIES AND POWERS OF CHAPTERS

Section 12

A. CRITERIA

- ▶ Chapter sponsors activities which interpret, implement and support the Programs of the Sorority.
- ▶ Chapter develops a strategic plan to implemented for alignment with the Programs of the Sorority.
 - Includes Short-Term and Long-Term Goals

Implementation of Sorority Programs

ALPHA KAPPA ALPHA SORORITY, INCORPORATED® BYLAWS

▶ ARTICLE III – CHAPTERS - DUTIES AND POWERS OF CHAPTERS

Section 12

B. VERIFICATION (for Chapter Evaluation Purposes)

- ▶ List of chapter activities/local programs, with descriptions relating them to the Sorority's current Programs
- ▶ Activities Report should be submitted online after each activity.



Implementation of Sorority Programs

Key Reminders:

Documentation of the Chapter's Programs is required.

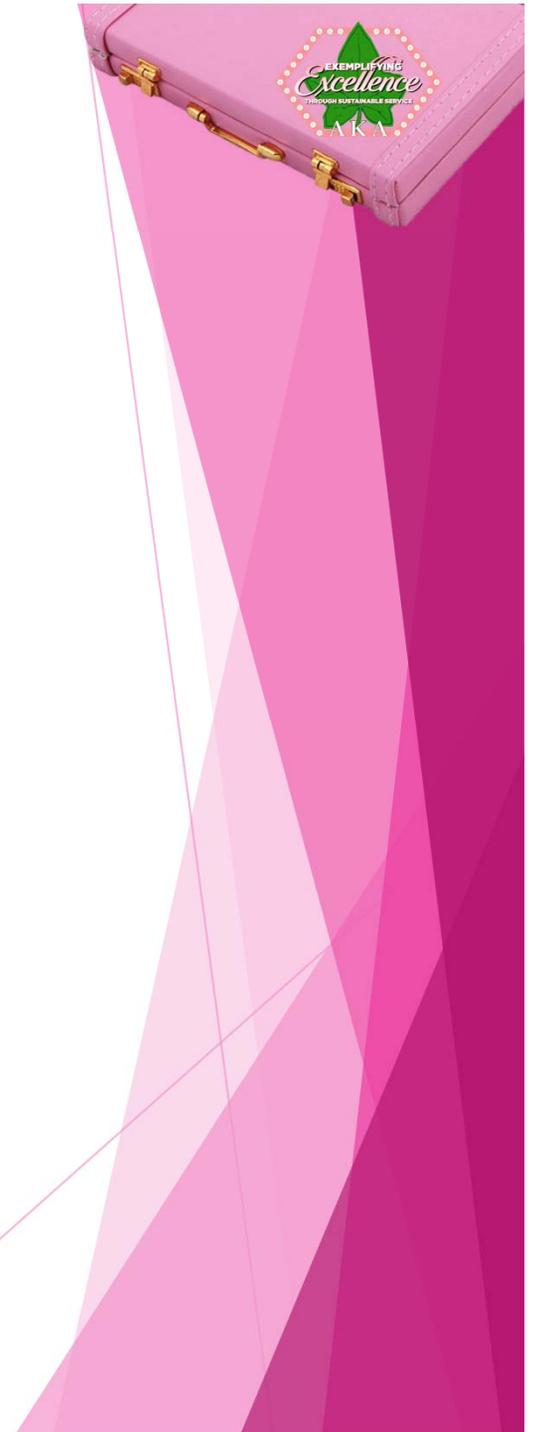
- ▶ Copies of Program Reports to Chapter and Sorority
- ▶ Copy of the chapter annual report book
- ▶ Copy of the Strategic Plan





Maintain and Update

- Implementation of Sorority Programs
- **Chapter Files and Records**
- Chapter Finances
- Chapter Self-Assessment
- End of the Year Reporting
- Electronic Evaluations
- Undergraduate Evaluation Process





Chapter Files and Records

ALPHA KAPPA ALPHA SORORITY, INCORPORATED® BYLAWS

- ▶ ARTICLE III – CHAPTERS - DUTIES AND POWERS OF CHAPTERS

Section 13

B. VERIFICATION (For Chapter Evaluation Purposes)

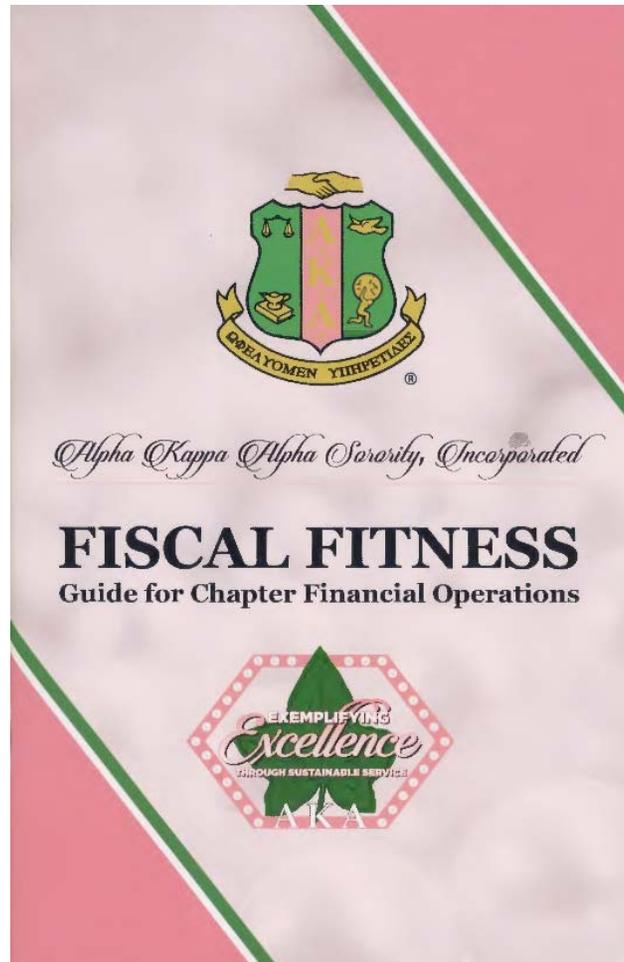
- ▶ Annual reports on file in the Corporate Office
- ▶ Copy of October minutes and Budget Committee report (for presentation of annual budget)
- ▶ Copy of November minutes (election of Officers)



Financial Foundation of the Chapter

- Implementation of Sorority Programs
- Chapter Files and Records
- **Chapter Finances**
- Chapter Self-Assessment
- End of the Year Reporting
- Electronic Evaluations
- Undergraduate Evaluation Process

Chapter Finances



Chapter Finances

PURPOSE OF FINANCIAL PROCEDURES

- ▶ Establishes an orderly method recording revenues and expenditures
- ▶ Ensures maintaining and reporting accurately and regularly the chapter financial operations and condition
- ▶ Is essential for strong fiscal conditions
- ▶ Chapter programs and its finances are interrelated
- ▶ Budget, financial operations and financial reports should reflect funds collected and how they are used to implement program goals.

Chapter Finances

KEY FUNDAMENTALS

- ▶ All chapter funds are kept in financial institutions
- ▶ Monthly statements should be received for checking, savings and investments accounts.
- ▶ Undergraduate chapters should pay particular attention to their financial records.
- ▶ All funds raised from the community should be kept in a separate account.

Chapter Finances

KEY FINANCIAL PROCEDURES

► Handling of Funds

- Separation of duties in the receipt and disbursement of funds is CRITICAL.
- No one Soror should receive and disburse funds
- Internal controls should provide appropriate checks and balances
- Financial officers should have basic accounting and book keeping skills along with attributes of honesty, integrity and punctuality.





Chapter Finances

KEY FINANCIAL PROCEDURES

► Bonding

- Must bond Tamiochos, Pecunious Grammateus and any other Sorors handling funds or signing checks.
- Bond the position not the person
- Graduate Advisor must be bonded by the
- Undergraduate Chapters
- Review bonding coverage annually
- Ensure coverage is adequate

Chapter Finances

Financial Officer Training

- ▶ ***The Chapter Tamiouchos and Pecunious Grammateus should attend the Finance Training Workshop and Financial Certification Workshop.***
- ▶ ***Certification is valid for three years and must be renewed at that time.***





Chapter Finances

Tamiouchos

- ▶ Disburses funds
- ▶ Issues checks for authorized expenditures
- ▶ Reconciles all bank statements
- ▶ Presents monthly written report on expenditures, balance on hand (includes all assets and liabilities of chapter)
- ▶ Maintains checkbooks and keeps disbursement records
- ▶ Chairs the Chapter Finance Committee

Chapter Finances

Pecunious Grammateus

- ▶ Receive funds
- ▶ Issue receipts for all income received
- ▶ Maintains receipt books and keeps receipt records
- ▶ Serves on the Chapter Finance Committee





Chapter Finances

VOUCHERS, CHECKS, CREDIT/DEBIT CARDS

Voucher & Checks

- ▶ Use voucher process to disburse funds
 - Include receipts, contracts, and/or invoices
 - Basileus and Tamiouchos (or 2 authorized officers) must sign all vouchers and checks
- ▶ Graduate Advisor must sign all undergraduate chapter vouchers and checks with two undergraduate Sorors



Chapter Finances

Credit Cards, Prepaid Cards & Debit Cards

- ▶ Credit cards/prepaid cards are authorized with established internal controls, including approved vouchers
- ▶ Debit cards ARE NOT authorized

Chapter Finances

AUDITING

Internal

- ▶ Measures compliance with policies and procedures
- ▶ Provides report of completeness and integrity of financial records
- ▶ Should be performed annually with a written report made to chapter



Chapter Finances

AUDITING

External

- ▶ Performed by non-chapter members
- ▶ Performed at the end of the Tamiouchos term or as necessary
- ▶ Written report made to chapter





Identify the Areas of Chapter Operations to be Addressed Each Year

- Implementation of Sorority Programs
- Chapter Files and Records
- Chapter Finances
- **Chapter Self-Assessment**
- Re-Evaluations
- Electronic Evaluations
- Undergraduate Evaluation Process

MISSION POSSIBLE

Chapter Self-Assessment

- ▶ Chapters should conduct an annual self-assessment.
- ▶ A Chapter Self-Assessment Form has been developed from criteria taken directly from the Alpha Kappa Alpha Sorority, Incorporated[®] Bylaws, Manual of Standard Procedures, and other International Resource documents.
- ▶ The Chapter Self-Assessment Form must be used by chapters in conducting their self-assessments.



MISSION POSSIBLE

Chapter Self-Assessment

- ▶ A copy of the form is included in the on aka1908.com under Form 5 – End of Year Report
- ▶ Each chapter member must complete a copy of the form and submit to the Chapter Standards Committee Chairman



MISSION POSSIBLE

Chapter Self-Assessment

- ▶ The completed Chapter Self-Assessment Form should be maintained as part of the chapter's files.
- ▶ Methods that chapters can use for chapter self-assessments.
 - Secret Ballot
 - Open Vote
 - Phone Poll
 - Electronic Format
- ▶ You will need to keep track of the number of chapter members that participate in the chapter self-assessment
- ▶ Sorors should not be told how to complete the Chapter Self-Assessment Form



MISSION POSSIBLE

THE MISSION IS:

- Implementation of Sorority Programs
- Chapter Files and Records
- Chapter Finances
- Chapter Self-Assessment
- **End of the Year Reporting**
- Electronic Evaluations
- Undergraduate Evaluation Process



MISSION POSSIBLE

End of Year Reporting

- Every chapter **MUST** complete an End of Year Report.
- End of Year Report forms must be **RECEIVED** on or before December 1st.
- Chapters should ensure that all appropriate signatures have been obtained prior to sending the form.
- Digital signature are accepted but must be signatures not typing, and must be verified.



MISSION POSSIBLE

End of Year Reporting

- The Standards report form must be received by ALL of the following by December 31st for a chapter to receive credit:
 - (1) Regional Director;
 - (2) International Standards Chairman; and
 - (3) Regional Representative to the International Standards Committee.
- **NOTE:** Mailed reports are accepted, but must be received on or before December 31st for a chapter to receive credit.



Undergraduate End of Year Report – Due December 1



**MISSION
POSSIBLE**

Standards - Undergraduate End-of-Year Report

PLEASE COMPLETE AND EMAIL THIS REPORT ON OR BEFORE DECEMBER 1 as part of the requirements to be considered for the EXCELLENCE award recognition. This form also is required to be completed to be considered active during the next calendar year.

Chapter Name *

Region *

Calendar Year *

MISSION POSSIBLE

THE MISSION IS:

- Implementation of Sorority Programs
- Chapter Files and Records
- Chapter Finances
- Chapter Self-Assessment
- End of the Year Reporting
- **Electronic Evaluations**
- Undergraduate Evaluation Process



MISSION POSSIBLE

Electronic Evaluations

- For a smooth electronic process all applicable files should be STANDARDIZED!
- To ensure that every chapter is on equal footing, chapters are asked to use cloud based storage (ex: Microsoft 365-OneDrive, Dropbox, Google Drive, icloud, Box)
- All chapters received a license of Microsoft 365 during the previous administration. Contact your Basileus and Technology Chairman for more information. **Note:** If your Basileus has not received chapter's license, she should contact technology@aka1908.com



MISSION POSSIBLE

Electronic Evaluations

- Use a cloud-based storage to create folders and sub-folders then save your chapter standards evaluation files in the created folders/sub-folders
- **Assign a member(s) on your Standards or Technology Committee to upload your chapter and standards evaluation files.**



MISSION POSSIBLE

Electronic Evaluations

- Access your files anywhere: When you save your files to any cloud storage solution , you'll be able to access them from any computer, tablet, or smartphone that has an Internet connection.
- Back up your files: Saving files to a cloud-based solution gives them an extra layer of protection. Even if something happens to your computer, your files safe and accessible.



MISSION POSSIBLE

Electronic Evaluations

**Undergraduate Chapters: Evaluation Main Folder to
Create**

Chapter Name_Region_Evaluation Year



MISSION POSSIBLE

Electronic Evaluations

- All files should be placed in your cloud-based storage.
- Label each file with a name that describes the content and the year. For example, “Bank Statements 2018,” “Chapter annual budget 2019,” “Chapter bylaws 2018.”
- Place each file in a folder and label the folder with your chapter name and the year. Inside each folder, label each file as described above.
- This will help the evaluation team to identify required documents for review.



MISSION POSSIBLE

Electronic Evaluations

Evaluation Sub-Folders to Create

- **Duties and Powers of Chapters**
- **Chapter Officers**
- **Joint Meetings of Chapters**
- **Chapters Incorporating Separate Entities**
- **Finances**
- **Emblems, Badges, Colors**



MISSION POSSIBLE

THE MISSION IS:

- Implementation of Sorority Programs
- Chapter Files and Records
- Chapter Finances
- Chapter Self-Assessment
- End of the Year Reporting
- Electronic Evaluations
- **Undergraduate Evaluation Process**



MISSION POSSIBLE

Undergraduate Evaluation Process: Undergraduate Chapters

- **On an annual basis, Undergraduate Chapters must successfully complete the following:**
- Undergraduate Chapter Evaluation Form
 - Complete as individuals with open discussion and using appropriate resource guides
 - Sponsoring graduate chapter will be present to answer questions and assist with completion of the form





Undergraduate Evaluation Form

DUTIES AND POWERS OF CHAPTERS

Total points available – 32 (Each item worth two (2) points each)

	Evaluation Criteria	Where is this information found?	How would we document this information?
1	Chapter has had at least two (2) representatives at a Boule within the last six years		
2	Officers are elected in November and installed in December.		
3	Chapter files with the Regional Director, for review and approval, a copy of chapter Bylaws.		
4	A copy of all subsequent changes to chapter bylaws are forwarded to the Regional Director for review and approval of any changes.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
5	Each chapter member is provided a copy of the chapter Bylaws		
6	Chapter conducts at least one meeting per month except during summer months.		
7	Chapter has met three consecutive months between September and June.		
8.	Chapter sponsors activities, which interpret, implement, and support the Program of the Sorority.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
9	Chapter submits an annual report of chapter program activities, chapter operations, and finances to the Regional Director, Corporate Office, and international officers and committees as directed by the required due date.		
10	Chapter observes Founders' Day annually during the months of January, February, or March.		
11	Any chapter recommendations for changes in Alpha Kappa Alpha Sorority, Incorporated <i>Constitution and Bylaws</i> are approved by the chapter and submitted to Regional Director.		
12	Directorate approval received to solicit any contributions from chapters throughout Alpha Kappa Alpha Sorority.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
13	Chapter issued statements, resolutions, endorsements, opinions and protests, received Directorate approval to use the name "Alpha Kappa Alpha Sorority, Incorporated".		
14	Chapter maintains the required scholastic average of at least C+ in an accredited college or university except where National Pan-Hellenic Conference regulations differ.		
15	Graduate Advisor sends grades to the Regional Director at the end of each grading period.		
16	Permanent chapter files include Bylaws, rituals, rosters, minutes, and all other documents outlined in the current <i>International Standards Resource Guide</i> .		

	Evaluation Criteria	Where is this information found?	How would we document this information?
17	Minutes of each chapter meeting are signed and kept in a permanent record book. (Either a ledger with handwritten minutes or a binder with printed copies of minutes).		
18	Chapter conducts an annual self-evaluation using the <i>Standards Resource Guide</i> Chapter Self-Assessment Form.		

Chapter Minutes

- Permanent binder/holder options are acceptable to include meeting minutes.
- **Chapters can take photo(s) of their bound minutes as part of their electronic submission.**

CHAPTER OFFICERS AND DUTTIES

Total points available – 10 (Each item worth two (2) points each)

	Evaluation Criteria	Where is this information found?	How would we document this information?
19	<u>Chapter</u> has the following elected officers: Basileus, Anti- Basileus, Grammateus, Pecunious Grammateus, Epistoleus, Tamiouchos, and <i>Ivy Leaf</i> Reporter to meet <u>minimum</u> requirement for elected officers.		
20	Retiring officers are responsible for compiling and sending the required annual Chapter Report Book to the Alpha Kappa Alpha, Incorporated Corporate Office		

JOINT MEETINGS OF CHAPTERS

Total points available – 2 (Each item worth two (2) points each)

	Evaluation Criteria	Where is this information found?	How would we document this information?
21	The sponsoring graduate chapter and the undergraduate chapter(s) have at least two joint meetings during the year		

FINANCES

Total points available – 3 (Each item worth three (3) points each)

	Evaluation Criteria	Where is this information found?	How would we document this information?
22	Chapter pays all regular Boule dues and assessments to Alpha Kappa Alpha Sorority Corporate Office by January 1.		
23	Chapter pays a chapter tax annually to Alpha Kappa Alpha Sorority Corporate Office by January 1.		
24	Each undergraduate chapter member pays an annual per capita tax.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
25	In accordance with the chapter's bylaws and annual budget, each chapter member pays all regular chapter dues and assessments, including the purchase of one copy of the current Alpha Kappa Alpha <i>Constitution and Bylaws</i> and the <i>Manual of Standard Procedure</i> unless the member has her own copies		
26	Chapter bond covers the positions and not individual sorors and the chapter coverage is adequate. Chapter Tamiouchos and Pecunious Grammateus are bonded. All other sorors who collect or disburse funds are bonded		
27	The Tamiouchos and Pecunious Grammateus shall attend the Finance Training workshop and Financial Certification workshop offered by Alpha Kappa Alpha Sorority.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
28	Graduate Advisor(s) are bonded by the undergraduate chapter.		
29	Graduate Advisor(s) countersigns all undergraduate chapter checks and vouchers.		
30	During the vacation months, the chapter records are kept by the Graduate Advisor.		
31	No one soror is receiving and disbursing funds.		
32	Chapter sends annually to the Alpha Kappa Alpha Corporate Office a report of its income and disbursements for the fiscal year ending December 31 and copy of the adopted budget for the new fiscal year.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
33	Financial records of the Pecunious Grammateus and Tamiouchos, and accounts of expenditures of officers are examined annually by an internal audit committee appointed by the Basileus and a written report is provided to the chapter.		
34	An external audit is conducted by non- chapter member(s) when the Tamiouchos leaves office or on other occasions when deemed necessary.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
35	Chapter has detailed financial procedures for handling chapter finances in accordance with the chapter bylaws and Alpha Kappa Alpha financial guidelines and financial records, including receipts, vouchers, checks, ledgers are identifiable and legible.		
36	Internal controls are in place for the use of credit cards receiving equipment; online funds receipt options, such as <i>PayPal</i> ; and the use of credit cards and prepaid cards for payments.		
37	For funds disbursements, vouchers are prepared and signed by Committee Chairman or authorized soror. Voucher is approved by two officers specified in chapter bylaws or financial procedures.		

	Evaluation Criteria	Where is this information found?	How would we document this information?
38	Monthly written financial reports are presented to the chapter summarizing all receipts and disbursements (includes monthly bank statements or depository accounts reconciliations).		
39	Funds raised through the community are budgeted separately and maintained in a separate chapter account.		
40	A copy of <i>Fiscal Fitness - A Guide to Chapter Financial Procedures</i> is maintained in the chapter files.		

EMBLEMS, BADGES, COLORS

Total points available – 2 (Each item worth one (1) point each)

	Evaluation Criteria	Where is this information found?	How would we document this information?
41	The Basileus of the chapter notifies Alpha Kappa Alpha Corporate Office concerning the final disposition of the badge of a deceased Soror, an Ivy Beyond the Wall.		
42	The colors of the Sorority (salmon pink and apple green) shall be used on all public occasions.		

MENTORING PROGRAM

43	Does the chapter participate in a mentoring program?	Yes _____ No _____	
44	How many chapter members have mentors?		

The approved rating scores for this administration are:

4 = Exceeds Requirements (> 90%)

3 = Meets Requirements (80% - 90%)

2 = Needs Improvement (70% - 79%) (requires documented completion of recommended workshops by all chapter members within 60 days of receipt of notification).

1 = Not satisfactory (< 70%) (requires documented completion of recommended workshops by all chapter members within 60 days of notification and then a re-evaluation will be scheduled).

MISSION POSSIBLE

Undergraduate Chapter Undergraduate Evaluation Process

- Sponsoring Graduate Chapter will conduct follow up workshops to review:
 - Chapter Operations
 - Financial Procedures
 - Soror Code of Ethics
 - Setting up Electronic Files
- Submit completed forms to the International Standards Committee at standards@aka1908.com along with chapter roster and sign in sheet from all sessions.





MISSION POSSIBLE

Undergraduate Chapter Undergraduate Evaluation Process

- Workshops are to be conducted by the sponsoring graduate chapter within 30 days of reinstatement of the chapter.
- Workshop materials will be provided by the sponsoring chapter.
- Members of the sponsoring chapter to be involved with the workshops should include: Graduate Advisor, all members of the Graduate Advisors Council, all graduate chapter officers and committee chairmen.

MISSION POSSIBLE

Undergraduate Evaluation Process

Electronic Evaluation Submission

- In cloud-based program, submit your main folder **Evaluation Year_Chapter Name_Region** to the International Standards Committee with PERMISSION to edit files
- International Standards Committee Email:
standards@aka1908.com



International Standards Committee

Soror Brenda Lewis, Chairman- Mid Western

Soror Beverly D. Malloy - North Atlantic

Soror Tara L. Fikes - Mid Atlantic

Soror Panayotta “Penny” Birch - South Atlantic

Soror Gerri Horton - Great Lakes

Soror Dawn Magee - South Eastern

Soror Susan Johnson - South Central

Soror Michelle R. Willis - Central

Soror Crystal Johnson Turner - Mid-Western

Soror Lanée S. Burns - Far Western

Soror Presleith Yvette McPhee - International

Soror Andria S. Daniels, Resource - South Atlantic



International Standards Committee





Thank You!