

# Chapter Coaching *Handbook*

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FOR

**CFSE Staff**

*Tools, frameworks, and practices for coaching  
chapters toward their best.*

## Table of Contents

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Table of Contents .....	2
Introduction & Purpose .....	4
Desired Outcomes .....	4
The Three Advisory Roles at a Glance .....	4
How to Use This Manual.....	5
The Chapter Coach Role .....	6
Role of the Chapter Coach.....	6
Chapter Coach Expectations .....	6
Communication Protocols .....	7
Building Relationships with Chapter Leaders.....	8
Coaching Meetings .....	8
The Coach’s Role in Safety & Prevention.....	9
Chapter Coach Getting Started Checklist .....	10
Safety & Crisis Protocol .....	11
Quick Decision Guide: If This Happens, Do This.....	11
Hazing: Definition and Florida Law.....	11
Required Anti-Hazing Education .....	12
Reporting Protocol .....	12
Conduct & Accountability .....	13
Emergency & Crisis Response Steps .....	13
Key Emergency Contacts.....	13
Protection of Minors: Chapter Coach Responsibilities .....	13
FIU Council Overview.....	16
Key Vocabulary Quick Reference .....	16
Annual Coaching & Advising Calendar.....	17
Foundational Knowledge Resources .....	18
Recommended Reading.....	18
Key Umbrella Websites.....	18
Paws of Excellence Accountability Program .....	18
Submission Deadlines .....	19
Designation Tiers.....	19

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Assessment Categories.....	19
Role-Specific POE Responsibilities.....	20
Chapter Performance Metrics & Scorecards .....	20
What CFSE Tracks .....	20
How Each Role Uses Performance Data .....	21
Appendix A: Email Templates .....	22
Appendix B: Chapter Research Outline .....	22
Appendix: Council-Specific Vocabulary .....	23
IFC.....	23
MGC & NPHC.....	23
CPH .....	24

## Introduction & Purpose

This manual is the standard operating procedures (SOP) guide for the Chapter Coach role within the Center for Fraternity & Sorority Enrichment (CFSE) at Florida International University. It defines the expectations, responsibilities, and procedures for CFSE staff who coach chapters.

### WHY THIS ROLE EXISTS

**Mission:** Provide developmental, student-centered advising that strengthens chapter leadership, accountability, belonging, and alignment with FIU and organizational expectations.

### Desired Outcomes

- Provide hands-on support and guidance to each chapter organization.
- Increase direct contact with and support of organization officers, advisors, and members.
- Increase interaction between CFSE professional staff and chapter officers.
- Decrease policy violations and conduct issues through proactive engagement.
- Increase community engagement across all five councils.
- Allow chapters to self-identify growth areas that further shape the coaching model.

### The Three Advisory Roles at a Glance

FIU's chapter support model relies on three roles with different reporting lines, scopes, and functions. As the Chapter Coach, you are the connective tissue among them.

Role	Who They Are	Primary Focus
Chapter Coach	CFSE professional staff member assigned specific chapters.	Developmental coaching through regular one-on-one meetings; primary liaison between the chapter and CFSE.
Campus Advisor	FIU faculty or staff member (outside CFSE) who volunteers or is assigned to support a chapter.	Administrative support: grade reports, campus resources, and university liaison work.
Alumni/Graduate/ Primary Advisor	External organizational advisor appointed by the alumni chapter, headquarters, or regional leadership.	Organizational continuity and accountability; institutional knowledge; signs required documentation; bridges the chapter to its national organization.

## How to Use This Manual

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This manual is for CFSE staff. Read the Safety & Crisis Protocol first, then work through the coaching sections. For any urgent issue involving safety, hazing, conduct, or an emergency, follow the Safety & Crisis Protocol immediately before taking any other action.

When you...	Go to...
Receive a new coaching assignment	Getting Started Checklist; Chapter Research Outline (Appendix B).
Prepare for a coaching meeting	Coaching Meetings; the Annual Coaching Calendar.
Learn of a safety, hazing, or conduct concern	Safety & Crisis Protocol (read in full before acting).
Need to reach an advisor or headquarters	Communication Protocols.
Guide a chapter through accreditation	Paws of Excellence.

**PART ONE**

# The Chapter Coach Role

## Role of the Chapter Coach

The Chapter Coach is a CFSE professional staff member assigned to specific Greek-letter organizations. You develop close working relationships with chapter leaders through regular meetings and serve as the primary liaison between the chapter and CFSE, providing individualized, developmental support focused on student leadership growth, chapter operations, and organizational health.

### What Makes the Chapter Coach Unique

- Employed by CFSE. This is a professional staff role, not a volunteer position.
- Has the most frequent contact with chapter officers of any advisory role.
- Focuses on developmental coaching, not just administrative compliance.
- Serves as the connective tissue among the chapter, the Campus Advisor, and the Alumni/Graduate/Primary Advisor.

## Chapter Coach Expectations

Expectations include regular officer meetings, timely follow-up, documentation of key concerns, and proactive communication with CFSE partners. The standards below convert general expectations into trackable behaviors.

### Meeting Schedule

Contact	Frequency	Duration
Chapter President	Every other week	45–60 minutes
Membership Educator	The beginning of intake/recruitment	30–45 minutes
Other Officers	As needed	30 minutes
Alumni/Graduate/Primary Advisor	1–2 times per semester	30–60 minutes

### Core Coaching Responsibilities & Measurable Standards

Responsibility	Measurable standard
Conduct one-on-one meetings with designated officers	Meet at the frequency in the schedule above.
Track and follow up on action items	Summarize any action items.

Responsibility	Measurable standard
Communicate with CFSE partners	Proactively update the Council Advisor, Campus Advisor, and Alumni/Graduate/Primary Advisor on chapter developments; over-communicate on anything sensitive.
Attend chapter events	At least one event per assigned chapter per semester (philanthropy, exec board, or chapter meeting), distributed equitably.
Self-educate on assigned chapters and councils	Complete the Chapter Research Outline (Appendix B) within 30 days of assignment.
Guide chapters through Paws of Excellence	Remind chapters of the December 15 and April 15 deadlines.

## Communication Protocols

Effective communication is the foundation of successful coaching. Use email for routine documentation and scheduling, and text or phone only for time-sensitive matters. If a concern involves safety, hazing, or immediate harm, follow the Safety & Crisis Protocol first.

### Communication Channels

Channel	Best Used For	Response Time
Email	Scheduling, formal documentation, and advisor correspondence	Within 24–48 hours
Text / Phone	Real-time concerns, urgent updates, quick confirmations	Same day, when possible
In-Person / Virtual	Coaching sessions, sensitive conversations, and relationship building	As scheduled

### The Eisenhower Decision Matrix

Urgent	Not Urgent
IMPORTANT — DO IT NOW: Anyone is in or has experienced harm; time-sensitive events; necessary people are present.	IMPORTANT — SCHEDULE IT: Officer struggling with leadership; items for CFSE meetings or coaching follow-ups.

Urgent	Not Urgent
NOT IMPORTANT — DELEGATE: Tasks the student can handle (e.g., booking a room); internal items for the Alumni Advisor or HQ.	NOT IMPORTANT — ELIMINATE: Low-priority items that do not advance coaching goals.

### Communicating with Alumni/Graduate/Primary Advisors

Default to email for advisor-to-advisor communication. When a topic involves chapter conduct, intake, hazing, or a sensitive concern, include the Council Advisor and any other relevant CFSE staff so communication stays aligned and documented. When in doubt, over-communicate.

### Communicating with Headquarters/Consultants

When a headquarters consultant or organizational representative visits campus, coordinate logistics with the Council Advisor in advance. Include the Council Advisor and, when appropriate, the Director of CFSE in planning and attendance at meetings.

## Building Relationships with Chapter Leaders

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Beyond business-focused conversations, effective coaching requires genuine care for students' holistic lives. Relationship-building increases trust, deepens your understanding of the chapter, and improves goal follow-through and accountability.

### Ten Practices for Strong Coaching Relationships

- Attend an executive board meeting or chapter meeting.
- Attend a chapter philanthropy event (equitably across all assigned chapters).
- Ask to join the chapter's email listserv, if appropriate for non-members.
- Follow the chapter and headquarters on social media.
- Calendar the organization's Founders' Day and Charter Day; wish them a happy Founders' Day.
- Incorporate an activity into at least one coaching meeting per semester.
- Learn chapter officers by name; refer to them personally, not just by title.
- Take notes during meetings you can reference later.
- Note personal details about leaders (major, hometown, goals) to deepen rapport.
- Move beyond 'doctor's appointment' conversations; ask clarifying questions and guide students through challenges.

## Coaching Meetings

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Each meeting should include a brief check-in, a review of prior action items, a discussion of current priorities, exploration of barriers or decisions, and assignment of next steps before the meeting ends.

### Introductory Meeting Structure

This is a recommended starting point. Adapt the questions to fit the chapter culture, officer role, and current priorities.

Category	Sample Topics	Purpose
Personal Info	Hometown, major, classification, semester initiated/crossed	Builds rapport
Coaching Questions	Why did you join? Why this organization? Why this role?	Understand motivation
Chapter Vision	Goals, internal/external obstacles, recent successes, and challenges	Identify coaching priorities
Support Needs	What can CFSE and the Chapter Coach do to support you?	Set a collaborative tone
Action Items	Commit to at least one task before the next meeting	Creates accountability

### Ongoing Meeting Best Practices

- Open each meeting by revisiting action items from the previous session.
- Dedicate time to both operational updates and developmental conversations.
- Use the Annual Coaching Calendar to guide topical discussions.
- Close each meeting with a clear summary and at least one new action item.
- Afterward, summarize action items, confirm deadlines, and document key points in the Chapter Information Database so follow-up stays consistent.

### Moving Beyond a Doctor's Appointment

Effective coaching moves beyond status updates by helping officers reflect on decisions, identify options, and take ownership of next steps. Ask follow-up questions that encourage critical thinking and responsibility.

## The Coach's Role in Safety & Prevention

The complete hazing, conduct, and emergency procedures are in the Safety & Crisis Protocol later in this manual. Read that section in full. The responsibilities below are the coach-specific additions that sit on top of those shared steps.

### Prevention Responsibilities

- Proactively discuss hazing prevention during coaching meetings, especially during intake and recruitment.
- Ensure chapters participate in National Hazing Prevention Week programming and complete the required Hazing modules.

- Verify that all new members complete the Virtual New Member Orientation module before initiation.
- Review new member presentation scripts for compliance with NMP guidelines.
- Run through intake presentations with chapters and provide feedback (As needed).
- Complete the FIU Anti-Hazing Module yourself within 30 days of starting and renew it annually.

### **Coach Role During Conduct Matters**

- Continue regular coaching meetings unless directed otherwise by the Council Advisor or CFSE Director.
- Support officers in understanding the conduct process and their responsibilities.
- Do not speculate on the outcomes or share confidential details of an investigation.
- Coordinate with the Council Advisor on any adjustments to coaching frequency or scope.
- Help chapters develop corrective action plans following the resolution of conduct matters.

## **Chapter Coach Getting Started Checklist**

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Complete the following when you receive your coaching assignments.

- Obtain contact information for each chapter's President, Membership Educator, Risk Manager, and Alumni/Graduate/Primary Advisor.
- Send introductory emails to each position (see Appendix A).
- Complete the Chapter Research Outline for each assigned chapter (Appendix B).
- Browse each chapter's national website, chapter website, and social media.
- Review the Foundational Knowledge resources.
- Tailor the introductory meeting structure for each chapter leader.
- Review the Paws of Excellence requirements to guide chapters through accreditation.
- Complete the FIU Anti-Hazing Module.
- Reflect on your coaching style and review the Annual Coaching Calendar.

## Safety & Crisis Protocol

This section consolidates the hazing prevention, conduct, and emergency procedures that apply to all advisory roles. Read it once, in full. The role-specific responsibilities that follow assume you already know these shared steps.

### IMMEDIATE DANGER

**If anyone is in immediate danger, call 911 or FIU Police at (305) 348-5911 first.** Do not attempt to manage a safety emergency alone, and do not wait to notify CFSE before securing safety.

### Quick Decision Guide: If This Happens, Do This

Use this table in time-sensitive moments. Each row tells you the first action and who to notify.

If you observe or learn of...	Your first action	Notify
Immediate threat to life or safety (medical emergency, violence, severe intoxication)	Call 911 / FIU Police (305) 348-5911. Stay until help arrives.	Council Advisor and Director of CFSE as soon as possible.
Suspected or reported hazing	Stop any unsafe activity if you can do so safely. Write down what you know.	Council Advisor and Director of CFSE immediately. Direct the reporter to report.fiu.edu.
A conduct concern or possible policy violation	Document the facts. Do not investigate or interview anyone.	Council Advisor. Do not speculate on outcomes.
A member in emotional distress (non-emergency)	Stay with them; connect them to support.	FIU CAPS (305) 348-2277; loop in the Council Advisor.
You are unsure whether something is reportable	Treat it as reportable. Err toward over-communicating.	Council Advisor; ask rather than assume.

### Hazing: Definition and Florida Law

FIU prohibits condoning or conducting any form of hazing. Under Florida Statute 1006.63, hazing is any action or situation that recklessly or intentionally endangers the mental or physical health or safety of a student for purposes of initiation into, admission into, or affiliation with an organization. Consent of the person being hazed is not a defense, and it is not a defense that the activity was not an official organizational event.

#### FLORIDA STATUTE 1006.63

**Criminal exposure.** Hazing that creates a substantial risk of physical injury or death is a first-degree misdemeanor. Hazing that results in permanent injury, serious bodily injury, or death is a third-degree felony. Under Andrew's Law, leaders who plan a hazing event can be held criminally liable even if they do not attend.

Examples include, but are not limited to:

- Forced consumption of food, alcohol, drugs, or any other substance.
- Forced or excessive physical activity.
- Physical or verbal abuse.
- Sleep deprivation or forced exclusion from social contact.
- Any activity causing extreme mental stress, embarrassment, or distress.

### Required Anti-Hazing Education

Anti-hazing education is required of students, of employees, and of advisors. As CFSE staff, you are responsible both for completing this education yourself and for verifying that the advisors and chapters you support have completed theirs.

Requirement	What it covers	Deadline & renewal
Complete the FIU Anti-Hazing Module	The FIU Anti-Hazing Policy, the Florida hazing statute (1006.63), recognition and reporting of hazing, and bystander obligations under Andrew's Law.	Within the first 30 days of appointment; renew annually.
Review the FIU Anti-Hazing Policy and Florida Statute 1006.63	Confirm familiarity with prohibited conduct, that consent is not a defense, and the criminal penalties for hazing.	At onboarding; re-review each academic year.
Confirm completion with CFSE	Submit or attest to module completion so the record supports Paws of Excellence Risk Management documentation.	Upon completion each year.

### Reporting Protocol

This protocol is the same for every role. When in doubt, report.

1. Stop any unsafe activity if you can do so safely.
2. Contact the Council Advisor and the Director of CFSE immediately.
3. Document the facts in writing: dates, names if known, and the nature of the concern. Stick to what you directly observed or were told.
4. Direct the reporting party to FIU Report a Concern at [report.fiu.edu](http://report.fiu.edu). Reports may be anonymous.
5. Do not conduct your own investigation. Cooperate fully with the Office of Student Conduct and Academic Integrity.
6. Follow up with the Council Advisor on the status of the report and any interim measures.

## Conduct & Accountability

Advisory roles are support resources during a conduct matter, never investigators or adjudicators. Regardless of role:

- Do not speculate on outcomes or share confidential details of an investigation.
- Support officers in understanding the process and their responsibilities.
- Coordinate with the Council Advisor on any change to advising frequency or scope.
- Help the chapter build a corrective action plan once a matter is resolved.

## Emergency & Crisis Response Steps

1. Ensure the physical safety of everyone involved. Call 911 or FIU Police if there is any threat to safety.
2. Notify the Council Advisor and Director of CFSE as soon as safely possible.
3. Document what you know: who, what, when, and where. Stick to facts.
4. Do not post on social media or share details outside the chain of communication.
5. Cooperate with university officials, law enforcement, and national headquarters as directed.
6. Follow up with the Council Advisor for guidance on next steps.

## Key Emergency Contacts

Contact	Phone	When to Call
FIU Police	(305) 348-5911	Immediate threat to safety; medical emergency.
Council Advisor	See staff directory	All incidents involving chapter members or operations.
Director of CFSE	See staff directory	Escalation; media inquiries; HQ coordination.
FIU Report a Concern	report.fiu.edu	Non-emergency reporting; anonymous reports.
FIU CAPS (Counseling)	(305) 348-2277	Mental health crisis; student in distress.

## Protection of Minors: Chapter Coach Responsibilities

As university employees, Chapter Coaches carry institutional obligations under FIU's Minors on Campus compliance framework and Florida law (Fla. Stat. 39.201) that exist independently of and in addition to the responsibilities held by chapter members and advisors. This section outlines the Chapter Coach's specific role in ensuring that chapters comply with the Protection of Minors policy established in Section IX-A of the CFSE General Policies and Procedures.

### **Mandatory Reporting Obligation**

- a. Chapter Coaches are mandatory reporters under both Florida statute and FIU institutional policy. Any instance of known or suspected child abuse, abandonment, or neglect involving a minor at a fraternity or sorority activity must be reported immediately to the Florida Department of Children and Families (DCF) Abuse Hotline at 1-800-962-2873 or online at [reportabuse.dcf.state.fl.us](http://reportabuse.dcf.state.fl.us). If a minor is in imminent danger, contact FIU Police at (305) 348-2626 or dial 911 before contacting DCF.
- b. This obligation is personal. It cannot be delegated to a chapter president, advisor, or another staff member. A Chapter Coach who becomes aware of a concern must make the report directly, regardless of whether someone else has also reported.
- c. Any person who knowingly and willfully fails to report, or who prevents another person from reporting, known or suspected child abuse, abandonment, or neglect may be found guilty of a third-degree felony under Florida law, punishable by up to 5 years imprisonment and a \$5,000 fine.
- d. After making a report to DCF, the Chapter Coach must notify the Director of CFSE or designee as soon as reasonably possible. The Chapter Coach should document the date, time, and manner of the DCF report, the nature of the concern, and the names of any individuals involved.

### **Oversight of Minor-Aged Membership**

- a. When a chapter is recruiting, extending a bid to, or initiating a minor-aged individual, the Chapter Coach is responsible for confirming that the chapter has verified the age of the individual and that the (Inter)national organization permits minor-aged membership.
- b. The Chapter Coach must verify that a signed parent or legal guardian consent is on file before the minor participates in any recruitment, intake, new member education, or chapter activity. Because a minor cannot legally enter into a binding contract, the Chapter Coach should confirm that the chapter's membership application includes a clearly stated provision requiring a parent or legal guardian signature for any applicant under the age of 18.
- c. The Chapter Coach should confirm with the chapter president and the relevant advisor(s) that the minor will not be present at any event or activity where alcohol is present, served, or available.
- d. If a Chapter Coach becomes aware that a chapter is engaging a minor-aged individual in any chapter activity without the required documentation, the Chapter Coach must direct the chapter to pause the individual's participation immediately and report the non-compliance to the Director of CFSE or designee.

### **Oversight of Programming Involving Minors**

- a. During the event review and approval process, the Chapter Coach should identify whether a chapter has indicated on its Panther Connect event registration that minors are expected to be present.
- b. For any event where minors will be present, the Chapter Coach should confirm with the chapter that at least two (2) adult members (18 years of age or older) have been designated as responsible monitors and that the chapter understands the prohibition on one-on-one contact with minors.
- c. For programming specifically designed for minor-aged audiences (e.g., youth mentorship events, community service programs involving children, campus visit days), the Chapter Coach must review and approve the chapter's written plan before the event takes place. The plan must identify the expected number of minors, the supervision structure, and the planned activities.

- d. The Chapter Coach should use coaching meetings as an opportunity to proactively ask chapters about upcoming programming that may involve minors, particularly community service events, philanthropic programming with youth-serving organizations, and any events open to the general public.

### **Training**

- a. Chapter Coaches must complete the University's Minors on Campus compliance training offered through the Office of University Compliance & Integrity annually.
- b. When a Chapter Coach identifies that a chapter is admitting or actively recruiting a minor-aged member, the Chapter Coach should confirm that the chapter president, new member educator, and at least one registered advisor have completed the Minors on Campus compliance training before the minor participates in any chapter activity.

### **Documentation and Escalation**

- a. The Chapter Coach should maintain a record of any chapter that has a minor-aged member or that hosts programming involving minors during the academic year. This record should include the chapter name, the nature of the minor's involvement, confirmation that required documentation is on file, and confirmation that applicable training has been completed.
- b. Any non-compliance with the Protection of Minors policy that is not resolved promptly through direct chapter coaching should be escalated to the Director of CFSE in writing. Repeated non-compliance or any situation involving potential harm to a minor must be escalated immediately.

**SHARED REFERENCE****Councils, Vocabulary, Resources & Accreditation****FIU Council Overview**

These summaries help advisors understand the governance structures, recruitment or intake norms, and communication expectations that differ by council.

Council	Chapters	Membership Process & Notes
Independent Greek Council (IGC)	10 co-ed and special-interest chapters	Chapters conduct intake processes.
Interfraternity Council (IFC)	16 national men's fraternity chapters	Primary recruitment occurs in the fall and spring.
Multicultural Greek Council (MGC)	4 culturally based chapters	Chapters conduct intake processes.
National Pan-Hellenic Council (NPHC)	8 of the 9 historically Black Greek-letter organizations	Aspirants must complete the Before the Letters series before seeking membership.
Panhellenic Council (CPH)	7 NPC sorority chapters	Conducts formal recruitment and Continuous Open Bidding (COB).

**Key Vocabulary Quick Reference**

Term	Definition
Active	An initiated, dues-paying member currently enrolled at the university.
Aspirant	A person seeking membership in an MGC, NPHC, or IGC organization.
Charter	Official document from a national organization authorizing a local chapter.
Cross / Crossed	Indicates a new member has been fully initiated (MGC/NPHC usage).
Intake	The membership process used by MGC, NPHC, and IGC organizations.

Term	Definition
Founders' Day	An event celebrating the founding of the organization and its history.
Legacy	Having an older family member who was a member of the same organization.
Neophyte / Neo	A newly initiated member of an MGC or NPHC organization.
NMP	New Member Presentation: public presentation of newly initiated members.
PNM	Potential New Member: a person interested in joining a Greek-letter organization.
New Member Presentation/Probate	Official public initiation presentation used by MGC and NPHC organizations.
Recruitment	The membership process used by CPH and IFC organizations.

## Annual Coaching & Advising Calendar

Each month's themes connect to the deadlines, seasonal risks, and developmental priorities chapters typically face during that period.

Month	Key Topics	Observances
September	Intake/recruitment decisions; new member education; hazing prevention	Hispanic Heritage Month; Hazing Prevention Week
October	Mid-semester leadership check-in; initiation timelines	DV Awareness; Collegiate Alcohol Awareness Week
November	Council exec board elections; Dyad survey; semester wrap-up	Native American Heritage Month
December	Semester reflection; POE Fall submission (Dec 15)	Final Exams; Holidays
January	Spring intake/recruitment; retreat and GLF prep	Welcome Back
February	Spring break safety; mid-year goal review	Black History Month
March	Cross-council collaboration; fall programming groundwork	Women's History Month

Month	Key Topics	Observances
April	Fall recruitment/intake prep; SAAM; POE Spring submission (Apr 15)	Sexual Assault Awareness Month
May	Year-end reflection; summer engagement	APAHM; Mental Health Awareness Month
June	Summer check-ins	Men's Mental Health Month; LGBTQ+ Pride Month

## Foundational Knowledge Resources

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### Recommended Reading

- A Pledge with Purpose (2020) — Gregory S. Parks
- Fraternity (2015) — Alexandra Robbins
- Divine Nine — Lawrence C. Ross Jr.
- Pledged: The Secret Life of Sororities (2005) — Alexandra Robbins
- Black Greek 101 (2003) — Walter M. Kimbrough
- True Gentlemen: The Broken Pledge of America's Fraternities (2017) — John Hechinger
- Inside Greek U (2007) — Alan D. DeSantis
- In Search of Sisterhood (2007) — Paula Giddings
- Women of Discriminating Taste (2020) — Margaret L. Freeman

### Key Umbrella Websites

- NPHC: [nphchq.com](http://nphchq.com)
- NIC: [nicfraternity.org](http://nicfraternity.org)
- NPC: [npcwomen.org](http://npcwomen.org)
- NMGC: [nationalmgc.org](http://nationalmgc.org)
- NAPA: [napahq.org](http://napahq.org)
- NALFO: [nalfo.org](http://nalfo.org)

## Paws of Excellence Accountability Program

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Paws of Excellence (POE) is CFSE's official accountability program for all registered FIU fraternities and sororities. Every advisory role should understand its components.

## Submission Deadlines

- **Fall:** December 15 at 5:00 PM EST.
- **Spring:** April 15 at 5:00 PM EST.
- Retroactive submissions are not accepted.

## Designation Tiers

Designation	Point Range	Description
Paw of Excellence	800–933	Surpasses all requirements; innovative programming and leadership; exceeds expectations across all categories.
Paw of Hope	610–799	Meets all mandatory requirements and exceeds attendance; demonstrates educational programming and professional development.
Paw of Opportunity	410–609	Meets all mandatory requirements; in good standing academically and behaviorally.
Unrecognized	Below 410 (2-yr review)	Fails to meet minimum standards over two consecutive years; loses CFSE recognition and potentially FIU recognition.

## Assessment Categories

Category	Max	Key Requirements
Scholarship	160	2.7+ chapter GPA; Scholarship Chair; academic plan.
Service & Philanthropy	100	Service/Philanthropy Chair; 2 service + 1 philanthropy project per semester.
Leadership	138	Greeks Lead Forward; Greek Letters & Paws; campus leadership involvement.
Community	75	Co-host events with non-Greek RSOs and cross-council chapters; BBC programming.
Alumni/Alumnae Relations	50	Alumni event; Alumni Chair; optional newsletter.
Risk Management	175	Hazing prevention and new member orientation modules; prevention programming; alcohol-free socials; educational programs.

Category	Max	Key Requirements
Administration	135	Accurate rosters/contacts; President–Coach meetings; Presidents’ Roundtable; advisor meetings and roundtable.
Student Life & Development	100	Participation in CFSE/university initiatives.

### Role-Specific POE Responsibilities

Responsibility	Chapter Coach	Campus Advisor	Alumni/Grad/Primary
Guide the chapter through the POE process	✓		
Track progress across 8 categories	✓		
Remind chapter of deadlines	✓		✓
Bi-weekly President/Coach meetings	✓ (scored)		
Distribute grade reports		✓ (Scholarship)	
Roster verification by deadlines		✓ (scored)	
Advisor Development attendance			✓ (scored)
Advisor/Coach or Advisor/Council 1:1			✓ (scored)
Maintain active advisor status			✓ (scored)
Support alumni events and engagement			✓ (scored)
Sign intake/compliance paperwork			✓

### Chapter Performance Metrics & Scorecards

CFSE tracks chapter performance across multiple dimensions. Every advisory role should use this data to inform its contribution. Chapter scorecards are published at [greeks.fiu.edu](http://greeks.fiu.edu).

#### What CFSE Tracks

- Semester GPA (active and new members separately).
- Service hours and philanthropy dollars raised (via GivePulse and Crowd Change).
- Membership size and retention rates.

- Conduct history and active sanctions.
- Paws of Excellence designation and point totals by category.
- Attendance at mandatory programming.

### How Each Role Uses Performance Data

- **Chapter Coach:** Reference scorecard data during coaching meetings; use GPA trends and POE category scores to set semester goals with chapter presidents.
- **Campus Advisor:** Review grade reports and roster data; flag academic concerns to the Chapter Coach.
- **Alumni/Graduate/Primary Advisor:** Review the chapter's scorecard at least once per semester; use the data to inform conversations with the Chapter Coach about organizational health.

## Appendix A: Email Templates

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Each template should include a subject line, a brief introduction, the purpose of contact, a requested next step, and a professional closing. Keep templates concise enough to use without heavy editing.

### Chapter President

*Subject: 20XX–XX [Full Chapter Name] Chapter Coach Introduction — Good morning [President’s Name], I hope you are having a good summer. I will be serving as [Full Chapter Name]’s Chapter Coach this year. As Chapter President, it will be beneficial to meet twice monthly. Please let me know your availability. Best, [Your Name]*

### Membership Educator

*Subject: 20XX–XX [Full Chapter Name] Chapter Coach Introduction — Good morning [Name], I will be serving as [Full Chapter Name]’s Chapter Coach. As [position title], meeting at the beginning of intake/recruitment will be beneficial. Please let me know your availability. Best, [Your Name]*

### Other Officers (As needed)

*Subject: 20XX–XX [Full Chapter Name] Chapter Coach Introduction — Good morning [Name], I will be serving as [Full Chapter Name]’s Chapter Coach. As [position title], meeting once a month to discuss risk management will be beneficial. Best, [Your Name]*

### Alumni/Graduate/Primary Advisor

*Subject: 20XX–XX [Full Chapter Name] Chapter Coach Introduction — Good morning [Advisor’s Name], I will be serving as [Full Chapter Name]’s Chapter Coach. Meeting 1–2 times per semester will be beneficial to ensure alignment. Please let me know your availability. Best, [Your Name]*

## Appendix B: Chapter Research Outline

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Use this outline during onboarding to learn a chapter’s history, structure, culture, and current priorities so advising can be more informed and intentional.

Field	Your Notes
Full Chapter Name / Nickname(s)	
Core Values / Motto / Missio	
Colors / Symbol	
Founding Date / Founding University	
Headquarters Location	
Notable Member(s)	
General Founding History (brief)	

Field	Your Notes
Local Chapter Charter / Founding Day	
Chapter ever closed? When/why?	
Current Active Members	
Active/NM GPA (last 4 semesters)	
Conduct history (past 5 years)	
Key Programs (philanthropy, service)	
Previous Chapter Coach / Email	
Other Notable Info	

## Appendix: Council-Specific Vocabulary

Review and update this vocabulary each academic year to reflect current FIU chapter operations and national organization terminology.

### IFC

- Big/Little: Mentor/mentee pairing.
- Dry: No alcohol on premises.
- Pledge: Accepted a bid but not yet initiated (many now use 'new member').
- PNM: Potential New Member participating in recruitment.

### MGC & NPHC

- Cross/Crossed: Fully initiated.
- Call/Chant: Vocal expressions unique to each org.
- Line: Group going through intake together.
- Neo: Newly initiated member.
- Probate: Public initiation presentation.
- Sands: Members initiated the same term.
- Sign: Hand symbol unique to each org.
- Stepping/Strolling: Synchronized performance traditions.
- Saluting: Latino-Greek recitation tradition.
- Ace/Anchor: First/last in a line (NPHC).

- Divine Nine: The nine NPHC organizations.

## CPH

- Bid Day: PNMs receive invitations.
- Campus Total: Allowable chapter size.
- COB: Continuous Open Bidding for chapters below total.
- MRABA: Binding agreement after the Preference Round.
- Quota: Number of bids per chapter during formal recruitment.
- Recruitment Guides: Neutral Panhellenic women guiding PNMs.
- Strict Silence: No communication period after preference events.