**Best Practices on Retention, Reclamation and Recruitment from Spotlighted Chapters**

**Reclamation**

**Eta Omicron Zeta:**
- Established a Reclamation Committee
- Prioritize reaching out to inactive Sorors
- Swift and constant feedback
- Acknowledge accomplishments and milestones of inactive sorors
- Provide small gifts when they attend meetings *
- Include inactive sorors in Founders’ Sister Circles and Meet and Greet/Reclamation Brunch
- Provide Scholarship to subsidize reclamation expenses

**Upsilon Psi Zeta:**
- Established reclamation goal for the 2014-15 Sorority year
- Membership business cards provided by 1st Anti-Basileus for distribution to inactive sorors
- Track all non-active sorors via Reclamation Roster
- Membership Round-Up and intimate events with inactive sorors to discuss their reasons for inactivity and solutions to facilitate their return
- Utilize Social Media and Chapter Website to remain connected with inactive sorors
- Personal touch with prompt, and informative response from 1st Anti-Basileus with each notice of sorors seeking a home.
- Personalized gifts prepared by Hospitality (LeCherrio) Chair offered to inactive sorors when they attend chapter meetings.

**Lambda Zeta:**
- Implemented UX2 Program (Each chapter member commits to reclaim 2 sorors)
- Added to distribution list and invited to all chapter events
- Constant contact through sisterly postcard
- Option to pay dues on line
- Keep inactive sorors abreast of events on all administrative levels

**Psi Alpha Zeta:**
- Chapter history and Membership Coordinator’s and Basileus’ contact information sent to inactive members
- Undergraduate Advisory Council informs undergrads about the importance of joining grad chapter and encourages transition
- Encourage inactive sorors to volunteer and support events as they are able.

**Delta Zeta:**
- Provide private Facebook group open only to inactive Sorors to ask membership-specific questions, sign up for chapter events and remain current with State, Regional and National information
Retention

Delta Zeta:

- Bi-annual sisterhood retreat to destinations outside Charlotte area (mini-vacations)
- Adhere to Roberts Rules of Order; meetings are modeled after State, Regional and National conferences
- Embellishment trivia competitions via social media
- Monthly social gatherings

Psi Alpha Zeta:

- “Open-door” management style with emphasis on non-retaliatory approach and swift problem-resolution.
- Gives high priority to inclusiveness and open communication
- Seeks outside professional (therapeutic) guidance to enhance communication skills
- Sister-Pal couplings tasked with developing and executing monthly workshops on various topics of interest

Lambda Zeta:

- Implemented Lambda Zeta Family Picnic to reunite sorors and reignite sisterly bond
- Established Buddy System

Upsilon Psi Zeta:

- Established monthly Sisterly Bonding Time (SBT). Two sorors are paired by 3rd Anti-Basileus and assigned to go on an SBT date within 30 days. Share with chapter what they learned about each other.
- Themed SBT chapter scheduled events monthly at changing venues to promote bonding

Eta Omicron Zeta:

- Sisterly Outings every other month to promote bonding and general fun chapter-wide
- Zeta 101’s to inform sorors of the operations on the various administrative levels and refresher on Zeta policies and procedures. Now includes distance-learning
- Approach: A good Zeta is a well-informed Zeta
- Established Stroll/Step Team as an outlet for younger sorors. Goal: compete in Atlantic Region’s stroll competition and 2016 Boule stroll competition.
- Founders’ Sister Circles comprised of 5 circles of 10 sorors in honor of each of our Founders. Each circle is responsible for sisterly outings among those in the circle, outreach within the circle, and to host 2 chapter meetings, including embellishment after chapter meeting (with refreshments). Objective is to allow sorors to gain comfort and confidence outside of their normal performance.
- Mentoring Program allows seasoned sorors to mentor new and transfer sorors. Mentoring Manual is available.
Recruitment

**Eta Omicron Zeta:**
- Success is based on timely response (within 24-48hrs) of receiving a request of an interest.
- Constant contact through 1st Anti-Basileus
- Bi-weekly communications on chapter events
- Acknowledge significant life changing events with gift/card on behalf of chapter

**Upsilon Psi Zeta:**
- Each member is charged to wear paraphernalia at least 1x weekly and personally speak with potential recruits
- Constant communication from MIP Coordinator to interests on chapter events and invitations to same.
- Invitation to follow chapter's activities on social media.

**Lambda Zeta:**
- Constant observation of professional women who are making a difference in their professions, the community, followed by invitation to chapter events

**Psi Alpha Zeta:**
- Interests are sent email with chapter history and contact information for Membership Coordinator and chapter president
- Monthly updates sent to interests on chapter activities until Interview Phase during MIP
- Emphasize that attendance is not required to prevent any suggestions of hazing

**Delta Zeta:**
- Approach: "People join People" Personal approach
- Each member, inclusive of Membership committee is charged with fostering personal relationships with potential members who are discreetly observed in places of employment, churches and professional groups