



Chapter Visit Communication Timeline

This communication timeline will help you to know what to expect as you prepare for your Chapter's annual virtual or onsite visit from the National Office.

Notification of Chapter Visit

At the beginning of the fall term, an email will be sent with the date(s) for your upcoming virtual or onsite visit. The Chapter will be asked to acknowledge receipt of the date and provide name of the primary contact for the visit (usually the President).

Three Week Communication

The next email will include a link to a Google Drive document with a list of the activities that were previously selected and others that are available to be included as part of the Chapter Visit. This email will also include a link to the Pre-Visit Survey to be shared with the Chapter with the goal of having at least 75% of Active and Locally Inactive Members complete it. Finally, a call will be scheduled to discuss the upcoming visit and answer any initial questions from the Chapter.

Chapter Visit Planning Conversation

This call will provide an opportunity to discuss the activities that will be included in the visit to ensure that they will best meet the needs of the Chapter. Activities may be removed or added to the schedule at this time based on agreed upon goals for the visit.

Two Week Communication

An email will be sent to provide an update on Pre-Visit Survey completion and address any outstanding details that need to be finalized for the visit, including times and locations for activities.

One Week Communication

A final email will be sent confirming the details of the visit and offering a last opportunity for questions. In the event that the Chapter has not achieved 75% completion of Pre-Visit Surveys, an email will be sent to all Members encouraging participation. That email may also include additional information about signing up for one-on-one or small group meetings.

After the Chapter Visit

An email containing a summary of the visit and a request for feedback will be sent within one week of the virtual or onsite visit. The visit should be discussed at the next Chapter Meeting so that Members may provide their input on the effectiveness of visit activities and National Staff performance to be communicated via a post-visit feedback form.