



Questions Asked of the Recruitment Contingencies Task Force

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Legislation

Q: For campuses that defer or delay recruitment past Oct. 1, how will quota work during a fully structured/hybrid recruitment if chapters have already been exercising their right to participate in continuous open bidding (COB) since what would have been the start of the originally scheduled primary recruitment?

A: Quota will still be determined by the number of PNMs participating in bid matching in the primary recruitment process. All chapters can pledge to quota even if it puts them over total. Once quota is met, chapters may only COB to fill any remaining spaces in total.

Q: So we can begin recruiting women July 1, right?

A: The opportunity to begin recruiting on July 1 is **limited ONLY** to those communities where the College Panhellenic has voted to use a virtual continuous recruitment as their primary recruitment and the woman who is offered a bid has completed high school and is an undergraduate regularly matriculated at the institution. Continuous recruitment is a primary recruitment style, [defined by the NPC Manual of Information](#), characterized by not having a structure nor a schedule. It is not the same thing as continuous open bidding (COB) which is a mechanism to achieve total, outside of primary recruitment.

Q: If a campus wants to set a different total out of concern for smaller chapters, is that possible?

A: No. The 26 inter/national organizations that make up the National Panhellenic Conference (NPC) voted to update the Total Setting policy and have instructed all College Panhellenics to set total for fall 2020 to the same number as fall 2019. The only exception to this policy is, if in evaluating fall 2020 total, the number is higher than fall 2019, then fall 2020's number may be used. NPC inter/national organizations agreed to this policy knowing some of their chapters may have more ability to grow than others.

Q: Does total have to be set to the number from fall 2019?

A: All College Panhellenics must use the fall 2019 total for the fall 2020 total; unless the evaluation of total in fall 2020 results in a higher total than in fall 2019.

Recruitment Response Team

Q: My NPC College Panhellenic area advisor and RFM specialist are the same person, will we have a team?

A: Yes. Your campus has been assigned NPC volunteers to be on your [Recruitment Response Team](#).

Q: Some campuses are already requiring plans for the fall; can we make decisions earlier?

A: College Panhellenics should work with their Recruitment Response Team to make decisions and allow for contingency planning whenever possible.



- Q:** Is the recruitment structure the sole decision of the Recruitment Response Team or will this be voted on by chapter delegates?
- A:** The College Panhellenic should vote to affirm the recommendation of the Recruitment Response Team. This vote should happen swiftly and may be done electronically.
- Q:** Do College Panhellenics need to change their rules to reflect total?
- A:** Yes, they should adjust their governing documents to reflect the updated Unanimous agreement and policy changes.

Positive Panhellenic Contact and Promoting the Sorority Experience

- Q:** In terms of summer contact rules being “opened” and loosened, do chapters need to wait for their College Panhellenic to change their rules to contact potential new members (PNMs) during the summer to promote sorority life?
- A:** NPC policy, voted on by all 26 inter/national organizations, supersedes local policies if there is a difference. The College Panhellenic Council (comprised of the chapter delegates) should move to swiftly adopt and change local policies so they align with NPC policy. If the College Panhellenic feels that there is continued confusion or violations of these policies, conversations should begin at the local level to focus on how all chapters should market the sorority experience to encourage PNMs to register for sorority recruitment.
- Q:** How can we support chapters that are in a community where “dirty rushing” is common?
- A:** Education is key. Inter/national organizations and College Panhellenics should educate chapters about the unintended outcomes of recruitment rule violations and how that negatively impacts their chapter, the PNMs and the overall community. NPC is committed to providing resources to College Panhellenics that emphasize what positive Panhellenic contact looks like/does not look like, to best support the chapters in that College Panhellenic. Despite these new opportunities to outreach to PNMs about the sorority experience, the Values-Based Recruitment policy still prohibits gifts, favors, letters and notes for potential new members along with all forms of bid promising, oral or written, to join a certain sorority before bids are distributed by Panhellenic. Violations of this policy are adjudicated through the College Panhellenic judicial procedure.
- Q:** Chapters have already been given or threatened with infractions for actively promoting sorority life because local contact policies contradict with NPC’s new Promotion of the Sorority Experience Policy. If these infractions are followed through with, what is the next step?
- A:** College Panhellenics should quickly adapt contact policies to focus on promoting the sorority experience rather than policing it. If a dispute is unresolved after going through the College Panhellenic judicial procedure, a chapter may submit an appeal to the NPC Panhellenic Judicial Appeals Committee. NPC policy supersedes any local guidelines.



Marketing

Q: Will there be recommendations on messaging to PNMs about why they should join if the experience will likely be virtual for a while?

A: Yes, NPC is working on messaging for College Panhellenics and chapters to share with PNMs to emphasize the value of the sorority experience in this virtual space. We encourage inter/national organizations to also share messages with their collegiate chapters and alumnae to explain why the sorority experience is still relevant, but just looks different.

Q: Is NPC developing additional marketing tools to help sell the sorority experience during this time of uncertainty?

A: NPC is developing summer advocacy campaigns for members, alumnae, parents, etc. to promote joining. Additionally, we continue to add new content to TheSororityLife.com regarding the successes of current virtual sisterhood and what is to come with virtual recruitment.

Videos

Q: Do you have guidance for what chapters should create for their open house round videos? To achieve parity, will there be guidelines for recording, budgets, etc.?

A: Our guidance is simple, videos should provide education and information on the organization/chapter. They should not provide entertainment.

Recruitment Counselors

Q: Is there a recommendation on whether College Panhellenic officers and recruitment counselors should disassociate if we are implementing a virtual or hybrid recruitment? The Promotion of the Sorority Experience policy changes what our campus is familiar with but we want to do what is best for PNMs.

A: The Panhellenic Officer Disassociation During Recruitment policy remains unchanged at this time. Disassociation of College Panhellenic officers and recruitment counselors (if applicable) should only be for the immediate time preceding recruitment (no longer than 30 days). A College Panhellenic may choose, through a council vote, to allow recruitment counselors to remain associated. With the new Promotion of the Sorority Experience policy, College Panhellenics should think more broadly about promoting the experience, rather than policing it. College Panhellenic officers and recruitment counselors should, along with all sorority women, be [ambassadors to share and promote](#) their sorority experiences broadly.

Q: What adjustments are recommended to recruitment counselor programs as recruitment counselors may not be able to tell if a PNM is having a hard time virtually or check in as easily? What is being taken into consideration about the mental health of PNMs in a virtual space, especially if they do not receive a bid after months of social distancing?

A: The Recruitment Contingencies Task Force is reviewing and making recommendations for recruitment counselors that help to realign their role of working with PNMs during a global pandemic. NPC is sensitive to the fact that recruitment counselors need to be able to provide comfort and guidance to PNMs but want to make sure they are not overstepping the work of any licensed counselors when a student may need assistance.



Virtual Recruitment Logistics

Q: Will NPC release any best practices relative to the use of technology by inter/national organizations and their chapters to guide virtual processes?

A: Recommendations regarding the use of technology will be shared with inter/national organizations and College Panhellenics in the coming weeks.

Q: Does NPC recommend College Panhellenics encourage/create rules around virtual “work weeks”?

A: No. “Work weeks” or other pre-recruitment chapter preparations are coordinated by local chapters and guidance should be obtained from the chapters’ inter/national organizations. The College Panhellenic, if of interest to chapters, can play a role in coordinating mock recruitments, educational programs and/or advisor/recruitment chair meetings.

Q: How/when does new member education begin for chapters on campuses that decide to use a virtual continuous recruitment model beginning July 1?

A: New member education questions should be directed to each inter/national organization’s headquarters staff.

Q: Does the membership recruitment acceptance binding agreement (MRABA) still apply?

A: The MRABA terms remain unchanged. College Panhellenics should work with their Recruitment Response Team or NPC College Panhellenic area advisor to explore ways this can be completed electronically as part of a virtual structured process or through COB.

Q: For campuses using a virtual continuous recruitment this fall and not utilizing any structured recruitment for primary recruitment, is it possible for a PNM to receive multiple bids? Can she consider multiple invitations at the same time?

A: A PNM could receive multiple bids in continuous recruitment, and it is her choice to decide if and when she should accept a bid. If needed or desired, chapters should work with their inter/national organization for advice in providing a “window of time” for acceptance of bids. However, once a PNM signs a COB MRABA, she is bound to that organization on that campus until the start of the next primary recruitment. A PNM should not sign multiple COB MRABAs.

Q: Should College Panhellenics that have already opened recruitment registration continue to collect that information without knowing what the fall will look like, especially if there are fees associated with registration?

A: College Panhellenics can and should continue to allow PNMs to register for recruitment and/or open registration based on previous year’s timelines in order to engage with PNMs as quickly as possible. When a plan for fall 2020 recruitment is finalized, that information should be communicated to PNMs. If recruitment registration includes a fee, it should be minimal to make the process more accessible to PNMs and the College Panhellenic must be transparent about what is refundable and what is not.



Finances

Q: Are there conversations taking place with ICS and CampusDirector about costs associated with those platforms? Often those fees are passed through to chapters and or PNMs, but if we are working to reduce costs for students as a whole, those funds need to come from somewhere else.

A: NPC is pleased to partner with many industry-wide service providers, including OmegaFi and TechniPhi that work with campuses to provide ICS and CampusDirector, respectively. Just as NPC is committed to reducing costs and creating more access points for joining, OmegaFi, TechniPhi and other industry partners are as well. We have and will continue to announce applicable partner services in our weekly College Panhellenic e-communication in the “NPC Partner” section.

Q: Can you highlight or elaborate on how sorority financial information should be provided to potential new members (PNMs)?

A: Implementation of the financial transparency program continues to be an expectation for the recruitment process. The purpose of the financial transparency program is to allow PNMs to compare actual membership costs in an apples-to-apples way prior to their receiving a bid. The updated Financial Transparency policy provides chapters more options to distribute the financial and housing information form to PNMs, although the College Panhellenic is still responsible for collecting and coordinating the distribution of the information from the chapters. Costs may be shared prior to recruitment and/or if using structured recruitment, during a middle round (whether virtual or in-person). Financial information should also be shared with PNMs during COB activities. Chapters are responsible for answering specific cost-related questions from PNMs. Recruitment counselors should NOT answer questions related to chapter-specific costs. Recruitment counselors should coach the PNM and assist her in framing her questions to ask the chapter directly. More guidance on financial transparency can be found on the NPC website [here](#).

Q: Will NPC College Panhellenic dues (the annual fee a College Panhellenic pays to NPC) be reduced for the 2020-21 academic year in light of budget restraints and potentially lower income of a College Panhellenic?

A: NPC does not plan on reducing services to College Panhellenics during this time, therefore College Panhellenics will be billed in early August for annual dues due Oct. 1. These dues are \$55/chartered NPC chapter for up to nine chapters and \$65/chartered NPC chapter for 10 chapters or more (as of July 1). College Panhellenics dues includes insurance coverage through MJ Sorority Insurance, RFM services and, this year, the support provided by Recruitment Response Teams.

Q: How do we work with PNMs or current members who may not have access to internet?

A: College Panhellenics should look to partner with their campus accessibility office, or similar, to see how reasonable accommodations can be provided. On the campus PNM registration form, consider adding language to address best practices such as the PNM should be alone without interruption during recruitment events, she has access to a stable internet connection, has a personal computer, etc.



Health and Safety

- Q:** How should a chapter plan to include all members in recruitment if social distancing guidelines prevent large gatherings?
- A:** Chapters and College Panhellenics should follow health and safety guidance from their institution and state/local health officials. If your campus will be hosting recruitment at the beginning of the term and the school advises that a staggered return is most appropriate, then the College Panhellenic and chapters should abide by that. Chapter decisions should be made in consultation with inter/national headquarters staff.
- Q:** If a campus is able to conduct an in-person fully structured recruitment in compliance with local/state social distancing guidelines, can they? Should they try?
- A:** If a campus can conduct an in-person fully structured recruitment in compliance with social distancing guidelines, they may proceed. However, it is extremely important the College Panhellenic, in partnership with their institution, creates contingency plans should a recruitment participant (e.g., chapter member, potential new member, Panhellenic officer, campus staff member or volunteer advisor) contract the virus. The recommendation to consider virtual/hybrid recruitment options not only has the Panhellenic and PNMs' wellness in mind, but the campus community's wellness as well. Moreover, as institutions explore options for hybrid learning opportunities for students who return to campus or as students choose to continue their education online due to personal reasons (e.g., immunocompromised, pre-existing condition), the College Panhellenic and chapters must consider how those women can participate in recruitment, which is one of the reasons we are encouraging all College Panhellenics to have recruitment contingency plans.
- Q:** Should preference round events be held in chapter homes or in campus spaces? Some of our chapters/house corporations have developed "no visitor" policies for the fall.
- A:** If selecting a hybrid model, it is the goal of the scenario to allow for preference round to happen in-person. If events are not permitted in chapter facilities, alternate facilities should be secured.

Traditionally Deferred Recruitment Campuses

- Q:** When can COB begin for traditionally deferred campuses?
- A:** At the beginning of the fall academic term, as you normally would (in compliance with applicable virtual and social distancing guidelines). Summer recruitment is limited to campuses using virtual continuous recruitment to host a primary recruitment in the fall.
- Q:** What does a Recruitment Response Team look like for those with a deferred recruitment? While we don't know what spring will look like yet, we know it won't look like previous years.
- A:** Right now, we are assigning Recruitment Response Teams for fall primary recruiting campuses. As we learn more about spring trends and gather lessons learned from preparing for the fall, we will begin to evaluate the support needed for spring primary recruitment campuses.
- Q:** For a deferred recruitment campus, will they use their fall 2019 total for fall 2020? If so, what is the recommended timing for setting to that fall 2019 total?
- A:** Yes, all College Panhellenics will use their fall 2019 total for fall 2020 beginning immediately. No vote is required nor is any action needed in the first seven days of the fall term.



General Questions

Q: Will NPC communicate with Alumnae Panhellenics about recruitment changes?

A: NPC regularly communicates with Alumnae Panhellenics and will continue to share resources they can reference during this time. Resources are on the NPC [website](#).

Q: Is it possible to have a deferred recruitment for just this year if you normally have a fall recruitment?

A: It is possible; however, NPC promotes and advocates for collegiate women being able to join our organizations at the first available opportunity. If a College Panhellenic delays primary recruitment past Oct. 1 or defers it to the spring academic term, chapters will be allowed to recruit women through COB beginning on the first day of the regularly scheduled primary recruitment. This will also include the ability to recruit first-year women attending the institution.

Q: Campuses are starting to discuss “hybrid” models. If overall there are fewer activities on campus, can virtual recruitment still be an option?

A: Yes, virtual recruitment can be pursued if students are on campus in a “hybrid setting.” Ultimately, the goal is to conduct a fall recruitment safely and provide women the opportunity to join our organizations even if they are not in-person on campus.