

ALPHA KAPPA ALPHA SORORITY, INCORPORATED

LAMBDA EPSILON OMEGA CHAPTER

CHAPTER OPERATIONS HANDBOOK



Chapter Operations Handbook

The purpose of the Chapter Operations Handbook; is to provide insight, guidance and direction for the successful operation of Lambda Epsilon Omega, Chapter. This document is designed and intended as a resource in the general guidelines for potential and current Officers, Committee Chairmen, Delegates and Committees.

This resource is not all inclusive and the Chapter's By-Laws list the minimum duties required of each Officer, Committee Chairmen, Delegates and Committees.

The Chapter Basileus MUST review and approve any verbal and/or written communication and documentation prior to submission to all members or to the public.

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DUTIES and RESPONSIBILITIES

I. ALL OFFICERS AND COMMITTEE CHAIRMEN

1. Adhere to all duties and responsibilities of their office as outlined in the Sorority's documents, where applicable.
 - a) Transition all documents/equipment of the office to the new officer within thirty (30) days of officer installation or by January 30 for Committee Chairman. Failure to do so may result in withdrawal of Soror's privileges as determined on an individual basis.
 - b) the transition document will be completed as outlined in the Standards Resource Guide (current edition).
2. Shall bring forth a recommendation regarding any contract to be entered by the Chapter, after review by the Basileus, appropriate Committee Chairman and Legal Committee
 - a) The recommendation shall include all relevant information including but not limited to; any deposits required, the total amount of the financial obligation, the opt-out date and any penalties. The Chapter shall approve the obligation with a majority vote.
3. Shall notify the Basileus when unable to attend chapter meetings/functions or send necessary reports/documentation etc.
4. Shall abide by the Document Retention and Records Matrix as outlined in the Standards Resource Guide (current edition).

A. BASILEUS

1. Determine whether a quorum is present to conduct business
2. Enforce the Chapter and International documents
3. Have on hand at each meeting
 - a) Chapter By-Laws, Sorority Constitution and By-Laws, Manual of Standard Procedures, and any other governing documents of the Sorority
 - b) Robert's Rules of Order (Newly Revised), Chapter Operations Handbook
 - c) A list of committees and their members
 - d) An agenda
 - e) A gavel
4. Represent the Chapter and its goals both to Chapter members and the general public
5. Responsible for receiving and transmitting End-of-Year reports to Corporate Office, Regional Director, and International Committee Chairmen

B. ANTI-BASILEUS

1. Responsible for the preparation and submission of the Chapter's End-of-Year Program report on or before December 31st of each calendar year. Shall provide hard copies to the Basileus, Grammateus and Standards Chairman for the Chapter's records
 - a) Has a copy of the Chapter's program at every meeting
 - b) Assist during Chapter meeting as directed by the Basileus

C. GRAMMATEUS

1. Records, for the record, the minutes of the Executive Committee, Chapter and call meetings
2. Reads the minutes and motions when requested by the Basileus
3. Maintains bound Chapter minutes, Chapter By-Laws, Financial Procedures Handbook and Chapter Operations Handbook (backup copies may be on electronic media)
4. Reads recommendations from the Executive Committee when requested by the Chairman
5. Supervises and coordinates the upkeep of the Chapter's files and records
6. Responsible for compiling and binding all minutes of the Executive Committee, Chapter meeting, Committee reports and handouts for the year within thirty (30) days from the end of the calendar year

D. ANTI-GRAMMATEUS

1. Serves in the absence of the Grammateus for the recording of minutes and the duties listed in C.1
2. Assists the Pecunious Grammateus in the collection of funds as directed by the Basileus
3. Assumes those duties delegated by the Basileus and Grammateus (with the consent of the Basileus)

E. EPISTOLEUS

1. Prepares and submit to the Basileus for review the Chapter's newsletter and distributes to all active Chapter members
2. Maintains a correspondence file
3. Assists the Pecunious Grammateus in the collection of funds as assigned by the Basileus

F. TAMIOUCHOS

1. Follows the guidelines as defined in the Chapter's Financial Procedures Handbook

G. ANTI-TAMIOUCHOS

1. Follows the guidelines as defined in the Chapter's Financial Procedures Handbook
2. Assist the Tamiouchos with duties, as needed

H. PECUNIOUS GRAMMATEUS

1. Follows the guidelines as defined in the Chapter's Financial Procedures Handbook

I. ANTI-PECUNIOUS GRAMMATEUS

1. Follows the guidelines as defined in the Chapter's Financial Procedures Handbook
2. Assist the Pecunious Grammateus with her duties, as needed

J. HODEGOS

1. The "Pink Pages" is updated monthly and published in every VINE edition
2. Receives and introduces all visitors
3. Takes care of all courtesies extended to members, visitors and dignitaries
4. Assists the Basileus and Rituals Chairman with Ivy Beyond the Wall Ceremony and arrangements

K. IVY LEAF REPORTER

1. Maintains list and establishes contacts and rapport with the local and national media contacts
2. Conducts an annual public relations workshop for the Chapter
3. Develops a yearly calendar of potential Chapter events to publicize and arranges for the coverage of Chapter activities
4. Evaluates current Chapter media strategy
5. Obtains current publication deadlines and procedures for media outlets
6. Establishes contacts on other Chapter committees to assist in obtaining information about events
7. Formulates and distributes press releases/articles to media outlets after obtaining approval from the Basileus

L. GRADUATE ADVISOR(S)

1. Follows established guidelines as detailed in the Graduate Advisors' Certification and Procedure Manual
2. Advises the undergraduate chapter in their interpretation, and implementation of the Alpha Kappa Alpha Program, Constitution and Bylaws, Manual of Standard Procedure, the Undergraduate Membership Intake Process Manual, the Anti-Hazing Manual and other official resources (current edition)

M. PARLIAMENTARIAN

1. Sits next to the Chairman at meetings to be convenient for consultation in a low voice
2. Ensures no procedural details are overlooked
3. Anticipates parliamentary strategy

N. HISTORIAN

1. Responsible for maintaining a current Chapter history on an annual basis
2. Makes recommendations regarding ownership, custody, and transfer of archival records
3. Adheres to the Records Retention Guide

O. PHILACTER

1. Protects the door from unauthorized persons by using one of the following procedures:
 - a. Sorority handshake, password or sign of recognition
 - b. Valid financial card and picture identification
2. Distribute permanent name tags for active chapter members, where applicable
3. Shall collect late fees from Chapter members who arrive after Chapter meeting's grace period
4. Shall obtain a current list of active members and will have record of attendance available at all meetings
5. Shall keep a guest book at monthly Chapter meetings
6. Shall notify the Basileus of a quorum before the start of any meeting

P. CHAPLAIN

1. Leads meditation, invocation and inspirational expressions at chapter meetings, Executive Committee meetings and Chapter events, as requested
2. Provides a spiritual and sisterly atmosphere in the chapter

II. COMMITTEE CHAIRMEN

1. Ensures each member of the committee is informed of the committee's duties and actions
2. Is well informed on current program emphasis and Chapter goals as it relates to the committee's activities
3. Shall issue a report after every meeting to the Basileus, Grammateus and Standards Committee Chairman
4. Prepares an agenda for the meeting to ensure all necessary action is taken
5. Submits to the Standards Committee Chairman, the "Committee Evaluation Form for General Activity" for each committee activity

III. DELEGATES

Lambda Epsilon Omega shall have delegates, based on Chapter membership, at the Boule and South Atlantic Regional Conference

Procedures for Delegates:

- a) Inform the Basileus of the best form of communication during the conference
- b) The Basileus will contact the delegates during the conference if new assignments have been added or previous assignments have been changed
- c) Register/attend any luncheon or social activities that may be informative to the Chapter (i.e. Regional and Undergraduate luncheons, receptions for candidates for office) <all costs for required luncheon or social activity must be paid by the Chapter>

IV. COMMITTEES

A. EXECUTIVE COMMITTEE

1. Sets the example as leaders in thoughts, words and actions
2. Recommends a course of action to settle any adversity within the Chapter
3. Provides each member with the most current literature from the International Office to help fulfill their leadership roles
4. Is responsible for the soundness of all budgets presented to the body
5. Are trustees of all property owned by the Chapter

B. PROGRAM COMMITTEE

1. Is thoroughly familiar with the current program emphasis of the Sorority and the Chapter
2. Understands the procedure(s) in the selection of program goals
3. Understands how the program goals are to be accomplished
4. Elicits participation from the Chapter on the formulation of the Chapter program
5. Submits a program which will be a vehicle by which local and international program emphases are met
6. Executes the program as adopted the year prior to implementation

C. BUDGET COMMITTEE

1. Consider input from committee chairmen, historical costs, chapter members and projected income and expenses when developing budgets
2. Submits to the Executive Committee and Chapter, the Committee Evaluation Form for General Activity” for each fund-raiser activity at the next meeting following the event
3. Follow the guidelines outlined in the Financial Procedures
4. Provides each active member a copy of the Financial Procedures

D. BY-LAWS COMMITTEE

1. Suggests all members of the committee obtain a copy of Robert’s Rules of Order (Newly Revised), Parliamentary Law and Protocol, Alpha Kappa Alpha’s Constitution and By-Laws and Manual of Standard Procedures
2. Submits two copies of the approved Chapter By-Laws to the Basileus for mailing to the Regional Director
3. Reviews the Operations Handbook annually to ensure alignment with the International Documents (Constitution and By-Laws and Manual of Standard Procedures) and Chapter By-Laws
4. Provides each active member a copy of the current International Documents (Constitution and Bylaws and Manual of Standard Procedure) and Chapter By-Laws
5. Coordinate with other committees to organize policies and procedures for the chapter
6. Ensure that all operating documents are not in conflict with International and Chapter By-Laws

E. PUBLIC RELATIONS COMMITTEE

1. Provides a copy of all articles and images to the Historian
2. Receives a calendar of events/activities in January each year - needing media coverage
3. Shall arrange media coverage of Chapter events
4. Shall conduct a workshop detailing how public relations work throughout the Chapter and Sorority (use of Professional consultants, when necessary)

F. UNDERGRADUATE ACTIVITIES COMMITTEE

1. Encourages individual members of the undergraduate chapters to maintain high scholastic records
2. Encourages interaction between the graduate and undergraduate Sorors
3. Has a copy of documents pertaining to Graduate Advisors and undergraduate chapters (i.e. Handbook for the Graduate Advisor, So Now You're Elected, Program Implementation for the Undergraduate Chapters, Undergraduate Membership Process, and Rituals)
4. Coordinates joint program activity with the Program Committee
5. Shall have at least one representative of the committee at each meeting and function for the Undergraduate Chapters

G. SOCIAL WELFARE COMMITTEE

1. Responsible for planning social activities of the Chapter
2. Shall extend courtesies as follows:
 - a) Retiring elected officers-monetary gift (\$50)
 - b) Retiring appointed officers-monetary gift (\$25)
 - c) Soror's birth/adoption-monetary gift (\$35)
 - d) Soror's wedding-monetary gift (\$50)
 - e) Death of an active Soror's immediate family (includes husband, child, parent, sibling, parent-in-law, grandparents)-monetary gift (\$50)
 - f) Death of an active Soror-monetary gift (\$100)
 - i. May also organize other courtesies, as needed
 - ii. May offer accurate information about disposal of sorority pin
 - iii. Ensure information is submitted to the Ivy Leaf Reporter for "Ivies Beyond the Wall"

A visit to the home of the Soror will be made within twenty-four hours (24 hr.) by the Visitation Committee which will consist of the Basileus or Anti-Basileus, Hodegos, and Social Welfare Committee members (Social Welfare members will be on duty for each month of the year)

The Visitation Committee will ask the Soror what the Chapter can do to assist and take actions according to the Soror's request only. The courtesies available and those that the Committee can request of the Chapter and will coordinate are:

- When death occurs in Metro Atlanta, food may be taken to the Soror's home for special occasions, family dinner etc (Chapter wide response is voluntary)
- When death occurs away from Metro Atlanta, will assess the needs of the family and coordinate Soror's transportation to the airport, assistance with packing and making travel plans, offer to provide a meal of food for the family when the Soror returns, collect money etc.

g) Illness

- i. Home bound or hospitalized (three days or more)-monetary gift (\$50)
- ii. Flowers or other gifts, not to exceed (\$30)

h) Regional and International officers visiting the Chapter-corsages and courtesies as needed (may include transportation and housing) at current market cost

i) Other

- i. Personalized, handwritten notes from the Social Welfare Committee
- ii. Telephone calls from the Visitation Committee or Hodegos
- iii. The request for action will go to the Chapter through the Telephone Committee after approval by the Basileus

H. MEMBERSHIP COMMITTEE

1. Is thoroughly familiar with current policies, procedures and process for membership into Alpha Kappa Alpha Sorority, Incorporated
 - a) Duties shall include the following:
 - i. Monitor membership status and trends
 - ii. Recommend strategies for recruitment
 - iii. Strengthen Chapter initiatives for retention and reactivation of members

I. PROTOCOL COMMITTEE

1. Shall supervise all protocol activities for the chapter
2. Shall maintain a sample of approved written event programs
3. Responsible for ensuring communication to other sorority and/or Chapter members is completed for special events or circumstances
4. Responsible for proper seating at public events

J. CONNECTION COMMITTEE

1. Sponsor a workshop for Sorors and/or community on how to run for a political office
2. Disseminate information concerning political issues of the community
3. Sponsor a forum to allow candidates to share with the community, political platforms and community response

K. NOMINATING COMMITTEE

1. Solicits Soror Profile folders from the Grammateus
2. Provides a Nomination Profile form of each candidate nominated for each active chapter member before the November meeting

L. STANDARDS COMMITTEE

1. Maintains all forms necessary for the efficient operation of the chapter, including but not limited to the following forms:
 - a) Format of Committee Reports
 - b) Report of Officer/Committee Chairman Goals and Objectives
 - c) Officer/Committee Chairman Transition Document
 - d) Other forms, as needed
2. Receives the following data on a monthly basis:
 - a) Monthly Committee Report with attendance sign in sheet attached
 - b) General Activity Evaluation form with attendance sign in sheet attached
3. Conducts the following evaluations:
 - a) Chapter activities and events
 - b) Chapter self-assessment evaluation: annually as directed by the International Standards Committee
 - c) Chapter Operations Survey: biannually or as directed by International Standards Committee
4. Provides each committee chairman with a summary evaluation of her committee's activity
5. Reports to the chapter a summary of evaluations of activities at sorority meetings
6. Participates in the Officers' Retreat in January
7. Provides each active member a copy (electronic or printed) of the Chapter Operations Handbook
 - a) Shall update the Chapter Operations Handbook, as needed

M. HONORS AND AWARDS COMMITTEE

1. Shall be responsible for developing and maintaining the purpose of chapter scholarships
2. Shall develop and maintain procedures for submitting projects for display or competition
3. Ensure scholarship recipients are publicly recognized for their achievements (i.e. School award programs, luncheons etc.)
4. Ensure individual award information is available for all chapter members
5. Update Honors and Awards Handbook, as needed

N. FOUNDERS' DAY COMMITTEE

1. Formulate and execute all plans necessary for International and local observance of Founders' Day
2. Coordinates plans for Chapter's anniversary celebration
3. Submits a written annual report in December

O. AUDIT COMMITTEE

1. Performs an internal audit of chapter accounts each year
2. Follows guidelines provided by Alpha Kappa Alpha Fiscal Fitness Manual
 - a) Shall receive the chapter's financial records no earlier than February 15th and no later than February 28th of the year of the report
 - b) Shall present the audit report in April to the Executive Committee
 - c) Shall present the audit report in May to the chapter
 - d) Shall make recommendations on chapter's financial records/procedures based on review of chapter financial records
 - e) Shall consist of any chapter member, except the current and immediate past Tamiochous, Anti-Tamiochous, Pecunious Grammateus, Anti-Pecunious Grammateus, Basileus, Anti-Basileus and Anti-Grammateus
 - f) Shall be responsible for arranging an external audit every two years
3. Reviews and recommends updates, if necessary, to the Chapter's Financial Procedures Handbook yearly

P. TELEPHONE COMMITTEE

1. Utilizes appropriate communication to ensure contact is made to Sorors
2. Organize telephone teams that will facilitate the operation of the system and is responsible for informational calling post to chapter members

Q. ARCHIVE COMMITTEE

1. Assist the Historian to update chapter history on an annual basis
2. Is responsible for inventory of all chapter files, artifacts and other stored items
3. Provides access to stored items for chapter functions and ensure its return
4. Performs an annual inventory each December and submit a written report of findings
5. Maintains a public storage facility in DeKalb County that houses the chapter files and artifacts

R. TECHNOLOGY COMMITTEE

1. Members shall be technically proficient and able to resolve computer related issues
2. Shall consist of no more than five (5) members, appointed by the Basileus
3. Chairman shall serve as Assistant Webmaster
4. Provide the chapter with appropriate technology to increase communications and chapter connections
5. Will consistently develop, maintain and update the Chapter's website. All information included on the website reviewed and approved by the Basileus prior to publication

S. RITUALS

1. Governs our sacred ceremonies. Guidelines given to the Chapter Basileus and Rituals Chairman

T. LEGAL COMMITTEE

1. Provides general simple legal suggestions or recommendations
2. Reviews contracts

U. FUNDRAISING COMMITTEE

1. Implements successful programs and activities to meet the needs of our communities
2. Proceeds donated or collected at chapter events supports community service projects in DeKalb County and surrounding areas

V. EDUCATIONAL ADVANCEMENT FOUNDATION COMMITTEE

1. Secures charitable donations through chapter activities to provide financial support for the International EAF program goals

W. HOUSING COMMITTEE

1. Oversees building and properties. Shall make recommendations on available properties, upkeep and improvements, as necessary

X. LEADERSHIP DEVELOPMENT COMMITTEE

1. Leadership Development Program shall align itself as identified in Sorority's documents and Lambda Epsilon Omega By-Laws
2. Each committee member shall be familiar with the current leadership development emphasis of the sorority and chapter
3. Shall develop and implement the Chapter's Leadership Development Program for the current year
4. Shall present the Leadership Development Program components to the chapter for approval in January of each year. Program shall include the requirements for certification and how certification will be determined. The year for leadership certification is defined as January 1st thru December 31st of the year implemented
5. Leadership certification acquired each year shall be deemed as having met the requirements for the year achieved and the year immediately following. Thus, a certification acquired in any given year will cover a two-year period. The committee shall devise a method by which committee members are able to meet chapter certification requirements. This method shall be presented at the same time as the program
6. The program shall be executed in a manner that provides certification opportunities prior to nomination for chapter office
7. The Committee shall maintain a record keeping system that contains all chapter members who meet certification requirements. This system shall provide historical records of certification met for the previous four years. The committee will create a method of informing all chapter members who meet certification requirements
8. Shall provide a year-end report at the December chapter meeting. The report shall include a summary of the year's certification/participation and outcomes/analysis of the Program's goals and objectives

9. Shall present at least one development activity to the Chapter's Executive Committee during the current year
10. May develop/present other leadership activities as directed by the Basileus to the Chapter's leadership and/or Chapter membership

Y. SISTERLY RELATIONS COMMITTEE

1. Shall be responsible for the development and providing support in executing the Chapter's sisterly relations program
2. Shall ensure that activities focus on strengthening the interactions and relationships amongst Chapter Sorors

Z. RISK MANAGEMENT COMMITTEE

1. Shall assess risks and potential threats at Chapter meeting, activities/events
2. Shall develop strategies, security measures and risk management approaches

AA. PHILACTER COMMITTEE

1. Shall maintain order at all chapter meetings
2. Shall keep a bound record of attendance and for monthly chapter meetings
3. Shall count the vote on a motion when requested
4. Shall assist with other duties as assigned by the Basileus

BB. STRATEGIC PLANNING COMMITTEE

1. Shall abide by Bylaws and Operations of Lambda Epsilon Omega Chapter
2. Shall maintain, monitor and revise (as necessary) the Strategic Plan
3. Shall report to the chapter annually or as necessary

V. REPORTING

Form(s) should contain but not limited to listed items

COMMITTEE REPORT FORMAT

1. Committee and Officer name
2. Committee members in attendance and absent (this information does not have to be read as part of the report to the general body)
3. Place, date, time (beginning and ending) of meeting and next scheduled meeting
4. Purpose and results of the meeting
5. Committee actions/assignments made and dates to be completed
6. Recommendations and rationales
7. Signature of the chairman
8. Leave space for corrections and/or additions

CHAPTER MINUTES FORMAT

1. Date, time and place of meeting
2. Any motions on which action was taken
3. Any items of discussion on which action was taken
4. Time the meeting was adjourned
5. SOROR NOMINATION CERTIFICATION FORM
6. Soror's Name
7. Office sought
8. Local and International level Sorority offices and committee chairmanships held (include dates if known)
9. Honors and awards received (community, Sorority, educational etc)
10. Other organizational memberships
11. Sorority committees served
12. Number and date of Boules, Regional Conferences, Leadership Seminars and Cluster Meetings registered and attended

GENERAL ACTIVITY FORM

1. Name of the activity along with a brief description of event/activity
2. Name of the sponsoring committee and signature of Chairman
3. Place, date, time (beginning and ending) of the activity
4. Number of Sorors and community members present (roster attached)
5. International program emphasis, if applicable (always included for the Program Committee)
6. Number of hours spent in preparation
7. Type of publicity other than media (social media, flyers, letters, invitations etc)
<include those asked to cover and those who covered the event>
8. Amount of money spent on each activity (itemized expenses)
9. Amount of income grossed and profited, if applicable
10. Degree of success

VI. END OF YEAR PROCEDURES

Lambda Epsilon Omega Chapter is required to complete and return a Chapter Report Book (includes end-of-year reports) to Alpha Kappa Alpha Corporate Office and individuals designated on each report. (names and addresses of individuals can be found in the Ivy Leaf Magazine, Directory page)

All reports are due on December 31, but no later than February 1(Except where noted on the report). Each report should be typed, and enough copies duplicated to forward appropriately. Upload instructions are included on each report. Forms can also be downloaded from the website at www.aka1908.com. Forms with original signatures are sent/accepted by Corporate Office. A copy of each report should be maintained for Chapter files

1. The Budget
2. Statement of Financial Operations
3. W-9 Summary Statement (late after Jan 8th)
- 4 Program Report
4. Standards End-of the-year report
5. Undergraduate Graduation Report
6. Annual Year-end Report for Chapter Connection
7. Annual Year-end Report for Membership Activities
8. Annual Year-end Report for Archive Activities
9. Annual Chapter Hotel Expenditure Form
10. Foundation/Incorporated Entity/Not for Profit Organization

VII. CHAPTER DOCUMENTS

(not a comprehensive list)

Document	Update Process
Officers and Committee Chairman Directory	update with incoming/outgoing officers/chairman (located in Pink Pages)
Chapter Bylaws	update as needed, in alignment with Sorority’s guidelines and processes
Executive Committee Goal/Objectives Form	update as needed
Executive Committee Monthly Report	update as needed
Chapter Report Book (includes end-of-year reports)	update annually per corporate requirements
Chapter Operations Handbook	update, as needed in alignment with Chapter Bylaws
Chapter Operations Survey	update in alignment with International Standards Guidelines
Chapter Records Certification	update per records retention matrix
Document & Retention Matrix	per listed retention period
Chapter Financial Procedures Handbook	update per changes to International Fiscal Fitness: Guide to Financial Procedures and/or recommendations submitted in writing to Tamiouchos
Strategic Plan	update, as needed
Honors and Awards Handbook	update, as needed with SARC awards and Chapter awards
Risk Management Plan	(pending approval) update, every 2 years
History Book	Final product
Archives Inventory Checklist	ongoing
Pink Pages	update monthly
Member Directory	update in March
Green Pages	ongoing
Program Activity Report	update, as needed
Chapter Self-Assessment Form	as needed per corporate updates

VIII. PROTOCOL

An active member of Lambda Epsilon Omega shall enjoy the following privileges and assume the following responsibilities:

1. Be willing to listen
2. Be willing to change her mind
3. Be willing to prepare for meetings
4. Be willing to cite facts, not personal feelings during discussions at meetings
5. Be willing to incorporate by reference Sorority's Constitution and Bylaws, Manual of Standard Procedures and The Official Guide to Alpha Kappa Alpha Protocol (current edition)
6. Be willing to lose gracefully
7. Be willing to promote the aims and objectives of the Sorority
8. Volunteer her services
9. Motion(s) presented should be well planned, verbalized and executed in written format
10. Attend meetings regularly
11. Be punctual
12. Follow the rules agreed upon by the membership
13. Be sisterly
14. Refrain from talking when someone else has the floor
15. Wait to be recognized by the Basileus before obtaining the floor
16. Be willing to put the good of the Chapter first, her own wishes last

IX. PARLIAMENTARY PROCEDURES

1. Requires that members be recognized (by standing or raising hand) before obtaining the floor
2. Requires that members stand when recognized to present motions, participate in debate etc (unless physical condition does not permit standing)
3. Tactfully interrupt a member whose discussion is not germane or not relevant to the motion before the body
4. Expedite business by employing the unanimous consent procedure
5. Put motions other than unanimous consent to vote and announce the results
6. Basileus shall call the Anti-Basileus to the chair when participating in debate, giving a report, subject of a motion etc
7. Appoints Protem officers for business meetings when necessary
8. Written programs should be approved by the sponsoring committee's chairman, reviewed by the Protocol Chairman and approved by the Basileus

X. FINANCES

Any officer, delegate or other chapter member, who is given a monetary advance shall:

1. Submit original receipts or copies of original receipts (or other documentation identified by the Financial Procedures Handbook) as an acceptable substitute if no receipt is available to account for all or valid portion of the amount advanced.
2. Any excess amount must be returned. Documentation and/or return of excess funds must be forwarded to the Pecunious Grammateus no later than sixty (60) days from the last day of the conference or completion of the activity for which the funds were received. In the event the documentation is not received within the required timeframe, the Pecunious Grammateus shall report the matter to the Basileus.
3. In the event, the Basileus is the subject of the action, the report shall be provided to the Anti-Basileus
4. Officers, elected positions, appointed chairmen may be subject to disciplinary action per chapter bylaws. If necessary, the Executive Committee may recommend corrective action.

In the event of non-compliance:

1. The Basileus/Anti-Basileus shall inform the Pecunious Grammateus and Tamiouchos that no additional advances shall be provided to the individual until further notice
2. Written notice of non-compliance shall be mailed to the individual. Written notice shall consist of notice of the documentation/excess funds due. The individual shall have no more than ten (10) business days from receipt of said notice to respond. Said notice shall also identify the penalty for continued non-compliance as noted in this provision

In the event the individual fails to respond to written notice:

1. Non-compliance shall be considered an outstanding financial obligation to Lambda Epsilon Omega Chapter; therefore, chapter dues shall not be accepted until documentation/return of excess funds has been provided to the Pecunious Grammateus
2. If documentation/return of excess funds has not been provided to the Pecunious Grammateus by December 31st of the year in which the monetary advance was provided, and Internal Revenue Service (IRS) 1099 MISC shall be issued to the individual. The amount of the monetary advance shall be reported to the IRS according to IRS guidelines. Any additional penalties shall be outlined in the written notice provided to the individual. The Corporate Office shall be notified of the indebtedness

This provision supersedes any procedure in the Financial Procedures Handbook in conflict with this article

XI. PUBLICITY GUIDELINES

1. Type of publicity (social media, Ivy Leaf, radio, newspaper, television etc)
2. Number of words, if applicable
3. Cost
4. Contact persons and telephone numbers
5. Deadlines
6. Pictures
7. Sorors **MUST** refer to the following and abide accordingly to each: Soror Code of Ethics, AKA Brand Guidelines, The Official Guide to Alpha Kappa Alpha: Protocol (current edition)

Any communication and/or documentation **MUST be reviewed and approved by the Basileus prior to submission*

Revision Tracking

Nov. 2009, Dec. 2012, March 2014, Dec. 2014, Jan. 2015, Nov. 2019, Oct. 2020

X. APPENDIX

SAMPLE TEMPLATES OF CHAPTER DOCUMENTS/FORMS:

- a) images are to be used as reference and are not shown to scale
- b) actual documents will be located via Chapter website under forms/documents
- c) additional forms will be updated in future Chapter Operations Handbook publications



Lambda Epsilon Omega Chapter
Alpha Kappa Alpha Sorority, Inc.

Strategic Planning Best Practices
2019

Purpose

Article XI. Special and Ad Hoc Committees in the By-Laws of Lambda Epsilon Omega Chapter of Alpha Kappa Alpha Sorority, Inc. notes “The Basileus shall create committees as needed to facilitate the purpose and objectives of the Chapter with the approval of two thirds of the Executive Committee.

The Strategic Planning Committee is noted as an ad hoc committee responsible for outlining the results Lambda Epsilon Omega Chapter seeks to accomplish, in alignment with Alpha Kappa Alpha’s Mission and in fulfillment of its Vision. The Sorority’s Mission and Vision drive the goals, objectives and activities of Chapter planning. The Strategic Plan provides a roadmap for the future of the Chapter.

This document serves as best practices for completing a Strategic Plan.

Implementation and Maintenance of the Strategic Plan

The Strategic Planning Committee will have oversight of the Chapter Strategic Plan, with the Standards Committee serving as evaluators to determine the Plan’s effectiveness.

Process Steps for Completion

The Strategic Planning Committee defined the following steps to facilitate completion of the Plan:

- Basileus appoints Chairman (Strategic Plan Lead) for Strategic Planning process.
- Strategic Plan Committee determined the annual approach, including analysis tools and schedule of strategic planning activities:
 - Educational session (presentation to Membership)
 - Chapter input activities to include the Chapter Survey and Focus Groups
 - Updates to Leadership through Executive Board Meetings
 - Chapter reporting
- Conduct the Strategic Plan Evaluation (Standards Committee).
- **Strategic Plan Update** (as of the 2019 Leadership Retreat): Strategic Planning Committee in tandem with the Basileus and/or Anti-Basileus will meet with the DeKalb County Leadership to assess the needs of the county and include the findings as key target areas for the Chapter (aligned with the Sorority’s initiatives).
- Update the Strategic Plan on an annual basis or as needed, informing the Chapter of any modifications.

Maintenance of Plan

The Chapter has identified the following steps for maintaining the Strategic Plan:

- Meet with assigned owners (responsible entities) of key activities/initiatives of the Strategic Plan.
- Review and track progress on a quarterly basis.
- Report updates on a semi-annual basis.
- Redefine the Strategic Plan components as needed with Chapter support and approval as determined (i.e., determine the frequency for conducting the SWOT and PEST Analysis)
- Keep current version of the Strategic Plan posted on the Chapter site for review.
- Submit updated Strategic Plan on an annual basis to the Regional Director as required.
- Maintain the updated Strategic Plan in Chapter files for Chapter self-assessment and evaluation purposes.



Alpha Kappa Alpha Sorority, Incorporated
Lambda Epsilon Omega Chapter
 2019 *insert month* Executive Committee Goals/Objectives Report

Office/ Committee Name:	Officer/ Committee
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Monthly committee reports are due to the Basileus, Grammateus, and Standards Chairman by Tuesday prior to Executive Committee Meeting. Please use additional pages as needed.

	Goal/Objective	Action Plan: How you will measure success
1		
2		
3		

Submitted By:	Date:
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**Alpha Kappa Alpha Sorority, Incorporated
Lambda Epsilon Omega Chapter**

2019 *insert month* Monthly Executive Committee Report

Office/ Committee Name:	Officer/ Committee Chairman:
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Monthly committee reports are due to the Basileus, Grammateus, & Standards Chairman by the Tuesday prior to Executive Board Meeting. Please use additional pages as necessary.

Key Accomplishments

1	
2	
3	

Action Items

1	
2	
3	

Committee Member Attendance

--

Upcoming Events/Meetings

Date	Time	Meeting Description

Submitted By:	Date:
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**Alpha Kappa Alpha Sorority, Incorporated
Lambda Epsilon Omega Chapter
Program Activity Report**



EVENT NAME:	START/END DATE(S):
NUMBER OF HOURS FOR THE EVENT:	
NUMBER OF SORORS PARTICIPATING:	
NUMBER OF NON-SORORS PARTICIPATING:	

ACTIVITY/EVENT DESCRIPTION
EVALUATION
<i>what were the results? exceeded, met or did not meet expectations)</i> <i>please include comments from the evaluation.</i>
COMMUNICATION
<i>what type (TV, Social Media, Radio, Newspaper, Flyers, Chapter Website, Newsletter)?</i> <i>Describe media attention/communication type</i>



Alpha Kappa Alpha Sorority, Incorporated
Lambda Epsilon Omega Chapter
Program Activity Report



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MATERIALS

Were materials distributed?

List materials-

--

FUNDING

CHAPTER MONETARY CONTRIBUTION?

AMOUNT:

OUTSIDE/GRANT FUNDING?

AMOUNT:

IN KIND CONTRIBUTION? WHAT KIND?

AMOUNT:

ADDITIONAL COMMENTS ABOUT THE ACTIVITY

(how many backpacks, seasonal wraps, books collected, little dresses made, etc.)

--



**Alpha Kappa Alpha Sorority, Incorporated
Lambda Epsilon Omega Chapter
Program Activity Report**



SUBMITTED BY:
DATE SUBMITTED:



Lambda Epsilon Omega Post-Event Evaluation Template

Thank you for registering for our recent activity. Please take a moment to complete our brief post-event evaluation. Your feedback will help to improve future events.

*Did you attend/participate in this event

Yes

If "No", please provide reason
you did not

Please select your participation category..

Chapter Member

Community Member

Please rate our communication/media efforts for this event (select one)

Exceeds Expectations

Met Expectations

Does Not Meet
Expectations

Please indicate your satisfaction with the following aspects..

Date of Event

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

Time of Event

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

Venue

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

Please rate our overall event (select one)

- Exceeds Expectations
- Meet Expectations
- Does Not Meet Expectations

Please add any additional comments regarding this event..



Alpha Kappa Alpha Sorority, Incorporated
Lambda Epsilon Omega Chapter
Chapter Award Nomination Form



***Nominate one name for each category.**

1. SOROR OF THE YEAR

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

2. COMMITTEE OF THE YEAR

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

3. MOST OUTSTANDING IN COMMUNITY SERVICE

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

4. SOROR LIGHTHOUSE AWARD

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

5. MOST SISTERLY SOROR AWARD

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

6. POLLY MERIWETHER LEWIS AWARD

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

7. Community Lighthouse Award

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

8. Spirit of AKA Award

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

9. NEW PEARL AWARD

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).

10. CHAPTER OFFICER OF THE YEAR

Name of Soror Nominated:

Describe why the Soror nominated should receive this award (please use additional sheets if necessary).



ALPHA KAPPA ALPHA SORORITY, INCORPORATED
STANDARDS
END-OF-THE-YEAR REPORT - GRADUATE CHAPTER

PLEASE TYPE, SIGN and EMAIL THIS REPORT ON OR BEFORE DECEMBER 31 as part of the requirements to be considered for the EXCELLENCE award recognition. Send to all of the following: (1) Regional Director; (2) Chairman, International Standards-Operations Committee; and (3) Regional Representative to the International Standards-Operations Committee. Legible, hardcopy, mail-in reports are allowed, however, electronic reports are encouraged and must be received on or before December 31 of each year.

CHAPTER: _____ REGION: _____ YEAR: _____

LOCATION (City, State): _____

CRITERIA: Indicate either YES, NO or N/A in the appropriate column based on the majority of your responses. If you select "N/A", please explain. All chapters please answer the following questions:	YES	NO	N/A
1. Chapter has had representatives at a Boule within the last six years.			
2. Chapter files with the Regional Director, for review and approval, two copies of chapter bylaws.			
3. Two copies of all subsequent changes to chapter bylaws are forwarded to the Regional Director for review and approval.			
4. Chapter conducts at least one meeting per month except during summer months. (July and August)			
5. Chapter has consistently met three consecutive months between September and June.			
6. Chapter sponsors activities which interpret, implement and support the Program of the Sorority.			
7. Chapter submits an annual report of chapter program activities and finances to the Alpha Kappa Alpha Corporate Office at the end of each year by the required due date.			
8. Chapter observes Founders' Day annually. (January, February, or March)			
9. Chapters meet minimum requirements for elected officers as required by Alpha Kappa Alpha Sorority, Incorporated Bylaws.			
10. Does your chapter have a Strategic Plan?			
10a. Has your chapter established long and short-term operational goals?			
10b. If yes to question "a" above, does the chapter evaluate its progress in meeting the goals?			
11. Have joint meetings with undergraduate chapter(s).			
12. Officers are elected in November and installed in December.			
13. Graduate chapters sponsor an undergraduate chapter: Graduate Advisor is an elected position and meets all certification requirements designated by the Directorate approved Alpha Kappa Alpha Sorority Inc.® <i>Graduate Advisor Certification Program</i> .			
14. Chapter has performed internal and external audits as prescribed in the Financial Fundamentals – Guide to Chapter Financial Procedures.			

Lambda Epsilon Omega Chapter Storage Unit Contents-10/20/2019

ITEM	DESCRIPTION	QUANTITY
Achievement plaques	several	
AKA shield	Gold logo wooden w/ gold stand	1
AKA shield	Apple green wooden w/ white lite bulbs	1
Cake plate	2 pc footed Anchor	1
Candle holder	Wire	8
Centennial CD	Oral interview	3
Chapter History Book	Lambda Epsilon Omega Chapter	12
Chapter Quilts	Handmade pink/green	2
Chapter Scrapbooks	Different years	20+
Cloth napkins	Salmon pink	90
Cloth napkins	Bubble gum pink	120
Cloth napkins	Forest Green	90
Clock	Brown ivy leaf shape	1
Coffee urn	60 cup capacity	1
Cooler	Blue	1
Dolly		1
Green candles	Taper	10
Health fair yard signs	11"x17"	4
History of AKA	VCR tapes	2
Ivy		Medium size bin
Laundry hampers	Plastic white (MIP)	20
Laundry hamper	Plastic pink (MIP)	1
Laundry hamper	Plastic green (MIP)	1
Manual of Standard Procedure	Various years	several
Constitution and Bylaws	Various years	several
Misc pictures		
Napkin rings	Silver/pink crystal	120
Pink rose petals	Storage shoe box full	100
Punch bowl	39 pc set	1
Sprayed gold mason jars	With gardenia flowers	12
Sprayed silver mason jars	With gardenia flowers	12
Soror Trudie Carmichael items	Pink storage bin	

Documents & Records Retention Matrix

OPERATIONAL RECORDS	
DOCUMENT TYPE	RETENTION PERIOD
Chapter Charter	Permanent
Chapter History	Permanent
Bound Chapter Minutes	Permanent
Executive Committee Minutes	Eight (8) Years
Bound Committee Reports	Eight (8) Years
Chapter Officers	Permanent
Chapter Directory/Membership Roster	Permanent
Election Ballots	Eight (8) Years
Chapter Newsletters	Eight (8) Years
Founders' Day Programs	Eight (8) Years
Records of Conference Attendance	Eight (8) Years
MIP Documents	Permanent
Commitment Statement & Candidate Commitment	Eight (8) Years
Copies of Chapter Report Book / End of the Year Reports	Eight (8) Years
Legal Files/Correspondence	Permanent

FINANCIAL RECORDS	
DOCUMENT TYPE	RETENTION PERIOD
Chapter Remittance Forms	Eight (8) Years
Monthly Financial Reports	Eight (8) Years
Cash Disbursements Journal	Eight (8) Years
Cancelled Checks	Eight (8) Years
Checkbooks	Eight (8) Years
Vouchers & Receipts	Eight (8) Years
Bank Statements and Bank Reconciliations	Eight (8) Years
Receipt Books and Cash Receipts Journal	Eight (8) Years
Audit and Evaluation Reports	Permanent
Bonding Documents	Eight (8) Years
Chapter Budgets	Eight (8) Years
Solicitation Letters and Flyers	Eight (8) Years
Donor Records, Endorsements and Acknowledgement Letters	Eight (8) Years

Documents & Records Retention Matrix *Cont'd*

UNDERGRADUATE ADVISORY MATERIALS	
List of Scholastic Averages (U)	Eight (8) Years
College/University Correspondence	Eight (8) Years
College/University Transcripts (U) & (G)	One (1) Year
Sanctions (G)	Permanent
Graduate Advisory Council Members (G)	Eight (8) Years
Graduate Advisory Certifications (U)	Eight (8) Years

PROPERTY RECORDS	
Real Estate Purchases	Permanent
Deeds and Bills of Sale	Permanent
Insurance Records	Permanent
Equipment Leases	Eight (8) Years after Expiration
Property Leases	Eight (8) Years after Expiration
Mortgages	Permanent
Construction Documents	Permanent

FOUNDATION RECORDS [Assumes a 501 (c) (3) Charitable Entity]	
IRS Exemption Application (Form 1023)	Permanent
IRS Determination Letter	Permanent
IRS Annual Return (Form 990) and Worksheets	Eight (8) Years
Donor Records and Acknowledgement Letters	Eight (8) Years
State Tax Exemption Letter	Permanent
Grant Applications and Contracts	Eight (8) Years after Expiration
Scholarship Grants & Awards	Eight (8) Years

MISCELLANEOUS	
Special Event Programs	Eight (8) Years
International and Regional Appointments	Permanent
Chapter Ivy Leaf Articles	Permanent



Alpha Kappa Alpha Sorority, Incorporated International Standards Committee Annual Chapter Records Certification Form

Complete this form annually at the end of the year and maintain in your chapterfiles.

Required Chapter Files	Check if on file
1. Chapter Charter	
2. Bound Chapter Minutes with Committee Reports	
3. Executive Committee Minutes	
4. Financial records as required by the <i>Fiscal Fitness Guide For Chapter Financial Operations</i> :	
i. Tamiochos' Cash Disbursements Journal	
ii. Checkbook and Vouchers with receipts	
iii. Bank Statements and Bank Reconciliations	
iv. Pecunious Grammateus' Receipt Book and Cash Receipt Journal	
v. Audit Report	
vi. Chapter Budget	
vii. Are the proper officers bonded	
5. Roster of Officers	
6. Transfer Report forms	
7. Year-end Reports	
8. Ballots	
9. Documents related to MIP	
10. Chapter Evaluations	
11. Chapter Report Book	
12. Summary of Chapter Self-Assessment	
13. Records of Conference Attendance	
14. Soror Code of Ethics (Officers' Signatures)	

Required Documents (current editions)	Check if on file
1. <i>Constitution and Bylaws</i> (International & Local)	
2. <i>Manual of Standard Procedure</i>	
3. <i>Constitution Resource Guide</i>	
4. <i>Standards Resource Guide</i>	
5. <i>So You Want to Run for Office</i>	
6. <i>So Now You're Elected</i>	
7. Graduate Membership Intake Manual ¹	
8. Undergraduate Membership Intake Manual ²	
9. <i>Robert's Rules of Order</i> (newly revised)	
10. Graduate Advisors' Certification & Procedure Manual ³	
11. <i>Fiscal Fitness Guide For Chapter Financial Operations</i>	
12. <i>Documents and Records Retention Guide</i>	
13. History Book	
14. Archives Handbook	
15. Program Resource Guide	
16. Media Guide	
17. Anti-Hazing Handbook	
18. Protocol Manual	
19. Rituals (Review Annually)	
20. Public Policy Program (Connection Handbook)	
21. <i>AKA Ceremonial Songs</i> (CD)	
22. AKA Song Book	

Chapter Basileus _____
 (Signature)

Date _____

Complete this form annually at the end of the year and maintain in your chapter files.

¹ Not required for under graduate chapters.

² Only required for undergraduate chapters and graduate chapters that supervise undergraduate chapters

³ Only required for graduate chapters supervising undergraduate chapters

CHAPTER SELF-ASSESSMENT FORM - GRADUATE CHAPTER

Region/Chapter _____

ALPHA KAPPA ALPHA SORORITY, INCORPORATED® BYLAWS ARTICLE III – CHAPTERS

Chapters should conduct an annual self-assessment to assist in completing its End-of-the-Year Report. This form has been developed from criteria taken directly from the Alpha Kappa Alpha Sorority, Incorporated Bylaws®, Manual of Standard Procedures and other Resource Guides as approved by the Directorate and should be used by chapters in completing the Standards End-of-the-Year Report.

DUTIES AND POWERS OF CHAPTERS

SECTION	CRITERIA	YES	NO	N/A	DOCUMENTATION
8	Chapter has had representatives at a Boule within a six-year period.				<ul style="list-style-type: none"> • List of chapter delegates who attended last three Boules • Copies of registration forms/receipts generated from Alpha Kappa Alpha Sorority’s website.
9	Officers are elected in November and installed in December.				<ul style="list-style-type: none"> • Copy of Chapter Bylaws • End-of-the-Year report sent to Regional Director • Copy of chapter newsletter, minutes of November and December meetings
10	Chapter files with the Regional Director, for review and approval, two copies of chapter bylaws.				<ul style="list-style-type: none"> • Copy of Chapter Bylaws • Chapter annual End-of-the-Year report
	Two copies of all subsequent changes to chapter bylaws are forwarded to the Regional Director for review and approval.				<ul style="list-style-type: none"> • Copy of dated form listing subsequent changes to Chapter Bylaws
11	Chapter had at least one meeting per month except during the summer months.				<ul style="list-style-type: none"> • Copy of Chapter Bylaws • Copy of minutes of chapter meetings

SECTION	CRITERIA	YES	NO	N/A	DOCUMENTATION
12	<p>a. Chapter sponsors activities which interpret, implement and support the Program of the Sorority.</p> <p>b. A strategic plan has been implemented for alignment with the program of the Sorority.</p>				<ul style="list-style-type: none"> List of chapter activities/local programs, with descriptions relating them to the Sorority's current Programs Copy of the chapter annual report book Copy of the Strategic Plan
13	Chapter submits an annual report of chapter program activities and finances to the Alpha Kappa Alpha Corporate Office at the end of each year by the required due date.				<ul style="list-style-type: none"> Annual reports on file in the Corporate Office Copy of October minutes and budget committee report (for presentation of annual budget)
14	Chapter observes Founders' Day annually.				<ul style="list-style-type: none"> Founders' Day programs of last three (3) Founders' Day observances Copy of chapter minutes and newsletters (Jan, Feb or Mar only)
15	Chapter has submitted recommendations for improving AKA operations.				<ul style="list-style-type: none"> Copy of form letter used to move forward idea(s) for improving AKA operations. Written description of process.
16	Chapter has solicited funds from other AKA chapters or members.				<ul style="list-style-type: none"> Copies of any letters, flyers, notices used for solicitation Copy of Directorate approval
17	Chapter has taken a position on any issue within the preceding 12-month period.				<ul style="list-style-type: none"> Copies of any statements, letters of endorsements, opinions and/or notices of support or protests

JOINT MEETINGS OF CHAPTERS

SECTION	CRITERIA	YES	NO	N/A	DOCUMENTATION
19	Graduate chapters sponsoring at least one undergraduate chapter(s): - have at least two joint meetings with undergraduate chapter(s). The main purpose of these meetings shall be social in order to increase fellowship and better understanding.				<ul style="list-style-type: none"> • Agenda(s) of joint meetings with presiding officer clearly identified • Copy of chapter minutes • Copy of newsletter

PURCHASE OF PROPERTY BY GRADUATE CHAPTERS

SECTION	CRITERIA	YES	NO	N/A	DOCUMENTATION
20	Chapter owns property.				<ul style="list-style-type: none"> • Copy of purchase contract and all records filed with Corporate Office • Copy of written permission by Supreme Basileus (if required)

CHAPTER OFFICERS AND DUTIES

SECTION	CRITERIA	YES	NO	N/A	DOCUMENTATION
21	Chapter meets minimum requirement for elected officers as required by Bylaws.				<ul style="list-style-type: none"> • Copy of October, November and December minutes • Copy of the Officer Transition Document that affirms that records were transferred within 30 days of installation.
23	Graduate chapter sponsoring an undergraduate chapter(s): Graduate Advisor is an elected position and meets all certification requirements designated by the Directorate approved Alpha Kappa Alpha Sorority, Incorporated® Graduate Advisor' Certification Program.				<ul style="list-style-type: none"> • Copy of chapter roster for last two years • Copy of official list of officers on file with Regional Director and Corporate Office • Copy of chapter bylaws identifying required officers and duties • Copies of registration forms for last two Boules and/or Regional Conferences • Copy of Graduate Advisor Certification