

CHAPTER MANAGEMENT PROGRAM (CMP) FAQ

CORE IDEA

Think of CMP like a check-engine light rather than a grade. It shows where your chapter may need attention, but you need to look closer to understand why. One low evaluation may be a timing or approval issue; repeated declines may signal a larger issue.

WHY ISN'T MY EVALUATION GOING UP?

WAITING FOR APPROVAL

Submitted, but required review or approval is still pending.

MULTIPLE REQUIREMENTS

One required condition is still missing, which can limit the evaluation.

HOW RECENT?

The evaluation uses the most recent event or approval date and can move down as it ages.

PARTICIPATION AND/OR SUBMISSION TIME

The action happened, but the required count, percentage, or timing was not met.

PAST RESULTS COUNT

Older terms/months remain in the calculation, so improvement may take time.

HEALTH RANGE

An indicator can improve while the section/overall evaluation stays in the same health range.

UPDATED CMP GUIDE

A **chapter year roadmap** with important dates

More thorough **indicator descriptions**

Updated **submission and approval instructions**

An explanation for **how evaluations change** over time

Tips for improving evaluations

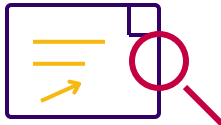
USE TOGETHER

CMP Indicator Graphs

today's current data & trends

CMP Guide

indicator details & planning next steps



WHO APPROVES THE FORM?

Officer Operation Plan	President* → RVP
Pledge Education Plan	Central Office staff
Bylaws / Policies	National Bylaw Reviewer
Chapter Financial Review	DD or RVP
Campus/Org. Cultural Understanding Event	Central Office staff
Risk Management Events	Central Office staff
Professional Events	Central Office staff
Service Events	Central Office staff

*Operation Plans: President approves every plan except their own before RVP review. Many other indicators update from Hub/Fraternity data and need no form approval.

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USE THE TREND AS A QUESTION - NOT A VERDICT

ONE DIP OR FLAT

One evaluation is not a diagnosis.

CONTINUED DECLINE

That pattern is the reason to look deeper.

UPWARD TREND

Reinforce it and replicate it.

FIVE WAYS AN INDICATOR CAN BEHAVE

Before deciding what should change an evaluation, identify what kind of measure you are looking at.

TYPE	QUESTION	EXAMPLES	HOW THE EVALUATION MOVES
CURRENT STATUS	What is true right now?	• A1 Officer Roles • A3 Officer Training • B2 Ideal Chapter Size • D4 Member Accountability	Change the current condition.
APPROVAL AND RECENTY	Was it approved, and how old is it?	• D1 Chapter Bylaws • D2 Chapter Policy & Procedure • E2 Chapter Accounting	Get approved; renew before it ages down.
EVENTS AND ATTENDANCE	How recent was it, and who attended?	• F4 Risk Management Event • F5 Campus/Org Culture Event • F6 Professional Event • F7 Service Event	Qualifying event + attendance + recency.
MULTIPLE REQUIREMENTS	Did every condition happen?	• C2 Recruitment to Pledging • C3 Pledging to Initiation • C5 Ritualistic Ceremonies	Meet every condition.
RESULTS OVER TIME	Does past performance remain?	• C4 Pledge Retention • F1 LEAD Events & GCC • F2 National Event Participation	Improve over multiple terms.

TURN THE EVALUATION INTO ACTION

ADDRESS TIME SENSITIVE ITEMS:

Start with deadlines, unpaid invoices, submissions and pending approvals

- Use the CMP Guide to **understand requirements and plan** each term
- Submit complete information by **deadlines** and allow time for required **approvals**

LOOK FOR PATTERNS:

Give more attention to continued declines than to one change or flat evaluation

- Review **evaluations and trends** monthly, then follow through on next steps

FOCUS YOUR EFFORT:

Find one or two concerns the chapter can influence and will make the greatest impact

- Keep officers, rosters, financial, and other **chapter records current**