



The Delta Technology Guidelines

Delta Sigma Theta Sorority, Incorporated



UPDATE SUMMARY

I. Changes made throughout

- A. Changed name references to this document from “Delta Internet Guidelines” to “Delta Technology Guidelines”
- B. Defined the source of the chapter’s membership roster is the Red Zone

II. Changes by section

A. Password Management

- 1. Increased frequency per year a single user ID/password used for the entire chapter to access the members only area must change from one to two
- 2. Added guidance for emailing passwords

B. **NEW SECTION:** Cyber Security Principles

C. Compliant Websites

- 1. Changed Sorority History to reflect the verbiage on the Corporate website
- 2. Permitted chapter lineage and memorial tributes in the Members Only area of a website

D. Email Communication

- 1. **NEW SUB-SECTION:** Spam & Phishing

E. Social Media Guidelines

- 1. Added suggestions for promoting events on social media platforms that do not activate links in comments/captions
- 2. Prohibited requiring line name, line number, chapter of initiation, member number, and/or system ID to be added to or remain part of social media groups created by individuals

F. Document Retention & Protection

- 1. Added reminder that specific document and email retention guidelines should be included in chapter policies and procedures

G. **NEW SECTION:** Electronic Meetings

H. Appendices

- 1. **NEW APPENDIX:** Website Checklists
- 2. **NEW APPENDIX:** Virtual Meeting Guide

REVISION HISTORY

Revision Date	Committee	Approval Date
April 2020	National Technology Committee	
March 2019	National Technology Committee	April 2019
March 2018	National Technology Committee	April 2018
May 2017	National Technology Committee	
March 2014	National Technology Committee National Finance Committee National Information & Communications Committee	November 2014
January 2012	National Scholarships & Standards Committee	Not Required
December 2011	National Scholarships & Standards Committee	Not Required
April 2011	National Technology Task Force National Finance Committee National Scholarships & Standards Committee Legal Counsel	October 2011
March 2008	National Technology Task Force	March 2008
June 2006	National Technology Task Force	June 2006

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INTRODUCTION

The Internet provides an excellent opportunity to leverage technology to inform sorors and the public of Delta activities throughout the world. Technology that is well-planned and implemented successfully helps regions and chapters operate more efficiently, effectively, and increase visibility.

This document outlines Delta's guidelines pertaining to various aspects of the Internet and Internet-based tools and services to include websites, email, social media, applications (commonly called "apps"), cloud file storage services, and the use of merchant accounts. Guidelines and best practices presented in one section of this document may also apply to another area, so be sure to read and understand this document in its entirety.

These guidelines have been prepared in the interest of:

- Protecting Delta Sigma Theta Sorority, Incorporated and minimizing potential legal liability.
- Providing a framework for regions, chapters, and individual sorors to communicate via the Internet.
- Assisting the organization in efficient and effective operation.

Delta has intellectual property interests in its symbols, ceremonies, and other materials that need protection from legal risks. Therefore, accurate, complete, and current information is critical to legal protection. Ensure that you adhere to all of the Sorority's policies. This includes the Code of Conduct, Protocol and Traditions Manual, and the Delta Technology Guidelines as provided for in this document.

Except where specifically noted, the products and services listed in the Delta Technology Guidelines are presented as examples of tools regions and chapters may use for day-to-day operations. Regions and chapters should use these examples as a baseline for exploring similar tools and services that best suit their needs. In addition to the desired outcome or problem to be solved, keep the region's/chapter's budget in mind.

The Delta Technology Guidelines is maintained by the National Technology Committee and has been approved by the National Executive Board.

Delta Technology Guidelines-related questions, requests for clarification, or suggestions for Delta Technology Guidelines updates should be sent to the National Technology Committee at technology@deltasigmatheta.org.

Send questions about use of the Sorority's [trademarks](#) or other branding questions to National Headquarters at ip@deltasigmatheta.org.

Questions about online payment policies should be directed to the National Finance Committee at FinanceCommittee@deltasigmatheta.org.

1 - PASSWORD MANAGEMENT

Regions and chapters utilize a multitude of Internet passwords. With the rise of cybercrime, it is increasingly important to maintain both strong and confidential passwords. The following section includes guidelines to manage regional and chapter passwords.

- **Chapter Passwords to Members Only Area:** If a single-user ID and password are issued for the entire chapter membership to access members only areas of the chapter website, the passwords must be changed at least twice during each fiscal year (i.e., during dues cycle). The password should only be shared with chapter members on the chapter roster in the Red Zone. No past member of the chapter should receive updated passwords.
- **Individual User Accounts and Passwords to Members Only Area:** If individual accounts (unique user IDs and passwords) are established for each chapter member to access members only areas of the chapter website, individual accounts should be added/deleted on a monthly basis to reflect the chapter roster in the Red Zone. The passwords for individual accounts should be changed once a year.
- **Officer Passwords:** Passwords must be changed every year. Administrative privileges must be changed during the officer transition period or whenever a chapter/regional officer can no longer fulfill her duties.
- **Account Passwords:** Accounts to online services (e.g., cloud storage, websites, merchant accounts) should be registered with the chapter email account established for the officer/committee chair responsible. Account information must be passed on during the transition period and passwords must also be changed during that time or whenever the responsible party can no longer fulfill her duties.
- **Document Passwords:** A series of passwords for encrypted documents must be created each fiscal year (i.e., dues cycle). Every document type should have a separate password naming convention. The chapter's technology committee in conjunction with the chapter president and any other parties involved should collaborate to create a password naming convention and include them in the chapter's policies and procedures.
- **Password Storage:** Regions and chapters may create a spreadsheet or Word document or use a password management app to store all chapter account passwords. Password-protected documents may be stored on a USB drive along with other chapter documents. Use caution when writing passwords. Do not list the name of the website or URL associated with the password. Instead:
 - Write the password without listing what the password belongs to.
 - Use a non-obvious word or phrase that will remind the soror of the account.

Password Manager(s): Recommended Password Managers include:

- Regional Director/Chapter President
- Technology Chair
- Webmaster
- Treasurer
- Financial Secretary
- Advisor (Collegiate chapters)

Password Standards: To meet Sorority security standards, passwords should have the following:

- Be at least eight characters long and should not include more than two consecutive characters of any one class
- Include at least one numeric character (0-9)
- Include at least one uppercase alpha character (A, B, C, D, ...)
- Include at least one lowercase alpha character (a, b, c, d, ...)
- Include at least one special character, if allowed by the website (*, &, \$, @)
- Avoid using common words and/or phrases in a way that may easily be guessed. For example, use F0rt!tuD# instead of Fortitude.

Emailing Passwords

National Headquarters' staff may provide temporary passwords to assist sorors with accessing the member portal, however, they will never ask you for your password.

Sorors should refrain from distributing passwords via email. However, if a password must be sent, choose a delivery method that makes it difficult for hackers to do anything with the information shared. For example, refrain from sending an email message that contains both the username and password together. Instead, send the username via email and the password as a text message or instant message. By choosing this method, it removes the context of the message and makes it hard for anyone who may attempt to intercept one of the pieces of information to do harm.

Resource: [PCMag - Tips for Sharing Passwords](#)

Best Practice: [Creating Strong Passwords](#)

- Create a unique acronym for a sentence or phrase you like.
- There are several websites available that will generate strong passwords for you. Search the Internet for "[strong password generator](#)" for additional resources.

Best Practice: Password-Protecting Documents

- ✓ Create a backup copy of the file, without a password, in the event the password is forgotten or misplaced.
- ✓ When password-protecting documents, select a different password/password naming convention for each type of document.
- ✓ For additional information, visit [Microsoft Office Support](#) or [Adobe Acrobat Support](#) and search for "password protection."

2 - CYBER SECURITY PRINCIPLES

National Headquarters stresses the importance of understanding **Personally Identifiable Information** (PII). PII is any data that could potentially be used to identify a particular person. Examples of PII include, but are not limited to:

- Name
- Social Security Number
- Driver's License Number
- Mailing Address
- Banking Information
- Passport Information
- Delta Sigma Theta Member Number
- Delta Sigma Theta System Identification Number

Sorors should refrain from including System Identification Numbers (IDs) and Membership numbers in emails unless it is explicitly requested and required for the transaction of business. Systems IDs and Membership numbers should never be posted to external or internal websites.

Please be mindful that not all PII is equal in terms of the level of harm that could be done if obtained by an unauthorized person. Often, identity thieves piece together a potential victim's PII to cause harm. For example, your name alone would not provide enough information for an unauthorized person to obtain your identity. However, a hacker obtaining a combination of your name, banking information, and mailing address could lead to an extremely high chance of compromising your identity.

It is important to understand that exposed PII can be sold on the dark web and used to commit identity theft, bank fraud and other harmful activities thus putting breach victims at risk. Delta Sigma Theta implores all regions and chapters to take extra precautions when handling PII of its members. Below are a few tips to help:

- Limit what you share on social media. For example, if what you share can answer one of your online security questions, it is considered PII. (e.g. Pet's name, Favorite vacation destination, etc.)
- Shred important documents before discarding them in the trash or perhaps use dedicated, secure destruction containers at work.
- Avoid handing over your Social Security number just because someone asks for it. Validate the reason they need it. Inquire on how they'll protect it.
- Store your Social Security card and other important documents in a safe place, not in your wallet.

3 - SORORITY CREST USAGE

National Headquarters has full discretion regarding when and where to use the official Sorority crest. Please refer to the Delta Branding Guide for full guidance regarding using the crest. The crest MAY be used on official Delta Sigma Theta Sorority, Incorporated websites, inclusive of national, regional and local chapter websites.

- Sharing of any official Delta social media posts with the crest is acceptable.
- Photographs of sorors wearing/displaying the crest in good taste are acceptable on social media.

Regions and chapters may use the crest while promoting the following types of events:

- Fundraising Events
- Community Service Events
- Five-Point Programmatic Thrust Events
- Public Service Events
- Founders Day Events

The crest MAY NOT be used as a personal profile picture, banner, cover photo or as a personal stand-alone image in a video or slideshow.

The crest SHOULD NOT be used on personal social media event advertising, including but not limited to:

- Weddings
- Parties of any kind (birthday, holiday, fundraising, etc.)
- Delta Line Anniversaries
- Personal Anniversaries

DEFINITION OF PERSONAL USE: An activity that benefits you as an individual or is for some benefit you receive.

Send questions about use of the Sorority's [trademarks](#) or other branding questions to National Headquarters at ip@deltasigmatheta.org.

4 - COMPLIANT WEBSITES

3.1 NATIONAL WEBSITE

All information on the national website is reviewed and approved by the National President. The national website is the sole source of the following topics as they appear on the website.

- Membership demographics
- Membership information
- The sale of Delta publications/artifacts
- How to become a member

Regions and chapters with websites are permitted to link to the [national website](#) for this information. Members of the sorority should not include the national website on their personal websites.

3.1 REGIONAL/CHAPTER WEBSITES

The information contained in this section applies to all websites owned by a region or chapter of Delta Sigma Theta Sorority, Incorporated. This includes the primary website and any secondary websites made for special occasions.

- A regional or chapter designee should secure the domain name for the website instead of using a second party. This ensures that regions/chapters can control the domain name and content.
- All information on the regional/chapter website must be reviewed and approved by the regional director/chapter president. The regional director/chapter president will be held responsible for the content of their respective website. This includes keeping the website updated and checking links often to ensure they are current.
- Regions and chapters are not required to have a website. However, if a region or chapter chooses to have a website, it must comply with the most current version of the Delta Technology Guidelines.

Topic 1: Required Information

Regional/chapter websites are required to include all of the items contained in this section as appropriate. The website will be deemed out of compliance if any items have not been included.

- **Disclaimer Statement:** Websites must contain the following statement, verbatim.

This website is the sole property and responsibility of the *[YOUR REGION OR CHAPTER NAME HERE]* of Delta Sigma Theta Sorority, Incorporated.

- **Contact Information:** Websites must contain contact information such as mailing address, email address (either the chapter’s email address or a regional/chapter officer email address), and/or phone number. This information should appear on either the main page and/or contact page of the website.

Example 1: Contact Information

Deltaland Alumnae Chapter
Delta Sigma Theta Sorority, Incorporated
PO BOX 100
Washington, DC 20009
Email: deltas@deltalandalumnae.org

- **Links to the National Website & Regional Website:** Websites must contain a link to both the national website and respective regional website. The links must be provided using one of the following statements, verbatim:

For more information, visit our national website at www.deltasigmatheta.org.

Visit Delta Sigma Theta’s national website at www.deltasigmatheta.org.

For more information, visit the *[YOUR REGION]* Region’s website at *[REGION’S WEBSITE ADDRESS]*.

Visit the *[YOUR REGION]* Region’s website at *[REGION’S WEBSITE ADDRESS]*.

- **Current Officers:** Websites may include the names of current officers and their position. Email addresses assigned to officers may also be included on websites. See the [Chapter Email Accounts](#) section for additional information and examples. The personal mailing addresses, email addresses, and/or phone numbers of current officers may not be included on chapter websites.

Topic 2: Allowed Information

Regional and chapter websites may include, but are not required to include, the items contained in this section as appropriate.

- **Sorority Crest:** The crest may be used on official Delta Sigma Theta websites, inclusive of the national, regional and local chapter websites.
- **Sorority History:** The following statement regarding Sorority history may appear on chapter websites, verbatim:

Delta Sigma Theta Sorority, Incorporated is an organization of college educated women committed to the constructive development of its members and to public service with a primary focus on the Black community.

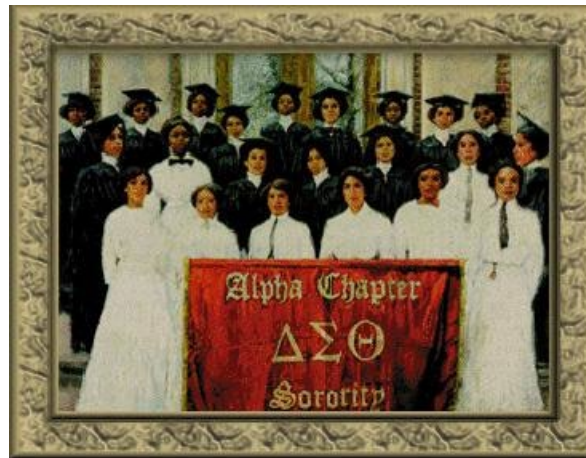
Delta Sigma Theta Sorority, Incorporated. is a private, not-for-profit organization whose purpose is to provide assistance and support through established programs in local communities throughout the world. Since its founding more than 300,000 women have joined the organization. The organization is a sisterhood of predominantly Black, college educated women. The sorority currently has 1,000 collegiate and alumnae chapters located in the United States, Canada, Japan (Tokyo and Okinawa), Germany, the Virgin Islands, Bermuda, the Bahamas, Jamaica and the Republic of Korea.

The major programs of the Sorority are based upon the organization's Five-Point Programmatic Thrust:

- Economic Development
- Educational Development
- International Awareness and Involvement
- Physical and Mental Health
- Political Awareness and Involvement

For more information, visit our national website at www.deltasigmatheta.org.

- **Founders:** Regional and chapter websites may include the official picture of the Founders (below) and their names. However, additional information would be considered history, and is only be provided on the national website.



- **Chapter History:** Chapter websites may include the chartering date of the chapter, charter members, the location of the chartered chapter, or any significant historical information about the chapter that is newsworthy.

Chapter charter members are not referred to as Founders.

- **Significant Information:** Chapter websites may contain the name and year of awards, stellar programs, outstanding recognition for service, press releases, and news articles about the chapter.

- **Profiles of Chapter Officers:** Professional profiles, including information such as professional affiliations and memberships for chapter officers, may appear on the chapter website. Personal information such as dates of birth may not be included.
- **National and Regional Leadership:** Websites may contain general information pertaining to past or current national and regional leaders (those who held or currently hold elected or appointed national or regional offices and positions) who are currently affiliated with the chapter. This includes listing the names of the sorors and:
 - The years in which they served in the position
 - Initiating chapter
 - Current chapter affiliation
 - Photograph

A link to the national website must be provided for the entire list of Past National Presidents.
- **Chapter Leadership:** Chapter websites may contain general information pertaining to current chapter leadership and past chapter presidents. This includes listing the names of the sorors and:
 - The years in which they served in the position
 - Initiating chapter
 - Current chapter affiliation
 - Major accomplishments
 - Photograph
- **Sorority Public Motto:** The Sorority's public motto may appear on the chapter website.
- **Calendar of Events:** A calendar of events may appear on the chapter website. Collegiate chapters may submit their events for inclusion on their university's calendar. The calendar may include dates for:
 - Public chapter events
 - Public community outreach events
 - Fundraisers
 - Chapter meetings
 - Reclamation events
 - Rush dates and/or flyers may be included after being approved by the regional director.

- Youth Initiative activities that are open to the public.

See the Risk Management Manual or contact the National Program Planning and Development Committee at ppd@deltasigmatheta.org for additional guidance.

- **Event Contact Information:** The names and chapter email address for the officer or committee responsible for a chapter event or fundraiser, or the chapter’s general email address, must be listed.

Best Practice: Event Contact Information

- ✓ Use the chapter’s mailing address.
- ✓ Create email accounts specifically for events, committees, or public communication, such as:
 - chapterstepshow@deltalandalumnae.org
 - communityservice@deltalandalumnae.org
 - chipsidelta_programs@gmail.com

- **Links to University Website or Greek Life Page:** Collegiate chapters may link to their school’s home page and/or the Greek life page located on their school’s website.
- **Photographs:** Chapter websites may include various photographs depicting sorors participating in chapter activities, public service events, or photographs directly related to the chapter.

Reference the Risk Management Manual for guidelines on posting photographs of youth.

- **Links to fraternal, or nonprofit websites:** Links to fraternal or non-fraternal organizations that co-sponsor a public chapter event, contained on the Calendar of Events, may appear on the chapter website. The link must be removed after the event has ended.
- **Links to the National Pan-Hellenic Council:** Chapter websites may include links to the National Pan-Hellenic Council (NPHC) website. Links to local NPHC chapter public events contained on the Calendar of Events may appear on the chapter website. The link must be removed after the event has ended.
- **Links to business websites:** Chapters may link to business websites to thank them for their support of chapter events or programs. The link must be removed at the close of the fiscal year.

Chapter websites may also include a business directory to assist those who wish to support local businesses. However, the following disclaimer statement must be used, verbatim.

The [YOUR CHAPTER NAME HERE] Chapter of Delta Sigma Theta Sorority, Incorporated provides this business listing as a resource and does not necessarily endorse any of the businesses listed in this directory.

Example: Nonprofit/Business Link Scenarios

- ✓ Chi Psi Delta Chapter co-sponsors a health fair with the Boys and Girls Club.
- ✓ Deltaland Alumnae Chapter schedules a community service event at Harvesters.
- ✓ Deltaland Alumnae Chapter hosts a charity auction with the proceeds benefiting a local women's shelter.
- ✓ Deltaland Alumnae and Chi Psi Delta Chapters co-sponsor a legal forum with a local section of NCNW, a state legislator, and a local chapter of Alpha Kappa Alpha Sorority, Incorporated.

- **Online Sales:** Chapters may offer the following items for sale through a chapter website:
 - Event registration
 - Ticket sales
 - Fundraising donations
 - Other chapter-specific activities requiring payment, with the exception of Sorority items.
 - Payment links for public events and/or merchandise must appear in the public section of the chapter website. The payment link or notice of online sale may also be posted on the chapter's social media pages, sent via email, or sent via text message.
 - Payment links for internal chapter sales, including payment of membership dues, must be placed in the members only area of a chapter website and may not be posted to any social media.
- **Members Only Area and/or Documents:** Websites may include a members only area and/or password-protected documents.

This area, including any items hosted within, MUST NOT be accessible to individuals who are not members of the chapter. However, login credentials should be made available to National/Regional Technology Committee members upon request to facilitate the [website audit process](#).

Login credentials for the members only area can either be one user ID and password for the entire chapter or unique user IDs and passwords for each member. Refer to the [Password Management](#) section for additional information. A chapter member must maintain the members only area content. Access to documents within the chapter member section cannot be accessible by a vendor

The following information must be placed in a members only area or in a password-protected document:

- Internal and Delta-Only events
- Closed Youth Initiative events and activities
- Past Chapter Lines or “Lineage” which must include all members. Any partial listing or sub listing is prohibited. Lines or “lineage” listings can only contain the sorors names. Contact information cannot be shared beyond what is contained in the current chapter roster or directory.
- Payment links to internal events/items, including membership dues
- Chapter Documents: chapter meeting minutes, chapter policies and procedures, committee reports, and agenda.
- Memorial tribute for deceased Sorors. This information is limited to photos, life span, bio, and date/time for the Omega Omega service.

The following information must be placed in a members only area *and* be password-protected:

- Chapter treasurer reports, to include budgets
- Financial secretary reports
- Membership directory and/or roster.

Chapter rosters/directories are for chapter internal use only. Any other use is strictly prohibited and subject to sanctions as defined in the Code of Conduct Section 3.C.

Best Practice: Password-Protecting Documents

- ✓ Create a backup copy of the file, without a password, in the event the password is forgotten or misplaced.
- ✓ When password-protecting documents, select a different password/password naming convention for each type of document.
- ✓ For additional information, visit [Microsoft Office Support](#) or [Adobe Acrobat Support](#) and search for "password protection."

Topic 3: Banned Information

The following items may not appear on any website or social media network in written, audio, video, or image form. All of the information listed below is privileged Delta information and should not be shared with non-members without the permission of Grand Chapter.

- **The Torch of Wisdom:** The official Torch of Wisdom may not be displayed on websites to prevent its inappropriate use.

- **Secrets, Passwords, Signs, and Grips:** Secrets, passwords, signs, and grips can only be transmitted by word of mouth from one Delta to another.
 - The Sorority's secret motto can never be written and should only be communicated orally in a closed (members/sorors-only) setting. Therefore, it may not be displayed on websites.*
- **Delta Oath:** The Delta Oath is only given to women who have been duly initiated into Delta Sigma Theta Sorority, Inc. Therefore, it may not be displayed on websites.
- **Official Delta Songs:** The following official Sorority songs may not appear on websites in any form (e.g., streaming, audio, text, etc.):
 - Delta Mizpah
 - Delta Sigma Theta National Hymn
 - Delta Prayer
 - Beta Hymn
 - Delta Sweetheart Song*
 - Pyramid Hymn
 - *The Delta Sweetheart Song may not appear on websites in written or audio-only form. It is sung publicly at events of distinction. Therefore, video recording and live streaming are permissible.*
- **Ceremonies, Formal Openings, Membership Intake Activities:** Ceremonies, formal openings, and membership intake activities are closed Delta assemblies; therefore, these events may not be shared with non-members, on the Internet, or through social media networks.
 - Photos may be taken of sorors who are in robes but are not actively participating in a ceremony or a part of the dais. The photos may not be shared online.
 - Membership Intake activities are intended only for Deltas and Pyramids.
 - Photographs and/or depictions of ceremonies or the ceremonial table are not allowed.*
- **Membership Information:** Information pertaining to gaining membership into the Sorority may not appear on websites in any form. This includes:
 - Narratives or suggestions for seeking membership
 - Chatrooms, bulletin boards, guest books, and quizzes targeted toward prospective members
 - Initiation Fee information

Grand Chapter is the sole source of information pertaining to membership. Therefore, chapter websites should direct prospective applicants to the national website.

- **Copyrighted Material or Illegal Material:** Websites may not include copyrighted or illegal material. This includes works of art, music, and video.
- **Political Endorsements:** Chapters are prohibited from directly or indirectly participating in or intervening in any political campaign on behalf of or in opposition to any candidate for elective public office. The Sorority is nonpartisan.
- **Photographs in poor taste:** This includes, but is not limited to:
 - Scantily dressed persons,
 - Provocative poses,
 - Pictures of a sexual nature,
 - Pictures of persons displaying hand signs or wearing the paraphernalia of an organization to which they do not belong,
 - Pictures of persons with beverages which may be interpreted as alcohol,
 - Pictures of persons with drugs or drug paraphernalia,
 - Photos of persons in positions or situations that may cause embarrassment to the person, chapter, or Sorority.
- **Relationships with other Greek-letter Organizations:** Chapter websites may not include any material that implies a sibling relationship between Delta Sigma Theta Sorority, Inc. and any other Greek-letter organization.
- **Advertisements:** Chapters may not monetize their website. This includes affiliate advertising programs, pay per click, pay per impression, and pay per sale. Chapters are discouraged from using free web hosting services that provide automatic advertising on websites.
- **Online auctions:** Chapters may not use services or platforms that allow participants to bid on products or services via the Internet.
- **Sale of Official Sorority Items:** The sale of official Sorority items is prohibited on websites and on social media. This includes, but is not limited to, the following items:
 - Convention or conference registration
 - Sorority *Ritual*
 - Administrative handbooks or documents
 - Sorority pins
 - Pyramid pins
 - Membership Intake documents and materials

Topic 4: Chapter Website Review

Chapters should have one primary website. It is the responsibility of the chapter president or her designee to review the chapter's website at least quarterly. The review should include a technical and content audit and should be conducted by a member of one of the following committees: website, communication, public relations, technology and/or a chapter officer. Any updates or changes should be communicated to the chapter webmaster following each review. Additionally, in order to maintain a consistent online presence, chapters should search the Internet regularly to locate any legacy websites. Any such websites (i.e., created during a prior administration) used to represent the chapter should be taken down immediately.

- Technical Audit:
 - All links to email addresses, website addresses, images, and documents are functional (no broken links).
 - Images are visually displayed properly (e.g., photos are not distorted or misshapen, references to the image files are correct, etc.)
 - Videos play properly
 - Ease of navigation
 - Website design is consistent
 - Consistent look-and-feel in all browsers
 - Website is ADA Compliant at Level A compliance (or higher). [WebAIM](#), [PaperStreet Web Design](#), and others provide free checklists or training resources to assist with implementation. The full Web Content Accessibility Guidelines (WCAG) 2.0 are available on the [World Wide Web Consortium \(W3C\) website](#).

The Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also make your web content more usable to everyone.

- Content Audit:
 - Remove or archive past-dated items
 - Remove duplicate content
 - Ensure content supports the values and ideals of the organization

- Make sure contact information for the chapter Executive Board is accurate and current.
- Make sure photos and associated captions of Youth Initiative participants follow the guidelines in the Risk Management Manual (e.g., media release consent).
- Verify internal Sorority business documents (e.g., chapter minutes, reports, budgets, other internal documents) are kept in a secure, password-protected portion of the website.
- Create a [sitemap](#) to tell web crawlers how to crawl content.
- Ensure that files and documents that are password-protected and/or only intended for sorors/members do not appear in search results.
 - [How to Remove Information from Google](#)
 - [How to Remove Information from Bing](#)
 - [Create a Robots.txt file](#) to control which files and/or directories a search engine crawler is permitted to visit.
- Verify no personal contact information about members is or has been published publicly without consent.
- Verify the content is consistent with the Delta Writing and Branding Style Guides.
- Verify the content remains compliant with the most current version of the Delta Technology Guidelines.
- Ensure unofficial symbols are not used in conjunction with official Sorority symbols and/or [trademarks](#). Please see the Delta Branding Guide for a list of the Sorority's registered marks.

The elephant and the duck are not official symbols of Delta Sigma Theta Sorority, Inc.

Topic 5: National/Regional Technology Audit

On occasion, chapter websites will be reviewed by the National or Regional Technology Committee to ensure adherence to these Delta Technology Guidelines. If the chapter website has a password-protected section, login credentials should be supplied to the National or Regional Technology Committee upon request.

Chapters failing to comply with these guidelines will be asked to correct the website or take it down until such time as it can be corrected.

Items found to be either out of compliance with the Delta Technology Guidelines or in conflict with other sorority documents will be reported to the chapter president with a specific timeline outlined for suggested and/or required changes. If required changes are not resolved by the

specified timeframe, the issues will be escalated to the appropriate National/Regional Officer for resolution and potential disciplinary actions.

Questions or clarification requests should be forwarded to the National Technology Committee at technology@deltasigmatheta.org.

5 - EMAIL COMMUNICATION

5.1 - EMAIL OVERVIEW

The information contained in this section pertains to all email communications exchanged by sorors while conducting the business of Delta Sigma Theta Sorority, Inc.

- Confidential information should not be sent in an electronic message.
- Sorority members should use a personal email account to receive Sorority information instead of their professional/work email address. This personal email account should not be a shared account (e.g., MinorFamily@gmail.com). Chapters can refuse to add work emails to chapter distribution lists.
- Chapters may create an email distribution list using email marketing services (e.g., [Constant Contact](#), [MailChimp](#), [Benchmark](#)) or list-serve (e.g., [Google Groups](#) or [YahooGroups](#)) for internal chapter communication.
- Chapters may also create an email distribution list using email marketing services or list-serves for mass notification and event promotion or to distribute electronic flyers to the community. Instructions for how to join and/or sign up forms for these lists must be publicly available, easy to find, and clearly labeled on the chapter's website, social media platforms, or event sign-in sheets as appropriate. No secret groups may be created. Consider asking a limited number of additional questions to help segment the list for targeted messaging.

Example: Targeted Questions to Segment Distribution Lists

Gender: Male / Female / Prefer not to say

Soror of Delta Sigma Theta? Yes / No

Currently a member of a chapter? Yes / No

- Although documents may be stored using a [cloud file storage service](#) (e.g., Dropbox or Google Drive), this may not be feasible for sending documents to recipients who are not members of the chapter or who do not also use these services. Email is an appropriate means to send documents between chapters, National Headquarters, National Officers, Regional Officers, or to partner organizations.
- When sending emails to five people or more, or to groups that include both members and non-members, use the 'bcc' (blind carbon copy) option. This allows each recipient to only see their email address.

- Do not forward email that includes the previous recipient's email address.
- A soror's personal email address should not be:
 - released outside of the chapter without her written consent;
 - sold; or
 - used for purposes other than conducting official Sorority business.
- Rosters are confidential and cannot be emailed. * They may be placed on USB flash drives, in a members only area of the chapter's website, stored in a password-protected cloud file storage service (e.g. Google Drive or Dropbox), or list-serve file repository (e.g. YahooGroups) for general distribution to chapter members.

****Chapter officers are permitted to email the roster to each other for the purpose of carrying out their duties (e.g., updating the chapter's Google Group or the chapter's website members only area access list).***

- Ensure unofficial symbols are not used in conjunction with official Sorority symbols and/or [trademarks](#). Please see the Delta Branding Guide for a list of the Sorority's registered marks

The elephant and the duck are not official symbols of Delta Sigma Theta Sorority, Inc.

- The Sorority's public motto may not appear in email to prevent its inappropriate use.
- The Sorority's secret motto is never written and should only be communicated orally in a closed (***members/sorors-only***) setting. Therefore, it must not appear in email or on social media.
- The motto acronym (i.e., letters of the motto) may only appear in personal correspondence between sorors. Email and social media posts can be shared without the knowledge or consent of the sender and for this reason are not considered personal correspondence.

5.2 - SPAM AND PHISHING

Phishing: A phishing scam/malicious email can look just like it comes from a financial institution, an e-commerce site, a government agency or any other service or business.

It often urges you to act quickly, because your account has been compromised, your order cannot be fulfilled or there is another urgent matter to address. Phishing emails may use the exact same logos, phone numbers, and addresses that appear on your statements or bills. Always be suspicious of an email that asks for your information.

If you are unsure whether an email request is legitimate, try to verify it:

- Contact the company directly – using information provided on an account statement or on the company's official website.
- Search for the company online – but not with information provided in the email.
- If you receive a phishing email, stay calm. There's no risk to receiving it. Just delete it.

- If you have contacted the company and they confirm the email is a phishing attempt, they may ask you to forward the email to them so they can investigate further.

Spam: Spam is the electronic equivalent of junk mail. The term refers to unsolicited, bulk email.

To reduce spam:

- **Enable filters on your email programs:** Most internet service providers (ISPs) and email providers offer spam filters; however, depending on the level you set, you may end up blocking emails you want. It's a good idea to occasionally check your junk folder to ensure the filters are working properly.
- **Report spam:** Most email clients offer ways to mark an email as spam or report instances of spam. Reporting spam will also help to prevent the messages from being directly delivered to your inbox.

Resource: [National Cyber Security Alliance - Stay Safe Online](#)

5.3 - CHAPTER EMAIL ACCOUNTS

The information contained in this section pertains to all email accounts and social media inboxes that are owned by chapters of Delta Sigma Theta Sorority, Inc.

- All chapters must have a chapter email account for official communication with National Headquarters, chapter members, and the public.
- The following chapter officers must have access to the chapter email account:
 - Chapter President
 - Corresponding Secretary
 - Advisor (collegiate chapters)
- Chapters must provide chapter officers and chapter committees with email accounts.

Email accounts provided do not have to be tied to your chapter website's address (e.g., officer@deltachapter.org). They may be accounts with Yahoo, Gmail, or any free email provider. Many website hosting companies ([HostGator](#), [Bluehost](#), [InMotion Hosting](#), [SiteGround](#), and others) include email with their product offerings for no additional charge. Chapters are empowered to research and use the solution that works best for them financially while also complying with the Delta Technology Guidelines.

To aid in transition and record keeping, chapter officers and committee chairs must use their chapter email to conduct business related to their office or committee.

Access to these email accounts must be passed on to the new chapter officer/committee chair when a new officer/committee chair is elected or appointed. This includes passwords, access information, and any other information pertaining to the email account.

Example: Chapter/Committee/Officer Email Address Format

president@deltalandalumnae.org	artsandletters@deltalandalumnae.org
chipsidelta_treasurer@gmail.com	deltaland_fundraising@gmail.com
deltaland.dst@outlook.com	chipsidelta2035@gmail.com

- The passwords to chapter email accounts must be changed whenever officers change (i.e., during election cycles/transition, resignation, impeachment).
- All chapter email accounts must be checked at least weekly.
- The chapter internal mailing list must be compared to chapter roster in the Red Zone regularly for accuracy, especially during dues cycles and when sorors relocate or leave a chapter.
- Forwarding emails:
 - Do not forward emails containing Sorority information or official Sorority business to non-members. That is:
 - sorors who are not financial;
 - those who have been suspended or expelled;
 - those who have not been duly initiated into the Sorority.
 - Do not forward emails that include inappropriate content and media (e.g., pictures, images, and videos).

If the content violates the Code of Conduct and/or may create embarrassment for the Sorority, then the email should be forwarded to National Headquarters at dstemail@deltasigmatheta.org.

6 - GROUP MESSAGING

The use of group messaging services/apps—e.g., [Calling Post](#), [Remind](#), [GroupMe](#), [Whatsapp](#), iMessage, and/or group texts—have become increasingly popular as a quick and easy way to communicate.

Many chapters recognize this and are using these types of services/communication to provide real-time information and reminders to chapter members and/or external recipients,

Chapters should closely review the service provider’s privacy policies and terms and conditions before selecting an app.

The information contained in this section pertains to group communications sent by the chapter to its members and/or external recipients using these services.

Topic 1: Group Messaging Overview

Confidential information should never be sent via these services or in a text message. Additionally, text messages and group messaging services/apps are not to be used in place of chapter or committee meetings. These messages are considered public correspondence. Therefore, they may

not be used to communicate confidential information such as the Sorority's secret motto and official Sorority business.

- Chapters may use robocalling, text messaging and/or mass messaging services to send alerts about, but not limited to:
 - Meeting and event details, updates and reminders
 - Meeting and event cancellations due to weather or power outage
 - Quick dissemination of unforeseen information such as emergency notifications and date/time/location changes
 - Attendance or Emergency Management Polling
 - Communicating with Youth Initiative participants and parents/guardians

Things to Remember:

- Chapters should consider frequency when sending messages via text/group message services as to not inundate chapter members and/or external recipients with too many messages.
- Chapters should only use personal phone numbers to send voice and text messages instead of professional/work mobile phone numbers of chapter members and/or external recipients.
- The group's members should be audited regularly to remove individuals who are no longer affiliated with the group (e.g., no longer participating in the youth initiative program, no longer a member of the chapter).

Topic 2: Management of Group Messaging Service

The chapter president must designate a chapter member or committee to manage the group messaging service. The chapter president should approve posts that reflect or are considered official chapter communication. Committee chairs may create groups to communicate with their committee members and/or youth initiative participants and their parents/guardians. The chapter president and committee chair must be members of these groups as appropriate.

The Group Message Manager(s) will be responsible for:

- Creating and sending messages.
- Regularly maintaining list(s) and checking it for accuracy, especially during dues cycles and when sorors relocate or leave a chapter.
- Recommended Group Message Managers include:
 - Corresponding Secretary
 - Journalist
 - Technology Committee
 - Committee Chair (e.g., Debutante Committee Chair, Delta GEMS Committee Chair)

- List members must be given the option to both opt-in and opt-out of receiving group messages.
- Chapters should maintain separate lists/groups for chapter members and external audiences to reduce the chance of error when sending messages.
- The phone numbers of chapter members and/or external recipients should not be:
 - used or provided to anyone without the written consent of the soror and/or external recipient;
 - sold to any person and/or organization; or
 - used for purposes other than receiving notifications/alerts from the chapter.

7 - SOCIAL MEDIA GUIDELINES

7.1 - SOCIAL MEDIA OVERVIEW

Regions, chapters, and sorority members/sorors increasingly use social media networks to communicate. As usage grows, more regions, chapters, and sorority members/sorors are utilizing the Sorority's name and other property in their exchanges. In some instances, their use infringes on the Sorority's rights and harms its interests.

These guidelines are for the express purpose of protecting the interests of Delta Sigma Theta Sorority, Inc. and apply equally to regions, chapters, and individuals (sorority members/sorors).

New social media networks are created frequently and existing social media networks often update their features. As a result, this document is unable to explicitly list all social media networks or provide guidelines for each of their features.

Note 1: Limitations expressed in other sections of the Delta Technology Guidelines ("DTG") that are broader than the policies expressed in these guidelines are expressly incorporated herein by reference and should be followed where applicable. Sorors are held to have notice of these guidelines as well as all sections of the Delta Technology Guidelines. To the extent applicable, the policies expressed in the Delta Technology Guidelines, *Constitution and Bylaws*, Code of Conduct, and Protocol and Traditions Manual are incorporated herein by reference.

Note 2: Delta Sigma Theta Sorority, Inc, expressly disclaims any liability resulting from a Sorority member's/soror's use of social media channels, including liability for any illegal use of any third party's intellectual property, even if such use is on a social media site operated by a chapter or region. This applies to Sorority members/sorors operating individually, or as a chapter, region, or other group.

7.2 - REGIONAL & CHAPTER SOCIAL MEDIA ACCOUNTS

Regions and chapters are not required to have social media accounts. However, if a region or chapter chooses to have social media accounts, it must comply with the most current version of

the Delta Technology Guidelines. Please bear in mind it is impractical to create specific documentation for each social media platform available.

The National Technology Committee will work with Regional Technology Committees to ensure compliance.

The information contained in this section pertains to all social media accounts owned by a region or chapter of Delta Sigma Theta Sorority, Inc.

Before creating ANY social media account, become familiar with the social media platform's terms and conditions, as well as the privacy policy. These policies should be reviewed often as services periodically make updates.

- **Approved Social Media Platforms:** The following social media platforms have been vetted and may be used by regions and chapters without reservation:
 - [Facebook](#)
 - [Twitter](#)
 - [Instagram](#)
 - [YouTube](#)
 - [LinkedIn](#) (Groups feature for regions or chapters)

Regions and chapters may [create a LinkedIn Group](#), but may not create a LinkedIn Company Page. This is to avoid confusion. National Headquarters is the only entity of the Sorority that is a true company with employees. Regions and chapters should use the information in the [Account Profiles](#) section when establishing LinkedIn Groups.

- **Other Social Media Platforms:** New social media platforms are created and/or experience rapid changes in popularity. Before your region or chapter creates a profile, group, or page on a platform not listed above, contact technology@deltasigmatheta.org to consult on guidelines specific to the platform you are considering. Please allow up to 30 days for a decision.

Your request must include the following information:

- Intended use for the social media platform in question
 - Target audience
 - Features/benefits not afforded by the approved social media platforms; and
 - Any other information the region or chapter feels would be beneficial to decision making.
- **Visibility:** Regional/Chapter social media pages must be public.

- **Content Responsibility:** All information on the region's or chapter's social media account must be reviewed and approved by the regional director/chapter president. The regional director will be held responsible for the content of regional social media accounts and the chapter president will be held responsible for the content of the chapter's social media accounts. Regions and chapters should create social media calendars in advance to facilitate approval.
- **Banned Information:** Information listed under [Banned Information](#) may not appear on social media.
- **Naming Pages and Sites:** The account name must include the name of the region or chapter. See the [Account Profiles](#) section for additional guidance.
- **Contact Information:** When fields for this information are available, social media accounts must include contact information for the chapter such as mailing address, email address, and/or phone number for the chapter.
- **Event Information:** Regions and chapters should use social media networks to promote public Sorority programs and events, noteworthy accomplishments of members or sorors, or other related information of general interest. Chapters may advertise/promote reclamation events and/or upcoming chapter meetings via social media.

The planned promotion must be approved by the regional director or chapter president.

Regions or chapters promoting any Sorority events where alcoholic beverages will be served must comply with the Sorority's Alcohol and Illegal Drug Usage Policy as well as applicable state and federal laws.

Regions and chapters may use the crest while promoting the following types of events:

- Fundraising Events
- Community Service Events
- Five-Point Programmatic Thrust Events
- Public Service Events
- Founders Day Events
- The following events may not be promoted or discussed on social media:
 - Rush Activities
 - Closed ceremonies
- Social media posts about events that are intended for chapter members or sorors only may be made after the event/activity is complete.
- The official Founders portrait and pictures of the Founders are not for personal casual usage such as screensavers, flyers, profile pictures, cover photos, etc.

Best Practice: Public Content

Remember that not everyone who views the content posted on social media is a member or soror.

- ✗ *Inappropriate:* Sorors, we're excited to share our upcoming May Week activities!
- ✓ **Appropriate:** Deltaland Alumnae is excited to share our upcoming May Week activities!

- **Event Contact Information:** The names and chapter email address for the officer or committee responsible for a chapter event or fundraiser, the chapter's general email address, or website must be listed.
- **Photographs:** Chapters and regions may include various photographs depicting Sorority members participating in chapter activities, public service events, or any photographs directly related to the chapter.

Under no circumstances may photographs, videos or live streams of closed ceremonies and/or events be posted. This includes pre-ceremony activities such as those conducted in holding rooms where dais participants assemble prior to entering a ceremony. Access to such rooms is restricted and is not open to all sorors or non-Sorority members.

Topic 1: Account Profiles

Regions and chapters should use the following information, as requested by the individual platform, to complete the account profile:

- **Main category:** Company, Organization or Institution
- **Sub-category:** Nonprofit Organization
- **Company Name:**

The *[YOUR REGION NAME HERE]* Region of Delta Sigma Theta Sorority, Incorporated

The *[YOUR CHAPTER NAME HERE]* Chapter of Delta Sigma Theta Sorority, Incorporated

[How to change your page name on Facebook](#)

[How to change your name on Twitter](#)

[How to change your channel details on YouTube](#)

[How to change your profile details on Instagram](#)

- **Brief Description:**

The official page of the *[YOUR REGION NAME HERE]* Region of Delta Sigma Theta Sorority, Incorporated, a nonprofit organization that provides community service throughout the world.

The official page of the *[YOUR CHAPTER NAME HERE]* Chapter of Delta Sigma Theta Sorority, Incorporated, a nonprofit organization that provides community service throughout the world.

- **Long Description:**

The *[YOUR REGION NAME HERE]* Region of Delta Sigma Theta Sorority, Incorporated was established in *[YEAR ESTABLISHED]*.

The *[YOUR CHAPTER NAME HERE]* Chapter of Delta Sigma Theta Sorority, Incorporated was chartered on *[CHARTER DATE]*.

Delta Sigma Theta Sorority, Incorporated is an organization of college educated women committed to the constructive development of its members and to public service with a primary focus on the Black community.

Delta Sigma Theta Sorority, Incorporated. is a private, not-for-profit organization whose purpose is to provide assistance and support through established programs in local communities throughout the world. Since its founding more than 300,000 women have joined the organization. The organization is a sisterhood of predominantly Black, college educated women. The sorority currently has 1,000 collegiate and alumnae chapters located in the United States, Canada, Japan (Tokyo and Okinawa), Germany, the Virgin Islands, Bermuda, the Bahamas, Jamaica and the Republic of Korea.

The major programs of the Sorority are based upon the organization’s Five-Point Programmatic Thrust: Economic Development, Educational Development, International Awareness and Involvement, Physical and Mental Health and Political Awareness and Involvement.

For more information, visit our national website at www.deltasigmatheta.org.

- **Website:** The chapter website may be used. If the chapter does not have a website, a link to the national website must be provided.
 - *TIP:* If promoting multiple events on a platform that does not make links in comments active (i.e. Instagram), create a single page on the chapter/region website containing those links and include the link to that page in the appropriate area.
 - Link aggregating services (for example: [Linktree](#), [ContactInBio](#), [Linkin.Bio](#), etc.) are also permitted provided the chapter/region website--or national website if the chapter doesn’t have a website-- is included among the links.
- **Username:** Platforms may limit usernames to 15-30 characters. If so, an abbreviated form of the chapter name may be used. If possible, include the initials “DST.”
- **Profile Picture:** The region’s/chapter’s logo or image representative of the Sorority may be used.
- **Privacy:** The social media account/page must be public.

- **Privacy (for YouTube):** Keep all liked videos, liked playlists, and subscriptions private. These may be interpreted as endorsements.
- **Posting Ability:** Only administrators may post content (text, photos, or videos) to the page.
- **Comment Ability:** Anyone may comment on posts. A member of the region’s leadership team/chapter member must regularly monitor and remove inappropriate content. Alternately, comments should be disabled if they will not be monitored.
- **Profanity Filter:** Turn on the Profanity Filter to ensure no profane comments are left on posts.
- **Location:** For security purposes, the location of posts, unless it is the location of an event venue in a promotional post, should not be shown.
- **Events:** Regional and chapter events must be created from the region/chapter Facebook page. After the event has been created, it may be shared by anyone. An individual member or soror may not create a chapter or regional event through her personal account.
- **Live Events:** Regions and chapters may stream public events in part or in total. Be sure to inform the participants and attendees the event will be live streamed and ensure participants/attendees are aware of who will be operating the camera(s) for the live stream before streaming begins.
- **Advertising:** Regions and chapters may use paid advertisements to promote an event.
- **Groups:** Chapters may create Facebook or LinkedIn groups for chapter members or youth initiative groups. These groups may be used to communicate with chapter members, chapter committees, and/or program participants. The chapter president and committee chair must be members of these groups. A chapter member must regularly monitor and remove inappropriate content. Additionally, the group’s members should be audited regularly to remove individuals who are no longer affiliated with the group (e.g., no longer participating in the youth initiative program, no longer a member of the chapter). The group privacy setting must be set to “Secret” so the membership list will not be visible.
- **Email Notifications (optional):** Disable email notifications. Excessive email notifications may clutter the chapter email inbox.
- **Monetization:** Regions and chapters may not monetize their channels/accounts through the use of paid advertisements or paid subscriptions.

Topic 2: Social Media Management

When properly managed, social media networks provide excellent opportunities for chapters and regions to engage with the communities in which they serve. This section provides best practices for managing social media accounts owned by a chapter or region.

- **Social Media Manager:** The chapter president or regional director must designate a chapter member or committee to manage social media accounts. The chapter president or regional director must also have administrative privileges.

The Social Media Manager(s) will be responsible for:

- Creating and posting content
- Working with committees to help them develop content for posting
- Responding to messages
- Monitoring the account and removing inappropriate content

Recommended Social Media Managers include:

- Corresponding Secretary
- Journalist
- Webmaster
- Technology Committee
- Information & Communications Committee

Best Practice: Multi-User Permissions

Platforms such as Facebook and YouTube allow multiple users, with varying account privileges, to manage the account. The regional director/chapter president must be among those with administrator level access to all regional/chapter accounts.

- **Content Management:** When possible, a social media calendar should be maintained. This involves advance planning of themes, messaging and content.

The frequency of posts will vary for each social media platform. However, it is advisable to plan content around the chapter's calendar of events.

The regional director or chapter president should approve messages, photos, and other content prior to posting.

Best Practice: Social Media Management System

Use a social media management system like [Hootsuite](#), [Buffer](#), [SocialOomph](#) to collaboratively execute campaigns across multiple social networks from one secure, web-based dashboard. Many social media management systems have tiered service offerings. Keep reporting and posting needs, as well as budget, in mind when considering platforms.

- **Password Management:** Access to social media accounts and administrative privileges should be changed during the officer transition period and whenever the Social Media Manager changes. This includes passwords, access information, and any other information pertaining to the social media account.

Best Practice: Terms & Usage

- ✓ Mention/Tag: Used to start conversations with your followers, other chapters, community partners, or notify them of a post as an FYI.
- ✓ Hashtags: A word or phrase preceded by a pound sign (#) used to identify similar messages on a specific topic. (#shehadadream; #dst1913).
 - Include hashtags or mentions when appropriate and relevant in the context of your post.
- ✓ Trolls: Online harassers. Establish a policy to deal with them (e.g., ignore, delete comments, block user entirely).

Example: Event Promotion Using Social Media

The Chi Psi Delta Chapter is hosting a silent auction & evening of neo soul, to be held on campus, and decides to promote it using social media. They decide to use the hashtag #CPDeltaNeoSoul to link the posts and pictures.

Facebook

- ✓ The chapter's social media manager creates an event on the Chi Psi Delta Chapter Facebook page.
- ✓ Chapter members invite people to the event & use the Share feature to place the event information on their personal Facebook pages, making sure to include the hashtag in their status update.
- ✓ Chapter members encourage others to share the event information as well.
- ✓ Chapter members change their profile picture to the event flyer.

Twitter

- ✓ The chapter's social media manager creates messages on Chi Psi Delta Chapter Twitter account about the event using the hashtag. They also tag the artist and their university's campus activities board in the tweet.
- ✓ Chi Psi Delta's social media manager notices the artist has retweeted the chapter's promotional message, adding a note indicating they are excited to perform at the event. Some of the artist's followers also retweet the message.

Instagram

- ✓ Chapter members use Instagram content reposting apps like [InstaRepost](#) or [Repost](#) for Instagram to share the event flyer on their personal Instagram.
- ✓ The chapter's social media manager creates an Instagram Story with pictures from the event and a video of the chapter president thanking everyone for attending.

7.3 - SORORS & SOCIAL MEDIA

These guidelines are not meant to infringe upon the personal freedom or social interactions of individual members or sorors, except to the extent necessary to ensure that use of social media by members and sorors does not harm the Sorority's reputation, goodwill, or expose the Sorority to injury or liability.

- **Disclaimer Statement:** It is recommended that one of the following disclaimer statements be displayed when the user identifies herself as a member of Delta Sigma Theta Sorority, Inc. on a social media network:

The views expressed on this website are mine alone and do not represent the views of Delta, its leadership, or any of its individual Sorority members.

The views expressed are mine alone and are not those of Delta Sigma Theta Sorority, Incorporated

My views are mine alone.

- **Protect Delta's Confidential and Proprietary Information:** Always be mindful that social media networks are public and have low security. Non-Sorority members (those who are not Deltas) may have access to information that you believe is limited to a group of Sorority members or sorors.
 - Providing one's line name, line number, chapter of initiation, member number, and/or system ID MUST NOT be a requirement to be added to or remain part of social media groups created by individuals.
 - Delta's confidential or proprietary information may not be posted or shared online.
 - Do not post private or personal information about other members or sorors. This includes, but is not limited to addresses, telephone numbers, membership numbers, birthdays, or any other identifying information.
 - Comments regarding allegations that a member or soror has engaged in illegal, unsafe, or Code of Conduct violations may not be discussed on social media networks. This also includes allegations that are ultimately substantiated.
 - This information should be reported to the Scholarship and Standards Committee, National First Vice President, and Executive Director by contacting dstemail@deltasigmatheta.org.
 - Under no circumstances should such allegations be forwarded to another member or soror.
 - Members/sorors may not discuss the Membership Intake Process on social media. This includes but is not limited to narratives and terms such as "made" or "pledging."

- **Code of Conduct:** Delta’s Code of Conduct is applicable to both online and offline activities. Violation of the Code may form the basis for disciplinary action.

The U.S. Congress and states are regularly codifying laws that criminalize or penalize certain online conduct and communications. Being sanctioned pursuant to Delta’s Code of Conduct will not protect an individual from being punished under applicable state or federal laws for engaging in conduct online that is illegal.

- **Social Media Groups:** Social Media groups created outside of regional or chapter levels are not within the guidance of this document. However, individual members/sorors must still adhere to all of the Sorority’s policies. This includes the *Constitution and Bylaws*, Code of Conduct, Protocol and Traditions Manual, and the Delta Technology Guidelines.
- **Good Judgment:** Use good judgment to ensure social media posts, hashtags, videos, photos, and blog posts always reflect the highest standards of conduct and portray positive representation of yourself, individual members/sorors, and of Delta Sigma Theta Sorority, Inc.
 - Do not use regional or chapter social media to announce or advertise business or personal promotions, off-campus events, or pre- or post-parties.
 - Ensure that you adhere to all of the Sorority’s policies. This includes the *Constitution and Bylaws*, Code of Conduct, Protocol and Traditions Manual, and the Delta Technology Guidelines.
- **Tagging Photos:** Seek approval before identifying, or “tagging,” a soror in photographs. See the Risk Management Manual for guidelines on posting photographs of youth.
- **Respect Your Fellow Human Beings:** Members/sorors are prohibited from making (or forwarding) disparaging comments about any individual, including members of other fraternal organizations; from using personal insults or racial or ethnic slurs about any individual, including members of any fraternal group; and from engaging in bawdy humor on any social media site that could be associated with Delta, even tangentially, through the use of [Delta’s Marks](#).

Delta prohibits cyberbullying on any electronic and/or social media.

- **Do Not Misuse Delta’s Intellectual Property:** Delta Sigma Theta Sorority, Inc. is the exclusive owner of all [intellectual property associated with it or used to denote it](#). This includes its name (and any derivatives of its name), logos, and symbols (collectively “Marks”).

The following should not be posted on social media or used as personal avatars, profile pictures, cover photos, flyers, wallpapers, or for other personal reasons:

- The Sorority Crest

The crest may not be used as a personal profile picture, banner, cover photo or as a personal stand-alone image in a video or slideshow.

The crest should not be used on personal social media event advertising including but not limited to:

- Weddings
- Parties of any kind (birthday, holiday, fundraising, etc.)
- Delta Line Anniversaries
- Personal Anniversaries

DEFINITION OF PERSONAL USE: an activity that benefits you as an individual or is for some benefit you receive.

- The Torch of Wisdom
- The official Founders portrait
- The Founders picture(s) altered or Photoshopped in any way
- Secrets, Passwords, Signs, and Grips
- Mottos
- Delta Oath (excerpts or in full)
- Official Delta Songs
 - Delta Mizpah
 - Delta Sigma Theta National Hymn
 - Delta Prayer
 - Beta Hymn
 - Delta Sweetheart Song*
 - Pyramid Hymn

**The Delta Sweetheart Song may not appear on websites or on social media in written or audio-only form. It is sung publicly at events of distinction. Therefore, video recording/live streaming are permissible.*
- Reports, photographs, audio, and/or video from closed Delta assemblies
- Photographs in poor taste
- Copyrighted material or illegal material
- To minimize confusion, individual sorors SHOULD NOT use the Sorority's and/or regions' social media profile pictures as their individual profile picture on any social media site.
- Sorors are prohibited from using Delta's Marks in a manner that would defame Delta Sigma Theta Sorority, Inc. or otherwise damage its reputation and goodwill.

- Sorors are not authorized to use such property for any commercial purpose (i.e., to make money from using the property or to promote other causes), to authorize any third party to use Delta's Marks for any purpose, or in a manner inconsistent with the Delta Technology Guidelines.
- Sorors are granted limited use of Delta's Marks, excluding the Sorority Crest and Torch of Wisdom, in personal photographs or videos not used for commercial purposes.
- Sorors MAY use personal photos of themselves or others wearing Delta paraphernalia that may include the Sorority's marks (including the Sorority Crest and Torch of Wisdom) in the garment as profile photos, cover photos, avatars, etc.
- Photographs or videos may not show members or sorors in scantily clad clothing or engaging in any conduct that the Founders of Delta Sigma Theta Sorority, Inc. would deem inappropriate. If in doubt, leave it out.
- Sorors and the general public are encouraged to use a platform's share feature or content reposting apps to distribute posts from national, regional, or chapter social media pages/accounts to their personal networks. However, **do not edit official Delta social media posts prior to sharing** them on a personal social media page. Individuals *may add* their comments when sharing.
- The official Founders portrait/pictures of the Founders are not for personal casual usage such as screensavers, flyers, profile pictures, cover photos, etc. Sorors may, however, share official Delta social media posts from national, regional, and/or chapter social media pages that include the official Founders portrait.

8 - DOCUMENT RETENTION & PROTECTION

8.1 - DOCUMENT RETENTION

The following section provides guidance on document retention. Document retention should give future members a historical insight into the past events of the Sorority. Refer to the Chapter Management Handbook for additional guidance. If further clarification or guidance is needed, please contact your region's member of the National Scholarship and Standards Committee.

It is important that the records and documents related to the business of the Delta Sigma Theta, Inc. are adequately protected and maintained, while records that are no longer needed or of no value are discarded.

Specific document and email retention guidelines should be included in your chapter's policies and procedures. Refer to the Chapter Management Handbook for initial guidance. If further clarification or guidance is needed, please contact your region's member of the Scholarship and Standards Committee.

- **High Priority Archives**
 - Chapter charting documents
 - Chapter meeting minutes

- Chapter newsletters
- Chapter anniversary celebrations
- Treasurer's reports
- Chapter audits
- Committee reports; including expense reports to aid in future budgeting
- Chapter policy and procedures, including amendments
- Photos and videos
- Any other reports the chapter feels are important
- **Informative Archives**
 - Lists of past chapter officers and membership rosters
 - Photos of past chapter officers; including dates and names
 - Photos of events, socials, celebrations; including dates and names
 - Photos of lineage, new initiate presentations (NIPs); including dates and names
 - Marketing materials such as: press releases, flyers, newspaper advertisements, radio ads (audio), etc.
 - Articles about the chapter and/or chapter members
 - Event materials such as programs, photos, flyers, etc.

Topic 1: Retention Timeframe

Records that are not designated as permanent should be destroyed based on the method appropriate for the record medium. Records designated as permanent should not be destroyed. The table below provides guidance on the retention timeframe, storage medium and destruction method.

Types of Records (Paper/Electronic)	Retention Timeframe	Medium	Convert to Electronic Record	Back-up of Electronic Records	Destruction Method
Financial Records (receipt logs, 990s, receipt books, check registers)					
*Bank Reconciliations	5 years	Paper/Electronic	Monthly	Weekly	Shred/Eraser
*Bank Statements	5 years	Paper/Electronic	Monthly	Weekly	Shred/Eraser
*Checks	5 years	Paper	Monthly	Weekly	Shred
*Check Registers	5 years	Paper	Monthly	Weekly	Shred
*Expense Purchases	5 years	Paper	Monthly	Weekly	Shred
*Form 990	5 years	Paper/Electronic	Monthly	Weekly	Shred/Eraser
*IAR-1 Form	5 years	Electronic	Quarterly	Quarterly	Eraser
*Receipt Logs	5 years	Paper/Electronic	Monthly	Weekly	Shred/Eraser
*Receipt Books	5 years	Paper	When book completed	Monthly	Shred
*Vouchers	5 years	Paper/Electronic	Monthly	Weekly	Shred/Eraser
*Year-end Financial Statements	7 years	Paper/Electronic	End of Year	Yearly	Shred/Eraser

Types of Records (Paper/Electronic)	Retention Timeframe	Medium	Convert to Electronic Record	Back-up of Electronic Records	Destruction Method
Audit Reports	7 years	Paper/Electronic	Quarterly	Quarterly	Shred/Eraser
Audit Work Papers	7 years	Paper/Electronic	Quarterly	Quarterly	Shred/Eraser
Meeting minutes	Permanent	Paper/Electronic	Monthly	Weekly	N/A
Member records	5 years	Paper/Electronic	Monthly	Weekly	Shred/Eraser
Contracts and legal documents	4 years after expiration	Paper/Electronic	Upon Receipt	Weekly	Shred/Eraser
Membership Intake Documents:					
Chapter	6 months after Initiation	Paper	N/A	N/A	Shred
Training/Guidance Material***	4 years	Paper/Electronic	Monthly	Quarterly	Shred/Eraser
Original Application for Membership***	4 years, if Accepted	Paper	Monthly	Quarterly	Shred/Eraser
Original Application for Membership***	2 years, if Rejected	Paper	Monthly	Quarterly	Shred/Eraser
Correspondence***	4 years	Paper/Electronic	Quarterly	Quarterly	Shred/Eraser
Complaints***	2 years	Paper/Electronic	Quarterly	Quarterly	Shred/Eraser
Court Orders and Settlements***	Permanent	Paper/Electronic	Monthly	Monthly	N/A
Scholarship information	5 years	Paper	Yearly	Yearly	Shred

Types of Records (Paper/Electronic)	Retention Timeframe	Medium	Convert to Electronic Record	Back-up of Electronic Records	Destruction Method
Chapter Rules of Order	Until newly revised & approved	Paper/Electronic	When approved by S&S	Yearly	Shred/Erase
Chapter Policies & Procedures	Until newly revised & approved	Paper/Electronic	When approved by S&S	Yearly	Shred/Erase
Charter Records	Permanent	Electronic	Upon approval	Yearly	N/A
Correspondence (actionable)	3 years	Paper	Monthly	Monthly	Shred/Erase
Correspondence (informational)	3 years	Paper	N/A	N/A	Shred
Chapter Histories	Permanent	Paper	N/A	Monthly	N/A
Event Programs	5 years	Paper	After each event	Monthly	Shred
Photographs	Permanent	Paper/Electronic	After each event	Monthly	N/A

Records should not be destroyed when the Sorority is in litigation.

8.2 - DOCUMENT PROTECTION

Records should always be stored in a secure location in cabinets and containers that will preserve the quality of the records. Records containing confidential information, such as member records, financial data, and credit card information should be kept under lock and key or in a restricted area with limited access.

Paper records may be scanned and converted to electronic records, whenever possible. Sorority archives should be kept electronically via an external hard drive, flash drive, cloud storage, or on a private server. Electronic records should be backed up to external drives to ensure a minimal loss of data in the event of hard drive failure, theft or other loss of the original data.

The following guidelines apply to the use of a private server:

- An administrator must develop processes, such as firewalls, to prevent intrusions or data loss.
- Access to the server should be tightly controlled through the use of user IDs and passwords.
- Access to directories on the server must be restricted only to those sorors who need to use it.

9 - CLOUD FILE STORAGE SERVICES

Cloud File Storage Services refers to using a third-party network of remote servers, hosted on the Internet, to store and manage data. Cloud file storage services—like Apple’s iCloud, Google Drive, Dropbox, Amazon Cloud Drive, and others—provide users with a hard drive in the cloud or on the Internet.

Cloud file storage services are very accessible, allowing chapters and members to access documents, photos, videos and any other saved files from any device with an Internet connection. Some cloud file storage services also allow co-authoring or editing collaboration, e.g., Google Docs, Dropbox (via Microsoft Online).

Topic 1: Recommended Service Features

The best cloud file storage services should have features that allow you to:

- Upload and save any type of file you would save on your local hard drive.
- View, edit and share your content regardless of what computer or device you are using.
- Automatically sync files across all devices.
- Safeguard content through password-protected sharing and file encryption.
- Easily and conveniently navigate the service’s interface and tools. Additionally, the selected service should be intuitive and straightforward.

Many members/sorors already have a free account with a cloud service provider. When considering a cloud service, be sure to take into consideration the amount of space available for free accounts. If a service provider offers paid account levels for teams or businesses in addition to free accounts, be sure to determine if the team/business space usage is considered separate from the free account space usage.

Topic 2: Regional and Chapter Guidelines

The following guidelines pertain to regions and chapters electing to use a cloud file storage service to house documents and aid in collaboration.

Like the members area of a regional or chapter website, this area and any items hosted within, must not be accessible to individuals who are not members.

A member of the region's leadership/chapter should secure the cloud storage account in the region's/chapter's name using an email account that transitions from one administration to the next.

Documents that may be distributed through cloud file storage services include, but are not limited to:

- Chapter meeting minutes
- Chapter policies and procedures
- Chapter committee reports
- Agendas

The following documents may be distributed through cloud file storage services, but must also be password-protected:

- Chapter treasurer reports, to include budgets
- Financial secretary reports
- Membership rosters

10 - ECOMMERCE ACCOUNTS

The National Finance Committee is the primary authority regarding regional and chapter fiscal operations.

Questions about policies for merchant account and online payment solutions should be directed to the National Finance Committee at <mailto:FinanceCommittee@deltasigmamatheta.org>.

Please see the Fiscal Officers Manual for policies for the establishment and use of merchant accounts, online business payment accounts (e.g. PayPal, CashApp), crowdfunding (e.g. GoFundMe, Indiegogo), and online event management solutions (e.g. Eventbrite, TicketSpice).

10.1 - ACCOUNT SETTINGS

Chapters should use the following guidance, as requested by the individual platform, to complete the account profile:

Topic 1: Online Payment Accounts

- The online payment account should be set up in the name of the chapter with the chapter president being the "Owner."
- The chapter must establish an email account specifically for online payments. This email account must be monitored regularly (at least every other day or daily during high-volume use).
- The online payment solution must send an email to the primary chapter email address listed, notifying the chapter of the receipt of a payment.
- User accounts will be set up for the treasurer and the financial secretary.

- The login ID and password will be provided to the president, treasurer and financial secretary.

Topic 2: Event Management Accounts

- **Account**

- **Contact Info:** The account email address must be a chapter email account, e.g. marketing committee, technology, treasurer, or president. The chapter logo or image representative of the Sorority may be used as the profile photo.
- **Credit/Debit Cards:** No credit or debit cards should be saved to a region's or chapter's online event management account.
- **Affiliate Program:** Offering a referral commission to third-party promoters is prohibited.
- **One Account:** No more than one online account should exist for the chapter. It is suggested that chapters select event management solutions that support sub-accounts for multiple events.

- **Organizer**

- **Payout Methods:** The chapter treasurer and financial secretary should ensure any funds collected using the event management solution are disbursed to the chapter by check or are transferred via direct deposit into the chapter's bank account.
- **Taxpayer Information:** Enter the appropriate address and taxpayer identification information.
- **Multi-User Access:** The online event management solution must support multiple user access. The account administration must ensure the chapter's president, treasurer, and financial secretary have a login for the online event management account using their respective chapter email address. The president and treasurer should receive copies of all invoices. The president must have the same access to events as the account administrator. Other users may be added to allow access to specific events as desired.

The following information should be used when setting up an event:

- **Event logo:** An Event logo, chapter logo or image representative of the Sorority may be used. Chapters may not use official marks and symbols of the Sorority (i.e., Greek letters, Sorority Crest, Torch of Wisdom, other items listed in the Delta Branding Guide as registered marks) unless they are incorporated in a chapter logo.
- **Organizer name:** The name of the region or chapter should be used as the organizer.
- **Organizer description:**

This event is hosted by the *[YOUR REGION/CHAPTER NAME]* Region/Chapter of Delta Sigma Theta Sorority, Incorporated, a nonprofit organization that provides community service throughout the world.

For more information, visit our region's /chapter's website at [\[REGION/CHAPTER WEBSITE\]](#). You may also visit our national website at www.deltasigmatheta.org.

- **Listing Settings:** A private page must be used for events that are only open to sorors.
- **Online Event Management Transaction Fees:** The fees can be passed on to individuals who use an online payment account or any merchant account. However, if the online event management solution is used to collect dues, transaction fees cannot be passed on to the soror.

11 - ELECTRONIC VOTING

Electronic voting is authorized in the *Constitution and Bylaws*, Article IX Elections and Voting, Section 4B.

While Delta Sigma Theta Sorority, Inc. is NOT endorsing any of these vendors, this partial list of vendors was provided by chapters who have utilized these vendors for electronic voting for Membership Intake:

- [Election Runner](#)
- [Simply Voting](#)

Other potential solutions include:

- [Ballotbin](#)
- [Electionbuddy](#)
- [ezVote](#)

Chapters electing to vote electronically must ensure:

- only those chapter members present for the meeting during which the election is held receive a ballot;
- each member is only allowed to cast one ballot per election or run-off; and
- the confidentiality of each member's vote is maintained.

The selected solution must also comply with the electronic voting specifications outlined in the Administrative Procedures for Membership Intake.

12 - ELECTRONIC MEETINGS

Electronic meetings are authorized for all regional and chapter committees and subcommittees in the 2019 Edition of the *Constitution and Bylaws*, Article XII Electronic Meetings and Communications.

While Delta Sigma Theta Sorority, Inc. is NOT endorsing any of these vendors, this partial list of vendors was provided by chapters who have utilized these services:

- [GoToMeeting](#)
- [AnyMeeting](#)
- [Zoom](#)
- [FreeConferenceCall.com](#)

Other potential solutions include:

- [FreeConference.com](#)
- [join.me](#)
- [UberConference](#)

Be sure to assess the needs and requirements of the meeting and compare to the available features (free and premium) prior to selecting a solution.

Ensure all members can simultaneously hear others and participate during the meeting.

13 - MOBILE APPLICATIONS (APPS)

The information contained in this section applies to all apps owned by a region/chapter of Delta Sigma Theta Sorority, Inc. Regions/chapters are not required to have an app. However, if a region/chapter chooses to have an app built, it must comply with the most current version of the Delta Technology Guidelines.

13.1 - APP OVERVIEW

The word "app" is an abbreviation for "application." It is typically used to describe anything that is not a full-fledged software program. There are three main types of apps: desktop, mobile/native, and web.

Desktop apps are typically comprised of all the features of a full software program, whereas the mobile or web app equivalent is a simpler and easier-to-use version. Web apps operate in a web browser like a website does. Mobile or native apps are the typical apps of which most are familiar. They are found in the [Apple App Store](#) or [Google Play Store](#).

13.2 - CONSIDERATIONS

Web apps do not require development for each device's (desktop/laptop/tablet/phone) operating system (i.e., Apple iOS, Mac OS X, Windows 10, Android, Windows OS, etc.), so there is a cost savings on development. Like websites, web apps do require the use of cellular data or a Wi-Fi connection.

Carefully consider the resources needed to create and maintain native apps. Native apps need to be developed to suit each device and receive regular updates to continue working. There are costs associated with publishing a native app to its respective store. As a result, they require additional time and money.

Before development, determine why the region or chapter needs to have a mobile app. This decision will be the key driver in the app design and development. Is an app the best solution for a business or service need to be resolved? Will introducing the app add some convenience for or benefit to members/sorors or the community? Is there a need to share recurring, real-time, time-sensitive, and/or location-sensitive information with the public? Like web design and development, mobile app development is a specialized skill and may require a financial commitment to secure a vendor for development and maintenance.

Topic 1: App Development Resources

There are several web services that help users with no prior programming knowledge create simple mobile applications (e.g., [Appy Pie](#)). Many have tiered pricing, with varying levels of available features. Most of these services require a developer account to publish to the Apple App Store or Google Play Store.

Chapters/Regions may hire an app developer. The right app development partner is vital to a successful app build. This partner should not only build the app, but also help manage the project, help refine the app's direction, and support achieving the established goals for the app. Ensure that the app developer understands the purpose of your website and shares your vision for the app. For reference when hiring an app developer, see [20 Questions to Ask Your Client Before You Build Their Mobile App](#). Although this article is written for app developers, it is important to consider the answers to the questions posed before engaging an app developer.

Finally, there is extensive documentation for those who wish to get started developing [Apple](#) and [Android](#) apps themselves.

Topic 2: App Content and App Store Metadata

- **Developer Account:** A member of the region's leadership/chapter should secure the developer account in the region's/chapter's name using an email account that transitions from one administration to the next, instead of using a second party's developer account. This ensures that regions/chapters can control the content, to include deleting the app from an app marketplace once it is no longer needed or being maintained.
- **Review & Approval:** All information in the app must be reviewed and approved by the regional director/chapter president.
- **Contact Information:** Apps must include contact information for the region/chapter, to include region/chapter name, mailing address and/or email address.
- **Disclaimer Statement:** Apps must contain the following statement, verbatim.

**This app is the sole property and responsibility of the [YOUR REGION/CHAPTER NAME
HERE] of Delta Sigma Theta Sorority, Incorporated.**

- **Banned Information:** Information listed under [Banned Information](#), may not appear in an app.
- **User Privacy:** Apps should access only the information on the user’s device that is *absolutely necessary* to the app’s functionality.
- **Monetization:** Regions/chapters may not monetize an app through the use of paid advertisements or paid subscriptions.
- **Advertisements:** Regions/chapters are discouraged from using free app platforms/frameworks that provide automatic advertising in the app.
- **Terms and Conditions and Privacy Policy:** Regions/chapters should closely review the provider’s/service’s privacy policies and terms and conditions before selecting an app development service provider/developer.
- **App Store Metadata:** This information should be completed to describe the app that was developed, not the region/chapter.
- **App Icon:** An app-specific icon or region/chapter logo is the preferred graphic. To avoid confusion with any apps the Sorority may choose to create in the future, do not use official marks and symbols of the Sorority (i.e., Greek letters, Sorority Crest, Torch of Wisdom, or other items listed in the Delta Branding Guide as registered marks).

14 - SUMMARY

Remember that the Internet is publicly accessible worldwide and the security of Delta properties are our responsibility. When the names of sorors appear online, use caution in providing identifying information such as telephone numbers, addresses, and places of employment. Protect the privacy of sorors at all times against such fraudulent and potentially criminal activities and unauthorized credit card and ATM usage and robbery.

Any questions regarding these guidelines should be emailed to the National Technology Committee at technology@deltasigmatheta.org.

Send questions about use of the Sorority’s [trademarks](#) or other branding questions to National Headquarters at dstemail@deltasigmatheta.org.

Questions about online payment policies should be directed to the National Finance Committee at FinanceCommittee@deltasigmatheta.org.

If any of the Technology Guidelines are violated, the person(s) associated with the violation should be reported to National Headquarters. Upon further review, a decision will be made whether the violation should be reported for disciplinary action.

15 - FREQUENTLY ASKED QUESTIONS

1. Are the MIT Calendar and Budget information considered confidential and not to be shared via email?

Correct, they are confidential and should not be shared via email.

2. Is the “Transitional Period” regarding the changing of passwords considered as the month of June?

This period may vary by chapter. Consult your chapter’s policies and procedures.

3. I took a photo with a new initiate outside a closed event venue. Is this permissible?

Yes. Taking pictures with a new initiate, regardless of what color she is wearing, is perfectly fine. Taking pictures and/or video of a ceremony and/or the ceremonial table are prohibited, as is taking pictures/video of those actively participating in a ceremony.

4. May we contract a professional developer for mobile apps?

Yes. As with chapter websites, application developers who are not sorors should not be exposed to member information.

5. For financial reports, if we have a summary of the information on a PowerPoint presentation instead of the whole report that we upload to members only, we would still need to password-protect it, correct?

Correct. The presentation should be password-protected.

6. Can financial documents be posted to the chapter website if they are individually password-protected AND are only accessible via members’ individual username and password?

Yes. It is permissible if they are individually password-protected and are in a members only area that is properly secured with a username/password.

7. Can photos from a chapter retreat be posted on the public website?

Chapters can make this decision.

8. Is it appropriate for a chapter website to contain Delta tools, e.g., Delta Technology Guidelines, & documents?

No. Chapters should direct sorors to the national website to ensure the most up-to-date information is accessed.

9. Are there any concerns with hiring a person/firm to manage a chapter website as long as we continue to follow the Delta Technology Guidelines?

No. Hiring a person/firm to manage the chapter website is permissible. It is also a good idea to share the Delta Technology Guidelines with them. Remember, if you are planning to have a restricted area it must not be accessible to individuals who are not members of the chapter. Remember, a chapter member must maintain the

members only area content. The developer should create the shell for the members only area, then train members of the chapter how to add and edit content.

10. Present membership information was listed as banned. However, the previous section said chapter rosters were allowed. Can you please clarify what is meant by membership?

Chapters may not provide a listing of their current chapter membership on public-facing areas of their website. Chapters may include a password-protected roster/directory of current chapter members within the members only area of the chapter website or via cloud storage.

11. Are .edu accounts acceptable as a personal email account?

Since email naming conventions vary from university to university (that is, some universities use student.university.edu, faculty.university.edu, alumni.university.edu, and some do not) there's no way to know if the email address is work or personal. We strongly encourage members to obtain an account via a free email provider like Gmail or Hotmail.

12. Can chapter minutes be sent to members via email?

No. Chapter meeting minutes may not be emailed. They may be placed in a restricted area of the chapter website or distributed through cloud file storage services.

13. Is it acceptable to re-post content from the national website, e.g. news, event (flyers), news regarding NPHC topics?

It is always appropriate for chapters to share content that has been posted to the national social media accounts. The chapter president is ultimately responsible for the content that is on a chapter's social media. Consequently, chapter presidents are empowered to decide if and when content not directly related to the Sorority or the chapter will be shared via a chapter's social media.

14. Who do we inform if a chapter or member (that we do not know personally) posts an item on social media that is not allowed?

If the item in question is on a chapter's social media account, send an email to the chapter president with a photo/screenshot of the content in question. If it is an individual soror you know personally, reach out to her privately. If it is a soror you do not know personally, you may email the content in question to National Headquarters at dstemail@deltasigmatheta.org.

15. Can chapter members post their own created videos on their individual social media pages in order to advertise a chapter event?

If this a chapter event, promotion should be approved by the chapter president and should be posted on the chapter's social media account first, then individuals should share the promotion from the chapter's page. Individual members should not create their own videos or posts to promote chapter events unless the chapter president has asked members to do so.

16. If a past initiated soror of a collegiate chapter passes away, the chapter cannot make any posts about her on social media?

Out of respect for the family's privacy, defer to the soror's family for guidance.

17. What are recommendations for recovering or disabling social media accounts for a reactivated collegiate chapter.

All chapters should make sure social media accounts are established using a chapter email address, not a personal one. Additionally, collegiate chapter advisors should have access to this email account should the need arise to activate/deactivate accounts.

18. I know we are to have signed waivers for our youth. However, are we to receive waivers for everyone (adults) that we take a photo with in the community (e.g., community leaders, community members, etc.)?

Our current technology chair has declined posting certain chapter event photographs because the photographs contained non-sorors and she says we need written waivers from those individuals to post their images. My understanding is that signed waivers are only required of youth initiatives. Am I correct? Right now, we are being prohibited from posting our community service activities.

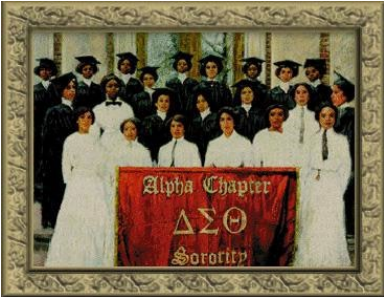
At this time, there is no requirement for chapters to have signed photo releases for non-members beyond what is outlined in the Risk Management Manual. If obtaining a photo release for everyone one who is photographed is a documented chapter policy, that is, it was voted on and approved by the chapter and is included in your chapter's policies and procedures, then you would follow what is in your chapter's policies and procedures.

16 - APPENDIX

16.1 - WEBSITE CHECKLISTS

Required Information for Regional/Chapter Websites	
<input type="checkbox"/>	Regional Director (Regional Only) or Chapter President (Chapter Only) review and approval
<input type="checkbox"/>	Disclaimer Statement: <ul style="list-style-type: none"> This website is the sole property and responsibility of the [YOUR REGION OR CHAPTER NAME HERE] of Delta Sigma Theta Sorority, Incorporated.
<input type="checkbox"/>	Contact Information <ul style="list-style-type: none"> Example: <p style="margin-left: 40px;">Deltaland Alumnae Chapter Delta Sigma Theta Sorority, Incorporated PO BOX 100 Washington, DC 20009 Email: deltas@deltalandalumnae.org</p>
<input type="checkbox"/>	Links to National and Regional Website: <ul style="list-style-type: none"> The links <u>must</u> be provided using one of the following statements, verbatim: <ul style="list-style-type: none"> For more information, visit our national website at www.deltasigmatheta.org. Visit Delta Sigma Theta’s national website at www.deltasigmatheta.org. For more information, visit the [YOUR REGION] Region’s website at [REGION’S WEBSITE ADDRESS]. Visit the [YOUR REGION] Region’s website at [REGION’S WEBSITE ADDRESS].
<input type="checkbox"/>	Current Officers: Websites must include the names of current officers and their position. <ul style="list-style-type: none"> Email addresses assigned to officers may also be included on websites. The personal mailing addresses, email addresses, and/or phone numbers of current officers may not be included on chapter websites.

Allowed Information for Regional/Chapter Websites

<input type="checkbox"/>	<p>Sorority Crest</p>
<input type="checkbox"/>	<p>Sorority History:</p> <ul style="list-style-type: none"> • Verbatim statement must be used: <p style="margin-left: 40px;">Delta Sigma Theta Sorority, Incorporated is an organization of college educated women committed to the constructive development of its members and to public service with a primary focus on the Black community.</p> <p style="margin-left: 40px;">Delta Sigma Theta Sorority, Incorporated. is a private, not-for-profit organization whose purpose is to provide assistance and support through established programs in local communities throughout the world. Since its founding more than 200,000 women have joined the organization. The organization is a sisterhood of predominantly Black, college educated women. The sorority currently has 1,000 collegiate and alumnae chapters located in the United States, Canada, Japan (Tokyo and Okinawa), Germany, the Virgin Islands, Bermuda, the Bahamas, Jamaica and the Republic of Korea.</p> <p style="margin-left: 40px;">The major programs of the Sorority are based upon the organization’s Five-Point Programmatic Thrust:</p> <ul style="list-style-type: none"> • Economic Development • Educational Development • International Awareness and Involvement • Physical and Mental Health • Political Awareness and Involvement <p style="margin-left: 40px;">For more information, visit our national website at www.deltasigmatheta.org.</p>
<input type="checkbox"/>	<p>Founders: Only the official picture of the Founders and their names can be used.</p> <div style="text-align: center;">  </div> <p>Additional information is not allowed, as it is considered history and is only be provided on the national website.</p>

Allowed Information for Regional/Chapter Websites

<input type="checkbox"/>	<p>Chapter History:</p> <ul style="list-style-type: none"> • May include: <ul style="list-style-type: none"> ○ Chartering date of the chapter ○ Charter members ○ Location of the chartered chapter ○ Significant historical information about the chapter that is newsworthy <p><i>Charter members are not referred to as Founders.</i></p>
<input type="checkbox"/>	<p>Significant Information:</p> <ul style="list-style-type: none"> • May include: <ul style="list-style-type: none"> ○ Name and year of awards ○ Stellar programs ○ Outstanding recognition for service ○ Press releases ○ News articles about the chapter.
<input type="checkbox"/>	<p>Profiles of Chapter Officers:</p> <ul style="list-style-type: none"> • May include professional profiles (including professional affiliations and memberships for chapter officers), may appear on the chapter website. <p><i>Personal information such as dates of birth may not be included.</i></p>
<input type="checkbox"/>	<p>National and Regional Leadership:</p> <ul style="list-style-type: none"> • May include: <ul style="list-style-type: none"> ○ Past or current national and regional leaders (who held or currently hold elected or appointed national or regional offices and positions) who are currently affiliated with the chapter. <ul style="list-style-type: none"> ▪ This includes listing the names of the sorors and: <ul style="list-style-type: none"> • Years served in the position • Initiating chapter • Current chapter affiliations • Photograph <p><i>A link to the national website must be provided for the entire list of Past National Presidents.</i></p>
<input type="checkbox"/>	<p>Chapter Leadership: Information pertaining to current chapter leadership and past chapter presidents. This includes listing the names of the sorors and:</p> <ul style="list-style-type: none"> • The years in which they served in the position • Initiating chapter • Current chapter affiliations • Major accomplishments • Photograph
<input type="checkbox"/>	<p>Sorority Public Motto</p>

Allowed Information for Regional/Chapter Websites

<input type="checkbox"/>	<p>Calendar of Events:</p> <ul style="list-style-type: none"> • The calendar may include dates for: <ul style="list-style-type: none"> ○ Public chapter events ○ Public community outreach events ○ Fundraisers ○ Chapter meetings ○ Reclamation events ○ Rush dates and/or flyers may be included after being approved by the regional director. ○ Youth Initiative activities that are open to the public. <p style="text-align: center;"><i>See the Risk Management Manual or contact the National Program Planning and Development Committee at ppd@deltasigmatheta.org for additional guidance.</i></p>
<input type="checkbox"/>	<p>Event Contact Information: Names/chapter email address for the officer or committee responsible for a chapter event or fundraiser, or the chapter’s general email address.</p>
<input type="checkbox"/>	<p>Links to University Website or Greek Life Page: Collegiate chapters may link to their school’s home page and/or the Greek life page located on their school’s website.</p>
<input type="checkbox"/>	<p>Photographs: Chapter websites may include various photographs depicting sorors participating in chapter activities, public service events, or photographs directly related to the chapter.</p> <p style="text-align: center;"><i>Reference the Risk Management Manual for guidelines on posting photographs of youth.</i></p>
<input type="checkbox"/>	<p>Links to fraternal, or nonprofit websites:</p> <ul style="list-style-type: none"> • Fraternal or non-fraternal organizations that co-sponsor a public chapter event <ul style="list-style-type: none"> ○ Must be contained on the Calendar of Events <p style="text-align: center;"><i>The link must be removed after the event has ended.</i></p>
<input type="checkbox"/>	<p>Links to the National Pan-Hellenic Council:</p> <ul style="list-style-type: none"> • National Pan-Hellenic Council (NPHC) website • Local NPHC chapter public events <ul style="list-style-type: none"> ○ May be contained on the Calendar of Events <p style="text-align: center;"><i>The link must be removed after the event has ended.</i></p>
<input type="checkbox"/>	<p>Links to business websites:</p> <ul style="list-style-type: none"> • To thank them for their support of chapter events or programs <p style="text-align: center;"><i>The link must be removed at the close of the fiscal year.</i></p> <ul style="list-style-type: none"> • May also include a business directory to assist those who wish to support local businesses. • The following disclaimer statement must be used, verbatim. <ul style="list-style-type: none"> ○ <i>The [YOUR CHAPTER NAME HERE] Chapter of Delta Sigma Theta Sorority, Incorporated provides this business listing as a resource and does not necessarily endorse any of the businesses listed in this directory.</i>

Allowed Information for Regional/Chapter Websites

<input type="checkbox"/>	<p>Online Sales: Chapters may offer the following items for sale through a chapter website:</p> <ul style="list-style-type: none">• Event registration• Ticket sales• Fundraising donations• Other chapter-specific activities requiring payment, with the exception of Sorority items. <p>Payment links for public events and/or merchandise:</p> <ul style="list-style-type: none">• Must appear in the public section of the chapter website• May be posted to chapter’s social media pages, sent via email, or sent via text message. <p>Payment links for internal chapter sales, including payment of membership dues:</p> <ul style="list-style-type: none">• Must be placed in the members only area of a chapter website• May not be posted to any social media
<input type="checkbox"/>	<p>Members Only Area and/or Documents: Websites may include a members only area and/or password-protected documents.</p> <ul style="list-style-type: none">• Must not be accessible to individuals who are not members of the chapter• Login credentials should be made available to National/Regional Technology Committee members upon request• Login credentials for the members only area can either be one user ID and password for the entire chapter or unique user IDs and passwords for each member.<ul style="list-style-type: none">○ <i>A chapter member must maintain the members only area content.</i>• The following must be placed in a members only area or in a password-protected document:<ul style="list-style-type: none">○ Internal and Delta-Only events○ Payment links to internal events/items, including membership dues○ Chapter Documents: chapter meeting minutes, chapter policies and procedures, committee reports, and agenda. <p>The following must be placed in a members only area <i>and</i> be password-protected:</p> <ul style="list-style-type: none">• Chapter treasurer reports, to include budgets• Financial secretary reports• Membership directory and/or roster. <p><i>Chapter rosters/directories are for chapter internal use only. Any other use is strictly prohibited and subject to sanctions as defined in Code of Conduct Section 3.C.</i></p>

Content Audit	
<input type="checkbox"/>	Remove or archive past-dated items
<input type="checkbox"/>	Remove duplicate content
<input type="checkbox"/>	Ensure content supports the values and ideals of the organization
<input type="checkbox"/>	Make sure contact information for the Executive Board (if included on your site) is accurate and current.
<input type="checkbox"/>	Make sure photos and associated captions of Youth Initiative participants follow the guidelines in the Risk Management Manual (e.g., media release consent).
<input type="checkbox"/>	Verify internal Sorority business documents (e.g., chapter minutes, reports, budgets, other internal documents) are kept in a secure, password-protected portion of the website.
<input type="checkbox"/>	Create a sitemap to tell web crawlers how to crawl content.
<input type="checkbox"/>	Ensure that files and documents that are password-protected and/or only intended for sorors/members do not appear in search results. How to Remove Information from Google How to Remove Information from Bing Create a Robots.txt file to control which files and/or directories a search engine crawler is permitted to visit.
<input type="checkbox"/>	Verify no personal contact information about members has been published publicly without consent.
<input type="checkbox"/>	Verify the content is consistent with the Delta Style Guide.
<input type="checkbox"/>	Ensure unofficial symbols are not used in conjunction with official Sorority symbols and/or trademarks . Please see the Delta Branding Guide for a list of the Sorority's registered marks

Technical Audit	
<input type="checkbox"/>	All links to email addresses, website addresses, images, and documents are functional (no broken links).
<input type="checkbox"/>	Images are visually displayed properly (e.g., photos are not distorted or misshapen, references to the image files are correct, etc.)
<input type="checkbox"/>	Videos play properly
<input type="checkbox"/>	Ease of navigation
<input type="checkbox"/>	Website design is consistent
<input type="checkbox"/>	Consistent look-and-feel in all browsers (Chrome, Firefox, Microsoft Edge, Safari)

ADA Compliance for Websites (Level A)

[WebAIM](#), [PaperStreet Web Design](#), and others provide free checklists and/or training resources to assist with implementation. The full Web Content Accessibility Guidelines (WCAG) 2.0 are available on the [World Wide Web Consortium \(W3C\) website](#).

<input type="checkbox"/>	Images that convey content (that is, they are not purely decorative) have alternate text that can be read by screen reader software.
<input type="checkbox"/>	Video content includes captions.
<input type="checkbox"/>	Video or audio-only content is accompanied by a text transcript or description.
<input type="checkbox"/>	Links that are provided to media players are required to view content.
<input type="checkbox"/>	Headings are presented in a logical order.
<input type="checkbox"/>	"b" and "i" tags are replaced with "strong" and "em."
<input type="checkbox"/>	There are no empty links or heading tags.
<input type="checkbox"/>	Presentation does not rely solely on color.
<input type="checkbox"/>	Automatically-played audio does not occur or can be stopped.
<input type="checkbox"/>	The keyboard can be used to navigate the site.
<input type="checkbox"/>	Keyboard focus is never stuck on one particular page element.
<input type="checkbox"/>	Time limits provide notifications to the user.
<input type="checkbox"/>	Automatically scrolling or blinking content can be stopped.
<input type="checkbox"/>	No strobe effects or rapidly flashing colors occur on the site.
<input type="checkbox"/>	"Skip navigation" functionality allows keyboard users to quickly access content.
<input type="checkbox"/>	Page titles clearly and succinctly describe page content.
<input type="checkbox"/>	Buttons and links are clearly and logically named.
<input type="checkbox"/>	The language of each page is identified in code.
<input type="checkbox"/>	Elements receiving focus do not change content in a substantial way.
<input type="checkbox"/>	Invalid form input is identified to the user.
<input type="checkbox"/>	Forms have labels and legends that can be read by screen reader software.
<input type="checkbox"/>	There are no major validation errors.

16.2 - VIRTUAL MEETING GUIDE

Virtual Meeting Overview

During these uncertain times, Chapters are using virtual meeting technology to conduct sorority business via web conferences that use engagement features like annotation, chat, screensharing, and polls for voting. This document will provide you with both mandatory guidelines, as well as, suggested best practices for hosting meetings virtually and outlines available vendors to consider.

Virtual Meeting Guidelines

Required	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> DO reference the DTG, where it applies <input checked="" type="checkbox"/> DO exercise due diligence and caution in your cybersecurity efforts <input checked="" type="checkbox"/> DO ensure secure virtual meeting environment via registration or password protected link <input checked="" type="checkbox"/> DO have ability to create an attendance report <input checked="" type="checkbox"/> DO adhere to Robert's Rules of Order <input checked="" type="checkbox"/> DO confirm a quorum is present at the start of the meeting and before voting on any motions <input checked="" type="checkbox"/> DO work from an agenda
Not Allowed	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> DO NOT conduct Formal Opening and Closing or other Rituals <input checked="" type="checkbox"/> DO NOT disseminate fiscal documents through the virtual meeting service. See page 12 of DTG <input checked="" type="checkbox"/> DO NOT attend meetings where non-members are present or can hear official Delta business <input checked="" type="checkbox"/> DO NOT take screen shots or recordings of the meeting to share outside of the meeting
Best Practices	<ul style="list-style-type: none"> △ Remember that virtual meetings are still "closed" meetings for duly initiated Delta's only. △ Review and complete Pre-Meeting Resource Checklist △ Advise that the meeting is being recorded (if applicable) △ Post all meeting documents to Members Only or password protected area. See page 12 of DTG △ Test virtual meeting functionality with Exec Committee △ Create a FAQ document with screenshots that sorors can use the day of the meeting △ Adopt a Delta DEAR to assist with technology △ Login early to test audio, confirm connectivity and screen sharing △ Attend meeting in private setting away from distractions of family, external noise, etc.

Virtual Meeting Suggested Roles and Responsibility

ROLES	RESPONSIBILITIES
Organizer/Presenter	One person responsible for sharing screen with presentations, does not have to be President
Tech Support	Reads intro script on troubleshooting audio/visual needs and monitors chat/question panes
Sergeant-at-Arms	Advise of quorum needs
Member Check-In	Attest that all virtual meeting attendees are a duly initiated member of sorority
Attendee	Financial member of Sorority and listed on Chapter Roster to conduct Chapter Business

Virtual Meeting Resources

- Δ [Virtual Pre-Meeting Checklist](#)
- Δ [Virtual Meeting Training Guide](#)
- Δ [Virtual Meeting Voting Guide](#)
- Δ [Virtual Meeting Tech Support Guide](#)
- Δ [Virtual Meeting Vendor Comparison](#)

Virtual Pre-Meeting Checklist

Virtual Meeting Overview

The Delta Technology Guidelines (DTG) stipulates that electronic meetings are authorized for all regional and chapter committees and subcommittees in the Constitution and Bylaws, Article XII Electronic Meetings & Communications.

Virtual Meeting Guidelines

Required	<ul style="list-style-type: none"><input checked="" type="checkbox"/> DO reference the DTG, where it applies, to host remote meetings<input checked="" type="checkbox"/> DO exercise due diligence and caution in your cybersecurity efforts<input checked="" type="checkbox"/> DO ensure secure virtual meeting environment via registration or password protected link<input checked="" type="checkbox"/> DO ensure each meeting has a different password<input checked="" type="checkbox"/> DO have ability to create an attendance report<input checked="" type="checkbox"/> DO adhere to Robert's Rules of Order<input checked="" type="checkbox"/> DO confirm a quorum is present at the start of the meeting and before voting on any motions<input checked="" type="checkbox"/> DO work from an agenda
Not Allowed	<ul style="list-style-type: none"><input checked="" type="checkbox"/> DO NOT conduct Formal Opening and Closing or other Rituals<input checked="" type="checkbox"/> DO NOT disseminate fiscal documents through the virtual meeting service. See page 9 of DTG<input checked="" type="checkbox"/> DO NOT attend meetings where non-members are present or can hear official Delta business<input checked="" type="checkbox"/> DO NOT use your employer's resources for Delta business, i.e. conferencing, copying
Best Practices	<ul style="list-style-type: none">Δ Post all meeting documents to Members Only or password protected area. See page 9 of DTGΔ Login early to test audio, confirm connectivity and screen sharingΔ Advise members that they may not be able to fully participate in meeting polling or other virtual vendor platform features if they are in audio mode only and not logged in via computer or APPΔ You may wish to limit meeting registration to single week and close registration 24 hours before meeting in order to review and verify all meeting registrants as member of sororityΔ Set-up known polls in advance of the meeting

Virtual Meeting Checklist

Status	Task	Description
<input type="checkbox"/>	Vendor Selection	Determine which technology will best meet your objectives and keep people engaged
<input type="checkbox"/>	Screen Sharing	Create agenda and associated visual aids, like PowerPoint, to share during meeting
<input type="checkbox"/>	Video Presenter	If using video, ensure proper lighting for Presenter and business attire
<input type="checkbox"/>	Meeting Invite	Send registration link or personal invites in advance or provide in Member's Only area
<input type="checkbox"/>	Participation	Identify best tool(s), like hand-raising, chat, polls, etc., and prepare in advance.
<input type="checkbox"/>	Training	Offer test session with Chapter members to test audio, visual, and interactive tools.
<input type="checkbox"/>	Communication	Make sure everyone knows available resources and FAQ doc on virtual meetings
<input type="checkbox"/>	Resources	Create FAQ document with screenshots or links to reference videos/articles
<input type="checkbox"/>	Role Assignment	Clearly communicate who will serve as tech support before, during, and after meetings
<input type="checkbox"/>	<i>*Other</i>	<i>Add additional tasks as applicable to your Chapter.</i>
<input type="checkbox"/>		
<input type="checkbox"/>		

Virtual Meeting Training Guide

Virtual Meeting Training Overview

The Delta Technology Guidelines (DTG) stipulates that electronic meetings are authorized for all regional and chapter committees and subcommittees in the Constitution and Bylaws, Article XII Electronic Meetings & Communications.

While Delta Sigma Theta Sorority, Inc. does NOT endorse any specific vendor to support virtual meetings, the below outline can be used when conducting Chapter training when implementing their services:

Virtual Meeting Training Tips

Pre-work	<ul style="list-style-type: none"> Δ Schedule pilot training with Exec Board Δ Schedule training session(s) for all Chapter members Δ Please provide members with applicable training videos (search online for prerecorded options). <ol style="list-style-type: none"> 1. Registration and confirmation for meeting 2. Logging into meeting <ul style="list-style-type: none"> ○ Via Computer ○ Via Mobile APP ○ Via Audio Only 3. Entering Audio Pin, if applicable 		
Learning Objectives	<ul style="list-style-type: none"> Δ How to use In Session Tools 		
Agenda	<ol style="list-style-type: none"> 1. Overview of technology 2. Overview of roles (Organizer, Panelists, Attendee) 3. Hands On Activities (not an exhaustive list and not all will be applicable to your platform) <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> ○ Audio Controls (mute/unmute – audio pin) ○ Unmuting Self (connecting session audio, default mic, audio pin) ○ Sharing Screen ○ Sharing Video Webcam (show/hide) ○ Raising Hands </td> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> ○ Posing Questions ○ Submitting Poll/Vote Response ○ Interacting in Chat Pane ○ Download Handouts ○ Other Session Interaction Tools ○ “Like” Webinar within APP ○ Completing a Survey </td> </tr> </table> 4. Questions 5. Open Discussion <ul style="list-style-type: none"> ○ Best Practices ○ Online Resources ○ Who to contact for questions 6. Adjourn <ul style="list-style-type: none"> ○ Exit Webinar/Meeting 	<ul style="list-style-type: none"> ○ Audio Controls (mute/unmute – audio pin) ○ Unmuting Self (connecting session audio, default mic, audio pin) ○ Sharing Screen ○ Sharing Video Webcam (show/hide) ○ Raising Hands 	<ul style="list-style-type: none"> ○ Posing Questions ○ Submitting Poll/Vote Response ○ Interacting in Chat Pane ○ Download Handouts ○ Other Session Interaction Tools ○ “Like” Webinar within APP ○ Completing a Survey
<ul style="list-style-type: none"> ○ Audio Controls (mute/unmute – audio pin) ○ Unmuting Self (connecting session audio, default mic, audio pin) ○ Sharing Screen ○ Sharing Video Webcam (show/hide) ○ Raising Hands 	<ul style="list-style-type: none"> ○ Posing Questions ○ Submitting Poll/Vote Response ○ Interacting in Chat Pane ○ Download Handouts ○ Other Session Interaction Tools ○ “Like” Webinar within APP ○ Completing a Survey 		
Resources	<ul style="list-style-type: none"> Δ Utilize available online resources for more info with step-by-step instructions and videos. 		

Virtual Meeting Voting Guide

Virtual Meeting Voting Overview

While Delta Sigma Theta Sorority, Inc. is NOT endorsing any of these vendors, this partial list of vendors was provided by chapters who have utilized these services **within** meeting tools:

- [GoToWebinar – Polls and Surveys](#)
- [Zoom Webinar - Polling](#)
- [FreeConferenceCall - Q&A Session](#)
- [Webex Meetings - Poll](#)

Be sure to assess the needs and requirements of the meeting and compare to the available features (free and premium) prior to selecting a solution. Ensure all members can simultaneously hear others and participate during the meeting. You may also wish to confirm ability to mute meeting attendees and ensure no limit on meeting time.

Direction on the Management of Local Chapter Nominations and Elections:

If a chapter is fully prepared to move forward virtually with nominations and elections, the chapter must collaboratively work with the Regional Director for approval.

Otherwise, per Soror Smith’s direction on March 27, 2020, all chapters are to waive your local policies & procedures and postpone your local nominations/elections process until your first meeting of our 2020-21 program year.

Virtual Meeting Voting Tips on Motions

Roles	<p>Administrator: Creates polls or surveys in advance of meetings.</p> <p>Sergeant-at-Arms: Soror will determine required quorum in advance of meeting and ensure that all voting members are fiscally recognized as approved to vote. If the vote is close, then additional validation may be confirmed after meeting.</p> <p>Tech Support: Soror(s) available to recognize members from the floor to verbally pose motions, including taking members off mute or respond to chat messages or questions. May have to create polls or surveys during session if not prepared in advance of meeting.</p>
Best Practices	<p>Δ After Call for Vote, please mute all attendees</p> <p>Δ May wish to host role-play in advance of meeting to test technology and review Robert’s Rules</p> <p>Δ Provide copies of known motions on Members Only page for advance review</p> <p>Δ If possible, please display question and results using available technology</p>

Making Motion	<p>From Committee:</p> <ul style="list-style-type: none"> Δ Please provide motion language in advance of meeting for poll setup. <p>From Soror:</p> <ul style="list-style-type: none"> Δ Please raise hand or pose question to be acknowledged to present motion/discussion. Δ Tech Support will be key for providing platform specific guidance on how Chapter's will support this Δ Tech Support to lower all hands prior to requesting a second Δ Once motion is finalized, then please follow similar acknowledgement steps to second the motion Δ Tech Support to lower all hands in order to prepare for the vote
Vote Guide	<ul style="list-style-type: none"> Δ Depending on Virtual Solution, Tech Support to display Poll or open Q&A Session Δ Tech Support will share results on screen or work with designated Soror to share verbally
Resources	<ul style="list-style-type: none"> Δ Utilize available online resources as hyperlinked above or via online search for more info.

Virtual Meeting Tech Support Guide

Virtual Meeting Tech Support Overview

While Delta Sigma Theta Sorority, Inc. is NOT endorsing any of these vendors, this partial list of vendors was provided by chapters who have utilized these services:

- [Cisco Webex](#)
- [Zoom Webinar](#)
- [GoToWebinar](#)
- [FreeConferenceCall.com](#)

Be sure to assess the needs and requirements of the meeting and compare to the available features (free and premium) prior to selecting a solution. Ensure all members can simultaneously hear others and participate during the meeting. You may also wish to confirm ability to mute meeting attendees and ensure no limit on meeting time.

Virtual Meeting Tech Support Suggestions

Roles	<p>Administrator: Creates meeting sessions and sends meeting info to appropriate members such as Chapter President, VPs, Recording/Corresponding Secretary.</p> <p>Organizer(s): During meeting, this soror(s) will assist with tech troubleshooting posted via chat or questions pane. May also designate a Presenter or serve as host sharing screen and displaying Polls. After the meeting, this designated soror will send attendance report, recording link, and any other applicable metric reports to applicable Exec or Chapter members.</p>
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Tech Script	<p>GREETINGS Good morning/afternoon/evening Sorors, I am Soror _____, a member of the Technology Committee; <i>and supporting me is Soror _____</i>. I will be providing technical assistance during today's/tonight's Webinar.</p> <p>TECHNOLOGY OVERVIEW I would like to make everyone aware that all participants on the call will be muted (also known as "listen only mode"). Upon logging into tonight's webinar, you were provided with the option to choose your audio mode. Be sure to enter the Audio PIN to link your phone call with the session. Check the Audio section of the Control Panel (in the desktop app) or the Settings > Audio tab in the toolbar (for the Web App). Please Note: If you are using a mobile app to join to the session and are connecting via Phone Call, you do not need to use an Audio PIN. Your phone call will automatically be registered with the session.</p> <p>In addition, if you have a question during the presentation, please click the white arrow in the red box in the upper right-hand corner of your screen. This will open your window which will allow you to type your question. We encourage you to pose your technical questions in the "Questions Pane". Please understand that questions directly pertaining to Technology will be answered immediately.</p> <p>You can either type your question or you may also click on the "Hand" icon so that you can be acknowledged and taken off mute to pose your question. We will do our best to address all questions.</p> <p>REMINDERS As a reminder, this is a closed meeting and proceedings should not be share with anyone that is not a member of the chapter. Do not take screen shots or make recordings of the meeting to share with non-members or share on social media.</p> <p>CLOSING: I will now turn the webinar over to Soror _____.</p>
Best Practices	<ul style="list-style-type: none"> Δ Post all meeting related documents to Members Only or password protected area (see DTG) Δ Login early to test audio, confirm connectivity, screen sharing, and visibility to Question/Chat panes Δ Determine roles in advance of meeting Δ Limit chatting and background noise during meeting using mute function

Virtual Meeting Vendor Comparison Guide

Standard Pricing:

Per month, per host for a max number of participants. Monthly plan listed, but discounts may apply for annual plans.

Webex	Zoom	Gotowebinar
https://www.webex.com/pricing/index.html	https://zoom.us/pricing	https://www.gotomeeting.com/webinar/pricingb
Free: \$0 up to 100 Starter: \$13.5 up to 50 Plus: \$17.95 up to 100 Business: \$26.95 up to 200 (min. 5 hosts = \$134.75)	Pro: \$14.99 up to 50 Pro 500: \$64.99 up to 500 Pro 1000: \$104.99 up to 1000	Lite: \$59 up to 100 Standard: \$129 up to 250 Pro: \$249 up to 500 Enterprise: \$499 up to 3000

Vendor Comparison:

M - Mandatory | P - Preferred | N – Notable

Requirement	Rating	Webex	Zoom	GoToWebinar
Unlimited number of meetings	M	Y	Y	
Meeting duration cap at least 4 hours	M	Y		
Mute all participants	M	Y	Y	Y
Unmute a participant (to give a report, ask a question or state a comment)	M	Y	Y	Y
Allow participant to "raise hand" or somehow indicate that they wish to be recognized (unmuted to speak)	M	Y	Y	Y
Vote on various topics during the meeting	M	Y	Y	Y
Generate an attendance report of participants	M	Y	Y	Y
Require participant name	M			
Password protected access to meeting	M	Y	Y	Y
Option to dial in by phone (with password required) in lieu of attending	M			
Screen share (for reports/presentations)	M	Y	Y	Y
Supported devices: PC, Mac, iPhone, Android	M	Y	Y	Y
Customer support level of service (online help doc, email, phone); (minimum = online help documentation)	M			
Vanity url	N			
White label / custom branding, co-branding	N			Y
Recorded meetings	N	Y*		
Change presenter (different people may share their screen)	P			
Ability to remove/block a participant	P			
Enable and disable chat area for participants	P	Y*	Y	Y
Option to have a link that does not require the user to enter the meeting password as well a an option to have a different link that would require the user to enter a password.	P			
Determine who is voting and what their vote is (discern members from non-members as non-members do not vote)	P			
Give different participants different access - specifically, allow some participants to vote but not others	P			
No additional software/download or hardware required for organizers / hosts	P			
No additional software/download or hardware required for participants	P			
Static url	P			

**Free plan does not have chat, recordings, admin controls*