

# SERVICE PROJECT CHAIR'S HANDBOOK

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# INTRODUCTION

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If the primary purpose of Alpha Phi Omega is service, then Alpha Phi Omega “happens” when our projects are well planned and effectively carried out. Making sure that service happens is every Brother’s responsibility, but the project chair is always the key player.

This guide provides an outline of your job and a general approach you can take to your project. While the suggestions should be applicable to almost every project, remember that “creativity” is crucial to your success. Your project must utilize the available resources of the chapter. So, your approach must be adapted to your chapter.

If you have questions about your job or problems in carrying it out, remember that the chapter’s Service Vice President, its service committee, and its advisors are always available to help. Call on them whenever you need someone else’s viewpoint or help.

No publication can provide all of the answers. We won’t even attempt to do so in this handbook. Instead, we are providing some guideposts as you plan your term of office. This booklet should give you a better understanding of your role as the chapter’s Service Project Chair.

It is recommended that while you are serving as a Service Project Chair you work on creating a supplement to this handbook to assist the future Service Project Chair’s of your chapter. This supplement may include:

- Project Evaluation Forms completed after your project.
- Contact information for any pertinent community leaders.
- Schedule of general events throughout the school year.

Throughout your service as a Service Project Chair remember that you have chapter advisors and a Sectional Chair (and staff) who are willing and able to assist you. Use their talents and experience.

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## **RESPONSIBILITIES**

A project chair is the person who must make sure that the project “succeeds”. This means that it must meet the needs of the people who are to be helped and it must do it to the best of the chapter’s ability and (ideally) should strengthen the chapter. A well-run project provides not only the chance for service but also leadership development opportunities and fellowship.

The major responsibilities of a project chair are:

- A) Coordinate the project to a successful conclusion.
- B) Recruit a project committee and assign a role to each member of the committee.
- C) Coordinate the development of a written plan for the project.
- D) Make sure tools and supplies are gathered before the project begins.
- E) Be a chief cheerleader for the project within the chapter, to encourage Brotherhood and participation.
- F) Take charge at the project itself, making certain that everyone is involved and that as much of the planned work as possible gets done.
- G) Coordinate the evaluation process after the project.
- H) Write a report that outlines how you approached all of the above, what the project accomplished, what problems you faced, their solutions, and the committee’s overall evaluation of the project. In the report, put down the contact person and phone number for the person or organization for which the project was done.
- I) If the committee decided it was a good project, write an article for use in TORCH & TREFOIL and/or the Service Hotline and submit it along with a photo if possible, to the National Executive Director at the National Office or e-mail it to [executive.director@apo.org](mailto:executive.director@apo.org).

# FIRST STEPS

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Once the Service Vice President asks you to chair a project, you must meet with him/her and agree on:

- the goals of the project
- the scope of the project
- the time span for completion
- the relationship of the project to the overall chapter program
- how often you will be expected to report on the status of the project and what type of report will be expected.
- how long after the project is completed will you be expected to submit a written evaluation report.

This meeting should be private, and you must use it to establish a good working relationship with the Service Vice President. When you finish this meeting, it must be clearly understood that you will be the person “in charge”. You will keep him/her informed of your progress and will seek help if you need it, but it must be clear that this project is your responsibility.

Now that you have a project idea, find out as much as possible about the project. If it has been done before, talk with prior chairs and read their reports. If another organization is involved, talk with their contact person. If possible, visit the project site and meet with the contact, especially if this is a new project. You’ll need to know what materials will be needed, how many people are required, what other resources are available or needed, etc. What kind of support has the project had in the past from the Brotherhood? In short, before you prepare a project plan, you will need to know what challenges and opportunities are present.

Now, if the particular project you are planning demands it, you are ready to recruit a project committee. Reviewing what you have learned about the project, you can make a list of the skills you will need and a second list of the Brothers that you believe possess these skills. A mixture of experienced and new Brothers is important. This will give you both the benefit of the knowledge of the older Brothers and the enthusiasm of the newer ones. For both, service on the committee can be an opportunity for personal growth. Be enthusiastic when you talk about the project and how much those involved with it will enjoy participating. You may also want to invite prospective members to join you in this project.

# THE FIRST MEETING AND BEYOND

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Before the first meeting of your committee, review the "Project Planning Format" at the end of this guide. Using the form, develop a list of the specific steps that will need to be done if this project is to be brought to a successful conclusion. In doing this, be sure that your outline includes all of the essential steps but does not deal with "how" they are to be done. That should be decided by your committee.

Use this outline as your agenda for the first meeting. After explaining the project to those present and sharing the outline with them, let the committee develop the outline into a project plan.

The following outline is one which should prove useful to you in coordinating the project:

## **FIRST MEETING**

1. Take charge. Guide the discussion, but don't dominate it.
2. Use a rough outline as an agenda. Either have copies for everyone or write the outline on the blackboard or poster board.
3. Outline the project as you see it and explain it clearly.
4. Give everyone a chance to express their ideas. If someone is not participating in the discussion, encourage them.
5. Have the committee agree on the project plan.
6. Give each person present a specific responsibility for part of the plan.
7. Agree on the next meeting date.

You've had your first meeting and tentatively decided how the project should be done. Everybody has been busy filling in gaps and ironing out problems. Now you can get together again to see if your first thoughts will work, or if changes are needed. Try to anticipate problems and plan "workarounds." Use previous meeting's notes and assignments as agenda.

## **SECOND MEETING**

- 1.
2. Review first meeting's discussion.
3. Have members report their findings.
4. Let the group discuss each report.
5. Based on these reports and the group discussion, establish the plan for the rest of the project.

## **CHAPTER REPORT AND APPROVAL**

No project can succeed without the approval and support of your chapter. Report to the Service Vice President and ask the President for a few minutes at

the next chapter meeting to present a report on the project. The chapter should be asked for its specific approval at this time. (If, as should be the case, your chapter conducted a Program Planning Conference, and this project was discussed at that time, remind the Brothers of this approval.)

Inform everyone of your plans and your needs. Be positive and enthusiastic! If anyone has a suggestion or criticism thank them for it and tell them you will discuss it with them later. Then, be sure to do so. However, keep control of the project within the committee..... after all, that's one of the main reasons for using a committee system.

### **THIRD MEETING**

If you and your committee feel there is a need for a third meeting before the project, go ahead. But for most projects you should be able to check on each member's progress through personal contact or by telephone. However, when you do this, be sure that the responses you are getting provide enough information so that you can assess each person's progress.

A series of "Everything's OK," without specifics should alert you to a possible problem. Ask specific questions, i.e. "Who is bringing the tools? What tools are they bringing?" It is usually a good idea to call both the organization you will be working with (if applicable) and the brothers/volunteers that will be helping with the project a day or two beforehand. This serves as a reminder to participants and resolves any last minute changes.

### **THE PROJECT**

The committee should arrive at the agreed upon time, earlier than the rest of the chapter. This will give you time to be sure that everything you need will be on hand.

#### **On-Site:**

1. Get everybody on the committee there early.
2. See that all materials are there.
3. Bring a checklist to refer to for times, materials, and jobs. An attendance list is sometimes a good idea.
4. Take charge and keep moving. Pitch in and help in many areas for short intervals.
5. Ensure that everyone is involved.
6. **Be sure all final details are attended to.**

### **EVALUATION MEETING**

Get the committee back together to discuss what went right and what went wrong. Complete the Project Evaluation Form at this time. Another good idea is to prepare a brief narrative description to be filed with the Evaluation Form.

## **EVALUATION**

You're never through with any project until the Evaluation Form has been completed. This is one of your most important responsibilities because it will help the chapter with future planning. It has been said that those who do not study history are doomed to repeat past mistakes. This is just as true for project successes. If you do not analyze each project, you have no idea what went wrong or right.

The project committee should discuss the evaluation form, and you should complete it based on their discussion. Share the completed form with each member of the committee and seek their input before you submit it as final. You should discuss the final report with the Service Vice President in depth. All evaluations should be kept in a file which is available for future planning. A copy should be kept by the Chair of the Chapter's Advisory Committee as well, in case the chapter's copy gets lost. An additional copy should also be given to the Section Chair and/or the Region Director for future reference by other chapters in planning their own service projects.

You might also want to consider having the representative of the benefiting organization evaluate your project. This can serve as an excellent tool for better communication with those outside the fraternity. An "outsider's" perspective often can give valuable insight as to improved ways to plan and execute the project.

# PROJECT PLANNING FORMAT

Success of a project depends on the committee leader and members working together on a planned program. Use of the steps below will assure that your project will be successful.

## PLANNING:

1. Primary purpose (what is the primary reason you want to run this project?)
2. What are the specific goals to be accomplished by this project?
3. What are the specific assignments? (list duties and fill in names as assignments are made.)
4. What materials and supplies are required?
5. What outside resources will be used?
6. What problems do you anticipate needing to overcome in order to successfully complete this project? Outline alternative methods to overcome each problem.
7. List the specific steps to be taken to bring this project to a successful completion. Show approximate date for each step. Note any deadlines.
8. Complete a proposed budget showing all anticipated income and expenses.

## IMPLEMENTATION:

9. Record the specific steps as taken and results of each.
10. Record any revisions in plans as they become necessary.
11. Record income and expenses as they occur.
12. Record the actual work done by each person.

## EVALUATION: (See sample "Evaluation Form" at end of guide.)

13. Give a capsule evaluation of the project in relation to your plans and goals.
14. What went well and should be done again?
15. Describe any problems not anticipated and how they were handled.
16. What changes would you make if you were to run this project again?
17. Explain any financial problems encountered. Was the project a financial success/burden compared with your expectations?
18. Would you recommend running this project again? (Be specific as to the benefits/drawbacks of running this project for the chapter and for the people who benefited from it.)

(Answer each question in writing on a separate sheet of paper. You should answer questions 1 - 8 before you begin work on this project.)

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## **CONCLUSION**

It should be clear by now that we have not attempted to provide you with an answer to every question, problem, or crisis. Your chapter and your peers have believed enough in your leadership ability to select you as a Service Project Chair. To be effective you must share that confidence.

Finally, remember that when your project is over, your responsibility to the chapter does not end. You will have learned a great deal about what the chapter expects from Service Project Chair and what the chapter needs. When you evaluate your project, share this information with your successor by filling out the Project Evaluation Form attached.

# Checklist for Service Project Chairs

## *Before the Project, have you...*

- Found out WHAT needs to be done? (Use the back for more space)
  - Are we helping kids? What are we doing? \_\_\_\_\_
  - Are we helping the elderly? What are we doing? \_\_\_\_\_
  - Are we helping the homeless? What are we doing? \_\_\_\_\_
  - Are we doing environmental work? What are we doing? \_\_\_\_\_
  
- Found out WHEN it needs to be done by?
  - Date to be completed: \_\_\_\_\_
  - Time to be completed: \_\_\_\_\_
  
- Found out WHERE it is to be done?
  - Name of Contact: \_\_\_\_\_
  - Address: \_\_\_\_\_
  
  - Phone Number of Contact: \_\_\_\_\_
  
- Obtained all necessary materials and listed where you got them? (Include price if it cost you anything)
  - First Aid Kit (for outdoor work)
  - Directions to the project site
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  
- Double-Checked the above list with the Service VP and/or his/her Deputies?

## **For advertising, have you...**

- Passed around a Sign-Up Sheet to the Chapter which includes Project name, date, time?
  - Have you got names, phone numbers/email addresses for everyone?
- Posted flyers asking for help from the campus? (optional)
- Sent out emails every few days over the listserv at least 2 weeks before the project

## **The day of the Project, have you...**

- Contacted the contact person to make sure that we are still on for the project?
- Made sure everyone has a ride?
- Brought all of the materials that you listed above?

## **After the Project, did you...**

- Complete the Evaluation form?

**ALPHA PHI OMEGA**  
**PROJECT EVALUATION FORM**

Project \_\_\_\_\_ Chair \_\_\_\_\_

Contact Person(s) \_\_\_\_\_ Phone \_\_\_\_\_ (In/out of Chapter)

E-mail Address \_\_\_\_\_

Goal of this Project \_\_\_\_\_

Was this Goal Met? \_\_\_\_ Yes \_\_\_\_ No Other: \_\_\_\_\_

Date \_\_\_\_\_ # of Brothers Participating \_\_\_\_\_

Total Hours of Service \_\_\_\_\_

Was this Enough to Do the Job? \_\_\_\_ Yes \_\_\_\_ No

Why/why Not? \_\_\_\_\_

What Parts of the Project Went Particularly Well? \_\_\_\_\_

\_\_\_\_\_

What Parts of the Project Went Poorly? \_\_\_\_\_

\_\_\_\_\_

What Steps Leading up to the Project Were Most Important? \_\_\_\_\_

\_\_\_\_\_

What Phases of the Project Were Not Carried out as Planned, and Why Not?

\_\_\_\_\_

\_\_\_\_\_

Comments, Opinions, What the Brothers (And Others Involved) Liked or Disliked

\_\_\_\_\_

\_\_\_\_\_

What Could Be Changed in a Future Project of this Nature to Make Is More Successful? Is this Project or a Variation of it Worth Doing Again? Why or Why Not? Be Specific \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

General Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ALPHA PHI OMEGA**  
**PROJECT SHARING FORM**

Project Name: \_\_\_\_\_ Project Date: \_\_ / \_\_ / \_\_\_\_  
Description: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# of People Required: \_\_\_\_\_ Amount of Money Required: \_\_\_\_\_

How long did the Project last: \_\_\_\_\_

Total # of Service Hours Performed \_\_\_\_\_

Key Contact People Outside Chapter: \_\_\_\_\_

Outline of Planning Steps: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Outline of How Project was Performed (Please include final results such as \$\$ raised, amount of food collected, etc.): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional Thoughts, Comments (such as chapter feedback): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Chapter Name: \_\_\_\_\_ School: \_\_\_\_\_

Official Chapter Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone #: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

**RETURN THIS FORM TO:**  
National Service/ Communication Program Director  
c/o Alpha Phi Omega, National Office  
14901 E. 42nd Street  
Independence, MO 64055