ALPHA OMICRON PI Properties | STRATEGIC PLAN 2017-2019

EXPERIENCE

Alpha Omicron Pi will deliver an unparalleled membership experience by:

Enhancing lifetime engagement
- Building Fraternity wide understanding of AOII Properties' mission, vision, and purpose through education and relationship building by both Properties staff partners and board liaisons.
  - o Utilize a combination of social media and traditional marketing/communication efforts to provide a better understanding of AOII Properties services.
  - o Attending open chapter and alumnae related events such as State Days, Founders Day, Groundbreaking, House Dedications etc.
- Developing engagement strategies to ensure all members needs are met during their collegiate experience by open communication and requests for feedback regarding service
  - o Revamp Properties Board survey and send out annually
  - o Utilize "In The Loop" as a means of communication with the Fraternity

Enriching AOII's culture of living our values
- Incorporate AOII's Culture Principles in all Properties operations, resources, initiatives and programming

  Accountability & Ownership
  - o Education of operations pertaining to budgets
  - o Education of international volunteers about AOII Properties
  - o Develop resources to enable networks to work more efficiently

  Collaboration
  - o Work with Local and Network volunteers, Fraternity and Foundation staff to identify needs and areas for improvement; incorporate their feedback into budgets and five year plans
  - o Incorporate and promote fundraising tools through collaborative efforts with Foundation and Fraternity Boards
  - o Network with other organizations to share/gather housing best practices.

  Engagement
  - o Through training, provide consistent feedback and support to our House Managers, Corp RAs, and Network Team
  - o Properties Board and staff chapter visits will include reaching out to key local alumnae for "friendraising" efforts

  Innovation
  - o Review current procedures for financial efficiency
  - o Creative funding opportunities

  Open & Honest Communication
  - o Increase direct communication with chapters and their advisers through periodic check-ins and electronic resources
  - o Create templates for communication in order to put forward a consistent message
  - o Increased communication with Networks by formalized monthly communications
  - o Post board meeting minutes in a timely manner on Properties website

Developing exceptional members
- Providing members with positive living and learning environments that encourage them to join and enhance their educational and social development
  - o Support transformative learning by offering programs, initiatives, space and services that help all members benefit fully from the AOII membership experience
  - o Provide life skills education
  - o Continuously budget for at minimum two additional members to attend educational training sessions such as Leadership Institute and Convention
- Support members with reference resources (Governance: bylaws, policies & procedures, website – contact flowcharts)

SERVICE

Alpha Omicron Pi will champion a culture of service and leadership by:

Advancing partnerships to make a difference in our communities
- Continuously develop external relationships and partnerships with local/university communities, facility owners/tenants and business partners
    - o Local/university communities: maintain communication on all projects
    - o Annual check-ins with partners to review relationship
    - o Board members reach out while making chapter visits

Enhancing AOII leadership in the interfraternal community
- Provide collegiate members with leadership development opportunities
    - o Increase opportunities for educational speakers to attend chapter meetings
- Increasing participation at other conferences, such as UIFI, CHIA

ADVANCEMENT

Alpha Omicron Pi will provide exceptional resources by:

Fostering a high performance environment
- Ensure long term financial strength and stability
    - o Review of financial data and performance metrics upon suggestion of accounting team
    - o Days cash on hand for AOII Properties and AOII Corporations should exceed 210 days.
    - o Ensuring accuracy in all billings including requests of fee removals and/or write offs.
    - o Ensuring average collection percentage is at or above 97%.
    - o Continue to track key metrics in monthly reports
    - o Assess all timelines and processes
- Advance talent management practices to improve service and efficiency to our members
    - o Ensure all staff are trained and competent in AOII's Culture Principles
    - o Ensure all staff are trained and competent on areas relevant to property management
    - o Establish succession plans for international and local volunteers
- Optimize development and delivery of training, resources, and support
    - o Develop chapter treasurer training module in order to provide clarity around fees
    - o Execute HD and Corp RA training
    - o Develop training module for Property Manager

Enhancing connections through innovative and relevant technologies
- Build relationships and actively communicate with AOII with stakeholders
- Regular communication with house managers, Corporation Relations Advisers and House Directors
- Establish and communicate expectations for members understanding and accountability for the care and maintenance of resources
- Use technology to improve efficiency and to enhance the operations and services of AOII Properties
    - o Partner with current database provider to pilot digital agreements

GROWTH

Alpha Omicron Pi will foster membership growth by:

Developing alumnae cultivation, involvement, and retention initiatives
- Cultivation/fundraising
    - o In partnership with AOII Foundation, develop fundraising goals for chapters showing alumnae with giving ability.
    - o Identify and pilot at 1-2 chapters
    - o Identify local alumnae to begin discussions

Expanding the positive presence and influence of AOII on collegiate campuses
- Conduct comprehensive assessment of chapter facility competitiveness and safety
    - o Annual comparison of reporting from AOII staff, outside property managements, board visits, and Properties staff visits
- Conduct comprehensive assessment/evaluation of fee structure for all NPC groups by location
    - o Annual comparison of fees from all NPC groups
- Deliver exceptional housing facilities to maintain collegiate engagement and housing retention rates
    - o Ensure all AOII facilities maintain average of 90% capacity