

## Technology Committee Operating Procedures

### PURPOSE

The Technology Committee is tasked with supporting the group/chapter by utilizing electronic and/or digital methods to streamline operations and ensuring that such methods function efficiently and reliably.

### GOVERNING DOCUMENTS

When designing graphics, flyers, posts and other forms of media, all group/chapter committees must adhere to national governing documents and standards including the Alpha Kappa Alpha Constitution and Bylaws, Alpha Kappa Alpha Manual of Standard Procedure, Internal Communications Committee Guide, Media Relations & Production Guide, group/chapter Risk Management Plan and the group/chapter Bylaws.

### TECHNOLOGY SUBCOMMITTEES

The Technology Committee is divided into 3 subcommittees as follows:

- **Digital Communication and Content (Social Media)**

This subcommittee handles all aspects of digital communication and content creation. Responsibilities include managing social media platforms, creating passwords, scheduling posts, developing engaging multimedia content, and fostering community engagement through online channels. This subcommittee ensures consistent messaging and branding across all digital platforms.

- **Website & Membership Portal Management**

This subcommittee is primarily responsible for maintaining and optimizing the organization's website and membership portal, this subcommittee will oversee content updates, design enhancements, functionality improvements, and user experience optimization. This committee ensures that the website serves as an effective hub for group/chapter members to access resources and for the public to engage with the group/chapter.

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### ● Meeting and Event Technology Support

This subcommittee is tasked with providing technical support and guidance for meetings and events, this subcommittee ensures the smooth operation of technology tools used for virtual and in-person gatherings. Responsibilities include selecting appropriate meeting platforms, troubleshooting technical issues, providing training on meeting technology, and coordinating logistics for hybrid events.

### DUTIES OF THE TECHNOLOGY COMMITTEE

#### Technology Budget

- The Technology Committee is responsible for developing an annual budget with recommendations for technical platforms that will support the chapter/group's operations.

#### Website

- All public facing websites must have prior approval by the Alpha Kappa Alpha Sorority, Inc. Corporate Office; therefore, the group has created a password protected Members Only website. This ensures that pertinent information is delivered to active group members only via the web.
- The interest group website address is [www.southcharlottepearls.com](http://www.southcharlottepearls.com)
- The Technology Committee will amend the Members Only website password annually.
- The Members Only password is on the Password Tracker.
- Requests for website updates go to the Webmaster at [southcharlottepearlstechnology@gmail.com](mailto:southcharlottepearlstechnology@gmail.com)

#### Technology Requests



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- The Technology Request Form on the Members Only page of the website is available for group/chapter members to make requests for flyers, social media posts, website updates and other support to the Technology Committee.
- If a committee chairman, officer or member chooses to create their own graphic design it must be reviewed by the Technology Chairman to ensure it follows the proper branding protocols of Alpha Kappa Alpha Sorority, Inc.

### Social Media

- The group/chapter has the following social media accounts that are maintained by the Digital Communication and Content (Social Media) subcommittee: Facebook, Instagram, Linktree, TikTok and X. Other Social Media accounts may be added as digital technology emerges.
- The Ivy Leaf Reporter will be added to the Technology Committee. The Technology Committee will consider making her the lead of the Digital Communication and Content (Social Media) subcommittee if she has the technical skill set.
- Social Media requests will also go to the Ivy Leaf Reporter for visibility.
- The information in the Internal Communications Committee Guide and Media Relations & Production Guides must be adhered to when posting.
- The Social Media Request Form can be accessed from the Members Only page of the website. Notification goes to the social media subcommittee to create social media posts. Notification names must be added and deleted as subcommittee members change.
- All social media posts, including verbiage and graphics are tracked on the Social Media Posting Schedule. For proper planning, notifications are set to remind the subcommittee 3 days before a post is due. Notification names must be added and deleted as subcommittee members change.

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- The President will approve all social media requests via the Social Media Request form.
- The Technology Committee shall be responsible for providing guidance to the group/chapter members of the Social Media Guidelines as needed. These guidelines are posted on the Members Only page of the website for review.
- The Social Media subcommittee will create and post group/chapter birthday content monthly. Birthday posts shall be distributed on the first of every month.
- All group/chapter media should be appealing, innovative, elegant, modern and devoid of slang. All posts will adhere to Alpha Kappa Alpha Sorority, Inc. standards.
- Instrumental music only, will be used in posts.
- The Social Media subcommittee will be tasked with reposting the Alpha Kappa Alpha Sorority, Inc. Corporate Office Founders' Day posts for all National Pan-Hellenic Council organizations and tagging the local Charlotte organizations.
- Current hashtags for all social media posts shall be #southcharlottepearls #AKA1908 #AKAMAR. Other hashtags will be utilized as needed.
- Media created by the group/chapter will refrain from displaying the Alpha Kappa Alpha Sorority shield, the Alpha Kappa Alpha Sorority logo or the explicit nomenclature Alpha Kappa Alpha Sorority unless prior approval has been granted by the Alpha Kappa Alpha Sorority, Inc. Corporate Office.

### Monthly Group/Chapter Meeting Responsibilities

The Technology Committee shall be responsible for the following tasks:

- Set up the projector, screen and personal laptop at each monthly meeting.

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- Operate the committee PowerPoint presentations at the monthly meeting.
- Prior to meeting: Copy the presentation from the previous month and rename it to the current meeting date. Make sure the presentation is editable for the Executive Committee to edit the slides. Check to make sure the presentation is visually appealing before showing it at the meeting. Post the presentation on the members only site of the group's website under Meeting Dates before the meeting to ensure all sorors can review it during the meeting.
- After the conclusion of each meeting, the presentation shall be removed, converted into a pdf file and stored with other group/chapter meeting documents. The presentation will be copied and renamed to the next meeting date ensuring the proper editor permissions.
- Assist with chapter voting during meetings as needed.
- The Technology Committee will create the electronic sign-in annually for the meeting and provide it to the Keeper of the Door.

### Password Tracker

The Technology Chairman develops, maintains and has access to all group/chapter passwords, which are stored on an internal document called the Password Tracker. Passwords will be changed annually and when there are officer changes.

### Group/Chapter Email Accounts

The Technology Committee is tasked with creating and maintaining all group/chapter email accounts. Current login information is maintained by the Technology Committee and will be stored on the group/chapter Password Tracker document.

**Training**

**and**

**Education**



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- The committee will train the group/chapter on technology topics, internal technology procedures and provide technical tips as needed.
- The Committee must review the guide highlights deck for the group/chapter's technology do's and don'ts. The Technology Chairman is responsible for providing additional context and education from the guides as needed.

### ELECTRONIC CHAPTER OPERATIONS

#### Chapter Voting

If requested, the Technology Committee shall assist officers and committees in preparing electronic ballots for voting. Voting results are stored in the chapter operations folder.

#### Electronic Forms

The Technology Committee shall provide administrative/technical support to the chapter by developing and maintaining an electronic form to submit committee/officer reports, financial voucher requests, risk management incident report form, chapter meeting PowerPoint presentations, chapter self-assessment, soror code of ethics, or any other form(s) provided by Alpha Kappa Alpha, Inc. regarding chapter operations.

#### Electronic Voucher Workflow

- *Step 1: Requestor* – The voucher is accessible via the Members Only page of the website. Any active member of the group/chapter can be the requestor to start the form. The chairman's name and email changes to align with the requestor who is submitting. The requestor will be instructed to add the Chairman's email before submitting. The President and Treasurer's Name remain the same. There is a place on the electronic voucher for the requestor to attach documents. This is where the requestor should upload the receipt, contract and/or invoice. All reimbursement requests must be accompanied with an invoice or receipt to be processed.

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- *Step 2: Chairman* – Completes, signs the electronic form. An email then automatically goes to the President requesting her signature. The President's name and email is the same for every soror using this form.
- *Step 3: President* - Completes and signs the electronic form. An email then automatically goes to the Treasurer requesting her signature. The Treasurer's name and email is the same for every soror using this form. -If the requestor is the President or Treasurer, she will enter the Vice President or Recording Secretary's email address as the co-signer for approval on the electronic voucher. The President or Treasurer should not sign her own voucher.
- *Step 4: Treasurer* – Completes and signs the electronic form. She will make notes in her designated section as needed. Treasurer will then PDF the full voucher document with all information and approvals from step 1-4 and to the group/chapter's electronic drive. -If the requestor is the Treasurer the requesting soror will enter the Vice President or Recording Secretary email for her approval, The President or Treasurer should not sign her own voucher.

### Electronic Committee/Officer Report Submission

- *Step 1:* The committee/officer submission is accessible via the Members Only page of the website. The Committee Chairman or officer completes the electronic form following the prompted questions within the jotform. At the end, the form will prompt for an electronic signature using your finger on your phone, or the mouse on your computer then press submit.
- *Step 2:* A PDF copy of the completed electronic report is automatically emailed to the group/chapter secretary and the officer/committee chairman who completed it.

### Electronic Financial Transmittal Receipt Form

The Financial Transmittal receipt process is used to confirm monies collected electronically through PayPal or Zelle is equivalent to the amount that is being transferred into online operations and/or community budget account. The electronic process is as follows:

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- Step 1: The Financial Secretary receives an alert from PayPal or Zelle letting her know a payment was received . The Financial Secretary then enters the required information from the Funds Received Report based on funds that came in from PayPal and/or Zelle. After the electronic form is completed, she signs off. From there, the form is automatically routed to the Treasurer.
- Step 2: The Financial Secretary completes the transmittal form and it is submitted to the Treasurer. The Treasurer confirms with the Financial Secretary that the amount on the transmittal matches what is in Paypal.
- Step 3: If everything is correct, the Treasurer presses the transfer button to transfer the funds. For Paypal the Treasurer must hit "Submit". For Zelle it is automatically transferred to the bank without hitting submit.
- Step 4: Treasurer signs off electronically on Funds Received Report
- Step 5: A pdf will go to the Treasurer and Financial Secretary.
- The Financial Secretary and Treasurer will file the form electronically and a hard copy will be made and filed.

This process should be completed weekly - Every Friday except when the end of the month does not fall on a Friday.

### Check Reimbursement Confirmation Form - MAIL ONLY

- Step 1: Once a check has been distributed via mail, a link to the Check Reimbursement Confirmation Form will be sent to the member for check receipt verification.
- Step 2: Once the Treasurer receives the completed Check Reimbursement Confirmation Form the form will be filed electronically and a hard copy will be made and filed.

### Electronic Storage

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The Technology Committee shall provide administrative/technical support to the chapter president and secretary by assisting with maintaining an electronic storage system authorized by Alpha Kappa Alpha Sorority, Inc. to maintain all electronic chapter documentation.

### E-Signatures

The Technology Committee will provide technical/administrative support to members of the chapter by assisting with using an e-signature platform authorized by Alpha Kappa Alpha Sorority, Inc. Utilizing a font or picture signature is prohibited.

The following are examples of cases where an electronic signature may be used to sign chapter documents.

- Chapter/Officer Reports
- Financial Vouchers
- Chapter Meeting Minutes
- Venue Contracts
- Acknowledgement of receiving a copy of the Chapter Bylaws

### Virtual Meetings

Committees, subcommittees and the Executive Committee shall meet through a virtual platform if desired. The Committee chairman should check to see if another meeting has already been scheduled at the same time and use an alternative platform if there is a scheduling conflict. Chapter meetings will always be held in-person unless prior permission was granted for a virtual option by the Regional Director.

The group/chapter should use the Virtual Meeting Zoom User Guide for additional information on setting up virtual meetings.

### Electronic Chapter Calendar

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The chapter secretary shall maintain an electronic calendar for all chapter events. The purpose of the electronic calendar is to maintain a neutral place to record all chapter activities/events in which all members have access.

### Electronic Invitations

The chapter, committee or subcommittee planning an event may use an electronic invitation to invite sorors and/or the community to attend an event. Examples of when electronic invitations may be used are for a chapter meeting, executive committee meeting, program/community event, chapter workshop/training or any other internal events that the chapter may host. An electronic invitation should not be sent to any member of the directorate or very special guests (VSG).

#### Workflow for Electronic Invitations:

- If needed, coordinate with the Technology Committee on creating an event flyer.
- Create the electronic invitation and make the corresponding secretary the co-host.
- Email the corresponding secretary and president advising them that the event flyers and electronic invitations are ready for review.
- The President will give the final approval to the corresponding secretary to distribute to the chapter.

### TECHNOLOGY ASSISTANCE

#### Group/Chapter

#### Assistance

The Technology Committee is tasked with assisting active group/chapter members with technology as it relates to the group/chapter. Technology Chair can be reached at the technology committee email at southcharlottepearlstechnology@gmail.com for assistance.

#### Mid-Atlantic

#### Region

#### Help

#### Desk

The MAR Technology Committee has implemented a Help Center to assist with regional technology issues. Members can sign up for an account at <https://bit.ly/marhelp>



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Members are encouraged to submit a ticket when technology issues arise. Such issues may include, but are not limited to: duplicate event charges, event registration, registration confirmations, MAR boutique orders and MAR website concerns.

### Corporate

### Office

### Help

### Desk

The Member Assistance Form on is used to submit issues/comments to appropriate Alpha Kappa Alpha Sorority, Inc. Corporate Staff members AND/OR request your unique information that will allow you to access the "Members Only" section of this Web site.

The Alpha Kappa Alpha Sorority, Inc. Corporate Office help desk email is [helpdesk@aka1908.com](mailto:helpdesk@aka1908.com)