1. CA/RD Training- Call Topics
   1. CA & CERC-
      1. ChapterSpot/Salesforce Community
         1. What they need to have access to and how to access it
      2. Expectations of CA-
         1. Refresher of Fraternity Deadlines
         2. Chapter Success Plan coaching
            1. What is the role of the CA with the success plan
         3. Fraternity Events
            1. Answer any questions they have about attendance, purpose, etc.
         4. Communication Strategy with the chapter
            1. Are they planning on attending local events, meetings, etc.
            2. What is their preferred method of communication?
      3. CERC is a resource at Heritage Center
         1. Finances
            1. The CERCs are the go to assist with chapter finances in terms of payments to the HC
         2. Communication- if HC can not get in contact with Chapter Officers, we will expect you to follow up
            1. A two-way street between CA and CERC
         3. The CERC is also a resource for the advisor not just the students
      4. Chapter information
         1. Chapter characteristics from CERC view
         2. Any recent challenges and successes
   2. RDs-
      1. Communication expectations
         1. Best way to contact
         2. Response expectations
      2. Expectations of RD-
         1. Review Deadlines
         2. Chapter Success Plan coaching
         3. Regional Goals/Events
            1. What is the RDs vision or plan for the region
         4. Fraternity Event attendance
            1. Which events are they planning on attending
      3. Chapter Overviews
         1. Current challenges or successes
         2. Chapter characteristics
      4. Goals for the region
      5. Fraternity Direction
         1. We rely on RD support for the direction to succeed
      6. How they plan to work with/structure their RMT?
      7. What they can expect from their CERC.
         1. Here for support and be a resource for RD at Heritage Center