

KAPPA KAPPA PSI



SERVICE GUIDE



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I. INTRODUCTION AND PURPOSE

This guidebook is designed to help you get through the ins and outs of the VP of Service Position for Kappa Kappa Psi- Omega Omega. When I assumed this position, I had no previous records to look at or consult. Instead of focusing on time getting this chapter to devote itself to service more fully, I had to waste time scrambling to get things caught up to a point where I knew what needed to be done. Having a guide for what could be done in the future would help immensely.

Right now, one of the most pressing issues facing the chapter is that despite being a service organization we really aren't doing enough actual service. I think that needs to change, and service is a much more worthwhile pastime than something such as hazing future membership candidates. Having a dedicated and organized executive council would help immensely with ensuring that service is promoted more frequently within KKPsi. I also feel that service has a unique way of growing brotherhood within our organization, one that unfortunately not everybody has been able to experience. That's where you and this guide come in!

This guidebook is designed to be a living document. I know that one person can't possibly think of every single idea for serving the band. Before you pass your title over to the next VP of Service, edit this book and keep it up date. Take out some ideas that didn't work and put some in that did. That way, we can keep this reference as relevant and up to date as possible. Best of luck for the future!

AEA,

Former Vice President of Service



II. IMPORTANT ADMINISTRATIVE INFORMATION

Account Login Information

KKPsi Google Account (for calendar purposes, file storage, etc.)

Username

Password

Remind101 (for sending out mass texts to the chapter)

Download the app on the Google Play Store or App Store

Username

Password

Relay for Life

Username

Password

Trinity Habitat for Humanity

Username

Password

Contacting the Actives

Take a 3-pronged approach towards communicating with the chapter:

- Use the KKY Actives Facebook page, and direct people here to confirm that they'll be at an event.
- Send out a quick text message (usually a quick explanation and direction to the Facebook page) using Remind101
- Send out an email through ABC U email. If you type "KKY Actives" in the "To" header and hit check names, the active body is on a distribution list. You can copy similar information between email and the Facebook page.



III. REOCCURRING EVENTS DURING MARCHING BAND

Our service activities that occur during marching season are vital for numerous reasons. First, this is the time of year where we can impact a huge part of the ABC U School of Music and the school as a whole- we make marching band a much more pleasant experience for the 200 members of the band during every practice and game. Second, this is one of the times of year where we're the most consistently visible- if we want to bring in a strong membership class, THIS is the time to show them what KKY is about!

The directors, GAs, and drum majors are the three most important groups to ask about what needs to be done. If there's ever a time where you think we can be doing something, you're probably right. There will always be something unexpected that needs to be done, and the following activities are a series of events that will always need to be done. These are listed in chronological order, along with the most important stakeholder/ point of contact and other miscellaneous advice.

During the Summer

- **Organize the Uniform Room**
 - Important Stakeholders: Drum Majors, GAs (if they're in their second year), Band Director (if the GAs are new)
 - Date: Throughout the summer
 - The uniform room is now cleaner than it has been in years, but for a new group of GAs it can still be a daunting task. Make sure that the room is as organized as possible for them, and help them create a good system for uniform distribution.
- **Make sure our supplies are good to go**
 - Important Stakeholders: Administrative Assistant
 - Date: Throughout the summer
 - The canopies and coolers we use during the season take a beating every year. Some of the KKPsi budget can be used to replace these, but check with Administrative Assistant to see if the band will cover some of the cost.
- **Organize a weekly schedule for practice**
 - Important Stakeholders: KKPsi Actives
 - Date: Beginning of August
 - Use the Google account to create a form to figure out who is free before and after practice. A sample form that I made is on the Google account for reference.



Make sure that somebody in each group has a car to hold coolers. Also, percussionists are busy with their own equipment during practice, so keep that in mind when scheduling them.

Band Practice

- **Setup before practice**
 - Important Stakeholders: KKPsi Actives
 - Date: Every Monday, Wednesday, Friday
 - Try to have everybody show up about 20-30 minutes early to set things up, more while it's still hotter outside. One group can set up the canopies while the other group gets water from under the stadium. You will need Band Director's ID and a set of truck keys to access the stadium and truck, so keep that in mind.
- **Teardown after practice**
 - Important Stakeholders: KKPsi Actives
 - Date: Every Monday, Wednesday, Friday
 - Similar to the above. Make sure the coolers are locked back up and that the truck is sealed. If the pit needs help putting instruments away, help them out as well.
- **Pregame setup**
 - Important Stakeholders: KKPsi Actives, Drum Majors
 - Date: Every Friday night before a home game.
 - Things need to be set up for the game and practice in the stadium for the next morning. Move coolers, pit equipment, and drum major podiums to the stadium. Coolers can be chained in the band set or in the concession stand room.

Gameday

- **Setup before practice**
 - Important Stakeholders: KKPsi Actives
 - Time: Gameday, 4.5 hours before kickoff
 - Similar to setting up for normal practice, just in the stadium. The only major thing to focus on is getting water and ice from behind the stadium.
- **Water for each half**
 - Important Stakeholders: KKPsi Actives
 - Time: Gameday, after each half begins
 - After each kickoff, every woodwind player (brass and percussion has to play) needs to distribute bottled water to every band member. This is located in the



freezer in the same concession area as before. Directors, pit, color guard, and drum majors need water as well.

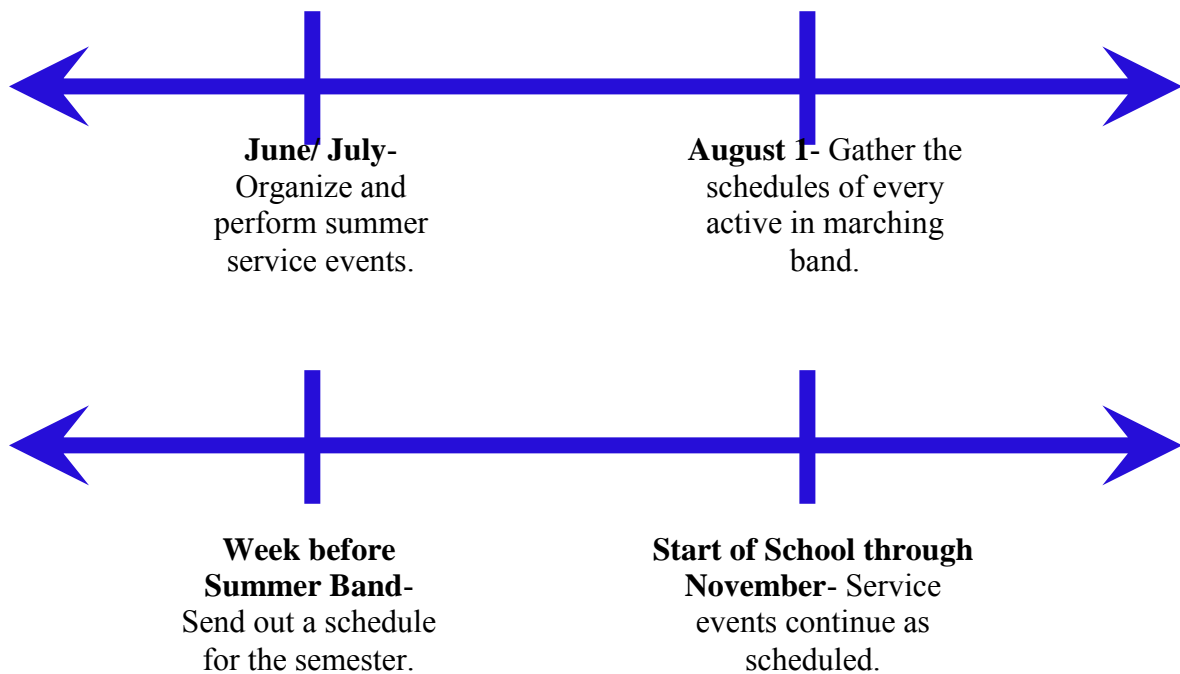
- If a visiting band is at the game, they'll also have water after halftime.

- **Postgame teardown**

- Important Stakeholders: KKPsi Actives, GAs, drum majors
- Time: After every game
- At the end of the game, coolers need to be emptied and moved back to the bottom of the stadium, and the band set needs to be cleared of trash.

As you can see, the fall semester doesn't have too much flexibility for us in regards to working on different activities. That sort of freedom can occur more in the spring semester. While things are on autopilot, though, be sure to think of possible service opportunities in the spring! There are also a few other activities we do in the fall, as outlined in the next section.

Tentative Timeline



IV. SCHEDULING OTHER EVENTS IN THE FALL

Free weekends during the fall semester are all too rare for the chapter, particularly during football season. Everybody certainly needs a chance to rest. That said, there are always a few weekends between the end of the football season and finals that could have some service events, particularly as you get closer to December.

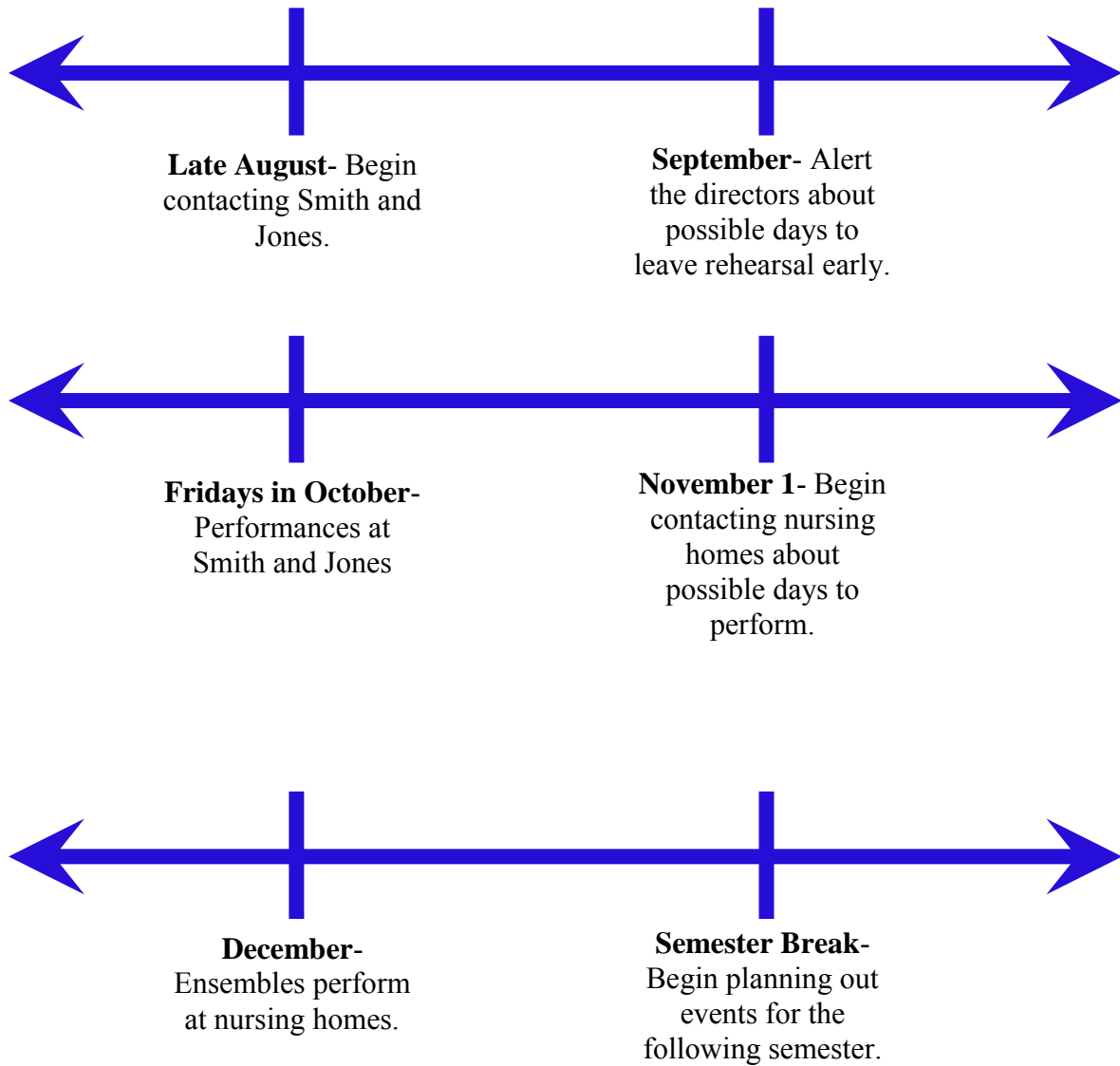
- **Football games at Smith School and the Jones School**

- Stakeholders: Smith Band Directoe
Jones Band Director
Band Directors, KKPsi/ TBS Actives
- Date: Friday nights during football season
- These are schools that don't have a large band program and can't field a group to play during Friday night games. KKPsi and TBS have gone to both of these schools for many years now to play at one of their games, usually homecoming. Email both of these contacts early in the year to start getting a date set in stone that works for both of you- the best ones for us are ones where we don't have a football game the next day.
- Be sure to communicate with the directors as well about these events. They are extremely reluctant to let groups leave rehearsal early (this is another reason why doing this on a weekend the band is off helps). Sometimes they're willing to let us go 30 minutes early, but it really does depend. Because both of these schools are in Arlington, so also plan out whom is riding with whom beforehand so that you can leave immediately and arrive on time.

- **Caroling at retirement homes**

- Stakeholders: Happy Nursing Home, Jolly Nursing Home
- Date: Christmas season
- These are a few of the retirement homes that we've gone and played concerts for. The ensembles don't need to be very large (a group of 10 is about a large as needed) and there is some music for saxophone quartets as well if a group wants to do that. This is a good time to work with the Music Coordinator of KKPsi.



Tentative Timeline

V. SCHEDULING EVENTS FOR THE SPRING

The spring semester is the time of year where we have a lot more flexibility to other acts of service for the band and groups outside of TCU. Without marching band taking up over 10 hours per week, there's a lot more freedom to get things done. Furthermore, the new MC class that is rushing will be able to take part in more service events as well, both as an individual class and with the chapter as a whole.

This section is a list of volunteer events that we've historically done in the spring semester. The needs might change with what the directors need, but one awesome thing to start is a KKPsi Day of Service, where everybody in the chapter comes together to take on a series of small tasks for the School of Music. This will be covered in the next section. It's a great way to grow together and help out the band program as well.

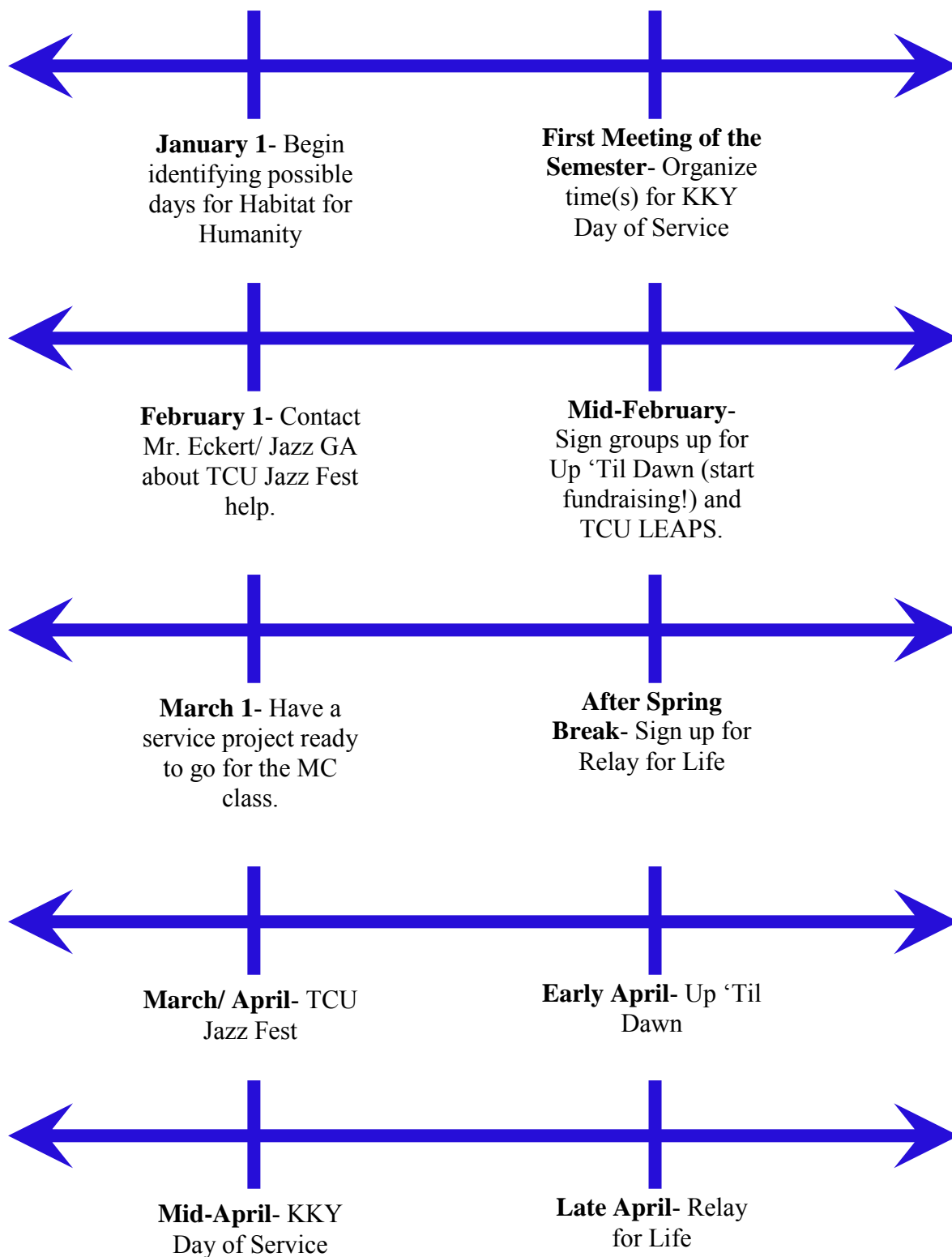
- **Relay for life**
 - Important Stakeholders: N/A
 - Date: Varies, usually late spring
 - KKPsi and TBS have historically had groups sign up for the all-night events for Relay for Life. In addition to raising funds for the actual walking part, we often have a booth set up for face painting for additional fundraising. Having a band going around playing mini-concerts for fundraising would be a great idea as well! Signups can occur as a group on the Relay for Life website.
- **Habitat for Humanity**
 - Important Stakeholders: N/A
 - Date: Varies
 - We also have an account set up with the Trinity chapter of Habitat for Humanity. Instructions to sign up can be found on their site. The building spots fill up fast, so be sure to sign up a group early!
- **Helping with the various festivals in the spring**
 - Important Stakeholders: Instrumental professors, Jazz GA.
 - Date: Varies
 - We always help with coordination during some of the major ABC U instrumental days and the ABC U jazz fest. Be sure to contact the jazz band director in early February about what to do for the jazz fest, and ask music majors to check with their respective instrumental professors about possible dates and needs.



- **Miscellaneous activities for the ABC U Band**
 - Important Stakeholders: Band Directors, GAs
 - Date: Varies
 - There are always a ton of little things that can be done for the band. They each might not take up time on their own, but they're certainly things that need to be done. It'd be a good idea to combine them all into a KKPsi day of service. Keep in mind that the MC class needs to also do a service event on their own for the band, and one of these would be perfect to give to them.



Tentative Timeline



VI. KAPPA KAPPA PSI DAY OF SERVICE

One major issue that you may come across when organizing service events is the fact that the same few people are always the ones volunteering for things. It can be a hard problem to solve when certain events only have a few spots open, and additional people present can be redundant. That's why a Kappa Kappa Psi day of designated service can be so helpful to the chapter.

Not only will this help make sure that these small events have enough people present, but it will also encourage the whole chapter to really come together and have fun serving the band, even if it is only for half of the day. At the end of it all, some other sort of bonding event as planned by the Brotherhood Chair could wrap up the day with a bit of fun. Ensuring that the needs of the band are met is the main point of our organization, and this day is a way to make sure that happens.

List of Potential Events

- Cleaning out the band truck: this includes making sure the contents are organized, the floors are clean, etc.
- Instrument Inventory: School owned instruments should all be in one place, even though after marching season they sometimes aren't.
- Organizing the band storage room: The storage room in the ABC U Rec Center is way too small for what we need it to be. Space is always at a premium, and clearing out clutter is always useful.
- Cleaning the band locker room: This room rarely gets the attention it needs.
- Music stand roundup: The average music stand ABC U has is roughly \$50. Stands that get lost need to be replaced, which can cost a large amount of money.
- Stand spray-painting and labeling: Newer stands are also blank, and need to be stenciled with the proper area they belong in order to ensure they don't leave.
- Organizing the basketball band storage: Again, this area is all-too-often ignored.
- Podium upkeep: The podium in the band hall was actually originally built by KKPsi members back in the 1990s, but it occasionally needs some maintenance and upkeep.
- Music library organization: The music librarians would always appreciate the help.

If for some reason the band doesn't need enough to fill a whole day, there are also a series of half-day projects outside of ABC U that we have done in the past. The following is a list of other organizations to possibly look into helping with.

- Boys and Girls Club



- Community Food Bank
- Habitat for Humanity
- YWCA Resale
- There are tons of other great organizations to look into, many of which are on the ABC U website. If you hear about a group that loves ABC U volunteers, check them out!

The first semi-prototypical KKPsi day of service was held on Sunday, April 27, 2014. The schedule was roughly as follows:

9:00- Everybody shows up at the music building. I had some bagels there for people to eat as we got started for the day.

9:05- With a list of projects in hand, teams were divided up into the activities that we had to take care of. Today, the activities were:

- Band truck cleanup
- Stand roundup and spray painting
- Band storage room organization
- Cleaning the band locker room and then organizing the music library

At least five people were responsible for each task. Each group had a designated leader (usually somebody on the executive council) to help lead each group.

9:20- Everybody was off to do their own tasks.

1:20- Some groups were done, so everybody took a break and had lunch.

2:30- The remaining tasks were finished up, with the completed groups joining other teams.

3:00- We were done for the day.



VII. POSSIBLE CHALLENGES

There will always be difficulties that you will face in this (and any) position of leadership. However, if you're aware of any possible problems then you can start early to work on solving them or at the very least minimizing them. The following is a list of issues that I and other previous VPs of service have had in regards to this position.

"I don't know what we can be doing."

Ask the directors, drum majors, GAs, and anybody else with a higher level position. It is very likely that there is something to be done and the right person hasn't been asked yet. For example, if the directors have nothing at the moment, check with the percussion directors.

"The directors aren't going to me when asking for service to get done."

The directors will often go to the first position of authority within KKPsi that they see- usually the President or a drum major in the chapter. Make sure to start a precedent early in the year to make sure that the President and drum majors send any inquiring parties to you first- this will just take time and repetition. For your part, make sure to introduce yourselves as the VP of Service to the directors as soon as possible. This can be done after elections, along with having early meetings with them in-person to make sure that they associate your name with service.

"The directors don't respond when I email them with a question."

The directors are notoriously bad about responding to emails. If you have to absolutely email them, be sure to CC the band secretary and she will hold them more accountable. Otherwise, try to find a time in which you can physically visit them in their office. The directors do want to help you and be helped by you, so don't give up.

"Actives aren't volunteering for events" OR "The same few actives are always volunteering for events."

This is a culture problem that can't be solved in a short period of time. While this chapter has become much more open to serving over the past few years, there are problems with the fact that some people never seem to volunteer. At some point, you do need to realize that some people simply won't be willing to serve the band as others. There are always going to be high and low-achieving members in any organization or job that you are a part of that. Having said that, there are a few ways in which this problem can slowly be tackled.



- Positive Reinforcement- Make sure the people who do go to events are properly recognized, thanked, and celebrated for their service.
- Executive Council Unity- Ensure the rest of the executive council is on board with the importance of service will help make your job easier. More voices and people on your side will help immensely.
- Scheduling Things Early On- One common complaint people have is that events aren't scheduled early enough for them to have free time in their schedules. Prevent this by being sure to schedule events as soon as possible, even months ahead. Work with the secretary to make sure that events are also on the KKPsi Calendar. Also, our constitution mandates that if an event is scheduled and announced at least a week in advance, it is mandatory for the chapter to attend (barring other circumstances).
- Combining Service With Other Offices- Similar to the above discussion of uniting the executive council, another way in which service can be incentivized is by making activities have dual purposes. For example, the music coordinator and VP of Service could plan more music-related service events. Another idea could involve working with the Brotherhood chair to plan a fun activity following a service event.
- Talking to Stragglers- If giving out general pleas and requests to go to service events does not work, it might be worth it to go up to people individually and KINDLY ask them why they aren't joining in with service events. Again, this should not be an attack on their character, but more of a situation in which you ask them why they aren't participating. Ask if there's anything you can do to help, and if there's something you could be doing better. You above all want to keep this conversation safe.
- Other incentives- At the end of the day, KKPsi is at its core a service organization. Remind people that the person of such an organization is to serve the band, and if they don't want to do so then they might want to rethink their priorities and where they spend money on dues every semester.



VIII. FUTURE GOALS AND OPPORTUNITIES

So far, this guide has shown what has been done in the past. You shouldn't just stick to the past though when working on service events for the chapter. There are so many opportunities out there for KKPsi to serve and for you to make the most of your position. There will be things that you'll come up with that I never would! With that said, here are a few ideas to get started that you might take some inspiration from.

- Etude Recordings- Many of the musicians in the organization could record all-region etudes and send them out for students in the local high schools. Having a good example of how the piece sounds is instrumental for being able to learn the piece as thoroughly as possible.
- Working with the Salvation Army A few years ago, a KKPsi alumnus worked with the Salvation Army. We used him as a contact to set up some caroling ensembles in front of stores and supermarkets during the holidays to request donations. He has since moved on, and with that our contacts have vanished as well. It may be worth investigating with them early on in the school year to try and reestablish ties with them.
- High School Service Outings- Some middle schools and high schools in the area might love for a small group to come out a few times to do some of the smaller things in the band hall that nobody else has time for. Particularly in Springfield ISD, these schools can't afford much as-is, so we could help them make the most out of what they do have.
- Joint Activities with TBS- TBS also does great work with service in the area. Ask their VP of Service if there are any activities they have that would work well as a joint service project.



IX. FINAL MISCELLANEOUS ADVICE

- Be Proactive- The school year sneaks by all too quickly, and by the time you realize that it's too late everybody is swamped in finals. Schedule and execute plans early on while everybody is still free.
- Work with TBS- Oftentimes, TBS will have a ton of great connections and ideas that you can utilize to better our chapter. Work with them to see what can be done, either on our own or with both organizations combined.
- Ask for Feedback- Always seek feedback from people that you know will be honest with you. It always helps, and sometimes you can even change course in the middle of the year before it's too late.
- Ask Alumni for Advice- We have all gone through the same trials and tribulations that you have. Don't be afraid to reach out for help or even avenues to serve in- the alumni base of Omega Omega would love to help.
- Make sure the Directors Know you- Establish early on to the directors to contact you for service needs, and your job will be much easier. This requires a lot of time and effort to create this relationship, so don't give up.
- Rome Wasn't Built in a Day- Creating a greater attitude of service won't be complete by the time you finish your term; in fact, you may not really notice a huge change during the school year itself. However, as long as you stick towards accomplishing your goals, keeping the chapter active in service, and always striving for the highest, you will be a catalyst of change in this chapter.

