



KAPPA ALPHA THETA

Alumnae Contact Officer (ACO)

September 2026

POSITION OVERVIEW: AN ALUMNAE CONTACT OFFICER (ACO) IS AN ALUMNA VOLUNTEER WHO SERVES AS A CONNECTION POINT BETWEEN A COLLEGE CHAPTER (ESTABLISHED OR DISESTABLISHED), ITS ALUMNAE, AND THE FRATERNITY. THE ACO SUPPORTS LIFELONG ENGAGEMENT WITH KAPPA ALPHA THETA BY HELPING MEMBERS REMAIN CONNECTED TO THEIR INITIATING CHAPTER AND THE FRATERNITY.

The ACO's primary responsibilities are maintaining connections with members through ThetaConnect, helping reconnect members with whom the Fraternity has lost touch, supporting accurate member records, and encouraging continued engagement with Theta. For active college chapters, the ACO also helps graduating seniors transition from college to alumnae membership.

The ACO role is fully remote and requires regular use of email, Theta Portal, the Chapter Portal, ThetaConnect, Fraternity website resources, and basic spreadsheet tools.

RESPONSIBILITIES

GENERAL

- Follows applicable Fraternity policies and volunteer expectations
- Maintains regular communication with designated Fraternity staff and respond to requests in a timely manner
- Maintains the privacy and confidentiality of member information and use member data only for appropriate Fraternity purposes
- Uses available Fraternity technology, resources, and training necessary to fulfill the responsibilities of the role
- Serves as a positive connection point for collegians, alumnae, volunteers, and Fraternity staff

MEMBER RECORDS AND RECONNECTION

- Reviews the chapter's **Alumnae Roster (Lost)** at least once each quarter and makes a reasonable effort to reconnect members with whom the Fraternity has lost touch
- Submits discovered contact information and other member record updates through the appropriate Fraternity process(es)
- Encourages members to maintain current contact information via Theta Portal
- Notifies Fraternity headquarters staff when learning that a member has passed away and provides supporting information when available
- Handles downloaded rosters and member information securely and in accordance with the **ACO Privacy Policy**
- Supports special Fraternity projects and requests related to chapter alumnae or member records when needed

Refer to the **ACO Chapter Portal Training** for instructions on accessing rosters and the **Finding Lost Thetas: Search Tips & Resources** guide for reconnection strategies and current procedures for submitting updates.

THETACONNECT

- Serves as the permanent group admin for the ThetaConnect group associated with the college chapter
- Provides continuity for the chapter group as college chapter officers, advisors, and other chapter leaders transition over time
- Helps to maintain an active, welcoming, and Theta-centered community for collegians and alumnae
- Posts, shares, and/or facilitates meaningful engagement at least once each month and at key chapter milestones
- Encourages chapter alumnae and graduating seniors to use ThetaConnect as an ongoing resource for connection with the chapter and the Fraternity
- Uses ThetaConnect appropriately to support member reconnection while protecting private member information

Refer to the **ACO ThetaConnect Training Guide** for registration, group-admin access, content ideas, platform features, and additional guidance.

POST-GRADUATION TRANSITION

- Sends congratulatory communication(s) to graduating seniors using the Fraternity-provided **Graduation Email Template**
- Encourages graduating seniors to keep their contact information current, remain connected through ThetaConnect, and maintain relationships with their chapter sisters
- Helps seniors explore alumnae chapters and circles, volunteer opportunities, mentoring, networking, and other ways to remain engaged with Theta
- Serves as a resource for graduating seniors who need assistance finding an appropriate alumnae or volunteer opportunity.

Refer to the **ACO Chapter Portal Training** for guidance on connecting with the chapter president or vice president of external affairs (VPEA) to identify graduating seniors.

SENIOR CELEBRATION

- When feasible, participates in the Senior Celebration program and shares a brief message about lifelong Theta membership and the importance of remaining connected after graduation
 - Uses the Fraternity-provided **Senior Celebration Speech Template** or talking points when preparing remarks
 - *If in-person participation is not possible, a virtual message, recorded video, written message, or other appropriate contribution may be provided in coordination with the chapter or Fraternity staff.*

ALUMNAE AND CHAPTER CONNECTION

- Encourages meaningful connection between chapter alumnae and collegians when appropriate
- Supports opportunities for mentoring, networking, chapter history, celebrations, and other approved alumnae-collegian engagement
- Assists with reunions, anniversaries, homecoming activities, Senior Celebration programming, or other chapter engagement efforts when invited and feasible
- Helps alumnae identify appropriate Fraternity resources, volunteer opportunities, alumnae chapters or circles, and other ways to remain involved

ACCOUNTABILITY AND STAFF SUPPORT

- Participates in two formal check-ins with designated Fraternity staff each year
- Provides opportunities for updates on ACO responsibilities, including ThetaConnect engagement, member reconnection efforts, senior transition activities when applicable, and/or any barriers or support needs
- Completes requested follow-up actions in a timely manner

TIME COMMITMENT

ACOs should expect to maintain regular communication, facilitate ThetaConnect engagement at least monthly, review lost member information at least quarterly, support graduating senior transition activities annually (for active chapters), and participate in two staff check-ins each year.