Public Abstract
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Title: Stakeholder Perceptions of Programs and Services Provided to Greek Chapters: An Exploratory Program Evaluation of the Missouri S&T Fraternity and Sorority Office

The Missouri S&T Fraternity and Sorority Life Office oversees a 24 chapter campus Greek community. This Office is responsible for providing this community with the necessary administrative support and program assistance needed for it to be a functional element of the University community. I conducted an exploratory case study that involved the Greek chapter officers and a sample group of Greek alumni to explore whether the Fraternity and Sorority Life Office complies with the CAS Standards for fraternity and sorority advising.

I collected data from Greek chapter leaders and affiliated Greek alumni by administering a through a CAS Standards survey and two focus group discussions. These data were aligned with five investigation categories in the CAS Standards survey questionnaire; the purpose of the Fraternity and Sorority Life Office; compliance with the CAS Standards; Program consistency with institutional mission; complementing the institutional mission; promotion of community development. This study’s findings are intended to help this Fraternity and Sorority Life Office establish program goals that, once achieved, will improve this Office’s client satisfaction with its services.