Phi Eta Sigma National Honor Society

Advisor Contact & Escalation Guide

Updated: January 2026

*This guide is designed to be used in conjunction with the **Chapter Advisor Policy** and the **Chapter Advisor Annual Rhythm**, which outline formal expectations and the typical cadence of chapter responsibilities.*

Purpose

The Advisor Contact & Escalation Guide is intended to support open, proactive, and collaborative communication between Chapter Advisors and the Phi Eta Sigma National Office.

Chapter Advisors are valued partners in advancing the mission of Phi Eta Sigma. The National Office is prepared and eager to assist advisors with questions, concerns, planning, and problem-solving—whether routine or complex. No issue is considered too small, too early, or too informal to warrant outreach.
This guide helps advisors identify appropriate points of contact and understand when reaching out to the National Office may be helpful.

Guiding Principles for Communication

- Advisors are encouraged to reach out to the National Office **whenever questions arise**—including early in the decision-making process.
- The National Office views communication as a **supportive partnership**, not a reporting requirement.
- Advisors should never hesitate to contact the National Office due to uncertainty about process, timing, or scope.
- When in doubt, advisors are encouraged to reach out. The National Office is always happy to help determine next steps.

Primary Points of Contact

National Office — General Support

Advisors are encouraged to contact the National Office for assistance with:

- Chapter operations or general questions
- Policy interpretation or clarification
- Advisor appointments, transitions, or institutional changes
- Chapter standing or compliance questions

The National Office welcomes these inquiries and is committed to providing timely, thoughtful guidance.

Recommended contact method: National Office email: hq@phietasigma.org or phone: 205.348.0972

Membership, Recruitment & Induction Support

The National Office is pleased to assist advisors with:

- Eligibility criteria questions or interpretation

- Recruitment, invitation, or induction planning
- Membership reporting or record questions
- Corrections or updates to member information

Advisors are encouraged to reach out at any point during the new member intake process.

Financial Questions & Reporting

Advisors are encouraged to contact the National Office for support with:

- Annual Financial Report preparation or submission
- Membership fee questions or reconciliation
- Chapter account balance clarification
- Guidance related to inactive or closing chapters

The National Office understands that institutional financial processes vary and is committed to working collaboratively with advisors.

Scholarships, Awards & Recognition

The National Office welcomes advisor outreach regarding:

- National scholarship opportunities
- Recommendation or submission procedures
- Advisor or chapter recognition programs
- Distinguished Service or related awards

Advisors are encouraged to ask questions early to ensure clarity and confidence throughout the process.

When to Reach Out Early

Advisors are especially encouraged to contact the National Office when situations involve:

- Uncertainty related to eligibility or reporting accuracy
- Questions about chapter standing or compliance
- Advisor transitions without a clear successor
- Chapter inactivity, closure, or reactivation discussions
- Financial questions or concerns
- Situations that may require additional guidance or institutional coordination

Early communication allows the National Office to provide proactive support and prevent issues from becoming more complex.

Urgent or Time-Sensitive Matters

Advisors should feel comfortable flagging communications as urgent when matters involve:

- Imminent induction ceremonies or reporting deadlines
- Errors affecting member eligibility or official records
- Institutional concerns requiring timely attention

The National Office will prioritize urgent matters and work closely with advisors to address time-sensitive needs.

Institutional Coordination

The National Office is committed to partnering with advisors to:

- Align national procedures with institutional requirements
- Navigate institutional policies or constraints
- Communicate effectively with campus administrators when needed

Advisors are encouraged to involve the National Office whenever institutional and national expectations intersect.

Closing Note

The National Office deeply values the work of Chapter Advisors and recognizes the essential role advisors play in supporting student success and chapter vitality. Advisors are encouraged to reach out openly and often. Every question, concern, or idea is welcome.

This guide may be updated periodically to reflect staffing changes, procedural updates, or evolving support structures.