Beta Brotherhood Assessment and Beta Volunteer Assessment Troubleshooting Guide

September 2026

Survey link
The assessment will be sent to each student/volunteer INDIVIDUALLY via email when it opens on October 9. It is sent to the email address listed in MyBeta. The survey link is unique for each person and will not work if it's forwarded to other people. The survey software tracks each individual member who takes the survey.

Who is it from?
The email is coming from a professional research firm, Dyad Strategies, that Beta has hired to administer the survey and analyze the results. "Beta Brotherhood Assessment" or "Beta Volunteer Assessment" will be clearly displayed in the email address or subject line.

I didn't get the email.

- First, check which email address is listed in MyBeta. That's the email address the survey was sent to.
- Second, check your spam or junk folder. Sort by date and look for emails dated October 9 or search for "assessment" as a keyword.
- If someone has trouble accessing the email listed on MyBeta, Chapter Presidents receive a Completion Report twice a week while the survey is open. The report includes each member's unique survey link and the President can share a member's unique link with him.
    - THEN, have the member update his contact information on MyBeta > Login > Name in Top Right > My Profile > Edit Profile

I deleted the email.

- First, go into your "deleted items" or "trash" folder and find it. Sort by date and look for emails dated October 9 or search for "assessment" as a keyword.
- If you emptied your trash and really can't find it, Chapter Presidents receive a Completion Report twice a week while the survey is open. The report includes each member's unique survey link and the President can share a member's unique link with him.

There are members/advisors on our roster who are no longer active. Did they get the survey? Will that impact our participation rate?
Everyone on your roster as of September 30 will get the survey and be counted toward your participation rate.

Roster updates need to be completed by September 30, before we export emails from MyBeta to the survey vendor. Roster changes made on MyBeta on or after October 1 WILL NOT affect who gets the survey. To find a guide on how to manage the chapter roster on MyBeta you can find help on Beta.org on our Knowledge Base page.

For roster changes on or after October 1- Make those updates on MyBeta *and* contact Noah McHale (contact information below). Members and Advisors can be manually removed from your survey list but cannot be added after the initial surveys are sent. Removing members and Advisors from the list will impact completion percentage.

We finish recruitment or add advisors after the roster deadlines. What do we do?
You don't need to do anything. We know that some schools finish recruitment later in the fall. We will not send the survey to men who pledge or advisors who join after September 30. They will have the opportunity to take the survey next fall, and you'll still get an accurate set of results about your chapter and advisory team.

Administrative Office contact for troubleshooting
Noah McHale
Senior Director of Fraternity Growth
noah.mchale@beta.org
513.273.2204