

A Sisterhood, Streamlined

Delta Sigma Theta cuts chapter intake prep time by 50% with OpenWater

OVERVIEW

Delta Sigma Theta Sorority, Incorporated is a private, not-for-profit service sorority that serves approximately 1,000 collegiate and alumnae chapters globally. Delta Sigma Theta sustains its membership through chapter operations, leadership development, and community service, while supporting a rigorous annual intake process that evaluates thousands of prospective applicants through a structured, multi-level review carried out by chapters worldwide.

PROBLEM

Delta Sigma Theta's membership intake process relied on paper applications submitted by postal mail, with no way for applicants to track their status or verify what they had submitted.

Chapters used a separate tool to manually key in applicant data from Excel sheets, and staff and chapter leadership still had to manually review physical applications, input and rank scores, and produce and mail acceptance letters.

With up to 200 chapters running intake simultaneously at any given time, this manual workload stretched a single intake season to roughly three months from start to finish.

AT A GLANCE



INDUSTRY

Fraternal Organization

SOLUTION

OpenWater

MEMBER SIZE

300,000+

WEBSITE

deltasigmtheta.org

PARTNER



John Consulting

“ *OpenWater gave us the flexibility to manage multiple levels of review within one streamlined process.* ”

- Senior Manager, IT at Delta Sigma Theta

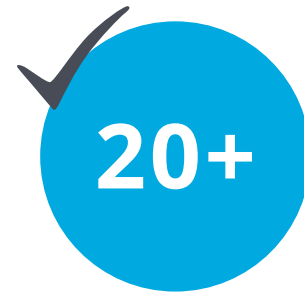
THE IMPACT



**Digital Application
Process**



**Reduction in Intake Prep
Time**



**Hours of Administrative
Work Saved**

SOLUTION

Since integrating OpenWater, Delta Sigma Theta has replaced its manual, paper-based intake process with a fully digital workflow. Potential new members complete their application directly in OpenWater, and chapters' judge assignments flow automatically into OpenWater's judge import tool, eliminating a manual Excel import step. Judging happens in two levels within OpenWater: chapter leadership's initial screening, followed by a chapter's broader membership casting votes through an application gallery accessible from anywhere. The result is a standardized, repeatable process that runs consistently across all chapters.

- ✓ **Eliminated** a manual Excel import step, allowing chapters' judge assignments to flow automatically into OpenWater's judge import tool.
- ✓ **Delivered** a fully digital application process, replacing paper applications and postal mail with instant, anywhere access.
- ✓ **Freed** staff and chapter leadership from manual scoring, ranking, and letter production, reducing administrative workload.
- ✓ **Empowered** two-level judging within a single application gallery, from chapter leadership's initial screening to broader membership votes.

“ Automation has saved valuable staff time while creating a more consistent experience for our chapters. ”

- Senior Manager, IT at Delta Sigma Theta