



# Chapter Administrator Guide

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## **INTRODUCTION**

The Heights Learning Center is where Alpha Chi Omegas go to learn. Here, you'll find the Dedication for new members, executive board officer training and everything in between. These trainings are designed with you in mind and feature engaging, interactive and impactful content to ensure your success as a real, strong woman.

Each training found on The Heights will challenge you to engage with the content and test your knowledge through a variety of learning activities and interaction. Trainings are intentionally crafted to be between 5-8 minutes long and accessible via computer, phone or tablet. This will allow you to learn when your schedule allows – be it sitting at your computer at 8 a.m., walking to class at 2 p.m. or when you need a late-night study break at 2 a.m.

## **CHAPTER ADMINISTRATORS**

Each chapter's VP intellectual development and VP new member education are the assigned administrators for that chapter.

The VP intellectual development is responsible for the management, accountability and follow-up required to ensure her fellow executive board officers are completing their assigned trainings.

The VP new member education is responsible for the management, accountability and follow-up required to ensure new members complete the Dedication trainings.

In the event the chapter does not have a VP ID or VP NME or either officer is unable to fulfill this responsibility, the responsibility would fall to the chapter president.

## **HOW TO ACCESS THE HEIGHTS**

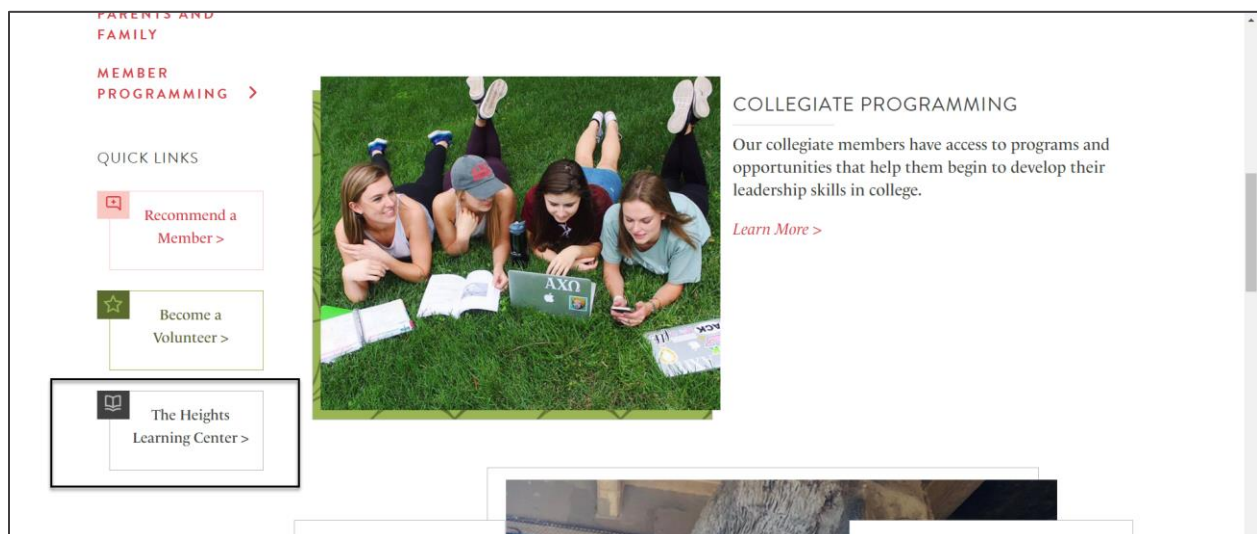
There are a few ways you could navigate to The Heights. The suggested method of navigating to The Heights is discussed first.

## METHOD 1 (SUGGESTED)

1. From the homepage of alphachiomega.org, click the menu on the top right and select “Collegians” under “Member Experience.”

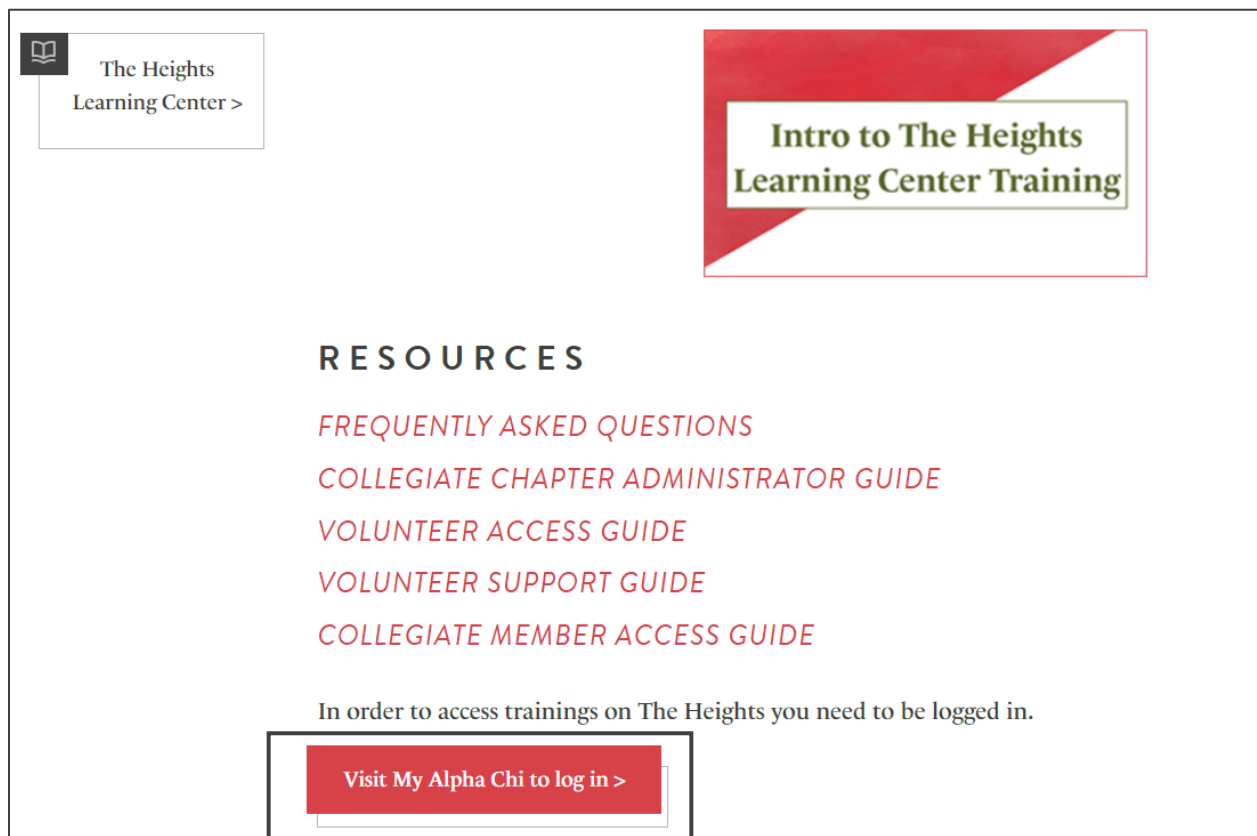


2. Once on that screen, scroll down and select “The Heights Learning Center” from the QUICK LINKS located on the left side of the page.



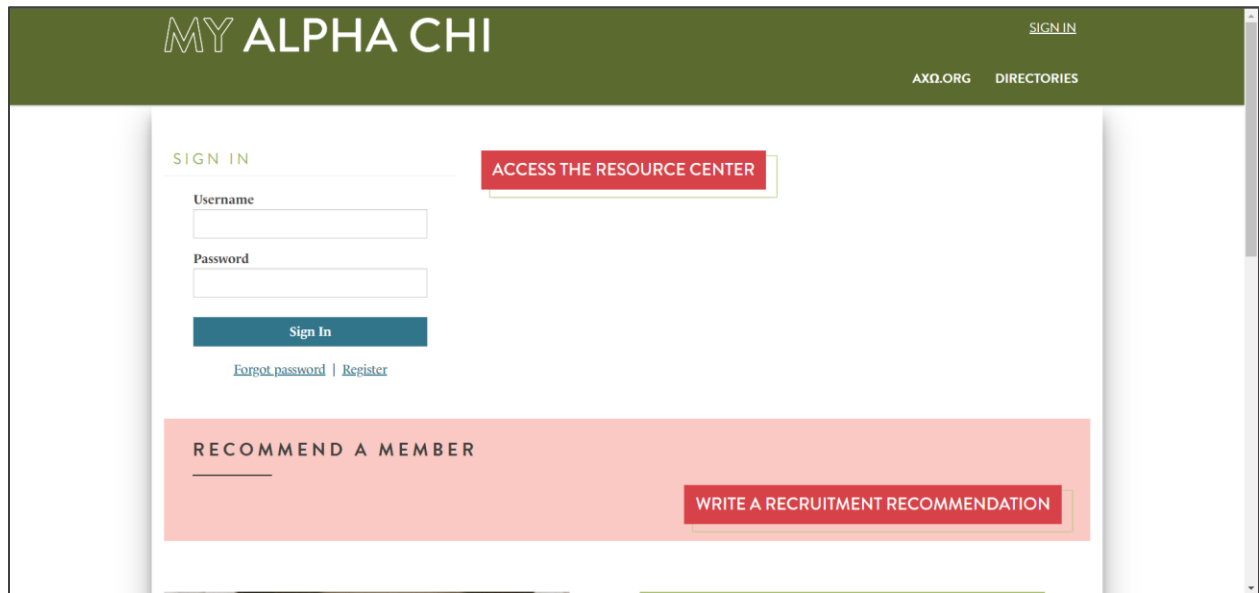
## The Heights LEARNING CENTER CHAPTER ADMINISTRATOR GUIDE

3. Once on The Heights Learning Center page, you will find all the information you need about The Heights Learning Center. To get to The Heights platform, click the “Visit My Alpha Chi to log in” button at the bottom of the page.



*The Heights* LEARNING CENTER CHAPTER ADMINISTRATOR GUIDE

4. You will be redirected to my.alphachiomega.org. Log in with your username and password.

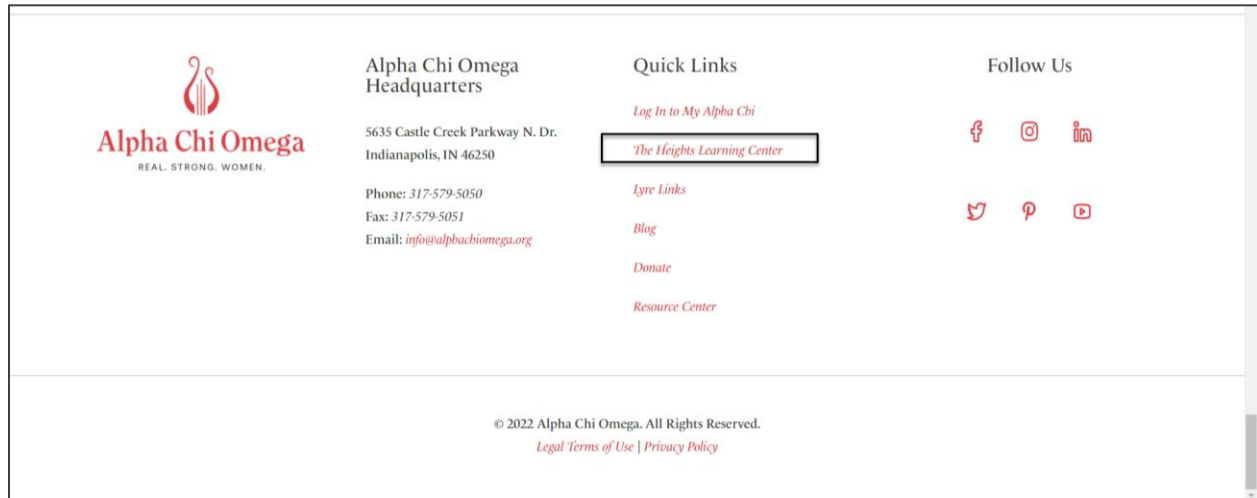


5. After logging in, scroll down to click the box to access The Heights Learning Center.



## METHOD 2

1. You can also get to The Heights Learning Center website page by clicking the Quick Links found at the bottom of every page of alphachiomega.org. Then, follow the steps in Method 1 to be redirected to My Alpha Chi, log in and access The Heights Learning Center.

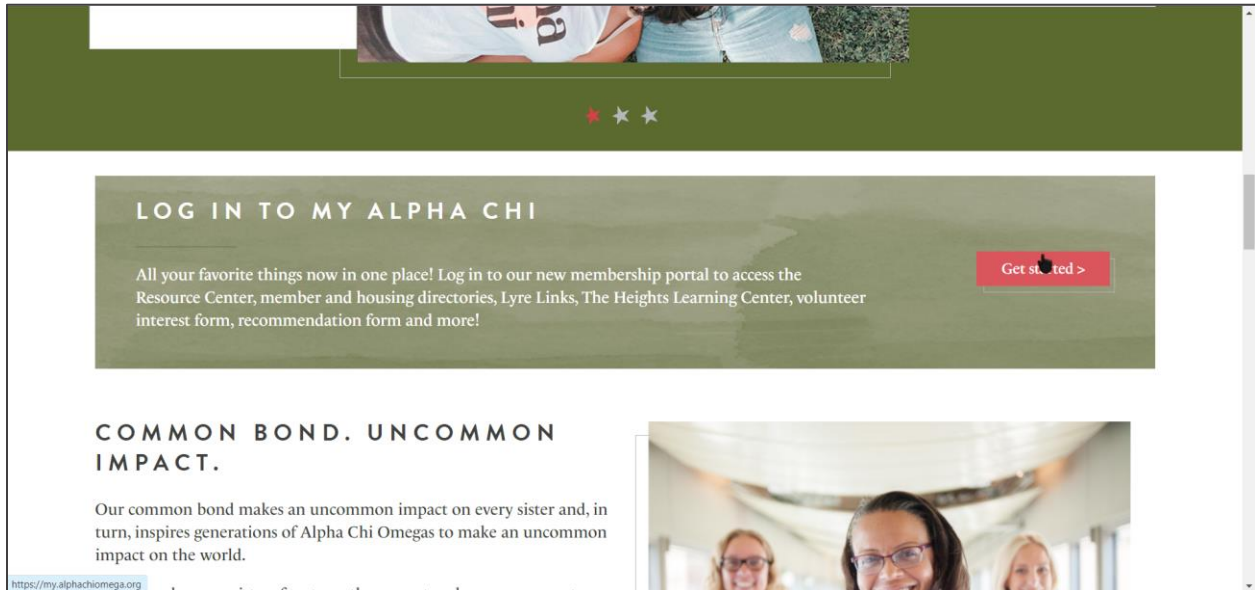


## METHOD 3

1. You can go directly to My Alpha Chi by clicking the person icon on the homepage of alphachiomega.org ...

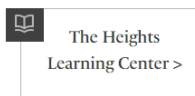
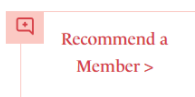


... Or by scrolling down Alpha Chi Omega's homepage until you see the olive box that says, "LOG IN TO MY ALPHA CHI." Click the "Get started" button to be redirected.



## INTRO TO THE HEIGHTS LEARNING CENTER TRAINING

Members must complete the Intro to The Heights Learning Center training before they can access any other training. This training can be found on [The Heights Learning Center page](#) on Alpha Chi Omega's website.



### INTRO TO THE HEIGHTS LEARNING CENTER TRAINING

The training, Intro to The Heights Learning Center, has been developed to introduce you to The Heights Learning Center, Alpha Chi Omega's learning management system. The Heights is where members can experience more than 100 unique learning opportunities ranging from position-related trainings to new member trainings to power skills trainings. Before you log into The Heights, you will need to take the Intro training. This will allow you access to all the other great trainings that are available!

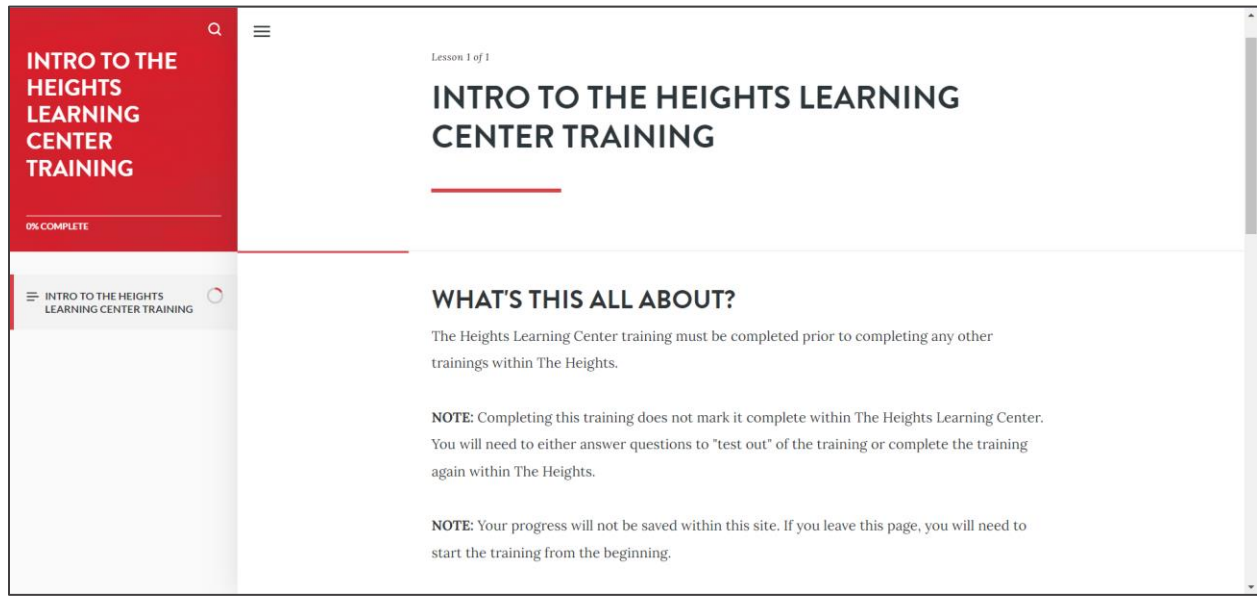


### RESOURCES

[FREQUENTLY ASKED QUESTIONS](#)

[COLLEGIATE CHAPTER ADMINISTRATOR GUIDE](#)





\*\*If members viewed the training on The Heights page of the Alpha Chi Omega website or if they've previously completed the training within The Heights, they have the option to **complete a pre-assessment within the training**.

This completion must take place within The Heights. By completing this pre-assessment, the training will be marked as complete and the members will be able to access other trainings.

## WHAT TO DO ONCE YOU'RE IN THE HEIGHTS

On The Heights homepage you will see the following header with three red buttons; the first takes you to your Learning Center, the second to your Team Dashboard and the third to the content Catalog.

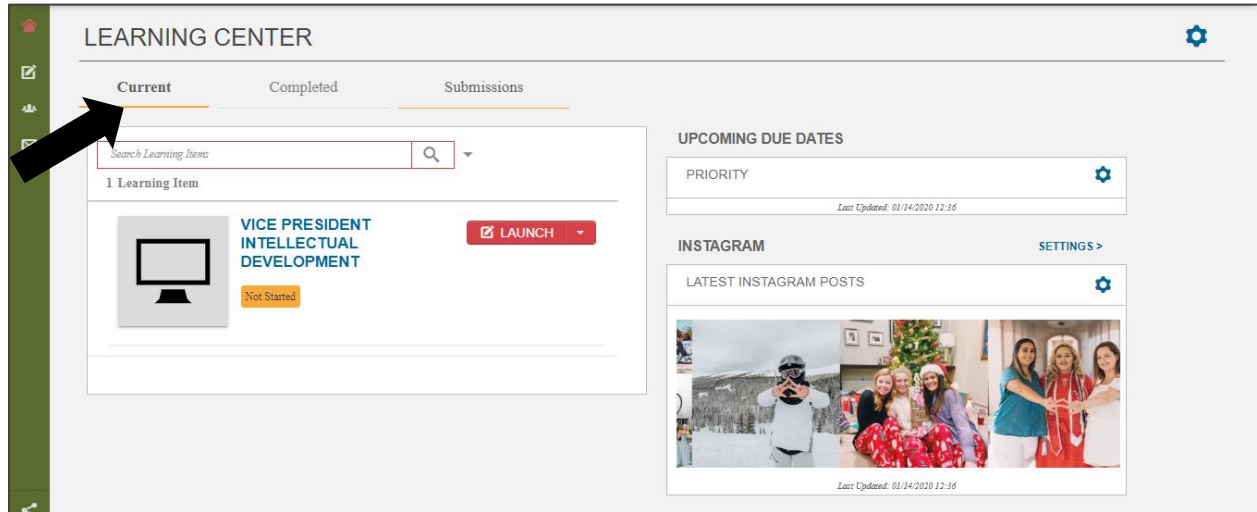


### YOUR LEARNING CENTER

Each training you have been enrolled in will be in your Learning Center. In addition to tracking trainings in your Learning Center, you can see upcoming due dates and social media updates from Alpha Chi Omega.

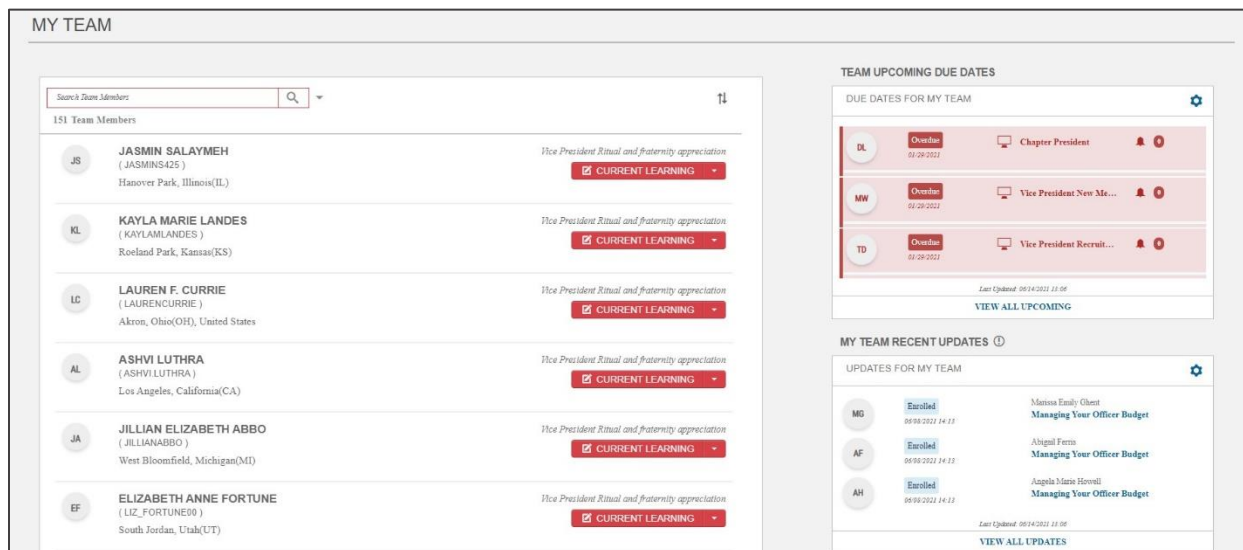
New members will see their Dedication trainings appear one at a time in the order they need to complete them in their Learning Center. It is set up this way to make sure the trainings are taken in the correct order.

You will also see the Current, Completed and Submissions tabs. These tabs are how you can track your individual trainings. If a training is not started or in progress, it will appear under the Current tab. Once a training is completed, it will move to the Completed tab. At this time, the Submissions tab will not be used.



## MY TEAM DASHBOARD

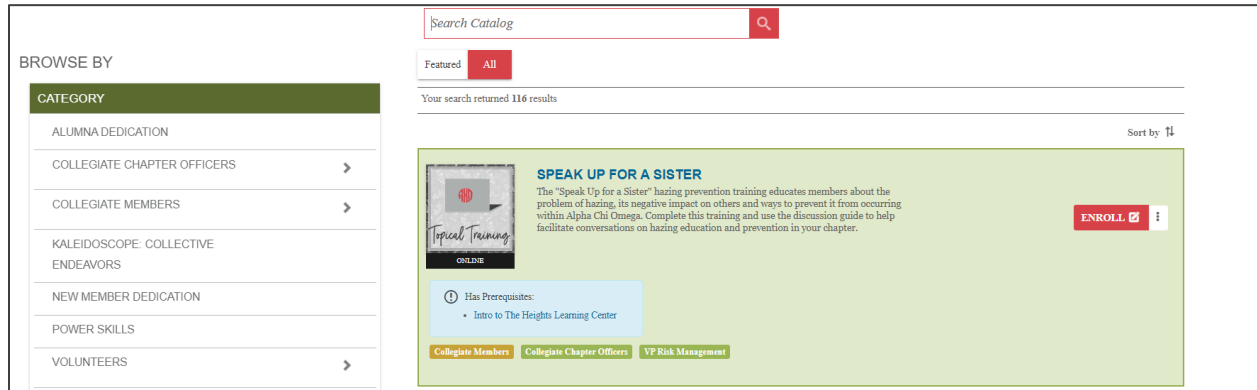
You can track the training progress of each member using the My Team Dashboard button. VPs ID will use this to check in on progress of their fellow executive board officers, and VPs NME will use this to see new members' progress. You can see the trainings each member needs to complete, is in the process of completing and has completed. This page will also help you track important due dates for all members, so you know when to check in and support them through their learning.



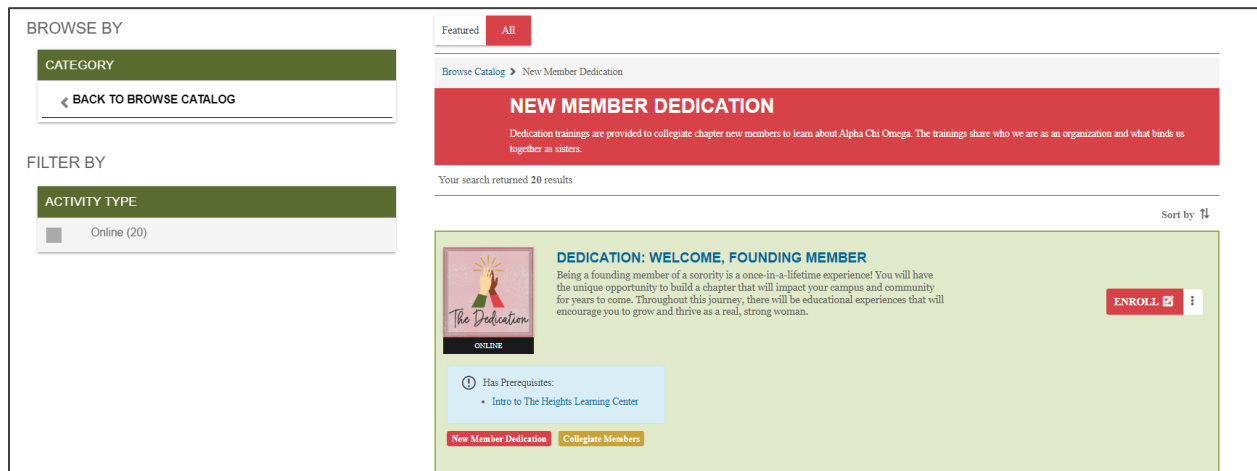
To see an individual member's training progress, you can click on the **CURRENT LEARNING** button. This will allow you to see what the member is currently working on or has to start. By clicking on the arrow, you can view the member's completed trainings and submissions.

## BROWSE CATALOG

To see all available trainings, click the red BROWSE CATALOG button on the homepage. From there, you will see a screen that looks similar to the one below. You can choose to browse all trainings or filter trainings by category from the menus on the left.



New members can see all the trainings they will need to complete during their new member period by clicking on the NEW MEMBER DEDICATION category button.



Officers should click on the COLLEGIATE CHAPTER OFFICERS category button. They can then find their specific position among the subcategories, which will take them to a list of required and suggested trainings for that officer.

# The Heights LEARNING CENTER CHAPTER ADMINISTRATOR GUIDE

**BROWSE BY**

**CATEGORY**

- ◀ BACK TO BROWSE CATALOG
- CHAPTER PRESIDENT
- PANHHELLENIC DELEGATE
- VP CHAPTER RELATIONS AND STANDARDS
- VP DIVERSITY, EQUITY AND INCLUSION
- VP FACILITY OPERATIONS
- VP FINANCE
- VP INTELLECTUAL

Featured **All**

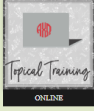
Browse Catalog > Collegiate Chapter Officers

## COLLEGIATE CHAPTER OFFICERS

Officer trainings are provided for specific officer positions to introduce them to the roles and responsibilities of the position. They should be completed at the beginning of the position term and can be accessed throughout the remainder of the position term.


Your search returned 74 results

Sort by ↕



**SPEAK UP FOR A SISTER**

The "Speak Up for a Sister" hazing prevention training educates members about the problem of hazing, its negative impact on others and ways to prevent it from occurring within Alpha Chi Omega. Complete this training and use the discussion guide to help facilitate conversations on hazing education and prevention in your chapter.

**ENROLL** 

Has Prerequisites:

- Intro to The Heights Learning Center

**BROWSE BY**

**CATEGORY**

- ◀ BACK TO COLLEGIATE CHAPTER OFFICERS

**FILTER BY**

**ACTIVITY TYPE**

- Online (21)

Featured **All**


Browse Catalog > Collegiate Chapter Officers > VP Diversity, Equity and Inclusion

## VP DIVERSITY, EQUITY AND INCLUSION

These trainings are recommended for VPs diversity, equity and inclusion as an introduction to the role and responsibilities of the position along with additional information that will be beneficial to know. These trainings should be completed at the beginning of the position term and can be accessed throughout the remainder of the position term.


Your search returned 21 results

Sort by ↕




**RESTORATIVE PRACTICES**

This training encourages Alpha Chi Omega members, leaders, and volunteers to build community, resolve disputes, and manage conflict while aiming to establish a shared understanding that we can repair harm and restore relationships by embracing restorative practices as a community.

**ENROLL** 


[more information](#)

[VP Diversity, Equity and Inclusion](#) [Collegiate Members](#) [Diversity, Equity and Inclusion](#) [Power Skills](#) [Collegiate Chapter Officers](#)



**INTENT AND IMPACT**

The Intent and Impact training will define intent and impact, highlight the connection between intent and impact and provide considerations for intent and impact, particularly when there is a disconnect between the two.

**ENROLL** 

Collegiate members should click on the COLLEGIATE MEMBERS category button. They can find topic-based training among the subcategories, which will take them to a list of suggested training courses.

**BROWSE BY**

**CATEGORY**

- ◀ BACK TO BROWSE CATALOG
- DIVERSITY, EQUITY AND INCLUSION
- PHILANTHROPY

Featured **All**

Browse Catalog > Collegiate Members

## COLLEGIATE MEMBERS

Collegiate member trainings are designed to support the continuous learning and growth our members experience throughout Alpha Chi Omega.

Your search returned 56 results

Sort by ↕

# The Heights LEARNING CENTER CHAPTER ADMINISTRATOR GUIDE

The screenshot shows a search results page for 'Philanthropy'. On the left, there are navigation options: 'BROWSE BY' with a 'CATEGORY' dropdown and a 'BACK TO COLLEGIATE MEMBERS' button, and 'FILTER BY' with an 'ACTIVITY TYPE' dropdown showing 'Online (8)'. The main content area features a featured section for 'PHILANTHROPY' with a description: 'Alpha Chi Omega's history is rooted in generosity, compassion and commitment to our sisters and the greater good. In support of our national altruism, Alpha Chi Omega members are dedicated to raising awareness and educating others about domestic violence.' Below this, a search result for 'INTENTIONAL PHILANTHROPY' is shown, including a 'Topical Training ONLINE' card, a description of the training, an 'ENROLL' button, and a prerequisite list: 'Intro to The Heights Learning Center'. At the bottom, there are category tags: 'Collegiate Members', 'Philanthropy', 'Collegiate Chapter Officers', and 'VP Philanthropy'.

## MY CHAPTER REPORT

Chapter presidents, VPs NME, VPs ID, VPs DEI and chapter advisors have access to their chapter report that highlights their chapter's progress within The Heights through their My Alpha Chi.

The screenshot shows the 'MY ALPHA CHI' website navigation menu. The top navigation bar includes 'AXQ.ORG', 'PROFILE', 'RESOURCES', and 'DIRECTORIES'. A 'SIGN OUT' link is visible in the top right. The 'RESOURCES' dropdown menu is open, showing 'HELPFUL LINKS' with options: 'DONATE TO ALPHA CHI OMEGA', 'LYRE LINKS', 'PAY A PLEDGE', 'RESOURCE CENTER', 'VOLUNTEER WITH ALPHA CHI OMEGA', and 'RECOMMEND A MEMBER'. Below these are 'THE HEIGHTS LEARNING CENTER' and 'MY CHAPTER REPORT'. The main content area features a red button 'ACCESS THE RESOURCE CENTER', a pink box 'RECOMMEND A MEMBER', and a red button 'WRITE A RECRUIT'. At the bottom, there is a photo of five women and a green map of the United States.

## FREQUENTLY ASKED QUESTIONS

This section includes some questions you might encounter from your sisters and how to answer them.

## GENERAL FAQS

### **Why was The Heights created?**

The Heights Learning Center was created to advance our efforts in providing engaging and relevant learning content to our members in a fashion that meets their needs. By offering on-demand-style learning, we are able to boost the reach of our training and learning opportunities to better engage Alpha Chi Omega adult learners.

### **Who is The Heights for?**

At this time, The Heights has educational content for all collegiate chapter members, collegiate chapter executive board officers, new members and collegiate volunteers, including all members of collegiate chapter advisory boards and lifetime engagement volunteers.

### **Who do I contact if I have challenges signing in or if I forget my password to the website? What if I have other questions?**

No problem! Simply contact us at [theheights@alphachiomega.org](mailto:theheights@alphachiomega.org) if you are having trouble signing in, need a password reset for the website or have additional questions, and we'll be happy to help!

## FAQS FROM COLLEGIATE OFFICERS

### **Why do I need to go to The Heights?**

The Heights contains all collegiate chapter officer positional trainings as well as other power-skills development trainings. This is the best spot to learn the details about the various roles and responsibilities of a specific officer. In order to be the best chapter officer you can be, you should check out The Heights!

### **When should I go to The Heights? How often?**

The Heights is designed intentionally to be accessed by our members continuously; at the beginning of your term all the way through until the end of it, The Heights will have something for you! You'll want to make sure as you start in your new officer role that you complete all the trainings assigned to your role.

### **What are the expectations for completing my assigned modules? (Do I have to do this?)**

In order to be prepared for success in your officer role, the expectation is that you complete your assigned training via The Heights. Not all trainings that appear on The Heights will be assigned – some will be offered as optional, supplemental trainings.

### **How do I know what training I am supposed to take?**

By clicking on the BROWSE CATALOG button and selecting the COLLEGIATE CHAPTER OFFICERS category button, you can find the whole list of trainings for your

specific officer role. It is recommended you take all of these trainings to get an introduction to the role and responsibilities of the position along with additional information that will be beneficial to know.

Required trainings will be found in your Learning Center since you will automatically be enrolled in those.

**Who from my chapter is responsible for the management of this process for chapter officers?**

As The Heights is a learning management system, your VP intellectual development will be responsible for the management and follow-up for your chapter's executive board members. She will be receiving additional information and resources about how best to support your them through the training process.

**FAQS FROM NEW MEMBERS**

**Why do I need to go to The Heights?**

The Heights is where you will find the Dedication trainings. The Dedication is what each Alpha Chi Omega chapter uses to teach all new members the history, traditions and expectations of Alpha Chi Omega membership.

**When should I go to The Heights? How often?**

The Dedication is a nine-week new member education process and is intended to be taken at a rate of at least two trainings per week. You will want to access The Heights at least weekly throughout your new member period to be sure you are learning everything you need to know about Alpha Chi Omega.

**What are the expectations for completing my assigned trainings? (Do I have to do this?)**

To be prepared for success as an Alpha Chi Omega, the expectation is that you complete your assigned training via The Heights. This ensures that every new member receives the same knowledge base and understanding of our history, traditions and expectations of membership.

**How do I know what training I am supposed to take?**

You will be automatically enrolled in the Dedication trainings. Trainings will appear in your Learning Center one at a time in order of how you need to complete them. Once you complete one training, the next training will appear. You can also see the full list in the Catalog section by selecting the NEW MEMBER category.

This is the order in which trainings will appear:

1. Intro to The Heights Learning Center



2. Member Responsibilities and Expectations
3. The Founding Story of Alpha Chi Omega
4. Chapter Structure
5. The Insignia and Traditions of Alpha Chi Omega
6. Chapter Operations
7. Mystagogues and Mentorship
8. Adjusting to Alpha Chi
9. The Ritual of Alpha Chi Omega
10. The Backstops: A Blueprint for Healthy Choices
11. Membership Standards
12. Diversity, Equity and Inclusion: What It Means for Alpha Chi Omegas
13. Alpha Chi Omega National Structure
14. Leadership and Elections
15. Lifetime Membership
16. Your Alpha Chi Story
17. Preparing for Initiation
18. Formal Chapter Meeting
19. Reviewing Initiation

**Who from my chapter is responsible for the management of this process for us?**

As The Heights is where new members will be getting education about Alpha Chi Omega, your VP new member education will be responsible for the management and follow-up for your chapter's new members. She will be receiving additional information and resources about how best to support you through the training process.

What should I do if I'm having issues accessing The Heights?

Before you can access The Heights, you need to first set up your alphachiomega.org account and sign your Annual Obligations. Once both of those steps are complete, it can take up to 24 hours for the newly created account to sync within The Heights. If you try to access The Heights before your account is synced, it will take you to a blank white page. If you experience this, please wait 24 hours before trying again.



Please note you must go through alphachiomega.org to access The Heights. If you would like to add a bookmark for easy access, please bookmark [this page](#).

If you have having issues setting up your alphachiomega.org account or did not receive an access code to do so, please reach out to your vice president public relations and marketing.

**TROUBLESHOOTING**

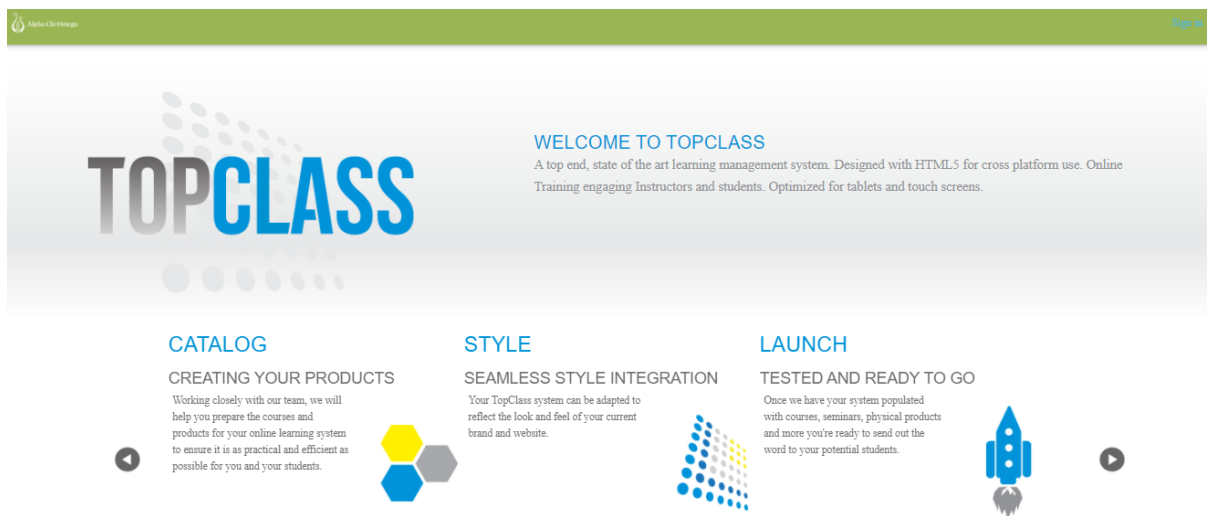
## GENERAL ACCESS ISSUES

Members must complete the Intro to The Heights Learning Center training before they can access any other training. This completion must take place within The Heights. If members viewed the training on The Heights page of the Alpha Chi Omega website or if they've previously completed the training within The Heights, they have the option to complete a pre-assessment within the training. By completing this pre-assessment, the training will be marked as complete and the members will be able to access other trainings.

If members say they do not have access to a training, make sure they first click on  and then  to start a training. If they click on the title of the training before they're enrolled, it brings them to a page they cannot access.

Members must go through [alphachiomega.org](http://alphachiomega.org) to access The Heights. If a member is trying to log on using a bookmarked page that takes her to the pictured page below, she will get a "login failed" message.

She needs to sign into [alphachiomega.org](http://alphachiomega.org) and click on The Heights button to get access, so bookmark [this page](#) instead.



If members are seeing this page and you believe they should have access or it is an error, please contact us at [theheights@alphachiomega.org](mailto:theheights@alphachiomega.org) so we can look into the issue.

## The Heights Learning Center

The Heights Learning Center is where Alpha Chi Omegas go to learn. Here, you'll find everything from executive board officer training to soft-skills development and everything in between. These trainings are designed with you in mind and feature engaging, interactive and impactful content to ensure your success. At this time, The Heights has educational content for all collegiate chapter executive board officers, collegiate and alumnae new members and volunteers including collegiate chapter advisory boards, province officers, collegiate volunteers, alumnae volunteers, alumnae chapter presidents and potential alumnae members.

It looks like you do not have access to The Heights Learning Center.

If you believe you should have access to The Heights and need additional assistance, email us at [theheights@alphachiomega.org](mailto:theheights@alphachiomega.org).


If you're a volunteer and need additional assistance as it relates to your volunteer role, email us at [volunteer@alphachiomega.org](mailto:volunteer@alphachiomega.org).

## COMPUTERS


If your sisters are having trouble accessing The Heights from their computers, here are some troubleshooting questions and tips to work through with them.

**1. What browser are they using?** The preferred browser for The Heights is Google Chrome. While other browsers are likely to work, some functionality may be lost. For the purpose of this guide, we will reference how-to steps in Google Chrome.

**2. Are pop-ups being allowed?** Pop-ups will need to be enabled in order to access learning activities within The Heights. Steps for enabling pop-ups in Google Chrome (the preferred browser) are below.

- a) On your computer, open Chrome.
- b) At the top right, click the three dots  then "Settings."
- c) In the left menu, click "Advanced."
- d) Click "Privacy and security" and then click "Site Settings."
- e) Click "Pop-ups and redirects."
- f) For the first item in the list of settings, flip the switch to the on setting so "Allowed" appears instead of "Blocked."

2. Have they cleared their cookies recently? Here are the steps to do so.

- a) On your computer, open Chrome.
- b) At the top right, click the three dots .
- c) Click "More tools" and then click "Clear browsing data."
- d) At the top, choose a time range. To delete everything, select "All time."
- e) Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- f) Click the Clear data button.

**3. Restart their device.** Sometimes, we all need a good restart! Have them power down their device and give it a few seconds, then restart and try again!

#### Additional Notes

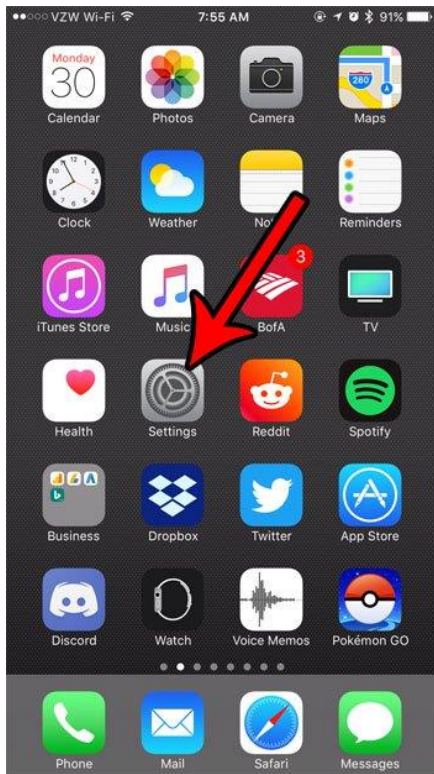
- These steps will also work on an iPad running the most recent versions of iOS, as well as any other iOS device.
- When the pop-up blocker is turned off, pop-up windows will typically open as separate tabs in Safari. To switch from one of these pop-up windows back to the original webpage, you will need to tap the tabs icon in the menu at the bottom of the screen and select the appropriate tab there.
- If you are using a Mac computer running Safari and you would like to allow pop-ups there, then you can go to Preferences > Security then uncheck the box to the left of “Block pop-up windows.”
- The Safari browser on a Mac also lets you choose pop-up settings for specific websites. This includes a block and notify option, which causes a notification to appear in the address bar when a site tries to open a pop-up window.
- The General section of the Safari menu where you go to change the Safari pop-up setting contains some other useful settings as well, such as how links are opened, and whether you can see a tab bar when the device is in landscape orientation.
- Other web browsers on your iPhone, such as Mozilla Firefox, Google Chrome and Microsoft Edge, have their own pop-up blocker settings. For each of these browsers you can change the pop-up blocker settings by navigating through the Settings located within the browser itself.
- If you aren’t able to find the Safari or Settings apps because they aren’t on your home screen, you can swipe down anywhere on the home screen and search for the app instead.

#### MOBILE (PHONE/TABLET)

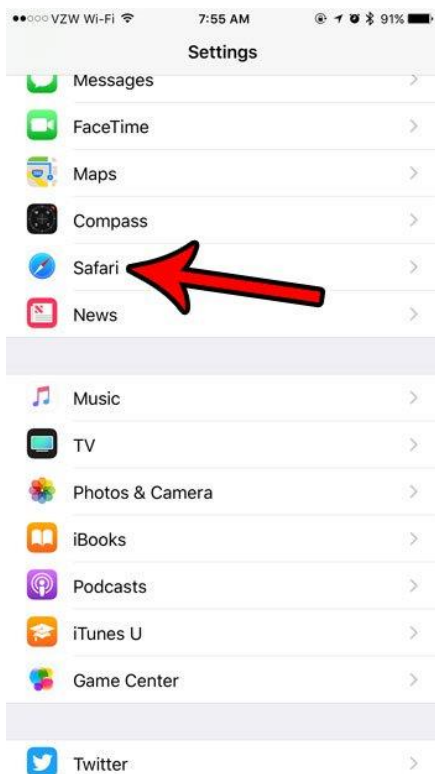
In order to access modules via your mobile device, you will need to enable pop-ups. Steps for Apple iPhones and iPads using Safari, as well as Android devices using Chrome, are below.

#### APPLE IPHONE OR IPAD

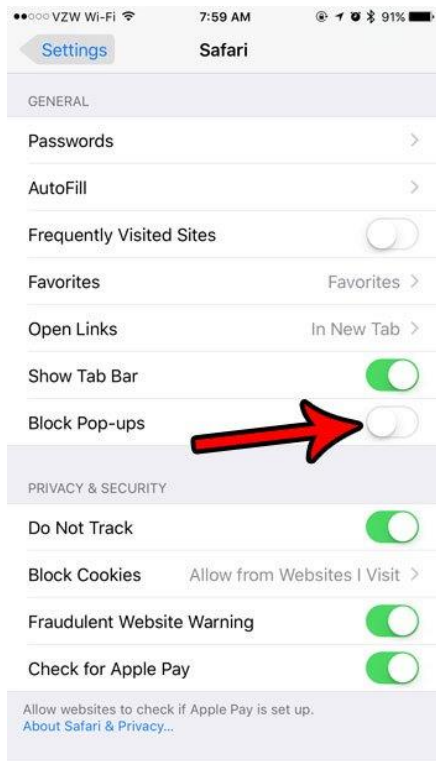
1. Open the Settings app.



2. Scroll down and select the Safari option.





3. Scroll down and tap the switch to the right of “Block Pop-ups.” Note that the button should be in the left position (where the green does not appear) to allow pop-ups to come through. I am allowing pop-ups in the picture below. You can always come back here later and toggle this setting if you would like to block pop-ups again.



Note that this setting will remain unless you go back and adjust the setting again. This means that other webpages you visit be able to display pop-ups until you elect to turn the pop-up blocker back on. And while certain websites will try to display pop-ups for legitimate reasons, others may be more malicious.


## ANDROID DEVICE

Turn pop-ups on or off:

1. On your Android phone or tablet, open the Chrome app .
2. To the right of the address bar, tap the three dots  and then “Settings.”
3. Tap “Site settings” and then “Pop-ups and redirects.”
4. Turn pop-ups and redirects on or off.

Allow pop-ups from a specific site:

Not all pop-ups are ads or spam. Some legitimate websites, such as The Heights, display web content in pop-up windows.

1. On your Android phone or tablet, open the Chrome app .
2. Go to a page where pop-ups are blocked.
3. At the bottom, tap “Always show.”

## COLLEGIATE OFFICER ACCESS ISSUES

For officers to access The Heights, please be sure the officer roster is up to date in Lyre Links. Once an officer is added to her position in Lyre Links, it can take up to 24 hours for her to sync in The Heights.

## NEW MEMBER ACCESS ISSUES

In order for new members to access The Heights, a few steps have to be completed. If all of these steps are not completed, the new member will not be able to access The Heights.

1. She is entered into Lyre Links.
2. She creates her alphachiomega.org account.
3. She signs her Annual Obligations.
4. She waits 24 hours to allow her account to sync.

If a new member reaches out to you and has issues accessing The Heights, you will want to follow these steps:

1. Check the Unclaimed New Members report in Lyre Links (Membership > Reports > Unclaimed New Members). If the new member is in this report, make sure her information is correct and help her set up her alphachiomega.org account.
2. Check the Unsigned Annual Obligations report in Lyre Links (Membership > Reports > Unsigned Annual Obligation Report). If the new member is in this report, make sure she signs her Annual Obligations.

3. Check your Team Dashboard in The Heights to see if the new member's account has synced into The Heights. It can take up to 24 hours for the new members to be synced so if the new member has not shown up as part of your team yet, check again in 24 hours.

If a new member clicks on The Heights button and only a blank white page will load, her account has not yet synced in The Heights. Please have her try again after 24 hours.

### **MEMBER ACCESS ISSUES**

For members to access The Heights, please ensure they have signed their annual obligations for the current academic year AND have allowed 24 hours for her account to sync. Please have her try again after 24 hours.

If a member is still having trouble accessing The Heights after following these steps, email [theheights@alphachiomega.org](mailto:theheights@alphachiomega.org) for support.