



# 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.

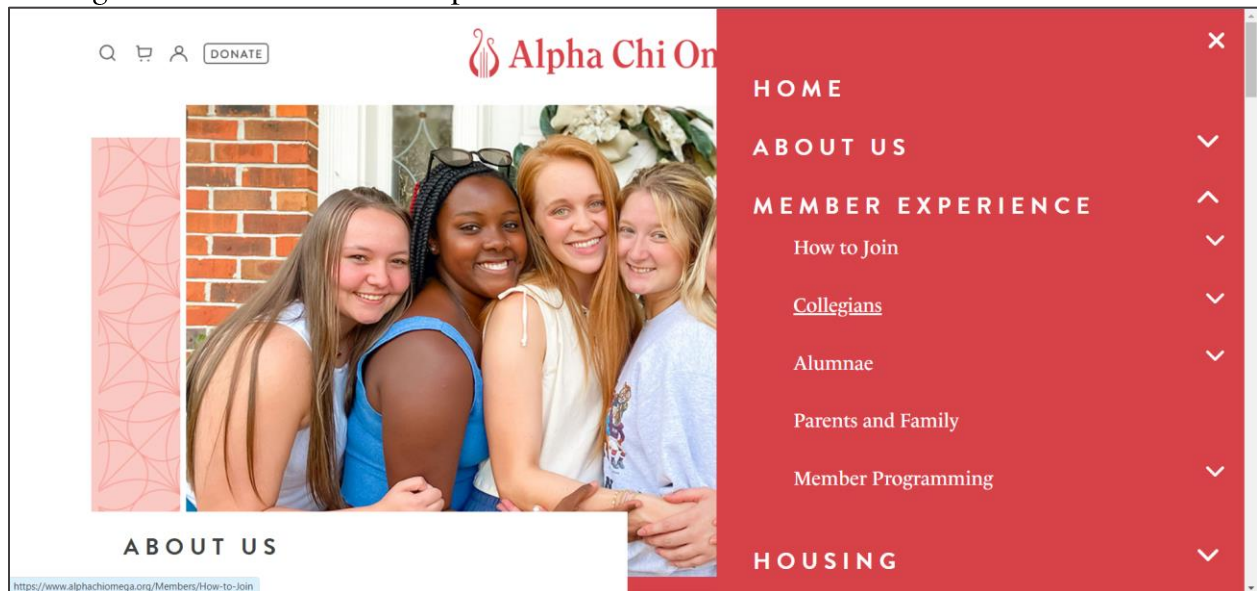
In the event the chapter does not have a VP ID or VP NME or either officer is unable to fulfill this responsibility, the responsibility would fall to the chapter president.

## **HOW TO ACCESS THE HEIGHTS**

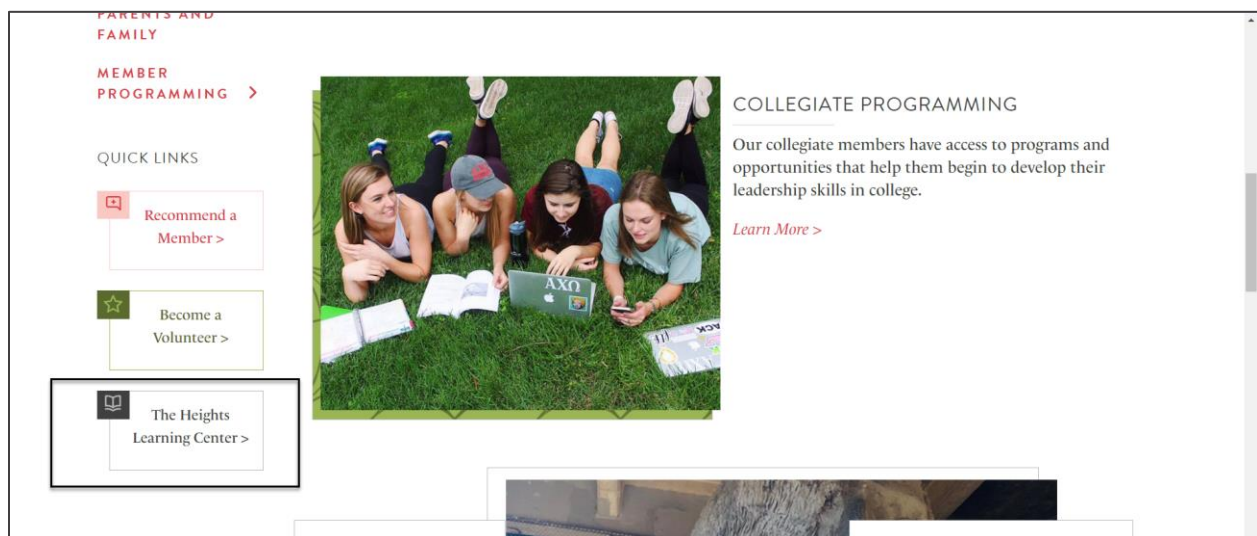
There are a few ways you could navigate to The Heights. The suggested method of navigating to The Heights is discussed first.

## METHOD 1 (SUGGESTED)

1. From the homepage of [alphachiomega.org](http://alphachiomega.org), click the menu on the top right and select “Collegians” under “Member Experience.”

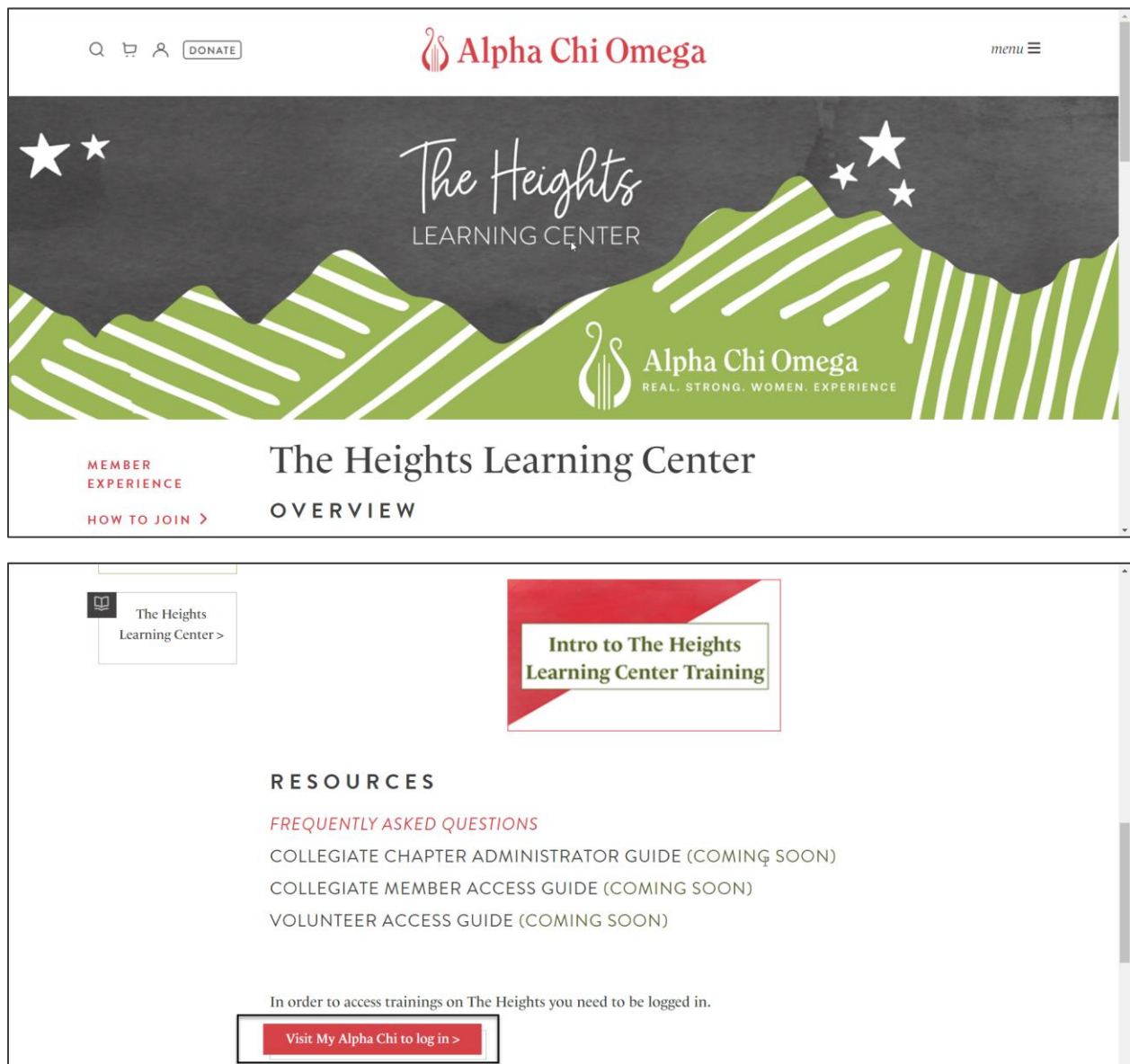


2. Once on that screen, scroll down and select “The Heights Learning Center” from the QUICK LINKS located on the left side of the page.



## 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 screenshot displays the homepage of The Heights Learning Center. The top navigation bar includes a search icon, a shopping cart icon, a user profile icon, a "DONATE" button, the "Alpha Chi Omega" logo, and a "menu" button. The main banner features a stylized mountain range with green and white stripes against a dark background with white stars. The text "The Heights LEARNING CENTER" is prominently displayed in the center of the banner. Below the banner, the "Alpha Chi Omega" logo and tagline "REAL. STRONG. WOMEN. EXPERIENCE" are visible. The page is divided into two main sections. The left section, titled "MEMBER EXPERIENCE", includes a "HOW TO JOIN >" link. The right section, titled "The Heights Learning Center OVERVIEW", contains a "B" icon, a link to "The Heights Learning Center >", a red banner for "Intro to The Heights Learning Center Training", and a "RESOURCES" section. The resources listed are "FREQUENTLY ASKED QUESTIONS", "COLLEGIATE CHAPTER ADMINISTRATOR GUIDE (COMING SOON)", "COLLEGIATE MEMBER ACCESS GUIDE (COMING SOON)", and "VOLUNTEER ACCESS GUIDE (COMING SOON)". At the bottom, a message states "In order to access trainings on The Heights you need to be logged in." and a red button labeled "Visit My Alpha Chi to log in >" is highlighted with a black border.

Alpha Chi Omega

The Heights LEARNING CENTER

Alpha Chi Omega  
REAL. STRONG. WOMEN. EXPERIENCE

MEMBER EXPERIENCE  
HOW TO JOIN >

The Heights Learning Center  
OVERVIEW

The Heights Learning Center >

Intro to The Heights Learning Center Training

RESOURCES

FREQUENTLY ASKED QUESTIONS

COLLEGIATE CHAPTER ADMINISTRATOR GUIDE (COMING SOON)

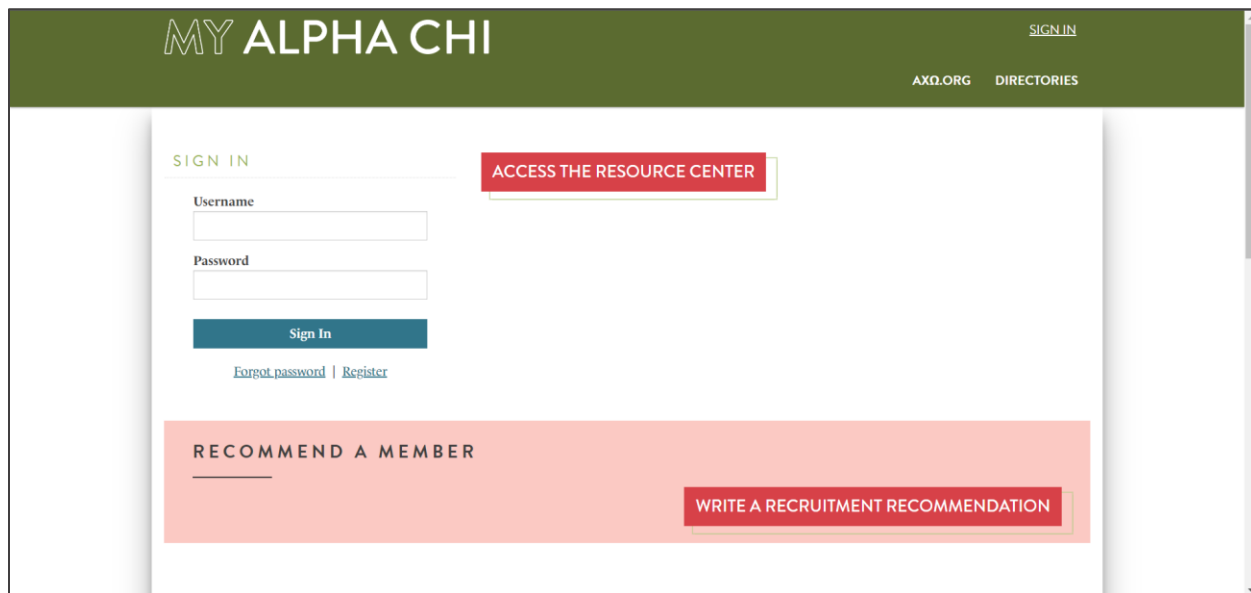
COLLEGIATE MEMBER ACCESS GUIDE (COMING SOON)

VOLUNTEER ACCESS GUIDE (COMING SOON)

In order to access trainings on The Heights you need to be logged in.

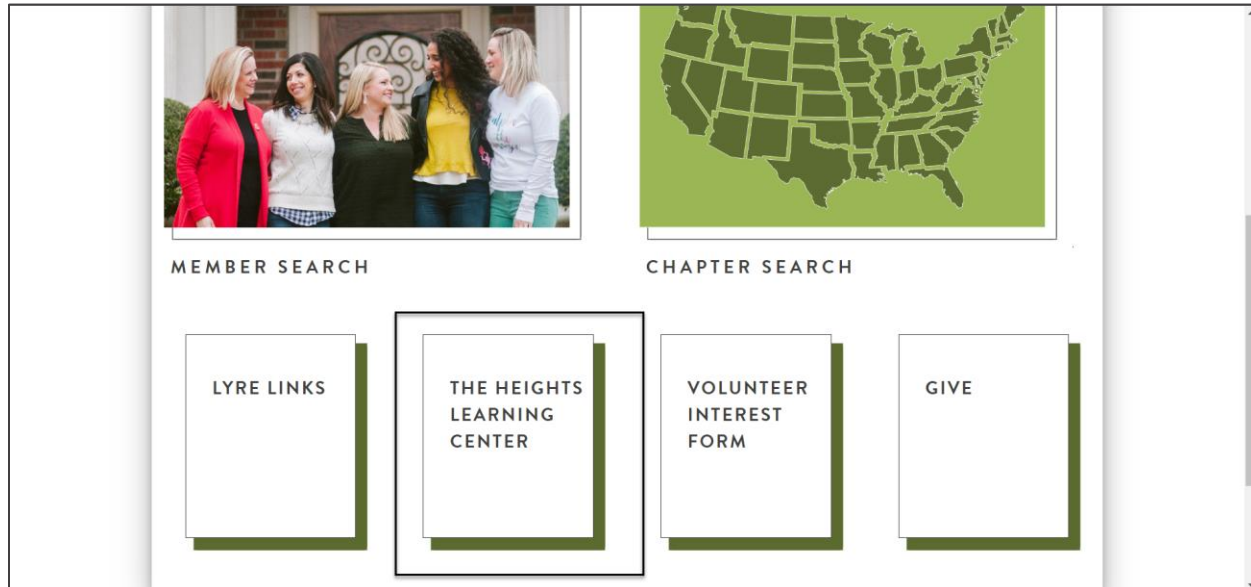
Visit My Alpha Chi to log in >

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



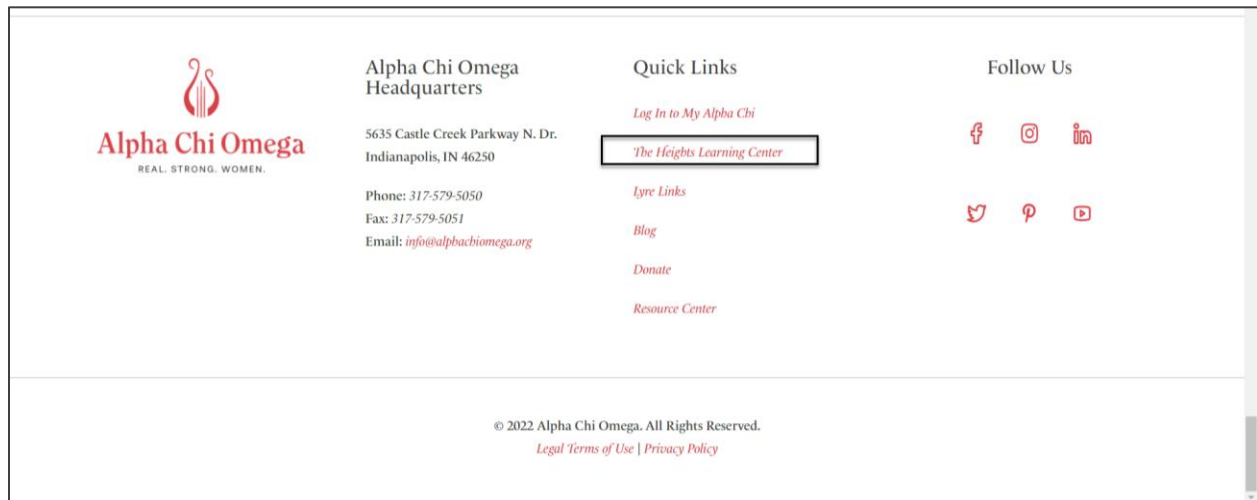
The screenshot shows the MY ALPHA CHI website. At the top, there is a green header with the text "MY ALPHA CHI" on the left and "SIGN IN", "AXO.ORG", and "DIRECTORIES" on the right. Below the header, there is a "SIGN IN" section with a "Username" field, a "Password" field, and a "Sign In" button. To the right of the login fields is a red button that says "ACCESS THE RESOURCE CENTER". Below the login section is a "RECOMMEND A MEMBER" section with a red button that says "WRITE A RECRUITMENT RECOMMENDATION".

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.



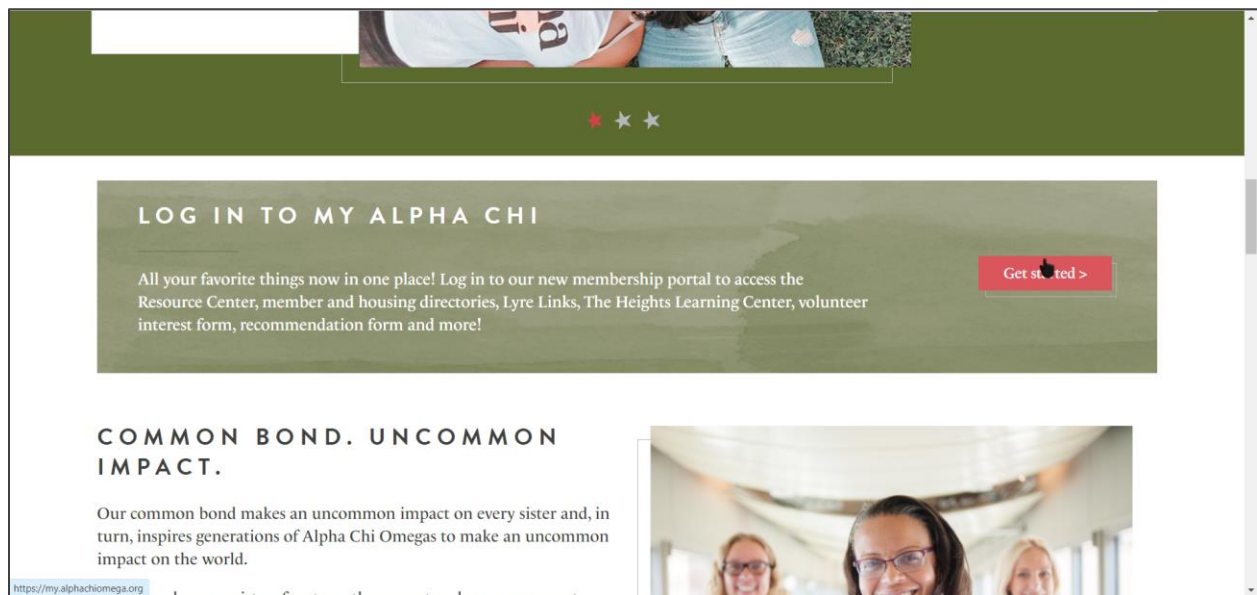
## METHOD 3

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



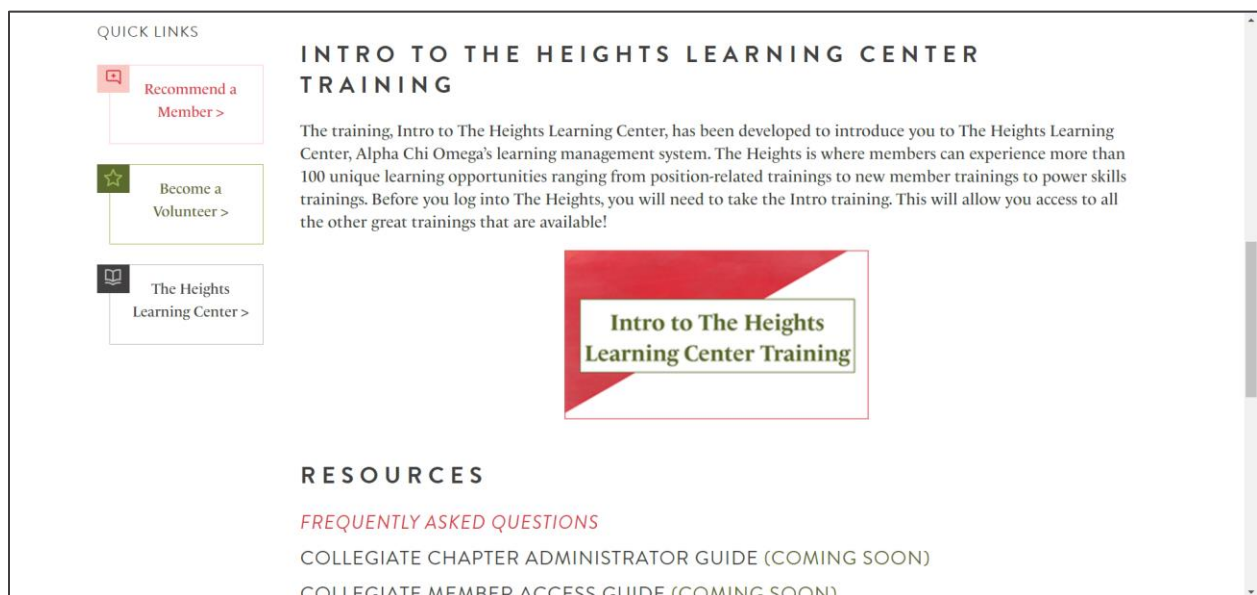


... OR by scrolling down Alpha Chi Omega's homepage until you see the olive box that says, "LOG IN TO MY ALPHA CHI." Click the "Get started" button to be redirected.

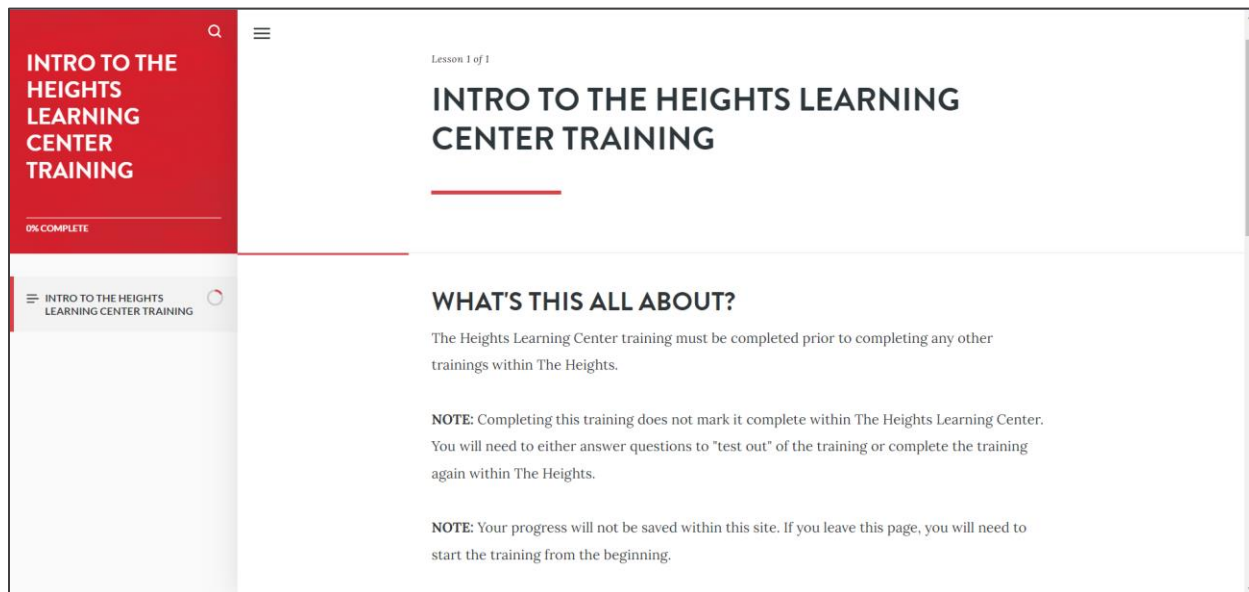


## INTRO TO THE HEIGHTS LEARNING CENTER TRAINING

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.







**\*\*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.



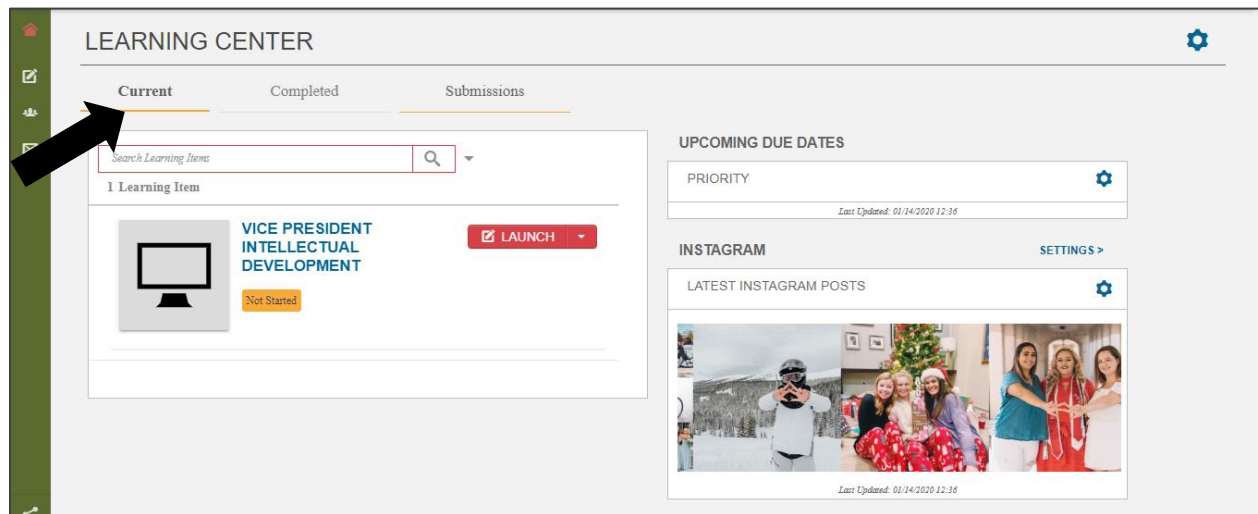
## YOUR LEARNING CENTER

Each training you have been enrolled into 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.

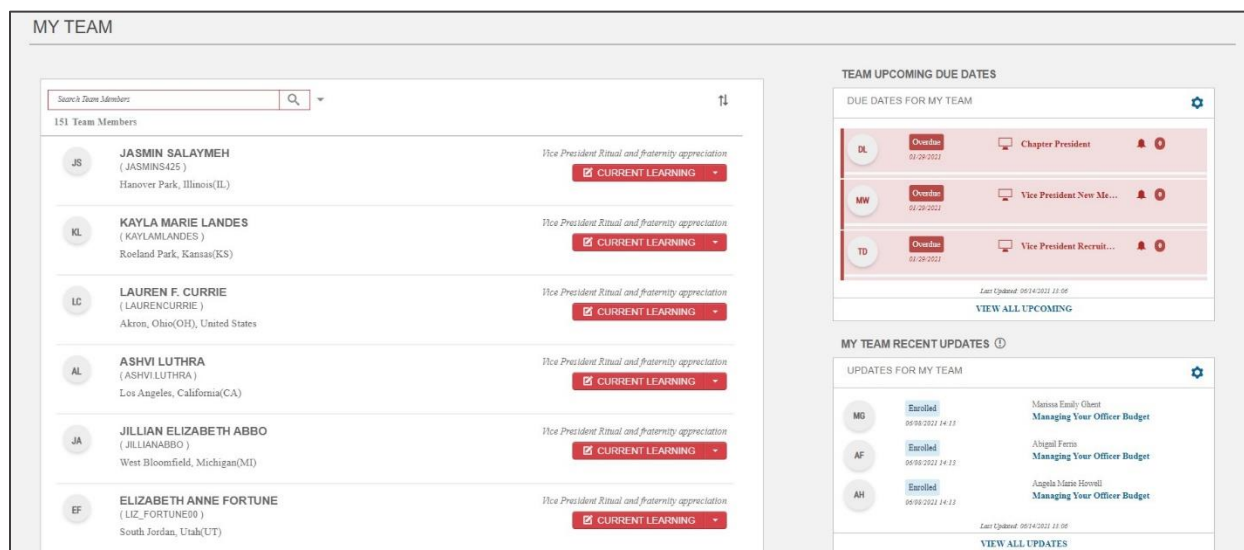
You will also see the Current, Completed and Submissions tabs. These tabs are how you can track your individual trainings. If a training is not started or in progress, it will appear under the Current tab. Once a training is completed, it will move to the Completed tab. At this time, the Submissions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

## The Heights LEARNING CENTER CHAPTER ADMINISTRATOR GUIDE



### 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.

The screenshot shows the 'BROWSE BY' section with a 'CATEGORY' dropdown menu. The 'NEW MEMBERS' category is selected. Below this, the 'FILTER BY' section shows 'ACTIVITY TYPE' with 'Online (96)' selected. The 'CATEGORY' list includes: Power Skills (25), VP Diversity, Equity And Inclusion (20), New Members (18), VP Recruitment (16), VP Recruitment Information (13), VP Chapter Relations And Standards (12), Panhellenic Delegate (12), Chapter President (11), VP Risk Management (11), and VP Facility Operations (10). The main content area displays two training cards. The first card is 'PRACTICING SELF-CARE' with a description: 'Life can be stressful, that's why it is important to prioritize your mental health. The Practicing Self-Care training focuses on the importance of practicing self-care. Learn more about stressors in your life, effective versus ineffective coping and ways to practice self-care that replenish your mind and body.' It has an 'ENROLL' button and a 'Has Prerequisites' section listing 'Intro to The Heights Learning Center'. The second card is 'VOLUNTEER ORIENTATION: VOLUNTEER RESOURCES' with a description: 'Dedication trainings are provided to new members to learn about Alpha Chi Omega. The trainings share who we are as an organization and what binds us together as sisters.' It also has an 'ENROLL' button and a 'Has Prerequisites' section listing 'Intro to The Heights Learning Center'.

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

The screenshot shows the 'BROWSE BY' section with a 'CATEGORY' dropdown menu. The 'NEW MEMBERS' category is selected. Below this, the 'FILTER BY' section shows 'ACTIVITY TYPE' with 'Online (18)' selected. The main content area displays two training cards. The first card is 'DEDICATION 1: MEMBER RESPONSIBILITIES AND EXPECTATIONS' with a description: 'Within the Member Responsibilities and Expectations training, you will learn about key responsibilities of being a member of Alpha Chi Omega including financial expectations and Annual Obligations; how to PACE or promote Alpha Chi Omega every day; and time management strategies including how to balance Alpha Chi Omega and other commitments.' It has an 'ENROLL' button and a 'Has Prerequisites' section listing 'Intro to The Heights Learning Center'. The second card is 'DEDICATION 2: THE FOUNDING STORY OF ALPHA CHI OMEGA' with a description: 'Within the Founding Story of Alpha Chi Omega training, you will learn about Alpha Chi Omega's founding including our seven founders.' It also has an 'ENROLL' button and a 'Has Prerequisites' section listing 'Intro to The Heights Learning Center'.

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](#)

[PANHELLENIC 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.

It looks like there are **no Products or Learning Items** to view just now for your search term "".

You may want to try [a new search](#) or [browse through the catalog](#)?

BROWSE BY

CATEGORY

[BACK TO COLLEGIATE CHAPTER OFFICERS](#)

FILTER BY

ACTIVITY TYPE

☒ Online (7)

Featured **All**


[Browse Catalog](#) > [Collegiate Chapter Officers](#) > [VP Membership Programming](#)

## VP MEMBERSHIP PROGRAMMING

These trainings are recommended for VPs membership programming 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 results


Sort by 14



**INTRO TO THE HEIGHTS LEARNING CENTER**

The Intro to The Heights Learning Center training will take you through the basics of The Heights Learning Center (also referred to as The Heights, for short). You will gain valuable knowledge which will help you navigate the system like an expert.

ENROLL



**VICE PRESIDENT MEMBERSHIP PROGRAMMING**

The Vice President Membership Programming training will take you through the role of the VP MP and some basic responsibilities of the role. This training will provide you with valuable knowledge to help you be successful throughout your term.

ENROLL

Has Prerequisite:

- [Intro to The Heights Learning Center](#)

VP Membership Programming

[VP Finance](#)

[VP Risk Management](#)

[VP Ritual and Fraternity Appreciation](#)

[VP Recruitment](#)

[Chapter President](#)

[VP Philanthropy](#)

[VP Chapter Relations and Standards](#)

[VP Facility Operations](#)

[VP Recruitment Information](#)

[VP New Member Education](#)

[VP Public Relations and Marketing](#)

[VP Membership Programming](#)

[VP Intellectual Development](#)

[Panhellenic Delegate](#)

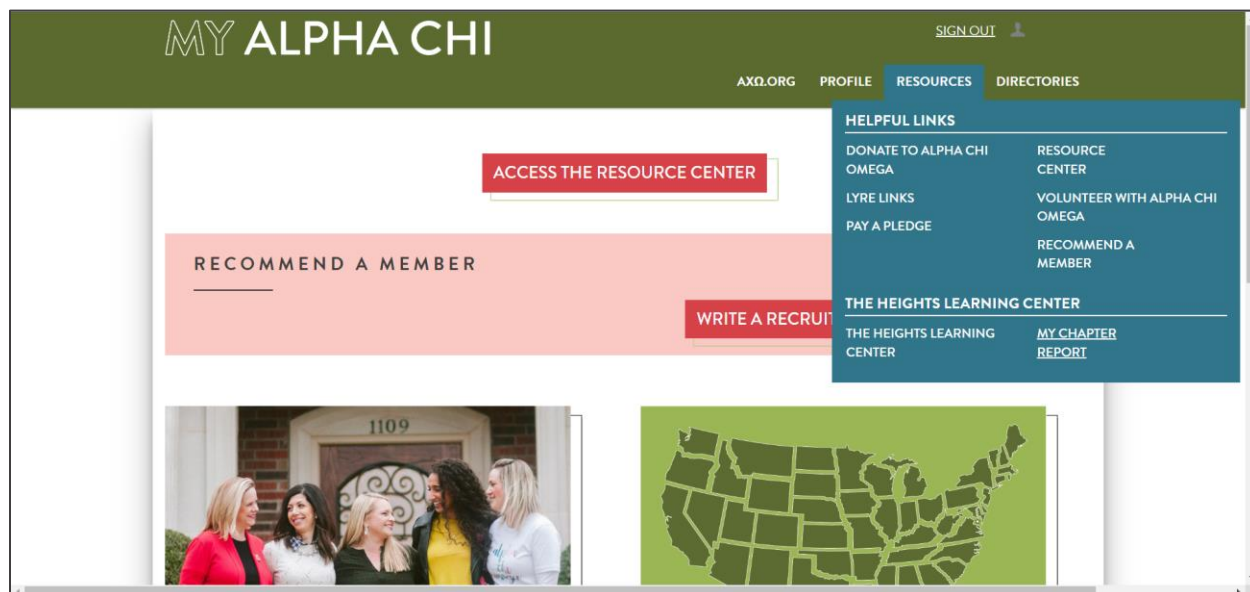
[VP Diversity, Equity and Inclusion](#)

## MY CHAPTER REPORT

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

UPDATED 9.12.2022

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## 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 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 powerskills 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 are 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

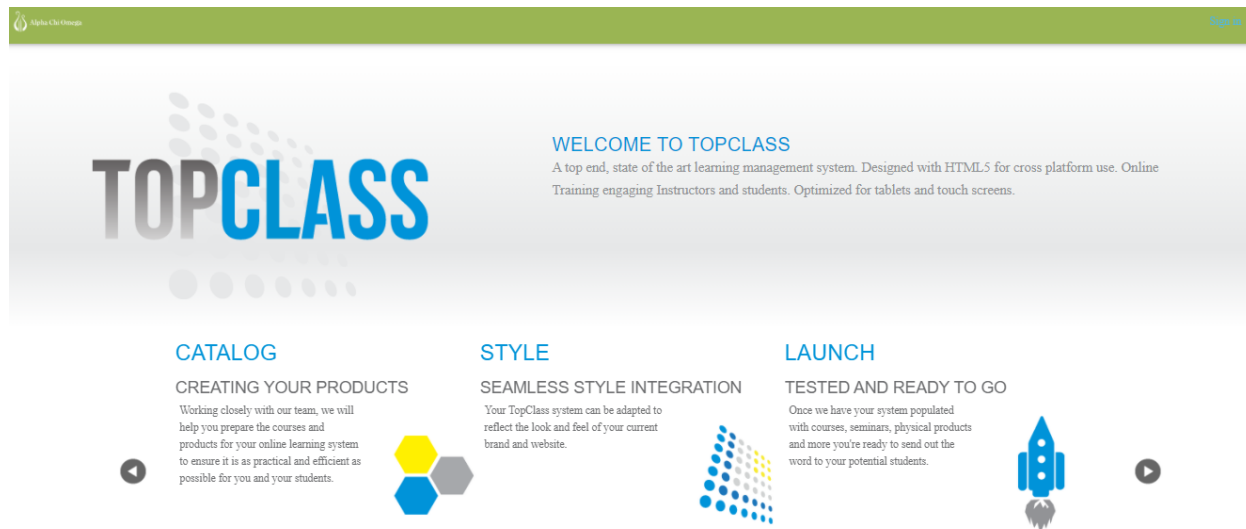


and then



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 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.

## 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

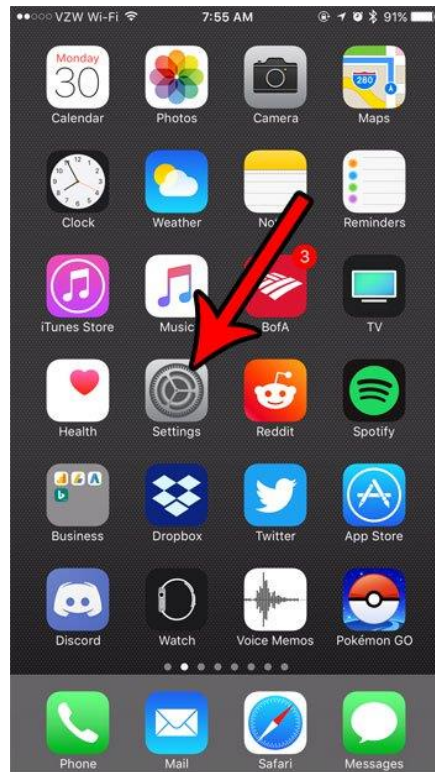
- These steps will also work on an iPad running the most recent versions of iOS, as well as any other iOS device.
- When the pop-up blocker is turned off, pop-up windows will typically open as separate tabs in Safari. To switch from one of these pop-up windows back to the original webpage, you will need 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

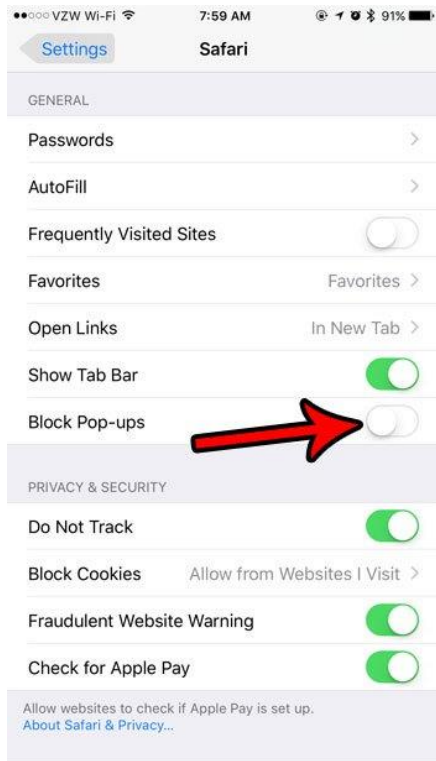
1. Open the Settings app.



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.”

## OFFICER ACCESS ISSUES

In order 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.

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