



Volunteer Support Guide

TABLE OF CONTENTS

INTRODUCTION	3
HOW TO ACCESS THE HEIGHTS	3
INTRO TO THE HEIGHTS LEARNING CENTER TRAINING	8
WHAT TO DO ONCE YOU'RE IN THE HEIGHTS	8
COLLEGIATE CHAPTER ADMINISTRATORS	11
FREQUENTLY ASKED QUESTIONS	12
TROUBLESHOOTING	13

INTRODUCTION

The Heights Learning Center is where Alpha Chi Omegas go to learn. Here, you'll find the volunteer orientation, mental health education, power skills development and volunteer competency trainings. Collegiate volunteers will also find position-specific trainings for collegiate executive board officers that can be utilized in their own learning as they support collegiate officers. These trainings are designed with you in mind and feature engaging, interactive and impactful content to ensure your success as a volunteer and real, strong woman.

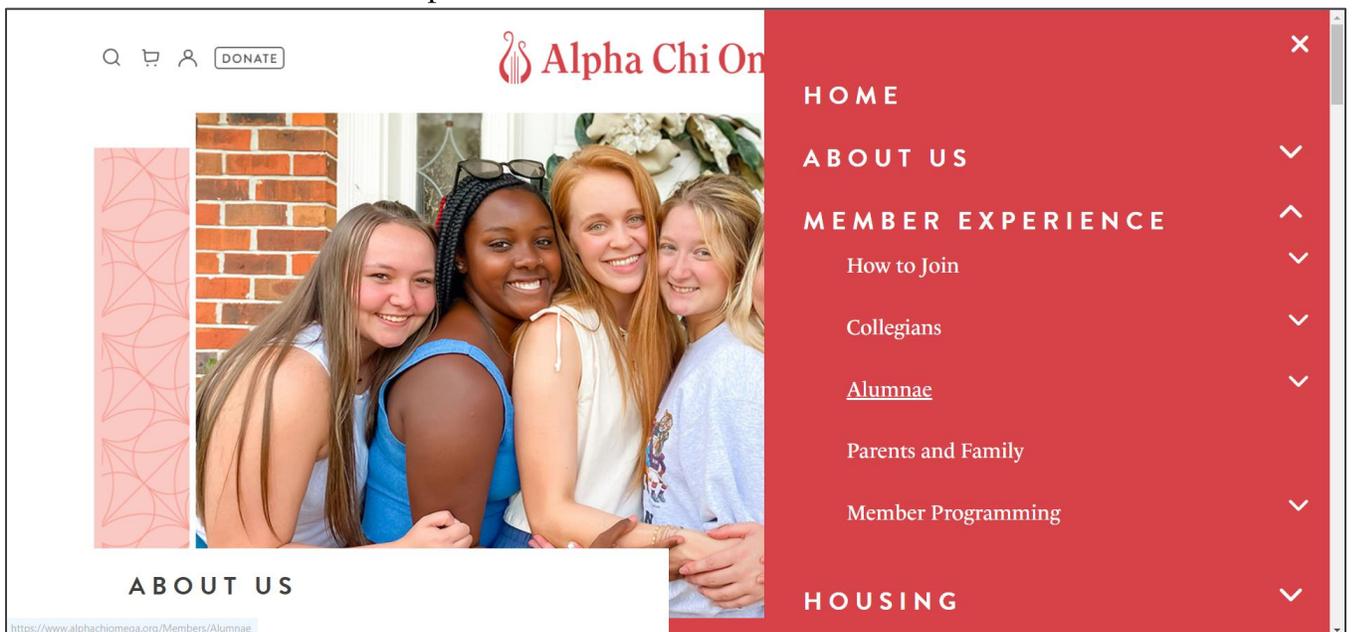
Each training found on The Heights will challenge you to engage with the content and test your knowledge through a variety of learning activities and interaction. Trainings are intentionally crafted to be between 5-8 minutes long and accessible via computer, phone or tablet. This will allow you to learn when your schedule allows.

HOW TO ACCESS THE HEIGHTS

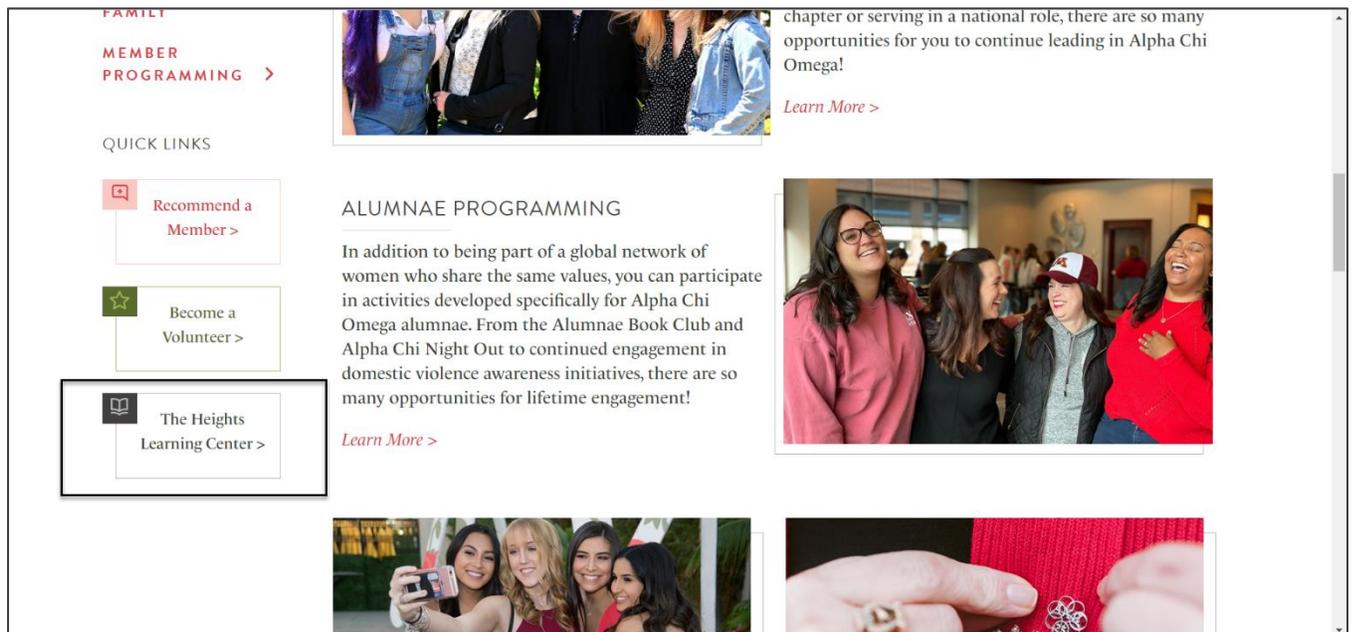
There are a few ways you could navigate to The Heights. The suggested method of navigating to The Heights is discussed first.

METHOD 1 (SUGGESTED)

1. From the homepage of alphachiomega.org, click the menu on the top right and select "Alumnae" under "Member Experience."

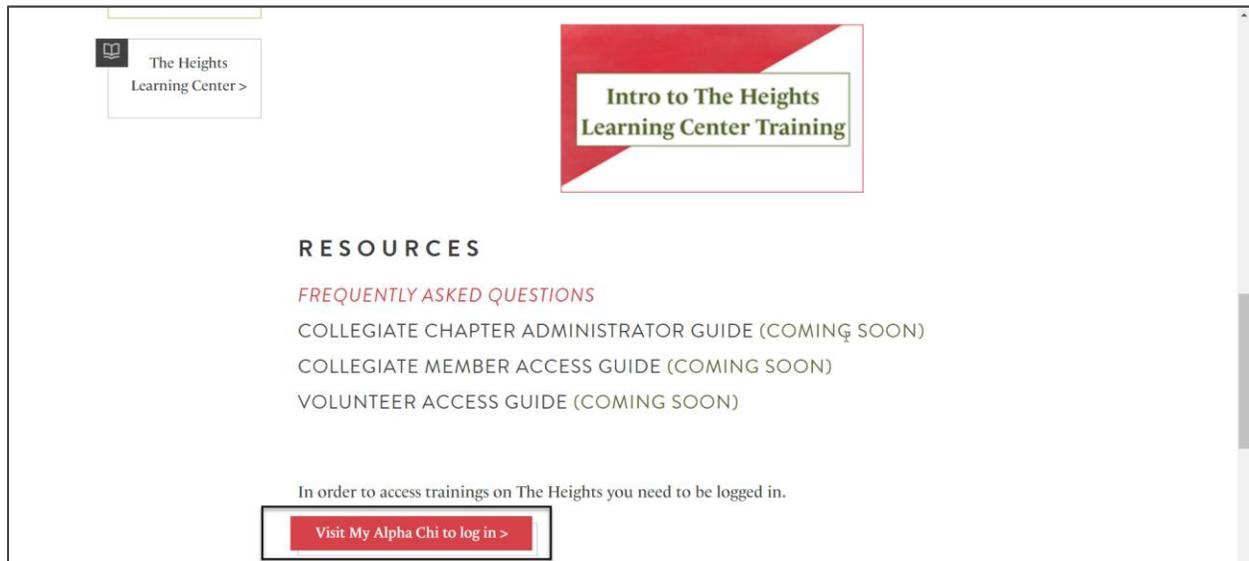


2. Once on that screen, scroll down and select “The Heights Learning Center” from the QUICK LINKS located on the left side of the page.

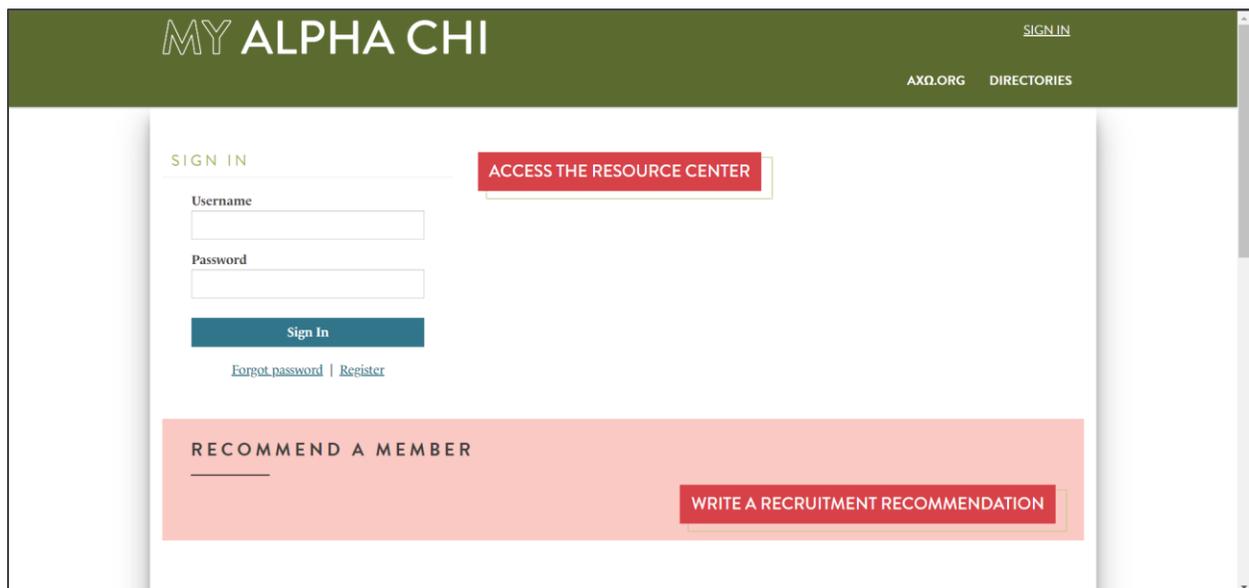


3. Once on The Heights Learning Center page, you will find all the information you need about The Heights Learning Center. To get to The Heights platform, click the “Visit My Alpha Chi to log in” button at the bottom of the page.

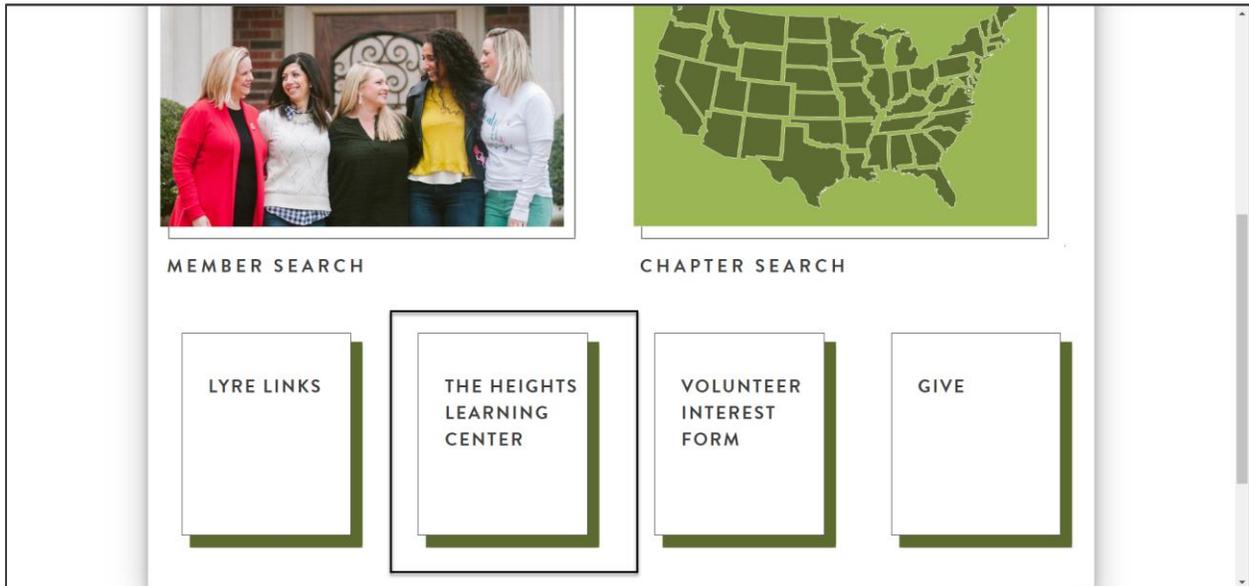




4. You will be redirected to my.alphachiomega.org. Log in with your username and password.

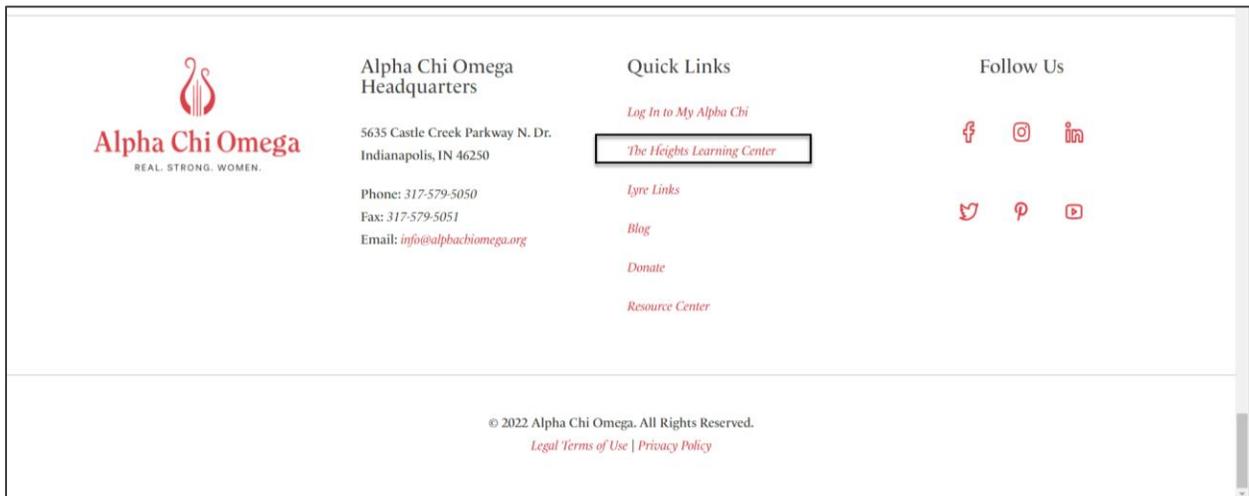


5. After logging in, scroll down to click the box to access The Heights Learning Center.



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.

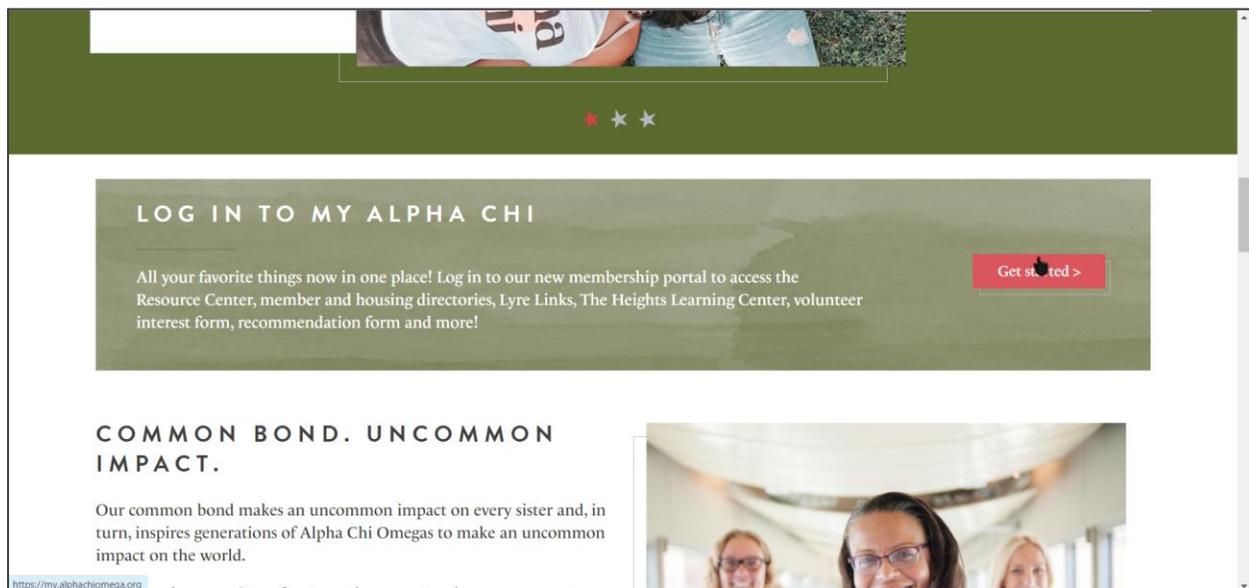


METHOD 3

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.

QUICK LINKS

- Recommend a Member >
- Become a Volunteer >
- The Heights Learning Center >

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!

Intro to The Heights Learning Center Training

RESOURCES

- [FREQUENTLY ASKED QUESTIONS](#)
- [COLLEGIATE CHAPTER ADMINISTRATOR GUIDE \(COMING SOON\)](#)
- [COLLEGIATE MEMBER ACCESS GUIDE \(COMING SOON\)](#)

Lesson 1 of 1

INTRO TO THE HEIGHTS LEARNING CENTER TRAINING

0% COMPLETE

WHAT'S THIS ALL ABOUT?

The Heights Learning Center training must be completed prior to completing any other trainings within The Heights.

NOTE: Completing this training does not mark it complete within The Heights Learning Center. You will need to either answer questions to "test out" of the training or complete the training again within The Heights.

NOTE: Your progress will not be saved within this site. If you leave this page, you will need to start the training from the beginning.

****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.

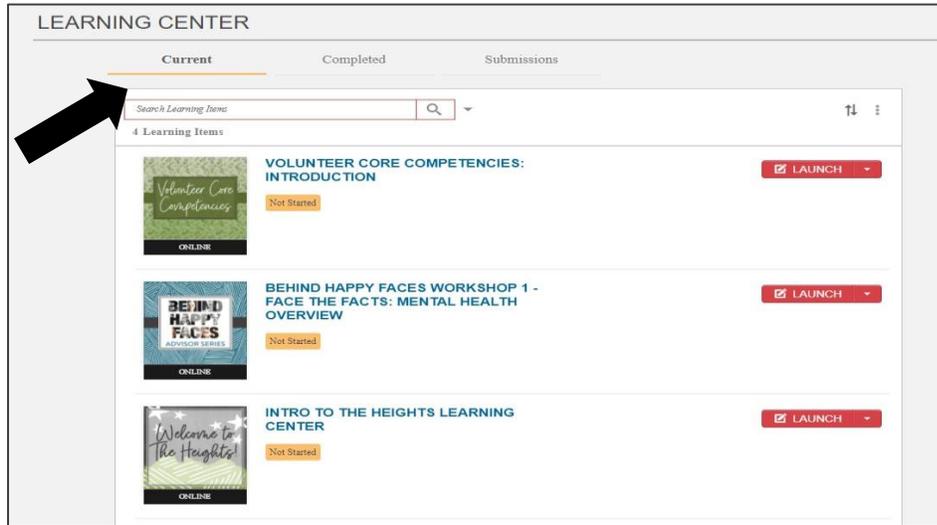


YOUR LEARNING CENTER

Each training you have enrolled into will be in your Learning Center. In addition to tracking training in your Learning Center, you can see upcoming due dates and social media updates from Alpha Chi Omega. If you have not enrolled yourself into a training, you will only see it in the catalog and not your personal learning center.

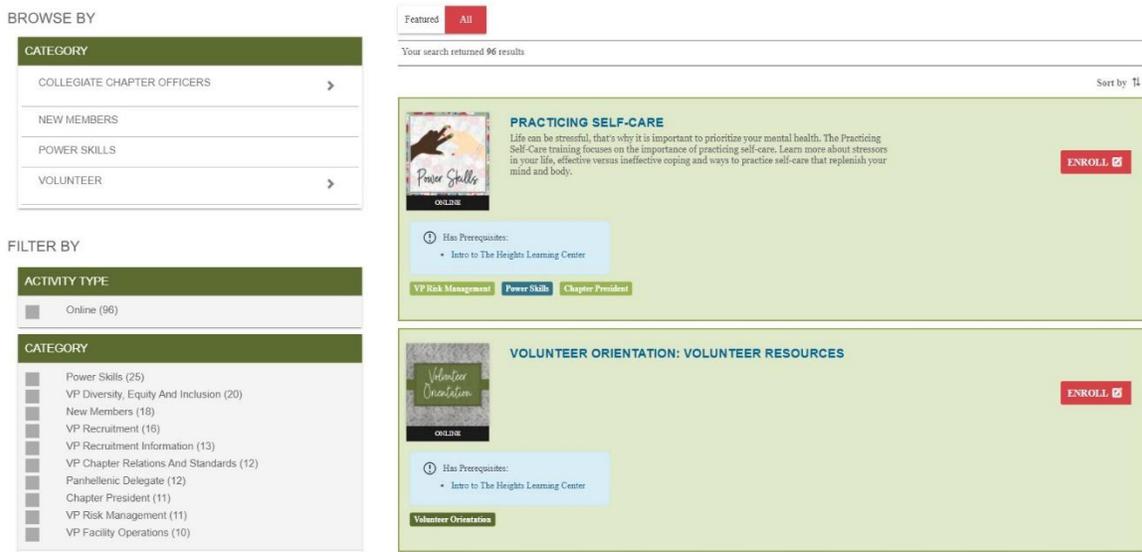
To enroll in a training from the catalog, you will first need to click on  and then  to start.

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



BROWSE CATALOG

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



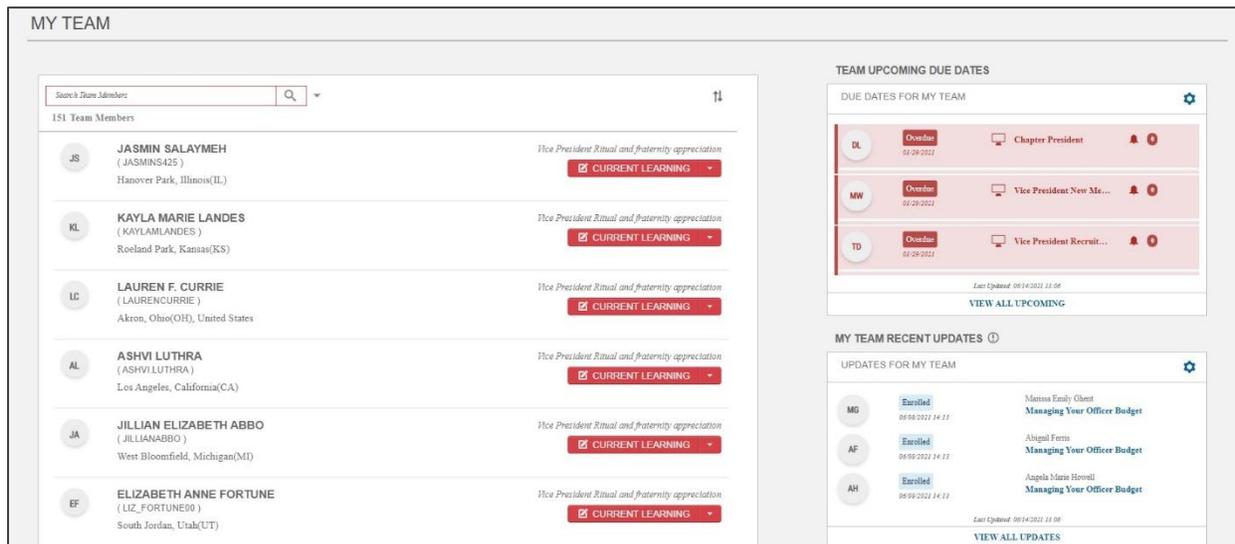
If you click VOLUNTEER under the BROWSE BY menu on the left, you will see all trainings appropriate for volunteers. There are currently three subcategories found here: Behind Happy Faces, Volunteer Competencies and Volunteer Orientation. You can click any of the subcategories on the menu on the left to be taken to those trainings.

If you click POWER SKILLS under the BROWSE BY menu on the left, you will see all the Power Skills trainings – trainings that are focused on the development of soft skills applicable to your role within Alpha Chi Omega and otherwise.



MY TEAM DASHBOARD

If you're a chapter advisor, new chapter development specialist or chapter advancement specialist, you can track the training progress of each member of the chapters you support by using the My Team Dashboard button. *(If you're not a chapter administrator, you won't see this button at all!)* 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.



COLLEGIATE CHAPTER ADMINISTRATORS

If you're a **collegiate chapter volunteer**, you may be providing support to the chapter officers who serve as administrators for The Heights.

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.

All volunteers have access to take trainings within The Heights, but not all will have administrator status. The following roles have administrator status based on their role or roles they support:

- Chapter advisors
- Province collegiate chairs
- Chapter advancement specialists
- New chapter development specialists
- Lead collegiate volunteer specialists (*for the officer they support*)

FREQUENTLY ASKED QUESTIONS

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. The available trainings and modules on The Heights are a part of the Real. Strong. Women.® Experience for our alumnae.

Who is The Heights for?

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

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 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!

Why do I need to go to The Heights?

Accessing The Heights and completing the trainings will help volunteers as they support the development and growth of our members and is a great tool for their own learning!

What trainings do I have access to take?

By clicking on the BROWSE CATALOG button and selecting the VOLUNTEER category button, you can find the entire list of trainings for your role. It is recommended you take all these training to get an introduction to the role and responsibilities of the position along with additional information that will be beneficial to know. To see a list of all trainings currently available, check out the [content directory](#) found on the Alpha Chi Omega website.

What trainings am I supposed to complete as a volunteer?

You will need to complete the Intro to The Heights training on [the Alpha Chi Omega website](#) before being able to access any other trainings. If there are trainings that are required for your role they will be marked as required, but we hope that you complete the recommended trainings as time permits to ensure your success in your volunteer experience.

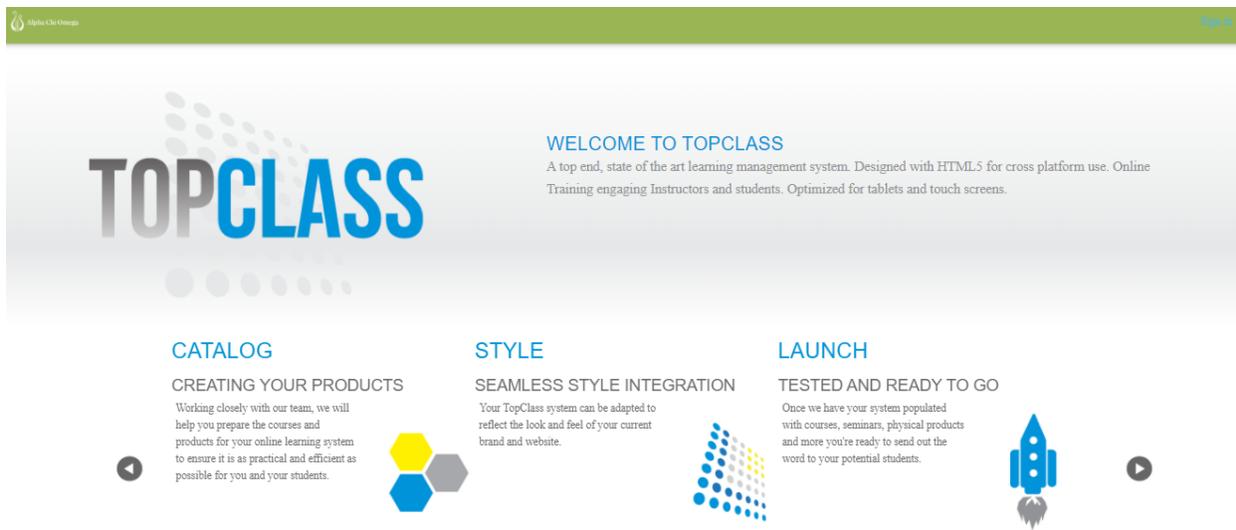
TROUBLESHOOTING

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 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, 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 and click on The Heights button to get access, so bookmark [this page](#) instead.

COMPUTERS

If you are having trouble accessing The Heights from a computer, here are some troubleshooting questions and tips to work through.

1. What browser are you 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 you cleared your cookies in a while? 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 your device. Sometimes, we all need a good restart! Power down the 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.

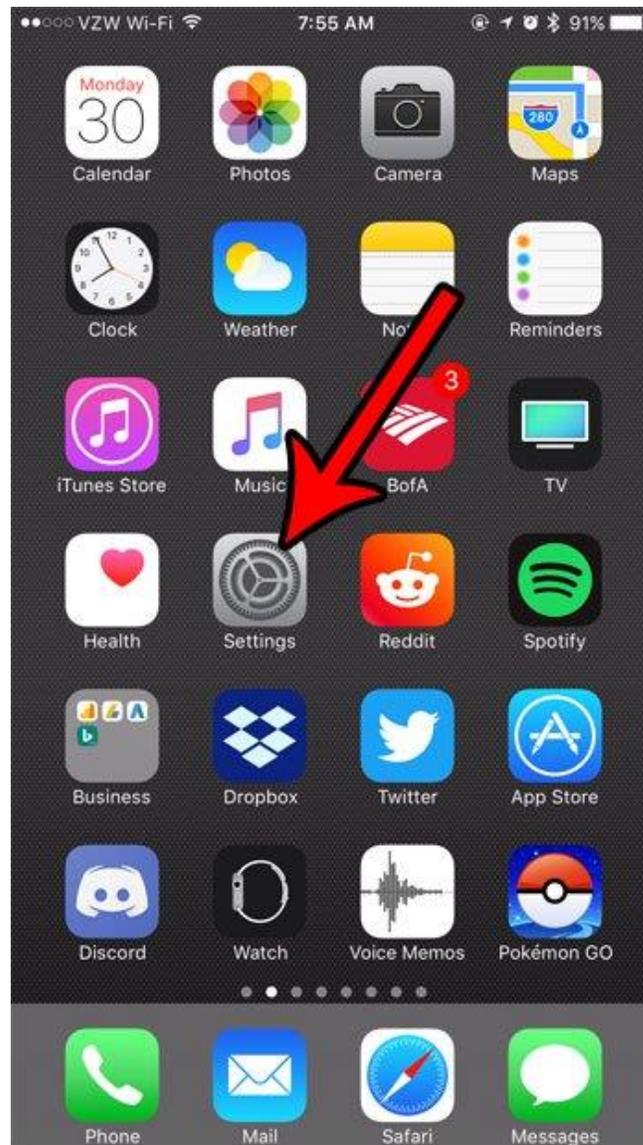
- If you aren't able to find the Safari or Settings apps because they aren't on your home screen, you can swipe down anywhere on the home screen and search for the app instead.

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

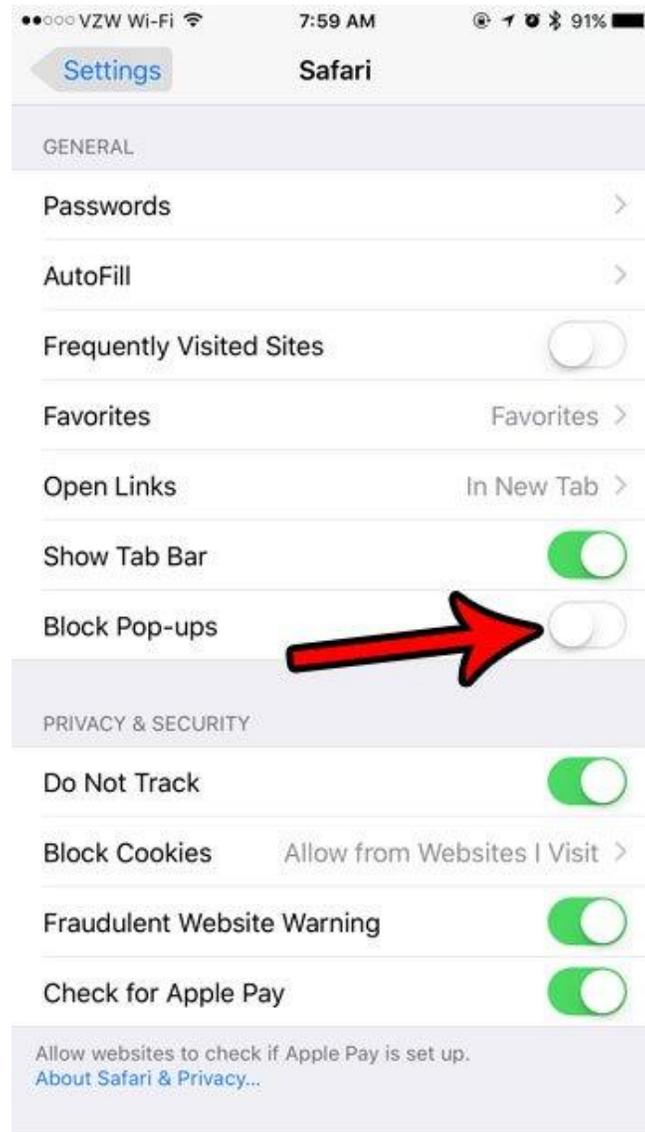
1. Open the Settings app.



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.”

VOLUNTEER ACCESS ISSUES

If you are having issues accessing The Heights, please email theheights@alphachiomega.org.