

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.

WHO IS THE HEIGHTS FOR?

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 and alumnae chapter presidents.

WHY DO I NEED TO GO TO THE HEIGHTS?

The Heights has more than 100 trainings to set you up for success as a collegiate or alumnae new member, volunteer or collegiate chapter officer.

WHAT ARE THE EXPECTATIONS FOR COMPLETING MY ASSIGNED TRAININGS? (DO I HAVE TO DO THIS?)

In order to be prepared for success, the expectation is that you complete your assigned trainings 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 AS A COLLEGIATE CHAPTER OFFICER?

Based on your officer role or if you're a new member, you will be automatically enrolled in the appropriate trainings. When you log in to The Heights, you should see all available content that pertains to your role. You can access trainings either via your Learning Center or by browsing the Content Catalog – both of which are accessible via the red buttons on the top menu bar.

WHO FROM MY COLLEGIATE CHAPTER IS RESPONSIBLE FOR THE MANAGEMENT OF THIS PROCESS FOR US?

As The Heights is a learning management system, your VP intellectual development and VP new member education will be responsible for the management and follow-up for your chapter. They have received additional information and resources about how best to support your chapter through the training process. If you are in these officer roles, check out the Chapter Administrator Guide found on The Heights page of the Alpha Chi Omega website.

WHAT TRAININGS AM I SUPPOSED TO TAKE AS A VOLUNTEER?

You will need to complete the Intro to The Heights training before you can 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.

Volunteers should click on the BROWSE CATALOG button and select the VOLUNTEER category to find the entire list of trainings for each role. It is recommended that volunteers take these trainings to get an introduction to the role and responsibilities of the position along with additional information that will be beneficial to know.

WILL THERE EVER BE CONTENT FOR ANYONE OTHER THAN COLLEGIATE CHAPTER OFFICERS, NEW MEMBERS AND VOLUNTEERS?

Alpha Chi Omega is always looking for ways to help all members seek the heights, and this learning center will be no different! Stay tuned for what we have in store!

WHO DO I CONTACT IF I HAVE CHALLENGES SIGNING IN OR IF I FORGOT 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!