



Officer Support Guide

TROUBLESHOOTING ACCESS ISSUES

If an officer has issues accessing The Heights Learning Center or trainings on The Heights, please confirm the following:

- She is listed under her officer position in Lyre Links.
- She has waited 24 hours since she was added to her position in Lyre Links to allow the system to sync.
- She is accessing The Heights through MyAlphaChi and not a bookmarked link.
- She first clicks on  and then  to start a training rather than clicking on the title of the training.
- She has taken the Intro to The Heights Learning Center training, which is required before she can access any other training.
 - If she has taken the training on alphachiomega.org or if she has previously taken the training, she will still need to enroll in and launch the training in The Heights to take the pre-assessment in order to test out of the training.
- She has allowed pop-ups in her browser.
- She is using the Google Chrome browser.

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 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.

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

For more detailed information on accessing The Heights, allowing pop-ups, using different devices and more, please refer to the [Chapter Administrator Guide](#).

FREQUENTLY ASKED QUESTIONS (AND HOW TO ANSWER THEM)

WHY DO I NEED TO GO TO THE HEIGHTS?

The Heights contains all collegiate chapter officer positional training 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 modules 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 modules via The Heights. Not all modules 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 training to get an introduction to the role and responsibilities of the position along with additional information that will be beneficial to know.

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 team through the training process.

If you have additional questions or need additional assistance with troubleshooting, please reach out to theheights@alphachiomega.org.