



## **Xcelasone Frequently Asked Questions & Troubleshooting**

In accordance with our **Risk Management Philosophy**, Delta Gamma seeks to educate collegians on making empowered choices through new health and well-being initiatives. The Xcelasone program is generously funded by the Delta Gamma Foundation.

### **WHAT IS XCELASONE?**

Xcelasone (Excel-As-One) is an interactive prevention education program that empowers members to make safer, healthier and more compassionate choices. The program covers various educational topics such as hazing prevention, bystander intervention, alcohol awareness, sexual assault prevention, the value of belonging, equity, inclusion and diversity, and mental health awareness.

### **HOW WILL NEW MEMBERS ACCESS THE PROGRAM?**

New members will log into the program with the same email and password used to access their Delta Gamma member account. New members must claim their Delta Gamma accounts first in order to access the program. Please refer to page 28 of the **New Member Pursuit Workbook** for more specific instructions to log into Xcelasone.

### **SHOULD A NEW MEMBER CREATE AN XCELASONE ACCOUNT?**

No, every new member will have an account once they claim their Delta Gamma member login. The new member's Delta Gamma account is synced to Xcelasone. Do not create a new account on the Xcelasone platform.

### **WHAT IF I DO NOT REMEMBER MY DELTA GAMMA MEMBER LOGIN CREDENTIALS?**

You can reset your member login **here**. Please allow 24 hours before attempting to access Xcelasone due to your login credentials updating. If you continue to have issues, please contact **helpdesk@deltagamma.org**.

### **WHAT IS EXPECTED TO BE COMPLETED PRIOR TO INITIATION?**

All new members will be expected to complete all Xcelasone modules in the training library to be eligible for Initiation. The course includes an initial and a final survey that allows new members to share their feedback. These surveys must also be completed. The final module (204) and survey will be locked until all previous modules are completed.

### **WHEN DOES THE XCELASONE PROGRAM NEED TO BE COMPLETED?**

All of the Xcelasone modules and surveys **must be completed seven days prior** to the date of Initiation. This is to allow time for any issue resolutions that may occur during the authorization process.

### **ARE THE INITIAL AND FINAL SURVEY ANONYMOUS?**

All survey responses are anonymous; Delta Gamma will only receive information about our organization as a whole and will not see individual members' names or responses. The survey is required to complete the program.

### **SOME NEW MEMBERS ARE HAVING ISSUES WITH CONTENT OR VIDEOS LOADING CORRECTLY. WHAT SHOULD THEY DO?**

Please refer them to the following troubleshooting methods:

1. Try a different wifi network or LTE – usually this is due to a connection issue
2. Try a different network browser – Google Chrome is preferred
3. Clear your browser Cache and Cookies. **[View this resource for help](#)**
4. If the new member is using their computer, they should try using their cell phone and vice versa

### **WHAT SHOULD I DO IF A NEW MEMBER FINDS ANY OF THE CONTENT TO BE TRIGGERING?**

Modules that cover content related to sexual assault prevention and mental health awareness are eligible for excusal if a new member is uncomfortable or triggered with the content. Please reach out to Assistant Director for Health & Well-Being **[Kollin Fitzpatrick](#)**. This will be managed on a case-by-case basis.

### **HOW WILL OFFICERS MANAGE PROGRESS AND COMPLETION OF THE PROGRAM?**

The vp: member education or director of new members will be able to easily monitor progress and completion via the Xcelasone Progress report in Anchorbase (Member Education > Reports > Xcelasone Progress).

### **A NEW MEMBER HAS PROVEN THEY COMPLETED THE PROGRAM, BUT THE PROGRESS REPORT IS NOT CORRECT. WHAT SHOULD I DO?**

Due to the nature of syncing third party data management platforms to Xcelasone, there are sometimes errors. As long as you are able to confirm with the individual new member they have completed the program, that is ok.

If you have multiple reporting issues, or wish to have the report manually updated, please reach out to Assistant Director for Health & Well-Being **[Kollin Fitzpatrick](#)**.

## **HOW LONG DOES THE PROGRAM TAKE FOR NEW MEMBERS TO COMPLETE?**

Below is an outline of all of the Xcelasone modules and the estimated time to complete each one:

### **Health & Well-Being (100 Series Modules): Approximately 2 hours**

- Alcohol Awareness – How Much Do You Drink? - 11 minutes, 30 seconds
- Alcohol Awareness – Alcohol and Your Body – 15 minutes, 45 seconds
- Alcohol Awareness – When the Party is Over – 17 minutes, 10 seconds
- Hazing Awareness & Prevention for New Members – 28 minutes, 30 seconds
- Bystander Intervention – 12 minutes, 0 seconds
- Sexual Assault Prevention – 17 minutes, 30 seconds
- The Value of Belonging, Equity, Inclusion & Diversity (BEID) – 24 minutes, 30 seconds
- Mental Health Awareness - 4 minutes, 45 seconds

### **Health & Well-Being Scenarios (200 Series Modules): Approximately 25 minutes**

- Hazing Awareness for New Members - Scenarios – 5 minutes, 30 seconds
- Bystander Intervention Scenario – 5 minutes, 40 seconds
- Sexual Assault Prevention Awareness Scenarios – 6 minutes, 20 seconds
- Belonging, Equity, Inclusion & Diversity Awareness Scenarios – 5 minutes, 0 seconds

## **QUESTIONS OR CONCERNS ABOUT THE PROGRAM?**

If you have other questions, please reach out to Assistant Director for Health & Well-Being **Kollin Fitzpatrick**.