OLLI Course Assistant Guidelines

Thank you for volunteering to be a course assistant! Your work is essential to OLLI and the course leader. You help:

- Course leaders make their course a success
- Participants have a positive learning and social experience
- The office manage the delivery of the course
- OLLI interact respectfully with its host sites

Here is a checklist of necessary tasks before, during and after the course. Please print and bring these guidelines with you to class.

**Before the course begins:**

- Office will send you a single, combined roster that includes enrolled and waitlisted members as well as contact information.
- Highlight the names of the waitlisted members on the roster. This will help you at check-in.
- Contact the course leader (CL) by telephone or e-mail before the course begins to:
  - Introduce yourself.
  - Double check that the CL has communicated all AV equipment or copying needs with the office. If not or if they seem uncertain, suggest they call the office (phone number at bottom).
  - Ask if the CL will need to contact course participants between class sessions and if so, discuss how contacts will be made (i.e. by the CL, by the OLLI office or by you).
  - Ask the CL to give you a few minutes at the start of the first class to introduce yourself to the course participants and explain course logistics such as bathroom locations, etc.
  - Ask if the CL would like you to introduce her/him and if so, to provide you with pertinent information.

**During the course:**

- First day of class, arrive 30 minutes early to get set up and oriented; 15 minutes early for subsequent weeks.
  - Introduce yourself to the site contact if one is visibly available. Thank them for use of the facility. Ask if there is anything unique OLLI should know about this site such as instructions concerning the use of the room, equipment, arrangement of furnishings, or parking.
  - Communicate these special instructions to the CL and/or participants.
- Site participants: Sites are offered several seats in the course in exchange for use of their facility. Ask the site for a list of site participants who will be attending the course. Add their names and contact information to the roster for communication and attendance purposes.
- Locate restrooms for direction to participants at first class.
- Position yourself at the entrance to the classroom for attendance-taking.
- Introduce yourself to the CL.

- Start the class: Introduce yourself as the CA and introduce the course leader at the start of the first class. Welcome new OLLI members, explain the location of the rest rooms, and explain any special parking or site rules. Encourage course participants to exchange addresses and phone numbers for carpooling or for socializing outside of class.
  - Ask all participants to return the room as it was at the start of class and push in chairs; each week.
  - Remind participants to silence their cell phones.
- Attendance: Take attendance throughout the course using the roster provided by the office. From your position at the entrance to the classroom, ask for name and check-in members. Do not pass around the roster for self-check in.
  - If the course is very large (i.e. more than 75 course participants), feel free to take a head count weekly and record it as such.
  - If a member checks-in whose name is highlighted (because they are waitlisted, see “Before the course begins” above), inform them that they are waitlisted. (See next bullet.)
  - What to do if a member shows up but is not enrolled? These are strategies that have worked for other OLLI course assistants (turn page over):
There is no waitlist: Ask them to wait at the back of the classroom or in the hallway (whatever makes sense for your space). Tell them you will waive them in if there is a seat available 10-15 minutes into the class. They may have to do this each week.

There is a waitlist and they are on it: Use the same procedure above (wait 10-15 minutes into class ...). Waitlisted members take precedence over non waitlisted members.

There is a waitlist and they are not on it: Same as above but tell them to call the office or send us an email at: olliregb@umn.edu. If the waitlist is not closed, the office will add them. If it is closed, we cannot add them. Waitlisted members take precedence over non-waitlisted members.

- What to do if a member is enrolled but does not show up week 1 and there are others wishing to get in? Email the non-attendee and ask if they intend to participate in this course. Inform them that other members are waiting to get in. If they indicate that they will not be attending, contact the office via email or phone and the office will drop them, register the first member on the waitlist and send you that new registrant’s name. Note: The office knows the order of the waitlist and will handle drop/enroll.

- Here is an example of an email communication to the non-attending member:
  Hello Jane – I am the Course Assistant for “Life Well Lived”. I noticed that you were not in class today. Kindly reply to this email at your earliest convenience and indicate whether or not you plan to attend this course. There are members waitlisted and wishing to participate. Thank you.

- Confidentiality: The roster includes identifying information about course participants to enable you and the CL to conduct OLLI business. Do not share the course roster with anyone other than the CLs as there may be members on the roster who have chosen to keep their personal information private.

- If you know in advance that you will be absent at a particular class session, please ask another course participant to monitor attendance that day in your place.

- Tell the office: Inform the OLLI office immediately of any significant problems (room, equipment, etc.) encountered with the course site, the course leaders and/or registered or unregistered participants.

- Evaluation: Remind course participants near the end of the course to look for and complete the online course comment form after the conclusion of the course.

- Answers to the question: Why are there empty seats in this “full” course?
  - Facility restrictions: The facility has stipulated that OLLI fill fewer seats than are available because it is adversely impacted by a more members.
  - Parking limitations: The facility has limited the class size to ensure adequate parking for their own patrons.
  - Course Leader: All OLLI course leaders specify maximum limits that complement their curriculum and the manner in which they wish to deliver it.

- Return the room as it was at the start of class and push in chairs. This is a courtesy to the site.

After the class:
- Thank the site contact for use of the facility. You may even wish to send them a thank you note.
- Tally up attendance by week and hand write it on your roster. This is important data.
- Highlight the names of members who did not attend the course at all.
- Send your completed roster/attendance sheets to the OLLI Office ASAP: OLLI Office, University of Minnesota, 250 McNamara Alumni Center, 200 Oak Street S.E., Minneapolis, MN 55455
  - These data are used by the Quality Review Team for evaluation purposes.

Best way to communicate with the office:
  Email: olliregb@umn.edu or Call: 612-624-7847

Other tips:
- Identify other CAs in your course and ask for assistance with an issue or situation if you need it. Likewise, offer assistance in other courses if it appears that the CA is overwhelmed.
- If the CL does not do this, remind him/her to repeat a participant’s question before answering it.

Thank you again for volunteering to be a course assistant. It’s volunteers that make OLLI, OLLI!