



California State University at Long Beach

VOLUNTEER INSTRUCTOR HANDBOOK

**DEDICATED TO ALL OLLI VOLUNTEER INSTRUCTORS
PAST, PRESENT, AND FUTURE**

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Volunteer Instructor Handbook

Teaching at OLLI begins with a desire to share your knowledge, skills, and passion with adults over the age of 50 who wish to keep learning and be stimulated by being in a classroom with others eager to learn. OLLI seeks to engage the minds, elevate the spirits, and foster the well-being of its members through a wide range of classes and volunteer opportunities.

Thank you for your interest in teaching a class at OLLI. We value our instructors' time, expense, and efforts that allow CSULB OLLI to offer diverse selections of intellectual and stimulating courses and educational activities.

Classes are usually eight weeks, sometimes fewer, and are offered on a quarterly basis throughout the year. Class days and time periods are subject to change from academic quarter to quarter. They are listed each quarter in our publication called **THE SUN** and on the website along with registration information at **www.csulb.edu/OLLI**.

A **Volunteer Instructor Class Proposal Form** is available online as a preferred method and at the OLLI office. This form is to be completed and submitted approximately eight weeks in advance of the quarter in which you wish to teach.

Proposals are received by the Education Working Group scheduler who will contact prospective instructors for any clarification. It will then be sent to the Education Working Group members for review. If accepted by the majority of members, the class will be included in the schedule.

Classes are held at the CSULB campus and various other local sites. Preference for teaching location, day, and time of class may be indicated on the proposal form but cannot be guaranteed and are subject to the overall scheduling needs of OLLI.

Months for OLLI sessions are:

Fall-Oct./Nov., **Winter**-Jan./Feb., **Spring**-Apr./May, **Summer**-July/Aug.

National OLLI Policy

The organization shall not support or oppose any political party, candidate, or political issue. Class member lists are not to be used for non-OLLI related activities unless consent is given by individual class members. Classes are not to be used to sell or promote products or services, or to generate client lists, but books, DVDs, or informative material may be set out for display. While classes on historical cultures and traditions are welcome, promotion of sectarian points of view are to be avoided. As a volunteer instructor, you are expected to adhere to the National OLLI Policy. Failure to do so may result in the termination of your class.

Class Scheduling Policy

The Education Working Group is responsible for establishing classes and schedules, but they along with class volunteer instructors, need to take the following guidance into account.

OLLI at CSULB strives to provide an interesting, attractive, and diverse set of classes each session. Classes are scheduled to reach as many of our existing members as possible, while also attracting new members. To achieve this objective, **the Education Working Group** seeks the scheduling cooperation of class volunteer instructors. We ask them to remain flexible about days and times, and to understand that the same time slots are not always available from session to session. Scheduling flexibility allows varied offerings and welcomes students we might otherwise miss.

Teaching Adults

Guidelines for class preparation and classroom management

- Set goals and objectives for the class.
- Determine student expectations.
- If the class is in-person, determine the classroom set up. If you make changes, always return to the original set up.
- Begin and end class on time, and be mindful of the 15-minute gap between in-person classes in most locations. Off campus sites have allowed us a specific time for your class, so you must vacate the room at the completion of your class.
- Ask students to silence cell phones and have people step out of the room to accept calls.
- Speak loudly and clearly.
- Use a microphone in campus room HSD 101 to accommodate those using the hearing enhancement system. Ask the office if you need assistance.
- When writing on a whiteboard or easel, write in large letters and read what is written.
- Set a time for Q & A, if appropriate.
- If the class is in person or Hyflex, select a class member to manage the microphones during Q & A, and please repeat the question before answering.
- Creating an inclusive atmosphere is essential. Be flexible, informed, and open to differing perspectives. Validate and respect students' contributions. Issues and differences of opinion should be addressed in a positive and constructive manner.

- If you have any questions about technology issues or any other aspect of class preparation, please reach out to the **Education Working Group** at csulb.oli.ewg@gmail.com, and we will connect you with someone who can help you.

Frequently Asked Questions About Working With OLLI at CSULB

What does it mean to teach for OLLI as an OLLI volunteer instructor?

Teaching for OLLI is more like presenting something that you know about and sharing it with others in an organized and interesting manner.

Will I receive monetary compensation?

No, all OLLI instructors are volunteers. However, you will receive a complimentary one year OLLI membership. Additionally, on days that you teach on campus, you may park in the Foundation Lot for free, using the code that you will receive from the office.

How much input does a volunteer instructor have in the design of the class?

OLLI volunteer instructors have the freedom to design the content of their classes whether they are lecture, discussion, hands-on, or activity based.

What is the age range of OLLI participants?

OLLI participants are 50 years old and up.

What kind of topics are of interest to OLLI participants?

OLLI members are enthusiastic learners with diverse interests. Nearly any topic will attract a portion of OLLI membership. See a copy of **THE SUN** for examples of current classes.

When are classes and special events scheduled?

Classes and special events are scheduled during the day and some evenings from Monday to Saturday.

How far in advance will I receive my class list and location?

Confirmation of the date, time, and location of your class will be provided to you by the OLLI office a few weeks prior to the first class meeting. Once registration begins, you will receive a **link** to your class roster that enables you to see ongoing registration in real time.

If I decide to teach a class, how many sessions am I required to teach?

As the volunteer instructor, you have flexibility in teaching your class. You decide how much time your class needs. For example, the majority of classes are 1 1/2

hour sessions, once a week for two to eight weeks. The only stipulation is that your class sessions fall within the time limits of the term for summer, fall, winter, or spring. A look at a copy of **THE SUN** will show the range of class sessions.

Can I charge a fee in addition to OLLI's class tuition to cover my expenses or have students purchase materials?

Some arts or crafts classes require fees beyond the class tuition to defray the cost of materials. In addition, some academic classes require the purchase of a book or payment for handouts created by the volunteer instructor and reproduced. Additional fees need to be described in the class description and advertised in **THE SUN**.

Do I pay for my own handouts?

If you create your own handouts, an OLLI staff member will make paper copies for you free of charge at the OLLI office. Please allow at least two days for the copies to be made. Consider making electronic handouts that you could distribute by email prior to the class meeting. Remember to use BCC when emailing handouts to your students.

Can I recommend that students buy or read a book for the class?

Yes, this is quite usual for literature or history classes. It is helpful to have the ISBN of the book for ordering purposes and/or the location where the book can be purchased either new or used. However, it must not be a requirement. This should be included in the class description.

Can I teach a class that requires students to have previous experience?

Yes, however the class description needs to alert students that it is not a beginner's class.

Will I receive class participants' feedback?

Yes, an electronic feedback form will be sent to students near the end of the class term. In addition, paper feedback forms are available in the office for students who don't use computers. When the results are tabulated, you will get the responses from your class. You are also welcome to create your own feedback form.

Will I be asked to teach again?

Absolutely. Our volunteer instructors are OLLI's most valuable assets. An **Education Working Group** member will call or email to ask if you are willing to teach again. If you respond positively, then you will be asked, "Do you wish to teach the same class? Do you wish to make changes to the class? Do you wish to teach something else?"

May I have an assistant help me co-teach the class?

Yes, you may want to include biographical data for your assistant on your **Class Proposal Form** to have him or her included in the catalog.

Do I have to read the Class Announcements every week?

Yes, the weekly announcements keep all of our students informed about upcoming events. Rather than taking class time, you may choose to email the announcements to your students when you receive them. Remember to BCC your students if you choose to email the weekly announcements to them.

What do I do in case of illness or emergency?

Contact the OLLI office at **562-985-7685** as soon as possible so students can be notified that the class will be canceled for that day.

What accommodations does OLLI provide?

Many OLLI classes are taught online. If students can't get to campus, and they have a computer, tablet, or smartphone, they can still participate.

The OLLI classroom on CSULB campus has a hearing enhancement system embedded in the ceiling. During a class, it can be used with the headphones we supply or, if a student's hearing aids are compatible, they can connect them directly to the room's sound system.

The OLLI website and class schedule can be read by using text-to-speech devices called Screen Readers. Occasionally there will be a class participant in a Zoom room using a Screen Reader.

Screen readers are assistive software programs that translate the text that is displayed on the computer screen to a speech synthesizer or braille display. It allows users who are blind/low vision to interact with computers and mobile devices. A screen reader is the interface between the computer's operating system, its applications, and the user. The user sends commands by pressing different combinations of keys on the computer keyboard or braille display to instruct the speech synthesizer what to say and to speak automatically when changes occur. The primary software options available include NVDA, JAWS, and VoiceOver.

If, as the instructor, you hear an artificial sounding voice in the background, it may be a screen reader.

In general, if the participant is using blue tooth headphones with their screen reader, the tool's voice will only be heard through the headphones, not into the Zoom room.

Please be understanding and open to the participant's needs, contacting them privately to resolve any issues.

OLLI students with limited vision and who have a CSULB ID card, can apply to the *Bob Murphy Access Center (BMAC)* for a service that transcribes class handouts. For details, see

<https://www.csulb.edu/student-affairs/bob-murphy-access-center>.

Important Contacts and Phone Numbers

CSULB Campus

Campus Police - call **562-985-4101** from a cell phone, **911** from a land line.

OLLI

Office Administrator - call **562-985-8237** or **562-985-7685**.

Executive Director - call **562-985-8732**.

Office Assistant/Tech Support- call **562-985-2398**.

Long Beach Police - call **562-435-6711** for any OLLI class off-campus in Long Beach.

Los Alamitos Police - call **562-594-7232** for an OLLI class off-campus at Los Alamitos Community Center.

What To Do In Classroom Emergencies

It's rare, but a classroom emergency may happen during class, such as when a student or volunteer instructor becomes ill, faints, or is injured.

For an incident on the CSULB campus:

- from a cell phone, call **562-985-4101** for University police.
- from a University phone, call **911**. This will connect you with the University police.
- notify OLLI staff immediately so that person can fill out an incident report. Call **562-985-7685**.

An Automated External Defibrillator (AED) is found in the main HSD hallway between Room 101 and 103.

For an incident elsewhere in Long Beach:

- notify staff at the site, if present.
- from a cell phone, call **562-435-6711** for local police.
- from a phone, call **911** for local police.
- notify OLLI staff immediately at **562-985-7685**.

For an incident at Los Alamitos Community Center in Los Alamitos:

- notify staff at the site, if present.

- call **562-594-7232** for the Los Alamitos Police Department.
- notify OLLI staff immediately at **562-985-7685**.

For an incident at the Alpert Jewish Community Center:

- call the front desk at **562-426-7601**, and they will call **911**.
- notify OLLI staff immediately at **562-985-7685**.

For an incident during a class on Zoom

- If it appears that a student in a Zoom class is in distress and might be having a medical emergency, try calling out to them to get their attention. If they don't respond, call the OLLI office immediately at one of the following numbers:
- Office Administrator - **562-985-8237** or **562-985-7685**
- Office Assistant - **562-985-2398**
- Executive Director - **562-985-8732**.
- Give the name of the student in question and the emergency situation.
- The office staff will have the emergency contact information for the student. The OLLI staff will follow up by contacting the emergency contact and decide the appropriate action including calling 911 if indicated.
- If in the event you are unable to reach anyone at the OLLI office, call **911** and give them whatever information you have for the student: name, email, phone number, and any other identifying information on the individual.
- Please follow up by reporting the incident to the OLLI office at the previously stated numbers above.

Emergency Procedures When There is a Threat to Safety

Emergency intervention is appropriate when there is an immediate or serious threat to public safety:

- when you believe that you or another person is in immediate danger.
- when you believe that the person is about to harm her/himself.
- when you believe that the member is out of control and is disruptive.

Call the appropriate security authorities and alert them to the situation if emergency intervention is needed.

For an incident on the CSULB campus:

- from a cell phone, call **562-985-4101** for University police.
- from a University phone, call **911**. This will go to University Police.
- notify OLLI staff, immediately at **562-985-7685**.

For an incident at Alpert Jewish Community Center:

- contact the front desk at **562-426-7601**, and they will call 911.
- notify OLLI staff immediately at **562-985-7685**.

For an incident elsewhere in Long Beach:

- notify staff onsite, if present.
- call **562-435-6711 or 911** for local police from a cell phone.
- notify OLLI staff immediately at **562-985-7685**.

For an incident at the Los Alamitos Community Center in Los Alamitos:

- notify the Los Alamitos Community Center staff, if present.
- call **562-594-7232** for Los Alamitos Police Department.
- notify OLLI staff immediately at **562-985-7685**.

Other Disruptive Behavior

Lesser and nonemergency interventions should be considered when there is disruptive behavior that does not present an immediate threat.

Mild intervention:

- work with the member informally to resolve the problem and notify an OLLI staff member at **562-985-7685**.

Moderate intervention:

- notify or consult with an OLLI staff member at **562-985-7685**.

What To Do If There Is An Active Shooter On CSULB Campus**Run:**

- if there is an escape path, attempt to evacuate.
- leave your belongings behind, and help others, if possible.
- prevent others from entering the area and call 911 when you are safe.

Hide:

- if you cannot get out safely, you need to hide.
- lock and/or blockade the door and silence your cell phone.
- stay quiet and out of the shooter's view.
- be aware of your surroundings and try not to trap or restrict your options for escape.

Fight:

- as a last resort, and only if your life is in danger, you may need to attempt to incapacitate the shooter.
- work in unison if others are with you. If possible, act with physical aggression and use improvised weapons such as chairs, fire extinguisher, etc.

Online Classes on Zoom

Because OLLI uses the CSULB enterprise version of the Zoom platform we follow these processes when we host class meetings:

- Zoom classes can be initially hosted only by those of our members who have CSULB email accounts.
- The CSULB email holder who schedules a Zoom class, or has a class scheduled for him or her, becomes the class host.

Sometimes volunteer instructors elect to be hosts, and sometimes they have a host assigned to them. If volunteer instructors have experience hosting Zoom sessions, they may choose to make themselves class host. In that case, they may want to have a co-host to help with classroom management.

How to be a Zoom classroom host

- When you volunteer to teach a class on Zoom, you will be asked if you want to host the class.
- If you have a university email account, you might be asked to host a class for a volunteer instructor or for yourself.

Duties of a Zoom classroom host

- Before the class starts, hosts discuss specific class needs with co-hosts, if any.
- Starts the class meeting.
- If the volunteer instructor is not the host, the host admits him or her to the class from the waiting room, then makes the volunteer instructor a co-host.
- If the volunteer instructor is the host, he or she admits the potential co-host into the session and makes him or her co-host.
- Admits students from the waiting room.
- Supports the volunteer instructor during the meeting so the volunteer instructor can concentrate on teaching and not have to manage classroom activities.
- Mutes students, conducts polls, puts students in breakout rooms, shares all kinds of documents and devices, and monitors chat and the class list for student reactions and raised hands.
- Ends the class meeting unless hosting has been turned over to the volunteer instructor or a co-host.
- A host can host only one meeting at a time.

Duties of a co-host

- Admits students from the waiting room.

- Helps with some of the administrative side of Zoom class sessions such as managing students, monitoring chat, or watching for raised hands. Co-hosts are usually assigned jobs by the class host.
- If there are no co-hosts available, hosts can select a capable student to be cohost.
- You can have more than one co-host in a meeting.
- Several co-hosts can be assigned for larger classes to help with classroom management.
- A co-host can end a class session if there is no host available.

Hyflex Classes in Classroom 101

A Hyflex class is a combination of an in-person and a Zoom class. When students sign up for a Hyflex class, which is always labeled in the class schedule, they can attend it either online or in the classroom, depending on which is more convenient for them.

If you are going to teach a Hyflex class

Room 101 has unique software and connections between the room's cameras, monitors, sound system, and computers. Volunteer instructors who are new to Hyflex must contact the OLLI office to make an appointment during the one month break between class sessions. They are to bring whatever software and other equipment or visual aids they plan to use in the classroom for a run-through before the first class to make sure it is compatible with what's in the classroom. It is important that they know what to do to get the class started because there's a good chance that the Hyflex setup may be different from what they have used in the past. Classes will often have an assistant who is present to help. Volunteer instructors who want someone to help with their Hyflex classes can contact the office well in advance to make sure a helper will be available.

When you teach a Hyflex class

You have two separate audiences - those in the classroom with you and those online. As you conduct your class, it is easy to forget the people online because you are looking at the people in front of you as you speak. To help the online students feel included, be sure to stand in front of the camera so they can see you. The ceiling camera is pointed at the lectern, so if you move away from it, your online students can't see you. You can also tell both the classroom and online students if or when you will make time for questions. In the case of questions from students in the classroom, be sure to restate the question and be sure that they use a handheld microphone so that the people in the classroom and online can hear the question. If students online have questions, they can ask them through the Chat feature or by raising their hand, either in person or with a symbol. The co-host will let the volunteer instructor know that there is a question.

About slideshows on Hyflex

Once the slideshow or anything else is shared, your online audience will not be able to see you. If the class is over and your document is still being shared, the online students won't know it's over because all they can see is the last slide. So remember to either stop sharing the slideshow or tell your students the class has ended.

Hyflex Volunteer Instructor checklist

- Conduct a practice session. See above.
- Begin to get ready to start the class by establishing the online connections 10-15 minutes before the scheduled start of the class.
- It's a good idea to give yourself time to make sure everything is working smoothly.
- It's up to you to establish the rules for your class. On the first day, tell students how you are going to take questions. For instance, you can say, "After the fifth slide, I will stop for your questions."
- If you want online students to mute their sound during your lecture, tell them or ask the host or co-host to mute them.
- If you don't want your online students to use the Chat feature, tell them. If you want them to use it, there must be a class helper to monitor Chat because you'll be doing other things.
- If you have class handouts, email copies of relevant material to both in person and online students a day or so before the class starts. Remember to BCC your students when you send emails to them.

Class Feedback Form

Feedback forms are used to offer students the opportunity to comment on class content and to give feedback to the volunteer instructors as well as to the Education Working Group. This form is distributed online, although there is also a paper version. In addition to the class feedback form used by OLLI, volunteer instructors may wish to create their own form to ask specific questions.

OLLI Name and Logo Use

It is the policy of the Osher Lifelong Learning Institute at California State University, Long Beach (OLLI) to comply with Osher Foundation name and logo use guidelines. OLLI agrees to adhere to the Osher Foundation guidelines as a condition of accepting Osher Foundation support. Specifically, OLLI must be identified and presented publicly in all marketing materials, including website, brochures, catalogs, and the like as "Osher Lifelong Learning Institute at California State University, Long Beach," using the Osher Institute and CSULB logos. Our

institute's name may also be abbreviated to “Osher Lifelong Learning Institute at CSULB” or “OLLI at CSULB.”

The OLLI office or any working group leader, volunteer instructor, or other individual who produces a brochure, flier, or any other electronic or paper document related to OLLI at CSULB is responsible for complying with these guidelines. Any questions about the use of the logo can be referred to the Executive Director.

CSULB OLLI Policies

Civility and mutual respect

We take seriously the tradition of maintaining civility and mutual respect among members of the OLLI-CSULB community. As an OLLI volunteer instructor, you are expected to model those behaviors on and off campus. When a member causes disruption of educational, administrative, or other activities, OLLI staff members, class leaders, or volunteer instructors not only need to address issues related to the perceived safety to themselves and others, but inform the OLLI office Executive Director and Office Manager.

Fair Use Doctrine: Copyright Rules

A law of the United States permits limited use of copyrighted materials without first getting permission from the author(s).

Fair use is a set of exemptions to U.S. copyright law that allows copyrighted work to be used for educational purposes, news reporting, and other informational context without payment or permission. It also allows for commentary on a piece of work, and an additional exception for noncommercial work.

Fair use is the right to **copy a portion** of a copyrighted work without permission because your use is for a limited purpose, such as for educational use in a classroom or to comment upon, criticize, or parody the work being sampled.

Conflict of Interest

To prevent conflict of interest issues, OLLI at CSULB has established a policy that prohibits volunteer instructors or other volunteers from materially profiting from OLLI classes or other services. Some examples include, but are not limited to, the following:

- requiring OLLI members to purchase class material such as books or workbooks created or authored by them to participate in their class.
- using an Administration supplied class contact list to advertise merchandise or classes not related to OLLI.
- using an Administration supplied class contact list to solicit donations for a non-OLLI related cause.

Member Information Protection Policy

The personal information our members provide to OLLI staff members and volunteers is a valuable resource that OLLI and any other recipients must protect and use only for purposes anticipated or expressed by the members who have provided it. Such purposes would normally be restricted to communicating information to members on OLLI activities, courses, events, etc. through **THE SUN** and other brochures or announcements produced or authorized by the OLLI Governing Council or its Publications Committee.