

**OLLI COURSE FACILITATOR INSTRUCTIONS – MULTI-FORMAT & REVERSE MULTI-FORMAT COURSES**

<p><b>One Week Before the Course Begins</b></p>	<ul style="list-style-type: none"> <li>• Connect with Zoom Host and instructor to ensure all technology needs are identified and connect with OLLI office staff as needed for special needs (such as showing videos).</li> <li>• Watch for an email from the OLLI office with links to facilitator documents (formerly part of “the folder”). Links to “<b>live</b>” rosters for both Zoom and In Person will be included.             <ul style="list-style-type: none"> <li>○ Print the <b>in person</b> roster and bring it with you to each class, so registrants can check off their attendance when they arrive at class.</li> <li>○ The <b>Zoom</b> roster is for your information only; the Zoom host will record the number of Zoom attendees per session and submit to the OLLI office when the course is complete.</li> </ul> </li> <li>• Tell the instructor the total number registered for the course, both in person and on Zoom.</li> <li>• Obtain the <b>instructor’s cell phone number</b> to avoid last minute mix-ups, changes or issues.</li> </ul>
<p><b>Before the First Class Begins</b></p>	<ul style="list-style-type: none"> <li>• Arrive at least 15-30 minutes prior to the scheduled class start time each week to ensure the room is unlocked, lights are on, seating fits your group size, and the room is a comfortable temperature.</li> <li>• Be aware of emergency procedures and locations of exits and tornado shelters for the location of the course. Know the street address if needed; and if an emergency takes place, when in doubt, call 911.</li> <li>• Check with Zoom host and work together to ensure all equipment/technology is up and operational so that you successfully live stream and manage the course.</li> <li>• Establish a location for in-person participants to indicate attendance on the roster. <i>Tracking in person attendance is important... both how many and who attended!</i></li> <li>• Greet the instructor; help with set up and remind them:             <ul style="list-style-type: none"> <li>○ To allow at least one 5-minute break during the presentation AND to ask participants, especially in a large class, to hold substantive questions for those breaks or the end of the class.</li> <li>○ To occasionally look at the camera to help Zoom participants feel part of the class.</li> <li>○ That the Zoom host will keep an eye on questions coming through chat; ask the instructor how they wish to handle questions (either Zoom host reading questions or instructor reading them off the screen).</li> <li>○ That you will close the class in a timely manner.</li> </ul> </li> <li>• Welcome in person participants; ensure they indicate their attendance on roster.</li> <li>• Consider asking the Zoom host to mute the classroom on the Zoom meeting screen so Zoom attendees do not hear the noise of the in person participants gathering. The Zoom host can use the <b>chat</b> function to welcome Zoom attendees.</li> <li>• When it is time to begin the session, request the attention of in person participants so they stop talking. Ensure the Zoom host has the classroom unmuted and welcome Zoom participants.</li> </ul>
<p><b>Announce on First Day of Class</b></p>	<ul style="list-style-type: none"> <li>• Introduce yourself and enthusiastically explain why OLLI is offering this course.</li> <li>• In small classes, ask any participants attending their first OLLI class to raise their hand, both those in the room and those on Zoom. Note the number in the room and the number on Zoom; welcome them and lead a round of applause.</li> <li>• Remind attendees instructors are VOLUNTEERS and OLLI appreciates their willingness to serve!</li> <li>• Introduce the instructor with a brief bio and comment about the topic of the course. Assist instructor with handouts as needed. <i>Ensure Zoom participants have them as well.</i></li> <li>• Remind Zoom attendees to mute themselves; encourage them to turn off their video and select “speaker view” at the upper right of their screen.</li> </ul>

<p><b>Announce or Handle @ Every Class</b></p>	<p><b>In Person Attendees:</b></p> <ul style="list-style-type: none"> <li>• Remind them to wear OLLI name tags to all classes.</li> <li>• Announce locations of restrooms.</li> <li>• Ask them to silence all cell phones.</li> <li>• Verify that all members signed in on the roster. If they say they are registered and aren't on the roster, add their names to the list, and after the class, call the OLLI office to verify they are registered.</li> <li>• All non-OLLI member guests must complete the <b>Guest Sign In form</b>. Provide the completed form to the OLLI office and call after the class to confirm the OLLI member notified the office of the guest joining the class; all guests must be pre-approved by the office.</li> </ul> <p><b>Zoom Attendees:</b></p> <ul style="list-style-type: none"> <li>• Mute when not speaking.</li> <li>• Type comments and questions into the chat.</li> <li>• Turn videos off to conserve bandwidth.</li> </ul>
<p><b>While Class is in Session</b></p>	<ul style="list-style-type: none"> <li>• Assist Zoom host as needed to monitor chat for questions and obtain replies from instructor.</li> </ul>
<p><b>Last Day of Class</b></p>	<ul style="list-style-type: none"> <li>• Ask members to complete the emailed evaluation form when they receive it. Point out that evaluations include a place to suggest future courses they'd like us to offer; we read these and consider their ideas!</li> <li>• Ask members to get involved with OLLI, like joining a topical curriculum subcommittee to build and plan courses. Contact Jeanette Wellsandt at the OLLI office (<a href="mailto:jwellsandt2@unl.edu">jwellsandt2@unl.edu</a>) to learn more.</li> <li>• Warmly extend a heartfelt thank you to the instructor and mention he/she will receive a free OLLI course. <ul style="list-style-type: none"> <li>○ If you wish to provide a thank-you card, obtain a card/envelope from the OLLI office.</li> <li>○ Otherwise, email a thank you, noting the instructor has a free OLLI course available. Suggested wording for an email thank you is included in your electronic folder email message.</li> </ul> </li> <li>• Return the completed <b>in person roster</b> to the OLLI office within one week of the last day of class. (The roster may be dropped off, mailed hard copy, or a picture of the roster may be emailed.) If you obtained a paper folder, return the envelope to the OLLI office with the roster.</li> <li>• Attendance information (the greatest number of attendees during each session) will be sent to the OLLI office by the Zoom host after the last session of the course.</li> </ul>
<p><b>If Multi-Format Class is Not at HSB 137</b></p>	<ul style="list-style-type: none"> <li>• Connect Jeanette Wellsandt at the OLLI Office (<a href="mailto:jwellsandt2@unl.edu">jwellsandt2@unl.edu</a>) for any additional location-specific instructions.</li> </ul>