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

Before the Course Begins	• **One week before <u>the term</u> begins**, you'll receive an email from the OLLI office with links to facilitator documents (formerly part of the paper "facilitator folder"). Links to **"live" rosters** for both Zoom and in person will be included.
	   o The day before the first class, print the **in-person** roster and bring it to each class, so registrants can indicate attendance.
	   o The **Zoom** roster is for your information only; the Zoom host will record the number of Zoom attendees per session and submit it to the OLLI office when the course is complete.
	• *Two to three weeks before <u>the course</u> begins,* contact the Zoom host and instructor to gather all technology needs; contact the program coordinator regarding special needs (such as showing videos).
	• *One week before the course begins*, tell the instructor:
	   o the total number registered for the course, both in person and on Zoom.
	   o The situation with parking if the course is in OLLI's classroom, Room 137:
	      i. Pick up a permit at the OLLI office, Suite 105, on the first day of class.
	      ii. Take it back to your car and hang it from the rearview mirror, all before class begins.
	• Be sure you have the **instructor's cell phone numbe**r to avoid last minute changes or issues.

Before the First Class Begins	• Arrive at least 15-30 minutes prior to the scheduled class start time each week.
	• Be aware of emergency procedures and locations of exits and tornado shelters. Know the street address. If an emergency takes place, when in doubt, call 911.
	• Work with the Zoom host to ensure all equipment/technology is working properly.
	• Establish a location for in-person participants to indicate attendance on the roster. *Tracking in- person attendance is important… both how many and **who** attended!*
	• Greet the instructor; help with set up and remind them to:
	   o Allow one 5-minute break during the presentation AND ask participants to hold substantive questions for before/after the break or the end of class. Please repeat in-person questions so both Zoom attendees and ALL in the classroom can hear the question.
	   o Occasionally look at the camera to help Zoom participants feel part of the class.
	   o Ask the Zoom host to read questions and comments from the Zoom chat.
	   o End the class promptly at the published time.
	• Welcome in-person participants; ensure they indicate attendance on 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.
	• As people assemble, encourage them to introduce themselves to the people sitting nearby. And introduce yourself to as many people as possible.
	• All guests (non-OLLI members attending one class session) must complete the **Guest Sign In form** which is included in your facilitator folder email. 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. • When class begins, ask for everyone's attention. Ensure the Zoom host has the classroom unmuted.
Announce on the First Day of Class	• Extend a warm welcome to both in-person and Zoom participants. • State your name and explain why OLLI is offering this course. • Mention instructors are VOLUNTEERS and OLLI appreciates their willingness to serve. • Introduce the instructor with a brief bio. • Remind Zoom attendees to mute themselves; encourage them to turn off their video and select "speaker view." (Location of the correct links varies based on device used.)
Announce at Every Class	**In Person Attendees:** • Remind them to wear OLLI name tags to all classes. • Announce locations of restrooms. • Ask them to silence all cell phones. • Request that all questions are asked loudly, to ensure both Zoom attendees AND all in-person attendees in the classroom can hear the question. **Zoom Attendees:** • Mute audio. • Type comments and questions into the Chat. • Turn video off to conserve bandwidth.
While Class is in Session	• Manage classroom dynamics. Minimize side conversations; ensure the instructor is not answering questions during the break (as those on break miss that information); help instructor postpone questions until later if there are so many asked that there isn't enough time to cover content.

Last Day of Class	• Ask members to watch for the emailed course evaluation and complete it. The form includes a place to suggest future courses OLLI might offer; we do read these and consider people's suggestions.
	• Ask members to volunteer with OLLI to help plan courses. Contact Jeanette Wellsandt at the OLLI office (jwellsandt2@unl.edu) to learn more.
	• Warmly extend a heartfelt thank you to the instructor and mention he/she will receive a free OLLI course.
	    o If you wish to provide a thank-you card, obtain a card/envelope from the OLLI office.
	    o 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 facilitator folder email message.
	• Return the completed **in-person roster** to the OLLI office within one week of the last day of class. (The roster may be dropped off or 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.
	• Zoom 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.