

OLLI COURSE FACILITATOR INSTRUCTIONS – ZOOM ONLY COURSES

<p>During Course Development</p>	<p>Advise the instructor about things they should consider in a virtual course, including:</p> <ul style="list-style-type: none"> • Recommend they build in time for questions and comments every 15-20 minutes. • Tell them you will electronically invite the class to submit questions via the chat. You'll monitor questions sent and can ask them on attendees' behalf at the times the instructor has built in. This method has proven more effective than taking questions during a 5-minute break in the middle of the course. • Ask the instructor if they plan to use polls or break out rooms. <ul style="list-style-type: none"> ○ If using polls, have the instructor email polling questions to you ahead of time. Then, send them to the Zoom host (only the Zoom host can create and facilitate polls.) ○ If the instructor wants to use breakout rooms, contact the OLLI office for further instructions. • Contact the assigned Zoom host in advance of the course and provide them any information on instructor expectations and needs. • Obtain the instructor's cell phone number to avoid last minute mix-ups, changes or issues.
<p>Before the Zoom Class Begins</p>	<ul style="list-style-type: none"> • Arrive in the Zoom meeting at least 15 minutes prior to the scheduled start time <i>each week</i>; greet instructor(s) when they arrive. Ensure your microphone is unmuted. • Work through any last-minute details with the instructor and Zoom host. Reminders: <ul style="list-style-type: none"> ○ Pause every 15 to 20 minutes for questions and comments. ○ You'll invite questions via chat and will monitor it for submissions. Ask the instructor if they would like you or the Zoom host to read questions during the Q&A times or if they prefer to read the questions directly from the chat themselves and provide answers. ○ Remind instructors to have PowerPoint slides/video clips/etc. open on their desktop so when they share their screen, the info is already there. ○ Remind instructors if they share a video or video clip, they must click on the boxes to share computer sound and optimize video clip. • Watch for an email from the OLLI office which includes a "live" link to the roster listing Zoom participants. You do not need to take attendance by name, however; <i>the Zoom host will submit the number of attendees per session after the last session of the course</i>. You are receiving the roster so you know how many are registered.
<p>As Participants Join the Zoom Class</p>	<ul style="list-style-type: none"> • Welcome participants, inviting them to turn on video and audio before the course starts. Start a general social conversation amongst the participants. Periodically, as more join, remind them of the course name. • Welcome new members and first time Zoom users. If the group is relatively small, ask new members to unmute and briefly state their name to the group. • When it's time to begin the class, ask participants to: <ul style="list-style-type: none"> ○ Mute themselves. ○ Turn off video to improve bandwidth. ○ Hold substantive questions for a time when the instructor stops for Q & A or type their questions and comments into the chat at any time. The instructor will address them at the breaks they have built into the course. • <i>On the first day</i>, introduce the instructor with a brief bio and comment about the topic. Remind participants the instructor/speaker is a VOLUNTEER and OLLI appreciates their

	<p>willingness to serve!</p> <ul style="list-style-type: none"> On subsequent class days, either remind participants who's teaching the course (if it's the same teacher for each session) or introduce the day's instructor(s) with brief bios.
While the Zoom Class is in Session	<ul style="list-style-type: none"> Coordinate with the Zoom host and, between the two of you, monitor the chat and keep the instructor informed of comments/questions. If requested by the instructor, read the questions and comments so the instructor can respond. Keep an eye on the number of participants throughout the session. The Zoom host will submit the total attendance number to the OLLI office.
At the End of Each Zoom Class	<ul style="list-style-type: none"> Thank everyone for attending. Remind them of next session if course has multiple sessions. Remind participants the Meeting ID and Password for each class are the same as this session. Stay in the Zoom meeting until everyone leaves so you, the Zoom host and instructor can plan for future sessions, address any issues, etc.
At the end of the Last Class of a Zoom Course	<ul style="list-style-type: none"> 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"> If you wish to provide a thank-you card, obtain a card/envelope from the OLLI office. 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. 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! Encourage members to explore ways to get involved with OLLI, such as joining one of the topical curriculum subcommittees to build course ideas/plan classes. Contact Jeanette Wellsandt at the OLLI office (jwellsandt2@unl.edu) if interested in learning more. 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.