



## **Instructor Manual**

### **Welcome**

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. It is through the generosity of your time and talent that our OLLI program can be interesting and dynamic.

Classes of usually eight weeks, sometimes fewer, 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](http://www.csulb.edu/OLLI).

Instructor Class Proposal Forms are available online and at the OLLI office. These forms are to be completed and submitted approximately eight weeks in advance of the quarter in which you wish to teach. Proposals will be reviewed after a committee member contacts potential instructors and if the proposal is accepted, we will discuss scheduling. (See Appendix.) Classes are held at the following locations: CSULB campus, the Alpert Jewish Community Center and various other local area locations. Preference for teaching location, day and time of class may be indicated on the proposal but cannot be guaranteed and are subject to overall scheduling needs of OLLI.

Months for OLLI sessions are: Jan. - Feb., Apr. - May, July - Aug., Oct. - Nov.

### **National OLLI Policy**

The organization shall not support or oppose any political party, candidate or political issue. Class member lists should not be used for non-OLLI related activities unless consent is given by individual class members. Classes should not be used to sell or promote products or services or generate client lists (books, DVDs, information material may be set out for display). While classes on historical cultures and traditions are welcome, promotion of sectarian viewpoints should be avoided.

### **Class Scheduling Policy**

The working groups are responsible for establishing classes and schedules. The working groups and class instructors should take the following guidance into account:

OLLI at CSULB strives to provide an interesting, attractive, and diverse set of classes each session. We schedule classes 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 instructors. We ask class instructors to remain flexible about days and times, and to understand that the same time slots are not always available from session to session. This applies across the board, from the newest instructor to our loyal veterans. Scheduling flexibility allows varied offerings and welcomes students we might otherwise miss.

<b>Contents</b>	<b>Page</b>
National OLLI policy	1
Class scheduling policy	1
Teaching adults: class prep and classroom management	2
Frequently Asked Questions about working with OLLI at CSULB	2
Important contacts and phone numbers	4
What to do in a classroom emergency	4
Emergency procedures when there is a threat to safety	5
Active shooter on campus	6
Online (Zoom) classes	6
Online (Hyflex) classes	7
Class feedback form	8
CSULB OLLI Policies	9-10

### **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 original set up.
- Begin and end class on time, and be mindful of the 15-minute gap between in-person classes in some locations.
- Ask students to silence cell phones; have people step out of the room to accept calls.
- Speak loudly and clearly.
- Use a microphone in campus room HSD 101 so hearing loop users can hear.
- When writing on a white board 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, select a class member to manage the microphones during Q&A, please repeat the question before answering.
- Creating an inclusive atmosphere is essential. Be flexible, informed and open to differing perspectives. Validate and respect participants' contributions. Issues and differences of opinion should be addressed in a positive and constructive manner.

### **Frequently Asked Questions about Working with OLLI at CSULB**

#### ***What does it mean to teach for OLLI or to be an OLLI instructor?***

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

***How much input does an instructor have in the design of the class?***

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

***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 *The Sun* for more examples of current classes.

***What is the age range of OLLI participants?***

Participants are any age from 50 and up.

***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. The class list will be sent to you about one week before class begins.

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

As the instructor, you have flexibility in teaching your class. You decide how much time your class needs. For example: the majority of classes are 1½ 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 (summer, fall, winter or spring). A look at *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 participants purchase materials?***

Some arts or crafts classes require fees beyond the class fee to defray the cost of materials. Also, some academic classes require the purchase of a book or payment for handouts created by the 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?***

You create your own handouts and 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. Or you could consider making electronic handouts, which you could distribute by email.

***Can I recommend that participants 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.

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

Yes. However, the class description needs to alert members 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 will be available in the office for students who don't use computers. When the results are tabulated, you will get the responses from your class.

(See Appendix)

***Will I be asked to teach again?***

Absolutely. Our volunteer instructors are OLLI's most valuable assets. An Education Working Group member will call 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.

***What do I do in case of illness or emergency?***

Contact the OLLI office at 562-985-7685 as soon as possible so the 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 web site and class schedule can be read by using text-to-speech devices. 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 - 562-985-4101 from a cell phone, 911 from a land line.

**OLLI**

Patti LaPlace, Executive Director - 562-985-8732

Rebecca Low, Office Administrator - 562-985-8237 or 562-985-7685

Lee Sianez - Registration 562-985-2398

Long Beach Police (for any OLLI class location in Long Beach) 562-435-2711

Los Alamitos Police (at St Isidore Historical Plaza) - 562-431-2255

Signal Hill Police 562-989-7200

**Classroom Emergencies: student or instructor illness or injury during class**

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

**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 with the University police.)

- Notify OLLI staff immediately so that person can fill out an incident report. Call 562-985-7685.

**Equipment** – Automated External Defibrillator (AED) – in 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 St. Isidore Historical Plaza in Los Alamitos**

- Call 562-431-2255 for the Los Alamitos Police Department
- Notify the St. Isidore staff if present
- Notify OLLI staff immediately at 562-985-7685

**For an incident at the Alpert Jewish Community Center**

- Call 562-426-7601 (front desk) and they will call 911.

**Emergency Procedures when there is a threat to safety**

The following procedures for intervention when there is a threat to public order or safety is to be provided to class leaders and instructors. 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.

In the event of a need for emergency intervention to respond to an immediate or serious threat to public order or safety, call the appropriate security authorities and alert them to the situation:

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 elsewhere in Long Beach

- 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.
- Notify staff onsite if present.

For an incident at Alpert Jewish Community Center, contact the front desk at 562-426-7601

For an incident at St. Isidore Historical Plaza in Los Alamitos

- Call (562) 431-2255 for Los Alamitos Police Department.
- Notify OLLI staff, immediately at (562) 985-7685.
- Notify the St. Isidore staff if present.

For an incident at the Signal Hill Library

- Call (562) 989-7200 for the Signal Hill Police Department.
- Notify OLLI staff, immediately at (562) 985-7685.
- Notify the Signal Hill staff if present.

### **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. Notify an OLLI staff member.

**Moderate intervention:** Notify/consult with an OLLI staff member.

### **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. Act with physical aggression and use improvised weapons (chairs, fire extinguisher, etc.) if able.

### **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 scheduled 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 instructors elect to be hosts and sometimes they have a host assigned to them. If 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 an instructor or for yourself.

### **What a Zoom classroom host does:**

- Before the class starts, hosts discuss specific class needs with co-hosts, if any.
- Starts the class meeting.
- If the instructor is not the host, the host admits him or her to the class from the waiting room, then makes the instructor a co-host.
- If the 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 instructor during the meeting so the 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, monitors chat and the class list for student reactions and raised hands.
- Ends the class meeting (unless hosting has been turned over to the instructor or a co-host).
- A host can only host one meeting at a time.

### **What a co-host can do**

- Admits students from the waiting room.
- Helps with some of the administrative side of Zoom class sessions, such as managing participants, 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 co-host.
- 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 in either one of the two locations, depending on which is most 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. **Instructors who are new to Hyflex must contact the OLLI office to make an appointment during the one-month break between class sessions. They should 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**, and 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're used to. Classes will often have an assistant who is present to help. Instructors who want someone to help with their Hyflex classes should 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 also can 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. If the students in the classroom don't have microphones the people online can't hear the questions. Make sure when students ask a question, that they use a hand-held microphone.

**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 Instructor checklist**

- **Conduct a practice session.** (See above)
- Begin to get ready to start the class (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, you tell students how you are going to take questions, For instance, you can say, "after the fifth slide, I will stop for your questions." Or, if you want online students to mute their sound during your lecture, tell them. And if you want your students not to use the chat feature, tell them. Or 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. You will receive a list of the email addresses of the people who have signed up for your class a few days before your class starts.

### **Class Feedback Form**

Feedback forms are used to offer participants the opportunity to comment on class content and to give feedback to the instructors as well as to the working groups. This form is distributed online, although there is also a paper version. In addition to the class feedback form used by OLLI, instructors may wish to create their own form to ask specific questions. (See appendix.)



## **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, 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 should 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. When a member causes disruption of educational, administrative, or other activities, OLLI staff members, class leaders, or instructors may need to address issues related to the perceived safety to themselves and others. (See appendix.)

### **Fair Use Doctrine: Copyright Rules**

A law of the United States that 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 non-commercial 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. (See appendix.)

### **Conflict of Interest**

To prevent conflict of interest issues, OLLI at CSULB has established a policy that prohibits 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 (i.e., 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. (See appendix.)

**Video and audio recording**

Video and/or audio recording of any OLLI class requires pre-approval and agreement between OLLI (represented by the Executive Director) and the involved instructor(s). The process may be initiated either by OLLI, the instructor, or by a class member who receives preliminary approval of the class leader. The negotiations leading to a written agreement regarding video and/or audio recording should be wide in scope. (See appendix.)

**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. (See appendix.)

**Members' Image use and Opt-Out Policy**

When individuals voluntarily establish membership in OLLI, they implicitly confer upon OLLI the right to use their image in OLLI publications, advertisements, brochures, websites, or social media sites without restriction unless an OLLI member has specifically invoked his or her right to opt-out from such public disclosure of his or her image. (See Appendix.)