

**UNIVERSITY OF UTAH
OSHER LIFELONG LEARNING INSTITUTE**

INSTRUCTOR HANDBOOK

Updated 11/08

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Welcome!

Dear Osher Faculty Member:

The mission of Osher Lifelong Learning Institute (OLLI) at the University of Utah is to provide a curriculum of stimulating learning opportunities and special activities for persons 50 and over. The Institute is possible in large part because wonderful people like you are willing to share your knowledge and experience with our students. Though OLLI offers activities outside of the classroom, it is still the incredible classes that bring new people in and keep people coming back. Because of your skill, creativity and enthusiasm, OLLI not only exists, it thrives.

This booklet contains information that the staff hopes you will find helpful when you teach at OLLI. In addition to this book, please note that the office staff is always willing and eager to help you with any situation that might arise. Don't hesitate to call or stop by. The office is in Annex A on campus, rooms 2163 & 2165, and is open Monday through Friday from 8:30 - 4:30, August through May, and Monday through Thursday, 8:30 - 4:30, June and July. Stop by for a visit or call us at 585-5442.

Thank you for teaching at OLLI. We hope you will enjoy teaching this semester as much as we and the Osher members enjoy having you.

Regards,

Cathy House, Director
Brent Vawdrey, Program Coordinator

How to Make Your Class a Success

Your class will be a success if you deliver a high quality experience to the students; do what you say you will do, when you say you will do it; and communicate with the OLLI office in a timely manner.

Your engagement with OLLI begins with the programming process and ends when the class is complete, class evaluations and billing for any special fee items are delivered to the Osher office, and you have been paid.

The following tables show important items at each phase of the process. The Osher staff is available to assist you in many ways but ultimately you are the primary contact with the student and hold primary responsibility for the success of your class. We are here to assist you in doing that.

Programming – Have you provided?

- | |
|------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Course Proposal form |
| <ul style="list-style-type: none">• Resume |

Contracting – Have you provided?

- | |
|------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Signed contract and new hire paperwork |
|------------------------------------------------------------------------------------------|

Filling Your Class – Have you?

- | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Attended publicity events sponsored by Osher |
| <ul style="list-style-type: none">• Invited eligible people from your community to join Osher |
| <ul style="list-style-type: none">• Informed the office of your community appearances or other events that may be of interest to members |

Prepare for Class – Do you have?

- | |
|-----------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Class handouts/materials |
| <ul style="list-style-type: none">• A syllabus or class outline |
| <ul style="list-style-type: none">• Class roles, evaluations, liability waivers |
| <ul style="list-style-type: none">• Verification of classroom needs with the Osher office |
| <ul style="list-style-type: none">• Your class location and know how to find it and where to park |
| <ul style="list-style-type: none">• Notified the office and students of any necessary information |

During Class – Have you?

- | |
|----------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Arrived at least 15 minutes before class start time |
| <ul style="list-style-type: none">• Touched base with the office to share how the class is going |
| <ul style="list-style-type: none">• Allowed time for students to complete the class evaluations |

After Class – Have you?

- | |
|---------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Returned completed evaluations to the Osher office or the classroom assistant |
| <ul style="list-style-type: none">• Noted how you/we might improve the next class |

Working Together to Make Your Class a Success

Who to Contact

Cathy House, Director: 587-9037; chouse@aoce.utah.edu.

- Curriculum ideas
- Course proposals
- Scheduling
- Enrollment
- Honorarium
- Press inquiries
- Supplemental field trips
- Instructor Privileges
- Program

Brent Vawdrey, Program Coordinator: 585-1441; bvawdrey@aoce.utah.edu

- Letter of Agreement
- Classroom setup
- Class materials
- Class packets – e.g., class rolls, evaluation forms.
- Payroll
- Special fee reimbursement
- Canceling or Rescheduling Classes
- Classroom assistant
- Newsletter articles

Facility staff:

- Classroom and facility issues – e.g., locked doors, temperature, lighting, Multimedia equipment malfunctions

Material Preparation

If you require assistance with copies or making handouts for the first week of class, please email the documents to Brent Vawdrey at bvawdrey@aoce.utah.edu, or bring hard copies to our office no later than three full weeks prior to the start date of your class. Copies and handouts for subsequent classes should be provided at least a week in advance.

Currently, we do not have a copy machine in the Fort Douglas facility. If you need copies on the day of a class, please stop at our administrative offices on your way to class. We will direct you to the copy machine and show you how to operate it. We are located in the Annex building, rooms 2163 and 2165. The Bountiful facility has office equipment and staff on duty to assist you at all times. Be sure to leave enough time for unforeseen issues, such as the copy machine being used by others, copier malfunctions, etc.

If you requested in your proposal that a special fee be assessed to cover the cost of class materials you have the option of producing your copies and/or workbooks through an outside source and submitting receipts to us for reimbursement. An original, itemized receipt is required for reimbursement. We can only reimburse you up to the total amount of the special fee that was charged for your class

If you plan to provide your own handouts or course workbooks, please check the enrollment for your course to determine the quantity of materials needed. We take registrations up to the first day of class, so, unless your class is full, allow for a few potential additional students. You can check enrollment online by going to www.utah.edu. Click on “Students,” followed by “Class Schedules,” the appropriate semester, “AOCE classes,” class category (OSHER) followed by the catalog number and section. It will give you the cap, how many are enrolled and how many seats are available in each section.

Classrooms

Osher Lifelong Learning classes are held at University and non-University locations. The location for your class is determined during the programming process. Please make sure that the classroom will meet the needs of the class before it is scheduled. If we work together and communicate with each other, Osher classes will run smoothly. It is important that you indicate your anticipated classroom needs on the proposal form and confirm them in your “Instructor Needs” form during the contracting process. This will allow Osher staff to schedule an appropriate classroom and to be able to communicate with course locations with enough time to reserve equipment and ensure your class room needs are met.

All classrooms will be set up for you before the start of class to your specification. Should you need to adjust during class please return the room to the condition you found it in.

Should you need assistance with classroom set up or multimedia equipment at the Commander’s House or other nearby facilities in the Fort Douglas area when Osher Lifelong Learning staff is not available, (including for locked classrooms), please call 801-230-6836. Please allow 20 minutes for response. The Bountiful facility and other community facilities have staff on duty to assist you with classroom and facility issues at all times.

You may decide to hold a classroom session at a time or place different from what is advertised in the catalog. You are responsible for alerting all the students to the change, as well as alerting the Osher Lifelong Learning office. It is important for us to know about these changes so we can notify facilities as appropriate, and so we can properly respond to students who call our office. Please be sure that students who may be absent from a class in which you announce changes to class times, location, or syllabus are informed, too. Your classroom assistant can help you with contacting the students.

Regardless of where you are teaching, you are responsible for leaving the room neat and clean upon departure.

- erase all white or blackboards
- throw away any papers or food containers
- clean off desk or table surfaces
- if you've rearranged, put desks/tables back the way you found them
- turn out lights

Class Packets

Class packets include the class rolls and liability forms (if applicable). If you have been assigned a Classroom Assistant, they will be given the classroom packet and you will be provided with an additional class roll. If you have not been assigned a Classroom Assistant, your class packet will be delivered to you in your classroom the first day of class. In either case, an Osher representative will be on hand to ensure your first class goes off without a hitch.

Class Roll, Attendance, Student Registrations

We encourage you to get to know your students by name. To assist you with this we will provide a class roll. A name badge is provided to each student and students are encouraged to wear their badges; it is not mandatory, however.

Working with your Classroom Assistant, please ensure that all students present in the class are on the roll. Taking roll is one way to accomplish that. Taking roll also gives you an opportunity to meet the students. If a non registered student is in your class take their contact information and communicate it to the office. We will contact the student and take care of their registration needs. We need to ensure that all students attending your class are registered. In addition to financial concerns, safety enters into this policy. In the event of an emergency at the facility we need to know who was possibly in the building at the time of the emergency. If your class is a large class, Osher staff or the volunteer class assistant will be on hand to assist with taking roll so as not to detract from class time.

Field Trips

Field Trips can be an important component of the Osher learning experience. To ensure safety of you and your students, compliance with University policies, and a good experience for all, please follow these guidelines:

- Obtain a signed liability waiver from each participant before the start of the field trip. Return completed forms to the Osher office upon completion of the trip.
- Inform the students of University policy regarding the use of personal vehicles and carpooling:
 - Carpooling is at your own risk. Please ensure the vehicle in which you choose to ride is safe and properly insured and that you trust the driver. If you choose to accept a ride or to provide rides to others, please be advised of the following University policy regarding insurance:

The University does not provide primary automobile liability or personal injury protection coverage for personal vehicles driven by University employees, authorized volunteers or students, even if the driver is engaged in conducting University business. If an accident does occur while conducting University business, those affected should fill out the Incident/Accident Report form. Fax the completed form to Risk Management at 801-581-7541.

- Ensure that adequate personnel are on hand to handle the activity and keep the group safe throughout the field trip.

Class and Instructor Evaluations

Evaluation forms will be made available in week 5 of the term. Your Classroom Assistant can distribute the forms to students, collect them and return them to the Osher office. If you have not been assigned a Classroom Assistant, please administer the evaluations on your own. At the end of the last class, allow about 10 minutes and leave the room while the students complete the evaluations. Ask the students to leave the completed evaluations in a central location in the classroom. Once all of the students have left, review the evaluations, copy them if you wish, and return the originals to Annex 2163 (mail or deliver). Evaluation forms are due in the office within 1 week of course completion.

Student Interface

Continuing Education handles all of the student registrations, collection of tuition and special fees, and records management. We also provide rolls and student contact information to facilitate your interface with the students.

You are responsible to contact the student in the event of class rescheduling or other class specific issues. We will provide contact information at the beginning of the class. If you need contact info during the term please ask your classroom assistant or contact the office. Remember that Utah law prohibits the use of student mailing lists or class rosters for dissemination of material of any kind that is unrelated to University business. Use this information responsibly.

From time to time you may be approached by a student about joining your class. This happens most often when a class is full. **Please refer all such requests to the Osher office.** We maintain wait lists and process students in order. Although students are disappointed when they get closed out of a class they generally understand. However if they feel they were closed out unfairly it reflects poorly on the program.

Canceling or Rescheduling Classes

If circumstances beyond your control prevent you from teaching a class as scheduled, consideration may be given for rescheduling or canceling the class. Generally this should be done only in extreme situations as attendance usually suffers as a result of changes. Please call the office to discuss your specific situation and options. As many of your

students have busy lives, contacting them at the last minute runs the risk of someone not getting notified. Please give as much advance notice as possible. Also keep in mind that all students are not present in all classes. Please note any students absent when you make announcements and contact them after class to be sure they are properly informed. Your classroom assistant can assist you with this upon request. Although email addresses are noted on the form it is not a recommended method of communication, especially for time sensitive matters, as many student do not check their email frequently.

Cancellation of Classes due to Weather:

In case of severe storm conditions, please listen to your local radio station for storm cancellation announcements. If the University closes, OLLI classes are cancelled. If the University remains open so does our OLLI. Every attempt will be made to leave a message on the main Osher line (585-5442) regarding closures.

Full Classes/ Wait Lists/ Opening New Sections

During the programming process, minimum and maximum enrollments were established. If class registrations are below the minimum, the class may be canceled. The Osher office will notify you no later than the day before the first class and in most cases we will contact you the week prior. You can contact the office at any time to check current enrollment numbers. You can also check this information online by going to www.utah.edu. Click on "Students," followed by "Class Schedules," the appropriate semester, "AOCE classes," class category (OSHER) followed by the catalog number and section. It will give you the cap, how many are enrolled and how many seats are available in each section.

When enrollment reaches the maximum, the class is automatically closed and no more registrations are taken. Students who call to register are put on wait lists. Depending on the class and other factors, additional sections can be opened or students can be contacted the next time the class is offered. These decisions are made on a case by case basis.

Payroll/Special Fee Reimbursement

Reimbursement for your time is processed through the regular University payroll system. We will set you up in the system as an instructor using the personal information you provide during the contracting process.

Payroll is processed once all sessions of the class are completed. The payroll authorizations we submit are processed along with regular University payroll twice per month. Barring any unforeseen circumstances, classes ending in the period between the 1st and the 15th of the month are paid on the 7th of the following month, and classes ending in the period between the 16th and the 31st of the month are paid on the 22nd of the following month. This means you can expect payment between three and five weeks after your class ends.

The University's Payroll office has implemented a mandatory direct deposit policy for all University employees. Complete the form and **attach a voided check** for each checking account you list. If you wish to divide your payment between a checking and a savings

account, include a voided check for your checking account **and** a voided deposit slip for your savings account. To authorize direct deposit of payroll, you can submit an authorization form to the Osher Lifelong Learning office. You can find the form at: www.hr.utah.edu/forms/lib/DirectDepositForm.pdf. Fill out the form and return to the Osher office at 1901 E South Campus Drive, SLC, UT 84112, rm 1215.

Special fees are designed to cover the cost of class materials. Generally the office will order or produce your materials for you. In some cases you may have out-of-pocket expenses associated with a class. We can provide reimbursement to you for your out of pocket expenses associated with the class. To be eligible for reimbursement you must:

- Request that a special fee be assessed during the programming process.
- Request a fee adequate to cover the expenses as **reimbursement can be made only up to the amount collected from students.**
- Submit receipts to document use of the special fee monies. **Reimbursement can be made only for actual expenditures.**
- If you are using supplies from a larger personal supply and cannot provide specific receipts, provide a list of materials used and cost of each per student.

Special fee reimbursement can be processed anytime after the signed Letter of Agreement (LOA) is returned to our office and the expense has been incurred. Submit your original receipts to the Osher Lifelong Learning office. Please keep a copy of all receipts for your records. The time between when the office receives your documentation and when your check is cut is typically three weeks. Let us know when you invoice us if you want to pick up your check, and we will make arrangements for you to do so.

Before your payroll can be processed, we need the following materials from you:

- Signed Letter of Agreement
- Completed New Hire Paperwork (including Instructor Needs form)
- Completed evaluation forms
- Signed liability waivers (if applicable)

Follow On Classes

Follow on classes can be scheduled in subsequent terms if there is member interest and a fit with the curriculum mix and direction. You can contact the program director or your curriculum committee representative to discuss your ideas at any time. Because the needs of all members must be considered along with program, financial & facility constraints please do not approach the site staff with curriculum or program matters. They are there to support your classroom and copying needs only.

Care must be taken to avoid setting expectations that the program cannot support. Therefore, unless specifically requested by the director, please refrain from any activity that might imply to members that a course will be offered.

Media Inquiries

From time to time the media may contact you about doing a piece on your class. Please contact the office to coordinate their attendance at class.

Professional Conduct

You are a representative of the Osher Lifelong Learning Institute at the University of Utah and as a professional in your field, we count on you to conduct yourself in a professional manner with students.

If you have a problem or concern with the Osher program, please direct the problem to our office in a timely manner. We are committed to your success and the success of the program and will make every effort to resolve your concerns in a manner that benefits both. Discussing issues or concerns related to the program with students is counter-productive to the program and to the student experience.

Students choose the Osher program because of the high quality and variety of offerings. They are here to enjoy themselves and learn—not to be sold any product or service. Promoting your product, business, or facility, either directly or indirectly, to students during class time is inappropriate.

Students have paid hard-earned money to attend their class of choice. Please do not invite personal friends or business associates or clients to attend your class without proper registration. An important characteristic of the Osher program for members is the opportunity to study with a peer age group. Therefore we cannot grant class privileges to people who are not yet 50 or over.

Emergency Procedures

In the event of any emergency, have someone **dial 911** (**NOTE: You must first dial a 9 to get an outside line when calling 911 from a University phone**). State the nature of the emergency and follow the instructions given. Then, ask someone from your group to notify the Osher staff on site or notify the Osher office at 585-5442.

Classroom and field trip emergencies:

- Have someone call 911.
- Anyone trained and/or certified in medical response can assist if willing to do so.
- Have someone stay with the injured.
- Keep the class calm and out of the way of emergency personnel. You may want to send the class to another space.
- Designate someone in class to assist rescue to the location.
- Have someone inform the OLLI office at 585-5442. If at the Bountiful location, also inform a staff person on site.
- If the injured party requires serious medical attention, such as going to the

hospital, ask him/her for emergency contact information. Call and notify the contact person that an incident occurred, the condition of the person, and where he/she is now. If the incident doesn't require professional medical attention, ask the injured person how you can be helpful (e.g. call for a ride home, get them a drink of water, etc.).

In the event of a fire alarm/drill:

- Evacuate the building by use of stairways, not elevators.
- Stand away from the building.
- Make a count of class members who have evacuated & inform emergency personnel immediately if anyone is missing.

Instructor Privileges

Faculty members are valuable members of our Osher community. Faculty members are eligible to receive an Osher Membership and are eligible to take Osher classes during the term in which they teach (on a space available basis) at no tuition. Special fees may apply. To register for your membership call the office at 585-5442 anytime after your signed Letter of Agreement has been submitted. To take advantage of the tuition waiver for classes please call the Osher office within the four days before the class start date to check availability, to register, and to pay any applicable special fees. To guarantee a space, register at full price anytime. Tuition waivers will not be applied retroactively. The Membership additionally entitles the faculty member to:

- Free attendance at all Osher special events.
- Discount on Continuing Education Technical Education and Lifelong Learning classes (25%) on a space available basis.
- Student ID card available for \$10 which permits access to campus libraries and computer and language labs during the term you are teaching. Please let the office know if you want to register for the instructor benefits course to become eligible for a student ID card.

Contact Information

OLLI STAFF

Main Office Number - 585-5442

This line rings on all of our phones and messages can be checked frequently by any staff member. This number is your best chance of reaching a person. Please give this number to students with concerns.

Cathy House, Director: 587-9037; chouse@aoce.utah.edu.

Personal cell phone in case of emergency (i.e. canceling a class due to inclement weather, student accidents/injuries, etc.) 674-4191. Please restrict use of this number to these purposes.

Brent Vawdrey, Program Coordinator: 585-1441; bvawdrey@aoce.utah.edu

Tim Nally, Office Assistant: 587-9212; tnally@aoce.utah.edu

SECURITY

Immediate police or security response on main campus (including the Fort Douglas area) is available by calling the main dispatch number, 585-COPS (2677). At other facilities contact the staff on site for assistance.

ADDRESSES

Web: www.continue.utah.edu/osher

Main office:

Osher Lifelong Learning Institute, University of Utah
1901 E. South Campus Drive, Room 2163 & 2165
SLC, UT 84112-9359
585-5442

GUEST HOUSE STAFF

Call 801-587-1234 or 801-230-6836 for assistance with classroom setup or multimedia needs at the Commander's House.

References

Teaching Adults: An Annotated Bibliography compiled by Michael Brady, OLLI Research Fellow

Brady, M. and Lampert, A. (2004). *The New Teacher of Adults: A Handbook for Teachers of Adult Learners*. Portland, ME. New Teacher Concepts.

This is a “how to” manual for beginning teachers with a major focus on working with adult learners. The authors provide guidance on planning a course, managing the initial class meeting, establishing a healthy learning environment, lecturing, facilitating group discussion, and other teaching methods. Numerous examples are provided (e.g., course syllabi, journal writing probes, mindmaps, etc.).

Brookfield, S. (1995). *Becoming a Critically Reflective Teacher*. San Francisco: Jossey Bass.

The author, an internationally renowned adult educator, has written numerous books about teaching, only two of which are noted in this bibliography. The primary focus of this book is reflective practice and self-knowledge on the part of the teacher. Brookfield introduces the reader to concepts such as teaching diaries, “good practice audits,” and structured critical reflection.

Brookfield, S. and Preskill, S. (1999). *Discussion as a Way of Teaching: Tools and Techniques for Democratic Classrooms*. San Francisco: Jossey Bass.

The authors explore the numerous reasons why discussion is the optimum way of facilitating learning among adults. The challenges and opportunities presented by class discussions are examined, including those special situations that arise when teaching a highly diverse group of learners. The book is based on sound theory and research but also has a practical and applied focus.

Christensen, C.R., Garvin, D.A., and Sweet (A.) (Eds.). (1991). *Education for Judgment: The Artistry of Discussion Leadership*. Cambridge, MA.: Harvard University Press.

This is a compilation of essays about facilitating discussions based on the experiences of numerous teachers at the Harvard Business School and elsewhere. While several chapters focus attention on the case discussion method (which is standard pedagogy in business curricula), a broader vision of discussion facilitation is also shared. Most essays are well written and insightful.

McKeachie, W.J. (2002). *Teaching Tips: Strategies, Research, and Theory for College and University Teachers (11th Edition)*. Boston, MA.: Houghton Mifflin.

An amazingly long-lived primer, with the original editions dating back to the early 1950’s, designed for the beginning college teacher. The book includes many practical

“tips” (yes – the title is accurate) about course design, facilitation, and related issues such as uses of technology. Integrated with practice suggestions are research findings about teaching and learning.

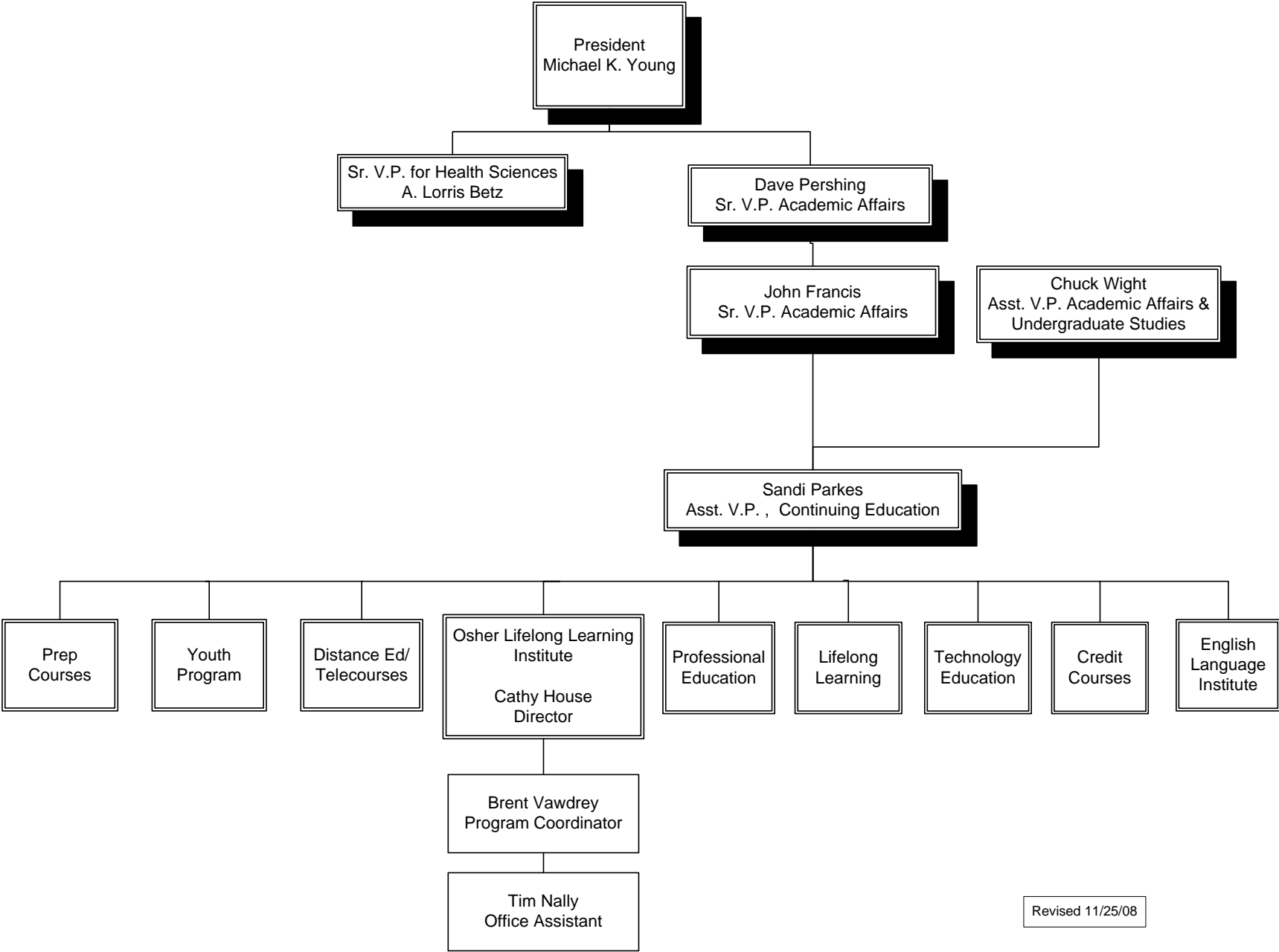
Nagel, G. (1994). *The Tao of Teaching*. New York: Donald Fine.

The author writes 81 brief reflections on teaching, each based on an important quotation (and principle) in the ancient Chinese *Tao Te Ching*. While most of the examples the author uses are based in K – 12 education, it is not difficult to make inferences to the teaching of adults.

Palmer, P. (1998). *The Courage to Teach: Exploring the Inner Landscape of a Teacher's Life*. San Francisco, Jossey-Bass.

This book, which is a beautifully written philosophical treatise on teaching, has quickly become a modern classic in education. The author claims that good teaching ultimately does not depend on method(s) but on the character of the teacher. The author stresses the importance of community in teaching and learning.

AOCE ORGANIZATIONAL CHART



Revised 11/25/08