

OLLI Class Hosts

Class hosts play an important role in OLLI at WVU. They are often the first point of contact for members when attending a class. For new members, this is especially important as they may not be sure of where they should be going. A friendly face greeting members at the classroom door makes everyone feel welcome.

The following information is meant to serve as a guide to assist you in providing the best possible experience for our volunteer instructors and members. If you have any questions, please contact the OLLI office at 304-293-1793 or olli@hsc.wvu.edu. If a course is meeting outside of regular business hours, please call Jascenna Haislet, Director, at **319-239-1540**. *Please note that knowledge of technical problems is not necessary for you to be a host. If there is a technical problem, please contact the office.*

1. Please arrive 15 minutes early:

- a. to pick up the folder with class list and any handouts from the instructor's mailbox in the OLLI office (replace class folder in the mailbox after class) and a Class Host tag.
- b. Please be sure to wear your name tag and our Class Host tag.

2. Ask the office staff:

- a. If the class is full or if there are any empty seats. This information will be important when asking attendees to sign in. See 4a below.
- b. If there are any new members in the class. This information will be important when asking attendees to sign in. See 4c below.

3. Speaking with the instructor:

- a. Introduce yourself to the instructor and tell him/her that you are the OLLI course host.
- b. Ask the instructor how she/he wants to handle questions and comments from class members, and either you or the instructor should inform the class about the plan. We encourage instructors to consider suggesting people hold questions and comments until an appropriate time in the presentation to be sure they have time to finish their material. Of course, this is at the discretion of the instructor. However, if you feel questions and comments are interrupting the presentation for the instructor and other class members, feel free to talk to the instructor at the break about a possible change of format. Class members will likely thank you for this!
- c. Inform/remind the instructor that we strongly suggest using the microphone so everyone in the class can hear. A staff member is happy to help get the appropriate microphone set up if necessary.
- d. Inform/remind the instructor of the need to take a break half-way through the class.
- e. Inform/remind the instructor that we prefer that they introduce themselves. You will formally welcome them after announcements and then they can introduce themselves before beginning their presentation.

4. Greet members as they arrive and ask them to sign in for the class.

- a. If an attendee is not on the sign-in sheet:
 - i. If the class is NOT full, ask them to write their name on the bottom of the sheet
 - ii. If the class IS full, ask them to go to the OLLI office to check their enrollment status to be sure we have a seat for them.

- b. If the attendee is a new member, ask them if they have met the OLLI staff and received their new member orientation packet. If they have not, bring them to the office during the break or after class.
 - c. Remind students to wear their name tag if they have it with them. If they don't have one, ask them to visit the OLLI office. We're happy to make one for them.
5. **Distribute class materials** if any. Materials can be displayed on a table with the sign-in sheet.
6. **Make the following announcements:**
 - a. Inform members about exits, bathroom locations, breaks, coffee.
 - b. Remind students to quiet or turn off cell phones.
 - c. Relay any information you received from the instructor regarding questions and class format. Ask attendees to please use a microphone when asking a question so members on Zoom and others in the classroom can hear the question.
 - d. At the first session, welcome the instructor and let them introduce themselves.

"And now, let's welcome (Instructor name).
7. **During the class**, please sit near the back of the classroom so you can:
 - a. see when people enter late.
 - b. get a microphone to a member who wishes to ask a question or comment.
 - c. If there are technical issues, alert the office staff.
8. **After the break**, remind members to use the microphone when asking questions or making comments.
9. **During the final class:**
 - a. ask members to complete feedback forms. Paper copies should be in the class folder. Distribute the forms at the beginning of the break and ask that they be returned to you or the office by the end of class. Return completed forms to office. Participants may also submit feedback online. They will receive an email with instructions within 24 hours of the end of the class to do so.
 - b. Thank the instructor for the presentation and the members for attending.
10. **Computer and other equipment** should be left on after the class. The staff will shut down when necessary.

Thank you for your service! It is truly appreciated!