



OLLI Sedona•Verde Valley Facilitator Policies and Procedures

Staff Support

Email OLLISV@yc.edu to receive the quickest response.

OLLI Office Hours (hours subject to change):

OLLI-Sedona Center

- in-person hours are Monday – Thursday 8:00 – 5:00
- remote (by phone or email) hours Friday 9:30– 4:00

OLLI-Verde Valley Campus

- Tuesdays and Thursdays 8:00-5:00
- remote (by phone or email) hours Friday 9:30– 4:00

*Note: Holidays and summer building hours are determined by Yavapai College. Please see [Yavapai College's academic calendars](#) for specific details.

Code of Conduct: Please review

[OLLI Code of Conduct](#)

Curriculum Development

Business Solicitation:

Class subject matter is to be focused on delivering relevant OLLI course content. Facilitators may promote their books, products or services in OLLI classes or events. Facilitators may not actively sell or require purchase of his/her books, products or services on YC property. Books required for certification by public health and safety organizations are permitted. See [OLLI Policy for Books, Services, and Products](#).

Handouts of a reasonable size can be developed and distributed.

- Faculty can send digital documents to students via email when possible.
- Requests for copies must be submitted to OLLISV@yc.edu in final PDF form, at least by Wednesday of the week prior, and will be printed in black and white and delivered to the OLLI office, where you will have to retrieve them. Please include instructions regarding single sided or double sided, stapled, etc. MONDAY 9:00 facilitators, contact the OLLI office to make alternate arrangements, since the courier from Prescott arrives after 11:00 AM.

- Staff will not be able to accommodate requests that violate any Yavapai College policy. [Link to YCC Copyright and Fair Use in Education](#)

Low Enrollment, Changing, or Canceling a Class Offering:

Facilitators will want to consider teaching their first class, even if enrollment is low. If, after the first class, the facilitator believes that the experience would not be meaningful for all, they may cancel the rest of the classes. Sometimes students sign up last minute. Please contact the OLLI office in person or at OLLISV@yc.edu

Required Pre-Class Training Sessions

Facilitator Orientation:

Facilitators are strongly encouraged to attend a Facilitator Orientation annually (at a minimum) whether teaching online or in person. Trainings will be advertised, and notices sent.

On-Campus Facilitator Audio Visual (AV) Training:

It is the policy of Yavapai College that if using the audio/video equipment, facilitators must be trained on how to use this equipment. Since the technology at YC changes frequently, returning facilitators are also expected to be trained. This training is usually paired with Orientation. Please make other arrangements with staff if you cannot attend the scheduled training – it is important for new facilitators.

Preparation for each Session:

Obtain Roster(s) at least a week before class (and continue to check new enrollments):

- Instructors are responsible for obtaining and reviewing their rosters prior to class.
- A “HIGH PRIORITY” email is sent by OLLI staff, containing login details for **class rosters, YC computers and Zoom class login information (if appropriate) before classes begin**. Rosters are available in the faculty portal at <https://www.campusce.net/ycadmin/SignInStandard.aspx>
- The portal provides rosters for each class to let facilitators check enrollment and scheduling details; name and contact information are provided.
- Rosters can either be downloaded to Excel or “copy and pasted” to Excel.

Contact students at least a few days before the workshop or first class:

Facilitators should contact students by phone or by sending a blind-copy email to welcome them to class, to remind them to print any attached documents if desired, to inform them of what to bring to class, and or any other information deemed appropriate by the facilitator.

Supplies:

If a facilitator needs any specific classroom supplies, such as pens for the white board, they should check with office staff prior to the start of the term.

Inclement Weather/College Closings:

Yavapai College (this includes all YC campuses together) may unexpectedly close or have a delayed start. In that instance, all classes will be canceled or delayed during the closure.

Facilitators should sign up for the YC Alerts at <https://www.yc.edu/alertyc> to be notified if such a closure occurs and encourage your students to do so, as well.

Students should be notified of any class schedule changes/cancelations.

ZOOM Classroom Preparation

A “HIGH PRIORITY” email is sent by OLLI staff, containing login details for **class rosters, YC computers and Zoom class login information (if appropriate) before classes begin**. Zoom classroom logins (in addition to the current term YC Computer login) can be found on this email. If you do not think you have received it, be sure to contact the OLLI office at least 48 hours in advance of your class!

Facilitators need to make *sure* they are in the right Zoom account and have the same meeting link that the students have.

Teaching Off-Site:

Facilitators MUST connect with your students before class, so they know where and when to meet. The section above describes how to get the roster.

First Class, All Types of Classes:

Students Not on the Roster:

Each facilitator should check the roster against the participants who are present, and direct anyone who is not enrolled to the OLLI office.

Students Desiring a Class Change/Cancellation:

If a student wishes to change or drop a class, direct them to the OLLI office to properly process the transaction. The staff must receive the request directly from the student to modify their registration and/or provide a refund.

- Learning Group fees are refundable through the first week of classes.
- Workshop fees are refundable one week prior to the workshop.
- Memberships are not refundable.

Registration by participants in any Yavapai College class indicates understanding of this policy and agreement by the registrant to adhere to this policy and all other Yavapai College policies.

Classroom Procedures

Questions/Confusion/Issues:

If facilitators have any issue on premises with the classroom, or questions about unexpected room assignments/conflicts, etc., contact the OLLI office first so that they may research the situation and help resolve the issue. NOTE: Only OLLI staff can reassign rooms for OLLI classes.

In-Classroom Computer Login:

YC computers require a username and password, which is sent via email to each instructor before the term begins. A “HIGH PRIORITY” email is sent by OLLI staff, containing login details for **class rosters, YC computers and Zoom class login information (if appropriate)**. Contact the OLLI office at 4275 if this

username and password do not work. For computer assistance once you are in your classroom, dial 2168.

Computer Security:

Yavapai College classroom computers go to sleep after 15 minutes of inactivity and require a sign-in to wake up. If you are using PowerPoint, the presentation indicates activity. However, if you are using the Internet or other software programs, please be aware that you might have to sign-in again to resume if there are 15 minutes or more of inactivity on the computer.

Technical Assistance Policy:

OLLI staff may NOT be available to help with setting up and using the technical equipment. PLEASE practice in advance. Staff loves to be helpful, but their time and availability is quite limited.

PowerPoint Advancers (Sedona only):

Staff can usually provide a loaner at the Staff Office and will request a car key to be held while it is on loan (because so many have disappeared).

Classroom Use:

Please leave rooms in good condition, which includes disposing of trash and erasing the white boards. If you're using the YC computer, please log off the computer (no need to turn the computer off), and power off the overhead projectors if they were used. Don't forget your personal items!

NOTE: It is Yavapai College's policy that rooms (with the exception of Sedona Center Room 29), not be rearranged. Rooms are preset for discussion classes, exercise/movement, traditional classroom. All rooms except Room 08 have technology. If you have a special need, please contact the staff.

First Aid and Emergencies:

A first aid kit is available in the office. If there is an emergency, call 911 and then Campus Police at (928) 634-6574 from your cell phone or 6574, from the phone in the classroom.

Growing your Following

Facilitator Proposal:

OLLI appreciates faculty participation – it is the fuel that propels the program!

OLLI hopes facilitators will renew their commitment to teach in the following terms. Please be sure to complete the online facilitator proposal form completely at www.yc.edu/ollisvproposals when it becomes available.

Encourage Student Evaluation:

Faculty should encourage students to provide feedback after a learning group or workshop ends – it is a good process for everyone. New faculty can review this feedback with their Mentor if they wish.

If the course does not reach your minimum, talk to your Mentor, to staff or reach out to the Curriculum Committee for suggestions on repackaging or other topics to gain following.

Social Media:

If a facilitator has a Facebook account, please “like” the <https://www.facebook.com/olli.sedona.verdevalley> page and encourage your students to do so as well.

New facilitators, please sign this form and send it or give it to your mentor.

Thank you for teaching with OLLI Sedona•Verde Valley