

# OLLI Prescott Facilitator Handbook



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## What Is A Facilitator?

The facilitator leads the class, sometimes teaching, sometimes moderating. The facilitator's job includes managing the information exchange. There is a reason we don't call it instructor or lecturer. An instructor teaches, tests and offers advice while a facilitator helps with HOW the discussion is proceeding, guides the class, and adapts the plan.

## Developing a Course Idea

If you need ideas for developing an OLLI course, go to the OLLI website (<https://www.yc.edu/prescottolli>) and scroll down to the "I want to..." section, click on "Facilitate for OLLI." There you will find several potential resources. Members of the Curriculum Committee are also available to assist you in generating, selecting or focusing your topic (Contact the OLLI office to connect with the Curriculum Committee).

If you would like to propose a class for which a DVD, book or material would be needed, contact the OLLI office. We have a small budget to purchase such items.

## Class Types

- Workshop (e.g. Painting, Writing)
- Activity (e.g. Hiking, Traveling Event)
- "Classes R Us" (e.g. Viewpoints; all members participate and drive the class)
- Lecture (e.g. computers, investments)
- DVD Lecture with Discussion. Adjust your style and plan accordingly

**OR**

- Use your imagination!

## Schedules

OLLI offers five 6-week sessions each year. Most classes meet for two hours once a week for the six weeks. However, as a facilitator, you may choose to hold your classes according to the schedule that works for you. Classes can run for one to six weeks; from one hour to a full day; on weekdays, evenings or weekends; and may be held on the Prescott campus of Yavapai College or at another location. Our limitation is classroom space, so if you are considering something other than the standard schedule at YC Prescott, you should let the OLLI office know about that.

## Curriculum Committee Area Coordinators

Members of the Curriculum Committee serve as Coordinators for each of the general subject areas in OLLI. These coordinators are available to assist you at any point before or during your OLLI experience. They may help you to decide whether or what to facilitate, give you support in developing your class, offer suggestions or answer questions you may have. The OLLI office can help you connect to the Coordinator for the area(s) in which you have an interest.

## Proposing a Class

Once you have decided on facilitating a class, follow these steps:

- Go to the OLLI website: <https://www.yc.edu/prescottolli>
- Scroll down and click on I want to.... "Facilitator for OLLI."
- Select the session for which you are proposing a class (Please note: Proposals must be submitted about 3 months prior to the start of the session)
- Complete the proposal form. Include any books, materials or supplies that will be needed. If your class is an activity that requires appropriate footwear and/or clothing, be sure to indicate that.
- Below the proposal forms is a link titled "Facilitator Bio Form." Please complete that if you are a new facilitator or need to update your OLLI bio.
- Once the proposal is submitted, new facilitators and experienced facilitators who are proposing a significantly different type of class will be contacted to schedule a time to meet with the Curriculum Committee. That committee is responsible for course approval and for helping to make sure the facilitator has considered and is prepared for all aspects of facilitating the class. Be aware, there are 18 members of the Curriculum Committee, so don't be taken aback when you arrive to find a large group! Their goal is to help ensure your success.

When determining the appropriateness of a class for OLLI, the Curriculum Committee will use the following standards and guidelines:

- The topic must fit the OLLI mission, vision and values
- The topic should be well-defined with structure and clarity
- The topic should be of interest to the OLLI population
- The facilitator should identify verifiable, credible sources of information, not simply present the facilitator's belief
- The class should educate, not evangelize, proselytize, advocate or sell
- The facilitator should be flexible, open to discussion, and encouraging of other points of view
- Biographical information about the facilitator must be accurate and verifiable
- The facilitator should have some background in or have gained knowledge about the topic being presented, even if using outside videos or other sources

## Mentors & Co-Facilitators

Mentors help before the session starts with course development, learning/facilitating ideas. Mentors bring experience from having done it before.

Co-facilitators help plan AND attend the class. They may assist with all the above plus help with classroom management and A-V equipment.

## OLLI Tech Support

Our A-V set-up is fairly extensive. Every classroom has the following:

- DVD player through the Computer (VHS is a thing of the past – see Tricia if you need this)
- Computer-based projection
- Internet access
- Document/picture projection
- Personal lap-tops can be hooked up
- Microphones and a portable speaker system in many rooms.
- All aspects are controlled from one location BUT there are some differences from room to room
- YouToo! program with the Prescott Library has iPads available with adaptive software

We have a tech support team made up of OLLI facilitators who have dealt with the A/V equipment. They will provide hands-on tutoring in your assigned classroom on Packet Pickup Day (the Friday prior to the start of the session). Beyond that, tech support is available to all facilitators but you must ask for it. Use them as the first support but don't expect them to participate every week unless you have made prior arrangements. Chances are good that you may also have a class member who is skilled with the A-V.

You will also find a variety of information related to tech support on the OLLI website under Facilitator Materials:

- Frequently asked questions about classroom technology
- Step-by-step instructions for using classroom technology equipment
- How to connect your laptop to the lectern in the classroom
- Instructions for enabling PowerPoint presenter in Room 3-119
- How to download YouTube videos
- How to post online materials for students
- How to get a class roster
- How to submit your own photocopying (two-day turnaround)

## Getting Ready

- Once your course is approved, you will be invited to attend a one hour discussion of many aspects of facilitating.
- Plan what you want to accomplish
- Structure the course
- Get your materials together
- Plan what handouts you want to use
- Arrange for speakers, other aids
- Become familiar with and learn to take advantage of the A-V system
- If you have a soft/quiet voice, a voice volume enhancer for the facilitator is available at the OLLI office
- Arrange for help if desired

- Submit requests for photocopying at least a week prior to the start of the session; Have some extra materials available. Requests for color copies must go through the OLLI office
- Plan to attend Packet Pickup Day on the Friday prior to the start of the session. In your packet you will find the following:
  - Class roster with contact information
  - Attendance sheet
  - Announcements for the first day
  - Blank cards for name tents
  - Blank course evaluations and an envelope for them
  - Writing utensil
  - Whiteboard markers
  - Name tags
  - Important phone numbers
  - Campus map

## **At Your Classroom**

- Arrive early (about 30 minutes) and check your IT equipment
- Start and finish on time
- Put out Attendance sheet and remind class members to sign in each day
- If there are class members who are not on your roster, add their names and make sure they register with the OLLI office. If the class is full, let them know that they cannot attend unless there is an opening, since there may be names ahead of them on a waiting list.
- Guests are permitted at your discretion
- If you have a medical issue in your classroom, call 911 directly, then notify the office
- Plan to take at least a 10-minute break during your class. This gives members time to socialize as well as to take care of other needs
- If there are business cards or brochures associated with the class put them somewhere inconspicuous. We are not in the business of selling or proselytizing
- Course evaluations will be available both online (preferred) and on paper. Strongly encourage class members to complete an evaluation. Week 5 is a good time to do this
- If you need to contact your entire class for some reason, the OLLI office can assist you.
- After the final class, deliver your packet along with your attendance sheet and course evaluations as soon as possible to the OLLI office

## **Day One**

- Give out name card blanks
- Make announcements
- Recognize/introduce new OLLI members
- Conduct introductions (adjust based on size and type of group)
- Take note of absentees and call later to see if they intend to attend (A “We missed you” message works better than “Where were you?”)

- Ask members to contact you (not the office) if they will miss a class; if they decide to drop, they should contact the office

## Important Contacts

**If you cannot make it to the class you are facilitating, notify the OLLI office ASAP.**

- OLLI Office: (928)717-7634
- Medical Emergencies: call 911, then office
- Security: Call office, then 311
- Technical Issue: Call office, then IT (928)717-2168

Note: When calling from the classroom, use only the last three or four digits. When calling from cell phone or other you must use the prefix.

- Weather or campus closures: Check yc.edu (we follow campus policy), or call campus (445-7300)
- Lockdowns:

An imminent threat of violence may be cause for a lockdown of all or part of campus. Some exterior doors lock automatically. Emergency responders will lock others manually to prevent dangerous persons from entering campus buildings.

IF A LOCKDOWN IS ORDERED: • Stay Inside! Do not leave the building unless an imminently dangerous situation arises inside. • Take shelter in a lockable room if possible. • Close windows, shades, blinds; avoid being seen from outside the room if possible. • Monitor alertYC and email for updates and further instructions. A description of the actor will be disseminated as soon as possible. • Report any emergency or unusual condition to Campus Police. • Use discretion in admitting anyone into a secure building. All backpacks and other bags must be left outside at least 30 feet from the building. • Once in a secure location, do not leave until receiving the “all clear” from a police officer, Public Safety officer, alertYC, email or website communication.

## Tips for Success

- Pay attention to and include all class members; Try to draw reluctant participants into the discussion (but don't embarrass them)
- Insist on name tents (more personal)
- Adjust for hearing and sight difficulties; hearing and sight aides are available at OLLI office
- Be mindful of cultural differences
- Make sure all speakers project their voices; frequent reminders may be necessary; repeat comments/questions from class members
- Ask pointed, relevant questions to stimulate discussion
- Invite members to pursue added research (and present to the class)
- Respond in a non-judgmental way
- Appreciate that adult learners bring rich life experiences and solicit related experiences
- Limit the amount of time a class member speaks (control monologues)
- Remind everyone to be respectful of other opinions and others' time to talk
- Cut off side conversations

- Control ‘agendas’ (religious, political, conspiracies, or ??) and verbal attacks
- Encourage dialogue not debate; Debate has a winner and loser, dialogue is an exchange of ideas
- Lead ..... and allow yourself to be led
- Don’t expect 100% attendance, nor 100% satisfaction

### **Things to Avoid**

- Backing a particular opinion voiced in the group; you are the moderator
- Letting the discussion drone on
- Leading the group in a ‘right’ direction
- Being unprepared when discussion lags (Not usually a problem in OLLI!)

### **Conduct Issues (Rare)**

- Politely ask for cooperation
- Have a quiet conversation at the break
- Call the office for advice or assistance
- Only trained service animals, which work or perform tasks for the benefit of an individual with a disability, are allowed on campus.
- OLLI Code of Conduct: All members and staff of OLLI will be treated with courtesy and respect. Threatening or disruptive behavior will not be tolerated. This behavior may include excessive class interruption, monopolizing class time, physical altercations, obscene or profane language toward another member, excessive chattiness, cell phone use and other behaviors that disturb members, facilitators or staff.

### **Facilitator Ideas for Things That Have Worked Well**

- Make time for class participation/discussion
- Ask questions that promote discussion, not “yes” or “no” answers
- Ask leading questions before showing a video
- Use YouTube videos (May want to transfer them to a jump drive so they don’t “disappear”)
- If you’re unsure about facilitating, start with a class that’s shorter than 6 weeks
- Use slides (e.g., PowerPoint)/photographs. Don’t put too much text on slides with print too small to read from the back of the room
- Use short personal stories (yours and others) that are connected to the topic
- Supplement DVD lectures with related information/discussions
- Have class volunteers make mini-presentations
- Have handouts with supplemental information
- Follow up on questions you can’t answer during class
- Spend time before class and during break circulating and greeting/visiting with class members
- Move around the room or position yourself somewhere other than the lectern
- Ask class members about classes they’d like you to offer
- Have someone else review your class description to be sure it says what your class is really about
- Give an overview of the class on the first day so class members know what to expect

- Be ready to change directions if class members have better suggestions
- Plan ahead to deal with class members who monopolize discussion. Set clear guidelines at the beginning and enforce them
- Cut short political opinions that don't add to the discussion
- Review special terminology and concepts
- Have fun! Don't take yourself too seriously

# Campus Map

**Yavapai**  
COLLEGE  
life explored  
yc.edu

Prescott Campus



- 1** - Registration, Advising, Learning Center
- 2** - Nursing, Physical ED, Gym
- 3** - Business, Communications, Liberal Arts, Food Court
- 4** - Math, Science
- 6** - ITS
- 13** - Dell E. Webb Family Enrichment Center
- 19** - Library, Computer Commons
- 29** - REDC / SBDC
- 28** - College Police
- 31** - OLLI

- 5** - Arts (1, 5, 16, 17 & 18)
- 15** - Music / Performing Arts (15 & 16)
- 7** - Shipping Receiving, Printing Services, Mail Center, Purchasing
- 8** - Residence Halls (8 & 10)
- 14** - Facilities Management
- 36** - YC Sculpture Garden

- Emergency Phones
- Handicap Access / Parking
- Book Drop
- Parking (A - T)



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