

OLLI Prescott

Facilitator Handbook

updated October 18, 2023

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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, scroll down to [Facilitate](#) on the Prescott OLLI website (<https://www.yc.edu/v6/lifelong-learning/olli.html>). 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). You can also attend the “*Thinking About Facilitating*” class that covers developing a course idea through presenting your class proposal to 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, How to Play Chess)
- Activity (e.g. Hiking, Tai chi, Poker, Traveling Event)
- “Classes R Us” (e.g. Viewpoints, TED Talks where members drive the class)
- Lecture (e.g. Investments, Medicare)
- Hands-on (Smartphone, iPad, Thinking Outside the Box)
- DVD Lecture with Discussion (Great Courses)
- Special Interest Groups (SIGs)

Adjust your style and plan accordingly **OR** use your imagination!

Schedules

OLLI offers five 6-week sessions each year (Winter, Spring, Summer with no Friday classes, Fall 1 and Fall2). Most classes meet for 1 hour and 15 minutes once a week for six weeks. Longer classes can be held after 2 PM when classroom availability increases. However, as a facilitator, you may choose to conduct your classes according to the schedule that works best 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, and 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/v6/lifelong-learning/olli.html>
- Scroll down and click on **Facilitate** (<https://www.yc.edu/v6/lifelong-learning/olli1/olli-prescott-teach.html>)
- Select the class proposal form for the session you plan to facilitate. Please note: Proposals need to 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 form is a line titled **Facilitator Biography Form** (<https://yc.iotform.com/62285550661962>). Please complete that if you are a new facilitator or need to update your OLLI biography.
- 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 ensuring the facilitator has considered and is prepared for all aspects of facilitating the class. Be aware, there are around 15 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. Bring a class outline and any relevant materials you're using for your 10 minute presentation plus 5 minutes allotted for questions.

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

- a. The topic must fit the OLLI mission, vision, and values.
- b. The topic should be well-defined with structure and clarity.
- c. The topic should be of interest to the OLLI population.
- d. The facilitator should identify verifiable, credible sources of information, not simply present the facilitator's belief.
- e. The class should educate, not evangelize, proselytize, advocate or sell.
- f. The facilitator should be flexible, open to discussion, and encouraging of other points of view.
- g. Biographical information about the facilitator must be accurate and verifiable.
- h. 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. They bring experience from having facilitated before.

Co-facilitators help plan AND attend the class. They may assist with all the above plus help with classroom management and audio visual (AV) equipment.

OLLI Tech Support

Our AV (audio visual) set-up is fairly extensive. Room configuration is similar but not identical. Detailed instructions for operating the AV equipment in each classroom are documented on the OLLI website under Facilitate **Classroom Media**. Every classroom has the following AV equipment:

- A touch control pad that turns the system on/off and controls the source display and sound system
- Windows 11 PC that may have an internal CD/DVD player allowing you to play discs through the computer. The OLLI office has portable external DVD drives if needed.

- Some rooms are equipped with a Blu-ray player that can also play CDs and DVDs. The OLLI office has a portable Blu-ray player if needed.
- Computer-based projection capabilities
- Internet access (including free Wi-Fi)
- Document camera projector to display objects or documents placed on the workstation
- HDMI cables to connect your own laptop, tablet, or Smartphone. The OLLI office has special connectors to attach Apple devices.
- Some rooms have built-in handheld and lavalier microphones. The OLLI office also has several sets of small portable microphones and speaker systems.
- YouToo! program with the Prescott Library has iPads available with adaptive software

OLLI tech assistants provide hands-on technology training in your assigned classroom before each session begins using the materials you plan to present. 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 AV equipment. And the OLLI office staff is always available for assistance.

Website Resources

Under the **Facilitate** link (<https://www.yc.edu/v6/lifelong-learning/olli1/olli-prescott-teach.html>) on the Prescott OLLI website, you can find the following information:

- Course Proposal Form for the next session, including the due date
- Form for finding out more information about facilitating for OLLI
- Facilitator biography form
- Link for signing up for the alertYC system
- **Online Specific Resources**
 - Link to get your Class Roster
 - Step by Step instructions for accessing your roster
 - Link to Post Handouts Online (edu20)
 - Step by Step instructions for adding resources to edu20
 - Handout for participants (class member instructions to access edu20 content)
 - How to Create a meeting in Zoom
 - Break Out Rooms in Zoom – a quick guide
 - Break Out Rooms for Participants
 - Facilitator Tips for Online Classes
 - Zoom Expectations for Facilitators
 - Zoom Etiquette Hints (great handout to give participants)
 - Zoom Quickstart Handout (great to give to participants)
 - Zoom Screen Sharing
 - Zoom Polling step by step
- **Facilitator Resources**
 - Facilitator Handbook
 - Prescott OLLI Media Library List
 - Tips on discussion & critical thinking
 - Ideas that work – from facilitators
 - How to access your class roster
 - Campus Map & Phone Numbers

- Classroom Code of Conduct
- Classroom Participation Tips
- **Classroom Media**
 - Troubleshooting Classroom Technology
 - Room-specific AV Equipment Setup and Operating Instructions
 - How to connect your laptop to the podium

Getting Ready

Once your course is approved by the Curriculum Committee, you will be invited to attend a one hour discussion of many aspects of facilitating titled “*New Facilitator Training*” that covers:

- Plan what you want to accomplish then structure your class, including arranging for speakers, other aids, and help if desired
- Get your materials together
- Determine what handouts you want to use and how you want to distribute them
 - Use Arial font with point size 14 to accommodate people with vision difficulties. Use italics sparingly and do not use all capital letters.
 - Submit requests for photocopying at least one week prior to the start of the session. Have some extra copies available. Requests for color copies must go through the OLLI office
- Plan to attend **Tech Training** on the Friday prior to the start of the session except for the Summer session when training is scheduled for the Thursday before the session begins
 - Tech assistants will help you become familiar with and comfortable using the AV equipment in your classroom required to display all your course material
 - Pick up your:
 - Login credentials to access the classroom computer
 - Class roster with contact information
 - Attendance sheet
 - Announcements for the session
 - Blank cards of name tents
 - Writing utensils
 - Whiteboard markers
 - Name tags
 - Important phone numbers
 - Campus map

Note that all the above material can be obtained from the OLLI office at any time.

- You may have an OLLI Ambassador assigned to your classroom. These volunteers can greet members, take attendance, make announcements, distribute handouts, control lights, bring supplies, and assist you in agreed upon ways.
- If you have a soft/quiet voice, a microphone for the facilitator is available either in the classroom or from the OLLI office

At Your Classroom

- Arrive early (about 30 minutes) to check your AV equipment and prepare for class.
- Start and finish on time.

- If you do not have an Ambassador, put out your 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 members ahead of them on a waiting list.
- Greet members as they arrive. Guests are permitted at your discretion, but they must sign in.
- If your class is 2 hours or longer, provide a 10-minute break that allows members to socialize and take care of other needs.
- Ask class members to alert you if they have any special needs.
- If you have a medical issue in your classroom, call 911 using the classroom phone, then notify the office.
- 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.
- The course evaluation link will be emailed to your attendees on the last day of class. Strongly encourage class members to complete an evaluation.
- If you need to contact your entire class for some reason, the OLLI office can assist you. You can also use the email contacts from your online roster to email them – but be sure to use the BCC option so personal email addresses are not shared without prior authorization.
- After the final class, deliver your attendance sheet and any unused supplies as soon as possible to the OLLI office.

Day One

- Ask members to create and display name card tents with their name on the front & back.
- Make announcements.
- Recognize/introduce new OLLI members.
- Conduct introductions (adjusted based on the size and type of your class).
- 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 the class, they need to contact the office.
- Review the OLLI code of conduct.

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 from the classroom phone, then the office
- Security: Call the OLLI office, then 311
- Technical Issue: Call the OLLI office. If no answer, then call YC IT (928) 717-2168

Note: When calling from the classroom, dial only the last three or four digit extension then press the button under the Call option. When calling from a cell phone you must include the prefix.

- Weather or campus closures: Check alertYC, yc.edu (we follow YC campus policy), or call the YC campus (928 445-7300)
- 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 (x311).
- 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 before entering.
- 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

- Ask pointed relevant questions to stimulate discussion
- Encourage dialog – not debate (debate has a winner and loser while dialog exchanges ideas)
- Repeat questions/comments from class members when needed or have them use a microphone
- Respond in a non-judgmental way
- Pay attention to and include all class members; Try to draw reluctant participants into the discussion – but don’t force or embarrass them
- Appreciate that adult learners bring rich life experiences and solicit related experiences
- Remind everyone to be respectful of other opinions and other’s time to talk. Control agendas (religious, political, ...) and verbal attacks
- Control monologues
 - Limit speaking time by acknowledging that you appreciate their input, but you need to leave time for others to contribute
 - Speak to repeat offenders outside of class
- Invite members to pursue additional research and present it to the class
- Cut off side conversations
- Insist on name tents & accurate screen names for Zoom
- Address hearing and vision difficulties – hearing and sight aides are available in the OLLI office
 - Remind all speakers to project their voices – frequent reminders may be necessary
 - Ensure all presentation text is large enough to be seen from the back of the room
 - Use subtitles when showing videos
- Be mindful of cultural differences

- Lead and allow yourself to be led
- Don't expect 100% attendance, nor 100% satisfaction

Things to Avoid

- Don't back a particular opinion voiced in the group – you are the moderator and may have to play the devil's advocate
- Don't let the discussion drone on
- Don't lead the group in a 'right' direction
- Don't be unprepared when discussion lags (not usually a problem in OLLI!)

Handling Conduct Issues (Rare)

- Review the OLLI Code of Conduct and politely ask for cooperation
 - 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.
- Have a quiet conversation with the offender at the break or outside of class
- 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.

Facilitators' Ideas for Success

- 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 – but be ready to change direction if your class has better suggestions.
- Set clear guidelines about class behavior in the beginning and consistently enforce them.
- Review terminology and concepts (don't assume previous knowledge).
- Cut short political opinions that don't add to the discussion.
- Spend time before class and during break circulating and greeting/visiting with class members.
- Make time for class participation and discussion.
- Ask questions that promote discussion, not "yes" or "no" answers. Ask leading questions before showing a video.
- Follow up on questions you couldn't answer during class.
- Supplement your classes with YouTube videos, articles ...
- Test out your topic and/or facilitating skills with a workshop instead of a 6-week course.
- Use slides and/or photographs – but don't put too much text on slides with print too small to read from the back of the room.
- Share short personal stories (yours and others) that are connected to the topic.
- Have class volunteers make mini-presentations.

- Distribute handouts with covered and supplemental information (requires less note-taking).
- Move around the room or position yourself somewhere other than the lectern.
- Ask class members about classes they'd like you (or others) to offer.
- Have fun! Don't take yourself too seriously

Campus Map

