

# Welcome to



Hi, I'm Gail Massot and here is Carol Fuller. We are co-chairs of the Class Aides Committee with our new members, Jutta Bauman, Nancy Manahan and Dick Juhnke. We are thrilled to see you all here today! Thank you so much for coming and for volunteering to be a Class Aide. We think you are going to enjoy the Class Aide experience. Today, we are going to have an overview of your responsibilities, but first we'd like to thank the Staff for all they do, too, to ensure the smooth running of Encore Learning.

# Hi! and –Thank you, Staff !

## Staff

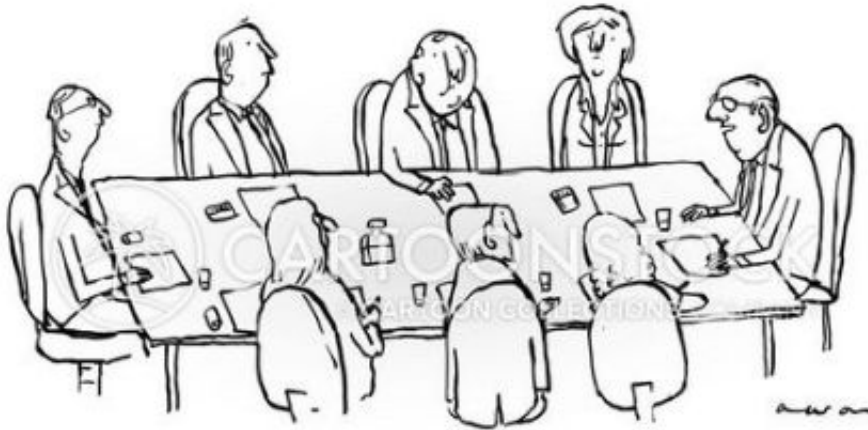
Lora Pollari-Welbes, Executive  
Director

Patty Rowland, Administrator

Kerry Fraatz, Academic Course  
Coordinator



Lora, Patty, and Kerry are always busy helping out. And a hearty welcome back to Donna Banks who will be here to support you, as well. You will see one of them at the beginning of each class. They are also on call during the class if a problem should arise, which is rare. They are responsible for all email communications with classes and instructors, and for posting materials for the class online. We can't thank them enough for all they do.



"Before we start, shall we go round the table, and each share our name and a horrible dark secret from our past."

Thank you for volunteering to be a Class Aide and for coming to this Class Aides orientation .Ok Ok, no horrible dark secrets, but it's true that one of the reasons we ask you to join us here is so that you will meet other participants in our learning community. Is anyone new to Encore Learning? Anyone new to being an In-Person Class Aide? Welcome!! Please stand up. We are going to take a moment now so that you can introduce yourself, say what class or classes you are Class Aide for, say hello to your Co-Class-Aide and say hello to the people around you.

# Encore Learning Policy



Encore Learning is a welcoming and inclusive learning institute. We do not discriminate on the basis of sex, race, color, religion, disability, marital status, sexual orientation, gender identity, or national origin. All views should be expressed with consideration of others' concerns, backgrounds and feelings. This is a space for listening and exchanging ideas.



So we're gearing up to give you an overview of your responsibilities. All of the details and important information are in your folder. Many thanks to the team that put it together: Lora and Kerry, Eileen Janas, Gerry Fuller and Our Class Aides Committee. This folder is your friend. Please take the time to read it when you get home and then, bring it to every class with you.

In the left hand pocket of your folder, you will find the Encore Learning Classroom Aides Checklist and a Class Aide badge insert. Please wear it to your classes and encourage the class members to do the same. That not only allows us to easily greet new members or members new to us, but also allows us to avoid that senior moment of name forgetfulness with grace.

In the central portion of the packet is the Class Aides Guide, a yellow AV instruction sheet where applicable, and a blue sheet with contact information. Parking vouchers will be given to the instructor and Class Aides at the first class meeting. More on that later.

Staff will give you two attendance sheets on the first day of the class. Attendance sheets will be retrieved by staff on the last day of class. We will go over all of this.

## Information for In-Person Class Aides:

### Guides and Checklists

[In-Person Class Aide Guide](#)

[In-Person Class Aide Checklist - GMU Classes](#)

[In-Person Class Aide Checklist - FAIRLINGTON and GOODWIN House Classes](#)

[In-Person Class Aide Checklist - OFFSITE Classes](#)

[In-Person Class Aide Checklist - HYBRID Classes](#)

### Training Slides

[Fall 2023 In-Person Class Aide Training Slides](#)

### GMU Classroom Audio Visual Guides

[Training video for AV in GMU Rooms 118, 120 and 121](#)

[Training for using AV in GMU Rooms 111, 113](#)

[AV Checklist Mason Room 111, 113](#)

[AV Checklist Mason Room 118, 120, 121](#)

[AV Checklist Mason Rooms Above First Floor](#)

### Additional Information

[Training video for Encore Learning Classroom Assistive Hearing](#)

[Guest WiFi Mason Account](#)

Additionally, you can call up the guides, checklists and videos from the Encore Learning website. Please note that the guides are specific to GMU, Offsite or Hybrid classes. We will have a general overview of GMU classes today, but please take the time to read the guide that pertains to your class or classes. We are available for any questions you may have and will also host hangouts online Thursday and Friday for further questions, if necessary. Note that the Audio -Visual Videos for specific rooms can be found here, as well. Class Aides find these videos very useful for review and refer to them often.



So yes, let the fun begin!

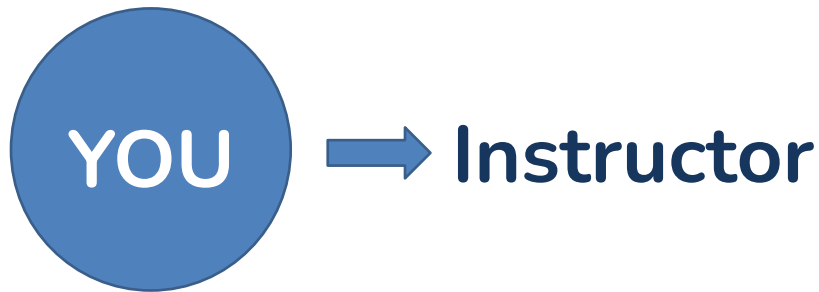
You and your co-aide are partners. Your names and contact information are on the blue page. Call the other class aide after this training session to introduce yourself and to discuss the tasks outlined in your folder. The checklist is helpful in this.

Divvy up responsibilities according to your strengths.

Review the current class schedule on our website. Determine how to handle any dates either Aide will not be in class.

Please copy your co-aide on all emails. This partnership is possibly the most important factor for smooth sailing; and the friendships that grow out of it, one of the great pluses of being a Class Aide..





Like you, the instructors are also volunteers who are generously contributing their time and expertise to the program. Consequently, we would like to relieve them of as many administrative duties as possible. Instructors are anxious to hear from you. Decide with your co-aide who will contact your instructor.

You are the face of Encore Learning to your instructor.



Channel your Sidney Poitier or Helen Mirren. Please call the instructor this week, and follow up with an email. Even if your class doesn't start for a couple of weeks, it's good to call the instructor soon --He or she is looking forward to hearing from you. The blue page in your class aide folder has the instructor's name, phone and email address.

On the call: Confirm everyone's contact information. Explain that your role as Class Aide is to assist with audiovisual and taking attendance. You will find a Class Aides Checklist in the left hand pocket of your folder for the Pre-course instructor Contact.

(You will find more details on P. 2-3 of the Class Aide Information packet in your folder.)

## Confirm: Course Location, Time & Dates



Also, in your conversation with the instructor, make sure to note the course location: Most classes are here at George Mason, but we also have classes at Goodwin House at Bailey's Crossroads and at the Fairlington Community Center, as well as a few classes outdoors. **Confirm the site. Confirm the classroom number, as well. This is important:** Some of these may have changed, so please check online. All of the updated details will be there. Normally you and the class would receive an email from the office about any updates, but do double-check.

## Review Transportation and Parking

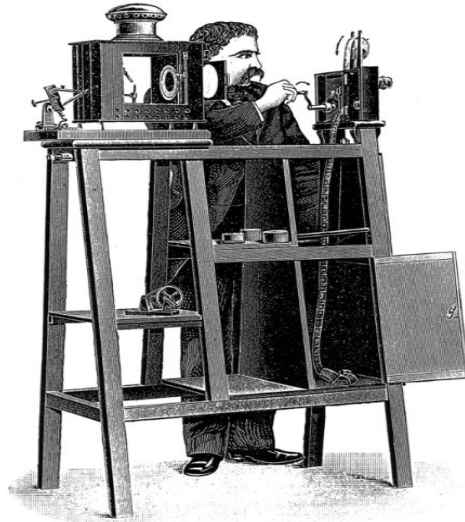


( Hieronymus Bosch gives new meaning to “ fly fishing!”)  
In your introductory **call** to the instructor, if your class is at George Mason, let him or her know they will get their parking vouchers on the first day of class.

You will also receive your own parking vouchers for Mason at the first class, as that is a definite benefit of being a Class Aide. In addition, if you have instructors registered as students in the class, they will receive parking vouchers, too. **Please ask people to return their parking passes to you if they do not use their parking passes ( for example , if they walk or bike) and then please return them to Encore Learning so that our institute can be reimbursed for them. The passes are good for three hours, beyond that you must pay.**

Do you have any questions about this procedure?

# Confirm Audio Visual Needs



*Le cinématographe Lumière: projection.*

The original Lumière brothers movie projector.

<https://blog.samys.com/auguste-louis-lumiere-fathers-cinema/>

When you call the instructor, confirm the audio/visual (A/V) equipment requested by the instructor. It will be helpful to know if they are bringing a laptop or flashdrive, and if they will show Powerpoint or Video during the class. You might want to ask the instructor if they have used the GMU space before and gauge their comfort with A/V. If the instructor is bringing a Mac, ask them to bring their cable connector. We will address AV questions shortly.

If your instructor is showing a film, please ask them to enable closed captioning if that is an option. Some instructors know little about AV and internet issues and will have to spend more time in training with th staff; others are highly experienced.





<https://www.cartoonstock.com/directory/m/monopolizing.asp>

On the call with the instructor:

Would the instructor like to have students introduce themselves at the first class, or at least introduce themselves to their neighbors if a big class?

Will the instructor take a break at class mid-point?. Does instructor want you to tell them what time it is?

Ask how they want to handle questions. Do they want to take them as they speak, at a designated time, at break? Discuss with them how they will handle someone who is disrespectful. This is not your job. If you hear a remark that is untoward, please call or email the office. We want to ensure that Encore Learning is a safe place for all to share ideas. Ask about how the instructor might handle someone who is long-winded. In the absence of a plan, you might suggest that the instructor say: "That's an interesting idea, please send me an email"...or, " Let's talk after class."

## Course Info Materials in the Cloud!

INSTRUCTOR → STAFF → CLASS



<http://www.ingrammicrocloud.sg/end-customer/>

All supplemental material, like readings or syllabus, must go directly from the instructor to the office (email to [courses@encorelearning.net](mailto:courses@encorelearning.net)) for posting. Staff will email students when additional material is posted. **Please remind the instructor of this procedure so that he or she can plan accordingly.**

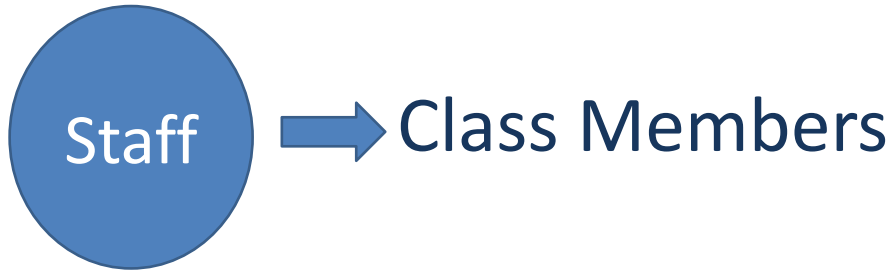
Instructors have been advised to send their material, by email or by the post, to the Encore Learning office well in advance, at least a week ahead, of the class. Staff will upload the electronic files to each class member's account. You might want to remind class members to look for these materials in their account when they are put on our website.

→ **The Staff will notify all the class members, the entire class, by email when the materials are available in their account and how to access them.**  
**Class members may view, download and/or print material by logging in to their Member Account Manager.**

**This is something you might want to remind class members about several times, especially if the instructor frequently updates information. You may need to explain exactly how to find the information online.**

**So to recap: on the call with the instructor, exchange contact information, confirm class details, parking information, AV requirements, Supplemental Materials, breaks, questions, introduction.**





- **Class Reminder**
- **Class Media Posted**

Class members will receive communications from the staff. Two-three days before class there will be a class reminder with building, room number and class time. As needed, class members will be notified when the instructor provides class material.



## Outdoor Classes

### Arlington History Introduction to Birding

#### Hearing Assist - LiveVoice

Class members attending the outdoor classes will also receive an email communication from staff about a smartphone application that makes the outdoor classes much easier to hear while social distancing. LiveVoice is a free phone application that allows you to hear your instructor using headphones or earbuds attached to your smartphone. Have any of you used this app in the outdoor classes ? Marty Suydam, our IT chair, is working with the people in these classes.

## Class Begins



You are the face of Encore Learning to the class and the instructor. Again, this is a brief overview of your responsibilities. All of the details and important information are in your folder.



*YOU MUST REMEMBER THIS* ❤️

You must remember this: You are getting ready to leave ..your home ...

## You Must Remember These



You must remember these you when you leave home:

A mask is now optional; however, Encore Learning encourages our members to wear a mask and to practice social distancing in class. We hope that you will encourage your class members to do so, as well. Your Class Aide folder,/checklist, your badge, and your rooster.. ah, roster, attendance list! Check your class requirements on the “Class Information” sheet. Before you leave your house, please check that you have the necessary items with you.

And when you leave the class, please bring these items home with you.

## Arrive to Class 30 Minutes Early



<http://alvinalexander.com/photos/comic-two-dinosaurs-miss-noahs-ark-oh-crap-was-todayearly>

Don't miss the boat! On the first day of class and for every class, please arrive 30 minutes early. Put the lights on. Turn on the computer and whatever else the instructor has requested. Staff will be sure there is a working pointer/clicker and markers. Let staff know if you need more markers for the white board. On the first day of class, back-up Class Aides should be out in the hall directing students to classrooms.

Before every class, Put out the attendance sheet and remind members to sign in . .

## Set up Audio Video (AV) Equipment



Don't be afraid! Audio-visual equipment may be a mystery for some, but we are going to solve that in the next half hour with hands on training.

Arrive early. If there's an Encore Learning class prior to your class, you can ask them to leave the equipment on.

Otherwise, make sure that any audio-visual equipment that the instructor needs are on and ready to go. If the instructor is using a microphone, do a sound check. Pointer clicker?

Check! White board markers? Check!

## Yellow sheet: Audio Visual Info

<https://encorelearning.net/class-aide-information/>



<https://clipchamp.com/en/blog/lavalier-microphone/>

Your yellow sheet in your folder has the information specific to your room. The Encore Learning website has instructional videos that will review what you will see and do here after this presentation. Class Aides often like to refer to these videos before class to refresh their skills.



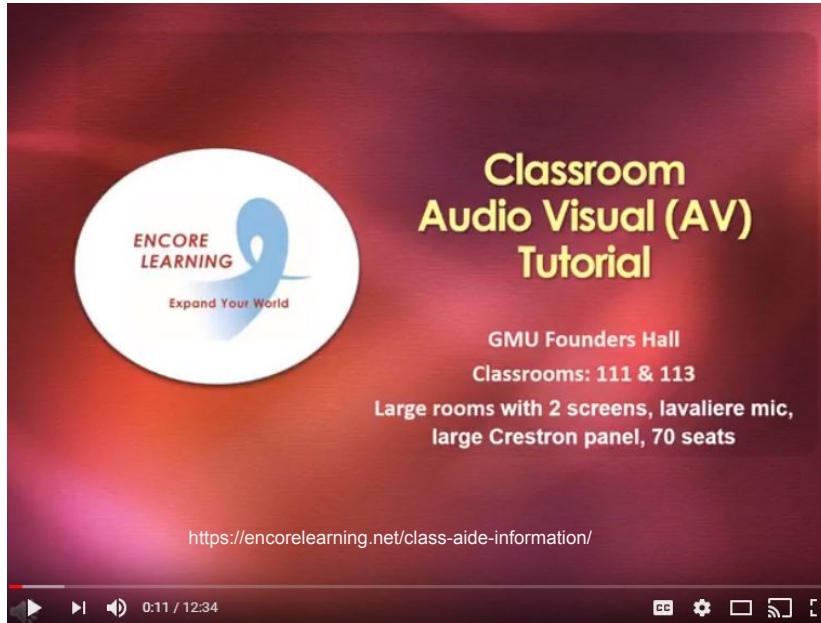
# Yellow sheet: Audio Visual Info

[https://www.law.gmu.edu/tech/classroom\\_tech/hazel\\_hall\\_224](https://www.law.gmu.edu/tech/classroom_tech/hazel_hall_224)



We will teach you how to use the AV equipment in the classrooms. Bring your folder with you to every class so you can follow the step by step instructions on your yellow sheet.

# AV Refresher Videos



Our Encore Learning IT Co-Chair Marty Suydam put together these three wonderful videos specifically dedicated to certain rooms in George Mason. We will have a little AV training session after this presentation, but these videos will refresh your memory before class and will remain online for whenever you need them.

<https://encorelearning.net/class-aide-information/>

## Before the first class starts:

- Give the instructor a copy of the attendance list.
- For classes at GMU, ensure instructor has parking vouchers, and contact staff if any questions.

Give instructor a **copy** of the Attendance Sheet so that he or she knows who is in the class. Not the actual attendance sheet, but the copy of it . (Note that staff host will also email the roster two days before the first class.)

Confirm your previous phone conversation with the instructor : i.e.--->

Would the instructor like to have students introduce themselves at the first class, or at least intro to their neighbors if a big class?

Will the instructor take a break at class mid-point?. Does instructor want you to tell them what time it is?

How would the instructor like questions to be handled? Wait until a break? Ask any time? Some like to take questions during class; others prefer to take questions at break.

# Inclement Weather Policy

## Cancellations

- For classes at George Mason: same as George Mason (GMU)
- Outdoor classes: instructor decision-will notify class

## Delays at All Sites

Encore Learning courses scheduled to begin during the delay are cancelled; those scheduled to begin after the delay will proceed on schedule.



<https://huggingface.co/spaces/stabilityai/stable-diffusion>

**No one will be making phone calls to students in cases of emergency cancellation/closure.**

Remind class members to check online for any schedule changes or inclement weather issues before coming to class each week.

For classes that are outdoor/various locations the instructor will determine if inclement weather merits cancellation. Encore Learning staff will email students if there is a cancellation.

The staff can send notifications with read receipts so they will know if people open the message. Each class has a staff contact who will be in touch with the aides and instructor about procedures. Class Aides will have a phone list to make calls if that is requested by the staff.

**Please make sure that your MEMBER ACCOUNT Manager**

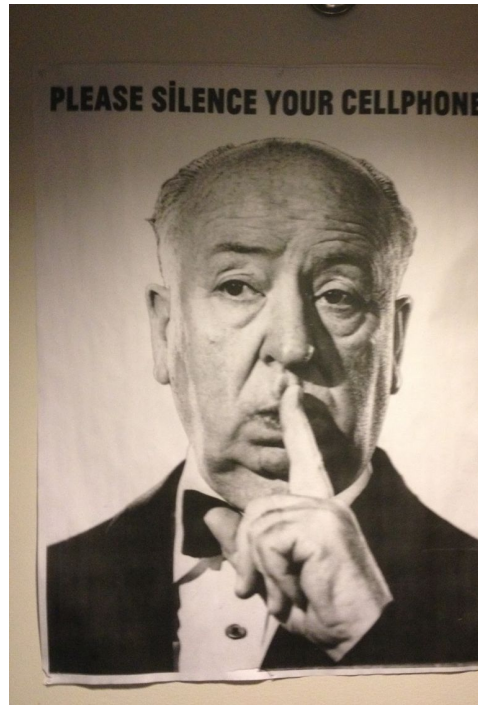
**Profile includes your *mobile* phone number—and please make sure that you leave your mobile phones on UNTIL the class is underway.**



When the first class starts, the instructor will have the lavalier mic. The class members will be all spread out. Please use the hand mic (if you have one in your room) to make your announcements so that everyone can hear you. We want our new members to feel welcome. Please ask them to raise their hands, so everyone knows who is new. Welcome them to Encore Learning, and tell them their fellow classmates are happy to answer questions. If the instructor wishes, they may take time to have students introduce themselves.

# Please Remind Class

Please Silence Your  
Cell Phone &  
Electronic Devices



At the start of every class, please remind class members to **silence** their cell phones and electronic devices. Please ask class members to sit in the back row if using electronic devices and to be mindful of other class members.

If you have an egregious case (e.g., someone who sits in the front row and reads emails in class), you may need to tactfully ask them during break or after class to either not do so or to sit in the back.

# In the dark???



[https://www.google.com/search?q=seeing+in+the+dark&rlz=1C1LDJZ\\_enUS499US503&source=lnms&tbn=isch&sa=X&ved=0ahUKE](https://www.google.com/search?q=seeing+in+the+dark&rlz=1C1LDJZ_enUS499US503&source=lnms&tbn=isch&sa=X&ved=0ahUKE)

If your class needs lights out to show a film or slides, please ask class members to remain in their seats until the break. But please let them know that if someone absolutely must leave, some rooms have an exit in the rear and they can discreetly shine their phone flashlight for their safety in navigating the steps.





On the first day, also request that class members arrive on time . This is a sign of respect for the instructor and fellow class members. You might want to remind students about this at the end of class and remind them about any schedule issues. If you do it at the beginning, the latecomers won't hear it.



Well, at Encore Learning, we heard you. As we all know, hearing is often a problem as we age. And while some seniors can positively advocate for themselves, others may be unwilling or shy about acknowledging the problem. Encourage students who have difficulty hearing –or seeing– to sit up front. They may also use the accessibility features on their phone to do speech to text. Likewise, if a teacher is using film or video, encourage them to choose videos with closed captioning.

## Frequently Asked Questions FAQ's

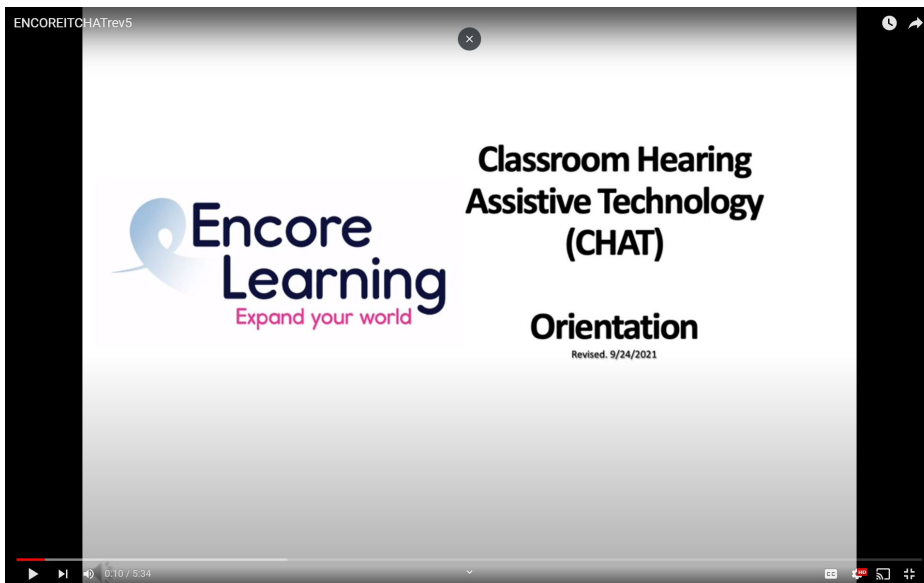


What's the address?



How do I get help with hearing for an in-person class?

You might like to point out to the class at large, that there are many answers to frequently asked questions on our website. Clicking on this question for assistance with hearing for an in-person class will take you to a helpful Encore Learning YouTube video.



<https://youtu.be/4pZVdPWaLbM>

This video describes three possible mobile phone apps. All three apps work well with Iphones, but only one works with Androids.



Introduce the Instructor if that is the instructor's wish.  
Close the door to the classroom so we don't disturb students who might be studying in the corridor, and they won't disturb the class.

And then, sit back and enjoy!

At the end of each class, thank the instructor. End the class on time. Sometimes there will be a class after yours so the room must be cleared. People shouldn't have to worry about their parking meters.

Bring the attendance sheet home with you and bring it again to the next class.

Also it may be that your instructor will need you to remind them of the time for breaks and at class end. Encourage the instructor to mention what will be covered in the next class.

Our goal as Class Aides is to help provide everyone with an

interesting, enjoyable experience. We want everyone to feel respected and included. We all benefit from the unique, distinctive contributions that our talented members share. Check the Encore Learning Website for details of non-discrimination policies:  
<https://encorelearning.net/about/policies/>



Evaluations will be sent to class members via email using Survey Monkey on the morning of the last class.

. Let the class know that the instructor, who is a volunteer, will read the evaluations. We are all interested in honest and polite and constructive feedback. These evaluations are useful to our program committee in selecting classes, so member's voices are important.

If your class is at Mason, you can give the **attendance list to a staff member or put them under the door of room 715.**

If you are off site, you can take a photo and email it.

**QUESTIONS?**



# Please stay

## And...

If your class is at GMU please stay for hands-on AV training. Lora, and our IT crew will tell you all you need to know about the AV equipment.



Thank you so much for pitching in!!  
The Encore Learning classes could not run without your  
help!! We hope you have a very enjoyable time!

Thank you !

We'll be sending you a SAVE THE DATE for our Volunteer  
Aides' Thank You Coffee and Review at the end of the  
semester.

You are tops!!