Welcome to

New Class Aide Training
Spring 2025

Spring 2025 Class Aide Training Agenda

- Welcome
- Overview of Class Aide Responsibilities
- Review Class Aide Guide/Checklists
- Check-out room or meet with other Class Aides
- Virtual Class Aides may convene in another room

MEET YOUR CLASS AIDE COORDINATORS

Carol Fuller

John Metzler

MEET THE ENCORE LEARNING STAFF

Lora Pollari-Welbes
  Executive Director
Patty Rowland
  Administrator
Kerry Fraatz
  Academic Course Coordinator
Donna Banks
  Virtual Class Administrator

Getting to Know You

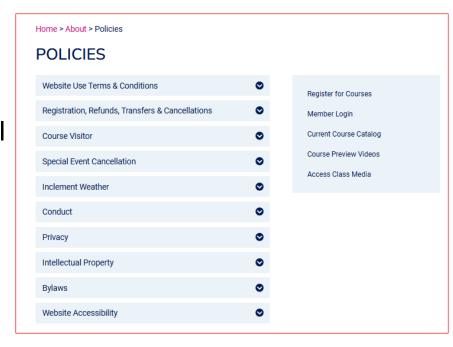- Welcome to our new Class Aides. You join some 40 returning Class Aides this semester.

- Please introduce yourself and say what class or classes you are Class Aide for, whether in person, Virtual, or off-site.

Encore Learning Conduct 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.

Home > About > Policies

POLICIES

Website Use Terms & Conditions	⌄
Registration, Refunds, Transfers & Cancellations	⌄
Course Visitor	⌄
Special Event Cancellation	⌄
Inclement Weather	⌄
Conduct	⌄
Privacy	⌄
Intellectual Property	⌄
Bylaws	⌄
Website Accessibility	⌄

Register for Courses

Member Login

Current Course Catalog

Course Preview Videos

Access Class Media

What is a Class Aide?

- Coordinates with Instructor; Assists as needed, including with basic AV equipment
- Welcomes everyone, especially new Encore Learning members, and serves as a point of contact
- Makes announcements (the rules of the room, Zoom, or outdoor site)
- Helps Instructor with time checks
- Takes attendance
- Works with staff on any problems or questions

Class Aide and Instructor Benefits

- In-Person Class Aides receive parking passes

- Virtual Class Aides get one free course registration in one of the next two semesters

- Instructors receive parking passes, free registration for 3 classes in current and following semester

Staff and Class Aides Roles

STAFF

- Email class members (reminders, schedule changes, inclement weather, class material updates)

- Provide current attendance lists

- Ensure appropriate equipment is available for assigned room

- Update class materials online when provided by the instructor and email participants

- Provide guidance for Virtual class Zoom issues

CLASS AIDES

- Contact instructor before class begins

- Welcome class, make general announcements, introduce instructor

- Take attendance at each class session

- Assist with basic A/V issues and get tech support if needed

- Communicate any issues/concerns to staff to ensure a positive classroom experience for the instructor and class members

Class Aide Guide – Your Friend

- All of the details and important information are in your folder. Read it carefully and bring it to every class with you.

- Left hand pocket: Class Aides Checklist and a Class Aide badge insert.

- Central portion: Class Aides Guide, a yellow AV instruction sheet, and a blue sheet with contact information.

- Parking vouchers will be given to the instructor and Class Aides at the first class.

Key Point Reminders

- Contact your Co-Class Aide Now: divide duties and discuss absence dates

- Contact your Instructor Now (contact info, dates, room number, AV needs, management of class and discussion, breaks, handling disruptive or wordy participants, etc.)

- Study and use the Class Aide Checklist; make announcements (e.g., silence cell phone); introduce Instructor and Co-Class Aide

- Create an orientation slide for the first Virtual class (unless your Instructor wants to do it): class dates, rules on Zoom

- Arrive 30 minutes early for the first in person class to set up AV;

- Check attendance each week; always wear your Class Aide badge; ask if anyone needs a badge and let office know those names after first class

- Refer participants to class website for class media/materials

- Monitor time (start, breaks, class end)

- Become familiar with your room AV equipment and mics; review AV and other training tutorials online, including Virtual training

Contact Your Instructor

- Call or email Now. Be persistent.
- Blue page has phone and email contact information.
- Confirm everyone's contact information.
- Verify class dates, times and locations.
- Explain that your role as Class Aide is to assist with audiovisual and taking attendance.
- Confirm AV needs and how Instructor will conduct the class (laptop? Flash drive? Powerpoint/Video during the class? Mac cable?) New to GMU AV? Familiar with Zoom?
- Ask how they would like to be introduced and whether they want participants to introduce themselves at the first class.
- Discuss breaks and how to handle questions.
- Discuss how to handle difficult students.
- Explain parking or free class benefits for Instructor.

Inclement Weather Policy

See Guide page 7 for details on Cancellations

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

Classes at George Mason

- Use the hand mic for questions (1st Floor)
- Start on time
- Introduce yourself & Co-Class Aide
- Ask the new members of Encore Learning to raise their hands and introduce themselves; welcome them
- Review the ground rules for class (e.g., silence phone, quiet food packaging, inclement weather)
- Introduce Instructor

Before the first class starts

● Start AV system, login to computer, and open browser if they will be using internet.

● Check for pointer or erasable markers, if used.

● Give the instructor a copy of the attendance list.

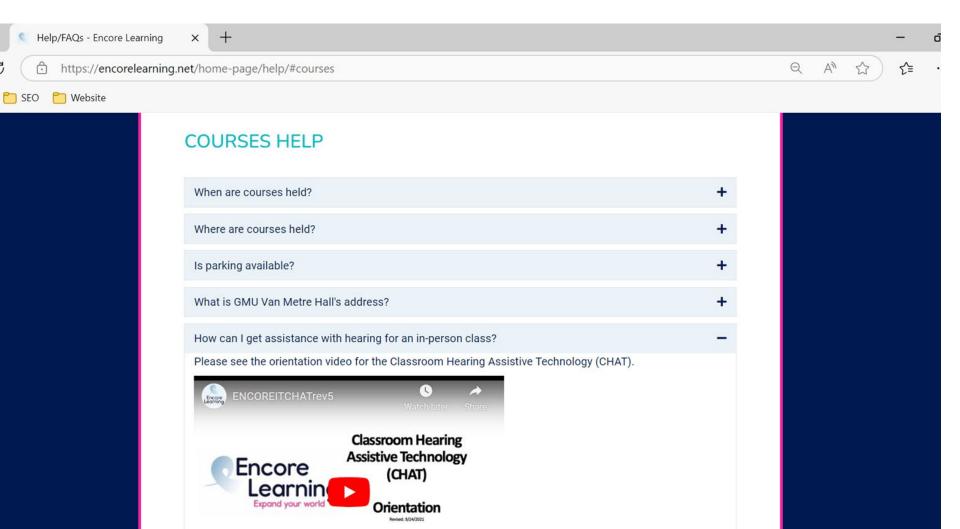● For classes at GMU, ensure instructor has parking vouchers and contact staff if any questions.

Hearing Assistance

http://gretnabc.com/multimedia-archive/can-you-hear-me-now/

Classroom Hearing Assistance

Outdoor Class Procedures

- Take attendance before starting and for late folks
- Greet everyone; introduce yourself and your Co-Class Aide
- Ask if anyone is a new Encore Learning member; welcome them
- Remind them of basic rules (weather issues; updates on website account; etc.)
- Introduce Instructor
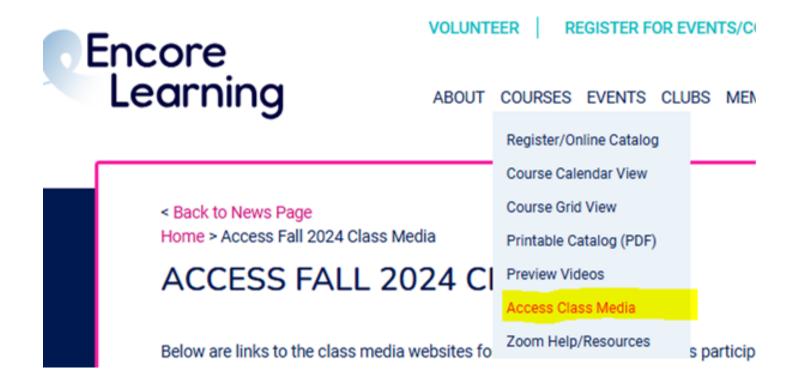- One CA should be at front; one in back as "sweep"

Virtual and Hybrid Classes

- **Virtual**: All on Zoom software (remember to update Zoom before the class as it changes frequently)
- **Hybrid**: Two Class Aides: 1) in-person duties; 2) Zoom duties.
- Class Aide managing Virtual should review the pre-recorded training.
- Prepare an orientation slide with ground rules for the first day of a Virtual class.
- Staff will schedule rehearsals prior to the first class.
- Staff manages the virtual attendance tracking.

Course Materials in the Cloud!

INSTRUCTOR ➡️ STAFF ➡️ CLASS

Yellow sheet: Audio Visual Info

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

AV Refresher Videos

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

**GMU Classroom Audio-Visual Tutorial
Introduction**

October 2023 Update

Play (k)

0:00 / 14:42

Encore Learning Training for AV in GMU Rooms 111 and 113

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

Time to Evaluate
Last Class

http://www.blogtrepreneur.com/media-justice/

QUESTIONS?

Take time to review your Class Aide Guide.

https://www.pinterest.com/squeakyangel17/love/