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General Information

Class Aide is an important position in Encore Learning. The Aide is the pivotal interface between the student-member, the instructor and Encore Learning administration. Decide now with your co-Class Aide who will handle each task. We have found that our most successful aides divide up tasks according to their strengths and fully support each other.

Please take your folder to every class. Everything needed to support a course or instructor at all locations cannot be anticipated; therefore, you should annotate materials in your folder to fit your specific class, classroom environment, course location, and instructor requirements. This information with your additional notations will provide you with the most complete and easy reference for information and phone contacts you may need to know.

Liaison with Instructors

The Class Aide is the classroom point-of-contact with the instructor and should either handle requests for support or forward the requests to the Encore Learning staff at info@encorelearning.net. The instructor is a volunteer who has generously contributed her/his time and expertise; therefore, Encore Learning would like to relieve her/him of as many administrative duties as possible.

Immediately following your Class Aide Orientation Session, please contact the instructor by phone or email. Explain that you are one of the Class Aides assigned to assist her/him as noted in their instructor guide and that you would like to review some basic course information with her/him. (Even experienced instructors may be unaware of some important details, so always check.) If you contact the instructor by email, please ask the instructor to acknowledge receipt.

- Verify class dates, times and location using our website as your source.
- Confirm if they will be sharing content to be displayed via the room PC, their laptop, or doc camera. Remind the instructor to bring their own cable connector if they are bringing a Mac laptop to teach.
- Share both aides' telephone and cell phone numbers and email addresses with the instructor for emergencies (e.g., last-minute delay due to illness, traffic, parking issue.)
- Instructors have been directed to provide all supplemental material directly to the staff by email (to courses@encorelearning.net) **at least one week in advance of the class session**. Please remind instructors of this, noting that Aides do not distribute course material.
- Determine when and how the instructor wants to handle questions- as they arise? At the end of class? Break?
- Ask if they want to allow time at the beginning of class for students to introduce

themselves to the class or to their neighbor.

- Note the need for swift and decisive handling of students who dominate class discussions or interrupt lectures. If the instructor wants suggestions on how to handle these suggestions, they might say “That’s a very interesting point/question, see me at break or after class” or “Send me an email, I’ll be happy to respond.”
- Note the option for a mid-class restroom break.
- GMU ONLY - Inform the instructor that her/his parking validations for the parking garage at Van Metre Hall will be provided via a QR code at each class session. An account with Metropolis is necessary to use the garage. Details on this process are available at <https://encorelearning.net/parkingvalidations/>. If an instructor has specific questions about parking, please direct them to Encore Learning staff.

At the first class, begin the session by introducing yourself and your Co-Class Aide, review basic classroom information, and then introduce the instructor. Invite new members to introduce themselves, and if appropriate take time for all students to introduce themselves to the class or to their neighbor. See the green script in your folder for an overview of what you should cover.

Class Contact

Class Aides are available to class members in the classroom for general questions. Class Aides do not email or call class members. All class members should direct their emails and calls to the Encore Learning staff. As noted in the Checklist, staff will email the class with an introductory welcome letter. The letter will direct all to verify their course logistics online as info may have changed since course registration opened. The Member Account Manager shows the most current course information under the My Activities tab.

Class Materials

Instructors have been asked to send supplemental course materials directly to the Encore Learning office well in advance of the class. **Please do not accept course materials from the instructor.** Staff uploads the material to the class website (new starting in Fall 2024) and notifies all class members when new materials are available. Course material posted online by staff is available to class members throughout their membership.

Room Locations (GMU ONLY)

All Encore Learning classes this semester at George Mason University will be held in rooms on the first, and third and fourth floors of Van Metre Hall. Encore Learning staff will provide a pointer/clicker if needed and let you know if you should return it to staff or keep it for the next class.

Audio Visual Equipment (GMU ONLY)

You, as aide, should assist the instructor in set-up and operation of the A/V equipment. It is important that a Class Aide arrive at the classroom a half-hour early each week to warm

up the LCD projector and/or initiate the setup process in the event that there is a technical or logistic error that needs to be addressed before class begins. It is also the Class Aide's responsibility to see that the A/V equipment is shut down appropriately at the end of each class session if there is no class following this class.

Hands-on review will be provided during the Class Aide training. In addition, please see the provided yellow A/V guides. Equipment varies based on the room, so be sure to review the guide for your classroom even if you have served previously as a Class Aide.

Room Audio/Voice Amplification (GMU ONLY)

Voice amplification equipment is available in first floor rooms. For classes on the 3rd or 4th floor there is a bluetooth amplification system available that staff can provide as needed. Class Aides must notify staff if there are sound issues early in the class so they may be resolved. We strongly encourage all instructors to use this equipment to ensure everyone can adequately hear the material being presented.

Issues hearing the instructor during class is a common complaint in end of course evaluations. To help alleviate these concerns, please assist by:

1. Perform an audio check at the beginning of each session and invite participants to raise their hand during class if they cannot hear.
2. Ask the instructor to repeat all participant questions before answering. You may need to remind them of this as questions are asked.
3. When using lavalier microphones (i.e. in the first floor classrooms) ask instructors to turn with their body rather than their head in order to keep the microphone properly positioned.
4. Encouraging participants with hearing challenges to move closer to the instructor.
5. Contact Encore Learning staff for further troubleshooting if audio issues persist.

Class Attendance

Taking student attendance is important because class attendance data, along with evaluations, provide Encore Learning with vital information for future planning. Staff may be available to take attendance and verify information, or you may complete this process.

A staff member will bring attendance sheets to the first class. Please keep these sheets for the duration of the class and return to the staff member on site on the last day. The attendance sheet has columns to mark attendance for each class session. Encore Learning does not provide student contact information even when requested by the instructor. The instructor may solicit that information and members are free to provide their personal contact information. The Aides have no role in sharing such information. Our privacy policy closely guards member information. If a student wishes to know the names of other students in the class, they may take a picture of the class roster.

If members need a name badge, note that on the attendance sheet and provide that information to the staff host after class.

You will be advised by email when additional participants have enrolled in or withdrawn from your class. You may simply write in the new students onto the Attendance Sheet. Please draw a line through students who have officially withdrawn. If the number of changes becomes too complicated, you may request an updated attendance sheet by emailing staff at courses@encorelearning.net. Email staff if someone adds their name to the attendance sheet and you have *not* been notified about the new student.

Parking at George Mason University

The entrance to the garage is off Kirkwood Road, about ½ block off of Washington Boulevard. Encore Learning provides parking for instructors, enrolled instructors and Class Aides performing their duties at George Mason University's Van Metre Hall. Anyone parking in Van Metre Hall Parking Garage will need to create an account with Metropolis. A QR code parking validation will be brought to each class by an Encore Learning staff member for use by instructors teaching and taking courses at Mason and for Class Aides opting for the parking benefit. Information on setting up a parking account and using the QR code validation can be found at <https://encorelearning.net/parkingvalidations/>.

No parking validation or reimbursement is provided for other class participants. For class members, there is public metered parking at \$1.75 per hour with 4-hour meter parking on Fairfax Drive near St. Charles School and 12-hour meter parking on 13th Street near Irving Street. Encore Learning students have access to the public parking garage under Van Metre Hall. Current rates are listed at <https://transportation.gmu.edu/arlington-campus/#VisitorEventParking>.

Name Badges

Name badges have been distributed to all members and are meant to be kept throughout membership. Encore Learning staff will bring badges for new members to the first class sessions. Students should be encouraged to wear their badges. Members may request replacements via email to the office. You may ask students at the first class session if they need a name badge and report those names to the staff host or email info@encorelearning.net and the badges will be brought to the next class session.

Classroom Cleanup

Remembering that we are guests in the facilities in which we have courses, please confirm that the classroom is clean and, after the class has ended, left as you found it. Please ask members to dispose of their trash and to retrieve personal items prior to leaving. Addressing this topic at the first session will yield good results.

Classroom Disruptions

Encore Learning has made every effort to schedule classes and their locations to avoid noise interference from nearby classrooms/spaces. Nevertheless, some interference may occur. The instructor may be able to handle or overcome the matter. If not, the Aide may need to become involved. If a matter cannot be resolved, seek assistance from the appropriate **Key Person** for your building.

Member Complaints and Course Concerns

If you receive complaints from members about an instructor or course content, please pass the information on to the Academic Program Committee (APC) co-chairs as soon as possible. See the Key Person Contact List on pg. 9 for contact information. The APC would like to address any issues as they arise instead of learning about them in the course evaluations after the course is completed. As Class Aides, you are the eyes and ears of the class and can help ensure the course meets the needs of the participants.

Members Requiring Assistance

Encore Learning tries to be proactive in assisting members with any difficulties they may have in participating in its programs. Class Aides should try to resolve the matter. For example, some members have difficulty hearing the instructor regardless of the voice amplification device employed. Those with hearing issues may benefit from viewing the “How to use your smartphone to hear better in class” video under the FAQs on Encore Learning’s website.

Guest Students

Please refer any requests to bring a guest to class to info@encorelearning.net Guest participants are at the discretion of the course instructor.

Emergency Communications

If an instructor informs you that a session must be canceled unexpectedly (e.g., due to illness), please notify Encore Learning staff as soon as you learn of it via phone and email. Staff will notify all class members via email. In the case of a missed session, staff will ask instructors if they would like to extend the course to make up for any missed sessions and, if the instructor would like to pursue this option, staff will determine if a class extension can be accommodated. Never approach the building contact to extend class dates or attempt to hold the class at another site.

Course Evaluations

Course evaluations are an invaluable means for Encore Learning to determine member satisfaction with a particular course and instructor. These evaluations, along with the class attendance sheets, help Encore Learning decide whether to keep, change, or delete the course. They provide direct member feedback to the instructor as well.

Encore Learning uses electronic course evaluations via SurveyMonkey. An email will be sent to all students on the last day of class. A SurveyMonkey account is not required to complete the survey. At the beginning of the last class session, please remind students to fill out the Course Evaluation Survey. A link to the evaluation will also be available at the bottom of the class webpage by the last class session.

Attendance Sheets

Please return the attendance sheets to the ENCORE LEARNING office as soon after the course concludes as possible. Please return to the staff member onsite or scan/take a photo of the attendance sheet and email to courses@encorelearning.net.

Reading Assignments

Reading assignments may be listed in the course description. However, Encore Learning cannot guarantee the availability of texts suggested by the instructor. Most instructors use books available in local bookstores or libraries or online.

Building Management

Encore Learning is a guest in each of the buildings in which it holds classes. If an issue arises over a classroom's environment or equipment, your **Key Person Contact List** will name the person with whom you should work to resolve the matter. (The exception to this is an audiovisual issue at Mason. Please refer to your A/V guide.) In the case of classroom emergencies, contact the Key Person designated to assist in your building. If you are unable to resolve the issue with the Key Person, please contact Encore Learning staff.

Liability Insurance

While acting within the scope of their appointments, Class Aides are considered to be agents of Encore Learning and are covered under Encore Learning's liability insurance policy. This coverage does not extend to illegal activity, improper conduct, the willful disregard of safety, transportation, or holding class in an unauthorized location.

Privacy Policy

Encore Learning is committed to protecting member privacy and to ensuring the security of personal information collected. Please review the Privacy and Conduct policies provided here: <https://encorelearning.kinsta.cloud/about/policies/>

Closures and Delays

Encore Learning classes are canceled or delayed depending upon their location and the decisions made by their hosts.

Closures and delays can be determined as follows:

Facility	Policy	Contact
George Mason University	2-hour delay: all classes starting at 10 am or later proceed as scheduled Closure: all Encore Learning classes at GMU cancelled	GMU at 703-993-8999 or www.gmu.edu
Fairlington Community Center	Facility closures and delays are at the discretion of the Arlington Parks and Recreation Department.	Call 703-228-4715 for updates on facilities' status.
Goodwin House	Facility closures and delays are at the discretion of Goodwin House.	Call (703) 820-1488 for updates on status
Offsite/Multi-location Courses	For classes that meet at various locations in Arlington, Encore Learning will follow the Arlington County Government status.	Call 703-228-4715 . Or visit ; https://www.arlingtonva.us/Government/Departments/PSC/EM/Preparedness/Closures-Delays-Cancellations

Class Aide Benefit

As a thank you for serving as a class aide, you may choose either parking validations for each class session (GMU only) or a credit for a free class registration. Class aides who select the class credit will receive it after the course is completed, and it must be used within the next two terms.

Key Person Contact List

Emergency Contact

In case of an emergency, **call 911** using your personal mobile phone or the classroom phone. Emergency dispatchers are able to communicate directly with GMU University Police. **Please follow up with Encore Learning Staff.**

Encore Learning Staff

Executive Director	Lora Pollari-Welbes	exec@EncoreLearning.net	(703) 228-2144 ext 3
Academic Course Coordinator	Kerry Fraatz	courses@EncoreLearning.net	(703) 228-2144 ext 4
Office	Patty Rowland	info@EncoreLearning.net	(703) 228-2144 ext 1
Virtual Class Coordinator	Donna Banks	virtual@encorelearning.net	(703) 228-2144 ext 5

Class Aide Co-Chairs: Contact with questions regarding the class aide role

Class Aide Co-Chair	John Metzler	johnmetzler3@outlook.com	(703) 850-9439
Class Aide Co-Chair	Michael Stutts	stuttsml@gmail.com	(757) 641-9248

Academic Programs Committee Co-Chairs: Contact for concerns regarding instructor or course content.

Susan Bornstein	susanbornstein@me.com
Deb Spero	deborahspero@gmail.com

George Mason University (GMU)

The Mason staff at the Van Metre Hall Information Desk will direct students to the proper classroom and may be aware of classroom cancellations/changes. They are located on your left after you enter the glass doors to Van Metre Hall on Fairfax Drive.

GMU Information Line	(703) 993-8999
GMU Classroom Tech and A/V Support	(703) 993-8226

Fairlington Community Center

Fairlington Community Center Main Number	(703) 228-6588
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Goodwin House Bailey's Crossroads

Goodwin House Bailey's Crossroads Main Number	(703) 820-1488
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