

# In-Person Class Aide Training

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GMU, HYBRID, FAIRLINGTON, GOODWIN HOUSE and OFFSITE  
COURSES

John Metzler and Mike Stutts  
Class Aide Committee Co-Chairs  
Spring 2026



## AGENDA

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- Welcome and introductions
- Overview of Class Aide Guide and Checklist
- Information specific to class types - Offsite, GMU, Hybrid
- Q&A
- Hands On A/V Training (GMU classes)



## WELCOME AND INTRODUCTIONS

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- Thank you for volunteering!
- Meet Class Aide Co-Chairs
- Meet APC Co-Chairs
- Meet Encore Learning Staff
- Please introduce yourself and your assigned course(s)



Welcome everyone to the Encore Learning Class Aide Training! We are so glad to have you here and appreciate your willingness to volunteer in this essential role. Your dedication helps us fulfill our mission of expanding the world of our members through engaging and accessible learning experiences.

**Introduce Class Aide Co-Chairs John Metzler and Mike Stutts.**

**Introduce Academic Program Chairs - Deb Spero and Susan Bornstein**

**Introduce Encore Learning Staff**

Next, I'd like to introduce the Encore Learning staff members here today:

**Lora Pollari-Welbes** – Executive Director

**Kerry Fraatz** – Academic Course Coordinator

**Patty Rowland** – Office Administrator

**Donna Banks** – Virtual Course Coordinator

### **Class Aide Introductions**

Invite each class aide to introduce themselves:

Name and Course(s) they will be a Class Aide for

## GENERAL INFORMATION

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- You are the vital link between students, instructors, staff
- Coordinate tasks with your co-Class Aide
- Bring your Class Aide folder each week
- Folder includes checklist, guides, scripts and contact info
- Personalize your folder with course-specific notes

See Guide  
Page 2



As a Class Aide, you hold a truly important position within Encore Learning. You are the pivotal interface connecting our student-members, the instructors, and the Encore Learning administration. Your efforts contribute significantly to a positive and smooth learning environment for everyone.

Let's start with some general information. You'll often be working with a co-Class Aide. We strongly encourage you to decide together who will handle each task, leveraging each other's strengths. Our most successful aides are those who fully support one another.

Remember to bring your Class Aide folder to every class. It contains essential materials, and you should annotate it with notes specific to your class, classroom, location, and instructor's needs. This personalized folder will be your most complete and easy reference. Inside this folder you will find a checklist, a class aide guide, an A/V guide (for GMU classes only), class aide and instructor contact information, introductory scripts you can follow, and information on wifi.

We will use the next few minutes to go over the class aide checklist and guide. As we go through the slides, you will see the specific page for the guide number noted. We encourage you to follow along in the guide and jot down notes directly in it.



## CLASS AIDE DUTIES

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- Review Folder Contents – Everything you need to know is in here!
- Liaison between Instructor, Class, Staff, APC
- Manage attendance and name tags
- Make announcements/general housekeeping remarks
- Attend to general classroom management
- Contact staff or GMU IT assistance if needed

Review Guide  
and Checklist



Today, we'll cover the key duties of an in-person Class Aide. You'll find a **Class Aide Guide** and a **Checklist** in your folder:

The *Guide* is the same for everyone.

The *Checklist* is customized based on course type and location (Hybrid, Offsite, Fairlington, GMU).

While the core responsibilities are the same, the way you carry them out may vary depending on the course format and your instructor's preferences. The main class aide duties include:

- Thoroughly reviewing the guide and checklist – Everything you need to know is in here!
- Serving as liaison between the Instructor, Class, Staff and the Academic Program Committee (APC)
- Managing attendance and name tags
- Making announcements/general housekeeping remarks
- Attending to general classroom management

- Contacting staff or GMU IT assistance if needed

The next few slides will go over these duties in more details. At the end of the presentation we'll have a few slides specific to the different course types.

## LIAISON WITH INSTRUCTOR

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- Contact your instructor after this session
- Confirm class logistics, materials, and intros
- Discuss how to handle questions and discussions
- Remind instructors to send materials to staff (not aides)
- GMU: Inform instructor about parking system and validations

See Guide  
Page 2



One of your primary responsibilities is to act as the classroom point-of-contact for the instructor. You'll either handle their requests directly or forward them to the Encore Learning staff at [info@encorelearning.net](mailto:info@encorelearning.net).

Instructors are volunteers, generously contributing their time and expertise. Our goal is to relieve them of as many administrative duties as possible.

Immediately after this orientation, please contact your assigned instructor by phone or email. Introduce yourself as one of their Class Aides and offer to review basic course information. Even experienced instructors might miss important details, so always double-check. If you email, ask for an acknowledgment of receipt.

When you connect with your instructor, here are some key points to discuss:

**Verify Class Details:** Confirm class dates, times, and location using our website as your source.

**Emergency Contact Info:** Share both Class Aides' phone numbers and email addresses for emergencies, such as last-minute delays due to illness or traffic.

**Class Materials/Media:** Instructors are directed to send all class materials directly to

courses@encorelearning.net at least one week in advance. Please remind them that Aides do not distribute course material.

**Questions and Introductions:** Determine when and how the instructor wants to handle questions – as they arise, at the end of class, or during a break. Also, ask if they want to allow time at the beginning for students to introduce themselves. For hybrids, ensure the instructor is aware that there will be in-person and virtual students and discuss how they would like to receive questions from both groups.

**Managing Discussions:** Note the need for swift and decisive handling of students who dominate discussions or interrupt lectures. You can suggest phrases like, 'That's a very interesting point, see me at break or after class,' or 'Send me an email, I'll be happy to respond.'

**Restroom Breaks:** Note the option for a mid-class restroom break.

**GMU Parking Validations (GMU ONLY):** Inform GMU instructors that their parking validations will be provided via QR code at each class session. They will be required to have an account with Metropolis to use the Van Metre Hall Parking garage. Direct any specific parking questions to Encore Learning staff.

## CLASS CONTACT

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- Aides are available for general questions in class
- Do not email or call students directly
- Staff sends class welcome email with course logistics

See Guide  
Page 3



Regarding class contact, Class Aides are available in the classroom for general questions. However, Class Aides **do not** email or call class members. All member emails and calls should be directed to Encore Learning staff."

Staff will email the class an introductory welcome letter, directing everyone to verify course logistics on the course webpage as information may have changed since registration.

Encore Learning does not provide student contact information, even to instructors, as our privacy policy closely guards member information. Instructors may solicit this information, and members are free to provide it, but Aides have no role in sharing it. If a student wants names of others, they may take a picture of the class roster.

## CLASS MATERIALS

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- Instructors send materials directly to [courses@encorelearning.net](mailto:courses@encorelearning.net)
- Materials are uploaded to class website



See Guide  
Page 3



For Class Materials, instructors are asked to send supplemental course materials directly to the Encore Learning office in advance.

**Please do not accept course materials from the instructor.**

Staff uploads materials to the class website and notifies members when they are available. Members can access these materials throughout their membership and view historic enrollments after a course ends.

Online instructions for accessing Class Media can be found on our website. Additionally, staff will email all class members when new material is added to the course page, and the email will include the login information for the class page.

## ATTENDANCE AND NAME BADGES

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- Bring attendance sheets each week
- Badges for new members will be brought to first session
- Request name badges if needed; encourage use
- Return completed attendance sheet after final session

See Guide  
Page 4



Moving on to Class Attendance, taking attendance is vital for future planning and helps us assess member satisfaction. Staff will bring attendance sheets to the first class. Place the attendance sheet near the entrance each week and remind class members to check in as they enter the classroom. Keep these sheets for the duration of the class and return them to staff on the last day. The sheet has columns for each session.

You'll be advised by email of new participants or withdrawals. Simply write in new students and draw a line through withdrawn ones. If changes become complicated, you can request an updated sheet by emailing [courses@encorelearning.net](mailto:courses@encorelearning.net). Also, email staff if someone adds their name to the sheet and you haven't been notified.

Before the first class session, staff will bring name tags for any new Encore Learning members to be collected as they check in. Please ask other class members who need a name badge to note it on the attendance sheet. When possible, the staff host will bring the name tags to be picked up at the end of class. Encourage students to wear their badges.

Please return the attendance sheets to the Encore Learning office as soon as possible after the course concludes. You can return them to the staff member on site, or scan/take a photo and email it to [courses@encorelearning.net](mailto:courses@encorelearning.net).

## CLASSROOM LOGISTICS AND MANAGEMENT

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- Leave the classroom clean and orderly
- Report complaints to staff
- Refer members to hearing assistance resources on website (under HELP/FAQs)
- Guest attendance requires instructor and staff approval
- Discuss student challenges with instructor after or before class

See Guide  
Pages 4-5



Regarding Classroom Cleanup, remember that we are guests in these facilities. Please confirm that the classroom is clean and, after class, left as you found it. Ask members to dispose of their trash and retrieve personal items before leaving. If the classroom has been rearranged, please return chairs and tables to where you found them. Addressing this topic at the first session will yield good results

While we try to schedule classes to avoid noise interference, some may occur. If an issue cannot be easily resolved, seek assistance from the appropriate Key Person for your building.

If you receive complaints from members about an instructor or another class member, please pass that information to the Encore Learning staff at [courses@encorelearning.net](mailto:courses@encorelearning.net)

Encore Learning aims to be proactive in assisting members with any difficulties they may have. Class Aides should try to resolve issues. For example, if members have difficulty hearing, direct them to the 'How to use your smartphone to hear better in class' video under the HELP/FAQs tab on Encore Learning's website.

For guest students, please refer any requests to bring a guest to class to

info@encorelearning.net. Guest participation is at the discretion of the course instructor.

If you have students who are disruptive or repeatedly dominating class discussion, please address this with the instructor after the class or before the next class so they may manage this. If the challenge persists, contact courses@encorelearning.net

## COURSE CONCERNS

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- Issues related to classroom management (audio, facilities, etc) should be reported to staff
- Concerns with instructors and course content/execution should be reported to the Academic Programs Committee (APC)
- Class Aides and the APC can work together to make sure course concerns are addressed before it is too late
  - See purple sheet for tips from APC

See Guide  
Page 6



Please report any general complaints about classroom audio, facilities, etc. to Encore Learning staff so they can troubleshoot before the next class session.

The Academic Program Committee, which recruits all our wonderful instructors, wants to hear about any concerns about the course or instructor BEFORE they appear in the course evaluation when it is too late. We have one of our APC co-chairs here to tell you more about what you can do to help. [Give mic to Deb or Susan]

## COURSE EVALUATIONS

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- Staff emails evaluations on the last day
- Links to evaluations are also on the course webpage
- Encourage participation to support course planning

See Guide  
Page 6



Course evaluations are invaluable for Encore Learning to determine member satisfaction and help us decide whether to keep, change, or delete a course. They also provide direct feedback to the instructor. We use electronic evaluations via SurveyMonkey, however a SurveyMonkey account is not required to complete the survey.

An email with the survey link will be sent to all students on the last day of class and is also available on the course webpage.

At the beginning of the last class, please remind students to fill out the Course Evaluation Survey. As these surveys will be shared with instructors, who are volunteers and have dedicated a great deal of their time to creating and presenting their course content, we do ask that responses are courteous and that criticism is constructive.

## EMERGENCY CANCELLATIONS, CLOSURES AND DELAYS

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- Email and phone staff if instructor cancels
- Follow GMU and Arlington Parks and Rec closure policies
- Staff will notify class by email for cancellations

See Guide  
Page 8



In case of an unexpected session cancellation by an instructor, perhaps due to illness, please notify Encore Learning staff as soon as you learn of it, by both phone and email. Staff will then notify all class members via email. If a session is missed, staff will ask instructors if they want to extend the course. If so, staff will determine if an extension can be accommodated.

Never approach the GMU or Fairlington staff to extend class dates or attempt to hold the class at another site

If you are in a classroom and are notified by the GMU Staff that there is another group scheduled to occupy the room, please contact Encore Learning staff onsite to locate another room.

Encore Learning classes may be canceled or delayed depending on their location and the decisions made by their hosts. Here's a quick overview of our policies:

**George Mason University:** For a 2-hour delay, all classes starting at 10 am or later proceed as scheduled. For a full closure, all Encore Learning classes at GMU are canceled. You can check the GMU information line or their website.

**Fairlington Community Center:** Facility closures and delays are at the discretion of the Arlington Parks and Recreation Department. Call their number for updates.

**Offsite/Multi-location Courses:** For classes meeting at various locations in Arlington, Encore Learning will follow the Arlington County Government status. You can find updates on their website.

## LIABILITY INSURANCE & POLICIES

- Class Aides are covered by Encore Learning's liability insurance
- Always use approved locations and follow safety protocols
- Class materials and recordings should not be shared
- Review all policies online

See Guide  
Page 7



Let's cover a few important details about liability and policies.

**Liability:** While acting within the scope of your appointment, Class Aides are considered agents of Encore Learning and are covered under our liability insurance policy. This coverage does not extend to illegal activity, improper conduct, willful disregard of safety, transportation, or holding class in an unauthorized location.

**Nondiscrimination Policy:** Encore Learning does not discriminate on the basis of sex, race, color, religion, disability, marital status, sexual orientation, gender identity, or national origin.

**Intellectual Property:** Class materials and recordings are provided to registered students. To protect the intellectual property of Encore Learning's volunteer instructors, registered students may not share class materials and recordings with non-registered students without the express written permission of the instructor.

**Privacy Policy:** Encore Learning is committed to protecting member privacy and ensuring the security of personal information. No one associated with the organization is permitted to sell, rent, lease, or otherwise disclose personal information, other than for its intended and restricted purposes

Information on all of Encore Learning policies is available on our website on the ABOUT page under POLICIES.

## KEY PERSON CONTACT LIST

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Whom should I contact?

See Guide  
Page 8

- Emergencies – Call 911 first, then notify staff
- Questions or concerns about facilities, class members, name tags, course materials, Zoom – Encore Learning Staff
- Concerns about Instructors/Class Content - APC Co-Chairs
- Questions about the Class Role – Class Aide co-Chairs
- A/V or Tech Help in classroom – GMU Classroom Tech



**Important contact information for staff and building contacts is on Page 8 of your guide.** Please utilize these contacts as needed

**Emergency Contact:** In case of an emergency, immediately call 911 using your personal mobile phone or the classroom phone. Emergency dispatchers can communicate directly with GMU University Police. Always follow up by notifying Encore Learning Staff.

For questions or concerns about instructors, class members, name tags, course materials please contact Encore Learning Staff.

For questions about the class aide role, the class aide co-chairs are available.

For immediate A/V or tech help at GMU, contact the GMU classroom tech help. The phone number is also listed on plaque by the phone in each classroom. They are very quick and will send someone immediately to help with issues related to the computer, projector, speakers and doc cam.

## FIRST CLASS SESSION - YOUR INTRODUCTION

- Welcome everyone and introduce yourself & co-Aide
- Review class logistics and policies
- Use green sample script in folder to help you prepare



See Green Sheet  
and Checklist



The next few slides will detail what class aides do at the first, subsequent and final class sessions. These duties are similar across all class types – in-person, hybrid and virtual. Later in the presentation we'll go over some specifics for each individual course type.

We encourage you to arrive early to ensure the A/V equipment is running. Encore Learning staff will be onsite to ensure the equipment is started up. It's also a good idea to have one class aide stand outside of the classroom to help direct and welcome students. The other aide can wait in the classroom to direct students to sign in on the attendance sheet.

At the beginning of the first session, you'll get things started by introducing yourself and your co-Class Aide, reviewing basic classroom information, and then introducing the instructor. You can invite new members to introduce themselves, and if appropriate and depending on the size of the class, allow time for all students to introduce themselves to the class or their neighbor.

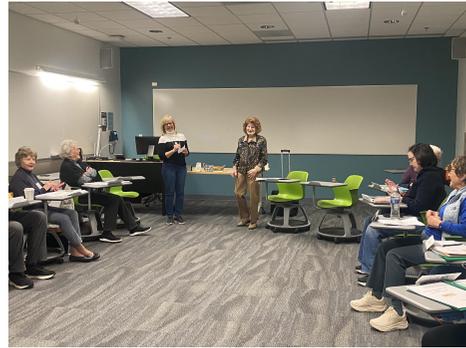
There's a sample introduction script on the green paper in your folder. This is a helpful script to guide you through your initial remarks to the class. It covers:

- Introducing yourself and your co-Class Aide.
- Welcoming new members and facilitating introductions. For small classes you can go around the room. For larger classes you can have people introduce themselves to their neighbor.
- Confirming class time and place.
- Information on class materials and how to access them online.
- Reminders about the attendance sheet and name badges.
- Hearing and audio in the classroom.
- Weather-related and other cancellation policies.
- Guest policy.
- Information for members with special needs, including the smartphone hearing video.
- Electronics etiquette.
- Course evaluations.
- Courtesy reminders for class discussions and cleanup.
- Bring up classroom concerns as they arise
- And finally, introducing the instructor.

I highly recommend reviewing this sample before your first class.

## SUBSEQUENT CLASS SESSIONS

- Arrive early
- Introductory remarks can be shorter
  - Silence phones
  - Class media reminders
- Alert staff to any issues as they arise



See Green Sheet  
and Checklist



During each subsequent class session, Class Aides continue to play a key role in keeping things running smoothly.

Continue to arrive early and confirm A/V equipment is working.

Bring the attendance sheet each week and lay it out at the front of the room.

Initial introductory remarks can be shorter than the first week, but please remind students to silence their phones and to sit in the back if they plan to use laptops or tablets—this helps minimize distractions for others. Encourage courtesy during discussion. That means keeping questions and comments brief and being respectful of all viewpoints shared.

If the instructor is using Class Media, remind students where to access those materials through the class webpage.

Finally, please alert staff to any issues that come up during the session, whether logistical or technical—we're here to help. Please don't wait until the course is over before letting staff know if something is not going as planned.

In a moment we'll cover some specifics

## LAST CLASS SESSION ANNOUNCEMENT

- Use sample script for your final announcement
- Thank class members and instructor
- Reminder about the course evaluation
- Highlight volunteer opportunities



See Green Sheet  
and Checklist



On page 10, you'll find the 'Last Class Session Announcement.' Staff may provide flyers to distribute during this announcement. This script helps you:

- Express gratitude to the members for their participation.
- Remind them about the SurveyMonkey class feedback form and its importance for future planning and instructor feedback.
- Alert them to other opportunities to stay involved with Encore Learning, such as volunteering.
- Provide examples of volunteer roles.
- Encourage them to contact the office if they'd like to get more involved.

This is a great opportunity to reinforce community and encourage continued engagement

## OFFSITE COURSE SPECIFICS

- Meet at various locations in Arlington
- Consider picking up an Encore Learning sign to help class members find the meet up spot
- A clipboard is helpful for attendance
- For walking classes, assign one aide as a “sweep”
- Aides will receive a class credit to use in Fall or Spring



See Offsite  
Checklist



Now we'll cover a few specifics for each specific course type.

Offsite classes meet at various locations throughout Arlington. Staff will communicate session locations directly to the class participants. They are also listed on the course webpage.

It may be helpful to borrow an Encore Learning sign from the office to help class members find the class meeting spot. To do so, please contact [info@encorelearning.net](mailto:info@encorelearning.net) before the class begins to coordinate pick up.

Attendance sheets will be emailed to the class aides 2-3 days before the class starts. Please print and bring a copy with you. It may be helpful to have a clipboard available to make it easier to take attendance, especially for outdoor class sessions.

For classes that are active/walking you may need to assign one class aide to be a lead and one class aide to follow as a sweep.

As a thank you for being an offsite class aide, you will receive a registration credit for a free class for use in Fall 2025 or Spring 2026

## GMU ROOM COURSE SPECIFICS: LOCATIONS & PARKING

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- Classes held in Van Metre Hall
- Voice amplification is available—report any sound issues
- Parking validations provided at first class for Aides & instructors  
(class aides choose parking or free class as benefit)
- Public metered and garage parking available for members

See Guide  
Page 5



Now we will cover a few items that are specific only for courses held at GMU.

At GMU, all Encore Learning classes this semester are held on the first and third floors of Van Metre Hall. Staff can provide a pointer/clicker if needed. Voice amplification equipment is available in first-floor rooms, and a Bluetooth amplification system can be provided for 3rd floor classes. Please notify staff early if there are sound issues, and encourage instructors to use this equipment.

For those at George Mason University, the Van Metre Hall parking garage entrance is off Kirkwood Road, about 1½ blocks from Washington Boulevard. Encore Learning provides parking validations for instructors and Class Aides performing their duties at Van Metre Hall. Starting Spring 2026 Class Aides at GMU can choose to either receive the parking benefit or a free class registration (for Fall 2026 or Spring 2027) as their class aide benefit.

These 4-hour parking validations will be brought to the first class by an Encore Learning staff member. Please return any unused validations to staff. Lost validations will not be replaced, so keep them safe. If a validation doesn't work, press the button for assistance.

No parking validation or reimbursement is provided for other class participants. For class members, public metered parking is available with 4-hour meters on Fairfax Drive near St. Charles School and 12-hour meters on 13th Street near Irving Street. Encore Learning students also have access to the public parking garage under Van Metre Hall. Current rates are listed on the GMU Transportation website.

## GMU AUDIO VISUAL EQUIPMENT

- Arrive 30 min early
- Follow the A/V guide for your classroom
- Contact GMU IT staff if any technical issues during the class session
- Shut down console at the end of class if there is no following Encore Learning class



See Checklist and  
A/V Guide



For classes at George Mason University, Encore Learning staff will power on the A/V equipment unless you are told otherwise. We request that you arrive a half-hour early each week to ensure the A/V equipment is up and running and assist with contacting GMU's IT support staff if there are any issues before or during the class session.

At the end of class, if there's no session following yours, please shut down the A/V equipment properly by pressing "shutdown" on the A/V console. You will not need to power off the computer. If any chairs or tables were moved, please restore the room to its original setup.

Please refer to the A/V guides provided as needed. Equipment varies by room, so review the guide specific to your classroom, even if you've served as an Aide before.

Hands-on review will be provided at the end of this training.

## HYBRID COURSES (GMU)

- Staff will schedule an in-person technical rehearsal
- Class aides will monitor the Q&A/chat from the Zoom participants
- Other duties are similar to the in-person classes



See Hybrid Checklist



Hybrid class aides will attend in-person. Most of the duties are the same as those for strictly in-person courses including taking attendance (in-person attendance only), welcoming the class and instructor and making announcements and communicating any issues back to staff.

The main difference is that one class aide will need to monitor the online Q&A/chat and share any questions or comments with the instructor. You may do this on a personal device that you bring to class or staff will provide you with a laptop to use during the session.

Staff will coordinate an in-person technical rehearsal about a week before the class starts to allow the class aides and instructor to try out the hybrid system and discuss how the class will run.

# Q&A



That concludes our formal presentation of the Class Aide guide. We've covered a lot of information, and now we'd like to open the floor for any questions you may have. Please feel free to ask anything that comes to mind.

# Thank you!



Thank you all again for your time and commitment to Encore Learning. Your role as Class Aides is invaluable to our success. If you have any further questions after this session, please don't hesitate to reach out to the Encore Learning staff or your Class Aide Co-Chairs.

Take the time now to visit your classroom or connect with your co-class aide.

We look forward to a successful semester with you!