

In-Person Class Aide Training

**GMU, HYBRID, FAIRLINGTON, GOODWIN HOUSE and OFFSITE
COURSES**

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Class Aide Committee Co-Chairs
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AGENDA

- 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

- 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)

GENERAL INFORMATION

- 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

CLASS AIDE DUTIES

- 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

LIAISON WITH INSTRUCTOR

- 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

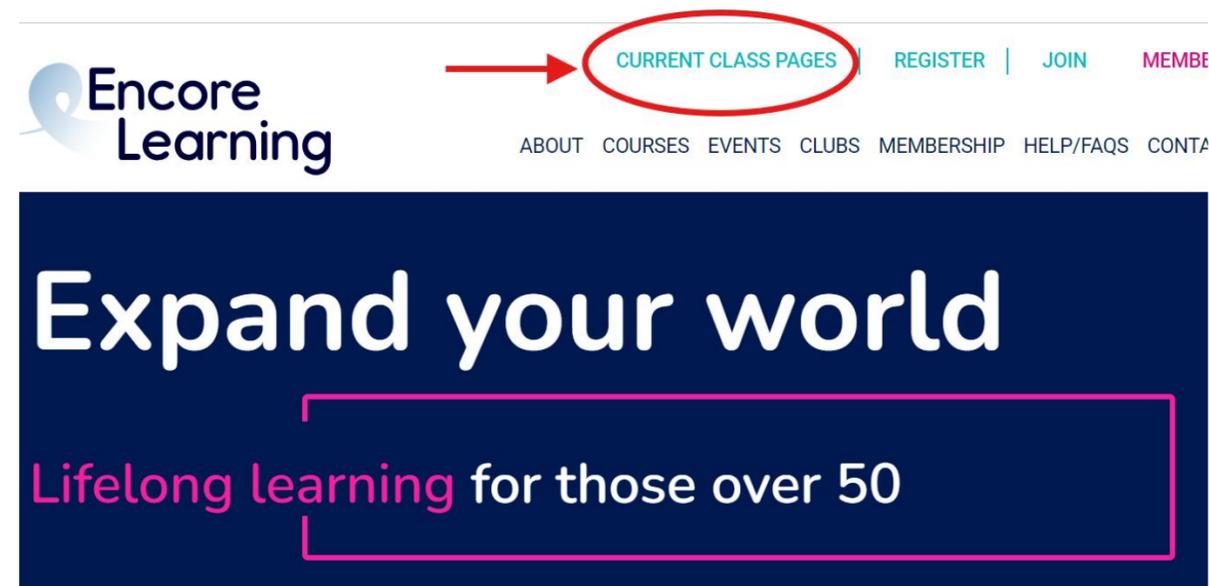
CLASS CONTACT

- 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

CLASS MATERIALS

- Instructors send materials directly to courses@encorelearning.net
- Materials are uploaded to class website



See Guide
Page 3

ATTENDANCE AND NAME BADGES

- 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

CLASSROOM LOGISTICS AND MANAGEMENT

- 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

COURSE CONCERNS

- 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

COURSE EVALUATIONS

- 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

EMERGENCY CANCELLATIONS, CLOSURES AND DELAYS

- 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

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



KEY PERSON CONTACT LIST

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

FIRST CLASS SESSION - YOUR INTRODUCTION

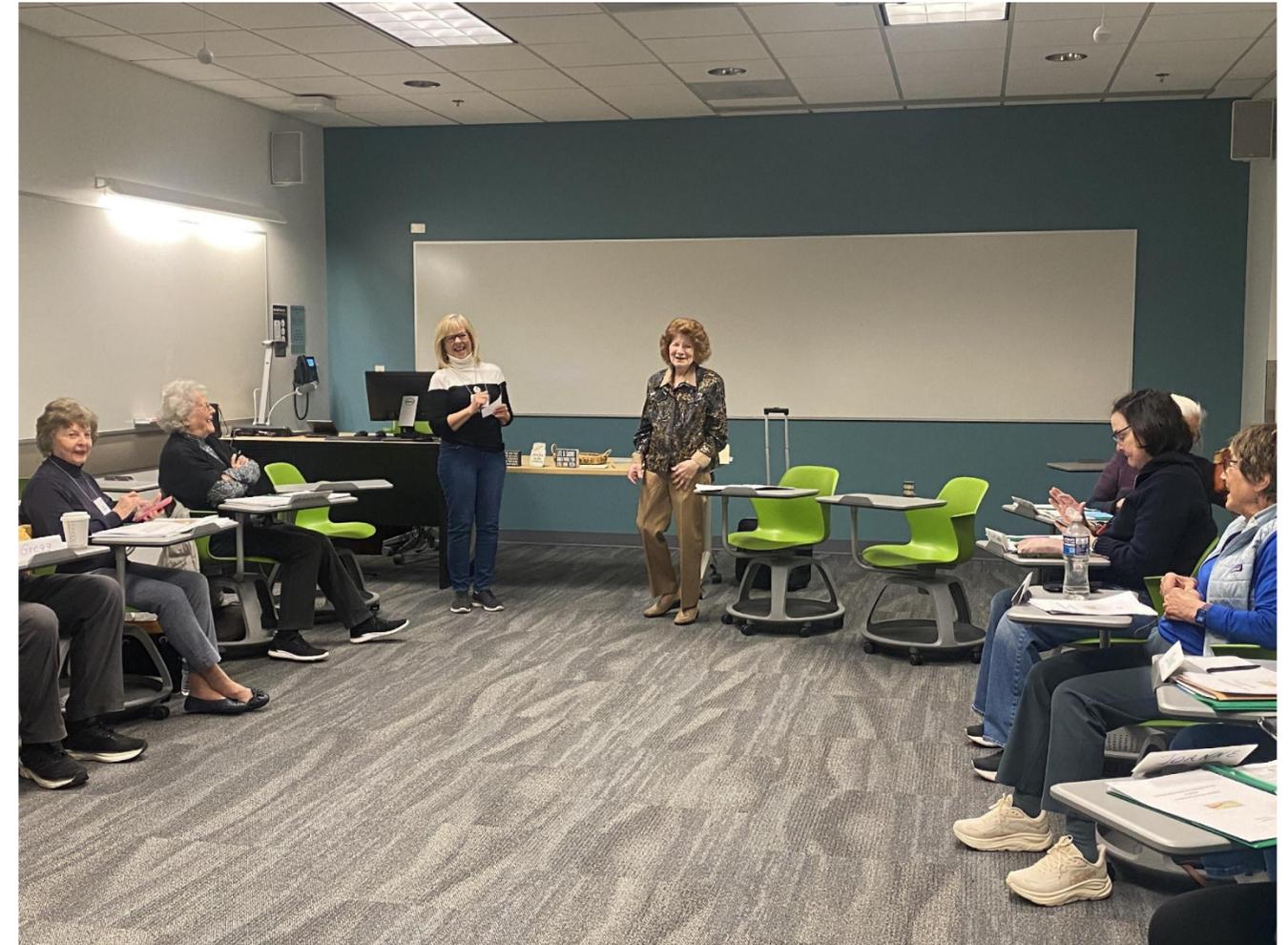
- Welcome everyone and introduce yourself & co-Aide
- Review class logistics and policies
- Use green sample script in folder to help you prepare



See Green Sheet
and Checklist

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

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

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



GMU ROOM COURSE SPECIFICS: LOCATIONS & PARKING

- 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

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



System Touch Panel

See Checklist and
A/V Guide

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

Q&A

Thank you!