

In-Person Class Aide Training

GMU, HYBRID, FAIRLINGTON, GOODWIN HOUSE and OFFSITE
COURSES

Fall 2026



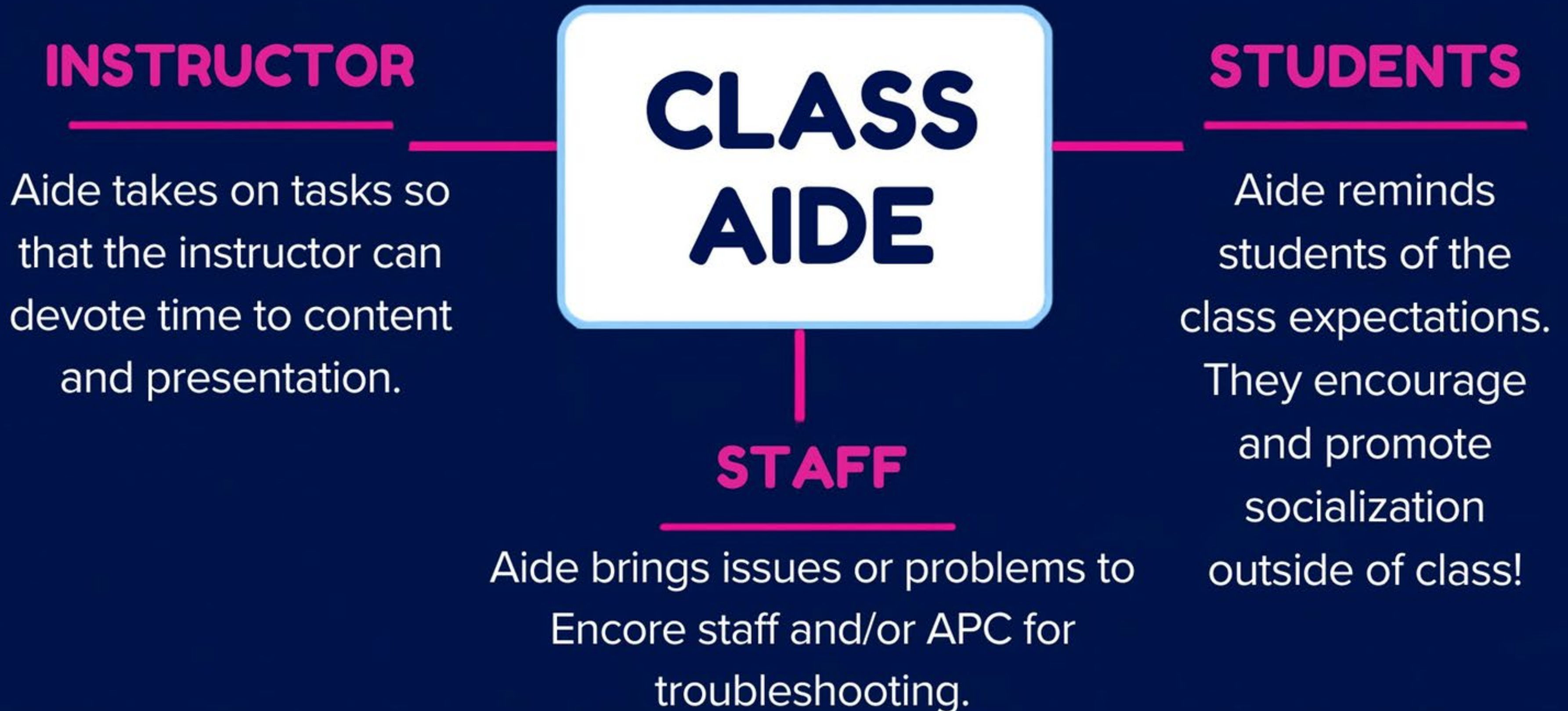
AGENDA

- 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)

The Class Aide: The Pivotal Interface



Time to Make Your Guide Your Own!

- Do you have your Class Aide Folder?
- Do you have your Class Aide Guide and Scripts?
- Please mark up these documents with notes, reminders, etc.
specific to you!

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 1

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
- Reach out for assistance if needed

Review Guide
and Checklist

POP QUIZ

True or False?

Class Aides are solely responsible for troubleshooting issues that come up in class.



WORKING WITH THE INSTRUCTOR

Contact your instructor after today's session

- Verify Class Details
- Emergency Contact Info
- Class Materials/Media
- Questions and Introductions
- Managing Discussions
- Restroom Breaks
- GMU Parking Validation

See Guide
Pages 1-2

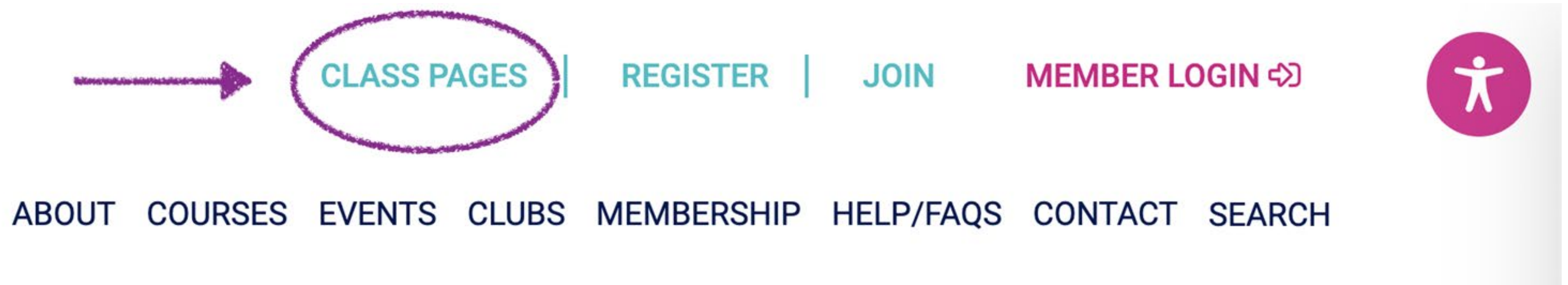
CLASS MEMBERS AND COMMUNICATION

- Aides are available for general questions in class
- Aides do not email or call students directly
- Staff sends class welcome email with course logistics
- Members should call or email staff with any question or issues.
- Aides are the eyes and ears of the classroom.

See Guide
Page 2

CLASS MATERIALS

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



See Guide
Page 2

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 2

CLASSROOM MAINTENANCE AND MANAGEMENT

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

TROUBLESHOOTING

- Issues related to classroom management (audio, facilities, etc) should be reported to staff
- 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 and previous Aides
- Class Aides are ombudsmen and empowered to solve problems!

See Guide
Page 3

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 3 and 5

POP QUIZ

How should instructors disseminate digital class materials?

- A) Instructor should mail them to the Class Aide to get printed.
 - B) Instructor should email to courses@encorelearning.net to be uploaded to the class website.
 - C) Instructor should email them directly to the students.
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EMERGENCY COMMUNICATION

- 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 3

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 4

KEY PERSON CONTACT LIST

Whom should I contact?

See Guide
Page 6

- 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 Orange Sheet
and Checklist



MOCK INTROS!

8 Minute Breakout!

Find a partner, take turns delivering a mock Class Aide introduction.

You can read the Intro Script for First Day or improvise your own for your assigned class.

4 minutes a person

SUBSEQUENT CLASS SESSIONS

- Arrive early
- Introductory remarks can be shorter (5 minutes)
 - 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

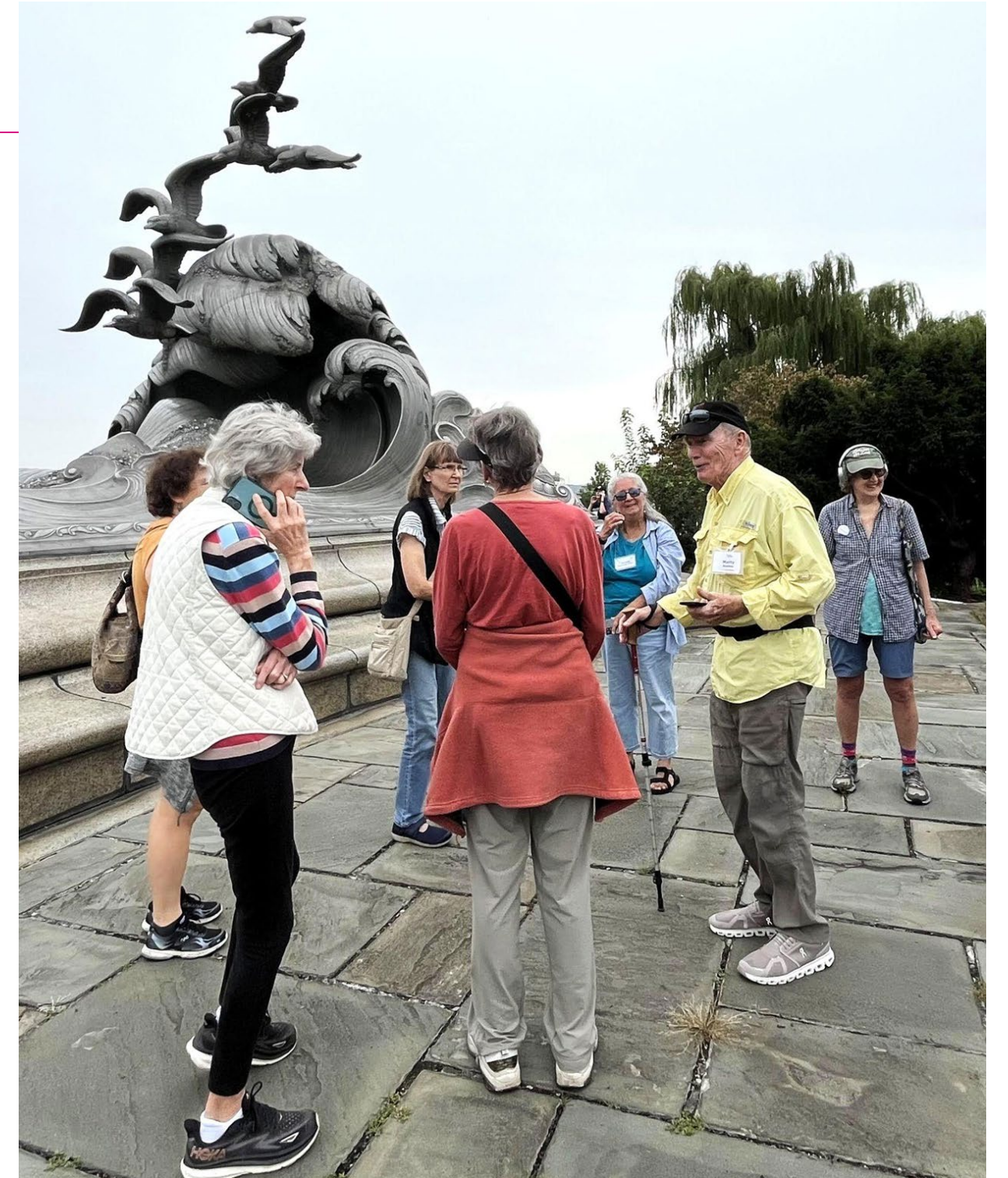


See Green Sheet
and Checklist

OFFSITE COURSE SPECIFICS

- Meet at various locations in Arlington
- Consider picking up an Encore Learning sign to help class members find the meetup 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 4-5

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



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 & Hybrid
Tip Sheet



Q&A



THANK YOU!

