

Encore Learning

In-Person Class Aide Information Fall 2022

August 1, 2022



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General Information Class Aide is an important position in Encore Learning. The aide is the pivotal classroom interface between the student-member, the instructor, the classroom location, and the 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. Your folder should include:

- The **Key Person Contact List** (p. 6) contains a list of telephone numbers, office locations, and email addresses that you might need.
- The information sheet about your course (blue), with instructor contact information, course location, dates, and contact information for your co-aide.
- The attendance sheet (white) document is used in the classroom and includes an alphabetical list of registrants' names with open blocks to mark attendance each week.

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.
- 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?
- Note the need for swift and decisive handling of students who dominate class discussions or interrupting lectures. Determine who should handle this.
- Note the option for a mid-class restroom break.
- Inform the instructor that her/his parking validations for the parking garage at Van Metre Hall will be provided at the first class. 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. See the checklist in the front of this folder for points to cover briefly at the first class. There is also a sample introduction on page 8 of this guide.

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 Media 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 each class member's account. Class members should log into their account on Member Account Manager, open their My Activities tab, find the course, then select the View Class Media link (it will be present only if there are materials posted). On the new window that opens, each document sent by the instructor is available for viewing or download and printing. Course material posted online by staff is available to class members throughout their membership. Once a course has ended, they may view the course material under their historic enrollments.

Audio Visual Equipment You, as aide, should assist the instructor in set-up and operation of the A/V equipment. It is important that a class aide arrives 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.

Hands-on review will be provided during the class aide training sessions. In addition, please see the A/V guides provided within this handbook (see yellow sheets).

All Encore Learning classes this semester will be held in rooms on the first, third, and fourth floors of Van Metre Hall. Encore Learning staff will provide a pointer/clicker in each of the rooms if needed and let you know if you should return it to staff or keep it for the next class. Voice amplification equipment is available in first floor rooms. We strongly encourage all instructors to use this equipment to ensure everyone can adequately hear the material being presented.

Class Attendance Taking student attendance is important because class attendance data, along with evaluations, provide Encore Learning with vital information for future planning. Only registered students may attend courses. This is especially important given the COVID protocols that will be in place. Staff may be available to take attendance and verify information, or you may complete this process.

The white attendance sheet has columns to mark attendance for each class session. Please give the instructor a copy of the white attendance sheet for her/his use. 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.

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. The 3-hour parking validations for instructors teaching and taking courses at Mason will be in the primary class aide's folder. These should be distributed at the first session. Please return any unused validation tickets to staff. *Note: Lost validations will not be replaced – please keep them safe. If the validation does not work, please press the button for assistance.*

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 [online](#).

Name Badges Name badges have been distributed to all members and are meant to be kept throughout membership. Students should be encouraged to wear their name badges. Members may request replacements via email to the office.

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 If you receive complaints from members about an instructor, pass the information to the Encore Learning staff at courses@encorelearning.net.

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 smart phone to hear better in class” video under the FAQs on Encore Learning's website.

Guest Students Due to the COVID protocols of our host facility, Encore Learning has temporarily suspended its policy allowing registered students to bring an approved guest.

Emergency Communications If an instructor informs you that a session must be canceled unexpectedly (e.g., due to instructor 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.

Please return the attendance sheets to the ENCORE LEARNING office as soon after the course concludes as possible. Please scan or 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 this handbook.) 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

Class Location Key Person Contact List

Encore Learning

Class Aide Co-Chair	Gail Massot	gmassot@aol.com	(703) 920-0109
Class Aide Co-Chair	Noreen Quill	norinva@gmail.com	(703) 931-8149
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
Communications Specialist	Alissa Locke	comms@EncoreLearning.net	(703) 228-2144 ext 6
Encore Learning Office at SEC	Patty Rowland, Francesca Chilcote	info@EncoreLearning.net	(703) 228-2144 ext 1

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 Support	(703) 993-8226

Sample Class Aide Introduction for First Class Meeting Introduction

I am (Your Name), class aide for this Course (course number and name). (Name) is the co-Class Aide.

Welcome New Members – Please take a moment to have new members raise their hands and welcome them to Encore Learning.

Class Time and Place: Our classes will be held here at the (place and room) for the next (number of classes, day of class) from (start time to end time). Please verify the room number for this class by logging into Member Account Manager and checking the My Activities tab under My Account. Room assignments *may* change even after classes begin. Member Account Manager shows the most current information.

Class Materials: If your instructor has provided materials, please remember to log into your Member Account and check the My Activities tab. If there are course materials available, you will see a link “View Class Media”. Click on that link to access the materials.

Attendance Sheet: Please be sure you have checked-in to record your attendance.

Weather-related Cancellation: In case of inclement weather, (spell out the inclement weather policy for your building). Search “weather reminder” on Encore Learning’s website for a full explanation and useful links.

Other Cancellations: If class is canceled for a reason other than weather, e.g., unexpected schedule change, staff will notify you by email.

Guest Policy: Due to the ongoing pandemic and potentially changing COVID protocols, Encore Learning has temporarily suspended its guest policy.

Special Needs: Let me know if you have any special needs, such as reserved seating for handicap purposes. 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.

Electronics: Please set your cell phone to silent mode. Be mindful of disturbing other students if using a laptop or tablet device. Sitting in the back row lessens distractions to other students.

Course Evaluations: You will be asked to fill out course evaluations via SurveyMonkey at the end of the course. You will receive an email with the survey link on the last day of class. A SurveyMonkey account is not required to complete the survey. Results are reviewed by the Academic Programs Committee and then passed on to the instructor.

Introduce Instructor: This is the first session for Course (number and course name). It is my pleasure to introduce to you our instructor, (instructor’s name).