In-Person Class Aide Guide

General Information

Class Aides are an important link between students, instructors, and Encore Learning staff. Before the term begins, talk with your co-Class Aide and divide responsibilities according to your strengths. Support each other throughout the course.

Bring your Class Aide folder to every class. Add notes specific to your course, instructor, classroom, location, and contacts so the folder remains your most useful reference.

Overview of Roles

CLASS AIDE

- Acts as pivotal interface between the instructor and the students and the instructor and the staff
- Provides support so that the instructor can spend his/her time on class content and presentation
- Reminds students of their responsibilities
- Brings issues or problems to the Encore Learning staff or Academic Programs Committee Chairs

INSTRUCTOR

- Determines the course format: lecture, seminar, hybrid
- Responsible for course content and delivery
- Provides material to students via Encore Learning Staff

STUDENTS

- Check in on the attendance sheet
- Wear name badges
- Be respectful of fellow classmates
- Come prepared

Encore Learning STAFF

- Prepare name badges and attendance sheets
- Communicates to enrolled students including class reminders, schedule changes
- Receives materials from instructors and uploads to class webpage, notifies students
- Ensure classroom set up is configured each day
- Solving technical problems
- Approving any class guests

Working with the Instructor

The Class Aide is the instructor's classroom point of contact. Handle routine requests when you can, or refer them to Encore Learning staff at info@encorelearning.net. Instructors are volunteers, so aides help relieve them of administrative tasks whenever possible.

After Class Aide Orientation, contact the instructor by phone or email. Introduce yourself, explain that you are one of the assigned aides, and review the following items. If you email, ask the instructor to acknowledge receipt.

- Verify the class dates, times, and location using the Encore Learning website.
- Confirm how the instructor will display materials: room PC, personal laptop, or document camera. If the instructor is bringing a Mac, remind them to bring the appropriate cable/connector.

- Share both aides' phone, cell, and email information for last-minute emergencies such as illness, traffic, or parking problems.
- Remind the instructor to send supplemental materials to courses@encorelearning.net **at least one week before the session.** Aides do not distribute course materials.
- Discuss how and when the instructor wants to handle questions-during class, at the end, or during a break.
- Ask whether the instructor wants time at the beginning for students to introduce themselves.
- Discuss how the instructor would like to handle students who dominate discussions or interrupt. Possible approaches include asking the student to continue the conversation during a break or after class, or to send the instructor an email.
- Ask whether the instructor wants a mid-class restroom break.
- GMU only: remind the instructor that parking validations for Van Metre Hall are provided by QR code. A Metropolis account is required. See encorelearning.net/parkingvalidations/ for details; refer parking questions to Encore Learning staff.

At the first class, introduce yourself and your co-aide, review basic classroom information, and introduce the instructor. Invite new members to introduce themselves and, when appropriate, allow all students to introduce themselves to the class or a neighbor. Use the green first-day script in your folder as a guide.

Class Members and Communication

Class Aides are available in the classroom for general questions, but do not email or call class members. Members should direct questions and calls to Encore Learning staff.

Staff will send a welcome email directing members to verify current course logistics online. The Member Account Manager's My Activities tab contains the most current course information.

Class Materials

Instructors should send supplemental materials directly to the Encore Learning (courses@encorelearning.net) in advance. **Do not accept materials from the instructor.** Staff will upload materials to the class website and notify members when they are available.

Attendance

Attendance data, together with course evaluations, helps Encore Learning plan future courses.

Encore Learning Staff will provide attendance sheets at the first class. Keep the sheets with you for every session and return them to the staff member on site on the final day.

- Staff will notify you of any enrollment changes. Write in students and draw a line through students who have officially withdrawn.
- Email info@encorelearning.net if someone appears on the sheet who you were not notified had enrolled.
- If enrollment changes make the sheet difficult to use, request an updated copy from staff.
- Do not share member contact information. Encore Learning does not provide student contact information, even when requested by an instructor. Members may voluntarily exchange their own information.
- If a member wants to know who is in the class, they may take a photo of the class roster.

Name Badges

Members should keep their name badges throughout their membership and are encouraged to wear them to class. Encore Learning Staff will bring badges for new members to the first class sessions.

If a member needs a badge or replacement, note the request and give it to the staff host or email info@encorelearning.net. Staff will bring the badge to a later class.

Classroom Maintenance

Encore Learning is a guest in its class facilities. Before leaving, make sure the room is clean and arranged as you found it. Ask members to dispose of trash and collect personal belongings. Mention this expectation at the first session.

Classroom Management

Encore Learning works to avoid noise from nearby classrooms, but some interference may occur. The instructor may be able to address it; if not, the Class Aide may need to help. If the problem cannot be resolved, contact the appropriate building Key Person. Students may consume food and beverages during class, unless the instructor specifies otherwise. Please unwrap or open any food items before class begins to minimize disruptions.

Members Requiring Assistance

Try to help members resolve difficulties that affect their participation. For hearing difficulties, members may find the Encore Learning website video “How to use your smartphone to hear better in class” helpful.

Guest Students

Refer all requests to bring a guest to info@encorelearning.net. Guest participation is at the discretion of the course instructor and based on space availability.

Emergency Communications

If an instructor tells you that a class must be canceled unexpectedly, notify Encore Learning staff immediately by phone and email. Encore Learning Staff will notify class members.

For a missed session, staff will ask the instructor whether they want to make up the session. Staff will determine whether an extension can be accommodated.

Do not contact the building to arrange an extension or attempt to move the class to another location.

Course Evaluations

Course evaluations help Encore Learning assess member satisfaction and make decisions about future courses. They also provide feedback to instructors.

Evaluations are electronic through SurveyMonkey. Students receive an email on the last day of class, and a SurveyMonkey account is not required to complete the survey. Remind students at the beginning of the final session to complete the evaluation. The link will also appear at the bottom of the class webpage by the final session.

Submit Attendance Sheet

Return completed attendance sheets to the Encore Learning office as soon as possible after the course ends. Give them to the staff member on site or scan/photograph the sheet and email it to courses@encorelearning.net.

Reading Assignments

Reading assignments may appear in the course description, but Encore Learning cannot guarantee that suggested texts will be available. Most instructors use books available through local bookstores, libraries, or online. Additional readings may be shared via the course webpage at the discretion of the instructor.

Building Management

Encore Learning is a guest in each facility. For building or classroom-environment issues, use the Key Person Contact List to identify the appropriate contact. At Mason, use the A/V guide for audiovisual issues.

For classroom emergencies, contact the designated building Key Person. If the issue cannot be resolved, contact Encore Learning staff.

Liability Insurance and Policies

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

Encore Learning is committed to protecting member privacy and personal information. Review the Privacy and Conduct policies at https://encorelearning.net/about/policies/

GMU Specific Information

Parking at George Mason University

Encore Learning provides parking for instructors, enrolled instructors, and Class Aides who have opted for the parking benefit.

Parking is in the Van Metre Hall garage, entered from Kirkwood Road. The entrance to the garage is off Kirkwood Road, about ½ block off of Washington Boulevard. A Metropolis account is required. An Encore Learning staff member will provide the validation QR code for Class Aides and Instructors before the start of class.

Parking-account and QR-code instructions are available at https://encorelearning.net/parkingvalidations/.

No 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

If there are guest speakers the course instructor must communicate with them about parking options and advise if they do not have a smart phone with a QR reader they should utilize street parking.

Room Locations (GMU Only)

Encore Learning classes at George Mason University are held in rooms on the first, third, and fourth floors of Van Metre Hall.

Audio/Visual Equipment (GMU Only)

Encore Learning staff will provide a pointer/clicker when needed and will tell you whether to return it or keep it for the next class.

Assist the instructor with A/V setup and operation. Arrive 30 minutes early for every class to warm up the LCD projector and complete setup. This also allows time to address technical or logistical problems before class begins.

At the end of class, shut down the A/V equipment appropriately if no class is scheduled immediately afterward.

Hands-on A/V training is provided during Class Aide training. Equipment varies by room, so review the provided yellow A/V guide. Equipment varies based on the room, so be sure to review the guide for your specific classroom even if you have served as an aide before.

Room Audio and Voice Amplification (GMU Only)

Voice amplification is available in first-floor rooms. Classes in Third- and fourth-floor rooms can use a Bluetooth amplification system that staff can provide as needed. Report sound problems to staff early so they can be addressed. Instructors are strongly encouraged to use the available amplification.

Hearing problems are a common concern in course evaluations. Help prevent them by:

1. Performing an audio check at the beginning of each session and asking participants to raise a hand if they cannot hear.
2. Reminding the instructor to repeat participant questions before answering them.
3. With lavalier microphones, asking the instructor to turn their body rather than just their head so the microphone stays properly positioned. Staff can provide a headset if helpful.
4. Encouraging participants with hearing difficulties to move closer to the instructor.
5. Contacting Encore Learning staff for additional troubleshooting if problems persist.

Closures and Delays

Class cancellations and delays depend on the class location and the host facility's decision.

Facility	Policy	Contact
George Mason University	2-hour delay: classes beginning at 10:00 a.m. or later proceed as scheduled. Closure: all Encore Learning classes at GMU are canceled.	703-993-8999 or www.gmu.edu
Fairlington Community Center	Closures and delays are determined by Arlington Parks and Recreation.	703-228-4715
Offsite/Multiple Locations	Encore Learning follows Arlington County Government status.	703-228-4715 or Arlington County Closings/Delays/Cancellations webpage.

Class Aide Benefit

As a thank-you for serving, Class Aides may choose either parking validations for each class session (GMU only) or a free class registration credit.

A class credit is issued after the course is completed and must be used within the next two terms.

Key Person Contact List

Emergency: Call 911 from your personal mobile phone or the classroom phone.
At GMU, emergency dispatchers can communicate directly with University Police. Follow up with Encore Learning staff.

Encore Learning Staff (Voice mail messages left at (703) 228-2144 for Encore Learning staff are checked throughout the day.)

Lora Pollari-Welbes, Executive Director — exec@EncoreLearning.net — (703) 228-2144 ext. 3

Kerry Fraatz, Course Manager — courses@EncoreLearning.net — (703) 228-2144 ext. 4

Patty Rowland, Administrator — info@EncoreLearning.net — (703) 228-2144 ext. 2

Donna Banks, Program Associate — virtual@EncoreLearning.net — (703) 228-2144 ext. 5

Francesca Chilcote, Program Associate — francesca@encorelearning.net — (703) 228-2144 ext. 6

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

John Metzler — johnmetzler3@outlook.com — (703) 850-9439

Michael Stutts — stuttsml@gmail.com — (757) 641-9248

Academic Programs Committee Co-Chairs: Contact for course feedback or questions at any time.

Susan Bornstein — susanbornstein@me.com

Deb Spero — deborahspero@gmail.com

George Mason University

Van Metre Hall Information Desk - located just inside the glass doors on Fairfax Drive; staff can direct students to classrooms and may know about room changes/cancellations.

GMU Information Line - (703) 993-8999

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

Fairlington Community Center

Main Number - (703) 228-6588