



**Class Representative Guide  
January 2019**

Thank you for accepting the all-important role of OLLI Class Representative (Class Rep) or Backup!  
You have the opportunity to set the tone for the classroom experience by:

- Supporting the instructor. That can be key to the instructor’s comfort level, always but especially for first-time instructors.
- Greeting participants and manage the classroom experience.
- Establishing a welcoming, friendly environment.

Some of the key people who are here to support you in this role...

<b>Key contacts:</b>		
Class Representative Chair Martha Marshall	marshall@ret.unca.edu	828.252.0482
College for Seniors Program Manager Herb Gunn	hgunn@unca.edu	828.251.6873 (o)
College for Seniors Program Assistant Pascale Couturier-Armstrong	pcouturi@unca.edu	828.250.3973
Facilities and Communications Coordinator Jacqueline Lowe	jdlowe@unca.edu	828.232.5181
Member Services Coordinator TBA		828.251.6140
Campus Security		828.251.6710
OLLI / CFS website	https://olliasheville.com	

**Class Rep Responsibilities**

You’re going to be a great Class Rep! Please familiarize yourself with the following guidelines and if you have ANY questions or suggestions to help us all be the best we can be, share them with Class Rep Chair Martha Marshall (828. 252.0482). Questions are good! So are suggestions.

On the Wednesday prior to the beginning of each term, College for Seniors holds a New Instructor Orientation that will highlight the role and working relationship of Class Reps with the instructors. ALL new Class Reps and all Class Reps for new instructors need to attend so that we build consistency and partnership into the program before the term begins.

**OVERALL:**

**Before the first day of class...**

**Instructor support**

- CONTACT YOUR INSTRUCTOR before the first day of class, either by phone or email.
- Introduce yourself and your role as Class Rep.
- Learn whether the instructor wants you to introduce him/her or wants to do it him/herself. Request a bio if you will be doing the introduction. Familiarize yourself with the important details so you’ll be comfortable presenting it.
- Learn what support the instructor wishes from you. (Instructors are expected to arrange for and run all technology/AV equipment. Training is available for instructors who need it.)

**Class Rep coordination**

For classes with multiple reps, the Lead Class Rep will contact the other Class Reps and discuss how to share duties. The Lead Class Rep also contacts the instructor.

### First day of class...

- Greet the class and introduce yourself and the instructor (if requested to).
- Welcome new OLLI members to College for Seniors. Encourage returning members to introduce themselves to the newbies at break.
- If you were not assigned a Backup Class Rep, recruit a volunteer who would be able and willing to serve in your absence and send the contact info to [marshall@ret.unca.edu](mailto:marshall@ret.unca.edu).
- Inclement weather schedule announcements:
  - The status of classes will be posted on OLLI's main website by 8 a.m. at [olliasheville.com](http://olliasheville.com). You can also call the main OLLI office at 828.251.6140.

### For all Class Sessions...

- **Remind students:**
  - TURN OFF CELL PHONES and other noise-making devices.
  - Use cup lids for all drinks to help minimize spills.
  - **Please help your participants remember to leave the classroom promptly when class is over, within five minutes**, allowing the next instructor adequate time to set up. Conversely, when you enter the classroom next time, **help your participants remember to allow the previous class's members to exit the room before entering.**

### Always...

- Be a welcoming representative of the OLLI program and the Reuter Center.
- A very important aspect of the Class Rep role is monitoring that only registered members be admitted to class. There are often wait lists; it is not fair to those wait listed to allow others to attend. Pink Guest Passes approved by the CFS Program Manager can be requested and used by OLLI guests for visiting a class session. But registered OLLI members do not get Guest Passes.
- Pick up attendance clipboard outside the main office before class. Class Reps should stand at the door and check in participants as they enter. It remains important to not admit participants who are not on the roster and do not have an approved Guest Pass, even if seats are empty. The integrity of the registration system is important. If in doubt, please ask them to take their concern to the office.
- Arrive 15 minutes before your class is scheduled to begin (30 minutes for classes in 102A – Manheimer Room).
- Assist the instructor with setup. (For large classes or when there is a lot of set-up or clean-up to be done, engage your classmates to help.) For technology assistance, get help from the OLLI student worker or the Facilities and Communications Coordinator in the OLLI Office.
- Assist the instructor as needed, e.g., adjusting lights and/or shades, getting tech or other assistance from the office staff, distributing handouts.
- Break control—remind instructor, if necessary, when breaks begin, and reassemble classmates after a 10-minute break. Assure the break begins and ends in 10 minutes.
- We try to keep announcements to a bare minimum to preserve the instructors' class time.
- Reuter Center classrooms are equipped with hand-held microphones. Please assist the instructor by passing around the hand-held mics for participant questions if the instructor takes questions directly from the audience. It is essential for the benefit of hearing-challenged participants that any questions not amplified be repeated by the instructor. The mic turns on by pushing a small red button on bottom. Volume is controlled by how close mic is held to user's mouth. At session end, return mic to cabinet and properly insert into slot for recharging.
- Do not offer to make any copies. The instructor needs to email the copy request to the office with a one-week notice.
- If the instructor plans to show a PowerPoint presentation, slides, or a movie, a Class Rep should sit by the light switches to control lights as needed.
- If someone is disruptive during the class and assistance is needed, contact Herb Gunn in the OLLI office: [hgunn@unca.edu](mailto:hgunn@unca.edu) or 828.251.6873.
- Assure the room is left in good order (ask for help if needed). Each room has a posted setup chart for tables and chairs.
- Return attendance clipboard(s) to box outside the OLLI office door.

### Last class...

Thank the instructor on behalf of the class. For first-time instructors, present the thank you certificate included with the attendance clipboard the **last day**.

IF YOU KNOW YOU CANNOT COMPLETE YOUR CLASS REP ASSIGNMENT  
FOR ANY REASON, PLEASE NOTIFY MARTHA MARSHALL RIGHT AWAY  
**Martha Marshall ([marshall@ret.unca.org](mailto:marshall@ret.unca.org))**