



*Learn for the  
joy of it!*

## **Instructor Handbook**

**Osher Lifelong Learning Institute  
at Cal State San Bernardino**

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Welcome to the Osher Lifelong Learning Institute! Our instructors are the lifeblood of our organization and have helped us create a reputation for exceptional quality programming. We count on that shared commitment to excellence as we continue to build and expand our program. Thank you for the time, effort, and creativity you put into your course preparation and delivery. Don't hesitate to contact us if you have questions or need assistance.

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## TEACHING TIPS: THE SHORT LIST

Based on years of feedback from course evaluation surveys and consistent comments from OLLI members, the following short list includes some strong recommendations to help you have a successful course and quickly become a very popular OLLI instructor. Our members enjoy learning from those who have an interesting topic AND are good instructors.

If you read nothing further in this Instructor Handbook, please make note of these important recommendations:

- **Have a course outline**  
For each day of class, have a clear outline of what you plan to cover and stick to it. That doesn't mean you can't deviate when there are good reasons to do so, but generally your class should have objectives and structure.
- **Use your microphone**  
Even if people say they can hear you, there will be a few who can't and they won't tell you publicly because it's embarrassing for them. Every time an instructor refuses to use the microphone, staff hear about it afterward. We provide very lightweight, over-the-ear microphones to make it as easy and comfortable for you as possible. Thank you for helping ALL of your students to hear the presentation by wearing the microphone.
- **Set a specific time for questions**  
Managing the flow of the discussion will keep you on track, so try setting a certain time to address questions. You may want to consider designating a few times during each class period – perhaps every 30 or 60 minutes. This will also help avoid the situation when one student takes over the conversation (and annoys all the other students).
- **Repeat the question**  
Since so many OLLI members have hearing challenges, please repeat any questions that come from the audience so everyone can hear. If someone hasn't heard the question, the answer is irrelevant, so please always repeat each question.
- **Create professional presentations**  
If you use PowerPoint slides, keep them simple. Use as few words as possible to make your point; visuals instead of words are even better. Good slides are simply a prompt for your verbal comments. And don't read your slides unless your goal is to bore your class to sleep. It's painful and frustrating listening to someone read slides. Also, please check your presentation for typos. If you'd like someone to help proofread your presentation in advance, staff are more than happy to assist. Just email your presentation to one of the OLLI staff and allow a few days for turnaround.
- **Leave your politics at home**  
We all have personal and political biases and opinions, but the OLLI classroom is not the place to share yours. Unless your course description is clearly based on a political topic and perspective, please leave your political opinions out of the conversation. Though you may find people at OLLI who share your views (or don't), please hold those discussions outside of class time.

## SUBMITTING A COURSE PROPOSAL

Course proposals must be submitted online via the OLLI website and are welcome at any time. The process is very straightforward, and the form should answer most of your questions. When you submit a course proposal, you will immediately receive a confirmation email with your proposal details and the follow up schedule.



- **Course Proposal Form**

Find the online form on OLLI's website or enter this URL into your browser: <https://pdc.csusb.edu/osher/courses/submit-course-proposal>

- **Course Description**

Course descriptions should be 70-100 words, in paragraph form, and written in narrative style. The description should be written to generate interest in the course, so make it interesting and appealing. Please, no bulleted lists or technical terms. Also, your biography is the place to provide your credentials, so leave them out of the course description. The course proposal form offers a link to examples or you can view current courses on the OLLI website as a reference. Staff always have the option to edit for readability and style, so don't be offended if a few tweaks are made before it's published. You will always have a chance to review for accuracy when you receive the Instructor Teaching Agreement.

- **Biography**

Your biography should also be in paragraph form, about 50-100 words. Please write in third person, narrative style and highlight your career and accomplishments, focusing on those that are most relevant to your course proposal. You may want to include your educational credentials here, particularly if they are relevant to your course.

- **Scheduling**

You can select the term and course length to best fit your schedule. In this section, you'll also indicate your availability. The more flexible you can be, the more likely we'll find a good fit.

- **Stipends**

Many of our instructors volunteer their time and we're very grateful for that. If you request a stipend, we can offer a \$300 stipend for a six-week course or a \$150 stipend for a three-week course. All instructors are paid as independent contractors; the income may be taxable.

- **Submission & Review Timeline**

Course proposals can be submitted at any time, but all communications and confirmations are per the following schedule:

Summer proposals are due by March 1; notifications are made around April 15.

Fall proposals are due by May 1; notifications are made around July 1.

Winter proposals are due by August 1; notifications are made around October 1.

Spring proposals are due by November 1; notifications are made around January 1.

## **ASSIGNMENT CONFIRMATION**

- **Course Selection & Notification**

If your course is selected for an upcoming term, you will receive an email from the Curriculum Committee indicating acceptance. You're in! Specific details will follow within a few weeks, but you can start planning your course and schedule based on the information you submitted on the course proposal form. If your availability or interest has changed, please notify staff immediately.

- **Instructor Teaching Agreement**

Once your course has been scheduled per the availability you indicated on your course proposal form, you will receive a formal Instructor Teaching Agreement from the OLLI email address (olli@csusb.edu). This email will include all the details for your course, including the title, description, date(s), time, room number, and stipend. Please review this document very carefully and put the course on your calendar as a firm commitment. If there are any concerns about accuracy or scheduling, please contact the OLLI office immediately. If the agreement looks good, please sign and return it to the OLLI office within 10 days. Once you sign the Teaching Agreement, it will be considered a firm commitment and your course will be included in the catalog and website. Except in the event of an emergency, no changes can be made after this time.

- **Room Assignments**

When courses are selected and the schedule is set, a preliminary room number is assigned. Staff monitor course enrollments and may need to adjust room assignments based on capacity, enrollment, or other university scheduling needs. Room assignments are always subject to change up until the start of the course. Your flexibility and understanding are greatly appreciated.

- **Hiring Paperwork**

If you request a stipend, you will be asked to complete an Independent Contractor Invoice. Note that you will be required to include your social security number. Staff are happy to provide a template and assistance. If you choose to volunteer, we will ask you to complete the CSUSB Volunteer Identification form, which protects you in the event of an accident while volunteering on campus. This form only needs to be completed once per year.

- **Parking**

A parking permit must be displayed at all times while on campus to avoid a parking citation. If you are volunteering your time as an instructor, we are happy to provide a complimentary parking permit for you to use during your teaching assignment. If you have requested a stipend, you must pay the \$6 daily fee to park on campus. Many instructors find it advantageous to become an OLLI member, which includes an annual parking permit among the many other benefits of membership.

- **Getting Paid**

Approximately 2-3 weeks after the completion of your course, checks are mailed directly to your home from the University's accounts payable department in San Bernardino.



## ORIENTATION & SUPPORT

- **Instructor Welcome Reception**

Generally, before the start of the fall and winter terms, there is an Instructor Welcome Reception, which is a great opportunity to come and meet the OLLI staff and fellow instructors. It's also a chance to learn more about OLLI and to pick up some great tips for teaching an outstanding course. Many instructors come every time because it's fun and informative. You'll receive an invitation by email; please plan to attend.

- **Technology Check**

Prior to the start of every course, you will schedule an appointment for a technology check. That appointment is critically important to ensure your course gets off to a smooth start. You will be asked to test drive any technology that you plan to use during your course, including PowerPoint presentations, videos, or other multimedia tools. You'll also learn how to use the microphone and portable mouse. Be prepared to bring your presentation for testing on our equipment.

- **Presentation Support**

If you need some assistance creating or editing visual support materials, such as a PowerPoint presentation, the OLLI staff are happy to assist (within reason). In some cases, we can connect you with a university student who is happy to help. Our goal is to help you have a successful course, so let the staff know if you need assistance.

## COMMUNICATIONS

- **Accessing Your Roster**

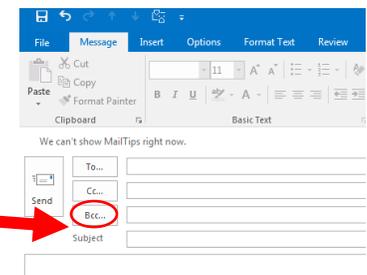
Your Instructor Teaching Agreement includes a link to your course roster. If you bookmark that link on your computer, you can check the current status of your roster at any time.

- **Sharing Handouts & Course Materials**

In the spirit of sustainability (environmental and financial), we do not make copies of course handouts at the OLLI office. We are, however, happy to help you send out a syllabus or other course materials to your students via email. Either we can send you the e mail addresses and you can do it, or we're happy to send documents to your students on your behalf. Please just give us at least two days' notice.

- **Emailing Your Students**

When emailing your students, always enter the email addresses in the Bcc field to protect the privacy of their email addresses. If you want instruction on how to do this, please ask the staff for assistance.



- **Networking with Other Instructors**

One of the many benefits of teaching for OLLI is the wonderful network of colleagues you will join. OLLI instructors are generally very willing to share ideas and tips, and often appreciate the chance to connect with other instructors. You are encouraged to participate in the Instructor Welcome Receptions as often as you'd like. If you'd like to sit in on a class to observe another instructor, just let staff know and they'd be happy to make the arrangements.

## PLANNING & PREPARATION

- **Know Your Audience**  
For most instructors, teaching for OLLI is an incredibly stimulating and rewarding experience because it's all about learning for the sheer joy of it, without the pressure of homework, tests, or grades. OLLI members are generally very engaged, accomplished, and educated people who are interested and interesting. They come to class because they want to be here and they love to learn. If you are passionate and prepared, you can expect a very responsive audience.
- **It Starts With Planning**  
A great course always starts with thorough planning and preparation. You'll feel more confident going into the classroom and your students will appreciate the work you've done to deliver a top-notch course. OLLI has a strong reputation for outstanding courses because our instructors take the process seriously and prepare thoroughly. Please don't just wing it.
- **Have an Outline and Follow It**  
A good practice is to create and distribute a syllabus and course outline. Students appreciate knowing what you will cover in the course and how the learning will occur. In addition, it's a good practice to have specific objectives for each class and to share them with the students. Being very clear will help you stay on track and will assure the students that you are delivering the course they expected.

## FIRST DAY OF CLASS

- **Introduce Yourself**  
Don't assume they've all read your bio; tell them again. Members want to know about you and your credentials. Share a little about your background and why the topic is important to you. Let them see your passion for the subject. It's a great way to break the ice with your audience.
- **Review the Course Description & Outline**  
First of all, make sure that the course you deliver matches the course description published in the catalog. It's a good idea to review the course description so everyone has the same expectation. This also would be a good time to discuss the syllabus and course outline.
- **Housekeeping**  
Help people feel comfortable by explaining the housekeeping items like breaks, handouts, Q&A guidelines, etc. We recommend taking a short break about mid-way through each class. If you're not going to do that, let your students know that they can step out if necessary. Also, you may want to consider a dedicated time to handle questions, which will prevent constant interruptions and getting off track. Most students appreciate this approach and will gladly accommodate.
- **Cell Phones**  
Ask people to silence their cell phones; no one likes the disruption.

## MANAGING CLASS DISCUSSIONS

- **Create Guidelines**

If you plan to encourage class discussions (and even if you don't), you may want to create discussion guidelines on the first day of class. By being proactive and involving your students in creating the guidelines, you can avoid conflicts later. Of course, the guidelines are only effective if you stick to them. If conversations start getting off track, reference the guidelines to stay on topic and on schedule. Everyone else in the class will appreciate it.

- **Set a Specific Time for Questions**

To help manage expectations and interruptions, you may want to set a specific time for questions; perhaps every 30-60 minutes. Tell your students the schedule so they are aware and can plan for it.

- **Repeat Questions Before Answering**

If a student asks a question during class, please repeat the question so everyone can hear it before you respond with an answer. This issue is one of the most frequent frustrations expressed by OLLI members, and can be easily corrected by simply repeating the question before answering.

- **No Politics, Please**

Leave your politics at home. OLLI members don't want to hear your political opinions; they want to learn about the topic you're teaching. Unless your course description specifically references a political issue and position, please don't go there.

## VOLUNTEER SUPPORT

- **Taking Attendance**

An OLLI volunteer ambassador is assigned to each class to greet members as they arrive and to take attendance. The ambassador will always have the most current roster. Until the class starts, the ambassador will generally sit just outside the classroom so students can easily identify the correct room. If the ambassador doesn't introduce him/herself to you on the first day of class, you may want to take the initiative. Only registered OLLI members are permitted to attend courses and events. Space permitting, members may bring a one-time guest.

- **Room Temperature**

If the temperature in your classroom seems unusually warm or cold, a request can be made to have the temperature adjusted. Either you or the ambassador can contact the OLLI staff for assistance. Please make the request BEFORE the class starts. If you wait until after class, it's too late to have the situation corrected.

- **Contacting Staff**

Please arrive early enough to set up for your class prior to the start time...just in case you need to call for help. If you need staff for technology assistance or any other reason, don't hesitate to call or to send a student to the OLLI office. Staff are happy to support you with any needs that come up. Our goal is to remove any obstacles so you can focus on teaching a fabulous course.

## PRESENTATION TIPS

- **Computers**

Every classroom is equipped with a modern computer that includes a sound and projection system. There is no need for you to bring your own computer; just bring your presentation on a thumb drive and run it through the campus computer. If you have a strong preference for using your own laptop, it's imperative that you bring it to test during your technology check appointment. There is no guarantee that we can support an outside personal computer on the campus.

- **PowerPoint Presentations**

If you use PowerPoint slides, keep them simple. Use as few words as possible to make your point; visuals instead of words are even better. Good slides are simply a prompt for your verbal comments. And don't read your slides unless your goal is to bore your class to sleep. It's painful and frustrating listening to someone read slides. Also, please check your presentation for typos. If you'd like someone to help proofread your presentation in advance, staff are more than happy to assist. Just email your presentation to one of the OLLI staff and allow a few days for turnaround. Just in case something unforeseen happens, you may want to consider bringing a backup copy of your presentation on a second thumb drive or have a hard copy of your presentation.

- **Microphone**

Many OLLI members have hearing challenges, so all instructors are asked to use a microphone. You can choose a hands-free, over-the-ear lavalier mic or a hand held. Please check the battery at the beginning of each class to make sure there is enough power to get through your class. You'll learn how to do this during your technology check appointment. Notify staff if you will need a new battery. Also, when using a hands-free lavalier microphone, clip the receiver to a belt or other external clothing. Do not put the receiver in your pocket because the antenna will not be able to pick up the sound.

- **Videos**

Film classes are almost always held in the Oliphant Auditorium, which is set up for both BluRay and DVD. In addition, any classroom computer can play DVDs. Be sure to bring all disks to test during your technology check appointment.

- **Whiteboard**

All campus classrooms have a large whiteboard. If there are no markers in the tray, let staff know and a set will be provided for your use.

## EVALUATIONS

- **Course Evaluations**

On the last day of class, an email will be sent to all of the students enrolled in your course asking them to complete a short, anonymous course evaluation survey. The survey is a standard template that's used for all courses and is a great tool for monitoring program quality and future course planning. Most instructors find the feedback to be a useful tool for confirming student satisfaction and for continuous improvement. Once the results of your survey have been processed, you will receive a copy of the summary report.

- **Instructor Feedback**

There will also be an opportunity for you to provide input on your experience as an instructor. Each term, an instructor feedback survey is sent to all instructors via email. Please provide your feedback and suggestions for program improvements.

## CLASSROOM ETIQUETTE

(Following is the OLLI Classroom Etiquette document that is posted on our website. All members are expected to abide by these guidelines while participating in OLLI activities.)

OLLI is a community of diverse members from a variety of backgrounds who share a love of learning. Our learning community follows principles of courtesy and mutual respect that promote civil intellectual discourse. Please help us maintain a positive learning environment by following a few guidelines as noted below.

- Arrive on time for courses, trips, and events.
- Turn off or silence your cell phone.
- Attend only courses and activities for which you have registered.
- Refrain from wearing fragrances as it may adversely affect those with allergies or other medical conditions.
- Be mindful of others who may want to contribute to discussions; stay on topic and limit your comments/questions.
- Many of our courses and programs offer a forum for the lively, and sometimes passionate, exchange of ideas. Opposing viewpoints are honored and appreciated, as long as they are offered respectfully. The use of argumentative, threatening, or offensive language or behaviors is never appropriate in OLLI courses.
- Smoking or carrying a weapon is not allowed on campus.
- All other CSUSB policies apply and can be found at [csusb.edu/policies](https://www.csusb.edu/policies)

## EMERGENCY PROCEDURES

- **Accidents & Injuries**

If there is any type of accident or injury that occurs in your classroom, please encourage members to report it to the OLLI office. Staff will provide any necessary assistance and complete an accident report.

- **Emergencies**

If there is a medical or safety emergency in your classroom, call 911 first using the classroom phone or your cell phone. Provide as much detail as possible about your exact location. Campus security will respond, in addition to the local emergency response team. After you've called for help and it's safe to do so, then contact the OLLI office. If someone is injured, do not move him/her unless they are in imminent danger. Otherwise, wait for help to arrive.

- **Fire**

In the event of a fire, pull the nearest fire alarm (located near each staircase), then call 911 and evacuate the building. Remember that the elevators will not operate in a fire, so direct people to the stairs. Also, fire extinguishers are located in all campus building hallways and are well marked. Instructions are noted on the extinguishers.

- **Earthquake**

If we experience an earthquake during your class, please instruct your students to drop, cover, and hold on. If possible, get under a desk or table or against an interior wall and hold on to a stationary object until the shaking stops. Protect the back of your neck with your hands. When the shaking stops, check yourself and others for injuries and call 911 if medical help is needed.

- **Acts of Violence**

If there is ever an act of violence on campus, your first reaction should be to run if you can. If you cannot run, then hide. Barricade all doors and windows, and silence all electronic devices. If you are confronted by an attacker, then fight with every intention of stopping the violence. If you hear an announcement to shelter in place, stay inside the building and with all doors and windows locked. Remain in place until an announcement is made that it is safe to move. As soon as possible, call 911 and provide care to injured people around you. If necessary, attempt to stop any bleeding and cover chest injuries until help arrives.

- **Emergency Evacuation**

If there is an emergency evacuation for any reason, take your personal belongings with you (keys, books, wallet/purse, etc.). Do not use elevators during an evacuation. Use the stairs and assist persons with disabilities. Go to the designated evacuation point (generally, the parking lot), and do not return to the building until instructed to do so by the emergency response personnel.