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# INSTRUCTORS' MANUAL

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Osher Lifelong Learning Institute



*January 2017*

OSHER LIFELONG LEARNING INSTITUTE AT UNIVERSITY OF DELAWARE IN WILMINGTON

2700 Pennsylvania Avenue, Wilmington, DE 19806

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## **INSTRUCTOR MANUAL**

Directed to both present and potential lifelong learning instructors, this manual has several purposes:

- To provide an overview of the educational experience at the Osher Lifelong Learning Institute at the University of Delaware in Wilmington (OLLI).
- To offer suggestions about basic teaching techniques.
- To provide instructors with information about teaching resources, supportive services, and operating and emergency procedures.

## **ABOUT OSHER LIFELONG LEARNING**

- OLLI is a program of the Division of Professional and Continuing Studies of the University of Delaware.
- OLLI is a membership organization for adults who enjoy taking classes, teaching and exchanging ideas. The program is centered on classes developed and led by fellow members.
- Membership is open to people 50 years of age and older and to the spouses of members, regardless of age.
- Established as the Academy of Lifelong Learning in 1980 by the University of Delaware, in 2010 the Academy received endowment support from the Bernard Osher Foundation. In recognition of its affiliation with the Osher Foundation, the Academy became the Osher Lifelong Learning Institute at the University of Delaware in Wilmington.
- Osher Lifelong Learning Institute is operated by U of D staff, Council members and committees. Current lists are posted in the Course Catalog.

## **THE OLLI EXPERIENCE**

- OLLI differs from many other educational organizations both in its goals and its functioning.
- The absence of exams, grades, or attendance requirements helps keep both learning and teaching enjoyable.
- All instructors are members and volunteer their time and efforts to teach. Any member may submit a proposal for a course he or she would like to teach. Members may take courses as well as teach.

## INSTRUCTORS

- Since OLLI is a learning cooperative, all instructors must join as members for the semester or term during which they teach.
- In order to become familiar with our practices, potential instructors must attend classes for at least one semester before becoming instructors.
- New instructors should teach only one class during their first teaching semester.
- Instructors should **not** include course(s) they are *teaching* on their personal registration forms.
- The instructor designs and implements a proposed course and submits it to the Curriculum Committee for approval.
- Area coordinators and the Program Coordinator are available to work with individual instructors to provide help and/or feedback.
- Each instructor is assigned a mailbox located in the Reception Area for distribution of important administrative information and class rosters as well as messages from students. Instructors should check their mailboxes regularly.
- On request, instructors may obtain class rosters from their Program Coordinator.
- Class rosters are also online.

## PUBLIC POLICY

- As volunteers, instructors are requested **not** to cite their OLLI teaching experience as evidence of their expertise in any subject matter.
- When offering opinions or perspectives for publication on any subject, instructors are to acknowledge that they are expressing **personal** opinions and perspectives and not the opinions or positions of the Osher Lifelong Learning Institute at the University of Delaware in Wilmington or of the University of Delaware itself.

## COMPUTER POLICY

- OLLI members using University computer facilities, web sites, and computer programs must comply with the University policy titled ***Responsible Computing and Use of University Computer Resources***.
- Details can be found at <http://www.udel.edu/stuguide/16-17/code.html>

## **WEATHER CLOSINGS**

For information on weather-related and other closings or delays:

- Visit [www.lifelonglearning.udel.edu/wilmington](http://www.lifelonglearning.udel.edu/wilmington) or
- Call 302-573-4417 after 7:00 a.m.

## **TEACHING TIPS**

### **MEMBER CHARACTERISTICS**

- Our members may be less likely to do extensive reading or studying on an individual basis.
- Diversity in educational background and in life experience characterizes our membership.
- The catalog descriptions note where there is need for substantial outside preparation.
- Members appreciate receiving brief handouts (e-mail is preferred with minimal class handouts for those with no e-mail access).

### **DEVELOPING COURSE CONTENT**

- Consult with your Curriculum Committee Area Coordinator and/or the Program Coordinator to ensure that there is sufficient interest in your proposed subject to justify developing a course.
- Balance information and/or skill building opportunities to provide class members with an opportunity to discuss and express their opinions.
- Ensure that appropriate texts, DVDs, multimedia resources or speakers are available.
- Keep course content and description up to date as the course evolves.

### **PREPARING CLASS SESSIONS**

- Set learning objectives for each session.
- Determine the amount of material that can be covered in a class session.
- Develop a detailed lesson plan for each lesson.

- Determine if reading or practice outside of class will be needed to obtain maximum course benefit.
- Present your material in a variety of ways to accommodate differences in learning styles (i.e. visual, auditory, and tactile).

## **LECTURE SUGGESTIONS**

- Instructors should be sensitive to the needs of hearing impaired members. Please wear lapel microphones (provided).
- Insofar as possible, lectures should be in integral units, not dependent on previous information, due to varying member attendance patterns.
- A lecture should have a well-defined structure, a pattern that the instructor consciously designs. One time-honored teaching structure advises three steps:
  - describe what you are going to teach
  - teach it
  - summarize what you have taught
- In planning the body of the lecture, instructors should apportion their available time effectively, allocating the most time to the most important points and also allowing time for Q and A.
- Lecture notes may be used for reference, while maintaining eye contact with the class. Simply reading lecture notes is the least effective way to engage student interest and attention.
- Using audiovisual materials can reinforce or illustrate key elements in lectures; however, instructors should use them as a reference and not merely read the slides.
- Instructors may provide materials to students by e-mail or post materials on a web site to be downloaded by students whenever possible, providing minimal class handout copies for those with no e-mail access.
- Please monitor the use of handouts to conserve paper and duplication efforts. It is NOT necessary to make copies of your entire presentation for everyone in the class. A few copies may be made for those who do not have computer access.

## **CLASS QUESTIONS**

- An instructor may choose to be open to relevant questions during the course of a lecture or ask for questions to be held until the end. Irrelevant or distracting questions can be fielded by offering to discuss the matter after class.

- So that everyone in a large class hear the questions asked, it is important that the instructor repeat the question. Another solution is to use a microphone.
- The use of a classroom assistant to handle microphone duties is encouraged. Your assistant can move around the room, taking questions, using the hand-held microphone so that all can hear.

## **CLASS DISCUSSIONS**

- Class discussions are a good opportunity for active learning participation. Instructors who wish to encourage class discussion during or after lectures may want to prepare pertinent questions in advance to elicit discussion.
- When an instructor has completed the body of his or her lecture, it is helpful to summarize the content.
- Occasionally, a classroom situation arises in which one or two students dominate discussions. Remain alert for other students who wish to speak and provide preferential acknowledgment to less dominant students.
- On rare occasions a student may become argumentative or disruptive in class. Your Area Coordinator or the staff Program Coordinator is available for assistance.

## **CO-INSTRUCTORS, CLASS AND AV ASSISTANTS**

- The use of co-instructors in all classes is encouraged. This helps to spread the load, reflect additional expertise, and allow for class coverage when one instructor may be absent.
- A class assistant can handle support activities in order to free the instructor to focus on class presentations. Examples include meeting guest speakers, handling teaching aids, lights, AV equipment, hand held microphones. They can also assist with members entering and exiting classrooms.

## **GUEST SPEAKERS**

- Guest speakers can add appreciable dimension to courses. A non-member guest lecturer may make a presentation to a class up to three times per semester.
- Confirm with guest speakers ahead of time to:
  - Verify date and time of presentation, topic, length of presentation (including time for Q and A), and any AV equipment needed. Please submit a special AV equipment request form (available in the Office) if any AV equipment other than the usual is needed.



- Inform your speaker of the *guest speaker parking spaces* on the left of the white building across from the main entrance of Arsht Hall.
- E-mail a parking permit in advance, or obtain a parking pass and name tag when the speaker arrives.
- Give the Reception Desk your guest speaker's name and your class name.
- Have an alternative plan in place in the event your speaker does not arrive.
- Designate a class assistant to meet your guest speaker in the lobby and direct him or her to the appropriate classroom.
- Be sure to thank your guest speaker with a written or e-mail thank you note. Letterhead stationery is available in the office if needed.

## **RESOURCES**

### **CURRICULUM COMMITTEE**

- Oversees all aspects of curriculum, including course offerings and extracurricular activities.
- Is responsible for maintenance of program standards, instructor recruitment and approval, instructor support, and approval of courses.
- Works with the Vice Chair of Council for Academics, the Program Coordinator, and other office staff to secure support for Committee activities.
- Works with office staff to conduct two Class Counts of attendance during weeks four and eight.

### **CURRICULUM COMMITTEE AREA COORDINATORS**

- Provide oversight responsibility and are responsible for communicating with the instructors in a specific curriculum area. Areas include the Arts, Humanities, Information Technology, Languages, Math and Sciences, plus Extracurricular Activities.
- Review course proposals in his/her area that have been submitted for approval.
  - Ensure that course descriptions are clear and concise (30-40 word limit).
  - Review the Course Content Form to ensure that sufficient material is available and that the material will be presented in a coherent and logical fashion.

- No course proposal will be approved without a completed Course Content Form.
- Occasionally observe classes in his/her area, and serve in a coaching/mentoring capacity when appropriate.
- Identify and recruit potential instructors.
- Encourage instructors, particularly new ones, to use Class Evaluation forms in their classes.
- Identify, promote, and sustain key courses in his/her area.
- Identify issues and needs related to the improvement of course quality.
- Review courses that have 50% or less attendance in the second Class Count.

## **CLASS EVALUATION FORMS**

- Instructors may obtain Class Evaluation forms in the Reception Area for student input at the end of the semester. These forms are for instructors' benefit only. Their use is optional at the Instructor's discretion; they are not collected in the office.

## **DUPLICATING CLASS MATERIALS**

- As a general guideline, share your information by e-mail whenever possible.
- Cite the source of your copied materials.
- To make a small number of copies, there are two ways to obtain copies:
  1. Instructor Copy Machine
    - Located directly outside the Office.
    - Makes black and white, one-sided copies; no stapling or collating.
    - Please limit the number of copies made to fifteen (15).
  2. Duplicating Committee
    - See Duplicating Guidelines in Reception Area.
    - Refrain from copying pages with large dark areas which use excessive amounts of toner.

## COPYRIGHT LAWS

- The law prohibits duplicating copyrighted material for classes without permission, unless the proposed use falls within the definition of “Fair Use.” Instructors are expected to adhere to these guidelines.
- Please refer to the University of Delaware’s Policy on Copyright and Fair Use, including a link to Copyright guide:  
<http://guides.lib.udel.edu/c.php?g=85318&p=548680>
- Additional guidelines are also posted on the bulletin board near the Office copier.
- **Substitution for purchase** of books or workbooks violates fair use principles. Instructors **may not copy books and workbooks** as substitution for purchase.
  - The Doctrine of Fair Use dictates that multiple materials may not be copied from the same author or collective work or periodical volume during one term.
  - Copying of the same item by the same instructor from semester to semester is prohibited.
- One chart, graph, diagram, drawing, cartoon, or picture **per book** or **per periodical issue** may be copied.
- **Published Music** may not be duplicated without permission from the holder of copyright.
- **Videotapes and audiotapes**, commercially produced, may not be copied without permission from the holder of copyright. Check with Office.

## FAIR USE GUIDELINES

- Please refer to the University of Delaware’s Policy on Copyright and Fair Use, including a link to the Fair Use Checklist:  
<http://guides.lib.udel.edu/c.php?g=85318&p=1104578>
- **A single copy** of the following may be made for use by teachers in preparing a class:
  - A chapter from a book.
  - An article from a periodical or newspaper.
  - A short story, short essay, or a poem.
  - A chart, graph, drawing, or picture from a book, periodical or newspaper.

- **Multiple copies** of the following materials may be made for use in the classroom (but not more than one copy per enrolled student), provided that each copy includes a notice of copyright.

**Poetry:** A complete poem of less than 250 words and not printed on more than two pages may be reproduced. An excerpt from a longer poem may be copied if not more than 250 words.

**Prose:** A **complete article, story, or essay** may be copied if it is less than 2,500 words.

An **excerpt** of 1,000 words may be copied from any prose work, unless those 1,000 words constitute more than 10% of the total work. In any case, a 500-word excerpt may be copied.

**“Special” works & illustrations:** Certain works that combine language with illustration but fall short of 2,500 words total may **not** be copied in their entirety. Excerpts are limited to two pages and not more than 10% of the words.

## **PERMISSION TO DUPLICATE**

- May often be obtained from the holder of the copyright.
- The process of obtaining permission may take some time, so plan to start the process early.
- In the case of books, periodicals, or music, you may contact the copyright holder directly.
- Help is available from the copyright guide (see link above).

## **OLLI POLICIES AND PRACTICES**

### **REGISTRATION FOR CLASSES**

- All instructors must be current members of Osher Lifelong Learning, and must be registered for the term in which they are teaching. The course(s) you are teaching should NOT be included on your own Registration Form.
- Class rosters will be placed in instructors’ mailboxes four times each semester: the day of the Instructors’ Meeting and each of the first three weeks of classes.
- Drop/adds are handled in the office before classes begin and during the first three weeks of classes. Subsequently, each instructor is responsible for class changes, depending on the size of the class and space limitations for each classroom.

## **EMERGENCY PROCEDURES**

- At the beginning of each semester, it is important to:
  - Review Emergency Procedures with your class. They are posted on every classroom door and at the end of this manual,
  - Identify class members who may require assistance in evacuating during a drill or actual emergency. Note the assistance needed and be prepared to provide it when appropriate.

## **ABSENCE FROM CLASS**

### **EMERGENCY/ UNPLANNED ABSENCE**

- A co-instructor is the best backup for instructor absences.
- If an emergency requires canceling your class, contact office staff at **302-573-4447** and **302-573-4486** as soon as possible so that notices can be posted on hallway bulletin boards.
- Office staff will inform the Reception Desk volunteer and contact students.

### **PLANNED/SCHEDULED ABSENCE**

- Please find a substitute instructor and inform your class in advance when possible.
- Notify office staff at **302-573-4447** and **302-573-4486** as far in advance as possible.
- E-mail your students directly about class cancellations.

## **ROOM ASSIGNMENTS**

- OLLI is fortunate to have its own building. Arsht Hall is a University of Delaware facility, and we share its use and expense with other departments within the University.
- OLLI has first priority on using Arsht Hall before 4:30 p.m. on weekdays.
- Other University departments often use Arsht Hall after 4:30 p.m. and on weekends; therefore OLLI members should not remain in the building after 4:30.
- Room assignments for OLLI classes are based on class size, subject matter and room limit policies. Cooperation of instructors when compromises are necessary is greatly appreciated.
- Please dismiss your class promptly, to allow all members to reach their next class on time and as a courtesy to the incoming class and instructor.

- There is a 15 minute gap between classes to allow classes to exit and enter. This allows 7.5 minutes for members to exit and 7.5 minutes for the incoming class to enter.
- Allow class members to exit the classroom before incoming members enter.

## **ROOM USE**

- Each room uses a standard classroom setup during the day and for University courses in the evening. If you need to rearrange the furniture, please return it to its original configuration before you leave class so it will be ready for the next group.
- If you have a request that is different from the standard classroom setup, submit an Equipment Request Form (available in the Office) at least one week in advance and include a floor plan or other special instructions.
- Please adhere to the room seating limits. Do not allow hallway chairs to be pulled into classrooms. This is a violation of the fire code.
- Please keep room aisles open as required by the Fire Marshal. Members are not to move chairs into the aisles or block escape routes.
- In the large rooms on the first floor and Room 203 on the second floor, open space is created for members using wheel chairs or scooters.

## **AUDIOVISUAL (AV) EQUIPMENT**

- Equipment Request Forms should be submitted with Course Proposals.
- The following AV equipment is available for instructor use:
  - Windows and Macintosh laptop computers
  - Ceiling-mounted projectors
  - Video document camera (VDC)
  - DVD/VCR players
  - CD /Cassette players
  - Bose Sound System
  - Lapel and handheld microphones
- Detailed instructions on use of AV equipment are located near AV panel in each classroom.
- Training on equipment use is available following the Instructor Meetings held prior to each semester/term.
- Appointments may also be made with the AV staff for individual training on use of equipment.

- A five-week Video Editing Course for instructors is offered at the beginning of each semester. This does not count toward your five-course registration limit.
- Click here for detailed operating instructions of AV equipment: <http://www.lifelonglearning.udel.edu/wilmington>. Click on the *Instructors and Volunteers* link and go to *Quick Links*.

## COMPUTER LABS AND TEACHING COMPUTERS

- Only instructors teaching in computer labs and members registered for lab courses, are permitted to use the computers in Rooms 214 and 202.
- Absolutely **no food or beverages** are permitted in the Computer Lab rooms!

## INSTRUCTIONAL MATERIALS

- Purchasing or rental of instructional materials must be done through the office staff.
- All requests for videotapes to be borrowed from the University library should be made through the office staff.

## SOLICITATIONS

- Members must comply with policies and procedures of the University. Thus, except for designated OLLI activities, sales or solicitations on campus or by e-mail is prohibited.
- A guest speaker is permitted to sell his/her book, CD/DVD or other materials that are discussed in his/her presentation **ONLY** on the day of the presentation.

## TRAVEL

- Occasionally, an instructor may wish to offer a field trip to the class to supplement course content.
- To maintain compliance with OLLI and University policies, all trips must be cleared in advance by the office staff.

# EMERGENCIES

## MEDICAL, SAFETY, ACTIVE SHOOTER

→ *INSTRUCTIONS ARE POSTED ON DOORS OF ALL CLASSROOMS* ←

→ *PLEASE REVIEW THESE PROCEDURES WITH YOUR STUDENTS* ←

## MEDICAL EMERGENCIES

→ *ENCOURAGE ALL CLASS MEMBERS TO WEAR NAME TAGS*

*IN CASE OF A PERSONAL EMERGENCY* ←

## CALL FOR HELP

- For medical emergencies, **call 911** from a **Delaware cell phone**.
- Send someone **immediately** to the **Office** or call Office staff at **302-573-4486** to notify of emergency.
- Staff will contact the UD Public Safety Officer assigned to OLLI, who is trained as a first responder and is equipped with medical equipment.
- Ask if any class member is a doctor or nurse and can help.
- **Do not move** an injured or incapacitated person.
- **For less serious medical problems**, notify the Office staff immediately. Staff will contact the University's Public Safety officer.
- **It is essential to get a trained person to the scene as soon as possible.**

## STABILIZE THE SCENE

- Cover the person with a blanket or coat to prevent chilling while waiting for help to arrive. A blanket is available in the Office.
- Again, **do not move** an injured person unless they are in danger of further injury.
- A person who feels ill or faint should lie down on the floor.
- **Remove bystanders.** If the incident occurs in a classroom, the other members of the class should be dismissed to the lobby.



- If a person has fallen and cannot get up by him/herself, do not assist them in rising to a sitting or standing position until trained personnel arrive and assess the situation.

## **AED DEVICES**

- AED (automated external defibrillator) devices for use in cases of cardiac arrest are located on the hall walls at each end of the first and second floors. The device includes instructions for use.

## **COMFORT**

- A medical emergency can be frightening and embarrassing.
- The first response of the victim is often **to deny** that anything is wrong.
- Holding a hand, keeping fellow members away and making sure personal belongings are safe can often provide comfort.

## **PREVENTION**

- Please remind your students that **prevention is the best policy**.
- Trips and falls are the most preventable incident at Osher Lifelong Learning.
- Keep all bags and belongings out of the aisles and areas where a member could trip.

## **BUILDING EVACUATION PROCEDURE**

**Please be certain you know the following procedures!**

**Communicate them to your classes!**

**This is essential for the safety of all!**

## **EVACUATION**

The University Fire Marshal works with Osher Lifelong Learning Institute in Wilmington to practice evacuation drills regularly at times determined by University staff.

- The goal of an evacuation for any reason is for all people to get away from the building as quickly as possible.
- Those who are most mobile should leave first!
- Ask members who need extra help evacuating to identify themselves in advance.

- Slower members should allow faster members to go ahead.
- Those who cannot use stairs should remain in the stair wells (AREA OF REFUGE) after others have exited.
- AREAS OF REFUGE are rated fire safe for two hours; upon arrival first responders will assist members to exit from these areas.
- Move at least 200 feet away from the building in all directions.
- Proceed quickly to the designated RALLY POINTS.
- Members may assist others as needed to reach RALLY POINTS.

## **FIRST FLOOR EVACUATION**

- Evacuate from the **First Floor** via:
  - **Lobby Main Exit doors**
  - **North stairwell Exit door** (Pennsylvania Avenue side)
  - **All First-floor classroom exterior doors**

## **SECOND FLOOR EVACUATION**

- **The elevator will be inoperable.**
- Evacuate from the **Second Floor** via:
  - **North Stairwell** (Pennsylvania Avenue side)
  - **South Stairwell** (Golf Course side) **to First Floor, turn LEFT, exit through Rooms 108-109**

## **CLASSROOMS**

- **Close all windows and room doors.**
- Take personal **keys**. **In case of an actual emergency, you will not be able to re-enter the building.**
- Members should keep both hands free to maintain balance and manage stair handrails.
- Leave large musical instruments, bulky supplies and totes behind.

## **EVACUATION RALLY POINTS**

- All **Rally Points** are **200 feet** away from the building.
- The fair-weather **Rally Points** are:
  - **Parking lot** across roadway (if exiting from the South and West sides).
  - **Garden area** (if exiting from the North and East sides).
- In cold or inclement weather move to the **Goodstay Center**.
- **Do not remain on the sidewalks in front of the building.**
- **During a drill, members will NOT be permitted to drive cars off-campus.**
  - Fire personnel and first responders must have clear access to enter the campus!
  - Members must be able to cross roadways to access Evacuation Rally Points.

## **ACTIVE SHOOTER RESPONSE**

### **RUN, HIDE, FIGHT**

#### **RUN**

- Attempt to evacuate if safely possible, leaving belongings behind.
- Help others if possible and prevent others from entering area.
- Call 911 when you are safe!

#### **HIDE**

- Blockade doors.
- Find a hiding place.
- Silence cell phones and remain quiet.

#### **FIGHT**

- As a last resort, if lives are in danger, **fight!**
- Attempt to incapacitate the shooter.
- Be aggressive and act together as a group.
- Throw anything you can find at the shooter, i.e., fire extinguishers, etc.