

# Presenter Handbook



*August 2019*

**OSHER  
LIFELONG  
LEARNING  
INSTITUTE** **OLLI**  
at Granite State College

# OLLI Presenter Handbook

The Osher Lifelong Learning Institute, known as OLLI, is an organization committed to providing learning, volunteer and social opportunities to adults over 50 years old.

OLLI is fortunate to be hosted by Granite State College (GSC), whose mission is to expand access to public higher education to adults of all ages throughout the state of New Hampshire. Granite State College has been steadfast in providing a high level of in-kind support to OLLI including promoting and assisting OLLI with daily operations throughout every step of our growth.

This Handbook has been prepared for our presenters as a resource and guide to their vital role in the OLLI organization.

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# Welcome to OLLI at Granite State College

The ongoing success of the OLLI program is possible only through the dedication and enthusiasm of volunteers. Volunteers perform tasks at all levels of program management, including presenting classes.

OLLI appreciates your willingness to bring your time, talent and passion as a presenter of an OLLI class. This handbook has been developed to give you an overview of OLLI, so that you can be clear on what to expect when you teach a class, as well as to understand the organizational structure and funding for OLLI.

If you have any questions, please contact the OLLI office or your Curriculum Committee contact person for assistance.

## Curriculum and Course Development

Volunteer Curriculum Committees at each learning site are responsible for developing the curriculum for their own learning site. Guided by values of the Bernard Osher Foundation, courses are developed in the following subject areas:

- |                                      |                              |
|--------------------------------------|------------------------------|
| World cultures and religion          | History (includes genealogy) |
| The Natural World                    | Current events and politics  |
| Computer skills/Photography          | Philosophy                   |
| Science and Technology               | Personal Finance             |
| Music, Art, Dance                    | Writing, Drawing, Painting   |
| Food/Wine/Cooking                    | Film/Theater                 |
| Literature/Reading/Discussion groups |                              |
| Wellness, Health, Nutrition, Aging   |                              |
| Games/Sports/Thinking and Memory     |                              |
| Trips                                |                              |

After determining topics within the various subject areas, volunteers seek out subject matter experts to present the courses. Courses are generally held in a classroom setting, but field trips to places of interest or to experience outdoor activities are also developed.

Once a presenter has agreed to present, a course proposal must be developed. The proposal form is found online at <https://olli.granite.edu/get-involved> under “Be a Presenter.” The presenter must complete and submit it for review. The Curriculum Committee will provide a contact person to work with the presenter to make the process efficient and to provide support to the presenter.

OLLI offers classes, activities and trips year round. Two terms, Spring and Fall, run approximately 17 weeks each. Classes are held in locations at all four learning sites and members have the advantage of taking classes at any site. Each local Curriculum Committee is responsible for securing, approving and scheduling courses for its own site.

## Proposal Process

The proposal form must contain a title and a short, concise description of the class. That description will be used to market the class. It will be published in the OLLI course catalog. A catchy title provides insight into the course content, and an enticing description draws attention to the class. The Curriculum Committee reviews proposals for approval and may schedule the course for the immediate next term or for a future term. OLLI values its volunteers and every effort is made to honor specific requests for class dates, times and locations. Certain classes, particularly those with popular topics or presenters from previous terms, may be scheduled for multiple sessions, if the presenter is willing, in order to avoid overbooking and waiting lists.

## Understanding Terminology

Sometimes we use words interchangeably that actually do have a specific meaning. Please be aware of the following terms:

- A **course** is one or more classes presented in a group to convey information on a topic, e.g., we offer a Great Decisions course
- A **class** is a single meeting of members and presenter to transfer course information, e.g., the Great Decisions course may include 4, 6 or 8 class sessions. Classes are generally 1½ to 3 hours in length and, if a course contains multiple classes,

they generally meet on the same day of the week for the number of weeks required.

- A **section** is an instance of a course held in a single term in one learning site. Multiple sections may be the same course held in two sites in one term or the same course provided twice or more in a single term. Great Decisions sections in Concord, Manchester and the Seacoast in the same term constitutes three sections of Great Decisions. There may also be a Section 1 and Section 2 in the same learning site during the same term for some of our more popular courses.
- GSC = Granite State College; UNH = University of New Hampshire; USNH = University System of New Hampshire

## Peer Learning Environment

OLLI participants are enthusiastic learners who come from diverse backgrounds and have a wealth of knowledge and life experience to share.

Numerous studies prove how important the continuation of learning is for seniors. Memory is enhanced if motivation is high and there is opportunity to actively integrate new knowledge with old during the learning phase. Social interaction, new knowledge and a diversity of experiences all provide a fuller, healthier and richer life to seniors.

## Teaching Tips for Older Adult Learners

- Interactive class participation is an integral part of OLLI. Presenters should allow part of their scheduled class time for questions or comments.
- Start class on time; it is not necessary or advisable to stop to “fill in” latecomers.
- Be sensitive to visual and hearing needs. Microphones are available and will help to make sure the majority can hear the presentation. Please be sure to use them; many members may be uncomfortable expressing their inability to hear clearly. Face the class when you speak; reading your lips is important to class members’ ability to understand.

- Remind class participants to speak loudly enough to be heard by all. Repeat questions you are asked before answering them.
- Presenters may schedule a break in the middle of the class. The Class Assistant should announce the plan for the break and the length of time; the Class Assistant may signal the presenter that break time has arrived. Start promptly at the end of break.
- Be aware that class members may need to stand or leave the room during the presentation.
- Have a class plan and generally stick to it. Encourage participation, but guard against class members “hijacking” the class with too many personal stories. Remember that members paid to take the course that was described.
- Sometimes enthusiasm takes over and it may be necessary to remind participants to raise their hands for a turn to speak.
- Sometimes passionate opinion takes over and it may be necessary to remind participants to remain respectful of each member’s opinion whether or not it matches their own.
- Avoid acronyms and jargon in your presentation.
- Allow adequate time for adjustments when going from light to dark and vice versa (film or slides).
- Use high contrast and large type on any visuals and handout material.
- Have a back-up plan in case of technology failures.

## Roles and Responsibilities

### Volunteer Curriculum Committee (Each site)

- Develops ideas for classes and secures presenter
- Initiates proposal process
- Reviews proposals for consideration; approves or rejects
- Works with presenter to establish minimum and maximum enrollment levels
- Schedules classes and sometimes secures classroom space
- Organizes Class Preview Events

- Invites presenters to Class Preview Event
- Reviews course and presenter evaluations for future consideration

## Staff

- Provide direct support to all four Curriculum Committees
- Develop catalog production schedule
- Manage Course Proposal Process
- Coordinate catalog development with and between Curriculum Committees
  - Send confirmation notice to presenter prior to catalog printing
  - Work with committee and presenter to optimize class title, and description for catalog
  - Work with OLLI volunteers to edit draft catalog
- Work with GSC marketing and mail services to ensure catalog quality and prompt delivery
- Schedule classrooms
- Manage and track class enrollments/registration process
- Notify Curriculum Committee Chair when class is over/under enrolled
- Provide class rosters to class assistants as requested.
- Provide photocopies of handouts to Presenters (upon request with *14 days advance notice*)

## Volunteer Presenter

- Submits timely and complete proposal as guided by Curriculum Committee
- Develops class outline, content, materials
- In conjunction with Curriculum Committee, develops location, length of classes, number of classes in course, minimum and maximum acceptable enrollment and scheduling
- Makes two-minute presentation at Class Preview Event promoting course
- Promotes warm, friendly and inclusive atmosphere in class

- Provides feedback to OLLI for continuing quality improvement of presenter experience
- Reviews class member evaluations

## Volunteer Class Assistant

- A volunteer Class Assistant will be assigned to each class. The presenter will be contacted by the Class Assistant 1-2 weeks prior to the start of class. The Class Assistant is trained to assist the presenter by:
  - Reminding participants of the upcoming class
  - Ensuring the room is set up as required
  - Welcoming class participants, providing name tags, ensuring a convivial environment
  - Taking attendance
  - Representing the interests of the class to the presenter (e.g., ensuring all participants can see and hear) and of OLLI to the class (e.g., promoting OLLI activities and volunteer opportunities)
  - Introducing the presenter
  - Distributing handouts, managing lights, basic computer/projector function
  - Handling emergency situations
  - Making OLLI-related announcements

## Class Mechanics

### Academic Integrity

Academic integrity and intellectual truth are among the foremost priorities in institutions of higher learning. Without those, there is not real learning, critical thinking, creativity or development of new knowledge.

It is essential that OLLI presenters have the right to express their views in a professionally responsible manner. It is also essential that diverse opinions are expressed and discussed by class participants. The views and opinions expressed in OLLI at GSC classes and presentations are

those of the individual presenters and class participants. They do not necessarily represent the views and opinions of Granite State College or of OLLI.

## Code of Conduct

Membership in society implies minimal norms for civil behavior towards one another. It is our expectation that all members of our OLLI community treat volunteers, staff, and fellow members with respect. Each individual is accountable for her/his actions, responsible for their decisions and must understand that there are consequences of any behavior that is inconsistent with these values and expectations.

## Copyright Policy

Granite State College does not condone copyright infringement by faculty, administrators, staff, employees or students. Each individual is solely responsible for obtaining permission from copyright holders to duplicate or in any way reproduce, in part or in whole, materials held under copyright. A copyright overview is available on the Library and Research Commons website at: <http://library.granite.edu/copyright-basics/>.

## Handouts

If photocopies are needed, please send originals to the OLLI Office at least two weeks prior to the first class. Submission by email is preferred: [OLLI.Office@granite.edu](mailto:OLLI.Office@granite.edu). OLLI staff will have the copies made and held in the local office. Photocopies will be made 2-sided unless requested differently. There is a photocopier for small jobs at each Granite State College site. Do not leave large photocopying jobs to be done immediately preceding the start of the class.

## Class Supplies/Materials Fees

A list of specialized supplies needed should be submitted with the class proposal. Specialized supplies include but are not limited to: photocopies, admission fees, required reading books, art or craft supplies, ingredients for cooking classes, etc. There are three ways to handle special supplies requiring an out-of-pocket cost (does not apply to photocopies):

1. Students procure supplies directly from vendors on their own before classes start. The presenter should prepare a detailed list of required supplies which will be included in the course description.
2. The presenter may purchase materials and assemble kits for each student. The presenter must complete an itemized list of the kit's contents and cost per piece. The cost for the full kit must be preapproved by OLLI staff. The materials fee cost will be added to the course fee when the student registers. The presenter will submit an itemized invoice based on the kit contents and number of students who take the class. The presenter must submit a completed USNH subW-9 form prior to submitting the invoice.
3. The presenter may purchase required supplies in bulk and submit receipts and request for reimbursement based on the number of students who take the class. The materials fee cost will be added to the course fee when the student registers.

## Reimbursement

Presenters may be reimbursed for costs incurred from the class as described above. Reimbursement for refreshments for classes is not permitted. The reimbursement process begins when the presenter submits a USNH sub W-9 form and then completes a reimbursement form and submits it to the OLLI office along with the original receipts for the expenses. (Both the W-9 and the reimbursement form must be requested from the OLLI office by telephone or email.) The completed reimbursement request should be submitted within one week after the end of the course but in all cases must be submitted before December 30<sup>th</sup> for fall term classes and June 15<sup>th</sup> for processing before the end of GSC's fiscal year. Requests submitted after that date will not be honored. Allow at least two weeks for processing of complete and correct requests. OLLI at GSC is part of the University System of NH and therefore follows USNH financial policies. Reimbursement checks will be issued from the University System of New Hampshire.

## Book Policy

**Required reading:** When a book is required for an OLLI class, attendees will usually be responsible for purchasing or borrowing their own book. The ISBN identifier for the presenter-recommended edition should be included in the catalog description. When a required book is not easily available in bookstores, the OLLI staff will purchase a supply of the books prior to the start of the course. The cost of the book will be included in the members' class fee. If reading of all or part of a book is required before class begins, that information must be in the class description.

**Presenter/Authors:** An author who is presenting for OLLI may sell his/her self-authored books following his/her class. The presenter is responsible for all sales transactions (cash, checks, problems). No payment will be processed by OLLI staff or volunteers.

## Technology

Available technology in GSC classrooms includes:

- PC laptop with full Microsoft Office suite, internet access, DVD through Windows Media
- Projector (connection via VGA cable or high speed USB)
- Sound enhancement system – microphone and computer amplification
- DVD player

Presenters may bring their own devices, with the understanding that they are responsible for supplying any required adaptors and cables.

- It is preferable for the presenter's presentation to be transferred to a memory stick and for the presenter to use the college's equipment. (Memory sticks may be borrowed from the OLLI office and returned at the end of the class.)
- If that is not possible, it is strongly recommended that presenters arrange for a trial hook-up of their personal equipment in advance of the first class to ensure compatibility.

Most Class Assistants will have minimal training in the use of the available technology and are not expected to be capable of assisting with presenters' equipment.

In the event of a technology failure, GSC staff will assist to try to resolve it. While Granite State College technology is generally reliable, presenters should have a back-up plan in the event of an unresolvable technology failure.

### Restriction on Promotion or Selling Services

Presenters who run a business and are presenting on the topic of the service provided by that business must refrain from "selling services" during the class. It is permitted to hand out business cards, but any arrangements for commerce must happen outside of the OLLI class.

The exception to commercial transactions is for presenters who are authors or artists who may sell their books or artistic works after class is over (see Book Policy above) or in the event the course is held outside of Granite State College at the facility of a service provider (e.g., gallery, shop, craft workshop).

Presenters representing nonprofit, volunteer-based organizations are discouraged from explicitly recruiting volunteers from within the OLLI membership.

### Remuneration

OLLI has been fortunate to attract high quality experts to present courses to members on a strictly volunteer basis. Presenters receive no remuneration for courses they teach for OLLI. However, as a token of gratitude and acknowledgement of the time and effort expended to develop and teach an OLLI course, each presenter will be awarded a coupon which may be used to take an OLLI course free of charge.

One coupon per term is awarded, irrespective of the number of courses taught. The coupon is good for any OLLI course irrespective of its length (or cost), but not for trips, special events or live-streamed programs put

on by other organizations. The coupon covers the tuition for the course; if there are materials or admission fees, these must be paid separately. Nonmember presenters will not be required to pay the \$20 nonmember fee to attend the course. Coupons are transferrable, i.e., the presenter may give his/her coupon to any individual. The coupon expires at the end of the second term after issuance.

The coupon code will be delivered to the presenter by email at the end of the term in which the course was taught with full instructions for redemption. There is no cash value to the coupons.

## Feedback/Evaluations

Course evaluations are distributed by email for every course which is a new offering. Responses are compiled and a summary of the evaluations will be sent to presenters, generally within a month after the end of the course. Curriculum Committees review evaluations carefully and use feedback to determine future consideration of the course for repetition or recommendation to another learning site as well as consideration of the presenter for additional courses. If a presenter wishes to have his/her course evaluated even though it has been offered before, a hard-copy version of the evaluation will be distributed, collected and turned over to the requesting presenter immediately; no summary will be prepared. Presenter should ask the Class Assistant before the course begins to secure the evaluation forms and distribute them.

Presenters also have the opportunity to provide their own feedback regarding their OLLI experience. A link to an online feedback form is found on the OLLI website or click the following link: <https://granite.tfaforms.net/283350>. Curriculum Committees and Staff review presenter evaluations to determine how the presenter experience can be improved.

# Cancellation of Classes

## Presenter Cancellations

If a presenter must cancel an entire course or an individual class due to reasons other than weather, he/she must contact the OLLI office as soon as possible so that members may be notified.

## OLLI Office Cancellations

All OLLI meetings and activities are cancelled if the local GSC campus is closed.

Granite State College's winter weather closure process is found at <http://my.granite.edu/safety-security>. The announcement is posted on WMUR-TV and its website [www.wmur.com](http://www.wmur.com). Please do not call the OLLI office as there is no update to the automated recording due to weather. The OLLI office will be closed if GSC-Concord is closed.

If GSC remains open but OLLI decides to cancel a class due to actual or predicted weather conditions, an email will be sent or a telephone call made to all members registered for the class.

OLLI members and presenters are personally responsible for their own safety and must exercise good judgment when making traveling choices in inclement weather. The College advises members not to travel if they believe they are putting themselves in harm's way.

## Cancellations for Underenrolled Classes

If enrollment for a class is below the presenter's stated minimum, the Curriculum Committee will contact the presenter to determine if the class will go forward or be cancelled.

## Overenrolled Classes

If enrollment exceeds the maximum originally set by the presenter in conjunction with their Curriculum Committee contact, the Presenter may be contacted by either the OLLI office or a volunteer to discuss preferences and options which may include expanding class size if

physically possible, adding a session within the same term or scheduling the class to run in a subsequent term.

## About OLLI

OLLI (Osher Lifelong Learning Institute) at Granite State College is the new “Senior Class.” The mission of OLLI at Granite State College, as a member-driven, volunteer-based organization, is to develop and provide a broad array of affordable and accessible lifelong learning, social and participatory activities for active and intellectually engaged adults over the age of 50.

OLLI at Granite State College is one of 123 Osher Lifelong Learning Institutes across the U.S. The OLLI program was initiated at Granite State College in 2004 with a grant from the Bernard Osher Foundation.

There are more than 1,200 active members in OLLI at GSC.

Members join purely for enjoyment – no tests, no grades, no prerequisites – just the chance to join peers for the joy of learning and the many benefits it brings. Classes, trips and social activities offer opportunities to continue a lifetime of learning with programs rich in content, shared interests and life experience.

OLLI classes are facilitated by retired educators, experts from the community and members with a passion for a topic – all volunteers with much to share. We are especially pleased when presenters become members.

## Funding

OLLI at GSC is supported by membership dues, class fees, annual investment income from Bernard Osher Foundation endowments, in-kind contributions from Granite State College (including classroom and office space, administrative, financial and marketing support) and contributions from members and the community. OLLI at GSC has also received grants from NH foundations to support specific projects.

## Contact Information

### OLLI Office

25 Hall Street, Concord NH 03301

603-513-1377

[OLLI.Office@granite.edu](mailto:OLLI.Office@granite.edu)

Staffed Monday through Friday, 9:00 AM through 5:00 PM

### Staff

Jane Fletcher, Program Director

[Jane.Fletcher@granite.edu](mailto:Jane.Fletcher@granite.edu)

Laurie Galletta, Program Manager

[Laurie.Galletta@granite.edu](mailto:Laurie.Galletta@granite.edu)

Tessa McDonnell, Program Support

[Tessa.McDonnell@granite.edu](mailto:Tessa.McDonnell@granite.edu)

## Curriculum Committee Chairs

### Concord

Donna Frost

[dfrost49@hotmail.com](mailto:dfrost49@hotmail.com)

### Manchester (cochairs)

Dee Angwin

[gran\\_dee27@yahoo.com](mailto:gran_dee27@yahoo.com)

Bob Jones

[jonesbeale@comcast.net](mailto:jonesbeale@comcast.net)

### Conway

John Peterson

[jpsvenster@aol.com](mailto:jpsvenster@aol.com)

### Seacoast (cochairs)

Sandy O'Neill

[sandy\\_oneill@comcast.net](mailto:sandy_oneill@comcast.net)

Judy Edwards

[zipper65@comcast.net](mailto:zipper65@comcast.net)

## Locations

At OLLI at GSC, the state of New Hampshire is our campus. OLLI holds classes at the following Granite State College regional campuses (online readers, click the name for directions; print copy readers may access directions at the GSC website,

<http://www.granite.edu/contact/locations.php>):

### Concord

25 Hall Street, Concord NH 03301

## [Conway](#)

53 Technology Lane, Suite 150, Conway NH 03818

## [Manchester](#)

195 McGregor Street, MillWest, 3<sup>rd</sup> Floor, Manchester NH 03201

## [Portsmouth](#)

51 International Drive, Portsmouth NH 03801

## [Rochester](#)

35-E Industrial Way, Suite 101, Rochester NH 03867

In addition, OLLI holds classes at various community locations. Directions to locations of all classes are found in the online course description; simply click on the location in the description.