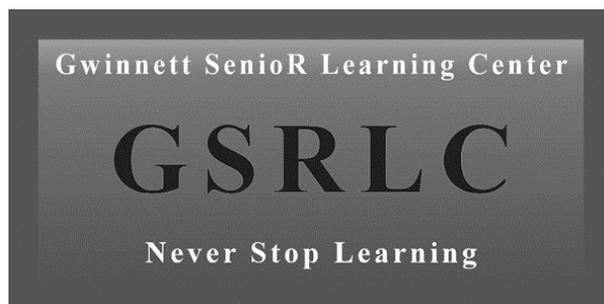


# VOLUNTEERS' HANDBOOK

## FEBRUARY 2017



Dear Volunteer,

Welcome to the Gwinnett SenioR Learning Center (GSRLC). We are very happy to have you joining our organization. We are a group of people who come from wide and varied backgrounds who share one common area of interest—computer use. We each bring special skills and talents. We are happy to find that you are interested in sharing yours with us.

A volunteer coordinator will help you through the process of getting acquainted with the members and assist you in deciding how you would like to participate in this organization. Feel free to contact the coordinator as needed. Our website, [www.gsrlc.org](http://www.gsrlc.org), provides more information about us.

A general meeting of our volunteers is held monthly at either Bethesda Park Senior Center or George Pierce Park Community Center. These meetings are held the second Friday of each month, except for June and July when we do not hold any meetings. You are invited and encouraged to attend them.

We learn so much from one another, and we know that you will contribute greatly to our group. We hope you enjoy your time with us.

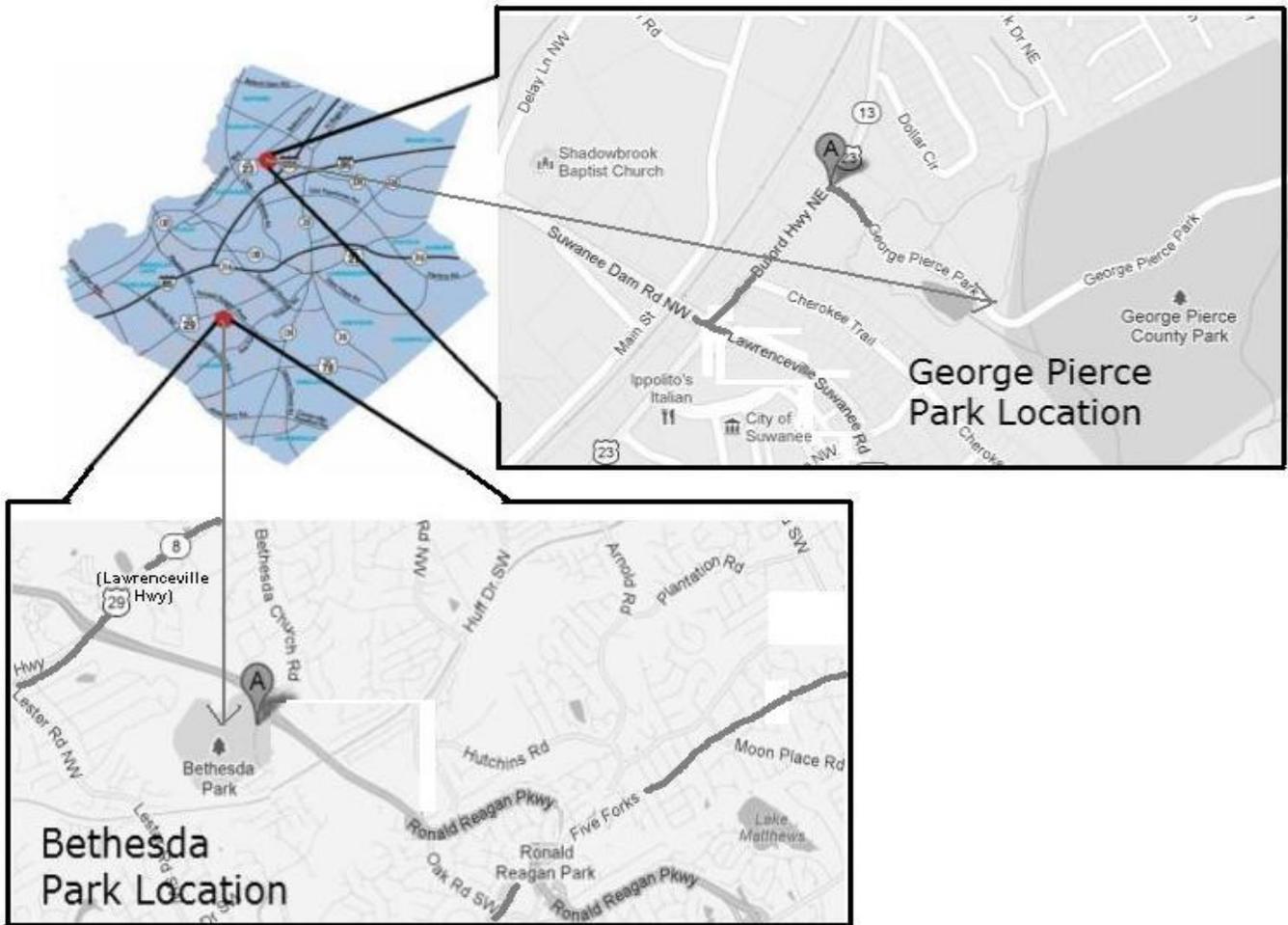
***Welcome !!***

**The Board of Directors and Volunteers of the  
Gwinnett SenioR Learning Center**

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**GSRLC Classroom and Monthly Meeting Locations**

# GENERAL INFORMATION

## **Where we're located**

Bethesda Park Senior Center  
225 Bethesda Church Road  
Lawrenceville, Georgia 30044

-- and --

George Pierce Park Community Center - Prime Timers Pointe  
55 Buford Highway  
Suwanee, Georgia 30024

## **How to reach us by phone**

At our voicemail: 770.564.4699

## **How to visit us online**

At our website: <http://www.gsrlc.org>

## **How to send mail to us**

At our U.S. Post Office mailing address:

Gwinnett SenioR Learning Center, Inc,  
PO Box 3391  
Lilburn, GA 30048

## **Those who support us**

GSRLC is grateful for support from the Gwinnett County Department of Parks and Recreation, and from the staffs of the Bethesda Park Senior Center and the George Pierce Park Community Center. We appreciate our corporate sponsorships from Community Foundation for Northeast Georgia, Jackson EMC Foundation, TechSoup and Microsoft, as well as the City of Sugar Hill and City of Suwanee. GSRLC also receives legal advice through the Pro Bono Partnership of Atlanta.

## **About this Handbook**

When changes are made to this Handbook, a revised PDF version of it will be posted on our website (see above), all volunteers will be notified of this by email, and a printed copy of the revision will be placed in each of our classrooms.

# OUR CORE VALUES

While we very much value an informal, welcoming and open approach to volunteering, we also hold to other values and practices in the way we operate as an “incorporated” Learning Center. One of those other values comes with carefully avoiding *conflicts of interest* and another with protecting our own *intellectual property*.

## **Avoiding Conflicts of Interest**

What are “conflicts of interest”? As we see it, conflicts of interest arise whenever a volunteer’s personal or professional interests or relationships interfere with his/her ability to act in the best, and primary, interest of GSRLC. These kinds of conflict can swiftly undermine the integrity of our mission and commitment to serving as volunteers. As a volunteer you are expected to give freely of your time and talents without any expectation of financial compensation from GSRLC, from other volunteers or our students.

## **Some Examples of Potential Conflicts of Interest**

- Advertising or soliciting to students for outside-of-classroom goods or services that are the same or substantially similar to those provided by GSRLC. **Note: Advertising on the public bulletin boards at Parks and Recreation locations is expressly prohibited by Gwinnett County. Such bulletin boards are reserved for county use only.**
- Using books or manuals for GSRLC courses which have been personally authored by a volunteer and are being published for profit.
- Recommending use of any outside business in which a volunteer has a vested interest. Examples: A volunteer or volunteer’s relatives are owners/employees of the business in question; volunteer is member of a business’s governing organization, etc.

## **Reporting a Potential Conflict of Interest**

If you believe that you have, or might potentially have, a conflict of interest, contact an officer of the GSRLC Board directly regarding this as soon as you become aware of it.

If you are ever in doubt as to whether a conflict of interest exists, always take the safe approach and raise the situation with the GSRLC Board.

## **Protecting Intellectual Property**

Closely akin to GSRLC’s concern over volunteers’ potential conflicts of interest is our assertion of rights to our own intellectual property. By “intellectual property,” what we are referring to is the exclusive ownership of those assets, works, inventions, etc., produced by volunteers while serving

with us. These include copyrighted material, including document styles in our publications, our slogans and logos. Our position on these matters is spelled out in the following paragraph:

When a volunteer verbally, or in a written format, agrees to provide or to edit documentation (manuals, policies, bylaws, etc.), software applications (such as databases, spreadsheets, templates, forms, etc.), that volunteer grants Intellectual Property rights to Gwinnett SenioR Learning Center, Inc. (GSRLC) and further agrees not to share those products outside GSRLC without written permission from the GSRLC Board of Directors.

While the courses taught at our Learning Center customarily use our own intellectual property, such as that described above, we also use publications and other materials produced and under copyright by various commercial companies. All volunteers with GSRLC are accountable for steering clear of conflicts of interest with these commercial companies, as well as abiding by the intellectual property rights held by us and other publishers of materials used in our classrooms.

# ORGANIZATION

## **Directors and Officers**

The **Board of Directors** of Gwinnett Senior Learning Center, Inc. (GSRLCI) serve as officers of the corporation: President, Vice President(s), Secretary, and Treasurer. These officers are appointed annually at the December monthly Volunteers' Meeting and serve for one year, from January 1 to December 31. These Board members may appoint additional officers to serve when needed and as authorized in the by-laws.

## **Coordinators**

The Board of Directors may also appoint other volunteers to serve as its organizational **coordinators**, who are responsible for functions such as registering students, maintaining equipment, responding to voice-mail messages, maintaining our volunteer roster, and for similar responsibilities.

## **Education Advisory Committee**

The Education Advisory Committee (EAC) is a standing body of GSRLC volunteers named by the Board of Directors. It is composed of instructors and other volunteers with special interest in developing GSRLC's curriculum and for coordinating our instructional activities. The EAC reviews curriculum resources to keep them current with technology and relevant to student needs and interests. It oversees the creation of and changes to course manuals and related materials as needed, and it makes recommendations to the Board for implementing them. The EAC plans each quarterly schedule of courses and identifies instructors to lead them and coaches to assist with them.

## **Course Instructional Teams**

In keeping with our commitment to "seniors teaching seniors," our instructional team volunteers must all be 50+ years of age. Those volunteers include:

- **Instructors** - Each scheduled course is led by an instructor, and in some cases a co-instructor, who is responsible for covering the essential subject matter in that course's manual. Instructors also provide supplemental materials, such as practice exercises as needed for the course.
- **Coaches** - Each scheduled course has from two to six volunteers who assist students in following directions given by the instructor during a class. New volunteers are encouraged to sign up as a coach with a course that matches their current interest and experience with computers.

# KEEPING IN TOUCH

If you are just beginning to volunteer with GSRLC, you likely will have some questions about how to become more involved with us. We hope this Handbook will help you gain some understanding of what we do. But if you have questions that this Handbook does not fully answer, please send an email to [board-gsrlc@googlegroups.com](mailto:board-gsrlc@googlegroups.com) and let us know.

Once you become involved as a coach in one of more of our classes, please feel free to touch base with your instructor by email or phone as well as in person to get answers to any questions you have. Each instructor has a [gsrlc.org](http://gsrlc.org) email address which you can reach him or her at. As time goes on, we believe you will find that networking among many of our more experienced volunteers will bring you a growing satisfaction from being a part of us.

## **Meetings**

Monthly volunteers' meetings are hosted by the Board and held at 11:00 AM on the second Friday of each month from August through May, alternating between George Pierce Park and Bethesda Park locations. This meeting schedule is subject to change. For current information, please check at <http://www.gsrlc.org>. All volunteers are encouraged to attend these meetings. Minutes of each meeting are emailed to all active volunteers, and serve as a source of information for volunteers who have attended as well as those who, for whatever reasons, have not been able to attend a particular monthly meeting.

Meetings of the EAC are also held on the same second Friday of the month as the Volunteers' meetings, with the exception of the month of December. These meetings begin at 9:30 AM and adjourn prior to 11:00 AM.

The Board of Directors holds monthly meetings, which are typically scheduled for the Thursday afternoon one week prior to each of the Volunteers' meetings.

Our Board members, as well as other volunteers, have membership in various community groups such as the Gwinnett Council for Seniors and meet with those groups periodically to support mutual interests.

## **Events**

GSRLC participates in a variety of community events related to interests of older adults, such as senior health fairs and wellness promotions. We encourage our volunteers to become involved in these activities as a way of bringing our programs to the attention of other older adults in the area.

# COURSES AND CLASS SCHEDULES

## **Courses**

Selected computer topics are assembled by the EAC into courses and offered to our students based on the current availability of qualified instructors, coaches, course materials, suitably equipped classroom space, and anticipated level of student interest in particular courses. A full list and brief description of our courses is posted on our website, <http://www.gsrlc.org>.

## **Class Schedules**

Generally, at least three quarterly sessions are scheduled each year: Winter (January to mid-March), Spring (mid- to late-March through May), and Fall (September to mid-November). Our classes typically are scheduled to meet on one day a week for two hours. The number of classes held, however, varies from those courses which meet only one time per quarter to others which meet over multiple weeks. Classes are normally scheduled every quarter at both of our locations.

A scheduled course (or section of a course) may be canceled if enrollment is very low (usually when fewer than three student slots are filled following the close of a quarter's Registration period) or when an insufficient number of instructional team members are available.

## **Registration for Courses**

Registration for courses scheduled each quarter is offered online as well as on-site at each of our classroom locations. Specific registration dates/times, class schedules and course fees, along with a link to the online registration option are provided at our website, <http://www.gsrlc.org>. A printed brochure is also distributed to Gwinnett County Libraries, to Parks and Recreation facilities, and by our volunteers to a variety of other locations.

Prior to the close of a Registration period, when a student asks to sign up for a scheduled course and all sections have already been filled, that student can sign up on a "wait list." The student will then be invited to register for the requested course if a vacancy arises in it before the first class meeting time during the current quarter.

Students who are unable to enroll in courses online or at scheduled on-site registration times may call 770-564-4699 (our Voice-mail), or email us at [class@gsrlc.org](mailto:class@gsrlc.org) to inquire about courses with remaining openings. Additional sections of high demand courses may be added following the scheduled

Registration period, depending on availability of instructors, coaches, and classroom space.

### **Volunteers Auditing Courses**

Each active volunteer has the possibility to audit a course at no charge. To audit a course, the volunteer must:

- Send an email to the course instructor and request permission to audit. The instructor will verify that space and a manual are available and email the volunteer to confirm or deny the audit.
- Permission to audit is at the sole discretion of the instructor. The volunteer must receive written permission to audit prior to the course start date.

# CLASSROOM PROCEDURES

## **While you are instructing or coaching our students**

This Handbook is provided to prepare and guide our volunteers in effectively instructing/coaching students while they are gaining the skills we introduce to them in our classes. When you are preparing to instruct or coach at each class meeting, please remember a couple of points:

- People vary widely in their backgrounds, areas of interest, personal learning styles, and individual attitudes. That's something just as true of our students as it is for you who are volunteering.
- Nobody is perfect. Even as an instructor or coach, you may not necessarily be *the* computer expert about everything. You are not responsible for having all the answers! Be patient and accepting with your students as well as with yourself.

## **Various Instructional Aids for You**

GSRLC provides the following to assist you as an instructor or coach:

- A detailed checklist for Instructor (see Appendix B) and Coaches (see Appendix C) activities.
- A nametag for each volunteer to wear while in the classroom.
- A personal computer (PC) for each student in the classroom. Also, one additional computer with a ceiling-mounted projector and a projection screen for overhead demonstrations, as well as whiteboards with markers for the instructor's use.

(All computer hardware in our classrooms is serviced by designated GSRLC volunteers. Questions and concerns regarding that hardware or any software installed on it should be brought to the attention of those volunteers. Please do not attempt to fix equipment in the classroom.)

- A printer/copier for duplicating supplemental instructional materials.
- An approved course manual (or other related printed material) for each student, instructor, and coach. How to handle ordering of these manuals is covered in the next section of this Handbook, "Printing and Copying."
- General supplies—including copier paper, Sharpie and dry erase markers, sanitizing wipes for computer stations, etc. (Ordering special supplies needed for classroom use, and getting reimbursed for them, is covered in the section "Other Practical Matters" later in this Handbook on page 14.)

## **Classroom Procedures (continued)**

### **Managing the Classroom Environment**

- Whenever a classroom becomes noticeably uncomfortable, request the local Parks and Recreation staff to make adjustments to the heating/air conditioning.
- At the end of each class meeting, turn off the classroom's overhead lights and the overhead projector (if it had been turned on), but leave all of the computers on.
- At Bethesda Park, the instructor for the last class of the day should ask the county's staff to lock the classroom door when that class finishes.
- At George Pierce Park, the instructor for the last class of the day should set the alarm and ensure the lab is locked when that class finishes.

# PRINTING AND COPYING

## **Using the Copier in our Classrooms**

The copier in each classroom is for small, low-volume jobs such as making handouts for a class. Larger copying jobs such as course manuals (see below) should be coordinated with one or both of the Board's Vice-Presidents (VPs) and carried out at designated off-site printing services.

## **Large Printing Jobs**

Course manuals, brochures, and other high-volume printing jobs are to be coordinated with one or both of the VPs and be printed at designated printing facilities approved by the Board. **These jobs need to be planned in advance** to allow time for their printing and delivery.

## **Procedure for Ordering Course Manuals**

After every Registration, each classroom location's VP should confer with current instructors and inventory usable manuals in storage to determine the number of manuals and other course materials to get printed. The VP and each instructor should determine how many copies are also needed for the course's coaches and instructor(s). The VP will then submit the print order to designated printing resources.

## **Submitting Printing Orders**

The VPs send all printing orders as email attachments to our designated printing service(s). In the email, include specifications such as

- ✓ number of copies needed
- ✓ paper size
- ✓ paper grade (usually regular)
- ✓ ink and paper colors
- ✓ type of folding, if any
- ✓ cut
- ✓ double-sided or single-sided printing
- ✓ 3-hole punch or stapled
- ✓ number of sheets in the document

# OTHER PRACTICAL MATTERS

## **Supplies**

Most classroom supplies are stocked in designated cabinets at each of our classroom locations. These supplies are periodically restocked by the Board Vice-President for the respective location. Additionally, each course instructor has a discretionary allowance of \$25.00 per course (or section of a course) per quarter.

## **Reimbursement**

Each instructor for a course (or section) should submit only one request for reimbursement per quarter at the end of each quarter, along with receipts and a brief justification, to the Board's Treasurer. The same \$25.00-per quarter allowance, and procedure for reimbursement, is also available to Coordinators appointed by the Board. Whenever expenditures are incurred for both locations, the amount appropriate for each location should be specifically indicated.

All requests for reimbursement are to be given to the Treasurer on an approved reimbursement form (see Appendix A).

# APPENDIX A – REIMBURSEMENT FORM

Form appears on following page



**Gwinnett Senior Learning Center**

<b>Items for Reimbursement</b>		
Name:	Date:	
Item Description	Date	Amount
<b>Total</b>		
Cost Center: <input type="checkbox"/> Bethesda & <input type="checkbox"/> GPP & <input type="checkbox"/> Corporate		

Signature \_\_\_\_\_

Additional Board Signature (expenditures more than \$2500.00) \_\_\_\_\_

Attach copies of receipts with items circled

## Appendix B – Instructor Checklist

- ✓ Make contact (in person, by email or phone) with each coach in your class and exchange addresses and phone (contact) numbers for further communication.
- ✓ Let all of your coaches know the day and time you wish to meet with the coaching team as a whole, at (or prior to) the first meeting of the class.
- ✓ Briefly identify and discuss with coaches at the “team” meeting what is expected of them generally (see “Coaches Checklist” last page below), and any particular expectations you have.
- ✓ Students who registered for your course received your preferred email address and phone number, as well as GSRLC’s refund policy. Be prepared in case they decide to contact you prior to the first meeting of class, or when you need to reach them about a decision to cancel a course on the schedule.
- ✓ Students may request to withdraw from your course before its first class meeting. When a course meets only once, students must notify you in advance of its scheduled meeting that they will not be attending in order to receive a refund. This should be reported on the Class Roster. Follow directions on the workbook document for updating a student’s status.
- ✓ For courses with multiple class meetings, use the PrintStationLabels worksheet of the Class roster to print station labels for your course(s). Students can add their station number during the first class meeting.

### At the **FIRST CLASS MEETING OF A COURSE:**

- Before the class begins, direct students to the restrooms to wash their hands, if they have not already done so. Briefly explain that this is done to prevent spreading contagious illnesses.
- At the beginning of class, introduce yourself and coaches to the students. Provide them a phone number and email address for reaching you.
- Check students attending class against the Class Roster you received following Registration, as well as any additional enrollment that may have occurred after Registration. Note any absences.
- For a course which is scheduled to meet more than once, contact students by phone when they have missed a class to verify whether they plan to continue with the course. When a student confirms his/her intention to withdraw from the course, report this immediately on the Class Roster document and request a refund of fees to him/her if this occurs as follows:
  - before the scheduled date of the second class meeting for a course which meets two or three times; or
  - by the end of the second scheduled class meeting for a course which meets more than three times.

- For a course which meets only once, students must notify the instructor in advance of the scheduled meeting time to cancel it and receive a refund.
- Course manuals must be returned before a refund can be processed.
- Review the schedule for your class, including its regular starting and ending time, “break” times, and where the break room and restrooms are located. For any course which meets more than once, remind students of how frequently you will meet in the week(s) ahead.
- Emphasize the importance of attending every scheduled class meeting and contacting the instructor whenever a class must be missed. (This applies to students and coaches.)
- Ask students and coaches to sign in at the front reception desk each time they come to a class meeting. Instructors and coaches should also sign the volunteers’ log at the reception desk.
- Explain the purpose of “Friday Lab” sessions (held each Friday from 9:30 - 11:00 am while classes are scheduled), and point out how students may sign up *each* week, when needed. Emphasize that students should bring their course manual with them when attending these sessions. Develop a schedule for your instructional team (you and your coaches) to share coverage of Friday Labs during the weeks while your classes are meeting.
- Let students know that a class will not meet on some legal holidays observed by Gwinnett County when our locations are closed. Point out any specific holiday dates that would affect your class meetings.
- Let students know that a class will not meet whenever Gwinnett County’s schools are closed due to inclement weather. A class meeting missed under these circumstances will be rescheduled.
- When a scheduled class cannot meet for other reasons, you should contact each of your students and coaches by phone as soon as possible to let them know this. In addition, the main reception desk at the classroom’s location should be contacted about the canceled meeting. At Bethesda Park that phone# is **678-277-0179** and at George Pierce Park **678-277-0910**.
- Provide each student and coach an **Emergency Contact** information card to fill out.
  - Explain that the requested information is to be used only in the event of an emergency to allow a person of their choosing to be notified about the medical emergency and for that person to be informed where the student/coach had been taken for further treatment when needed.

- Collect the completed cards and place them alphabetically in the Emergency Contact card box.
  - When a student/coach has not designated someone to be contacted, be sure it is noted on the card so it is clear the omission was intentional.
- Explain procedures for evacuating the classroom in an emergency –
    - ✓ In the event of a fire or other unsafe condition in the building, how to exit the building;
    - ✓ In the event of threatening weather, or other adverse external conditions, where to seek protective shelter within the building.

(Specifics of evacuation procedures vary between our classroom locations. Contact a local, senior EAC member for currently applicable procedures.)

- If a medical emergency arises in your classroom, notify Parks & Recreation staff on duty at that classroom location and coordinate first responder activities with the staff. If Parks & Recreation staff are not immediately available, then contact **911** directly providing specific information on location of the emergency, your name and call-back number (i.e., your cell phone number).
- For courses with multiple class meetings, issue *Sharpie* marker pens and ask each student to complete his/her **Station card** for the computer where he/she is sitting, writing the station number on both sides of the card. (You may defer this procedure until your *second* class meeting.)
- Review policies stated in the **Computer Lab (Classroom) Guidelines**. Show where the following *Guidelines* are posted in the classroom:
  - ✓ Use of this lab (classroom) is limited to registered students and GSRLC volunteers only. (A computer is provided in the Bethesda Center break room for general community use, and the George Pierce Park Community Center has provided two computers for general use in its Prime Timers Pointe area.)
  - ✓ No students may use this lab unless an instructor or lab monitor is present.
  - ✓ Consumption of food and drinks in the lab is prohibited, with the exception of water in a container with a closable lid. All other consumables must be kept in a sealed container.
  - ✓ Cell phones or other disruptive noise-producing gear must be turned off or placed in “silent” mode while in this lab.
  - ✓ Hardware or software that does not belong to this lab may not be brought into the lab without an instructor’s permission.
  - ✓ All copyright laws applicable to software as well as printed material are to be followed.

- ✓ Only authorized GSRLC Computer Equipment volunteers are allowed to make computer hardware/software repairs or changes to lab computers.

For the **REMAINING CLASS MEETINGS OF A COURSE** --

- When a student notifies you about withdrawing from the course on or before the end of its second class meeting, report this immediately on the Class Roster document and request a refund of fees for him/her as directed on the document. The student must return the course manual intact, after which the instructor will verify this to the Treasurer for issuing the refund.
- After the second class meeting, make any needed changes to your Class Roster and submit the updated document then as directed on the form. If you have no changes to report, send a short email message to the database coordinator and Treasurer indicating your Roster is correct as issued to you following the close of Registration.
- Ask students to sit in the same seats for each future class meeting. But let them know that changes may be made by you, as needed, to better serve class members as a whole.
- Emphasize to students that they need to review previous lesson(s) before each class meeting, complete assigned homework after each lesson, and practice (at home) all exercises and new skills presented in the lessons. Keeping up is crucial to getting full benefit out of the class!
- Special procedures for the **LAST MEETING OF THE CLASS** --
  - Announce the upcoming quarter's registration dates and class start dates.
  - Be prepared to answer questions such as, "What course should I take next?" or "What are the prerequisites for other courses?"
  - Make sure students have completed any requested survey forms and you have collected them.
  - Selectively recruit new volunteers from the class. Approach qualified students privately to discuss becoming a coach, rather than making a general invitation to the entire class.

# APPENDIX C – COACHES

## CHECKLIST

- ✓ Meet with instructor and exchange email addresses/phone-contact numbers.
- ✓ Receive manual for the course (and any other related materials) for the class, or find out when you will be receiving them.
- ✓ Review each lesson in the manual before its class meeting; practice its exercises.
- ✓ Arrive for each class meeting 15 minutes before its scheduled time; wear name tag. Sign in at the front reception desk and on the volunteers' log there. Notify the instructor in advance when you cannot attend a scheduled class meeting, and recruit a substitute coach.
- ✓ Assist the instructor and other coaches in preparing the classroom:
  - Clean each keyboard, mouse, chair arms with a sanitizing wipe.
  - Assist students in filling out **Emergency Contact** cards and **Station** cards (first day): Issue *Sharpie* (marker) pens, and ask students to complete their **station card** for the computer where they are seated by writing their preferred first name and their station number, in large print, on both sides of the card.
  - Collect **Emergency Contact** cards after they are completed (first day).
  - Collect **Station** cards at the end of each class meeting; then, at the beginning of the following class meetings, place **Station** cards out at their appropriate locations.
- ✓ Sign up for a share of Friday Lab coverage during the weeks your classes meet.

### **Coaching – General Guidelines**

- Stay alert and offer help to an individual student as need becomes evident.
- Focus on the immediate problem affecting that student's participation with the class; but, avoid letting student get ahead of what the instructor is doing.
- Minimize distraction to others; speak softly to student you are assisting.
- Tell student simply what action(s) need to be taken and point to the screen (monitor), when necessary, to identify exactly *where*. As soon as the immediate problem is resolved, encourage the student to resume attending to the instructor, and then step away from the student.
- Avoid taking over a student's mouse. Otherwise, students will miss out on learning how to use it themselves.
- Do not “park” yourself next to a specific student unless the instructor or student asks you to do so. “Parking” can make students feel they are not capable of performing the course activities and can also blind the coach to other students who may need help.