

# Volunteer Position Description

## OLLI Class Moderator

**Purpose:** The OLLI Class Moderator's role is essential to the smooth running of an OLLI course. The Class Moderator (CM) facilitates online learning by managing the Zoom call, supporting the instructor and classmates alike.

**Benefits:** OLLI at UVa is pleased to offer CM volunteers the following benefits:

- The Gift of Discovery: Class Moderators will receive free tuition for any course they moderate.
- Volunteer Training: OLLI offers training and materials to ensure that each CM is comfortable in the role.
- Personal Satisfaction: The CM helps to create an optimal learning environment for OLLI members.
- New Relationships: CMs get to know the Instructor and the OLLI staff with whom they work.
- Fun: CMs will be invited to OLLI's annual volunteer appreciation party (subject to pandemic conditions).

**Attributes for Success:** A Class Moderator...

Shows enthusiasm for OLLI programs, and communicates with the OLLI Office for support or assistance as needed (434-923-3600 or [olliuva@virginia.edu](mailto:olliuva@virginia.edu)).

Has solid verbal communication skills and a pleasant manner, adapts to changing circumstances and can "think on their feet."

Is comfortable using Zoom Video Conferencing. In addition to having a reliable internet connection, necessary skills include admitting members from the waiting room, assisting members to mute and unmute themselves, coaching members new to Zoom about navigating their screens, changing their display name and the like. Supporting the instructor may include taking a Poll, Screen Sharing, and using the Breakout Room or Whiteboard. These topics are covered in Class Moderator training for those unsure how to do this, or who need a refresher.

Shows the ability to be appropriately assertive as needed to manage the Q&A sections of the class, which should be done in an orderly way.

Keeps the focus on the class and the instructor, remaining in the support role regardless of their experience with, or enthusiasm for, the class material.

### Essential Duties

- Communicate with the Instructor via email, telephone or Zoom at least two weeks before class begins.
- If a student states that he/she is withdrawing from the class, notify the OLLI Office (434-923-3600), as it may be possible for someone to be added from the Wait List.
- Attend all class meetings. If you need a planned substitute, or if an unexpected absence arises, please contact the OLLI Office (434-923-3600) so that the class can be covered.
- Arrive at the Zoom call 30 minutes before the class begins to greet the instructor and get "settled" before students begin to arrive in the waiting room.
- Introduce the Instructor at the first class. Please make sure to express enthusiasm and gratitude for their volunteer service as an OLLI Instructor.
- At the class meetings, speak to the group about Zoom etiquette (muted when not speaking, camera off if they leave temporarily, how/when to ask questions). See the "Class Moderator's Guide" for details.
- Remember -- the OLLI staff is just a phone call away if an unexpected situation arises and you'd like to discuss it.
- Encourage class members to fill out the on-line course evaluation. Fill out your own on-line Class Moderator evaluation.