

Volunteer Position Description

In-Person OLLI Class Moderator

Purpose: The OLLI In-Person Class Moderator's role is essential to the smooth running of an OLLI course. The Class Moderator (CM) provides hospitality and uses administrative and communications skills to assist the instructor and facilitate learning by fellow students in an OLLI course in which they are also enrolled.

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

- The Gift of Discovery: The CM takes the specific class they are moderating for free.
- 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 are invited to OLLI's annual volunteer appreciation party.

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).
- Has solid verbal communication skills and a pleasant manner, adapts to changing circumstances, and can "think on their feet."
- Is adept at using email. Necessary email skills include opening an email attachment, forwarding email and attachments, copy/pasting an email distribution list, and using the BCC field in an email. These topics are covered in Class Moderator training for those unsure of how to do this, or who need a refresher.
- 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

- Training: Review the Class Moderator Guide in your packet or attend our CM training, or meet with staff individually.
- Communicate with the Instructor via email and/or telephone at least two weeks before class begins.
- Email the class members at least one week before class begins – an email distribution list and sample email will be provided.
- Using the Class Roll, telephone OLLI members who do not use email.
- 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 about 25 minutes early to ensure that the classroom is in order, hang door signs, place hand-outs and sign-in sheets and pens out on a table near the door, determine location of restrooms and emergency exit, greet students, and give out nametags (if instructor wants them).
- Introduce the instructor, and make other in-class announcements 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 logistics (cell phones off, bathroom locations, inclement weather notification and the like). A "cheat sheet" is provided in the packets to cue the CM's memory.
- Remember -- the OLLI staff is just a phone call away if an unexpected situation arises and you'd like to discuss it.
- EVALUATIONS -- Encourage class members to fill out the on-line course evaluation. Fill out your own on-line Class Moderator Evaluation. In your evaluation, we will also ask you to evaluate how well you thought the class worked by providing us feedback on the effectiveness of the instructor, and how well the venue worked in hosting the class.
- Return the course Class Moderator Packet to the OLLI office promptly after class ends.
- While the CM is not expected to troubleshoot all problems with AV equipment, it is helpful, but not necessary, for CMs to have a working knowledge of connecting laptops to venue projectors. It is extremely important for CMs to know who to call if problems arise. This will be addressed in training and in your CM Packet, as it varies according to the location of the class. For emergencies, OLLI at UVA Program Coordinator Steve Bevis can be reached by cell at 202-286-5508.