



**Osher Lifelong Learning Institute  
at  
Carnegie Mellon University**

Study Leader Handbook

**Osher**  
**Lifelong Learning Institute**  
**at Carnegie Mellon University**

4909 Frew Street • Hunt Library  
Pittsburgh, PA 15213-3833  
Phone: 412-268-7489  
E-Mail: osher@cmu.edu  
Website: www.cmu.edu/osher

Dear Osher Study Leader,

Welcome to Osher at CMU. This Handbook is designed to make your Osher course go as smoothly as possible. Please read it and keep it handy for future reference. The Handbook contains important information about your classroom and administrative operations.

Our website ([www.cmu.edu/osher](http://www.cmu.edu/osher)) is the go-to place to find information about our organization. You can access information about your courses, find out about upcoming Osher events, and browse through recent course catalogs.

It is important to access and print your course roster a few days before your first class meeting. The roster includes the location, dates, and time of your course. Please contact me immediately if you see any conflicts or discrepancies so that I may make any necessary corrections. If corrections are needed, I will notify your class via a mass email, which you will also receive. **IT IS VERY IMPORTANT THAT YOU NOT MAKE OR ANNOUNCE ANY CLASS CHANGES WITHOUT CLEARING IT WITH ME FIRST.** We must have a record of the communication here at the office for reference, and I need to be sure the room is available.

Please let me know if you have any issues, concerns, or need anything. The Osher organization and I are thrilled to have you as one of our Study Leaders, and we are confident that you will enjoy teaching for Osher at CMU!

Best regards,

*Lyn*

Lyn Decker, Executive Director / Registrar  
ldecker@andrew.cmu.edu  
412-268-7489

## Accessing Course Information on the Web:

Osher at CMU uses Augusoft, an online registration system. Through this system, Study Leaders have access to their course rosters and can send emails and handouts to their students.

Best results are obtained using Google Chrome, Safari, or Mozilla Firefox. Set your browser to: <https://oshercmu.augusoft.net/> Click on “sign in”

**If you do not have your username or password, contact the Osher office and ask to have it emailed to you.**

If you are unable to sign in, click on “Forgot Your Password?” Otherwise, call the Osher office at 412-268-7489 to obtain the correct spelling of your username.

Study Leaders who are also members have two different usernames. Your member username can be found on your membership card. You might want to record your study leader username and password below for safekeeping.

Username: \_\_\_\_\_ Password: \_\_\_\_\_

Your class roster can now be viewed by clicking on “**Future Rosters**” (After the term start date, the roster will move to “**Current & Past Rosters**”). It is important to look at the course dates to obtain the correct roster. Click on the round button in the Select column in front of the class name. A pop-up menu will appear with the following options:

<p><b>E-mail Students</b> – sends your message, handouts, and attachments to everyone on the roster who has an email address</p> <p><b>Print Roster</b> – displays roster in printable form</p> <p><b>Sign-in Sheet</b> – attendance sheet (includes name, phone number, and email address)</p> <p><b>View Roster</b> – roster shows current students</p>
---

Please be sure to click on “Sign Out” when leaving the system.

## **Class Schedules and Classrooms:**

**LOCATION:** Your classroom is noted at the bottom of the roster. Some rooms have been changed from the one listed in the catalog. **Please note the room location, date, and time.**

**CLASSROOM LOGISTICS:** Wean 4707 and 4708 are kept locked. See the next page for key instructions. Rooms at other locations will be unlocked. For courses being given off campus, contact the building manager if there are any issues. Please contact the Osher office as soon as possible if you encounter any conflicts or discrepancies so a suitable alternative may be arranged.

**WEATHER-RELATED CLOSINGS:** If Pittsburgh Public Schools are closed for weather-related closings we are also closed. We do not adhere to the 2-hour delay. If the weather turns bad during the day and you do not want to conduct your class, please notify the office immediately so we may send a mass email notification to your class.

**CHANGES IN DATE OR LOCATION:** You must contact the Osher office (412-268-7489) immediately if you need to change the date or location of any of your classes. Although you may announce changes in your class, there are always participants who are either absent or may not remember. These participants call the office and we need accurate information to help them.

**ADDITIONAL CLASS MEETINGS:** If you wish to extend your course beyond the end date, contact the Osher office at 412-268-7489 to determine if the room is available. Only the office can make room reservations, whether on or off campus.

**CLASS VISITORS:** Osher is a membership organization that allows only those who are registered for a class to attend. A guest may visit with the prior approval of the Osher office. It is not the decision of the Study Leader. Guests are restricted to attend only one class.

**OSHER AMBASSADORS (OAs):** Each course with an enrollment of fewer than 51 has an assigned OA. His/her name appears on the bottom of the roster.

The OA responsibilities are:

1. Announce at the beginning of each class to mute cell phones and that no drinks or food are allowed (except for water) in the classroom.
2. Take attendance.
3. Inform the class of important messages and class changes.

**Note:** *OAs are not responsible for picking up handouts or emailing the students. They have no access to the system.*

## Teaching in Wean 4707/4708:

**CLASSROOM KEY:** Check out your key from the circulation desk in the Sorrells Library and return it on your last day of class. **This key opens the door and closet for both classrooms.** If you forget your key, you can obtain a loaner key that is kept for us at the Sorrells Library in Wean. Return that key to the Library after class. **Be sure the door is unlocked during class and locked after.**

**AUDIOVISUAL (AV) EQUIPMENT:** If you are using AV as part of your presentation, you MUST know how to use the equipment. The AV equipment in Wean 4707/4708 includes an overhead projector, speakers, DVD player, document camera, CD player, and VGA and HDMI cables to connect to your PC laptop\*. A video about how to use the equipment is on our website and in your Augusoft account. Directions are also posted on the walls by the podiums.

**\*If you are a Mac user, you must bring your own Apple HDMI or VGA adapter with you in order to connect to our system.**

AV training occurs prior to the start of each session. You will be invited via email. **If you are new to Osher, it is essential that you attend this training session so you understand the operation of the equipment.** The training session takes place two to three weeks before each term begins. You will be alerted by an email and also invited to the Study Leader MEG that meets prior to the first session of each term. Please bring your laptop, iPad, adapters, power sources, CDs, and DVDs to test the various devices during the training session.

**AV ASSISTANCE:** If the AV system doesn't properly connect and you've followed each step in order, ask for help from your students. Next, call the Osher office (8-7489) for help. As a final resort, call the Sorrells Engineering & Science Library circulation desk (8-7217). Please note that Osher incurs a significant cost from the University each time AV assistance is required by a Study Leader.

**END OF CLASS:** Turn off all AV equipment, taking care to follow the instructions exactly, as projector bulb burn-out is quite costly. Turn off all room lights and lock the door upon leaving unless the instructor or OA for the next class has already arrived.

**PHONES IN CMU CLASSROOMS:** The phones are for campus calls only. Enter 8 and the 4-digit extension to call on campus. **In an emergency, call the CMU police at (8-2323). The Osher office can be reached at (8-7489).**

**CLIP ON MICROPHONE:** Hearing is one of the first senses to go; please make sure all can hear your every word. **Please use the clip-on microphone found in the front of the room in 4707/4708.** Replacement batteries are in the small storage box. For optimal operation, clip the microphone to about 6 inches below your chin. The AV system must be turned on for the speakers to pick up your voice. Follow the directions on the podium. Please remember to **turn off the mic to conserve the battery and close down the system.**

**Handouts:**

**MATERIALS FOR YOUR COURSE:** All handouts must be sent through your study leader account through the Augusoft email function (see pg. 3). We are a “green” organization and do not offer paper handouts. Please be sure to put your course ID and course title in the subject line. Up to 4 handouts may be attached to one email to your class through Augusoft. Most people are able to open PDFs using Adobe Reader. Please do not send anything out using your own email.

**VERIFYING EMAIL RECEIPT:** Some students have spam blockers that direct emails to their junk mail folder, and some students access their email accounts infrequently. Thus, it is important to verify that your students received materials that you sent them. Please alert students when to expect emailed material. Include your course ID and name in the subject of the email.

**STUDENTS WITHOUT EMAIL ACCESS:** Be aware that there may be participants in your class who do not have email. These students know that they can call the office to arrange to pick up your handouts.

**HARD COPY HANDOUTS:** Participants may request your handouts from the office for 25 cents a page. Participants are responsible for contacting the Osher office to make the request, and picking up the copies in the office when paying for the copies.

**Handouts must be in copy-ready condition.** Study Leaders may request material to be scanned in the office. According to the Fair Use Doctrine Act, no more than 10% of a publication may be legally copied. The office adheres to this doctrine.

The document cameras in Wean Hall classrooms are valuable tools for projecting materials (papers, photos, maps, etc.) on to the screen instead of providing hard copies. Just place your material on the surface and turn on the light. Books and other class materials may be placed on reserve at the circulation desk on the first floor of the Hunt Library.

### **Guest Wireless Internet:**

Osher study leaders and members have access to the CMU-Guest wireless internet account. The directions and “Event access code” are posted for Study Leaders under the “Term Info” link in the left navigation bar. The code is also posted in the Osher classrooms. The code is valid for one session (2 months), so take note of the expiration date. Use the “CMU-Guest” wireless connection.

### **Parking Information:**

Your expenses for parking for your class period are covered by the Osher organization. Please attach your receipts to the parking reimbursement form after you have finished teaching your course. The form may be downloaded and printed while you are signed into Augusoft. It can be found under the “Term Info” link. Once received, you will be sent a reimbursement check for your expenses. We use the “honor system”, so if you have lost a receipt, complete the form to the best of your ability.

You may park at whichever parking facility best suits your needs:

- East Campus Parking Garage (There is no charge after 5pm.)
- Gates Building Garage
- RMCIC Parking Garage (Garage is locked at 5:00 pm.)
- Metered parking on Frew St., Tech St., and Margaret Morrison St.
- Schenley Park street parking

\*\* Daily reimbursement amount will not exceed the 3-hour rate at the garage where you park unless you are teaching two back-to-back courses.

The CMU campus map contains directions to the above parking locations. This map may be found at [cmu.edu/visit](http://cmu.edu/visit).

### **Feedback:**

Survey Monkey is used to collect course evaluations for certain courses as determined by the Curriculum Committee. New instructors will receive an evaluation by email. If you want an evaluation, please ask the office.

### **Coaching:**

If you would like help with the presentation of your course, we have a study leader coaching committee comprised of a number of seasoned instructors who would be happy to help you. Please call the Osher Office to arrange a meeting.

# Guidelines for Study Leaders

Study leaders are expected to be exemplars of the Osher ethic. Your course has been approved with the expectation that you will present what you described in your course proposal and will lead the course with mutual respect, tolerance for diverse opinions, and without derogatory references. Staff will provide as much support as resources allow, but we ask study leaders to respect staff time and not make excessive or unreasonable requests. We expect you to inform your students and the Osher office as far in advance as possible if you find it necessary to cancel or reschedule a class. Please allow time for the Osher Ambassador to fulfill his/her duties. Study leaders are encouraged to inform the Executive Director if any situation arises that seriously impacts your ability to present your course or if any student displays behavior that is a significant violation of the Code of Conduct.

Osher Lifelong Learning Institute  
Carnegie Mellon University  
Hunt Library  
4909 Frew St  
Pittsburgh, PA 15213-3833

osher@cmu.edu  
www.cmu.edu/osher

Lyn Decker, Executive Director/Registrar  
Chris Dashti, Assistant to Registrar  
Chelsea Prestia, Admin. Assistant/Publications Editor  
Olivia McCann, Assistant to the Office

Phone: 412-268-7489

Rev March 2018