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 (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. **PLEASE DO NOT RESCHEDULE A CLASS BEFORE CLEARING IT WITH ME THROUGH A PERSONAL PHONE CALL.**

We must have a record of the communication here at the office for reference, and I need to be sure the room is available.

The Osher office has relocated to Wean Hall 4612, 4614, and 4616. These rooms are near our classrooms in Wean Hall.

Please let me know if you have any issues or concerns, or if you 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 course start date, the roster will move to “Current Rosters” and after the course is completed, the roster will move to “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:

- **E-mail Students** – sends your message and attachments to everyone on the roster who has an email address
- **Print Roster** – displays roster in printable form and shows who has email
- **Sign In Sheet** – attendance sheet
- **View Roster** – roster shows current students

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 rooms listed in the catalog. Please note the room location, date, and time.

CLASSROOM LOGISTICS: Rooms at all locations on the CMU campus 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 by telephone 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 must have prior approval from the Osher office in order to attend a class. It is not the decision of the Study Leader. Guests are restricted to attend only one class.

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

1. Announce at the beginning of each class to mute cell phones and remind all that no drinks or food are allowed (except for water) in the classroom.
2. Take attendance.
3. Inform the class of important messages such as upcoming lectures.
4. Encourage participants to raise their hand and state their name before asking a question or making a comment.

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 ACCESS:** These rooms are unlocked in the morning and locked at 4:30pm. If you need access to the closet, please borrow a key from the Osher office (Wean 4612-4616).

**AUDIOVISUAL (AV) EQUIPMENT:** If you are using AV as part of your presentation, please point out critical features for the benefit of the visually impaired. The AV equipment in Wean 4707/4708 includes an overhead projector, speakers, DVD player, document camera, CD player, and VGA and HDMI to PC connection. Directions for this equipment may be found by signing into your study leader account, clicking on “Term Info”, then “AV Equipment Instructions [pdf]”. Directions are posted on the wall by each podium.

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 four weeks before the term begins. You will be alerted by an email and also invited to the Study Leader Orientation that meets prior to an AV training session. Please bring your laptop, iPad, adapters, power sources, CDs, and DVDs to test the various devices during the training session.

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

**AV ASSISTANCE:** If you must have AV help, first ask if anyone in the class can help you, call the Osher office (8-7489), or send someone to the office to request help.

**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 close 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).** Do not call 911 as the campus police will call after assessing the situation. 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 about 6 inches below your chin. The AV system must be turned on to activate the mic. Select “Audio Only” if you are not using the projector. 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:** The expected method for getting handouts to your class is through the Augusoft email function (see pg. 3). Please 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.

**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 “Osher at CMU” and 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. How to handle this situation is left to your discretion.

**HARD COPY HANDOUTS:** Participants may request copies of your handouts from the office. The charge is 25 cents per page. Participants are responsible for contacting the Osher office to make the request. In addition, it is their responsibility to pick up the copies in the office and pay for them at that time.

**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.
Guest Wireless Internet:
Osher study leaders and members have access to the CMU-Guest wireless internet account. The directions and “Event access codes” are posted for Study Leaders under the “Term Info” link in the left navigation bar. The codes are also posted in the Osher classrooms. Each code is valid for approximately 3 months, so take note of the expiration date. Use the “CMU-Guest” wireless connection.

Parking Information:
Your expenses for parking 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

NOTE: 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.

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. Returning instructors may request an evaluation from the office.

Mentoring:
If you would like help with the presentation of your course, we have a mentoring committee comprised of a number of seasoned instructors who would be happy to mentor or help you. Please call the Osher Office.
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. Support Osher’s culture of encouraging students to raise their hand and state their name before speaking. Study Leaders will not sell or promote their products or services. 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.