Osher Lifelong Learning Institute at Carnegie Mellon University

Study Leader Handbook
Updated September 2024

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

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 your course roster a few days before your first class meets. The roster includes the list of registrants, 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 OR EMAIL. 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 is now in Cyert Hall - Level B with our other 4 classrooms. If you want to visit your assigned room before your course starts, please contact the office. If your course is assigned to an offsite location and you wish to see the space, please let me know so we can make arrangements for your visit.

Please let us 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

Important Note

Osher at Carnegie Mellon University is a 501(c)3 nonprofit organization that is independent of our host university, Carnegie Mellon. When you teach for Osher at CMU you are teaching for Osher at CMU, and NOT for Carnegie Mellon University. All of our Study Leaders are volunteers of Osher at CMU and are not employees. When you speak of teaching here, it is important to represent that you are teaching at Osher at CMU and not for the university.

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 email and handouts to their students.

To access the online system, you will need a Study Leader username. If you do not have your username, contact the Osher office at osher@cmu.edu and ask to have it emailed to you.

Study Leaders who are also Osher at CMU members have two different usernames in the Augusoft system - your regular member username and your Study Leader username. (Your member username can be found on your membership card.) Login with your Study Leader username to see your rosters and to email your students.

You will need to establish a password the first time you log into the system. Click on "Forgot Your Password?" and follow the prompts to create a password.

Your upcoming class roster(s) can be viewed by clicking on "**Future Rosters**". On the course start date, the class roster will move to "**Current Rosters**" and after the course is completed, the roster will move to "**Past Rosters**". Look at the course dates to obtain the correct roster. Click on the "Action" button in the Select column next to the class name. A pop-up menu will appear with the following options:

> **E-mail Students** – sends your message and attachments to everyone (or individuals) on the roster.
> **Print Roster** – displays roster in printable form
> **Sign In Sheet** – attendance sheet
> **View Roster** – roster shows current students

Student contact information is protected by our Privacy Policy. You will be given only their names.

Class Schedules and Classrooms

LOCATION: **Your classroom is noted in your confirmation email as well as in the catalog and on the Augusoft website.** 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 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. To keep to our classroom schedule, Study Leaders must end their classes on time and vacate the room. Incoming Study Leaders need time between classes to set up the room and prepare their technology. Be aware that no food or beverages are permitted in our Cyert Hall Osher classrooms.

WEATHER-RELATED CLOSINGS: All in-person classes will be canceled if Pittsburgh Public Schools are closed for inclement weather. No notice will be sent out. Zoom classes will still be held. Staff assistance may be limited. If the Pittsburgh City Schools have a 2-hour delay, classes will operate as normal unless a study leader chooses to cancel their class. Please use common sense when venturing out. If classes are canceled due to weather mid-day, you will receive both an email and a robocall alerting you to the cancelation from the Osher office.

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. We expect you to adhere to the original schedule unless there is an emergency. **It is the responsibility of the office to notify the students of any schedule changes.**

ADDITIONAL CLASS MEETINGS: If you wish to extend your course beyond your scheduled 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 or on Zoom.

CLASS VISITORS: Attending Osher at CMU courses is a privilege of Osher membership. Only those who are registered for a course are eligible to attend. Infrequently a request is made to bring a guest to the class. This request must have prior approval from the Osher office to attend a class. It is not the decision of the Study Leader. Guests are restricted to attend only one class.

Teaching in Osher Classrooms in Cyert Hall – level B

AUDIOVISUAL (AV) EQUIPMENT: *You must provide your own laptop computer or tablet to present PowerPoint, KeyNote, Google Slides, YouTube videos or other internet-based content.* Our AV equipment includes an overhead projector, microphone, wall and ceiling speakers, DVD Blue-ray player, document camera, and VGA and HDMI to PC connections. 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 or near each classroom 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 to connect to the system. (The office has loaner adapters, but we may or may not, have the adapter for your specific device.) Testing you Mac with our classroom systems in advance is highly recommended!

Document cameras for the classrooms are available from the Osher office and can be a valuable tool for projecting materials (papers, photos, maps, etc.) on to the screen. After plugging in the camera, just place your material on the surface and turn on the light.

AV ASSISTANCE: If you are in one of the Cyert Hall classrooms and are having trouble with the AV system, come to the office to get staff help.

END OF CLASS: Turn off all AV equipment, taking care to follow the instructions exactly, as projector bulb burn-out is quite costly.

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.** 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 on the mic at the beginning of your class and turn off the mic at the end of your class to conserve the battery and close down the system.**

HANDOUTS: We pride ourselves in being a GREEN organization. All Osher at CMU students are expected to have a viable email address on record.

We encourage all study leaders to email their students any welcome notes, important course notes, reminders and any handouts. If a student wishes to have a hard copy, they are expected to print out the copies themselves.

Use the Augusoft email function (see pg. 3) to send email and handouts to your students. **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. We recommend handouts be sent as a PDF. (It is good practice to send a welcome / reminder email to your class before the first session.)

Handout Guidelines: According to the Fair Use Doctrine Act, no more than 10% of a publication may be legally copied. The office adheres to this doctrine.

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.

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 in each of the Osher classrooms and also, for Study Leaders, under the "Term Info" link in the left navigation bar. Each code is valid for approximately three months, so take note of the expiration date. Use the "CMU-Guest" wireless connection.

Feedback

Survey Monkey is used to collect course evaluations. All new Study Leaders and Study Leaders with a new course will receive an evaluation. Returning Study Leaders will be evaluated on a random basis. When the evaluation is complete, the Study Leader will receive the feedback. This information is only shared with the Study Leader and Registrar and the Study Leader Support Group on an as need to know basis.

Mentoring

If you would like help with the preparation or presentation of your course, we have a mentoring committee called the Study Leader Support Group that is comprised of a number of seasoned instructors and educators who would be happy to help you with your course. Please call the Osher Office.

Parking Information

Osher at CMU will reimburse you for parking expenses for teaching your course. Please attach your receipts to the parking reimbursement form which can be found under "Teach For Us" on the Osher at CMU website. We use the "honor system", so if you have lost a receipt, complete the form to the best of your ability.

NOTE: Daily reimbursement amounts will not exceed the 3-hour rate at the garage where you parked 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.

The most up-to-date parking information, including garage rates, can be found on the CMU website www.cmu.edu/transportation/park/visitor.html

Emergency Information

In case of an emergency, call the CMU police at (412-268-2323). Do not call 911 as the campus police will call after assessing the situation. **The Osher office can be reached at (8-7489).**

Managing Your Course

Osher members are engaged, eager to learn, and eager to participate. They will come to your class with experience, knowledge, curiosity, opinions and questions.

As the Study Leader, it is up to you to set the format and pacing of your class. Prepare carefully and keep your audience in mind. Project your enthusiasm and passion for your subject. Be animated and speak loudly and clearly. Remember, your class is given as a valuable gift to our members.

As your subject matter and class format permit, expect and encourage class participation. Allow time for class participation. The knowledge and talent in the room will amaze you. Treat each person with respect and never devalue a person in your class.

At the first session, be sure to introduce yourself and give a brief overview of your course. Go over your expectations for how you would like to handle discussion and questions. In 'lecture' style classes, for example, we typically ask people raise their hands for recognition. Encourage participation, but be prepared to limit interruptions, extended comments from one or two individuals, or discussions that go off track. Repeat questions so everyone hears them.

As appropriate, begin each week with a summary of the previous week's material.

Go over your presentation material in advance to make sure everything works properly. Practice with the AV equipment beforehand so valuable class time is not used to fix AV problems. Use PowerPoint or KeyNote as your outline and try to avoid simply reading your slides. Keep your slides uncluttered and make good use of images, text and other content to keep your presentation lively.

Inform the office promptly if there are problems with your class or individuals that require attention beyond your means. We're here to help!

Office & Staff Information

Osher Lifelong Learning Institute 5000 Forbes Avenue Cyert Hall - Level B Pittsburgh, PA 15213-3815 Phone: 412-268-7489 Email: osher@cmu.edu Website: cmu.edu/osher	Current Office Hours: Monday: 9am-4pm Virtually Tuesday-Friday: 9am-4pm In-Person Osher at CMU Staff: Lyn Decker: *Executive Director/Registrar* Chelsea Prestia: *Admin—Assistant Registrar* Olivia McCann: *Admin—Promotions and Technology* Dot Gracey: *Part Time—General Office*