



**OLLI** *where learning never retires...*

Osher Lifelong Learning Institute at CSU, Chico [olli.csuchico.edu](http://olli.csuchico.edu)

## Classroom Host Program

### Overview

Your time and support make a difference. As Classroom Host you are the connection between members, peer leaders, and staff performing helpful duties to enhance the experience for everyone. While host duties range from class to class, we have discovered many common trends. This short reference sheet is created with some of these trends in mind as a way of helping you prepare for what to expect as a Classroom Host. Many other OLLIs around the country use the host program as a way to keep the lines of communication open between members and the OLLI office. Most importantly, our volunteer instructors tell us how much they appreciate the extra support. Having volunteered as a host myself, I've seen ways in which the program can be improved. I enjoy the opportunity to help where I can, and I invite you to share your experience—the good and the bad—as we expand and improve this program together.

*Ann Nikolai*  
Program Director

### Hosts Provide Peer Leader Support

Peer leaders report being better able to focus on preparing for class because of support from the Classroom Host. Some leaders are only able to lead classes for OLLI because they have needed assistance in retrieving and returning master keys. Here is a short list of the most common duties carried out by our hosts:

- Greeting members so leader has opportunity to focus on class prep
- Retrieving/returning keys to main office
- Taking roll (for classes with waiting lists)
- Contacting the office about class cancelations or special notices

### Hosts Keep Members Informed

Members tell us they feel more connected and informed because of greetings and reminders they regularly receive from classroom hosts. Here are host services that seem to have the most impact:

- Receiving greetings from a friendly face as members arrive
- Assistance in finding seats
- Reminders of key dates and deadlines
- Passing on information from the classroom to the OLLI office, e.g. heat/air

## I've Already Signed-up. What's Next?

1. **A representative of the Communications Committee will contact you** prior to the start of the new term to confirm your commitment and to secure your peer leader match.
2. **Once confirmed, you will be pre-enrolled in all of your OLLI classes *up to the pre-term limit*.** Extending a small benefit to our hosts is one way we can demonstrate our appreciation for the service you are providing.
3. **Get in touch with the peer leader(s) to whom you've been assigned.** We will provide you with contact information for the peer leader(s) you are supporting prior to the start of the new term. We recommend you get in touch before the start of class. Each peer leader is unique. For some, having the door opened when they arrive is a blessing. For others, knowing you'll provide information to members about payment deadlines for bus trips and luncheons means they don't have to. Find out what makes a difference to the peer leader you are supporting.

## Top 10 Tips (as shared by other hosts)

### Before Classes Start:

1. Sign-up prior to the start of a new term and **enjoy pre-registration privileges!**
2. **Contact your peer leader in advance** of the first class. Find out how you can help.

### Once Classes Begin:

3. **Arrive 15 minutes prior to the scheduled start time for the class you host.**
4. Gently **remind the class ahead of you to clear out** if they are still in session 15 minutes prior to the start time for your class. Classes are scheduled 30 minutes apart with few exceptions.
5. **Introduce yourself** to the class.
6. Wear your **name tag** if it's a large class.
7. **Share key dates** and deadlines from the electronic newsletter.
8. Let the office know if there's a **class cancellation** or schedule change.
9. **Have questions?** Contact the OLLI Office at (530) 898-6679; e-mail: [olli@csuchico.edu](mailto:olli@csuchico.edu).
10. **Need A/V support?** Call the OLLI office (see #9 for the phone number)