



Instructor and Course Manager
Handbook



Welcome to Canterbury ElderCollege!

Canterbury ElderCollege offers a variety of courses to those ages 55 and better, at various locations throughout Windsor-Essex County and the Municipality of Chatham-Kent. This program is only possible because people like you volunteer, and thus contribute your time, expertise, and talents as Instructors and Course Managers. Thank you!!

This handbook is designed to give both course Instructors and Course Managers important and practical information which will be helpful before, during, and after the presentation of your course. Please review the enclosed information and keep it handy for future reference!

Contact Information

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CURRICULUM COMMITTEE CHAIRS

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ELDERCOLLEGE ADMINISTRATIVE STAFF

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Instructor & Course Manager

Canterbury ElderCollege as a Social Experience

Canterbury ElderCollege was also founded with the intent to be a social experience. To that end we encourage our Instructors and/or Course Managers to provide tea, coffee and biscuits if they feel it appropriate. You may consider the costs of this hospitality as a free donation on your part to Canterbury ElderCollege; however, there is available a sum not exceeding \$25 for any course. This is a one-time amount for the entire course to permit you to offer a modest quantity of coffee, tea and biscuits. You may be reimbursed for moneys spent for such expenses by providing receipts and completing the required Expense Reimbursement Form (Appendix D).

Instructor

Photocopies

All Instructors are permitted to copy up to 25 (black and white) pages per participant. You may email or drop off your document to the ElderCollege Coordinator with instructions as to the number of copies required. You can pick up these copies at the Canterbury ElderCollege office. You may also have 25 (black and white) copies per participant produced off site. We will reimburse you the cost once you have submitted an Expense Reimbursement Form (Appendix D) with receipt. If you should need more than 25 copies per participant, we require that a Material Fee be added to the course. Please consult your Curriculum Chair to develop an appropriate dollar amount.

Material Fees

With your Curriculum Committee Chair determine if your course requires a Material Fee to be added to the Course Fee. Material Fees are any extra expenses that are necessary for the delivery of a course. Examples of Material Fees may include: a book/material the participants will receive, cost for any food or drink, entry fees to museum/park etc.

Trip Fees/Bus Fees

If the course you are planning is a trip and/or includes bus transportation as part of the program a Trip Fee will need to be added to the cost of the course. The Curriculum Chair and/or ElderCollege Program Manager will help you work out all of the necessary details to ensure the trip is viable. The bus will be booked by the ElderCollege office. The name "Canterbury ElderCollege" and the Instructors will be included on the reservation for insurance purposes. Also, you MUST ensure that all your participants fill out a Trip Waiver Form before getting on the bus. You can contact the ElderCollege Coordinator at 519-253-3000 x 4944 or laura@uwindsor.ca to request the TRIP WAIVER FORM prior to your class/trip starting.

Course Class List

The ElderCollege Coordinator will provide you with a list of registered participants one to three days prior to the beginning of class. If you require your course class list earlier please let us know but keep

in mind participants can register right up until the day of the course. This list will include the names of all those registered in your class along with their email addresses and phone numbers for your use only in case you need to contact them (please also see Postponement of Course Session below). For privacy reasons this Contact List should not be shown to the other participants. When your class is complete please dispose of this Contact List. Your Course Manager will be provided with the sign-in sheet which will contain the names of each participant with a space provided for their signatures. If you are your own Course Manager please read the instructions for Course Managers in this handbook.

Use of Email Addresses

Canterbury ElderCollege is willing to provide you with the email addresses of your participants. We must, however, respect their privacy. Only use email addresses if they are directly related to something in the course, e.g. Sending out a course materials, informing participants of a cancelled class. Do not share participants' addresses with anyone else unless you have prior approval from the participant(s), this includes sharing with other members of the Course. If you are sending an email to more than one member of your class, be sure to send it as a **blind carbon copy**. If you are unsure how to do a blind copy, please check with your Curriculum Committee Chair.

Full Course

If your course is "full" (has reached the maximum number of participants advertised for the course) but you, the Course Instructor, are willing to take additional participants, please contact the Curriculum Committee Chair or the Canterbury ElderCollege Co-ordinator and we will look into that possibility on your behalf. Please do not accept individuals into your class outside of this procedure as the venue may not permit a larger capacity or there may be a Waiting List for your class and this would be unfair to those whose names are on that list.

Waiting Lists

If a course reaches the stated maximum number of participants, additional applicants will be placed on a waiting list. If space becomes available, the ElderCollege Coordinator will advise those on the waiting list in the order their names were received.

Late Applicants

In the event that space is available in your particular course, and there is no waiting list, the Course Instructor(s), at their discretion, may admit a participant to that class, as long as he/she agrees to pay their Membership (if necessary) and to complete their registration form and payment of course fee before the next class session. In these instances, the Instructor/Course Manager must make note of the name and phone number of the individual and pass that information along to the ElderCollege Office.

PLEASE NOTE: For your protection, please do not accept any payment for your course from a participant. All payments need to be made through the Canterbury ElderCollege office. Also, the registration fee and course fee will remain the same even if they have missed any of the classes. The Canterbury ElderCollege annual membership fee is essential and must also be paid before a person enters a Course. The Membership fee relates to Canterbury ElderCollege's insurance liability.

Postponement of Course Sessions

If you must postpone a Course session for any reason, please advise the Canterbury ElderCollege Coordinator. The ElderCollege office will contact all participants to inform them and attempt to re-schedule the Session for you. You do have the option to re-schedule with the knowledge of all course participants, but please notify the ElderCollege Coordinator of the changes. If the course must be postponed at the last minute without time to contact the Canterbury ElderCollege Coordinator or Curriculum Chair, then you as Instructor or your Course Manager for the course are responsible to contact the participants to let them know.

Course Cancellation

The ElderCollege Coordinator and the Course Instructor/Manager may decide to cancel a course due to low enrollment (minimum of 3 is required unless Instructor indicates otherwise). In order to give a course every possible chance to run, cancellation decisions will only be made as close to the start date as possible to allow for last minute registrations. The Canterbury ElderCollege Coordinator will contact those participants who did register and inform them of the cancellation. Course participants will receive a full refund if the Course is cancelled under these circumstances. Curriculum Committee Chairs understand the time and effort that the Instructor and Course Manager will have put into preparation for Courses and the resulting disappointment if a Course must be cancelled due to insufficient enrollment.

Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.

⇒ Author unknown



Course Manager

Course Managers are key players in the Canterbury ElderCollege program and represent ElderCollege in each Course. They are responsible for all aspects of a courses' management and can choose to also be involved in the development of courses. Course Managers are front line representatives of Canterbury ElderCollege.

Sometimes Instructors are their own Course Manager in which case the same the responsibilities of both positions apply and include:

The Role of a Course Manager

1. Course Development (this is optional)

- ✓ Contact/seek out a prospective course Instructor;
- ✓ In collaboration with the prospective Instructor you would develop the prospective course including its informative description, course structure, e.g. duration and number of Course Sessions, dates & time of day;
- ✓ Then, in collaboration with a Curriculum Committee Chair, develop an appropriate Course title (preferably one that is catchy/explanatory and maybe with a bit of zing!); and finally,
- ✓ Determine which community(s) and the kind of location you'd like to use which can be done in collaboration with the Curriculum Committee Chair.

2. Course Management

Prior to the First Day of a Course

- ✓ You will receive in advance of the day a course begins the following:
 - i. A Contact List for your use if necessary with names, emails and telephone numbers (Course Instructors also receive the same List);
 - ii. A Sign-In Sheet with space for course participants to sign;
 - iii. A Participant Feedback Form (you will need to produce copies for the entire class or pick up copies in the ElderCollege Office);
- ✓ You *may* need to confirm that the necessary technical equipment is available and set-up for use
- ✓ Make sure that the venue or location can be easily found and the entrance is clearly marked
- ✓ Make sure that the room or 'venue' is in accordance with the needs of the Course Instructor and Participants. This includes the seating and table arrangement;
- ✓ Attend at least the first session (or all sessions) of the course to ensure that class Sign-in lists are available and signed. For multiple Session courses please note that the participants only need to sign the sign-in sheet once. You do not need to take attendance for every session. However, if you should choose to attend every session, and a participant did not attend the first session but attended subsequent session, please remember to have them sign on the first day they do attend. If there are "no-

shows” on the first day you may wish to contact no-shows to remind them they are registered in the course.

While the Course is in Progress

- ✓ Introduce the course Instructor
- ✓ Ensure, if so desired, that coffee, tea and biscuits are available (refer to “Canterbury ElderCollege as a Social Experience” above);
- ✓ At the conclusion it is desirable to thank the Instructor and express Canterbury ElderCollege’s deep appreciation for their volunteer work.
- ✓ Course Managers are also responsible for **Course Participant Feedback Forms** (Appendix C) and for ensuring that these forms and **Signed Participant Lists** are returned to the Canterbury ElderCollege office.

Submitting Forms

When returning any of the forms at the back of this Handbook (Appendix C & D) please use any one of the following methods:

By MAIL: Canterbury ElderCollege, 2500 University Ave. W., Windsor, ON N9B 3Y1

By EMAIL: fettesc@uwindsor.ca or laura@uwindsor.ca

In PERSON: Canterbury College, 2500 University Ave. W., Windsor, ON
Monday to Thursday 9am to 4:pm & Friday 9am to 4pm

*We make a living by what we do, but
we make a life by what we give.
⇒ Winston Churchill*



Appendix A: Instructor Checklist

Instructor Checklist

Before the First Day of Class	
	Review this handbook completely – it contains much information which will be useful to you!
	Obtain information about your assigned course location. Visit the location if you can, learn the layout, the available equipment and evacuation route. Find out if your location requires advanced notice for set-up.
	If you need equipment contact your Curriculum Chair and find out what arrangements can be made. In going to your classroom before your class starts you can plan out the best set-up of your equipment and perhaps even try it out to make sure everything is working to your satisfaction.
	Obtain your Course Contact List from the Canterbury ElderCollege Coordinator if it has not been emailed to you already
	Have any photocopies you need for your class prepared by the ElderCollege Coordinator
	Ensure all material associated with the Material Fee is available for the participants who have signed up for your class. Keep all receipts for any of the materials you purchased.
	Contact the ElderCollege Program Manager at 519-253-3000 x4901 or fettesc@uwindsor.ca if you need to make a bus reservation required for your course.
	Contact the ElderCollege Coordinator at 519-253-3000 x4944 or laura@uwindsor.ca to request the Trip Waiver form if your course requires the participants to take a bus.
On the First Day of Class	
	The Course Manager will assist you to ensure that everyone attending has registered and signed in unless you are acting as both Instructor and Manager
	Brief Introductions and welcome (To be done by Course Manager if Instructor is not acting as both).
After the First Day of Your Course <i>(this only applies if your course runs more than one (1) day)</i>	
	If necessary inform the ElderCollege Coordinator by phone if there are any changes required for the class list such as: 1. Incorrect spelling of name 2. A participant who says they have registered but are not on the list 3. Anyone who attended the class and who will be calling later to register (see Late Applicants policy on page 5)
On the Last Day of Your Course	
	If acting as your own Course Manager please handout Participant Feedback Forms to each course participant to be filled out (Appendix D).
When the Course is Completed	
	Return Class List with signatures, Course Participant Feedback Forms to the ElderCollege Coordinator at Canterbury College, 2500 University Ave. W., Windsor, ON N9B 3Y1.
	If there were material fees and/or approved expenses associated with your course please fill out the EXPENSE REIMBURSEMENT FORM (Appendix E). Attach all your receipts to this form and mail or deliver it to the same address as above.

Appendix B: Course Manager Checklist

Course Manager Checklist

The duties of a Course Manager may or may not include all responsibilities listed below. The specific tasks assigned will be decided upon by yourself as the Course Manager and in consultation with the Curriculum Committee Chair.

Contact Prospective Course Instructor	
	Develop a course proposal, including description, course structure, (e.g. duration, number of sessions, location and scheduling- dates/hours) A general Course Proposal form may be obtained from the ElderCollege office: laura@uwindsor.ca
	In collaboration with your Curriculum Committee Chair, develop an appropriate course title, preferably one that is catchy, explanatory and with a bit of zing!
	Confirm the venue can be easily located and the entrance is clearly marked.
	Confirm necessary technical & classroom equipment is available and set up.
	Be sure the venue is in accordance with the needs of the Course Instructor and Course participants, including seating and table arrangements.
	Attend at least the first session of the course and be certain the class list is available and signed; introduce Canterbury ElderCollege Instructor and the Course; assist with any immediate problems that might arise.
	If desired, be sure coffee, tea and biscuits are available. (refer to "Canterbury ElderCollege as a Social Experience" on page 3.)

	After the final session, it is desirable to thank the instructor and express Canterbury ElderCollege's deep appreciation for their volunteer work. Course Managers also take responsibility for Course Participant Feedback Forms and the signed class list. Please ensure that these forms are returned to the Canterbury ElderCollege office.
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ElderCollege Course Participant Feedback Form

Year: 2018

Fall Semester

Spring Semester

Name of Course: _____

Instructor(s) Name(s): _____

About ElderCollege....

CHOOSE ALL that apply:

Why do you like to take ElderCollege courses?

Interest in a Subject

To Learn Something New

To Learn Something Practical

Social Interaction

Other _____

Please rate the ease of finding out about ElderCollege courses: Easy Not Too Easy Difficult

About This Course.....

Would you recommend this course to a friend? Yes No

Were the handouts for this course useful? Yes No N/A

Were the visuals (slides/videos) useful? Yes No N/A

Please rate...

... the course instructor(s):	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	
... the course content:	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	
... the course organization:	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	
... the opportunity for you to ask questions:	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	N/A <input type="checkbox"/>
... the opportunity for group discussion:	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	N/A <input type="checkbox"/>
... your overall satisfaction with the course:	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	

Comments on Any of the Above:

Would you be willing to volunteer in some capacity with ElderCollege? Yes No Thanks

Optional:

Your Name: _____ Email: _____ Tel.: _____

Other Comments: (please write on the back)



Appendix D: Canterbury ElderCollege Expense Reimbursement Form

**Canterbury ElderCollege
EXPENSE REIMBURSEMENT FORM**

Course Manager/Instructor's Name:			
Phone Number:			
Mailing Address: <i>(where cheque will be mailed to)</i>			
Course Name:			
Semester:		Course Start Date:	

Date	Item Description	Receipt	Reason if there is NO Receipt	Cost
TOTAL REIMBURSEMENT				

Course Manager/ Instructor Signature

Date

Canterbury ElderCollege Approval Signature

Date

Please mail this form with the receipts to: Canterbury ElderCollege, 2500 University Ave. W., Windsor, ON N9B 3Y1