



## CLASS HOSTS

---

### Welcome to the Class Host Team

Class Hosts are one of the most important ways we can create a welcoming, connected OLLI community. By serving as a friendly face in the classroom, class hosts help instructors focus on teaching while ensuring members—especially those who are new—feel informed, comfortable, and included. Certified volunteers may serve as class hosts for a course they are attending by wearing the **orange volunteer lanyard** found in each room and taking on the role for that day.

### What is a Class Host?

Class Hosts are OLLI member volunteers who help create a welcoming, organized classroom experience for fellow members and instructors. After completing Class Host orientation and becoming familiar with the OLLI Member FAQs, certified volunteers may serve as the class host for any class they are registered for and attend.

### How do I know if a class has a Class Host?

Each classroom has one orange Class Host volunteer lanyard. Any certified Class Host attending the course may wear the lanyard and will ideally serve in that role for the duration of the course. If the lanyard is still available, then any certified Class Host can take on the role for that day. For off-site classes, the lanyard will be provided to the instructor or designated Class Host.

### What does a Class Host do?

Class Hosts provide hospitality and basic classroom support by:

#### Before class begins:

- Introducing themselves to the instructor and welcoming members as they arrive
- Assisting with handouts, if needed
- Introducing themselves and quickly recognizing any first-time OLLI members
- Letting members know that classroom hearing (T-coil) system and headsets are available
- Reminding members to write their names on both sides of the name plates

#### During class:

- Assisting with roaming microphones during class discussions, as needed
- Helping members locate the OLLI Wi-Fi network and password, when needed
- Sharing any brief announcements or reminders provided by OLLI staff

#### After class:

- Reminding members to throw away trash and collect personal belongings
- Returning the orange volunteer lanyard to its designated location after class
- On the last day of a class, encouraging members to complete the course evaluation

### **What should a Class Host do if there is a technology problem?**

Class Hosts should not attempt to troubleshoot or repair equipment themselves but should notify OLLI staff if a technology issue arises.

### **What questions should a Class Host refer to OLLI staff?**

Class Hosts are welcome to answer basic questions from the OLLI FAQ document. Questions regarding registration, waiting lists, enrollment numbers, refunds, course evaluations, technology troubleshooting, or other program policies should be referred to OLLI staff.

### **Is There a Limit to How Often I Can Host?**

There is no set limit on how often you can serve as a Class Host. However, we encourage volunteers to share hosting opportunities and give others a chance to participate. If you frequently enjoy hosting, please consider taking a step back occasionally so that other volunteers have an opportunity to host as well. Our goal is to make class hosting a shared responsibility and give as many volunteers as possible the chance to be involved.

### **Can I become a Class Host?**

Absolutely! OLLI welcomes members who enjoy helping others and creating a positive classroom experience. Certified Class Hosts may volunteer whenever they are attending a class, and additional training opportunities will be offered throughout the year as our program continues to grow. If you would like to volunteer as a host and get “certified” to serve, please complete the short volunteer intake survey on the OLLI website under FAQ #17 or with the QR code below.

**Complete the Volunteer Questionnaire Here to become a Class Host**

