



# **Policy & Procedures Manual**

**Spring 2021 Revision 9**

# Table of Contents

<b>1</b>	<b>SUNSHINE COAST ELDERCOLLEGE .....</b>	<b>5</b>
1.1	OVERVIEW .....	5
1.1.1	MISSION .....	5
1.1.2	VISION .....	5
1.2	CALENDAR OF ACTIVITIES FOR BOARD .....	5
1.3	HISTORY OF THE SUNSHINE COAST ELDERCOLLEGE.....	7
<b>2</b>	<b>TERMS OF REFERENCE .....</b>	<b>7</b>
2.1	BOARD OF DIRECTORS.....	7
2.1.1	PURPOSE OF THE BOARD.....	7
2.1.2	RESPONSIBILITIES OF THE BOARD .....	7
2.1.3	RESPONSIBILITIES OF BOARD MEMBERS .....	8
2.1.4	BOARD COMPOSITION .....	8
2.1.5	APPOINTMENT .....	8
2.1.6	TERM .....	9
2.1.7	VACANCIES.....	9
2.2	OFFICERS OF THE BOARD – EXECUTIVE COMMITTEE .....	9
2.2.1	RESPONSIBILITIES .....	9
2.2.2	COMPOSITION / MEMBERSHIP .....	10
2.2.3	RESPONSIBILITIES OF OFFICERS.....	10
2.3	PROGRAM COMMITTEE .....	11
2.3.1	PURPOSE.....	11
2.3.2	RESPONSIBILITIES .....	11
2.3.3	COMPOSITION / MEMBERSHIP .....	12
2.3.4	PROGRAM COMMITTEE CHAIR.....	13
2.3.5	PROGRAM COMMITTEE SECRETARY .....	13
2.3.6	REGISTRAR .....	13
<b>3</b>	<b>POLICIES AND PLANNING .....</b>	<b>14</b>
3.1	MEETINGS.....	14
3.1.1	BOARD MEETINGS.....	14
3.1.2	PROGRAM COMMITTEE MEETINGS .....	14
3.1.3	ANNUAL GENERAL MEETING .....	14
3.1.4	MEETING RULES .....	15
3.2	CAPILANO UNIVERSITY.....	15

3.3	ELDERCOLLEGE POLICIES .....	16
3.3.1	FINANCIAL POLICIES .....	16
3.3.2	INSURANCE .....	17
3.3.3	EXPENSES – COURSE INSTRUCTORS AND FACILITATORS.....	17
3.3.4	REFUNDS .....	18
3.3.5	ADDITIONAL REGISTRATION FOR FULL COURSES .....	18
3.3.6	REGISTRATION FOR PERSONS UNDER THE AGE OF 55 .....	19
3.3.7	COPYRIGHT POLICY .....	19
3.3.8	INFORMED CONSENT .....	19
3.3.9	CODE OF CONDUCT .....	19
3.3.10	WALK IN PARTICIPANTS .....	20
3.3.11	PRIVACY POLICY .....	20
3.3.12	ONLINE RECORDING POLICY .....	20
<b>4</b>	<b>PUBLICITY AND MARKETING.....</b>	<b>21</b>
4.1	COURSE PREVIEW .....	21
4.1.1	PLANNING THE SEMESTER COURSE PREVIEW.....	21
4.2	WEBSITE .....	21
4.2.1	INTRODUCTION.....	21
4.2.2	ORGANIZATION .....	21
4.2.3	TECHNICAL BACKGROUND .....	22
4.2.4	DATA BACK UP .....	23
4.2.5	EMAIL MANAGEMENT AND NEWSLETTERS.....	23
4.3	NEWSPAPERS, RADIO, TV, SOCIAL MEDIA / FACEBOOK.....	24
4.4	POSTERS, LEAFLETS AND PRINTED MATERIALS.....	24
4.5	SPONSORSHIPS AND PARTNERSHIPS .....	24
<b>5</b>	<b>COURSE IMPLEMENTATION .....</b>	<b>24</b>
5.1	FACILITATOR .....	24
5.2	FACILITATOR'S PACKAGE .....	25
5.3	COURSE MATERIALS.....	25
<b>6</b>	<b>ADMINISTRATIVE AND SUPPORT GUIDELINES &amp; PROCEDURES .....</b>	<b>25</b>
6.1	ARCHIVE OF ELDERCOLLEGE RECORDS.....	25
6.2	UPDATING THE POLICIES & PROCEDURES MANUAL.....	26
6.3	BURSARIES .....	26
6.4	CLIFFORD SMITH MEMORIAL LECTURE.....	27
<b>7</b>	<b>APPENDICES.....</b>	<b>27</b>

7.1	APPENDIX 1 – IN PERSON COURSE FACILITATOR’S GUIDE .....	28
7.2	APPENDIX 2 – ONLINE COURSE FACILITATOR’S GUIDE .....	31
	<b>INTRODUCTION.....</b>	<b>32</b>
	<b>FACILITATOR PRE-COURSE ZOOM PREPARATIONS AND PLANNING.....</b>	<b>32</b>
	TESTING OUT ZOOM .....	32
	TESTING ZOOM WITH COURSE REGISTRANTS .....	32
	TESTING ZOOM WITH PRESENTER(S) .....	32
	RESPONDING TO ZOOM SECURITY AND PRIVACY CONCERNS.....	32
	SCHEDULING A ZOOM MEETING .....	32
	<b>PRESENTER PRE-COURSE ZOOM PREPARATIONS .....</b>	<b>32</b>
	<b>VIRTUAL COURSE FORMAT .....</b>	<b>33</b>
	<b>COURSE FEEDBACK SURVEY .....</b>	<b>33</b>
	<b>APPENDIX: RESOURCES .....</b>	<b>33</b>
	GENERAL ONLINE TECHNOLOGY HELP RESOURCES .....	33
	ZOOM SUPPORT RESOURCES.....	33
	<b>SAMPLE ONLINE COURSE RESOURCES DEVELOPED BY SCEC FACILITATORS FALL 2020.....</b>	<b>33</b>
	MAXWELL SAMPLE ZOOM RESOURCES .....	34
	MAXWELL SAMPLE JOINING A ZOOM SESSION BASICS ZOOM BASICS.....	35
	MAXWELL SAMPLE ZOOM TUTORIAL INFO .....	36
	MCCAUGHAN SAMPLE SCEC ONLINE COURSE INSTRUCTIONS .....	38
	SUNSHINE COAST ELDERCOLLEGE COURSE FEEDBACK FORM, 2021 EDITION .....	39
7.3	APPENDIX 3 THE OLDER LEARNER .....	40
7.4	APPENDIX 4 - TIPS FOR IN PERSON INSTRUCTORS .....	41
7.5	APPENDIX 5 – TIPS FOR ONLINE INSTRUCTORS.....	43
7.6	APPENDIX 6 – PLANNING A PUBLIC EVENT.....	44
7.7	APPENDIX 7 – PROGRAM COMMITTEE PLANNING .....	46
7.8	APPENDIX 8 – MARKETING AND COMMUNICATIONS.....	49
7.9	APPENDIX 9 – EVENT PLANNING - CLIFFORD SMITH MEMORIAL LECTURE.....	51
<b>8</b>	<b>FORMS .....</b>	<b>53</b>
8.1	COURSE PROPOSAL OUTLINE.....	54
8.2	COURSE EVALUATION FORM .....	55
8.3	COURSE EVALUATION – FACILITATOR’S SUMMARY FORM .....	56
8.4	INFORMED CONSENT FORM (WHEN AN ACTIVITY FORMS PART OF A COURSE).....	57
8.5	PROGRAM PLANNING MATRIX FORM .....	58

## **POLICIES & PROCEDURES MANUAL**

### **1 SUNSHINE COAST ELDERCOLLEGE**

#### **1.1 OVERVIEW**

The Sunshine Coast Elder College Society, formally constituted as a non-profit organization under the BC Societies Act, was established in December 2015 to conduct an ElderCollege program on the Sunshine Coast. The Society has adopted the name “Sunshine Coast ElderCollege” for branding purposes, sometimes abbreviated to SCEC, and uses the logo depicted above. The Society consists of volunteers dedicated to meeting the Society’s vision and values. The Society has a Board of Directors and one principal committee, the Program Committee, which combined, make up the voting members of the Society.

Members of the Board of Directors serve two-year terms to manage and govern the ElderCollege program. Board members may serve beyond the two-year appointment at the discretion of the Board.

Members of the Program Committee are responsible for planning, facilitating, managing and evaluating a program of approximately ten to fifteen short courses in each of the spring and fall terms. ElderCollege has the ability to present courses in a classroom setting and online using Zoom or similar applications.

##### **1.1.1 MISSION**

Provide educational and social opportunities for adults aged 55 and older on the Sunshine Coast through a program of short courses which offer a forum for sharing ideas, knowledge, and experience in an academic environment and in the process provide opportunity for socializing.

##### **1.1.2 VISION**

Provide a high quality continuous learning program for Sunshine Coast seniors through the sharing of knowledge and skills available in our community.

#### **1.2 CALENDAR OF ACTIVITIES FOR BOARD**

This schedule of events, which is flexible, provides a list of major ElderCollege activities month by month. The ElderCollege academic year is from September 1 to August 31 and the Society’s fiscal year is July 1 to June 30.

##### **August/September Activities**

- Fall brochure loaded into website, distributed via newsletter and print copies delivered if appropriate
- Annual General Meeting (AGM)

- Appointment of new or renewed Board and Program Committee members, including officer appointments
- Review Zoom licences and renew as required to accommodate online course planning
- Advertising and publicity in local print and electronic media for fall courses and associated preview
- Fall course preview presentation held in person and/or held on Zoom with resulting recording online
- Registration for fall courses begins
- Publicity distributed for Clifford Smith Memorial Lecture
- New Board member orientation
- Fall courses begin
- Spring course planning begins
- Clifford Smith Memorial Lecture held (could also be held in early October)
- File AGM Minutes of Meeting (MoM) and changes to the Board Membership with BC Registries
- Archive update

#### October

- Spring course information submitted to Board for review and discussion

#### November

- Evaluation of fall program

#### December

- Advertising and publicity in local print and electronic media for spring courses and associated preview loaded into website, and via newsletter and print if appropriate
- Spring course preview and presentations held in person and/or held on Zoom with resulting recording online
- Registration for spring courses begins

#### January

- Spring courses begin
- Fall course planning begins

#### February/March

- Fall course planning continues

April

- Identify lecturer, topic and sponsor for Clifford Smith Memorial Lecture

May

- Fall course information submitted to Board for discussion and review
- Evaluation of spring program

June

- Planning and publicity for Clifford Smith Memorial Lecture
- Appreciation acknowledgement for fall and spring term presenters as the Board determines

### **1.3 HISTORY OF THE SUNSHINE COAST ELDERCOLLEGE**

A history of the Sunshine Coast ElderCollege can be found in the Documents section of the Society's web page.

## **2 TERMS OF REFERENCE**

### **2.1 BOARD OF DIRECTORS**

#### **2.1.1 PURPOSE OF THE BOARD**

To develop policy and procedures, and to review program development for the effective operation of the Sunshine Coast ElderCollege program.

#### **2.1.2 RESPONSIBILITIES OF THE BOARD**

- Identify educational needs for adults 55 and over in our changing community
- Plan, conduct and evaluate special educational events either in classroom settings in the community or virtually using internet connected computer applications such as Zoom
- Develop and manage the ElderCollege budget
- Provide sufficient audiovisual, computer hardware, computer software and related equipment to allow courses to be presented in a professional manner in both in-person and online settings
- Establish policies and procedures for the operation of ElderCollege, in consultation with the Program Committee and cooperating organizations
- Establish additional committees as required, for special tasks or ongoing work
- Organize special events as required

- Provide opportunities for course participants to become more involved with ElderCollege
- Prepare and periodically review and revise the ElderCollege Policy & Procedures Manual, which describes the responsibilities, policies and procedures of the ElderCollege Board and Committees
- Review program committee fall and spring course proposals prior to submission for brochure printing
- Maintain a list of facilities in the community suitable for holding ElderCollege classes, including costs and contact details
- Promote ElderCollege courses in the community

### 2.1.3 RESPONSIBILITIES OF BOARD MEMBERS

- Represent ElderCollege within the community
- Identify potential instructors, speakers, and Board members
- Recruit Board members
- Act as mentors for new Board members
- Facilitate courses in support of the Program Committee
- Attend monthly Board meetings
- Undertake additional Board tasks and projects as appropriate

### 2.1.4 BOARD COMPOSITION

- Officers of the Board: Chair, Past Chair, Vice-Chair, Secretary, Treasurer
- Directors: The Board must have no fewer than three and no more than thirteen directors. The Board strives for a minimum of ten Directors, including officers
- Capilano University Coordination: The Board will invite Capilano University Sechelt Campus to nominate a staff member from the local staff to sit as a full member of the Board as the Capilano University Coordinator
- The Chair of the Program Committee is an *ex officio* member of the Board of Directors

### 2.1.5 APPOINTMENT

A slate of nominees for Directors and Officers will be prepared by the Officers of the Board of Directors and presented at the AGM for election. The Board membership should reflect the various Sunshine Coast communities and should, as a whole, represent a broad balance of expertise, experience and gender.

Collectively, Board members should provide:

- Teaching background
- Business background
- Accounting background
- Public service background
- Science, technology engineering and math background
- Volunteer service background
- Media background or experience suited to writing for the local press
- Skills for writing and coordinating material in support of the program
- Organizational skills
- Leadership skills
- Public speaking ability
- Work experience at a post-secondary institution
- Information Technology skills

#### 2.1.6 **TERM**

Board members are appointed or reconfirmed at each AGM and serve for two years from the time of their appointment. At the end of their term members may, at the discretion of the Board, continue to serve for a period of time to be renewed annually. Rotation of Board members and officers is important to continually revitalize the management of the Board; rotation will be managed on a case-by-case basis.

#### 2.1.7 **VACANCIES**

The Board members may appoint a suitable person to fill any Board vacancy until the next AGM.

### 2.2 **OFFICERS OF THE BOARD – EXECUTIVE COMMITTEE**

#### 2.2.1 **RESPONSIBILITIES**

- Nominate Directors for the Board
- Organize orientation for new Board members
- Prepare and distribute to the Board a list of current Board members, together with contact information, at the beginning of each Board year (September) or when membership changes

- Facilitate communications with the Capilano University and the Sunshine Coast community

### 2.2.2 COMPOSITION / MEMBERSHIP

Board Chair, Vice-Chair, Past-Chair, Secretary and Treasurer

The Officers are elected or re-elected by the Board members at the AGM until the next AGM. Normally the Vice-Chair becomes the Chair, and the Chair becomes the Past-Chair. The Officers are normally expected to serve a two year term.

### 2.2.3 RESPONSIBILITIES OF OFFICERS

Chair:

- Develop and distribute the agenda for Board meetings in consultation with the Board members
- Chair Board meetings
- Provide overall management of the Board program of work
- Prepare an Annual Report for the Annual General Meeting
- Recommend the Vice-Chair, Secretary and Treasurer from among the Board members
- Serve as an *ex officio* member of committees and attends their meetings as required
- Coordinate planning of ElderCollege events such as course previews and volunteer appreciation
- Maintain a dialogue on ElderCollege issues with the Dean of the Capilano University Sunshine Coast campus or designate, and other external stakeholders as required

Vice-Chair:

- Carry out duties of the Chair, in the Chair's absence or when delegated by the Chair

Secretary:

- Prepare and distribute minutes of Board meetings and AGM
- Ensure that Board documentation is archived annually in August
- Send copies of the minutes of Board meeting together with the agenda and all reports presented at the meeting to the society's registered office

- Send a copy of the minutes of the AGM and any Special Director's meetings together with the agendas and all reports presented at the meetings to the Society's registered office for filing (annually)

Treasurer:

- Manage the finances of the program
- Manage the Society's bank account
- Make payments and receives revenue for the program
- Make financial reports and updates
- Manage the budget approved by the Board
- Monitor payments into and out of the Sunshine Coast ElderCollege PayPal account and transfer funds to ElderCollege account as required
- Provide refunds via Paypal or mail with cheque when advised to do so by the Registrar
- Deposit cheques received by mail for course registration

Past-Chair:

- Advise Chair and Board, as necessary, about policies, procedures and practices during previous terms of the Board, including the background and rationale for past decisions and actions
- Serve as a member of the Program Committee

## **2.3 PROGRAM COMMITTEE**

### **2.3.1 PURPOSE**

To plan and execute ElderCollege course programs, in consultation with the Board

### **2.3.2 RESPONSIBILITIES**

- Obtain suggestions for courses, public events, instructors, etc. from other members of the Committee, the Board, course participants and the public
- Establish a program of courses and other events for fall and spring semester programs
- Ensure that a balanced program is planned, consistent with the resources available
- Prepare course proposals
- Arrange a facilitator for each course. Normally, members of the Program Committee, including the Chair and Secretary, fulfill this role

- Provide information for instructors and facilitators, as necessary
- Identify potential Program Committee members, instructors and speakers
- Prepare a schedule / timetable for the Courses
- Prepare the list of Course offerings for insertion in the ElderCollege website including: Course name, Course description, name of presenter, dates and times of classes and whether classes will be held in person or via Zoom
- Make recommendations to the Board regarding Zoom licences required to implement the Courses for each semester
- Submit the program for Board review prior to each semester's brochure and program insertion in the ElderCollege website
- Prepare course registration information on a regular basis during the semesters and review this at Program Committee and Board meetings
- Prepare course evaluation summaries for presentation and discussion at the Program Committee
- Submit course evaluation summaries to the Board after review by the Program Committee

Note – Program Committee planning to develop the program for each session is dynamic and varied. Appendix 7 of this Manual provides a guide to that process that may be of use to Program Committee members, particularly when they initially join the Committee.

### 2.3.3 COMPOSITION / MEMBERSHIP

The Program Committee will normally consist of approximately ten members, as follows:

- Chair, who is also an *ex officio* member of the Board
- Secretary
- The current Board of Directors Past Chair
- Members with broad interests and experience and the skills necessary to propose, organize and facilitate courses
- The Capilano University representative is invited and welcome to participate fully in all Program Committee meetings

Term of appointments:

- All members will be elected to a one-year term at the AGM, with no limit on the number of re-appointments

#### 2.3.4 PROGRAM COMMITTEE CHAIR

- Prepare the agenda for, and Chair all Program Committee meetings
- Manage the work of the Program Committee to ensure that the program is fully developed and documentation is submitted in time to meet the deadlines of the Communications Coordinator
- Coordinate the preparation of facilitator packages for each course
- Provide a Semester Evaluation Summary at the end of each semester and communicate this to the Board
- Is an *ex officio* member of the Board of Directors

#### 2.3.5 PROGRAM COMMITTEE SECRETARY

- Assist the Program Committee Chair
- Prepare and distribute minutes for each Program Committee meeting
- Coordinate the preparation and distribution of documents for the Committee
- Compile and distribute the ElderCollege content for the Brochure for timely distribution by the Communications Coordinator
- Coordinate with the Registrar as required

#### 2.3.6 REGISTRAR

Registration in ElderCollege courses is conducted primarily via the ElderCollege website as described in more detail in section 4.2.4. To manage the registration process, the Board will appoint a Registrar and an Assistant Registrar who are members of the Board or the Program Committee.

The duties of the Registrar include the following:

- Maintain custody of the information needed to log into the web site data base to monitor registration
- Monitor registration on an ongoing basis once registration starts
- Monitor the registration email. The official email address is registrar@sunshinecoasteldercollege.ca. Emails will be automatically forwarded to the Registrar and the Assistant Registrar and attended to on an ongoing basis
- Provide registration numbers by course on a weekly basis to the Chair of the Board and the Chair of the Program Committee
- Ten days before a course starts, compile two registration lists for each course –
  - One listing names only – to be used by each course Facilitator for attendance records

- One listing name, email address and telephone number to be used by Facilitators to connect with course participants. This contains privacy information and should not be made available to the registrants at large
- Provide updates to the registration list as changes are made in the final ten days prior to the start of classes (cancellations, etc.)
- Receive telephone call messages and emails from those wishing to register by mail and place their name on the registration list
- Check the PO Box for mail-in payments and send the cheques to the Treasurer
- Attend meetings of the Program Committee
- Attend meetings of the Board of Directors as required or when invited to do so

The duties of the Assistant Registrar include the following:

- Provide backup for the Registrar
- Stay fully informed of the ongoing registration details for each session
- Take the lead on Registrar duties as agreed with the Registrar

### **3 POLICIES AND PLANNING**

#### **3.1 MEETINGS**

##### **3.1.1 BOARD MEETINGS**

The Board meets once a month throughout the year. The Board meetings will be held virtually either on the Zoom platform or equivalent or at a suitable venue. Additional meetings may be called if necessary. A schedule of meetings and meeting places will be circulated well in advance. The Board Chair is responsible for setting the Agenda and for calling the Board meetings.

##### **3.1.2 PROGRAM COMMITTEE MEETINGS**

The Program Committee normally meets once or twice a month until the program is set for the following semester. Thereafter meetings will be held as needed. The Program Committee meetings will be held either on the Zoom platform or at a suitable venue. A schedule of meetings and meeting places will be circulated well in advance. The Program Committee Chair is responsible for setting the Agenda and for calling the Program Committee meetings.

##### **3.1.3 ANNUAL GENERAL MEETING**

The annual general meeting (AGM) of the Sunshine Coast Elder College Society will be held in August at a time arranged by the Board Chair. The AGM will be held either on the Zoom platform or at a suitable venue as chosen by the Board Chair. Notice of the

AGM shall specify the place, date and time of the meeting, a slate of proposed Board members and Program Committee members for the coming year, a financial statement, a report from the Board Chair and the general nature of any special business. Notice of the AGM and all documents associated with the AGM must be mailed or sent via email 14 days prior to the AGM.

The Agenda for the AGM will include the following items, as a minimum –

- Notice of meeting
- Quorum confirmation
- Approval of minutes of the previous meeting
- Business arising from the minutes of the previous meeting
- Approval of the report of the Board Chair
- Approval of the statement of revenue and expenditures - Financial Statement
- Constitutional considerations
- Election or appointment of Directors
- Election or appointment of Program Committee members
- Approval of Board acts from the previous year
- New business

#### **3.1.4 MEETING RULES**

- A quorum for meetings is defined in the Society's bylaws as three members or 10% of the voting members, whichever is greater
- Acceptance of motions requires a majority vote except when otherwise stated
- Members present are entitled to one vote. Voting by proxy is not permitted
- Voting is by show of hands unless members decide otherwise
- The conduct of all meetings shall be governed by the procedures set out in Robert's Rules of Order (Newly Revised)

#### **3.2 CAPILANO UNIVERSITY**

Capilano University is a vital partner for the successful execution of the ElderCollege program. Generally Courses that are held in person will take place at the Capilano University facility in Sechelt, as arranged by the Board Chair and the Capilano University Coordinator.

For Courses that are held at Capilano University Campus ElderCollege will coordinate on an ongoing basis with Capilano University staff in Sechelt for scheduling, equipment

use, bookings, use policies and other areas of cooperation and collaboration, including pedagogical issues.

Classrooms and equipment will be booked through the Campus Supervisor. Meeting space for Board and Program Committee meetings will be provided by Capilano University on a space available basis. Space at Capilano University for Board or Program Committee meetings will be booked in the same manner as classrooms and equipment.

ElderCollege will provide a spread sheet of courses requiring classroom booking to Capilano University Campus Supervisor well in advance of each seasonal session to allow advanced planning and allocation of classroom space.

As a courtesy, the Campus Supervisor has agreed to maintain a small petty cash fund (provided by the Board Treasurer) for reimbursement of supplies for the refreshments (milk, cream etc.). That fund will also be used to reimburse Capilano University for photocopying fees, purchase of batteries and other minor expenses. The Campus Supervisor will keep a record of accounts and will only reimburse if a receipt is provided. The Treasurer will ensure that the petty cash fund has a sufficient float before the start of each session and will check periodically to see if the float needs to be topped up.

### **3.3 ELDERCOLLEGE POLICIES**

#### **3.3.1 FINANCIAL POLICIES**

ElderCollege operates as a non-profit organization providing an important service to the community. The program is financially self-sustaining, and registration rates are set accordingly. In setting the registration fees the Board will balance the need for self-sustaining finances and the requirement that the program offers reasonable value for money for the services it provides. Fiscal prudence is important to the integrity and reputation of the program and those who run it. Ideally, over the longer term, the program will maintain an adequate reserve of funds. Once that reserve is achieved, course registration fees will be adjusted to maintain a point of equilibrium where operations are conducted on a break-even basis. In the event that funding is available over and above that equilibrium point ElderCollege may fund good works in the community related to education in the form of bursaries, scholarships, grants, etc.

The Treasurer is responsible for managing the finances of the program. The Treasurer will report on the finances at each Board meeting.

The Treasurer is responsible for maintaining both Directors' Insurance and Liability Insurance for the program. An appropriate level of insurance coverage will be maintained, as agreed by the Board.

The Board will assign a maximum discretionary expenditure amount that the Treasurer can make. All expenditures above that amount will be approved by the Board in advance.

Two Directors with signing authority are needed for all cheques or other expenditure instruments.

The fiscal year for ElderCollege is July 1 to June 30.

ElderCollege may apply for grants, sponsorships or other donations for public events to be offered without a fee.

Board members serve without remuneration but may be reimbursed for authorized, necessary, and reasonable expenses while engaged in the affairs of ElderCollege.

### 3.3.2 **INSURANCE**

ElderCollege is a member of Volunteer Canada which enables the Society to buy insurance at a non-profit rate. Coverage:

- Non Profit Directors' and Officers' Liability. Limit \$3,000,000;
- Commercial and General Liability Insurance. Limit \$2,000,000.
- Additional insurance is purchased for in person classes and special events which have taken place at venues like the Seaside Centre and Writers' Festival Pavilion. The Treasurer has details of specific coverages and deductibles.

### 3.3.3 **EXPENSES – COURSE INSTRUCTORS AND FACILITATORS**

An estimate of expenses is included in the course proposal so that the Board and Program Committee, in approving the course, agree to the projected costs. Board approval is required in advance for expenses exceeding \$100.00. For such expenses exceeding \$100.00 written quotations are required. Payment for overnight accommodation for off-coast instructors also requires Board approval in advance.

For reimbursable expenses the instructor/facilitator submits receipts to the Treasurer for reimbursement, which will normally be made by cheque. For other expenses, the person claiming the expenses submits receipts with a signed note explaining the expenditure. The note must include a home address where the cheque can be sent. The Treasurer will then complete the expense reimbursement.

Allowable expenses include:

- Material expenses incurred by the instructor, e.g., books for a reading course, supplies for an art course, food for a cooking course
- Car and passenger ferry fare and reasonable mileage allowance for off-coast instructors
- Photocopying costs
- Refreshments, including cookies and other snacks. Expenditures of this nature will be claimed through the petty cash fund held by the Capilano University Facility Manager

Note: Other expenses require prior approval with the request being made to the Board through the Treasurer

For photocopying the most economical service should be used. Commercial copying facilities are available in the community on the Sunshine Coast at a reasonable price.

The Sunshine Coast Capilano University campus copier can be used if no other option is available. In that case, the facilitator will ask the Campus Supervisor for directions. The Campus Supervisor will keep track of copying and ElderCollege will pay the University directly through the Campus Supervisor.

#### **3.3.4 REFUNDS**

- Fees paid for courses cancelled by ElderCollege will be refunded in full
- Participants can withdraw from a course with full refund prior to the course start date
- No refunds will be issued for ElderCollege courses once the course has started except under exceptional circumstances approved by the Program Committee Chair
- Courses are non-transferable

#### **3.3.5 ADDITIONAL REGISTRATION FOR FULL COURSES**

- Once a course is full, a waiting list is started. The Registrar will contact the Program Committee Chair to discuss whether an increase in the number of participants should be considered as appropriate
- If the Program Committee Chair (having consulted the facilitator and/or instructor), agrees to increase enrolment or to add another course, persons on the waiting list will be contacted by the Registrar in the order they were added to the list
- If an outside venue must be rented for course numbers to be expanded or an additional course to be added, where there is a potential negative financial implication (rental fees exceed course fees), the Program Committee should normally obtain prior agreement from the Board
- For outside venues, any rental fees and liability insurance must be arranged through the Treasurer prior to start of course
- For courses that are full and have a waiting list, no registrations will be taken on the first day of class
- Whether or not a class is full, unregistered students are not allowed in the classroom

### 3.3.6 REGISTRATION FOR PERSONS UNDER THE AGE OF 55

- If a course has empty spots, interested persons can ask the Registrar to be put on the waiting list.
- If a few days before the start of the course, there are still empty spots, then the Registrar will notify those on the waiting list that they can now register.
- The registration will be in the date and time order of the waiting list.

### 3.3.7 COPYRIGHT POLICY

Members of the Board of Directors, the Program Committee and instructors will follow the Capilano University Fair Dealing (Copyright) Policy. The policy is available at this web link – <https://www.capilanou.ca/about-capu/governance/policies/#d.en.59999>

### 3.3.8 INFORMED CONSENT

For courses and activity that take place outdoors or outside a normal classroom type environment, an Informed Consent Form will be completed and signed by each course participant, including facilitators and instructors. This will take place at the start of the first course session. This would be the case for courses held in venues such as homes or parks.

Copies of the Informed Consent Form can be made by printing and/or copying the Informed Consent form in the Forms section of this Manual. Completed forms are forwarded to the Chair of the Program Committee who will review them for accuracy and completeness and then provide them to the Board Secretary for retention as archival material.

### 3.3.9 CODE OF CONDUCT

In the event that Courses are held at Capilano University, the Policies of Capilano University in the areas of **Standards of Conduct** and **Academic Freedom** will apply to member of the Board of Directors, members of the Program Committee and program instructors. Both of those policies are available on the following web link –

<http://www.capilanou.ca/about/governance/policies/Policies/>

Participants of courses offered by ElderCollege are required to follow as applicable Code of Conduct for Students detailed in the above referenced Policies, here the specific web link –

<https://www.capilanou.ca/media/capilanouca/about-capu/governance/policies-amp-procedures/board-policies-amp-procedures/B.701-Student-Code-of-Conduct-Policy.pdf>

### 3.3.10 WALK IN PARTICIPANTS

Occasionally prospective participants who are not registered will attend the course. Often this is an oversight on the person's part and not normally an attempt to avoid registration and payment. If there is room available in the class the person should be allowed to stay and participate and will be asked to register before the second session. If a course is full the walk-in participant will normally not be allowed to participate in the class. The facilitator should explain that the course has already reached the maximum number of participants and cannot handle any more. The facilitator should explain the registration process and politely and diplomatically exclude the person from the class.

### 3.3.11 PRIVACY POLICY

The Sunshine Coast ElderCollege Privacy Policy consists of the following:

- Private information of Course Participants is kept strictly confidential.
- Any e-mails sent out to any group of participants must hide the e-mail addresses of all participants by always using the "bcc" address field and not the "cc" field.
- Any course lists containing participants private information are deleted after the end of classes.
- ElderCollege does not maintain any records of course participant information (names, telephone numbers, email address) other than the course list in which participants have enrolled and in the Eldercollege MailChimp database used for distributing Newsletters.
- Any individuals who receive ElderCollege Newsletters have the option of having his/her name and e-mail address removed or updated.
- Individuals are added to our MailChimp database from either an active course list or by direct request to subscribe to the ElderCollege Newsletter via our web site.

### 3.3.12 ONLINE RECORDING POLICY

In general, Sunshine Coast ElderCollege does not allow any recording of Zoom or other online classes. This is to avoid the risk of infringement of privacy and/or copyright. In limited instances and at the request of a presenter or facilitator, recordings will be allowed for internal training purposes only. In those instances, the presenter/facilitator must have written consent from each class participant prior to the start of the class in question. Such recordings will be for internal use only and must never be posted where the recordings are accessible to the public.

## **4 PUBLICITY AND MARKETING**

### **4.1 COURSE PREVIEW**

Course Previews are usually held twice a year – in August for the fall program and in December for the spring program. The object of the previews is to inform all potential ElderCollege participants about the upcoming sessional course offerings and provide information on registration options.

#### **4.1.1 PLANNING THE SEMESTER COURSE PREVIEW**

The Board and Program Committee determine a date and time for the preview. The Program Committee Secretary will coordinate planning and supervise the execution of the preview. Normally the preview is held in a large room at the Capilano University campus. The preview will be held either online or at a suitable venue.

Facilitators for the various courses are responsible for informing their instructors about the preview and for arranging delivery of material such as slides for the event. If the instructor is not available the facilitator will speak in her/his stead.

A notice will be sent out using the program email distribution process two weeks ahead of the event. Local newspapers will also be contacted by the Communications Coordinator, and notices will be placed in the various community calendars and notice boards, if possible. Please refer to Appendix 8 – Marketing and Communications.

All members of the Board and Program Committee are encouraged to attend the preview.

### **4.2 WEBSITE**

#### **4.2.1 INTRODUCTION**

The Society has its own Web Site for the purpose of posting the course programs, registration for courses, payment of registration fees and refunds, news about the Society and the programs as well as background information about ElderCollege. In addition, Course Presentations and recent Newsletters can also be uploaded to our Website. All members of the Board and the Program Committee are encouraged to make contributions in the form of news items and/or pictures suitable for illustrating courses or enhancing the Website.

#### **4.2.2 ORGANIZATION**

Two members of the society with the appropriate skills and knowledge will be appointed by the Board as Webmaster and Assistant Webmaster of the website. The Webmasters will be flexible to assign tasks as the needs arise. This arrangement is necessary in order to have a backup in case of illness or absences. The Webmaster and Assistant Webmaster will endeavour to train other members of the Board or

Program Committee in these duties so that the society has options should either of them not be available.

The duties of the Webmaster(s) are as follows:

- Load the course material into the website registration function based on the brochure material provided by the Program Committee
- Adjust the data as changes occur
- Liaise with Digital Dandelion Web Studio personnel regarding website maintenance or required modifications to ensure that website registrations, associated payments and service contracts are administered as required

#### 4.2.3 TECHNICAL BACKGROUND

There are several documents related to the website design and operation that are not available to the public but all members of the Board and Program Committee can access them on a password accessible document page on the ElderCollege website. These are:

1. ElderCollege Privacy Policy
2. Instructions for Accounting at ElderCollege
3. Instructions to Registrars at ElderCollege
4. Instructions to Webmasters at ElderCollege
5. Recommendations for Usage of SCEC Email.

The Society has the domain name **sunshinecoasteldercollege.ca** registered through **ca.godaddy.com**. The registration needs to be renewed on a periodic basis.

(Note – the domain is currently registered through to 21 July 2026)

The Website was designed and developed by **Digital Dandelion Web Studio** <http://www.digitaldandelion.ca/> - major additions in functionality and upgrades can be contracted with the developer. For minor services and technical help a service agreement is available. The contract is based on an annual agreed level of work hours and can be contracted when required, normally on an annual basis.

The Website is hosted on a server in Canada, owned and operated by **Web Hosting Canada** - <https://whc.ca>. The hosting agreement and contract must be renewed on a regular basis.

(Note the website hosting is paid for through February 20, 2023)

- Registration is available on the Sunshine Coast ElderCollege website and registering for a course is similar to online shopping

- The website registration function provides an ongoing report for each course with, as a minimum, name, email address and telephone number for each registrant
- The maximum number of registrants can be readily adjusted to account for non-online registration
- Sunshine Coast ElderCollege can, in advance, limit the number of registrants and, when that limit is reached, potential registrants can then place themselves on a wait list. Those on the waiting list are given an opportunity to register for the class, should there be cancellations or if the class size is adjusted
- Online payment is through PayPal using a credit card or a PayPal account for payment.
- The Treasurer manages and administers the link of the PayPal account to the Sunshine Coast ElderCollege bank account
- An option for registering by mail is available. A potential registrant can reserve a space on the course, if space is available, by sending an email to the Registrar. That reservation will guarantee a slot for a week, pending receipt of a cheque for payment by mail .
- Cancellations are made by sending an email to the Registrar and a refund will only be made if the cancellation is made prior to class start date or if the course is cancelled by Sunshine Coast ElderCollege.
- Sunshine Coast ElderCollege will have a mailbox for use by the Registrar or Assistant Registrar

#### 4.2.4 DATA BACK UP

Routine Site Backup is an essential aspect of maintaining the site and is the responsibility of the Webmasters. Routines are built into the site to facilitate this process, one for media files and one for the site design. Backups should be run before and after any significant alterations or additions are made to the site, before and after the bi-annual course updates.

#### 4.2.5 EMAIL MANAGEMENT AND NEWSLETTERS

As a part of the web site design an account has been established with **MailChimp** – <https://mailchimp.com/> – to handle all matters related to email for the site. **MailChimp** allows for establishment of templates and the management of a dynamic database for email addresses. The database is regularly updated based on course enrolment data. The **MailChimp** program checks for undeliverable emails and allows recipients to unsubscribe at any time; these features are designed so that the Society has a current and active mailing list at all times.

Newsletters are normally distributed through the web site on an as needed basis using **MailChimp**. These will be formulated by one of the facilitators in collaboration with the Communications Coordinator and distributed to the appropriate Board or Program Committee members for review and comment prior to distribution.

Mailing lists are treated as confidential and proprietary. Lists are not made available for third party use.

#### **4.3 NEWSPAPERS, RADIO, TV, SOCIAL MEDIA / FACEBOOK**

The Board will appoint a member of the Board as Communications Coordinator after each Annual General Meeting. Responsibility for the information content for each of these media is under the direction the Communications Coordinator. The Communications Coordinator and the Board Chair are officially authorized to speak and write on behalf of ElderCollege. The Communications Coordinator will maintain an Annual Publicity schedule for the program including the associated budget. The Communications Coordinator will regularly update the Board as the annual program is implemented. A detailed Marketing and Communications Plan is included in Appendix 8 of this Manual.

#### **4.4 POSTERS, LEAFLETS AND PRINTED MATERIALS**

The Communications Coordinator will manage the design and production of printed items as well as delivery and distribution.

#### **4.5 SPONSORSHIPS AND PARTNERSHIPS**

The Communications Coordinator will identify and pursue sponsorship opportunities where applicable. Two regularly occurring sponsors for the Clifford Smith Memorial Lecture are the Sunshine Coast Credit Union and School District 46 which supplies its theater at no charge.

Sechelt Library and Gibsons and District Public Library partner with SC ElderCollege for program support and outreach and are featured on the ElderCollege website.

### **5 COURSE IMPLEMENTATION**

#### **5.1 FACILITATOR**

The Program Committee appoints a Facilitator for each course. Normally the Facilitator is the person who prepared the course proposal or has otherwise been involved with the instructor or in course development. The Facilitator is responsible for all aspects of course preparation, administration, implementation and presentation. More detailed guidance for Facilitators can be found in Appendix 1 and 2 to this Manual.

## **5.2 FACILITATOR'S PACKAGE**

The Facilitator's Package will be distributed digitally by email with attachments. The package will consist of the following documents and will be sent to the facilitator at least a week prior to the start of the first class:

- Course Roster showing the names of registrants. This list can be used as an attendance sheet
- An email list showing the class participant names, email addresses and phone numbers in a tabular format that can readily be digitally copied and pasted

Notes –

1. The instructor gifts are kept in the Capilano University storage room next to the refreshment supplies.
2. 'Thank You' cards are located in the ElderCollege bin in the Capilano University storage room.
3. Forms for Course Evaluation, Facilitator's Summary and Informed Consent are located in the Forms section of this Manual. They can be printed and copied by the facilitator in the numbers needed for the course.

## **5.3 COURSE MATERIALS**

For instructor's handouts and required readings, the instructor will be asked to make electronic copies of material and provide them to the Facilitator using email. The Facilitator will distribute this material to course participants using either email or the program web site. Where hard copies are necessary, the instructor can forward material to the Facilitator who will arrange any necessary copying before the first class. Small jobs can be handled at Capilano University. Larger lots of copying should be done commercially with reimbursement of costs being requested through the Board Treasurer.

If a textbook or readings are required, this information must be given to participants, preferably in the Course listing on the ElderCollege website, but at the latest upon enrolment.

## **6 ADMINISTRATIVE AND SUPPORT GUIDELINES & PROCEDURES**

### **6.1 ARCHIVE OF ELDERCOLLEGE RECORDS**

The Board will appoint one of its members to act as Archivist. The archive consists of documents kept up to date by the Archivist as a permanent record of the history of ElderCollege. The Archive should include a file for each year. Archive material may be stored in print and/or digital form. If the digital storage medium becomes out-dated, records must be transferred to a newer format.

Documents to be collected include: **Note that this list Section is under review**

- Minutes and Agenda from the Annual General Meeting (AGM)
- The Board Chair Annual Report for the AGM
- The Program Committee Chair's Semester Evaluation Summary
- Semester enrolment summaries
- Semester Budgets (Treasurer)
- Financial Statement (Treasurer)
- Current ElderCollege Board Policy & Procedures Manual and forms (Board Chair)
- List of Board members and contact information
- Copies of the Program Brochure including names of instructors
- Summary Evaluation of courses conducted in each semester (Program Committee Chair)
- Copy of Board agendas and minutes for the past year (Board Secretary's responsibility)
- Copy of Program Committee agendas and minutes for the past year (Program Committee Secretary's responsibility)
- Copy of notable published articles about ElderCollege and its program (Communications Coordinator)
- Copies of above documents are to be sent to the offices of Fleming & Sombrowsky, our official Society address.
- Copy of all documents presented to, plus the minutes of, all General Meetings

## **6.2 UPDATING THE POLICIES & PROCEDURES MANUAL**

Two members of the Board will be appointed by the Board to review the ElderCollege Policies and Procedures Manual regularly, at least bi-annually, and update it as required to reflect any significant changes in policies or procedures. The appointees will provide the revised Manual to the Board Executive for input, following which it will be presented to the Board for approval for use until the next review and revision. Copies of the Policies and Procedure Manual will be kept in the Archive and made public on the Sunshine Coast ElderCollege website.

## **6.3 BURSARIES**

Prior to 2020, Sunshine Coast ElderCollege used funds exceeding operating requirements to provide bursaries to needy and deserving Capilano University students

from the Sunshine Coast. Two annual Bursaries each in the amount of \$1,000 per year for a period of three years were named after former members or lecturers of ElderCollege. These bursaries were administered by the North Vancouver campus of Capilano University under an agreement with ElderCollege. These were:

- The Linda Pelton-Duff Bursary, and
- The Dr. James B. Pawley Bursary

The Linda Pelton-Duff bursary has been fully disbursed and is now concluded. The James B. Pawley bursary will be fully disbursed in 2021.

Further funds were made available on an ad-hoc basis. The students were identified in close cooperation with the local staff (Awards Committee) of the Sechelt Campus of Capilano University.

The ElderCollege reserves the right to cancel or postpone bursaries in a given fiscal year if the financial situation does not allow spending these funds. In 2020 the Board decided to take back administration of ElderCollege bursaries from Capilano University and will administer and award its own bursaries in coordination with Capilano University as well as other educational institutions. In mid 2020 the Board decided to suspend the bursary program as a consequence of uncertainty over future revenues as ElderCollege transitions to an online course presentation format. ElderCollege plans to re-evaluate its Bursary policy when the Covid-19 pandemic is resolved and make a decision with respect to a bursary policy.

#### **6.4 CLIFFORD SMITH MEMORIAL LECTURE**

The Sunshine Coast ElderCollege presents an annual free lecture in the Fall, usually late September or early October of each year. The lecture commemorates Clifford Smith, one of the founding members of ElderCollege who had a passion for life-long learning. Smith was a widely respected educator, superintendent with School District 46 and a former Elder College Board chair.

Speakers are volunteers who give freely of their time. The Board approaches a speaker who will present a topic of concern, possibly controversial but not political. The lecturer should be prominent in his or her field of expertise and an engaging public speaker.

The detailed planning aid for organizing this event can be found in Appendix 9

## **7 APPENDICES**

See following pages

## 7.1 APPENDIX 1 – IN PERSON COURSE FACILITATOR’S GUIDE

### Preparation

- Arrange for the instructor(s) to attend the Program Preview to present a short overview of the course. If they are not able to attend, the facilitator acts in their stead
- Review course details with the instructor in advance of the course
- Arrange any audio-visual equipment needed for the course
- Check out the classroom in advance to ensure suitability and confirm the operation of equipment, including the computer and projector used for presentation and the wireless microphone system
- Check the coffee and tea equipment and supplies. Coffee, tea and sugar are available from the supply cupboard. Any purchases for refreshments will be refunded by the Campus Supervisor through petty cash
- The Facilitator’s Package will be provided to the facilitator as attachments to an email at least a week in advance of the course start date. The package will contain a class Roster (can also be used as an attendance sheet) and email lists. Forms for course evaluation a facilitator’s summary are available in the Forms section of this Manual.
- For instructor’s handouts and required readings, the instructor will be asked to make electronic copies of material and provide them to the Facilitator using email. The Facilitator will distribute this material to course participants using either email or the program web site. Where hard copies are necessary, the instructor can forward material to the Facilitator who will arrange any necessary copying before the first class. Small jobs can be handled at Capilano University. Larger lots of copying should be done commercially with reimbursement of costs being requested through the Board Treasurer.
- If a textbook or readings are required, this information must be given to participants, preferably in the Course listing on the ElderCollege website, but at the latest upon enrolment.
- Facilitators should make Instructors aware that the Program Committee has developed an arrangement with the local libraries in Sechelt and Gibsons to support ElderCollege courses. The librarians will create a list of reference material that they judge is relevant to each course topic and ensure that these books are available locally.

### Managing the Course

- Prepare the classroom, including table and chair arrangements

- Turn on the computer and projector as needed
- Set up the wireless microphone for use by the instructor
- Prepare coffee and tea for the break
- Cookies and other snacks are always welcome by the participants and add to the social atmosphere during the break, with a preference to “home-made”
- Any expenditure for refreshments is reimbursable with receipts
- Coffee and tea supplies are provided
- Encourage everyone to bring their own cup to cut down on waste
- Record the number of participants present for each class
- Where possible, check attendance against the Class Attendance list to ensure all participants are registered. If an attendee is not registered and can be accommodated, ask them to register before the next session
- Obtain email addresses from participants who do not have an email on the email list and forward the missing email addresses to the Program Committee Chair
- At the start of the first session, introduce yourself, explain your role, and stress that facilitators and presenters are all volunteers, as are Board and Program Committee members who plan and organize the courses
- Announce any housekeeping items, including refreshments and the break
- Introduce the instructor at the start of the first class, including qualifications and experience relevant to the course subject matter
- Facilitate class discussion and questions/answers if the instructor asks for assistance
- At the last class distribute the Course Evaluation forms (located in the forms section of this Manual) and collect the forms at the end of the class
- Thank the presenter at the end of the last session and present a token gift on behalf of the Board and Program Committee

### **After the Course**

- Prepare a ‘Thank You’ card with an appropriate note. Place the card in the ElderCollege slot at Capilano University facility for signing by the Program Committee Chair or Board Chair if possible. Otherwise sign the card on behalf of ElderCollege. Note that the cards are kept in the ElderCollege bin in the Capilano University store room
- Complete the Course Evaluation – Facilitator’s Summary (see Forms section of this Manual) including significant comments or ideas expressed by participants.

This form should be distributed to the Program Committee for discussion at their next meeting

- Send a copy of the Course Evaluation to the presenter(s). For courses with multiple presenters it is necessary to separate the participants comments for each presenter. Suggestion, use a more detailed Course Evaluation form, that allows for separate comments per presenter.

## 7.2 APPENDIX 2 – ONLINE COURSE FACILITATOR’S GUIDE

---

Sunshine Coast ElderCollege

# Online Course Facilitator Guide

March

8, 2021

## TABLE OF CONTENTS

<a href="#"><u>INTRODUCTION</u></a> .....	32
<a href="#"><u>FACILITATOR PRE-COURSE ZOOM PREPARATIONS AND PLANNING</u></a> .....	32
<a href="#"><u>TESTING OUT ZOOM</u></a> .....	32
<a href="#"><u>TESTING ZOOM WITH COURSE REGISTRANTS</u></a> .....	32
<a href="#"><u>TESTING ZOOM WITH PRESENTER(S)</u></a> .....	32
<a href="#"><u>RESPONDING TO ZOOM SECURITY AND PRIVACY CONCERNS</u></a> .....	32
<a href="#"><u>SCHEDULING A ZOOM MEETING</u></a> .....	32
<a href="#"><u>PRESENTER PRE-COURSE ZOOM PREPARATIONS</u></a> .....	32
<a href="#"><u>VIRTUAL COURSE FORMAT</u></a> .....	33
<a href="#"><u>COURSE FEEDBACK SURVEY</u></a> .....	33
<a href="#"><u>APPENDIX: RESOURCES</u></a> .....	33
<a href="#"><u>GENERAL ONLINE TECHNOLOGY HELP RESOURCES</u></a> .....	33
<a href="#"><u>ZOOM SUPPORT RESOURCES</u></a> .....	33
<a href="#"><u>SAMPLE ONLINE COURSE RESOURCES DEVELOPED BY SCEC FACILITATORS FALL 2020</u></a> .....	33
<a href="#"><u>MAXWELL SAMPLE ZOOM RESOURCES</u></a> .....	34
<a href="#"><u>MAXWELL SAMPLE JOINING A ZOOM SESSION BASICS ZOOM BASICS</u></a> .....	35
<a href="#"><u>MAXWELL SAMPLE ZOOM TUTORIAL INFO</u></a> .....	36
<a href="#"><u>MCCAUGHAN SAMPLE SCEC ONLINE COURSE INSTRUCTIONS</u></a> .....	38
<a href="#"><u>SUNSHINE COAST ELDERCOLLEGE COURSE FEEDBACK</u></a> .....	39

## **Introduction**

This guide is intended to assist Sunshine Coast ElderCollege (SCEC) facilitators with the technical, functional and pedagogical aspects of hosting virtual/online courses using the Zoom application. Facilitators of virtual delivery courses perform the same role as facilitators of SCEC face-to-face courses with additional responsibilities for pre-course technical preparations. Facilitators host Zoom virtual delivery courses and prepare the delivery of an online course, whereas the presenter's role is to join the course that has been set up by the facilitator.

## **Facilitator Pre-Course Zoom Preparations and Planning**

### **Testing out Zoom**

- Test out Zoom functionality without registrants. See Resources below.
- Practice hosting and presenting a meeting using Zoom tools with family or friends: scheduling a meeting, adding course evaluation questions to the polling tool, creating break out rooms and using the share screen.

### **Testing Zoom with Course Registrants**

- Obtain a class list of course registrants.
- Two weeks before course start up contact course registrants by email to schedule a date and time to meet with course registrants online using Zoom to orient them to the Zoom virtual classroom and to test out Zoom functionality as many course registrants are unfamiliar with online learning and using Zoom.

### **Testing Zoom with Presenter(s)**

- Two weeks before course start up contact course presenter(s) by email to schedule a date and time to rehearse course delivery using Zoom.
- Review with presenters the course expectations of SCEC course participants including time for breaks, discussion and socializing.
- Ask presenters to send you a course outline and/or agenda for each course session to enable technical course setting development such as the timing of breaks, discussions, break out rooms, etc.
- Provide presenter(s) with a copy of the course feedback form.

### **Responding to Zoom security and privacy concerns.**

See Maxwell Sample SCEC Course Registration Instructions /Zoom – Security and Privacy, p. 5.

### **Scheduling a Zoom meeting**

- Schedule Zoom sessions to open 15 min before the actual session begins to assist participants with additional technical questions and AV checks.
- Break out room settings. Incorporate break out rooms in each course session. This course design element encourages active learning, engagement, and socialization opportunities for participants. Zoom settings for break out rooms offer two options: randomly generated or assigned. Select the appropriate choice for each session/course.

## **Presenter Pre-Course Zoom Preparations**

1. Provide the course facilitator with a course outline and an agenda (lesson plan) for each session.
2. Test Zoom functionality prior to course/session. See Zoom Testing doc.

3. Meet with the course facilitator online in Zoom to rehearse session format, tools etc. at least one week prior to course start date
4. Review Sample SCEC virtual course delivery format
5. If the presenter would like to pre-record audio to accompany a PowerPoint provide the how-to article: <https://www.uwec.edu/kb/article/how-to-add-audio-to-powerpoint-on-windows-10-and-mac/>

### **Virtual Course Format**

1. Two weeks before the course begins the facilitator sets up Zoom meeting in Zoom account.
2. One week before the course begins the facilitator sends presenter and participants an email containing the following information:
  - a. Presenter(s) name and contact information
  - b. Course Session dates
  - c. Course Outline
  - d. Zoom and online learning resources (See attached)
3. Online course start-up – welcoming remarks to participants and presenter by facilitator
4. Session agenda including break times by facilitator/presenter
5. Session presentation by presenter
6. Opening remarks by presenter
7. Breaks – one 10 min break after each presentation hour
8. Discussion – integrated throughout the presentation utilizing the chat and break out room tools
9. Closing remarks by presenter
10. Thank you remarks by facilitator
11. Session/Course feedback using Zoom polling tool created prior to course by facilitator
12. Facilitator summarizes course/session evaluation and sends to presenter(s) and program committee

### **Course Feedback Survey**

- Obtain a copy of the SCEC standard Course Feedback Form. A copy is located in the Appendix:Resources
- Obtain a copy of the class list. Format the class list for input by a program committee member into the course's Survey Monkey Survey. Class list format: email address, First Name, Surname.

### **Appendix: Resources**

#### **General Online Technology Help Resources**

CyberSeniors – resources plus one-on-one call for tech help [www.cyberseniors.org](http://www.cyberseniors.org)  
TechServeTO – technical support to individuals <https://www.techserveto.com>

#### **Zoom Support Resources**

Live Training Webinars: <https://support.zoom.us>  
To Test out Zoom <https://zoom.us/test>  
Pre-recorded Training Sessions: <https://support.zoom.us>  
[Zoom Meetings for Education](https://livertraining.zoom.us/rec/play/up0kl7uhqzI3GdDGtgSDUff8W46-ePmsgyIWq_QMxEaxBnlVMAWvN7IWN0d-zZfZbOz7n_Dq4uq4-Ejq?continueMode=true)  
[https://livertraining.zoom.us/rec/play/up0kl7uhqzI3GdDGtgSDUff8W46-ePmsgyIWq\\_QMxEaxBnlVMAWvN7IWN0d-zZfZbOz7n\\_Dq4uq4-Ejq?continueMode=true](https://livertraining.zoom.us/rec/play/up0kl7uhqzI3GdDGtgSDUff8W46-ePmsgyIWq_QMxEaxBnlVMAWvN7IWN0d-zZfZbOz7n_Dq4uq4-Ejq?continueMode=true)

#### **Sample Online Course Resources Developed by SCEC Facilitators Fall 2020**

## **Maxwell Sample Zoom Resources**

### **Maxwell Sample SCEC Course Registration Instructions**

#### **FREE Zoom Tutorial Session!**

By now you are probably aware that the Sunshine Coast Elder College program for Fall 2020 will be conducted online, with an offering of 11 courses. We know that most Sunshine Coast Elder College participants would rather attend our classes in person and that is true for the presenters as well. However, under the current circumstances, in-person classes are not possible. We look at the online option as better than cancelling the program all together.

We will be using the Zoom application for the online program and some have seen this as a challenge for our older demographic. We believe that challenge can be overcome! Our pilot program in the late Spring brought together more than 50 people online and was quite successful. We were particularly pleased that people were able to take advantage of the early opening of the Zoom room to socialize and say hello to people they had not seen for a while.

For the Fall 2020 program, we are offering a free tutorial session to familiarize participants with the Zoom application. This tutorial session is intended to help people register with Zoom, download the Zoom application, and become familiar with the basics of the system. As a participant, people registering for a course need to be able to join a Zoom session, mute and unmute themselves, and use the “hand up” and “chat” functions. The tutorial session will be held on August 26<sup>th</sup> at 2 PM. Once registered for this tutorial session, you will receive an invitation email the day before the session starts. When you are ready to join (up to 30 minutes before the scheduled start time) just click on the link in the email and follow the instructions. To register for this session, send an email to

[registrar@sunshinecoasteldercollege.ca](mailto:registrar@sunshinecoasteldercollege.ca)

indicating that you would like to attend and giving the email you wish to use to receive the invitation – in most cases, that will be your normal and customary email address. We can handle 50 participants for this session. If we have more than 50 people sign up, we will schedule a second session.

Some of you may already be familiar with the Zoom program for online meetings and presentations.

Here is a reminder of the process. There are two options for participating –

First option - you can use the full Zoom software application to participate in the presentation. To do that you will need to register an account with Zoom – it is easy, and it is free. Here is the link to establish an account –

<https://zoom.us/freesignup/>

Once you are registered, it is recommended that you download the application on your computer and get signed in. Here is the link to do that –

<https://zoom.us/download>

You can wait and download the application when you join your first meeting, but we recommend that you download it ahead of time and get familiar with the application.

Second Option – you can join the session using a web browser. You will receive an email invitation to the session the day before the session starts. When you are ready to join the session (up to 30 minutes prior to start time) you can do so by clicking on the link in the invitation email and a dialogue box will come up. Click on the link in that box that says, “join from a browser.” This will allow you to join without downloading the Zoom application software. Zoom notes that the experience for the meeting using a browser is limited. Please note that some participants have noted difficulties using the browser option with different browsers.

We recommend downloading the software as the best option.

### **Zoom – Security and Privacy**

When the surge of online communications and meetings occurred in the spring following the outbreak of the COVID-19 pandemic, concerns were expressed over Zoom security and potential privacy violations. Since that time Zoom had taken several precautions and system modifications to address

those concerns. Zoom now uses high quality end-to-end encryption and allows users to select which data centres will be used for their meetings. Additionally, they have put in place several software capabilities that enhance security. Elder College has implemented all those measures. Zoom is now used extensively by the government of Canada, including Parliament and the Department of National Defence. The Elder College considers Zoom a sufficiently secure platform for its use.

To register for Zoom registrants are required to provide some personal information, including their email address. As a policy, Zoom has stated publicly that they will not share registrant's personal information with a third party.

The Sunshine Coast Elder College also uses some private information, including telephone numbers and email addresses. The Society has a strict policy that none of that data will be shared with or provided to any third party. The only information retained over a longer period is a database of email addresses. They are used solely for the purpose of distributing information related to the Elder College, including notices and upcoming courses. Recipients of our Newsletters always have the option to unsubscribe.

For more information on how to use Zoom, here is a link to the Sechelt Library page about Zoom, including instructions for downloading and using the Zoom application and a further link to Zoom instructional videos –

<https://sechelt.bc.libraries.coop/discover/zoom-instructions/>

Here is a link to a tutorial video that shows you how to register with Zoom and download their software. Do not be overly concerned about the extensions - I don't use them.

<https://www.youtube.com/watch?v=gsy2Ph6kSf8>

I will open the Zoom room 30 minutes early – at 1:30 PM on August 26<sup>th</sup>. When you join the presentation any time after that, you will be placed in a “waiting room” and I will admit you to the meeting individually. When you arrive for the presentation you will be muted. I will unmute you to do an audio check. After you have joined, feel free to join in the discussion and say hello, but be careful not to overuse the available time – there will be many participants! Once everyone is online, I will announce the start of the presentation – I intend to start right on time at 2:00 PM. The session will last about an hour and will include both a PowerPoint presentation and a discussion period. Once you get into the meeting you will find that things are quite straight forward.

At the end of the presentation I will use the Zoom “polling” feature to ask you a few questions about how you perceived the presentation. I would appreciate any additional feedback you would like to provide – just send it to us in an email to the Registrar email address –

[registrar@sunshinecoasteldercollege.ca](mailto:registrar@sunshinecoasteldercollege.ca)

I look forward to seeing you online for this tutorial session.

Keith Maxwell

### **Maxwell Sample Joining a Zoom Session basics Zoom Basics**

There are two options for participating in a Zoom session –

First option - you can use the full Zoom software application to participate in the presentation. To do that you will need to register an account with Zoom – it is easy, and it is free. Here is the link to establish an account –

<https://zoom.us/freesignup/>

Once you are registered, it is recommended that you download the application on your computer and get signed in. Here is the link to do that –

<https://zoom.us/download>

You can wait and download the application when you join your first meeting, but we recommend that you download it ahead of time and get familiar with the application.

Second Option – you can join the session using a web browser. You will receive an email invitation to the session the day before the session starts. When you are ready to join the session (up to 30 minutes prior to start time) you can do so by clicking on the link in the invitation email - a dialogue box and a web page will come up. If you get a dialogue box, it will say “Open Zoom Meetings?” – click “cancel.” Look on the web page and click on the link in that box that says, “join from a browser.” This will allow you to join without downloading the Zoom application software. Just put in your name where it asks for it and click “I am not a robot.” Then join! You will then be placed in a waiting room until the host admits you to the meeting. When admitted, the Zoom display will come up. Put your cursor over the display and then click on the “Join Audio” icon, then the “Join Audio by computer” link. At that point, your audio should work. Now click on the “Start Video” icon. That should take you into the meeting. Click on “Participants” to see a list of meeting participants. Look at the little window with your video picture – use the three bars at the top to select what size window you want for your display.

Zoom notes that the experience for the meeting using a browser is limited. Please note that some participants have noted difficulties using the browser option with different browsers.

We recommend downloading the software as the best option if you can.

#### Zoom – Security and Privacy

When the surge of online communications and meetings occurred in the spring following the outbreak of the COVID-19 pandemic, concerns were expressed over Zoom security and potential privacy violations. Since that time Zoom had taken several precautions and system modifications to address those concerns. Zoom now uses high quality end-to-end encryption and allows users to select which data centres will be used for their meetings. Additionally, they have put in place several software capabilities that enhance security. Elder College has implemented all those measures. Zoom is now used extensively by the government of Canada, including Parliament and the Department of National Defence. The Elder College considers Zoom a sufficiently secure platform for its use.

To register for Zoom registrants are required to provide some personal information, including their email address. As a policy, Zoom has stated publicly that they will not share registrant’s personal information with a third party.

The Sunshine Coast Elder College also uses some private information, including telephone numbers and email addresses. The Society has a strict policy that none of that data will be shared with or provided to any third party. The only information retained over a longer period is a database of email addresses. They are used solely for the purpose of distributing information related to the Elder College, including notices and upcoming courses. Recipients of our Newsletters always have the option to unsubscribe.

For more information on how to use Zoom, here is a link to the Sechelt Library page about Zoom, including instructions for downloading and using the Zoom application and a further link to Zoom instructional videos –

<https://sechelt.bc.libraries.coop/discover/zoom-instructions/>

Here is a link to a tutorial video that shows you how to register with Zoom and download their software. Do not be overly concerned about the extensions - I don’t use them.

<https://www.youtube.com/watch?v=qsy2Ph6kSf8>

#### **Maxwell Sample Zoom Tutorial info**

The aim of the session is to ensure you can join an Elder College class and participate as needed. The specific things I would like to achieve are to get you into the meeting, unmute yourself, get your audio and video working, and talk about the class process a bit. I also would like to show you how to “raise your hand” in Zoom and use the “chat” feature.

You will need a computer with a camera and a microphone – most modern computers have that built in, but if you are not sure, check. The session will work best if you set up a Zoom account and download the

Zoom application. As a backup, you can join the session in a browser. The instructions on how to do all of that are attached. The attachment goes into the process to join from a browser in some detail, so keep that in mind if you cannot join through the Zoom application.

If you have difficulties and are unable to join the session, send an email. If you send it immediately, I may be able to help you during the session. If not, I will get back to you to try to help.

If your camera is not working, don't worry. So long as your audio is working, you can participate; we will not be able to see you (we will see your name instead), but you will see us.

Again, to join a session, just click on the link in the Zoom invitation email. You will then enter a waiting room and I will then admit you to the Zoom room and we will go from there! If you are joining with a browser, that link will be there as well.

### **Hausberg Sample Zoom Instructions**

Below are a few technical things you should know to help our sessions flow nicely:

- When joining the meeting on Zoom, attendees will go into a virtual "Waiting Room" before being admitted to the meeting by the host.
- Everyone is muted by default when joining the meeting and can un-mute at their discretion. Attendees are asked to stay muted during the session until it's their turn to speak.
- Please familiarize yourselves with Zoom's menu, specifically with the Participants panel. It is activated by clicking on "Participants" from the menu bar - The panel will open up on the right side of your screen. The panel has a variety of tools needed for the discussions: Raising hands, list of attendees, polling, etc. Also, the names of those who raise hands to speak will be tracked and displayed on this panel. Attached is a screenshot of the Participants feature for your easy reference.
- For those with older computers, we recommend turning them off and on again before each meeting in order to free RAM and clear cache for Zoom.
- If you have any technical issues feel free to contact Pat.

Email with Zoom resources for those who need to learn how to use it

=====

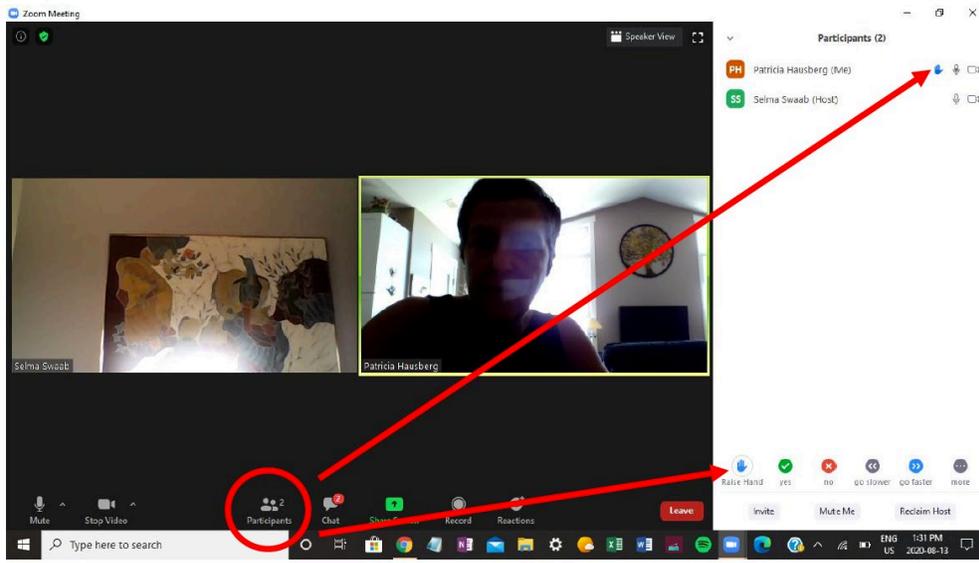
Hi, see below 2 good links to Zoom tutorials. Please feel free to call me if you have any questions.

Link to Sechelt Library page about Zoom, with step by step guide on how to get set up to use Zoom  
[sechelt.bc.libraries.coop/discover/zoom-instructions/](http://sechelt.bc.libraries.coop/discover/zoom-instructions/)

This is a short video on how to join a Zoom meeting. You will be using the first option shown, by clicking on the link to meeting on the invitation.

[support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting](http://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting)

I hope this is helpful to get you more familiar with Zoom. Feel free to reach out if you have any questions.



### McCaughan Sample SCEC Online Course Instructions

Hello everyone, Next week our Sunshine Coast ElderCollege XXX course begins. I will be the course facilitator which means that I make the technical arrangements for each course session for you and the course presenters. I will also be online during each session to introduce the session presenter, etc.

#### Course Preparation

1. Computer/tablet update  
Ensure the electronic device (computer or tablet) that you plan to use during the course has the current version of its operating system installed.
2. Charging your device  
Before each course session ensure that your electronic device (computer/iPad/tablet) is fully charged and/or connected to electricity for charging during our sessions
3. Running the Zoom Application  
The Zoom application runs from a browser which will be installed on your computer/tablet once you select the Zoom course link (to be provided in a separate email from Kareen) or can be installed manually prior to the course. If you choose to install Zoom on your electronic device prior to the course a free download is available at <https://zoom.us/download> You will need to create a Zoom account, but you only need the basic (free) account. If you already have Zoom installed then ensure you have the most current version. Zoom has updated the application recently.
4. Testing Zoom Functionality  
Test out Zoom functionality on your electronic device by going to <https://zoom.us/test> (anytime) and click on the big blue join button. This site will ask you to download, save and then run a small file on your computer/tablet. Once you do so, it will join you to a test meeting and help you test your video and audio.  
**Other Zoom Resources:** Live Training Webinars: <https://support.zoom.us>
5. Checking lighting for Sitting Location  
Determine the location/setting in which you will sit during the course. In particular ensure your face is well lit from a window or indoor light.

**Sunshine Coast ElderCollege Course Feedback Form, 2021 Edition**

Please help us improve Sunshine Coast ElderCollege courses by providing feedback about

Course Name: \_\_\_\_\_ Delivery Date: \_\_\_\_\_

Responses are anonymous. Thank you.

1. Please tell us what you liked about the course.

2. The course content met my expectations in terms of depth, breadth and relevance.  
 Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly Disagree

3. The presenter clearly introduced, explained and summarized course concepts/topics.  
 Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly Disagree

4. There was adequate opportunity for dialogue between presenter(s) and participants.  
 Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly Disagree

5. The course stimulated my critical thinking on course topics  
 Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly Disagree

6. The audio and video delivery of the course in the Zoom application worked well.  
 Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly Disagree

7. Please suggest how this course could be improved.

8. Please provide any general comments about the course.

### 7.3 APPENDIX 3 THE OLDER LEARNER

Through experience in working with learners 55 to 90+, instructors, facilitators and Board members of ElderCollege would like to share some of their findings:

- Some older learners have hearing, visual, or physical impairments. Please make allowances, including use of a microphone. Be sure to ask if any class member needs special seating, and arrange for it. Create visuals such as overhead projections in bold typeface using a large font size. Avoid using italics or other fancy print styles. Handouts should use a font size of at least 12 point with plenty of bold typeface and spacing.
- Older learners have accumulated a foundation of life experiences and knowledge through their work, education and family responsibilities. They are knowledgeable and keen to learn. Be sure to recognize and respect this, and don't be surprised if there are class members who know a great deal about your subject. Allow plenty of time for questions and discussion, as this is where much of the learning takes place.
- Older learners take courses to meet people and form new associations as well as to learn. Participants in your class may engage you and each other in discussion before the class, during the coffee break and after class. Students may also suggest creating a list of participants with names and phone numbers so that they can keep in touch.
- All learners, including older ones, learn at different speeds and using a variety of senses, such as vision, hearing, and touch. Be sure to vary your delivery style with visual aids, talks, and hands-on practical tasks. Working with partners or in small groups gives the opportunity for application, synthesis and reinforcement of what has been taught.
- Older learners may not retain what has been learned as well as they did when they were younger.
- Be sure to briefly review important material that was taught in the previous lesson, and reinforce it wherever possible. Retention is also affected by the amount of practice during learning. The more practice, the better material is retained. Handouts with notes and summaries are very much appreciated by the older learner who may want to remember points later or share what has been learned with others.
- Older learners may need additional coaching to access courses online. The Online Facilitator's Guide has suggestions for setting up a Zoom account and downloading the Zoom application. Each course Facilitator may need to judge if participants need individual assistance.

## 7.4 APPENDIX 4 - TIPS FOR IN PERSON INSTRUCTORS

### You're on Stage! Conducting a Course for ElderCollege

You have been asked and chosen to teach a course (or part of one) because of your expertise in a subject area. You may have direct experience, and even training, in teaching adults. We offer the following tips on conducting a class as a review. We hope that they are helpful.

How does your topic concern the learner? Your first job is to “hook” your audience. Whatever your topic, there’s a way of connecting it to your learners’ life experience. Now they’ll follow you willingly on this adventure.

What’s it all about? Adult learners want to know where you’re headed, and how you’ll get there! That means letting the students know the objectives, or learning outcomes, right away. You’ll share with them a version of what you wrote in your course outline when you agreed to teach. They’ll also want to know some of the practicalities - books or articles on the reading list, specific topics that the course or class will cover, and their timing.

Creating momentum and keeping it. Now comes the fun part. You and your stage presence will have the class on the edge of their seats for almost two hours (with a coffee break). There are many ways to do that, all of them keeping in mind the qualities of The Older Learner (companion handout). Here are some suggestions for making the class zip right along:

- Be organized in your presentation. Follow the order that you’ve laid down for yourself. It’s tempting to be drawn into a long explanation when someone asks a question. Remember, not everyone in the class will be interested in the digression.
- Vary the pace and the types of teaching techniques that you use. This can include audio-visual aids (in moderation), group problem-solving sessions (create a problem from your teaching materials and ask them how they would solve it), group discussions centering on a question that relates to the course, reading “homework” for next week’s discussion. Just make sure that you time group discussions tightly and walk around the room to make sure groups stay on track.
- You’re nearing the home stretch. The two hours are nearly up, and the class is begging for more. Remember to leave time at the end for a summary of the learning/teaching that occurred in the past two hours. You can do it, or ask the class for help (the latter method helps you to determine how successful your teaching methods have been).
- Make sure to connect the learning that occurred today with what will happen next week, even if you’re not teaching the next segment.

- End on time! You can remain in the classroom (if it's free) to answer individual queries if you choose. Or, ask people to bring their questions next week.

## **7.5 APPENDIX 5 – TIPS FOR ONLINE INSTRUCTORS**

This section is a work in process by the Program Committee

## 7.6 APPENDIX 6 – PLANNING A PUBLIC EVENT

- A Board member proposes a speaker and topic to the Board.
- The Board approves the public event and distributes planning responsibilities among Board members.
- Contact potential speaker and, if he/she is interested, discuss the presentation to obtain information for the event. Emphasize that ElderCollege is a volunteer and non-profit organization, and that speakers are not paid an honorarium.
- Costs may be offset if a sponsor donates funds for the event.
- Board approved travel expenses.

### Communications

- The Communications Coordinator develops and implements a communications program to market events either at an in-person event or an online event.
- Arrange for publicity in local newspapers, electronic and social media and any supporting print or promotional materials
- Explore the possibility of a sponsor. After coordinating with the Treasurer, approach potential sponsors
- Develop a communications budget for Board approval
- Obtain a photo and biography for publicity, advertising and introductions.

### In Person Events: Venues

- Consult with Board Chair and Program Committee Chair for suggestions regarding an appropriate venue
- Contact and reserve a suitable venue
- Arrange liability insurance with the Treasurer
- Coordinate audio-visual requirements and technical assistance as necessary
- Confirm date and venue with speaker.
- If appropriate, a modest gift is presented to the speaker.
- Confirm the plan for the day with the speaker: ferry times, transportation etc.
- Off coast speakers are reimbursed for travel by the Board
- Circulate the plan for the day and send to the speaker and the people involved in the event.
- If appropriate, a modest gift is presented to the speaker.
- Arrange for helpers to direct attendees, take tickets and distribute handouts.

- Prepare direction signs for venue, if necessary, and arrange for placement
- Write introduction for speaker. The Board Chair or the contact person may make the introduction.
- Tickets are optional. If tickets are desired, consult with Communications Coordinator to design tickets
- Identify ticket outlets to be approached
- Design and print posters for community notice boards to be posted two to three weeks before the event.

#### Online Events on Zoom

- Courses and special event lectures have transitioned to Zoom for the near term. Speakers will need to be comfortable with delivering a lecture online.
- Communications, marketing and publicity remain the same as a venue-driven event though print materials for community distribution may not be practical during lockdowns.
- ElderCollege's technology group will manage the process. More than one dry run is recommended with the speaker/s participating. Familiarity with Zoom is important.
- Circulate a plan that includes online roles and responsibilities and as well as timing for both the technology and the speakers.
- Assign someone to compile the Zoom invitation list and email the Zoom link close to the event.
- Approach sponsors and create a budget that includes Zoom costs for large groups.

## 7.7 APPENDIX 7 – PROGRAM COMMITTEE PLANNING

The Program Committee is reviewing this Appendix for possible revisions related to online courses.

The material in this Appendix is provided as ideas and guidance, particularly for new Program Committee members. It is not prescriptive and does not describe all of the activities and coordination needed to put together the ElderCollege program.

A program consists of all the courses, public lectures and other events being offered in a season semester. This Manual uses the term 'instructor' to refer to lecturer, leader, presenter, etc.

The Program Committee is responsible for recruiting instructors and planning courses with advice and information from the ElderCollege Board. Course ideas may arise from Board or Program Committee discussion or from discussion between a Board or committee member and/or with a potential instructor. The Program Committee also considers possible topics and instructors using information from such sources as courses suggested on course evaluation forms, previously well-attended courses, and personal knowledge of people with a desirable area of expertise. An individual Committee member takes primary responsibility for completing the planning, organization, and delivery of a course.

The Program Committee strives for a mix of instructional methods and a variety of subjects for each program semester. A Planning Matrix is used to help ensure diversity and balance in the program. The Matrix can be found in the Forms section of this Manual.

### Planning a Course

- Identify a course topic and possible instructor
- Contact potential instructor(s) to discuss tentative course idea
- Provide background information about ElderCollege so that the instructor understands the program aims and participant expectations. Suggested areas of discussion include potential course subject matter; title; general idea of content; method of presentation; number of sessions/hours, classroom layout; venue; minimum and maximum number of participants desired
- If the idea looks promising and the instructor seems suitable and is available, complete a Course Proposal in conjunction with the instructor. An outline for the course proposal can be found in the Forms section of this Manual. The proposal must have enough information to enable the Committee to assess the proposal and either confirm, reject, or send it back for further clarification
- The course description outlines what the course will be about and may provide information such as topics, course activities, course format and what the

participants will learn (objectives). However, once the course is approved, the description will need to be shortened to 50 - 100 words for the program brochure.

- Regarding expenses, refer to ElderCollege policy “Guidelines for expenses that may be claimed by course instructors or facilitators”
- A 30 - 50 word biographical note includes information relevant to the course topic about the instructor and which validates their suitability for presenting the course. If there is more than one instructor, include contact and biographical information for each
- Present the proposal to the Program Committee for consideration, discussion and approval
- Inform the instructor of course approval, rejection or need for changes.
- Fill in any missing information in the course proposal, such as audio-visual equipment needed
- If an off-campus location is being used, book times and confirm with the Treasurer for payment and confirmation of liability insurance coverage
- If the instructor does not have experience teaching or teaching older adults, offer information or documents such as “The Older Learner” and “You’re on Stage! Conducting a Course for ElderCollege.” These documents can be found as Appendixes to this Manual
- Arrange for instructor or facilitator to copy course handouts and other material. This should be done at the most economical rate possible. Consideration should be made for electronic distribution by email or through the program web site to save costs and excess printing
- Arrange for booking of audio-visual equipment as needed
- Ensure that there is a facilitator for the course who is capable of fulfilling the facilitator’s role and responsibilities

### **Background Information for Prospective Instructors**

- ElderCollege is an independent third-age Continuing Education program managed by a volunteer Board; its first program was presented in the fall of 2000. The Program Committee plans the courses and events that make up the program
- Participants are aged 55+, motivated, generally well-informed
- Courses are non-credit, with no tests, and semi-scholarly levels of presentation on interesting and informative topics. Although preparatory work and assignments are not required, instructors may request participants undertake pre-reading or practice skills learned. Time for participation and discussion is

expected. A facilitator (normally a Program Committee member) assists by preparing the classroom and equipment, introducing the instructor, preparing coffee, taking attendance, etc.

- A modest course fee is paid by participants. Participants are not normally expected to pay for course materials such as handouts. If a materials fee must be charged, include this information in the course proposal
- Instructors and presenters are not paid for their time
- Estimated expenses over one hundred dollars need prior Board approval
- ElderCollege prefers three or four two-hour daytime sessions, on the same day and at the same time on consecutive weeks. Courses can run for up to six weeks. A coffee break is usual
- The course schedule is developed to provide for no more than one course in any day and can be constrained by classroom availability
- If a venue other than the Sunshine Coast campus is to be used, a Committee member will make the necessary arrangements with the facility

### **Determining the Program**

The Program Committee uses a program-planning matrix to help ensure diversity and balance in the mix of instructional methods and course topics for each program. The Matrix is in the Forms section of this Manual.

### **Information for Instructors**

Instructors who are not experienced in teaching older adults may welcome some relevant information. Two handouts have been prepared and should be offered: “The Older Learner” and “You’re on Stage! Conducting a Course for ElderCollege.” They can be found as Appendixes to the Manual.

## 7.8 APPENDIX 8 – MARKETING AND COMMUNICATIONS

### SUMMARY

- Press Releases
- Advertising in Print Media
- Listings in local print media
- Listings in Social Media
- Email newsletters to ElderCollege mailing list via MailChimp
- Web page
- Leaflets

### ANNUAL PUBLICITY SCHEDULE – FALL TO SPRING

#### FALL

- August:
  - Fall Preview Press release
  - Fall preview email newsletter
  - Preview available on website
  - Advertising: Half page colour, Coast Reporter, pay for position page 11.
  - The Local, press release (event column is paid advertising)
  - Coast Cable (covers Clifford Smith Memorial Lecture, but not on Zoom)
  - CKAY FM (include, but has lost staff and not been featuring ElderCollege)
  - Coast Cultural Alliance (submit courses on line on an ongoing basis.
  - Facebook:** Sunshine Coast Community Concerns and FYI posts ( 9.9 K) , Everything Sechelt (2.8 K), Everything Sunshine Coast BC (2.8K),
  - FYI Sunshine Coast BC (1.9k). (Sunshine Coast Uncut and FYI Sunshine Coast BC do not take advertising.)
  - Distribute leaflets through libraries during COVID lockdowns due to limited venues. Expand distribution when venues reopen.
- September- October
  - Clifford Smith Memorial Lecture, quarter page ad in the Coast Reporter, press release and listings; email newsletter and web

page; and leaflets at libraries. Outside of lockdown, approach Coast Cable and put posters on community notice boards,

## SPRING

- December
  - Repeat detailed Fall communications program
    - Spring Preview Press release
    - Print Advertising
    - Spring Preview newsletter
    - Preview available on website
    - Facebook and newspaper lists
    - Leaflets to libraries.
- Ongoing throughout the Year
  - Newsletter emails via Mailchimp
  - Listing courses which are not full in print and social media
  - Keep up to date on new opportunities for advertising and publicity

## **7.9 APPENDIX 9 – EVENT PLANNING - CLIFFORD SMITH MEMORIAL LECTURE**

### **Finalize in early Spring**

When: Fall, usually end of September or early October.

Sponsors:

- Apply to the Sunshine Coast Credit Union. (Application is on the web page.) Contact Jodi Fichtner, VP Marketing.
- When the lecture is in-person and not on Zoom, our most frequently used venue is the Chatelech High School Theatre. It's important to apply to the Superintendent at SD 46 as soon as possible to secure the booking as Fall is a busy time. We ask them to sponsor ElderCollege by waiving theatre rental.

Publicity:

The Communications Coordinator is responsible for managing publicity

Note: Sponsors must be featured with logos on all advertising materials and acknowledged on press releases

- Blurb, biography and photo of speaker required
- Edit text and title as needed and get approvals from speaker
- Print Advertising: ¼ page ad in Coast Reporter which must acknowledge sponsors and features their logos. (The CR has the logos)
- Posters or leaflets for public venues
- Press Releases to local media
- Facebook and Print Media Listings (see detailed list Appendix 7.7 Communications and Publicity)
- ElderCollege web page and newsletter to email list

Format, and Protocol:

- Two hours 2- 4pm on a Saturday afternoon.
- Chair welcomes audience; talks briefly about origins of lecture and ElderCollege; acknowledges sponsors and introduces the next person to speak who, in turn, will introduce the speaker
- Speaker introduced
- One hour lecture followed by Q and A
- The speaker is thanked, usually by someone with a connection to the speaker or topic and presented with a modest gift. (Often from the Tsain Ko gift shop)

#### Lecture Delivered On Zoom

- Technical support is necessary for implementation and hosting of either a large meeting or a webinar. Make time to conduct one or more dry runs.

#### Lecture Delivered “Live”

- Usually at Chatelech High School theatre. (Other venues used in the past are the Writers’ Festival Pavilion and the shishalsh nation’s hall)
- Book theatre from 1 – 4 pm.
- Set up 1 – 2 pm.
- Important to book theatre as soon as SD 46’s sponsorship is confirmed as the theatre is heavily booked in the Fall.
- Contact Steve Sleep at Coast Cable as soon as possible to once the date is set to confirm interest and coverage. (They book a long way ahead)
- Theatre and sound: Must be a technician approved by SD 46. (Soundwerks is approved. Patrick Tasci 604 740 7300. [patrick@soundwerks.ca](mailto:patrick@soundwerks.ca).)
- Recommend that sound is wired into the system for Coast Cable. Two roving microphones for questions. (Have Coast Cable and Soundwerks discuss their mutual requirements to ensure success.)
- ElderCollege greeters to direct traffic: two at the entrance and two at the theatre door to welcome attendees, ensure they don’t walk past the theatre; help with seating; assist those with mobility issues and seat latecomers.
- Two ElderCollege members circulate with microphones to take questions

#### Janitorial:

- we pay for a janitor for four hours. Must be a CUPE custodian and must be booked through the school board

#### Hospitality:

- no host lunch for ElderCollege and Program Committee and ElderCollege hosts the speaker and guest

#### Budget Guidelines

- Includes Soundwerks (sound and a/v), custodian, advertising, hospitality and travel expenses for the speaker and guests. Some costs, but not all, offset by sponsorships.

## **8 FORMS**

See forms on following pages

## 8.1 COURSE PROPOSAL OUTLINE

Currently under review by Program Committee

Name of course –

Instructor/Presenter –

Course description –

In sufficient detail for thorough consideration by the Program Committee – perhaps 200 words

Number of sessions –

Suitable timing –

Location, if other than College campus –

Enrolment: minimum and maximum –

Direct expenses –

Course fee – as set by ElderCollege Board – include additional fees here

Brief biography of Instructor (30 - 50 words) –

Instructor telephone , email address

Audio-visual equipment needed –

Classroom needs –

Facilitator –

Abbreviated course description for brochure – 50 - 100 words.

**8.2 COURSE EVALUATION FORM**

Currently under review by Porgam Committee

**Course:** \_\_\_\_\_

**Dates:** \_\_\_\_\_

**Instructor:** \_\_\_\_\_

**Facilitator:** \_\_\_\_\_

**Did the course meet your expectations in terms of quality, content and presentation?**

Please comment

**What did you like most about the course?**

**How could the course have been improved?**

**Please provide any comments or observations you may have on the suitability of the classroom, audio-visual, sound, classroom environment, etc.**

**How did you hear about the course?**

**Do you have any suggestions for future courses, including who might present them?**

**Would you like to volunteer with the Sunshine Coast ElderCollege? If so please give your name and contact details**

(Use other side if you have additional comments.)

**Thank You!**

Revised: Fall 2020

### **8.3 COURSE EVALUATION – FACILITATOR’S SUMMARY FORM**

Currently under review by Program Committee

**Title of Course –**

**Presenter(s) / Instructor(s) –**

**Facilitator –**

**Course Dates –**

**Number of Participants –**

**Number of evaluations –**

**Overview –**

(quality, content and presentation - from the course evaluation forms)

**What did participants like most?**

(from the course evaluation forms)

**What could be improved?**

(from the course evaluation forms)

**Observations on the presentation environment –**

(classroom, audio-visual, sound, etc – from the course evaluation forms)

**How did you hear about the course?**

(from the course evaluation forms)

**Courses suggested by the participants –**

**Facilitator’s summary –**

**8.4 INFORMED CONSENT FORM** (WHEN AN ACTIVITY FORMS PART OF A COURSE)

Sunshine Coast ElderCollege is arranging: \_\_\_\_\_  
(name of activity)

For course participants on: \_\_\_\_\_  
(day/date/time)

Print full name of participant: \_\_\_\_\_

I \_\_\_\_\_ understand that activities of this type expose a participant to elements of risk. Accidents may occur while participants voluntarily engage in these activities. These accidents may cause injury. Risks to which the participant may be exposed while voluntarily participating in this type of activity can be, but are not limited to:

- 1 \_\_\_\_\_ 2 \_\_\_\_\_  
3 \_\_\_\_\_ 4 \_\_\_\_\_

Accidents can be the result of the nature of the activity and can occur without any fault on the part of the participant or Sunshine Coast ElderCollege or its volunteers or agents or the facility or area where the activity is taking place. By agreeing to voluntarily participate you are accepting the risks associated with the activity.

Signed at \_\_\_\_\_, BC this \_\_\_\_ day of \_\_\_\_\_ 20\_\_

SIGNED AND WITNESSED:

Signed:	Witnessed: (person witnessing signature)
(signature)	(signature)
(print full name)	(print full name)
(address)	(address)
(phone number)	(phone number)

### 8.5 PROGRAM PLANNING MATRIX FORM

Spring (Yr)	Technology	Science / Nature	Humanities / Social Sciences	The Arts	Health	Gardening	Other
Practical / Hands-on							
Discussion							
Lecture / Presentation							

Fall (Yr)	Technology	Science/Nature	Humanities / Social Sciences	The Arts	Health	Gardening	Other
Practical / Hands-on							
Discussion							
Lecture / Presentation							