



# OSHER LIFELONG LEARNING INSTITUTE

## VOLUNTEER HANDBOOK



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## HISTORY & PROGRAM OVERVIEW

### About Us

The Osher Lifelong Learning Institute at Clemson University is a membership community of nearly 1,100 individuals in the Upstate who come from all backgrounds and educational levels. Together we enjoy the camaraderie of our peers as we participate in a myriad of activities designed just for us.

OLLI at Clemson embraces an unusually comprehensive array of courses, excursions and special interest groups. Each year, nearly 350 unique programs provide opportunities to gain knowledge and expertise in a wide variety of academic and recreational pursuits and to share our experiences and perspectives with others.

### History of the Clemson OLLI

OLLI at Clemson University embraces an ethic of relationship-building, a value which underpinned its very beginnings. In 2001, a group of lake community residents began exploring the concept of lifelong learning as an unfulfilled need in the region. This group, led by Don Fuller, was introduced to Dr. Fran McGuire, who was then acting Chair for the Department of Parks, Recreation and Tourism Management. Both men advocated for support in their respective circles, and soon the University pledged support to help establish this learning in retirement program. Volunteers and students planned for several months, and the first semester was launched in the fall of 2002, with 13 classes and 85 members.

### The Cheezem Education Center

OLLI at Clemson University was originally housed on campus, with offices in Lehotsky Hall. However, the constraints of busy campus meant most courses and programs occurred in churches, libraries and even private homes. In 2008, the University began a facility planning process with J. Michael Cheezem, a developer with local ties to the Clemson University family.



As part of the new Patrick Square Town Center and in partnership with OLLI members and University officials, Mr. Cheezem presented to the University an 8,000 square foot, two story building, the Charles K. Cheezem Education Center. The Center now houses the OLLI administrative offices as well as a majority of OLLI classes, and features a large assembly room, several classrooms, an art and science room and a demonstration kitchen.

## The Bernard Osher Foundation

Headquartered in San Francisco, the Bernard Osher Foundation started in 1977 by Bernard Osher, a respected businessman and community leader. The Foundation seeks to improve quality of life through support for higher education and the arts.

## OLLI at Clemson University Mission

Clemson University's Osher Lifelong Learning Institute was created so that Upstate adults can continue the joy of learning and exploration. Our purpose is to build a strong sense of an evolving OLLI community that is member-driven and volunteer-led.

## Clemson OLLI Volunteer Corps Mission

As volunteers, our mission is to support the activities offered by OLLI at Clemson University by fostering a positive and welcoming environment that is inclusive and respectful to all of OLLI's members, guests, faculty and staff.

## Volunteer Recruitment

OLLI Volunteers are essential to the success of the OLLI program.

- **We rely** on our volunteers to help us enrich and enhance the lives of those we serve in our community.
- **We rely** on the dedication and outstanding service of our loyal volunteers.

We are always recruiting volunteers and will ensure they receive appropriate training for the role(s) they are assigned.

## Volunteer Benefits

Aside from the personal and emotional benefits of volunteering—providing a sense of purpose, combatting stress and anxiety, building a community of support, establishing

friendships, and increasing self-confidence—OLLI at Clemson University recognizes our volunteers in the following ways:

- Monthly volunteer newsletter email with “behind the scenes” information into OLLI
- Bi-annual volunteer Appreciation Event/Luncheon
- OLLI Ambassadors attend each volunteer assigned classes for free
- More benefits available based on number of hours volunteered ranging from free class credit to free annual memberships

## Volunteer Process

1. [Complete and submit the online Volunteer Application Form.](#)
2. OLLI staff or the Volunteer Coordinator will contact you for an interview after receiving your volunteer application.
3. Attend training and at least one quarterly volunteer update.
4. Potentially receive a mentor. New volunteers may be assigned to a current volunteer for additional training and support.
5. Record hours. Volunteers are responsible for tracking hours of service and reporting them to the front office.
6. Attend ongoing training. We ask all active volunteers to attend periodical training to review updates.

## VOLUNTEER ROLES AND RESPONSIBILITIES

### Administrative Assistant

Administrative assistant volunteers assist the staff in completing daily administrative tasks.

### Responsibilities

The duties may differ depending on the needs of the staff, but may include:

- Answer phones and make phone calls such as reminding Members of upcoming registrations.
- Greet people when they enter the facility and responding to questions they may have.
- Assist people in becoming an OLLI Member.
- Assist new/current members in registering for classes either in person or via the telephone.
- Writing correspondence by hand or with laptop.

- Summarizing information into reports for volunteer groups.
- Placing sign-up sheets for various classes in the lobby.
- Making copies for instructors as needed.
- Helping to arrange classrooms and make class announcements.

## Time Commitment

To follow a regular schedule determined by availability and need, no less than two times per month.

## Class Assistant

Class Assistants work to ensure courses run smoothly by greeting class participants as well as tend to instructor needs.

## Responsibilities

- Arrive 30 minutes early to assigned class to assist instructor in their arrival and set up of the classroom in addition to any other needs they might have.
- Greet class participants and ensure they signed the attendance sheet upon arrival.
- Read provided script at the beginning of the course which facilitates introduction of self, participants, the instructor, as well as the class for that day.
- Be ready to assist in flow of the class or any needs that the instructor might have.
- Contact the instructor before the class to discuss your role and ascertain any specific needs, such as handouts to be copied, supplies to be moved into the classroom.
- Ask the instructor to copy you on any emails they send to their participants, so you are in the loop.
- Follow up with OLLI staff on any issues, concerns or compliments that arose during the class.

## Time Commitment

- Agree to work a minimum of three classes per term for a single session class, or for all sessions of a multiple session class.

## OLLI Ambassadors

The purpose of OLLI Ambassadors is to raise awareness in the community at large as well as to OLLI members about the organization, its mission, and the benefits it provides to members.

### Responsibilities

- To become knowledgeable about the workings of the organization, how it fits within the Osher network of Life Long Learning Institutes, and the connection between this OLLI and Clemson University.
- To make presentations to groups/organizations describing what OLLI offers to its members in terms of educational opportunities in the form of classes, travel, discussion groups, special lectures, and the opportunities to participate in research projects being carried out at Clemson University.
- To organize and plan events to promote OLLI membership within the OLLI community
- To staff information booths at community events such as craft fairs, farmer's markets, etc.
- To provide instructional support in the classroom and keep OLLI members informed about events available to them.

### Time Commitment

- Attend three Ambassador meetings per year
- Work/participate in two events per year

## Excursion Leader

The purpose of excursion leaders is to lead OLLI members on excursions of varying lengths.

### Responsibilities

- To be familiar with the itinerary of the excursion relative to time tables if numerous sites (cities, museums, etc.) are being visited.
- To take attendance and be certain all registrants are accounted for throughout the entire excursion.
- To collect any consent forms needed prior to departure.
- To communicate with participants regarding the location and departure times of buses or other modes of transportation.
- To be familiar with guidelines relative to the safety of participants in the unlikely event of injury.



- To act as a conduit between third party vendors (bus companies, museum staff, restaurant management, etc.

## Time Commitment

- Attend at least one meeting with staff regarding any specific duties of the particular
- excursion the individual will be leading.
- Act as an excursion co-leader at least one excursion prior to leading a group alone.
- To participate in three excursions per year.
- To remain with the group throughout the length of the excursion.

## Instructor/Facilitator

The purpose of Instructor volunteers is to teach single or multi session classes, defined as scheduled meetings to explore, learn, discuss, or present a published topic. Classes may be held in a variety of settings including a classroom, a Zoom virtual classroom, art studio, trail, or teaching kitchen. Classes may fit within established curriculum categories or specifically developed content based on an area of expertise held by the instructor.

## Responsibilities

- Complete a course proposal form outlining content, the number of course sessions needed, what AV equipment would be required, and the dates/days/times the instructor would be available to teach.
- Meet with OLLI staff to further refine the course proposal.
- Communicate to staff specific needs such as supplies needed, and any changes in content or scheduling that may occur.
- Once the class roster has been finalized, to contact students directly to welcome them, give a brief class outline, and to assess student expectations.
- Be trained on A/V equipment as appropriate.
- Arrive 15 minutes prior to the beginning class to welcome students, and to set up the classroom as needed.
- Manage the classroom experience using best practices such as ensuring every voice is heard, following course outline, good time management, etc.
- Communicate to staff any needs as the course continues.

## Time Commitment

The number of courses one teaches is dependent upon the availability of the instructor, and how each class fits within other class offerings during a particular term.



## Outdoor Adventure Group Leader

The purpose of the Outdoor Adventure Group Leader is to lead or facilitate walks, hikes, and other outdoor activities for OLLI members, e.g., boating trips, paddle boarding, kayaking, etc.

### Responsibilities

- To lead or facilitate groups in various types of outdoor programs, as mentioned above.
- To be aware of the fitness level needed for the particular program as discussed in the course catalog.
- If a new adventure for OLLI, to submit a course proposal.
- To know if special equipment is needed, and if so, be able to teach the use of said equipment.
- To have been a participant in, and show proficiency in, the activity you are leading.
- To be familiar with safety protocols used in the unlikely event of injury to group participants.
- To work in concert with naturalists, guides and/or park rangers who may be providing information to the group.

### Time Commitment

- Meeting with staff to review program details
- Three programs per year.

## Special Interest Group Facilitator

The purpose of this position is to create and facilitate a special interest group for OLLI members.

### Responsibilities

- To be responsible for leading discussions on the designated topic as stipulated in the group's title.
- To be prepared to introduce the topic for discussion, and encourage input from the group for future topics.
- To send out reminders to the group about meeting times and alert the membership to any changes in the schedule.
- To respond to questions about the format of the group to potential new members.
- To communicate with staff any changes to the schedule, topics to be discussed, etc.

## Time Commitment

- Preparation and planning for each meeting
- Group meetings at least monthly

## Zoom Classroom Assistant

The purpose of this position is to assist instructors with the management of ZOOM classes.

## Responsibilities

- To contact the instructor at least one week before the class begins to solve any problems related to the ZOOM technology.
- To obtain roster information from OLLI Staff prior to the beginning of class.
- To log into the classroom 15 minutes prior to the beginning of class.
- To introduce the instructor.
- To monitor the class to determine if students are experiencing technical difficulties, and to resolve those difficulties as they occur throughout the class.

## Time Commitment

- Agree to work with the instructor throughout the number of sessions the class will be held.
- Agree to work a minimum of three classes per term for a single session class, or for all sessions of a multiple session class.

## Other

Occasionally, volunteer opportunities may arise for a special event or project. The Volunteer Coordinator will reach out to active and prospective volunteers to recruit support.

# CONTACT INFORMATION

## Main Office: Cheezem Education Center

- Address: 100 Thomas Green Clemson Blvd, Clemson, SC 29631
- Phone: 864.633.5242
- Email: [olli@clemson.edu](mailto:olli@clemson.edu)
- Website: [www.olliatclemson.org](http://www.olliatclemson.org)
- Facebook: [www.facebook.com/olli.clemson](https://www.facebook.com/olli.clemson)

## Staff

- Julie Vidotto, Director of OLLI at Clemson University
  - [jvidott@clemson.edu](mailto:jvidott@clemson.edu)
  - 854.633.5244
- Amanda Turner, Curriculum Coordinator
  - [amandat@clemson.edu](mailto:amandat@clemson.edu)
  - 864.633.5243