



Files/Class Rep/DOC Class Rep Outline
updated 3/12/17

DOC CLASS REPRESENTATIVE OUTLINE

Class Binders:

- The Osher Office will email confirming your binder is at the DOC. The binder will be available on the days you have class.
- Pick up the binder every class day from the binder stand to the left of the NEWS table in the lobby. Take it to each class session. Return the binder to that table after every class, including the last class. Do not take the class binder home. We may add name badges, info, etc.
- Be in touch with the SL before the first class. With the SL create a plan on calls to participants if a class is cancelled: you & SL each call half the class, or a phone tree, etc. Do take a copy of the roster in case of cancelled class. Even if SL emails that the class is cancelled, please make calls.

Class Rep Binder Includes:

- Name Badges (for those who haven't received one yet: give out at FIRST class)
- Attendance sheet
- 5 Rosters in back (note anyone without an email and confirm contact method)
- Follow-up Forms & Envelope (end-of-term forms for suggestions, etc., front cover pocket)

First class:

- Introduce yourself as Class Rep to the Study Leader, let them know you have announcements
- Either you or the SL advises the class the CALL plan for class cancellations and also who will contact Osher Office. Let participants know you will email and call.
- Attendance: if anyone isn't at first class, or attends and is not on the roster, update the office.
- The office emailed rosters to class participants; extras are in back binder pocket

Name Badges in Binder Pouch:

- Hand out permanent name badges. Advise those members "Keep this".
- If a member says never received one, tell that member to contact the office.
- If you have a badge for someone who is not in the class, contact the office or on-site staff.
- Advise members needing corrected or replaced name badges to call the office to order.
- Use stick-on badges for those who left badge home.

Announce:

- Make the coffee/beverage status announcement per info on next page.*
- Tell members "Please help return the room to the original set up when class ends, and move outside the space so next class can set up. This includes raising the curtains." Remind those who linger to move to the lobby.
- Announce any current events given to you by staff or put in front of your binder

Each Class:

- Take attendance at every session please
- Email osher@dartmouth.edu if any of the following occur:
 - a student is consistently absent
 - a student decides to drop, or isn't coming to classes
 - a member, or guest, comes to class and does not appear on the roster, even if SL is aware
 - some concern is expressed, or you sense a problem

DOC HOUSE CLASS REPRESENTATIVE OUTLINE (cont'd)

Next to Last Class:

- Ask class members to **complete the Follow Up form online. READABILITY: very difficult with hand-written forms.**
- They go to the web site (osher.dartmouth.edu). Click on Follow-Up Form on the home page.
- Distribute Paper Follow-up forms to those who cannot do on computer. On the attendance form check off names who got paper copy. Ask people to return form at the final session.

Last Class:

- Collect Follow-up forms and check off names who turn it in, note "I'll email or mail", etc.
- Return the binder to the table left of NEWS, or return binder to 7 Lebanon St office.

Ongoing Class Rep Duties

- Encourage students to give feedback to the study leader or to share their concerns with you if they are not comfortable addressing the leader directly.
- Share with the leader any comments or concerns related to the study group arising within the first couple of weeks of the term. Email or call the office immediately if there are major issues of any kind.

Lost & Found

- Please give any items left behind by class to the staff at the DOC. There is a buzzer at the bottom of the stairs so you do not need to walk up.

DOC Coffee, Tea, Cocoa, Water: Beverages:

- DOC: OSHER@Dartmouth staff & Volunteers make the coffee during the day in carafes of regular and decaf coffee, and hot water for tea and hot chocolate. Cool water is also in a carafe.
- For the late afternoon/evening, a Keurig "one cup at a time" machine will be available for beverages.
- Please remind students we ask a \$1 cup-by-cup donation in the "Coffee Can" to offset costs for both the brewed and the Keurig coffee, for tea, and for hot chocolate.

Thank you for your help! Members, study leaders, and staff appreciate your support!