



# Class Host's Handbook

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## **General Information for LIFE Class Hosts**

Thank you for agreeing to be a Class Host. Not only do we have a new name for this role which was formerly called Class Liaisons we also have new information for you. The Class Host plays a crucial role within the LIFE Institute. You are the face as well as the eyes and ears for the organization. You will help support both the class registrants as well as the Lecturer/Moderators for the course(s) for which you are acting as Host. Your role is a class ambassador as well as an administrative one. You will introduce registrants to each other, provide information about LIFE, information about the course, track the attendance, assist with the evaluation process and support and provide feedback to LIFE.

### Key Expectations:

- Knowledge and commitment to the LIFE Institute and its missions and goals
- Liaising with the Moderator/Lecturer prior to the class to ensure that you are clear about their expectations
- Visiting the classroom prior to the beginning of class to confirm that it has what the Moderator/Lecturer expects and that you can give clear directions to registrants
- Outreach (via e-mail or phone) to the course registrants to give class information or find out any special requirements
- Track class attendance
- Set-up the classroom if needed
- Provide feedback to LIFE and support the evaluation process
- Help recruit and mentor future volunteers

### **Different Roles for Class Hosts**

Some of you are Class Hosts for Lecturers and others are Class Hosts for Moderators. There are some minor differences in your roles.

Moderators are members of LIFE and volunteer their time to help facilitate a course. They can have access to the Class Roster. On the other hand, Lecturers are paid experts who are not LIFE members and they are not given access to the Class Roster. Lecturers can access the attendance sheet and they can also ask the class participants for their contact information directly but of course the participants are under no obligation to provide this information. Other than this distinction, the roles are identical.

**ANTICIPATE . . . SO THERE ARE NO SURPRISES**

Here are some guidelines to help you understand your role and be a valuable link between the LIFE organization and the members in your class.

**1. Prior to the first class:**

- The LIFE office will send you and your Moderator the Class Roster. You will also receive the class Attendance Sheets and contact information for your Moderator.
- Lecturers will also be advised of their Class Hosts and contact information. As indicated previously, the Lecturers will not receive the Class Roster.
- This is a perfect time to contact the Moderator/Lecturer by email or phone to introduce yourself and ask if he/she needs any assistance with the class. Find out if the Moderator/Lecturer will be using A/V equipment and if you will need to pick up the A/V card from the LIFE office. You are NOT expected to operate any A/V equipment – the card simply opens up the podium for access to the equipment. (See **Appendix A**)
- In consultation with the Moderator/ Lecturer, prepare a short welcome note to be sent (by the LIFE office) to all the class participants. (Please send this note to [info@thelifeinstitute.ca](mailto:info@thelifeinstitute.ca) and allow two business days for distribution).  
Information may include:
  - The day, date, time of the first class
  - Location of the room for the course (try to be as specific as possible; there may be people in your class who are new to Ryerson and the campus) NOTE-this information may not be available when you send the e-mail so the LIFE office will send it out when it does become available (**See Appendix B for Ryerson Maps**)
  - Any other information the Moderator/Lecturer may request be included
  - A reminder that, as a courtesy, we expect our members to be on time for the beginning of the class. Late-comers disrupt the Moderator/Lecturer and other members.
  - Again, as a courtesy, we stress that cell phones be turned off (or on vibrate). If you expect a call, sit near the door to allow yourself to leave the room as quietly as possible.
  - Many Class Hosts add their own email address and phone number in order to handle other questions prior to the start of class
  - **Call any class members who does not have an email address and relay the same information.**
- For moderated classes, find out if your Moderator wishes to create name cards. Offer to help make these. Any purchase required will be reimbursed by the LIFE office upon submission of the receipt. (**See Appendix C**)
- Pick up or ask the LIFE office to email you the final Class Roster before the first class. There could be some late registrants who will require the information you may already have sent out. Ask if there are any Wait Listed members, and if they will be admitted to the class.
- Prepare the attendance sheet by writing in the date of each scheduled class (be sure to make note of any dates when the class is cancelled (e.g. Thanksgiving Monday/Family Day). Add the names of late registrants at the bottom of the list.

**2. At the first class:**

- If necessary, pick-up the A/V card from the LIFE office. A new password is required every day.

- Arrive at the classroom five or ten minutes early ... be sure you know exactly where it is! Introduce yourself to the Moderator/Lecturer and request a few minutes at the beginning to address the group. This is the time to:
  - Introduce yourself to the class members and explain the role of the Class Host.
  - Ask how many class members are new to LIFE and to welcome them to our organization.
  - Let members know the closest washrooms and elevators etc.
  - Ask members to turn off their cell phones during the class
  - Let them know that guests are NOT PERMITTED to attend classes for safety and liability reasons. In addition, it is unfair to those on a Wait List for the course.
  - When the attendance sheet is passed, if their name is not on it, please add it to the bottom of the list. Note: These additions should be confirmed by the LIFE office for payment of course fee. Anyone not yet registered must go to the LIFE office to register and make the necessary payment.
  - Ask members if they know ahead of time that they are unable to attend one or more classes, to please mark an 'A' in the appropriate column(s)
- Pass the attendance sheet during the first half of the class...some people may have to leave early.
- The attendance sheet should be returned to the LIFE office at the end of the course. It is used for evaluation purposes.
- Return the A/V card (if you collected it from the LIFE office) **immediately after the class.**
  - **After-class drop off:** If (for some reason) you return the card AFTER the Chang School closes in the evening, there is a well marked BLACK MAILBOX/DROPBOX for after hours deliveries on the North side of the Chang building, between the skating rink boulders and the glass paned walls of Heaslip House. Just drop the interoffice envelope into the box for retrieval the next morning.

### 3. **After the first class:**

Phone or email anyone who has registered, but has not yet attended. Find out if he/she is still planning to attend the class. This contact is important because if a member informs the LIFE office in writing (email is sufficient) before the second or third class\* that they wish to withdraw, they can get a refund for the course fee (less an administration fee). Sometimes your call will be a reminder that the course has started!

\*Read **LIFE Policy for Refund of Fees** on the LIFE website ([www.thelifeinstitute.ca](http://www.thelifeinstitute.ca))

If a class member misses two consecutive classes (and has not alerted you ahead of time) call to find out the reason. **Be tactful!** If the person is seriously ill, please let the LIFE office know. See **Appendix D.**

### 4. **Evaluation forms:**

LIFE sends evaluation surveys to class participants (except those held in the Computer Lab) by email about one week prior to the end of the course. These evaluation surveys are completed online and should be completed after the final class. (See **Appendix E and F**).

- You will be sent an email (approximately 2 weeks before the final class) with a request to remind class members that the evaluation survey will be arriving in their email box.
- For those **without** email, pick up a few evaluation forms at the LIFE office prior to the last class for distribution. A copy of the printed evaluation form will be attached to your reminder email if you wish to print copies rather than visiting the LIFE office.
- At the last class distribute forms to those who were not able to respond online. All paper evaluations should be collected by the end of the last class and returned along with the attendance sheet to the office.
- Note: All evaluations submitted – on line or paper, are anonymous.

**PLEASE STRESS THE IMPORTANCE OF THE EVALUATION FORM AND THE VITAL PART PARTICIPANTS PLAY IN EVALUATING THE COURSES THAT LIFE PRESENTS. THE MORE FEEDBACK WE GET, THE BETTER TO ENSURE THE QUALITY OF COURSES**

**5. Distribution of course materials or information for class members:**

**Class Hosts are not expected to create email distribution lists for their class members. The LIFE office can easily distribute any message or materials to all class members. Messages or materials should be sent to [info@thelifeinstitute.ca](mailto:info@thelifeinstitute.ca) at least two business days in advance to ensure timely distribution.**

- Some Moderators prefer to create their own email distribution list for their class and send their own material. They are reminded to use only the BCC option to keep email addresses private. Some may post their class information on a website or other accessible media.
- If there are any announcements that need to be sent out to all class members, such as cancellation of a class, or change of room or time, send an email to the office at [info@thelifeinstitute.ca](mailto:info@thelifeinstitute.ca) indicating the name of the course and the exact wording you wish to be sent. Remember to contact by phone those who do not have an email address.
- If your Moderator wishes to send material or information to the class, the files should be kept to a minimum – i.e. not full PowerPoint presentations or photographs due to the limits of the LIFE web system. Costs for printed copies (Black & White only) will be reimbursed upon submission of receipts.

**6. Other Important Information:**

- LIFE members can get access to the WIFI while on campus. Call the LIFE office for the user name and the password
- If you know you will have to miss a class, ask another member of the class to send the attendance list around.
- If requested, make announcements such as reminders of LIFE events/evaluations. You will be advised by an email from the LIFE office what needs to be relayed to your class.
- Remind your students (especially during the winter) that if the weather is **very bad** they should call the Ryerson number – 416-979-5000 to find out if the University is closed or check the main Ryerson website ([www.ryerson.ca](http://www.ryerson.ca)).
- If an emergency or health problem arises in your classroom follow the procedures outlined in **Appendix G**
- It is important to become familiar with LIFE policies (**See Appendix H**)
- If items are lost or found please see **Appendix I**
- If you have questions or problems, please contact the LIFE Office at [info@thelifeinstitute.ca](mailto:info@thelifeinstitute.ca) or call 416-979-5000 ext 6989

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## Appendix A

### Use of A/V Equipment for Class Hosts

**Note: Off campus locations may have their own A/V support personnel onsite. Please request assistance through the onsite contact.**

Most LIFE courses are held in Ryerson classrooms which are equipped with overhead projectors and power outlets. Most classrooms include an A/V console equipped with media presentation technology.

However, to open all podiums and to access the internet you must have Ryerson OneCard (A/V card) and a daily password. These cards are available from the LIFE office prior to each class and must be returned immediately after the class. **This is one of the tasks for a Class Host. Please note that not all Moderators/Lecturers require this equipment for their course.**

Should Moderators/Lecturers encounter any problems with the equipment or the A/V card does not open the console, they can use the classroom telephone and dial ext 4444 for the Media Services Help Desk for assistance.

Class Hosts are not expected to be able to use the media equipment but if you would like to understand how to use of Ryerson Presentation Technology this can be found online at:

<http://www.ryerson.ca/ccs/services/mediaservices/classrooms/training.html>

Click on the first selection "Full Video/Best Quality".

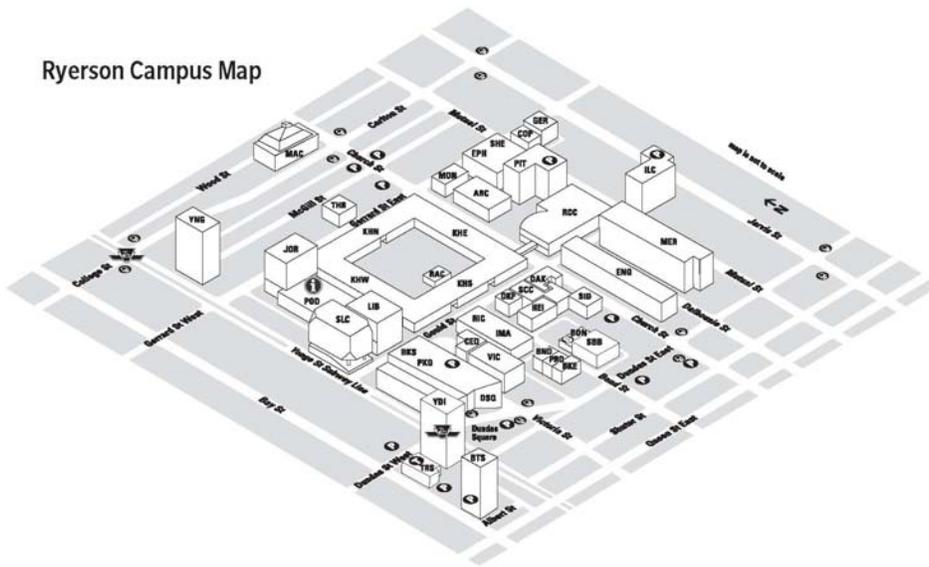
**NOTE:** If Moderators/Lecturers intend to use the Internet in their classes please make them aware that there can be problems related to connections. They should be strongly urged to download all their desired content onto a USB stick. This would include such items as video, YouTube material, film clips etc.

# Appendix B

## MAPS OF THE RYERSON CAMPUS

Single sheets of the map are available from the LIFE office. There are also accessibility maps which identify where the ramps into buildings are located, info re the subway, etc. should anyone need them. Follow the link: <https://www.thelifeinstitute.ca/index.php?page=static&p=maps.html>

Ryerson Campus Map



**BUILDING CODE, NAME, STREET ADDRESS**

- ARC** Architecture Building, 325 Church Street
- BKE** 110 Bond Street
- BKS** Campus Store, 17 Gould Street
- BND** 114 Bond Street
- BON** Capital Projects & Real Estate, Security, 111 Bond Street
- BTS** Bell Trinity Square, 483 Bay Street
- CED** Headship House, The G. Raymond Chang School of Continuing Education, 297 Victoria Street
- COP** Co-operative Education, 101 Gerrard Street East
- DSQ** 10 Dundas Street East – Yonge-Dundas Square
- ENG** George Vari Engineering and Computing Centre, 245 Church Street
- EPH** Eric Palin Hall, 87 Gerrard Street East
- GER** Research/Graduate Studies, 111 Gerrard Street East
- HEI** HEIDELBERG Centre – School of Graphic Communications Management, 125 Bond Street
- ILC** International Living/Learning Centre, entrances at 133 Mutual Street and 240 Jarvis Street
- IMA** School of Image Arts, 122 Bond Street
- JOR** Jorgenson Hall, 380 Victoria Street
- KHE** Kerr Hall East, 340 Church Street/60 Gould Street
- KHN** Kerr Hall North, 31/43 Gerrard Street East
- KHS** Kerr Hall South, 40/50 Gould Street
- KHW** Kerr Hall West, 379 Victoria Street
- LIB** Library Building, 350 Victoria Street
- MAC** Mattamy Athletic Centre at the Gardens, 50 Carlton Street
- MER** Merchandise Building, 147/159 Dalhousie Street
- MON** Civil Engineering Building, 341 Church Street
- OAK** Oakham House, 63 Gould Street
- OKF** O’Keefe House, 137 Bond Street
- PIT** Pitman Hall, 160 Mutual Street
- PKG** Parking Garage, 300 Victoria Street
- POD** Podium, 350 Victoria Street (area connecting Jorgenson Hall to the Library Building)
- PRO** Projects Office, 112 Bond Street
- RAC** Recreation and Athletics Centre, entrance through archway at 40 and 50 Gould Street
- RCC** Rogers Communications Centre, 80 Gould Street
- RIC** Ryerson Image Centre, 33 Gould Street
- SBB** South Bond Building, 105 Bond Street
- SCC** Student Campus Centre, 55 Gould Street
- SLC** Student Learning Centre, 341 Yonge Street
- SHC** Sally Horshall Eaton Centre for Studies in Community Health, 99 Gerrard Street East
- SID** School of Interior Design, 302 Church Street
- THR** Theatre School, 44/46 Gerrard Street East
- TRS** Ted Rogers School of Management – 575 Bay Street (entrance at 55 Dundas Street West)
- VIC** Victoria Building, 285 Victoria Street
- YDI** Yonge-Dundas I, 1 Dundas Street West
- YNG** 415 Yonge Street

- Undergraduate Admissions and Recruitment
- Direct underground access from the Ted Rogers School of Management to the Dundas Subway
- Security
- Parking
- TTC Subway stop
- TTC Streetcar stop

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### **TED ROGERS SCHOOL OF MANAGEMENT BUILDING QUICK FACTS**

- The best way to access this building is by going to the entrance at 55 Dundas St. W. Either take the escalator two floors up to the seventh floor or take the elevator to the right to the 7th floor. The classes will be located on the 7th floor.
- We recommend that you access this building from the street level as opposed to trying to find your way from the subway level which is more complicated. The subway exit (either southbound or northbound) is less than a 1/2 block away.

**APPENDIX C**

**LIFE INSTITUTE**  
**CHEQUE REQUISITION**

**Date:** \_\_\_\_\_

**Cheque payable to:** Name \_\_\_\_\_  
Address/Phone# \_\_\_\_\_

**Total Amount:** \$ \_\_\_\_\_

**Expense To:** (Indicate COURSE# & TITLE / EVENT / COMMITTEE etc. to which this should be allocated)

\_\_\_\_\_

**Explanation:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Your Signature:** \_\_\_\_\_

**PLEASE ATTACH ALL RECEIPTS, INVOICES ETC. TO THIS FORM**

**FOR OFFICE USE ONLY**

**Approved by Executive Member of the Board:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

**Cheque No:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_

## **Appendix D**

### **Caring for Life Members**

We have two programs that we would like to highlight that as class hosts you may receive questions about namely the Ombuddy program and LIFE*Cares*.

- **Ombuddy**

If someone in the class would like to speak privately about a financial concern or problem with LIFE, refer the person to the LIFE Institute Ombuddy: Jack Marmer, e-mail [jmarmer@idirect.ca](mailto:jmarmer@idirect.ca) or via the LIFE office at **(416) 979-5000 EXT. 6989**

- **LIFE*Cares***

LIFE would like to send cards to members who are ill or who are celebrating a special occasion.

If you know or hear of someone who should receive a LIFE*Cares* card, you can leave the details at the LIFE office.



# Evaluation Form for Moderators

Please take a few minutes to complete this evaluation form. The information collected will help us in our planning and development for future LIFE courses and programs. All evaluation forms are anonymous and only the collated responses are sent to the Lecturers. Thank you for your feedback.

Course Name: \_\_\_\_\_

**The Moderator** (Please circle the appropriate number/word)

	Below Expectation		Average	Exceeded Expectation		Not Applicable
Preparedness	1	2	3	4	5	NA
Presentation Style	1	2	3	4	5	NA
Opportunities for participation	1	2	3	4	5	NA
Format Suitable for Content	1	2	3	4	5	NA
Overall Experience	1	2	3	4	5	NA

**Course** (Please circle the appropriate number/word)

	Below Expectation		Average	Exceeded Expectation		Not Applicable
AV resources	1	2	3	4	5	NA
Classroom space	1	2	3	4	5	NA
Did the course description match the course content?				yes	no	

Comments: \_\_\_\_\_

What would you keep in this course? \_\_\_\_\_

What would you delete from this course? \_\_\_\_\_

Would you recommend this course to a friend?                      yes                      no

Comments: \_\_\_\_\_

Suggestions for new courses? \_\_\_\_\_

Additional Comments: \_\_\_\_\_



## **Appendix G**

### **Guidelines for Handling Emergencies or Health Problems on Campus**

If someone has a serious health problem – i.e., heart attack symptoms – ext “80” on the internal phone located in all classrooms and hallways and ask them to make an immediate 911 call. Security will meet the ambulance and direct paramedics to the proper location.

For any other emergency – e.g., theft, assault, falls (not serious enough to require an ambulance), **call security on the internal phone “80”** or go to the security desk on the 1<sup>st</sup> floor of 111 Bond Street.

If there is no phone in the room, please use a cell phone to **call 416-979-5000 and ask for ext. 80** – explaining that you need Emergency/Security assistance.

If anyone feels ill or requires medical attention while on campus, they can go to the **Ryerson Health Centre in Room KHW 181 (Kerr Hall West)**. The centre is open 9 a.m. to 6 p.m. Monday to Thursday and from 9 a.m. to 5 p.m. on Fridays. Summer hours may be different. For general queries, call ext. 5070 on the internal phone or call 416-979-5000 ext 5070.

For any other security matters – e.g., reporting anything hazardous or suspicious, or even getting a **door unlocked**, **call ext. 5040 on the internal phone or call 416-979-5000 ext 5040**

It is usual practice to have a fire drill near the beginning of each semester. If the fire bell sounds, please tell everyone to take their coat and personal belongings and file out down the stairs. If there is someone who needs **special help**, **call ext. “80”** on the internal phone, advise Security that (for example) you *have someone with mobility issues in Room “X” in the “X” Building*. Someone will come to assist this person. Do not leave him or her alone.

## **Appendix H**

### **LIFE Policies**

#### **i. LIFE Institute's Privacy Policy**

Be it resolved that:

1. LIFE Institute will not share the LIFE membership list with any other organization.
2. Contact information for members be seen as confidential by:
  - a) heading any full membership list "CONFIDENTIAL" and limiting distribution; and
  - b) reminding those who receive contact information that the information is confidential, and must be used and disposed of in an appropriate manner.
3. An occasional reminder will be sent to LIFE members about the website privacy policy\*\*, quoting it in full and explaining how to find it on the website.

Members will be assured by the Ombuddy that any information given will be kept confidential. The Board will ensure that anyone appointed to the post of Ombuddy will treat all information received from any member with great care.

#### **ii. 'No Scent' Policy**

We are committed to ensuring the enjoyment of all participants. In consideration of those in our classes who may have allergies and chemical sensitivities, please refrain from wearing cologne, perfume, after-shave or other scented products.

#### **iii. Ryerson's Discrimination and Harassment Prevention Policy**

As part of the Ryerson University Community we align ourselves with [Ryerson's Discrimination and Harassment Prevention Policy](#).

## **Appendix I**

### **Lost and Found Items**

The primary location to check for items left behind in rooms or lost would be the **Student Campus Centre, 55 Gould Street**

You can also check at the security desk, 1<sup>st</sup> floor, 111 Bond Street or call extension 5040 on an internal phone or call 416-979-5000 ext 5040.

If, however, you notice that someone in your classroom has left without their wallet, purse, umbrella, jacket etc. please bring it to the LIFE Office in 297 Victoria Street, room CED306 (during office hours). The LIFE office can email the entire class to notify that the 'eyeglasses' (etc.) have been found.