

Grand Learning Instructor Mini-Handbook

**Everything you need to know
in just a couple of pages**



**Grand Learning at Sun City Grand
19781 N. Remington Drive (Chaparral Center)
Surprise AZ 85374
623.546.7470
Marie McDermott and Brenda Friedman,
Grand Learning Assistants**

Quick Guidelines

Location:

The Grand Learning office is located at 19781 N. Remington Drive in Sun City Grand in the Chaparral Center building; classrooms are Navajo and Maricopa/Havasupai unless otherwise noted.

Arrival time:

Please plan to arrive ***no earlier*** than a half hour prior to the start of your class. There may be other classes in the room before your class, and if you have a class scheduled for early morning, the staff does not arrive before 7:30 a.m.

Furniture Configuration:

Please let us know **PRIOR TO THE DAY OF YOUR CLASS** what type of seating you desire. Classroom furniture will not be changed at the last minute. The choices are:

Classroom seating (tables and chairs facing the front of the room)

Theater seating (no tables, just chairs, facing the front of the room)

Tables in a square with appropriate number of chairs

Sales of Books and Class Materials:

In a word, no. You cannot require students to purchase books for your class. If materials are needed in order to take the class, it must appear (together with price) in the description in the catalog. Sun City Grand does not permit the selling of books, materials, services, or other commodities during a class session. You may leave your business card and brochures in the back of the classroom for those students who wish to take them. Please refrain from adding sales materials to your PowerPoint or other presentations.

More about Selling:

In order to ensure we maintain a positive learning environment, we ask you to follow these guidelines:

- Feel free to introduce yourself with a brief description of your company, your position and your experience.
- You may bring your business cards, literature (including coupons or discounts) or a sign-up sheet for further contact and place them in the back or front of the room (not on chairs or desks). You may announce their availability to the class. Students may or may not choose to take this material.
- You may use materials and literature with your company name, logo, etc. if it is pertinent to the subject that you are presenting.
- **You may not use the class as a selling event for your products and/or services.** You may not offer discounts in class or speak of your business activities in Grand Learning presentations other than your own.
- Any presenter wanting to present more specific information is welcome to contact SCG Room Reservations and arrange for a Sun City Grand facility where they can sell their products or services.
- Any student-instructor interaction AFTER the conclusion of the class is considered personal in nature and the content of that is strictly between the parties involved in the conversation.
- Instructors may not use our registration software database (ASAP) to send blanket emails to their students advertising their products and/or services. ASAP information is for classroom related use only.

Ambassadors:

Our Ambassadors are there to check in the students and to assist you in getting started. If you wish to introduce yourself (rather than being introduced) do let them know. Please feel free to ask them if you need additional help. It is always courteous to ask the Ambassador to stay for your class if there empty seats and the Ambassador wishes to sit in. However, if there is a materials fee, please have the Ambassador visit the Grand Learning office to arrange payment.

Copies:

This seems to be the biggest challenge for our office. Please ensure that we have your materials to be copied **A WEEK PRIOR TO YOUR CLASS**. We do not have a high-volume copier in the office and having staff make copies at the last minute interferes with daily operations and leaves the office unstaffed. We simply are unable to continue making copies the day of your class, or after your class has already begun. There are no longer exceptions to this decision and hope that you will respect the staff's time.

Materials other than copies:

There are any number of opportunities for you to enhance your presentation. We simply ask that you let us know ahead of time what type of materials you may need. Some examples of this might include name cards for your students, colored markers, pencils, etc.

If you need to purchase some materials for your class, the purchase **MUST** be approved before you expect us to pay for it. We have to go back to our supervisor, so we probably won't be able to give you an instant response.

Audio Visual equipment:

Each classroom is outfitted with projectors, screens, and computers. If you wish to use the audio visual equipment, please let us know so that it can be set up for you.

Emergency Procedures:

From time to time you may experience an emergency or disruption in the classroom. Please familiarize yourself with the following procedures which are also posted in each classroom.

Medical Emergencies: If you or one of your students experiences a medical emergency during a class session:

- Have someone dial **9-911** immediately. Use the phone in the classroom or in the hallway near the Grand Learning office rather than your cell phone, which goes to a central Phoenix call center.
- Have a second student call a CAM (Community Association Management) employee immediately.
 - CAM employees can be found in the Chaparral Center or the Sonoran Plaza, the building next door to the coffee shop. Or, call
 - Grand Learning Assistant (623) 546-7470
 - Lifestyles Director (623) 546-7455
 - CAM Executive Director (623) 546-7441
- Once on the scene, the CAM (Community Association Management) employee will take control of the person experiencing the emergency.
 - Employees are trained in CPR and the use of defibrillators as well as in other emergency issues.

Security Emergencies: Should you encounter a security issue (which is different than a medical one):

- Call a CAM employee immediately.
 - The CAM employee will contact Sun City Grand Security and the Surprise Police, if necessary.
- If you need to leave your classroom, please ensure that all students are aware of your departure.
- If the situation is urgent, have someone call 9-911 while you are seeking an employee.

Evacuation of the building: Should an emergency arise requiring the evacuation of the Chaparral Center:

- Have the students leave the building using the closest exit.
- Assemble in the parking lot area with your students until you receive further instructions. Ensure all your students are present as you assemble. **Do not go back into the building** if someone is missing. Tell a CAM employee or public safety (policeman, fireman) representative.

On the day you teach:

Again, giving us a heads up on what you require saves time and ensures that all your equipment will be waiting for you when you arrive. You can choose from these options or let us know if you desire something different. We will try our best to accommodate you.

Microphone – lapel or handheld

Clicker (remote mouse) to advance slides

Easel and/or whiteboard

Projector, computer, screens

What if.....

Clearly a document such as this one cannot cover all issues. Please feel free to call us (623-546-7470), email us (grandlearning@scgcam.com) or come by the office should have you any other questions or concerns. We look forward to working with you and having you share your expertise and enthusiasm with Grand Learning!