



# Expectations & Guidelines

## Lifespan Gerontology Certificate Program

*in partnership with the Finger Lakes Geriatric Education Center (FLGEC) at the University of Rochester*

- 1. Let us know if there's anything we can do to enhance your learning experience.** You, the students, are our priority. If there are any additional accommodations or other reasonable requests that will improve your learning experience, contact Lifespan's Director of Education & Training, Anna Stetzel. The Lifespan Gerontology Certificate Program leadership team and the wide range of instructors will do our best to make classes engaging and worthwhile.
- 2. Actively participate.** Ask questions, share, take notes, or do whatever else works best for you to engage with the learning material. Active participation may look different for different people. Some people may be more extroverted and/or talkative in class whereas others may be quieter in large group settings. However, you can tell when less talkative students are engaged by their body language (which is part of why we ask you to have your video on—see more below). Some people like to take notes. We will go into Zoom breakout rooms in many sessions and ask that everyone in the small groups participate and are given space to share in the conversation.
- 3. Keep your video on.** Although there are a few exceptions to this rule, we ask that you keep your video on as much as possible. In the past, we've had students who will briefly turn off their video to tend to something quickly and that's more than okay. The concern is when the video is off the whole time. In most sessions, we will go into Zoom breakout rooms. Last year, we had the issue of some students turning off their video and then when it was time to go into breakout rooms, some students didn't join. Without joining the breakout room and not responding when calling their name, it appeared that they weren't there nor participating. We are unable to give you full credit for the session if you just join the Zoom, turn off the video, and do not participate at all.
- 4. Be present: avoid multitasking and distractions.** We encourage everyone to be as present as possible during our time together each week. For some students, they find it easier to stay focused and present by closing multiple tabs, moving their phone out of site, and/or being in a quiet, private room with minimal distractions.
- 5. Stretch, stand, or take a quick break when needed.** There will be a 10-minute break about halfway through class.
- 6. Sessions will be recorded.** Sessions are recorded for makeup purposes only. Recordings are available if you are registered for a class, and you are unable to attend live. If you want to receive the certificate, you will receive reflection questions that accompany the recording to earn credit for the missed session. These recordings are NOT to be distributed under any circumstances. All personal information shared by instructors and class participants will be kept confidential. If you are not comfortable sharing something to the whole group and would like it shared anonymously, private message Anna in the Zoom chat and state that you'd like it read anonymously.
- 7. Treat all instructors and students with respect and assume the goodwill of others.** We are committed to creating a respectful and safe learning environment. If you have any concerns, contact Anna.
- 8. Familiarize yourself with Zoom.** We will be using various Zoom features throughout our time such as closed captioning, breakout rooms, polls, and raised hands. If you need assistance with navigating Zoom, please contact Anna at [astetzel@lifespan-roch.org](mailto:astetzel@lifespan-roch.org) or 585-498-4022.