

The University of Minnesota Duluth  
Continuing Education

# Instructor Handbook

*The University of Minnesota is an equal opportunity educator and employer.*

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## Welcome!

We are pleased that you have chosen to share your expertise with UMD Continuing Education (UMD CE) learners, and we would like to thank you for becoming part of our educational team. Your role in the teaching-learning process is highly valued and it is important to us that your experience is positive.

Information in this handbook will not only help you navigate the system, it will also ensure consistent promotion of UMD CE's philosophy of excellence in professional development and individual learning. By familiarizing yourself with our policies and procedures, you will be able to represent UMD CE with confidence in the classroom and in the community.

Please review each section of this handbook and feel free to call, email, or visit us in the UMD Continuing Education office (104 Darland Administration Building) if you have any questions or concerns.

Thank you for your contributions!

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**UMD Continuing Education** provides quality lifelong learning opportunities with a focus on non-credit professional development programming. Our open-enrollment workshops and seminars include a variety of topics. Through UMD CE, new skills are acquired, existing skills are enhanced, and additional areas of interest are explored in a professional, low-stress learning environment.

In addition to our open-enrollment workshops and seminars, we also offer self-paced e-learning courses and certificates, event planning/hosting services, and registration services. Our customized training program works with businesses to provide training that is specific to their individual needs.

We are known for our high-quality instruction, class variety, responsive programming, and outstanding customer service. Please visit the UMD Continuing Education [website](#) for a current class schedule.

### **UMD Continuing Education**

8:00 AM – 4:30 PM, Monday – Friday

104 Darland Administration Building, 1049 University Drive, Duluth, MN 55812-3011

(218) 726-8113, [cehelp@d.umn.edu](mailto:cehelp@d.umn.edu)

UMD Continuing Education [Instructor Resources](#) Page

## Frequently Used Terms

**UMD CE:** University of Minnesota Duluth Continuing Education.

**Continuing Education:** Learning that is designed for non-degree seeking adults who desire specific skills to enhance their working lives, need continuing education hours to stay current in their field, maintain licensure, or are life-long learners who want to learn something new.

**Subject Matter Expert (SME):** Individuals with qualified expertise in performing a specific job, task, or skill. SME's are also known as instructors or trainers.

**Know How Guide:** UMD CE Course Catalog.

**Learning Objectives:** What learners will know or be able to do by the end of the workshop/seminar. The objectives should be specific, measurable, and attainable.

**Evaluation:** A systematic method for gathering information about the effectiveness and effect of training programs. Results of the measurements can be used to improve the offering, determine whether the learning objectives have been achieved, and assess the value of the training to the organization.

**Statement of Work/Scope of Work (SOW):** Teaching agreement with UMD CE

**Independent Contractors:** Community experts and non-UMD employees

## What UMD CE Will Do

- Identify the professional development needs of the learners
- Create a course title, description, and objectives
- Provide the hiring paperwork
- Provide Instructor Handbook
- Communicate frequently
- Schedule workshop dates and times
- Market the workshop/seminar
- Register the participants
- Staff the workshop/seminar
- Update instructor frequently as to registration status (go/no go)
- Make photocopies/create learner packets
- Provide refreshments
- Provide Certificates of Attendance / CEUs (when appropriate)
- Pay instructors in a timely fashion

## What UMD CE Expects From You

- Exhibit a passion for life-long learning
- Be recognized as a subject matter expertise
- Present a professional and friendly demeanor
- Know best practices for teaching adult learners
- Create engaging curriculum
- Maintain ongoing communication
- Provide UMD CE with a preliminary outline before hiring paperwork is signed and sent
- Complete hiring documents quickly
- Read materials provided by UMD CE
- Understand different learning preferences and embrace diverse perspectives
- Avoid promotion of other businesses or organizations in which you are involved

### Statement of Work/Scope of Work

The Statement of Work/Scope of Work (SOW) is your teaching agreement with UMD Continuing Education. A new SOW is generated for each term you teach. It must be signed and returned to UMD CE in a timely fashion. You may mail the SOW to [Your Program Coordinator's name] UMD Continuing Education, 104 DAdB, 1049 University Drive, Duluth, MN 55812-3011 or email it to [cehelp@d.umn.edu](mailto:cehelp@d.umn.edu). Independent Contractors will also be asked to complete a W-9.

### Compensation

Stipends are processed through the university via check or direct deposit. If you want to have direct deposit, let your Program Coordinator know. It is important for us to have your current mailing address, email, and phone number. If anything changes, please let us know.

A 1099 income tax form will be mailed to Independent Contractors earning \$600 or more per year through UMD Continuing Education.

## New Workshop/Seminar Ideas

We encourage you to make suggestions for workshops/seminars you think we should be offering. If you have an idea:

1. Speak with your Program Coordinator to determine its feasibility.
2. A Workshop/Seminar Proposal form is available on the [Instructor Resources](#) page on UMD CE's website. Complete the form and click on submit.

PLEASE NOTE: Not every proposal is selected; offerings are determined by participant interest, our educational criteria, and whether the topic is being taught elsewhere. UMD CE determines which workshops and seminars to offer and when to offer them.

## Marketing

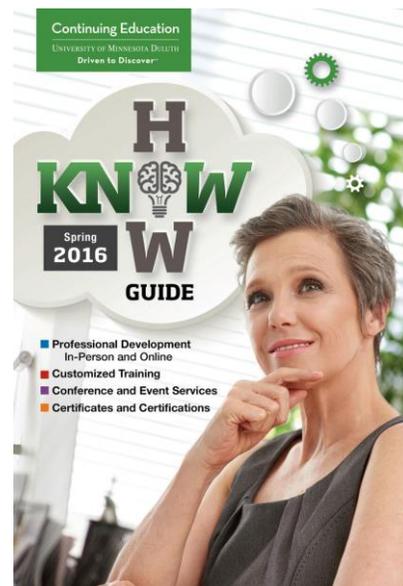
UMD CE promotes workshops/seminars in a variety of ways. Our Know How Guide is distributed twice a year to 2,300 carrier route addresses, and we mail it to roughly 3,400 homes and businesses in the Duluth area. Copies of our Know How Guide are available across the University campus and are distributed at numerous community events. Additional promotional activities include: flyers, brochures, postcards, posters, emails, social media, and electronic advertising.

### Instructor Role in Marketing

- Circulate copies of the Know How Guide among your colleagues and friends.
- "Like" UMD Continuing Education on Facebook and Google+ and follow us on Twitter. Join CE's group in LinkedIn.

### Deviating from Workshop/Seminar Description

If you need to deviate from the published description, please speak with your Program Coordinator immediately. Learners come to a workshop/seminar with an idea in mind based upon the description; UMD CE's reputation is at stake when learners do not receive the learning they are expecting.



## Sample Workshop Outline

Using a standard course outline helps set the tone of a workshop/seminar and it establishes the expectations you have of the learners. For every 20 minutes of lecture, you should insert an activity or time for discussion. Adults typically learn by “doing and discussing” rather than simply listening. Breaks are also important.

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**Title of Workshop:** Computer Basics                      **Date of Workshop:** October 2, 2012  
**Instructor:** Joe Schmoe, II                                      **Length of Workshop:** 60 minutes

**Description:** This workshop is an introduction for new computer users so they can become more comfortable with computers.

### Learning Objectives:

1. Participants will learn the most popular uses for a computer.
2. Participants will learn the basics of how a computer works.
3. Participants will learn how to single click, double click, and right click.
4. Participants will learn how to open and close a program.
5. Participants will learn how to play a game.

### Introduction

Time: 5 minutes

**Content:** Introduce myself, learning objectives, when class gets out, bathrooms, handouts

**Activity:** Class introductions: first name, one thing they like to do in their spare time

**Learning Objective #1:** Learn the most popular uses for a computer.                      Time: 10 minutes

**Content:** Uses for a computer: refer to introductions, also refer to my favorite uses, and tell a story.

**Activity:** Make this a brainstorm, rather than a lecture. Write on white board, have everyone share what they want to learn to do on a computer (maybe not today, but eventually); what other things can you do on a computer (friends, family?)

**Learning Objective #2:** Learn the basics of how a computer works.                      Time: 10 minutes

**Content:** Make up an analogy for how a computer works (still need to think about this), information goes in, information comes out. We control the computer, tell it what to do.

**Activity:** Work in pairs, draw a diagram that represents how one part of the computer works (monitor, mouse, keyboard, Internet, memory, speakers). Then present to the class.

**Learning Objective #3:** *Learn how to single click, double click, and right click.* Time: 10 minutes

Content: *Explain the mouse buttons, what “click” means, then single, double (always left), and right (right is not so common). Explain that these do different things. How to hold the mouse. (Make mouse joke?)*

Activity: *First, practice clicking on the table. Put all fingers on table, and then lift pointer finger and “single click.” Do the same with right click, and then double click. Have people help each other. Then, practice holding the mouse. Then, set the mouse down and practice single, double, and right clicking. (Do we have extra mice that we can use unplugged for this?)*

**Learning Objective #4:** *Learn how to open and close a program.* Time: 10 minutes

Content: *Double click to open a program (everything else, single click!). Then single click the “x” in the upper right corner to close. Demonstrate opening the program on the desktop and then closing it, step by step.*

Activity: *Have people work in pairs, and instruct each other on how to open the program. Make sure each person successfully opens and closes the program, if pairs finish early; have them help the remaining pairs.*

**Learning Objective #5:** *Learn how to play a game.* Time: 10 minutes

Content: *Game is minesweep (still need to see if this works, or maybe find different game?), explain the rules. Demo a short easy game.*

Activity: *Let everyone play the game; show them how to play more advanced levels if they are good. If people are struggling, have them help each other.*

**Conclusion** Time: 5 minutes

Content: *Homework: Keep practicing this game, and maybe try others like solitaire. Come to another class to learn more (suggest next class?)*

Activity: *Evaluations*

## Workshop/Seminar Cancellations

- The most common reasons for cancellation are low enrollment or bad weather.
- Your Program Coordinator monitors enrollment to determine whether your workshop or seminar will run.
- A go/no go decision will be made 2-3 days prior to the workshop/seminar.
- If your workshop/seminar is cancelled, you will be notified by your Program Coordinator via email.
- UMD CE will email registered learners to notify them of the cancellation.
- If a workshop/seminar is a “go,” a roster of learner names will be provided to you.

## Emergencies

In the event a learner is injured or becomes ill, contact 911 for emergency medical services. If the situation is serious enough to call 911, please have the other learners take a break until emergency personnel arrive. Your priority is to keep the sick/injured learner feeling safe and comfortable.

## Code of Conduct

In order to maintain an ethical and impartial learning environment, you agree not to promote any specific product, business, service, or source in the classroom. We also ask that you show respect to other organizations when offering examples during class. If you use a local organization as an example of poor practice, please carefully consider withholding the name of the organization.

**Nondiscrimination** – UMD CE endorses all of the state and federal legislation that prohibits discrimination in employment and in the use of educational facilities. Discrimination includes harassment and offensive conduct against any person, student, or staff member on the basis of race, creed, color, sex, age, marital status, handicap, and/or national origin.

**Title IX** of the Educational Amendments of 1972 prohibits discrimination on the basis of sex; Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin; Section 504 of the Rehabilitation Act of 1973 prohibits discrimination based on handicap; the Americans with Disabilities Act of 1990 requires reasonable accommodation for people with disabilities.

**UMD CE learners and instructors** are expected to observe all federal, state, and local laws, and university regulations governing the use and possession of alcoholic beverages, narcotics, and dangerous drugs. **Smoking** is prohibited on the UMD campus. This includes outdoor areas as well as personal vehicles parked on University property.

## Expectations of Instructors on the Day of the Workshop/Seminar

Before your workshop/seminar begins:

1. Arrive at least 30 minutes early.
2. Create a warm and friendly atmosphere by welcoming learners to your workshop.
3. Attendance is normally taken by CE staff. If a staff member is not present, we would ask that you take attendance via the sign in sheet.
4. If a learner says they have registered but their name isn't on the roster, or if you have a walk in, and no CE staff are present:
  - Allow them to remain in the classroom.
  - Record the learner's name, email address, and day time phone number.
  - Call 218/726-8113 the next day with the learner's information. CE will follow up.

During your workshop/seminar:

1. Introduce yourself and ask the learners to introduce themselves by saying their name, where they work, their job title, and why they are attending or what they hope to learn.
2. A 10-15 minute break is recommended for workshops that are 2-3 hours long. Two breaks are recommended for workshops that are more than 3 hours long.
5. Adhere to the published start and end times.
6. Engage the learners by providing time for discussion and activities.
7. Allow 5-10 minutes at the end for questions and comments.
8. Allow an additional 5 minutes at the end for learners to complete their evaluations.
9. Photos may (on occasion) be taken by CE staff with permission of the learners.
10. Do not promote specific products or services.
11. Do not solicit contact information from the learners.

After your workshop/seminar:

1. On the rare occasion when CE staff is not present, collect the learner evaluations and roster. Deliver them to your Program Coordinator the following business day.
2. Independent Contractors must submit an invoice for teaching via email. A sample invoice is on page 10 of this handbook; you will also find it on the [Instructor Resources](#) page on UMD CE's website.

# Sample Invoice

Joe Schmoe, II  
2190 W. 77<sup>th</sup> Ave.  
Golden Valley, MN 55411-3022

## INVOICE

Date: 10/3/2012

TO:  
[Your Program Coordinator]  
University of Minnesota Duluth  
Continuing Education  
104 Darland Administration Building  
1049 University Drive  
Duluth, MN 55812-3011

FOR: Computer Basics Workshop

DESCRIPTION			AMOUNT
October 2, 2012 Workshop Contract Payment			\$175
		Total	<b>\$175</b>

**Due upon receipt.**

(PLEASE NOTE: **Independent Contractors must** submit an invoice via email to the Program Coordinator before UMD CE can begin processing payment.) UMD instructors are not required to submit an invoice.

## Getting Paid

### Independent Contractors (Community experts and non-UMD employees)

1. Your stipend is determined in advance.
2. Create and submit an invoice via email to your Program Coordinator.
3. Payment will be made within 30 business days after we receive your invoice.

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### UMD Faculty/Staff

1. Your stipend is determined in advance.
2. Payment will be made during a regular UMD pay cycle. UMD Continuing Education will make every effort to pay you on the first available pay day after the class is finished.
3. You **do not** need to submit an invoice.

### Additional Information

- Registrations are taken by UMD CE prior to the start of the workshop/seminar.
- If a workshop/seminar is full, UMD CE will maintain a waiting list.
- Evaluations are collected by UMD CE staff at the end of the workshop/seminar.
- The results of the evaluations will be shared with you via email within a week.
- If you are seriously ill and need to cancel your workshop, notify your Program Coordinator as soon as possible so alternate plans can be made.
- In case of inclement weather, visit UMD's [website](#). If UMD is closed, CE classes will not be held. You can also call 218/726-7669 (SNOW). School cancellations are reported on local TV and radio stations.
- Visitors are not permitted in the classroom unless arranged in advance with your Program Coordinator.
- The use of alcohol and tobacco on the UMD campus is strictly prohibited.
- UMD CE guarantees customer satisfaction. If a learner is not satisfied with his/her classroom experience, s/he may contact us at 218/726-8113.

## Instructor Handbook Compliance Agreement Form

**I have read the Instructor Handbook and I will comply fully with its stipulations.**

Print Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**You only need to sign this form once. Return the form to:**

[Program Coordinator's Name]

UMD Continuing Education

104 Darland Administration Building

1049 University Drive

Duluth, MN 55812-3011

Or scan the form and email it to: [cehelp@d.umn.edu](mailto:cehelp@d.umn.edu)

Call or email your Program Coordinator if you have any questions.

***Thank you for teaching through UMD Continuing Education!***

UMD Continuing Education has published this handbook for informational purposes only; its contents shall not constitute a contract between this institution and prospective or current instructors. Information contained in this publication reflects the current curricula policies and regulations of UMD Continuing Education; however, these are subject to change at any time by action of UMD Continuing Education.

The University of Minnesota shall provide equal access to and opportunity in its programs, facilities, and employment without regard to race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression.

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3/18/2016  
REV 4/25/2017