

# Instructor\* Expectations Packet

*\*Written with the National Instructors in mind, but information useful to Local Instructors is contained within.*

November '09

- DHI's Goals for developing and distributing this packet of information:
  - To make sure that we are all on the "same page." This includes Instructors, DHI staff, Local Education providers, etc.
    - *And* to get on the same page... quickly. We hope this packet will be a very efficient tool for disseminating quite a bit of important information to a large number of Instructors.
  - To open up the lines of communication. (You deserve to know our expectations and we need your helpful suggestions.)
  - To create a smooth and well rounded process for all that happens before, during, and after class.
- To make a "good thing" great, which is possible because we are all lifelong learners. This includes trying new instructional techniques, proactively providing DHI with your curriculum suggestions, etc.
- ***We thank you in advance for the time taken to review this packet and to answer its accompanying assessments. Your effort and time spent preparing to instruct is truly appreciated.***

# **Before the Class**

## Before the Class

- Be Prepared!!!
  - Know the curriculum
    - Review the **entire** Instructor Manual prior to every session
    - Also be aware of the Student Manual content
  - Practice makes perfect!
    - Get comfortable with the Speakers' Notes
      - Speakers' Notes are talking points rather than a script to read from
  - Be prepared for in depth questions
    - And be mentally prepared to not be able to answer every single question

- PREPARATION is the foundation of successful teaching.
  - Review the Instructor Manual EVERY time because curriculum is updated each calendar year.
  - Also review the Instructor Manual Table of Contents and headers/footers to get comfortable with which pages do or do not appear in the Student Manual.
  - Practice for a more natural and confident presentation.
  - Remember: the Speakers' Notes are not meant to be a script. Instead, view them as talking points to elaborate on.
- questions.
- And if you find that you do not know an answer, simply tell the student you will look up the answer and provide them with the information after the next break.
    - By the way, it's okay to not know an answer... Just be sure to find out the information as soon as you can... And use the situation as a "teaching moment" regarding resources for researching a question of that nature. 😊
- 
- Be prepared to answer the "WHY?"

## Before the Class

- Curriculum Review (Prep)
  - Review ALL pieces that make up the complete Instructor Manual
  - Ex:
    - Table of Contents (TOC)
    - Class Schedule
    - Learning Outcome Statements (LOS)
      - LOSs should guide you and your preparation
    - Exam Review & Exam Questions throughout the Manual (see the Exam Review for the applicable page numbers)
    - Additional Literature, Handouts, etc.
    - Speakers' Notes (!)

- **Should an item be missing from a Manual (e.g. Class Schedule, LOS, Speakers' Notes)... please be proactive in providing DHI staff with your suggested Learning Outcome Statements, Speakers' Notes, etc.**
- We **very, very, very** much need all items to be complete and thorough....  
*Think of a new Instructor teaching for a Chapter when you are developing the Class Schedule, etc. Are there enough details for this person? Are we setting them up for a successful session?*

## Before the Class

- **Whom** to ask questions or make suggestions about the curriculum
- **When** to ask questions or make suggestions about the curriculum
- Conference calls with teaching team and/or applicable Education Council members

- **WHO:** If you have a question about the curriculum or would like to make a suggestion, feel free to contact a DHI Staff member or an experienced Instructor *that Staff has recommended to you*.
- **WHEN:** DHI staff need time to make the changes in a professional manner. Please allow us the time to do so (a minimum of 3 months prior to the end of the calendar year is preferred).
- Note that our goal **during the school** is for no materials (handouts, tablets, etc.) to be missing from classes. Therefore, Instructor requests are expected to be very rare due to the enhanced preparation and preventative measures Staff members plan to take.
- This preparation includes Instructors thoroughly reviewing material prior to the day of the class. It cannot be overstated how necessary this step is in avoiding spur of the moment requests for copies of X or Y to be made. Again, please make your requests for necessary class materials a minimum of 3 months prior to the end of the calendar year. That way nothing will need to be taken care of "last minute."
- Conference calls are a very useful tool for preparing to instruct with your teaching team. Staff can help you organize your team's conference call, but our participation is optional... we'll leave that up to your preference.
  - Appropriate Education Council members may also participate in the call if that is your team's preference.

## **Before the Class**

### ➤ Instructor Applications

- Every active Instructor (National and/or Local) must have a current application on file
- A fresh start

- This is a fresh start. You do not need to feel obligated to select the classes you have taught in the past and you should feel free to request classes you have not yet taught.

## Before the Class

### ➤ Curriculum Enhancement

- Keeping the students engaged
  - Think outside of the box
  - Use a variety of teaching techniques
  - Use connections to reinforce concepts and facts (e.g., real life examples)
    - “Text to Self”
    - “Text to Text”
    - “Text to World”

- Try to think outside of the box so that learning is fresh and engaging. (Put yourself in your students’ shoes... then you will know how best to present the material.)
- Present your successful teaching techniques to DHI staff so that these tips/strategies can be incorporated into the class exercises, Speakers’ Notes, etc.
- Make sure you use a variety of instructional techniques.
  - Lecture (with note taking)
  - Hands-on
  - Small group
- Active participation is good!
- Students will learn and retain information much better if they are interested in the presentation of the material.
- Making Connections:
  - Text to Self – the connection between the curriculum and the student’s experience
  - Text to Text– the connections made within the same curriculum (relating one concept to another so that you reinforce both)
  - Text to World– the connection between the curriculum and the “big picture” (general real world experience)

## Before the Class

### ➤ Classroom Setup

- DHI Staff are responsible setting up the classroom materials... with the exception of setting up the samples/equipment for:
  - COR113, COR120, COR133, EHC405, and EHC410

- All materials (Instructor and student) will be organized at the front of your classroom.
  - It has been requested by multiple Instructors that Staff leave all of the class materials at the front of the room so that the Instructors are able to hand out the materials at the appropriate/preferred time. Staff will gladly oblige. 😊

## **During the Class**

## During the Class

- The Importance of Consistency
  - Identical content in the Instructor Manual “Top Boxes” and in the Student Manual pages
    - Any differences will be noted in the header of that Instructor Manual page
    - Note: the format of the Student Manual was updated in 2009. Due to this new format it is especially important that Instructors become familiar with both the Instructor and Student Manuals and how they work together
  - Cover all curriculum pertaining to the test questions
  - Importance of students taking notes

- CONSISTENCY is one of the most important goals for the Education Dept.
- *Please do **not** make any changes to the curriculum or materials distributed to the students.*
- In the past, former Instructors ripped pages out of the Student Manuals- the day before class- rather than letting Staff know about the need to remove the pages electronically before printing the manuals.
  - The pages were (and still are) 2-sided and the Instructors were unwittingly removing information on the backside of the page that they wanted to stay in the manuals.
- Edits can be made if enough notice is given to Staff. (A minimum of 3 months prior to the end of the calendar year is required.)
- **Please** respect DHI’s limited budget/resources. Last minute, essential changes are very costly.
- Cover ALL exam subject matter during the class. **Test questions should be on the bottom half of the applicable page of the Instructor Manual.** *Please alert Staff if they are not in the Speakers’ Notes.*
- You have **only** 25 questions in which to capture the student’s proof of knowledge. *Please let us know if you think an exam question should be deleted or edited. Also let us know if you have suggestions for better and/or additional exam questions.*
- **ONLY 80% OF THE TEST ANSWERS APPEAR ON THE SLIDES... REMIND STUDENTS TO TAKE GOOD NOTES.** (It used to be that only up to 60% of the test question information could be found pre-printed in the Student Manual. *We are still in the process of increasing the percentage.*)
- Just an FYI that the Student Manuals were reformatted in order to create a more user friendly and professional appearance while also saving paper.

## During the Class

- Instructor Conduct
  - Positive and Professional
  - Respectful and Respectable

- Things to Watch Out for:
  - Language/Uncouth content
  - Remain unbiased toward products
  - Ego
- Remember that you are not an Instructor to be “cool” or to be the students’ “friend.”
  - Being polite and kind = Good.
  - Talking to students during breaks about your “activities” at the bar the night before = Bad. Very bad.
- Stay positive, but honest. It is not helpful to lead students on with false praise. They are looking to improve, please provide them with constructive criticism so that they can be successful in the future.
- Only pass out materials provided by DHI. (If a cartoon, etc. is related to the subject matter, simply get Staff approval prior to sharing it with the class.)
- REMEMBER – Instructors and their behavior are very influential.
- THE STUDENTS NEED TO KNOW THAT PARTICIPATING IN A DHI CLASS IS AN EXPERIENCE TO BE PROUD OF!!! 😊

## During the Class

- Classroom Environment
  - “Safe”

- Adults naturally look out for children’s feelings, but adults (students and Instructors) need to feel like they are in a “safe” learning environment too.
- It is unacceptable for students to be disrespectful to each other or to Instructors.
- If you are comfortable speaking with the student about his/her behavior (excessive/repeated tardiness, manners, etc.) please be sure to keep the conversation positive, professional, and private (during a break).
- If you are not comfortable speaking with the student about his/her behavior, please let Staff know we will speak with the student.
- Again, be sure to keep this conversation private since “scolding” one student publicly can create unnecessary tension for the entire class.
- Learning will not occur if the students are on edge.

## During the Class

### ➤ Exam Environment

- No Distractions
- No Rushing

- Please keep the room:
  - Quiet
    - Even keep “whispering” to a minimum
  - At a comfortable temperature
- Make sure that enough table top space has been provided to the student.
- Bathroom breaks should be provided right before the exam, not during.
  - Please be sure that the students are aware of this expectation.
- Please pace the class so that the end of class exam starts when the schedule suggests.
  - The last thing we want to have happen is students having to rush to get through the exam “on time.” This is extremely unfair to the students.
  - Students who need additional time to complete their exam should not be rushed. Exams are not timed (with the exception of DAI 600).
  - If a student needs more time and is holding up the end of class review, please request that a staff member proctor the remainder of that student’s test.

## **After the Class**

## After the Class

- The Importance of Consistency
  - Grading the Exams
    - DHI Staff
      - “Scantron”

- All grading should be done by DHI Staff using Scantron technology.
- Using Scantron allows for statistical analysis of exam questions and answer options... as well as how individual classes or methods of assessment/instruction compare to each other.
- Exams that are not multiple choice are still to be graded by DHI Staff... with the exception of the Exam Prep classes. (Any assessments that occur during the class and are not part of the student's official score are the responsibility of the Instructors.)
- **Please do not tell the students if they have passed/failed a class** (unless you are teaching an Exam Prep class). There have been a number of instances where students have been told they have passed a class when, upon further review, they have not.
- We understand that a student might be pressuring you for results and we invite you to resolve this situation by letting the student know that it is DHI's policy to complete the grading at DHI headquarters and *then* to notify the students of their results. Should the student have any questions regarding this policy, they are welcome to contact Staff.

## After the Class

- Classroom Breakdown
- Bring the following to the Instr Office on the last day of class:
  - Attendance Sheet, Class Evaluations, Exams (with Contact Cover Sheet), and Scantron Answer Sheets (turned so that each Scantron sheet is facing the same direction)
- DHI Staff are responsible for collecting all unused/leftover classroom materials with the exception of “tearing down” the equipment for:
  - COR113, COR120, COR133, EHC405, and EHC410
- Should the last day of a class conclude prior to 5:30, please *immediately* let Staff know the class has wrapped up

- Exams (with the student contact info coversheet), Scantron answer sheets (turned so that they are facing the exact same direction... this is a huge timesaver when processing the exams), and Class Evaluations are to be collected, placed in their respective manila envelopes, and hand delivered to a DHI Staff member. Please turn in the attendance sign-in sheet as well.
- Clearly express to the students how valuable their feedback is. Let them know their comments will be reviewed by DHI staff and taken very seriously. Also it is very important that the students write their full names and/or DHI ID #s so Staff can contact them if they have a question.
- All unused materials will be picked up by DHI Staff.
- Please separate the used and unused class materials (handouts or blueprints, for example) so Staff immediately knows what to keep and what to recycle.
- All equipment (computers, etc.) should be packed up by DHI Staff.

## After the Class

### ➤ Curriculum Editing Procedures

- Write the Instructors' names and contact information (on the front cover of the class Instructor Manual )
- Use sticky notes to mark ALL pages with edits
- Submission
  - Immediate

- We **NEED** your curriculum edits and suggestions to continue to improve our education.
- Every single page that has an edit needs a sticky to “flag” it. Otherwise, it is far too easy for us to miss your edit and it will be lost.
- If you are interested in suggesting/modifying exam questions, let Staff know and we will provide you with the **DHI guidelines** for updating curriculum/exams.
- We also welcome suggestions for additional class exercises and teaching tools.
- Be on the lookout for graphics that are not labeled or are of poor quality/blurry. Please alert us to those that you find.
- Please submit your suggested edits at the end of the class. We need your feedback as soon as possible so we can begin making the requested changes.

## **Additional “Best Teaching” Practices**

## Additional “Best Teaching” Practices

### ➤ “Teaching Moments”

- How to best handle:
  - Challenging Situations
  - Challenging Students

- **Use every opportunity to create a teaching moment!**
- If you do not know the answer to a question, honesty is the best policy... there is no need to feel embarrassed. Simply tell the student you will look up the answer and get back to them by the end of the class.
- As mentioned in the class prep section:
  - It’s okay to not know an answer... Just be sure to find out the information as soon as you can... And be sure to use the situation as a “teaching moment” regarding resources for researching a question of that nature. 😊
- If you do know the answer, but your phrasing is not connecting with the student’s understanding, just ask another student who does understand if they would express the concept in their own words. This technique is often effective.
- There are generally 3 categories of students:
  - Needs Remediation
  - Needs General Education
  - Needs Enrichment
- Those needing enrichment often make wonderful “tutors” for those needing remediation. Use your resources.
- There are a wide variety of challenging situations that can arise. In general, the best way to handle a challenging student or situation is to walk a fine line of keeping the situation light-hearted, but also clearly expressing your expectations.

## Additional “Best Teaching” Practices

- “Quick Tips” for Effectively Teaching Note Takers
  - Watch your rate of speech
  - State the “Top Box” portion of the page as well as the Speakers’ Notes
  - Page numbers are “Road Maps”
  - State when the students do NOT need to write what you are saying

- Pay attention to note takers... compliment their efforts and let them know that if you speak too quickly or move on before they are ready, that they may alert you to their needs.
- State the STUDENT page number every time the student needs to change pages.
  - Please be aware that the student will only need to change pages when the footer of the Instructor page says the student page is on “Section: X of X.” If the footer says the student page is on “Section: Y of X,” then the students are still reading from the same page. Therefore, it is best to NOT mention (as you turn your Instructor page) that the students should stay on the same page. (This helpful hint comes courtesy of student feedback that we have received.)
- If it is necessary to skip around in the Manual, direct them to write the “To”/“From” page numbers so that they have a “guide” or “road map” to follow when they are taking their exam or reviewing the text in the future.

## Additional “Best Teaching” Practices

- Teaching Tools (“What’s the difference?”):
  - PowerPoint
  - Transparencies
  - Handouts of Images
- Provide Examples of “Good Work” First
  - Exercises, problem solving, etc.

- How does an educator know when a PowerPoint slide, or a handout, or a transparency, etc. (or a mixture) is the *best* teaching tool to choose in order to convey a concept to the students?
- Examples of when \_\_\_\_\_ is generally the *best* teaching tool:
  - **PowerPoint** Ex: There is a need for “animation,” or to have information “pop up” on an answer sheet, or you need to point to a specific section of an image. (*PowerPoint is more appropriate if the curriculum requires you to “point at” a dozen or more different pages/images in the manual. Transparencies are more appropriate if only a handful of images are needed.*)
  - **Transparency** Ex: Ask yourself, “Do I need to write on this image to better get the point across?” If the answer is “Yes,” then a transparency is the best tool.
  - **Handout** Ex: Ask yourself, “Does the student need to write on this image to better get the point across?” If the answer is “Yes,” then a handout should be used.
- When asking students to do an exercise or any project, please be sure to first provide them with an example of how this type of exercise is done **correctly**. Showing a student how complete find the answer to solve problem “A” does not mean you are giving away the answer to problem “B.” It only means you are setting the students up to better understand and more successfully solve problem “B.”

## **Additional “Best Teaching” Practices**

- Never Forget that Your Number One Goal in Teaching is to Help Students Learn!

- The whole point is learning!
- Excellent Instructors are also LIFELONG LEARNERS.

## **Remember these Words**

➤ Preparation!

➤ Consistency!

➤ Learning!

➤ Follow these 3 “rules” and you are on the right track!

**Addendum:  
Making Life Easier... for All**

## **Making Life Easier... for All**

### ➤ In Class:

- Before you get started, ask the students if they are in the correct class
  - Class registration information can be found on the back of the student's badge
- Hand out rosters (and keep one for yourself)
- Use the attendance sheets daily
  - Turn them in to Staff on the last day of class
- Students need to use their legal names on DHI documents
  - Please verify that they are doing so

## Making Life Easier... for All

- Behind the Scenes:
  - Morning Meetings
  - Daily Reminders
  - PM Procedures
  - “Unique” Situations

- Morning Meetings (started Spring '08) help to get everyone on the same page without having to track down Instructors. **All Instructors are to attend this meeting, which will occur from 7:30am – 7:45am daily.**
- Please be sure to read the Daily Reminders (started Spring '08) that are distributed by Staff. If we feel the info is important enough to type, print, and distribute, then... ya know, it's important enough to read! ☺
- The PM Procedures (started Fall '08) apply to classes that are concluding that day. At the end of that class, please bring all of the materials (Attendance Sheet, etc.) requested in the “Classroom Breakdown” section to the Staff Office. A staff member will meet you there to collect the materials.
  - Should a class end early (before 5:30) and a staff member is not yet in the Staff Office, please use the walkie talkie in the Instructor Office to contact them so a “hand delivery” can be completed. This will allow you know that the materials have been safely delivered to the staff person.
- All decisions regarding a unique situation should be run by DHI staff . (Please seek out the Director of Education first.)

## Making Life Easier... for All

- Behind the Scenes:
  - Instructor Office

### Instructor Office Policies:

- During the school, the Instructor Office is meant to be a quiet and calm place for the Instructors to use for preparing for a class, grading, meeting with their co-Instructor(s), etc.
- Morning Meetings will also take place in the Instructor Office. (*See previous page for times.*)
- If there are no Instructors attempting the aforementioned work, the Instructor office can also be used for social gatherings amongst Instructors.
- Also, a walkie talkie will be provided for use in the Instructor Office (started Fall '08). This allows Instructors to quickly and easily contact staff members without having to track them down. Please be sure to keep the walkie talkie in the Instructor Office at all times since it is a very helpful and frequently used communication device.

# Making Life Easier... for All

- Behind the Scenes:
  - Staff Office

## Staff Office Policies:

- **The Staff Office is now restricted to Staff use only... at all times. We must firmly enforce this policy for a multitude of reasons.**
- During the first two MEGA Schools, very important class materials “wandered off” from the Staff Office.
  - During one school, they were innocently taken (without warning) by Instructors of classes other than those they were intended for. Most of these materials were recovered from classrooms at the end of the school, but were missing and unavailable when needed during the classes they were intended for.
  - During the other school, the missing materials were meant for students who needed to purchase books. Several books were taken from the office within an hour of their arrival to the Staff Office and were never recovered. Do we think an Instructor is responsible? Absolutely not. Do we think that less people/activity/distraction in the Staff Office could have prevented the theft? Yes.
- Should an Instructor need to speak with a Staff member, this meeting will need to take place in the Instructor Office. As previously mentioned, please use the walkie talkie to make contact.
  - **Note: It is highly distracting for last minute, on-site changes to be made to any of the class materials. Instructor requests of this nature (printing copies of files on USB drives, making new photocopies of handouts with a sudden modification, etc.) cannot be honored.** Staff will, however, make note of the request and incorporate the changes in time for the next school.
  - Staff must be very careful to prevent any distractions (whether they be last minute material updates or simply chatting with Instructors during the class day). Distractions inevitably lead to mistakes and the MEGA Schools are far too big of an animal for us to quickly recover from distractions since mistakes usually result in an unfortunate and widespread domino effect.

## Making Life Easier... for All

### ➤ “After Hours”:

- Conduct
- Discussion of “extra curricular” activities
- Alternative activities (Spring MEGA School)
- Tardy students
  - Classroom Rules\*

- Please behave such that you would be proud of your conduct should your boss, etc. be witness to it.
- If you do decide to go to the bar, moderation and discretion are required. (And please do not discuss any “moderate” or “discrete” events in the classroom the next day... or during the class breaks.)
- **This is a zero tolerance policy.** Should an Instructor drink in excess or take inappropriate actions during the course of the school ... or discuss inappropriate content in the classroom (even if it is not during class time), the Instructor’s teaching status will be suspended and most likely revoked.
  - Please see the letter sent to DHI by DHI’s attorney for further explanation. (This letter is part of

the Instructor Application Packet.)

- For the Spring MEGA Schools we’ve created an evening events schedule which serves as an alternative and acceptable source of entertainment.
- Please keep in mind that too much “bar time” the night before often causes students to be tardy.\*

*\*Please see the updated (Fall ‘09) classroom rules on the next page of this packet.*

## Classroom Rules

Thank you for attending this DHI class. We have an extremely limited amount of time to complete this course and we hope you appreciate the need to establish ground rules for making this a successful class. Our goal is to provide you with the best class experience possible. To this end, we have established the following classroom rules:

1. Class Times: Classes begin promptly at 8:00 am and will end by 5:30 pm each day. There will be a 15-minute morning and afternoon break and a 1-hour break for lunch. **In order for you to receive credit for this class, your *punctual and complete attendance is mandatory.***
2. Leaving Class Early & Resulting Exam Status: Should you miss the final exam because you need to leave class early on the last day (due to your flight time, etc.), you will receive an automatic failure for the face-to-face exam (since the score equates to 0%) and will be automatically enrolled in the free Challenge Exam (CE) for this class. You will have one opportunity to retake this exam at no charge. (Retake exams are administered through DHI's online CE system.) If you then fail the complimentary CE, subsequent exam attempts will incur the standard CE fees. Please note that you can take this Challenge Exam as soon as you receive the email notification of your "failure" of the National class exam.
3. Conduct: It is a mandatory requirement that students be respectful to both their Instructors as well as the other students. Should any disrespectful conduct be demonstrated, the student will be dealt with accordingly.
4. Badges: Please wear your badges during the class day. Your badge will identify you to the Instructors, students, DHI staff, and facility personnel. It is also required for the daily meal(s) included in your class tuition. **Please note that your DHI ID number and your schedule of classes appear on the back of your badge. At this time, please double check your schedule of classes. Be sure to confirm that you are registered for the class you are currently sitting in.**
5. Reference Materials: As stated in DHI's online Education Resource Guide, students are **required** to bring their own copies of the specified reference materials. *A very limited number of reference materials will be available for purchase onsite at the National schools. Should you need to take advantage of this opportunity, please discuss this with your Instructors on your next break and they will provide you with printed directions regarding the process of purchasing the needed materials.*
6. Class Exercises and Homework: Completion of classroom exercises is required. Homework, when assigned, is necessary to prepare for the next day's instruction.
7. Ask Questions: Your participation during the class is essential for you to have the best possible learning experience. Please do not leave this class without making sure you have a clear understanding of the subject matter. Chances are, if you have a question, someone else has the same question.
8. Class Exam: Students are required to successfully complete the class exam in order to receive credit for the course. The exam is *open book*, which includes the notes that the students are to write in their Student Manuals during the class (so please be sure to take thorough notes at all times). It is suggested that the students take a short bathroom break prior to the start of the exam because leaving the classroom during the exam is highly discouraged.
9. Smoking: DHI classes are strictly non-smoking events, regardless of the meeting facility's policies. If you must smoke, please go to an outside area as designated by the facility.
10. Cell Phones: Please **turn off** your phone (including texting). You will have time during breaks to check your voicemail and text messages. You may make any necessary calls during the scheduled breaks.
11. Email/Internet Use: Unless required by the class assignment(s), Internet usage is strictly prohibited during class time.
12. Dressing for the Indoor Temperature: Typically, hotels and meeting facilities are a bit "chilly" and it can be challenging to maintain focus when you are cold. *Therefore, a very limited number of DHI-branded vests and jackets will be available for purchase onsite at the National schools. Should you need to take advantage of this opportunity, please discuss this with your Instructors on your next break and they will provide you with printed directions regarding the process of purchasing the needed items.*

**Thank you so much for  
completing DHI's Instructor  
Expectations Packet!**

*You may now begin the assessment portion of  
your Instructor Application.*

*Please let Staff know if you have any questions.*