



# OLLI Presenter Handbook

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# OLLI Presenter Handbook

The Osher Lifelong Learning Institute, known as OLLI, is a program committed to providing learning, volunteer and social opportunities to adults 50+ years old.

This Handbook has been prepared for our presenters as a resource and guide to their vital role in the OLLI organization.

# Table of Contents

- OLLI Presenter Handbook ..... 2**
- Welcome to OLLI at the University of New Hampshire ..... 5**
- Curriculum and Course Development ..... 5**
  - Proposal Process ..... 6**
  - Understanding Terminology ..... 7**
- Peer Learning Environment ..... 8**
  - Teaching Tips for Older Adult Learners ..... 8**
- Roles and Responsibilities ..... 9**
  - Volunteer Curriculum Committee (each learning region) ..... 9**
  - Curriculum Council (statewide committee composed of representatives from regional Curriculum Committees) ..... 10**
  - Staff ..... 10**
  - Volunteer Presenter ..... 10**
  - Volunteer Class Assistant/Moderator ..... 11**
- Class Mechanics ..... 13**
  - Academic Integrity ..... 13**
  - Code of Conduct ..... 13**
  - Copyright Policy ..... 13**
  - Handouts and Visual Aids ..... 13**
  - Class Supplies/Materials Fees ..... 14**
  - Reimbursement ..... 15**
  - Book Policy ..... 15**
    - Required reading: ..... 15**

<b>Presenter/Authors</b> .....	16
<b>Technology</b> .....	16
<b>Restriction on Promotion or Selling Services</b> .....	17
<b>Remuneration</b> .....	17
<b>Feedback/Evaluations</b> .....	18
<b>Cancellation of Classes</b> .....	18
<b>Presenter Cancellations</b> .....	18
<b>OLLI Office Cancellations – Inclement Weather</b> .....	18
<b>Cancellations for Underenrolled Classes</b> .....	19
<b>Overenrolled Classes</b> .....	19
<b>About OLLI</b> .....	20
<b>Funding</b> .....	20
<b>Contact Information</b> .....	21
<b>OLLI Office</b> .....	21
<b>Staff</b> .....	21
<b>Curriculum Committee Chairs/Cochairs</b> .....	21
<b>Locations</b> .....	22
<b>Concord</b> .....	22
<b>Manchester</b> .....	22

# Welcome to OLLI at the University of New Hampshire

The ongoing success of the OLLI program is possible only through the dedication and enthusiasm of volunteers. Volunteers perform tasks at all levels of program management, including presenting classes.

OLLI appreciates your willingness to bring your time, talent and passion as a presenter of an OLLI class. This handbook has been developed to give you an overview of OLLI, so that you can be clear on what to expect when you teach a class, as well as to understand the organizational structure and funding for OLLI.

If you have any questions, please contact the OLLI office or your Curriculum Committee contact person for assistance.

## Curriculum and Course Development

Volunteer Curriculum Committees at each learning region are responsible for developing the curriculum for the in-person courses in their own learning region and, together, for courses offered statewide on the Zoom platform. Representatives of each regional Curriculum Committee compose a Curriculum Council which coordinates statewide offerings as well as developing common processes and training.

Guided by values of the Bernard Osher Foundation, courses are developed in the following subject areas:

World Cultures and Religion	History (includes Genealogy)
The Natural World	Current Events and Politics
Computer Skills/Photography	Philosophy
Science and Technology	Personal Finance
Music, Art, Dance	Writing, Drawing, Painting
Food/Wine/Cooking	Film/Theater
Wellness, Health, Nutrition, Aging	Games/Sports
Literature/Reading/Discussion groups	Thinking and Memory
Trips	

After determining topics within the various subject areas, volunteers seek out subject matter experts to present the courses. Courses are generally held in a classroom setting, but field trips to places of interest or to experience outdoor activities are also developed. These are known as Community Exploration courses. Since 2020 a broad array of courses has been offered remotely using Zoom technology. Every effort is made to provide a balance of in-person classroom courses, community exploration and remote courses. As the technology and volunteer skills expand, hybrid courses are offered which entail attendance either remotely or in person according to the preference of the member.

Once a presenter has agreed to present, a course proposal must be developed. The proposal form is found online at <https://olli.granite.edu/get-involved> under “Be a Presenter.” The presenter must complete and submit it for review. The Curriculum Committee will provide a contact person to work with the presenter to make the process efficient and to provide support to the presenter.

OLLI offers classes, activities and trips year round. Two terms, Spring and Fall, run approximately 17 weeks each. In-person classes are held in locations in all four learning regions and members have the advantage of taking classes in any region. Each local Curriculum Committee is responsible for securing, approving and scheduling in-person courses for its own region.

## Proposal Process

The proposal form must contain a title and a short, concise description of the class. That description will be used to market the class. It will be published in the OLLI course catalog. A catchy title that provides insight into the course content and an enticing description draw attention to the class. The Curriculum Committee reviews proposals for approval and, if approved, may schedule the course for the immediate next term or for a future term.

OLLI values its volunteers and every effort is made to honor specific requests for class dates, times and locations. Certain

classes, particularly those with popular topics or presenters from previous terms, may be scheduled for multiple sessions, if the presenter is willing, in order to avoid overbooking and waiting lists. Presenters may choose to offer courses on Zoom and may be asked if they have the flexibility to convert from in-person to Zoom if circumstances require.

## Understanding Terminology

Sometimes we use words interchangeably that actually do have a specific meaning. Please be aware of the following terms:

- A **course** is one or more classes presented in a group to convey information on a topic, e.g., we offer a Great Decisions **course**
- A **class** is a single meeting of members and presenter to transfer course information, e.g., the Great Decisions course may include 4, 6 or 8 class sessions. Classes are generally 1½ to 3 hours in length and, if a course contains multiple classes, they generally meet on the same day of the week for the number of weeks required.
- A **section** is an instance of a course held in a single term in one learning region. Multiple sections may be the same course held in two regions in one term or the same course provided twice or more in a single term. Great Decisions sections in Capital Region, Greater Manchester and the Seacoast in the same term constitutes three sections of Great Decisions. There may also be a Section 1 and Section 2 in the same learning region during the same term for some of our more popular courses.
- GSC = Granite State College; UNH = University of New Hampshire; USNH = University System of New Hampshire

## Peer Learning Environment

OLLI participants are enthusiastic learners who come from diverse backgrounds and have a wealth of knowledge and life experience to share.

Numerous studies prove how important the continuation of learning is for seniors. Memory is enhanced if motivation is high and there is opportunity to actively integrate new knowledge with old during the learning phase. Social interaction, new knowledge and a diversity of experiences all provide a fuller, healthier and richer life to seniors.

## Teaching Tips for Older Adult Learners

- Interactive class participation is an integral part of OLLI. Presenters should allow part of their scheduled class time for questions or comments.
- Start class on time; it is not necessary or advisable to stop to “fill in” latecomers.
- Be sensitive to visual and hearing needs. Microphones are available and will help to make sure the majority can hear the presentation. Please be sure to use them; many members may be uncomfortable expressing their inability to hear clearly. Face the class when you speak; reading your lips is important to class members’ ability to understand. If masks are mandatory presenters are required to wear them while presenting.
- Remind class participants to speak loudly enough to be heard by all. Repeat questions you are asked before answering them.
- Presenters may schedule a break in the middle of the class. The Class Assistant should announce the plan for the break and the length of time; the Class Assistant/Moderator may signal the presenter that break time has arrived. Start promptly at the end of break.
- Be aware that class members may need to stand or leave the room during the presentation.
- Have a class plan and generally stick to it. Encourage participation, but guard against class members “hijacking”



the class with too many personal stories. Remember that members paid to take the course that was described.

- Sometimes enthusiasm takes over and it may be necessary to remind participants to raise their hands for a turn to speak.
- Sometimes passionate opinion takes over and it may be necessary to remind participants to remain respectful of each member's opinion whether or not it matches their own.
- Avoid acronyms and jargon in your presentation.
- Allow adequate time for adjustments when going from light to dark and vice versa (film or slides).
- Use high contrast and large type on any visuals and handout material.
- Have a back-up plan in case of technology failures.

## **Roles and Responsibilities**

### **Volunteer Curriculum Committee (each learning region)**

- Develops ideas for courses and secures presenter
- Initiates proposal process
- Reviews proposals for consideration; approves or rejects
- Works with presenter to establish minimum and maximum enrollment levels
- Schedules classes and sometimes secures classroom space
- Organizes Course Preview Events
- Invites presenters to Course Preview Event
- Reviews course and presenter evaluations for future consideration
- Recruits and trains Class Assistants
- Chair and one member representative participate on Curriculum Council

## Curriculum Council (statewide committee composed of representatives from regional Curriculum Committees)

- Coordinates curriculum initiatives
- Coordinates approval and scheduling of remote courses
- Coordinates statewide training of Class Assistants and Moderators
- Responsible for ensuring continuous quality improvement in development, delivery and evaluation of OLLI curricula

## Staff

- Provide direct support to all four Curriculum Committees
- Provide presenter support in the form of supplying tutorials on topics such as developing PowerPoint presentations and training on presenting on the Zoom platform
- Develop catalog production schedule
- Manage Course Proposal Process
- Coordinate catalog development with and between Curriculum Committees
  - Send confirmation notice to presenter prior to catalog printing
  - Work with committee and presenter to optimize class title, and description for catalog
  - Work with OLLI volunteers to edit draft catalog
- Work with UNH/USNH marketing and mail services to ensure catalog quality and prompt delivery
- Schedule classrooms
- Manage and track class enrollments/registration process
- Notify Curriculum Committee Chair when class is over/under enrolled
- Provide photocopies of handouts to Presenters (upon request with *14 days advance notice*)

## Volunteer Presenter

- Submits timely and complete proposal as guided by Curriculum Committee
- Develops class outline, content, materials

- In conjunction with Curriculum Committee, develops location, length of classes, number of classes in course, minimum and maximum acceptable enrollment, scheduling, in-person/Zoom delivery
- Makes two-minute presentation at Class Preview Event promoting course and/or records video for same
- Promotes warm, friendly and inclusive atmosphere in class
- Provides feedback to OLLI for continuing quality improvement of presenter experience
- Reviews class member evaluations
- Attends training as provided

## **Volunteer Class Assistant/Moderator**

- In-person courses will be assigned a Class Assistant; Zoom courses will be assigned a Class Moderator. While many responsibilities are similar, the Moderator bears responsibility for ensuring technology-related aspects of course delivery are managed effectively. Hybrid courses will generally have both.
- The presenter will be contacted by the Class Assistant/Moderator 2 weeks prior to the start of the course to iron out any questions, role assignments, special needs or desires.
- The Class Assistant for in-person classroom courses is trained to assist the presenter by:
  - Reminding participants of the upcoming class
  - Ensuring the room is set up as required
  - Welcoming class participants, providing name tags, ensuring a convivial environment
  - Taking attendance
  - Representing the interests of the class to the presenter (e.g., ensuring all participants can see and hear) and of OLLI to the class (e.g., promoting OLLI activities and volunteer opportunities)
  - Introducing the presenter

- Distributing handouts, managing lights, basic computer/projector function
- Handling emergency situations
- Making OLLI-related announcements
- The Class Assistant for community exploration courses is trained to assist the presenter by:
  - Reminding participants of the upcoming class and providing directions and special instructions related to the venue; providing cellphone contact information
  - Ensuring the venue is marked with OLLI signs
  - Welcoming class participants, providing name tags, ensuring a convivial environment
  - Taking attendance
  - Representing the interests of the class to the presenter (e.g., ensuring all participants can see and hear) and of OLLI to the class (e.g., promoting OLLI activities and volunteer opportunities)
  - Introducing the presenter
  - Distributing handouts
  - Handling emergency situations (carrying first aid kit)
  - Making OLLI-related announcements
- The Moderator for Zoom courses is trained to assist the presenter by:
  - Reminding participants of the upcoming class and providing Zoom links to access the class.
  - Scheduling a presenter/moderator coordination meeting a week or so before the first class to discuss roles, back-up provisions, use of visuals, class participation, handling of questions, etc.
  - Welcoming class participants, ensuring a convivial environment
  - Taking attendance
  - Representing the interests of the class to the presenter and of OLLI to the class (e.g., promoting OLLI activities and volunteer opportunities)
  - Introducing the presenter
  - Managing mute status, monitoring chat, removing distractions during class

# Class Mechanics

## Academic Integrity

Academic integrity and intellectual truth are among the foremost priorities in institutions of higher learning. Without those, there is not real learning, critical thinking, creativity or development of new knowledge.

It is essential that OLLI presenters have the right to express their views in a professionally responsible manner. It is also essential that diverse opinions are expressed and discussed by class participants. The views and opinions expressed in OLLI at UNH classes and presentations are those of the individual presenters and class participants. They do not necessarily represent the views and opinions of the University of New Hampshire or of OLLI.

## Code of Conduct

Membership in society implies minimal norms for civil behavior towards one another. It is our expectation that all members of our OLLI community treat volunteers, staff, and fellow members with respect. Each individual is accountable for her/his actions, responsible for their decisions and must understand that there are consequences of any behavior that is inconsistent with these values and expectations.

## Copyright Policy

the University of New Hampshire does not condone copyright infringement by faculty, administrators, staff, employees or students. Each individual is solely responsible for obtaining permission from copyright holders to duplicate or in any way reproduce, in part or in whole, materials held under copyright except as provided by the Fair Use doctrine. A copyright overview is available on the Library and Research Commons website at: <http://library.granite.edu/copyright-basics/>.

## Handouts and Visual Aids

If photocopies are needed, please send originals to the OLLI Office at least two weeks prior to the first class. Submission by

email is preferred: [OLLI.Office@granite.edu](mailto:OLLI.Office@granite.edu). OLLI staff will have the copies made and available to the Class Assistant.

Photocopies will be made 2-sided unless requested differently. There is a photocopier for small jobs at the Concord and Manchester Granite State College sites. Do not leave large photocopying jobs to be done immediately preceding the start of the class.

If visual aids such as PowerPoint slides are to be used, especially in Zoom courses, presenters may have the slide deck posted in a secure folder on OLLI's Google Drive with access limited to the registered class members. Access to this material ahead of the class is often highly desirable to members with visual limitations or devices other than computers.

## **Class Supplies/Materials Fees**

A list of specialized supplies needed should be submitted with the course proposal. Specialized supplies include but are not limited to: photocopies, admission fees, required reading books, art or craft supplies, ingredients for cooking classes, etc. There are three ways to handle special supplies requiring an out-of-pocket cost (does not apply to photocopies):

1. Students procure supplies directly from vendors on their own before classes start. The presenter should prepare a detailed list of required supplies which will be included in the course description.
2. The presenter may purchase materials and assemble kits for each student. The presenter must complete an itemized list of the kit's contents and cost per piece. The cost for the full kit must be preapproved by OLLI staff. The materials fee cost will be added to the course fee when the student registers. The presenter will submit an itemized invoice based on the kit contents and number of students who take the class. The presenter must submit a completed USNH subW-9 form prior to submitting the invoice.
3. As part of the course proposal process, the presenter may provide the OLLI staff a list of needed materials (and vendor information if appropriate) and the office will

purchase the materials and provide to presenter prior to the class. A materials fee cost must be included as part of the course proposal process and will be added to the course fee when the student registers.

## Reimbursement

Presenters may be reimbursed for costs incurred from the class as described above. Reimbursement for refreshments for classes is not permitted. The reimbursement process begins when the presenter submits a USNH sub W-9 form and then completes a reimbursement form and submits it to the OLLI office along with the original receipts for the expenses. (Both the W-9 and the reimbursement form must be requested from the OLLI office by telephone or email.) The completed reimbursement request should be submitted within one week after the end of the course but in all cases must be submitted before December 30<sup>th</sup> for fall term classes and June 15<sup>th</sup> for processing before the end of UNH's fiscal year. Requests submitted after that date will not be honored. Allow at least two weeks for processing of complete and correct requests. OLLI at UNH is part of the University System of NH and therefore follows USNH financial policies. Reimbursement checks will be issued from the University System of New Hampshire.

## Book Policy

**Required reading:** When a book is required for an OLLI class, attendees will usually be responsible for purchasing or borrowing their own book. The ISBN identifier for the presenter-recommended edition should be included in the catalog description. When a required book is not easily available in bookstores, the OLLI staff will purchase a supply of the books prior to the start of the course. The cost of the book will be included in the members' class fee. If reading of all or part of a book is required before class begins, that information must be in the class description.

**Presenter/Authors:** An author who is presenting for OLLI may sell his/her self-authored books following his/her class. The presenter is responsible for all sales transactions (cash, checks, problems). No payment will be processed by OLLI staff or volunteers.

## Technology

Available technology in GSC classrooms includes:

- PC laptop with full Microsoft Office suite and internet access
- External DVD player
- Projector (connection via VGA cable or high speed USB)
- Sound enhancement system – microphone and computer amplification

Presenters may bring their own devices, with the understanding that they are responsible for supplying any required adaptors and cables.

- It is preferable for the presenter's presentation to be transferred to a memory stick and for the presenter to use the college's equipment. (Memory sticks may be borrowed from the OLLI office or Class Assistant and returned at the end of the class.)
- If that is not possible, it is strongly recommended that presenters arrange for a trial hook-up of their personal equipment in advance of the first class to ensure compatibility.

Most Class Assistants will have minimal training in the use of the available technology and are not expected to be capable of assisting with presenters' equipment.

In the event of a technology failure, OLLI staff will assist to try to resolve it if available. Granite State College technology is generally reliable, however, IT staff is not available, so presenters should have a back-up plan in the event of an unresolvable technology failure.



## Restriction on Promotion or Selling Services

Presenters who run a business and are presenting on the topic of the service provided by that business must refrain from “selling services” during the class. It is permitted to hand out business cards, but any arrangements for commerce must happen outside of the OLLI class.

The exception to commercial transactions is for presenters who are authors or artists who may sell their books or artistic works after class is over (see Book Policy above) or in the event the course is held outside of Granite State College at the facility of a service provider (e.g., gallery, shop, craft workshop).

Presenters representing nonprofit, volunteer-based organizations are discouraged from explicitly recruiting volunteers from within the OLLI membership.

## Remuneration

OLLI has been fortunate to attract high quality experts to present courses to members on a strictly volunteer basis. Presenters receive no remuneration for courses they teach for OLLI.

However, as a token of gratitude and acknowledgement of the time and effort expended to develop and teach an OLLI course, each presenter will be awarded a coupon which may be used to take an OLLI course free of charge.

One coupon per term is awarded, irrespective of the number of courses taught. The coupon is good for any OLLI course irrespective of its length (or cost), but not for trips, special events or live-streamed programs put on by other organizations. The coupon covers the tuition for the course; if there are materials or admission fees, these must be paid by the presenter separately. Nonmember presenters will not be required to pay the \$20 nonmember fee to attend the course. Coupons are transferrable, i.e., the presenter may give his/her coupon to any individual. The coupon expires at the end of the fiscal year in which it is issued. (Fiscal year ends on June 30.)

The coupon code will be delivered to the presenter by email at the end of the term in which the course was taught with full instructions for redemption. There is no cash value to the coupons.

## Feedback/Evaluations

Course evaluations are distributed by email for every course. Responses are compiled and a summary of the evaluations will be sent to presenters, generally within a month after the end of the course. Curriculum Committees review evaluations carefully and use feedback to determine future consideration of the course for repetition or recommendation to another learning site as well as consideration of the presenter for additional courses.

Presenters are also encouraged to take the opportunity to provide their own feedback regarding their OLLI experience by email to the OLLI Office or their Class Assistant/Moderator.

## Cancellation of Classes

### Presenter Cancellations

If a presenter must cancel an entire course or an individual class due to reasons other than weather, he/she must contact the OLLI office as soon as possible so that members may be notified.

### OLLI Office Cancellations – Inclement Weather

For classes held at **Granite State College** campuses (Concord, Manchester) notification of a closed campus will be provided to WMUR-TV to post on the television ticker and online at <https://www.wmur.com/weather/closings>; OLLI classes are cancelled.

For classes held at **Great Bay Community College** (Portsmouth), **UNH Professional Development & Training Center** (Portsmouth) and **White Mountains Community College** (Conway): if any campus is closed, the notification of the closed campus should be provided to WMUR-TV to post on the television ticker and online at <https://www.wmur.com/weather/closings>; OLLI classes are cancelled.

For classes held at **Pope Memorial Library, Conway Public Library, The Gibson Center for Senior Services, or any other hosting organization in the Mount Washington Valley region:** if the hosting organization is closed, the notification of the closed campus should be provided to WMUR-TV to post on television ticker and online at <https://www.wmur.com/weather/closings>; OLLI classes are cancelled.

For classes held offsite as part of our **“Outdoor Adventures”** and **“Exploring the Community”** locations: if the local college campus listed above is closed, the notification of the closed campus should be provided to WMUR-TV to post on television ticker and online at <https://www.wmur.com/weather/closings>; OLLI classes are cancelled.

Should a class be cancelled due to inclement weather, the online calendar found at <https://olli.granite.edu/courses-events-calendar> will be updated and efforts will be made to reschedule the class.

If GSC remains open but OLLI decides to cancel an event/class due to weather conditions, an email or phone call will be made to all who registered or RSVP'd. OLLI members are personally responsible for their own safety and must exercise good judgment when making traveling choices in inclement weather. UNH/OLLI advises members not to travel if they believe they are putting themselves in harm's way.

## **Cancellations for Underenrolled Classes**

If enrollment for a class is below the presenter's stated minimum, the Curriculum Committee will contact the presenter to determine if the class will go forward or be cancelled.

## **Overenrolled Classes**

If enrollment exceeds the maximum originally set by the presenter in conjunction with their Curriculum Committee contact, the Presenter may be contacted by either the OLLI office or a volunteer to discuss preferences and options which may include expanding class size if physically possible, adding a section within

the same term or scheduling the class to run in a subsequent term.

## About OLLI

OLLI (Osher Lifelong Learning Institute) at the University of New Hampshire is the new “Senior Class.” The mission of OLLI at the University of New Hampshire, as a member-driven, volunteer-based organization, is to develop and provide a broad array of affordable and accessible lifelong learning, social and participatory activities for active and intellectually engaged adults over the age of 50.

OLLI at the University of New Hampshire is one of 124 Osher Lifelong Learning Institutes across the U.S. The OLLI program was initiated at Granite State College in 2004 with a grant from the Bernard Osher Foundation.

There are more than 900 active members in OLLI at UNH.

Members join purely for enjoyment – no tests, no grades, no prerequisites – just the chance to join peers for the joy of learning and the many benefits it brings. Classes, trips and social activities offer opportunities to continue a lifetime of learning with programs rich in content, shared interests and life experience.

OLLI classes are facilitated by retired educators, experts from the community and members with a passion for a topic – all volunteers with much to share. We are especially pleased when presenters become members.

## Funding

OLLI at UNH is supported by membership dues, class fees, annual investment income from Bernard Osher Foundation endowments, in-kind contributions from the University of New Hampshire (including classroom and office space, administrative, financial and marketing support) and contributions from members and the community. OLLI at UNH has also received grants from NH foundations to support specific projects.

## Contact Information

### OLLI Office

25 Hall Street, Concord NH 03301  
603-513-1377

[OLLI.Office@granite.edu](mailto:OLLI.Office@granite.edu)

Staffed Monday through Friday, 9:00 AM through 5:00 PM however, staff may work remotely or travel to OLLI learning regions. Call before visiting the office to be sure someone is available.

### Staff

Toniann DeSousa, Program Director

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Tessa McDonnell, Program Support

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Bryan Whittier, Program Support Assistant

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## Curriculum Committee Chairs/Cochairs

### Capital Region

Donna Frost

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### Mt. Washington Valley

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### Seacoast

John Russell

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## Locations

At OLLI at UNH, the state of New Hampshire is our campus. OLLI holds classes at the following Granite State College regional campuses (online readers, click the name for directions; print copy readers may access directions at the GSC website, <http://www.granite.edu/contact/locations.php>):

### Concord

25 Hall Street, Concord NH 03301

### Manchester

1750 Elm Street, Manchester NH 03201

In addition, OLLI holds classes at various community locations. Directions to locations of all classes are found in the online course description; simply click on the location in the description.