Camp Instructor Training

Funutation
(Fun & Education)

Thanks for being part of our team!
Introductions
Ted Jordan
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About Ted:
- Grew up in Detroit – Dad: social worker; mom: teacher
- BS from General Motors Institute in Flint, MI
- MS from University of California at Berkeley
- 20 years of worldwide technical training
- Certified as instructor and admin. for Solaris, Linux, TRIZ, and other related certifications.
About Lisa:

- Grew up in Dayton Ohio then moved to Mentor and Kirtland in High School
- MA from Kent State, Elementary Education
- BS from Case Western, Visual Art Ed K-12
- Art Certificate Cleveland Art Institute
- 26 yr teaching Art in Public, Private, Charter in Chardon Suburbs; San Diego inner city; China; Teaching English; Lake Erie College-Graduate Seminars
Making the World Computer Smarter

Students are taught “TEAMS” Standards:

- Technology
- Engineering
- Art
- Mathematics
- Science

Students work in pairs for socialization, and helping each other.
Making the World Computer Smarter

✧ **Vision:** Maximum Fun and cutting edge computer education worldwide

✧ **Mission Statement:** To teach computer programming using “open source” technology in a fun and engaging way.

✧ **About Funutation:**
  ✧ For Profit – Limited Liability Company
  ✧ Teach Ages 3 – 83 in Fun, Engaging Ways
  ✧ **Camps run through Resellers:** Parks & Rec. Depts, Community Centers, Private Schools, Colleges,
  ✧ **Running Camps since 2002**
The Instructor
Instructor Hiring Process

☞ Prospect views a class for at least 15 minutes
☞ Prospect co-teaches a class and is evaluated
☞ Prospect passes Funutation Teaching exam
☞ Prospect is assigned to lead a class with pay under 30 day probation period
☞ After positive evaluations prospect is added to teaching rotation as Independent Agent
Housekeeping

- The working agreement
- W9 Form
- Background check paperwork
- Anti-Terrorism paperwork
Funutation Basics

- Review courses offered on website
- Review customer terms & conditions
- Review FAQ
- Review Reseller Agreements
- Review Camp Locations
- Review Emergency Forms
Making the World Computer Smarter

Funutation is a mix of Classroom and Camp

- **Classroom – 20%**
  - Structure
  - Discipline
  - Teacher vs. Student
  - Information Exchange

- **Camp – 80%**
  - Fun
  - Socializing
  - Relationship with kids and Instructor
  - Hands-On Experiential Learning
Response Times

◊ Priority Levels
  – Priority 1 (Pri 1)
    • Respond within 24 hours
  – Priority 2 (Pri 2)
    • Respond within 3 days
  – Priority 3 (Pri 3)
    • Respond within 2 weeks
  – Priority 4 (Pri 4)
    • Respond within 3 months
Teaching Children

- **Educating children**
  - You are teaching subject matter
  - You are also teaching values such as responsibility, teamwork and how to accomplish a goal.

- **Characteristics of Children**
  - How they differ from adults
  - How they differ from each other
  - Approximate age-group behavior

- Pair kids by age and interest

- Make sure to give end of day story to tell. Bring parent over
The Five Roles of the Instructor

At Funutation, you are not only an Instructor. As the leader of the class, you are also a:

1. Content Expert
2. Host
3. Funutation Corporate Agent
4. Coach & Mentor
5. Event Manager
The Five Roles of the Instructor

- At Funutation, you are not only an Instructor. As the leader of the class, you are also a:

11. Content Expert

This is the Instructor role that comes with the job.

You have been hired because you have good technical skills and can successfully work with children.
The Five Roles of the Instructor

2. Host

You are responsible for making the students and parents feel comfortable.

- **Parents**
  - Greet the parents and students with a handshake and a smile.
  - Collect Lab Fees, Roster, & Sign-In Sheet
  - Let them know that their children are in good hands.
  - The most important thing to them is that their children are in a safe, nurturing environment.
  - Answer their questions to the best of your ability.
  - Questions from parents can range from hours of the class to pickup procedures to class order, etc.
  - If you can't answer the question, say “I'm not really sure, but I can find out the answer for you by the end of the day.”
Host, continued

Students

Are going to be nervous in the beginning. If they have never been there before, they don't know you and don't know what to expect.

Make them feel at ease by:

- Shaking their hand or having the younger kids give you five.
- Introduce them to other students. Try to discover a common interest that they share.
- Pair them by age or interest. (note that some parents may ask for students to be separated.)
- Write your schedule for the day on the board if applicable. Students will always be asking “What are we doing next?” If they know in advance, it avoids the question, or you can simply point to the board. It also makes them feel comfortable.
- List the rules on the whiteboard
5 Roles of the Instructor

3. Funutation Corporate Agent

- Parents will ask questions about the course you are teaching, and other courses that are offered.
- Be prepared to answer the questions with a smile.
- Again, if you don't know the answer, smile and tell them that you can have the answer for them by the end of the day (or take their number down and have Customer Service call them.)
- If they get too detailed, refer them to Customer Service at 888-386-2673
- Since parents and students see you first, in their minds, YOU ARE THE COMPANY.
5 Roles of the Instructor

4. Coach and Mentor

- Answer questions positively during class.
- Good try, but I am looking for a different answer. You're on the right track.
- Before you show them how to do it, let them try to do it on their own first.

Build relationships

Students register for new classes because they like YOU and enjoy learning with YOU.

- If you see them outside of camp, say hi to them.
- Funutation values relationships and requires instructors to send out holiday cards to keep these relationships going.

- We provide the cards, stamps and delivery, you address and sign them during your daily breaks.
5 Roles of the Instructor

5. Event Manager

✦ You are in charge of their day.
✦ Make sure you are at class at least 15 minutes early to resolve any technical problems, and to be prepared to meet and greet your students.
✦ Simply greeting students as they walk in can change their attitude from negative to positive. It makes them feel wanted.
✦ Always be monitoring students.
✦ If you must leave for lunch, and are the only instructor, contact the “Runner” to cover for you so that the children are never left alone.
✦ Take pictures for student memories and post on Funutation Blog
✦ Help with administrative needs to make sure current and future events go smoothly.
Roles of the Assistant Instructor

- Work with Lead to plan the day
- Pick up the slack where possible
- If you find yourself hovering over the Lead Instructor too much, assist students that are not getting a lot of attention
- Help the Lead setup the classroom
- Help the Lead tear down the classroom
- Cover for the Lead if they forget something like evaluations, giveaways, tek talks, etc.
- Agree in public, disagree in private
- If you find yourself too idle, ask Lead what you can do to help
- Direct Parents to Lead if they have questions/concerns
Preparing for a Class

◇ Create a 30 minute introductory Class for your summer camp students.
◇ Take the age, gender and number of students in your group into account as you plan.
◇ What works for younger kids may not work for older students.

D◇ Display a list of “The Rules”

Parts of a Lesson

◇ 1. **Hook** - the way to introduce or hook your students to the project they will be creating. Make it interesting and relevant to their lives so it is easy to grab their attention.

◇ 2. **Objective**: What is your goal for the students to learn from this class. Make sure the students understand what you want them to do.
Preparing for a Class

3. **Procedures** – What are you going to do so the students can accomplish the objectives?

4. **Build what you're teaching from simple ideas.** It's one thing to tell your students that a FOR loop works by setting up a counting variable, but it's another to work with them on a program where they would want their programs to do something 300 times.

5. **Emphasize what you like about your subject.** If you are teaching robotics, for instance, you could either spend most of your time on electronics or most of your time on programming.

   That will illustrate your interest to the students and encourage them to be interested as well.
Preparing for a Class

- Try to anticipate student's questions, and have answers ready for them.
  - If you get a question that you don't know the answer to, tell them you don't know and either find the answer together, or tell them you will have an answer for them by the next class.
  - If your students are asking difficult questions, that shows you are doing a good job of getting them thinking about your topic.

Using computer presentations?
- Bullet points are outline of your lecture
Preparing for a Class

 расположен будет explain? Jonathan? Try it out to discover before you present it.

 As a teacher, you are also an actor.

 Putting on a show for the kids makes it memorable, fun and educational.

 Sing

 Talk in a silly voice (like a character they know)

 Connect what you are saying to a song or a movie

 Clapping Repressions
Running a Class

⇨ Weekend pickup of equipment for class at logistics center

⇨ Complete the BOM (Build of Material) Sheet
  - In the left column, list how many you **NEED** of each
  - After you collect each item, check off that you **HAVE** the items

⇨ On last day, return all equipment to logistics center
Running a Class

- Make sure to arrive at least 25 minutes before class starts
- Make sure to leave the room clean on the last day
- On last day, return all equipment to logistics center
Running a Class

⇨ Let us know of any student shortages or overages ASAP
⇨ No Cursing in Class
⇨ 1 Snack in the morning, 1 snack & drink in afternoon
⇨ Keep uniform tidy (wash in cold, dry on medium or low heat)
⇨ Be available for weekly conference
⇨ Coach Volunteers when necessary (inform Camp Director if this becomes too demanding)
⇨ Always prepare for a great Demo Day!!!
Running a Class

- No Parents in classroom until Demo Day
- No Salespeople in classroom until Demo Day
- Keep your cell phones charged and available
- Keep phone number of other instructors, runner, and Funutation in your phone book
Summer Camp Class Structure

- 9:00: Lecturette
- 9:15: Hands – On
- 10:15: Snack Time and Break
- 11:00: Show and Tell
- 11:15: Hands On
- 11:45: Lunch
- 12:15: Lecturette
- 12:30: Hands – On
- 1:30: Snack and Break
- 1:45: Show and Tell
- 2:00: Hands -On
- 3:00: Goodbye
Running a Class - Do's

✧ Do Engage with Students
✧ Do Build Relationship with Students
✧ After Trying to Reach Funutation, Do Call Parents and Cancel Class if You Are Sick if There is No Backup Instructor
✧ Do Call Parents if Inclement Weather and Cancel Class (let Funutation know)
✧ Do List the Rules of the Class as First Tek Talk
  – Respect each Other
  – Fair Share Computer
  – Help Partner with Projects
  – No Food/Drinks near Computers
  – No Touching Each other
  – Try First before Asking Instructor
  – Have Fun
Running a Class - Don'ts

✧ Do NOT Lock Your Keys in the Car
✧ Do NOT Read in Class
✧ Do NOT Sit Around in Class
✧ Do NOT Use Your Cell Phone in Class
✧ Do NOT Use Your Laptop in Class
✧ Do NOT Take Personal Calls
✧ Do NOT Bring Lost Items to Funutation. Do Leave Lost Items in Classroom or at Reseller Lost & Found.
Running a Class

- Instructor Evaluation & Invoice to be paid (BullZIP PDF will convert to PDF)
- Return Student Evaluations with Equipment & Job ID Numbers.
- Call the “Runner” for any Tech Support or Logistical Issues
- Call Relationship Manager for any parental or reseller issues (Hollis Martin-216 973 8056)
Summer Camp Break Activities

- Uno
- Connect 4
- Video Games (if available)
- LAN Competition
- Capture the Flag
- Hide and Seek
- Freeze Tag
- Bench Tag
- Chess
- Running Bases
- Name a Thing that starts with A or B or C...
- Others?
- Cool Prizes like Instructors voice in their voicemail, or Instructor leaves the outgoing message on their voicemail, or a Congratulatory email from the instructor, etc.
Rules for Controlling Behavior

• Students are watching you.
  – You have a few minutes to prove that you are worthy to listen to. Take charge of the class. If you are nervous, they know it.
• You say it 1,000 X's, they hear you once.
• Always follow through.
• Back up other adults.
• Choose your battles.
• Avoid power struggles
• All cornered animals attack.
• It's easier to ease up, then crack down.
Tear Down

- You are responsible for tear down on the last day of class
  - Make sure you plan to stay about $\frac{1}{2}$ to 1 hour after class for teardown.
    - You will be compensated for this time up to an hour.
  - Clean up the class to the best of your ability
    - Just leave neat – no vacuuming or scrubbing
  - Return computers, robots, any left over books, games, etc. to Funutation Headquarters.
    - If you do not return directly to headquarters, make arrangements
Actions and Consequences

- Students are expected to act appropriately throughout the day.
- All actions have consequences.
  - 1. Positive Consequences
    - Rewards, compliments, positive reinforcement – good job! Well Done! That's Great!
  - 2. Negative Consequences
    - Natural Consequences
    - Logical Consequences
    - Punitive Consequences
Actions and Consequences, cont.

✧ Peer Relationships
  ✧ Teamwork
  ✧ Mentoring
  ✧ Pets
  ✧ Bullying – Repeatedly threatening or inflicting harm to deal injustice to a target.
    ✧ Roles – Bully, Posse, Onlooker, Target, Ally
    ✧ Types of Harm – Verbal, Social, Physical
    ✧ Can make a bully an informal leader.
Parents and Guardians

✧ Parents receive on Day 1
  – FAQ
  – Funutation Brochure
  – Demo Day Schedule

✧ Instructor and Assistant pay docked 10% if sheets are not available for Parents
Parents and Guardians

- Parents receive on LAST Day
  - Course Evaluation
  - Thank You Letter
  - Products we Use
  - Completion Certificate
  - Brochure

- Instructor and Assistant pay docked 10% if handouts are not available for Parents
Parents and Guardians

- Parents know their children – Allies
  - Listen to them
- Talking to parents
  - Be descriptive about behavior – don't define it.
  - Parents love individual attention
    - Equals customer service
- Funutation policies regarding parents
- The dark side of parenting:
  - Abuse and neglect
  - Mandatory Reporting
Preparing for Show and Tell

Show and Tell = Success for students
- Makes students feel proud to share their achievements with their families.
- Parents reassured that their children learned and their money was well spent.
- Key part of the week; can make or break the camp and repeat business.

Prepare your students:
- Each team does a one-two minute presentation on a learning concept. (Team 1 = 1st day, Team 2 = 2nd day, etc.)
- Entire presentation takes about 10 – 15 minutes. Afterwards, parents will look at what students did.

Have parents complete evaluation
- Save student work on their USBs (before Lunch)
- Teach parents something during Show & Tell
Making Mistakes

-you are going to make a mistake while teaching.

Mistakes are learning tools. They are OK!
- Computers won't work when you need them
- Software may not work as expected
- Students will do things unexpectedly
- Parts and shirts may not arrive on time.
Making Mistakes

◊ If you run into a problem during class time, **DO NOT announce it to the students or parents.**

◊ Every production has a curtain and they do not need to see what's going on behind the curtain.

◊ **At the right time, handle problems privately with the Directors.**

◊ We will do our best to handle them quickly.
Technical Details

- All course loads will be on thumb drives
- All course loads will be under the C:\RAW directory
- Use tape on bad devices and write date/location/what's wrong with it.
- Please only 5 Laptops in carriers
  - Pack laptops at bottom
  - Pack mice, power cables, etc on top & sides
- It's OK to throw away dead batteries & mice
  - Let us know if you need more.
Logistics

- **Every Friday**, Instructors need to burn a **thumbdrive** for directors that includes all the students' projects each week.
  - **One thumbdrive for the entire class.**
  - Place it in a folder with:
    - the date of the class – use the Friday date each week
    - the location of the class
    - The title of the class – ex. 2D, 3D, Wii, Robot.

- Director takes folder with Thumbdrive to Tech Department for us to back up. When there, pick up a new Thumbdrive for the following week.
Logistics

- You will be required to wear a Funutation shirt while teaching or representing Funutation at Trade Shows.
- Keep the computer neat & clean. Clean keyboards and LCD monitors. (Do NOT use water!!)
- Keep laptop power cables with their laptops. Do NOT Renumber the laptops.
- Keep USB cables with their devices. Pretend they are welded on. Do NOT Unplug USB Cables from Printers nor Microphones.
Protecting Yourself

- **Personal questions and disclosing information**
  - Ask students “Why are you asking the question?”

- **Physical Contact**
  - **You SHOULD touch:**
    - To prevent physical harm
    - To treat injuries or provide first aid
    - Try to keep someone else present there at all times
  - **You MAY touch:**
    - If child initiates the touch (hug, handshake, etc.)
    - As part of a physical game – within reason
  - **You MAY NOT touch:**
    - To inflict punishment
    - For your own emotional needs.

- **Emotional Dependencies**
Role Play

Handle an Unruly Child
Role Play

Running a Fun Break Time
Role Play

Run a Proper Show & Tell
Role Play

Handle an Unruly Parent
Emergency Response

- Call in help –
  - 911, Camp Director, Parents
- Provide care for immediate problems
- Crowd Control
- “NO COMMENT” to Press
Emergencies

- If an emergency occurs:
  - First rule of Rescue – Protect yourself
- Preparations:
  - Access to communications (phone, other people)
  - Access to first aid (Breathing Mask, Epinephrine, bandages)
- Techniques
- Evaluate the risks and situation
  - Life-Threatening Trauma
  - Major Injuries or Medical Concerns
  - Severe Emotional or Psychological Trauma
  - Property Damage
Common Medical Issues

1. Dehydration
   - Common Symptoms
     - Headaches, Stomach Aches, Thirst, Exhaustion
   - Treatment: Drink Water

2. Overheating
   - Common Symptoms
     - Exhaustion, Dizziness, flush skin, sweat
   - Treatment: Drink water and move away from heat sources, dowse with cold water
Common Medical Issues

1. **Dehydration**
   - **Common Symptoms**
     - Headaches, Stomach Aches, Thirst, Exhaustion
   - **Treatment:** Drink Water

2. **Overheating**
   - **Common Symptoms**
     - Exhaustion, Dizziness, flush skin, sweat
   - **Treatment:** Drink water and move away from heat sources, douse with cold water
Common Medical Issues, cont.

3. Gastrointestinal Distress
   - Common Symptoms
     - Stomach ache, diarrhea, severe flatulence, vomiting
   - Treatment: Drink water, antacids, lie down, bathroom
   - Find out what student is eating and let parents know if it becomes a frequent problem

4. Cuts
   - Immediate Treatment: Clean any small cuts with water, cover and bandage.
   - Add pressure if bleeding won't stop
   - Long Term Treatment: Re-clean and change bandages daily to prevent infection.
5. Sprains, Twists and Strains
  Immediate Treatment – Avoid putting weight on the injury, apply ice.
  Long Term Treatment: Depending on severity, wrap the area in an ace bandage and ice regularly.

6. Repetitive Stress Injuries
  Symptoms – Pain in joints, especially hands and wrists.
  Immediate Treatment – Loosen up hands, shake things out, stop typing.
Working with Community Liaisons

- They are more concerned with Image than Technology
- They CANNOT teach a class
- They do NOT take things personally
- They love people, and love to talk, and love to entertain
- Their key relationship is with the Reseller and Parent
Responsibilities outside of teaching

- You will have responsibilities outside of teaching. They (may) include:
  - Helping with course development
  - Sending Thanksgiving cards to students
  - Sending out mailers
  - Promotional activities
  - Moving equipment from one location to another
  - If this work falls outside normal business hours, you will be compensated at your hourly rate.
Exam Time

Please take 30 minutes to complete the exam on your own without help from other students by yourself
Have a
Great Funutation Season
New for 2011
New Tech Support Position

- Tech Support / “Runner”
- Phone & Field Support
- Rotating position
- On call for $50 per week
- Need to know how to snail mail letters & packages
- Provide Technical Support to Instructors as needed
  - Bad CD burns
  - Need software or parts
  - Book shortages
  - Technical help over the phone
  - Installing Linux
  - Etc
Funutation Summer Camps 2011
Children ages 8 - 15

- 2D Video Game Design with Scratch,
- 3D Video Game Design with Gamemaker 8
- 3D Video Game Design for Xbox 360
- Making Apps for Android Phones
- Art and Animation with Alice
- Digital Audio & Video Production
- Digital Photography
- Stop Motion Animation
- Digital Picasso
- Flying Fingers
- Build a Robot – Botball & Jungle
- Robotronix with Parallax Sumo Bot
- Lego Robotronix (Mindstrorm 2)
- Computer Build & Repair
- Amazing Roller Coaster
New Classes

- Stop Motion Animation
- 3D Xbox 360 Game Design
- Digital Picasso
- Making Apps on the Android Phone
- Make & Take Robots
- Gamemaker 8
New Locations

Ohio Locations:
- Kent U Tuscarawas
- Akron U, Medina & Brunswick
- Chardon, OH
- Broadview Heights
- Independence
- Beachwood Regular & Asperger's
- Rocky River

- Wexford, PA
- Fort Mill, SC
- Winnetka, IL
- Park Ridge, IL

Please let me know if you are interested in travelling
Travel Policies

- Car pool down in one vehicle
- Vehicle will carry equipment and parts
- $100 per week for meals
- Funutation will try to prepay lodging; otherwise, will reimburse – Stay with Friends if possible
- Caravan to DC, Chicago, & Michigan will leave Sunday noon-ish
  - Returns Friday after class
  - Some will stay there for several weeks.
New Billing Form

- Use this form to avoid delays in getting paid
- Pre-calculates the 30 miles non-billable for each direction
- Do NOT complete by hand
- Do NOT submit by snailmail only email

- Use one form for every class session
  - Use multiple forms for multiple sessions
Policies for HR

✧ Email Invoice after class completion
  – Make sure INVOICE is in the subject line of the email
  – Do NOT print and hand-write
  ✧ We pay the 2nd and 4th Sunday of the month
  ✧ Early pay 10% surcharge
  ✧ Advance 25% surcharge if advance approved

✧ Please say nice things about us
  – We'll say nice things about you

✧ Lateness policy-written warning, & then dismissal

✧ Owner doesn't always wear his wedding ring. It means his hands hurt.
Picture Time

✧ Please put on a Funutation Shirt for a photograph for our website
✧ Please issue a 50-100 word Bio at funutation.com/office

- Add yourself as a contact under Support->Contacts-> Click + Sign
  Select Category->TrainTrainer
  Assigned to Group->Funutation Group
  Complete all of the fields “that make sense”

- In Description Field write your Bio
  • Education,
  • Educational Goals,
  • Technical Experience,
  • Technical Specialties
  • Hobbies
Policies for HR

- If you can't make the class due to illness or other reason, we need to know as soon as possible.
- Our expectations are that you will be there every day to do your job.
- We realize people get sick, have emergencies they need to take care of, etc.
- Weekly conference call
- Most everything is on egROUPWARE
- Please call or email me to let me know the issue. lisa@funutation.com
NEW for 2011

- Egroupware Calendar System
- New Billing Form - Invoices
- New Locations
- New Classes
- New Tech Support Position
- No more burning of CDs after class
  - Students will bring a USB to save their work
Egroupware CRM Demo

- Logging in
- Email (Sales Only)
- Tracking Sales Leads (Sales Only)
- Contact List
- Calendar
- Online Documents