**Best Practices**

* First Day of Class
	+ Introduce yourself and your co-instructor
	+ Ask if anyone may have problems understanding English. “If you don’t understand, stop me and I will try to say it another way”.
	+ Describe facilities (restroom, parking, etc.)
	+ Have the PRC Services brochures to hand to students – explain all that is available to them as PRC clients
	+ Tell the students about all the computer training classes offered by the PRC
	+ Have the PRC Job Assistance brochures to hand to students
	+ Share the resource gcflearnfree.org with them
	+ Set up ground rules for class
		- Starting class on time
		- Expectations – quizzes, homework
	+ Create an comfortable environment for questions
	+ Give the students an initial survey to access their knowledge
	+ Ask students why they are taking the class
* Repeat often and ask students questions to gage their understanding
* If a student asks a question, try turning it back to the rest of the class
* Check often that everyone understands, ask questions to find out where the students’ comprehension is.
* Give students time to practice in class. This way they can ask questions if they have them and you can gage their understanding.
* Give a quiz at the beginning or end of each class and discuss
* Use humor to keep everyone at ease
* If a student looks like they don’t understand, they probably don’t. Ask them.
* When possible, use examples that students can relate to
* If a student asks a question that will be covered later, tell them you will get to it later.
* If a student asks a question that is beyond the scope of the class, answer it after class or instruct them on how to find the answer themselves – either through “Help” within the application itself or Google.
* Keep it Simple – **IMPORTANT!** Do not overload the students. With beginners there is a great danger in giving TOO MUCH INFORMATION.
* Talking about the “old days” can just overwhelm the students. They are only concerned with the here and now and usually the information in the class is overwhelming enough.