

Lifelong Learning Institute

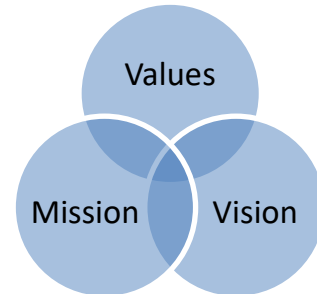
at Waubonsee Community College



Facilitator Guide

Revised February 2024

*Our **Values** include continued learning, intellectual inquiry, social interaction and active member participation in lifelong learning.*



*Our **Mission** is to provide our membership with a defined and member-generated framework for life-enriching dynamic educational experiences through lifelong learning programs.*

*Our **Vision** is to be a self-sustaining and self-governing community of active mature adults offering a diverse and intellectually stimulating array of noncredit educational offerings in a wide variety of academic disciplines.*



This Guide is intended to assist you whether you are a novice or an experienced Facilitator.

You are welcome to contact any Curriculum Council member at any time for assistance.

We suggest you keep this guide handy while you are facilitating. We would appreciate your feedback to the Curriculum Council.

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1. What is a Facilitator? What is a Co-Facilitator?

A Facilitator is an LLI member who has taken at least one LLI course and is willing to propose and lead a course, day trip, or outing. A Co-facilitator is a member who agrees to partner in presenting a course. In co-facilitation, the two jointly make decisions about how they will approach the topic and who will be responsible for what before a course proposal is submitted.

1.1 How does facilitating benefit you and LLI?

- You'll learn more about something that interests you
- You'll share your enthusiasm with others
- You'll enhance the LLI organization

1.2 How do I become a Facilitator?

- Identify a topic or destination of interest to you
- Submit a proposal (The Curriculum Council can assist!)

2. How to Get Started

2.1 Select a Topic That Works for You

What triggers your curiosity or passion? What knowledge or experience would you be willing to share with others? Consider reviewing past catalogs (located in the LLI office) for ideas.

2.2 Some Definitions

Course: Facilitated by an LLI member. The facilitator may choose to have a co-facilitator or invite an Outside Speaker.

Guest Presentation: An LLI member recruits a Guest Presenter for the entirety of the course. The LLI member is the course Organizer.

Discussion Group: The facilitator moderates discussion of a topic of his/her choosing.

Pop-Up Discussion Group: The facilitator identifies a topic of current interest where a discussion can be organized quickly with a shortened approval process.

2.3 Work with the Curriculum Council to Develop a Course Proposal

Contact the Curriculum Council for assistance in developing a course proposal. You'll need to make several decisions while developing your course:

- What's your objective? What do you want participants to take away from the course, day trip or outing? Keep in mind the Values, Mission, and Vision of LLI.
- What format will the course take? What material do you want to cover? How will you organize this material? Can you incorporate activities that will encourage participants to interact with one another? Will you ask attendees to do outside reading and/or research? Are videos, books, or online resources available that you can use? Could you invite speakers to enhance your course?
- How many sessions do you want to conduct?
- Could you ask someone to co-facilitate with you? Co-facilitating is a great way to "get your feet wet" – and adds a distinctive dimension to the course: two personalities, presentation styles, and knowledge bases can make things livelier and more interesting for everyone (including you!). Experienced Facilitators are frequently quite willing to work with novices.
- Could you invite an Outside Speaker? An Outside Speaker is an individual who a facilitator uses as part of the facilitator's course to enhance the course.
- Could you invite a Guest Presenter? A Guest Presenter is an individual who presents the entire program for a facilitator or LLI member.

Visit Waubonsee.edu/lli for the Course Proposal and other forms.

The Curriculum Council can assist if you need help in filling out the online form.

A fillable form can also be obtained from a Curriculum Council member.

2.4 Select a Possible Site

When you submit a course proposal, you'll be asked to choose three possible sites from the list on the proposal instructions. This makes scheduling possible; not all sites are available at all times. If it is not possible to schedule an off-campus site, it may be necessary to assign a room at the Waubonsee Community College Sugar Grove campus.

Regardless of which site you choose, it's important that you visit sites to familiarize yourself with room layouts, site policies and restrictions, staff, and available equipment. Ensure that the maximum number of attendees can be accommodated by the site you choose. If your class is being held at one of the WCC campuses, you may call Campus Security and ask staff to unlock a door for you. Please be sure to identify yourself as an LLI facilitator. Campus Security for Sugar Grove and Plano can be reached at 630-466-2552. Campus Security for Aurora Downtown and Aurora Fox Valley can be reached at 630-906-4142.

2.5 After You've Submitted Your Course Proposal

You will be contacted by a member of the Curriculum Council. All proposals are subject to approval by the LLI Board.

2.6 Day Trips/Outings

If you are thinking of planning a day trip or outing contact a member of the Curriculum Council.

Day Trip: An LLI member-led trip using a motor coach.

Outing: Organized by an LLI member with assistance from the venue docent or guide. Participants provide their own transportation.

2.7 Discussion Groups

You will use the same proposal form as a regular class. To register, participants will use CourseStorm at the website www.waubonsee.edu/lli

2.8 Pop-Up Discussion Groups

The facilitator will complete the proposal form that is available at www.waubonsee.edu/LLI and submit it to the Curriculum Council contact for approval. Discussion will be structured by the facilitator to ensure it remains focused on the topic and follows LLI guidelines for civil discourse.

2.9 Calendar of Important Dates

To Do	Spring	Summer	Fall
Submit course proposal for course/activity; mail or email to the WCC Liaison	Sept. 20 th	Feb. 20 th	May 20 th
Receive confirmation of proposal; revise if needed	September	March	May
Receive notice of approved proposal	October	March	June
Receive tentative dates for course/activity	November	April	July
Obtain and print roster, site info, etc. from CourseStorm www.lliwcc.coursestorm.com			
Semester begins	1 st week of February	1 st week of June	1 st week of September
Table displays at social functions	Holiday luncheon, December	Spring luncheon, May or June	Spring luncheon, May or June

3. Facilitator Guidelines

3.1 Process

- You will receive an email inviting you to sign on to CourseStorm prior to your class's first session. If you are unfamiliar with CourseStorm, watch the instructional video on the WCC/LLI website ("CourseStorm Instruction Guide for Facilitators.")
- Two days prior to the start of your class, CourseStorm will send a reminder e-mail to the participants. You should send an email introductory letter through CourseStorm using the roster; include a personal note, a weekly schedule, and your contact information.
- Print your class roster/attendance sheets from CourseStorm.
- Take attendance at each session.
- Withdrawals must be processed through Registration.
- Return the completed attendance sheet to: Waubensee Community College, LLI Office-Collins Rm 174, Rt 47 at Waubensee Dr., Sugar Grove, IL 60554.

3.2 Facilitator Standards

Facilitators should conduct themselves in a manner consistent with the values, mission and vision of LLI and follow the Facilitator Guide.

- ✓ Use appropriate language.
- ✓ Treat all participants with dignity and respect.
- ✓ Dress appropriately.
- ✓ Practice good hygiene.

If the Curriculum Council becomes aware that any facilitator is not meeting expected standards, counseling and assistance will be provided.

3.3 Course Participant Standards

All course participants, regardless of the course format, should follow **civil discourse guidelines**:

- Be mindful of your behavior. Are you creating and supporting a welcoming environment for discussion?
- Wait to be recognized by the facilitator (use the raise hand function on Zoom).
- Don't interrupt or talk over someone who is speaking.
- Don't conduct side conversations.
- Listen for content in statements of others, especially when they disagree with your statements.
- Find common ground.
- Follow the direction of the discussion by not repeating what already has been said.

- Ask clarifying questions; don't assume you know what someone else means.
- Don't embarrass yourself or disrespect others by making demeaning or inappropriate comments, facial expressions or gestures.
- Differentiate between facts (cite your source) and opinions ("in my opinion").

3.4 Using Guest Presenters or Outside Speakers

A **Guest Presenter** is an individual who presents an entire course program. When a Guest Presenter is engaged, the facilitator or LLI member who scheduled the presentation is the **Organizer**.

- **Organizers** should orient Guest Presenters to LLI.
- Organizers are responsible for evaluating the Guest Presenter's qualifications and experiences as they relate to the course program.
- Organizers should explain to Guest Presenters why they have been invited and what the Organizer's objectives are for the presentation/course.
- The presentation/course should not be a marketing or fundraising effort. The Guest Presenter may leave books and pamphlets on a table for attendees to review.
- The Organizer must fill out an LLI proposal form, list the name of the Guest Presenter and return the form to the Curriculum Council.
- The Organizer introduces the Guest Presenter with a bio provided by the Guest Presenter.
- The Guest Presenter should plan to speak up to an hour and a half. When the presentation is completed, the Organizer should call for questions; however, the Guest Presenter may prefer to address questions during the presentation. The total time for the presentation, including questions, should not exceed two hours.
- The presentation/course can be done in person or on Zoom.
- Be sure to send a thank you note after the presentation.

An **Outside Speaker** is an individual whom a facilitator invites to enhance the course.

- The facilitator should orient the Outside Speaker to LLI.
- Facilitators are responsible for evaluating the Outside Speaker's qualifications and experiences as they relate to the course material.
- Facilitators should explain to Outside Speakers why they have been invited and what the facilitator's objectives are for the course.
- The course should not be a marketing or fundraising event either for the facilitator or Outside Speaker. The facilitator and Outside Speaker may leave books and pamphlets on a table for review by attendees.
- The facilitator must fill out an LLI proposal form, which should be returned to the Curriculum Council. The speaker's name does not need to be included on the form.

- The facilitator should prepare the class for the Outside Speaker by introducing him/her with a bio provided by the speaker.
- The facilitator should determine at what point it would be best to have the speaker present his/her information.
- Be sure to send a thank you note after the presentation.

Honoraria for Guest Presenters and Outside Speakers

You have the authority to offer an honorarium to your Outside Speaker/Guest Presenter, at your discretion. Defined amounts are: \$100 per Outside Speaker; \$200 per Guest Presenter. Higher fees may be considered by the Board on a case-by-case basis. If your Outside Speaker/Guest Presenter would prefer to donate the honorarium to the LLI scholarship fund for WCC students, complete the form in the speaker packet and submit it to the WCC/LLI liaison. You will be sent a document by the Curriculum Council that includes:

- Detailed instructions as to the payment process;
- An Agreement Template for you, as facilitator or organizer to complete, sign, and return to the WCC/LLI liaison after the class session or presentation; and
- A W-9 for the Outside Speaker or Guest Presenter to complete and return to you, which you will forward immediately to the WCC/LLI liaison.

If you determine that no payment is to be offered, please notify the CC Course Proposal Coordinator by responding to the email sent with the document listed above.

Please note that no products or services can be sold during any class. However, business cards, sample books, DVDs, etc., may be provided for review.

3.5 Discussion Groups and Pop-Ups

- Follow the standard processes listed in the Facilitator Handbook for all courses.
- Submit a proposal by the designated deadline.
- Determine the topic, delivery method (in-person or Zoom), and the number of sessions.
- Provide participants in advance with a list of resources and discussion questions.
- Courses will be approved using standard practices and be published in CourseStorm.

3.6 If You Will Be Holding Your Class on Zoom

- Make sure that you have access to the computer equipment and Internet connections necessary to run the class;
- Check www.waubonsee.edu/lli for the PDF on LLI Facilitator Zoom Training;
- If you are not confident about your own Zoom skills:
 - ✓ Recruit an LLI member who can manage Zoom technology while you present the course material;
 - ✓ Recruit a co-facilitator who is proficient with Zoom;
- Once your course is approved, schedule your meeting on Zoom. Send out the Zoom invitation to the class members at least 24 hours before your first class.

4. Facilitator Resources

4.1 At Your Service: Your Curriculum Council

The Curriculum Council will contact you by e-mail monthly with updates on decisions, resources, scheduling, etc.

The Curriculum Council meets at the Sugar Grove Campus or on Zoom on the first Friday of each month. You are welcome to attend these meetings.

4.2 Facilitator Roundtables and Workshops

Roundtables are scheduled periodically to provide opportunities to share ideas and discuss concerns.

Workshops are scheduled to provide training as requested by facilitators.

4.3 LLI Office (Supplies, Tours, Mailings, Copies)

The LLI Office is located on the Sugar Grove Campus, Collins Hall, Room 174. Keys to the office are obtained from the WCC copy room staff.

Since LLI is a volunteer organization, there are no set hours for the LLI office. Access to the office is generally from Monday – Friday, 8:00 a.m. – 4:30 p.m. If the LLI Office is locked, call Campus Security at 630-466-4522.

4.3.1. LLI Office Supplies

Basic supplies (pens, pencils, stapler, Post-it Notes, tape, etc.) are available in the LLI office. If supplies are depleted, contact the WCC Liaison to place an order for additional supplies.

4.3.2. Office Tours

Tours of the LLI Office, Copy Center and Mailroom, along with "where is" and "how to" advice, are available for Facilitators. Contact a Curriculum Council member to schedule.

4.3.3. Mailings

You are encouraged to send letters, via email or USPS, to your class members. Email addresses for class members are printed on the roster. If you are using USPS, complete a mailing header (located in the LLI office) and drop it into the WCC mailroom (outgoing) USPS mail bin in Collins Hall, Room 140. The badge to scan for Collins 140 is on the LLI Office keychain. You may use your class roster "Export to Excel Sheet" to print labels. Envelopes should not be sealed or nested.

4.3.4. Making Copies

Small Copy Requests

You may use the copier located in Collins Hall, Room 174 (adjacent to the LLI Office) to make up to 50 copies per page. Your N-Number and password are required to log into the copy machine. To use the machine, touch the keypad to “wake” it. Enter your N-Number and your password and then proceed as you would with any copier.

Large Copy Requests

If you need more than 50 copies, complete the Duplication Request Form found in Collins Room 174 and e-mail your completed copy to: Copyrequest@Waubonsee.edu. The WCC copy room attendant will notify you when your copies are ready. Copies will be placed in the LLI Office for pick up.

4.4. X-Numbers and N-Numbers

X-Numbers

An X-Number is a student ID issued by WCC for students and employees. If you have taken a credit or non-credit course or trip with Waubonsee, you are considered a student and have an X-Number. An X-Number is needed to reimburse LLI members who have spent personal monies on course materials or supplies. Your X-Number stays with you for life and uses a different password than the one for your N-Number.

If you do not have an X-Number and need reimbursement, contact a member of the Curriculum Council.

N-Numbers

N-Numbers are reviewed and issued each July to facilitators. N-Numbers allow you to use the copiers and computers on WCC campuses. To verify or request an N-Number, contact a Curriculum Council member.

Once you have an N-Number, you need a password. If you can't remember your password or it doesn't work, follow these steps:

- Type mywcclogin into your browser
- Type your N-Number into the box that asks for your X-Number
- Click on the link that says, “Forgot password?”
- Follow the directions for resetting your password, or call 630-466-4357 for the WCC IT Help Desk
- Once you reset your password, you will see a screen that tells you that your Access Session has timed out. Close that window and login again to mywcc with your new password. The Access Session “timeout” message displays because you logged in initially with a temporary password; now that password is “dead.”

4.5 Reimbursements

Before purchasing items for your course, discuss reimbursement guidelines with a Curriculum Council member.

Facilitator Books and Videos

LLI can reimburse you for books and videos that you purchase for use in your course. Submit a completed Reimbursement Form, found at www.waubonsee.edu/lli, along with the receipts. Expenses exceeding \$100 require Board pre-approval.

Other Materials

For any other necessary materials, the \$10 course registration fee covers consumable supplies. You may be reimbursed up to \$10 per course participant.

Reimbursement for Contributions to Nonprofit Organizations

If you are visiting a site that does not charge an admission fee, Facilitators and DayTrip/Outing leaders may wish to make a donation to the nonprofit organization managing the site. To do so, the LLI leader may write a personal check to the nonprofit organization in an amount not to exceed \$10 per attendee. Documentation of the donation is required for reimbursement.

4.5.1. Instructions for Reimbursement

If you have an X-Number, complete the Supply Reimbursement Request Form. This form is available from the WCC LLI website (www.waubonsee.edu/lli). If you are uncertain if you have an X-Number or if you've forgotten your X-Number, contact the WCC/LLI liaison at 630-466-2941.

- Be sure to include your name, address, phone number, and X-Number with all paperwork and submit completed paperwork to your Curriculum Council contact person.
- Include all receipts, invoices, course title, and a description of the items being reimbursed.
- It is suggested that you make a copy of everything you submit for your personal records.

If you do not have an X-Number, fill out the reimbursement form with the X-Number field blank. The first time a reimbursement form without an X-Number is submitted, you will also need to include a W-9. The most current W-9 form can be found on the IRS website ([Form W-9 \(Rev. October 2018\) \(irs.gov\)](http://www.irs.gov)), or you can contact a Curriculum Council member to obtain a W-9 form and for further assistance.

4.6. Media Assistance

4.6.1. Waubonsee Community College

Media Assistance staff will meet you in your classroom 15 minutes before your class is scheduled to begin. If you wish to arrange a tech session in advance of your class, contact a member of the Curriculum Council. If you encounter a media problem after the class begins, contact the WCC Help Desk. On the Sugar Grove Campus, dial Ext. 4357 (H-E-L-P) from a campus phone. From the Plano, Fox Valley, and Downtown Aurora campuses, dial 630-466-4357.

Help Desk Hours:

Mon - Fri 7:00 a.m. – 9:30 p.m.

Saturday 8:00 a.m. – 4:30 p.m.

Sunday 12:00 noon – 5:00 p.m.

4.6.2. Non-Waubonsee Venues

Since each venue is different, you should schedule a visit to the venue in advance of your class.

4.7 Waubonsee Community College Todd Library

The Waubonsee Community College Todd Library is a great resource to help you locate books, DVDs, videos and other information for your course. The main library is in Sugar Grove, Collins Hall on the second floor. The link to the library is <http://library.waubonsee.edu>. The circulation phone number is 630-466-2400.

Library Hours:

Monday – Thursday 7:30 a.m. – 9:00 p.m.

Friday 7:30 a.m. – 4:30 p.m.

Saturday 8:00 a.m. – 4:30 p.m. (Closed Summer Weekends)

Sunday 12:00 noon – 5:30 p.m.

4.7.1. Audio System

When completing your course proposal for the Sugar Grove campus, you may request a microphone.

If you are facilitating a course at another site, LLI has a voice amplifier for use by Facilitators. The system includes the following equipment:

- Speaker monitor with a built-in wireless receiver
- Carrying case with shoulder strap and microphone holster
- Battery recharge kit
- Wireless handheld microphone
- Handheld microphone with cord attached

- Microphone stand
- Instruction manual

The equipment is stored at the Todd Library in Collins Hall on the WCC Sugar Grove Campus. If you wish to borrow the equipment, check with staff at the Circulation Desk in the library. You will be asked to:

- Identify yourself as an LLI Facilitator.
- Show your driver's license or other photo identification
- Leave contact information (phone number and personal email address)

You may check out the equipment for up to 28 days. Plan to pick the equipment up at least one day in advance of your course so you can charge the battery. Make certain that two fresh AA batteries are available for the wireless microphone. Ensure that the equipment is returned to the library with the wireless microphone fully charged.

4.8 Lost and Found

Campus Security is located at the Sugar Grove Campus, Dickson Hall, first floor near the bookstore. 630-466-2552.

4.9. Campus Maps

Maps to the four college campuses can be found at www.waubonsee.edu. The Student Center at Sugar Grove also has maps.

4.10 LLI Constitution and By-Laws

The LLI Constitution and By-Laws can be found at www.waubonsee.edu/lli.

5. Special Situations

5.1. Waitlists

When a course becomes full, a Waitlist is created. When a Waitlist is active, the general public will see an “Add to Waitlist” button instead of the “Register” button on the class description page. When students add themselves to the Waitlist, they will be prompted to complete all of the questions in the registration process, including any custom questions added to the form by CourseStorm Administrators. Students will not enter any payment information at this time. Please contact the LLI office at 630-466-2593 if you have any questions.

5.2. Classroom and/or Site Lockout

5.2.1. Waubonsee Community College

If you need to change classrooms for any reason, or if your classroom door is locked, call Campus Security at the numbers listed below.

- Sugar Grove, Campus Security, ext. 2552 from a campus phone or 630-466-2552
- Aurora Downtown, Campus Security, ext. 4142 from a campus phone or 630-906-4142
- Plano, Campus Service Supervisor, ext. 2623 from a campus phone or 630-552-2623
- Aurora Fox Valley, Information Desk Receptionist, ext. 3922 from a campus phone or 630-585-7900, Ext. 3922

5.2.2 Non-Waubonsee Sites

Moving the class to an alternate location is NOT an option. If you do not have contact information for the site, you will need to dismiss class and reschedule through a Curriculum Council member.

5.3. Weather Cancellation

The WCC website (www.waubonsee.edu) will indicate college closings due to inclement weather. Day class cancellations will be posted by 5 am. Evening class cancellations will be posted by 3:30 pm. If the college is closed, all LLI courses **on and off campus** are cancelled. Consult Local TV and radio stations and www.emergencyclosings.com for updated information. Notify class members of the cancellation.

5.4. Facilitator Illness

In case of illness, notify the class members and a Curriculum Council member.

5.5. Medical Emergency

5.5.1. In the Classroom

Call 911 and then call Campus Security or your site contact.

- For Sugar Grove, Campus Security, ext. 2552 from a campus phone or 630-466-2552
- For Aurora Downtown, Campus Security, ext. 4142 from a campus phone or 630-906-4142
- For Plano, Campus Service Supervisor, ext. 2623 from a campus phone or 630-552-2623
- For Aurora Fox Valley, Information Desk Receptionist, ext. 3922 from a campus phone or 630-585-7900, ext. 3922

5.5.2. Day Trips and Outings

Call 911 and a contact at the venue. Contact the WCC Liaison and advise of the situation.

5.5.3. Accident Reports

In the event of an accident, fill out the Accident Report Form found at www.waubonsee.edu/li

5.6. Member Conduct

In the event of abusive or disrespectful behavior by a class member, call a class break. Attempt to diffuse the situation.

If a member's behavior appears threatening, call Campus Security:

- WCC Sugar Grove ext. 2552 from a campus phone or 630-466-2552.
- WCC Aurora Downtown ext. 4142 from a campus phone or 630-906-4142.
- WCC Aurora Fox Valley 630-466-2552.
- Non-Waubonsee Venues Advise venue management and/or the front desk.

6. Forms

The following forms are available at www.waubonsee.edu/lli:

- LLI Course Proposal and Tips for Completing
- LLI Day Trips/Outings Proposal
- LLI Expense Reimbursement
- LLI Trip Accident/Health Incident Report

7. Numbers You Should Know

Emergencies

Campus Security:

- WCC Sugar Grove ext. 2552 from a campus phone or 630-466-2552
- WCC Aurora Downtown ext. 4142 from a campus phone or 630-906-4142
- WCC Aurora Fox Valley 630-466-2552
- Plano Campus 630-466-2552

LLI Office

Sugar Grove Campus Collins Hall: Room 174, 630-466-2593

Room/Site Lockout

Waubonsee Community College: If your classroom is locked, call the following:

- Sugar Grove, Campus Security ext. 2552 from a campus phone or 630-466-2552.
- Aurora Downtown, Campus Security, ext. 4142 from a campus phone or 630-906-4142.
- Plano, Campus Service Supervisor, ext. 2623 from a campus phone or 630-552-2623.
- Aurora Fox Valley, Info Desk Receptionist, ext. 3922 from a campus phone or 630-585-7900 x3922.

Non-Waubonsee Sites: The Facilitator should call the WCC Liaison for further instructions. Due to insurance liabilities, moving the class to an alternate location is NOT an option. If unable to contact the WCC Liaison, dismiss class and reschedule through the WCC Liaison.

Media Assistance

Media Services: WCC HELP desk, ext. 4357 (H-E-L-P) from a campus phone or 630-466-4357.

Lost and Found

Campus Security: WCC Sugar Grove, ext. 2552 from a campus phone or 630-466-2552.

WCC Library

Reference Desk: 630-466-2396

Your Notes