Membership and Registration
Policies and Procedures

JOINING OR RENEWING OLLI MEMBERSHIP

Welcome to OLLI, one of the best lifelong learning institutes in the United States! If you are a returning member, you already understand the great value of your membership at OLLI-Mason. Thanks for being a valued OLLI member!

Two OLLI Membership Types

1) **Full membership.** Register for unlimited courses and activities held at all OLLI locations for four terms (spring 2016, summer 2016, fall 2016, winter 2017). You will be eligible for a Mason ID card to receive certain university privileges and discounts (outlined on p. ii). The cost for full membership is $375.

2) **Introductory membership.** Register for unlimited courses and activities at all three locations for just one term, spring 2016.   An introductory membership is not available to former OLLI members; it is intended for new members who want to sample OLLI before committing to a full year. Introductory members are not eligible for a George Mason ID card and its privileges. The cost for introductory membership is $150.

If the renewal date on the catalog mailing label is 3/1/16 or earlier, it is time to renew. If the date is 6/1/16 or later, you are a current member and do not need to pay your dues now. Current members can visit their profile page in the Member Portal to see when their membership expires.

Payment Options

1) **Online.** You may join or renew OLLI membership online at **olli.gmu.edu**. Click "Join OLLI Today" or "Register/Member Portal" link under "Quick Links" on the right side of the home page. Credit card payment is required when joining/renewing online.

2) **Hardcopy Registration Form.** You may join or renew by registration form (found on p. 45). Payment by check is preferred when using the form. The form can be mailed or delivered in person to the OLLI main office at 4210 Roberts Road, Fairfax, VA 22032.

3) **Installment.** OLLI encourages members to pay in full at time of registration. However, for those unable to pay in full upon registering, OLLI offers a payment plan of 12 equal monthly installments by credit or debit card. *Your application for the installment plan must be filled out completely, submitted to the main office, and approved each year before you can register for courses or activities. Applications are available on DocStore via the OLLI website olli.gmu.edu or by contacting the OLLI office at olli@gmu.edu.*

4) **Financial Assistance.** OLLI offers financial assistance for members or potential members who find it a hardship to pay the full membership fee. Contact the registrar at olli@gmu.edu or visit Tallwood for an application. All inquiries are kept confidential.

Refunds

Members may obtain a full refund of their dues only by applying in writing to the executive director **before the beginning of the third week of classes in the first term of the year of enrollment or re-enrollment.**

Prospective Members

Not ready to commit? Prospective members may experience OLLI by visiting up to two class sessions or activities that are not oversubscribed. Check with the OLLI registrar about available seating.

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REGISTRATION PROCESS

** Important Registration Dates **
Spring registration begins Monday, February 15 and ends on Thursday, February 25 at noon.

How to Register

1) **Online.** You may register for OLLI classes online at **olli.gmu.edu**. Click on the "Register/Member Portal" link under "Quick Links" on the right side of the home page.

   Hardcopy Registration Form. You may also register for classes via a registration form (found on p. 45). The form can be mailed or delivered in person to the OLLI main office at 4210 Roberts Road, Fairfax, VA 22032.

**** Faxed registrations will not be accepted. ****

**For a demonstration of the registration system click "new registration videos" under "quick links" on the right side of the OLLI home page:
olli.gmu.edu**

Membership and Registration, continued

When to Register

"Request Class" Registration Period

• Members are encouraged to register for spring 2016 courses and events during the "request class" registration period, **February 15 to February 25 at noon**. Requesting classes during this period offers registrants the best chance to gain access to the most popular classes.

• When you register, you must click "request class" to add it to your selections.

• To complete your registration, you must list the courses and events you want in "priority order"—the order of their importance to you. To prioritize classes or to see what you have requested, click the "prioritize/finalize" option found on the left side toolbar of the member portal. Courses and events are prioritized separately.

• Members are placed in courses and events based on the priority number they assign to their requests.

• If class enrollment reaches capacity (a number limited by the instructor or room size), those who have designated that course as priority one will get in first, then the priority twos and so on.

• In addition, a random number is assigned by our registration system to each class request. At the point that all members of a priority group cannot be included in the course, those with the lower random numbers will be admitted into the course first. Therefore, requesting a class does not guarantee enrollment.

Open Registration Period

• Open registration begins after the "request class" period ends on February 25. You may still register for classes/special events anytime, but you will be placed into classes on a space-available basis after all registrants in the "request class" period have been assigned.

"Request Class" *vs* "Add to Cart"

• **"Request Class"** is the button you click when you are registering for a class/event during the registration window and before classes have been assigned. *These require a priority assignment.*

• **"Add to Cart"** is the button you click when you are registering for classes or events in which you are immediately enrolled or which are designated in the catalog as first-come, first-served. This includes all clubs/ongoing activities. Please remember to go to "View Cart" and "Check Out" to complete enrollment before logging-off the member portal. *These do not require a priority assignment.*

• Class descriptions in the course catalog will make clear which classes/events are first-come, first-served, which means "Add to Cart."

Making Changes to your Registration

• You may add classes at any time either online or via an add/drop form (available in the Tallwood office and, during the term, at the Reston and Loudoun locations). You may drop courses **ONLY** by emailing the front office or by turning in an add/drop form.

• If you are unable to attend a course or event in which you are enrolled, **please drop the course/event as soon as possible**.

• A list of courses and events with open seats will be posted at all sites and on the OLLI website.

Confirmation and Class Payments

• The registration system will assign classes on or after March 7. You will receive a series of emails, thereafter, with your confirmed class enrollments, your waitlisted courses, and classes for which you are eligible, but need payment to finalize enrollment. If you do not have an email on file, the confirmations will be mailed to you.

• **Read your confirmation emails/letters carefully.** They will include any updates to classes, including changes in times or locations.

• If you are notified you are eligible for courses/events with a fee, **you must pay by check or credit at least one week before term begins to complete enrollment.** If not, your seat will be offered to a member on the waiting list. If you will be out of town and unable to pay during that time, submit to the Tallwood office, beforehand, a separate check for each course/event with a fee, so we can process payment in your absence. Checks for courses/events for which you are waitlisted will be shredded.

• **OLLI CANNOT GUARANTEE A REFUND** for courses/events once you have paid and are enrolled. Consider carefully before signing up for courses with fees.

Waitlists

• OLLI does all it can to maximize enrollment into classes, including changing venues, and adjusting class capacities. If you do not make it into a class, you will be waitlisted based on the priority you assigned to the class.