

# 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. Thank you for being a valued OLLI member.

#### Two Types of OLLI Membership

- **Full membership.** Register for unlimited courses and activities held at all OLLI locations for four terms (winter 2018, spring 2018, summer 2018, and fall 2018). You will be eligible for a Mason ID card to receive certain university privileges and discounts (see p. ii). The cost for full membership is \$425.
- **Introductory membership.** Register for unlimited courses and activities at all three locations for just one term, winter 2018. 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 Mason ID card or its privileges. The cost for introductory membership is \$150.

If the renewal date on the catalog mailing label is 12/31/17 or earlier, it is time to renew. You will need to log into the Member Portal and purchase your membership renewal before you can register or view classes on the Member Portal.

#### Payment Options

- **Online.** You may join or renew OLLI membership online at [olli.gmu.edu](http://olli.gmu.edu). Click “Join OLLI/Sign In” or the “Register/Member Portal” link under “Quick Links” on the home page. Credit card payment is required when joining/renewing online.
- **Hardcopy Registration Form.** You may join or renew by registration form (found on pp. 37-38). Payment by check is preferred when using the form. The form can be hand delivered or mailed to the OLLI main office at 4210 Roberts Road, Fairfax, VA 22032.
- **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.** For security reasons, we cannot accept the form by email or fax. Applications are available on DocStore (under Main Menu/Documents) via the OLLI website [olli.gmu.edu](http://olli.gmu.edu) or by contacting the OLLI office at [ollireg@gmu.edu](mailto:ollireg@gmu.edu).

- **Financial Assistance.** OLLI offers financial assistance for members or prospective members who find it a hardship to pay the full membership fee. Contact the registrar at [ollireg@gmu.edu](mailto:ollireg@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 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 two sessions that have space available. Check with the registrar at [ollireg@gmu.edu](mailto:ollireg@gmu.edu) before attending a class.

### REGISTRATION PROCESS

#### **\*\* Important Priority Registration Dates \*\***

**Winter priority registration begins Friday, December 1 and ends on Friday, December 8 at noon.**

#### How to Register

- **Online.** You may register for OLLI classes online at [olli.gmu.edu](http://olli.gmu.edu). Click on “Register/Member Portal” under “Quick Links” on the home page.
- **Hardcopy Registration Form.** You may also register for classes via a registration form (found on pp. 37-38). The form can be mailed or hand delivered 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 System Videos” under “Quick Links” on the OLLI home page: [olli.gmu.edu](http://olli.gmu.edu)**

# Membership and Registration, continued

## When to Register


### Priority Registration Period


- Members are encouraged to register for winter 2018 courses and special events during the “priority” registration period, **December 1 to December 8 at noon**. Requesting classes during this period offers registrants the best chance to gain access to classes they most desire.
- When you register, you must click Request Class to add a class 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 Prioritize/Finalize 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 the 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.

### Space-Available Registration Period

Space-Available registration begins after the priority period ends on December 8. You may still register for classes and special events anytime, but you will be placed into classes on a space-available basis after all registrants in the priority period have been assigned.

## Request Class vs. Add to Cart

- Request Class is the button you click when you are registering for a class or event during the “priority” 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 and ongoing activities. All Add to Cart courses and special events are clearly indicated throughout the catalog with the following shopping cart icon: . If there is a fee associated with these offerings, they

will also be clearly marked with the following icon of a shopping cart with a money bag inside: 

Payment for these courses and special events with fees must be made at the time of registration.

- Please remember to go to View Cart and Check Out to complete enrollment before logging off the member portal.
- Class descriptions in the course catalog will make clear which classes or events are first-come, first-served, which means Add to Cart. **These do not require a priority assignment.**

## 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).
- If you are unable to attend a course or event in which you are enrolled, **please drop the course or event as soon as possible**. You may drop courses by emailing [ollireg@gmu.edu](mailto:ollireg@gmu.edu) or by turning in an add/drop form to the Tallwood main office.
- 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 January 5. You will receive a series of emails soon thereafter with your confirmed class enrollments and wait-listed courses. If you do not have an email address on file, the confirmations will be mailed to you. Confirmation emails for Add to Cart classes will be sent immediately only once after checkout.
- **Read your confirmation emails and letters carefully.** They will include any updates to classes, including changes in times or locations.
- Event fees must be paid in full by all participants regardless of any special transit, food, or other arrangements. OLLI cannot guarantee a refund for courses or events once you have paid and are enrolled. As such, please consider carefully before signing up for courses with fees.

## Wait Lists

- OLLI does everything possible to maximize enrollment in classes, including changing venues and adjusting class capacities. If you do not make it into a class, you will be wait-listed based on the priority you assigned to the class.
- When someone drops a class, the OLLI office will call members on the wait list until the vacancy is filled. The office will not leave a message.