

# Membership and Registration

## Policies and Procedures

### JOINING OR RENEWING OLLI MEMBERSHIP

Welcome to OLLI Mason, 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

- **Annual membership.** Register for unlimited courses and activities held at any OLLI Mason location for four consecutive terms. You will be eligible for a Mason ID card to receive certain university privileges and discounts (see p. iii). The cost for full membership is **\$450**.
- **Introductory membership.** Register for unlimited courses and activities held at any OLLI Mason location for just one term, one time only. 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 **one time** introductory membership is **\$150**.

If the expiration date on your catalog mailing label is **9/1/20** or earlier, it is time to renew. You will need to log into the member portal and purchase your membership renewal before you can view classes or register.

#### Payment Options

- **Online.** You may join or renew online at [olli.gmu.edu](https://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.** If you join or renew using the registration form, payment can be made by check. We cannot accept credit card payments with hardcopy registrations fall term. Submit a separate check for each unique expense (class fee, membership renewal, etc.) The form can be mailed to the OLLI main office at 4210 Roberts Road, Fairfax, VA 22032. Do not fax.
- **Installment.** OLLI encourages members to pay in full at time of registration. However, 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, mailed

to the main office, and approved each year before you can register for courses or activities. Act early so your application can be processed before the registration period ends. For security reasons, we cannot accept the form by email or fax. Applications are available on the OLLI website at: <https://olli.gmu.edu/wp-content/uploads/2020/05/Installment-Plan-Agreement-with-2-options-a-May-2020.pdf>

- **Financial Assistance.** OLLI offers financial assistance for members or prospective members who find it a hardship to pay the full membership fee. Email the registrar at [ollireg@gmu.edu](mailto:ollireg@gmu.edu) to request an application. All inquiries are kept confidential.

#### Refunds

Members may only obtain a full refund of their membership fees by applying in writing to the executive director before the beginning of the third week of classes in the first term after enrollment or re-enrollment. We cannot honor proration or reimbursement requests after this deadline. Members are advised that OLLI's quality programming is presented in-person unless circumstances require that some or all of it be presented remotely, such as via ZOOM technology.

#### Prospective Members

Not ready to commit? Prospective members may experience OLLI by sampling one or more classes during any consecutive two weeks of a term, provided the course is not oversubscribed. Check with the registrar at [ollireg@gmu.edu](mailto:ollireg@gmu.edu) before attending a class.

## REGISTRATION PROCESS

#### How to Register

- **Online.** You may register for OLLI courses online at [olli.gmu.edu](https://olli.gmu.edu). Click on [Register/Member Portal](#) under [Quick Links](#) on the home page.
- **Hardcopy Registration Form.** You may also register for courses using the registration form. The form can be mailed to the OLLI main office at 4210 Roberts Road, Fairfax, VA 22032. Act early to allow lag time in getting mail to staff, who are not working on campus during the virus outbreak. With COVID-19 restrictions in place, please do not hand-deliver your hardcopy registration form this term.

**\*\*Emailed registration forms will not be accepted. \*\***

# Membership and Registration, Continued

## When to Register

### Priority Registration Period

- Members are encouraged to register for courses and special events during the priority registration period. (Priority registration dates are listed on the front and back cover of the catalog.) Requesting classes at any time during this period offers registrants the best chance to gain access to classes they most desire.
- When you register, you must click **Request Class** or **Add to Cart**. See the instructions below.
- To complete your registration, you must assign a priority to each course or event—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 course enrollment reaches capacity (a number limited by the instructor or zoom capacity) 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 course request. If 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 course does not guarantee enrollment.

### Space-Available Registration Period

Space-available registration begins after the priority period ends. You may still register for courses and special events, but you will be placed into courses 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 course or event during the priority registration period. **These require a priority assignment by you.**
- **Add to Cart** is the button you click when you are registering for courses 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 a shopping cart followed by a dollar sign:  \$

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

- **IMPORTANT NOTE: You are urged to register early for Add to Cart offerings. These popular offerings can fill up quickly, even as early as the first day of registration. Early registration will increase your chances for enrollment.**
- Please remember to go to **View Cart** and **Check Out** to complete enrollment before logging off the member portal.
- Confirmation emails for **Add to Cart** classes will be sent only once immediately after checkout.

## Making Changes to Your Registration (Add/Drop)

- You may add courses at any time online through the member portal.
- 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).
- Watch for OLLI communications to sign up for courses with spaces still available.

## Confirmation and Payments

- Once courses are assigned, you will receive a series of emails with your confirmed 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** courses will be sent only once, immediately after checkout.
- **Read your confirmation emails and letters carefully.** They will include any updates to courses, including changes in times or dates.
- 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 offerings with fees.

## Wait Lists

- OLLI does everything possible to maximize enrollment, including changing venues (when meeting in person). If you do not make it into a course, you will be wait-listed based on the priority you assigned to the course.
- When someone drops a course, the OLLI office will call members on the wait list until the vacancy is filled. In most cases, the office will not leave a message.