



**Osher Lifelong Learning Institute
at**

Carnegie Mellon University

**Member Handbook
2020**

MAILING ADDRESS:

Osher at Carnegie Mellon University
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Special Notice: Weekly Essentials — “WE” Report

The Osher office sends a weekly broadcast email asking you to go to the website to view our “Weekly Essentials”. The “WE” Report gives details about upcoming Osher and select CMU activities and events. It contains important information about class changes, upcoming events, and other need-to-know information. Please watch for this email every Friday, or bookmark cmu.edu/osher and check it often.

Office Staff:

Lyn Decker	Executive Director/Registrar
Olivia McCann	Administrator/Programs
Chelsea Prestia	Administrator/Publications

Board of Directors - Officers:

Jim Reitz	President
Allan Hribar	Vice-President
Jan Hawkins	Secretary
Marcia Taylor	Treasurer
John Olmsted	Past President

Board of Directors:

Ann Augustine	Jeffrey Holst	Randy Weinberg
Rosalie Barsotti	Ann Isaac	Mark Weiner
Gary Bates	Raja Sooriamurthi	
Jane Cordisco	Jeffrey Swoger	

Membership

Osher at CMU is a 501(c)3 member organization. Registering for classes is not a requirement of membership, however payment of annual dues is required to maintain membership. Once you have achieved membership status it is important to keep it. If your membership is dropped, you will need to apply to go back onto the prospect list. Currently, there is a 1-1/2 to 2-year wait.

Benefits of Membership

Membership dues are \$100 per year and are the only requirement of membership, though the benefits are many. As a member, you have an account through the Augusoft online registration system where you may register for courses and events and view your course data. You will receive three catalogs per year, the Weekly Essentials email, and a yearly membership card. Membership cards are used for the CMU shuttle, library, and dining facilities. As a member, you may receive educational discounts at the CMU computer store and for CMU theater and musical productions. Certain events are by invitation only, though members may often bring guests.

Member Only Events

February:

Winter Luncheon

August:

Back-to-School Picnic

September:

Annual Meeting

Volunteers

Without the dedication of our volunteers, Osher at CMU would not exist. Since the inception of this organization in 1992, volunteers have made Osher at CMU one of the largest and most respected lifelong learning programs in the country. It is only through the tireless and selfless commitment of all of our volunteers that we can enjoy, and take pride in, such a stellar program.

As a volunteer-driven organization, we rely heavily on members to be involved in all activities of the organization. Volunteering offers opportunities to get to know other members both in and outside of class. Opportunities for volunteering include helping with general office tasks, leading courses, providing classroom support for the office, and participating on committees for events, lectures, and trips. Volunteers are celebrated at our popular annual ice cream social. If you are interested in giving your time to this terrific organization, please contact the office or see cmu.edu/osher/volunteer.





Registration Information

Course Catalogs

Osher at CMU offers three terms (Winter, Summer, and Fall) with two sessions per term. The course catalog may be viewed online and is mailed to each member before the start of each term, provided renewal dues are paid by the end of October each year. Osher offers on average 150 courses per term. Courses are divided into five categories: Arts & Humanities, Business & Commerce, Learn by Doing, Science, and Social Sciences. Courses meet both on and off campus for an average of 5-6 weeks.

Registration Fee

A registration fee of \$60 per term allows for an unlimited number of courses during that term. Members will receive an email when online registration opens. Paper registration forms are accepted, but processing is delayed by 1 week. It is to your advantage to register online.

Your Osher/Augusoft Online Account

Osher provides an online registration system for its members known as Augusoft. Online registrations allow you to see immediately which classes have open seats, pay with a credit card on a secure website, and receive the course confirmation via email. The system is also used to view and search through an online course listing, view current class schedules on a calendar, view your current registration, view your payment history, and view your place in the queue for any waitlisted courses or remove your name from a waitlist. To access the online system, go to cmu.edu/osher and click on "Member Sign In". It is important to keep your information up to date. Please contact the office with your name and updated information.

Two Ways to Register:

Members will receive an email when online registration opens. There is no set date or time.

1. Online Registration

When registration opens, use your username and password to access your Augusoft account. Put desired courses into the cart and check out. Registration is a first come, first served system.

2. Paper Registration

Print the registration form at cmu.edu/osher, Quick Links. Be sure to include all course material fees along with your registration fee. Make your check payable to Osher at CMU or include your credit card information. Mail in registrations are processed by the staff in order of date received a week after registration opens. The confirmation will be sent to you by email.

Augusoft Registration Instructions:

Sign In:

1. Go to the Osher at CMU homepage: cmu.edu/osher, and click on "Member Sign In".
2. You will be redirected to the Augusoft sign in page.
3. Enter your username and password. Initially, you will need to create your own password:
 - a. Click on "Forgot your password?"
 - b. On the "Reset Password Request" page, in the first box, enter your username provided in your welcome letter/email. If you do not know your username, please call the office. In the second box, enter your email address. In the third box, complete the "Captcha". Click on "Submit". This will send a link to your email.
 - c. Open the email from osher-general@andrew.cmu.edu and click on the link. Choose a password that is at least eight characters, contains a number, uppercase letter, lowercase letter, and/or a special character. Type your password into both boxes. Record your password in a safe place.
 - d. If you are not able to get a password reset, please call the office at 412-268-7489 to confirm your username and email. For future sign-ins, enter your username and password.

You may record your sign-in information here:

Username: _____

Password: _____

Registering for Courses and Events:

If you know which courses (or event) you want, enter the course ID in the "search for a class" box at the top of the page. You may also search by a keyword in the title, study leader name, or day of the week. Click "Add to Cart" and continue until all the available courses you want are in your cart.

Another way to view the online course listing is by category. Click on "All Classes", then click on a subcategory to display a list of courses. Click on "Add to Cart" to choose courses. Click on "Add to Waiting List" to be added to a waiting list and you will receive a waitlist confirmation by email. If a seat becomes available for you, you will receive a course confirmation by email that you are registered for the course. If you are unavailable, please notify the office by replying to the course confirmation email or by phone as soon as possible so another member may fill the open seat. It is to your advantage to go onto every waitlist. Please remove your name from waitlists as you become unavailable to attend.

Checkout and pay with a credit card:

Click on "Checkout" in the grey box at top, right. Your cart will display each course you requested. Click on "Refund Policy" and read the refund policy. Check the box(es) to agree to the Refund Policy. Click on the green "**Checkout**" button to display the "Payment Process" screen. Your name, street address, and zip code will display. Choose the credit card type from the pull-down menu, verify that display name matches the name on card, enter the card number, expiration date (MMYY), and security code. Click on "Process Payment". The credit card is processed by USA ePay (usaepay.com).

Receipt and Course Confirmation

A Transaction Receipt is sent to your email address. You may print the receipt. Note that certain events, such as lectures, do not have a charge, but you still need to add the event to your cart and checkout.

Materials Fees

Materials for certain classes are purchased by the study leader well in advance of the start of class.

Material fees are non-refundable. All material fees are due at the time of registration unless otherwise stated. You are not charged for your waitlisted courses. If a course is canceled by the study leader, your prepaid fee will be turned into a credit voucher on your account to be used at a later date. You may request a check or donate the amount to Osher. Material fees for off-campus courses are used to subsidize the room rental fee.

Confirmation Letters

As you are registered, a “confirmation of class registration” will be automatically emailed to you for each course for which you are enrolled. Should a course not be listed on your receipt, it means that you are on the waiting list and you received a waitlist email. You will be notified via email if and when you are enrolled in a waitlisted class. If you become unavailable for a waitlisted course, please remove your name from the waitlist (see your “My Waiting List” tab).

Adding and Dropping Classes

You may add yourself to classes utilizing the Augusoft website even after a course begins. Dropping a course must be done through the Osher at CMU website: see the Quick Links section of the homepage (cmu.edu/osher), click on the “**Drop my Course**” button, enter your information on the form, and click on the “**Submit**” button. By formally dropping a class through the office, another member may be admitted from the waiting list. When adding, please wait to receive enrollment confirmation before attending any classes. **YOU MUST BE ENROLLED IN ALL CLASSES YOU ATTEND.**

Missing a Class

It is important to the study leader, and the organization as a whole, to have all seats full at all times. If you will miss two or more classes, we ask that you call the office prior to the first week to see if there is a waiting list. If there is a waiting list, your prompt cancellation allows another member to enroll in the course. Members prefer to be added from the waiting list before the course begins.

Please be respectful of the volunteer study leaders by not scheduling doctor's appointments and vacations at the same time you are scheduled for class. Check your personal schedule against your class schedule for conflicts with vacations, appointments, and religious holidays.

Osher Ambassadors (OAs) Are Vital

OAs are very important to the success of the Osher program and we need one for every class. The responsibilities of the OAs are to welcome new members to class, take attendance, and act as the liaison between the classroom and the office. OA training occurs prior to each session and takes about 30 minutes. **Please help out once in a while with this important task.** To volunteer, please say, “Yes!” when you are called, or fill out the online form. See the Quick Links section on the homepage (cmu.edu/osher) and click the “**Volunteer to be an Osher Ambassador (OA)**” button. You may receive a call 2-3 weeks prior to the start of the session confirming or recruiting OAs.

Attendance Sign In

There is an attendance sheet for all courses with 50 or fewer attendees. Look for the attendance sheet when arriving at the classroom to check-in. Indicate the date(s) you were, or plan to be, absent. For courses with over 50 registrants, attendance spot checks are made. Attendance sheets are used to help evaluate our study leaders. If your name is not on the attendance sheet, please add it.

Survey Monkey - Course Evaluations

Course evaluations provide critical information to the Curriculum Committee and study leaders who receive a summary of the results. We use the Survey Monkey company to collect digital evaluations. The office sends a Survey Monkey evaluation for all new courses and randomly selects previously taught courses to receive evaluations. Every course participant is encouraged to return a thoughtful appraisal for each Survey Monkey received. Please do not “Opt Out” of Survey Monkey—your opinion is important.

Open Course List

The office staff attempts to fill all empty seats. After members have registered for their courses, prospects are invited to register for any empty seats and members are also encouraged to add additional courses. Members who are registered for the current term may go online and register for additional courses or call the office to add. Please wait to receive enrollment confirmation before attending any classes.

Classroom Etiquette

- If you have trouble hearing or seeing, please sit close to the front of the room.
- Please refrain from wearing scents.
- No food or drink (except water) in classrooms.
- Mute your phone and refrain from using it during class.
- To be recognized, raise hand and state your name.
- Attend only courses for which you are registered.

General Information

Email Notifications

It is very important that we have your current email address. Study leaders frequently email students regarding class assignments, reading materials, etc. The Osher office and study leaders will email students of any important class changes. We recommend using an email provider other than AOL/Verizon.

Refund Policy

If Osher cancels a course before the course has begun and it is the only course you requested for the whole term, you are entitled to request a full refund of your registration and materials fee, if applicable.

Registration refunds, minus a \$10 administrative fee, will be given to those who drop all their courses and notify the office at least **three full business days** prior to the start of the first class.

Inclement Weather Days

Classes will not be held if the Pittsburgh Public Schools are closed for inclement weather. If the Pittsburgh City Schools have a 2-hour delay, we hold all classes as scheduled unless the study leader chooses to cancel. Please use common sense when venturing out.

Check the TV or online at pghschools.org for school closings. Should the weather turn poor during the day and classes are canceled, the office will make every attempt to contact everyone by email and by phone. Again, please use common sense.

Handouts

Because we are a green organization, all class handouts are emailed to you. Hard copies are not available in class. If by chance you need a handout to be printed, the office charges \$ 0.25 per page. Please give the office a 36-hour notice prior to pick-up in the office.

Website Accuracy

Every attempt is made for our website to be current, relevant, and accurate. The Osher at CMU website — cmu.edu/osher — has the most up-to-date information about lectures, events, forms, et cetera. By clicking “Member Sign In”, you will be redirected to the Augusoft website. Augusoft is our online registration system which is the place to go to find the most current information about your classes and to register for classes and Osher events. These two sites are linked to one another for ease of access. Click on the Osher logo to return to the Osher at CMU website.

Weekly Essentials — “WE” Report

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Catalog Mailings

Catalog Delivery Management

Catalogs are mailed to members by the end of March (Summer), July (Fall), and November (Winter) if dues are paid by the announced due date in October. For those who don't pay on time, a copy of the catalog may be purchased in the office for \$8. Only one catalog is printed for each member. If by chance a catalog is lost in the mail, no replacement will be available.

Members may manage your catalog subscription online. Click on the "**Catalog Delivery Management**" button of the Quick Links section of the Osher at CMU homepage (cmu.edu/osher). Enter your information as desired and click the "**Submit**" button. Phone-in requests are not guaranteed and are discouraged.

If you wish to receive your catalog at a different address in the U.S., enter the address where it can be delivered. The address must be valid for the entire delivery date range. The catalog is bulk-mailed and will not be forwarded by the post office. We can also mail the catalog to a neighbor or friend who can receive it for you. Enter their name and address in the appropriate field. The office is not responsible for undelivered catalogs. Only requests received prior to the "New Address Notice Date" will be honored.

<u>Catalog Name</u>	<u>New Address Notice Date</u>	<u>Expected Delivery Date</u>
Winter	November 1	Nov. 15—Dec. 15
Summer	March 1	Mar. 15—Apr. 15
Fall	July 1	July 15—Aug. 15

Opt-out of Catalog Delivery, Combine for Household, Office Pick-Up, or Change Preference

Manage your catalog subscription online. Click on the "**Catalog Delivery Management**" button of the Quick Links section of the Osher at CMU homepage (cmu.edu/osher). By using this form:

- you may opt-out of receiving a hard copy of the catalog as many members prefer to view the catalog online;
- couples may choose to combine names in a household to receive only one hard copy of the catalog;
- you may choose to have your catalog mailed to an alternate address
- you also have the option of picking up your catalog in the Osher office and we will call you when the catalogs are available in the office.



Observed Official Osher Skip Days

Osher Lifelong Learning Institute is a nonsectarian organization. The organization follows the CMU holiday schedule.

New Year's Day*
Martin Luther King, Jr. Day
CMU Carnival (Friday only)
Memorial Day
Independence Day*
Labor Day
Day before Thanksgiving
Thanksgiving Day
Friday after Thanksgiving
Week between Christmas and New Year's Day *

* If the holiday falls on a weekend, the holiday is observed by the organization on the closest weekday.

Wireless Internet Access on Campus

Members have access to the wireless internet on campus. The access codes are posted in the Wean and Hunt-Osher classrooms. Note that there is a different access code for each session (i.e., six per year.) Once your device is connected, the access code will remain active on your device until the end of the session.

1. Connect your Wi-Fi enabled device to the CMU-GUEST wireless network.
2. Open your browser and you will be redirected to the guest wireless service page.
3. Enter a valid email address and your event access code, which is case sensitive.
4. Accept the terms of use and click Log In.

Parking

You may park at whichever parking facility best suits your needs:

- East Campus Parking Garage (no charge after 5 pm.)
- Gates Building Garage
- CIC Parking Garage (must remove car by 5 pm)
- Metered city parking on Frew, Tech, and Margaret Morrison Streets
- Schenley Park street parking

The CMU campus map contains directions to the above parking locations. This map may be found in the Osher catalog and online at cmu.edu/visit, click on “Maps & Parking”. Please note: Parking at the meters bordering the campus is limited and expensive. We recommend that you consider using public transportation. **CMU garages are frequently closed because they are filled or reserved for a special event.** The office is often not given notice of closures. It is important to have a backup plan for transportation to and from campus. For garage rates, go to cmu.edu/parking/about

Disabled Parking

Public Parking: There are several designated disabled parking spaces on Frew Street, including two across from the entrance to Porter Hall.

Shared Spot: The Mobility Committee of the Board has arranged for a shared disabled parking spot just outside the ground-level entrance to Wean Hall. It is exclusively for Osher students with PA State issued handicap permits. Use of the space is available on a first-come-first-served basis and costs \$50 per term. For information, please contact Jim Reitz at 412-521-6575. To purchase a parking permit, call the office at 412-268-7489.

Transportation

- PAT (Port Authority of Allegheny Co.) provides information on bus routes to campus. Schedules are available online at portauthority.org — or by calling 412-442-2000.
- Carnegie Mellon has shuttle buses that run through Oakland, Shadyside, and Greenfield. Please show your Osher ID card to the driver. Schedules can be obtained online at cmu.edu/police, click on “Shuttle and Escort”, “Shuttle Service”.
- AgeWell Rides, a service of AgeWell Pittsburgh through Jewish Family & Children’s Service, offers rides for senior citizens who do not drive. For more information, please call 412-422-0400.

Osher at CMU

Values and Expectations

Mission: The mission of Osher at CMU is to provide its members with learning and social enrichment opportunities that increase their knowledge, enhance skills and interactions with peers, and increase cultural and social awareness, complementing CMU's leading role in educational, intellectual, and cultural life in the Pittsburgh region.

Vision: Osher at CMU's vision is to be a premier quality source of lifelong learning for its members through cost effective, short-term, non-credit courses, lectures, field trips, special interest groups, and other events supporting its mission.

Values: Osher at CMU provides a dynamic, intellectually stimulating, and participative environment of continuous learning. To ensure the effectiveness of that environment, we highly value:

- mutual respect,
- personal and academic integrity, and
- civil discourse.

Expectations and Actions: Osher at CMU expects its participants (members, study leaders, staff, volunteers and prospects) to observe our values. Participants agree:

1. To embrace diverse perspectives on subjects, thereby ensuring vitality, relevance, and further learning.
2. To ensure that discourse and interactions are about the course and not the individual.
3. To respect all participants through regular attendance, only at courses for which registered.
4. To participate in appropriate ways that help the group to grow.

Osher at CMU holds a high behavioral standard, expecting no personal attacks or other behavior that fails to meet these expectations, including denigrating other's views or opinions, threatening behaviors, use of offensive or abusive language, disruptive classroom conduct, sexual harassment or discrimination, and monopolizing discussions.

Anyone who disregards the values and expectations of Osher at CMU may be denied the privilege of participating in courses and/or other Osher activities even to the extent of discontinued membership.

We encourage participants in the Osher at CMU community to notify the Executive Director or the Board President if they observe behavior that is inconsistent with our Values and Expectations.

We are committed to fostering a community environment of lifelong learning.