Osher Lifelong Learning Institute at Carnegie Mellon University

Communications Policy

*Rev*ision: 0   *Effective Date:* March 28, 2019
Originator: Policies & Procedures Committee

With the growth of Osher at CMU membership, the large waiting list and the increasing number of course offerings, the management of the organization's operation has become increasingly complex. Osher has adopted the use of computers, hand-held devices, and email for course registration and member communication to improve operational efficiency. This policy delineates the organization's use of electronic communications media and responsibilities of our members.

1. Email and the Osher website are the official communication vehicles and sources for information about the organization, courses offered, course registration, course confirmations, course cancellations, communications from Study Leaders, events and announcements.

2. New members of Osher, continuing members*, Study Leaders, and volunteers are each expected to have an email address and access to a computer or hand-held device.

3. All members are responsible for

- Ensuring that their email, street address, phone numbers and emergency contact information on file with Osher are current
- Checking their email and the website at appropriate intervals to remain current on Osher courses, events, announcements, etc.
- Printing copies of any course related documents or reference materials sent to them by Study Leaders via email, should they wish to have hard copies

4. Osher at CMU uses the US Postal Service only for mailing of

- Course catalogs and "All Talk" newsletters to members, but members are encouraged to choose electronic delivery instead
- Annual membership cards
- New member invitations and invoices
- Acknowledgement letters for donations to Osher
- Occasional follow-up messages about special events
- Notices about email or website issues that cannot be sent via electronic communication

5. The Osher office provides new and continuing members with instructions and assistance regarding the use of email and the Osher website and database (Augusoft).

6. For members who do not have email addresses, the Osher Office provides Osher communications via traditional media. Osher charges modest fees to offset the cost of providing such assistance.

Approved by: <u>Board of Directors</u> *Date:* <u>March 28, 2019</u>