

# OLLI CODE OF CONDUCT

OLLI seeks to meet the needs of an engaged learning community and maximize the learning experience for all members. We promote a positive, educational culture. Please respect the rights of instructors and members through active listening and thoughtful discussion, especially if you are not in agreement with others' opinions. Monopolizing discussions, undermining the instructor's credibility, and being disrespectful in words or actions will not be tolerated. I understand it is my responsibility to notify the OLLI office promptly if I am unable to attend a course. If I cancel less than three (3) business days before a course/tour, I may not receive a credit or refund for a class fee or supply fee, if applicable.

## **IN-PERSON COURSES**

- Show up for the courses you are registered for.
- Raise your hand when you have a question or comment. Blurting out comments or questions can disrupt the class and the instructor's presentation.
- Contact an OLLI office if you are unable to attend a course that you have registered for.
- Sign in for all OLLI courses you attend.
- Turn all electronic devices off or place them in vibrate mode when in the classroom.

## **LIVE ON ZOOM ETIQUETTE**

- Keep your microphone muted throughout the course. Mics can pick up noises that may disrupt the presentation.
- Please be considerate of your surroundings if your camera is on during the presentations.
- Use the chat feature to submit questions and comments during the presentation.
- OLLI staff will moderate questions and comments when the instructor is ready.
- *Constructive feedback* in the chat feature regarding your live Zoom experience is appreciated.
- Impolite comments in the chat room are rude and unproductive. Please be mindful of your on-line comments.
- Sharing Zoom links and/or OLLI Digital Library links is strictly prohibited

*Failure to follow the OLLI Code of Conduct can result in the revocation of your membership privileges.*

# REFUND POLICY

OLLI annual memberships are non-refundable. Class and additional supply fees, if applicable, are due at the time of registration. PAYGO (pay-as-you-go) members are eligible to receive a credit\* for class fees on their OLLI account to be used for future class enrollments if the OLL Staff is notified of the cancellations before the start of said class.

A \$10 cancellation fee applies to all OLLI courses that have additional fees (supply/trip/tour fees). This fee is not applied against the pay-as-you-go course fee of \$15. Both unlimited and PAYGO members will be assessed a \$10 cancellation fee for canceling a course that has an additional fee any time after enrollment into the class and registration payment. Any balance remaining from the additional fee will be credited\* to a member's OLLI account for future course enrollment.

No credit is provided if cancellation is less than three (3) business days before the course/tour. Full forfeiture also applies to those members who do not show up for an enrolled course.

*\*Credit will be valid on your OLLI account for 1 year.*