



**Welcome
Class of 2018
to
Osher Lifelong Learning Institute
at
Carnegie Mellon University**

**New Member Handbook
2018**

The Basics:

MAILING ADDRESS:

Osher at Carnegie Mellon University
4909 Frew St Hunt Library
Pittsburgh PA 15213-3833

WEBSITE:

www.cmu.edu/osher

Office Phone: 412-268-7489

Office Fax: 412-268-5833

EMAIL ADDRESS:

osher@cmu.edu

Office Staff:

Lyn Decker	<i>Executive Director/Registrar</i>
Chris Dashti	<i>Assistant to Registrar/WebsiteAdmin.</i>
Chelsea Prestia	<i>Admin. Assistant/Catalog Editor</i>
Wyatt Walter-Dawahare	<i>Technical Support Specialist</i>

Board of Directors - Officers:

John Olmsted	<i>President</i>
Alan James	<i>Vice-President</i>
Rosalie Barsotti	<i>Secretary</i>
Gregory Wright	<i>Treasurer</i>
Joe Shirk	<i>Past President</i>

Board of Directors :

Francine Abraham	Anna Estop	James Reitz
Gary Bates	Lee Fogarty	Patricia Schroder
Joan Bernard	Roz Goorin	Raja Sooriamurthi
Linda Bishoff	Jeffrey Holst	Jeffrey Swoger
Jane Cordisco	Allan Hribar	



Membership

Osher at CMU is a 401(c)3 member organization. Registering for classes is not a requirement of membership, although 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 ask to go back on the prospect list. Currently, there is a 2 to 2 1/2 year wait.

Benefits of Membership

Membership dues are \$60 per year and are the only requirement of membership, though the benefits are many. As a member you can register for courses and events through the online registration system. You will receive three catalogs per year and tri-annual hard-copy newsletters. Member ID cards are used for the CMU shuttle, library, and dining facilities. As a member you can 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

January:

Winter Luncheon

May:

Annual Meeting

August:

Back-to-School Picnic

Volunteers

Without the dedication of our volunteers, Osher at Carnegie Mellon 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 an opportunity to get to know other members both in and outside of class. Opportunities for volunteering include helping with general office tasks, giving courses, leading orientation tours, providing classroom support to the office, and participating on committees for events and lectures. If you're interested in giving of your time to this terrific organization, please call the office at 412-268-7489 or send email to osher@cmu.edu.

Registration Information

Terms per Year

Osher at CMU offers three terms: Winter/Spring, Summer, and Fall with two sessions per term. A course catalog is mailed to you before the start of each term, provided renewal dues are paid by mid-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. Most courses meet for 6 weeks on and off campus.

Registration Fee and Catalog

When a you wish to take courses, a registration fee of \$50 per term allows for an unlimited number of courses during that term. Several weeks after the catalog is posted to the website, the publisher will deliver the catalogs to the U.S. Post office. Members will then receive an email that online registration is open. Note that registration opens prior to receipt of the hardcopy catalog. Paper registration forms are accepted although 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 course confirmation email. The system is also used to view and search through an online course listing, view current class schedules on a calendar, view your own registration, payment history, and your place in the queue for any waitlisted courses. The online system is at oshercmu.augusoft.net. See Augusoft instructions on page 5 of this handbook. It is important to keep your information up to day. To do so, click on "My Profile". If you need to change your password or contact information, there are 3 tabs containing information. Edit your information and click on "Submit."

Two Ways to Register:

1. Online Registration

Members will receive an email when online registration opens which will be as the publisher delivers the catalogs to the post office.

2. Paper Registration

If you are mailing your registration form, be sure to include all course materials 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 starting the day or the day after registration opens. The confirmation will be sent to you by email.

Augusoft Registration Instructions:

Sign In

- Go to the Osher at CMU homepage: www.cmu.edu/osher, and click on “Member Sign In”.
- You will be redirected to the Augusoft sign in page.
- Enter your username and password. Initially, you will need to create your own password:

1. Click on “Forgot your password?”
2. On the “Reset Password Request” page, in the 1st box, enter your username provided in your welcome letter. If you do not know your username, please call the office. In the 2nd box, enter your email address. In the 3rd box, enter the “Captcha” code shown directly below the 3rd box which is case sensitive. Click on “Submit”. This will send a link to your email.
3. Open the email from osher-general@andrew.cmu.edu and click on the link. Create 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.
4. 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

If you know which courses (or event) you want, enter the course ID in the “search for a class” box at the top. Click on “Add to Cart” to choose courses and continue until all the available courses you want are in your cart.

Click on “All Classes” to display the online course listing. 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. If a seat becomes available for you, you will receive an email notice that you are registered for the course. If you are unavailable, please notify the office by email or phone as soon as possible so another member may fill the open seat.

Checkout and Pay with a Credit Card

Click on “Checkout” then click on “Refund Policy” and read the refund policy. Check the box(es) to agree to the Refund Policy. Click on “Checkout” 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 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).

A Transaction Receipt is sent to your email address. You may print the confirmation. 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. Should you not be admitted to a course, 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 it 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 for which you received a waitlist email. You will be notified via email if and when you are enrolled in a waitlisted class.

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 office. To add or drop classes, email the office at: osher@cmu.edu or call 412-268-7489. 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.**

*If you have trouble hearing or seeing,
please sit close to the front of the room.*

Missing a Class

It is important to the study leader, and the organization as a whole, to have all seats full at all times.

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.

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.

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 liaison between the classroom and the office. OA training occurs prior to each session per term and takes about 30 minutes. **Please help out once in a while with this important task.** Please send email to the office about your OA interest. You may receive a call 2-3 weeks prior to the start of the session recruiting OAs.

Attendance Sign In

There is an attendance sheet for 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.

Course Evaluations

Course evaluations provide critical information to the Curriculum Committee and study leaders who receive a summary of the results. Survey Monkey is used 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.

Open Course List

The Registrar 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.

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 changes regarding course/class time, dates, or room assignments.

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 first class. Material fees will be refunded, minus the \$10 administration fee, if they have not already been paid to the instructor and/or at the discretion of the Registrar.

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 will hold all classes as scheduled unless the study leader does not want to hold the class. Please use common sense when venturing out.

Check the TV or online at **pghboe.net** 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

Class handouts are all 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 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 — www.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. This site displays the 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 site.

Weekly Essentials — “WE” Report

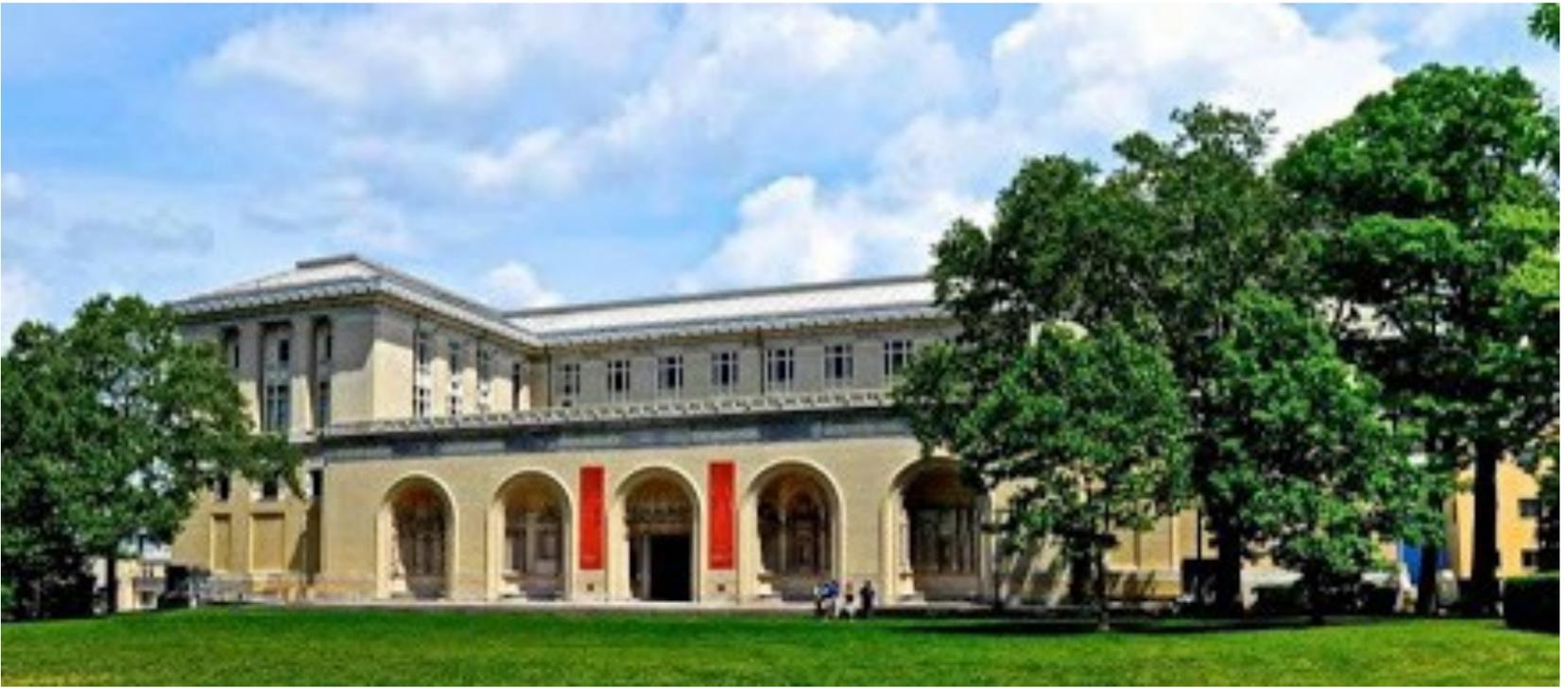
The Osher office sends a weekly broadcast email asking you to go to the website to view our “Weekly Essentials”. The “WE” Report posts upcoming Osher and Carnegie Mellon activities and events. It contains important information about class changes, upcoming events, and other need-to-know information.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

Catalog Mailings

Catalogs are mailed to members in early-April (Summer), early-August (Fall), and early-December (Winter/Spring) if dues are paid by the announced due date in October. If you wish to receive your catalog at a different address, send an email to the office stating the catalog name and the address where it can be delivered. The address must be valid for the entire delivery date range. The catalog is mailed in bulk and will not be forwarded by the post office. We can mail it to a neighbor or friend who can receive it for you. Tell us their name and address. The office is not responsible for undelivered catalogs. Only email requests to osher@cmu.edu will be honored when the request is received before the “Notice Date”. Phone-in requests are not guaranteed. Your membership for the next year **MUST** be paid by October 15th in order to receive the Winter/Spring catalog by mail. For those who don’t do this, a copy of the catalog may be purchased 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.

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



Observed Official Osher Skip Days

Osher Lifelong Learning Institute is a nonsectarian organization. The organization will officially recognize only the following skip days unless the study leader had requested a skip date for personal reasons.

New Year's Day*
Martin Luther King, Jr. Day
Good Friday
The day before Passover
Memorial Day
Independence Day*
Labor Day
First full day of Rosh Hashanah
First full day of Yom Kippur
Day before Thanksgiving
Thanksgiving Day
Friday after Thanksgiving
Week between Christmas and New Year *

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

Parking

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

East Campus Parking Garage (no charge after 5pm.)

Gates Building Garage

CIC Parking Garage (must remove car by 5pm)

Metered city parking on Frew St., Tech St., and Margaret Morrison St.

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 on Frew Street is limited and expensive. We recommend that you consider using public transportation. For garage rates, click the “Rate Information” button on “Maps & Parking” page.

Transportation

- PAT (Port Authority of Allegheny Co.) provides information on bus routes to campus. Schedules are available online at www.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 www.cmu.edu/police/shuttleandescort or at Cohon University Center.
- 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 Code Of Conduct

Membership in our Osher at CMU community entails mutual respect. When we join the organization as either members or study leaders, we agree to respect every member of the campus community as an individual committed to the pursuit of knowledge and self understanding. Misuse or abuse of that mutual respect can threaten our entire academic enterprise.

Osher at CMU rules and policies balance freedom and responsibility and provide standards for the orderly operation of our community. As members or study leaders of Osher at CMU, we accept and agree to comply with these standards. As members of the Osher at CMU community, we are expected to display mutual respect, personal and academic integrity, and civil discourse. The latter includes tolerance and respect for diverse opinions. There is no place for dismissive, hostile, or derogatory comments about study leaders, members, or staff.

Members of the Osher at CMU community are encouraged to contact the executive director or board president if they observe behavior that is a significant violation of this code of conduct. The executive director or president shall investigate and address the problem with the violator. Serious or repeated violations shall be referred to the Executive Committee, which may impose appropriate penalties including suspension of membership privileges.