Osher at CMU Member Handbook

Updated July 2023

OSHER LIFELONG LEARNING INSTITUTE

Carnegie Mellon University

Contents

Introduction

Greetings.

This handbook has been prepared to help make your participation within the Osher Lifelong Learning Institute at CMU easy and enjoyable.

We are a lifelong learning institute that prides itself on having a long history of offering both social and educational opportunities for our members. Our members range in age from 30 to over 100. Most of our members are retired with an average age of 73.

The Osher LLI at CMU organization was originally founded at the request of the university in 1973 as the Academy for Lifelong Learning (A.L.L.) by a group of 40 volunteers. A.L.L. was established as a 501(c)3 nonprofit organization whose governance is totally independent of Carnegie Mellon University. In 2007 A.L.L. changed its name to the Osher Lifelong Learning Institute. This was done to be the recipient of the annual return on a two-million-dollar endowment with Carnegie Mellon University that was established by the Bernard Osher Foundation. This generous endowment helps to support the day-to-day operations of our organization. As an Osher organization, we are a part of the Osher family of 123 other Osher Livelong Learning Institutes across the country and are affiliated with the Osher National Resource Center.

As you read through this handbook, you will find a lot of information about how our organization works and how you, as a member, can become involved within the organization. Taking courses, becoming a part of a Special Interest Group (SIG or ZIG), volunteering to teach, volunteering as a Zoom Helper in our classes, and/or participating on a committee will enhance your experience as a member of this vibrant organization – while, we hope, making new lifelong friends and acquaintances.

Welcome to Osher at Carnegie Mellon University!

Stephanie Fall
Membership / Social Committee Chair

Lyn Decker
Executive Director

Staff Directory and Contact Information

Osher at CMU Staff

Lyn Decker	Executive Director and Registrar
Chelsea Prestia	Administrator – Assistant Registrar
Olivia McCann	Administrator – Promotions and Technology
Dot Gracey	Administrator – General Office

2023-2024 Board Officers and Committee Chairs

Marcia Taylor	President & Chair of Study Leader Support Group (SLSG)
Sankar Seetharama	Vice President & Chair of Leadership
Randy Weinberg	Secretary & Chair of Marketing
Mark Winer	Treasurer & Chair of Finance
Jan Hawkins	Past President & Chair of Nomination
Jeffrey Swoger	Board Rep. to Executive Committee
Stephanie Fall	Membership / Social Chair

Contact Us

The Osher at CMU Office is open Monday-Friday from 9am-4pm.

Email: osher@cmu.edu

Phone: 412-268-7489

Mailing Address:

Osher Lifelong Learning Institute at Carnegie Mellon University
5000 Forbes Ave Cyert Hall B100
Pittsburgh, PA 15213-3815

Physical Address (For GPS):

Carnegie Mellon University
Cyert Hall B100
4910 Forbes Ave

Website

www.cmu.edu/osher is the place to go for all things Osher at CMU. All the information viewed in the Weekly Essentials (and more!) is located on the front page of the website. **The most critical information will always be on the homepage under Weekly Essentials.**

We suggest bookmarking this website and regularly checking for updates. The information will be updated every few days to provide the most up-to-date happenings at Osher.

Organization Mission

Mission & Vision (Board Approved April 19, 2017)

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.

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.

Goals (Board Approved January 24, 2019)

Key Assumptions. We have:

- Continuing active support from Carnegie Mellon University
- A strong financial position
- High quality programs that meet the needs of our current and future members
- A dynamic and interactive Osher community

Specific Goals:

- Acquire contiguous study, activity, and office space.
- Launch 4.0 Fund Project for new space development.
- Deliver robust curriculum to meet member expectations.
- Engender a strong sense of community among the membership.
- Promote active volunteerism.
- Ensure that technology effectively supports our organization.
- Implement policies and procedures to guide activities.
- Develop guidelines for optimal staffing.
- Develop guidelines for membership conduct.
- Establish board designated funds and annual giving mechanism.

Osher at CMU Values, Expectations, and Actions

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.

Programs and Initiatives

About Osher Lifelong Learning Institute at Carnegie Mellon University

The Osher Lifelong Learning Institute at Carnegie Mellon University (CMU) offers its members rich opportunities to increase their knowledge, enhance their skills, interact with their peers, and increase their social and cultural awareness.

We provide our members a wide range of courses taught by our members and volunteers, faculty from CMU and other regional colleges and universities, and representatives from community organizations, all eager to share their expertise and engage in dialogue with their peers.

Our academic calendar is divided into three terms of two sessions each. Courses typically meet for 90 minutes, one to six times during a session. On average, about 150 courses are offered each term.

How We Operate

- We are a non-profit 501(c)3 organization that resides on the CMU campus but operates independently from the University.
- We are part of the Bernard Osher Foundation network of 124 programs on campuses across the country.
- Osher at CMU is a volunteer driven organization governed by a Board of Directors. In addition, we have a paid staff that administers the program for the benefit of our members.

Osher and CMU

Osher and Carnegie Mellon University are two separate organizations that interact in many ways, enriching one another and the surrounding community they share. Our membership is a reflection of the University's commitment to nurturing individuals for a lifetime.

What Osher Provides CMU

We provide the University with audiences for artistic and musical performances, patronage of dining facilities, volunteers for research projects conducted by students and faculty, and an opportunity for current and retired faculty to share their passions and expertise with eager, mature students. Osher is used by CMU researchers as part of their broader impact statements on grant proposals.

Membership in Osher provides CMU alumni with an opportunity to strengthen their connection with the Oakland campus.

What CMU Provides Osher

The University, instrumental in the founding of our lifelong learning program, continues to provide our program with a rich cultural and educational environment, classrooms and office space, technical assistance, and many other support services.

Membership

Osher at CMU is a 501(c)3 member organization. Registering for courses 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.

Benefits of Membership

Membership dues are $100 per year and are the only requirement of membership, though the benefits are many.

Osher membership entitles you to:

- Attend Osher at CMU courses
- Attend Osher Annual Meeting and a variety of social events
- Participate in Osher's one-day and special multi-day trips
- Attend Osher evening lectures and special events
- Attend CMU campus forums and lectures
- Use CMU campus libraries, dining facilities, and shuttle system
- Attend CMU concerts, recitals, and productions held in the campus theaters
- Join and create Special Interest Groups (SIGs)
- Discounts at local theatres such as Pittsburgh Public Theatre and Point Park Conservatory
  - *Please note: these discounts are subject to change at any time.*

For a full list of Member Benefits, please click on the "Member Benefits" pages within the online registration website.

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, helping at the welcome desk, providing classroom support for the office, and participating on committees for events, lectures, and trips. Volunteers are celebrated at our popular annual volunteer recognition event. 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 (Spring, Summer, and Fall) with two sessions per term. The course catalog may be viewed online before the start of each term. Osher offers on average 150 courses per term. Courses are offered at four locations: CMU Campus, Zoom, and Community Sites. Courses meet between one and six weeks.

Registration Fee

A registration fee of $60 per term allows for an unlimited number of courses during that term, with the exception of those with an additional materials fee and/or rental charge. 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 registration allows you to see immediately which courses have open seats, pay with a credit card on a secure website, and receive the course confirmation via email. Credit card information is not retained by the registration system. To access the online system, go to cmu.edu/osher and click on "Member Sign In." If you do not know your username, please email the office.

Using Augusoft, members have access to their current and previous course registrations, payment history, and waitlist status. Members are encouraged to check "My registration" in Augusoft for the most up-to-date information regarding dates, time, and location of all courses for which they are registered. Additionally, each member account gives easy access to the Osher calendar, Drop Course request form, list of member benefits, and this Membership and Volunteer Handbook.

It is important to keep your information current. Should you need to update your contact information, please email any changes to the office as members are unable to update those fields within Augusoft.

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.

Registering for Courses and Events:

After reviewing the online course catalog and once registration is open, 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. Waitlisted courses do not appear in your cart. 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. If you won't be able to attend at least 75% of a course, please don't register for that course.

Material Fees and Rental Charges

Materials for certain classes are purchased by the study leader well in advance of the start of class. All material fees and rental charges are due at the time of registration unless otherwise stated. You are not charged for your waitlisted courses. Rental charges for off-campus courses are used to subsidize the room rental fee.

Refund Policy

If a student drops a course at least three full business days before the first day of the course, and building and/or material fees were paid, Osher will refund these fees minus a $10.00 administrative fee.

If a student drops all of their courses at least three full business days before the first day of the first course, Osher will refund that term's registration fee and the building and/or material fees paid, minus a $10.00 administrative fee.

If Osher cancels a course before it has begun and it is the only course the member is registered for, Osher will refund that term's registration fee and any building and/or material fees paid.

If Osher cancels a course and the member is registered for other courses, Osher will only refund the course's building and material fees paid for that specific course.

All refunds will be given as an electronic voucher for future use, unless a check is requested.

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 "Policies" and read the Osher at CMU Values and Expectations & Refund Policy. Check the box(es) to agree to the Policies. By agreeing to the Policies, you are agreeing to our refund policy and to follow the Osher at CMU rules. 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).

You must complete the checkout process each time you register for courses, even if there is no charge to add additional courses.

Receipt and Course Confirmation

A Transaction Receipt is sent to the email address that is on file with Osher at CMU. 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.

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).

The Waiting List

You will receive a Confirmation of Class Registration if you are added to a course from the waiting list. If you have not paid the registration fee for the term, a staff member will contact you for payment before you can be registered for the course. **YOU MUST BE ENROLLED IN ALL CLASSES YOU ATTEND**.

Adding More Classes

Once you have paid the $60 registration fee for the term, you may add additional courses. You will only be prompted for additional payment if a course has material fees and/or rental charges. You may add yourself to courses utilizing the Augusoft website even after a course begins.

You must complete the checkout process each time you register for courses, even if there is no charge to add additional courses.

When adding, please wait to receive enrollment confirmation via email before attending any classes. **YOU MUST BE ENROLLED IN ALL CLASSES YOU ATTEND**.

Dropping Classes

To drop a course, select "Drop My Course" in Augusoft or from the Quick Links section of the Osher at CMU homepage (cmu.edu/osher) and complete the form to request that the office remove the course from your registration. You must complete the form for each course you wish to drop. By formally dropping a class through the office, another member may be admitted from the waiting list. Whenever possible, please drop before class begins.

Please review the refund policy above for the refund timeline.

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 25% of your 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.

Attendance Sign In

There is an attendance sheet for all in-person courses with 50 or fewer attendees. Check off your name on the attendance sheet when arriving at the classroom to check-in. Indicate the date(s) you were, or plan to be, absent by putting in an "A". 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 to the bottom.

Members may only attend courses for which they are enrolled. On occasion, a guest may attend with you, for one class, and only with prior permission from the office provided the course has no waiting list.

Accessing Online Courses

Online courses at Osher at CMU are hosted on Zoom. Members enrolled in an online course will be emailed the Zoom Meeting ID and Password in advance of the first day of class.

Classroom Etiquette

Please know that we are guests on the various campuses and community locations. We ask that you always treat the spaces respectfully.

In-Person Classroom Etiquette

- If you have trouble seeing, please sit close to the front of the room.
- If you have trouble hearing, please check out a hearing assistance device from the Osher office.
- 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 your hand and state your name.
- Attend only courses for which you are registered.

Zoom Classroom Etiquette

- Display your whole name.
- Stay muted when not speaking to the class.
- Use the raise hand feature of Zoom to be called on.
- Attend only courses for which you are registered.
- Do not share Zoom codes with others.

Survey Monkey - Course Evaluations

Course evaluations provide critical information to the Study Leader Support Group of 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. Participant feedback is anonymous. Please do not "Opt Out" of Survey Monkey—your opinion is important and impacts future offerings. Survey Monkey evaluations are used to decide whether or not to invite a Study Leader to teach again.

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 with any important class changes. We recommend using an email provider other than AOL or Verizon.

Often, emails from Osher go to junk or spam. The following email addresses are used to disseminate information to our students. Please add them to your email address book so you won't miss important information:

- osher@cmu.edu
- osher-email-to-students@andrew.cmu.edu
- osher-general@andrew.cmu.edu

Inclement Weather Days

All in-person and Zoom classes will be canceled if Pittsburgh Public Schools are closed for inclement weather. This is because we cannot guarantee staff support. No notice will be sent out. If the Pittsburgh City Schools have a 2-hour delay, we operate as normal unless the study leader does not want to hold the class. Please use common sense when venturing out.

If classes are canceled due to weather mid-day, you will receive both an email and a robocall alerting you to the cancelation from the Osher office.

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 courses and to register for courses 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

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

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 (April)
Memorial Day
Juneteenth*
Independence Day*
Labor Day
Election Day
Wednesday 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.

Please do not ask a Study Leader to change the course schedule. All Study Leaders approve their course schedules in advance and schedules can only be changed due to emergency situations.

Wireless Internet Access on Campus

Members have access to the wireless internet on campus. The access codes are posted in the Osher at CMU Cyert Hall space. Note that there is a different access code for each session (i.e., six per year.) You may need to reconnect your device periodically.

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.

Safety & Security

Public Safety Phone Numbers

Carnegie Mellon University Police Department, Pittsburgh campus: 412-268-2323

Cyert Hall Emergency Exits
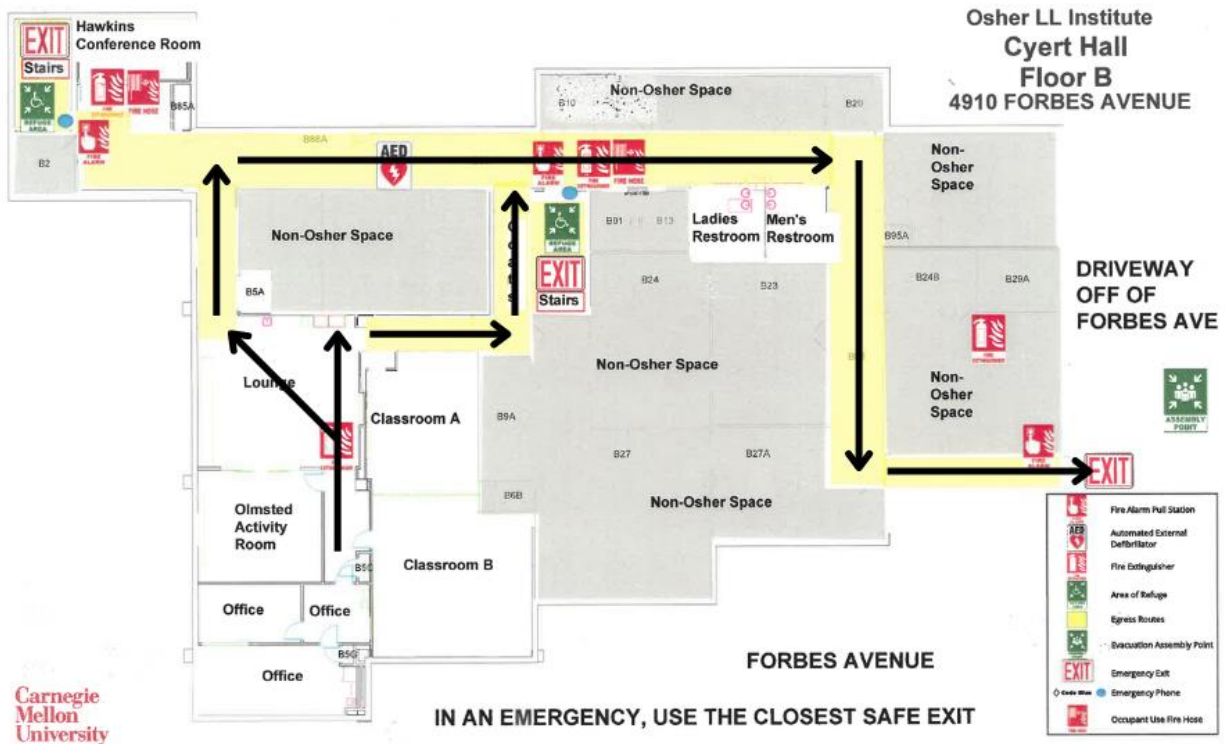
The map above shows our exit route. From our classrooms, all students and study leaders will funnel out into the main hallway. Make a right hand turn, and make another right hand turn through double doors at the end of the hall. At the end of the second hallway, make a left out through the Cyert Hall Loading Dock/Garage, and use the second door to head outside to Forbes Ave. That's where we will gather as Osher.

Osher staff will be in the hallway to make sure that everyone is shown out to our gathering place.

In the event there is a fire blocking our exit route, please use the stairwells to exit on Floor A. Additionally, the stairwells are areas of refuge where emergency crews can find those who are unable to exit by climbing the stairs.

Parking

CMU Campus

There are 3 parking garages on campus: East Campus Parking Garage on Forbes Avenue; CIC Parking Garage on South Neville Street; and the Gates Building Parking Garage on Hamerschlag Drive.

The East Campus Garage is the closest garage to Cyert Hall. Parking on the first floor is limited to CMU lease holders.

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.

Public Parking: Street parking may be available along Frew Street, Tech Street, and Margaret Morrison Street. Please pay for parking at the Pittsburgh Parking Authority kiosks. The Parkmobile app for iOS and Android allows you to add time to the meter remotely if a class runs long.

The CMU campus map contains directions to the above parking locations. This map may be found 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.

Accessible Parking

Public Parking: There are several designated disabled parking spaces on each floor of the East Campus Garage.

Transportation

1. Port Authority of Allegheny County provides information on bus routes to campus on their website or by calling 412-442-2000.

   The following busses drop off and pick up outside of Cyert Hall on Forbes Ave and Morewood Ave: 58, 61A, 61B, 61C, 61D, and 67.

2. Carnegie Mellon University shuttle buses serve North Oakland, Shadyside, and East Liberty. Please show your Osher membership ID to the driver. Free or reduced parking can often be found near a shuttle stop. CMU Shuttle Riders can download the Ride Systems GPS App on any mobile device.

3. 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.

4. Uber or Lyft drivers are able to drop you off in front of Cyert Hall on Fifth Avenue.