

**OLLI AT UNH**



# Member Handbook

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**UNH.EDU/OLLI**

**603-862-OLLI**

# WELCOME

**Welcome to the Osher Lifelong Learning Institute at the University of New Hampshire!** Our motto: Come for the courses. Stay for the friends!

## **As a member you will have the opportunity to:**

- Participate in courses, Shared Interest Groups, special events and unique opportunities.
- Make new friends.
- Volunteer with interesting and creative committees to assist with program development.
- Have access to special member benefits.
- Join a thriving community of lifelong learners.

OLLI at UNH is proud to be part of a nationwide network of more than 120 Osher Lifelong Learning Institutes, all supported in part by the Bernard Osher Foundation. Our program is member-powered and self-sustaining, funded through course and membership fees, in-kind support from UNH, endowments from the Osher Foundation, and the generosity of our members and community partners.

Since our founding in 2004, OLLI at UNH has grown into a vibrant statewide community, offering an ever-expanding array of courses, events, and opportunities across our four learning regions and online.

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# OUR MISSION



## OUR MISSION

The mission of OLLI at UNH as a member-driven, volunteer-based and inclusive program, is to develop and provide a broad array of affordable and accessible lifelong learning educational and social activities designed for intellectually curious older adults.

## OUR VISION

The vision of OLLI at UNH is to be recognized as the premier source of learning and collegial activity for older adults seeking to be part of a community of lifelong learners in New Hampshire.

## CORE VALUES

These are the fundamental beliefs of OLLI at UNH that guide our planning and decision-making. These core values support our vision, shape our culture, and reflect what we value.

- **Program Excellence** – We maintain an emphasis on high standards for educational and social enrichment.
- **Volunteerism** – We recognize the importance of volunteers in the development and success of our programming.
- **Accessibility** – We strive to provide programming that is affordable and accessible to all.
- **Community** – We are committed to fostering a membership that reflects our community and promotes mutual respect and inclusivity for all.



## THE BERNARD OSHER FOUNDATION

The Bernard Osher Foundation, headquartered in San Francisco, was founded in 1977 by respected businessman, philanthropist, and community leader Bernard Osher. The Foundation seeks to improve quality of life through innovative funding in higher education and the arts.

The Foundation supports a national lifelong learning network of programs designed for adults 50 and better; Osher Lifelong Learning Institutes operate on 120+ college and university campuses in all 50 states and the District of Columbia.

# OLLI Today

**OLLI at UNH is a vibrant, member-driven educational program designed for lifelong learners aged 50 and over. Our focus is on learning for the enjoyment of it within a supportive and relaxed environment. Here, you will have the opportunity to explore a wide range of ideas and interests within a community of peers—without any tests, grades, or prerequisites!**

Our volunteer committees develop a wide variety of non-credit courses and events based upon member interests. We offer an array of events, trips, social activities and volunteer opportunities to enrich your experience.

Our ongoing goals include delivering high-quality accessible courses, broadening our reach into our local communities, and making “OLLI at UNH” a well-known name for lifelong learning throughout New Hampshire.

Courses and events take place at university facilities or convenient community locations. They are led by volunteers, educators and community leaders who are passionate about sharing their knowledge with members, who, in turn, contribute to a dynamic exchange of ideas.

## **University of New Hampshire (UNH)**

OLLI is a program within the University of New Hampshire’s Division of Online & Continuing Education, which is dedicated to providing both credit and non-credit opportunities including Professional Development & Training, OLLI, and micro-credential programs. The University of New Hampshire is a public land-grant research university with its main campus in Durham, New Hampshire. It was founded and incorporated in 1866 as a land grant college in Hanover in connection with Dartmouth College, moved to Durham in 1893, and adopted its current name in 1923. It is one of the three schools under the umbrella of the University System of New Hampshire.

# MEMBERSHIP

Your OLLI at UNH membership connects you with a community of peers who value lifelong learning and social engagement. Keep your mind active and engaged—learning for the joy of it!

When you join, you'll select a learning region—Capital Region, Mount Washington Valley, Greater Manchester, or Seacoast—based on your residence. This ensures you receive invitations and updates for events in your area. As a member, you may participate in courses, events and trips statewide, with more than 150 courses offered each semester.

OLLI memberships run from **February 1st - January 31st** or **August 1st - July 31st**. OLLI at UNH membership fees are nonrefundable. However, new members may request a refund within the first six (6) weeks of the semester in which they join by contacting the Program Director.

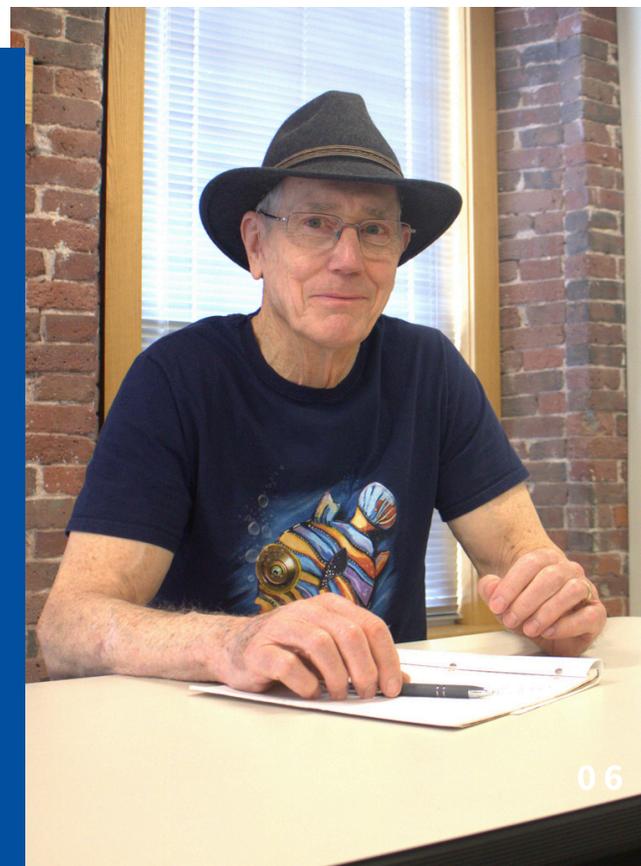
## How to Renew Your Membership:

- Renew online through our secure registration platform.
- Mail a completed registration form with your fee to:
  - OLLI at UNH, 1 Leavitt Lane, Durham, NH 03824
- Call the OLLI Office at 603-862-OLLI (6554).

**Please note:** Each member must submit a separate form and payment to ensure accurate processing.

## BENEFITS OF MEMBERSHIP

- 300+ courses each year— in person & online
- Join a SIG to explore areas of interest with fellow members
- Social events, Lunch & Learns and more ways to connect
- Trips to museums, theaters and cultural destinations
- Course fee assistance for members with financial need
- Volunteer and help shape the future of OLLI at UNH



# LEARNING & ENGAGEMENT OPPORTUNITIES

## COURSES

OLLI at UNH offers two academic semesters each year—Spring and Fall—each lasting approximately 16 weeks. Courses may be single- or multi-session and are scheduled on weekdays, evenings, and weekends. In addition, inter-semester courses and learning opportunities are offered between terms, giving members more ways to stay engaged year-round. Alongside courses, members can also enjoy special activities, events, and trips that enrich the OLLI experience across all seasons.

### **Curriculum Development:**

Volunteer Curriculum Committees in each learning region develop the statewide curriculum for in person and online course offerings each semester. Courses may take the form of lectures, discussions, hands-on workshops, tours, or outdoor experiences.



### **Subject Areas:**

Guided by the values of the Bernard Osher Foundation, courses span a wide variety of topics, including but not limited to:

- Aging & Health
- Art Appreciation
- Computers, Smartphones & Tablets
- Creative Arts
- Film
- Gardening & Nature
- History
- Literature
- Math & Science
- Music & Dance
- Personal Development
- Current Events & Politics
- Sociology, Religion & Culture

### **Formats & Locations:**

Courses are offered in person at UNH campuses, partner facilities, and accessible community sites across New Hampshire. Online learning opportunities are also available via Zoom, with free training sessions provided each term for members who are new to the platform.

### **Course Evaluations:**

Completing course evaluations is an important way for members to provide feedback. These evaluations help volunteer committees and OLLI staff review program quality, identify areas for improvement, and generate ideas for new courses that reflect member interests.

### **Catalogs & Updates:**

Members receive a printed course catalog in the mail before each semester. A digital version is always available on the OLLI website. As schedules and offerings may change during the term, the most current information can be found online or by calling the OLLI Office at 603-862-OLLI (6554).

### **Course Related Terminology:**

- Course: A series of classes or sessions on a topic during a single term.
- Class/Session: An individual meeting of a course.
- Section: A repeated offering of the same course, sometimes at different times or locations.
- Semester/Term: The 16-week period in Spring or Fall when courses are conducted.
- Outdoor Adventures: Courses centered on outdoor activities such as hiking, kayaking, or snowshoeing.
- Exploring the Community: Courses held at community venues where the location itself is integral to the learning experience.

## EVENTS

In addition to courses, OLLI members enjoy a variety of social events designed to build community and connection. Each learning region offers its own activities, which may include:

- **Course Previews & Open Houses:** A free, public event held before registration, offering a look at upcoming courses and presenters.
- **Game Days & Holiday Parties**
- **Lunch & Learns:** An informal discussion over a brown bag lunch, held in person or online.
- **Mug & Muffins:** A themed social event where members bring their own mug to enjoy coffee or tea and member-provided pastries while discussing a shared topic or participating in discussions with other members.

Other special events done on a one-time basis will be advertised for our members via email for registration.

## SHARED INTEREST GROUPS (SIGS)

Shared Interest Groups (SIGs) provide another way for members to connect around common interests outside the classroom.

**What They Are:** SIGs are member-led groups that meet regularly to explore hobbies, ideas, or activities. They are hosted by a learning region or offered statewide.

**Participation:** SIGs are free to all OLLI members and associated costs, when applicable, are the responsibility of the member, depending on the activity planned by the SIG.

**How to Find Them:** Information on current SIGs can be found in the course catalog, the Outlook newsletter, on the OLLI website, or by contacting your region's Central Committee Chair.

SIGs are a great way to build lasting friendships while pursuing shared passions in a flexible, informal setting.

# COURSE REGISTRATION

## Accessing Your OLLI Account

Once you become an OLLI member, you can use the OLLI website ([unh.edu/OLLI](http://unh.edu/OLLI)) to:

- Check or renew your membership
- Update personal information or change your password
- View your course history
- Register for courses

To register or update your account, you'll need a **Learn for Life account**:

1. Go to [unh.edu/OLLI](http://unh.edu/OLLI) from any computer or mobile device.
2. Select "My Account" from the top menu
3. Click Login in the top right corner and enter your username and password.
4. If you are becoming a new member or renewing your membership, choose the Learning Region where you'd like to associate your membership.

**Important:** UNH requires all members to reset their registration system password every 90 days. If prompted, follow the instructions to create a new password before proceeding.

For assistance creating or accessing your account, contact the OLLI office at 603-862-OLLI (6554) or [OLLI.office@unh.edu](mailto:OLLI.office@unh.edu).

## Course Fees

Course fees are based on the number of sessions and are listed in the catalog. Additional costs for materials or admission may apply.

Non-members pay an additional **\$25 per course**.

Course fees may change incrementally over time, but any adjustments are reviewed by the Leadership Council and staff to ensure accessibility remains a priority for the OLLI community.

| Number of Sessions | Fee  |
|--------------------|------|
| 1 session          | \$25 |
| 2 sessions         | \$31 |
| 3 sessions         | \$37 |
| 4 sessions         | \$43 |
| 5 sessions         | \$49 |
| 6 sessions         | \$55 |

## Registration Tips

- Confirm your membership status and reset your password a few days before registration. When your membership is up for renewal, you will receive a reminder from the OLLI Office.
- Your username is unique to you (not your email address) and only allows you to register yourself.
- If multiple household members are registering, each must log in separately. Be sure to log out and close the browser before the next person logs in.
- Zoom courses: Unless it is full, course registration closes 3 days prior to the start date.
- In-person courses: Unless it is full, course registration closes 1 days prior to the start date.
- If online registration for a course has closed, please call the OLLI Office to see if space is still available.

## Waitlists

- If a course is full, join the waitlist. If a spot opens, members are admitted in the order they joined. If interest is high, additional seats or sections may be added.
- Payment is only required once you are officially registered for a course.

## Course Cancellations or Rescheduling

- Courses may occasionally be cancelled due to low enrollment to ensure the best possible experience for both members and presenters in our learning community.
- If a course is cancelled by the presenter, OLLI staff will make every effort to reschedule the course with them if possible.
- If a course is cancelled, members will receive an email from the OLLI Office with options to:
  - Receive a refund to the original form of payment
  - Apply the fee back to their OLLI account for use toward another course
  - Donate the course fee to support OLLI at UNH

## Course Fee Assistance

Donations from members and community partners support scholarships to help defray course fees for members with financial need. Assistance is not available for membership fees. The process is simple and confidential.

Contact: Toniann Leavitt, OLLI Program Director

 603-862-OLLI (6554) |  [Toniann.Leavitt@unh.edu](mailto:Toniann.Leavitt@unh.edu)

## Registration Methods

### Online Registration (Quick & Convenient)

- Log in and confirm your membership is active in advance. If you need assistance, call the office to ask about your membership status.
- If it has been more than 90 days since you have last logged in, please reset your password.
- On registration day, log in as early as possible once registration begins at 9:00 a.m. for the best chance at securing a seat in our most popular courses.

Need help before registration opens? Call 603-862-OLLI (6554) for account support.

### Phone Registration

- Call 603-862-OLLI (6554), Monday–Friday, 8:30 a.m.–4:00 p.m.
- Have your course selections and payment ready.

### Mail-in Registration

- Complete the Membership & Registration Form (from the catalog or website).
- Include a separate check for each registrant, payable to OLLI at UNH.
- Mail to:  
OLLI at UNH  
1 Leavitt Lane  
Durham, NH 03824

Mail-in registrations are processed in the **order received** but not prior to the registration open date. The best way to secure a spot in popular courses, is to register online.

### Payments & Security

Accepted payment methods:

- Online & Phone: Credit/Debit card
- Mail: Check

For your security, do not leave card information in voicemails, emails, or faxes. Online & phone payments are securely processed and your personal data is never stored by OLLI or UNH.

# VOLUNTEERISM

## ***Volunteer for the Health of It!***

OLLI at UNH thrives because of its volunteers. From helping in classrooms to shaping statewide initiatives, volunteers bring energy, creativity and heart to our lifelong learning community. Getting involved is a great way to stay active, share your skills and connect with other members who share your curiosity and enthusiasm for having a positive impact on our program.

There are many ways to participate — whether you'd like to lend a hand occasionally or take on a leadership role. Every contribution helps OLLI continue to grow and flourish.

## **Volunteer Opportunities**

### *Teach What You Love*

Presenters are the heart of OLLI's academic program. Share your knowledge, experience, or passion by leading a course. Whether you're an expert, a hobbyist, or simply love a topic, we welcome your ideas.

### *Support Courses*

- *Class Assistants* help presenters in the classroom by managing attendance, greeting participants, and assisting with logistics to ensure a smooth experience for everyone.
- *Zoom Moderators* provide similar support for online courses—setting up meetings, welcoming participants and handling basic technical needs.

### *Help Behind the Scenes*

Volunteers also make a difference through committees, councils and special projects that help shape OLLI's future. You can serve locally within your learning region or contribute to statewide teams that focus on the overall direction of the program.

### *Share Passions Outside the Classroom*

Being a *Shared Interest Group (SIG) Leader* is a meaningful way to share your passions while helping build community within OLLI at UNH. SIG Leaders create welcoming spaces for members to connect, explore common interests, and strengthen the friendships that make OLLI such a vibrant and supportive learning community.

## Volunteer Leadership at OLLI

### Statewide Committees

Statewide committees include members from all learning regions who work together to strengthen OLLI at UNH across the state. Some are ongoing (standing) committees, while others form temporarily to complete a special project or goal.

- **Leadership Council** – Serves as the governing body of OLLI volunteers. Members represent the membership, provide strategic advice to help achieve OLLI’s mission and values, and foster collaboration across all regions.
- **Development Committee** – Supports fundraising efforts and helps communicate the importance of member and community giving to sustain our learning community.
- **Membership Committee** – Focuses on attracting new members, retaining current ones, and ensuring that every member has a positive OLLI experience.
- **Curriculum Council** – Works with staff and volunteers to enhance the quality and variety of OLLI’s statewide course offerings.
- **Marketing Committee** – Promotes the OLLI at UNH brand and builds community partnerships to increase visibility and membership.
- **Travel Committee** – Plans and leads single- and multi-day educational trips that enrich the OLLI experience.

*Special purpose committees may also be formed for short-term initiatives and disband once their goals are achieved.*

### Regional Committees

Each Learning Region has local committees that bring OLLI to life in their communities. These teams plan events, recruit members, and manage local course logistics.

Regional committees may include:

- **Central Committee** – Provides leadership, guidance, and local decision-making for the region.
- **Curriculum Committee** – Solicits and schedules regional courses that reflect member interests.
- **Membership Committee** – Recruits and welcomes new members while promoting a positive experience for all.
- **Events Committee** – Plans and coordinates local gatherings, celebrations, and social events.

## Why Volunteer?

Volunteering with OLLI is flexible, meaningful, and fun. Whether you give an hour a week or a few hours a semester, your participation strengthens our community and enhances the experience for everyone. Volunteers often say they gain more than they give—new friendships, new skills, and a deeper connection to learning.

## How to Get Started

Getting involved is easy!

- Visit [unh.edu/OLLI](http://unh.edu/OLLI) and click “Get Involved” and complete the Volunteer Interest Form
- Email us directly at [OLLI.office@unh.edu](mailto:OLLI.office@unh.edu)
- Call us at 603-862-OLLI (6554) to learn more about volunteer opportunities that match your interests.

Together, we make OLLI at UNH a vibrant, welcoming community where curiosity truly has no age limit.



# GENERAL GUIDELINES

## University Policies

OLLI at UNH is part of the University of New Hampshire and follows all applicable UNH policies and standards. Members are encouraged to review these at the University's **Office of Community Standards** for details.

## Refunds & Withdrawals

- Courses cancelled by OLLI qualify for a refund or donation.
- Members may withdraw up to 7 days before a course or event to receive a refund. After that, fees are nonrefundable.
- Refunds are not given for absences or for individual sessions missed in multi-session courses. Presenters may offer make-up sessions if possible.
- Refunds are issued to the original form of payment, or may be applied to a future course or donated back to OLLI.
- Special exceptions will be noted in course or event descriptions.

## Guests

- Members may invite a guest to attend one class session, space permitting. Please call the OLLI Office in advance to confirm availability. Guests attend free of charge but are responsible for any materials, meals, or admission costs. Guest privileges do not apply to trips.

## Academic Integrity

- OLLI values honesty, respect, and fairness in all learning experiences. Presenters and members are encouraged to share diverse perspectives in a respectful and constructive manner. Views expressed in OLLI courses reflect those of the presenter or participant, not necessarily OLLI at UNH or the University.

## Inclement Weather

- If a host site closes, all OLLI courses and events at that site are canceled.
- If OLLI cancels due to weather, registered members will be notified by email and phone.
- UNH closure announcements are posted on WMUR (TV and website).
- Members are responsible for making safe travel decisions during inclement weather.



## **External Communications**

- The OLLI Director is the official spokesperson and oversees all external communications, including media and public relations. Members and volunteers may not issue public statements on behalf of OLLI without prior approval.
- When using social media in relation to OLLI at UNH:
  - Obtain consent before sharing photos or quotes. Do not tag names without permission.
  - Do not share confidential or unpublished OLLI information.
  - Avoid promoting personal causes or sending bulk/unsolicited emails.

## **Caregivers & Support**

- Members requiring assistance are welcome to bring a caregiver or support person to class at no additional fee (material/admission fees still apply). Please notify the OLLI Office in advance so we can include them on the attendance list.
- Pets & Service Animals
  - Pets are not permitted at OLLI courses, trips, or events. Service animals are always welcome.

# CODE OF CONDUCT

OLLI at UNH is a learning community built on kindness, patience, positivity, and respect. By joining, members agree to uphold these values in all interactions with fellow members, volunteers, presenters, and staff.

## Members are expected to:

- Treat all participants with courtesy and respect.
- Listen actively and share discussion time fairly.
- Respect the role of instructors and volunteers.
- Communicate with staff and volunteers in a professional and courteous manner.
- Follow good etiquette in classes and online meetings.

## The following are not tolerated:

- Disruptive, disrespectful, or offensive behavior.
- Harassment, intimidation, or threats.
- Actions that compromise the safety or enjoyment of others.

## Accountability:

- Concerns may be reported to the OLLI Program Director. Consequences for violations may include a warning, removal from a class or event, or dismissal from the program.
- Together, we ensure OLLI at UNH remains a welcoming, safe, and enjoyable community for lifelong learning.



# FUNDING & SUPPORT

## How OLLI is Funded

OLLI at UNH is supported through a mix of resources:

- Endowment income from the Bernard Osher Foundation
- Membership dues and course fees
- Donations from members and friends
- Community sponsorships
- In-kind support from UNH, including classrooms, office space, parking, administrative services, technology, facilities, and website support

## The Impact of Giving

Member and community contributions allow OLLI to:

- Keep membership and course fees affordable
- Provide course fee assistance
- Expand access for adults age 50+
- Strengthen programs and services as OLLI grows
- Build a strong and sustainable future

## Ways to Give

Members support OLLI throughout the year in many ways:

- Adding a gift when renewing membership or registering for courses
- Donating course fees when withdrawing from a class
- Giving online at [unh.edu/OLLI/donations](http://unh.edu/OLLI/donations)
- Mailing a donation to the OLLI Office
- Setting up recurring monthly donations via credit card or bank withdrawal
- Participating in the OLLI Annual Appeal each fall or The (603) Challenge hosted by UNH every in April
- Making a gift directly from your retirement account through your annual Required Minimum Distribution (RMD)
  - To learn more, please contact: Toniann Leavitt, Program Director

All donations are tax-deductible. OLLI at UNH is part of the University System of New Hampshire.

# CONTACT US

## OLLI Office Hours & Contact Information

The OLLI at UNH Administrative Team is available Monday through Friday, 8:30 a.m. to 4:00 p.m. While staff primarily work remotely to support programs across the state, in-person office hours are not regularly maintained.

We welcome your questions and are here to assist you:

- Website: [unh.edu/OLLI](http://unh.edu/OLLI)
- Phone: (603) 862-OLLI (6554)
- Email: [olli.office@unh.edu](mailto:olli.office@unh.edu)
- Facebook: [facebook.com/olliunh](https://facebook.com/olliunh)

If you need to mail something to the OLLI Office, please send it to:

### **OLLI at UNH**

1 Leavitt Lane  
Durham, NH 03281

## OLLI Administration

**Director**, Toniann Leavitt | [Toniann.Leavitt@unh.edu](mailto:Toniann.Leavitt@unh.edu)

- Responsible for administration, fundraising, university and Osher network liaison and program development

**Program Manager**, Tori Berube | [Tori.Berube@unh.edu](mailto:Tori.Berube@unh.edu)

- Responsible for curriculum, catalog development, community sponsor and partner liaison

**Enrollment Coordinator**, Bryan Whittier | [Bryan.Whittier@unh.edu](mailto:Bryan.Whittier@unh.edu)

- Responsible for customer service, registration, course support and payment processing

**Program Support**, Tessa McDonnell | [Tessa.McDonnell@unh.edu](mailto:Tessa.McDonnell@unh.edu)

- Responsible for regional support, Zoom support, Class Assistant support and special projects

# Thank You for being an OLLI at UNH Member!

