

USCB OLLI SHINE CULTURE AND MEMBERSHIP 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. Failure to follow the OLLI Code of Conduct can result in the revocation of your membership privileges.



USCB OLLI's S.H.I.N.E CULTURE.

USCB OLLI strives to foster lifelong growth through compassion, character and community.

S.H.I.N.E. =

Support · Humility · Integrity · Nurturing · Empathy

At OLLI, we don't just learn — we **SHINE!**

CODE OF CONDUCT

IN-PERSON COURSES

- Attend the courses you are registered for.
- Contact an OLLI office if you are unable to attend.
- Arrive to all programs on time.
- Sign in for all OLLI courses you attend.
- Hold questions and comments until the designated time.
- Wait patiently for the microphone.
- Silence all electronic devices in the classroom.

LIVE ZOOM

- Keep your microphone muted.
- Be considerate of your surroundings if your camera is on.
- Use the chat feature to submit questions /comments.
- Sharing zoom links and/or OLLI digital library links is strictly prohibited.

REFUND and CANCELLATION POLICY:

It is a member's responsibility to notify an OLLI office in a timely manner if unable to attend a course. OLLI annual memberships are non-refundable. All additional fee programs (tour and supply fees) are assessed a \$10 cancellation penalty immediately after payment, with no credit if cancellation is less than 5 business days before. PAYGO class fees will not be credited to members account with less than 24 hours cancellation notice.

OFF SITE PROGRAMS

- You must be registered to attend.
- Contact an OLLI office if you are unable to attend.
- Read all e-mailed notifications regarding trip/tour details.
- Arrive ahead of time to avoid last minute stress.
- If you are unable to attend, let an OLLI office know as soon as you know this.

CULINARY PROGRAMS

- You must be registered to attend.
- Read your class reminder for class details
- Give full attention to the chef or presenter.
- Be prepared to assist with cleaning up your area and general kitchen cleanup.