



POLICIES & PROCEDURES

1/17/2008

UNIVERSITY OF MINNESOTA

OLLI Policies & Procedures

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1. GENERAL POLICIES

Date: Approved 1/17/08

A. Accommodation

1) Equal Opportunities

The University of Minnesota is committed to the policy that all persons shall have equal access to its programs, facilities and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status or sexual orientation. Inquiries regarding compliance may be directed to the Director, Office of Equal Opportunity and Affirmative Action, University of Minnesota, 419 Morrill Hall, 100 Church St. S.E., Minneapolis, MN 55455, 612-624-9547, eoaa@umn.edu, www.eoaffact.umn.edu.

2) Disability Access

To request disability accommodations, please contact the OLLI office manager at 612-624-7847, OLLI's liaison to the Disability Services office. For disability accommodations, call 612-626-1333 or e-mail ds@umn.edu. Call 612-625-1666 for document conversion.

3) OLLI will encourage and assist members in developing electronic communication capabilities and will strive to accommodate those without such.

4) All operational committees and Special Interest Groups (SIGS) that function as part of OLLI will at all times comply with the duly prescribed policies and procedures of the University of Minnesota and OLLI.

B. Distribution

OLLI By-laws and OLLI Policies and Procedures shall be available to all OLLI members by request. Each committee chairperson shall receive a copy of the Policies and Procedures Manual. The Membership information section (Section 4) from the Policies and Procedures Manual will be included in the packet sent to each new member and will be published in *Insights* every other year.

C. Revision and Approval

New or revised Policies & Procedures may be proposed by any Committee, or by any six OLLI members, to the Executive Committee. The Executive Committee may approve and forward to the Board of Directors, or disapprove such changes. Changes not approved by the Executive Committee may be resubmitted to the Board of Directors by any two Committee chairpersons or ten OLLI members. The new or revised Policy becomes effective when approved by the Board.

GENERAL POLICIES

D. Grievances and Conflict Resolution

Grievances or conflicts may occasionally arise within the OLLI community. Parties involved may be individual members, groups within a course, Course Assistants, Course Leaders, class site management and OLLI office staff.

The Course Leader should be the decision maker when the issue is class operation, unless the dispute is with site management.

When other conflicts are perceived, the suggested procedure is as follows:

- 1) Parties involved should acknowledge that a difference of opinion exists.
- 2) The problem should be defined to the satisfaction of all to assure that all see the situation in the same way.
- 3) The parties should attempt to resolve the problem themselves to assure that all accept the proposed solution.
- 4) If the parties are unable to resolve the differences among them, they should contact the OLLI executive director.
- 5) Unresolved conflicts related to site management should be referred to the OLLI office for further action.
- 6) Unresolved conflicts between OLLI members and the OLLI office should be referred to the Executive Committee.

2. COMMUNICATION

Date: Approved 1/17/08

A. Up-to-Dater

The *Up-to-Dater* (UTD) is an email newsletter that is sent to all members with internet access to inform them in a timely manner of current announcements and activities between the regularly scheduled publication of *Insights*.

- 1) The *Up-to-Dater* may include notices about members who have been in the news, memorial notices, relevant educational opportunities, information related to OLLI travels, and entertainment opportunities that have a connection to OLLI.
- 2) The publication schedule will be random, as needed.
- 3) Personal and service ads are not accepted.
- 4) OLLI or University related organizations can submit notices of relevant activities.
- 5) Notices must be short and concise. Formatting should be clear, with the goal of keeping the issue easy to read. Priority items are course information or course changes.
- 6) Notices and announcements should be sent to the editor of the *Up-to-Dater*, who retains editing rights.
- 7) Final decisions for the appropriateness of an article will be determined by the Public Information Committee chair in consultation with the OLLI president.
- 8) Prior to distribution of an *Up-to-Dater*, a draft will be shared with the OLLI president, the executive director and the *Insights* editor.

COMMUNICATION

- 9) The editor of the *Up-to-Dater* shall be a member of the Public Information Committee. The UTD editor shall be appointed by the chair of the Public Information Committee for a term of one year with the possibility of three years' reappointments for a maximum of four years as editor.

B. Insights

The purpose of the *Insights* newsletter is to encourage community building and participation within OLLI and to publicize the activities and benefits of OLLI to our members and to the broader community.

- 1) *Insights* will be published four times each fiscal year: August, November, February, and May.
- 2) Articles will focus on the board business, regular columns by the current president and the executive director, committee reports when appropriate, travel opportunities, and articles featuring activities and news related to courses and course leaders. It is the vehicle to publicize courses and Special Interest Groups.
- 3) The publication process will be completed by the Public Information Committee whose members will serve as editor, reporters, editor of the *Up-to-Dater*, and photographers. The OLLI president and the executive director will be members of the Public Information Committee.
- 4) The editor shall be appointed by the current OLLI president and will serve as chair of the Public Information Committee, as well as a member of the OLLI board.
- 5) The editor will work directly with the OLLI office manager for newsletter formatting, final printing and mailing.
- 6) Final editing and proofing will be done by the editor, the executive director, and one or more copy editors from within the committee.
- 7) The August, November, and February issues will include the course offerings for the upcoming session. The course listings will be developed by the Curriculum Committee.
- 8) The mailing list will include all members, all former members, parties making inquiries, and community leaders and agencies related to adult learning.

C. Press Releases

At the request of any OLLI committee or Special Interest Group, press releases are developed and distributed by the Public Information committee in coordination with the OLLI office.

D. Publication Approval

Any media material regarding OLLI or bearing the OLLI name or logo requires prior approval from the OLLI office.

All OLLI publications will include the following statement:

This publication/material is available in alternative formats upon request. Direct requests to the OLLI office manager at 612-624-7847, OLLI's liaison to the Disability Services office.

E. Web Site

For future consideration pending redesign by U of M technology group.

3. FINANCIAL

Date: Approved 1/17/08

All OLLI money is handled through the College of Continuing Education of the University of Minnesota and administered following its policies and procedures.

A. Disbursements

1) Expenditures

- a. Committees may spend budgeted funds without further approval. Committees wishing to make non-budgeted expenditures must get the approval of the Executive Committee.
- b. Members must have prior approval from the OLLI office for any expenditure on behalf of OLLI.
- c. Whenever possible, all expenditures should be made by the OLLI office.
- d. The executive director in consultation with the Board President may spend non-budgeted funds up to \$1,000, provided that such expenditure is reported to the Executive Committee at its next meeting. All non-budgeted expenditures over \$1,000 must be approved in advance by the Executive Committee.

2) Reimbursements

- a. Reimbursement procedures for expenditures on behalf of OLLI shall be those of the College of Continuing Education.
- b. Reimbursement for reasonable costs incurred by course leaders and assistants will be handled through the OLLI office manager. Any expenditure by course leaders or course assistants over \$100 must first be approved by the OLLI office. OLLI may refuse to reimburse unauthorized purchases.
- c. Reimbursement forms will be provided by the OLLI office. Reimbursements will be processed as follows:
 1. All forms must be accompanied by original receipts.
 2. Requests for reimbursements should be submitted no later than one month after the session in which the expenses occurred.
 3. All receipts submitted should have only OLLI purchases on them.
 4. Sales tax will be reimbursed if the receipt is exclusively for OLLI items. If a receipt is submitted with items circled for OLLI among other items, no sales tax will be reimbursed.

3) Parking

Parking expenses for the University's Huron lot or a parking facility to be determined will be reimbursed for those visiting the McNamara Alumni Center for classes or meetings. Classes are covered for: course leaders, course assistants, conveners, guest speakers. Meetings are covered for: volunteers working in the office, the Board of Directors, the Executive Committee, and all standing and ad hoc committees. Budgetary requirements will be determined by the Finance Committee and reported to the Executive Committee. The new policy will become effective July 1, 2007.

4) Mileage Reimbursement

Mileage may be reimbursed for course leaders who live outside the immediate metro area or a one-time presenter at courses such as Tuesday with a Scholar upon prior agreement with the OLLI office.

Reimbursement rates will be at the amount established by the University of Minnesota.

FINANCIAL**B. Budgets**

- 1) Each standing committee and the executive director shall present a proposed budget request for the coming year at the March Planning Committee meeting.
- 2) The Finance Committee will use the budget proposals to prepare an overall OLLI budget.
- 3) The proposed budget shall be reviewed and accepted by the Executive Committee and by the Board of Directors before being presented at the Annual Meeting.
- 4) The OLLI budget proposal will be submitted to the College of Continuing Education when requested.

4. MEMBERSHIP

Date: Approved 1/17/08

A. General Policy

- 1) There is no age requirement to belong to OLLI.
- 2) The annual Membership fee shall be set by the Board of Directors.
- 3) The annual membership fee is for one year from the start of the first session in which the member participates.
- 4) Memberships are for individuals, not for couples, and are not transferable.
- 5) Participation in courses is intended for those whose membership is current.
- 6) Current members have priority for all OLLI events and trips, including Ethnic Dining, where space is limited.
- 7) OLLI will publish annually a Directory of Members. Members may opt out of being listed in the Directory or may opt to omit their telephone numbers or e-mail addresses.
- 8) OLLI class lists and the membership directory are intended solely to enhance communication between members for limited purposes such as carpooling, emergencies, etc. Use of the lists or the directory for solicitations, mass mailing or e-mailing, or other purposes not authorized by the OLLI office is strictly prohibited.
- 9) The Membership Committee is responsible for facilitating the new member events.

B. Scholarships

Scholarships to assist in paying the membership fee are available to OLLI members on request to the office. Both full scholarships and partial scholarships are available. The amount and conditions of such scholarship assistance may be changed at the discretion of the Board of Directors.

C. Charitable Deductions

Each member is permitted a charitable deduction of \$65 per session for any session in which he or she does not attend any classes or otherwise use the services of OLLI. To obtain this deduction the member must request an acknowledgement from the OLLI office. To be eligible for this deduction, the member can not have registered for any class during the session for which they are requesting the deduction, or they must have cancelled any such registration before the beginning of the session. Taking the deduction does not extend the membership period, which remains one year from the start of the first session.

MEMBERSHIP

D. Gift Certificates

- 1) Gift Certificates for a full year of membership will take effect at the start of the first session in which the recipient participates.
- 2) Gift Certificates for a single session are available for \$75. These may be given only once to persons who have never been ELI or OLLI members.

E. Volunteering

- 1) OLLI members are welcomed and encouraged to participate as volunteers. Such efforts enhance the OLLI experience as well as assist in the operation of this all-volunteer organization.
- 2) The Volunteer Coordinator, working with the executive director and the president, will determine who will be invited to the Volunteer Luncheon.

F. Alumni Membership

OLLI offers Alumni Memberships for a lifetime fee of \$50 to persons no longer participating in classes. Alumni members will remain on the OLLI mailing list and may attend OLLI member gatherings and social events. Alumni members may resume participation in OLLI classes by paying the regular membership fee, and may revert to alumni status without again paying the alumni membership fee.

5. COURSES

Date: Approved 1/17/08

Classroom practices shall be defined by the Curriculum Committee.

Class lists shall be distributed to all OLLI-member class participants. Individual OLLI-members may opt out of inclusion on class lists by indicating their desire to do so at registration. These individuals should register their names with the class assistant at the first class session. OLLI members should keep in mind that the class list can be helpful for car-pooling.

New courses may be proposed by any member, using procedures established by the Curriculum Committee.

Academic Freedom

The Board of Regents of the University of Minnesota reaffirms the principles of academic freedom and responsibility. Academic freedom is the freedom to discuss all relevant matters in the classroom.

Academic Freedom and Responsibility Adopted: Sept. 5, 1995

A. Course Registration

Registration in courses is on a first-come, first-served basis.

B. Course Leaders

- 1) Leaders are to follow and adhere to the “Tips for Course Leaders” information provided to each class leader. (Form sent to leaders and available in OLLI office)
- 2) Course Leaders are expected to maintain a civil academic environment in their class.

COURSES

- 3) Course Leaders, presenters and conveners are volunteers and do not receive remuneration for teaching. They are entitled to reimbursement for reasonable expenses incurred while teaching a class (see Reimbursement Policy, Section 3.A.2 and 3.A.3).
- 4) Course Leaders may not require course attendees to purchase anything that is not described in the course description. They may offer course-related books, materials, or services created by themselves or others, for sale as a convenience to OLLI members.
- 5) Audio-visual equipment will be provided by OLLI as available when requested by a class leader.

C. Course Assistants

Volunteer Course Assistants shall be provided for each course, with duties as defined by the Curriculum Committee. (Guidelines available in OLLI office.)

Duties include: record class attendance, assist with audio-visual aides, help with handouts and copying class materials, if necessary. Other duties may arise as a class and instructor require.

D. Copyright Issues

OLLI follows the guidelines of the University of Minnesota for copyright and fair use issues. For specific reference to a classroom guide on copyright issues, please refer to the “Classroom Guidelines” appended to the Tips for Class Leaders. This information can also be found at: www.lib.umn.edu/copyright/classguide.phtml.

E. Class Sites

- 1) McNamara Building OLLI Classroom
 - a. OLLI committees and classes have priority for use of the classroom. The room should be booked two weeks in advance for events other than scheduled classes. Please note, however, that building neighbors sometimes reserve the room well in advance, so requesting a room two weeks ahead is not a guarantee for use of the room.
 - b. All uses of the room need to have prior approval by the office.
 - c. At times that the room is not scheduled for OLLI use, the room is available for internal building use or for members to use.
 - d. To reserve the room, members must submit a request to the OLLI office with an explanation of the purpose.
 - e. Art work created by OLLI members may be displayed for up to 3 months at the McNamara Center classroom. The Art Special Interest Group (SIG) will coordinate displays with the OLLI office. The Art Special Interest Group has the final decision on whether a display is approved for the OLLI classroom.
- 2) Other Locations
 - a. The OLLI office is the contact point for arranging all locations. The OLLI office will maintain a list of sites suitable for classes and for OLLI events. Site Evaluation forms (available in the OLLI office) should be filled in, then filed in the office.
 - b. Courses with participation limits held at residential sites or community centers will be open to a limited number of site or community residents. The number of such attendees shall be included in the site agreements. Site management will be responsible for limiting and controlling these attendees

6. SPECIAL INTEREST GROUPS

Date: Approved 4/26/07

Special Interest Groups (SIGs) are created, planned, coordinated, and maintained by the OLLI members themselves who are vitally interested in a particular topic. They are groups outside of the regular classes and may have schedules very different from the classes. Some are seasonal and some are year round.

One or more OLLI members can develop a new Special Interest Group using the appended guidelines. SIG chairs will be assisted, as needed, by the SIG coordinator or the OLLI office. The SIG leaders will encourage their OLLI non-member participants to join OLLI.

Any SIG holding its own event is responsible for that event in its entirety, including financial, unless arrangements have been made with the executive director.

7. TRAVEL

Date: Approved 4/26/07

The Travel Committee works with the Curriculum Committee to provide a collaborative learning experience through a combination of a course and a related travel experience.

Each trip is preceded by a course, but course registration does not guarantee trip participation. Pre-travel courses are open to members who may not be intending to go on the trip.

The Travel Committee selects a travel agent who works with the course leader and the committee to plan an itinerary. The committee then becomes the liaison between the course leader, travel agent and OLLI members.

The committee organizes pre- and post-trip meetings to prepare participants and to evaluate the trip.

A. Trip Participation

Trips are organized when a course leader has agreed to teach a class and lead a trip. The committee may need to announce the trip prior to the class being held. If this is the case, the trip will be announced in the *Up-To-Dater*. Members will be informed through the *Up-To-Dater* as to the status of the trip registration.

Priority for Trip Participation:

1. Current OLLI members have first choice including a member's caregiver, who must pay the trip fee.
2. Spouses/partners of OLLI members
3. Friends of OLLI members

From the date the trip is announced, there is an OLLI-members-only registration period, minimally a month, but determined by the committee and published for each trip. During that time, spouses and friends can put their name on a wait list and will be notified by the committee when the trip opens to non-members.

Spouses and friends who are not OLLI members may increase their chances of being included on a trip by becoming a paid member of OLLI.

Members and others may place their names on a waiting list in case of cancellations.

In the case that there are more registrations than spots available, a lottery will decide who can participate.

If the trip cannot be filled, the trip will be cancelled.

TRAVEL

B. Publicity for Trips

Notice will be given in the *Up-To-Dater* as to when registration for a trip will begin.

The Travel Committee will further publicize trips via the *Up-To-Dater*, *Insights*, flyers and displays at OLLI events.

The Course Schedule will include announcements of a travel-related course with information, if available, on the status of registrations. All related brochures or flyers will describe the physical demands of the trip, i.e., distance a person should be able to walk, the difficulty of the terrain and availability of elevators.

C. Payments for Trips

Deposits are collected by the Travel Committee. The deposit guarantees a member a reservation for the trip.

Remaining payments are made directly to the travel agent, unless a lump sum payment is requested. Exceptions to this rule are smaller trips where deposits and final payments are handled and disbursed by the Travel Committee.

8. U OF MN VAN USE

Date: Approved 4/26/07

A. Van

- 1) Use of University vehicles for OLLI activities MUST be arranged through the OLLI office. OLLI has a special account number which must be obtained from the executive director. Changes can be made by the trip leader but the office must be informed and copied on any correspondence between the trip leader and Fleet Services.
- 2) Each vehicle operated for OLLI activities must have an OLLI-approved driver. Two OLLI-approved drivers are required on all trips of more than 100 miles from the university.
- 3) Every OLLI-approved driver must have completed the U of MN Fleet Services Orientation Course. A list of OLLI-approved drivers is available from the OLLI office.
- 4) Driver's license numbers of all drivers must be given to Fleet Services when each vehicle is checked out.
- 5) OLLI requires that all riders sign a Van Rider Rules form (available from the OLLI office or a trip leader).

B. Trip Leaders

Trip Leaders (usually the course leader) are responsible for:

- 1) The scheduling of the trip, including dates and times of departure.
- 2) Providing a description of the physical demands of the trip.
- 3) Advising participants on longer trips of the requirement to provide emergency and medical information.
- 4) The itinerary, including routes to and from a destination, rest stops, stops for gas, meals. This should be planned jointly with the drivers. Daylight travel is strongly preferred.
- 5) Lodging for individual participants, as necessary and when possible.
- 6) Providing a stool to enable easier access to the van.
- 7) Collecting and holding signed OLLI Van Rider Rules forms for all trips, and medical and emergency information envelopes for trips of more than one day.

9. BOARD

Date: Approved 4/26/07

A. Leadership Orientation and Training

- 1) Each new Board of Directors member shall receive a statement of the expectations and responsibilities attached to their position. Each shall receive an Orientation packet including copies of the Bylaws, Long Range Plan, Annual Plan, Annual Calendar, Budget, Board and Executive Committee rosters, and Policies and Procedures.
- 2) There shall be an Orientation and Training meeting held within a month following the Annual meeting, to be attended by new officers and Board members, the outgoing officers, and at least two experienced Board members.
- 3) Regular attendance at all meetings is expected.

B. Committees

- 1) Standing committee chairs as specified in the by-laws are members of the Board of Directors.
- 2) Each standing committee shall prepare and maintain a statement of objectives and responsibilities, subject to Board approval.
- 3) Each standing committee shall submit a proposed plan and budget for the coming fiscal year (July-June) to the Planning Committee in March.
- 4) All Committee chairpersons will submit an annual written report of committee activities to the OLLI office by May 1.
- 5) Committee chairpersons shall assure that new committee members receive orientation, including committee history, responsibilities, budget, and member expectations.
- 6) It is suggested that members should serve no more than four continuous years on any one committee to encourage broad participation by the OLLI membership.
- 7) New committee members are chosen, or resigned members replaced, by the committee chair.
- 8) All committee expenses are to be submitted to the chair, who then submits them to the OLLI office on a reimbursement request form.
- 9) The secretary will record the membership of all committees each year and this record will be saved with the OLLI annual reports.
- 10) The volunteer chair person will keep records of volunteer activity and submit a report to the office manager for inclusion in annual recognition efforts.

10. STAFF

Date: Approved 4/26/07

Staff Positions

The Personnel Committee shall annually review the job descriptions for the executive director and office staff, and update them as required, subject to conformance with policies of the College of Continuing Education and the University of Minnesota.

The Personnel Committee should assure that staff evaluations are conducted annually by OLLI leadership and the CCE representative. A job performance review of the executive director and the office manager should be filed by OLLI and CCE.

11. FORMS REFERENCED IN POLICIES AND PROCEDURES MANUAL

All forms are available in the OLLI office

Reimbursement Form

Tips for Course Leaders

Classroom Guidelines for Copyright Issues

Guidelines for Course Assistants

Site Evaluation Form

Guidelines for Establishing OLLI Special Interest Groups

Course Information Form

Course Comments Form

Van Rider Rules Form