

# OSHER MEMBER HANDBOOK





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## *Welcome!*

### **Dear Osher Member:**

Welcome to the Osher Lifelong Learning Institute at the University of Utah!

We are so pleased that you have chosen to take advantage of the wonderful opportunities available to you as a member of the Osher Lifelong Learning Institute. Whether you are a new or returning member, we trust you will enjoy your Osher experience. We offer a variety of entertaining, thought-provoking classes, special events, guest lectures, and excursions, in addition to partnership discounts. When you join us, one thing is certain – learning has never been so much fun!

This booklet contains information that will answer questions about your Osher membership. The office staff is always willing and eager to help you with any situation that might arise. Please call us at (801) 581-5442 or reach out to us via e-mail at [osher@utah.edu](mailto:osher@utah.edu). Be sure to leave a voicemail if we are out of the office attending to classes. We will be sure to get back to you as soon as possible.

Thank you for supporting Osher. We hope you will enjoy your time with us!

Best regards,  
**The Osher Staff**

*Jill E. Meyer, Director*

*Sheila Jacobsen, Program Coordinator – Special Events*

*Emily Miller, Program Coordinator*

*Sandy Richards, Program Coordinator*

## **What is Osher?**

The Osher Lifelong Learning Institute at the University of Utah is a program of Continuing Education, the community outreach of the university. The mission of the program is to enhance the lives of its members by providing opportunities for intellectually stimulating, affordable, non-credit learning and for meaningful social engagement. The only condition for membership is that one is age “50 or better!”

Details of current program offerings can be found in the printed catalogs which come out four times per year, in fall, winter, spring, and summer or on the Osher website [www.osher.utah.edu](http://www.osher.utah.edu). The website offers information and features not available in the printed catalog (e.g., videos of class previews, FAQs, and online registration). Our terms usually run for six weeks, from mid-September through the end of October for fall, mid-January through the end of February for winter, end of March through the beginning of May for spring, and mid-May through early July for summer.

We are part of a network of 125 Osher Lifelong Learning Institutes at colleges and universities across the country, all funded by the Bernard Osher Foundation [www.osherfoundation.org](http://www.osherfoundation.org). For an interactive map of programs across the country visit the National Resource Center <https://sps.northwestern.edu/oshernrc/find-an-osher-near-you.php>. Although we share a common mission and a generous benefactor, each site is unique in its offerings, organization, and members. The University of Utah has the only Osher program in Utah. The Foundation recognizes that each geographic area has its own unique needs and that what plays well in one area may not play well elsewhere. Each Osher Institute has the freedom and responsibility to find its own path. Member involvement is highly encouraged.

We have a combination of dedicated staff and members who volunteer their time and talents to make our learning community the best it can be for everyone. For information about what fellow members are doing and how you can get involved and add your enthusiasm, expertise, and energy, please refer to page 4.

## **Membership Benefits**

Osher membership is a life enhancing experience and will introduce you to a community of engaged and engaging peers. The people, courses, stimulating discussions, events, and easy access to campus all add up to a unique experience. Refer to your catalog or the website [www.osher.utah.edu](http://www.osher.utah.edu) for current offerings. Membership includes:

- Access to a wide variety of classes. Class tuition and special fees apply.
- Opportunity to participate in a wide range of no- or low-cost Special Events.
- Eligibility to join or start an Osher member-led Special Interest Group or SIG.
- Membership in the U of U Alumni Association. Visit the Alumni Association at [www.alumni.utah.edu/membership](http://www.alumni.utah.edu/membership) or call (801) 581-6995 to learn more about the benefits of alumni membership. You do not have to be an alumnus of the U to join.



## Student Benefits

Osher members are eligible to obtain a University of Utah student ID card as a Continuing Education student. The card can be obtained at the U Card office in the A. Ray Olpin Student Union building on campus for a nominal, one-time fee. The card is valid until lost or damaged (in which case you can replace it by obtaining another copy and paying the fee again). See Directions and Map section of this handbook for directions to the Olpin Student Union.

The U Card is active for campus discounts and benefits whenever you are actively enrolled in classes and paying tuition. The card never expires and is automatically renewed every time you register.

Show your card wherever you go in Salt Lake City and even in other cities and countries to ask what student benefits may be available at museums, theaters, and more.

- Free access to the Utah Museum of Fine Arts and the Utah Museum of Natural History.
- Free entrance to Red Butte Garden ([www.redbuttegarden.org](http://www.redbuttegarden.org)). *Please note: Red Butte Garden no longer accepts Osher member name tag badges, only U Card IDs.*
- Discounts on Pioneer Theatre Company tickets, Kingsbury Hall Presents performances, and at the Utah Symphony and Opera.
- Access to all University libraries, and the ability to check out books in semesters when you are an active student paying tuition.
- Free access to University computer labs and free e-mail account and online file storage. Visit [https://it.utah.edu/help/it\\_guides/new\\_student\\_guide.php](https://it.utah.edu/help/it_guides/new_student_guide.php) for more information about how to activate your Umail account on the @utah.edu domain.
- Eligibility to join the MUSS (Mighty Utah Student Section) and attend football, basketball, and volleyball games and gymnastics competitions for a minimal fee. Guest memberships in the MUSS are available, too. Questions about MUSS? Call the Alumni Association at 801- 581-6995 or visit [www.alumni.utah.edu/muss/membership](http://www.alumni.utah.edu/muss/membership)

## Navigating Campus

### Dining

*When the University of Utah is open for visitors, a number of dining locations are available for your use.*

The **Health Sciences Education Building (HSEB)** offers Bistro at the England Hub/Point Bistro. The adjacent Health Sciences Library has a wireless connection.

The **University Hospital**, directly north of HSEB, has a full cafeteria on the A level by the escalators.

For a great view, visit **The Point Restaurant** on the 6th floor of the Huntsman Cancer Institute. Breakfast and lunch are prepared by executive chefs certified by the American Culinary Federation and served alongside spectacular valley views. Choose from delicious items such as gourmet pizzas and hot panini sandwiches, as well as wraps and garden salads.

Coffee, tea, and hot cocoa are available in the Commander's House in Fort Douglas whenever Osher classes are in session there. There is a wireless connection (UGuest) available in the Commander's House (although some days the signal can be weak).

## **Libraries**

There are several libraries on campus including the Marriott library (<http://www.lib.utah.edu/>), the Spencer Eccles Health Sciences Library (<http://library.med.utah.edu/>), and the S.J. Quinney Law Library (<https://www.law.utah.edu/library/>). As an active student, enrolled in a class and paying tuition in any given semester, you have full access to the libraries with your valid student ID card. Refer to map on page 14 for the library locations.

## **Shuttles**

Campus shuttles circulate regularly. Shuttle buses pass close by the Continuing Education building at 540 Arapeen Drive in Research Park and the Commander's House in Fort Douglas about every 10 - 15 minutes. The shuttle stop closest to the Commander's House is on the north end of the circle across from the Officer's Club. The live shuttle tracking website can be found at <http://www.uofubus.com>. Visit <http://commuterservices.utah.edu/mass-transit/shuttles> for more information about the shuttle system.

## **Money Matters**

Our offerings are supported by a variety of funding sources, including The Bernard Osher Foundation, The University of Utah, and Osher members.

### **The Bernard Osher Foundation**

The Bernard Osher Foundation provided critical startup funding to get our Osher Lifelong Learning Institute going before there was even one member and continued that funding for four years. Once our Osher Institute got on its feet and reached the 500-member mark, the Foundation granted our Osher Institute a \$1 million endowment. This gift was received in 2008 and will provide supplemental funding in perpetuity. A second \$1 million endowment was awarded by The Bernard Osher Foundation in 2015 when our program reached 1,000 members. The endowment earnings vary with the investment climate. All earnings go directly into providing quality programs for our members.

## **The University of Utah**

The University of Utah, through University Connected Learning (UCL), provides support for our Osher Institute. Office space for staff, website hosting, marketing, computer support, registration staff and systems, and accounting are all provided at no charge to the program. In addition, UCL provided matching funds in previous years' fundraising campaigns.

## **Membership Fees and Course Tuition**

Membership dues and tuition provide a significant contribution to our operating budget. Prices are kept as low as possible by running the program as a nonprofit.

## **Member Volunteers**

Members who volunteer not only get a great experience and provide much needed member influence on the program but also help to keep staffing costs down. To learn more about our volunteers and volunteering, please refer to the Member Involvement section below.

## **Member Gifts**

We have a successful program thanks to you, our community. We learn, engage and build friendships – all to keep us young at heart. Every session, the fees collected from members support the ongoing operations of our program at University of Utah, but generous support of members helps us thrive.

Two of our priorities are (1) scholarships for fellow members who cannot afford the cost of a course and (2) accessibility initiatives such as funding for convenient off-campus sites and infrastructure/technology improvements. To add your support to this important and valuable program, please call the Osher office any time or visit <http://continue.utah.edu/osher/support>.

## **Member Involvement**

One way to enhance your Osher experience is to volunteer to help run this wonderful program. In fact, Bernard Osher purposefully designed Osher Institutes to function with member input. It's a feature he regarded as essential to their success. Members provide leadership and involvement in many different and invaluable ways.

## **Current Member Contributions**

We have five active areas of member involvement: advisory committee, curriculum planning, special event planning, special event support, and classroom support. The commitment for these various activities ranges from a one-time involvement that may take 30 minutes to longer participation as a member of a standing committee involving meetings and work outside the meetings.



Even with a minimal commitment of time and effort, members can help Osher to function at its very best. Of course, the larger the time investment, the larger the impact on the program will be. Following is a brief description of each group.

- **Advisory Committee**

The advisory committee serves as a liaison between the general membership and the director. The committee advises the director on policy matters affecting the general membership. The group meets on an as-needed basis but at least once per term. Typically, the meetings last one to two hours. Work outside of meetings varies and could include such things as reviewing policy documents, drafting communication to members, making phone calls, and supporting the Osher director.

- **Curriculum Committee**

The purpose of this committee is to develop each term's curriculum. The scope of the committee's operation ranges from generating ideas for courses to recruiting instructors, securing complete proposals, and selecting each term's courses and instructors. This committee involves attending regularly scheduled meetings as well as significant work outside of meetings.

- **Special Event Planning and Support**

The purpose of this committee is to plan and coordinate all of the special events. The scope of the committee's operation ranges from generating ideas for events, to handling all of the logistics to set up the event, to serving as a support/point person at the meeting place. Special event coordinators take attendance and make note of anyone who attended a tour and did not RSVP. The coordinator also passes on feedback to Osher staff about the event. While confirming RSVPs for an upcoming special event, an Osher staff member can help recruit an event participant to be the group coordinator if the committee member who arranged the event is not able to attend or to find a substitute coordinator. This committee meets at least four times per year.

- **Classroom Assistants**

*This program applies to classes meeting in person. Please look for announcements about Classroom Assistants as in-person classes continue to reopen in 2022-2023.*

Classroom assistants help the instructor by taking attendance, making and distributing class handouts, relaying important Osher announcements in the classroom, and ensuring those absent from a class receive important information such as class schedule changes and class materials. Prior to the start of each term, Osher staff may ask members to volunteer as classroom assistants for each course. The director provides one training session prior to the start of each term and then classroom assistants work independently, interfacing with staff as needed.

## **Areas for future expansion of member involvement**

- Developing Other Sources of Funding
- Membership Growth/Outreach
- Special Interest Groups (SIGs) that organize to meet socially outside of class time for various member-coordinated activities (without staff support).

## How to Volunteer

To volunteer for one of the existing standing committees, express your interest to the committee chair or to the Osher director. Each committee has its own selection process and windows of opportunity for new members. To start a new area, discuss your ideas with the Osher director.

## Learning More about Our Osher Institute

There are many ways to learn more about our Osher Institute. Which method you choose will depend on the type of question and the urgency of your need for an answer. The methods below are listed in order of increasing response time.

- Call the office (801-585-5442) any time with your questions. This is the fastest way to get information. We will direct your call to the appropriate staff or committee member.
- Send an e-mail to [osher@utah.edu](mailto:osher@utah.edu)
- Write your question down and deposit it in the suggestion/comment box at the Commander's House. Be sure to include your name and contact info so we can get back to you. Staff will call you as soon as we can. If you'd prefer to remain anonymous, we will be unable to respond to you directly. Member questions of general interest and questions submitted anonymously may be added to the FAQ page on the website or included in Osher news as appropriate and as space allows.

## Providing Input

We welcome and value member input. There are several ways to provide it.

One of the best ways is to get involved by volunteering. Volunteering gives you an opportunity to learn more about how the program operates and to see how your ideas might fit in to the bigger picture. It can also provide a forum for informally discussing your ideas with other members and staff. There are also several ways to submit feedback, suggestions, and input.

- **The Osher Office**  
Osher members can provide feedback and suggestions about courses, special events, or any other aspect of the program directly to the program director or staff members. Call or e-mail when you have a moment, or if your input requires more time set up an appointment to meet with one of us. Refer to page 8 for contact information.
- **Committee Members**  
Contact a committee member for feedback and suggestions related to the committee's area. Call the office to be referred to an appropriate committee member.
- **Suggestion Box**  
The suggestion box is in the main information area at the Commander's House when classes are in session. Please write your name and contact information on the form if you would like feedback about your idea.

- **Course and Program Evaluations**

At the end of each semester, members have the opportunity to submit feedback on the courses in which they were enrolled and about the program in general. Evaluation surveys will be available during the last week of each term. These evaluations are an important source of feedback to both Osher and the instructor on how course offerings can be improved.

Please completely fill out a course evaluation for each class in which you're enrolled. Complete the program evaluation only once per class per term. Currently, we are offering only online evaluations. Evaluations will be available the last two weeks of class. An online survey will be sent via e-mail at the end of each term to each class member.

## **Important Osher Policies and Practices**

### **Class Registration and Special Event RSVP Request Processing**

Registration and RSVP requests are processed as they arrive in the office or online. Confirmation letters are sent via email within a week of processing. If a class you request is full, your name will be placed on the waiting list.

### **Recommended Reading**

Books serving as the basis for a class can be purchased at your favorite bookseller or borrowed from a source of your choosing. We recommend that you get these books prior to the first class.

### **Special Fees**

Special fees cover any additional costs such as classroom handouts, parking passes, theater tickets, etc. All special fees are non-refundable. If you have an extenuating circumstance, please call the Osher office at (801) 581-5442.

### **Refunds**

Because space is limited and we have arranged to provide Osher members with access to various University facilities, you may drop a course and receive a full refund up to the start of class. Once class has begun, you may drop the course, but a \$20 late drop fee will be deducted from your refund. All special fees are non-refundable. Membership fees cannot be credited or refunded.

If you have an extenuating reason for dropping past the start of class, please contact the Osher office at (801) 581-5442 so that we may identify the best option to meet your individual circumstance.

## **Attending Classes or Special Events for Which You Are Not Registered**

You must be registered for all classes and special events that you attend. If you would like to register, please contact the office before attending the class. You will be accommodated on a space available basis. Please note that an empty seat in a classroom does not imply there is room in the class. If there appears to be room in the class it may be because there are extra seats for another class held in the same room that day or because some members are absent or late.

### **This policy is necessary for a number of reasons including:**

- In the event of an emergency at the facility we need to know who was possibly in the building at the time of the emergency.
- Special events are organized with a certain group size in mind. Exceeding our limit of guests compromises the quality of the experience for everyone.
- Sitting in on a class may lessen the quality of the experience for those members who are legitimately registered for the class.
- The instructor prepares for a class based on the number of enrollees. Having more class members than have enrolled can result in a shortage of materials and handouts for those who have enrolled.
- Osher's ability to offer courses depends in part on collecting tuition from members. Attending a class or special event that you have not paid for is stealing from other members.

Please respect your fellow members and instructors by not attending classes for which you are not registered.

## **Guests**

Bringing guests to Osher is a lovely way to introduce them to our community. Members are encouraged to bring guests to Lunch and Learn Lectures. These lectures offer an opportunity to experience Osher while also meeting some members. There is no guest charge.

Guests are welcome to sample Special Events and Special Interest Groups on a space available basis. Call the office before the event to RSVP for your guest and determine if there is space available. Please be considerate and limit your guests to one sample per term. If your guest is interested in attending multiple events or activities in the same term, please invite and encourage them to purchase a membership.

Guests are not permitted in classes and other activities for which there is a tuition charge. Exceptions may be made in certain circumstances but only with prior approval of the director.

## **Cancelling or Rescheduling Classes**

Circumstances beyond the control of the instructor may arise that prevent a class from

being held as scheduled. Often, consideration may be given for rescheduling or canceling the class. This is generally done only in extreme situations as attendance usually suffers as a result of changes. Instructors will inform Osher should they need to cancel a class. An announcement typically will be made in class as well. If a circumstance arises between classes, either the instructor or the classroom assistant will attempt to contact class members as soon as possible. If you are unsure if a class is being held as scheduled, please call the main Osher line (801) 581-5442.

### **Cancellation of Classes Due to Weather**

In case of severe storm conditions, please listen to your local radio station for University closure announcements or call the Osher office prior to leaving for your class. E-mails will also be sent to everyone who has registered for the course. NOTE: Please make sure we have your correct and most up-to-date e-mail address on file.

### **Cancellation of a Course Due to Low Enrollment**

A course may be canceled if enrollment for the course is below the minimum. Cancellations decisions are usually made one week before the course begins. Register early to avoid classes being canceled unnecessarily.

### **Classroom Etiquette**

Please be courteous of other Osher members when attending Osher classes and special events. Osher staff often receives feedback from members about behavior in class. While we are sympathetic to the issues, Osher staff cannot regulate member behavior. We can only suggest proper classroom etiquette and hope members will behave accordingly.

We recommend that all members contribute to a great class experience for everyone by respecting their fellow classmates, instructors, and staff and remember that class time is limited. Meaningful contributions to the discussion that are on point and succinct, are encouraged by most instructors. Keeping comments and questions on point allows time for more people to have an opportunity to ask questions and share their insight, too.

## **Contact Information**

### **Osher Office and Staff**

The main office phone line is **(801) 585-5442**. This line is a phone tree. Select option 1 to be connected to the registration team for assistance with registration, RSVPs, and billing questions. Select option 2 to be connected directly to the Osher office. Please call this number with any questions or concerns. In the event we are unable to answer your call please leave a message. *At this time, we may be able to respond quickest to an e-mail sent to [osher@utah.edu](mailto:osher@utah.edu).*

## Campus Security

Should you need assistance on the main campus when Osher Lifelong Learning staff is not available (including for locked classrooms), please call campus security at **(801) 585-2677**. Please allow 20 minutes for response.

University Safety Statement: *“The University of Utah values the safety of all campus community members. To report suspicious activity or to request a courtesy escort, call campus police at 801-585-COPS (801-585-2677). You will receive important emergency alerts and safety messages regarding campus safety via text message. For more information regarding safety and to view available training resources, including helpful videos, visit [safeu.utah.edu](http://safeu.utah.edu).”*

## Osher Instructors

We cannot give out contact information for instructors. Check your course syllabus or outline to see if the instructor has provided contact information. If not, call the Osher office (801) 585-5442. We will take your contact information and relay that to the instructor.

Osher members may exchange contact information with each other at their own initiation.

## Locations and Parking

Parking in handicapped stalls without a permit, parking in stalls reserved for University vehicles, or using the Osher parking pass elsewhere on campus may result in a ticket. Osher members are responsible for paying all tickets received when parking illegally. Disputes about tickets must be taken up with Parking and Commuter Services directly by calling (801) 581-6415 or visiting <https://commuterservices.utah.edu> .

## Osher Office

The Osher office is located on the second floor of the Continuing Education Building in Research Park on the U of U campus. We are on the corner of Wakara Drive and Arapeen Drive. Our mailing address is:

**Osher Lifelong Learning Institute,  
University of Utah  
540 Arapeen Drive, Suite 210  
Salt Lake City, Utah 84108**

## University Connected Learning/Continuing Education Building

*540 Arapeen Drive, Salt Lake City, UT 84108*

The majority of our classes are held in the same building where our Osher office is located. We use classrooms on both the 1<sup>st</sup> and 2<sup>nd</sup> floors. Classes or events at this location

it will show the UUCE designation on our website.

Visitor parking is available in the small lot due south of the building and the large lot due west of the building. Registered class members will receive a parking pass on their first day of class.

## **Zoom**

Many Osher classes and Special Events are being offered on Zoom. The link to connect to the online meeting will be emailed to each participant after they register.

## **Commander's House, Historic Fort Douglas**

*1965 De Trobriand Street, Salt Lake City, UT 84113*

Parking in the lot to the north of the Commander's House is free when Osher classes are in session. This parking lot is shared with the neighboring buildings. Generally, there is plenty of parking, but if events are scheduled at the Officer's Club and/or Guest House, parking may not be available in this lot.

Overflow parking is available west of the Guest House which is north along Fort Douglas Boulevard from the Commander's House. If that lot is full, additional parking is available around the field to the south of the Commander's House.

## **Tenth East Senior Center**

*237 South 1000 East, Salt Lake City, UT 84102*

The parking lot is behind (east of) the building. Parking is free and some street parking is also available.

## **Monson Center**

*411 East South Temple, Salt Lake City, UT 84111*

Parking is available for instructors and Osher members in the parking lots to the east of the Monson Center. There are upper and lower parking lots.

The east entrance of the Monson Center has a u-shaped driveway. Osher members with mobility concerns (i.e. unable to walk up and down stairs) may park on the right side of the u-shaped driveway.

## **University of Utah Sandy Center**

*One Sandy Center, 10011 Centennial Parkway, Suite 100, Sandy, UT 84070*

Free parking is available southeast of the building.

## **Utah Museum of Fine Arts**

*410 Campus Center Drive on the University of Utah campus*

## **Emergency Procedures**

In the event of any emergency, **dial 911** (NOTE: When calling 911 from a University phone, you must first dial a 9 to get an outside line). State the nature of the emergency and follow the instructions given. Then, ask someone from your group to notify the Osher staff on site or notify the Osher office at (801) 585-5442.

### **Classroom and Field Trip Emergencies:**

- Have someone call 911.
- Anyone trained and/or certified in medical response can assist if willing to do so.
- Have someone stay with the injured.
- Keep the class calm and out of the way of emergency personnel. The instructor, class assistant, or staff may want to send the class to another space.
- Designate someone in class to assist rescue personnel to the location.
- Have someone inform the Osher office at (801) 585-5442.
- If the injured party requires serious medical attention, ask him/her for emergency contact information. Call and notify the contact person that an incident occurred, the condition of the person, and where he/she is now. If the incident does not require professional medical attention, ask the injured person how you can be helpful (e.g. call for a ride home, get them a drink of water, etc.).

### **In the Event of a Fire Alarm/Drill or Other Need to Evacuate:**

- Evacuate the building by use of stairways, not elevators
- Look for signage at the exit showing where to gather. At the Commander's House the emergency assembly point is at the big, open field in front of the building.
- In the absence of a specified gathering location, stand away from the building and away from danger. Gather together with other evacuees.
- Make a count of class members who have evacuated & inform emergency personnel immediately if anyone is missing.

### **Campus Police & Public Safety**

Immediate police or security response on main campus (including the Fort Douglas area) is available by calling the main dispatch number, 801-585-COPS (2677). At other facilities contact the staff on site for assistance.

### **#SAFEU**

A comprehensive website for all safety-related information, reporting and support resources, training and more at the University of Utah: <http://safeu.utah.edu> .



