

OSHER LIFELONG LEARNING INSTITUTE AT SOUTHERN OREGON UNIVERSITY  
POLICIES AND PROCEDURES Adopted 1/17/2017

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last revision: 11/16/21

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## **I. GOVERNING PRINCIPLES**

### **A. MISSION**

Olli at SOU is a member-driven educational community primarily serving adults ages 50 and older. We offer a diverse repertoire of courses and programs designed to foster lifelong learning, encourage social interaction, and provide cultural enrichment. *[Adopted 11/16/09; Amended 5/15/13; Amended 3/21/16]*

### **B. VISION**

OLLI at SOU members will find intellectual stimulation, enjoyment, and invigorating learning opportunities in a comfortable, safe, supportive, and congenial environment. *[Adopted 3/21/16]*

### **C. VALUES**

We value the joy of learning and recognize the vital relationships among intellectual stimulation, social interaction, creative expression, and healthy aging.

We value a curriculum of depth and breadth taught by volunteer instructors and we promote programs that inspire our members to participate in OLLI and the broader community.

We value activities that encourage our members to volunteer their time, talent, skills, and resources.

We value excellence and measure our success by our members' satisfaction with our curriculum, affordability, social opportunities, staff and leadership. *[Adopted 3/21/16]*

## **II. MEMBERS**

### **A. MEMBERSHIP LISTS**

The OLLI membership list is not to be used for commercial or political purposes, and the official list will carry a notice to that effect. *[Adopted 11/19/96; Amended 9/15/08]*

The OLLI membership email list shall only be used to distribute OLLI specific material for instructional and internal organizational purposes. OLLI does not share its email list with any outside organization or group, nor does it distribute any material for outside groups or organizations via the email list. If after recommendation by CCO chair and review by the OLLI Council President and Assistant Director, it is determined that the activity or information is compatible with OLLI's mission, vision, and values, OLLI may provide links to that material via OLLI's electronic Newsflash. *[Adopted 2/19/18]*

### **B. REDUCED MEMBERSHIP FEES**

OLLI at SOU may grant partially-reduced fees to persons unable to afford the membership fee. To verify need, an applicant shall submit a brief explanatory narrative paragraph on an application form available in the OLLI Office. Requests will be handled in a confidential manner. *[Adopted 3/19/07]*

Grant recipients of partially-reduced fees may be asked to contribute time in our volunteer pool during the year. Arrangements will be made between the OLLI Assistant Director and the recipient. *[Adopted 9/15/08]*. Completed forms will be screened and then acted on by the Assistant Director and the Council Treasurer who will report to Council only the number of applications (not names) and the total value for the budget record. *[Adopted 3/19/07]*

### **C. REFUNDS**

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Membership fees are normally not refundable. In a case of extreme hardship, a member can submit to the OLLI Assistant Director a confidential request in writing, stating the necessity for the refund. To verify hardship, applicant shall complete an explanatory narrative paragraph, describing the specific circumstances for the request.

A form for this may be obtained from the Assistant Director in the OLLI Office. *[Adopted 2/8/94; Amended 3/19/07]*

The completed form will be reviewed by the Assistant Director and the Council Treasurer for a decision. The Assistant Director will contact the applicant about the decision. Any refund will be reduced by \$20 the amount charged by SOU on every membership. *[Adopted 3/19/07]*

**D. REMEMBERING DECEASED OLLI MEMBERS:** OLLI members are encouraged to inform the OLLI office staff of the names of those who have died. For remembering deceased members: (1) A template is available for the office staff to give to members who wish to report another member's death. (2) The information will be confirmed by the Member Services Committee (MSC) Memorials committee lead. (3) The announcement of the death will be posted on a separate and upscale bulletin board in Ashland and Medford (4) An announcement about the process will be put in a quarterly Newsflash announcement. (5) The committee lead will maintain the list for a presentation at the Annual Meeting. *[Adopted 9/21/15; Amended 1/17/17]*

**E. MEMBERSHIP PINS:** OLLI members receive a commemorative pin in recognition of their years of membership (e.g. 5, 10, 20, 25 years). If a replacement pin is requested by a member, they will cost \$5. *[Adopted 9/19/16]*

### **III. INSTRUCTION**

#### **A. PROHIBITED COURSE CONTENT**

OLLI does not offer courses which include medically therapeutic, nutritional, nutritional supplement, dietary or diagnostic advice in either oral or written form. *[Adopted 2/20/17; Amended 2/19/18]*

#### **B. COURSES IN PSYCHOLOGY**

Psychology and Personal Exploration courses should be offered on an academic basis rather than therapeutic. A caveat will be placed in the course description to read: *"Certain OLLI classes, particularly psychology classes, may explore personal experiences of an emotional nature. Those who would like to further discuss special concerns are encouraged to do so with a licensed professional in the field."* *[Adopted 12/17/96; Amended 5/25/21]*

#### **C. COURSE MATERIALS**

Course proposals must fully disclose all materials, e.g., books, supplies, software, which will be used in the course, whether they are required or optional, and their cost. Course proposals must also disclose whether additional, optional materials, intended for use after the course, will be available for purchase, and their cost. Nothing may be sold during class unless it was disclosed in the course proposal. *[Adopted 9/15/08; Amended 2/16/15]*

Fees for required course materials must be announced in the course description and paid for at the first meeting of the class. Instructors with material fees (admission tickets; special order books; art supplies, etc.) must collect directly from their students. There will be no processing provided by OLLI office personnel. *[Adopted 2/1/95; Amended 5/99; Amended 11/10/14]*

**D. COURSES UTILIZING CLASSROOM SPACE OTHER THAN SOU FACILITIES:** Course proposals may request commercial classroom space other than SOU facilities or venues under rental contract with OLLI. If so, the site must provide evidence of adequate liability insurance. If the site requires rent payment, the site must agree to accept the rent in the form of a charge per student and collect that fee from students on the first day of class. A Memorandum of Understanding to this effect must be signed in advance. The course catalog will include the amount of the rent to be charged per student. *[Adopted 5/18/15]*

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**E. INSTRUCTORS OF RECORD**

Instructors of Record: the maximum number of Instructors of Record will be two. Council supports the Curriculum Committee in its decision that there be only one (primary) instructor who will receive all course-related communications. It was also agreed that the catalog character space limit for instructor bios does not increase for multiple instructors. *[Adopted July 18, 2016]*

**F. REDUCED MEMBERSHIP FEE FOR INSTRUCTORS**

There will be four different membership levels for instructors of record. The levels determine the member's dues and are based on the number of courses taught in the preceding academic year.

- Level 4 providing a complimentary membership to instructors teaching four or more courses the preceding academic year.
- Level 3 providing membership dues of \$50 for instructors teaching three courses the preceding academic year.
- Level 2 providing membership dues of \$75 for instructors teaching two courses.
- Level 1 providing membership dues of \$100 for instructors teaching one course the preceding academic year. *[Adopted 9/15/08; Amended 7/20/15; Amended 5/25/21]*

Except for reduced instructor membership, no payment or honorarium will be provided to instructors, guest lecturers, or speakers related to OLLI courses, lectures, forums, etc. As appropriate, reimbursement for travel expenses may be approved by the Council. *[Adopted 5/17/10].*

**G. SELF PROMOTION**

OLLI courses are intended to educate OLLI students, not to facilitate financial gain of the instructors, either directly or by increasing business opportunities. Instructors must disclose current business affiliations in the biography section of their course proposals and may reiterate this information at the first class. Printed materials and references to websites that relate to the instructor's business may be made available only during the first class, but not actively distributed. Subsequent classes should focus exclusively on principles and practices to enhance students' knowledge of the material. No promotion of the instructor's business, books, or services should occur after the first class session. The purchasing of required texts or materials from instructors is to be handled in the first class period only; further purchasing of required or recommended texts and materials should occur outside of class time. *[Adopted 9/15/08; Amended 2/16/15; 6/20/16; 2/19/18]*

**H: REJECTION OF COURSE PROPOSALS – APPEAL PROCESS**

An instructor whose course has been rejected may request a meeting with the Curriculum Committee to ask for reconsideration at which time he/she may present a rationale for the inclusion of the course. The Curriculum Committee's formal decision after such reconsideration shall be final. *[Adopted 10/17/16]*

**I: PROHIBITION OF EXTERNAL COMMUNICATIONS RELATED TO OLLI COURSES AND SHARED INTEREST GROUPS (SIGS)**

OLLI at SOU promotes its courses, instructors and shared interest groups (SIGS) through the OLLI course catalog and website. These two approved communication methods spell out details of the course registration process and participation requirements for SIGS, making it clear to current and prospective members that there is no guarantee of admittance to a particular class and OLLI membership is required for enrollment in an OLLI course and a shared interest group. To avoid false expectations for members and to ensure OLLI at SOU external communications are consistent, no individual is authorized to produce and distribute materials such as newsletters, emails, posters, flyers, submitted articles or news releases within the community, via social media or to external print or broadcast media as a means of promoting his/her individual OLLI course or Shared Interest Group. Anyone who wants to

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request an exception to this policy should petition the Chair of the Communications and Community Outreach Committee. *[Adopted 1/17/17]*

**J. STUDENT EMAIL ADDRESSES**

Student email addresses provided by OLLI to instructors may only be used for course related activities. Instructors may provide interested students with a separate opportunity to sign up for a mailing list to receive information about the instructor's business. *[Adopted 6/20/16; Amended 2/19/18]*

**K. STUDENT FEEDBACK**

All written formal feedback from students is intended for internal OLLI use only and designed for the improvement of OLLI courses. This policy applies to both the optional feedback long form for instructors, available on the OLLI website, and to any student feedback form distributed and reviewed by the Curriculum Committee and shared with instructors. *[Adopted 5/21/18]*

**L. VIDEO AND COPYRIGHT LAW**

To adhere to fair use copyright laws, video or film, legally acquired and shown in an OLLI course, must be in support of the teaching content. A video cannot be a substitute for instruction. The instructor(s) must facilitate classroom activity such as discussion or lecture related to the video content. In addition, when a company producing educational videos for home/personal use, such as The Teaching Company's "Great Courses," imposes copyright restrictions and requires a site license for classroom viewing, it is the responsibility of the instructor(s) to acquire that license. Instructors may pass on to students the cost of licensure as is done in courses with a materials or venue fee. *[Adopted 3/18/19]*

**IV. PROGRAM**

**A. COMMUNITY LECTURE SERIES**

The Community Lecture Series will be open to members and non-members. *[Adopted 10/16/96]*

**B. FIELD TRIPS**

Field trips are a regular feature of OLLI's program, both for instructional purposes and social activities. Signed waivers are required of all participants traveling by car, van or bus. Shared costs may be expected of participants. *[Adopted 9/17/07]*

**C. GUESTS**

An OLLI member, with approval of the instructor, may bring a one-time guest(s) to a class, but no one can attend on a regular basis without being a member. The policy is that attendance at classes and all other functions be restricted to OLLI members except as Adopted by Council. *[Adopted 5/12/98]*

**V. STUDENTS**

**A. COURSE DROPS**

Students are encouraged to notify the OLLI office as soon as they are aware that they need to drop a course. The office staff will promptly notify the next member on the official wait list. *[Adopted 7/20/09; Amended 6/16/14; 10/19/15]*

**B. ENROLLMENT**

Course enrollment during the Course Request Registration (lottery) will be decided strictly by the priority listing each registrant declares when registering, with the following exceptions: standing committee chairs, Council Directors, and, with specific approval by Council, members providing exceptional service to the organization and recipients of a Council-approved prize/incentive who will be enrolled in one requested class. *[Adopted 8/11/95; Amended 11/10/14; 3/21/16.]*

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**C. SEQUENCED COURSES**

Members will not receive an automatic acceptance into a course because of taking a prior course from an instructor implying a sequence. It will be determined strictly according to Policy #13. However, at the request of the instructor and upon approval of the Curriculum Committee, prerequisites may be established for enrollment in specific courses on a case-by-case basis. *[Adopted 4/19/96; Amended 7/20/09]*

**VI. GOVERNANCE: THE OLLI at SOU COUNCIL**

**A. ELECTION OF COUNCIL DIRECTORS**

At the regular Council meeting in April, the Leadership Development and Recruitment Committee (LDRC) chair shall present to the Council a list containing the names and biographies for at least one more candidate than the number of directorships to be filled. In a timely fashion, the names and a biography of each candidate shall be provided to OLLI members. A Candidates Forum for OLLI members shall be scheduled, to be facilitated by the LDRC chair. At the Candidates Forum each candidate will be provided the opportunity to respond to questions prepared by the LDRC and the Council.

The LDRC will present the ballot to the Council at the May meeting. Within a week, the names and accompanying biographies of the candidates for Council shall be submitted to the general membership for an electronic vote, with paper ballots provided as needed; the persons receiving the highest number of votes shall fill the available seats. *[Adopted 1/20/51; Amended 2/18/19]*

**B. COUNCIL'S ELECTION RESULTS**

Vote count of elections will be kept in the possession of the President who will reveal those figures to any OLLI member who calls the President requesting that information. *[Adopted 5/17/98; Amended 9/15/08]*

**C. COUNCIL'S LEADERSHIP YEAR:**

For the purpose of determining the terms of office for Council Directors, officers and committee chairs, the new OLLI year will begin with the election of officers and confirmation of Committee chairs by the new Council at the June meeting (*Bylaws Article IV, section 2*). Those committee chairs engaged in projects that continue past that date, e.g. preparation of the Fall catalogue and the summer open house, will remain responsible for bringing those projects to conclusion. *[Adopted 6/16/16]*

**D. COUNCIL DIRECTORS AS COMMITTEE LIAISONS**

1. To provide two-way communication between Council and assigned Committees.
2. To attend Committee meetings whenever possible, and to be an active participant if desired by the Committee.
3. To be an advocate for Committee motions and recommendations at Council meetings.
4. To work with the Committee chair in the development of the Committee's annual plan.
5. To work with other liaisons when required by projects involving multiple Committees. *[Adopted 6/15/15]*

**E. COUNCIL'S OFFICERS**

Officers for the new Council year will be elected by a majority vote at the first meeting following the seating of the new class of Council Directors. (*Bylaws Article IV, section 1*) Elections for a vice-president, secretary and treasurer shall be by secret ballot. The vice-president shall serve as president-elect. *[Adopted 1/14/14]*

**F. COUNCIL MEMBER CANDIDATES PROCEDURES**

The Leadership Development and Recruitment Committee (LDRC) will consist of experienced OLLI volunteers, including at least one past president and one past committee chair.

The LDRC shall establish a timeline and a process for seeking candidates, including self-nominations, from the OLLI membership for Council directorships including announcements in weekly bulletins and the NewsFlash. Names of

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candidates must have been received by the LDRC by March 15 in order to appear on the ballot. *[Adopted 1/20/15; Amended 2/18/19]*

In order to be included on the general membership ballot, candidates shall have participated in the orientation and training program for OLLI leadership provided by the LDRC. *[Adopted 1/20/15; Amended 2/18/19].*

**G. COUNCIL'S ORIENTATION FOR NEW COUNCIL DIRECTORS AND CHAIRS**

Following their election and before they take office, the new class of Council Directors will be provided an orientation on OLLI governance. The OLLI Council will provide an orientation for chairs of OLLI committees and other volunteers. *[Adopted 1/14/14]*

Annual leadership training for Council and committee chairs will include discussion of the meeting agreements adopted by Council. Chairs will review the agreements with committee members at the first committee meeting each year, at which time committee members may add committee-specific agreements as they wish. *[Adopted 3/18/19]*

**H. COUNCIL'S RECOGNITION OF THE RETIRING PRESIDENT**

A \$50 gift certificate to a local vendor of choice will be given to the outgoing president in appreciation for service. *[Adopted 5/96; Amended 9/15/08]*

**I. MEETING NOTICE TO THE MEMBERSHIP:**

1. In order to build the agenda for the regular Council meeting, proposed agenda items, including proposed pre-filed Action Items accompanied by an explanation and suggested motion, will be emailed to the Council member responsible for preparing and distributing the month's agenda.
2. The agenda, with the Action Items and their accompanying explanation, will be disseminated to the Council via email by the close of business on the Wednesday before the Council meeting. They will also be posted on the OLLI website for information to the membership. Notice of the meeting and the agenda will be given in the class announcements, with hard copies posted on selected OLLI bulletin boards. *[Adopted 6/15/15]*

**J. PROCEDURES FOR COUNCIL MEETINGS:**

1. Consent Agenda: Items of routine business of no anticipated controversy will be placed on a consent agenda to be moved as a whole. Any director may ask that items be removed from the Consent Agenda for discussion and action immediately following adoption of the Consent Agenda.
2. Organization of agenda: Presentations and pre-filed action items will be considered first, followed by routine business and updates on items of interest.
3. OLLI Member comments, on action items and non-action items, during Council meetings are limited to three minutes for each speaker. *[Adopted 9/16/13].*

**K. STANDING COMMITTEES AND SUB-COMMITTEES OF COUNCIL**

1. Standing Committees:

- a. Communications and Community Outreach
- b. Curriculum
- c. Development
- d. Landscape
- e. Leadership Development and Recruitment
- f. Medford OLLI
- g. Member Services
- h. Venue and Technology Planning

*[Adopted 6/15/15: Amended 6/9/17, 9/7/18, 4/1/20, 11/17/20]*

2. Sub-committees of the Council:

- a. Finance: Treasurer, chair; President; Chair of Development, a past OLLI president, two or more Council Directors, a former Council member, and the Executive Director of the Outreach and Engagement.



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- b. Personnel: SOU Director of Outreach and Engagement, chair; President or designee; Council member; present or past standing committee chair.
- c. Capital Campaign: Co-Chairs, appointed by the President. *[Amended 11/20/17, 11/17/20]*

**L. STANDING COMMITTEE CHARGES:**

The Council shall approve and review a charge for each standing committee to include its mission, responsibilities, and structure, to be printed in the Red Book. *[Adopted 6/15/15]*

**M. STANDING COMMITTEE AND SUB-COMMITTEE GENERAL RESPONSIBILITIES**

1. To report monthly, at least one week prior to the Council meeting, in writing to the Council via the Council Liaison.
2. To submit an annual plan, including budget requests, using the Template for Annual Plans, to the Finance Committee by the May Council meeting, to be forwarded to Council via the Council Liaison
3. To maintain a notebook relating to the work of the committee sufficient to inform future committees on past activities and procedures. *[Adopted 6/15/15]*

**N. STANDING COMMITTEE AND SUB-COMMITTEE REPORTS:**

To assure that Council is kept apprised of the important work of the standing committees, and that the committee chairs have a clear idea of the expectations of the Council, standing committees shall present a monthly report to Council via the appropriate liaison to include: an update on committee activities regarding each of the responsibilities in the committee's charge, any proposed motions from the committee for Council action, and any requested change(s) in the committees approved annual plan and/or budget request. These reports will be included in the monthly council meeting Agenda. *[Adopted 6/15/15]*

**O. STANDING COMMITTEE RECRUITMENT**

Committee Chairs, with the assistance of the Volunteer Coordinator, should recruit members who have skills or experience appropriate to fulfilling the committee responsibilities. Members interested in serving on an OLLI committee should contact either the Volunteer Coordinator or the chair of the committee directly; the OLLI office can provide the contact information. *[Adopted 6/15/15]*

**P. STANDING COMMITTEE REPORTING OF ANNUAL PLANS:**

To connect the work of each standing committee with the over-all mission and goals of OLLI, and to ensure that OLLI's annual plan includes the work of each standing committee of OLLI volunteers, each standing committee shall submit an annual work plan which will contain committee initiatives, timeline, budget and staff needs for the coming year. *[Adopted 6/15/15]*

**Q. STANDING COMMITTEE CHAIRS TERMS OF OFFICE**

Chairs are appointed by the president and confirmed by the OLLI Council for a term of one year and are eligible for reappointment. *[Adopted 6/15/15]*

**R. TASK FORCES AND SPECIAL COMMITTEES PROCESS**

In order to provide a specific rationale, focus and timeline for special committees and task forces established by Council, any motion establishing a special committee or task force shall include a charge, responsibilities, structure and specific timeline for a reporting back to Council. *[Adopted 6/15/15]*

**S. TASK FORCES AND SPECIAL COMMITTEES REPORTS TO COUNCIL**

Each special committee and/or task force shall present interim reports to Council at the monthly meetings via the appropriate liaison, to include an update on activities regarding each of the responsibilities in the committee/task force's charge, and any proposed motions from the committee/task force for Council action. *[Adopted 6/15/15]*

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**T. COUNCIL ROLES AND RESPONSIBILITIES**

**1. STRATEGIC: Fulfill the mission and achieve strategic goals**

- a. Maintain a strategic planning process, gain membership support, adopt long-term strategic plans and monitor progress.
- b. Collaborate with committees to determine which Strategic Plan initiatives are included in each year's Annual Plan.

**2. OPERATIONAL OVERSIGHT: Guide, control and direct the affairs of OLLI at SOU**

- a. Abide within the bylaws, policy and mission of OLLI at SOU and in accordance with the policies of Southern Oregon University.
- b. Select/support/partner/interact evaluate the Assistant Director.
- c. Appoint/train/mentor/support Committee Chairs.
- d. Develop and approve policies. Ensure processes remain current and properly implemented by Council, Committee, and Staff.
- e. Ensure processes supporting members are effectively served by office staff.
- f. Define and monitor organization performance.

**3. FIDUCIARY: Stewards of assets**

- a. Ensure long-term financial resiliency and develop long-term financial plans.
- b. Adopt an annual "balanced" budget and monitor income and spending.
- c. Engage directly in fundraising efforts.

**4. ACT AS A DELIBERATIVE BODY: One voice to the membership**

- a. Conduct business in a culture of cohesiveness, candor and transparency.
- b. Adhere to the highest ethical standards.
- c. Post and publish on the website, agendas and minutes for all Council meeting.

**5. PARTICIPATION: Active investment of time and talent**

- a. Attend Council meetings and special meetings; be prepared, ask questions, engage.
- b. Act as a liaison to standing committees; serve on ad-hoc committees and task forces.
- c. Engage with members in and outside of class: new member orientation, open house, social mixers, fundraising events, community lectures, town hall meetings, etc. *[Adopted 10/17/16]*

**VII. FINANCIAL MANAGEMENT**

**A. Maintaining a Cash Balance**

OLLI at SOU will maintain a minimum beginning cash balance equal to 35% of the planned operating expenses. In the event of an unexpected expense and/or a decline in member fees or donations during the fiscal year, the beginning cash balance may be used as a source of income. The cash balance may also exceed the 35% target in order to fund future projects and/or to offset a known decline in Osher income in the following year.

**B. Annual Budget Preparation for the Coming Year**

The budget approved by Council for the coming year shall provide for income to be equal to or greater than planned expenditures, including any contribution needed to restore the cash balance to the minimum 35% target. Council shall consider a membership fee increase per By-Laws Article III, Section 2 if necessary to maintain the desired level of course offerings and office operations in accordance with the above guidelines.

**C. Revisions to the Annual Budget during the Fiscal Year**

If any time during a fiscal year, it appears that expenditures will exceed income and the cash balance will fall below the 35% target, the Finance Committee shall recommend to Council a plan to restore the cash balance to 35% in the coming year unless extenuating circumstances require a longer recovery period.

**D. Capital Project Budget Guidelines**

When a capital project is proposed, the Finance Committee shall recommend to Council a plan to fund the project through any combination of current and future year income and/or drawing on the cash balance. Options to increase income may include a membership fee increase per the By-Laws Article III, Section 2, and/or

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securing additional income sources. If the decision is to draw down the cash balance, the Finance Committee shall also recommend to Council a time line for restoring the cash balance to the 35% target. *[Adopted 1/17/17]*

**VIII. COMMUNICATIONS**

**A. MEMBERS WITHOUT EMAIL**

A USPS mailing of the Newsflash to members without email will be done only when classes are not in session, and when OLLI is in session, the first on the list of the week's class announcements will state: "The OLLI Newsflash was emailed on (month/day). A copy is in the classroom OLLI News box." Also, during the week, the Campbell Center courtyard white board will announce the Newsflash email date. *[Adopted 7/18/16]*

**B. ALL-MEMBER EMAIL COMMUNICATIONS:**

OLLI emails sent to all members in the form of the OLLI at SOU Newsflash are issued on an as-needed basis, generally limited to two per month and are to contain no more than four brief articles of time-sensitive, general interest. Ideally, these articles should not exactly duplicate announcements made in OLLI classes, but serve to provide links to additional information or serve as brief reminders.

Additional electronic communication in formats such as single topic emails, surveys, and event invitations that are sent to all members and large subgroups such as new members are to be scheduled so that the total frequency of such emails does not exceed a frequency greater than weekly, with the exception of urgent, extraordinary events such as campus closures.

Email communications to the membership from OLLI's online registration system and other individual member emails from the [olli@sou.edu](mailto:olli@sou.edu) address are exempt from these limits on frequency. However, during registration periods in which the volume of course-related emails is necessarily heavy, all-member emails should be utilized only for time-urgent and essential messages.

Inclusion of announcements of events relating to outside groups in any Constant Contact vehicle are reserved for SOU and for organizations with which OLLI has an official Memorandum of Understanding that includes a clause about reciprocal promotion. When negotiating MOUs involving cross-promotion, the OLLI Communications and Community Outreach Committee shall be consulted to ensure the value and equity of the reciprocal promotional agreement.

Inclusion of non-OLLI messages in the Newsflash is to be prioritized so that they do not conflict with important OLLI messages. This may sometimes mean that we cannot always accommodate such requests. Requests for OLLI publicity from official OLLI partners that cannot be included in the Newsflash in a timely way or from OLLI's community partners with which OLLI does not have an MOU will be forwarded to the administrator of OLLI's Facebook page for consideration for posting. A "community partner" is a non-profit organization that has been invited to participate in the OLLI Open House.

**Other Audiences:** The Constant Contact system is also used for communications to non-member subgroups that have opted in to receiving OLLI emails. These include OLLI instructors, former members, event registrants, as well as the community partners and attendees at the OLLI Open House. Care should be taken to ensure messages are relevant to these subgroups and are not so frequent that the recipients unsubscribe or label the communications as spam.

Recipients of OLLI electronic communications through the Constant Contact system may unsubscribe at any time using the unsubscribe link at the bottom of each email generated by the system.

**Control:** The administrator of the electronic communication system utilized at OLLI will be the judge of the appropriate type, length, and urgency of messages. The administrator will monitor rates of email openings, spam notices and recipient opt-outs and report problems to the Council.

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**Exceptions:** The Chair of the Communications and Community Outreach Committee or in their absence, the Liaison Council Member or OLLI Assistant Director may approve issuance of the Newsflash or all-member emails in other formats that exceed the limits stated above.

**Members without Email:** Hard copies of all communications referenced in this policy will be mailed to members without email. *[Adopted 4/18/16]*

### **C. CLASSROOM ANNOUNCEMENTS**

**Owner:** Communications and Community Outreach Chair or CCO designated person(s).

**Providers:** Council Leadership Team: Council Directors, Committee Chairs, MSC Memorial Committee Lead, Assistant Director.

**Content:**

1. Submissions will include relevant logistics and informational/promotional message.
2. Information that pertains to all functions of interest to members: community lectures, social events, fundraising campaign, catalog and course registration dates and notifications, instructor course proposals, office operations, relevant university educational and cultural events, announcement of the Newsflash mailing, council meetings, memorials.
3. Reference to the "OLLI website" and "the office for additional information" to be at the end of all items and not included with each individual announcement.

**Circulation:**

1. On the OLLI at SOU website
2. Announcement page provided with the roster for each classroom
3. Copies available in the classroom information boxes.

**Timing:**

1. To be submitted to the Assistant Director by noon Thursday *[Adopted 10/17/16]*

### **D.WEBSITE VIDEOS**

A video to be placed on the OLLI at SOU website must be approved by an OLLI committee chair for content, by the chair of the Communications and Community Outreach Committee that it conforms to our communications standards, and by the Assistant Director that it meets SOU policy and technical standards. *[Adopted 1/26/21]*

## **IX. OPERATIONS**

### **A. ACADEMIC SCHEDULE AND FISCAL YEAR**

The OLLI academic and fiscal year extends from July 1 to June 30. OLLI at SOU conforms to the instructional schedule of Southern Oregon University in the matter of holidays and cancelled classes due to inclement weather. *[Adopted 3/10/98; Amended 9/15/08; 6/16/16]*

### **B. CODE OF CONDUCT FOR OLLI MEMBERS AND INSTRUCTORS**

Membership in the OLLI at SOU community entails respect for oneself and for all members of the campus community. OLLI members and instructors agree that every member of the campus community is to be respected as an individual committed to the pursuit of knowledge and self-understanding. To misuse or abuse that mutual respect is to threaten the entire academic enterprise.

The OLLI Code of Conduct derives from the University's Student Code of Conduct. The full University Code of Conduct can be found at: <https://inside.sou.edu/assets/policies/CodeofStudentConduct.pdf>

This OLLI Code of Conduct and all of the SOU's policies are designed to guide members and instructors by providing descriptions of problematic behaviors and the responses that can be expected should they occur.

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Civility is the hallmark of this community. Hostility in any form has no place in open and honest learning. These ideals operate within the sphere of freedom: both freedom of expression and freedom from threats to safety, both physical and emotional.

Becoming a member of, or an instructor at, OLLI implies acceptance of the University's and OLLI's rules and policies, and compliance with them. These rules and policies have been crafted to balance freedom and responsibility, and to provide standards for the orderly operation of this educational community.

The following principles are expected from all OLLI members and instructors:

- Mutual Respect
- Personal and Academic Integrity
- Civil Discourse
- Responsible Decision Making

Common sense rules of Civil Discourse should be observed. These include tolerance and respect for diverse opinions. Instructors should not engage in, nor allow members to engage in, dismissive, hostile or derogatory comments about other viewpoints and speakers.

The following processes should be followed if behavior is exhibited that is disruptive or hostile during an OLLI class.

Individual Class Member Response to Class Member or Instructor Behavior:

- An OLLI member should contact the OLLI Assistant Director if he or she believes a member's or an instructor's behavior is violating the Code of Conduct. The Assistant Director will address the problem and may refer the case to the Council for adjudication.

Instructor Response to Class Member Behavior:

- If an instructor is not comfortable with performing any of the following actions, he/she should contact the Assistant Director for assistance.
- The first time the unacceptable behavior occurs, the instructor privately tells the member that the behavior interfered with others' enjoyment of the class and is not acceptable.
- If the unacceptable behavior occurs again, the instructor respectfully informs the person publicly in class that the behavior is not acceptable and asks the member to refrain from the behavior.
- If the member does not modify his/her behavior during that class or exhibits unacceptable behavior at another class, the instructor contacts OLLI's Assistant Director, who will try to resolve the situation with the member.
- If following the discussion with the Assistant Director, the member decides not to return to class, the Assistant Director informs the instructor that the member has dropped the class.
- If the member wants to continue with the class, the member must agree that the unacceptable behavior will not continue.
- If the behavior continues, the instructor decides whether the member can continue in the class.

The Assistant Director will address any unresolved problem and may refer the case to the Council for adjudication.

*[Adopted on 7/15/2013; Amended on 2/20/17; Amended on 9/24/19]*

**C. DONATIONS TO OUTSIDE GROUPS**

OLLI will make no donations to outside groups except as part of a marketing plan recommended to Council by the Communications and Community Outreach Committee. *[Adopted 3/21/16]*

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**D. EMERGENCY PROCEDURES**

OLLI at SOU has a detailed procedure to follow in case of emergencies. The complete SOU Emergency Procedures document can be found in the OLLI Office. *[Adopted 9/15/08]*

**E. ENDORSEMENTS**

OLLI at SOU will not support, sponsor or endorse any organization, political party, or political candidate. *[Adopted 10/98; Amended 9/15/08]*

**F. INFORMATIONAL POSTINGS**

Information of potential interest to OLLI members may be posted on classroom bulletin boards and/or incorporated into electronic communications (e.g., OLLI at SOU Newsflash) sent to members. Such postings will be limited to official OLLI at SOU business and activity announcements from partnering organizations. Postings of a personal nature (e.g., classified ads, ticket exchange requests) may be made only in the member lounge on a space available basis. Posting of professional service advertisements and political brochures will not be allowed. The OLLI Assistant Director will regularly monitor all postings and remove items which are in violation of this policy or no longer timely. *[Adopted 10/14/97; Amended 9/15/08; 7/20/09]*

**G. INSURANCE**

Each OLLI volunteer must sign a Southern Oregon University form "Conditions of Volunteer Service." This is a one-time only requirement. Signed forms are kept in the OLLI office. *[Adopted 6/10/97; Amended 4/99, 9/15/08, 4/16/18]*

**H. SERVICE AND SUPPORT ANIMALS**

OLLI members may use service animals on its campus and in its classrooms. Pets and support animals will not be allowed in its classrooms. Members with a service animal are responsible for the supervision of that animal, including keeping the animal under control and taking effective action when it is out of control and disposing of its waste. The SOU Policy is available in the OLLI office. *[Adopted 11/10/14]*

**I. COMPLIANCE WITH SOU POLICY ON OUTSIDE SERVICE CONTRACTS**

OLLI complies with SOU policies regarding outside service contracts. Any OLLI member seeking to engage the services of an outside provider must first clear the request with OLLI staff who will work with the member to ensure that the necessary compliance requirements are met so that a contract can be approved by SOU. Contact with staff should be initiated at least 30 days prior to the date on which the requested service/purchase is needed. *[Adopted 3/19/2018]*

**J. FUNDRAISING EVENTS**

Because the Development Committee has responsibility for all fundraising functions for OLLI at SOU, a committee or individual member wishing to propose a fundraising event must contact the chair of the Development Committee. The committee will evaluate the proposed event for the following criteria:

- Adherence to OLLI, SOU Foundation, and SOU policies and procedures.
- Suitability to OLLI at SOU's membership and culture.
- Involvement of paid staff time.
- Involvement of OLLI member volunteers.
- Probable expenses of the event.
- Potential net income to OLLI.

If the committee determines that the proposed event meets the criteria and will be a benefit to OLLI members, they will recommend the event to OLLI Council for approval. No expenditures or commitments are to be made until final Council approval is secured. *[Adopted 11/16/2021]*