

OLLI Registration Information and Reminders

PLEASE READ THIS ENTIRE DOCUMENT

The registration period can often be accompanied by challenges for our members, staff, and office volunteers. We hope that the following information will provide a broader understanding of the registration process and the limitations that exist.

Registration methods:

- **online**
- **by phone**
- **in-person**

All three (3) methods are accessible at the same time and are supported by the same two (2) processing systems:

- LUMENS to capture and keep track of member and course data.
- CardConnect to process credit card charges.

If you register online, you interact with these systems directly. Upon successful completion of the registration and payment processing, LUMENS automatically issues to your account's email address a course confirmation receipt and credit card receipt.

If you register by phone, you speak with an OLLI staff member or office volunteer who completes a hardcopy registration form on your behalf. It is then placed in a "To Be Processed" bin. Designated processing staff take these completed forms from the bin in the order in which they were received. The registration information is entered into LUMENS, and your credit card is charged.

Upon completion of that process, LUMENS automatically issues to your account's email address a course confirmation receipt and credit card receipt. **You may register up to two (2) people at a time, yourself and one other person.** Both people must be eligible to register on the appropriate member date.

If you register in person, either you, a member of OLLI staff, or an office volunteer completes a hardcopy registration form. From there, the process is the same as described above for registration by phone. **You may register up to two (2) people at a time: yourself and one other person.** Both people must be eligible to register on the appropriate member date.

Pros and Cons of Each Method

Register Online:

Pros:

- Convenient – register at home
- Immediate confirmation and receipt

Cons:

- Immediate help not always available
- Potential for system shut down

Register By Phone:

Pros:

- Convenient – register at home
- Access to OLLI personnel for questions

Cons:

- Potential for system shut down
- Heavy phone traffic. Message processing and return call time will vary.
- Receipt of payment and course confirmation are delayed until staff complete your registration.

Register In-Person:

Pros:

- Access to OLLI personnel for questions

Cons:

- Potential for system shut down
- Must travel to OLLI office
- Receipt of payment and course confirmation are delayed until staff complete your registration.

Note: None of the registration methods described above provide any advantage over either of the other methods, and no method guarantees your seat in any class until you receive your receipt via email. If you register in-person, being first in-line for a popular class does not guarantee a seat in the class.

Systems: LUMENS and CardConnect

Neither Ringling College nor OLLI has any control over the timing of system updates implemented by either LUMENS or CardConnect, which can lead to delays in card processing.

As a result— members, the staff, and office volunteers attempting to complete the registration process are sometimes advised that “the system is down.”

If the system is down, it is down for everyone attempting to register. The website will indicate that it is “not accepting payments” or will freeze entirely.

Members registering by phone or in-person can still have a form completed and placed in the “To Be Processed” bin, but it cannot be processed until the system is back online.

In addition to the challenges presented by our support systems, members may get closed out of a course.

The number of seats available in classrooms are determined by

- the instructor as part of the course submission process
- Sarasota County fire regulations that sets occupancy limit for each classroom

Despite our efforts to ensure that applications are processed in the order they are received, when an attempt is made to register the 26th member for a 25-seat class, that member will be closed out.

We understand that the shortcomings of our support systems and seating capacity limitations can be a source of frustration for everyone. However, the OLLI staff and office volunteers will do our best to assist you during registration.

What You Can Do to Prepare for Registration

- Practice logging into your account if you opt to register online, at rcad.augusoft.net.
- Check that your email on file with the OLLI office is correct.
 - Add scs@ringling.edu and olli@ringling.edu to your email address book so it does not get sent to spam.
- Ensure that your bank will not potentially block transactions on the morning of registration (in the event that their own security measures flag the transaction to stop it from going through).
- Ensure your credit card number is correct when reciting to staff members, if you are registering over the phone.
- Ensure you are calling 941-309 – 5111 and not any other number if you opt to register over the phone.
- Write legibly and clearly on your registration form if you hand-deliver it to the office.
- Ensure that you receive both the class confirmation and payment receipt after registering in your email.
- Check your email and phone regularly in the event that you are contacted for critical information (e.g., declined credit card or an expired membership).