

## OLLI – Frequently Asked Questions

### 1. How can I enroll in OLLI?

There are three ways to enroll in OLLI:

- i. **Online** by logging into your web account at [www.ce.uci.edu/olli/](http://www.ce.uci.edu/olli/)
- ii. **By Phone** with a Student Services representative at (949) 824-5414
- iii. **By Mail** with your enrollment form filled out completely, mailed to:  
UC Irvine Division of Continuing Education  
Student Services Office  
P.O. Box 6050  
Irvine, CA 92616

### 2. Where do I go for help if I'm having trouble creating a web account?

Student Services can assist you in creating a web account and answer additional questions you may have. They can be reached at (949) 824-5414 Monday through Friday between 8:00 AM – 5:00 PM.

### 3. Am I required to give my Social Security number when I create an online account?

A Social Security Number and birthdate are necessary in order to create a web account. This information is used to verify an individual's identity and to ensure that duplicate records are not created. If you choose not to provide your SSN, but still wish to create a web account, contact Student Services who will create the web account on your behalf. They can be reached at (949) 824-5414 Monday through Friday between 8:00 AM – 5:00 PM.

### 4. What is included in the membership?

Up to 6 courses at no additional cost and unlimited special events. Six weeks after registration begins, the limit of 6 is lifted, and members can sign up for more courses if space is available.

### 5. I created a web account through the OLLI website. Am I now a member?

No, creating a web account does not automatically sign you up for membership. You'll need to add the membership to your cart and make payment during registration.

### 6. Are there refunds for memberships?

There are no refunds for memberships.

### 7. Are there refunds for special events?

Special event refunds (less a \$10 administration fee) are available under three conditions:

- i. The trip is sold out
- ii. The trip facilitator can find a replacement from the waitlist
- iii. You cancel at least two weeks in advance.

### 8. I only want to attend a special event. Do I have to sign up and become a member?

No, you do not have to pay for membership if you are only attending special events. You are only required to pay the fee for the special event. Non-OLLI members cannot enroll in a special event using the online registration method. If you are not a member, and you want to enroll in a special event, contact Student Services at (949) 824-5414 Monday through Friday between 8:00 AM – 5:00 PM.

**9. I am waitlisted in a course. How will I know if there is space available for me to enroll?**

You will be notified if space becomes available.

**10. Can I sign up and pay for my guest as a member?**

Yes. As long as you can provide us with the basic contact information (Full Name, D.O.B, Mailing Address, Phone Number, Email), we can create a record, register them, and take payment. Contact Student Services at (949) 824-5414 Monday through Friday between 8:00 AM – 5:00 PM.

**11. How can I cancel or drop a course?**

Contact the course or special event facilitator listed in the catalog or on the website.

**12. How can I add additional courses?**

Six weeks after the first day of enrollment, there is no limit to the amount of courses you may add. There are two ways to add more courses: 1. If you enrolled online, you may go back online and add additional courses. 2. If you originally registered by phone or by mail, call Student Services at (949) 824-5414 Monday through Friday between 8:00 AM – 5:00 PM.

**13. I am a course Presenter. Do I have to pay a membership fee and enroll in the course?**

No, presenters are not required to pay for membership or sign up for the course they are presenting.