

OLLI – Registration | Frequently Asked Questions

1. How can I enroll in OLLI?

There are three ways to enroll in OLLI semester terms.

(Exception: Summer Session does not allow mail-in enrollments.)

- i. Online by logging into your web account at www.ce.uci.edu/olli/
- ii. By Phone with a Student Services representative at: (949) 824-5414, Monday through Friday, 9:00 AM – 4:00 PM.
- iii. By Mail with your enrollment form filled out completely, mailed to:
UC Irvine Division of Continuing Education
Student Services Office
510 E. Peltason Dr.
Irvine, CA 92616

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

A web account is needed to enroll online. 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, 9:00 AM – 4:00 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 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, 9:00 AM – 4:00 PM.

4. 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 will need to add the membership to your cart and make payment during registration.

5. Can I log into the OLLI Remote Learning Center using my web account credentials?

No. The web account is only used to pay for a membership in our program and to register for classes.

The OLLI Remote Learning Center (ORLC) is used to view live and pre-recorded class lectures. You must be a paid member of OLLI to access the ORLC and to view the class lectures. You cannot use your web account credentials to log into the OLLI Remote Learning Center. After you become a paid member, you will be given access the OLLI Remote Learning Center at the beginning of each semester. An account is required to use the ORLC. You will need a Membership ID number to get started. To request your Membership ID number, after the semester has started, email us at olli@uci.edu, Monday through Friday, 9 AM – 4 PM. Once you have your Membership ID number, go to <https://olli.ce.uci.edu/> to create an account for the ORLC or follow the instructions from the email you receive.

6. What is included in the membership?

- Unlimited courses led by world class UCI researchers, professors, and community experts.
 - Over 50 inspired courses in the disciplines of Arts & Humanities, STEM (Science, Technology, Engineering, and Math), and Social Sciences!
- Unlimited access to the OLLI Remote Learning Center (ORLC).
 - Over 600 pre-recorded courses!
- Opportunities to attend invite only UC Irvine campus and online events.
- One-Bring-One guest passes to bring a friend to an OLLI class (1x per guest)
- Volunteer opportunities on the OLLI Board of Directors.
- Volunteer opportunities to assist in the classroom and/or create courses with our Core Curriculum Team.
- Opportunities to become an instructor with OLLI at UCI.
- OLLI Extras, including:
 - Bridge
 - Movie Talk
 - Spanish Club
 - Travel Talk
 - Mah Jongg
 - Gastronomer's Group
- Community of like-minded, intellectually curious active adults who value education.
- Special Event and bus trips. Non-OLLI members are welcome to join you as well! Additional fees for events are noted per event in the semester catalogs.

7. Are there refunds for memberships?

There are no refunds for memberships as it is a non-refundable fee.

8. Are there refunds for special events?

- a. Refunds for events and trips (less a \$15 administrative fee) can be made ONLY if:
 - i. The trip is sold out.
 - ii. The facilitator can find a replacement from the waitlist.
 - iii. And, you cancel at least two weeks in advance.
- b. OLLI reserves the right to cancel an event or trip at its discretion and, in that case, those enrolled will receive a full refund. Sorry, there are no refunds for UCI performances.
- c. The price of the Special Events/Trips includes a contribution to OLLI at UCI.
- d. UCI Drama performances and events \$15 or less are not refundable.

9. 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 an OLLI membership if you are only attending special events. Non-Members are welcome to register for special events, although, non-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 Thursday, 9:00 AM – 4:00 PM.

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

You will be notified by email if space becomes available.

11. 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 Thursday, 9:00 AM – 4:00 PM.

12. How can I cancel or drop a course?

Email the OLLI Office at olli@uci.edu or logon to your account on the website.

13. How can I add additional courses?

If you enrolled online, you may go back online and add additional courses. If you originally registered by phone or by mail, call Student Services at: (949) 824-5414 Monday through Thursday, 9:00 AM – 4:00 PM.