



WELCOME TO ENCORE LEARNING!

WHAT YOU NEED TO KNOW TO GET THE MOST OUT OF
YOUR MEMBERSHIP

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**Insider's
Guide!**



Encore
Learning

We are so glad that you are one of our members!

We hope that this guide answers all of your questions about how to get the most out of your Encore Learning membership.

If you have any questions that we didn't address, please let us know.

OVERVIEW

- ▶ The Basics
- ▶ Communication
- ▶ Courses
- ▶ Special Events
- ▶ Clubs
- ▶ Volunteering
- ▶ When May I Bring Friends?
- ▶ How do I . . . ?



THE BASICS

A TRUE NONPROFIT ORGANIZATION



THE BASICS

We're a nonprofit 501(c)(3), with an elected board of directors and part-time staff:

- ▶ [Board of Directors](#)
- ▶ Staff:
 - Lora Pollari-Welbes – Executive Director
 - Patty Rowland – Administrator
 - Kerry Fraatz – Academic Course Coordinator
 - Alissa Locke- Marketing and Communications Specialist
- ▶ Our [Volunteers and Instructors](#) provide countless hours in support of our programs.
- ▶ Our Partners, George Mason University, Arlington Public Schools and Arlington County, donate space.
- ▶ We're able to offer high quality, low cost programming due to the generosity of all involved.

HOW DO WE COMMUNICATE?

Websites:

- ▶ www.encorelearning.net
Your best source for detailed information about our organization, including the latest news and our [public calendar](#) on our website. Bookmark this page!
- ▶ [Member Account Manager](#)
Access all of your specific information here. You'll need your email address (login ID) and password to log in to your account.

Email:

- ▶ info@encorelearning.net is the best way to reach us. We use email to send all our updates to you so notify us if you change your email address! Look for our monthly eNewsletter and other reminders sent via our bulk email provider, Constant Contact. Members also receive automated messages from our registration and membership management system via sendgrid.net.

HOW DO WE COMMUNICATE?

CONTINUED

Social Media:

- ▶ www.Facebook.com/EncoreLearningArlington

Our offices are open limited hours during the week. The best and quickest way to reach us is via email (info@encorelearning.net).

If necessary, you may call and leave a message at 703-228-2144. Office hours are on our [website](#). Summer and holiday hours are on our [public calendar](#) on our website.

COURSES

SPRING SEMESTER – MARCH TO MAY

FALL SEMESTER – OCTOBER TO DECEMBER

Registration:

While registration runs all semester long, many of our popular courses fill within the first few minutes of the very first day of registration. We suggest you register for classes as soon as each semester's registration opens, typically at 10:00 AM.

Waitlist:

There is no charge to be added to a class waitlist. Staff will contact you for payment if space becomes available; only paid students are admitted to the class.

Registration Updates:

Updated information and your course status will be posted to your account in [Member Account Manager](#). Check your email for updates regarding course materials, date changes and more. Don't forget to check your SPAM folder.

WHEN GOING TO AN IN-PERSON CLASS

- ▶ This semester we are planning on having both in-person and virtual class offerings, as health advisory situations dictate. Please check our website for in-person course updates.
- ▶ Check the weather*. Inclement weather [guidelines](#).
- ▶ Arrive on time, check off your attendance on the sheet, and find your preferred seat. Food and drink are allowed in most classrooms.
- ▶ Classroom Etiquette

While in class, please be considerate of your instructors and your fellow members. Like most things in life, the Golden Rule applies. Should you have an issue in class, please contact your Class Aide or our staff.

- ▶ Facilities Etiquette

As our classroom space is donated, all of us need to treat representatives of our host institutions with the Utmost courtesy. You can also *help ensure our future access to free classroom space* by keeping noise levels down in the hallways when entering/exiting class.

WHEN GOING TO A VIRTUAL CLASS

We use the Zoom platform for our online learning.

To successfully participate in an online class, you will need:

- ▶ A working computer (STRONGLY RECOMMENDED), tablet or smartphone.
- ▶ A good internet connection.
- ▶ The Zoom application downloaded to your computer or device.
- ▶ Familiarity with Zoom (see next page).
- ▶ Course registration confirmation(s).
- ▶ Your course-specific Zoom ID and Zoom passcode.

You can play around with Zoom and test the settings on your computer ahead of time by using their test meeting functionality: <https://zoom.us/test>

WHEN GOING TO VIRTUAL CLASS CONTINUED

On the first day of class, 15 minutes prior to the start time go to <https://zoom.us/join> and type in the Meeting or Webinar ID and then the passcode. Grab a cup of coffee and wait for class to begin at the top of the hour. Email info@encorelearning.net if you have any issues – we'll be online and ready to help.

We've created the following resources to help you get started.

[Get Acquainted with Zoom Video Tutorial on YouTube](#)

[Zoom FAQ's and troubleshooting](#)

SPECIAL EVENTS

TOURS, LIBRARY LECTURES AND MORE

Registration:

Look for our emails, typically every other Thursday. Some member tours require registration. QUICKLY login to Member Account Manager and register for the events you wish to attend. Our events fill rapidly, so don't delay.

Waitlist:

If an event fills, we will post a waitlist at noon the next business day. Is it worth it to get on the waitlist? Yes! We frequently have people cancel and then we are able to confirm people off the waitlist. Although there is no charge, you must put a ticket in your cart and complete the checkout process to be placed on the waitlist. Staff will notify you if space becomes available.

SPECIAL EVENTS CONTINUED

Cancellation:

If you need to cancel for any reason, please [email the office](#) so that we may move someone up off the waitlist. It is the most courteous thing you may do as a fellow member.

Event Coordinators:

Volunteers on the Special Events Committee serve as the Encore Learning point of contact for each event. They take attendance at the event, and provide any logistics updates prior to the event to you via email.

CLUBS

Something for everyone

- ▶ Most clubs are meeting virtually, a couple are meeting in-person again.
- ▶ Our clubs are a great way to get to know other members with similar interests outside of the classroom.
- ▶ Clubs are run by volunteer coordinators, who manage an email list of interested members and notify the list of upcoming club activities.
- ▶ To join a club, simply [email the office](#) and we'll pass your information along to the Club Coordinator, who will contact you directly.
- ▶ To form a club, contact the office. All clubs must be approved by the Board of Directors.

CLUBS – WHAT AND WHEN

- [Breakfast Club](#) – weekly, Wednesday mornings
- [Bridge Club](#) – monthly
- [Cinema Club](#) – monthly
- [Current Issues Discussion Group](#) – twice a month (on Wednesday afternoons)
- [International Lunch Club](#) – on hiatus - Coordinator needed
- [Kayak Club](#) – 2nd and 4th Wednesdays of the month from May until late September, weather permitting
- [Mindfulness Club](#) – weekly, Wednesday afternoons
- [Nonfiction Book Club](#) – second Monday of January, March, May, July, September and November
- [Tech Hobbyist](#) – weekly, Monday mornings
- [Travel Club](#) - monthly

VOLUNTEERING

Make friends, learn more about our organization, give back.
Volunteering is the best way to get the most out of your Membership.

Teach a course: Share your expertise with your fellow members.
[Email the office](#) if you are interested in teaching.

Join a Committee: Committees are the lifeblood of our organization. We couldn't function without them.

Academic Programs – Seeks instructors, develops courses.

Class Aides – Recruits and trains class aides.

Information Technology – Researches and advises Encore Learning on technology.

Membership – Plans social functions.

Publications – Writes and edits our course catalog.

Special Events – Identifies exhibits, speakers, tours for one-time events.

Volunteer Coordination – Identifies volunteer needs and placement, distributes catalog.

More information can be found on our [website](#).

VOLUNTEERING CONTINUED

Run a Club... or form a new one

Current clubs managed by volunteer coordinators: Breakfast • Bridge • Current Issues • Cinema • International Lunch • Kayak • Mindfulness • Nonfiction • Tech Hobbyist • Travel

Serve as Class Aide for one or more courses. Just let us know at the time of registration if you are interested, and you'll be contacted by a committee member. There is a training session so you'll know exactly what to do to help keep your class running smoothly.

VOLUNTEERING CONTINUED

Join the Board of Directors:

When you've volunteered for a bit and would like to make a bigger commitment you might want to join the Board of Directors. A Nominating Committee recruits and matches people to positions. In addition to our executive officers, all of the committee chairs or co-chairs serve on the Board.

Miscellaneous:

If you can only help out from time to time, we'll add you to our "general volunteers" list. This could be anything from helping set up an event to distributing catalogs.

Still not sure? Let us know your interests and we'll help you find a good fit.

HOW ELSE CAN I HELP?

Refer your friends!

If you enjoy Encore Learning, recommend us to a friend. You'll be doing both the friend and our organization a favor. We've found that personal recommendations are the best way to attract new members.

Make a Donation to our [Arthur W. Gosling Scholarship](#) or [General Fund](#).

Like and Follow us on Facebook:



WHEN MAY I BRING FRIENDS?

Course Previews:

Every spring and fall before the start of a new semester, we hold a course preview where each instructor may give a brief introduction to their upcoming course. It's a great way to introduce friends to our organization. Please note that course previews are being held virtually until further notice.

Library Lectures:

Each month, we co-sponsor a "Encore Learning Presents" lecture series with Arlington Public Library that is free and open to the public. It's another great way for friends to see Encore Learning in action.

Classroom Visitor Policy:

Prospective members only – someone who has never been an Encore Learning member – may attend a single class after obtaining approval from the office.

HOW DO I . . . ?

- ... change my password?
- ... register for a course?
- ... register for a special event?

ANSWER: Login to your account in Member Account Manager. Use our [FAQ's](#) for step-by-step instructions.

- ... join a club?
- ... withdraw from a course?
- ... transfer from one course to another?
- ... change my email address?

ANSWER: [Email the office](#) and include your full name and phone number with your specific issue. Withdrawals or requests for transfers must be confirmed in writing.



Encore
Learning

THANK YOU!!!

YOUR MEMBERSHIP MAKES EVERYTHING POSSIBLE.