

**ENCORE
LEARNING**

Expand Your World

WELCOME TO ENCORE LEARNING!

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

**Insider's
Guide!**

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 Can I Bring Friends?

How do I . . . ?





THE BASICS

A TRUE NONPROFIT ORGANIZATION

THE BASICS

We're a nonprofit, run by member volunteers and three part-time staff.

Our Partners donate space.

Our Instructors donate their time and expertise.

We're able to offer high quality, low cost programming due to the generosity of everyone involved.



COMMUNICATION

HOW TO REACH US, HOW WE REACH YOU

HOW DO WE COMMUNICATE?



Website – www.encorelearning.net

Everything you need to know, up to date and all in one place.

Member Account Manager – where you access all of *your* specific information. You'll need your email address (login ID) and password.

Our Email – info@encorelearning.net – the best way to reach us and how all of our updates are sent to you. Look for monthly eNewsletters sent via our bulk email provider, Constant Contact.

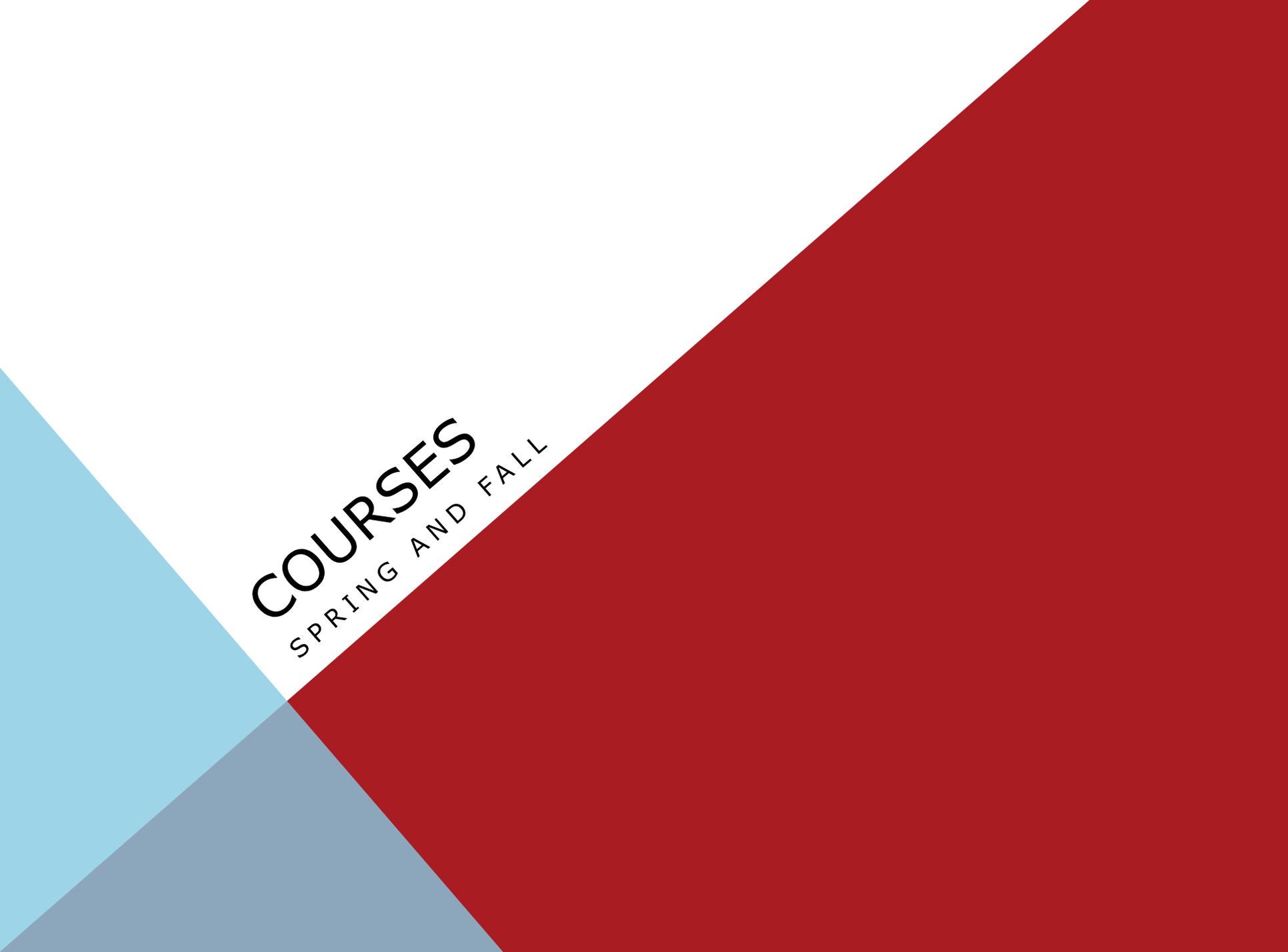
Encore Learning staff:

Marjorie Varner – Executive Director

Molly Geary – Administrator

Beth Dowd – Data and Communications Specialist

Office hours are 10am-2pm M-F during school year. If you need to come by, please call for an appointment. Phone: 703-228-2144.
Summer office hours – check the calendar on the website.



COURSES

SPRING AND FALL

COURSES



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. Our experienced members are at their computers at 10 am *sharp* – the minute registration opens.

Registration Updates - Updated information will be posted to Member Account Manager, which you access through www.EncoreLearning.net QUICK LINKS. Check your email for updates from the office and/or your class aides regarding course materials, room changes, date changes and more. Don't forget to check your SPAM folder.

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 the office.

Facilities Etiquette- As our classroom space is donated, all of us need to treat representatives of our host organizations with the utmost courtesy. You can also help ensure our future access to classroom space by keeping noise levels down in the hallways when entering and exiting class.

SPECIAL EVENTS

TOURS, LIBRARY LECTURES AND MORE

SPECIAL EVENTS



Registration – look for our emails, usually every other Thursday around noon. Then QUICKLY login to [Member Account Manager](#) and register for the events you wish to attend – like our courses, our most popular events fill up quickly.

Waitlist – If an event fills, we will post a waitlist at noon the next business day. It is worth it to get on the waitlist – 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.

Cancellation – If you need to cancel for any reason, please email the office (info@encorelearning.net) so that we may move someone up off the waitlist.

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

CLUBS

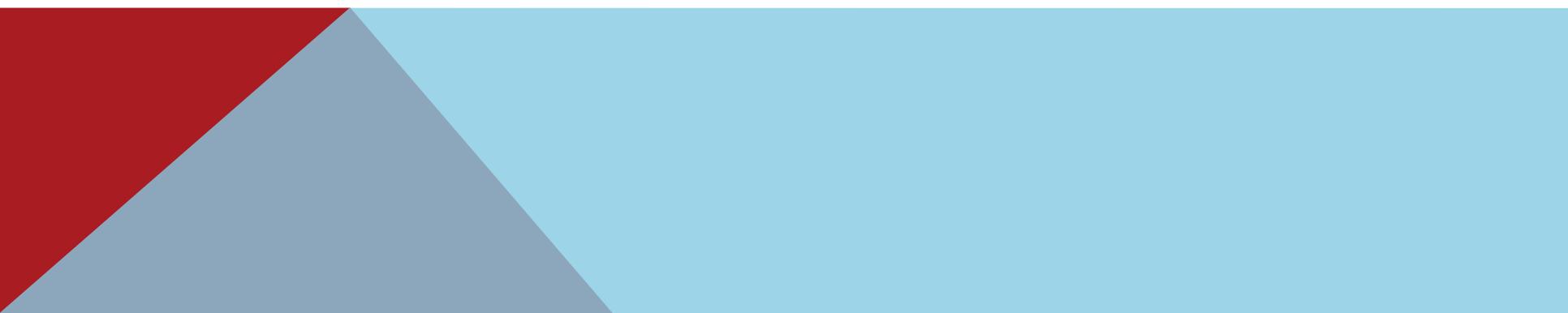
Our clubs are a great way to get to know other members with similar interests outside of the classroom.

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.



CLUBS – WHAT AND WHEN

- Breakfast Club – weekly, Wednesday mornings
 - Bridge Club – monthly
 - Cinema Club – monthly
 - Current Issues Discussion Group – monthly (3rd Wednesday afternoon)
 - Ethnic Lunch Club – monthly
 - 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
 - Travel Club - monthly
- 



VOLUNTEERING

HOW, WHEN AND WHY

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, edits and distributes our course catalog.
- Special Events — Identifies exhibits, speakers, performances for one-time events.
- Volunteer Coordination — Identifies volunteer needs and placement.

More information can be found on our committees page:

<https://encorelearning.net/aboutus/organization/committees/>

VOLUNTEERING CONTINUED



Clubs – Clubs are managed by volunteer coordinators. Breakfast • Bridge • Cinema • Current Issues • Ethnic Lunch • Kayak • Mindfulness • Nonfiction • Travel

Class Aides – Serve as the class liaison between Encore Learning and the instructor. 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.

Join the Board – when you've volunteered for a bit and would like to make a bigger commitment you might want to join the Board of Directors. We have a nominating committee that helps match 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.



WHEN CAN I BRING FRIENDS?

FREE EVENTS, OPEN TO THE PUBLIC

WHEN CAN I BRING FRIENDS?



Course Previews

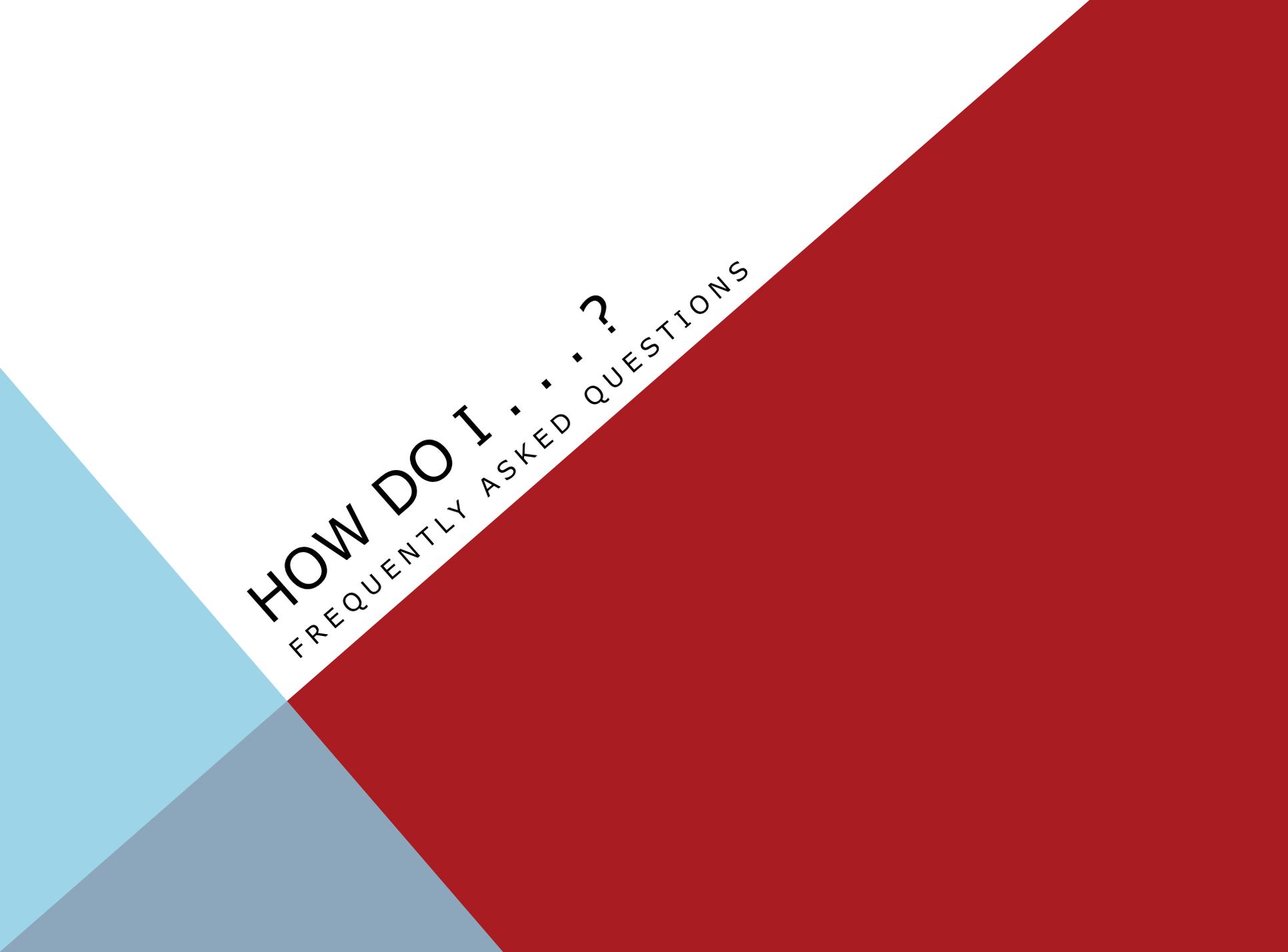
Every spring and fall before the start of a new semester, we hold an open house so that each instructor can give a brief introduction to their upcoming course. It's a great way to introduce friends to our organization.

Library Lectures

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

Visitor Policy

Prospective members only – someone who has never been an Encore Learning member -- can attend a single class with permission from the office. Details on the website.



HOW DO I . . . ?

FREQUENTLY ASKED QUESTIONS

HOW DO I . . . ?



Change my password?

Register for a course?

Register for a special event?

ANSWER: Login to Member Account Manager. Use our QuickStart Guides for step-by-step instructions.

Join a club?

Drop 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.

THANK YOU!!!

YOUR MEMBERSHIP MAKES EVERYTHING POSSIBLE.