

# Frequently Asked Questions

## How do I register for courses?

1. Online: This will give you the fastest real-time access to courses. When you register online, you are immediately assigned to a class roster.
2. In person: You are welcome to come to the CALL office to register on a first-come, first-served basis.
3. By mail: \*\*\* Mail registrations may be subject to delays that affect the availability of courses. Your registration is complete only when you receive written confirmation.

## Where do I log into my account?

The sign-in page is <https://reg121.imperisoft.com/calvin/Search/Registration.aspx>. You may wish to bookmark this page for easy access, or you can always find the link in the right menu on the CALL homepage.

How do I log into my account? In the upper right corner of the page, there is a red box marked Login. Enter your Username and Password and click "enter."

I forgot my Username and/or Password! Click on the red "Login" box and click the link in blue next to "Forgot your username and/or password?" and the link to reset your password will be emailed to you immediately. Clicking the link will take you to a webpage that will show your username and allow you to reset your password. Write down both your username and new password for future reference.

## What if the course I want is full?

CALL courses often generate a great deal of enthusiasm. If you encounter a course that has filled, we strongly encourage you to add your name to the waitlist for that course. If a space becomes available before or shortly after the semester begins, you will be notified by email, and if you still wish to take the course, your registration and payment will be finalized at that time. If you do not receive notification from CALL, then you are not registered for the course. Open spaces in a course will be filled according to the order in which people added themselves to the waitlist. Waitlist information is also used to gauge interest in a course and will endeavor to re-offer a very popular course in a future semester.

## What if I want to pay by check, in cash, or in-person by credit card?

To pay by check, either by mail or in-person, we suggest registering first by phone to secure your seat in the course(s) as there can be a delay with mail delivery.

## What if I need to drop a course?

We want you to be satisfied with your CALL courses. If the course has not yet started, we are able to provide a refund. To receive a refund, you must contact the CALL office

and formally withdraw from the course no later than 4:00 p.m. on Friday prior to the first week in which the course meets. After this time, a student may withdraw from a course, but no refund will be given.

While we are glad to drop you from a course before it begins, please do not intentionally over-subscribe to courses with the expectation that you will drop some of them eventually. This takes available slots that might be filled by people with a strong interest in the course, and we thank you for observing this courtesy to your fellow members. CALL staff reserves the right to limit the number of changes or refunds that may be processed for a single member during the membership year.

### **What is CALL?**

The Calvin Academy for Lifelong Learning (CALL) is a Learning in Retirement Institute. With the cooperation of the [Elderhostel Network](#), Calvin College has established this program for persons of any age who both live within commuting distance of the university and/or participate online. CALL began in October 1996 with a pilot program of nine courses. Each semester the CALL board plans courses for persons who wish to learn from each other and from experts about subjects of intellectual and practical interests.

### **What, exactly, is CALL's purpose?**

Perhaps the best answer is to simply quote from CALL's Constitution:

"The purpose of CALL is twofold: first, to enrich the lifelong spiritual, intellectual, cultural, and social lives of its members, and second, to create an abiding partnership between Calvin University and all persons who wish to share knowledge, talents and experience."

### **Is CALL only classes?**

Not at all! As a CALL member you will be informed about events of all kinds: museums, day trips, international and extended trips, local concerts and events—all offered to members at cost. This material is sent out at regular times to all CALL members.

### **Can I join CALL if I'm not a Calvin alum?**

Yes! CALL welcomes everyone who wants to participate, and the majority of our members are not Calvin Alumni. You need never have attended Calvin or any other university. We invite and welcome you to join us.

## **What will it cost me?**

The annual membership fee is \$40 per member; the course fee schedule is \$30 for each course taken. (There may be additional fees for materials). A discounted 3-year membership is also available for \$105.

## **And the benefits?**

- Once you become a member, you are automatically sent each bi-weekly issue of *CALLNews* by email with details of special events. *CALLNews* will also alert you to the monthly meetings as well as events on Calvin's campus which are open to the public.
- Show your membership identification card at the Calvin University library and you will receive a library card and access to a wealth of materials. The \$10 library fee is waived for CALL member.
- Refreshment time between some of our classes gives you an opportunity to get to know interesting fellow students.
- Each fall and spring there is a new set of courses from which to choose. Your suggestions regarding courses are valued; your willingness to be a class leader is welcomed. The Curriculum committee is eager for your input.
- The Passport to Adventure travelogue series is one of the nation's most successful programs, each year presenting five of the best films available. This program is also open to the public.
- The classrooms and facilities at Calvin are handicapped accessible.
- There is free parking on the Calvin Campus with your CALL parking pass.
- With your CALL membership you can receive benefits from a number of our partners, including MVP, Grand Rapids Broadway, Grand Rapids Opera, Circle Theatre, and Civic Theatre. See our Partnership tab and MVP link for more details.
- Join a CALL [interest group](#) and meet with people who have similar interests such as knitting, biking, birding, memoir writing, or playing in a brass ensemble.

## **What kinds of classes does CALL offer?**

Future classes will result from the subjects suggested by CALL members, as well as the subjects offered by those who volunteer to lead a class.

## **What if I have further questions about CALL?**

Please submit any questions or comments to [call@calvin.edu](mailto:call@calvin.edu) or 616-526-8777.

