

AARP Driver Safety Program

Classroom Course Fee Increase

Frequently Asked Questions (FAQs)

These FAQs provide answers to your general inquiries and topics of current concern regarding the fee increase for the classroom course.

Course Fee Structure

Q: What is the new fee structure for the classroom course and when does it go into effect?

A: Beginning January 1, 2009, the fee for the AARP Driver Safety Program classroom course will be \$12.00 for AARP members and \$14.00 for non-members.

Q: Why did AARP create a differential in the classroom course fee instead of making one fee for everyone?

A: AARP is a membership organization and the price differential for the Driver Safety Program assists in positioning it as a member benefit. DSP first instituted a price differential with the Driver Safety Online Course beginning in 2006. The online course fee structure shows that people will join AARP in order to get the lower rate.

Q: Is there a new fee structure for the online course?

A: The online course fee structure will remain the same - \$15.95 for members and \$19.95 for non-members.

Course Schedule and Preparation

Q: How will DSP Instructors make change for course participants?

A: Instructors will continue to support this part of the registration process as they do now - giving change to participants when needed - just in a different amount.

Q: How will DSP Instructors collect money?

A: Instructors should continue to collect payment for the course at the time of registration or on the first day of the course, unless the course is included in the online registration process. If the course is included in the Online Registration process, the online registration rules apply.

Q: I like to schedule all my classes in advance for the year. What do we do for courses that have been scheduled and announced for January 2009 using the old course fee?

A: If your January 2009 course has been scheduled and money collected, we do not expect you to go back to collect the difference. However, if you are scheduling a course now, make sure the new course fee structure is included in the promotion of the course and applied to the registering participants.

Q: Do we have to go back to course participants who have already paid for a Driver Safety Program course in January 2009 to get the difference in what was paid?

A: No. We do not expect you to go back to collect the difference for course participants who are confirmed and have already paid for a course in January.

Q: What if someone calls to register for my course and is looking at a brochure with the old fees?

A: Carefully explain the new fee structure to all prospective participants. Explain to non-AARP members that prior to registering, or in some cases, between registration and the first day of class they may call 1-888-OUR AARP (1-888-687-2277) or visit www.aarp.org to become a member. If they register on the phone or via the Internet, they will receive their membership number immediately.

Host and Membership Validation

Q: Will the National Office send written notification to all of the sponsor/host locations?

A: No. Instructors must notify all their sponsors/hosts of this change as soon as possible. The National Office does not have access to the contact information for the local sponsors. We are counting on our volunteers - Instructors, Marketing Specialists, etc. - to share information about the new course structure using the program's promotional materials.

Q: How will AARP membership be validated?

A: At the time of registration, you should confirm AARP membership by asking if the participant is an AARP member; noting it on the registration list; confirming the registration fee; and instructing them to bring their card to the first day of the course to show the DSP Instructor and to write their membership number on the completion certificate.

Q: What if the course participant is a member but does not have their AARP membership card?

A: If they do not have their card, ask them to write their membership number on the course completion certificate.

Q. What if they do not know their membership number?

A. The member can call 1-888-OUR-AARP (1-888-687-2277) to obtain their number.

Q: What if the course participant is a member but does not have their card or their AARP membership number with them? Do they have to pay the full price?

A: Members can obtain their membership number by calling 1-888-OUR-AARP (1-888-687-2277). If no membership number is provided the cost is \$14.00.

Q: Can course participants join AARP on the spot to become AARP members?

A: No. Individuals must join prior to submitting payment for a Driver Safety Program course.

Communication and Promotion

Q: Will the State Office be notified about the new classroom course fee structure?

A: Yes. The National Office staff is sharing this same information about the new program enhancements with the State Office staff.

Q: Will AARP be promoting the new course fee structure to sponsors/hosts and the general public?

A: The program's promotional material is being updated to reflect the new course fee. We encourage our program volunteers to use material in stock to promote the course. We are also updating the Driver Safety Program information on AARP.

CTE Completion

Q: How do I reflect the changes in course fees on my Course Tuition and Expense form (CTE)? I still have several old forms.

A: CTE forms are being revised. The revised CTE will be available by December 15, 2008. The revised CTE will accommodate the price differential between AARP members and non-AARP members. After January 1, 2009, the old forms will become obsolete.

Q: I have received my kit for my January 2009 course; do I need a new CTE?

A: Following the CTE revision, a blank copy of the revised CTE will be distributed to all Instructors with January 2009 courses.

Q: What if I have questions or problems in completing my CTE?

A: Contact your District, Zone or State Coordinator.