



## Online Registration for the Classroom Course FAQs

*As of November 17, 2008*

### Online Registration for the Classroom Course - A New Resource

In looking for ways to move the program to the 21<sup>st</sup> century, using technology, we have collaborated with the AARP Web Strategies and IT Departments to create a new online registration component for the classroom course. The new registration option will allow course participants to truly register and pay for the classroom course via the internet on AARP.Org. As you know, the current registration process for the classroom course is handled by volunteers and is a manual process.

The main objective of this new enhancement is to provide users on the AARP.org site with a form to register for a Driver Safety Program classroom instructed course. This form will replace the current manual process of calling an Instructor or sponsor to register for a course. This will assist in creating a more efficient use of the volunteer's time and resources and will help streamline the registration process for classroom courses offered by the program. **The new process will be tested in a few states before being implemented nationwide in 2009.**

We have developed a list of frequently asked questions related to the online registration process for the classroom course, so you can quickly and easily find the information you need. If you do not see the answer you are looking for, simply send us an email to [drive@aarps.org](mailto:drive@aarps.org), and a staff member will respond to you within two business days. Questions and answers in this document will be updated on an as needed basis. Updated versions can be found online at VolunteerNet. Just visit [www.aarpvolunteers.com](http://www.aarpvolunteers.com) and look under the news flash section.

### **Registering Your Course – The Process**

**Q: Why are we attracting seniors to the course via the internet when an overwhelming majority of seniors are not computer literate or do not own a computer?**

A: While our program is designed for the 50+ population, it is open to all licensed drivers. The Driver Safety Program is joining the world by using technology and in the process strengthening an aspect of our program's operation.

**Q: Am I required to have my course listed for online registration?**

A: No. Instructors must select the online process when placing the order for course materials if they wish to have the course as a part of the online process.

**Q: What happens if I elect to have the course listed for online registration?**

A: When the Instructor selects the online option at the time they are placing their order for course materials, they will be asked to give details for the course, including a maximum number of participants for the class due to state regulation or size of the facility. The Order Entry staff will mark the course "online registration" in the system. Courses that are marked "online registration" will appear this way on AARP.org and will allow participants in that course to register via the internet at AARP.org and pay the course fee using a credit card. The Instructor will access AARP.org to obtain and print his/her course registration list.

**Q: What if I do not have a computer and/or access to the internet?**

A: DSP Instructors who do not have a computer or access to the internet can continue to have a phone number listed for the course they are instructing instead of selecting online registration.

**Q: How will the class limit be established? I teach a class in a facility that will only hold 20 people.**

A: When the Instructor selects the online option at the time they are placing their order for course materials, they will be asked to give details for the course, including a maximum number of participants for the class due to state regulation or size of the facility. The online registration process will accept registrations until the maximum number has been reached that the Instructor provided. At that time, online registration will close for that course. Courses that are available for registration will continue to be displayed until they are full and then they will no longer appear as an option.

**Q: Who will be collecting the fees? Will it be done via the online registration?**

A: If you have elected to have your course listed for online registration, the fee will be paid during the online registration process. Participants will use their credit card via the online registration page on the internet.

**Q: How will the name and numbers of participants be given to the Instructor?**

A: Instructors that elect to have their course listed for the online registration process will have access to their course registration list via the internet at AARP.org. The registration list will include the name and contact information for those who have registered and paid for the course. Instructors can access and print the list at any time.

**Q: How many days before the start of the class will the registration list be given to the Instructor?**

A: Instructors can access the internet and print the registration list at any time.

## **Volunteers and Training**

**Q: Does this mean that we will no longer be using the Telephone Coordinators?**

A: Telephone Coordinators will remain an integral part of DSP as their role is needed to support courses nationwide that are not listed for the online registration process. And we have begun to identify ways for the Telephone Coordinators can support aspects of the online registration process.

**Q: Will online registration create extra work for DSP Instructors?**

A: No. For those with a computer and access to the internet, we see this new process as a time saver. By listing the course for online registration, the participants will register and pay for the course via the internet and Instructors will print the course registration list via the internet.

**Q: I conduct "all-day" classes and require participants to bring a box lunch. How will the participants know if they register online?**

A: Instructors who elect to have their course listed in the online registration process will have access to the class registration list and can print t

## **Sponsors/Hosts and Membership Validation**

**Please Note:** In 2009, the Driver Safety Program will move away from using the word "sponsor" when describing venues that provide space for our course. The Driver Safety Program will move to describing these venues as "hosts". DSP material will be updated to reflect the new terminology.

**Q: We have sponsors who collect the money at time of registration. Are they going to be required to check AARP membership cards to know which fee to charge?**

A: Yes. Whoever takes the registration for the course will be responsible for asking if someone is an AARP member and validating it with their AARP membership card or number.

**Q: How will we handle membership validation for those who phone in their reservation and mail in their payment?**

A: The person registering individuals for a DSP course should ask if the participant is an AARP member; note the registration list; confirm the registration fee; and instruct 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 a participant calls the sponsor/host instead of registering online and the class gets overbooked?**

A: When possible, we should allow the participant to remain registered for the course. We realize this is not always possible. In those instances when it is not, the DSP Instructor should work with the participant to register them in another course offered by the Instructor. If there is a significant number that are overbooked, the Instructor should create a new course for that group of individuals.

### **Policies**

**Q: If a participant does NOT attend their scheduled class - sick, forgets, etc – how do they get a refund?**

A: Refunds will be granted to participants who cancel within 24 hours of the start time for the course. If a participant has not cancelled within the timeframe, a refund will not be granted. Cases of extreme circumstances will be handled by National Office staff.

### **Course Close Out**

**Q: How will we report payments for participants in a course that utilized the online registration process?**

A: The Course Tuition & Expense Report form is being updated to note online registration and that participants paid via the internet thus no money with the CTE.

### **Communication and Promotion**

**Q: Will the State Office be notified about the new online registration process for the classroom course?**

A: Yes. The National Office staff sent an announcement about the new program enhancements to State Office staff.

**Q: Will AARP be promoting the new online registration component for the classroom course to sponsors/hosts and the general public?**

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