



Adult Education Seminars Program FAQs

I called right at 10 am when phone registration opened but wasn't able to get through. Why can't I get a hold of anyone on the phone?

Long story short – there are too many people calling and too few of us! We are doing our very best, but our phone line is *always* overwhelmed at the start of registration, and more calls go to voicemail than get through. We are working as hard as we can, but even so, it is possible that you could call multiple times during the day and not get through. We promise that we will return your call within 24 hours, but this is why **we strongly recommend registering online** – it will be a much quicker process and you'll know you have a spot in the class of your choice!

In a previous term, I tried to sign up for a class I was interested in, but it filled up quickly and I wasn't able to get a spot. What can I do to make sure I am able to get in to the seminar of my choice this time?

It is not uncommon for a few classes to fill up in the first day or two of registration. We recommend two things – registering as close to the start of registration as possible, but much more importantly, we recommend **registering online**. We are a very small staff, and it can take up to 24 hours to return a missed call (and most calls go to voicemail at the beginning of registration, despite our best efforts), whereas when you register online, there are no such obstacles and your spot can be reserved immediately!

That said, don't worry about signing up *exactly* at 9 or 10 am. While we can't know exactly what the future holds, thus far we have never had a class sell out in less than a few hours.

I went to the website to register and it says "Online registration is full. Please call (312) 255-3700 to register." What does this mean? Is the class full?

No it is not, never fear! We set our online registration forms to close when there are only a few spots left so that we don't oversell our seminars. If you see this message, it means there *are* spots left (but only one or two), so just give us a call, and we'll be happy to take your registration.

What is the early registration period? According to the dates online, I'm in the early registration period right now, but I don't see a way to get reduced tuition.

Registration typically lasts for five or six weeks, and the first three or four of those are an "early registration" period. This means that for this period of time, you get 10% reduced tuition, but there is nothing you need to do to claim this – all of the prices online are automatically at their reduced level until the end of the early registration period, when they automatically go up to their full amount.

The different "early" and "late" base tuitions are listed for each class in the brochure and online.

Do you offer any discounts?

Yes! We offer a 10% discount for seniors over 65, students (with a valid ID), and library members at the Author level and above. Only one discount can be applied to each registration. We cannot refund this 10% if it is not taken at the time of registration.

**I am going to be out of town before registration opens. Is there any way I can register before it officially opens?**

Unfortunately, no. We apologize, but in order to keep registration fair and accessible for all interested parties, we cannot accept pre-registration. We recommend asking a friend to register on your behalf.

I'm not able to take the class I wanted to this term, either because it sold out, or it didn't fit in my schedule. When will it be offered again?

Each term, we accept a new batch of seminar proposals, and build our schedule from there, so, unfortunately, we have no way of knowing what courses we will offer in future terms.

That said, we generally wait 1-2 years before offering the same course again. On occasion we will make an exception to this rule when a seminar fills up and has a very long wait list, and the instructor is willing to teach it again.

Where will my class be located?

Most of our classes meet in one of our basement classrooms. These spaces are equipped with AV and wifi, and seminar participants can bring their coats and bags, as well as food and drink, with them.

On occasion, one of our seminars will be located in an upstairs classroom, past the security kiosk. Frequently, one or two sessions of a seminar otherwise located in the basement will happen in an upstairs space because we share the basement space with the rest of the library. If your class is going to be upstairs, either for a single session or for the duration of your seminar, you will be informed of this in advance over email.

When a seminar meets upstairs, that means it is past the security kiosk, and as such, you will be asked to check all large handbags, backpacks, briefcases, overcoats, umbrellas, newspapers, cameras, food, and any other items the security officer deems necessary. Lockers are available on the first floor (lockers cost \$0.25; the quarter is returned when the locker is opened). This is a Newberry policy designed to protect our collections from theft and contamination.

This means that you will not be able to bring any bags (larger than the size of a laptop computer), coats, umbrellas, food, or drink (besides a water bottle with a secure, screw-on cap) with you to the classroom. There are water fountains, secure lockers to leave large items in, and clear plastic bags you can use to carry items you want to bring up to the classroom with you.

Are there any pre-requisites for these seminars?

No, there are not! The Adult Education Seminars are open to any and all interested learners.

(On very rare occasion, we do offer a course that builds on previous information or requires prior knowledge. If this is ever the case, it will be so indicated in the course listing.)

Is there homework?

Many classes have reading assignments that the instructor asks their seminar participants to complete each week (if your class has a materials list, this will likely be the case), but there are no writing assignments (unless you are taking a writing workshop!) or other types of homework.