



## **Welcome!**

On behalf of the JMU School of Professional and Continuing Education (SPCE), the JMU Lifelong Learning Institute (JMU LLI), the JMU LLI Staff, and the members of our volunteer Advisory Board:

**We are glad you're here!**

At the JMU Lifelong Learning Institute, we are dedicated to enriching the intellectual and social lives of adult learners by offering stimulating non-credit educational, social, and travel opportunities.

Courses are taught by outstanding university faculty, guest lecturers, community partners, and fellow JMU LLI members. Classes are designed to broaden students' minds through exposure to new topics on history, literature, music and art, gardening, science, societal and global issues, and fitness and mindfulness.

The Institute is a membership-based organization that also provides opportunities for members in social interaction, volunteer engagement, leadership, and travel. Free events are also available and open to the public.

## **About the JMU Lifelong Learning Institute**

### **LLI History**

JMU LLI was founded in 1996 as part of the School of Social Work. Over the years, the JMU LLI grew to become a stand-alone institute as part of the School of Professional and Continuing Education with nearly 700 active members.

### **Staff**

The JMU LLI is currently staffed by two full-time positions and one part-time position:

Director, Katie Overfield-Zook [overfickl@jmu.edu](mailto:overfickl@jmu.edu)

Program Coordinator

Program Support Assistant

You will also often be greeted by Ice House Building Coordinator Wanda Hensley. However, she does not work for LLI. Please direct ANY LLI-specific questions (including but not limited to issues with classroom technology, class registration, class changes, or any LLI social events or trips) to the LLI staff and NOT Wanda.

## **Getting in touch with the JMU LLI Staff**

What do you do if you have a question or an issue? We're happy to help!

During the day, JMU LLI staff are working to ensure our classes and events run smoothly, developing new partnerships, creating more efficient systems, and expanding opportunities for members so that LLI is always improving!

Also, keep in mind that neither LLI nor SPCE has a receptionist available during regular business hours. As such, we are often busy during the day, which includes important meetings and deep-focused work.

Because of this, availability depends on the day and individual schedules. We encourage you to reach out to the JMU LLI staff in the following ways:

### **Email**

If you have a general question or concern, email is the best way to get in touch with LLI staff members. In addition to the email addresses listed above, you can always email [lli@jmu.edu](mailto:lli@jmu.edu) as all staff members have access to this account it is monitored regularly.

Feel free to reach out to multiple team members if you are unsure who is best to help you!

### **Phone**

Keeping in mind that JMU LLI staff will not always be available to answer, phone calls are especially helpful in the case of last-minute questions or for instructors who need immediate assistance.

All JMU LLI staff phone numbers are listed on our website! If we miss your call, please leave a brief detailed message and give us at least one business day to return your call.

### **In-person**

Much like the phone, if you drop by the Ice House, you may be able to connect with someone from the LLI team but we may be in a staff or team meeting, off campus connecting with new and existing partners, out of the office for the day, or working remotely.

We don't want you to make the trip to campus only to come away without your issue being resolved. That's super frustrating for you and for us!

Because of this, we strongly suggest you schedule a meeting either via email or through our scheduling portal so you can ensure that when you come by, the person who can answer your question will be available! \*Please note: LLI staff often work remotely on Fridays.

## **Terms**

JMU LLI follows James Madison University's academic schedule, holding classes in both Fall and Spring Terms. For 2025-2026, LLI will follow the following schedule:

### **Fall Term 2025**

Session A: Aug 18 - Oct 10

Session B: Oct 13 - Dec 12

**Ideal date for Open House: Aug 4th**

**Registration Opens: Aug 7th**

**Spring Term 2026**

Session A: Feb 9 – April 3

Session B: April 6 – May 29

**Online Catalog Launch: Jan 12th**

**Proposed Open House: Jan 15<sup>th</sup> or 16th**

**Modern Campus Training: Jan 19<sup>st</sup>, 20<sup>th</sup> and 21<sup>st</sup>**

**Registration: Jan 26th**

**Instructor Training: Feb 2<sup>nd</sup> and 3<sup>rd</sup>**

**Classes Begin: Feb 9**

Classes are open until filled. To view and register for available classes, please visit our website and click “Membership and Course Registration” on the left.

**Class Locations**

JMU LLI classes are primarily held at the Ice House, located at 127 West Bruce St, Harrisonburg, Virginia. All the classrooms are located on the 1<sup>st</sup> floor and are of varying sizes to accommodate many different classroom models.

JMU LLI is lucky to partner with many local partners to provide additional or alternative space for classes that require a different setup! We regularly host classes at the following locations,

- Bridgewater Retirement Community, 302 N 2nd St, Bridgewater, VA 22812
- Sunnyside Retirement Community, 3935 Sunnyside Dr, Harrisonburg, VA 22801
- Virginia Mennonite Retirement Community, 1491 Virginia Ave, Harrisonburg, VA 22802

Additionally, some classes are held at local small businesses or other community spaces, so be sure to check your registration email closely for where your class will be held!

**Class Lengths**

Class lengths vary depending on the subject covered and the instructor’s availability. Anything that meets for more than one session is considered a “class.” Anything that meets once is considered an “event, workshop, lecture, or presentation.” These can include, but are not exclusive to, sessions in our Noontime Knowledge Series or Wine & Wisdom.

**Class Cost**

JMU LLI Class Cost is broken down in the following model:

1 Session	\$25
2 Sessions	\$30

3 Sessions	\$35
4 Sessions	\$40
5 Sessions	\$45
6 Sessions	\$50

Some classes will also have additional fees associated with them that will cover supplies used during the class.

### **Parking**

As an LLI member, you can get access to the JMU Ice House Lot on West Bruce Street, directly across from the Ice House. However, you will need to register your car with JMU Parking Services. Please refer to our FAQ page or our class catalog for semester-specific instructions.

You may also park in the Water Street Parking or the City Municipal Lot on Liberty St (both 1 block from the Ice House) for free, though those spots are first-come, first-served for many workers and visitors to downtown Harrisonburg and often fill quickly.

### **Handicap Accessibility**

In addition to the spots available in public and JMU lots, there is one handicapped spot directly outside the Ice House. That spot is available to the public and cannot be held or reserved for JMU LLI members.

### **Class Registration**

JMU LLI officially launches our fall and spring semester class line-up at our Open House events. Please plan on attending as they are a great way to learn about what classes are available for that current semester and to visit with fellow LLI members and staff!

Registration will launch a few days following the open house.

You can either register online or in person, though we strongly encourage you to register online as this is the most time-efficient way and will help you get into the classes you're most interested in!

A few additional tips:

- Make sure your membership is renewed, and all your information is up-to-date prior to attempting class registration. This will allow your class registration process to go more smoothly. You can update your membership at any time on our website: [jmu.edu/lli](http://jmu.edu/lli)
- Give careful thought to your selections based on your interests and schedules. As a courtesy to other members, do not overbook or over register! Please remember that your selection may prevent another member from attending.
- Be open to trying new subjects and facilitators. You may be pleasantly surprised!
- At LLI, we encourage our members to be open to new possibilities, expanding our interests and minds.
- Regularly check your email, as weekly emails are sent every Friday with information about openings in classes and various other announcements throughout the year.

### **Filled Classes**

In the case of a filled class, the member may place himself/herself on the waitlist for that class. The Registration Committee will notify the member if an opening occurs.

Payment will be handled at that time. Facilitators have the option to increase the class size or to offer that class in a future semester.

### **Cancellations**

A class, outing or trip may be canceled if it fails to meet a minimum enrollment number. In that case, efforts will be made to notify participants a week before class start date. If a class session needs to be canceled, class members will be notified as soon as possible. If time permits, email notifications will be sent.

## **Payment and Refunds**

### **Payment**

Credit or debit cards are the preferred payment method for both membership and classes. In the case of needing to cancel or withdraw early from a class, you will receive your refund much more quickly when paying via credit or debit card.

If you elect to pay by check, any refunds will be issued in the form of “class credit” for use in a future class.

### **Membership Dues Refunds**

Because full membership includes access to a wide variety of LLI classes and an array of benefits, the membership fee is non-refundable. Membership in LLI is nontransferable to another LLI or another member.

### **Trip or Activity Refunds**

Registration for trips or activities closes 1 week prior to the scheduled trip or activity. After this point, refunds will not be offered.

- If a credit card is used to pay for an outing or trip, a credit to the credit card used will be given in the event of cancellation, closure, or withdrawal if made prior to the deadline date.
- If a check was used to pay for an outing or trip, the full amount of the outing or trip will be credited to the member's account for use when registering for future classes in the event of cancellation, closure, or withdrawal if made prior to the deadline date.

### **Class Cancellation Refunds**

Occasionally, JMU LLI needs to cancel classes due to low enrollment or a change in an instructor's availability. In the event of an LLI class cancellation, LLI staff will automatically begin issuing refunds if the original registration was paid by credit or debit card. This is why a credit or debit card is our preferred payment option.

If a check was used for payment of a canceled class, your account will be credited for a future class.

### **Class Withdrawal Refunds**

If you withdraw from a class before the first session, a full refund will be given. Please consider giving LLI staff at least one week's notice, as this would allow us to offer your spot to anyone currently on the wait list.

If you withdraw from a class once the class has already started, no refund will be issued. Outstanding situations will be considered on a case-by-case basis.

## **Communication**

JMU LLI uses email as its primary avenue for sharing information. Please make sure you are receiving weekly emails from JMU LLI, check your email regularly, and pay close attention to any announcements or special emails that might come through from LLI. This will ensure you know about any changes to your classes and don't miss out on awesome pop-up events, classes, lectures, or trips that might not be in the catalog!

We also use the following to share important LLI communication like upcoming events, open classes, changes to classes, and information about pop-up events not in the catalog:

- Quarterly Director Report (emailed and posted on our website)
- In-class Announcements
- Facebook Posts and Events (please give us a follow at @ <https://www.facebook.com/jmulifelonglearning>)

## **Benefits of Membership**

### **General**

As a member of LLI, you receive many benefits and privileges:

- Opportunity to experience the joy of learning without grades, tests, or papers to write
- Stimulating classes
- Engaging facilitators
- Enrichment through class-related outings and trips
- New friendships
- Regular social events and an annual Membership Dinner
- LLI Newsletters that include additional offerings in our community that may be of interest to our members

### **Additional Perks**

JMU LLI Members also receive the following perks!

- 10% Discount at the JMU Bookstore (In-store purchases only, exclusions: computers, computer peripherals, gift cards, regalia, diploma frames, and course materials.)
- Discounted Membership to the JMU Arboretum (Arboretum includes many wonderful perks, including 10% discount on all plant sales, access to the lending library, and more!)
- Downtown parking in the Ice House parking lot on evenings, weekends, and during busy times (car must be registered each semester; limit 1 car per member)

## **Volunteer Opportunities**

Without our volunteers, LLI would not exist. There are many volunteer opportunities within our organization, and we encourage you to consider those that match your interests, time, and talent.

- Advisory Board – The eyes and ears of the LLI Membership, they meet quarterly to provide feedback to and get insight from the JMU LLI Director.

- Curriculum Committee – Help recruit instructors and ideate new class opportunities with the LLI director. Heavy lift for this committee is early-mid fall and early-mid winter.
- Lecture and Edventures Committee – Help recruit presenters for our Noontime Knowledge, Wine & Wisdom, Bus trips, and other 1-time events with the LLI director. Heavy lifting for this committee is in early-mid fall and early-mid winter.
- Hospitality Committee – Help our social events grow and serve more of our members, as well as help plan our annual membership dinner along with LLI staff.
- Travel Committee – Ensure our overseas trips are memorable and successful through careful planning, recruitment, and ideation.
- Instructor Support – Be a resource for supporting LLI’s instructors via twice yearly Instructor Training sessions. Some experience instructing classes with LLI is helpful.

## **Additional Considerations**

JMU LLI members are required to adhere to the following Code of Conduct.

### **Membership Agreement**

All JMU LLI members are expected to behave in a manner conducive to a successful and enjoyable learning experience. Sometimes, relatively harmless things can disrupt the study group dynamic; for example, some members unintentionally dominate discussions. Members must think about their role in class as individuals but also as part of the group experience. Some disruptions are of a more serious nature and cannot be tolerated. These policies extend to student interaction with fellow members, instructors, and JMU staff.

As members of the James Madison University community, LLI members are expected to behave with each other with civility, kindness, and respect, recognizing that disagreement and informed debate are valued in an academic community. Demeaning, disrespectful, offensive, intimidating, threatening, violent, or otherwise hurtful or unsafe behaviors will not be tolerated. Such behavior could result in dismissal from the program at the sole discretion of the LLI Director or SPCE Leadership.

### **Class Evaluations and LLI Feedback Surveys**

While some of our JMU LLI instructors are current JMU faculty members, most are fellow LLI members who have varying degrees of experience teaching and presenting to others.

Class evaluations are a wonderful opportunity to help fellow members improve their class for future iterations, to encourage them, and to show appreciation. Always assume positive intent for instructors who have taken the time to put a class together. We are all a part of this community and thoughtful evaluations help improve the future of JMU LLI, not only for the instructors but for the staff as well.

JMU LLI will conduct an annual Feedback survey over the summer each year. This survey is critical to our continued improvement. If we don’t know what you’re upset about, curious about, excited about, or want to help with, we have no idea how to fix it.

We appreciate you filling out the survey when it is sent!

### **General Operations**

We value you as members and wish to share a few ways you can help our growing organization operate more smoothly:

- When registering for various LLI offerings, consider the type and number of classes that work in your schedule. Remember that over-booking may take the seat of another interested member.
- As soon as you receive online registration confirmation, mark your calendars with the appropriate dates and times.
- While we strive to avoid this, there are occasional inconsistencies between what is printed in the catalog and what is listed on the website for class times, start dates etc. When in doubt ALWAYS defer to what is on our website as once the catalog is printed, we cannot update anything there. If you have additional questions, please reach out by email or phone for clarification.
- It is thoughtful to contact the class instructor if you know ahead of time that you will miss an individual session.
- Allow enough time to get to your class as arriving late is disruptive. We understand there are times when this is unavoidable.
- Remember to bring and wear your LLI Membership badge when coming to class and looking to take advantage of perks.
- If you lose your name badge, you will be given one free replacement. After that, a replacement badge will be \$5.