

OLLI OMETs Survey Q&A

Q1: How long do I have to complete the survey?

A1: The surveys will be sent out around the ending date of most courses. Sometimes it takes a few days for all of the emails to be distributed to all members. The surveys are usually open for a little more than two weeks. To ensure they are submitted on time, please complete them when your course ends.

Q2: One of my courses hasn't ended yet, why did I get a survey for it?

A2: The OMETs surveys are all sent out at the same time. If a course is ending a bit later than the majority of the other OLLI Courses, you may have one or two classes left when the survey for that course arrives. Feel free to wait until the course is over to complete the survey.

Q3: Why did I get a survey for a course that I dropped? / Why didn't I get a survey for a course that I added?

A3: The rosters and reports for the OMET are compiled approximately two weeks before the end of the semester. If you dropped a course after then, you will get a survey for that course even though you dropped. Likewise, if you added a course after that date, you will not receive a survey. Additionally, if you are auditing a course, you will NOT receive an OMET survey for that course.

Q4: I didn't drop or add a course too late, and I didn't receive its survey, why?

A4: The most likely reason your surveys did not reach your inbox is that your email provider flagged it as spam and redirected it. Please check your spam, trash, deleted, recently deleted, promotions, etc. folders **BEFORE** contacting the OLLI Office.

Q5: I found that I could submit questions and requests to the OMET, why are they not answering me?

A5: The OMET is not connected to OLLI's registration system. They simply compile and distribute the surveys based off the reports OLLI sends them, so all questions they receive are forwarded to the OLLI Office anyway. Please, direct your questions and comments to the OLLI Office, and understand that contacting the OMET directly is not the solution to any problems that might occur; often, OMET and OLLI Administration have to troubleshoot together to find a solution.

Q6: OOPS! I thought I was filling out a survey for one class, but after I submitted, I realized that it was for a different class! Can I get it back to refill it correctly?

A6: Unfortunately, no. The surveys are anonymous, so once they are submitted, the algorithm averages all the responses and sends a report to OLLI when the survey closes, so, individual responses are not able to be discerned from the data. Because of this, please take care when completing the OMETs surveys, and double check for which course you are responding.