



## OCTOBER 2020

### Statewide OLLI Forum

#### "Navigating through the COVID-19 Crisis"

On September 25, Special Events Fridays featured the Statewide OLLI Forum hosted by the Council Chairs and UD OLLI Online Virtual Learning Committee. Neil Cullen, Council Chair of OLLI-W, moderated the forum.

Special guest was Louis Rossi, dean of the Graduate College. Dean Rossi began by saluting the resilience of the OLLI program in the face of the COVID-19 pandemic. The mission of the year-old Graduate College is to achieve excellence in graduate education, graduate research, scholarship and creative expression. UD has its origins as an undergraduate focused institution, but the graduate programs have been growing over time. Our vision is to make UD a welcoming place for graduate students and a place for innovation. During the pandemic, OLLI is participating in this innovation so "it's not just teaching and learning, it's teaching and learning in new ways."

A Graduate College goal is "delivering online courses and programs and extending educational opportunities to nontraditional learners. So you [OLLI] are a key part of our vision." We can help adult learners learn from where they are,

Dean Rossi noted that students moved into a vast array of careers after receiving their degrees. He looks at OLLI members as a source of untapped talent whose life experience and communication skills can help graduate students in their professional development.



Connie Benko, Chair of OLLI-Sussex, spoke about OLLI governance and the task of transitioning from three strong, vibrant programs with different schedules, different

instructors, different formats, different fee structures, different staffs and different buildings to a unified Delaware program that merged the Wilmington, Sussex, and Kent county programs.

However, "we shared the name, we shared George Irvine as our liaison. We shared the benefits of UD and the desire to move ahead."

Not content with the COVID-19 isolation, we needed a new idea. This was the immensely successful four-week summer program. The attractive fee schedule and over 40 classes attracted over 700 members. This encouraged work on the fall session. Connie credited the staff and the Online Virtual Learning Team that made instructors and members more comfortable with Zoom. The OLLI Updates kept everyone up to date.

Connie concluded that "we are three strong OLLI programs, each focuses on our strengths and our individualities. We all want to resume our classes in person, resume our social activities and involvement. And hopefully we will do this. But we have learned a lot. We have become very resourceful, primarily because we had to. COVID-19 stepped in our way and made us learn."

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Lew Martin, Chair, Virtual Learning and Socializing Committee, began to take us “for a walk, a little walk down memory lane. This walk is intended to give you a feel for what it took to get to where we are.” Details of this walk are given in a separate article below.

Paul Collins, Virtual Learning and Socialization Committee, volunteered to head the technical team. A questionnaire was sent to those who expressed an interest in teaching. From the responses, the team isolated the issues they would have with Zoom.

They developed a training curriculum for OLLI members, added 17 members to the training group and received the help of four UD undergraduates.

They started with 15 sessions per week focused on PC and Mac. The next most popular was iPad, a good way to join a session and have portability. By the first week in September, they had conducted 90 training sessions with over 700 participants. In parallel with member training, a staff group headed by Program Coordinators Sally Cole and Andrea Majewski was working on training for instructors.

The orientation week, just before the start of classes, worked out well. It allowed all participants to try to log in and join the classes, but also highlighted those who still had technical issues that staff could address. Because of this success, a

second orientation week is being offered at the beginning of the upcoming five-week session. Ongoing skill training is available to members and instructors.

The participation speaks well to members’ commitment to OLLI and our ability to move from a face-to-face classroom to a virtual learning environment in such a short time.

Denise Kaercher, Council member at OLLI-Kent, filled in for Council Chair Rosemary Engle to speak about the social interaction subcommittee of the Virtual Learning Committee. Many friends who have been members of OLLI for years felt social interaction was as important or more important to them than the learning aspect of OLLI.

The subcommittee started some very successful social interaction offerings in the summer. These have expanded in the fall and include happy hours, games and themes such as vacations and life influences life. The 15 minute period before each class provides another opportunity to socialize.

The subcommittee hopes to offer social activities that include former OLLI members who, for whatever reason, hesitated to enroll this semester and can be offered quick Zoom training to get them comfortable enough to say, “I’m gonna try this because I really want to take this course.”

## **The Journey to Zooming at OLLI Statewide**

### **Lew Martin – Virtual Learning & Socialization Committee Chair**

On May 1, OLLI Council recommended the formation of a Virtual Learning Committee Task Force to explore virtual learning opportunities and resources for the summer, fall and possibly future school terms. Lew Martin and Danny DeMarinis were solicited to be Chair and Co-chair, respectively, of the committee. The original committee had nine members from OLLI Wilmington but quickly grew to 22 members with the addition of members from OLLI Sussex and Kent.

#### **Our Goals**

- Explore ways of enhancing distance learning and socialization using internet devices both inside and outside the facilities at Arshat Hall, Dover, and Lewes OLLI Centers.
- Increase the online environment for students, instructors, and staff as much as possible.
- Take distance learning and socializing at OLLI to a whole new level, while being effective, efficient, easy to use and cost effective.

*(Continued on page 3)*

*(Journey to Zooming continued from page 2)*

### **Our top 3 initiatives**

- Help our instructors move to a virtual teaching environment?
- Help our members move to a virtual learning environment?
- Ensure technical support for our members?

### **How do we help our instructors move to a virtual teaching environment?**

A Voice of the Customer survey questionnaire was sent to potential instructors to determine their position on teaching virtually. This questionnaire, developed by a newly-formed subcommittee, was a crucial step. We needed to know which instructors scheduled to teach this fall would be willing to do so virtually.

Their positive responses gave the entire team (OLLI Staff and our Committee) a target of 150 to 170 instructors who were still planning to teach. The final number this fall was more than 200 — fantastic!

- The 207 responses to the questionnaire helped us isolate important issues, such as hardware, bandwidth, and technical training. We used this data to assess what kind of training and ongoing support individual instructors would require.
- Once the survey was done, we quickly changed focus to training. Program Coordinators Sally Cole and Andrea Majewski led a team that launched an aggressive six-week training program at the end of July. Once the survey was done, we quickly changed our focus to training and Sally and Andrea led a team that launched an aggressive six-week training program at the end of July. It covered basic through advanced features of Zoom, as well as individual guidance, peer mentoring and practical applications.
- The team ran 99 classes for 230 instructors, a total of 130 hours. This training for instructors meant that they could not only set up a Zoom session, but conduct a class virtually.

### **How do we help our members move to a virtual learning environment?**

As we did with instructors, we also sent a questionnaire to members, who were understandably apprehensive about using Zoom. Our goal, again, was to provide the basic training they would need to join and participate in a Zoom session.

- Based on their replies, we formed an OLLI member training committee, lead by Paul Collins, to develop training criteria, a schedule, and instructors.
- Our first task was to develop an outline for training in Zoom best practices. So we recruited a group of volunteers to train members; most of these volunteers are currently teaching or co-hosting classes.
- Details are given in Paul's report at the OLLI Forum.

### **How do we ensure technical support for our members?**

Our members use a wide variety of different devices to access Zoom. So technical support for all of these was another challenge. But once again, OLLI staff and our team consolidated our resources to assist members with training and support for accessing Zoom.

## How Members Renew OLLI-W

Neil Cullen, Chair, OLLI-W Council

The beginning of a new term offers us an opportunity to reflect upon how we as members support OLLI-W. Without volunteer support and member financial contributions, we could not sustain our program through the disruptive impact of COVID-19.

Consider the dramatic financial effect of the virus. Member fee refunds stemming from the premature end of Spring Term last March reduced operating income by \$278,000. Had 400 members not generously donated their fees to OLLI-W, this figure would have ballooned by another \$70,000. Two other factors also helped balance last year's budget. UD did not charge us for Arsht Hall facilities costs for the last three months of the fiscal year, lowering our anticipated operating expenses by \$172,000. And fortunately, we had sufficient endowment income and gift-income reserves to cover the remaining \$106,000 revenue shortfall.

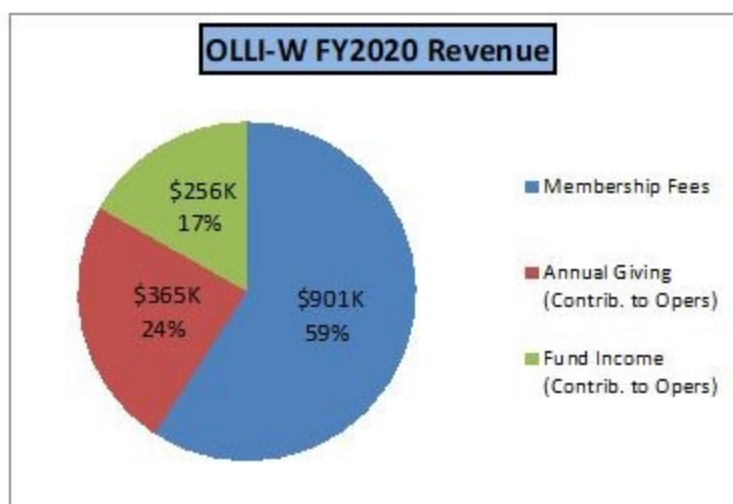
Notice our sources of revenue in the pie chart. Member fees covered only 59% of our operating expenses last year. Gift income and reserves covered 24%, and endowment income covered 17%. Endowment income alone covered \$256,000. For example, the Spivey endowment, with a current

market value of \$1.23 million, contributed \$51,000 in income. Our endowment funds and annual donations have helped us absorb the blow of COVID-19, continue to employ our essential staff members and keep member fees relatively low.

Our strong financial base, our volunteers and our staff members have enabled OLLI-W to transition successfully from Arsht Hall classrooms to a statewide virtual program, Fall 2020 UD OLLI Online, with over 220 courses and 1,800 members enrolled. We can also plan to mount a similar virtual program in the Spring of 2021 and look forward confidently to a time when we can resume teaching and learning in Arsht Hall.

As we approach the end of 2020, please remember the generosity of prior members and consider donating to OLLI-W via University of Delaware. All gifts so designated, whether current gifts or deferred for the Legacy Society, remain with OLLI-W to help sustain this extraordinary institution, no matter how hard the times.

You will soon receive our annual Fall appeal to support OLLI-W. Please give as generously as you can.







## Osher Lifelong Learning Legacy Society

**The Osher Lifelong Learning Legacy Society** at the University of Delaware recognizes Osher Lifelong Learning Institute (OLLI) members who include OLLI in their estate plans, helping preserve lifelong-learning opportunities for future generations. What a privilege to pass on this treasure!

This fall we will proudly celebrate 40 years of OLLI-Wilmington. As part of the festivities, we encourage you to join the OLLI Legacy Society. By becoming a member, you can bring our total to at least 40 members, all committed to sustaining OLLI for the next 40 years and beyond. Gifts of all sizes honor the instructors and students who have shaped and helped finance the institution enjoyed today.

The many deferred-giving options to qualify for the Society include:

- bequest intentions
- retirement plan beneficiary designations
- charitable gift annuities
- gifts of personal property and more

"We cherish OLLI for its buzz of intellectual stimulation and the friends we have made. Our bequest intention enables us to help fund these opportunities for future generations. Please make a deferred gift and join us as members of the OLLI Legacy Society."

- Betsey and Neil Cullen



PHOTO CREDIT: LANE McLAUGHLIN

## Volunteer Spotlight

Jean Youkers, VDE (Volunteer Development and Engagement)

### Lew Martin

For those of us benefiting from OLLI-W classes on Zoom, Lew Martin is a hero. Heading up the Virtual Learning & Socialization Committee that launched the statewide program and trained instructors and students, Lew began work on the process back in March when the pandemic derailed all onsite classes at Arsht Hall. A self-described energy guy, Lew has volunteered at OLLI-W since 2017 when he became an instructor of Microsoft Desktop Publishing. He is now a Council member, assistant instructor for two history courses and serves on the Finance Committee, Technology Committee and PC Users Group. Lew also finds time to take five classes.

Lew is a Delaware native who earned his B.S.M.E at the University of Delaware and spent 40 years as a DuPont engineer. While working at DuPont he traveled all over the world. He coached soccer for 35 years at Kirkwood Soccer Club and at several local high schools. Other interests include tennis, which he plays several times a week, travel, and computers. He and his wife Carolyn have two children and two grandchildren.

Lew sees volunteering at OLLI-W as “an opportunity to become engaged and help OLLI-W grow.” He likes talking to people and hearing about their lives. As a teacher and student, he says, “I learn from them and they learn from me. The people at OLLI-W are so nice and willing to share and engage, which is important in this day and time.” Lew’s engagement and sharing of his expertise and commitment make an invaluable contribution to the program.



### Anita Sterling

“OLLI-W is an amazing place,” says Anita Sterling, who has been a volunteer in numerous roles since 2012. She learned about OLLI-W from the many people she knew who participated and couldn’t wait to join once she

retired. After taking her first computer class, she was asked to be a co-instructor and has continued in that department since. From there, her participation “snowballed.” She is a member of the Curriculum Committee and co-chairs the Distance Viewing Committee. She previously served on Council, the By-laws Revision Committee, Nominating Committee, and Instructor Manual Committee. Anita developed an AV manual for instructors with assistance from OLLI-W IT staff, chaired the New Member Relations Committee and assists with mobile devices registration.

Originally from West Chester, PA, Anita moved to Delaware 37 years ago. She earned a B.S. in M.I.S. at Widener University, and a post graduate certificate in English, the Business and Technical Writing Program, at University of Delaware. She was employed as an IT administrator and HR director before retiring. She and her husband, Jim, have two children and two grandchildren. Anita has served on local boards and committees, including the New Castle County Library Advisory Board currently.

Anita’s volunteer work at OLLI-W provides “an opportunity to use knowledge from my working background.” She likes academia and enjoys the people.

“Everybody is so talented. And when you ask someone to do something, they say yes!”

She appreciates the OLLI-W staff, “who work hard, and are so responsive and supportive.”

Anita’s many contributions and enthusiasm are assets to OLLI-W. She is amazing, too.

## The most effective ways to curb climate change

Submitted by Judy Winter, Ecology Action Team

OLLI folks, I think the QUIZ by Project Drawdown is a well thought out tool to examine our conceptions about ways to curb climate change. Spoiler alert: The answer is below.

### Rank Project Drawdown's top five solutions

Install onshore wind turbines  
Eat more plants and less meat  
Restore our tropical forests.  
Manage refrigeration chemicals  
Cutdown on food waste

This quiz shows us that there are things we can do, like cut down on food waste, and encourage others to do the same. We don't have to install wind turbines or restore the tropical forests; we can address these issues personally and in the communities we populate. I can check my refrigerants and get my church, school, library to do the same. If we managed just these things that are in our wheelhouse in the first state, how many "cars" would that be?

If you are like me, then you too may need something that is in your grasp, especially when each day brings so much worry. If you haven't taken the QUIZ, do.

Dig deeper. Know that we have it in our power to make the changes our world desperately needs.

Click [here](#) to access the full quiz



### Answer

1. **Manage refrigeration chemicals.** This would be similar to taking 650 million cars off the road
  2. **Install onshore wind turbines.** This would be similar to taking 613 million cars off the road
  3. **Cutdown on food waste.** This would be similar to taking 511 million cars off the road
  4. **Eat more plants and less meat.** This would be similar to taking 479 million cars off the road
  5. **Restore our tropical forests.** This would be similar to taking 650 million cars off the road
- Trapping the greenhouse gases used in refrigerators and A/C units would do more to prevent global warming than any other action.

## Want the latest scoop on tax and estate planning?

Join us **Friday, November 13 at 2 p.m.** for an informative discussion about:

- Being tax-wise in 2020: what you need to know
- Changes to IRA required minimum distributions (RMDs)
- Annual estate planning tune-up
- Tax incentives for charitable giving

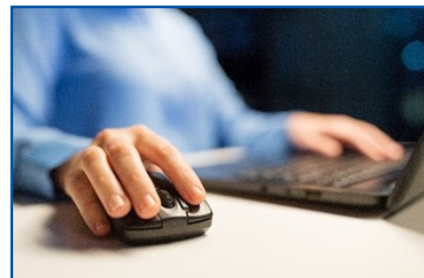
### Speakers include:

Ginger Ward -- Senior Vice President, Wealth Advisor and Portfolio Manager, UBS Financial Services, Inc.

Valerie Middlebrooks, CPA -- Director at Belfint, Lyons & Shuman, P.A.

Nathana Jackson -- Director of Gift Planning, University of Delaware.

Registration is not required but is appreciated. Please [click here](#) to add your name to the list and to ask specific tax and estate questions to be shared with the speakers.



## Special Events on Fridays

October 16, 12:30 p.m. **Stealing Wyeth**, Bruce Mowday

October 23, 9:30–1 p.m. **Self Compassion for All of Us Workshop**, Joseph Anastasio

October 23, 12:30 p.m. **Election Forum**

October 30 12:30 p.m. **Opera in the Time of COVID-19**, Opera Delaware

October 30. 3:30–5 p.m. **Make Retirement . . . Work!** Andy Gogates

November 6, 13, 20, 12:30 p.m. **Leadership: An historian's perspective**, Ray Callahan

November 20, 2–3:30 p.m. **Medical Ethics in End-of-Life Decisions**, Michael Salvatore

**Look for links to these member-only events in the Statewide OLLI Updates.**

### OLLI Monthly News in Wilmington

<http://www.lli.udel.edu/wilmington/newsletter/>

**Osher Lifelong Learning Institute**  
at the University of Delaware in Wilmington  
2700 Pennsylvania Avenue, Wilmington, DE 19806  
(302) 573-4417

**Editor** Robert Ehrlich,

**Associate Editors** Mary Pat Elmlinger, Rebecca Worley

**Associates** Lenore Forman, Cree Hovsepian,  
Joel Roisman, Margaret Wang,

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Submit articles to [rehlich@udel.edu](mailto:rehlich@udel.edu).

### UD OLLI Online Calendar 2020

**October 20** .....Start of second five-week classes

**November 3** ..... Election Day, No classes

**November 24** .....Last day of fall semester

### 2021

**February 15–19**. Orientation week, spring semester

**February 22** ..... Start of classes, spring semester

**April 5** ..... Start of Session B, 5-week classes

**May 7** .....End of spring semester