

*Tell me and I forget. Teach me and I remember. Involve me and I learn.*

*~ Ben Franklin*

---

A primary goal of our guild is to provide shared learning experiences to fiber artists at every level. In pursuit of this goal our robust Education program supports study groups and offers three programs - Workshops, Classes and illoominations - that span a broad range of fiber related activities. Learning in community is so important to us that we did not let the closure of TFAC bring our program to a halt. Instead, we offered classes, workshops and illoominations via Zoom and many of our study groups continued to stay connected virtually. While a description of our offerings is on our web page, there is a lot that happens behind the scenes and so we thought it a good time to share some of that work, review our policies and introduce a couple of changes to our cancellation policies.

#### *Who is behind the curtain?*

The education program is executed by a Committee of members. There are coordinators for each of our programs, a registrar, members at large and a chair that brings it all together. The coordinators solicit instructors for each program, works out all the details with regard to content, pre-requisites, equipment needs, and classroom set up, making sure that instructor and participant needs are met. The registrar is responsible for getting individuals registered for each program, solicits payments, manages cancellations and waiting lists. Other members at large manage equipment needs, study groups, and provide both tactical and policy support. Keeping our learning space well organized and set up for each class is no small task and everyone helps as they are able. Our treasurer and communications crew are also a critical part of the team making sure that our program and payment processes run smoothly. And last but certainly not least, our chair makes sure that all pieces and people work together to provide a well-balanced program throughout the year - there are a lot of balls in the air at any one time.

#### *New in 2020 - Course evaluations*

This past year we introduced a program evaluation process. Now, after each program, participants will receive a brief and anonymous survey to give us feedback on the class, the instructors, the registration experience and facilities. This will give us useful feedback so that we can fine tune our offerings and make adjustments that improve the learning experience. Within days of completing your program, you will receive an invitation to the survey, and we hope you take the 5 minutes required to respond. It will help us make our education program even better and we can assure you that your response is anonymous.

#### *Recapping the Registration Process*

When you make a registration request via the TWG Website, you are soon contacted by the registrar who will let you know if there is still room in the class and if so, provide a link to make payment. Illoominations are free to members but all of our classes and workshops have participant fees. All three programs may have a materials fee as well. Your registration for a class or workshop is not complete until payment is finalized, and it is required to be made in 7 days. The fees we collect are used to pay instructors and to cover the costs of our TFAC facility. Tuition for workshops is generally more expensive as there are more costs associated with bringing in nationally known instructors including lodging and travel expenses. When we meet a class minimum and commit to an instructor to offer a class or workshop, we are making a financial commitment on behalf of the guild. If the class/workshop has filled, you are put on a wait list in case an opening emerges - more information on that is provided at the end of this article. If you do not hear back from the registrar with 3 days of your registration, please email [twg.registrar@gmail.com](mailto:twg.registrar@gmail.com). Some of you have email servicers with aggressive filtering and we don't know that you haven't heard back from us.

### *Tweaking the Cancellation Policy*

We recognize that life throws curve balls and sometimes people need to cancel their registration. We wanted to ensure that our cancellation policy would be responsive, equitable and at the same time allow the guild to meet its financial commitments. While we understand that sometimes they can't be avoided, they do result in significant effort to try to find a replacement and the Guild incurs processing fees for refunds should there be one. It can also be the case that a cancellation could result in cancelling the class for everyone if the minimum is no longer met and we can't cover the instructor and associated expenses. So, we took a step back to look at our policy and see how it compares with other guilds around the country. Not every guild has dedicated learning facilities, or as deep a program as our guild, nonetheless the comparison helped us determine how best to move forward.

#### **Our updated policy, which goes into effect July 1, is as follows:**

- If a cancellation request is made before the specified cancellation date, a refund will be made less a processing fee (\$10 classes, \$25 workshops).
- If a cancellation request is made after the cancellation date, a refund will not be given unless a slot can be filled with someone on the Wait List (see below). If the slot can be filled, a refund will be made for the class/workshop cost, less the processing fee.
- Exceptions to the policy may be requested by the registrant if there are extraordinary circumstances and will require the approval of the Education Committee and the Board of Directors.

*The new policy is now essentially the same for both classes and workshops.* It imposes a new small fee for class cancellations but also provides a cancellation window for workshops which did not exist before. The difference in the processing fee, \$25 for workshops and \$10 for classes, considers the tuition differences between the two. The **cancel by** date will be specified on the Class/Workshop information form and the date will be published on the registration form and confirmation letter. Typically, the cancellation date for classes will be 30 days before the class start date but may vary based on calendar and registration windows. Workshop cancellation dates will be set for each workshop and may vary more as they need to consider overall cost, registration window and arrangements with visiting instructors.

Additionally, to reduce the burden in both the registration and cancellation process **full payments for workshops and classes will be required in the 7-day payment window.**

### *What is the Wait List?*

There are times when your registration request is submitted, and you get a response that you have been put on a waitlist. This happens for two reasons. Since registration is complete only after payment is made, there is a 7-day window where we don't yet have a financial commitment from the participant, so we don't offer that spot to another person until the earlier registrant has an opportunity to pay. The second reason is that maintaining a waitlist allows us to best manage cancellations that occur after individuals have registered and paid. As detailed above, we make a financial commitment to instructors and it is important to meet those financial commitments. Having a waitlist to pull from allows us to do that quickly and reduce our financial risk. If you are registered from the waitlist, payment for class needs to be made within 2 days of accepting a spot to provide us with sufficient time to get a slot filled. Having a waitlist gives us the opportunity to make a refund for a cancellation as well as quickly register someone who wants to enroll, which can work out for everyone.

---

Our education program enriches our Guild community. We hope this discussion sheds a bright light on the program and our new cancellation policies and that you are able to take advantage of our many offerings, especially when we can return to in person learning.