

SECTION 7

RMR SEMINAR GUIDELINES

REGISTRATION

(updated 02/2025)

RMR SEMINAR GUIDELINES

REGISTRATION

A. Seminar Registrar – Job Description

(NOTE: The full description is found in Section 3 of the Region Seminar Guidelines)

B. Registration Procedures

1. General

- a) Well ahead of the registration date, set up procedures for opening mail/email and recording registration data.
- b) Works with seminar treasurer to:
 - 1) Establish a system of checking information on the [registration form](#) and [fee statement](#) and verifying payments.
 - 2) Establish a system of reporting receipt of fees to the treasurer compatible with the seminar bookkeeping system.
 - 3) Keep a list of registrations by postmark/email date to be compared against treasurer's
 - 4) report of fees collected.
- c) The registrar shall have a copy of :
 - 1) Faculty contracts to know cancellation dates and date teachers expect to receive student list.
 - 2) Letters from faculty to students. It may be necessary to send a copy of the letter with the registration notice for very late registrants. Also, the registrar is the one person whose contact information is available to all.
- d) Region director will notify registrar of the name(s) of region scholarship winners.

2. Early Registration

- a) Works with seminar chair, treasurer and brochure chair to prepare a [registration form](#) (see item #3 below). Modifies the registration form for early registration as needed. Early registration form needs to include the following information:
 - 1) Location of seminar & hotel information including room cost.
 - 2) Descriptions and photos (if possible) of classes and kit fees.

- 3) Non-refundable deposit amount.
 - 4) Total registration fee (**NOTE:** There will be a **Facilities Use Fee** of \$xx applied to any person registering for classes, but not staying at the seminar hotel, or anyone staying at the hotel with a room rate other than the RMR negotiated rate, as their stay will not be considered part of the seminar room block, which contributes toward payment of the event and classroom space. There will also be a one-time **Non-Class Participant Fee** of \$xx for a person who attends the seminar but does not register for classes or studio time and is registered at the seminar hotel as part of the RMR EGA negotiated room block. This fee includes the banquets and the hospitality package.)
 - 5) Deadline for early registrant's total fee payment to retain first class choice.
 - 6) Name, contact information, and class choices.
- b) Receives early registrations at previous retreat or through the mail.
 - c) Processes early registration fees as agreed with the treasurer.
 - d) List participants by first choice class.
 - e) Sends reminder notice to early registrants after the brochure has been sent to remind them of the importance of meeting deadlines.

3. Registration Form for Brochure:

This is the most important tool in the registration process. Keep it clear and easy to use.

- a) Form shall include Dates for Early, Regular, and Late Registration; registrant's name, mailing address, phone number, e-mail address; food allergies or special needs; person to notify in case of an emergency; EGA membership number and chapter/region affiliation; list of class choices; a list of fees; registrar's mailing and email addresses and telephone number; hours that the registrar will accept phone calls.
- b) A checklist at the end of the form assists the registrant to verify complete and correct registration before form is sent.
- c) The fee portion of the registration form shall be laid out in such a way that a check can be laid on top of it, without covering any vital information, and the form and check photocopied.
- d) If credit card charges are permitted, there shall be a space on the fee form for credit card information including credit card expiration date and IEC code.
- e) Many registrants are anxious to know that their registration was received. You may wish to specify that if they include an email address, they will be notified.

- f) Numbering of the classes is very important for later handling of the information, especially if working with the computer. Use of 100 series numbers for one-day classes, 200 series for two-day classes, etc. is suggested.
- g) The name of the registrant shall be on all pages of the registration form.
 - 1) Include a statement of cancellation policies that gives deadlines for refunds, penalties for canceling after the deadline and date when refund checks will be issued.
 - 2) Make sure that the registrar's name, mailing and e-mail addresses and telephone number are listed in brochure someplace in addition to the registration form.
- h) Registrant must be a current member of EGA to participate in instructional classes. This should be made clear in the brochure.

4. Handling Registration Forms

- a) Opens each envelope or email as received, records postmark/ date of email, and date of receipt on all forms and assign a number. Record on a log sheet. Read any enclosed correspondence and take whatever action is appropriate. If participant has failed to enclose a form of payment or failed to provide all necessary information, notify registrant as soon as possible by e-mail or telephone and hold
- b) registration for completion of information or payment. No number will be assigned to any registration until completed.
- c) Makes copies of each registration form:
 - 1) If check is enclosed, make two copies of the form with the check. One copy is for the seminar treasurer and the other for the registrant's file (see f below).
 - 2) Forward checks or log of deposits to the seminar treasurer in a timely manner, at least weekly.
- d) If class selection is to be done by hand, makes a copy of the class selection page.
- e) Ascertains which chairs/committees will need copies of the registration forms and make necessary copies.
- f) Verifies information on the registration form and make note on treasurer's copy of any corrections. (Verification can be done automatically by computer as entries are made.)
- g) Files registration form, copy of check or credit payment, envelope with postmark, date of email, and any correspondence in an individual file folder, one for each registrant.

5. Computer Registration

- a) Sets up computer entry form in the same format as registration form. The entry form is used for entering, storing, sorting and retrieving the registration information.
- b) Enters sample data and test the forms before entering the real data – e.g., Excel spreadsheets.
- c) Assigns a registration number to each registrant. This is necessary for the accounting procedures in class assignments.
- d) Class choices shall be listed in such a way that they can be sorted and retrieved. It is only necessary to list the class number.
- e) In addition to class choices, include a field for class assignment.
- f) Kit fees can be automatically figured after the class assignments have been entered.
- g) It works best if forms are presorted to postmark or email date and entered in that order.
- h) Enter data into the computer, keeping data regularly backed up – e.g., DropBox.
- i) After the data has been entered, you should be able to sort it, find categories of information, as well as merge data into the [“letter to participants”](#).

6. Class Assignments

“THERE SHALL BE NO PREFERENTIAL TREATMENT FOR ANY PARTICIPANT.”

7. Phase 1: Early Registration

- a) At the close of the Early Registration period, conduct a lottery, if necessary, to fill oversubscribed classes assigning second or third choices to those not chosen for their first class choice.
- b) Use a computer program with a random number selection capability to assign classes.
- c) Use the registration number of the participant, rather than the names, to ensure fairness.
- d) if random selection is not available:
 - 1) Print list of first choices for each class. These lists shall include the registration number rather than the name.
 - 2) Make class assignments in those classes that are below the maximum number.
 - 3) In a class with more than the maximum number, hold a drawing of the registrants.
 - 4) Make class assignments to the winners of the drawing.

- 5) Place the remaining registrants from the drawing in the highest choice possible.
- 6) Even though the computer makes the initial choices when a class goes to lottery, the region seminar registrar must do the final 'fine tuning.'
- 7) All assignments depend on whether the class is ultimately cancelled due to low registration and if the early registrant pays her full registration fee by the designated date – set one week before the date Regular Registration begins.

8. Phase 2: Regular Registration

- a) All registrations (that are fully complete) and received during the Regular Registration period are handled on a first come, first served basis. This includes non-RMR members paying an additional fee with their Regular Registration fees.
- b) [If a class is full](#), then they are given their second or third choice class if possible.
- c) Registrants who cannot be accommodated in any of their choices or who did not give a second or third choice, should be contacted by phone or email and given a choice of one of the classes that still has openings.

9. Phase 3: Late Registration

- a) Registrations received during the Late Registration time period may be assessed a late registration fee. These registrations are handled on a class available, first come-first serve basis.
- b) Place students in the best class of their choice from those classes with available slots

10. Cancellation of Teachers

- a) Notifies seminar chair and dean of faculty of the classes where enrollment is low enough to consider cancellation.
- b) When notified by the seminar chair or the dean of faculty of cancelled classes, reassign the participants to another class.
- c) It is recommended that classes be cancelled all at one time, starting with the class with the lowest registration. The reassignment of participants may alter the class count and make a difference in what other class may be cancelled.

11. Class Rosters

- a) After class assignments have been made, prepare rosters for each class. These rosters are subject to change until the date of the seminar because of last-minute cancellations and late registrations.
- b) Provides copies of the class rosters to seminar chair, dean of faculty, teachers and others who need them, (see #16). If a computer is used, print mailing labels for the

teachers to use on their student letters. Send labels to dean of faculty to be mailed with class lists to teachers.

12. [Class Assignment Letters](#)

- a) All letters relating to registrants' registration shall be proofread to check for errors.
- b) If the letter is generated by computer, structure a mail merge letter that will import the name and mailing address of all registrants, as well as class assignments, kit fee information, etc.
- c) Items sent to registrant:
 - 1) [Class assignment letter](#), guest ticket information, [Fee Statement](#), postmark date fees are due, where to remit fees, information on travel and accommodations, cost of parking and ground transportation.
 - 2) Hotel reservation information.
 - 3) Schedule of seminar activities.
 - 4) Other relevant material may be enclosed such as the nametag design. Keep in mind the weight of the enclosures in relation to the amount of postage on the SASE that might have been required with the original registration. Whenever possible, send information electronically.

13. Handling Money

- a) Receives all fees and forward them to the seminar treasurer in a timely manner, at least weekly, along with copies of the fee statement.
- b) Provides treasurer with a report, listing the various fees received in a manner that can be entered into seminar bookkeeping system.
- c) If checks are to be sent through the mail, use a "Deposit Only" stamp before mailing. The stamp shall include the name of the bank and the account number.
- d) The registrar shall keep a list of checks that are sent through the mail.
- e) If a registrant stops payment on a check, that person is put at the bottom of the list until all bank charges are reimbursed. Exceptions may be made by arrangement with the registrar after consultation and agreement by the seminar chair. Document all decisions.

14. Cancellations by Registrants

- a) [Canceling before the date specified](#) in the seminar brochure will result in refunds minus the non-refundable portion of the registration fees. The seminar treasurer shall be notified of all cancellations.

- b) [Canceling after the date](#) specified will result in refunds of any refundable activity. The seminar treasurer shall be notified of all cancellations. Refunds of kit fees shall be made according to teacher contract.

15. Filling of Cancellations

- a) [Openings due to cancellations](#) will be filled on a first-come basis by new registrants or those displaced by the cancellation of a teacher.
- b) Every effort shall be made to place students in the class of their choice but once a class assignment has been made (registrant notified), a student will not be moved to another class except under unusual circumstances.

16. Identification of First-Time Seminar Attendees

- a) Ribbons or stickers or other means of identifying first-time seminar attendees are a nice touch. Be sure to let all attendees know what the item indicates.

17. Registration Packets

- a) A packet for each registrant shall be prepared in advance of seminar and organized alphabetically.
- b) Place name and registration number on outside of the packet which shall contain:
 - 1) List of special events in which registrant is a participant
 - 2) Tickets to events
 - 3) First-timers indication, as appropriate
 - 4) Notice of amount due or refund check
 - 5) Name tag, if provided
 - 6) Notices of any new or changed information
 - 7) Participant's notebook
 - 8) Table assignment for Merchandise Night, if applicable

18. Registration Table at Seminar

- a) Works with seminar chair on location and determine equipment needed. Ensure there will be sufficient room for all registration materials, as well as for a smooth traffic flow.
- b) Works with chair of volunteers on number of workers needed and times they are needed.

- c) Materials to be distributed: Registration packet, participant's notebook, goody bag, seminar pin.
- d) The seminar treasurer or designated representative shall be present to collect any outstanding fees.
- e) Be prepared to sell any extra special events tickets or other items as requested.
- f) Ask each person to check the registration packet immediately to be sure that all items have been included.
- g) It is helpful to split up registration lines alphabetically.
- h) It is wise to open the registration process about 30 minutes before the published time. This will cut down on the lines.

19. Lists

- a) The following people need the following lists and copies:
 - 1) Seminar Chair: All lists
 - 2) Dean of Faculty: Two copies of class rosters, mailing labels for teachers
 - 3) Angel Chair: Class rosters
 - 4) Certificate Chair: Class rosters
 - 5) Notebook Chair: List of names, mailing and e-mail addresses and phone numbers , plus a list of class assignments; faculty names, mailing and e-mail addresses and phone numbers; list of Merchandise Night participants
 - 6) Treasurer: Copies of registration forms, fee statements, checks, list of cancellations, report of bookkeeping entries
 - 7) Merchandise Night Chair: List of merchants
 - 8) Region Director: Registrant list

RMR 20xx SEMINAR REGISTRATION FORM

(NAME OF SEMINAR)

Name _____

Your name, as you wish it to be printed in the handbook _____

Address _____

City, State, Zip _____

Telephone (day) _____ (evening) _____

Email _____

Region _____ Chapter/MAL _____

EGA Member # (required) _____

Emergency Contact Information:

Name _____ Relationship _____

Telephone (day) _____ (evening) _____

_____ I am a first-time attendee

_____ I am a life-member of EGA

_____ I am my chapter's region representative

Do you need a roommate? YES _____ NO _____

SPECIAL NEEDS:

Mobility (Example: I use a wheel chair) _____

Dietary(Please specify) _____

CLASS SELECTION

1st Choice # _____ Title _____ Teacher _____

2nd Choice # _____ Title _____ Teacher _____

3rd Choice # _____ Title _____ Teacher _____

NAME: _____

Would you like to be a class Angel? yes _____ no _____

Would you like to volunteer in another way? yes _____ no _____

SEMINAR FEES

Registration- includes classes, meals, & non-refundable registration fee: \$XX _____

Late Registration Fee (postmarked after *month, day, year*) \$XX _____

Facility Use Fee \$XX _____

Non-Class Participant Fee \$XX _____

Guest Meal Fees:

(All meals) \$XX _____

(Opening banquet) \$XX _____ (Closing banquet) \$XX _____

(Friday lunch) \$XX _____ (Saturday lunch) \$XX _____

Region meeting lunch (if not a member of the board) \$XX _____

MERCHANDISE NIGHT

Full table \$XX _____ Half table \$XX _____

SUBTOTAL \$XX _____ Less early registration credit if you pre-registered \$XX _____

TOTAL DUE \$XX _____ Check number _____

Send check or money order made out to: RMR Seminar 20xx, along with a self-addressed, stamped envelope to:

Name and Address of Registrar

Phone Number (hours that calls will be accepted, no collect calls, etc.)

E-mail address

[Seminar Cancellation Policy here]

Make of copy of this form (front and back) for your personal records.

Sample of Class Assignment Letter to Participants



Dear

We are pleased to inform you that we have registered you for class at the Rocky Mountain Region, EGA Seminar 20xx, dates, and place. We hope you are as excited as we are and are pleased with the class we have assigned you.

Class:

Activities (Region Meeting):

Guest Tickets:

Kit Fees: To speed registration and make it easier for everyone, all fees will be collected in advance. Please refer to the statement attached and send the form, and your check made out to "Seminar 20xx" postmarked no later than _____

Registration: (Date, time)

Please register with the hotel and after you have settled in your room, please come by the seminar registration desk (location) and register for seminar. We will have your seminar notebook, tickets and related items waiting for you.

Hotel: Please use the enclosed hotel information to make your hotel reservation. Each participant is responsible for her own hotel arrangements. Please coordinate directly with your preferred roommate.

Clothing: (give indication of type of dress, warm or rain gear, walking shoes, etc. Suggest layered clothing for classroom and other functions in air-conditioned rooms.)

Emergency Telephone Numbers: For the convenience of your family, the emergency telephone number for Seminar 20xx is _____. This number is available during ____ (times) ____ when messages will be delivered to the participant.

Equipment: Bring any of your favorite needlework aids such as magnifiers, lights, battery chargers, etc. EGA and RMR have a cordless electronics policy. The letter from your teacher will identify any special equipment you may need.

Name Tags: Please don't forget to bring your name tag!

(Insert other information on special events, shopping, transportation here.)

If you have any questions or problems, please e-mail the registrar at _____ or call the registrar at (____) _____ between _____ and _____.

Sample of Fee Statement



Date

Participant's name

Mailing Address

City, State, Zip Code

To facilitate registration for everyone, we request all fees be paid in advance. Listed below is a statement of the amount due for your class kit. In addition, any under/over payment is shown with an explanation.

Class Kit \$_____

Check included in registration \$_____

Totally actually due \$_____

Difference (+ or -)\$_____(Explanation)

Total Due Now \$_____

Please return this form with your check or money order made out to Seminar 20xx to

Registrar

Mailing Address

City, State, Zip Code

Please mail before (date)____

Sample of Waiting List Letter



Date

Name

Mailing Address

City, State, Zip Code

Dear

We have had an overwhelming response to Seminar 20xx. We regret we are unable to place you in any of your class choices. Cancellations do occur, however, and we have established a waiting list. Your name has been placed on the waiting list. If you would like to accept other classes, you may call us, and we will let you know what is currently available. If this is unacceptable, please contact us at phone number and we will refund your money immediately minus the non-refundable portion.

If we do not hear from you, we will continue to try to place you in the classes of your choice until two weeks before Seminar and then, if not successful, we will refund your money by _____

Please be assured that we are doing all we can to accommodate everyone who wishes to come to Seminar 20xx. Thank you for your interest and your patience.

Sincerely,

NAME, Seminar 20xx Registrar

NOTE: It is probably wise to telephone the participant first.

Sample of Cancellation Letter



Date

Name

Mailing Address

City, State, Zip Code

Dear

We are sorry you had to cancel your registration to the Rocky Mountain Region, EGA Seminar 20xx.

The registration fee which you paid, along with any kit fees, will be refunded to you minus the

\$_____non-refundable registration fee within two weeks after the close of seminar.

We regret that you will be unable to join us at seminar.

Sincerely,

NAME, Seminar 20xx Registrar