General Information and Tech help:

- **How can I get 1-on-1 tech help?**
    - Call our free hotline at 888-713-3495 to receive 1-on-1 tech assistance. The hotline is open Monday through Friday, 9am to 8pm EST and Saturday from 9am to 2pm EST.

Classes:

- **Do I have to pay for classes?**
    - No. All Senior Planet programs (online and in-person) are free of charge.
- **Do I need to be a Senior Planet member to take classes?**
    - No. There is no membership program at Senior Planet. All people age 50+ are welcome to join our programs free of charge.
- **Do you need to be a member of AARP to take Senior Planet classes?**
    - No.
- **Do I need to register for classes?**
    - For the most part, no. However, some classes and programs do require registration. Event details on seniorplanet.org will clarify if an event requires registration.
- **How can I find a list of classes being offered?**
    - Visit https://seniorplanet.org/classes/.
- **What is the age requirement to join programs?**
    - Anyone aged 50 or over is welcome to attend our programs. All Senior Planet curriculum is designed for older adult learners and is made with older adult input.
- **What level of tech experience is required?**
    - Senior Planet has classes for all levels! There are introductory classes for beginners and advanced classes for those with more experience. Call the hotline at 888-713-3495 for help determining what level of class would be the right fit for you. You can also take our "class finder" quiz at https://seniorplanet.org/class-finder/
- **Are classes in-person or online?**
    - Both! You can enjoy classes virtually from the comfort of your own home or join an in-person class at one of our Senior Planet centers, at a partner site or licensed community partner. To find in-person classes near you visit https://seniorplanet.org/locations/

- **In what languages are Senior Planet classes offered?**
  - o You can take Senior Planet classes in English, Spanish, Mandarin or Vietnamese. Some select offerings are available in Russian and Haitian Creole.
- **Do I need my own tech equipment?**
  - o You need access to an internet-enabled device (desktop computer, laptop, tablet, smartphone etc.) to join Senior Planet classes online. Senior Planet does not provide tech devices to class attendees.
  - o For in-person programs, devices are often provided during class, however this is not always the case. Details for each specific class will be available in the event listing on seniorplanet.org.

Online Classes:

- **Can someone help me learn how to join classes online?**
  - o Yes. Call Senior Planet's free tech hotline at 888-713-3495 for help getting started online.
- **Can I use a phone to join online classes?**
  - o Yes! All Senior Planet classes offered online can be called-in to for an audio-only experience. Find the phone number on the event listing on seniorplanet.org.

Fitness Classes:

- **Where can I find fitness class listings?**
  - o Visit https://seniorplanet.org/virtual-fitness-wellness-events/.
- **What exercise experience is required to join online workout classes?**
  - o People of all exercise experience levels are welcome to join our online fitness classes. Please consult your doctor before starting a new fitness program to determine if it is right for your needs.

In-Person Classes:

- **How can I find in-person classes in my area?**
  - o You can find local organizations offerings Senior Planet curriculum by visiting https://oats.org/licensing-map/

- **How can I bring in-person classes to my community?**
  - o In-person classes in your community are possible through the Senior Planet licensing program, which equips local organizations across the country with the tools to teach Senior Planet curriculum. To learn more, visit https://oats.org/licensing/
- **Where are the Senior Planet centers?**
  - o Senior Planet has centers in New York City, NY; Plattsburgh (North Country), NY; Denver, CO; and Miami, FL. To learn more visit https://seniorplanet.org/locations/
  - o To find a Licensing Partner Site near you, visit https://oats.org/licensing/
- **Do they serve food at the Senior Planet Centers?**
  - o No.

About Senior Planet and OATS from AARP:

- **What is the difference between OATS and Senior Planet?**
  - o Senior Planet is a program of Older Adults Technology Services (OATS). OATS is the official 501(c)(3) nonprofit. Senior Planet is the program that provides free classes both online and in-person.
- **How is OATS related to AARP?**
  - o OATS is a charitable affiliate of AARP. While we work closely with AARP, we are still our own independent 501(c)(3) nonprofit.

Get More Involved:

- **How can I volunteer?**
  - o There are lots of ways to get involved as a Senior Planet volunteer! Visit seniorplanet.org/volunteer to learn more.
- **Can I teach a class?**
  - o Yes! Every Tuesday at our virtual discussion group "Lunch & Learn," we invite a community member to lead a discussion on a tech-related topic that they are passionate about. Visit seniorplanet.org/volunteer to learn more.

Have a question you think should be added to this FAQ? Let us know by emailing info@oats.org.