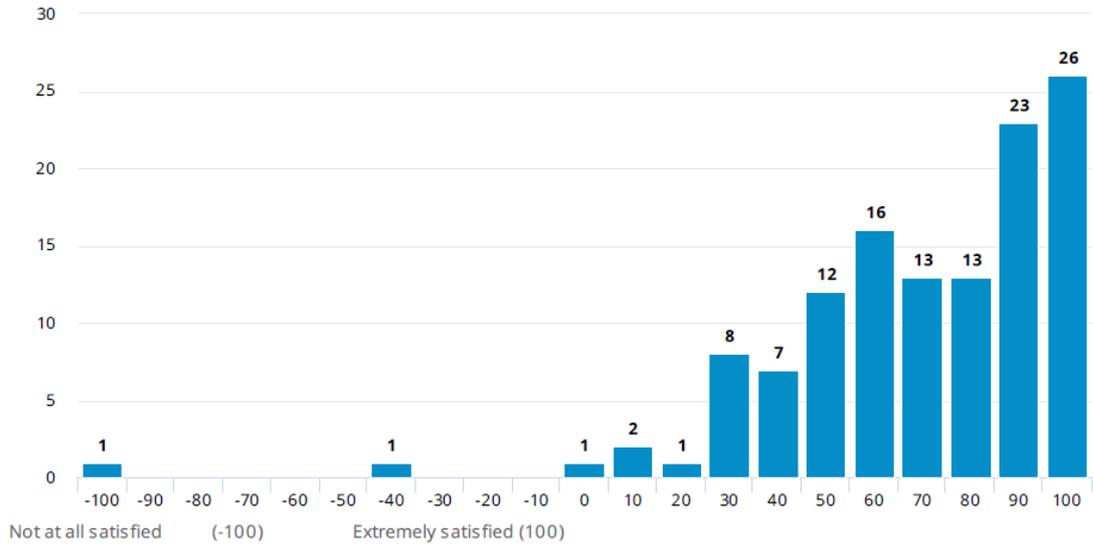


U3A Castlemaine Member Satisfaction Survey 2018

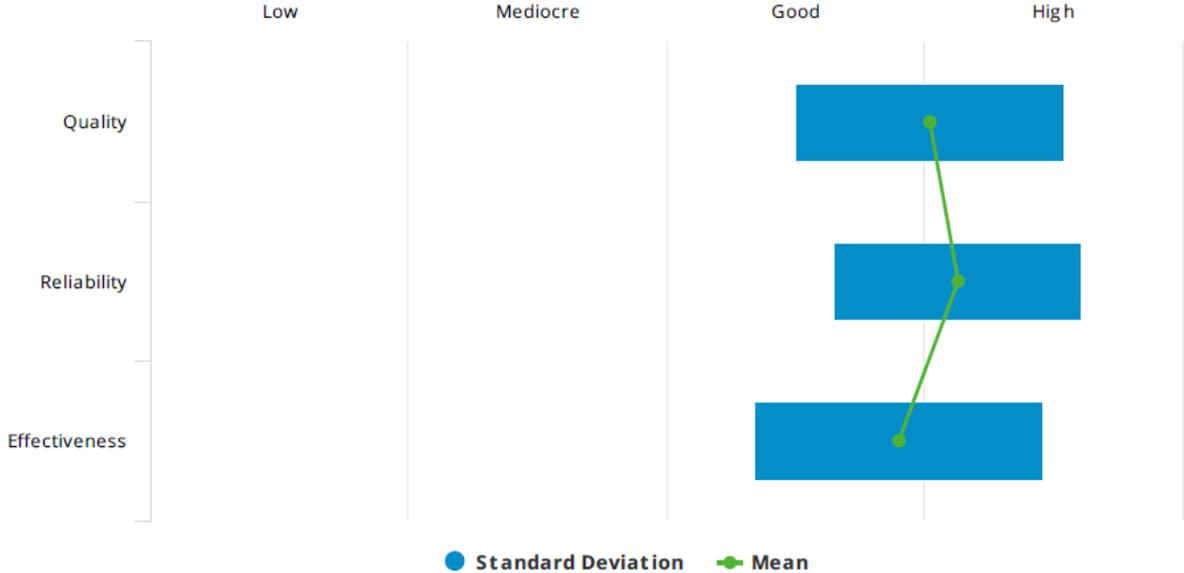
1. Overall, how satisfied are you with U3A Castlemaine?

Number of responses: 124



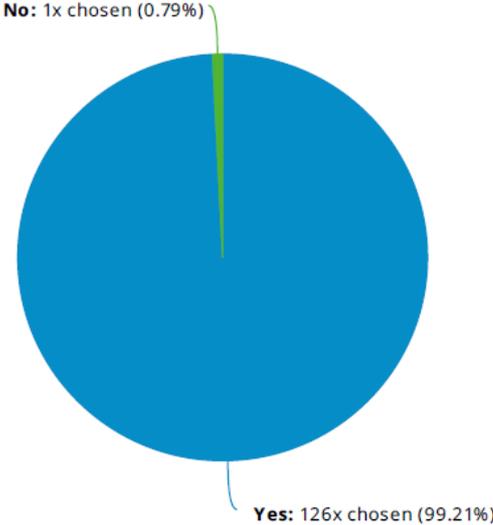
2. How would you rate the following aspects of our COURSES?

Number of responses: 128



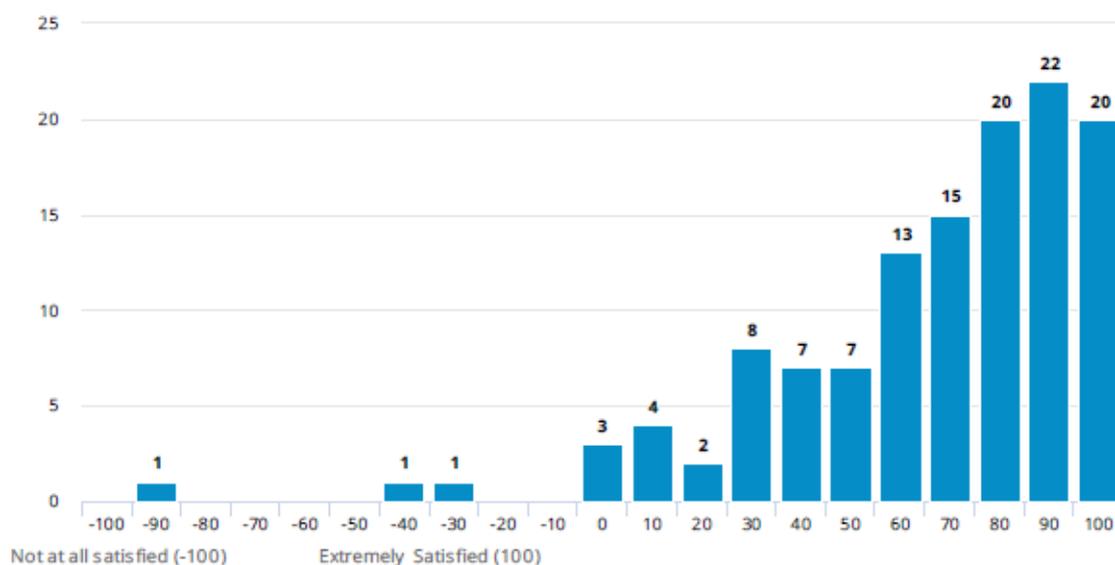
3. Do you think our COURSES are value for money?

Number of responses: 127



4. In general, how satisfied are you with the RANGE OF COURSES offered by U3A Castlemaine?

Number of responses: 124



5. Are there any courses we don't currently provide that you would be interested in attending?

Number of responses: 43

Family History x3

Languages for beginners and conversation – Spanish, Greek, Mandarin, Indonesian, French, Italian

Art courses – drawing for beginners, mosaics, yearlong painting course, beginners class in various media, Art appreciation.

Poetry – broad genre subjects and poetry writing. General Writing courses

Sewing/craft for disadvantaged families.

Local history

IT – mobile phone use, computer use, excel

Practical DIY class – use of manual and electrical tools, basic plumbing

Mah-jong for beginners

Archaeology

Dancing – ballroom, Scottish, rock and roll, tap and more exercise classes.

Science subjects – weather, climate science, coal research. Operation of local utilities – water, storm water, electricity, sewer

Evening social clubs

Gardening for Castlemaine, saving water

6. How many courses did you attend during 2018?

Number of responses: 125

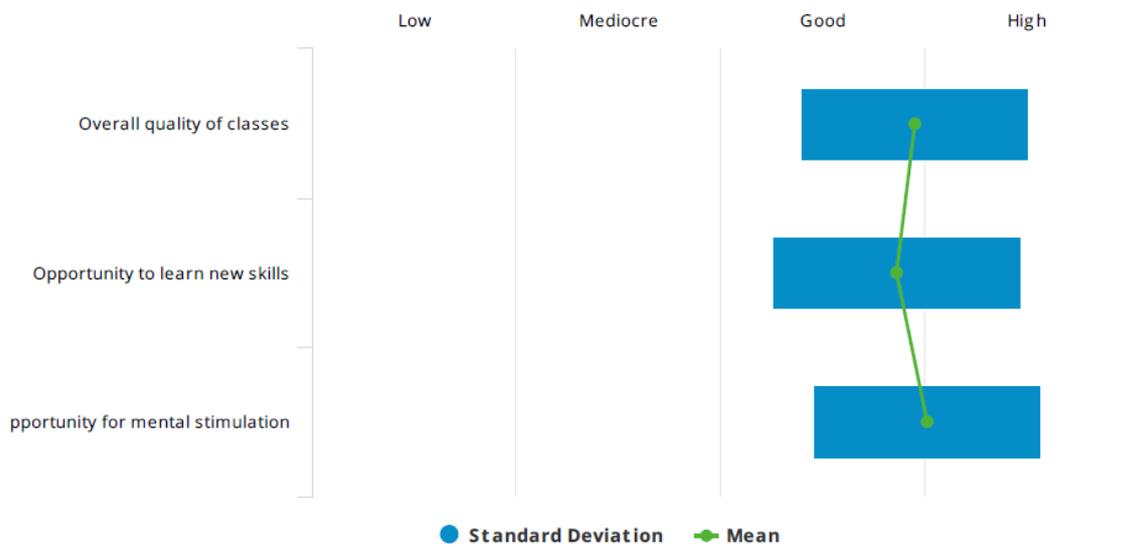
63% of respondents attended 1-3 courses

26% respondents attended 4-5 courses

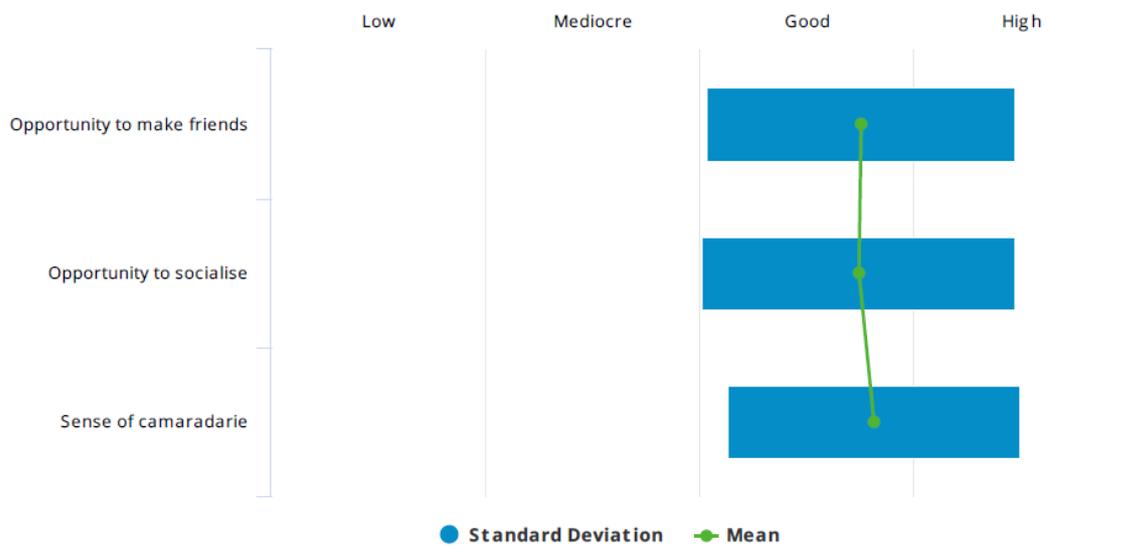
A few respondents attended 6-7 courses and 2 respondents attended 10-12 courses.

7. Overall, how would you rate the following aspects of our CLASSES?

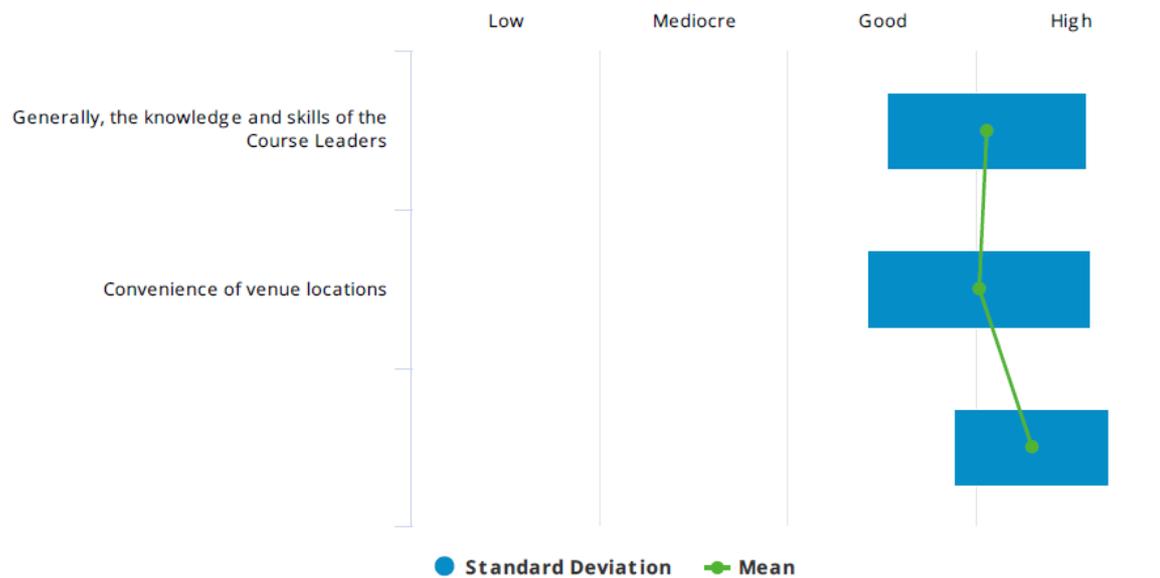
Number of responses: 126



Number of responses: 127



Number of responses: 124



8. Do you have any further comments?

Number of responses: 31

Many comments thanked all the volunteers and the course leaders

Opportunity to meet other people in the class

Enjoyment from group activities and friendships built

Need for course evaluation and feedback form

A committed venue would be great

Quieter people sometimes on the edge of discussions need to be included

Variation in standard of presentations

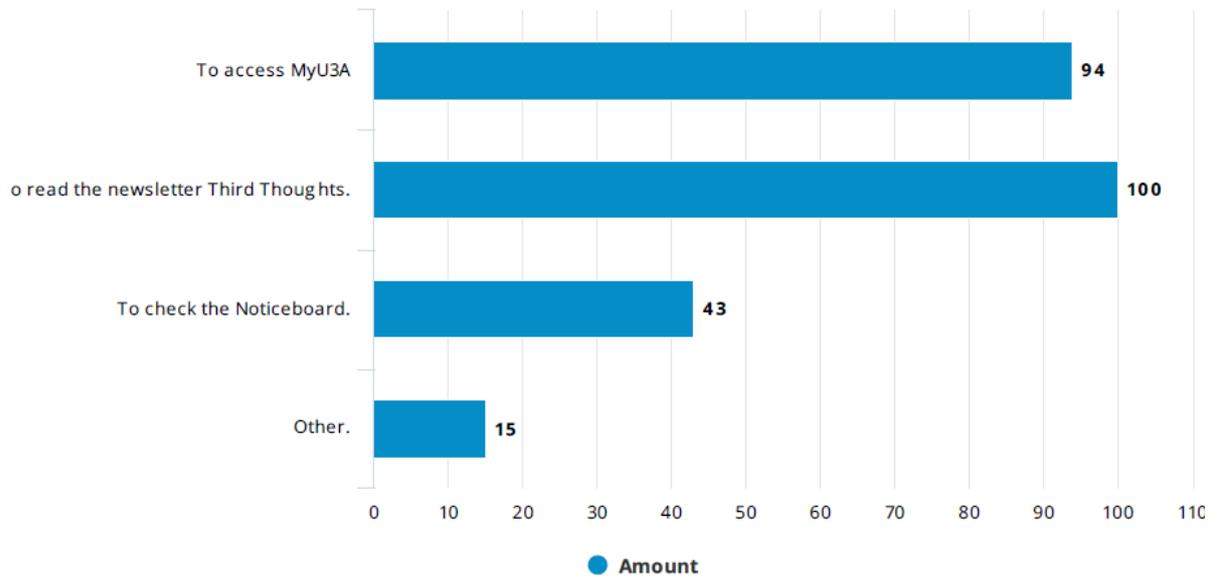
Leaders are all volunteers who give their time freely

Sometimes too many people in a class reduces learning experience

More about being in a group than learning.

9. How do you use the U3A Castlemaine WEBSITE?

Number of responses: 117



10. Not at all (please say why)

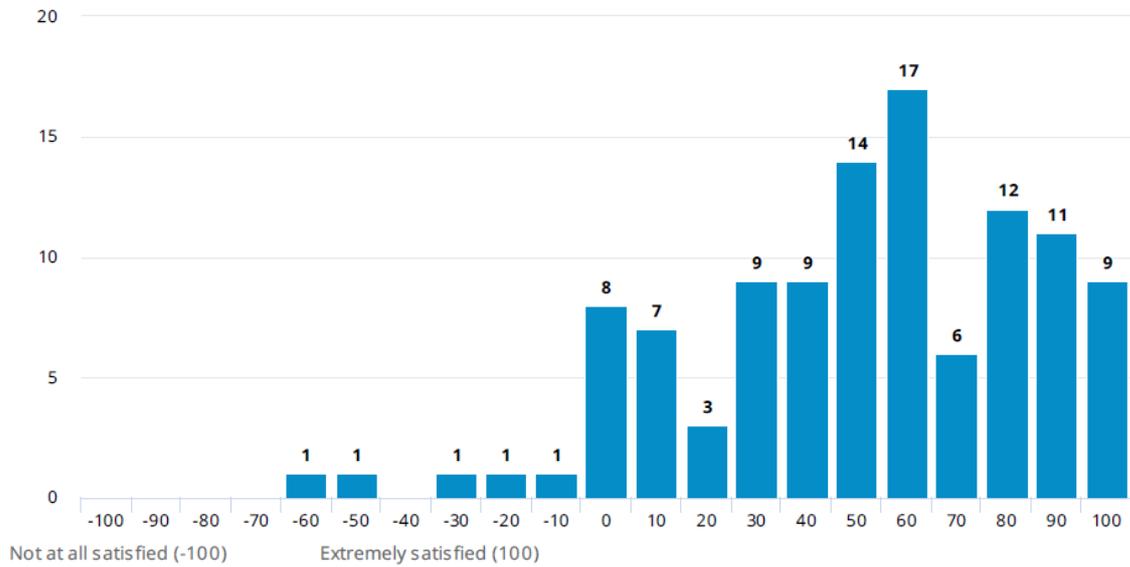
Number of responses: 11

11 respondents don't use the website, giving reasons related to non- engagement with electronic communication.

In summary, up to 85% of respondents use the website to read the Newsletter or to access MyU3A. However only 37% of respondents use the Noticeboard.

11. In general, how satisfied are you with the WEBSITE?

Number of responses: 110



12. Do you have any further comments?

Number of responses: 25

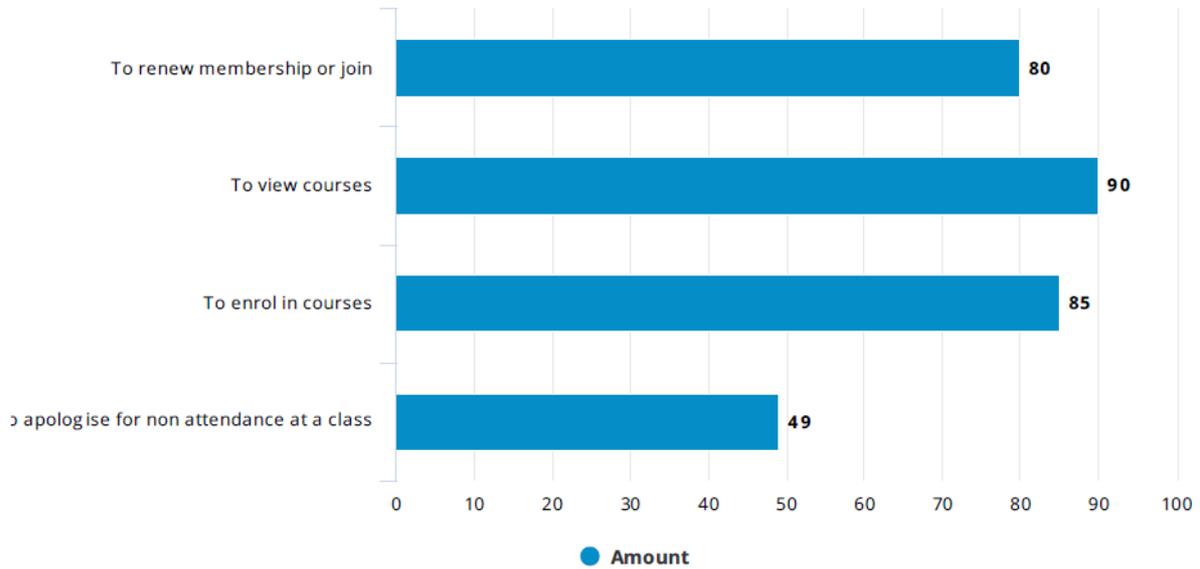
25 responses. Of these, 3 were positive comments eg ease of navigation.

Negative comments fell into 4 categories:

1. Difficulties using and navigating MyU3A, especially by tutors
2. Not using electronic communication
3. website out of date, dated, boring, needs to be updated more regularly
4. expanded use of website to promote "personal ads"

13. How do you use MyU3A?

Number of responses: 113



14. Are you interested in learning how to access and use MyU3A?

Number of responses: 19

Total responses:

19 respondents. Of these none were interested in learning how to access or use MyU3A.

15. Do you have any further comments?

Number of responses: 11

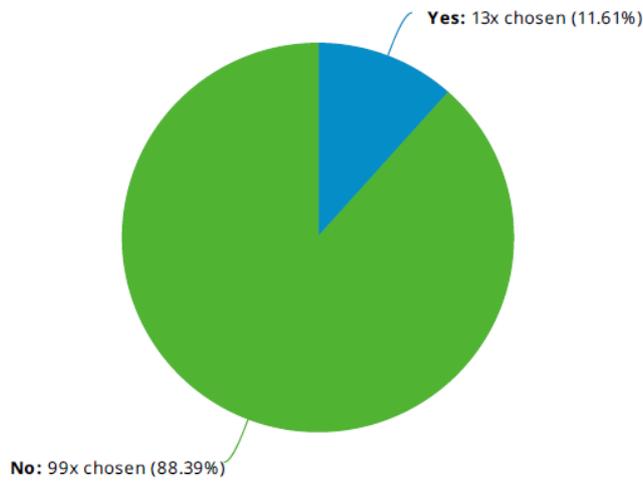
Comments fell into 3 categories:

1. Don't use MyU3A at all
2. Non-use of MyU3A to make apologies
3. Specific use of MyU3A by tutors

In summary, MyU3A is well used to join or renew membership, to view courses and to enrol in classes. It is not so popular for apologising for non-attendance at a class. The survey did not include updating of personal details so we have no data relating to this aspect of MyU3A.

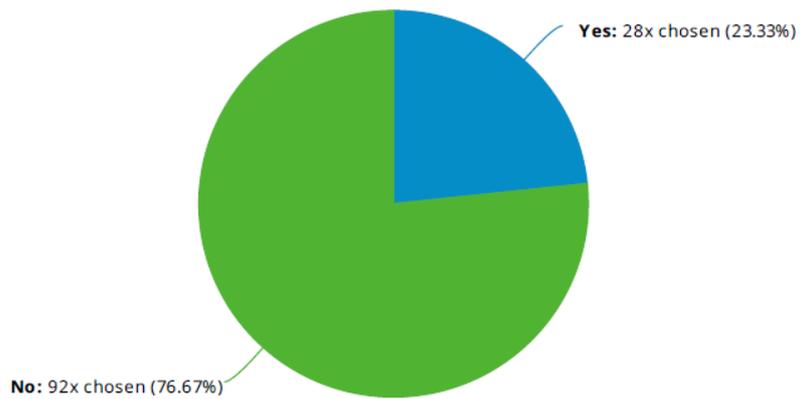
16. Would it assist you if there was an AUDIO HEARING LOOP in our classrooms?

Number of responses: 112



17. Have you attended any of the excursions or events organised throughout the year?

Number of responses: 120



If YES, please comment on your experience:

120 responses with 28 saying yes (23%) and 92 saying no

28 people who had attended provided comments:

24 indicating an interesting to excellent experience

1 left AGM early as they considered it badly organised

2 attended coffee mornings

2 made similar comments

If NO, please comment on your reasons, eg publicity, cost, transport, and so on.

Number of responses: 67

“I felt a little out of place. I felt U3A is a bit elitist and people have their own groups....but that could just be me trying too hard”

67 people commented

36 time constraints

14 not really interested

4 illness is a barrier

4 cost is a barrier

3 attend other organised events

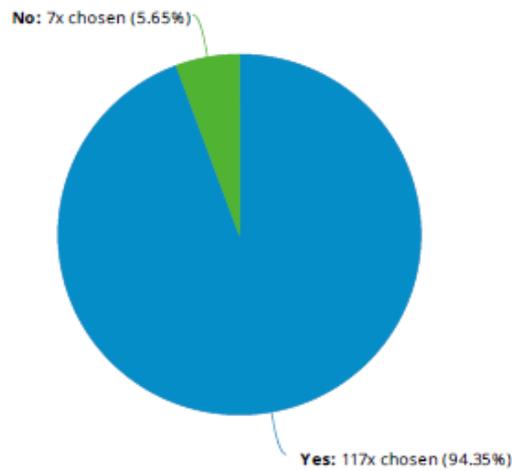
5 cited transport and mobility issues

1 I haven't seen them advertised

1 I have not been aware of them. I'm shy and find so many members are already friends – so they don't make much effort with newbies

18. Are you aware of our monthly COFFEE MORNINGS?

Number of responses: 124



If yes, how many have you attended?

Number of responses: 115

124 response with 117 (94%) aware of coffee mornings

115 responses regarding attendance

None	33
1 to 4	43
5 to 8	15
Most	22

. Please comment on the venue, format, guest speakers, morning tea, etc

Number of responses: 73

Overall everything is good	21
Venue	
Good to excellent	18
Inconvenient	6
Don't like it (various reasons)	5

Foyer is too crowded – spread things out

Format

Good	4
Ordinary	1
Informative	1

I'm not interested in decades of music

Information given at coffee mornings should be in the newsletter as well so as to not exclude people

Runs too close to lunch time

Guest speakers comments

Most of them are good	19
Ordinary	5
Businesses selling are out of place	5
Sometimes we don't need speakers	4

Morning tea comments

Good	5
Indulgent	4
Excessive / competitive	13

I shudder when it's the turn of my class to host morning coffee. Morning tea is out of hand and competitive

It's good to see more savoury items on the morning tea menu

If you do not attend please give reason/s why

Number of responses: 58

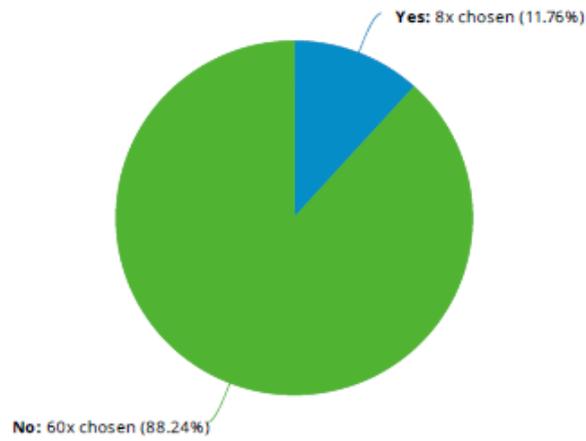
58 responses

Busy with other things	33
Health issues	3

- Not interested 2
- Object to business promotion 1
- I have my own social group which meets weekly
- They are too overwhelming
- I find the group closed to new comers
- I heard they are not stimulating

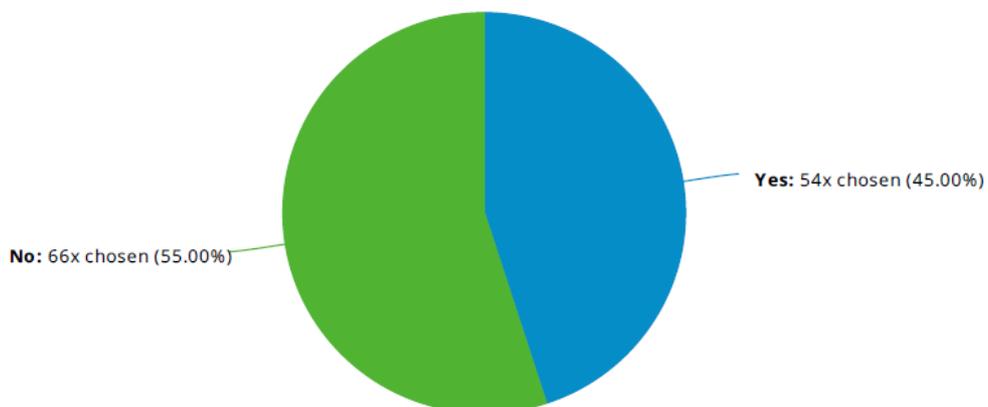
. Would you attend if transport was provided?

Number of responses: 68



21. Do you volunteer with U3A Castlemaine?

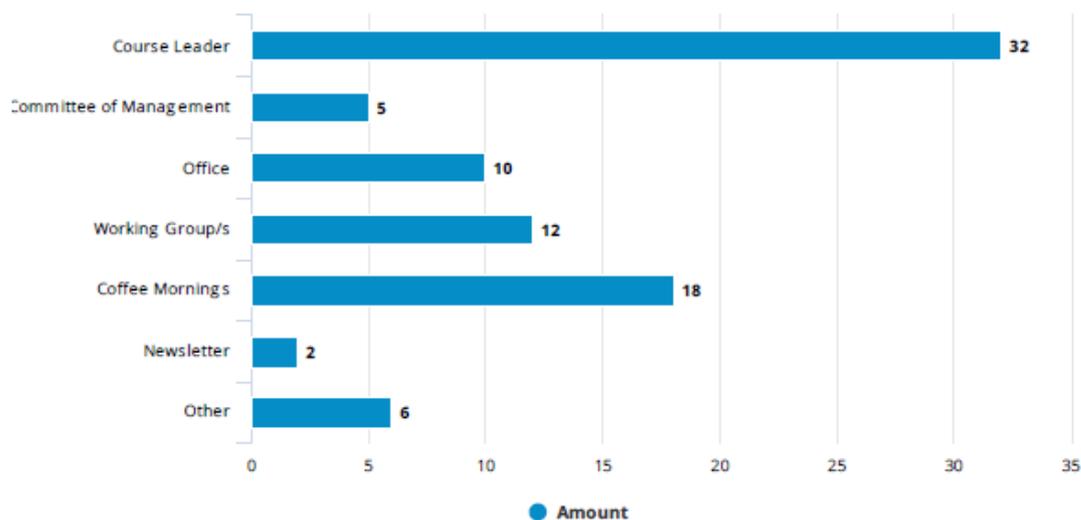
Number of responses: 120



120 members responded of which 54 volunteer in the organisation.

22. If YES, in which area do you volunteer?

Number of responses: 59



Please describe your role in the applicable area/s

Number of responses: 44

59 responses indicated that some 26 members volunteer in more than one area. 85 volunteer roles were identified.

Areas included:

Course leaders 33

Committee of management 6

Office duties 10

Working groups 12

Producing newsletter 2

Other 3

Contribute to coffee morning 19

23. How could we improve your volunteering experience?

24 members responded

11 indicating that they are very happy with the way things are currently

6 had no ideas for improvement

3 suggested minor improvements to process and procedure for the organisation

2 suggested minor class administration and attendance procedures

2 suggested members being more polite to each other and volunteers

24. If you are not a volunteer, are any of the above areas of interest to you?

Number of responses: 35

31 responded stating not at present

1 office duties

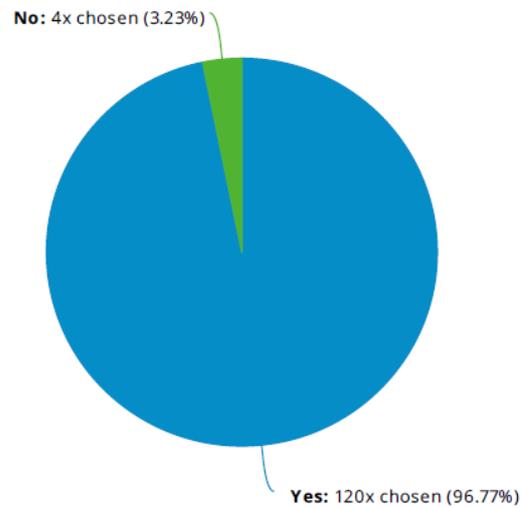
1 newsletter writing and editing

1 course leader

1 not unless the pay is better

25. Are you likely to renew your membership in the new year?

Number of responses: 124



If NO, please advise your reason/s

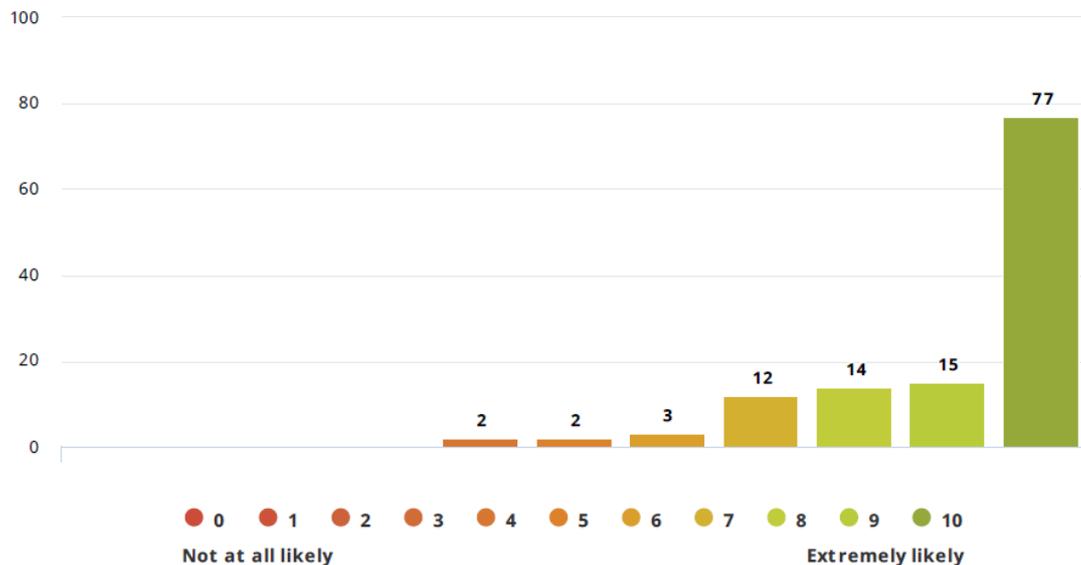
Number of responses: 4

1 response I am a life member – but would pay double if necessary

3 no, I haven't enjoyed it

26. How likely is it that you would recommend U3A Castlemaine to a friend or neighbour?

Number of responses: 125



SUMMARY OF Q27 AND Q28

Specific areas for improvement and any other comments or concerns

These areas have been combined for summary – There were 69 combined responses to the questions

32 respondents made a statement like No – just continue.

6 respondents made a comment like- quote “Sorry I can’t provide any insights into Imperfections that need to be remedied. My experience with U3A Castlemaine is totally positive. I look forward to all my courses from week to week, enjoy the company of members and feel great optimism for the future of the organization, particularly given the talents and energy of those who keep everything going. Thank you for enriching my retirement years”.

2 respondents believe more members should volunteer and that the office should be staffed for all advertised opening hours.

7 respondents made comments like: - quote “Reach out to shy, reticent individuals etc. socially isolated due to transport, new to the community, lacking companionship with likeminded individuals with common interests”.

4 respondents suggested that communication from the Committee and Working Groups could be improved by articles in the Newsletter.

2 respondents believe there should be individual course evaluation – as standards vary.

2 respondents suggested the website needs improvement.

2 respondents made statements like: - quote "There is a tendency for some classes to be like 'old girl / boy clubs'. Whilst officially open to newer members there is a lack of welcome, sensitivity to and possible resentment towards new members.

1 respondent wants speakers at coffee mornings not to go over time.

1 respondent believes that Castlemaine U3A subscriptions are high.

1 respondent identified accessibility to venues as steps are a problem for some.

1 respondent suggested that hard copy information should be provided in outlying towns in places locals visit such as cafes, Post Offices, general stores etc. but not Visitor Information Centres which locals don't visit.

1 respondent said: - quote "more women on committee! They are more than 60% of the membership. Don't ignore this suggestion!

(Editors Note: The Committee of Management is well balanced with 5 male and 5 female members. Other administrative positions have 3 male, 8 female and 3 positions which rotate or are vacant)

1 respondent suggested- quote "Perhaps a barista at coffee mornings (but no, that would be asking too much).