

U3A PORT FAIRY MEMBERSHIP SURVEY

REPORT

**Conducted by Maureen Joyce, Secretary
on behalf of the U3A Port Fairy Committee of Management**

10-24 August 2020

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I. Introduction

The survey was sent by email during the week commencing 10 August to 194 current and previous members. The survey was created using Google Forms which records and displays responses. We did not survey the five members who do not have email.

The aim of the survey was to:

- gain feedback from members on how U3A Port Fairy has responded to the challenges of Covid19
- help us plan and prepare for “the new normal”
- assess the confidence and use of online technology and communication along with the desire for related training

After eliminating duplicate responses from some individuals and identifying those who replied with a different email address, on 24 August 2020 we have a 54% response rate: 105 responses from 194 emails.

II. Summary of Key Findings:

Most members are satisfied with the regular communications provided to date by U3A Port Fairy committee and course leaders.

A high proportion of members are computer literate with support at hand and do not want further training in this area. There is a significant percentage that would like further assistance or training with video chat, online borrowing, audio books and podcasts.

A large majority would welcome an occasional or short course delivered by Zoom.

A response rate of 54% is good, however we need to be mindful that those members who did not respond may have a lower rate of computer literacy or interest and should not be dismissed.

III. Recommendations:

The survey indicates a high level of support for the approach taken to date by the Committee of Management and the communications from Course Leaders. There appears to be considerable interest in the use of Zoom or other online technology for presentations and short courses. There is an interest in further training or assistance in basic online skills.

Based on the feedback provided and the likelihood that face to face activities will not commence for some time, the following recommendations are made.

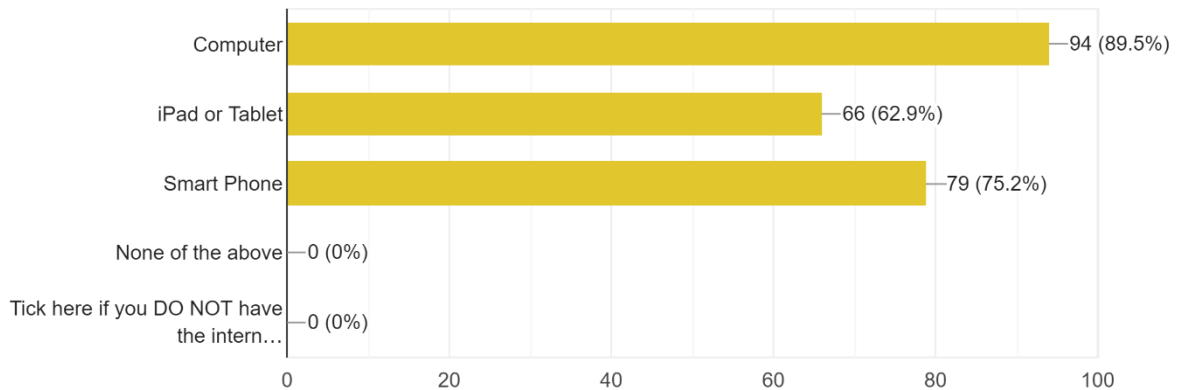
1. The U3A Port Fairy Committee of Management discuss the summary findings with Course Leaders and COM with a view to offer one or two short sessions by Zoom before December 2020.
2. That U3A Port Fairy work with Port Fairy Community House to upskill and encourage those members who do not feel confident in online skills such as internet searches, emails, borrowing online, etc.

- 3. That U3A Port Fairy COM and Course Leaders review course delivery methods for 2021 with a view to providing a mix of face to face and online delivery for some courses or sessions.

IV. Detailed Findings and Graphs

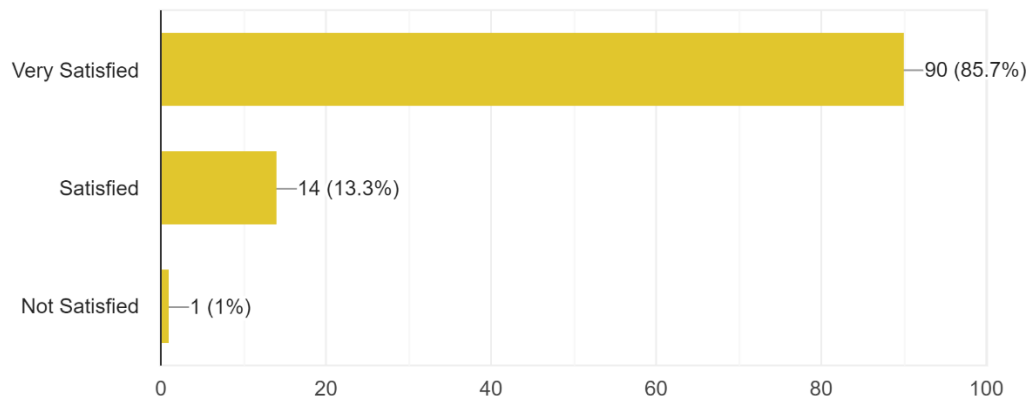
1. Which of the following devices do you use at home?

A high proportion of those members who responded had a range of online devices at home.



2. How satisfied are you with U3A Port Fairy communications during Covid-19 restrictions? (including Newsletters and Emails)

Most members showed a high level of satisfaction with the communications provided.



3. Online skills, confidence and training needs

Most of the members who responded indicated good basic online skills, however a significant percentage identified that they would like further training. In addition we need to consider that perhaps a large percentage of the members who did not respond to the survey, may not have these skills

- Over 96% said they felt confident with Using Email and Internet Searches, 70% with Video chat.
- Online library borrowing, including audio books remains the item people feel LEAST CONFIDENT with
- In relation to training provided, the highest response of 42% said they would like NO assistance or training in anything, 34% said they would like training or assistance with Video Chat, Zoom, and 18% with online borrowing.
- 14% said they had no family or other member to help with IT issues
- 31 people said they would be prepared to mentor another U3A member in basic online skills

4. Looking to the future

There is significant interest in presentations and short courses conducted via Zoom.

- 76% are likely to participate in occasional Zoom presentation
- 66% in short course by Zoom

5. General Feedback

Most comments were positive about the communication U3A Port Fairy provided to members, especially the Newsletters and Course Leader emails and links. A couple said they would like some courses to run through zoom like Western Philosophy, eg bookgroups, and current affairs. However also a couple who are not keen on Zoom for courses and concerns with the technology.

Generally comments were positive about the approach during challenging times. There were a few comments about getting back to face to face – including *“just shut down until we can get back to face to face activities”*; balanced with encouragement to do some Zoom and online learning

This comment reflects that of many:

“Thanks for all the great work being done by the Course Leaders.”

Appendix 1: Google Forms Summary of Responses

This section is only available to U3A Port Fairy
Committee of Management

Appendix 2: Google Forms Survey Questionnaire

24/08/2020

Membership Survey

Membership Survey

Dear U3A Port Fairy member,

2020 has been a challenging year for all of us. The Committee of Management would very much appreciate knowing your view of how U3A Port Fairy has responded to the challenges of Covid-19. We also seek your input to help us plan and prepare for "the new normal" with Covid-19 restrictions likely to continue to impact on our classes and activities for some time. With the increasing use of online technology for information and communication, this survey of our membership will provide insight into the ability and interest in using online technologies.

Information provided will only be used for this purpose and not shared with other organisations or individuals.

Thank you for your participation.

* Required

1. Email address *

Please answer the following 10 questions

This should take about 5 minutes

2. 1. Please provide your full name *

3. 2. Which of the following devices do you use at home?

Check all that apply.

- Computer
- iPad or Tablet
- Smart Phone
- None of the above
- Tick here if you DO NOT have the internet at home

https://docs.google.com/forms/d/1QBFXFMJqEN_wf5_7_b3uJpsxIYWzbVt1kDf00JBsJA/edit

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4. 3. Which of the following online technologies do you feel confident with?

Check all that apply.

- Internet Searches
- Using Facebook
- Using Email
- Video chat (eg Facetime, Zoom, WhatsApp)
- Online library borrowing (including audio and e-books)
- Listening to podcasts and audiobooks
- Online streaming (eg YouTube, ABC iview and SBS on Demand)
- None of the above

5. 4. Which of the following would you like further training or assistance with?

Check all that apply.

- Internet Searches
- Using Facebook
- Using Email
- Video chat (eg Facetime, Zoom, WhatsApp)
- Online library borrowing (including audio and e-books)
- Listening to podcasts and audiobooks
- Online streaming (eg YouTube, ABC iview and SBS on Demand)
- None of the above

Other: _____

6. 5. Do you have a family member, friend or other person who can help you with IT issues?

Check all that apply.

- Yes
- No
- Maybe
- I can usually manage IT issues myself

7. 6. Would you be prepared to mentor another U3A member in basic online skills if training and support were to be provided to you?

Check all that apply.

- Yes
 No
 Maybe

8. 7. With the likelihood of Covid-19 restrictions continuing into the future, and normal class activities remaining suspended, we are considering providing training in Zoom and using Zoom to present occasional lectures and short courses. Which of the following would you be interested in?

Check all that apply.

- Participating in an occasional Zoom presentation
 Participating in a short course delivered primarily by Zoom
 Leading a session or short course by Zoom
 Providing support for a Zoom session
 None of the above

Other: _____

9. 8. How satisfied are you with U3A Port Fairy communications during Covid-19 restrictions? (Including Newsletters and Emails)

Check all that apply.

- Very Satisfied
 Satisfied
 Not Satisfied

10. 9. Do you have any suggestions for improved communication or services U3A Port Fairy could provide to our members?

11. 10. Is there anything else you would like to add?

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