



U3A Port Phillip Member Survey

Thursday, November 13, 2014

Powered by  SurveyMonkey

An amazing result!

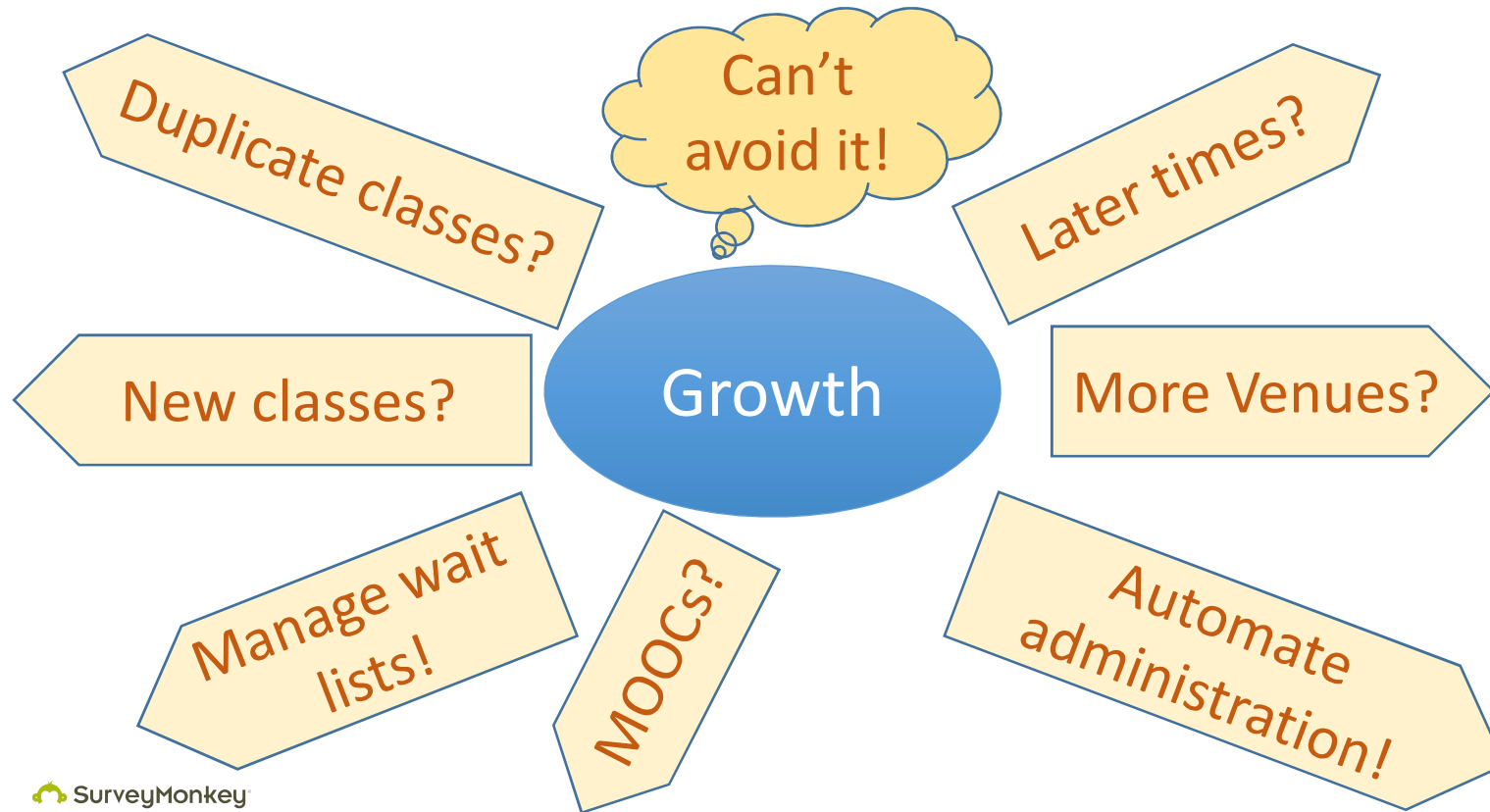
400 Financial members

560 on email list

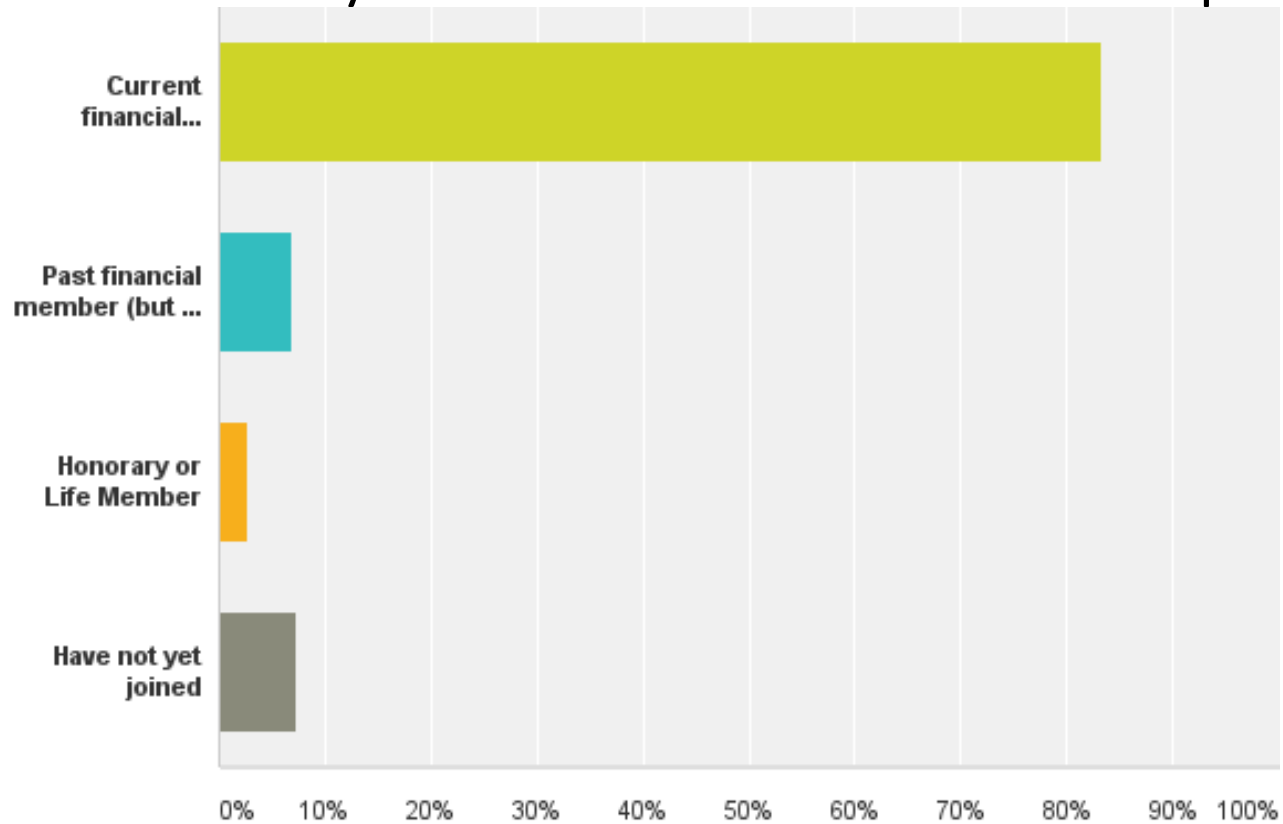
- current members
- past members
- self-subscribed people

221 Responses

Strategic direction for U3APP – to grow or not to grow?



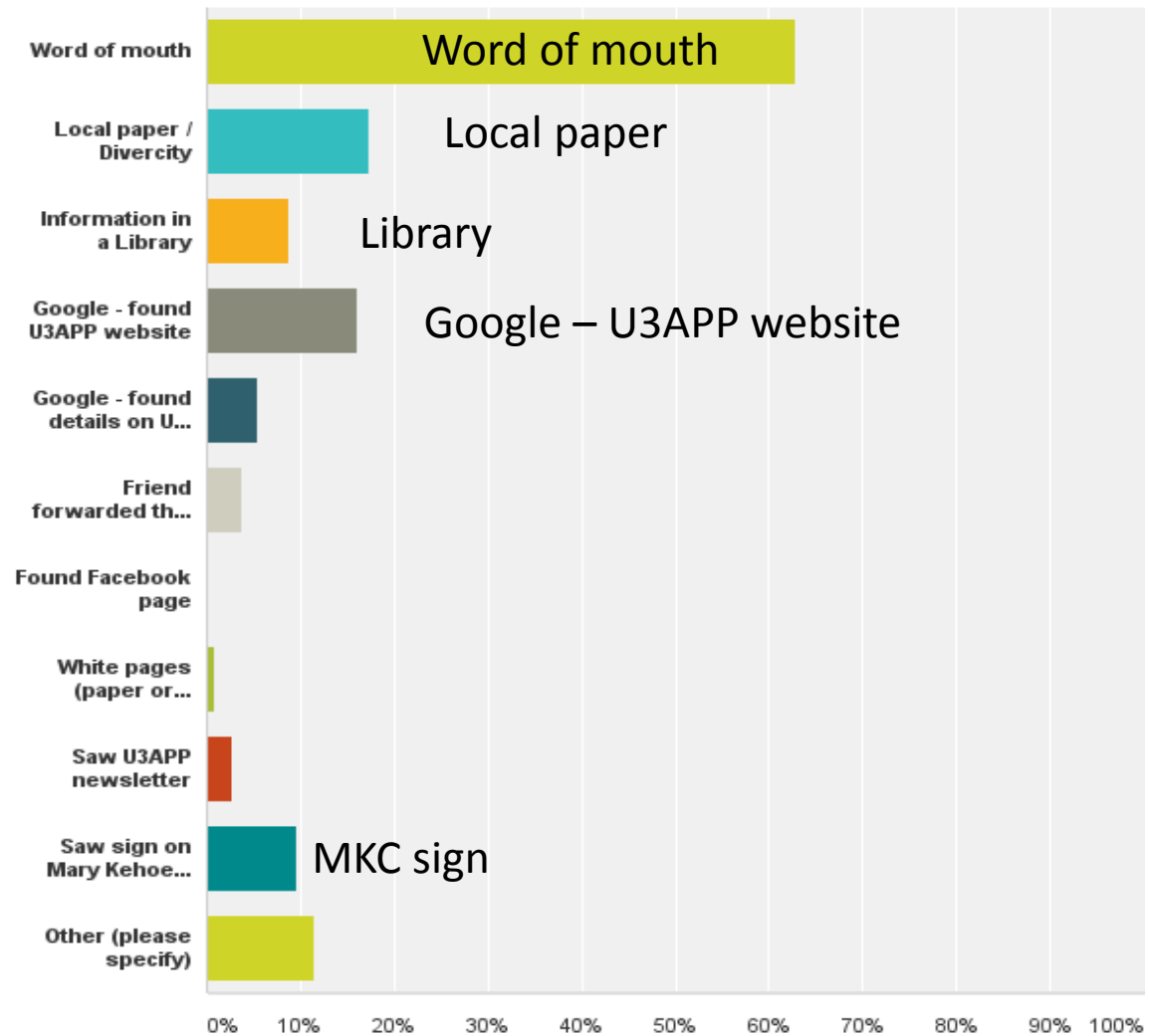
Q1: What is your current membership status?



Membership

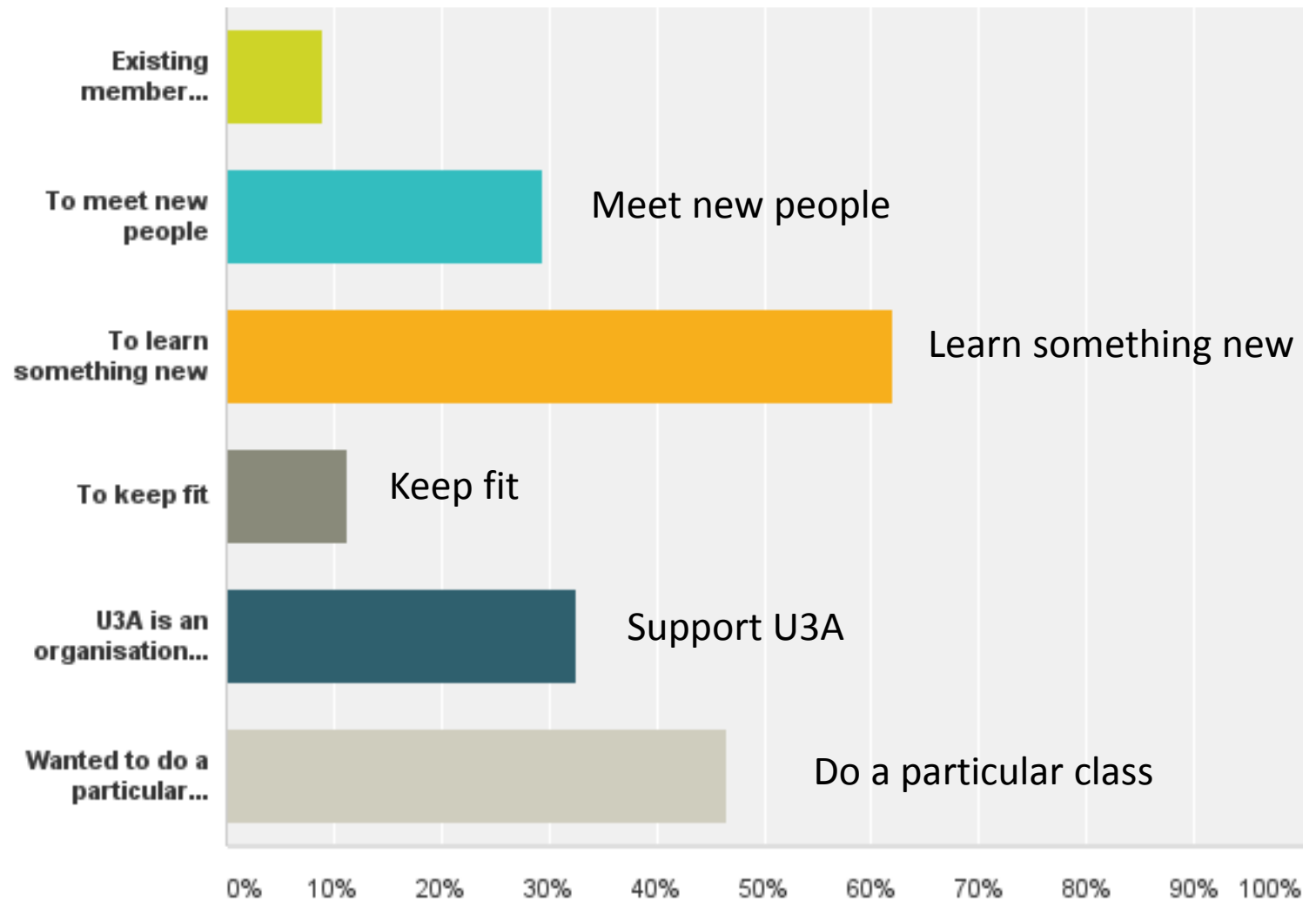
- Why do people join?
- Why do they leave?

Q2: How did you find out about U3A Port Phillip

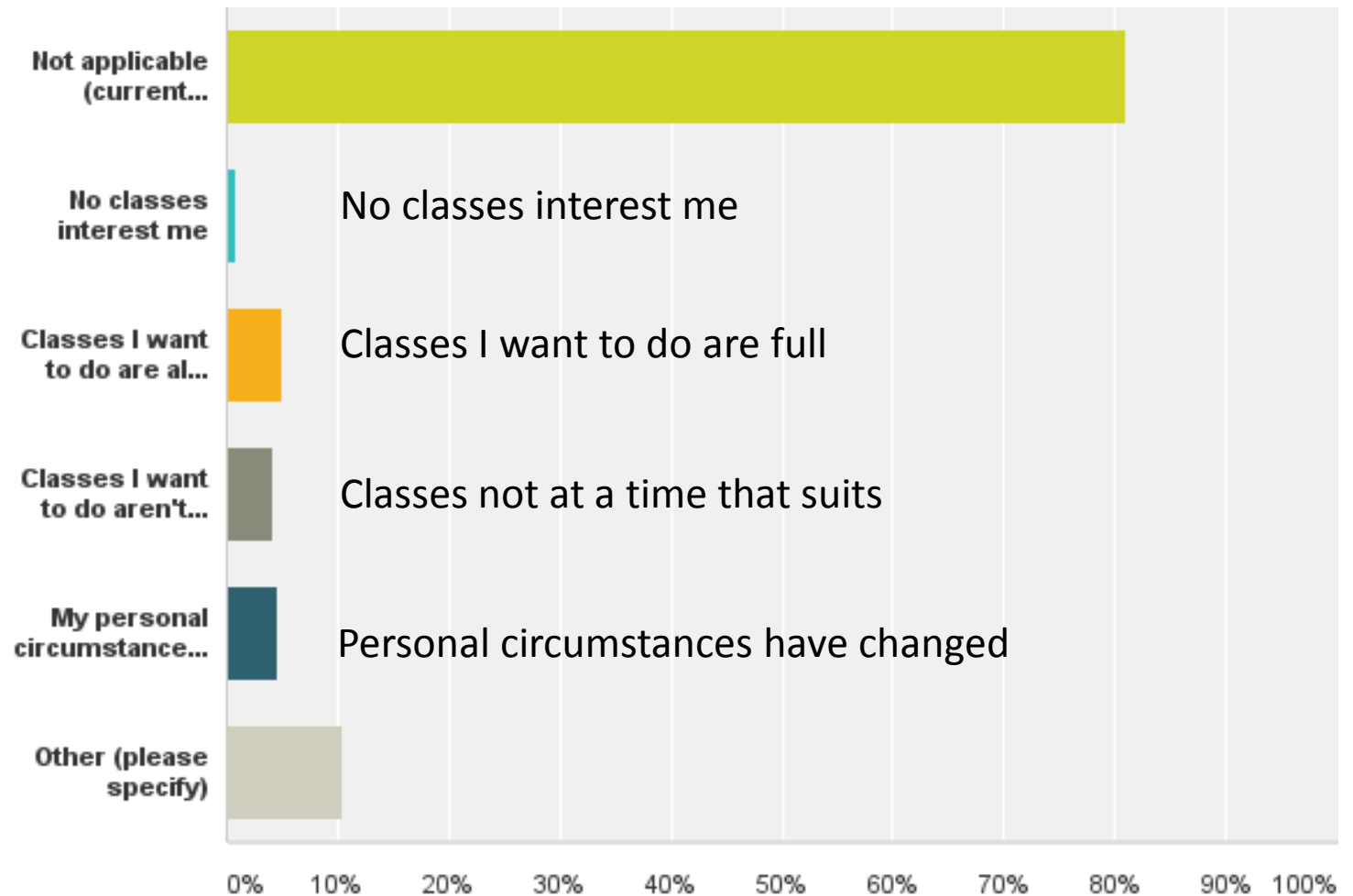


Q3: Why did you join U3APP?

Keep fit



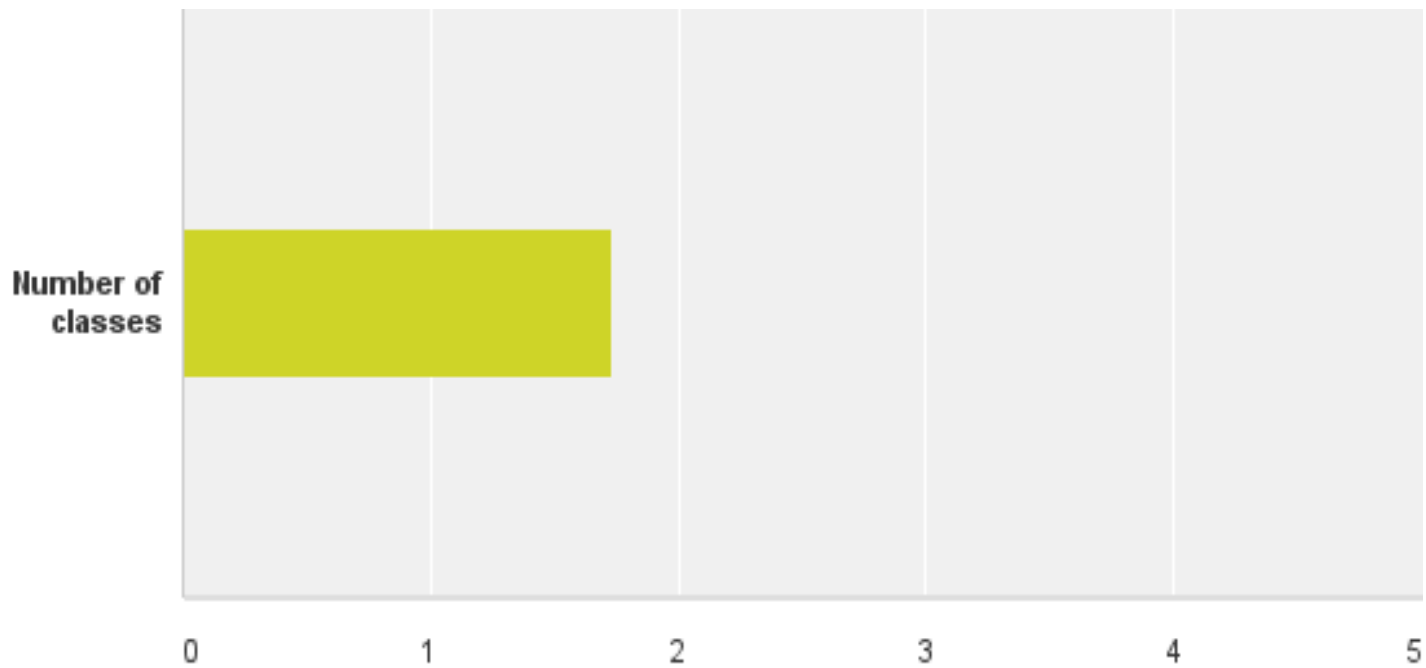
Q4: If you have not yet joined, or are no longer a member, why not?



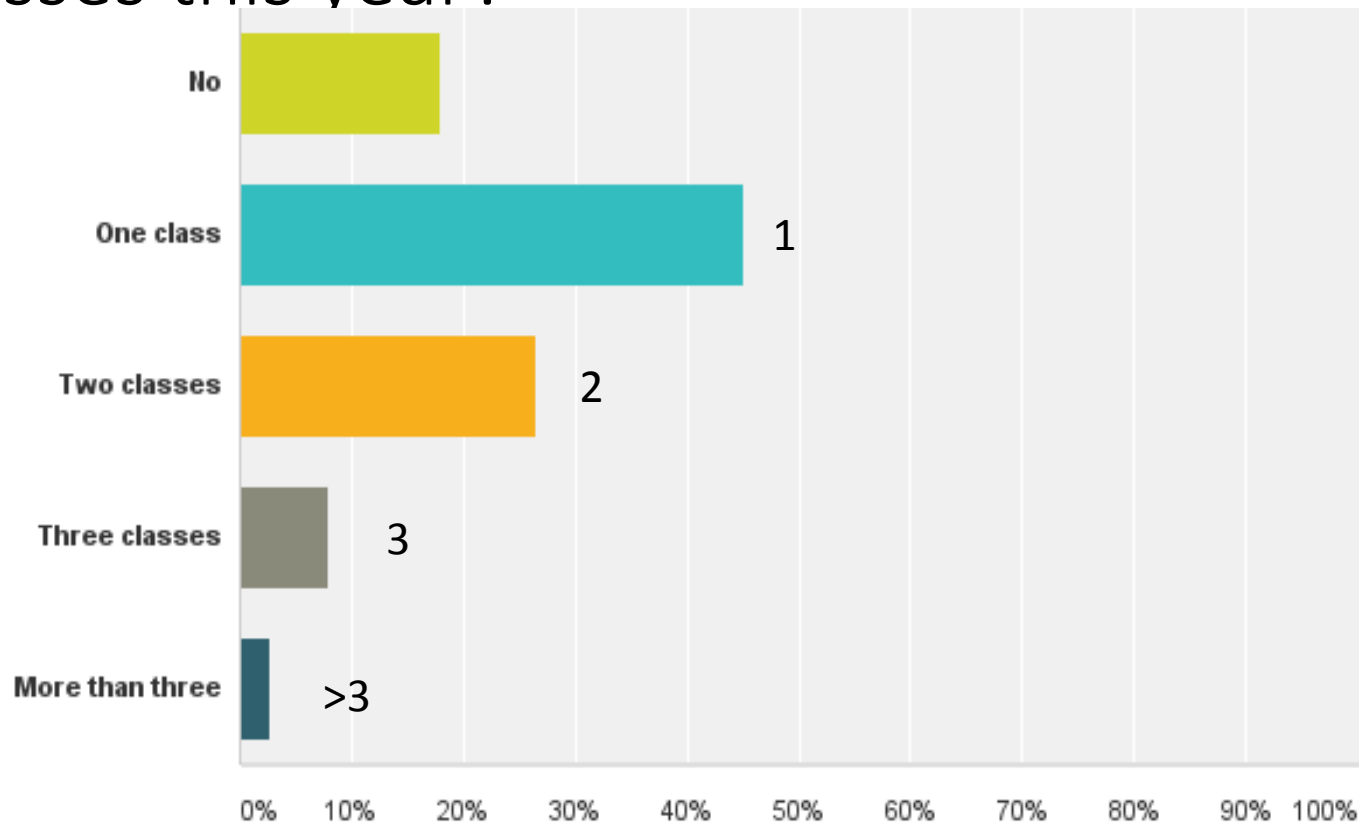
Classes

- How many classes do people do?
- How long do people stay in continuing classes?
- How big is the 'wait list' problem?
- How can we manage wait lists better?

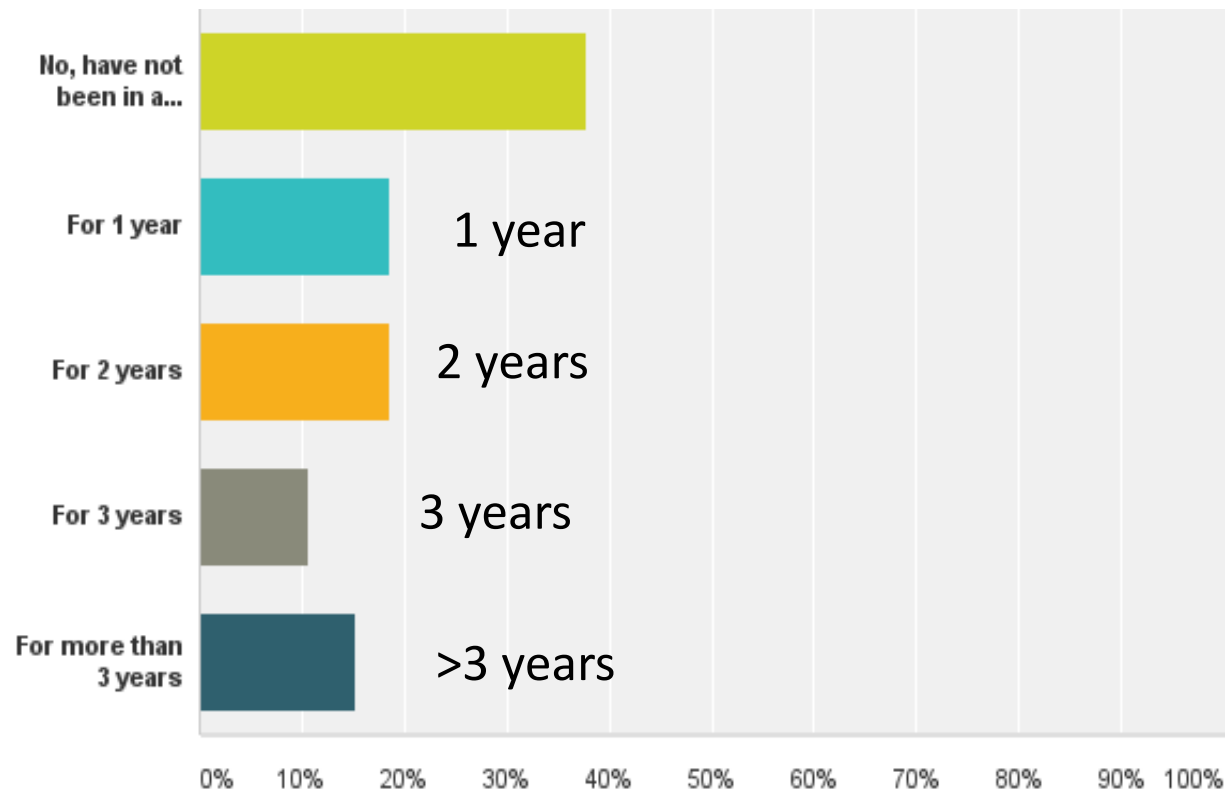
Q5: In Term 3 2014, how many classes were you enrolled in?



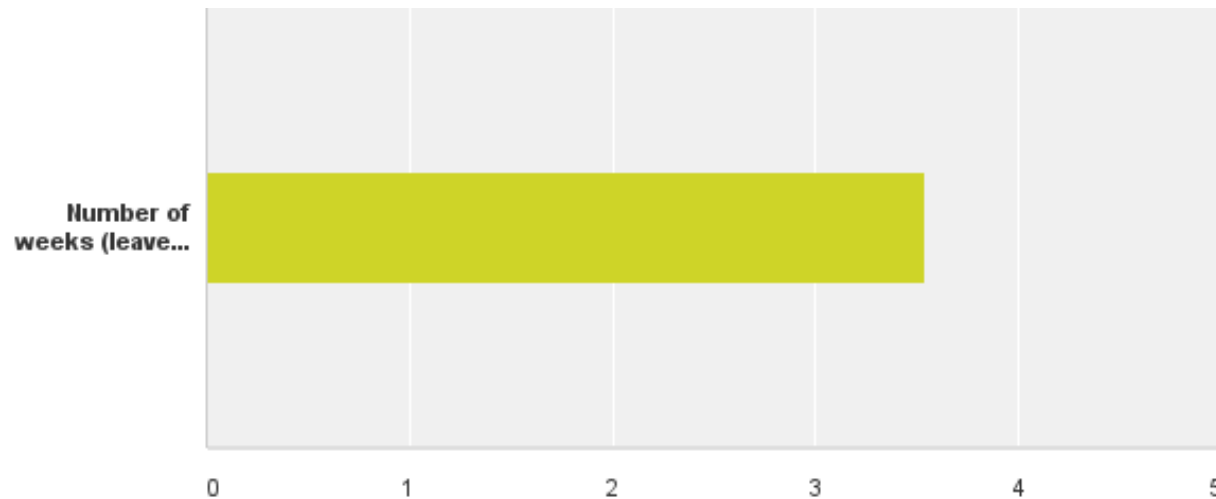
Q6: Are you enrolled in any 'continuing' classes this year?



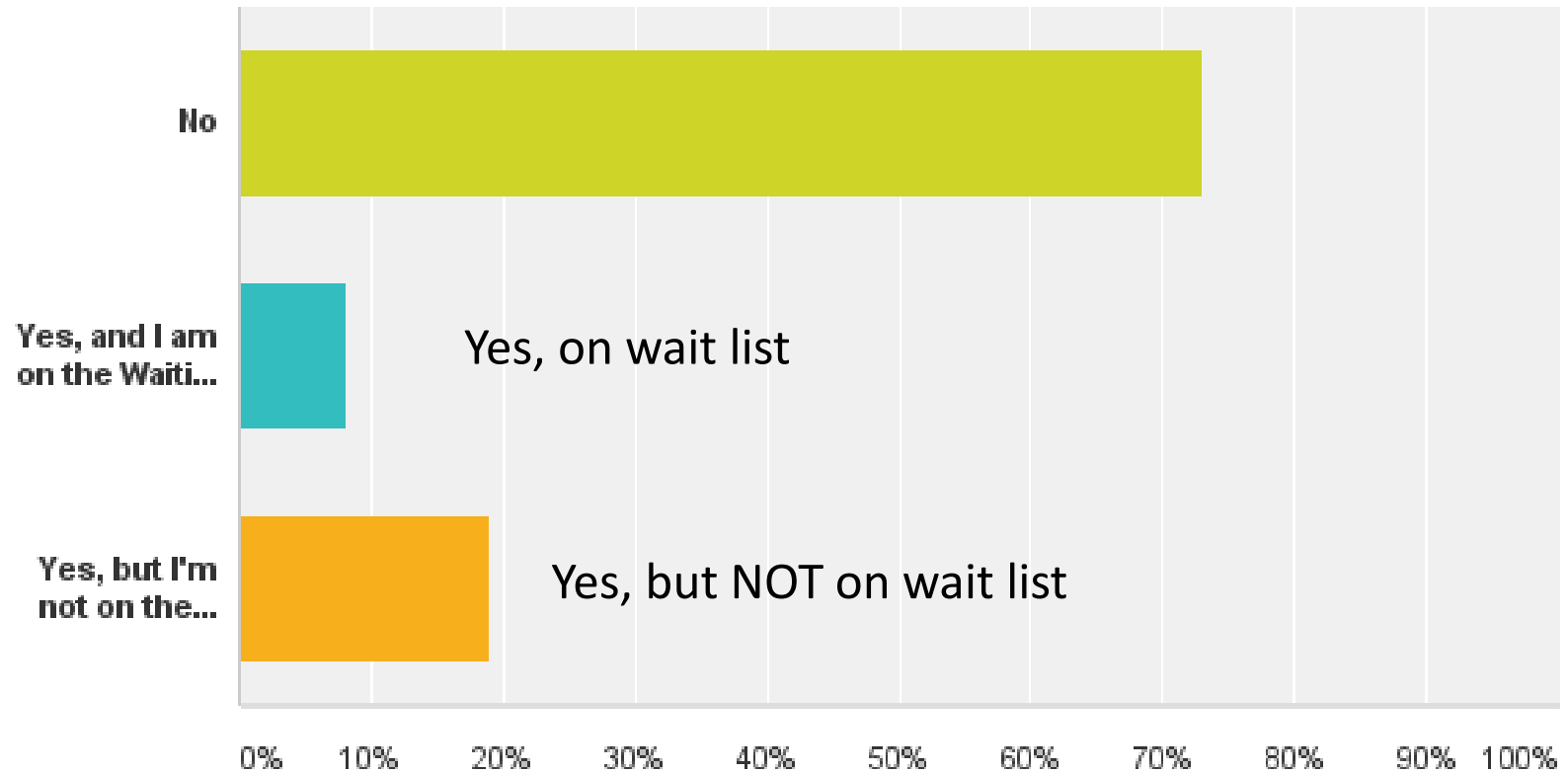
Q7: In a continuing class for >1 year?
If so, for how many years?



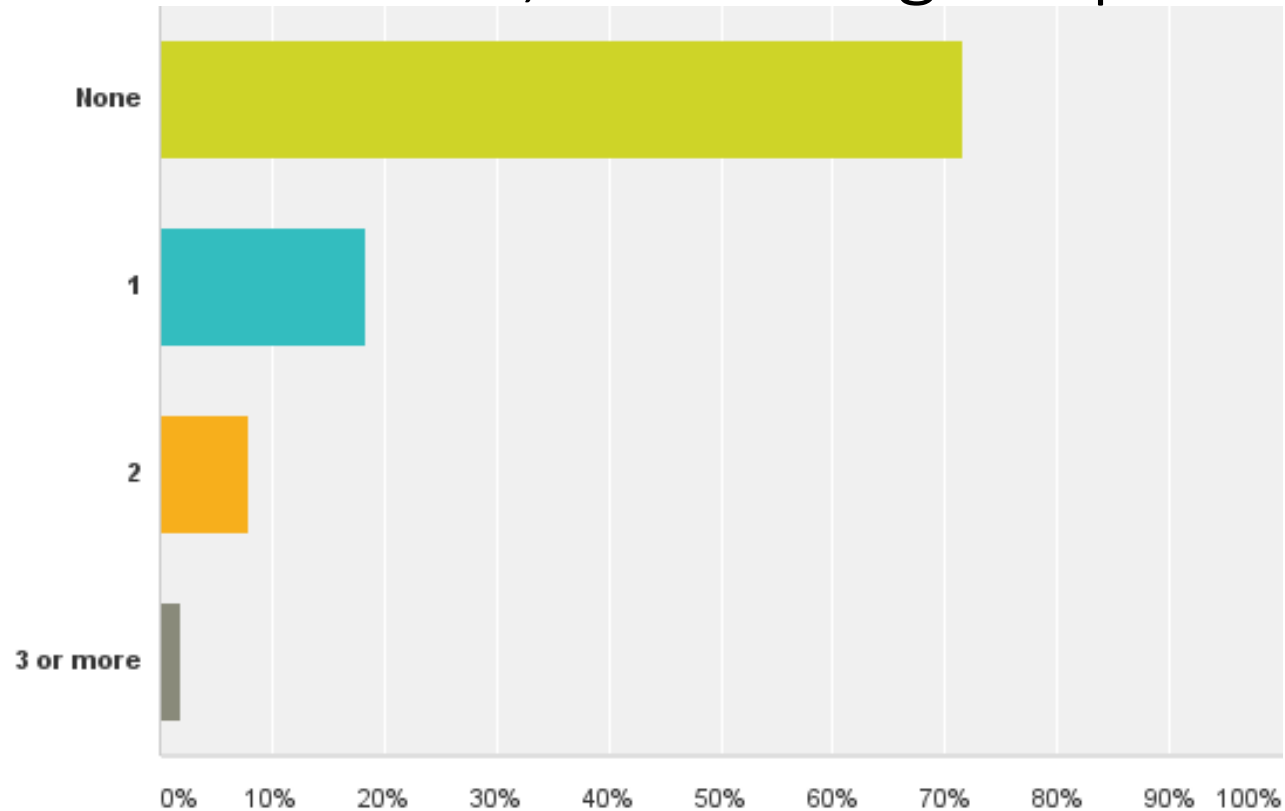
Q8: Have you been absent (with apology) from a continuing class – how long?



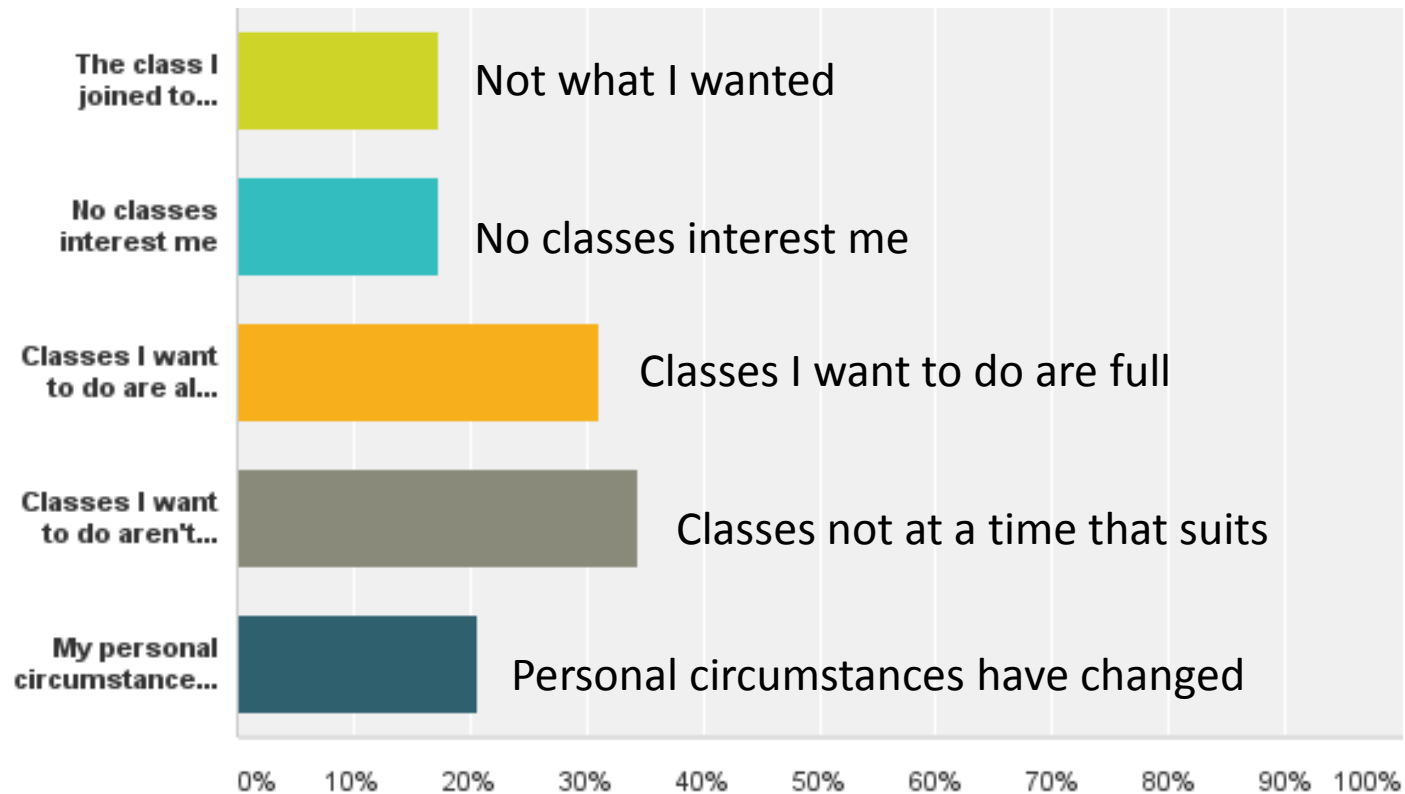
Q9: Is there a class you want to get into, but can't because it is full?



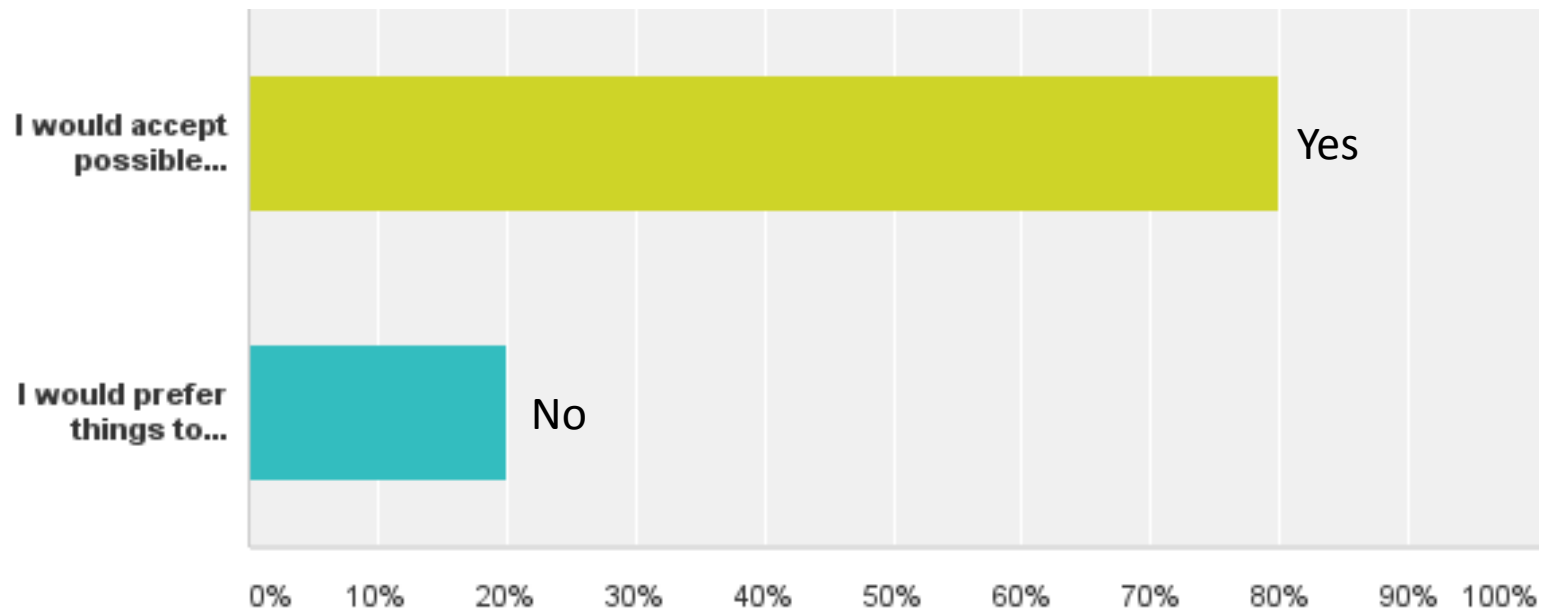
Q10: How many classes are there that you would like to attend, but can't get a place?



Q11: If you are a financial member, but are not currently attending any classes, why not?



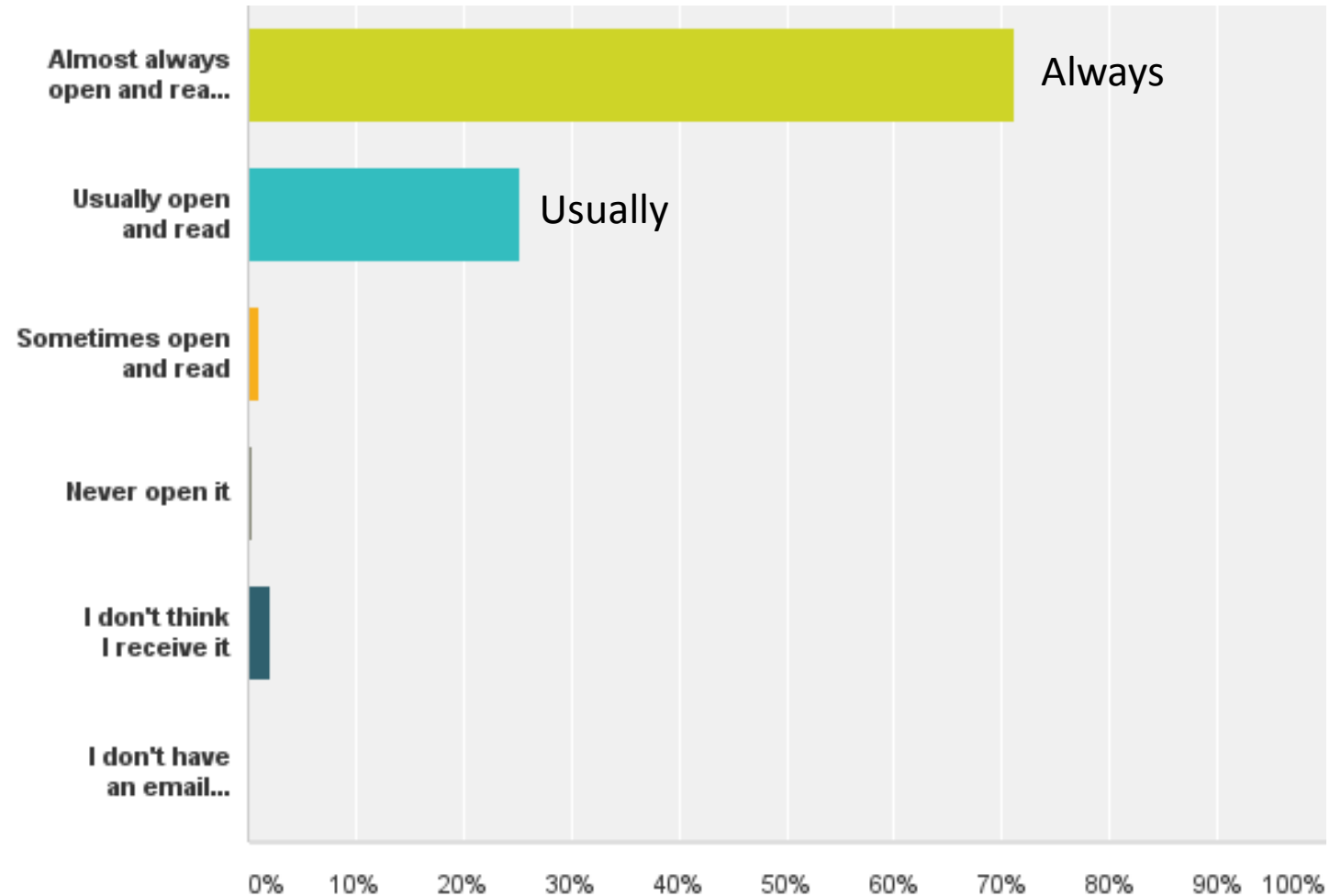
Q12: Should we over-enrol?



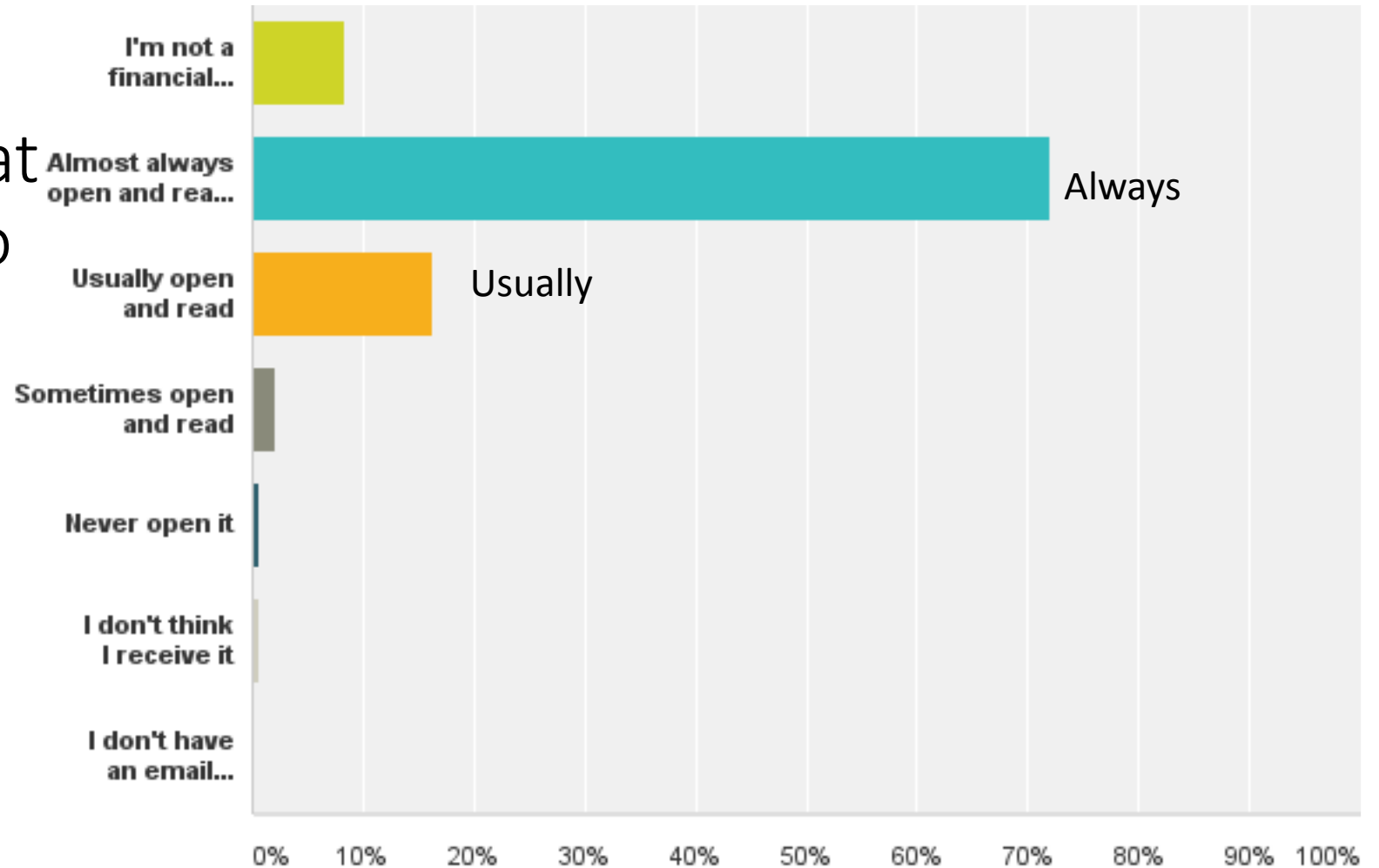
Communications

- How well are current communication methods working?
 - E-bulletins
 - Other emails
 - Newsletters
 - Course programs
 - Website
 - Facebook page
- Should we try text messages?

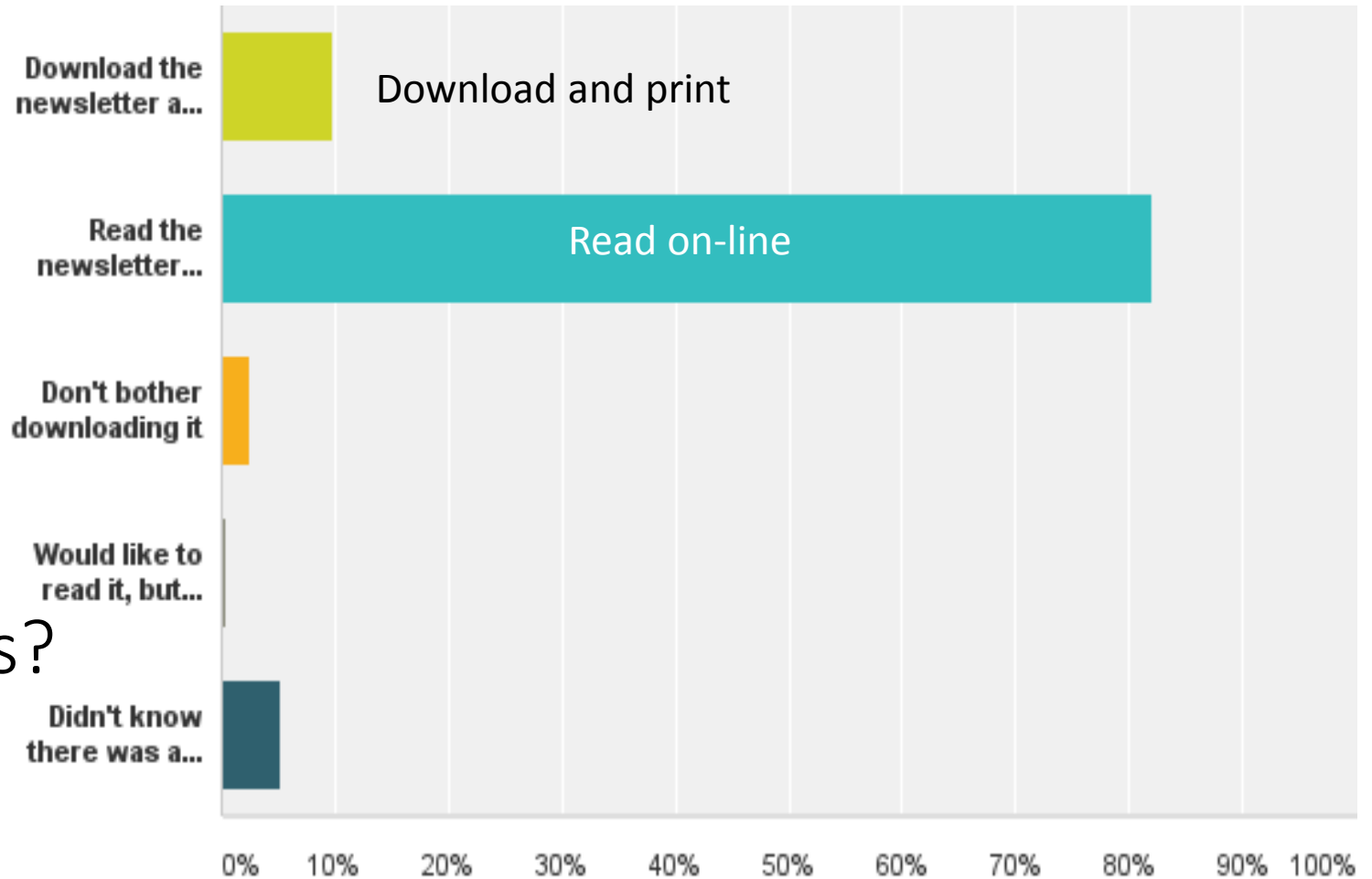
Q13: What you do when you receive the e-bulletins?



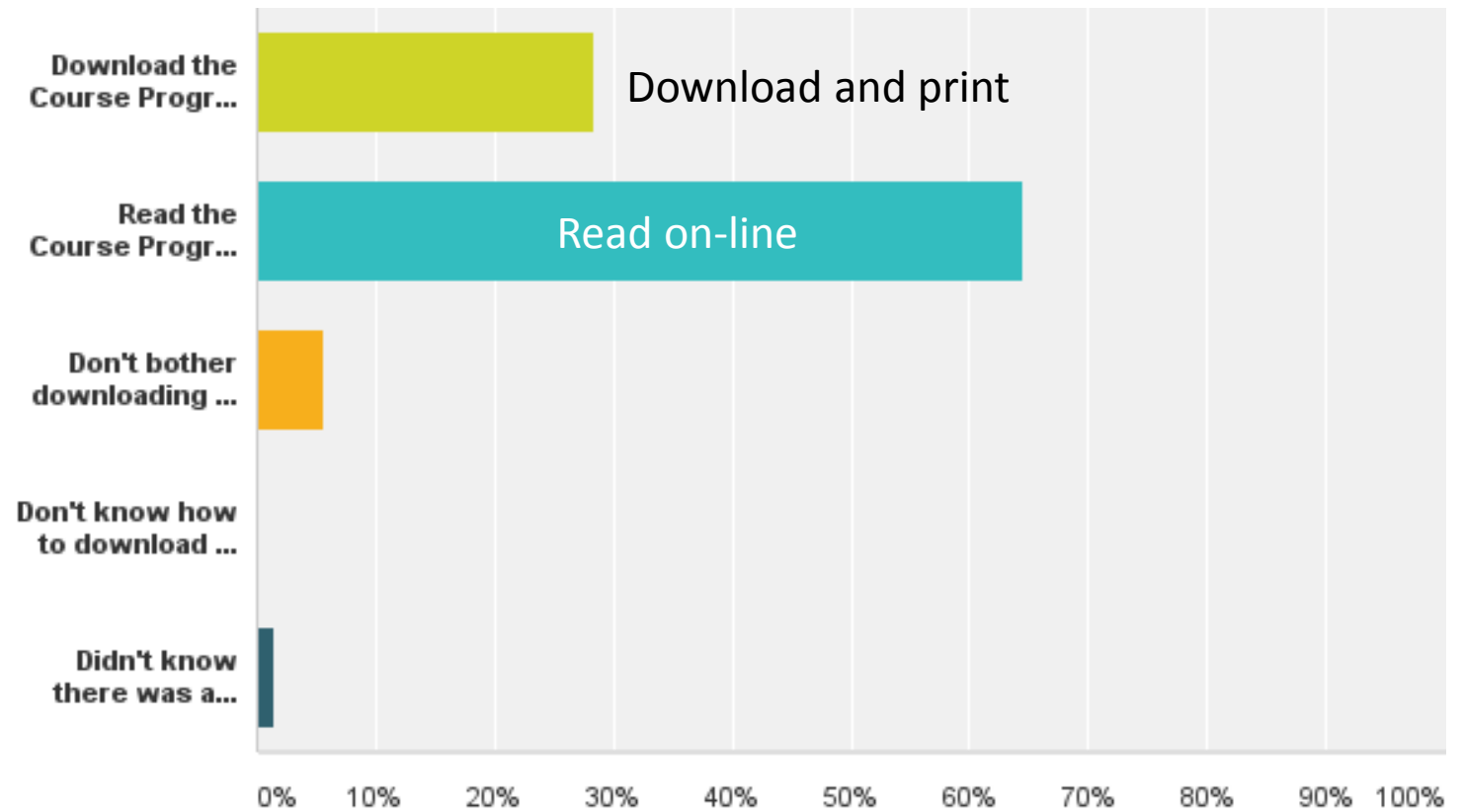
Q14: What do you do when you receive e-mails from the Office



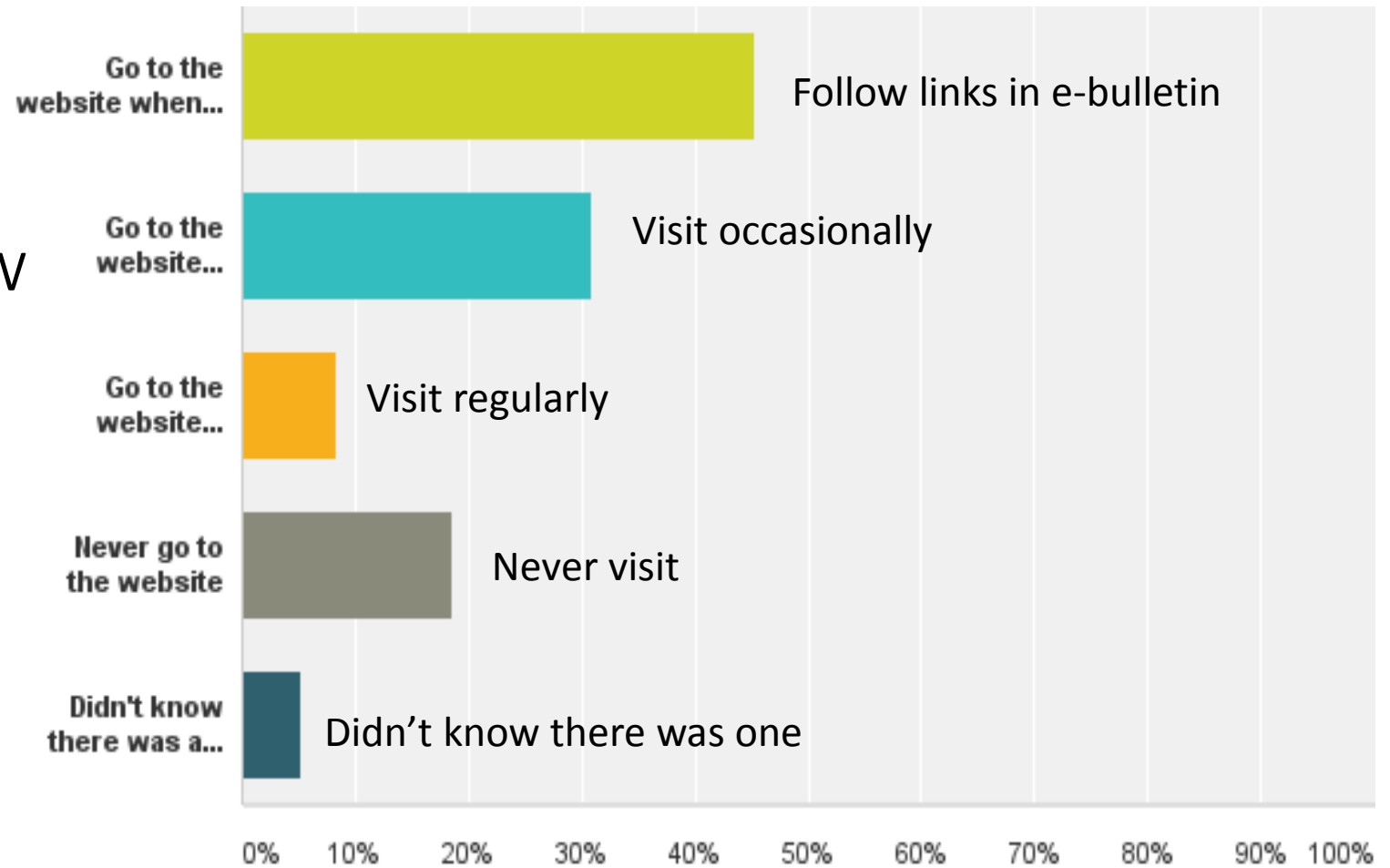
Q15: What do you do with newsletters?



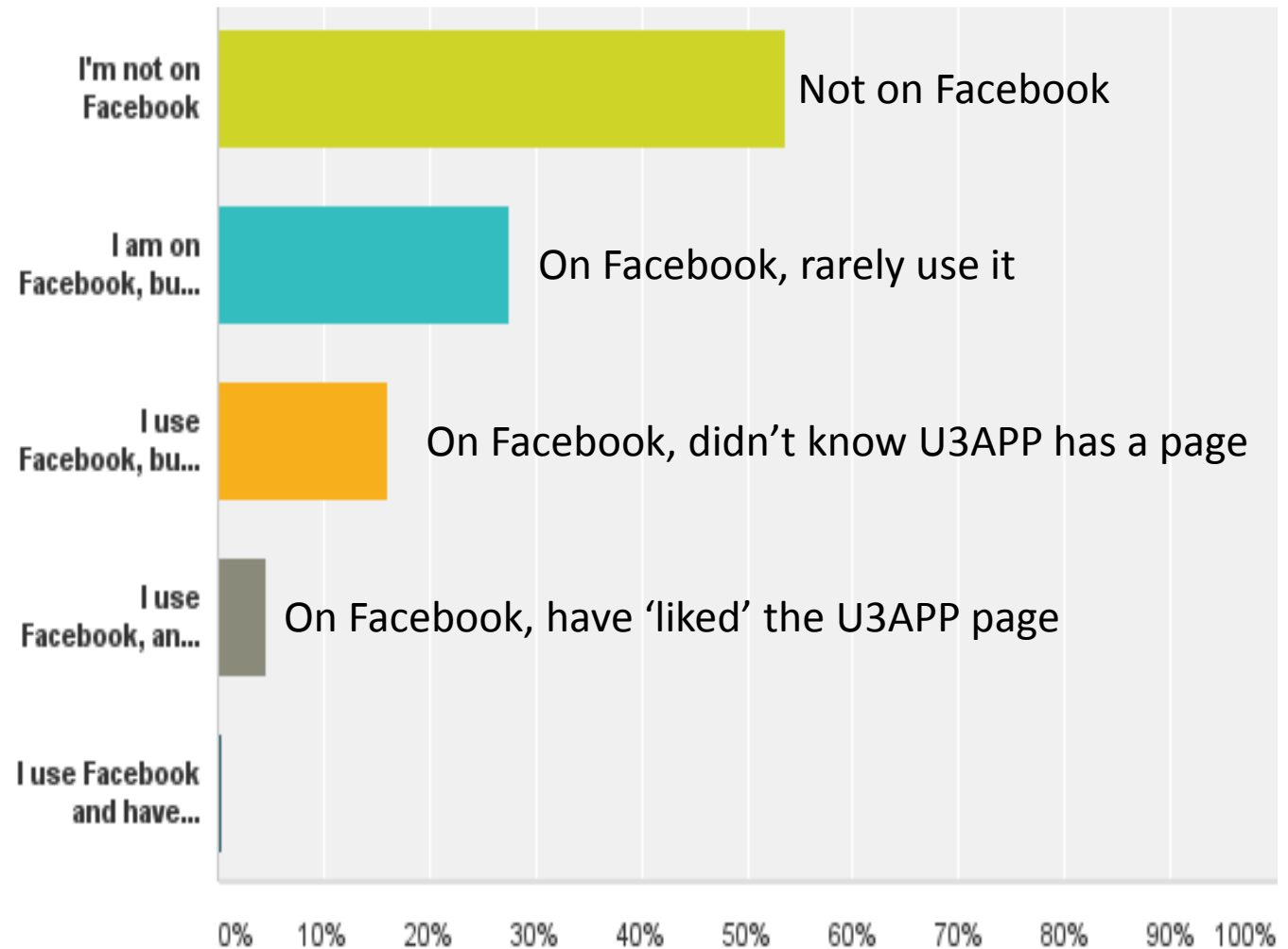
Q16: What do you do when Course Program comes out?



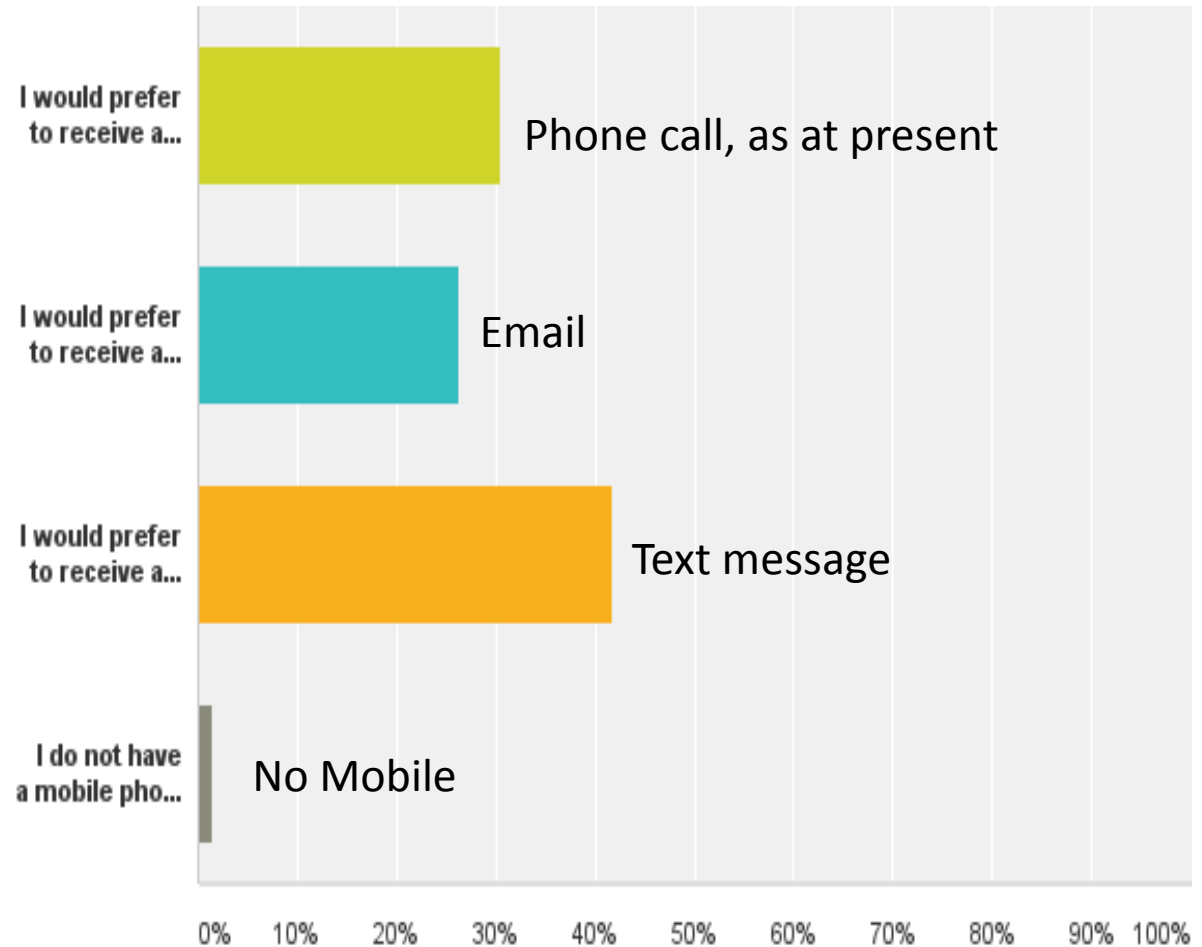
Q17: How do you use the website?



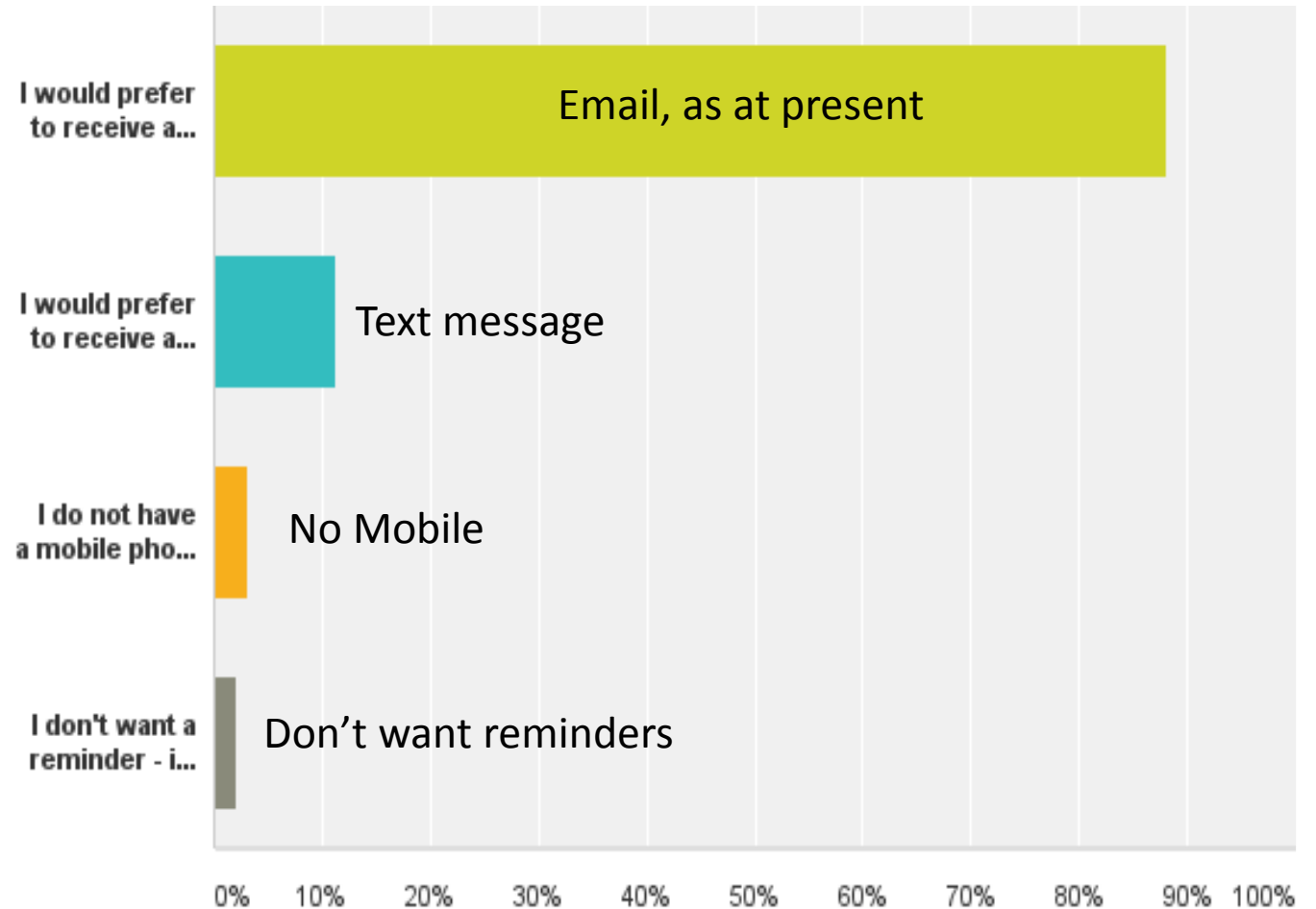
Q18: Do you use U3APP's Facebook page?



Q19: How do you want to receive urgent messages about class changes?



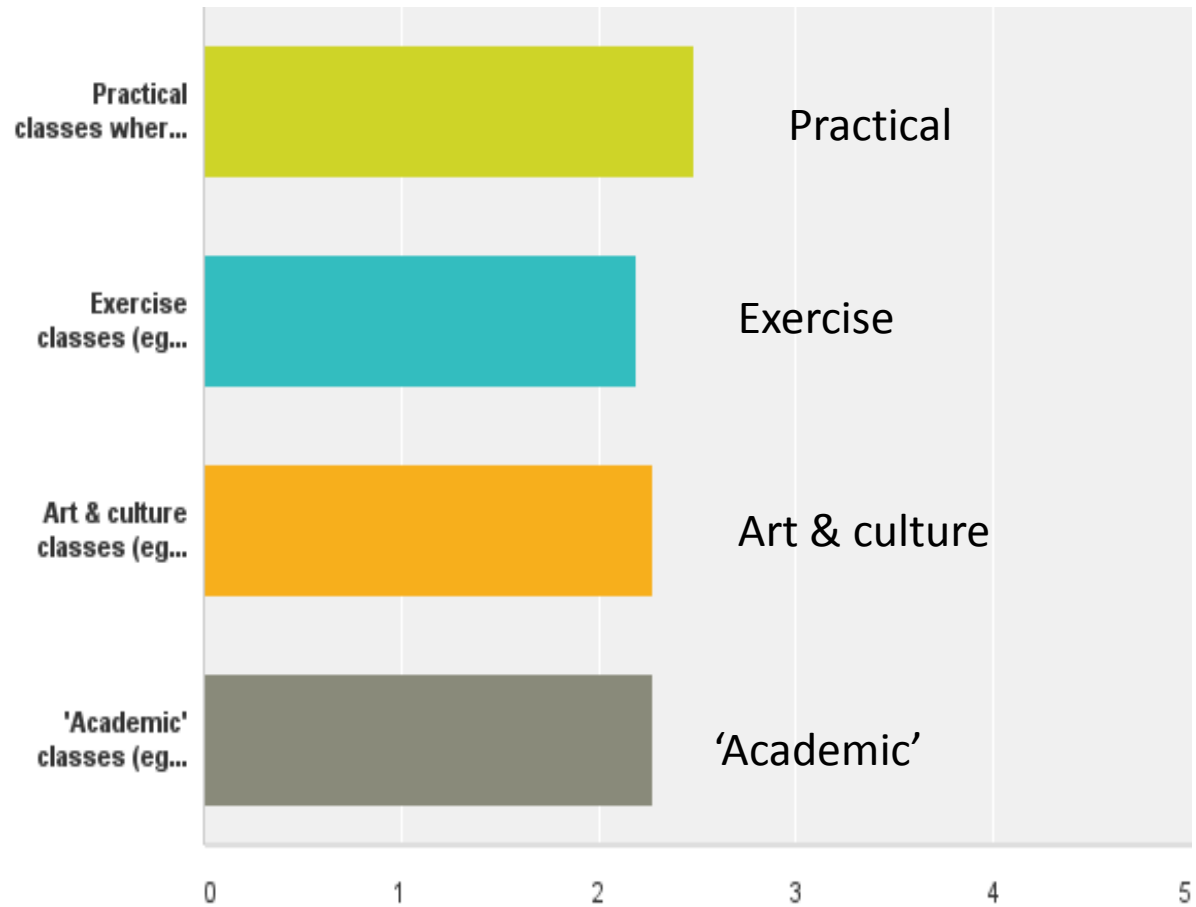
Q20: How do you want to receive reminders about events?



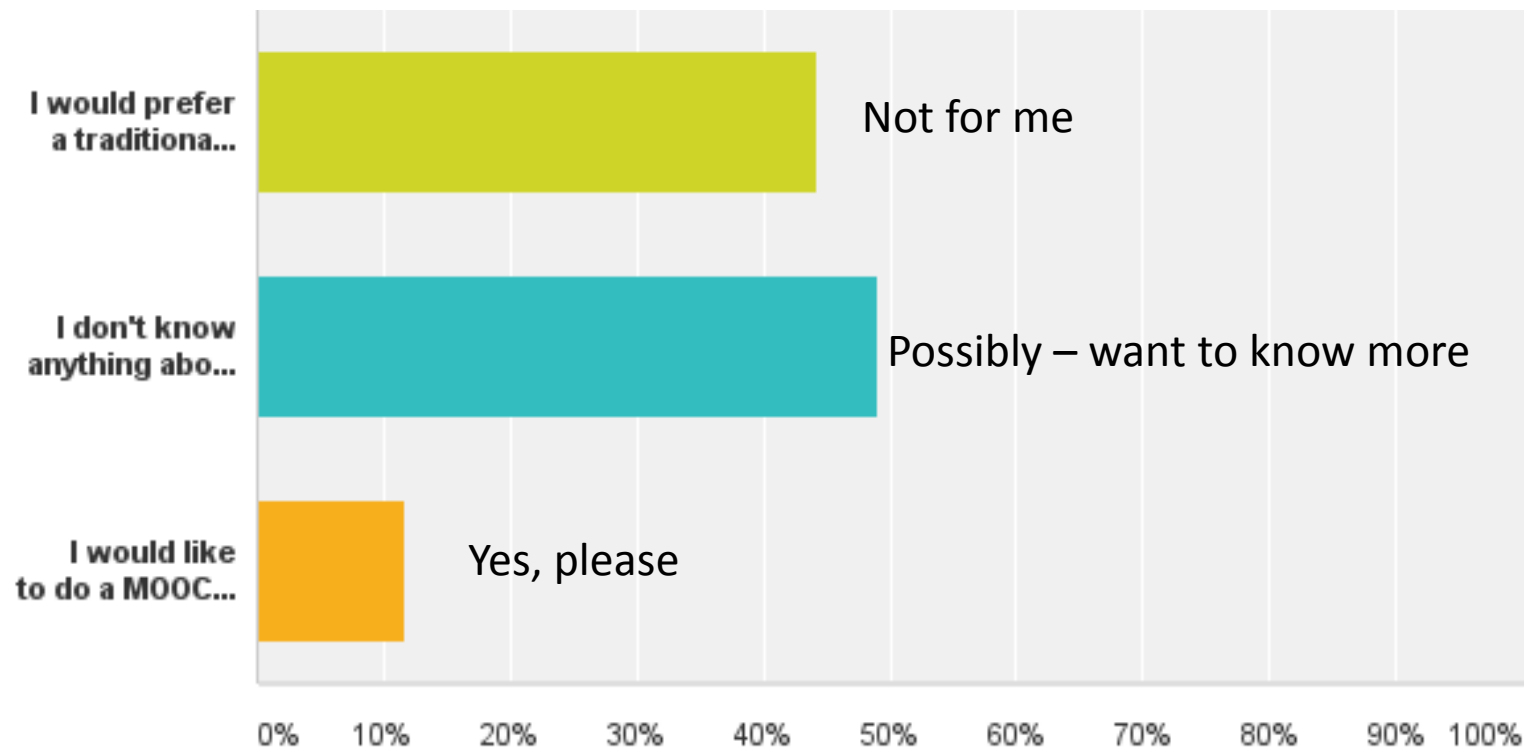
Expansion

- New classes – what kind?
- Should we try MOOCs?
- Should we schedule some classes later in the day?
- Should we hold classes in other locations?
- Do we need to cater for hearing disability?
- If we need to automate our admin processes to cope with growth, will our members use on-line options?

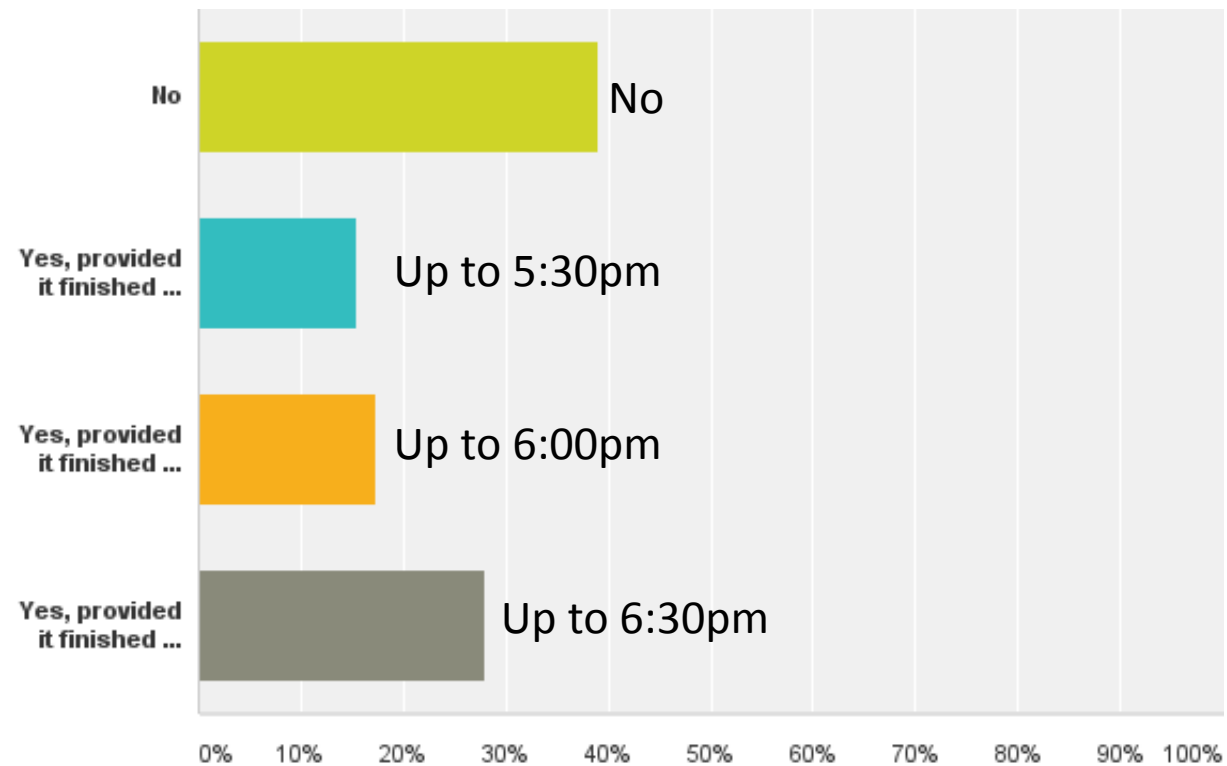
Q21: If we expand the types of classes we offer, what areas interest you most?



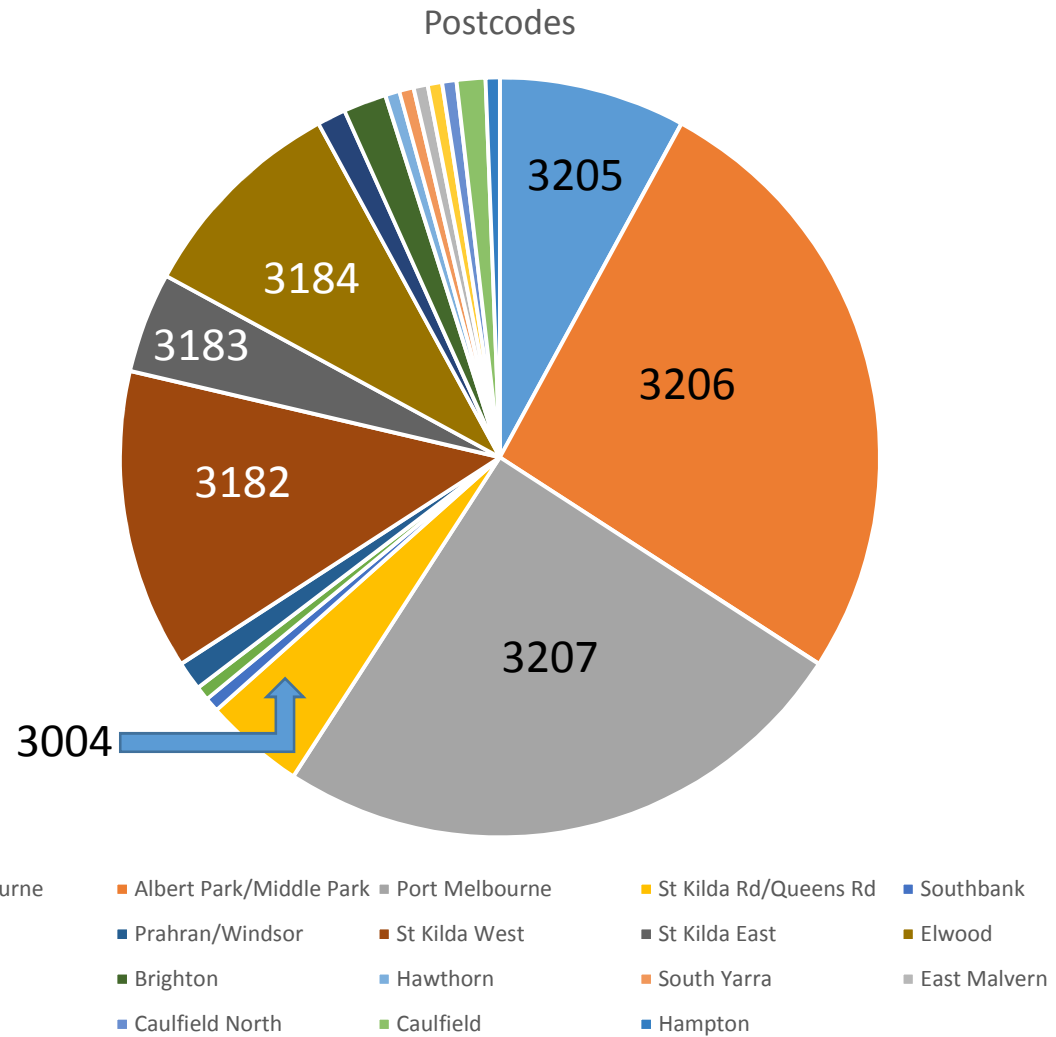
Q22: Should we try classes based on MOOCs?



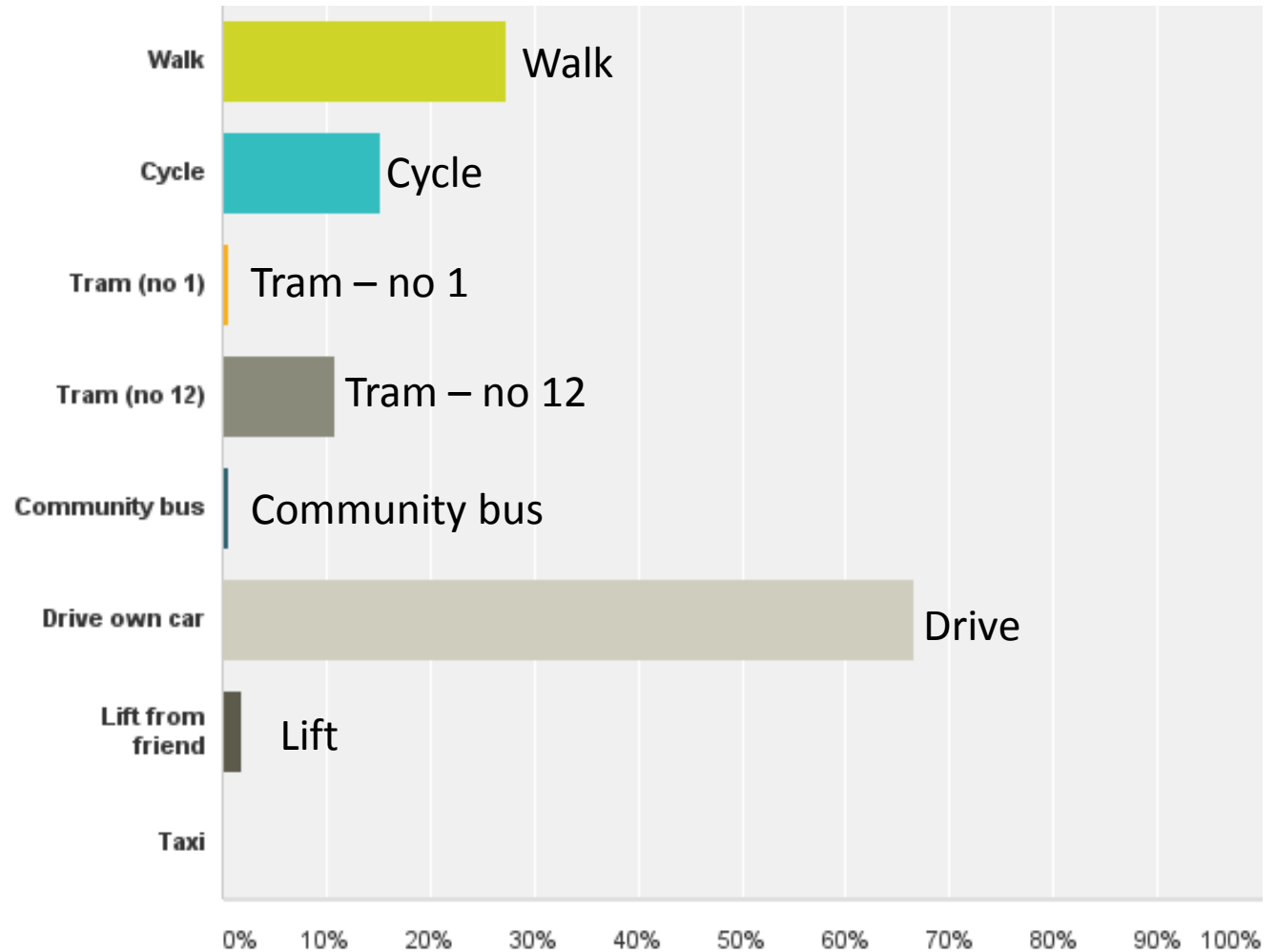
Q23: Would you attend a class you were interested in if were held later?



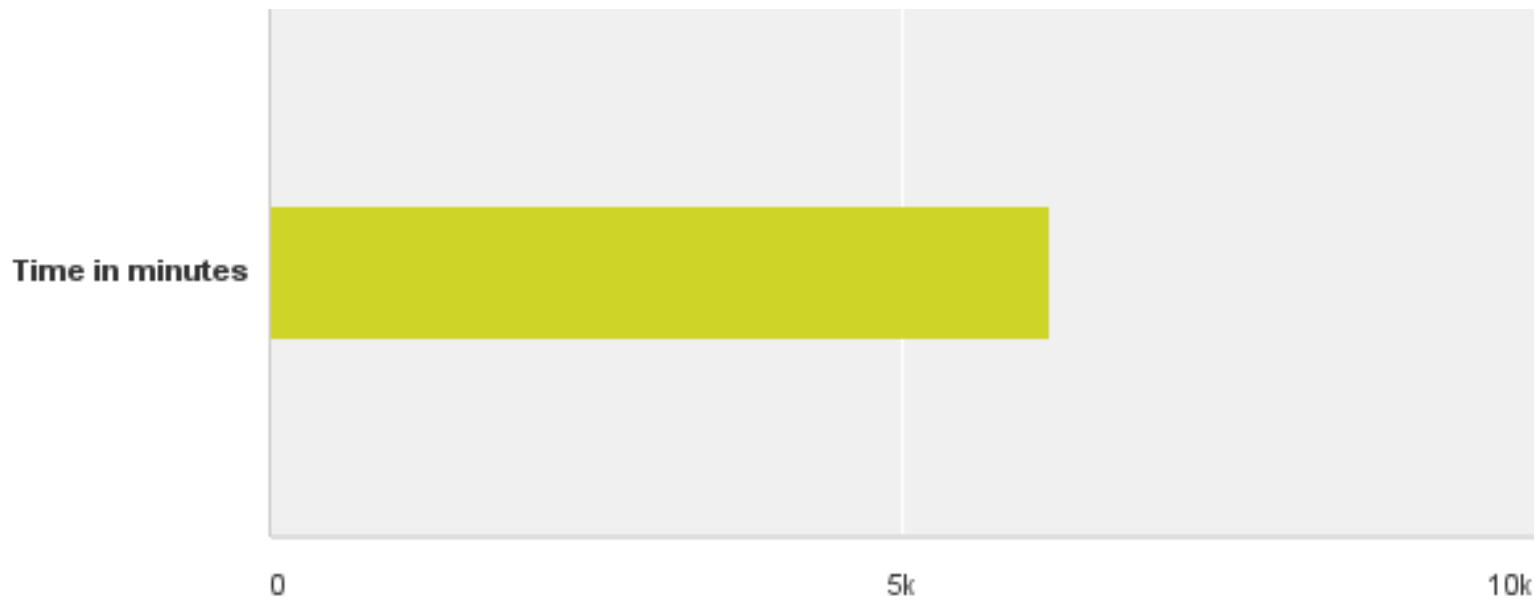
Q24: What is your postcode?



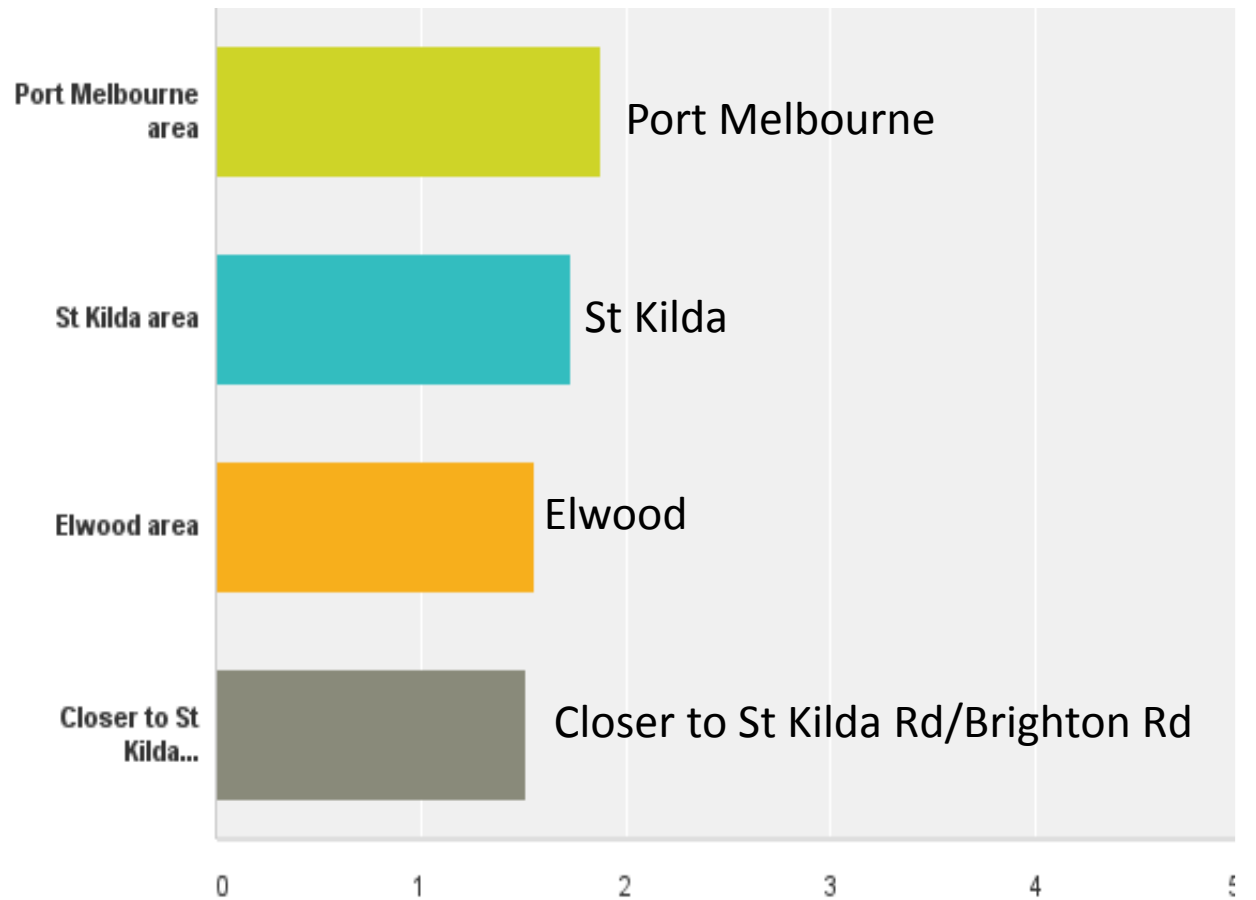
Q25: How do you usually travel to Mary Kehoe Centre:



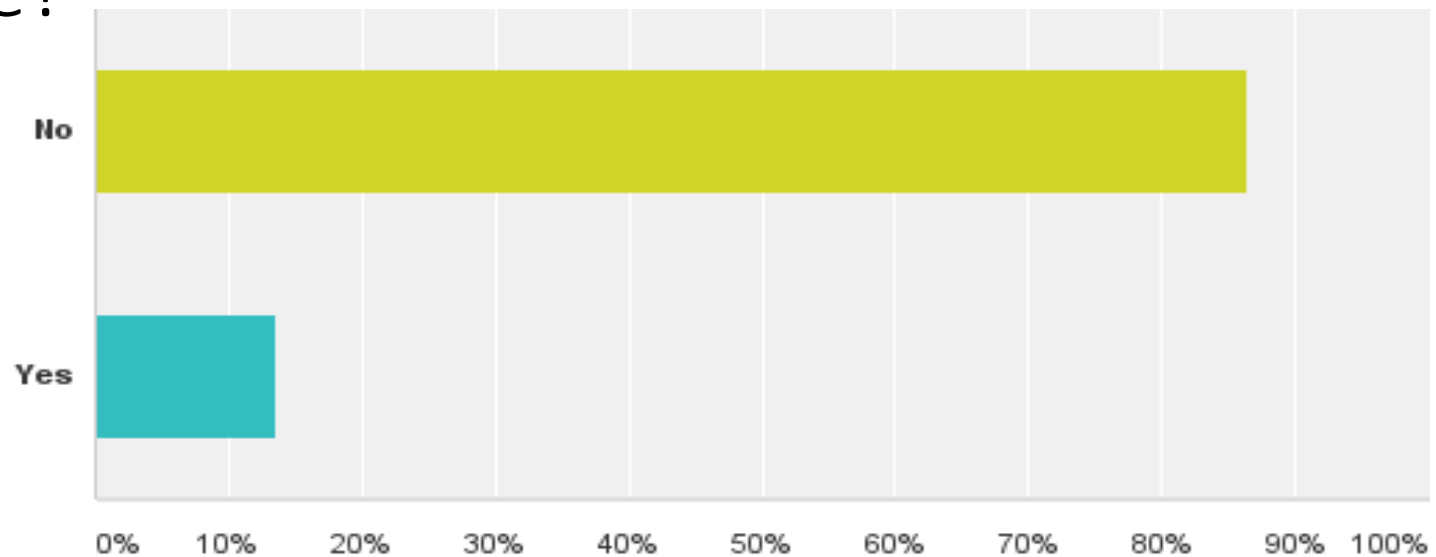
Q26: How long does it take you to travel to the Mary Kehoe Centre?



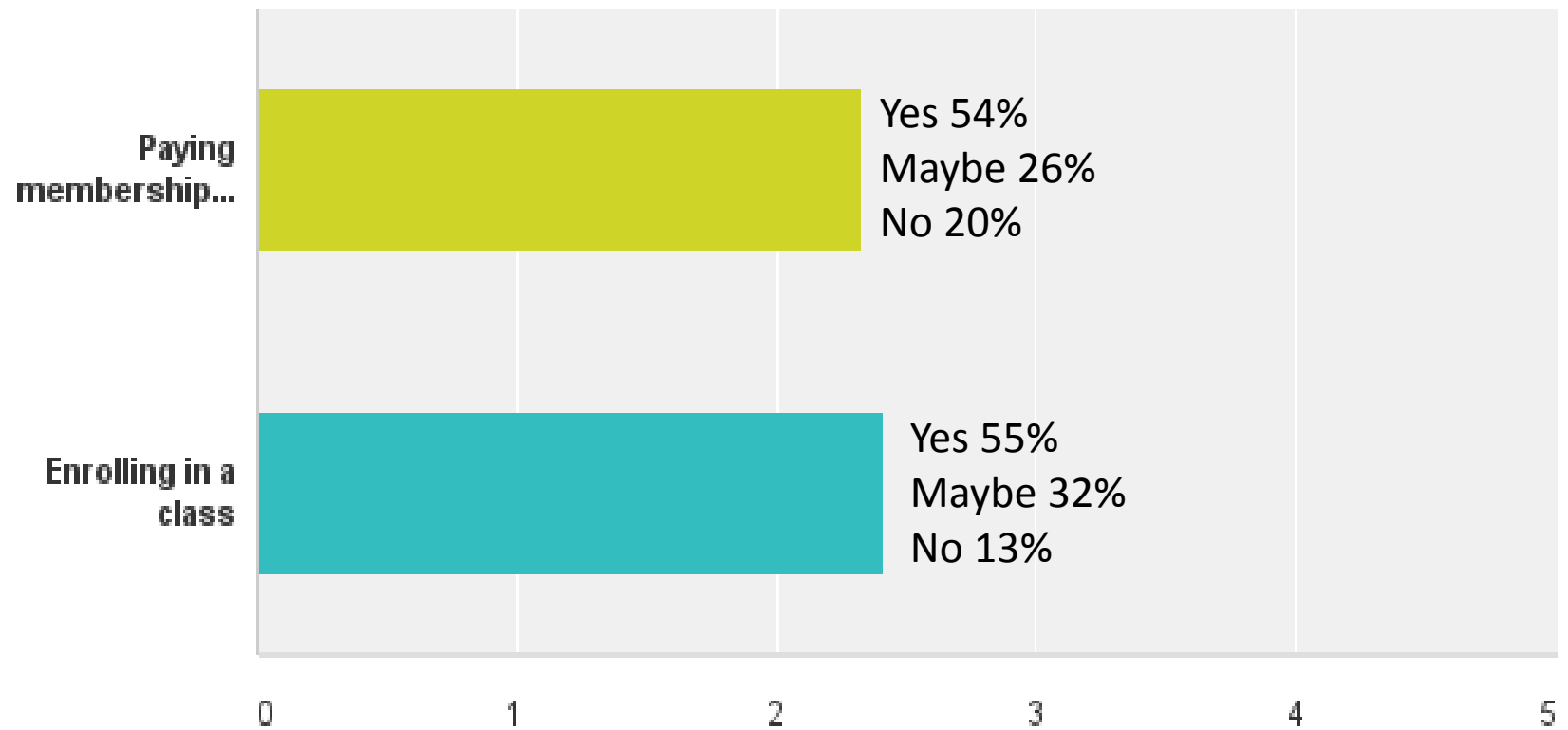
Q28: Would you be more likely to attend classes and events if they were held in another location?



Q29: Would the installation of a hearing loop in the Hall at Mary Kehoe Centre encourage you to attend classes, seminars and talks there?



Q30: Will you use on-line systems?



What are we doing in 2015?

- Improving 'wait list' management
- Looking for a volunteer PR Manager
- Looking for new tutors to expand course offerings
- Scheduling some classes at MKC later in the day
- Trialling a MOOC
- Running some classes in Port Melbourne and St Kilda/Elwood
- On-line membership renewal for 2015
- On-line enrolment for new classes in Term 2