



INNER NORTH

U3A Inner North – Member Survey August 2024 - Results

Prepared 20th August 2024

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SUMMARY AND KEY POINTS

- This is the first Member Survey undertaken by U3A Inner North – formerly Prospect – (U3AIN).
- The purpose is to seek feedback from the member base on key aspects to be considered in future planning.
- The Member Survey was made available from 12th August to 9th September 2024 (30 days), to be completed online, or on paper form available from their tutor or outside ECC Office.
- Of our 338 paid up members, 82 responded to the survey (24%).
- Due to the low number of responses, the feedback may not be representative of the opinions of the greater member base.
- 20% returned the survey via email, 80% via the box outside ECC Office.
- 32% chose to remain anonymous.
- 60% found out about U3AIN via word of mouth.
- 46% either do not use, or do not follow U3AIN on Facebook.
- The main areas to address were mainly technology related and class waitlists, although none rated high.
- Results align positively with our aim of being “**community organisation which provides fun and learning for people**”, as demonstrated by comments highlighting social interaction/friendships and learning being the important factors.
- The purpose of this report is to provide the data and information from the responders, not to provide solutions or recommendations based on this data.

SURVEY RESPONSES

Demographics

Age					
50-60	61-70	71-80	81-90	90+	Not Given
1	35	26	10	0	10
1%	43%	32%	12%	0%	12%

Compared with the database statistics:

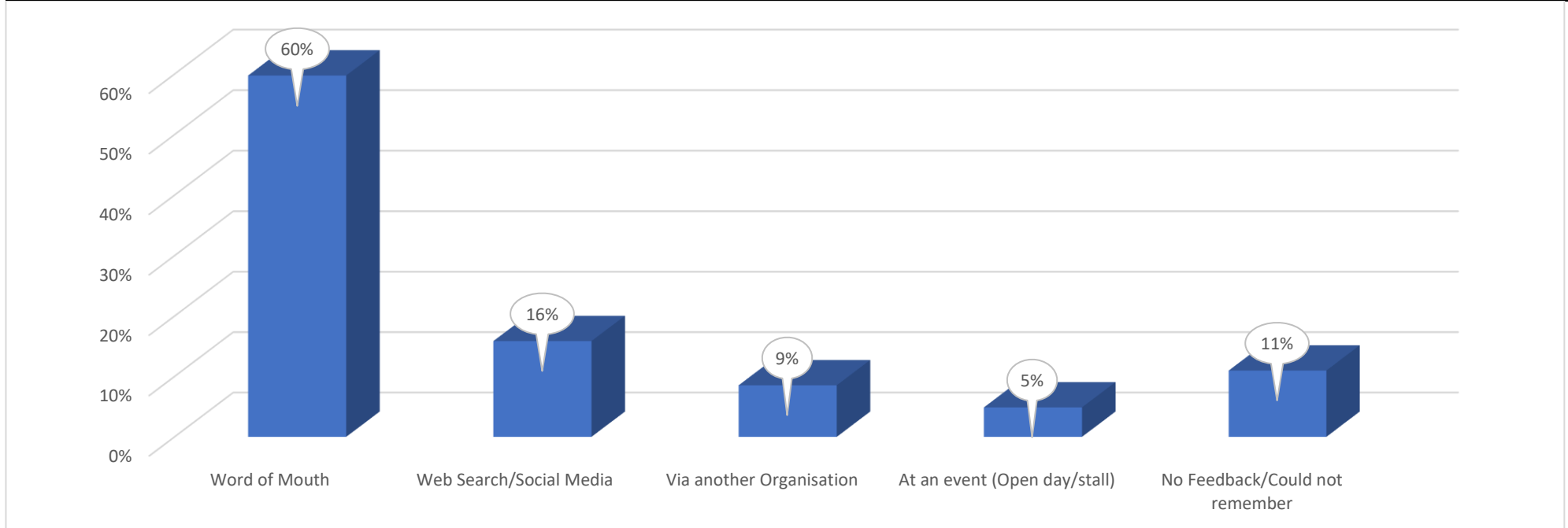
4%	32%	54%	9%	0%	0%
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No. of Years at U3AIN								
Years	1	2	3	4	5	6	7	Not Given
%	11%	17%	11%	11%	2%	10%	23%	15%
Totals	9	14	9	9	2	8	19	12

Distance from ECC (km)					
1<	1<5	5<10	10<15	>15	Not Given
6%	44%	23%	12%	2%	12%
5	36	19	10	2	10

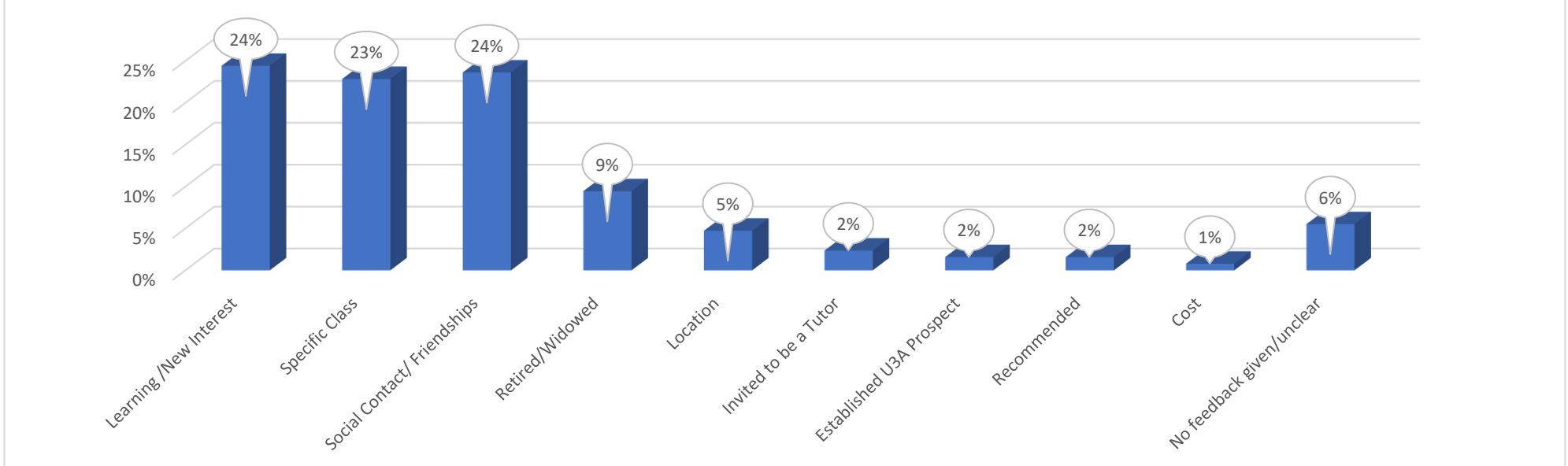
- Although our member base is largely in the 71-80 range, the majority of responses came from the 61-70 age group.
- Majority of respondents had been with U3AIN for either 2 years, or 7 years (since it started at Prospect).
- The low % of 5 years related to 2020 – the year of COVID.
- The majority of respondents live within 5km of the Enfield Community Centre (ECC).
- Those who lived further afield indicated the range of classes or a specific class was the reason to come.

Q1: How did you first hear of U3AIN (previously named U3A Prospect)?



- The majority of respondents found out about U3AIN through word of mouth, primarily friends, family, and neighbours, but also existing members.
- Online channels being mainly web searches and social media made up the next largest category.
- Referrals from other organisations include other U3A's, Prospect Library and Enfield Community Centre.

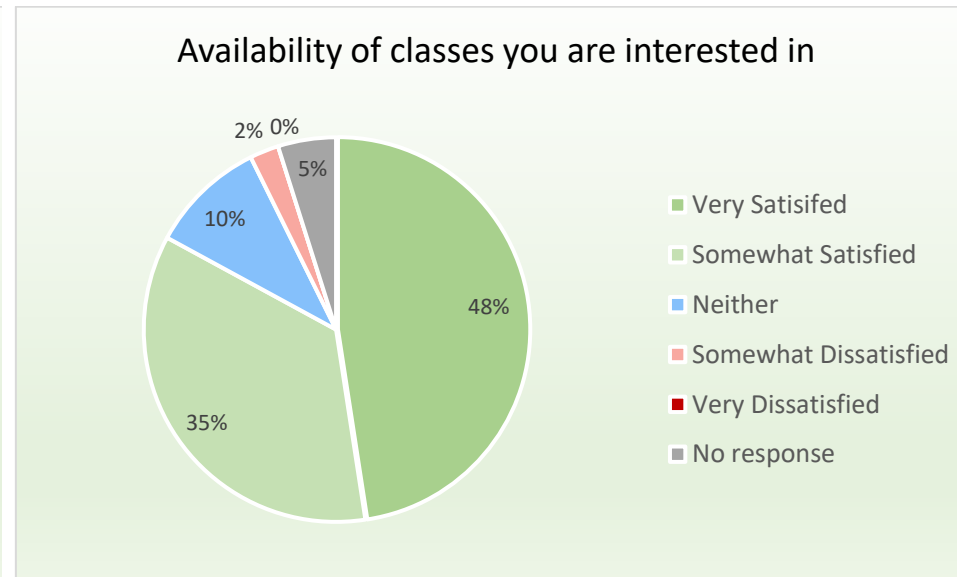
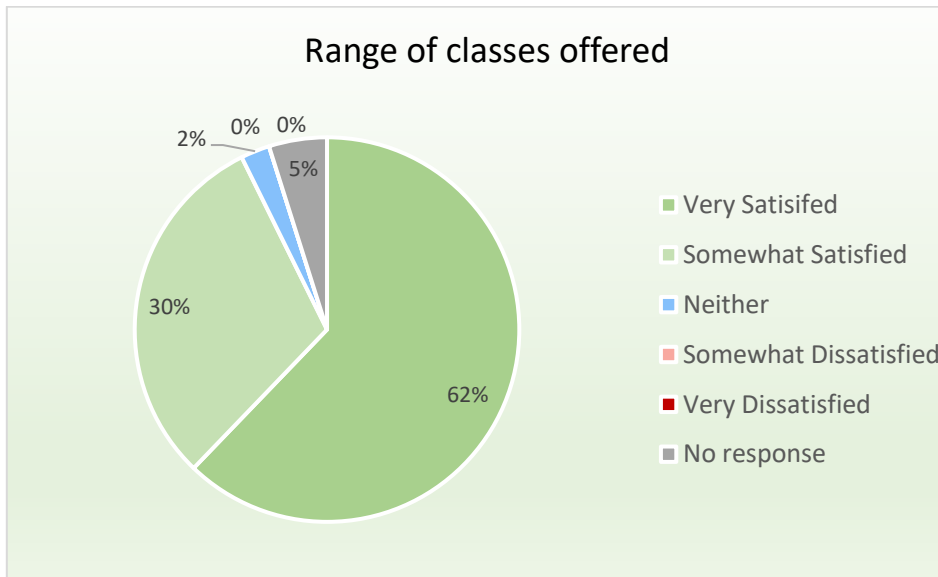
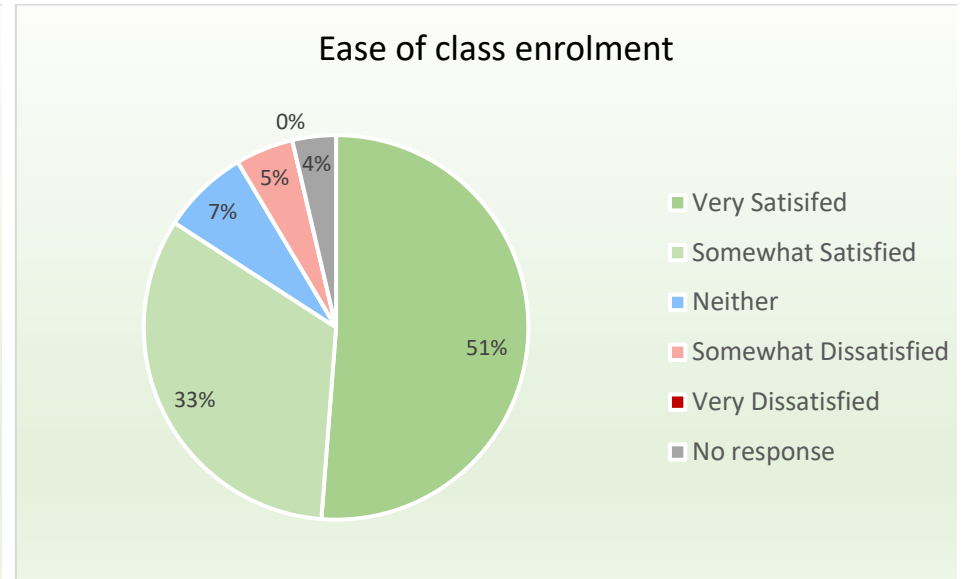
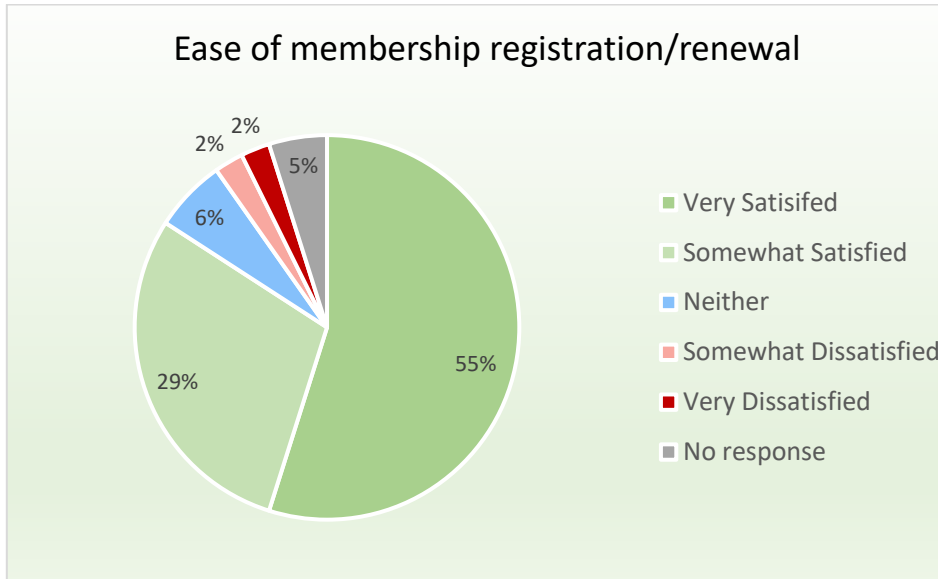
Q2: What prompted you to join U3AIN?



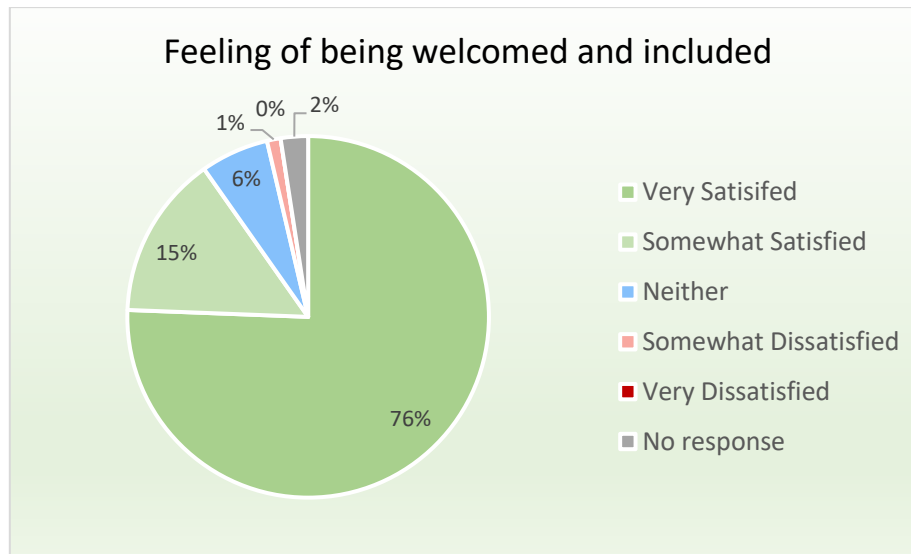
- Majority of responders joined for three main reasons: - the desire for new interests and learning opportunities; attraction of a specific class (Mahjong, Table Tennis, Circle Dancing, French and Craft); and for social contact/ to make new friends.

Q3: How do you feel about these aspects:

MEMBERSHIP/CLASSES:

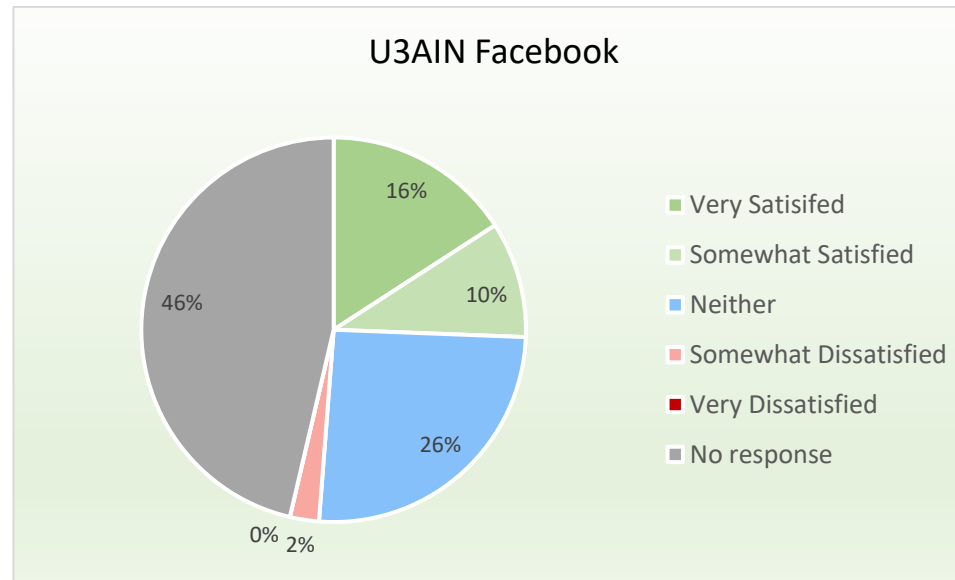
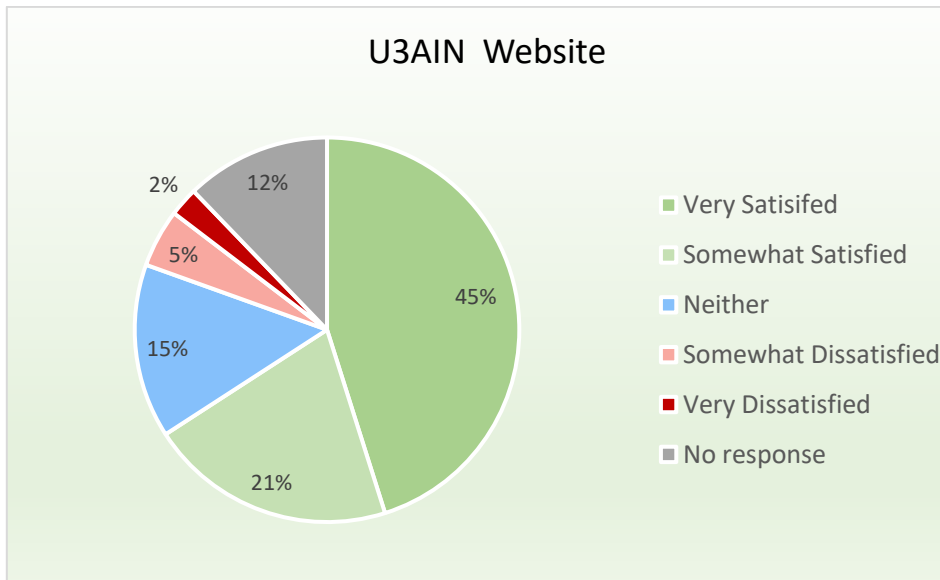
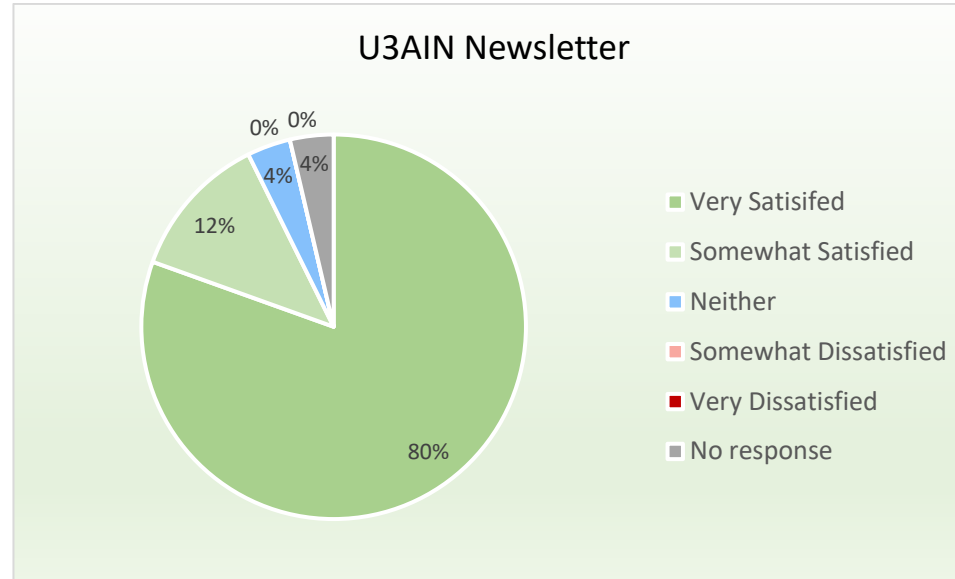
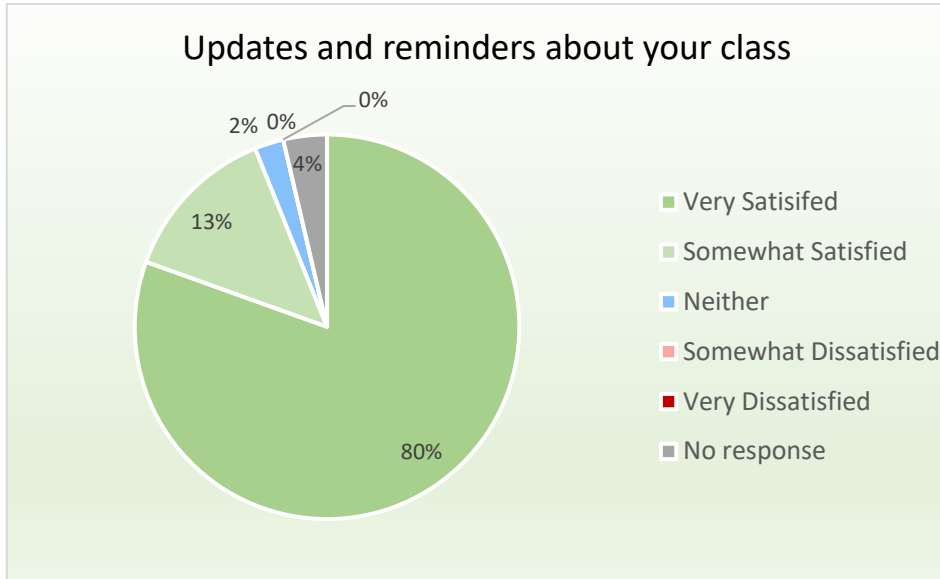


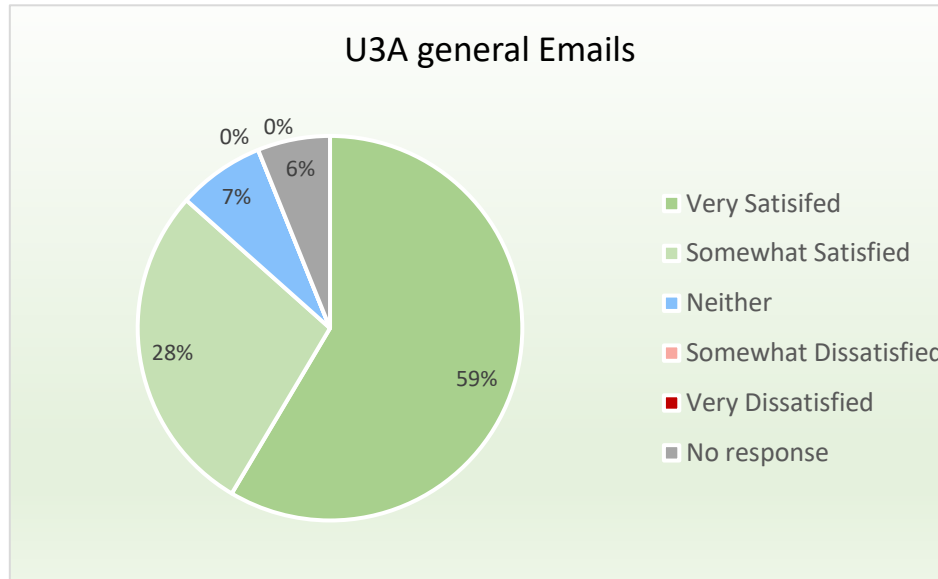
MEMBERSHIP/CLASSES (cont.):



- Responders were overall satisfied or very satisfied with all aspects of membership/classes, however several mentioned concerns with classes filling quickly.
- The small number of responders who were dissatisfied, stated the reasons were in relation to the MyU3A system and the challenges with registration.
- Several comments thanked the tutors and committee and recognised that these are volunteer roles.

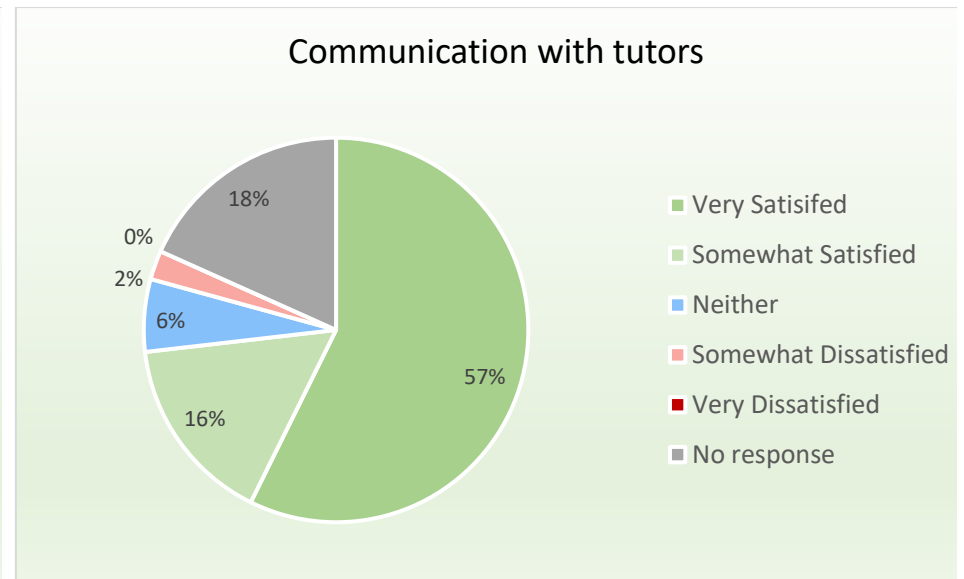
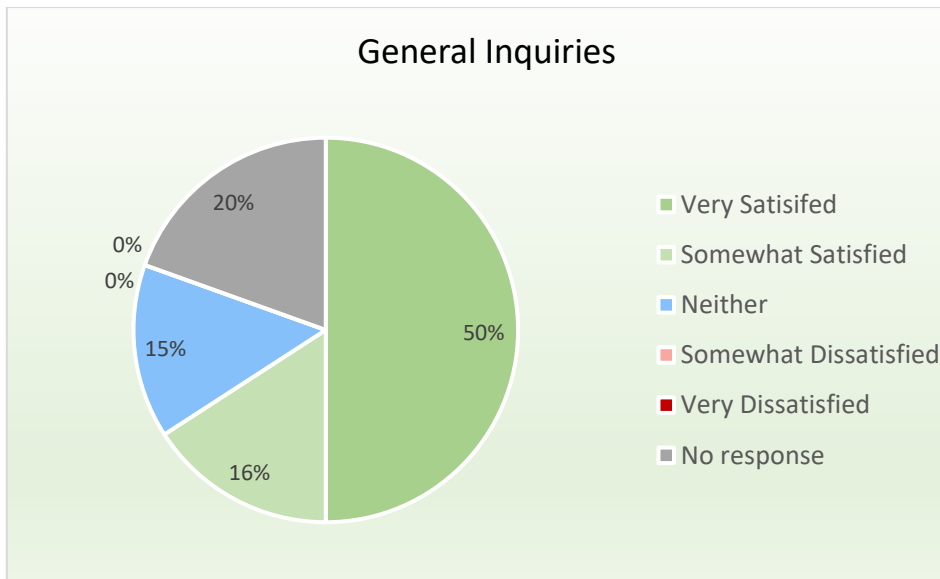
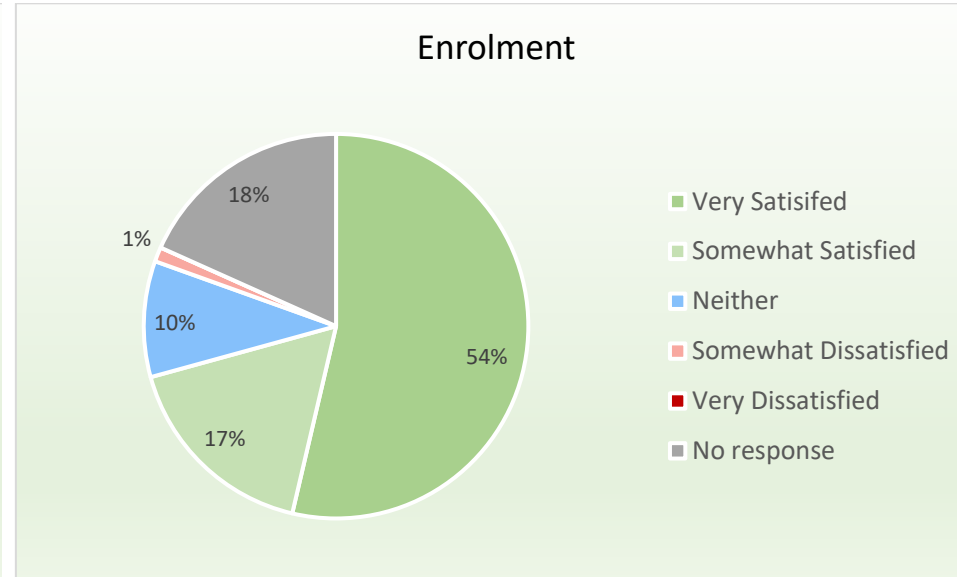
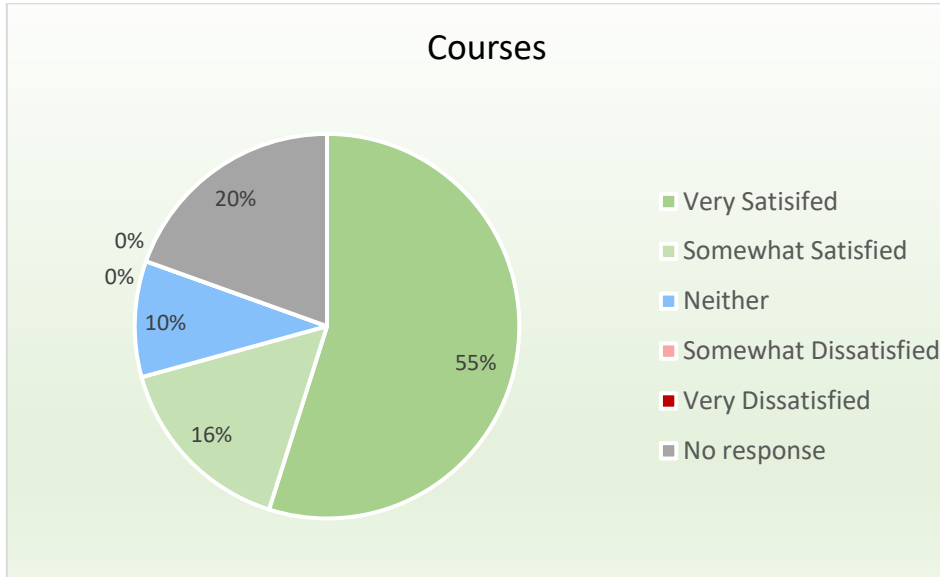
U3AIN COMMUNICATION:





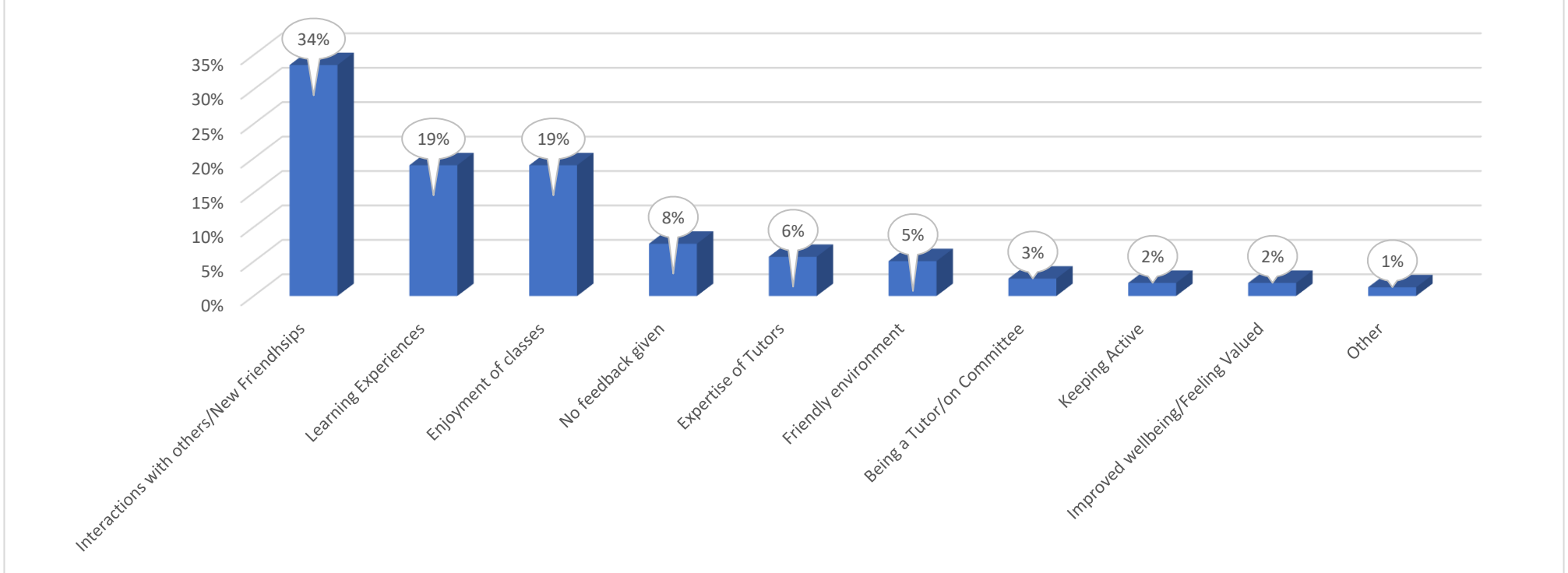
- Responders overall were satisfied or very satisfied with all aspects of communication, the exception being Facebook.
- A significant number indicated they did not follow U3AIN and /or use Facebook.
- It could be assumed that the high rating of no response to Facebook and the U3AIN website is also due to the responders not accessing these channels.

MEMBER REQUEST FOR HELP/INFORMATION ABOUT THE FOLLOWING U3AIN AREAS:



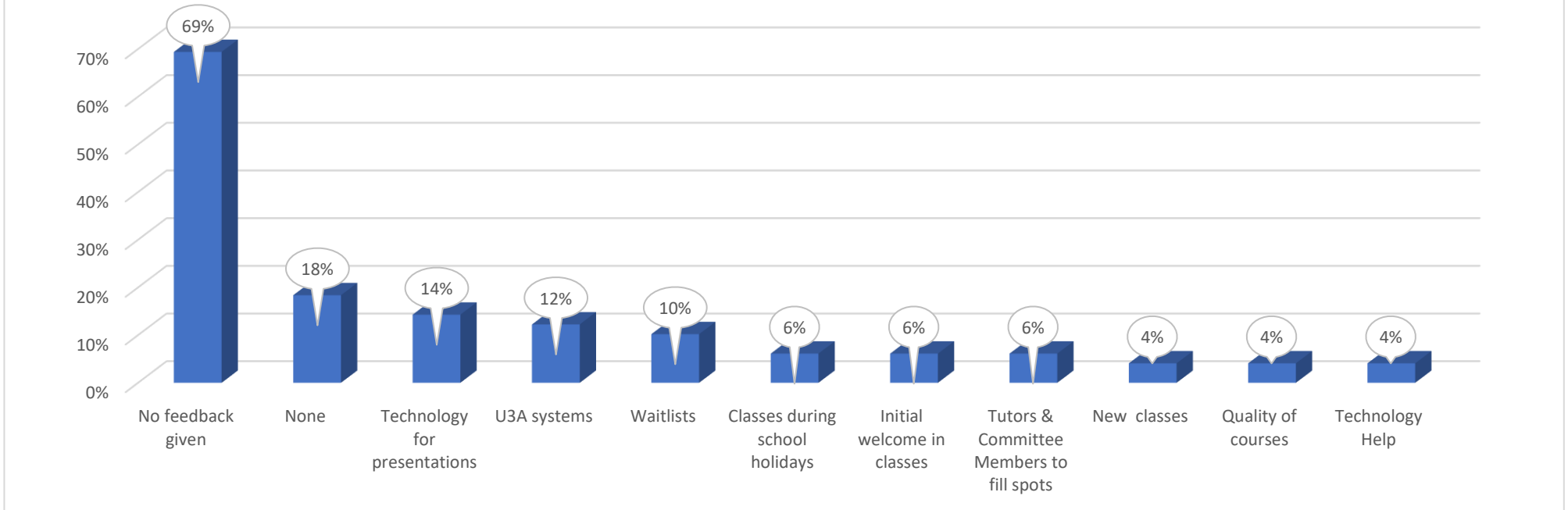
- Some comments indicated no help was sought which could be the reason why there was a significant number of no responses or “neither” to all questions in this section.

Q4: What are some of the positive experiences you've enjoyed through your 2024 activities/classes?



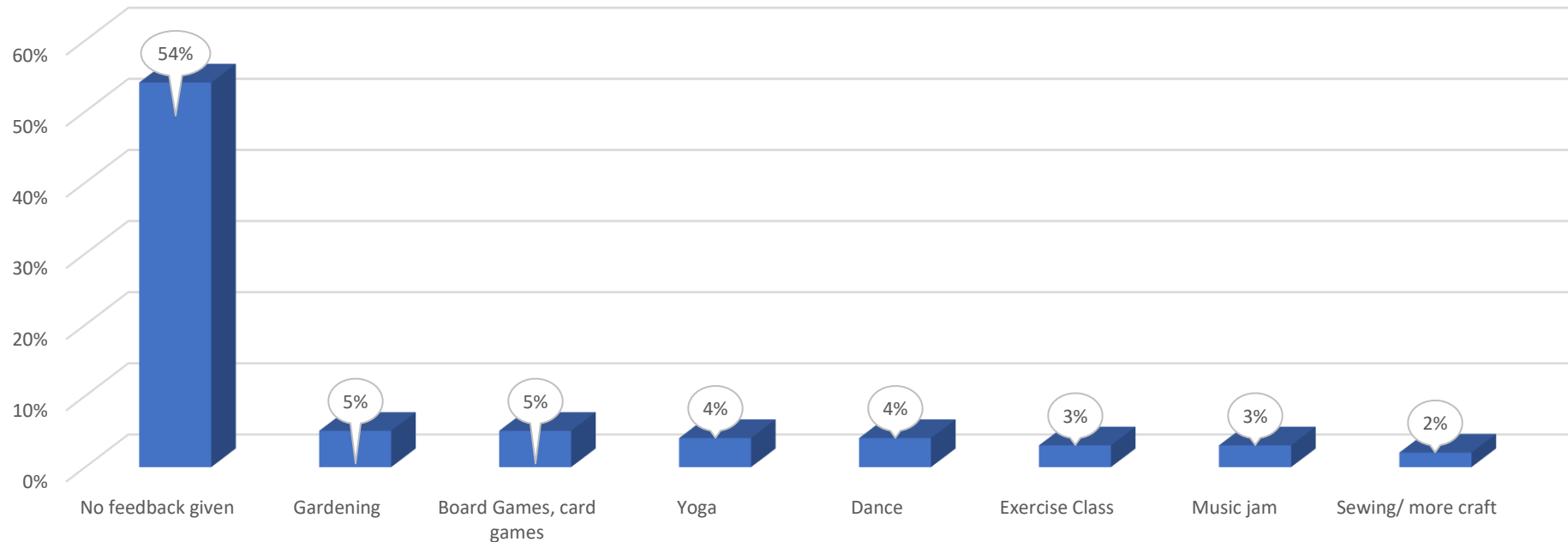
- Interactions with others and making new friendships has been the major positive experiences, followed by learning experiences and enjoyment of classes.
- Special mention was given to the following classes: - Craft, Tai Chi, Photography, Bird Group, Armchair Travel, French, Table Tennis, Canasta, Strolling Group, Movies, Tap Dancing, Art Wanderings, Mahjong, History and Italian.

Q5: Which specific areas or concerns would you like future planning to try and address?



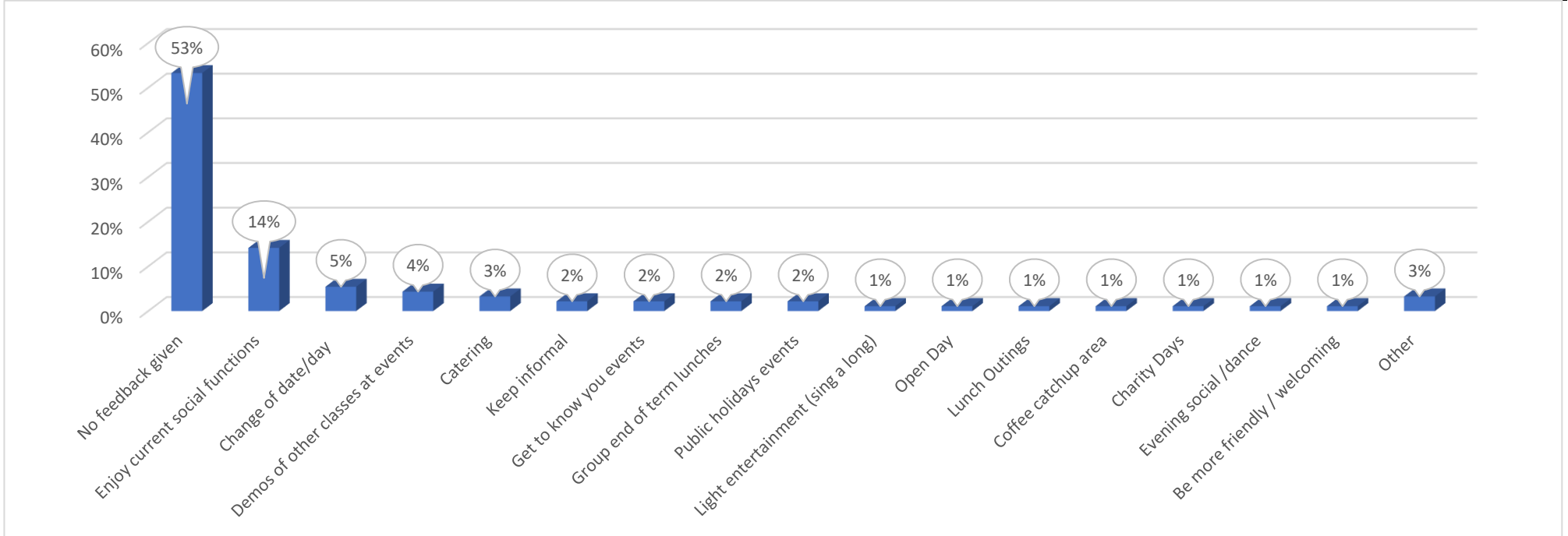
- Responses to this question vary significantly with no particular concern rating high, although U3AIN systems and waitlists again were at the top of the list.
- This chart represents areas where 2 or more responders commented on the same theme. “None” refers to those who stated they had no areas they needed addressing.
- Single responses, referencing classes commented on: - concern re classes ceasing, request for more frequency of specific class, and classes clashing.
- Other areas of singular response were: - lack of an area at ECC where members could socialise after a class, inconsistency with tea and biscuits across classes, gender imbalance, no chairs with armrests for members with mobility issues, lack of indigenous presentations, no complaint process, no right turn into the car park, need for key roles to have backup, and concern of “bureaucracy” creep.

Q6: Are there any other classes or activities that you would like to suggest for 2025?



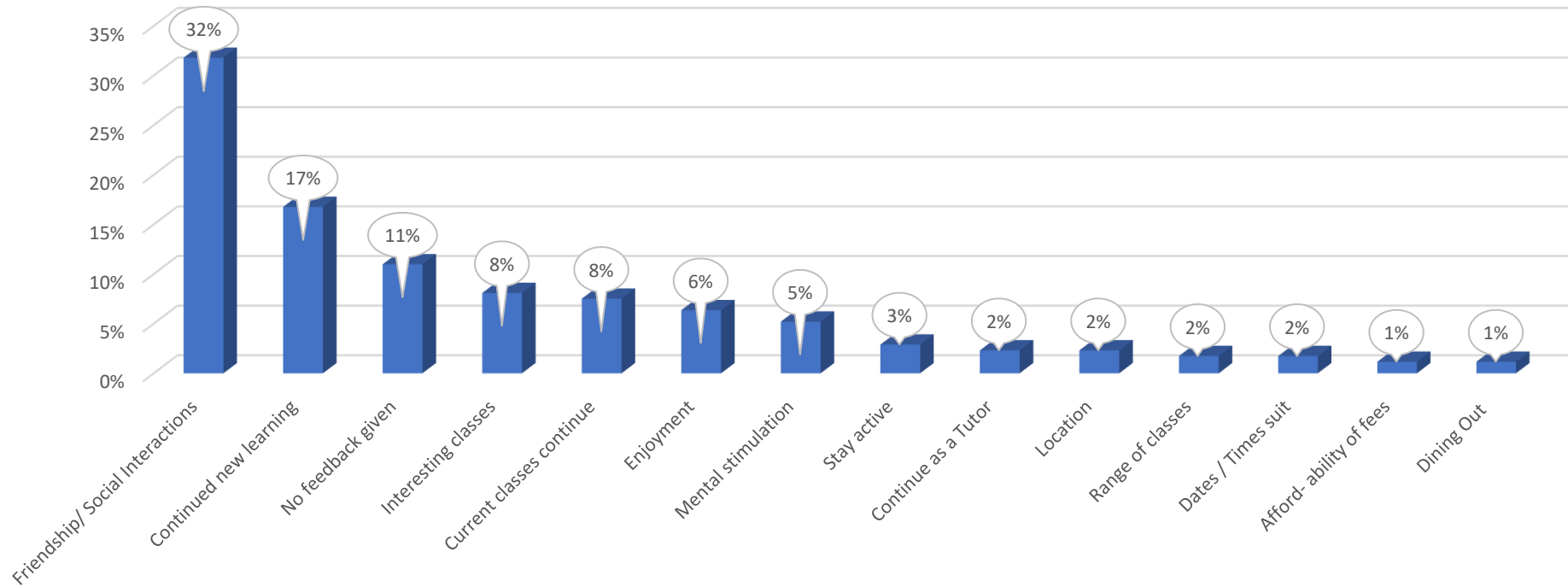
- Of the 46% who chose to provide suggestions, there was no one particular activity that stood out.
- This chart represents areas where 2 or more responders commented on the same type of activity.
- Areas of singular response were: - Learning Guitar, Choir, Eight Ball, Environmental talks, 2nd Table Tennis class, 2nd Tai Chi class, Photography on another day but Wednesday, Health and Nutrition, Smartphone/mobile app, Dining Out, Wine Group, Fantasy Books How to write a book, SBS Murder series, Movie reviews, Travelling e.g. caravanning.

Q7: We would welcome any feedback about our Social Functions, or suggestions for other types of celebrations



- Of the 53% who chose to provide suggestions, there was no one particular suggestion that stood out, however many comments were of a positive nature.
- Changing the day to other than Thursday and further away from Xmas for the main social event was commented by a few.
- Catering comments varied asking for more variety; focus on quality not quantity; and inequity around biscuits provided to only certain classes.

Q8: What are the 3 most important reasons why you would enrol for next year?



- The reasons for re-enrolling in 2025 are consistent with the reasons why responders joined, and the positive experiences they have had.
- Affordability was only mentioned by 1 responder, but it is unclear whether this related to fees only, or their situation in general.

END OF SURVEY