

Finding and Keeping Tutors Strategies for Success

U3A Network Victoria

Monday 29th May 2017, 10.15 am to 2.30 pm

at U3A Bendigo, St Mary's, 193 -195 High St, Kangaroo Flat



Meet the U3A Bendigo *Technical Support Team*

A Pre-Workshop Activity - Sunday 28th May 4.00pm – 5.00pm

Talk, Tour and Tea with the U3A Bendigo *Technology Support Team*. This is an opportunity to meet and talk with team members and learn about their systems, resources, courses, activities and support to tutors. Michael Gallagher and his team will be there to have conversations with you about many of the issues of being a U3A in the digital age.

Leader: Michael Gallagher, Leader of Technology Support Team

Meet: U3A Bendigo, St Mary's Church, 193 – 195 High St, Kangaroo Flat

About the *Technical Support Team*

The U3A Bendigo Technical Support Team (TST) was formed in 2016. In 2015, the Committee of Management surveyed members re their use of digital media and online services (400 forms were posted; 220 completed returns came back). The returns contained a massive number of requests for assistance with technology matters. The Committee of Management asked for members with technical know-how who were willing to assist other use their digital devices to come forward. An extract from the request sent to members at the time is given on page 3. The team met for the first time in January 2016 and we called ourselves the *Technical Support Team*. Currently, there are about twelve of us. We run a variety of activities for U3A members under the general heading: *Learning About Your Technology*, detailed on page 5 below.

At *Learning About Your Technology* sessions:

1. We make the WiFi available and set out tables and power boards and encourage members to bring their devices sessions.
2. We ask our members to tell us what they want to know and attempt to solve their problems and as occasions demand, prepare presentations that meet the expressed needs of the group.
3. We work as a team in the user groups, often with four or five of us present, take turns to present information and move between individuals and small groups to assist with problems.
4. Our objective is not to do things for our members but rather to equip them with the knowledge and skills required to operate their devices independently.
5. We use the TV Trolley and the Projector to display both presenters' and members' device screens and how that can involve the whole group in finding a solution to one user's problem.
6. By working as a team to assist others to get more from their digital devices, we become better at using our own devices and learn about other benefits obtainable via digital technologies.
7. We have lots of fun and gain great satisfaction from working together to assist others get more from their digital devices.

U3A Bendigo Technical Support Team

We meet monthly to review the program, learn how to operate the display equipment, use the network and plan activities that meet members' needs. For example, the NBN is being rolled out. In response to queries and concerns of members, the TST has been asked by the Committee of Management to run an NBN Information Session and Panel Discussion at the July Social Gathering.

We communicate with the membership via a regular two-page *Learning About Your Technology* notice in *The BUZZ* newsletter.

We expect this year to learn how to put resources related to our user groups online: both on the newly acquired local network server at St Mary's and on the U3A Bendigo Website.

Equipment

We bring our own laptops, tablets and smart phones to sessions and usually connect them to the projector or the large screen TV.

Our Projector Stand was set up in 2016. See page 7 for details. A grant obtained in 2016 allowed us to set up a large screen TV Trolley at the beginning of 2017. See page 11 for details. The equipment on the Projector stand and the TV trolley allows us to show DVDs, play audio CDs, and cast Apple, Windows and Android PC, Tablet and Smart Phone screens to the displays. We teach ourselves to use this equipment at our regular TST meetings. We also assist conveners and guest lecturers to use the equipment.

With the grant obtained in 2016, we also purchased a Network File Server. In 2017, we formed a working party, the *Online Services Team*, to tackle the task of setting up and administering this device and teach others how to use it. The unit is attached to the local area network at St Mary's. It is accessible via PCs, tablets and smart phones. We expect it to become an online storage space via which conveners and activity leaders distribute course support material. It will also become a repository of U3A Bendigo documents and a backup space for the Admin computer. The online services team can administer the unit remotely. Details of the resources accessible from this device are given on page 15.

For More Information

Please find program details and support materials for the Learning About Your Technology Groups on:

- the U3A Bendigo Network Server: <http://ben.local/layt>
- the U3A Bendigo Website: <http://u3abendigo.com/layt>

A PDF copy of this document can be downloaded from the above pages. For more information about the matters detailed here, please contact:

- Michael Gallagher, TST Convener, U3A Bendigo
- Mobile: 0408 397 448
- Email: michael@migall.net



Technology Assistance Sought

Wednesday 16th December 2015

Dear U3A Bendigo Members

Over 220 members completed the recent *Media and Online Usage Questionnaire*. Many indicated they would like U3A Bendigo to run activities that assist them to develop digital skills. Please find a summary of the requests below. The Committee of Management has endorsed a range of proposals devised by the Technology Advisory Group to address member's needs. Note: a comprehensive report of the Survey Results and the Response Plan is on the website at:

<http://u3abendigo.com/layt/questionnaire>

We are writing to all members for whom we have email addresses to seek a pool of helpers who are willing to assist members develop their digital skills. In particular, we are seeking members willing to be involved in the *Summer Days with U3A Bendigo Technology Day Program* on Friday 22nd January 2016 and the *Learning About Your Technology* sessions that will commence in February and run during 2016.

In *Questionnaire* statements 104 to 133, members indicated their desire to learn digital skills. A sorted summary of responses received follows:

	Responses Received	
	No.	%
I would like U3A Bendigo to offer activities where I could learn about:		
104 Operating a: Windows computer	58	27.8
108 Backing up the data on my computer	55	26.3
125 Editing and displaying digital photos	45	21.5
126 Converting photos and slides to digital images	44	21.1
118 Operating a Smart Phone Model: _____	37	17.7
111 Online security measures	36	17.2
124 Converting Tapes and CDs to audio files and accessing the files	34	16.3
129 Accessing media streaming such as ABC iView and SBS On Demand	34	16.3
127 Scanning documents	32	15.3
128 Downloading content from internet sites	32	15.3
114 Using social media Facebook	31	14.8
116 Using social media Skype	29	13.9
121 Operating a Smart TV	29	13.9
130 Accessing Podcasts	29	13.9
110 Setting up a WiFi Modem	25	12.0
119 Operating a Tablet PC Model: _____	25	12.0
133 Storing media files and accessing them from the home network	25	12.0
113 Sending and receiving emails and attachments	24	11.5
120 Operating an eBook Reader	24	11.5
105 Operating a: Macintosh computer	23	11.0
131 Subscribing to a Video-on-demand service	19	9.1
112 Browsing and searching internet sites	18	8.6
115 Using social media Twitter	17	8.1
122 Operating a Media Player	16	7.7
132 Networking computers and Media Equipment	16	7.7
109 Establishing an internet connection	13	6.2
123 Operating a Portable Music Player	12	5.7

U3A Bendigo Technical Support Team

You will note that members are seeking quite specific assistance in many different areas—there is no one course that could address the spectrum of needs. Therefore, the Technology Advisory Group is seeking members with expertise/experience who are willing to act as tutors, assistants, advisors and problem solvers to assist members develop some aspect of their digital skills at the Summer Days Program and/or Digital Skills Forums.

If you are considering joining this team of helpers, please realize that we do not expect you to know everything about a topic. We can promise you that you will learn a lot by assisting others develop their digital skills.

If you are able to help, please copy and paste one or more of the following statements into a return email reply and adding any details you wish, or ring Michael on the number below.

1. I am willing to act as a Tutor. I have the skill and experience to run a discussion group/workshop on one or more of these topics: (please list your topics here)
2. I am willing to act as an Assistant and assist a tutor run a discussion group/workshop on one or more of these topics: (please list your topics here)
3. I am willing to act as an Advisor/Problem solver to assist others to learn skills or solve particular problems encountered in these areas: (please list your topics here)
4. Please add my address to the U3A Bendigo Technology email list and keep me up-to-date with programs and activities that support the development of members digital skills.

Looking forward to your favourable response

Yours truly

The U3A Bendigo Technology Advisory Group
techgroup@u3aBendigo.com

Convener: Michael Gallagher
Email: michael@migall.net
Mobile: 0408 397 448



Learning About Your Technology Sessions

A version of this notice appears monthly in U3A Bendigo's Newsletter, *The BUZZ*.

What are *Learning About Your Technology* sessions and who are they for?

Learning About Your Technology sessions are run by members of the Technical Support team. They are offered to U3A Bendigo members who want to get more from their digital devices. In sessions, we try to cater for all levels of experience from beginners to advanced users. We have great fun discovering device capabilities and assisting each other solve problems. We all learn lots from finding solutions together. Members bring their devices to sessions—access to power and Broadband via WiFi is available. Friday sessions run from 12 noon to 2:00 pm—members are invited to bring lunch. Tea and coffee are available. Our lists are still open. Session times, venues and contact details are listed below.

Online Resources are Available

The Technology Support Team puts resources related to the *Learning About Your Technology* user groups online.

Find them on the Internet at: <http://u3abendigo.com/layt>
or while joined to the local LAN at St Mary's at: <http://ben.local/layt>

Loddon Mallee Digital Day Out 2017

The Loddon Mallee U3As will be at Bendigo on Thursday 22nd June 2017 for a Digital Day Out. In the morning, the Loddon Mallee U3As will share ideas on how they use digital technologies to support their programs and how they support their members gain digital competencies. In the afternoon, parallel workshops will be offered. The members of U3A Bendigo's Technology Support Team have offered to discuss and demonstrate what they do in their *Learning About Your Technology* sessions in one of the workshops.

Learning about Your Technology Sessions

Apple Users Group	Hall and Room 2	1 st Fridays	12:00 noon to 2:00 pm
For members who wish to get more from their Apple devices: iPhones, iPads, Mac PCs and Apple TVs.			
Geoff Ireland		geoff_ireland@yahoo.com	0427 054 175
Michael Gallagher		michael@migall.net	0408 397 448

Android Users Group	Hall	2 nd Fridays	12:00 to 2:00 pm
For members who wish to get more from their Android and Windows phones and tablets.			
Ray Tampion		rays.shack@gmail.com	0408 100 789
Harold Allen		hrallen1@bigpond.com	0407 002 010
Geoff Pelly		jimmyck11@gmail.com	0466 837 787

U3A Bendigo Technical Support Team

- Photo Editing and Restoration** Room 1 3rd Mondays 10:00 to 12:00 noon
For members who use or are contemplating using Adobe Photoshop Elements.
Members discuss and demonstrate all aspects of photo restoration and digital editing and bring samples of work done and problematic photos to the group for advice on how to proceed.
Robin Bland robin3048@live.com 0425 884 137
- Computer Users Group** Room 1 3rd Tuesdays 1:00 to 3:00 pm
For members who use computers, especially Windows PCs, tablets, phones, etc. and wish to discuss issues, share experiences and help each other. The group suggests answers to members' queries and problems and reviews developments in technology.
Michael Gallagher michael@migall.net 0408 397 448
Geoff Pelly jimmyck11@gmail.com 0466 837 787
- eBook Users** Hall 3rd Fridays 12:00 to 2:00 pm
For members wanting to access ebooks on a tablet, phone, ebook reader or PC.
Members learn about establishing accounts, borrowing ebooks from Goldfields Library, accessing Kindle, Apple iBooks, and books from other sources including copyright free repositories of books.
Michael Gallagher michael@migall.net 0408 397 448
- Digital Photography** Hall 4th Fridays 12:00 noon to 2:00 pm
For members who take photos with a digital camera, tablet or smart phone and want to know how to move them between devices, how to store them on a PC or in the cloud, how to print them, create photobooks, display them on a TV or do basic editing, etc.
Bev Ormerod beverleyormerod@gmail.com
Helen Reeves reevesy1@hotmail.com 5447 4705
Chris Vigor chrisvigor@bigpond.com 0413 317 922
- Management Meetings**
- TST Planning** Room 1 1st Tuesdays 3:30 to 4:30 pm
The Technical Support Team meets monthly to review the *Learning About Your Technology* program and plan additional technology activities. Everyone keen to share IT skills and experience and enjoy the benefits of helping others is welcome.
Michael Gallagher michael@migall.net 0408 397 448
- Online Services Management** Room 1 3rd Tuesdays 3:30 to 4:30 pm
The Online Services Team meets monthly to oversee the setup and management of U3A Bendigo's growing set of online services. Members with skills and experience in librarianship, website design and information presentation, network equipment setup and network account management and user support are invited to join the team. This task is too large for one or two members to tackle the task alone. The members of this team take on manageable roles and share skills to ensure the task can continue as members come and go. Objectives for 2017 include improving WiFi access, management of the Website and our NetRegistry server space, management and promotion of the use of the new network server, management of email distribution to members and investigation of options for remote course delivery, online meetings and collaborating on document development. For more information or to offer your services, please contact:
Michael Gallagher michael@migall.net 0408 397 448

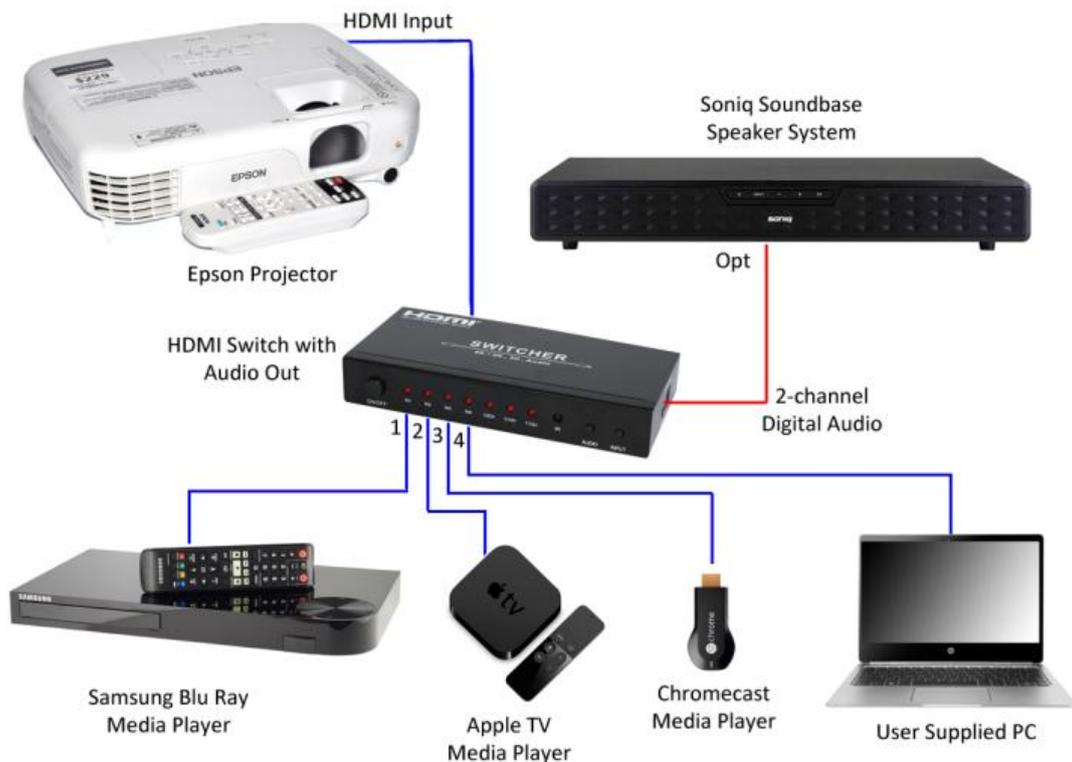
Projector Stand Equipment Details

WiFi Note

The Projector, the Samsung Blu Ray Media Player, the Apple TV Media Player and the Chromecast Media Player are connected to the WiFi LAN. Devices casting to the screen via those devices must also be connected to the LAN.



Projection of Devices with HDMI Output

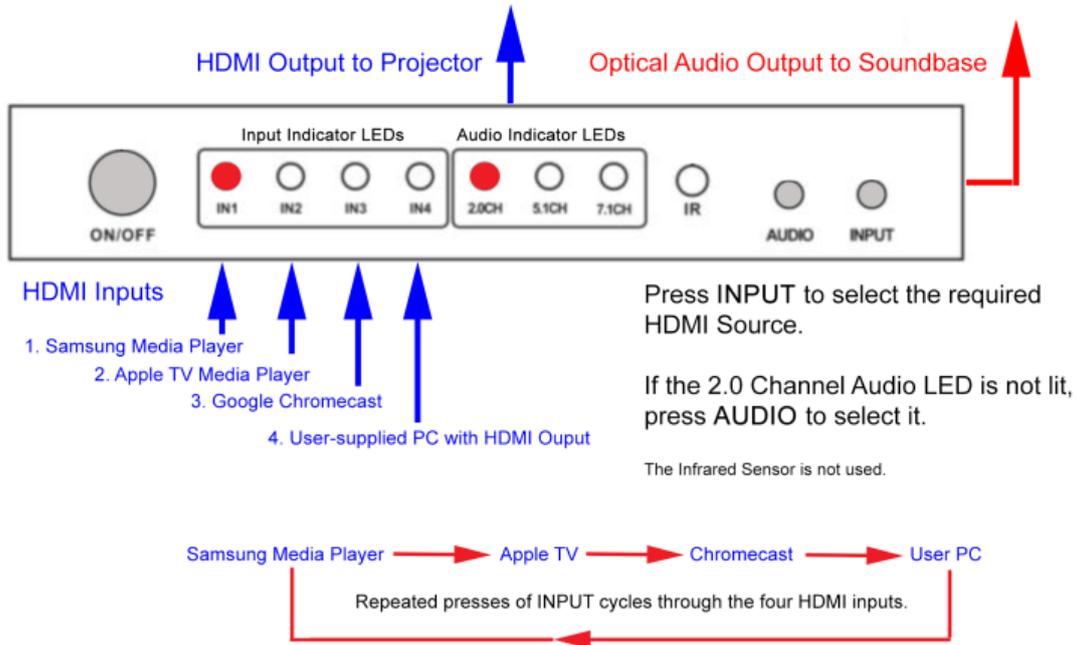


The Samsung Blu Ray Media Player, the Apple TV Media Player and the Chromecast Media Player are permanently connected to the Projector via ports 1 to 3 of the HDMI Switch. A 5-metre cable is permanently connected to port 4 of the switch enables a user-supplied PC or other HDMI device to send data to the projector.

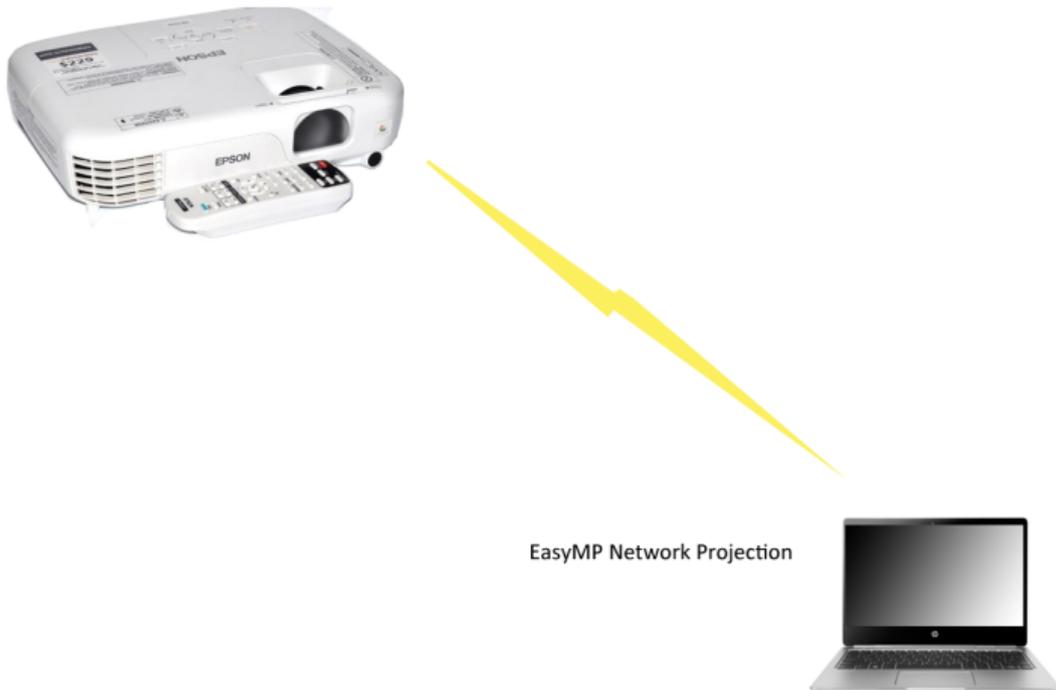


To play output from a HDMI device,

1. Power on the Projector and set the source to HDMI
2. Power on the HDMI Switcher
3. Via the INPUT button on the HDMI Switcher, select the required device
 - IN 1: Samsung Blu Ray Media Player
 - IN 2: Apple TV Media Player
 - IN 3: Chromecast Media Player
 - IN 4: User supplied HDMI output device
4. Via the AUDIO button on the HDMI Switcher, select 2.0 CH audio
5. Mute the projector's speakers
6. Power on the Soniq Soundbase Speaker System and set its input to Optical (OPT).



Wireless PC Projection via *Epson EasyMP*



To connect a PC wirelessly to the Projector

1. Install the *Epson EasyMP Network* Projection software on the PC. (The USB stick in the Projector Stand drawer contains installers for Mac and Windows PCs).
2. Join the PC to the U3A Bendigo WiFi LAN
3. Start Epson EasyMP Network Projection on the PC and wait till it locates the Projector
4. Select the Projector and click the Connect button.

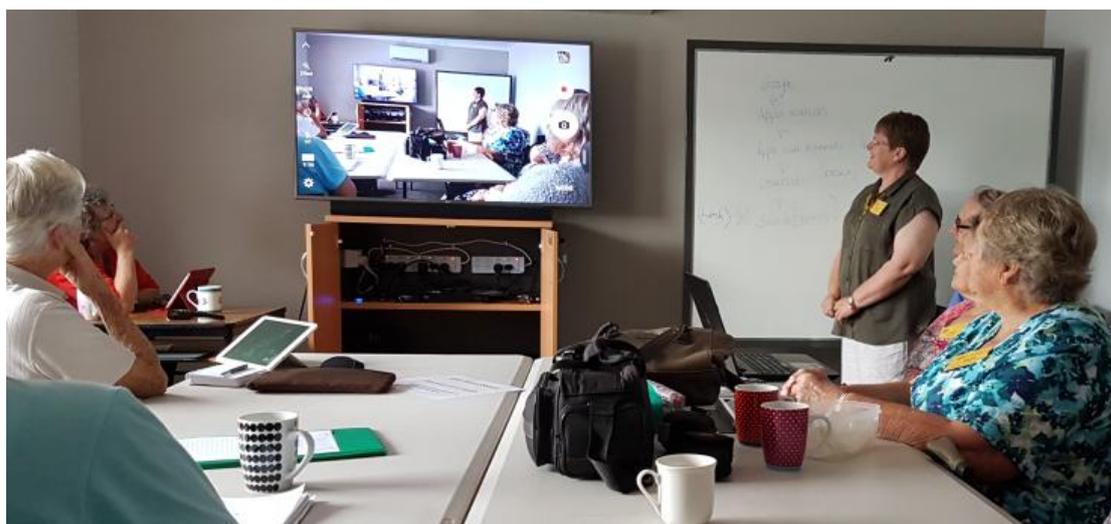
Note: sound will play via the Projector's speaker. If better quality sound is required, used a wired connection.

Projector Stand Equipment List

1. Epson Projector
 - Projector Remote Control
 - VGA video lead
 - S-Video video lead
 - USB type A to Type B lead
2. Soniq Soundbase Audio Amplifier
 - Power supply
 - Amplifier Remote Control.....
 - RCA to RCA audio lead
 - Mini-jack to RCA audio lead (for connecting Computer to Amplifier)
 - Mini-jack to Mini-jack audio lead
3. Samsung Media Player
 - Remote Control
 - HDMI lead (permanent connection to HDMI Switch)
4. Apple TV Media Player
 - Remote Control
 - HDMI lead (permanent connection to HDMI Switch)
5. Google Chromecast Media Player (connected directly to HDMI Switch)
6. HDMI Switch.....
 - Power Supply.....
 - HDMI short lead (permanent connection to Projector)
 - TOSLink Optical lead (permanent connection to Soniq Soundbase Amplifier)
 - HDMI long lead (for connecting a PC to Projector)
7. Laser Pointer
8. AC Power
 - Fixed Powerboard.....
 - Loose Powerboard.....
 - Extension Lead.....



TV Trolley Equipment Details



Full Documentation Set

The Detailed Instructions and Device Manuals listed below are online:

- on the local LAN at U3A Bendigo, St Mary's Kangaroo Flat
<http://ben.local/layt/tst/techinfo>
- and at on the U3A Website
<http://u3abendigo.com/layt/tst/techinfo>
 - Brief TV Trolley Instructions.pdf
 - LG 55UH652T TV Owners Manual.pdf
 - LG 55UH652T TV Quick Setup Guide.pdf
 - LG BP250 Blu Ray Player Owner's Manual.pdf
 - LG BP250 Blu Ray Player Simple Manual.pdf
 - LG BP250 Blu Ray Player Spec Sheet.pdf
 - LG SH2 Soundbar Owner's Manual.pdf
 - LG SH2 Soundbar Simple Manual.pdf
 - LG SH2 Soundbar Specifications.pdf

General Operation Instructions

See *Brief TV Trolley Instructions.pdf* (14 pages) for instructions on operating the TV and the various attached devices.

Start Up Instructions

Use an extension cord from inside the cabinet to connect the brown power inlet on the cabinet's left-hand side to a 240 Volt AC power point. The TV and the various devices in the cabinet should power on automatically. Operate the equipment items via the remote controls kept in the cabinet. See page 5 and following for details.

Start Up Troubleshooting

If the TV does not show an image after few seconds, check that the extension cord is fully inserted into the cabinet socket and into the 240 Volt AC power point and that the AC power point switch is on.

If the TV still does not show an image, point the TV Remote at the sensor at the base of the screen and press the Power button . (See image on page 6).

Sound Output Check

Audio is output via the TV's inbuilt speakers or the LG Soundbar. Soundbar audio output is superior. Audio is sent to the Soundbar wirelessly via LG SoundSync Wireless (Bluetooth). If best quality audio is required and sound is not coming from the Soundbar:

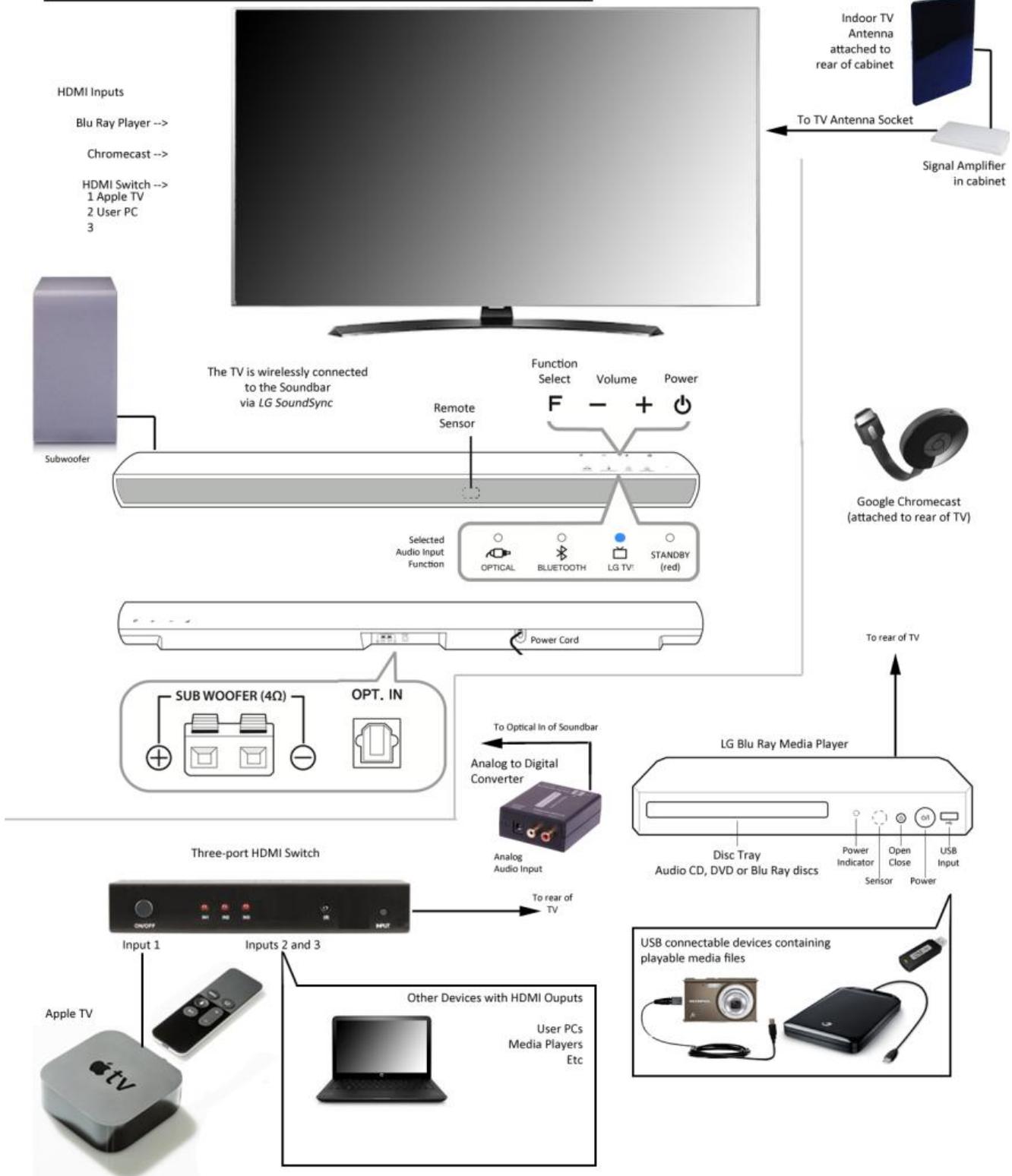
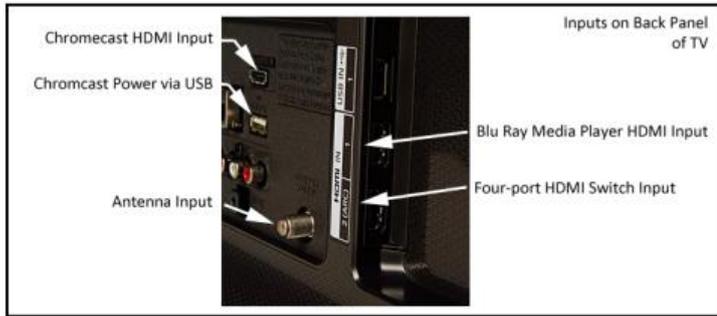
1. Use the Soundbar Remote (see page 8) to ensure the Soundbar is *ON*.
2. Press the TV Remote (see page 6) Settings button  to display the Settings menu.
3. Use the Up and Down arrow keys to scroll to the Speaker icon and press the Enter key (Wheel) to enter the *Sound Output* menu.
4. Use the Left and Right arrow keys to scroll through the sound output options to *LG Sound Sync Wireless* and press the Enter key. Press the *BACK* key to remove the menu from the screen.

End of Session Pack up

- Please shut down the Hewlett Packard Laptop PC and store it in the TV Trolley cabinet
- Please do not power down the TV or the other devices in the cabinet. Simply switch off the cabinet at the AC Wall Socket—that leaves all devices ready to start automatically when power is restored.
- Please disconnect and store the extension cord in the cabinet.
- Please lock the cabinet door and return the key to its storage location on the side wall of the filing cabinet in the right-hand corner of the Office.
- Please return the TV Trolley to its storage location in Room 1, against the far wall, under the air-conditioner. If Room 1 is in use. Please store the Trolley in the Office.
- If Room 1 is not to be used by another group, please lock the door with the key used to open the outside door.

U3A Bendigo Equipment on UHD TV Trolley

16th January 2017



TV Trolley Equipment List

- **LG 55UH652T TV** ¹
 - Remote Control
 - Indoor Digital TV Antenna²
 - Permanently connected to TV Antenna input via antenna cable
 - Signal Amplifier
 - DC Powerpack
- **LG SH2 Soundbar** (connected wirelessly to TV via **LG SoundSync**)
 - Bass Woofer permanently connected to Soundbar via audio cable
 - Remote Control
- **Analog to Digital Audio Converter**
 - Permanently connected to Soundbar Optical In via TOSLink cable
 - DC Powerpack
 - RCA to 3.5mm Mini-jack Audio Cable
 - (for sending audio from a Cassette Tape Recorder, etc to Soundbar)
 - A portable radio/cassette tape recorder
- **LG BP250 Blu Ray Player**
 - Permanently connected to TV via HDMI cable
 - DC Powerpack
 - Remote Control
- **Google Chromecast Media Player** ¹ permanently connected to TV HDMI input
 - Power via USB cable connected to USB port on back of TV
- **Three-port HDMI Switch** ³
 - Output permanently connected to TV via HDMI cable
 - (Remote Control and IR receiver not used) [Use selector switches on unit]
 - DC Powerpack
- **Apple TV Media Player** ^{1 2}
 - Permanently connected to HDMI Switch Input 1 via HDMI cable
 - Remote Control
- **Hewlet Packard Laptop PC (Windows 10)**
 - Permanently housed in TV Trolley Cabinet
 - Power Supply
- **5-metre HDMI cable** ⁴
 - (Strapped to the trolley side and permanently connected to HDMI Switch Input 2)
 - Use to connect the Windows 10 Hewlet Packard PC, a user's PC or other HDMI device.
- **6-socket 240 V AC Power Board** (permanently fixed inside cabinet)
- **4-socket 240 V AC Power Board** (permanently fixed inside cabinet)
- **4-socket 240 V AC Power Board** (permanently fixed outside cabinet)
- **3-metre Extension Lead** (for connecting cabinet to AC power)
- **3-metre Extension Lead** (for connecting presenter's PC to AC power)
- **Red box of extension leads and power boards**
- **Cable mats**

¹ This device is connected to U3A WiFi LAN.

² The Apple TV Media Player may interfere with Off-Air TV reception. Turn the Apple TV off at its AC power point inside the cabinet to improve reception. It is connected to the rear-most outlet of the powerboard on the right-hand wall of the cabinet.

³ The Apple TV and the 5 metre HDMI cable are permanently attached to Inputs 1 and 2 of the HDMI Switch.

⁴ If a 3rd HDMI device is required, it input 3 on the HDMI Switch is available. Another cable will be required.



Resources on U3A's Fileserver *ben*

U3A Bendigo's new network server was installed on the network at St Mary's at the end of 2016. Various shares (network accessible volumes of files and folders) are now in place:

GreatCourses

- a set of *Great Courses* lectures

grimm

- resources assembled for the *Tales of the Brothers Grimm* short course

TED_downloads

- TED Talk videos viewed in Discussion Group sessions

photos

- folders of photos taken at U3A Bendigo activities over the past few years

layt

- folders of resources for the 2017 *Learning About Your Technology* user groups.

ost

- *Reference files and folders accessed by the Online Services Team, the working party that manages ben.*

Additional shares to support other courses and activities will be created as Conveners and Committee of Management working parties see fit.

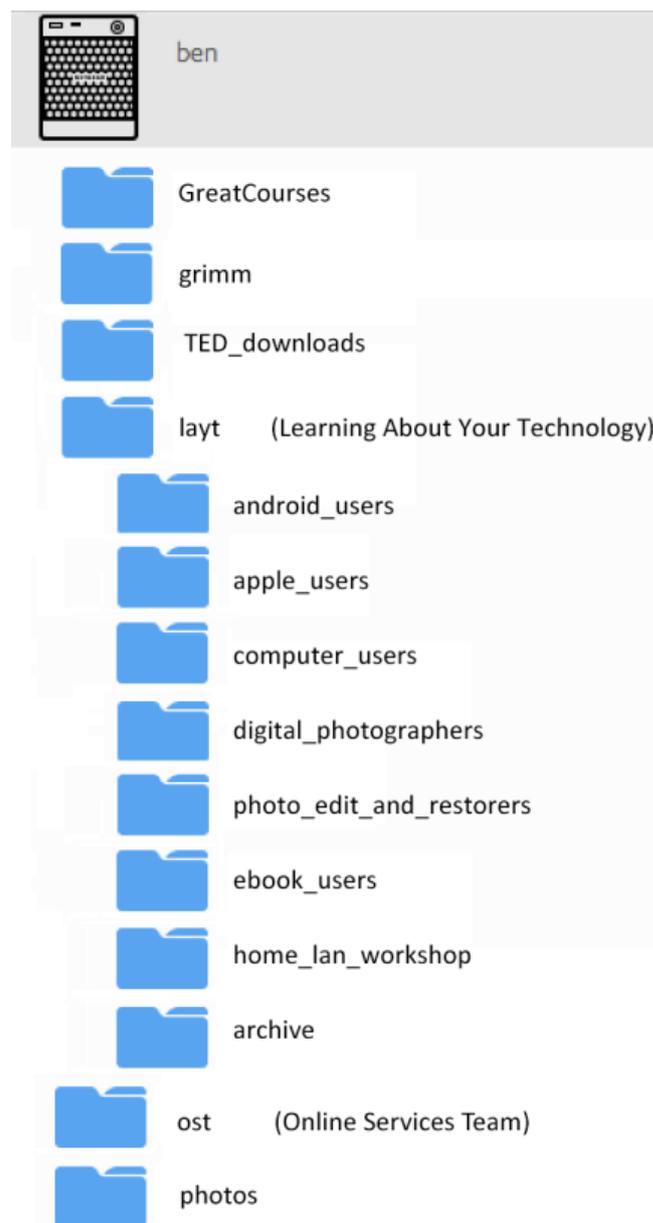
Learning to use our network server

The *layt* volume on *ben* was set up to serve a three-fold purpose:

1. to provide an opportunity for the conveners of Learning About Your Technology groups to use of new server with a view to coaching other conveners and working party members in use of the device.
2. to distribute *Learning About Your Technology* information that might otherwise be given out in photocopied form.
3. to demonstrate to conveners and group leaders how the file server could be used to support their groups.

LAYT User Group Leaders have the option of adding to their folders files of interest to their groups. The resources may be presented via the

projector or the new large screen TV during sessions. Attendees who join their mobile devices and laptop computers to U3A Bendigo's WiFi Network can view the files on their devices or download them for later reference.



U3A Bendigo Technical Support Team

Accessing Resources on ben

There are four main ways of accessing the resources on *ben*:

1. The LG UHD TV on the new TV Trolley has a Music Player app and a Photo and Video Player app that can access media files on *ben*.
2. The Projector Stand's Samsung Blu-Ray Media Player can access media files on *ben*.
3. Members can view or download files on *ben* via their smart phones and tablets via:
 - a Web Browser app
 - a File Browser app
 - a DLNA Media Player app
4. Members can use their laptop PCs to log on to *ben* volumes. Once a connection is established, a volume mounts in the user PC's file system in a similar way to a USB drive and the files it contains can be viewed and downloaded to the user's local drive.

Management of ben

U3A Bendigo's network server *ben* is managed by the *Online Services*. Its members:

- work with the *Technical Support Team* and the *Committee of Management* to put resources and services in place.
- assist conveners and group leaders use those services for the benefit of their groups.
- manage U3A Bendigo's online LAN and Remote services

How can I use ben?

If you would like to find out how to access resources on *ben* or put files and folders in place to support a U3A activity, please contact Michael Gallagher, or a member of the *Committee of Management*, the *Online Services Team* or the *Technical Support Team*.

U3A Bendigo's Technical Support Working Parties

Online Services Team

The *Online Services Team* meets monthly at St Mary's in Room 1 from 3:30 to 4:30 pm on the third Tuesday of the month.

Members:

Barbara MacDougal
Helen Reeves
Lyn Goodall
Gary Clancy
Robin Bland
Geoff Pelly
Ray Tampion

Technical Support Team

The Technical Support Team runs U3A Bendigo's Learning About Your Technology Program. Details of coming events are published monthly in The BUZZ. The Technical Support Team meets monthly at St Mary's in Room 1 from 3:30 to 4:30 pm on the first Tuesday of the month.

Members:

Helen Reeves
Chris Vigor
Bev Ormerod
Cilla Brady
Lyn Goodall
Christine Haddick
Harold Allen
Robin Bland
Geoff Ireland
Geoff Pelly
Ray Tampion
Michael Gallagher (Convener)

If you would like to join either or both of our working parties, please contact a team member or Michael Gallagher:

email: michael@migall.net;
mobile: 0408 397 448

About This Document

This document was created by copying and pasting from a Learning About Your Technology BUZZ Newsletter notice and Equipment Use Instructions. It was prepared for distribution to U3A members attending a pre-workshop *Meet the Technical Support Team* session at U3A Bendigo on Sunday 28th May, prior to the U3A Network Vic *Finding and Keeping Tutors Strategies for Success Workshop*.

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