

## Questionnaire Analysis and Response Planning Meeting Minutes

Tuesday 10<sup>th</sup> November 2015  
U3A Bendigo, St Mary's Kangaroo Flat

The meeting commenced at 11:20, in the Hall.

1. Present: Lyn Goodall, Mark King, Alison Opperman, Jill McArthur, Michael Gallagher.

Michael distributed a revised agenda, which included a timeline tracing the steps since the formation of the Technology Advisory Group in May that led up to today. He reported that with additional returns now in hand, approximately 220 completed Questionnaire forms had been returned. He thanked everyone who had contributed to making this outstanding result possible.

2. Apology: Wilf Savage.
3. Correspondence
  - a. Michael Gallagher – U3A Bendigo Digital Technology Support Initiatives v3 (discussion paper and response proposals).
  - b. Jill McArthur – Summer Days with U3A – Technology Day Program (suggestions re the level at which the program should be pitched).
  - c. Wilf Savage – Support Statement (endorsement of Michael Gallagher's proposals in the discussion paper listed above).

Wilf's email was read. Michael and Jill's contributions were discussed in General Business.

4. General Business

### **Discussion and Interpretation of the Data**

#### **The Data Set**

*Questionnaire 209 returns Report and Data Set v3.pdf*

Michael also tabled:

*Questionnaire 209 Data - Written Responses Tech Requests.docx*

A compilation of 65 skills assistance statements that respondents wrote on the Questionnaire form (extracted from *Report and Data Set v3*). Michael noted that most requests related to skills detailed explicitly on the Questionnaire.

## Discussion

Four hundred copies were sent out. One to each household. Two hundred and twenty completed forms have been returned. The actual number of members that represents is uncertain, for only one form was sent to each household and some members have told us their completed return represents the views of two. We can say, with certainty that well over two hundred members have used the Questionnaire to express their views and detail the assistance with digital skills they would like to receive from U3A.

Many members consider themselves to be competent computers users. Members report a remarkably diverse set of competencies and needs. No one course could address their requirements. They are seeking assistance to develop a wide range of digital skills.

Lyn suggested adding a “percentage of actual members” column in the summary tables.

One hundred and eighty forms were not returned. We can surmise about what those members would have told us, but all we can know is: we do not have that information. We may obtain information from some of those members as discussion continues.

Action:

- Michael to enter data on the additional returns received into the database.

Note: The full data set after 209 returns (29,051 response records) is available as a FileMaker database or Excel Worksheet. Ask Michael for a copy, if you have the means of processing it. The final data set will be released when the recently received returns have been entered.

## Response to the Questionnaire Returns

### *a. Digital Support Activities in the 2016 Prospectus;*

The proposal that a Digital Skills Forum session designed to address members requests was discussed in detail. The proposal was accepted, provided a time and space could be found in the timetable.

Actions:

- Michael to draft an entry for the prospectus.
- Michael and Alison to find a place for the session in the timetable.
- Tom Dewhurst’s Computers for Beginners classes and Lyn Goodall’s Computer User Group sessions to continue as in 2015.

### *b. Summer Days with U3A Technology Day Program;*

There must be sessions absolute beginners. Parallel sessions for beginners and advanced users could be run.

Advertising needs to be concise and likely to attract non-technical people.

All needs cannot be satisfied in a one day program. The Summer Days with U3A Technology Day will provide a taster for U3A Members and the General Public of programs on offer at U3A in 2016.

Lyn offered her services as an advisor on digital security matters. Mark offered to follow up a lead to an advisor at Consumer Affairs Victoria who might be of use on the day.

Actions:

- The Technology Advisory Group to prepare a dot point Advertisement for the Program.
- The Technology Advisory Group to begin making arrangements using the draft program tabled and discussed at the meeting as a starting point.

*c. Loddon Mallee Digital Day Out Program;*

U3A Bendigo members to be encouraged to actively participate and assist in hosting this event.

*d. Publication of the Questionnaire Results and Response Plan*

Actions:

- Late returns to be entered into the data set
- Format and content of the report to be decided
- The Final Report to be included in the Annual Report.

*e. Preparation of a U3A Bendigo Digital Inclusion Plan*

The suggestions itemised in the in Michael's discussion paper were talked about briefly.

Action:

- Discussion to continue at COM meetings in 2016 and a process for devising such a plan to be worked out.

The meeting closed at 11:20 am.

Michael Gallagher  
Technology Advisory Group Convener  
11<sup>th</sup> November 2015

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