

## Questionnaire. Results - Co-ordinators meeting 18<sup>th</sup> September 2010

### 1. Has your group a deputy co-ordinator?

Chair - Just over 50% of the groups have a deputy. It is really useful to have a deputy – it's someone to take over if you decide to resign or if you are ill. It's the last thing you want to be worrying about if you do become ill

### 2. Do you give members of your group contact details of fellow members?

Chair – Many members use the groups to socialise, an important part of U3A. It is also necessary if you need to contact someone urgently, maybe timings are changed, maybe an accident on the way to a group meeting. Data protection if anyone objects to having their details distributed among the group (their friends!) then their wishes must be upheld. They could be the loser in the long run!

### 3. Do you know that committee meeting minutes are available for you to read (but not take away) on the notice board of each meeting?

Chair – over 60% knew this – The rest of you do now!

### 4. Would you like to receive the minutes of committee meetings (by e-mail) so you can pass on the relevant information?

Chair – many of you do, over 50% - therefore those that request it will have a copy sent to them by e-mail. If you are not on e-mail then it will be sent to the e-mail contact in your group

### 5. Would your group be interested in hearing topics from committee meetings?

Chair – There were more members who wanted to hear about topics from committee meetings than either the Region or Network. but significantly less wanted to know about Regional topics.

### 6. What proportion (approx) of your members attends the monthly meetings?

Chair – Around 50% was the reply. If this represented the whole membership then we would have over 350 at the monthly meetings. This is not the case. No matter how many members we have we only get approx. 200 at a monthly meeting. I have no explanation have you?

### 7. Do you know why they don't attend?

Chair – you don't really know. How about asking them!

### 8. What can we do to encourage them to attend, Particularly the Thursday meetings when there is a more 'social' atmosphere?

Chair - several suggestions, mostly about communication, advertising, talking, news sheet information. There were two interesting ones – arrange to go with someone, a great way to make friends and the other welcome people. I hope that we already do this but we could do it better. If you see a lost soul especially at the October to December meetings when many of our new members are sampling the meetings for the first time – go and talk to them there's no rule that you can't. Don't leave it to someone else

### 9. Do you ever use the Chester web site to update yourself with news?

Chair – This result was very encouraging - approx 75% of you do. Keep it up

#### If no how do you get your news Sheet?

Chair – most of you pick it up by e-mail but I suspect that you still like a hard copy – printers can be so naughty!

Note as a co-ordinator you may receive a paper copy of the News Sheet free of charge.

If members require a News Sheet they must provide Nicolette Richardson with prepaid SAEs

### 10. Do you ever use the Third Age Trust web site?

Chair – you don't Reason you don't see a need. Be careful your group does not get stale – are your numbers falling?

#### Have you ever used The Resource Centre?

Chair. – most of you haven't. This is one reason why we have made a DVD listing, to make it easier for you to view resources before you log onto the National web site, which you have just said you do not use (Q10) .Reason? see above

### 11. Have you any suggestions how we can get more members involved with the running of Chester U3A?

### 12. Have you anything else you would like to add to the above

Chair – Q11 and 12 I have grouped together as there was some overlap. They produced the most interesting answers – you are all so clever. Here is a selection of points made:

- Reinforce the ethos of the U3A – I've also thought about this but was concerned that the members would find it boring if I stand on the platform and preach –but I will get it across - not sure how yet! The News Sheet was suggested

- Lack of volunteers/breakdown of admin jobs – all organisations is having the same problem. They don't have an answer either BUT we are doing much better as more members are 'doing' small chunks of admin. Don't be put off we can always find something that suits you to 'do'.
- Transport is a problem now and could be more so in the future if we are required to re-sit the driving test. This needs more consideration. Car sharing could be the answer. The bus numbers and times of meetings issue has now been addressed
- Communication – from co-ordinators to members about their activities. Use a Thursday meeting to 'sell' your group. From the committee to the members we shall endeavour to inform the members especially new members 'What its all about'
- Put the ethos of the U3A into the 'Welcome pack' no problem
- Many not on-line – You don't need to be – appoint an e-mail contact in your group. Members are expected to participate
- Rooms sourced & rent paid by committee – this is not how 'Chester U3A' is organised. By paying a small subscription with additional payments for groups allows members to decide how much they are able or willing to participate. If we had higher subscription charges which included venue hire some members would benefit, others would lose out. We, 'Chester U3A' regard the smaller subscription a fairer option for our members. It has sufficed since 1993, we see no reason to change
- Notice Board at each venue for members. If you wish to do it for your group at your venue then provided that the Hall custodians are agreeable there should be no problem
- Keep the personal touch – I'll try