



Surveys of the Group Coordinators were carried out in 2018 and 2020 (results are available on request).

Rather than wait two years for the next survey, it was felt that it was time to consult with them again on a range of topics due to the changing circumstances brought about by Covid and also the handover of the Groups Coordinator role from Judith Altshul to Howard Stone in January 2022. The information gained has given us a good understanding of groups' status on a number of topics and indicates which coordinators need technical support to keep group records current. It also provides an opportunity to update the Groups information on Beacon and on the iU3A website

## 2. Learnings from Previous Surveys

The form and purpose of the surveys of Group Coordinators in 2018 and in 2020 was different from this one however some of the results might be of interest for comparison now. The summary of the 2020 findings is included in Appendix 6 and those from 2018 are in Appendix 7. The full reports are available on request.

## 3. Survey Returns

There were 66 responses to the survey out of 80 groups/ Coordinators (84%). This is a very good return of rate. Those who did not respond will be followed up and contacted individually.

## 4. Summary

Here is a summary of the main points arising:

- Virtually all our Groups are active again (in November 2021), only 2 are not and are unsure when they will restart. The majority are meeting physically (62%) -56% indoors, either in a public venue or in a member's home and 15% outdoors. 26% are meeting on Zoom and only 5 Groups are using hybrid methods.  
*Comment:* The Executive committee is keen to increase the capability of groups to hold hybrid meetings.
- The Groups all meet on weekdays with a reasonable spread. Fewer on Tuesdays and Fridays. Equal spread between mornings and afternoons, very few in the evenings.. Most (48) meet only monthly. 18 meet fortnightly and 8 weekly.  
*Comment:* There is virtually no activity at weekends. This is an area for potential expansion.
- 11 of the Groups responded that they had members on a waiting list.  
*Comment:* Only one group has a substantial waiting list, we are trying to establish another similar group.
- Most of the Coordinators use email as preferred communication method to their members. Slight majority used their own personal email system rather than Beacon's.  
*Comment:* This figure will hopefully increase if training is provided.

- Approx 25% of Coordinators anticipated that their information would not be up to date on the Website, or in Beacon, or on the Timetable. They all asked for assistance in updating their info.

*Comment:* Training will be provided.

But more than half of the Coordinators said they would support other Coordinators in updating their info.

*Comment:* We will try to pair up the experienced with the less experienced.

- A number requested training. 15 on Beacon and 11 on Zoom.

*Comment:* These requests will be followed up by an appropriate person.

## 5. Detailed Results

### 1. Is your group currently active (in any form)?

Yes	64
No	2

The two 'Nos' are: Scottish Dancing & Freeflow Eutony.

### 2. If not when do you anticipate starting?

Active so n/a	50
Before this year end	0
Next year	1 - Scottish Dancing
Not sure yet	1 – Freeflow Eutony

Completion error – 64 should have ticked 'n/a'.

### 3. If active, in which way?

Not active, so n/a	2	2%
On Zoom - personal account	8	9%
On Zoom – on iU3A Pro account	15	17%
Outdoors	13	15%
Indoors in a public venue	20	23%
Indoor in a residence	21	24%
Hybrid/blended meeting (e.g. some in person others on Zoom)	5	6%

This was a multiple choice question so a few selected varies methods (hence total of 84 responses).

Interpretation: virtually all Groups are active – in some way. At this stage, 26% are on Zoom. 62% are 'physical' (one way or another). Only 5 (6%) are using hybrid methods.

### 4. If meeting in a public venue, which one?

This was a free form question so there were a range on answers. See Appendix 2.

### 5. Please give any additional information here to clarify your answer to Question 3

This was a free form question so there were a range on answers. See Appendix 3.

6. When do you meet? Day of meetings

Mondays	11
Tuesdays	8
Wednesdays	13
Thursdays	12
Fridays	7
Varies	14

Interpretation: good spread over all week days.

7. Time (week) in the month

1st	10
2nd	12
3rd	6
4th	5
Varies	33

Interpretation: reasonably equal spread throughout the month.

8. When do you meet? Day of meetings

Morning	26
Afternoon	26
Evening	5
Varies	8

Interpretation: equal spread over mornings or afternoon. Not many evening meetings/ events.

9. Frequency

Weekly	8
Fortnightly or Bi-monthly	18
Monthly	48
Varies	0

Interpretation: a variety of offering. Many are only monthly.

10. If you ticked 'Other' above please explain

This was a free form question so there were a range on answers. See Appendix 4.

11. Number of members currently signed up to your Group

This just records the number in the group, so a range of numbers.

12. Average attendance at last three meetings / outings

This just records the number in the group, so a range of numbers.

13. Number on waiting list

Don't have a waiting list	44
Zero	11

1-5	8
6-10	2
11-20	1

Interpretation: should have asked firstly if the group was full. We don't know out of the 44 if, they don't have a waiting list as they are not full – or if they just don't run a waiting list. Above shows 11 groups have waiting lists with members waiting to join the group. The group with a waiting list of over 11 is International Affairs. Could we start a 2<sup>nd</sup> one of these?

14. Are all members and people on the waiting list registered in Beacon?

n/a (no waiting list)	36
No (ie public waiting to join)	3
Yes (ie current members)	18
Not sure	6

Error in completion: the 'no Waiting List' above (36) should match Q13 (44), but doesn't (error of 8 in completion).

Interpretation: Interesting that 3 Groups are aware of members of the public wanting to join iU3A, wanting to join a group. I wonder how they know this?

15. How do you communicate with members? – tick all that apply:

Beacon email system	35
Own personal email system	43
Phone	11
Text	10
Social Media	0

This was a multiple choice question. Hence the 99 responses.

Interpretation: interesting that, for the groups that communicate by email, it's 40:60 (Beacon mail vs own mail system). Is this acceptable?

16. Is all the information for your group on iU3A website accurate?

Yes	49
No	17
Not sure	15

Interpretation: disappointing that 17 knew that their own webpage was wrong/out of date – yet hadn't done anything about it. Disappointing that 15 didn't know (hadn't checked) if their web page was correct or not. We should contact the specific 32 to get the info checked and updated.

17. Is all information about your group on Beacon accurate?

Yes	41
No	25
Not sure	25

Interpretation: as above – but worse. Even more hadn't done anything to ensure that their data in Beacon was accurate. We should contact the specific 50 to get the info checked and updated.

18. Is the information on the Timetable (accessed from the website) accurate?

Yes	36
No	30
Not sure	27

Interpretation: as above – but even worse still. 57 hadn't done anything to ensure that their data was accurate. But not that surprising – many won't even know the 'Timetable' exists.

19. Do you need help to update information about your group (ie for systems mention in Questions 14 to 18)?

Yes	17
No	49

Interpretation: we need to follow up for that 17 and offer support.

20. Would you be willing to support another group coordinator who is less skilled in carrying out updates?

Yes	13
No	28
Maybe	25

Interpretation: not bad, 38 (possibles) vs 28 (definitely not).

21. Do you want training in Beacon & to what level?

No	39
Yes – Advanced	2
Yes - Intermediate	10
Yes - Basic	15

Interpretation: good that 39 feel competent in Beacon. But bad that 15 reckon they need even basic training in Beacon. We need to follow up on all 27 requests for training.

22. Do you want training in Zoom & to what level?

No	55
Yes – Advanced	1
Yes - Intermediate	2
Yes – Basic	3
Yes - running hybrid or blended meetings	5

Interpretation: good that so many feel competent with Zoom. For the 11 requesting training, we should follow up with them.

23. Any other comments you wish to make or issues for us to address?

This was a free form question so there were a range on answers. See Appendix 5.

## APPENDIX 1 – SURVEY QUESTIONS

Questions	Possible Answers
1. Is your group currently active (in any form)?	Yes No
2. If not when do you anticipate starting?	Active so n/a Before this year end Next year Not sure yet
3. If active, in which way?	Not active, so n/a On Zoom - personal account On Zoom – iU3A Pro account Outdoors Indoors in a public venue Indoor in a residence Hybrid/blended meeting (e.g. some in person others on Zoom)
4. If meeting in a public venue, which one?	Free form
5. Please give any additional information here to clarify your answer to Question 3	Free form
6. When do you meet? Day of meetings	Mondays Tuesdays Wednesdays Thursdays Fridays Varies
7. Time (week) in the month	1st 2nd 3 <sup>rd</sup> 4th Varies
8. Time of Day	Morning Afternoon Evening Varies
9. Frequency	Weekly Fortnightly or Bi-monthly Monthly Varies
10. If you ticked 'Other' above please explain:	Free form
11. Number of members currently signed up to your Group	Free form
12. Average attendance at last three meetings / outings	Free form
13. Number on waiting list	Don't have a waiting list Zero 1-5 6-10 11-20

14. Are all members and people on the waiting list registered in Beacon?	n/a (no waiting list) No (ie public waiting to join) Yes (ie current members) Not sure
15. How do you communicate with members? – tick all that apply:	Beacon email system Own personal email system Phone Text Social Media
16. Is all the information for your group on iU3A website accurate?	Yes No Not sure
17. Is all information about your group on Beacon accurate?	Yes No Not sure
18. Is the information on the Timetable (accessed from the website) accurate?	Yes No Not sure
19. Do you need help to update information about your group (ie for systems mention in Questions 14 to 18)?	Yes No
20. Would you be willing to support another group coordinator who is less skilled in carrying out updates?	Yes No Maybe
21. Do you want training in Beacon & to what level?	No Yes – Advanced Yes - Intermediate Yes - Basic
22. Do you want training in Zoom & to what level?	No Yes – Advanced Yes - Intermediate Yes – Basic Yes – with hybrids
23. Any other comments you wish to make or issues for us to address?	Free form

## **APPENDIX 2 – ANSWERS TO QUESTION 4**

Various galleries  
Concert halls  
Outdoor space for walk  
Canonbury Tavern  
Various  
The Alwyne Castle, 83 St Paul's Road, N1  
Various theatres  
Bounce, Old St/  
The Alwyne Castle  
The Drapers Arms  
Euphorium Upper Street, Islington  
Canonbury Tavern  
various public houses  
N/A  
Rochester Castle pub  
theatres  
Caledonian Park  
Early days but we are trying a side room of a church hall. Previously in a house and garden.  
Various theatres, cinemas  
Walter Sickert hall  
The open air

## **APPENDIX 3 – ANSWERS TO QUESTION 5**

We may do a January meeting on zoom - because it will be cold!!  
Meet up outdoors or in airy spaces for coffee, independent exhibition viewing  
In the homes of some of the Group s members  
Avoiding smaller venues eg pub basements  
We work by Zoom meetings and email communications  
We walk once a month and meet by zoom once a month  
The Drapers Arms  
Current members at Alwyne Castle on 1st Tuesday of month and Waiting list members on Zoom 2nd Tuesday of month and Waiting list members on Zoom 3 sessions a week, each on different days & at different venues, 2 outdoors, 1 indoors  
Private space upstairs  
At members homes when possible, otherwise by zoom or at Euphorium Pub  
On the first and third Friday of each month from 11.00am to 12.30pm, with an additional meeting on the second Friday of each month if requested.  
Rotating around members' homes. Each host determines safe capacity (usually 4, 8 or 12 players) with appropriate distancing and ventilation  
Before we can restart I need to find a teacher  
not necessary  
Only one hybrid meeting to date, all others during pandemic on zoom  
At my flat in large sitting room  
Meeting in a member's home, same venue as pre-COVID.  
None  
We hold regular zoom meetings 4-6 weekly. I circulate information on live events and indicate which ones I have a ticket for. members are able to buy on the day that suits and let me know if they want to join me on my chosen date.

Walking group hence outdoors

We watch films in our own time and meet weekly on Zoom to discuss the film  
We met in October and November in Moira Coupe's kitchen, but decided that with the omicron variant about we should meet on Zoom in December, which we did. When we met in person we held open the possibility of meeting in a hybrid way, but everyone local came in person, and the pne member of the group who is living in Hampshire stayed away.

We have used zoom and will again as needed. Currently we are all maximally vaccinated but we disclose risks to the entire group so each member can choose to attend or not. Most people seem to have also been recently tested (PCR or lateral flow)

From the beginning of lockdown, we have met via Zoom; our November meeting was in my house, and the December/Xmas meeting yesterday (which, sadly, i had to miss because of bad back) was in the Canonbury Tavern

We have met once in person

#### **APPENDIX 4 – ANSWERS TO QUESTION 10**

We meet as needed for training or group discussions

Also walk on first Monday of month at 11.30

To suit members, roughly 5-6 weeks

We meet weekly. First and third Thursdays, and second and fourth Wednesdays.

Approximately every 8 weeks

Question 7. We meet the 1st and 3rd Thursday of the month

On the first and third Friday of each month from 11.00am to 12.30pm, with an additional meeting on the second Friday of each month if requested.

whenever something interesting comes up

Every 6 weeks

Every 6 weeks - occasionally 5 or 7 to accommodate someone

About every 6-8 weeks

Every 4 or 5 weeks.

n/a

4-6 weekly for zoom. random dates for live performances and film screening.

#### **APPENDIX 5 – ANSWERS TO QUESTION 23**

Any other comments you wish to make or issues for us to address?

One member has no computer and I send her texts

A bit of re-education for members who don't turn up to booked events

"Folk/world group will close shortly because of lack of interest from members in current schedule, as well as difficulty in finding suitable venues in Covid times - traditional folk venues are too small and airless.

Members have been emailed to see if any interest in taking over the group, no response to date"

"We meet 1st and 3rd Friday of the month but question 7 only allows one entry.

Our group supports refugees by creating worksheets and via online presentations.

All well

I have ticked "waiting list enabled", but I can't see where it is or how to create one

"1. I'd like someone to show me how I could fit being efficient with Beacon into my week.

2. People who express interest in the group, eg., at the Open Day, are not aware how important it is to keep in touch with the coordinator, ie., to take some responsibility for contact."

I do not list the meetings on the Calendar of Events

Q 7 doesn't make sense to me - we meet weekly, so time in the month n/a.

We meet on the first, third and fifth Thursday of the month

"I have been unable to reach beacon for a long while now. Mostly because I spent the best of 2019 in the US and 18 months in lock down in Colombia from March 2020.

I have been in touch with Isabel Dickson who will be helping me to reset my password"

No

Question 7 is impossible to answer if a group meets on more than one week per month.

One member has not renewed. Reminder sent

On Q18, is what's called Timetable actually Calendar? I've just found this, wasn't aware of it before. Have now put next meeting on but this is labour-intensive as we often chop and change; can't promise to remember to do it in future.

would like to restart fter Christmas but not unless I can find a teacher

Can't think of anything

Just to thank Judith for her dedication and hard work. Also I will contact the waiting list people quite soon. I have been away and very busy but this is on my list of things to do.

We are a very small group and do not need many more members. We give personal support and guide to writing in progress.

Our group is a closed group but I have offered to meet with a another group who wants to start up

I have had difficulties with Google Drive.

I've been ill, but am planning to start sessions again in January, provided members are happy to work indoors, as we have exhausted the joys of zoom meetings.

Apologies for delay - thought I'd already done a questionnaire

Great questions. Apologies for tardiness. Would like training to be able to edit material on u3a site

I love you guys! Thank you for supporting us. I'm sorry to reply late. The info about the Short Story Group on the website is out of date but otherwise accurate. I would like to update it but don't know how.

We have communicated successfully since inception via email and, since Covid, via Zoom (link from Vivek to Barbara Nokes, our Zoom-meisterin)

At the open day at least two people signed the form, but it was taken by the lady on the Ma Jong table

## APPENDIX 6 – SUMMARY OF FINDINGS FROM 2020 SURVEY

Most of the 51 responses were positive – had taken some form of action or another. Disappointing that 19 had 'closed' their Group. We could review those 19 to see if we could help get them started (if feasible) in some way (even if it's only regular email contact).

Slight inconsistency of responses regarding if they have moved online (anything from 24 Groups down to 17). This may be due to timing – some have meet online already, some intend to shortly.

For the 17 (??) Groups that are using online methods to meet, 8 are achieving 100% attendance and 7 are achieving 75% attendance, 2 at 50% only. So a high success rate.

Many of the free flow text answers are insightfull. Many thank the EC for their efforts under the current circumstances.

The questions asked were:

1. What's your name?
2. What is the name of your Group?
3. Have you been able to keep in touch with your Group's members since the 'lockdown'?
4. If you answered YES to above then how did you contact them?
5. Will you contact them again/ in the future?
6. Have you kept your Group open (ie functioning in some manner)?
7. If your group is functioning have you used online means to meet with them?
8. If you answered YES to above, what system have you used?
9. If you answered above as OTHER please explain here:
10. If you have moved online what percentage of your Group's membership are able to use this method?
11. Has meeting in this way been successful?
12. Do you have plans to meet online again?
13. Any other comments you wish to make

Question 3 answers:

Have you been able to keep in touch with your Group's members since the 'lockdown'?

<b>Yes</b>	<b>No</b>	<b>No, not yet, but intend to</b>	<b>No, see no need</b>	<b>Totals</b>
43	8	0	5	51
72.9%	13.6%	5.1%	8.5%	100%

Question 4 answers:

If you answered YES to above then how did you contact them?

<b>By email</b>	<b>By text or WhatsApp</b>	<b>Totals</b>
41	3	44
69.5%	5.1%	100%

(One 'No' from Q3, still filled in an answer to this question, hence why total is 44)

Question 5 answers:

Have you been able to keep in touch with your Group's members since the 'lockdown'?

<b>Yes</b>	<b>No</b>	<b>Totals</b>
46	5	51
91%	9%	100%

Question 6 answers:

Have you kept your Group open (ie functioning in some manner)?

<b>Yes</b>	<b>No</b>	<b>Totals</b>
32	19	51
63%	37%	100%

Question 7 answers:

If your group is functioning have you used online means to meet with them?

<b>Yes</b>	<b>No</b>	<b>Totals</b>
20	31	51
39%	61%	100%

Question 8 answers:

If you answered YES to above, what system have you used?

<b>WhatsApp</b>	<b>Zoom</b>	<b>Other</b>	<b>Totals</b>
1	18	4	23
4%	35%	8%	100%

(Reson total is 23, rather than the 20 'Yeses' in Q7, could be error or could be No they haven't met online - yet - but they intend to.)

Question 10 answers:

If you have moved online what percentage of your Group's membership are able to use this method?

<b>100%</b>	<b>75%</b>	<b>50%</b>	<b>25%</b>	<b>Totals</b>
8	7	2	0	17
47%	41%	12%	0%	100%

Question 11 answers:

Has meeting in this way been successful?

<b>Yes</b>	<b>Totals</b>
17	17
100%	100%

Question 12 answers:

Do you have plans to meet online again?

<b>Yes</b>	<b>No</b>	<b>Totals</b>
21	3	24
87.4%	17.6%	100%

## **APPENDIX 7 – SUMMARY OF FINDINGS FROM 2018 SURVEY**

A total of 48 Group Coordinators replied to the email inviting them to complete the survey. There are 57 Coordinators (covering 62 groups). This represents a response rate of 84% and hence gives us a robust set of findings. A very good response rate for surveys – thank you!

There were 4 main sections covering 34 questions. All tailored to seek the Group Coordinators views on how iU3A in total was performing. The main sections addressed were:

- A. General information about Coordinator & Performance against the Constitution? (2 questions)
- B. What's Important / What Needs Improving? (26 questions)
- C. How do we get more people to contribute? (5 questions)
- D. Any Other Ideas? (1 question)

Section B was split into sub-sections of:

- B1. Communications
- B2. What aspects of our membership are important to you
- B3. Learning Opportunities
- B4. Organisation
- B5. Facilities
- B6. Environment

With regard to the questions asked, in summary the Coordinators responses indicated:

- Overall iU3A is performing well
- Our communications methods are good (with the Bulletin, the Website & direct emails from themselves, all being very important)
- They see the need for a good EC; they don't see it needs to be more visible
- They don't see the need for more work / steering groups
- Important to have good Group Coordinators
- Mixed views on importance of regular attendance or flexible (probably due to type of group)
- Saw the need for a good range of Group activities
- Believed that most events should be held locally
- Didn't feel it necessary that more events were held in the same place
- A spread of views on need for more ethnic or socio-economic mix
- Agreed that a friendly welcoming environment was important
- Believed that members should be encouraged to try other groups
- That there should be better communication that everything depends on our volunteers
- Better communications on how Volunteers can contribute
- Quite a few comments left on how to get more help from the Members
- More 'educational' events, rather than 'social'