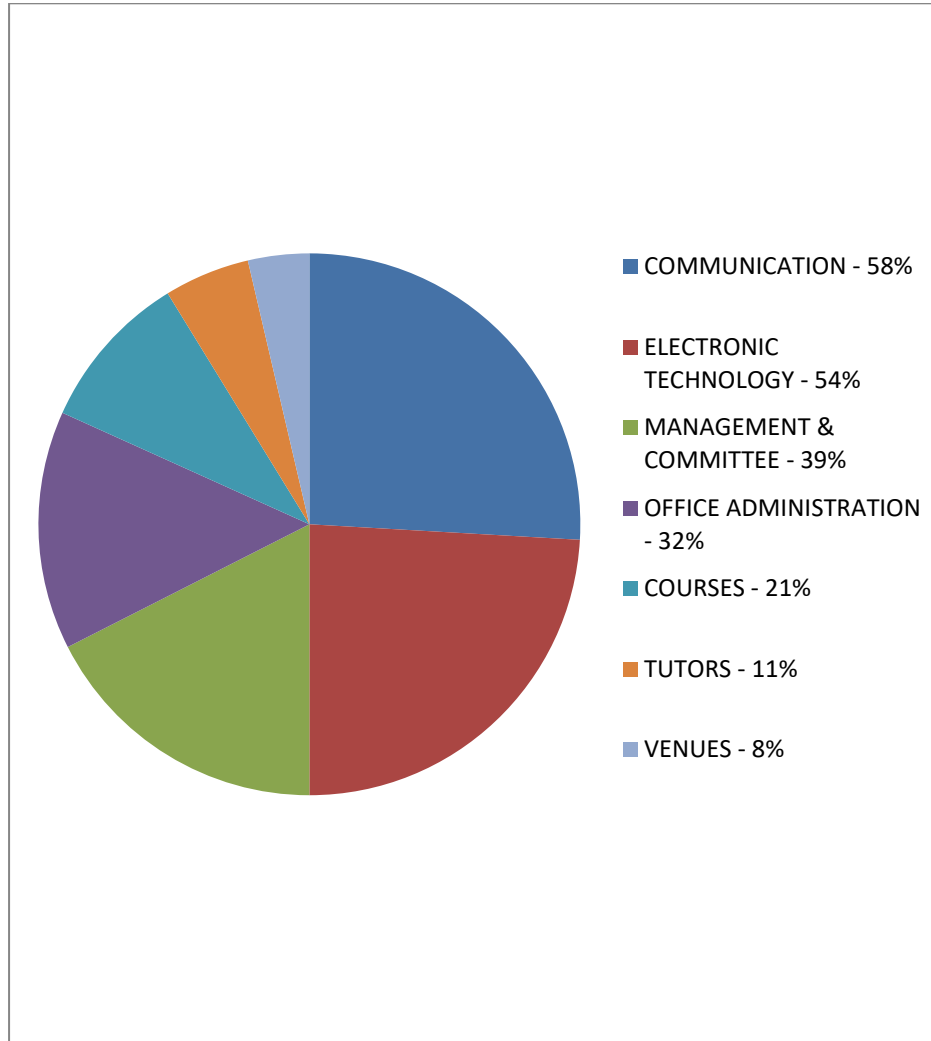


What needs to be Improved? (From 122 Feedback Forms)

CONFIDENTIAL – CM20161122



COMMUNICATION	71	Poor response to phone calls	1
		Poor response to emails	2
		More publicity needed	10
		eVoice reminder email to Tutors	1
		Contact Tutors when absent	1
		Revert to badge and stickers for all	3
		Provide hard copy regular newsletter	1
		Variety needed to serve diverse membership	6
		Printed copy class details	3
		Magazine (Courses Handbook or similar) in hard copy	43
ELECTRONIC TECHNOLOGY	66	Allow for changes to single term venue enrolments	1
		Consider members download limits	1
		Remove it	1
		Content not always right	1
		Ideas, courses suggestions in box from members	1
		Database system for courses looks unattractive	2
		Too clumsy - needs improvement	13
		Improve - Search for capability etc. can be done	2

What needs to be Improved? (From 122 Feedback Forms)

CONFIDENTIAL – CM20161122

		Needs to be more flexible / user friendly	17
		Computerisation is right	2
		No auto enrolment rollover please	3
		Better support for technology challenged	22
MANAGEMENT & COMMITTEE	48	MC activity appears reactive and haphazard	1
		Improved open relationships with members expected	9
		Dictatorial at senior level	1
		More discussion and consensus requested	5
		More cohesive MC needed	1
		Need to be more collaborative	9
		Insufficient and poor quality communication from MC to members	8
		MC decisions kept secret	4
		Less time about Uni at AGM	1
		No budget presented at AGM	2
		More GM's needed	2
		Retain flexibility in Strategy Planning	1
		Undertake reviews like this more often	1
		Need to Expand External Stakeholders	3

		Flaws in Constitution	2
		Philosophy - Givers first, takers second	1
OFFICE ADMINISTRATION	39	Volunteers limited involvement	1
		Need more training	4
		Limited phones (2) and computers (2)	1
		Inconsistent answers from volunteers	1
		Administration changes almost every fortnight	1
		Increase payment options and easy to do	15
		Need for one full time administrator	13
		More volunteers required	2
		Improve customer service	1
COURSES	26	Increase Range / Number	2
		Add tap dancing	1
		Add flower arranging course	1
		Participants input regarding selected study texts	1
		Less centralization	1
		Add regular walking groups	1
		More hands on photo related courses - Picasso etc	1
		Survey members to determine demand	1
		More courses in Maleny needed	1

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		Travel to Coast difficult for some older members	1
		Better promotion needed	1
		More Outdoor Options	1
		Teach Thinking Fast and Slow	1
		More courses between Maroochydore and Noosa	1
		Walking Photography	1
		Portraiture	1
		Cartoon Drawing	1
		Photographic club	1
		Trips to Theatre	1
		Establish Cultural Group	1
		Indonesian Classes	1
		Basic computer training	3
		More exercise classes	1
TUTORS	14	Reintroduce Tutor Meetings	4
		Don't read from PowerPoint slides	1
		Keep to timetables	2
		Recognition of service...5 years etc.	1
		Timely response to emails	3
		More Tutors needed	3
VENUES	10	More comfortable chairs	1
		Larger lecture room needed	1

		Consider coffee mornings at different places	4
		WC's unclean at Uni	1
		Infection risk at Uni	1
		Flood risk and pavement movement at Uni	1
		Improved A/C at Table Tennis	1