

Workshop – 19th November 2016 (12 participants)

STRENGTHS

- Variety of Courses
- Quality of Courses
- Quality of Tutors
- Variety of venues
- Meeting other People and forming Relationships
- Members helping Members (transport etc.)
- Acceptance and Recognition by Community and Business Groups
- Relationship with University
- Welcome for Newcomers to the Coast
- Keeping our Brains Active
- Providing Regular Structured Activities
- Opportunity for New learning
- Extending Our Relationships
- Meeting with Variety (Diverse in every way) of people
- Preserving Cognitive Function
- Antidote to Depression, Isolation, Boredom and Loneliness
- Positive Ageing
- No Gender Barriers
- No stress, exams and Attendance Requirements
- Great QLD Network State Conference

Weaknesses and Solutions

- Courses are often full
 - Arrange more tutors. Provide Tutor training, Arrange Tutor sharing
- Need more variety of courses.
 - Determine preferred classes and target enlisting of required Tutors.
- Participants should continue to be enrolled until they opt out.
 - Registered course participant for an indefinite period, until they opt out.
- Only Tutors are covered for public liability insurance.
 - Ensure our members are adequately covered for public liability at courses venues.
- Communication and Publicity is inadequate.
 - Reintroduce handbook
 - Provide regular hard copy newsletters
 - Ensure increased quality publicity
 - Leaflets
 - Articles in local paper
 - Local Channel 7 and 9 News
 - Photos
- Too much reliance on technology.
 - Provide for non-technical competence members too
- Insufficient venues.

- Increase possible venues.
- Significant numbers of members do not have computer skills.
 - Provide computer support for those that wish to develop skills. Maybe in Libraries?
- Information Technology is impersonal.
 - Offer F2F options and hard copy information too.
- Define our client base (Poor data base)
 - Improve data base and capability to 'slice and dice' information according to organization needs.
- Limited commercial activity to attract funds
 - Increase advertising and consider other commercial opportunities
- Limited office administration effectiveness.
 - Employ paid administrator
- U3A Finances unknown
 - Increase transparency and keep members informed of U3A financials.
- Better when Tutors assisted enrolment
 - Link Participants to Tutors directly
- No social contact by members other than class time.
 - Arrange drop in centre(s) / social meeting places
- Parking difficulties at USC.
 - Consider another principal venue
- Lack of communication for the non-computer user/access.
 - Provide communication options for non-computer users.
- New/prospective members do not have access to information through office.
 - Arrange paid administrator/office manager.
- No provision for pro rata payments for courses.
 - Provide pro rata rates.
- "Secret Society"
 - Increase publicity & improve communication
- Continuity and limited availability of office volunteers.
 - Provide paid office coordinator
- Clumsy web site
 - Improve ways to search website

Ideas for the future

- Standalone well publicised lecture (Not SATH)
- Seniors Enquiry/Information line
- Gift vouchers for members
- Offer alternative 'easy' payment methods
- Acquire new premises that has free parking, including social facilities (drop in coffee / discussion)
- Increase the 'human touch' – make U3A more personal and friendly
- Improve the recorded 'out of office' message
- Have 'try before you buy' opportunity
- Like before support direct contact by participants with tutor.

- Combine with other community groups...i.e. Mens Shed etc.
- More informal lectures using University lecturers and High School teachers.