OLLI at SBU Member Satisfaction Survey

Fall 2020 Semester
There were 386 responses to the Member Satisfaction Survey.

We had 601 OLLI members in total in the Fall 2020 semester.
Did you attend any Zoom workshops during the Fall 2020 semester?

- Yes: 360
- No: 4
Why didn't you attend any Zoom workshops? Please select all that apply.

- I don't have the necessary technology.
- I'm concerned about Zoom security.
- Zoom has too many technical issues.
- I'm uninterested in attending online workshops.
- I was unable to attend due to other commitments or circumstances.

All “other” responses were workshop leaders who don’t attend workshops.
Approximately how many workshops did you attend during the Fall 2020 semester?
Are you planning on attending OLLI workshops in the Spring 2021 semester?

- Yes: 354
- No: 9
Why are you not planning on attending OLLI workshops in the Spring 2021 semester? Please select all reasons that apply.

- I'm not available in the spring due to travel.
- I have other conflicting commitments.
- I'm not interested in attending workshops.
- I'm not interested in the workshops being offered.
- Other
  - “Other” response: “underwhelmed by workshop quality”
- I'm not interested in attending workshops on Zoom.
Do you have a Zoom account?

- Yes: 273
- No: 77
Do you have a personal Zoom account or a licensed Stony Brook Zoom account?
What device(s) are you using to connect to Zoom? Please select all that apply.
How do you participate in Zoom meetings?

![Bar chart showing participation in Zoom meetings.
- "Video and audio": 307 participants.
- "Audio only": 43 participants.]
How difficult is it to use Zoom?

- Extremely easy: 189
- Somewhat easy: 115
- Neither easy nor difficult: 35
- Somewhat difficult: 10
- Extremely difficult: 1
How concerned are you about security while using Zoom?
How would you rate your overall satisfaction with taking Zoom workshops?
Are you interested in attending a Zoom training?
Are you interested in continuing to attend Zoom workshops once we are able to resume on-campus workshops?

- I'm interested in only attending virtual workshops. 36
- I'm interested in only attending in-person workshops. 43
- I'm interested in hybrid workshops offered both online and in-person. 169
- I will take OLLI workshops no matter where they are offered. 103
Satisfaction with OLLI office support, OLLI technology support, and the frequency & content of OLLI emails
Has the OLLI administrative staff support improved for you during the Fall 2020 semester?

- Yes: 205
- Stayed The Same: 128
- No: 7
How can the OLLI staff better support you in the future?

<table>
<thead>
<tr>
<th>Programmatic Suggestions</th>
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<tr>
<td>Have all Zoom workshops recorded and accessible to members throughout the semester</td>
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<td>Replace Advisory Board with the original Executive Board and have OLLI members take on more leadership roles.</td>
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<td>Transparency and participation in the decision making process and the budget</td>
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<td>Identify responsibilities and phone numbers of staff clearly</td>
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<td>Add more workshops on different and diverse subjects and look to other OLLI programs for guidance on what our program is missing</td>
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<td>Faster decisions made regarding marketing to increase membership.</td>
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<td>Bring us back to campus when possible but also offer participation via Zoom workshops</td>
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How can the OLLI staff better support you in the future?

<table>
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<tr>
<th>Communication</th>
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<td>Respond to emails with a phone call to members when asked for</td>
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<tr>
<td>Respond to calls and emails more quickly</td>
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<tr>
<td>Be more responsive and helpful</td>
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<td>Keep members informed and provide instructions on how to access workshops, lectures, etc.</td>
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<td>Reduce the number of emails that repeat the same thing</td>
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<td>Have one Email at the beginning of the month highlighting the special activities if that month</td>
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<tr>
<td>Allow members to call the office instead of always communicating via email, when it’s possible to do so again</td>
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How can the OLLI staff better support you in the future?

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<th>Technology</th>
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<td>Be on co-host standby until workshops and videos are underway</td>
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<td>Provide more workshop leader training on how to use the waiting room and mute all members to prevent distractions during workshop</td>
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<td>Encourage use of co-hosts to help workshop leaders with managing Zoom functions, especially the waiting room</td>
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<td>Try to make it possible to print all the pages of the Zoom schedule, as it does not all fit on one page</td>
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<tr>
<td>Help the workshop leaders who always have technical problems, and reward and support the workshop leaders more</td>
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</table>
**How can the OLLI staff better support you in the future?**

<table>
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<tr>
<th>Positive Feedback</th>
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<tr>
<td>They have been great especially under very trying times. Extremely helpful and gracious in their help and care.</td>
</tr>
<tr>
<td>I applaud OLLI administrative and staff for your exemplary expertise, creativity, enthusiasm, and dedication. Thank you! 👏</td>
</tr>
<tr>
<td>The support has been exceptional and the entire office staff deserves kudos for its professional performance.</td>
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<tr>
<td>OLLI staff has done an excellent job transitioning members to the Zoom format. Many thanks for their efforts.</td>
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<tr>
<td>Zoom sessions run more smoothly than in-person workshops that had AV issues</td>
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<td>11 members reported being satisfied with the current level of support</td>
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<td>19 members said to continue with the current level of support provided</td>
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<tr>
<td>2 members noted that the staff is helpful</td>
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<tr>
<td>7 members reported that they had no suggestions on how staff can improve</td>
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<tr>
<td>17 members had more general, positive feedback. Some examples: “great job,” “excellent work,” ”I am very pleased to be part of OLLI,” etc.</td>
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</table>
Below is a list of the subject areas OLLI workshops currently cover. These are the areas that members are interested in.
Below is a list of the subject areas that we would like to cover in the future. These are the areas members are interested in.
Other Subject Areas of Interest to OLLI Members

- Sociology, Anthropology, & Archaeology
- Interior Design & Home Decor
- Pop Music
- Genealogy
- Fishing & Boating on Long Island
- Art & Other History
- Religion, notably Buddhism
- Geology & Oceanography
- Chair Yoga & Other Exercise
- Technology & Basic Computer Skills
- Astronomy
- Stocks & Investing
- Architecture
- Film Making
- Italian & Spanish
- Chorus
- Systemic Racism & Black Lives Matter
- Crocheting & Knitting
Overall, how engaging do you think the OLLI workshops are?

- Not at all engaging: 9
- Appropriately engaging: 205
- Very engaging: 125
Did you register for an annual membership (2020-2021 academic year) or a term membership (just Fall 2020)?

- **Annual membership ($325)**: 284
- **Fall membership (term - $165)**: 57
How did you find the new registration process?

- Easy: 265
- Standard: 68
- Challenging: 6
Which, if any, of the OLLI events did you attend during the Fall 2020 semester? Please select all events that you attended.
What types of events would you like to see in the future? Please select all events that you're interested in.

- DIY Crafts: 76
- Tasting Events: 157
- Museum Tours: 254
- Cooking Lessons or Demonstrations: 153
- Performances: 236
- Entertainment Events: 72
- Health & Wellness: 122
- Other: 17
- Sports: 51
- Virtual Happy Hour: 42
- World Travel & Outdoor: 159
- None: 17
Other Events of Interest to OLLI Members

- Lectures
- Concerts
- Spiritual Groups
- Movies
- Social Clubs around Topics of Interest
- Philanthropic Groups
- Painting
- Presentations from University staff
- Presentations from Political Experts
- Virtual Golf Lessons
Which, if any, of the following Lecture Series presentations did you attend during the Fall 2020 semester? Please select all presentations that you attended.
Have you watched any of the recordings of Lecture Series presentations from previous semesters on our website?
How engaging do you find the Lecture Series presentations?

- Not at all engaging: 57
- Appropriately engaging: 215
- Very engaging: 62
Responses to the following question can be found on a Google Document by clicking the name of the question below:

“Do you have any suggestions for future speakers or subject areas for the Lecture Series?”
Responses to the following question can be found on a Google Document by clicking the name of the question below:

“Do you have any feedback or comments about the Lecture Series?”
Check off all the subjects you have an understanding of in the areas of diversity, equity, and inclusion.

All numbers listed are out of the 386 total respondents to the survey.
Check off all the subjects you are interested in learning about when it comes to diversity, equity, and inclusion.

All numbers listed are out of the 386 total respondents to the survey.
Are you interested in learning about content surrounding aspects of diversity, equity or inclusion in your workshops, lectures, and events?
What methods would you be interested in participating in, in order to broaden your knowledge of diversity, equity, and inclusion?

- Workshop enhancements: 84
- New workshops focused on these topics: 105
- Lecture Series events: 154
- Panel discussions: 110
- Program-wide events: 74
- Other: 10
- Reading material: 51
- Diversity, equity, and inclusion seminars: 80
- None: 67

All numbers listed are out of the 386 total respondents to the survey.
Responses to the following question can be found on a Google Document by clicking the name of the question below:

“What methods would you be interested in participating in, in order to broaden your knowledge of diversity, equity, and inclusion?”
Do you have any recommendations for how OLLI can better educate its members on diversity, equity, or inclusion?

![Bar chart showing 259 responses for 'No' and 46 responses for 'Yes'.]
Responses to the following question can be found on a Google Document by clicking the name of the question below:

“Do you have any recommendations for how OLLI can better educate its members on diversity, equity, or inclusion? If yes, please include your recommendation in the space provided.”
Are you aware that OLLI at SBU has an Advisory Board?

Yes: 274

No: 29
Are you aware of how to get involved with the OLLI Advisory Board?

196

107
Are you aware that OLLI has the following committees and councils: Arts Council, Curriculum Committee, Member Relations Committee, and Special Events Committee?

Suggestions for other councils and committees:
- Travel, once the pandemic is over
- Committee focused on trips
- Fun Committee
Are you aware of how to get involved with the OLLI committees and councils?
How did you hear about the OLLI program?

- OLLI website: 18
- Email: 6
- Friend: 218
- Family member: 22
- Newspaper: 8
- Other: 32

Click here to view “other” responses.
How likely are you to recommend the OLLI program to a friend?
If you feel comfortable sharing this information, please answer the following question. Please select the category or categories that describes you best.
The complete set of additional comments can be found on a Google Document by clicking the name of the question below:

“Please include anything else you want us to know about your OLLI experience during the Fall 2020 semester.”