


OLLI at SBU Member Satisfaction Survey


Fall 2020
Semester



**STONY BROOK
UNIVERSITY**



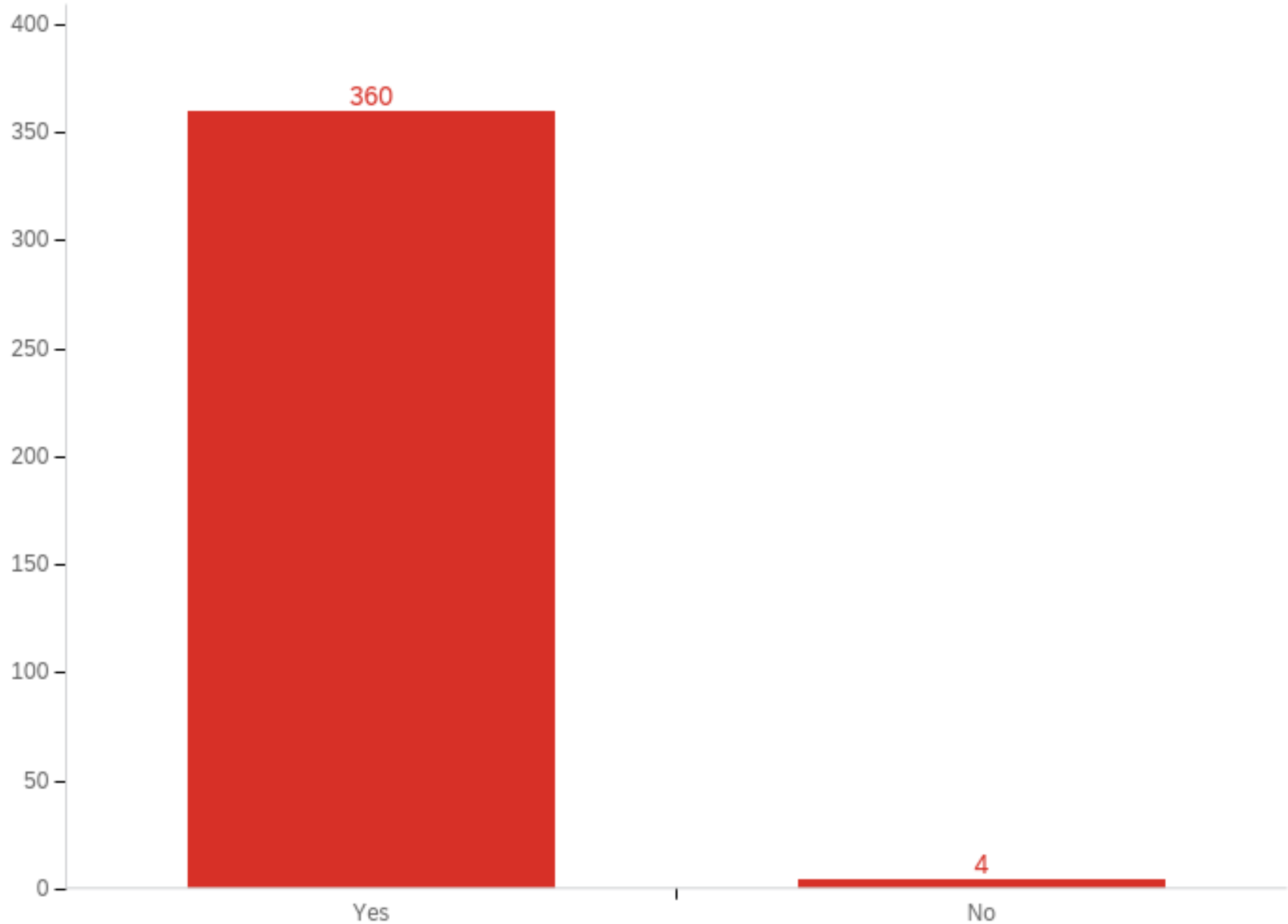
There were 386 responses to the
Member Satisfaction Survey.



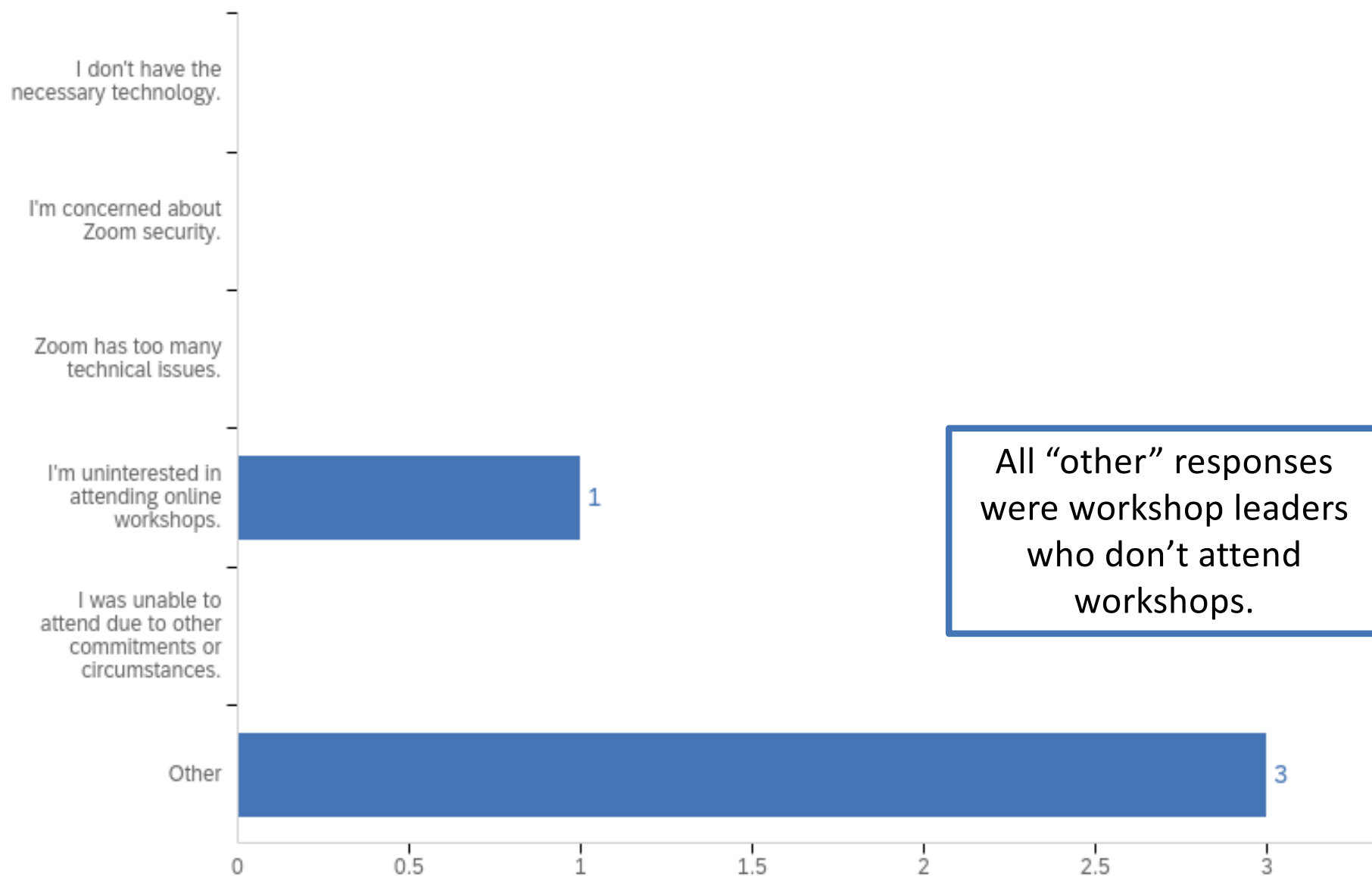
We had 601 OLLI members in total in
the Fall 2020 semester.



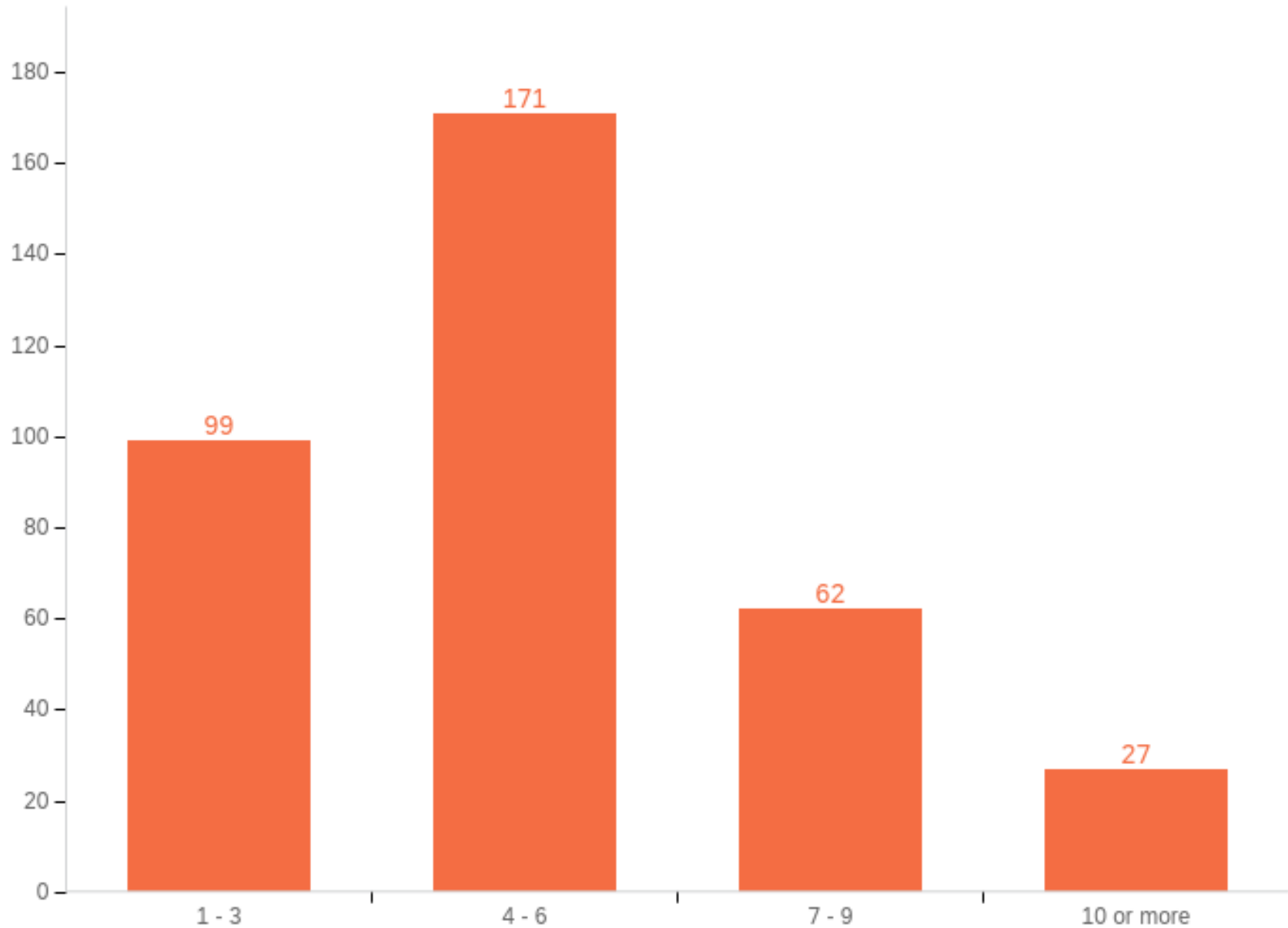
Did you attend any Zoom workshops during the Fall 2020 semester?



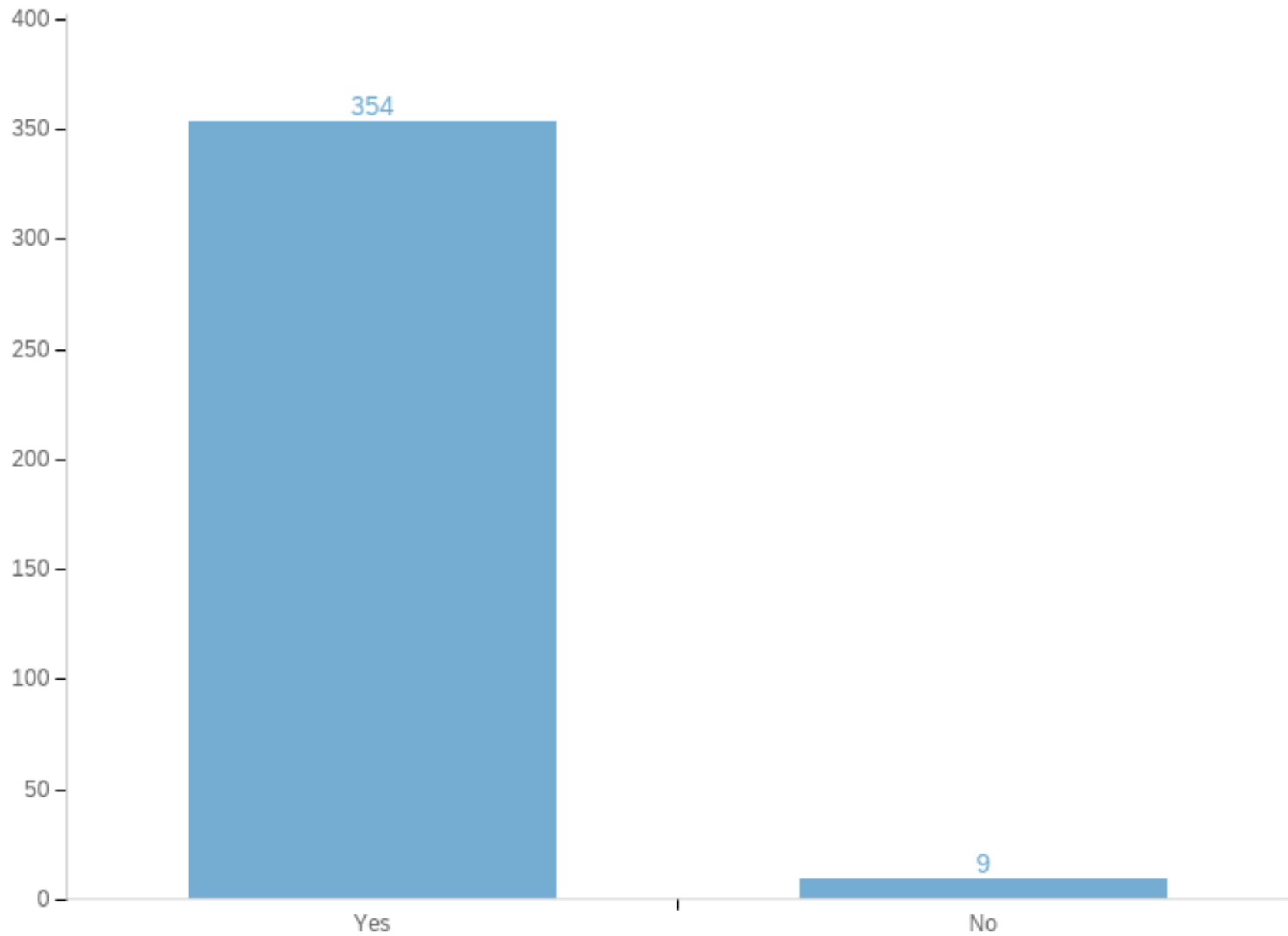
Why didn't you attend any Zoom workshops? Please select all that apply.



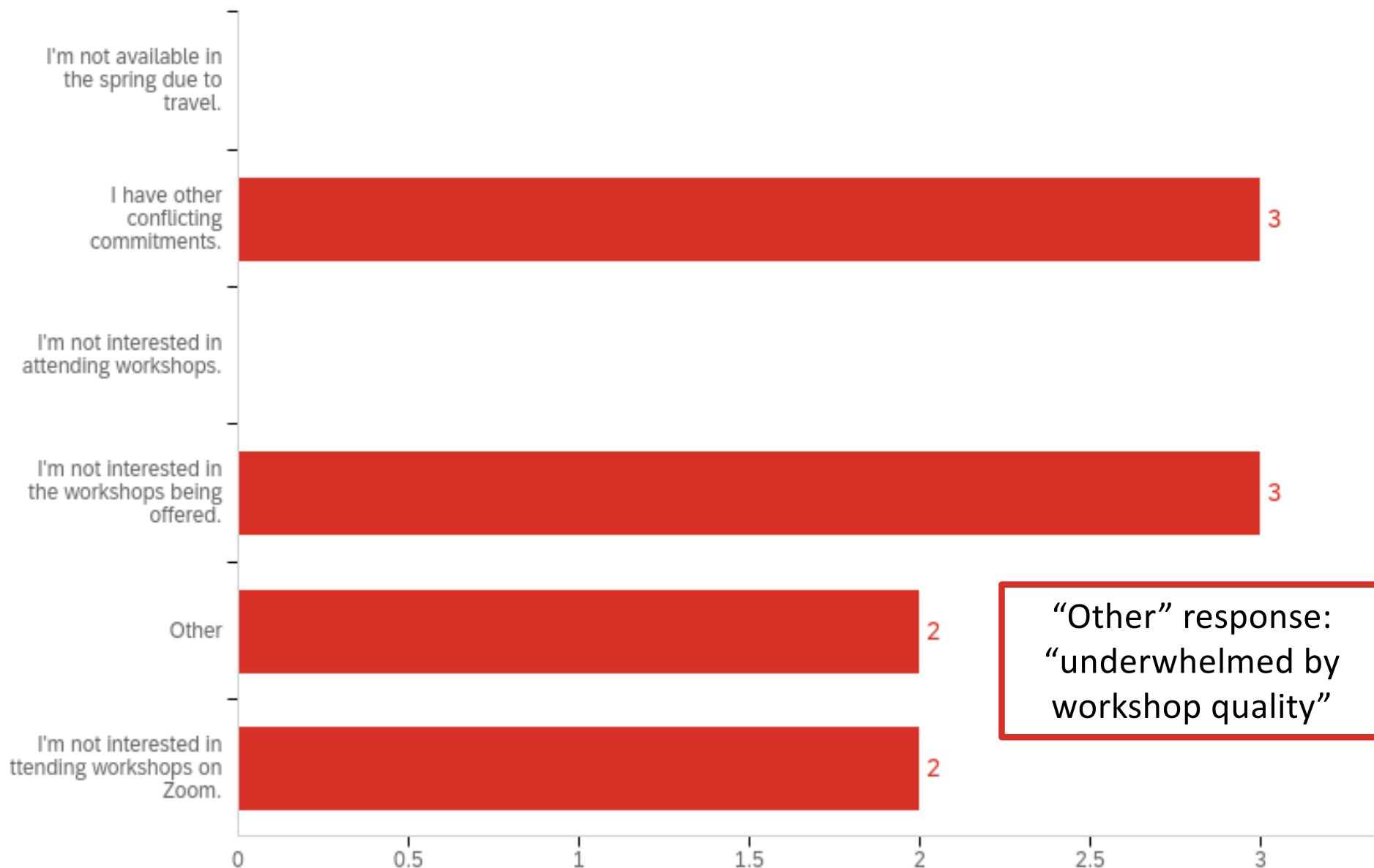
Approximately how many workshops did you attend during the Fall 2020 semester?



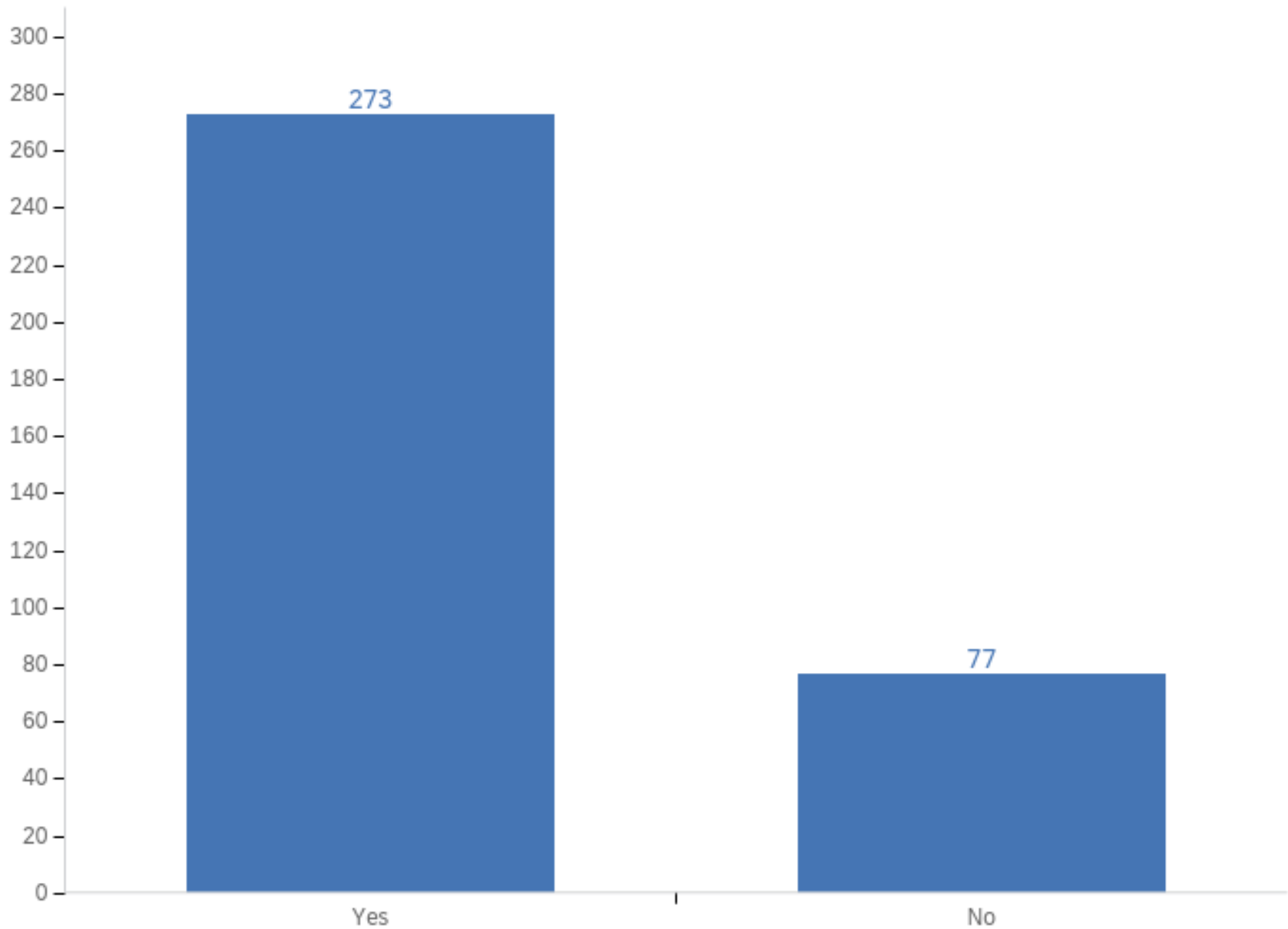
Are you planning on attending OLLI workshops in the Spring 2021 semester?



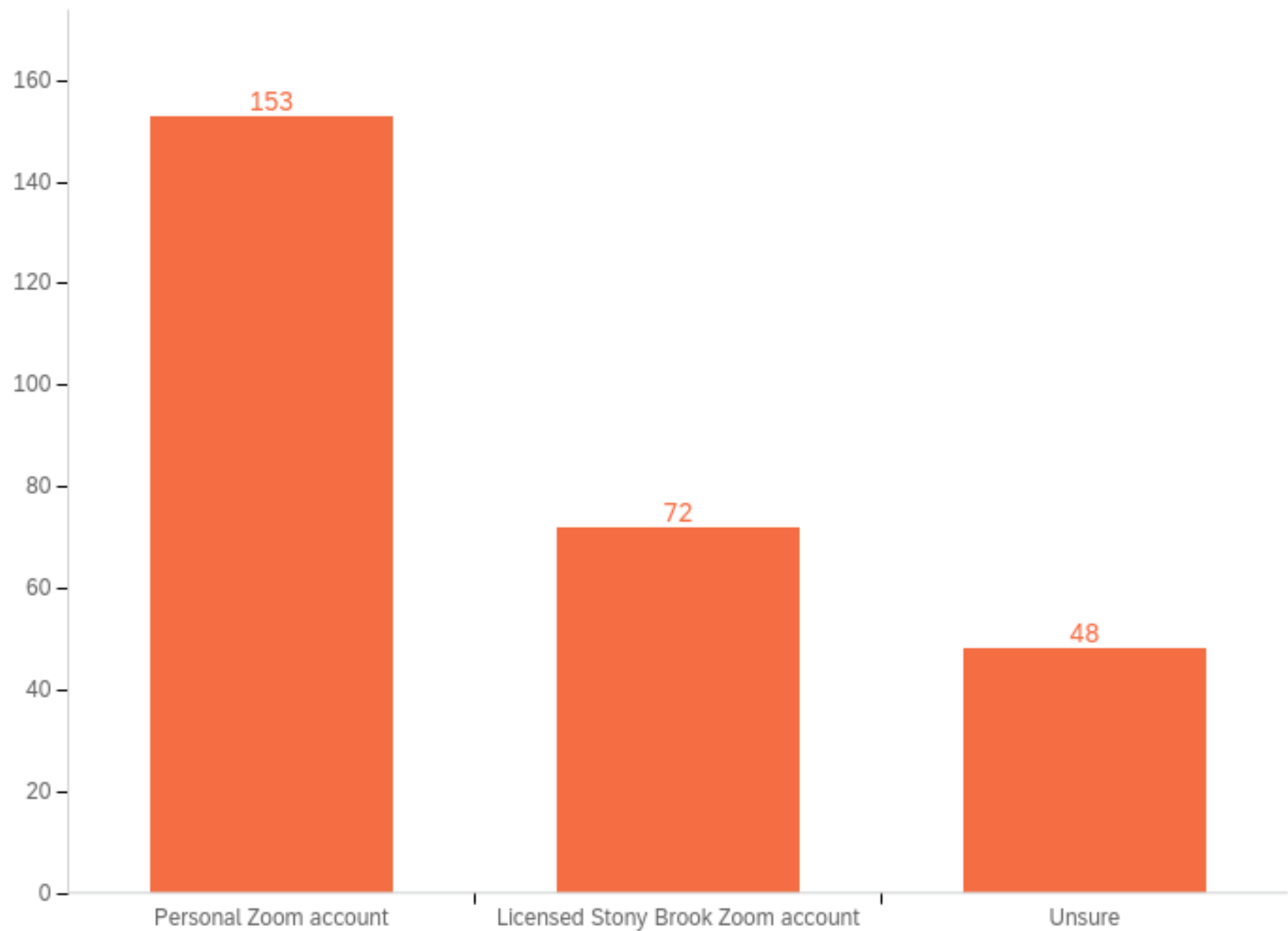
Why are you not planning on attending OLLI workshops in the Spring 2021 semester? Please select all reasons that apply.



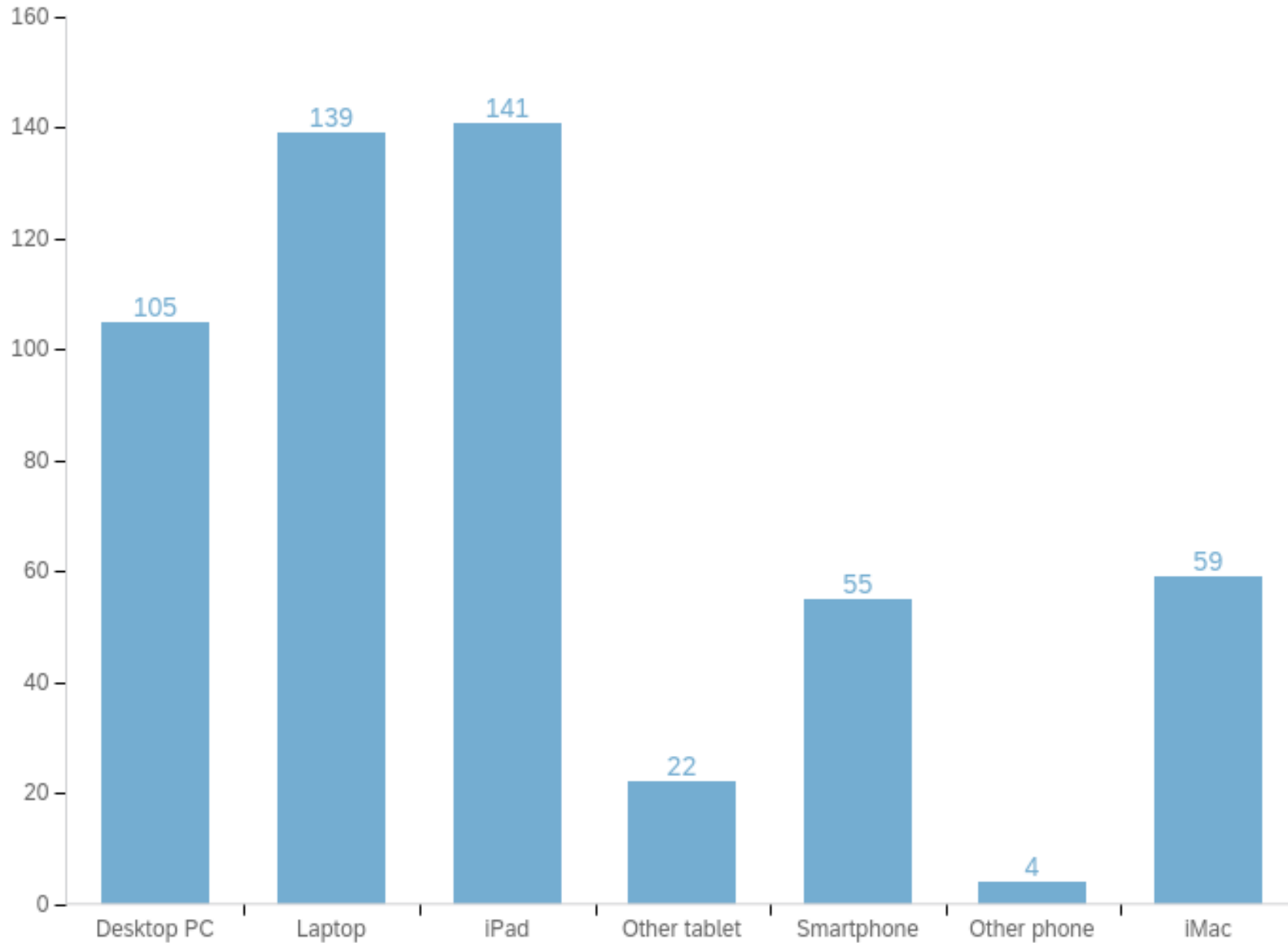
Do you have a Zoom account?



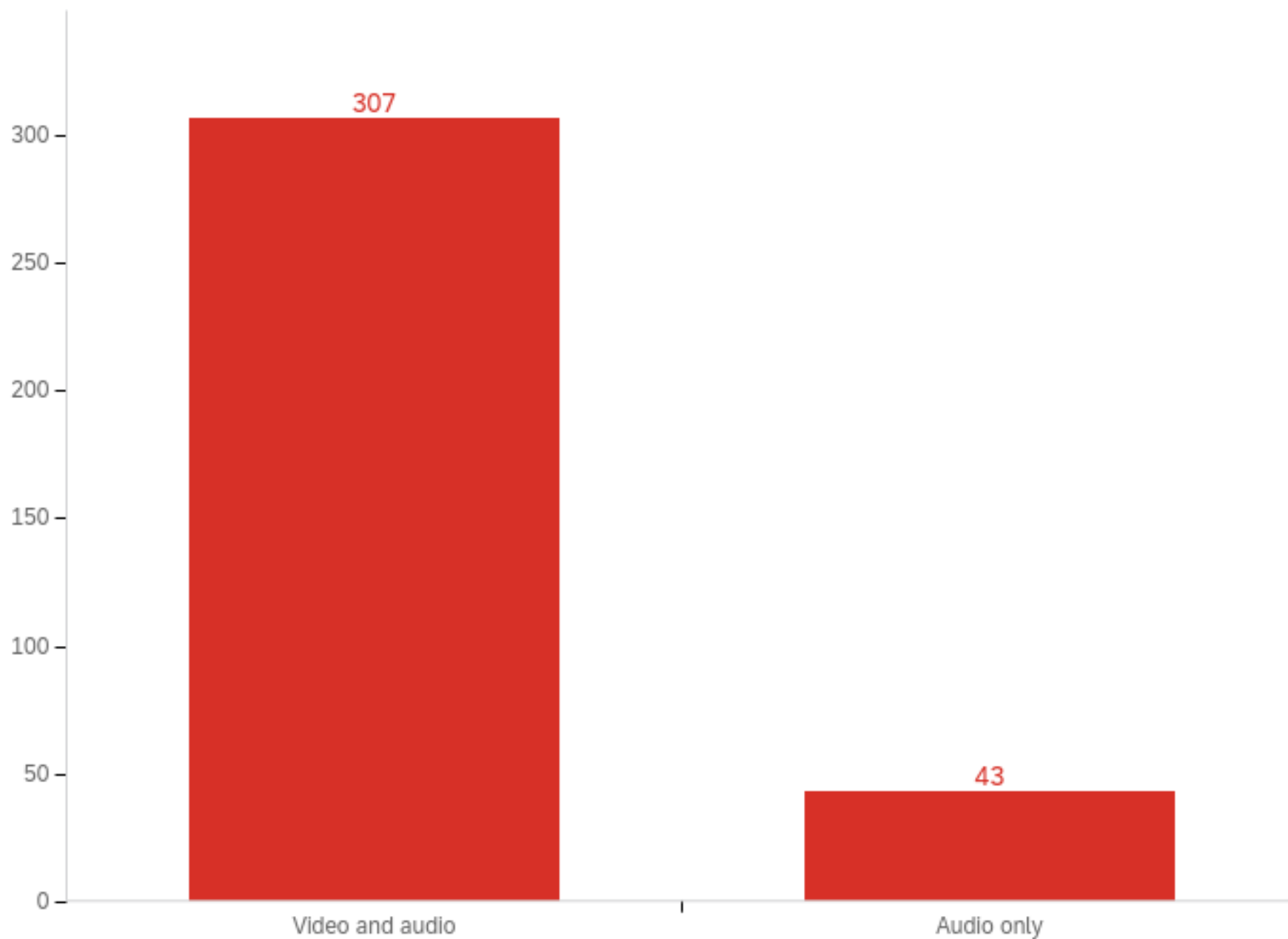
Do you have a personal Zoom account or a licensed Stony Brook Zoom account?



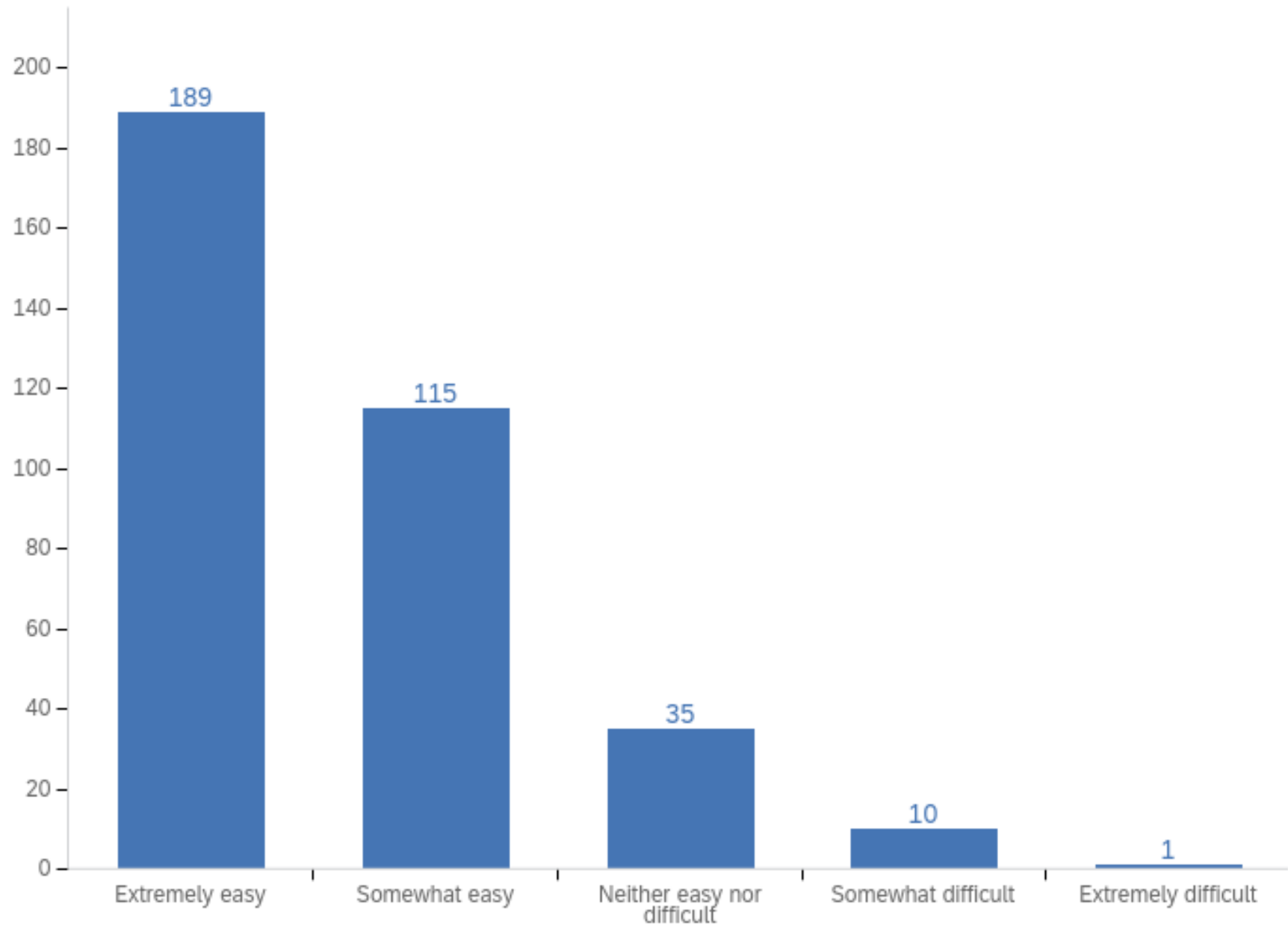
What device(s) are you using to connect to Zoom? Please select all that apply.



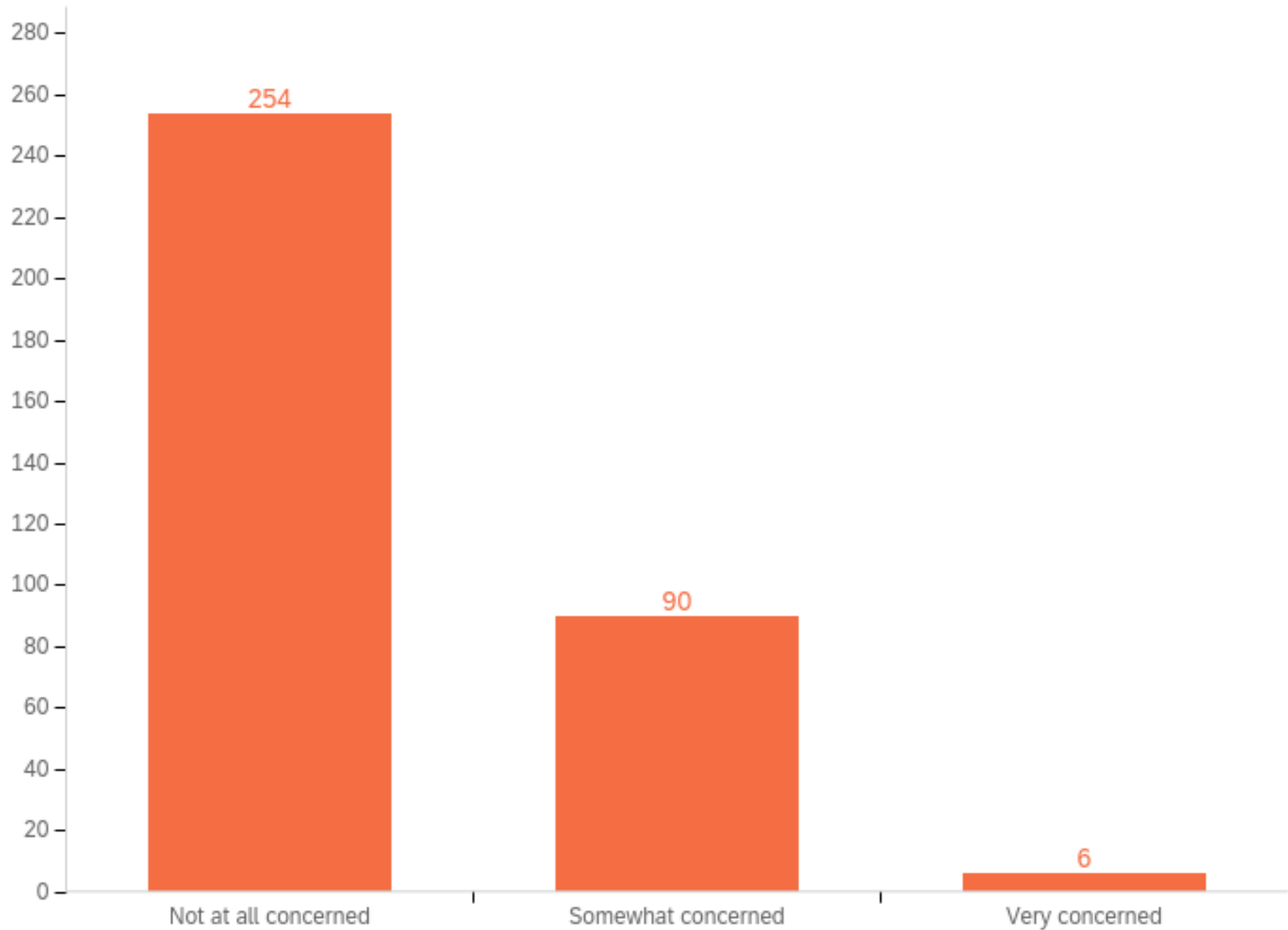
How do you participate in Zoom meetings?



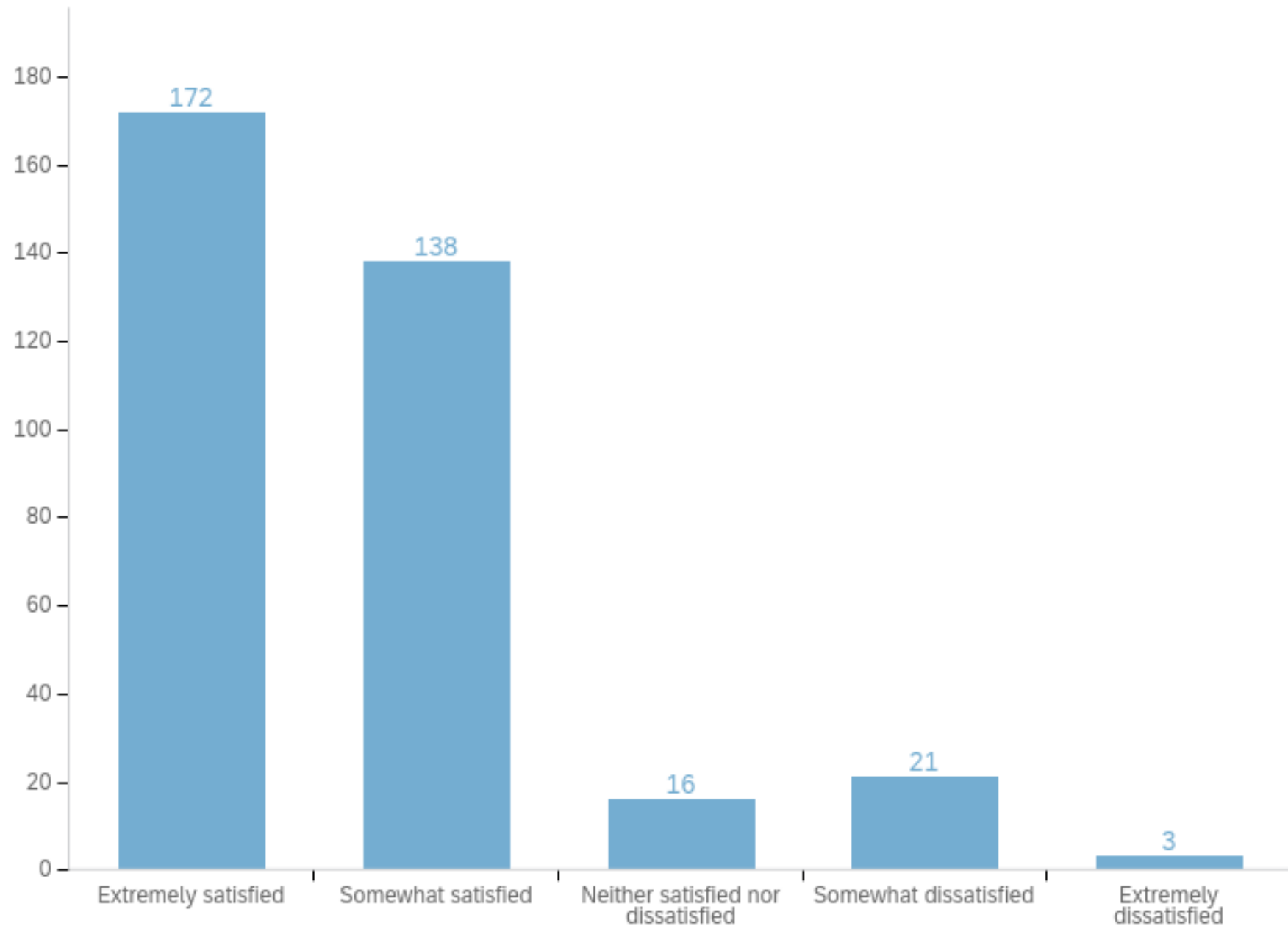
How difficult is it to use Zoom?



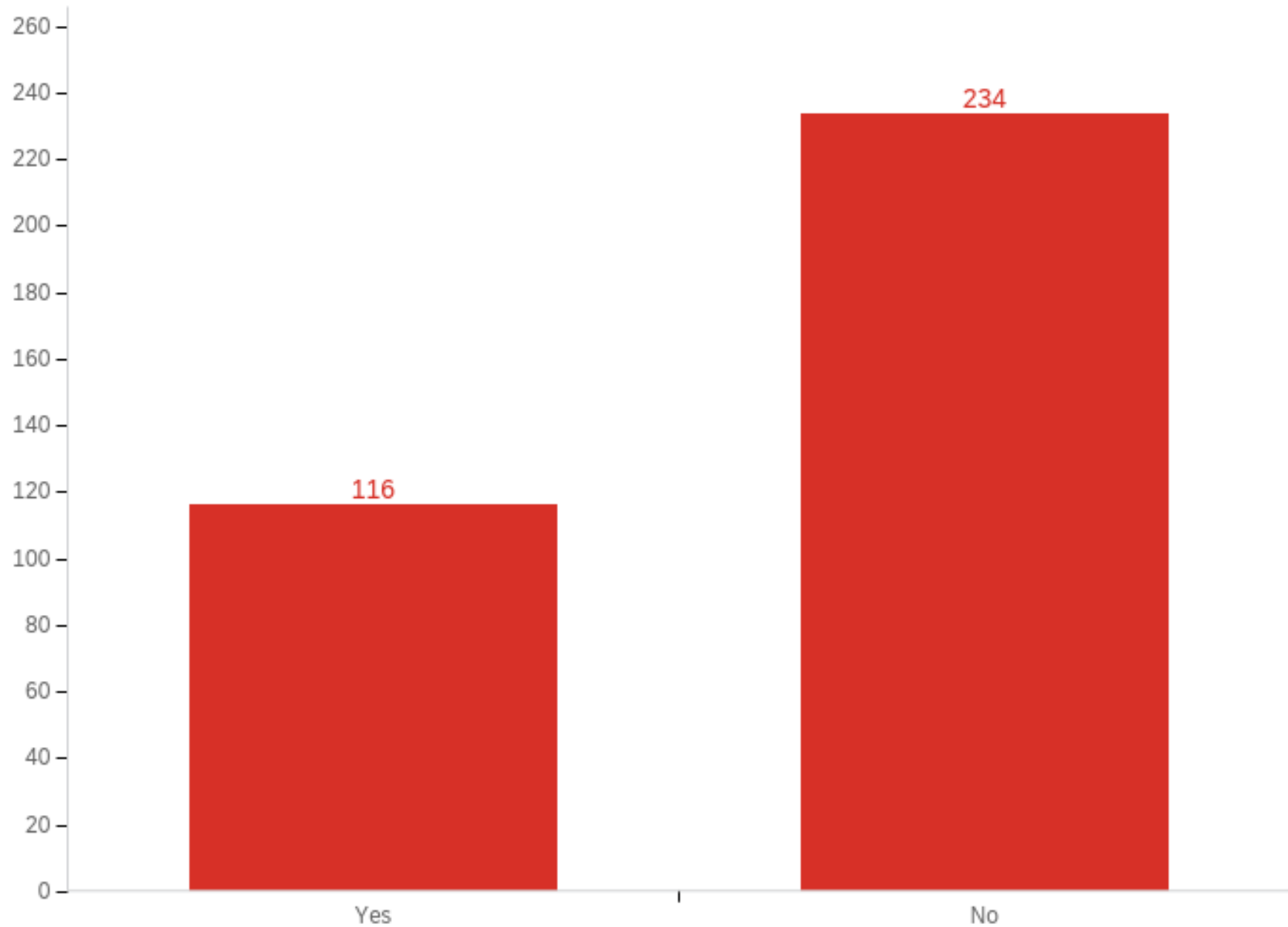
How concerned are you about security while using Zoom?



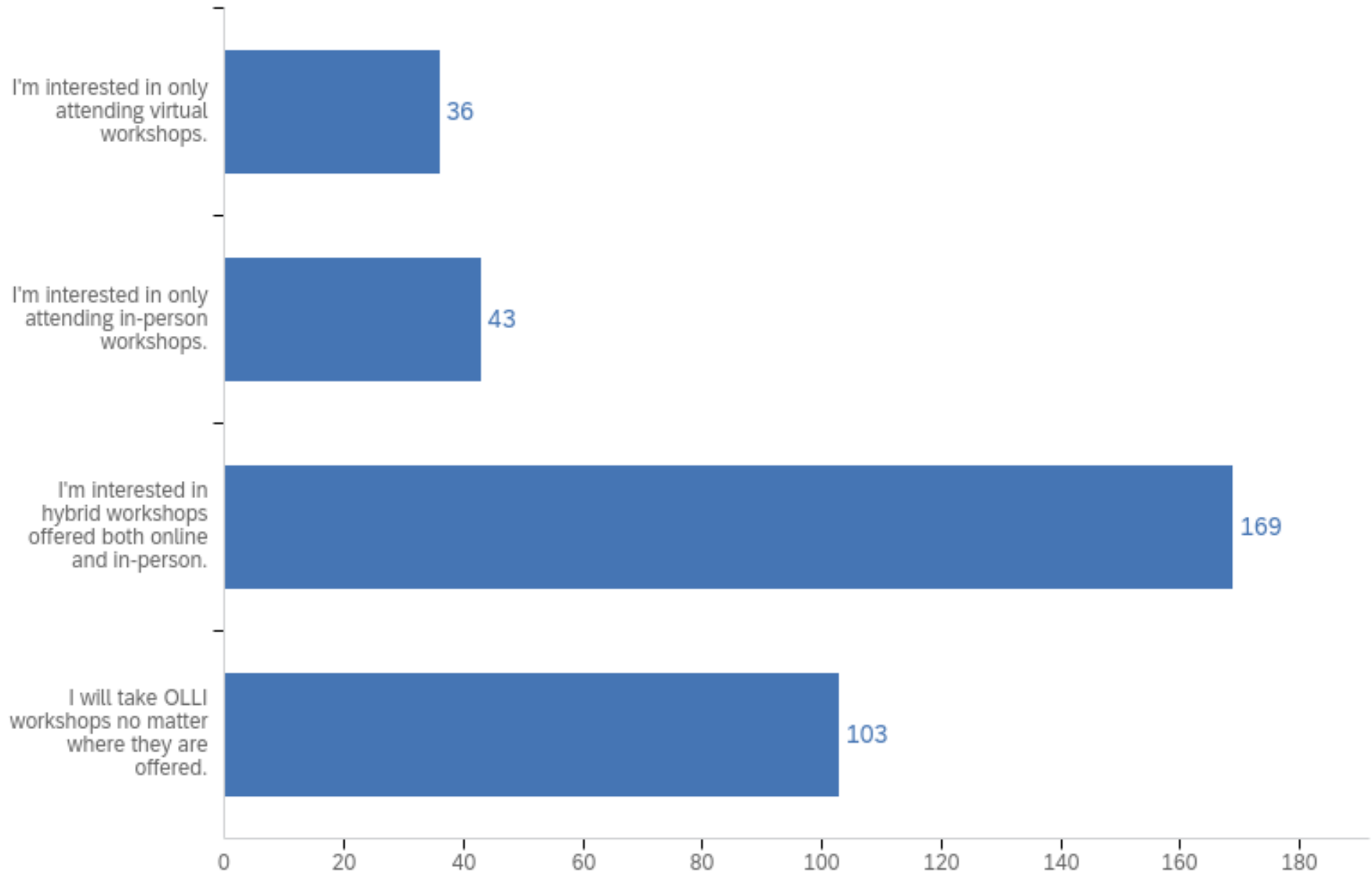
How would you rate your overall satisfaction with taking Zoom workshops?



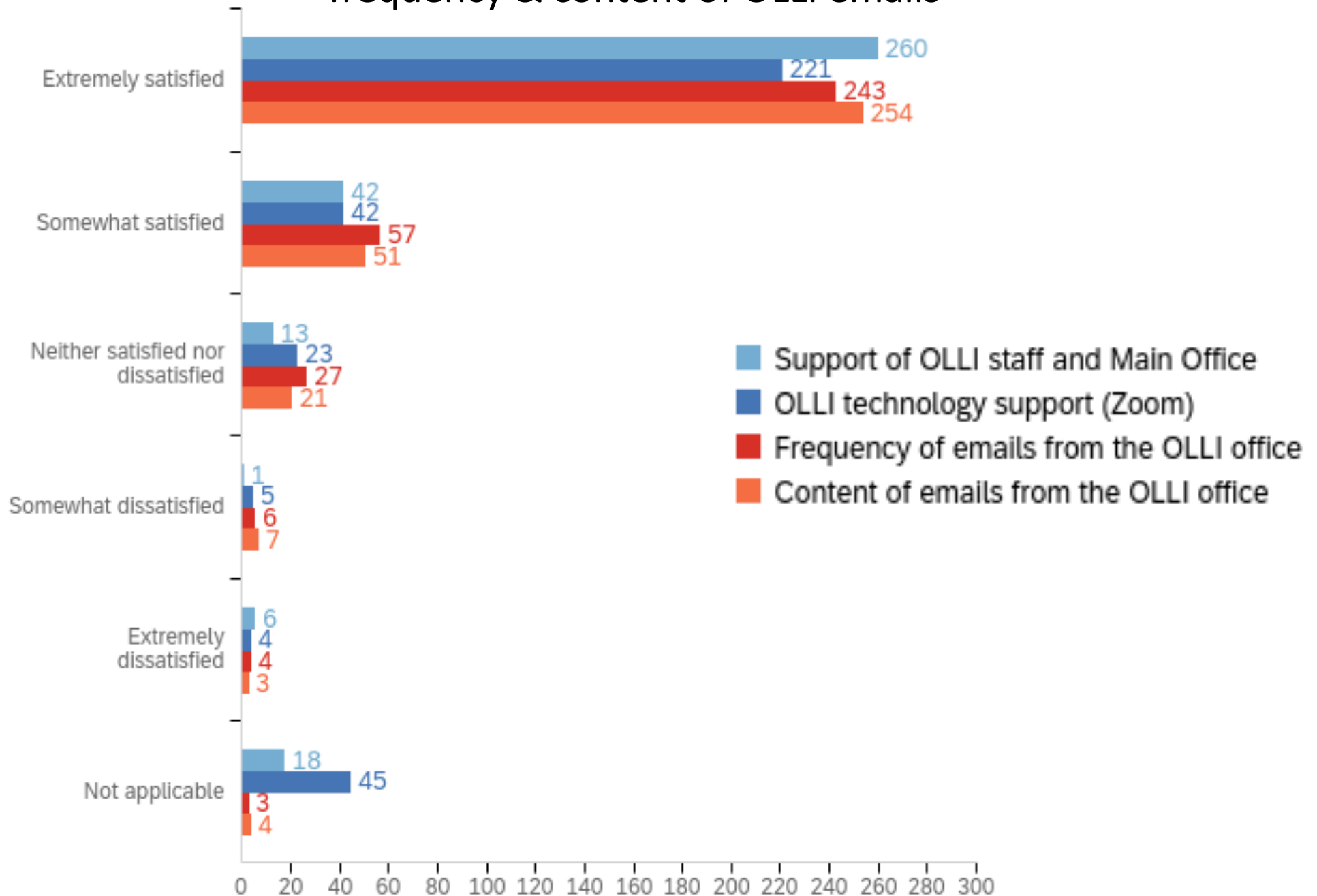
Are you interested in attending a Zoom training?



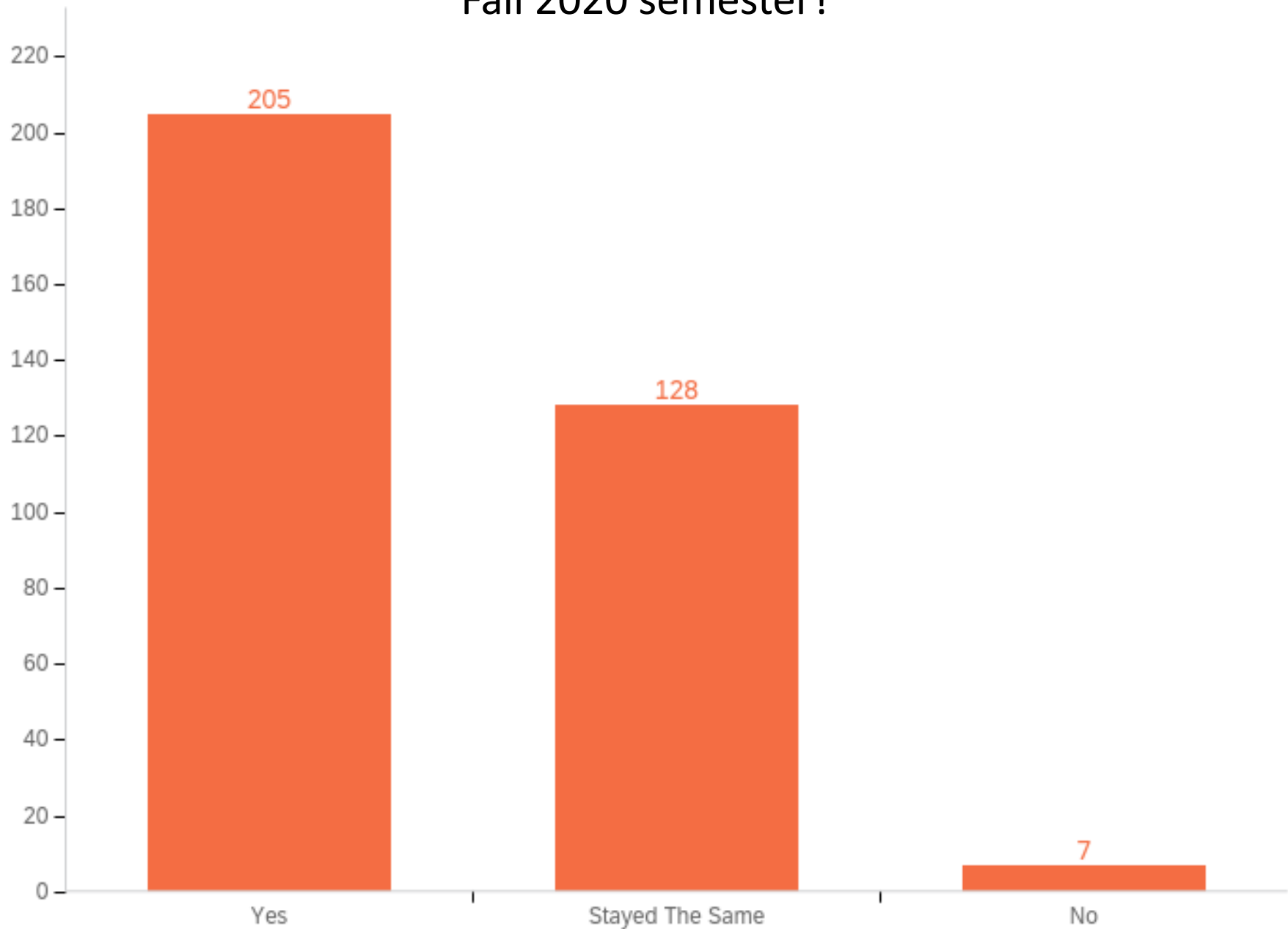
Are you interested in continuing to attend Zoom workshops once we are able to resume on-campus workshops?



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?



How can the OLLI staff better support you in the future?

Programmatic Suggestions

Have all Zoom workshops recorded and accessible to members throughout the semester

Replace Advisory Board with the original Executive Board and have OLLI members take on more leadership roles.

Transparency and participation in the decision making process and the budget

Identify responsibilities and phone numbers of staff clearly

Add more workshops on different and diverse subjects and look to other OLLI programs for guidance on what our program is missing

Faster decisions made regarding marketing to increase membership.

Bring us back to campus when possible but also offer participation via Zoom workshops

How can the OLLI staff better support you in the future?

Communication

Respond to emails with a phone call to members when asked for

Respond to calls and emails more quickly

Be more responsive and helpful

Keep members informed and provide instructions on how to access workshops, lectures, etc.

Reduce the number of emails that repeat the same thing

Have one Email at the beginning of the month highlighting the special activities if that month

Allow members to call the office instead of always communicating via email, when it's possible to do so again

How can the OLLI staff better support you in the future?

Technology

Be on co-host standby until workshops and videos are underway

Provide more workshop leader training on how to use the waiting room and mute all members to prevent distractions during workshop

Encourage use of co-hosts to help workshop leaders with managing Zoom functions, especially the waiting room

Try to make it possible to print all the pages of the Zoom schedule, as it does not all fit on one page

Help the workshop leaders who always have technical problems, and reward and support the workshop leaders more

How can the OLLI staff better support you in the future?

Positive Feedback

They have been great especially under very trying times. Extremely helpful and gracious in their help and care.

I applaud OLLI administrative and staff for your exemplary expertise, creativity, enthusiasm, and dedication. Thank you! 🙌

The support has been exceptional and the entire office staff deserves kudos for its professional performance.

OLLI staff has done an excellent job transitioning members to the Zoom format. Many thanks for their efforts.

Zoom sessions run more smoothly than in-person workshops that had AV issues

11 members reported being satisfied with the current level of support

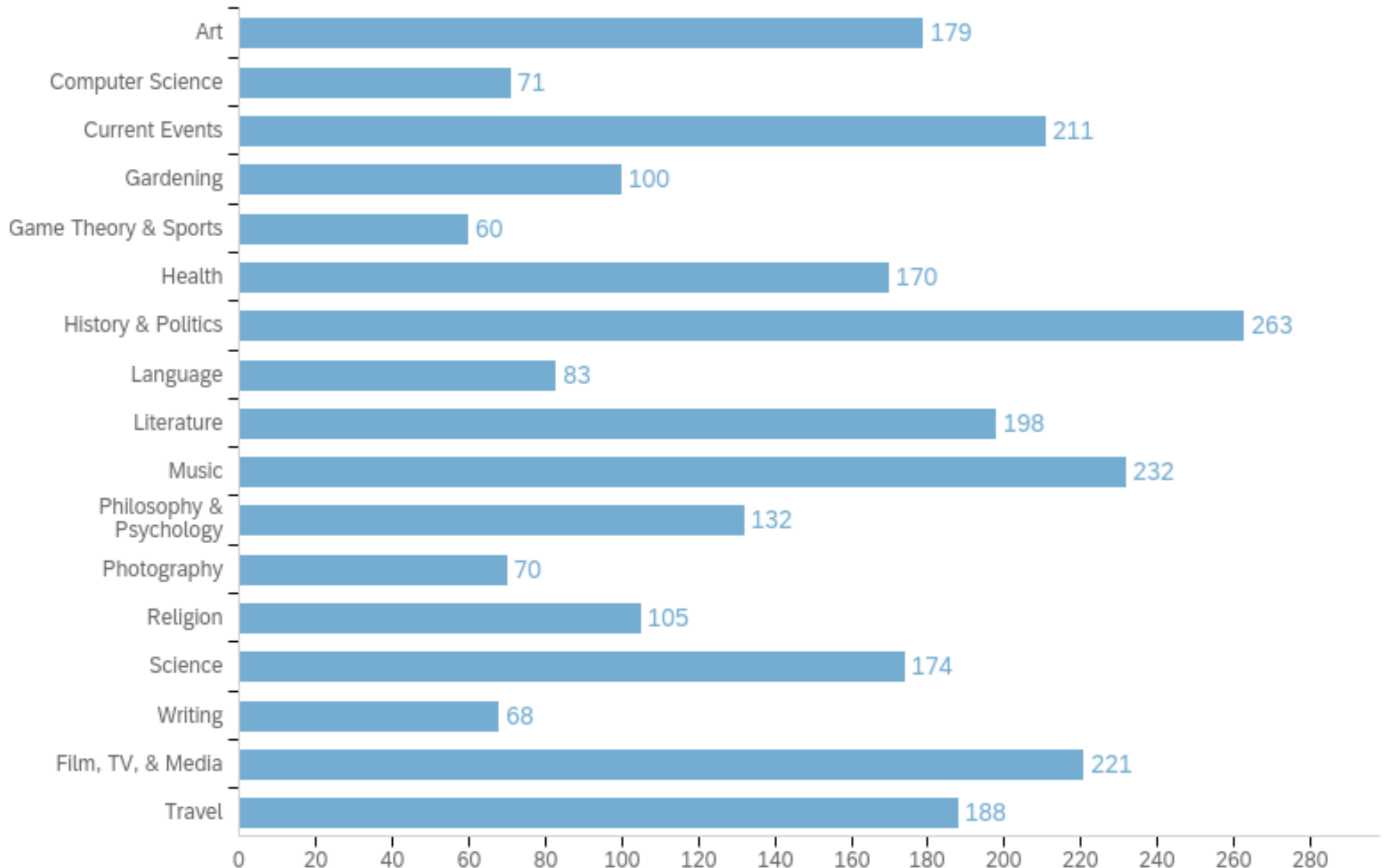
19 members said to continue with the current level of support provided

2 members noted that the staff is helpful

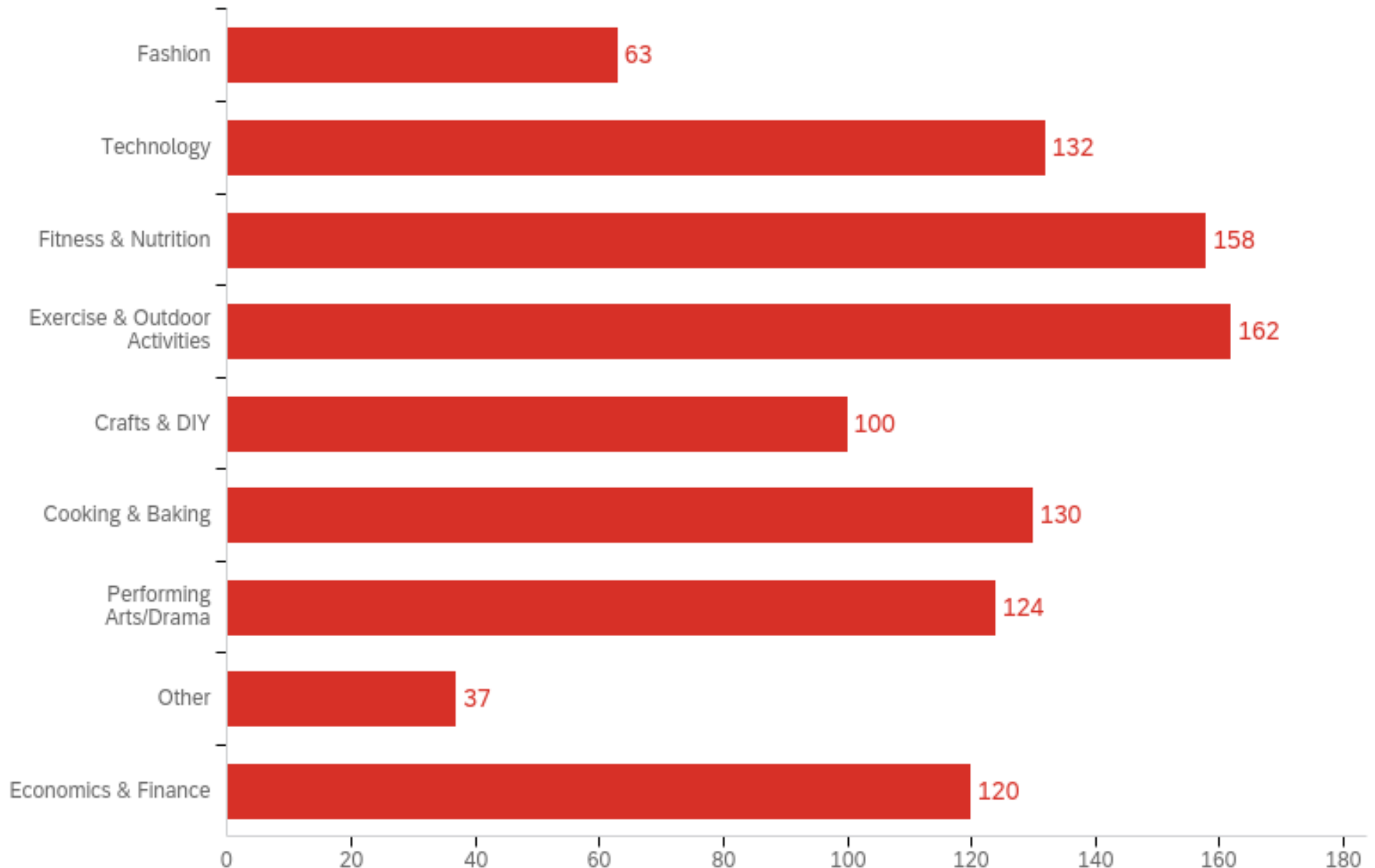
7 members reported that they had no suggestions on how staff can improve

17 members had more general, positive feedback. Some examples: "great job," "excellent work," "I am very pleased to be part of OLLI," etc.

Below is a list of the subject areas OLLI workshops currently cover. These are the areas that members are interested in.



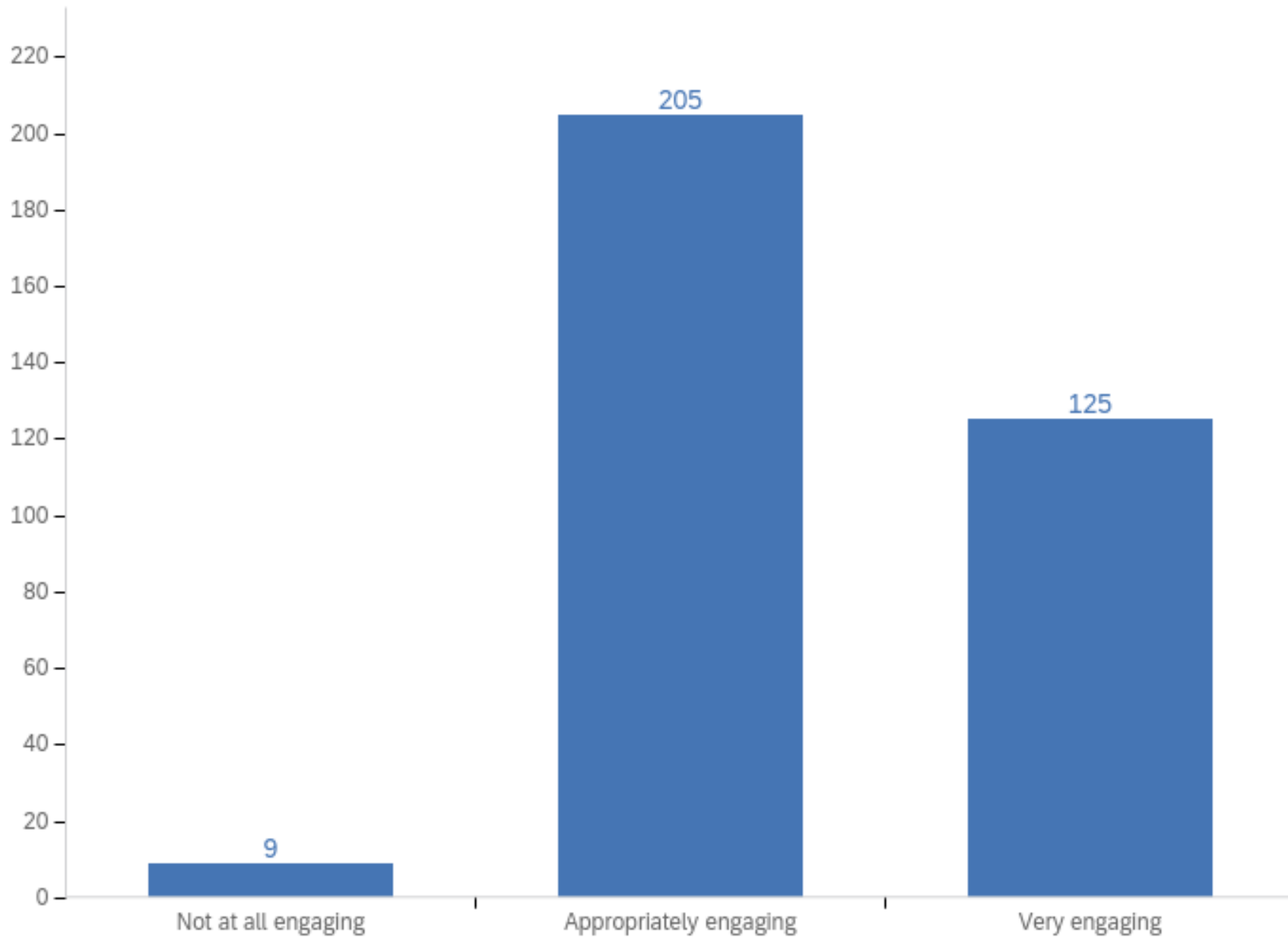
Below is a list of the subject areas that we would like to cover in the future. These are the areas members are interested in.



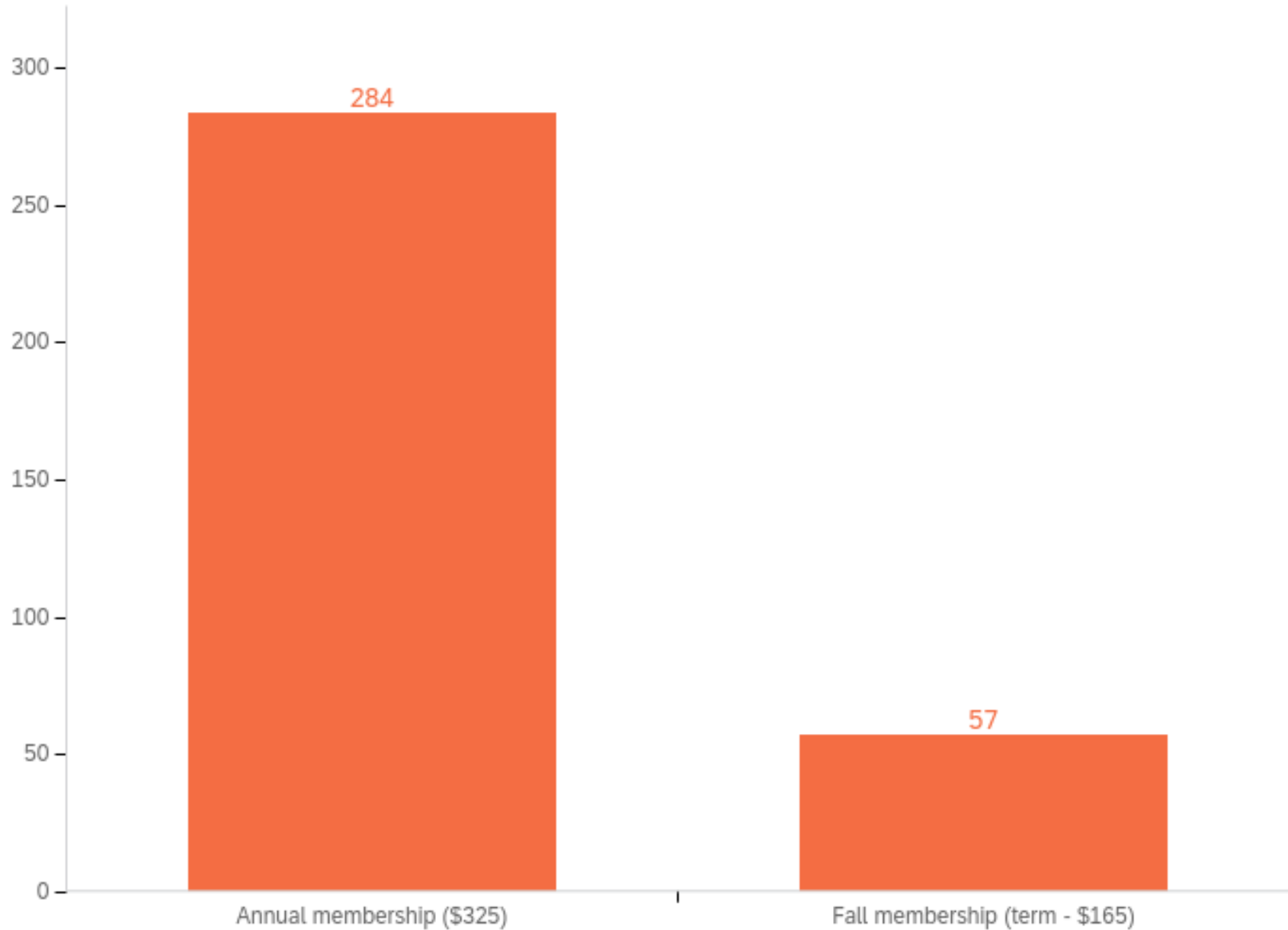
Other Subject Areas of Interest to OLLI Members

- | | |
|--|--|
| • Sociology, Anthropology, & Archaeology | • Technology & Basic Computer Skills |
| • Interior Design & Home Decor | • Astronomy |
| • Pop Music | • Stocks & Investing |
| • Genealogy | • Architecture |
| • Fishing & Boating on Long Island | • Film Making |
| • Art & Other History | • Italian & Spanish |
| • Religion, notably Buddhism | • Chorus |
| • Geology & Oceanography | • Systemic Racism & Black Lives Matter |
| • Chair Yoga & Other Exercise | • Crocheting & Knitting |

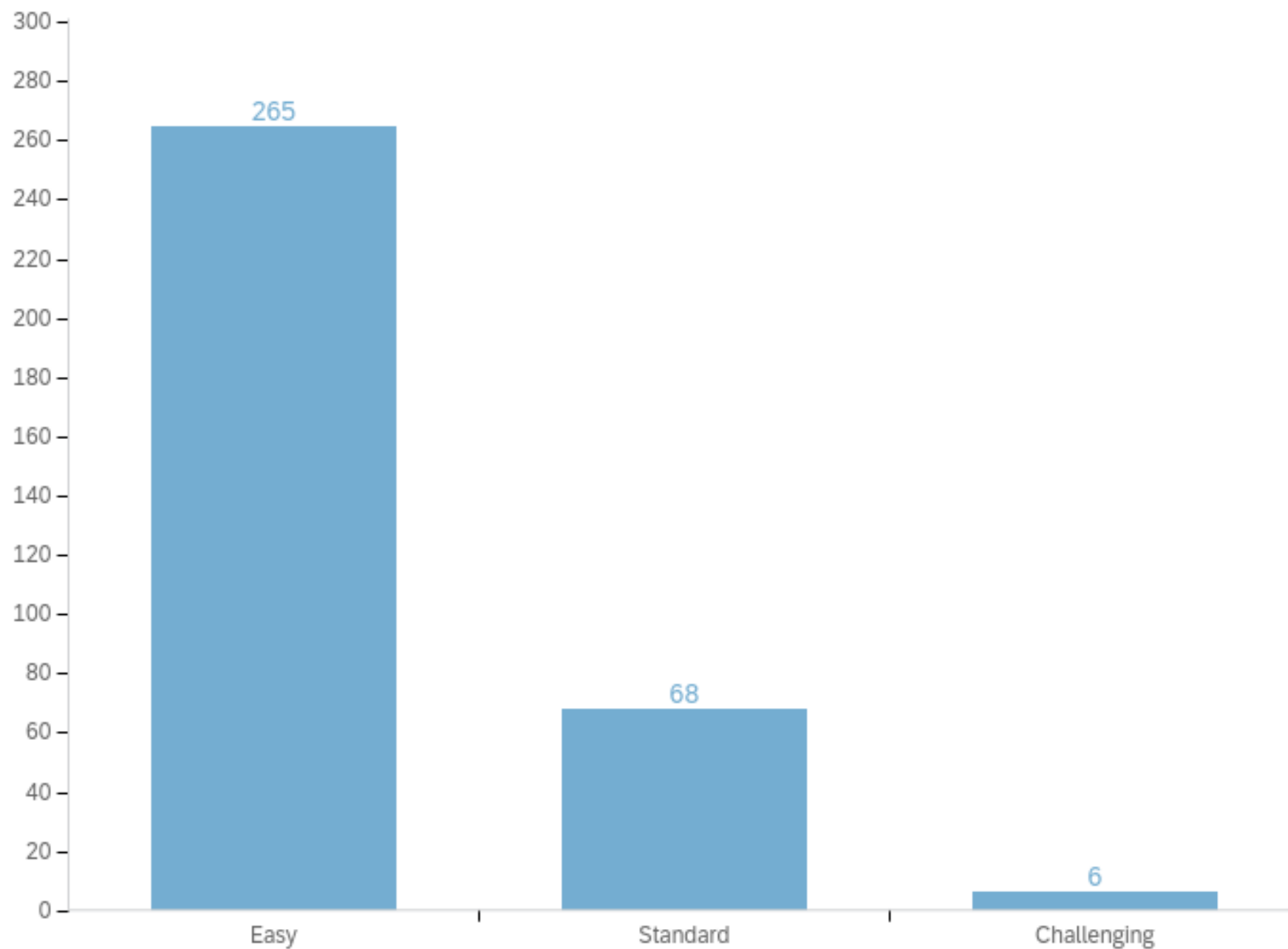
Overall, how engaging do you think the OLLI workshops are?



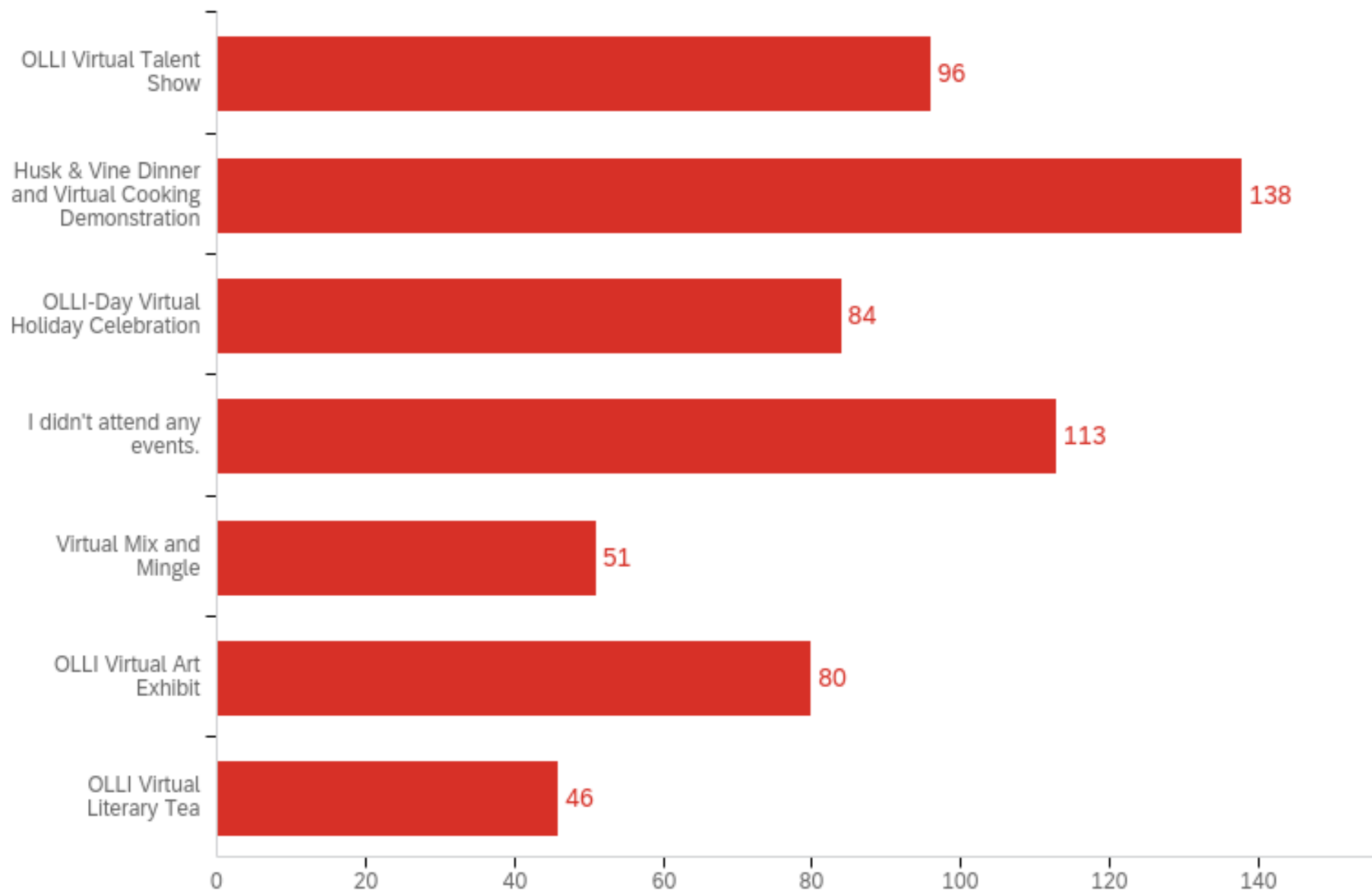
Did you register for an annual membership (2020-2021 academic year)
or a term membership (just Fall 2020)?



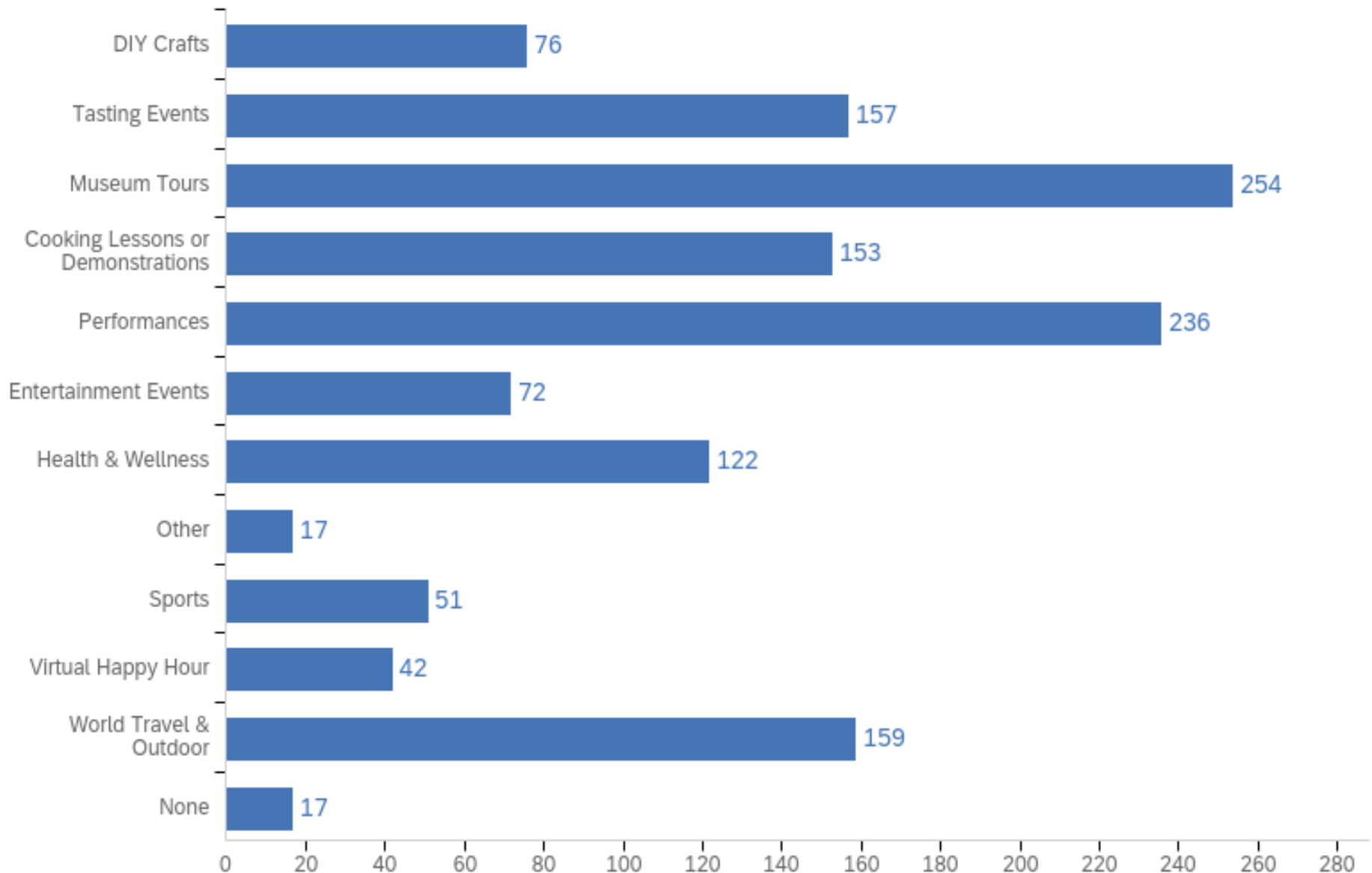
How did you find the new registration process?



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.

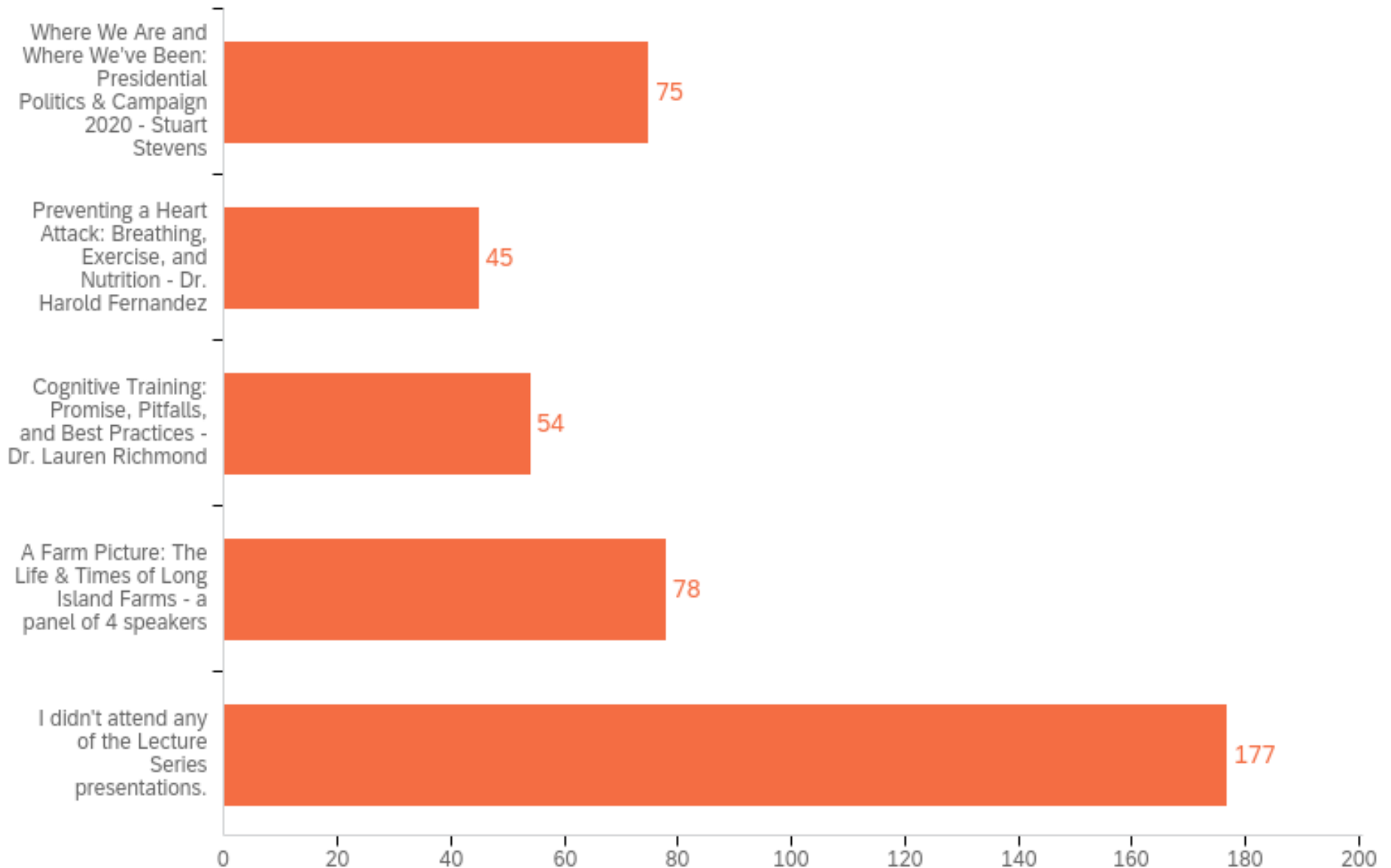


Other Events of Interest to OLLI Members

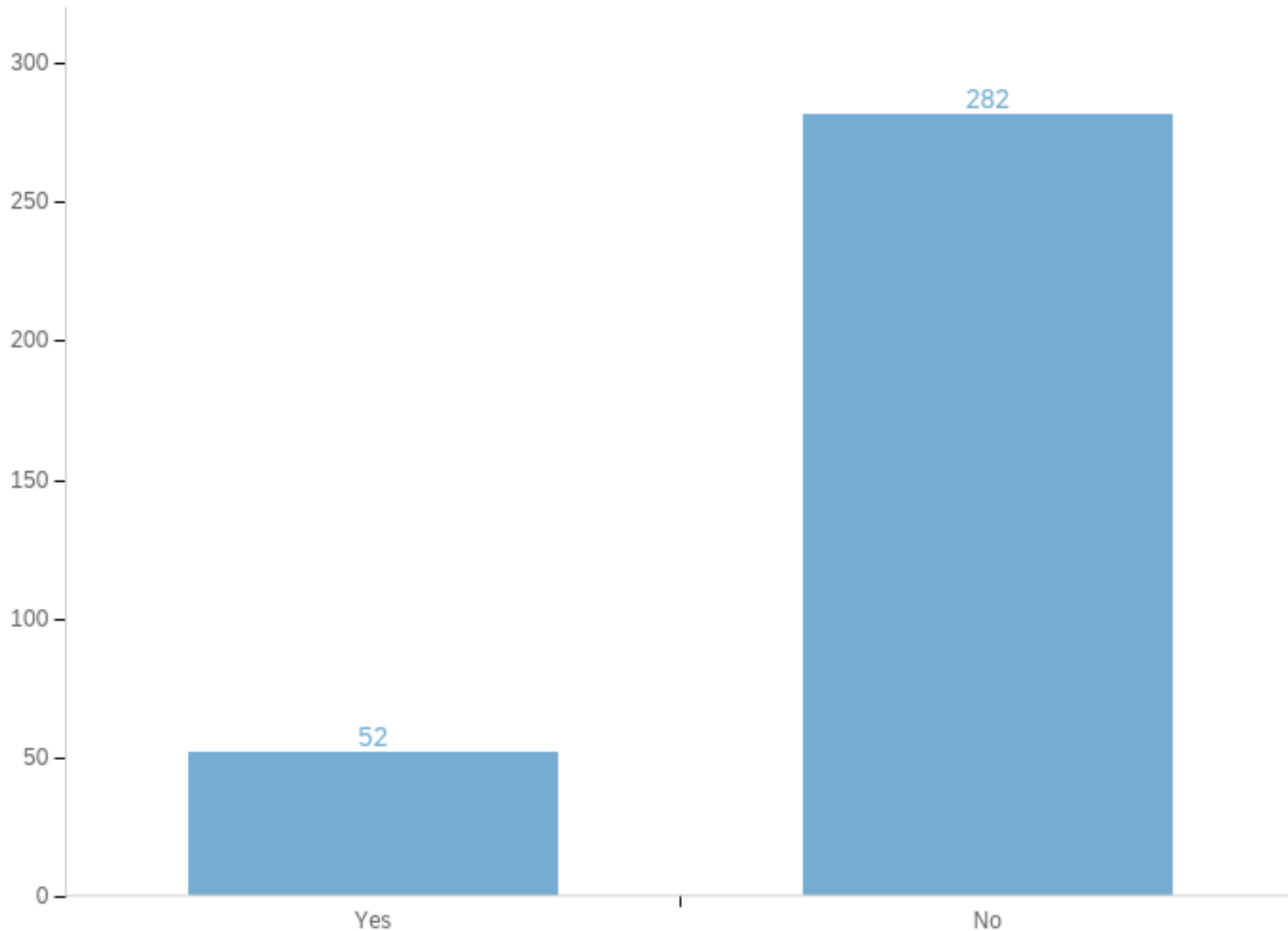


- Lectures
- Concerts
- Spiritual Groups
- Movies
- Social Clubs around Topics of Interest
- Philanthropic Groups
- Painting
- Presentations from University staff
- Presentations from Political Experts
- Virtual Golf Lessons

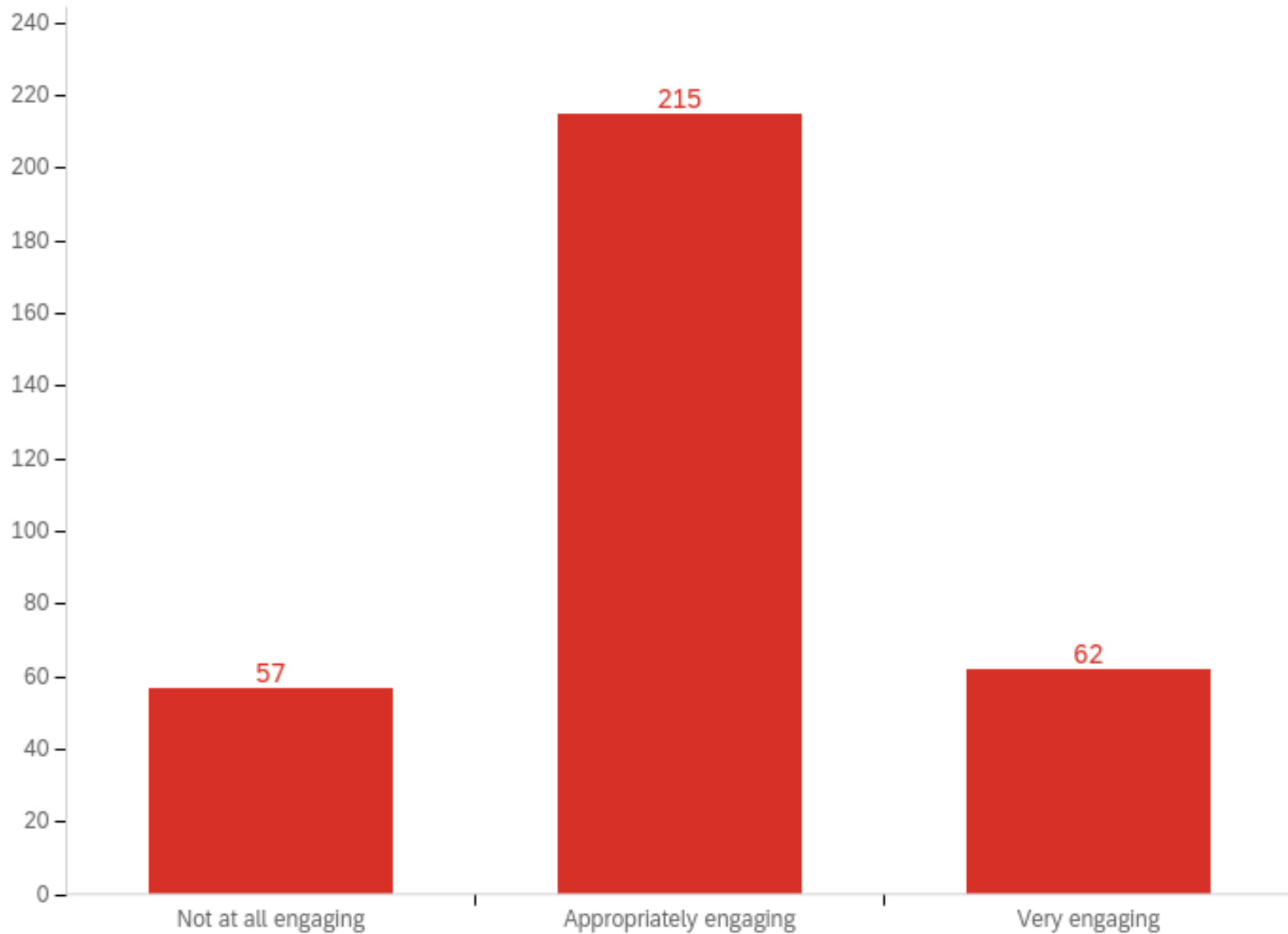
Which, if any, of the following Lecture Series presentations did you attend during the Fall 2020 semester? Please select all presentations that you attended.

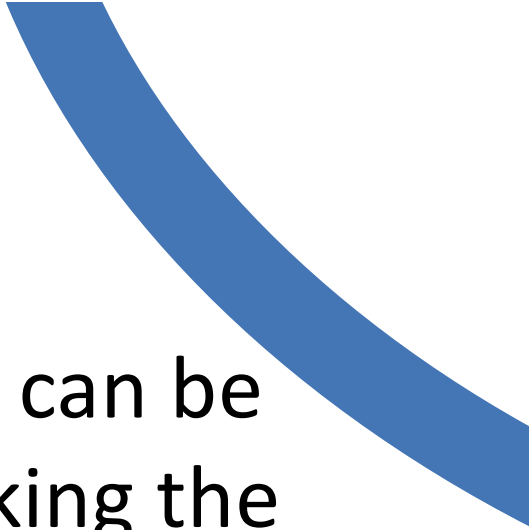


Have you watched any of the recordings of Lecture Series presentations from previous semesters on our website?



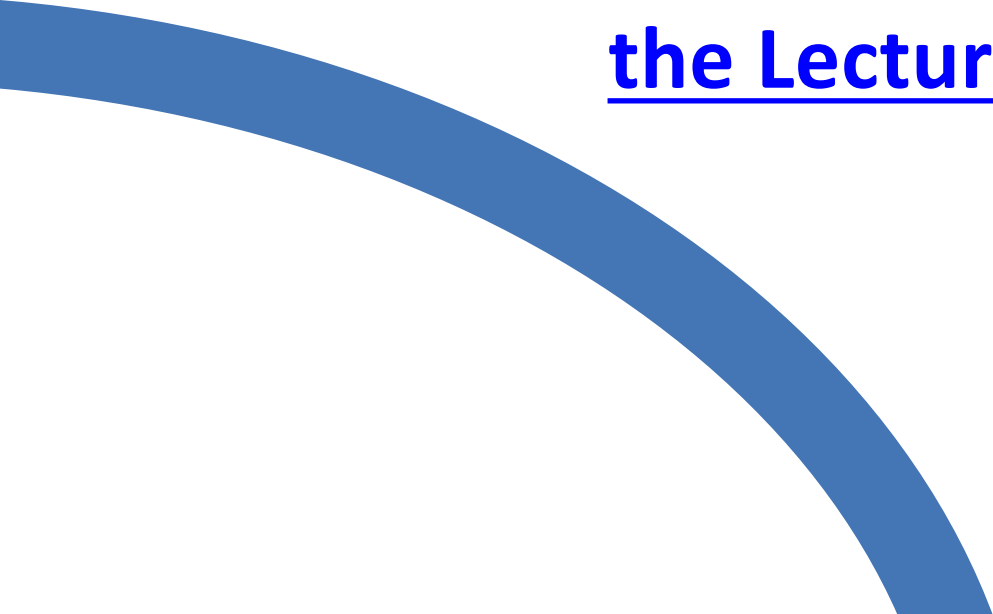
How engaging do you find the Lecture Series presentations?

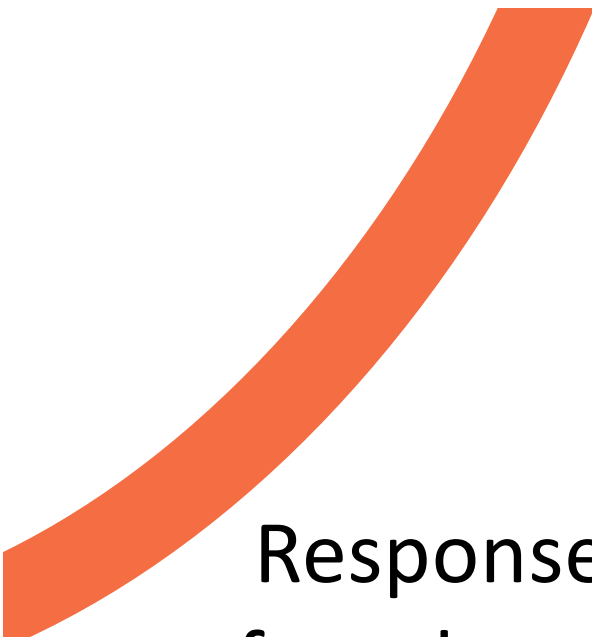




Responses to the following question can be found on a Google Document by clicking the name of the question below:


[**“Do you have any suggestions for future speakers or subject areas for the Lecture Series?”**](#)



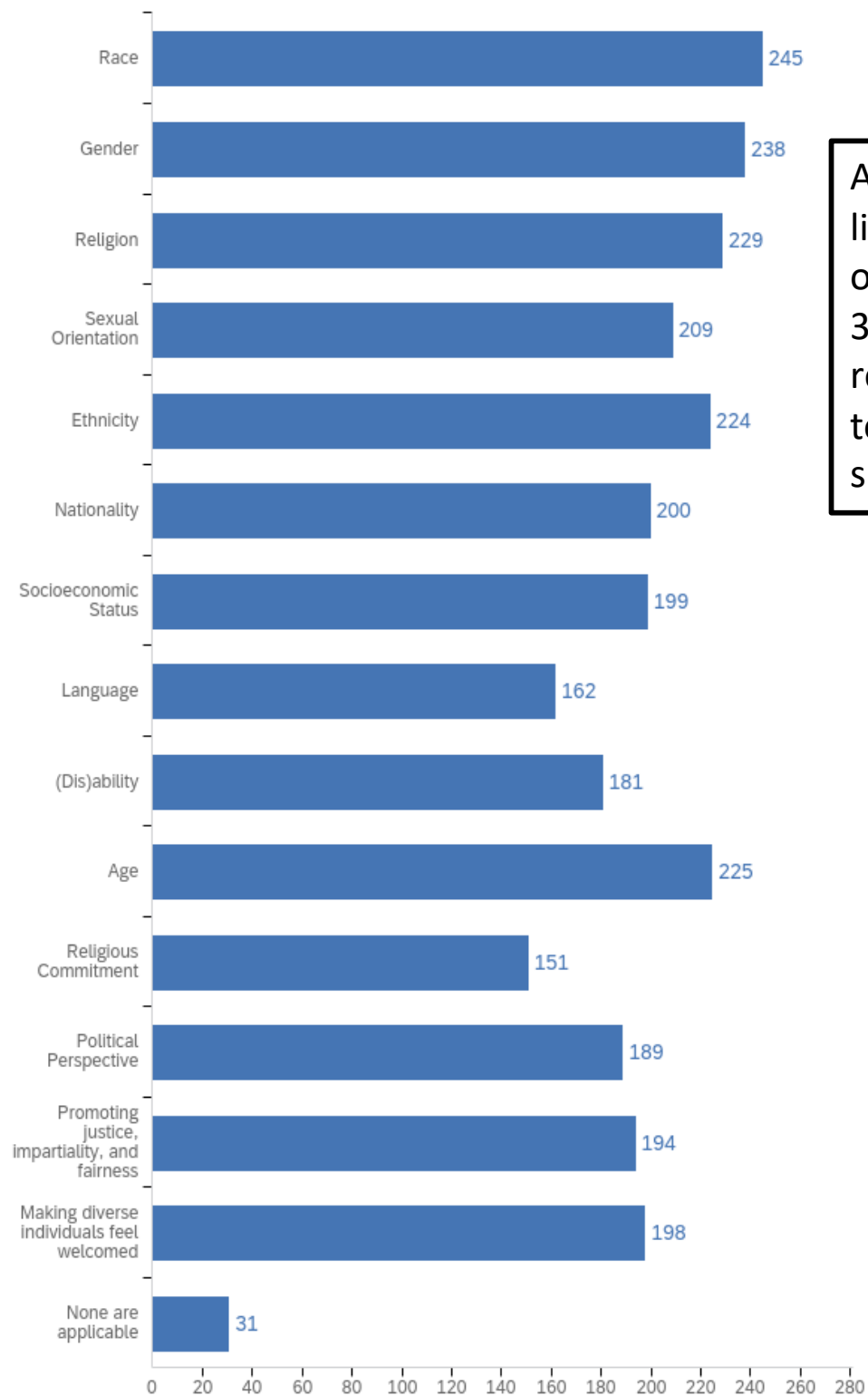


Responses to the following question can be found on a Google Document by clicking the name of the question below:

[“Do you have any feedback or comments about the Lecture Series?”](#)

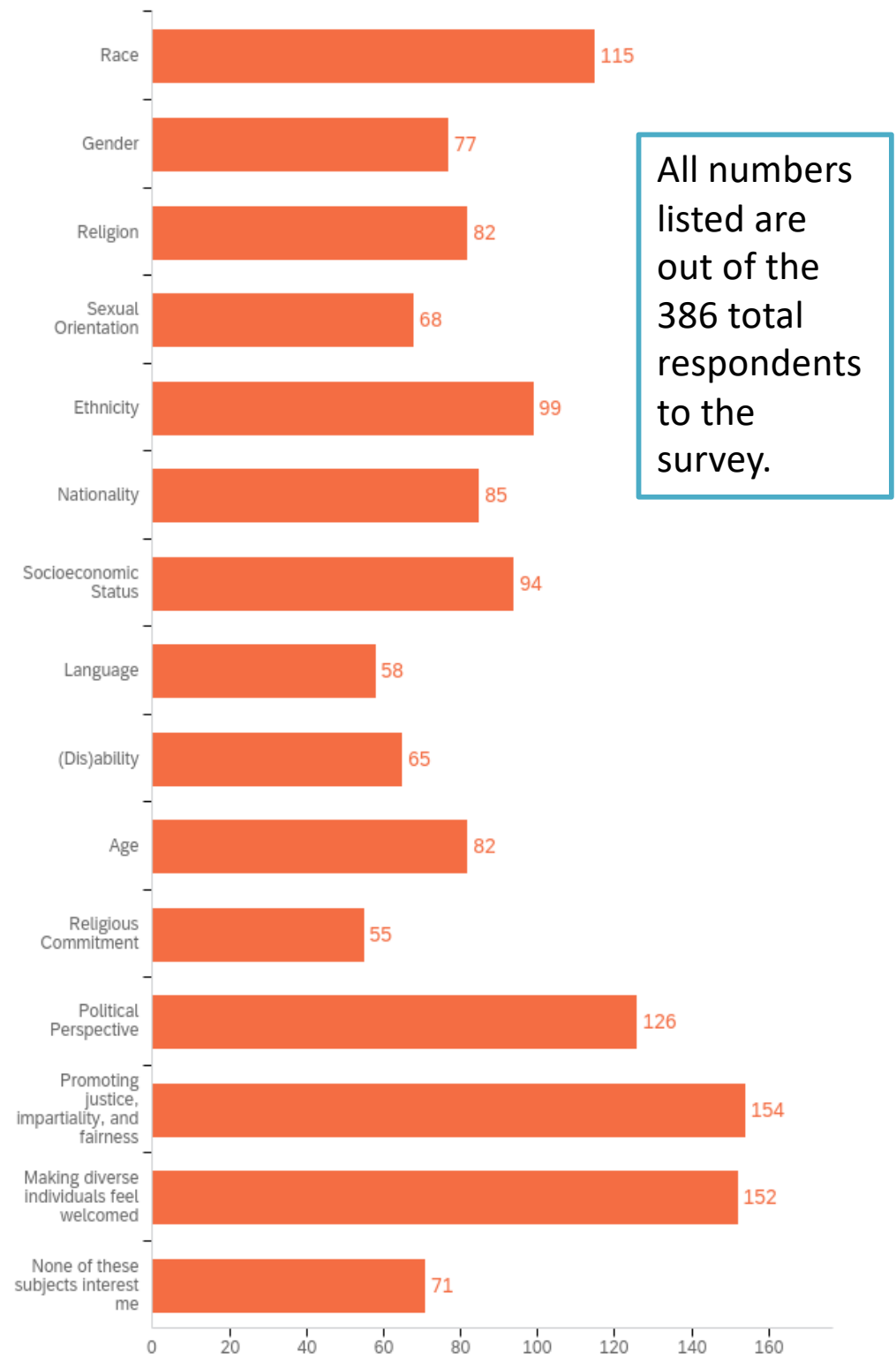


Check off all
the subjects
you have an
understanding
of in the areas
of diversity,
equity, and
inclusion.

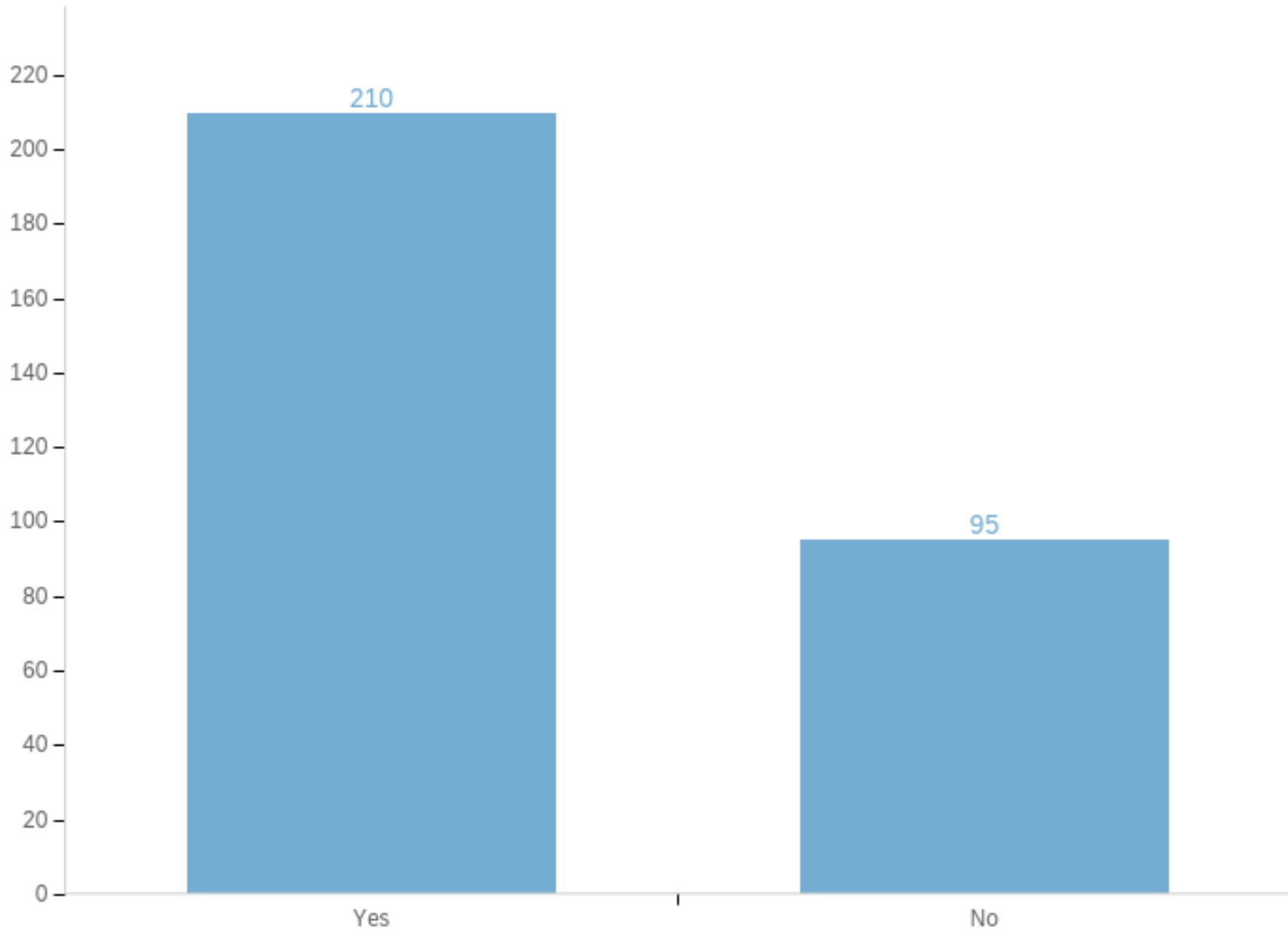


All numbers
listed are
out of the
386 total
respondents
to the
survey.

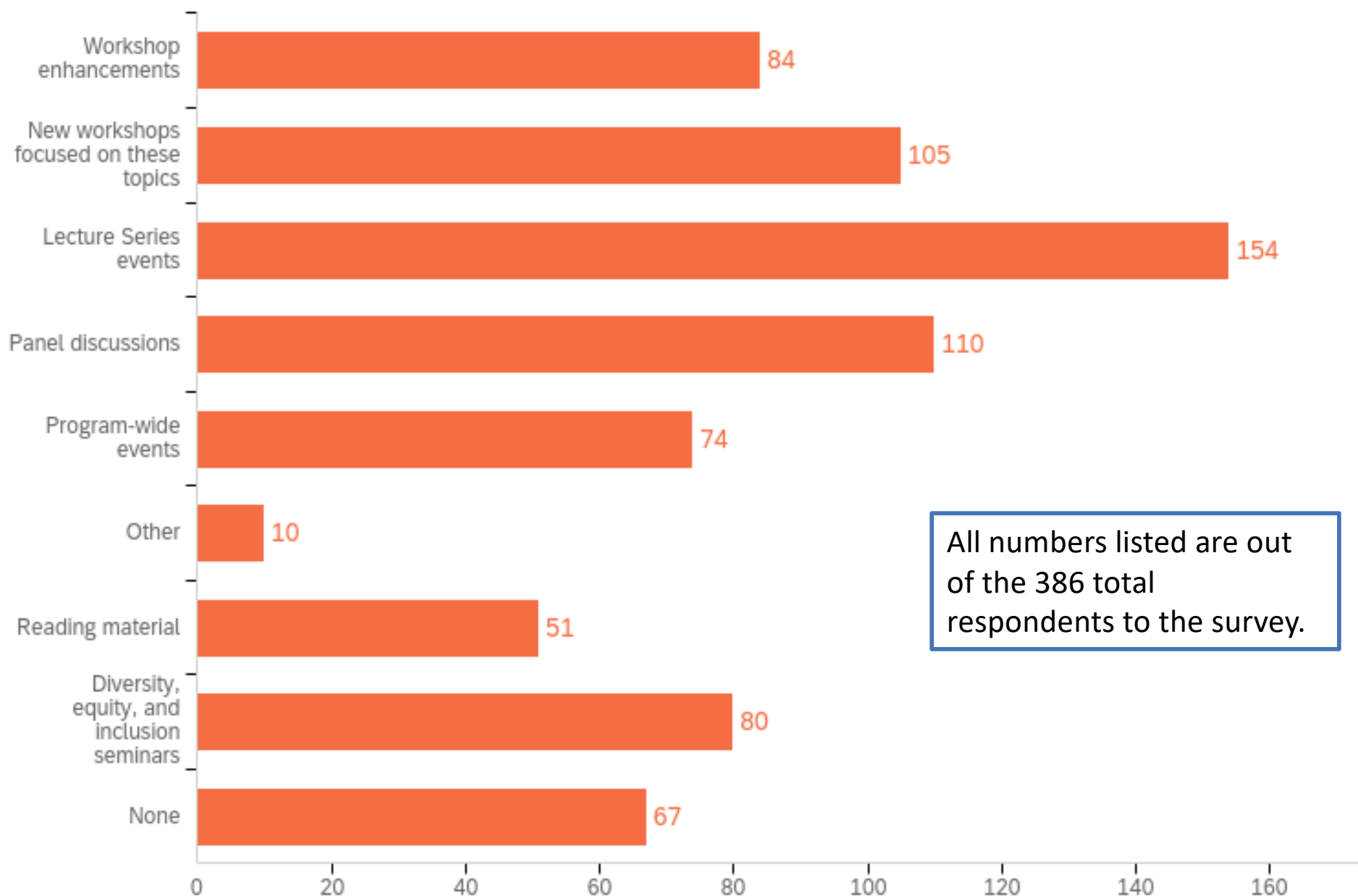
Check off all the subjects you are interested in learning about when it comes to diversity, equity, and inclusion.




Are you interested in learning about content surrounding aspects of diversity, equity or inclusion in your workshops, lectures, and events?

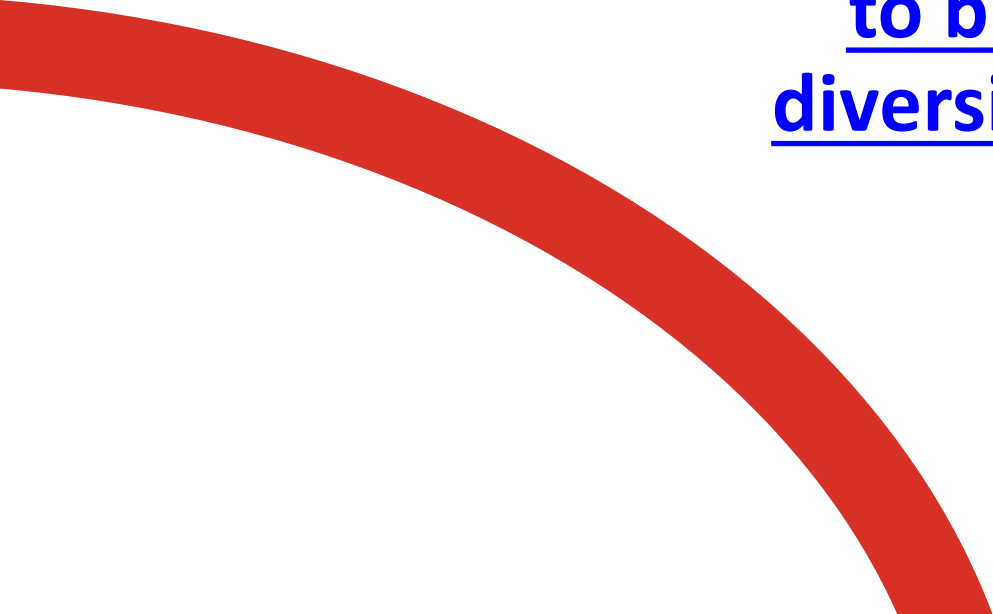


What methods would you be interested in participating in, in order to broaden your knowledge of diversity, equity, and inclusion?



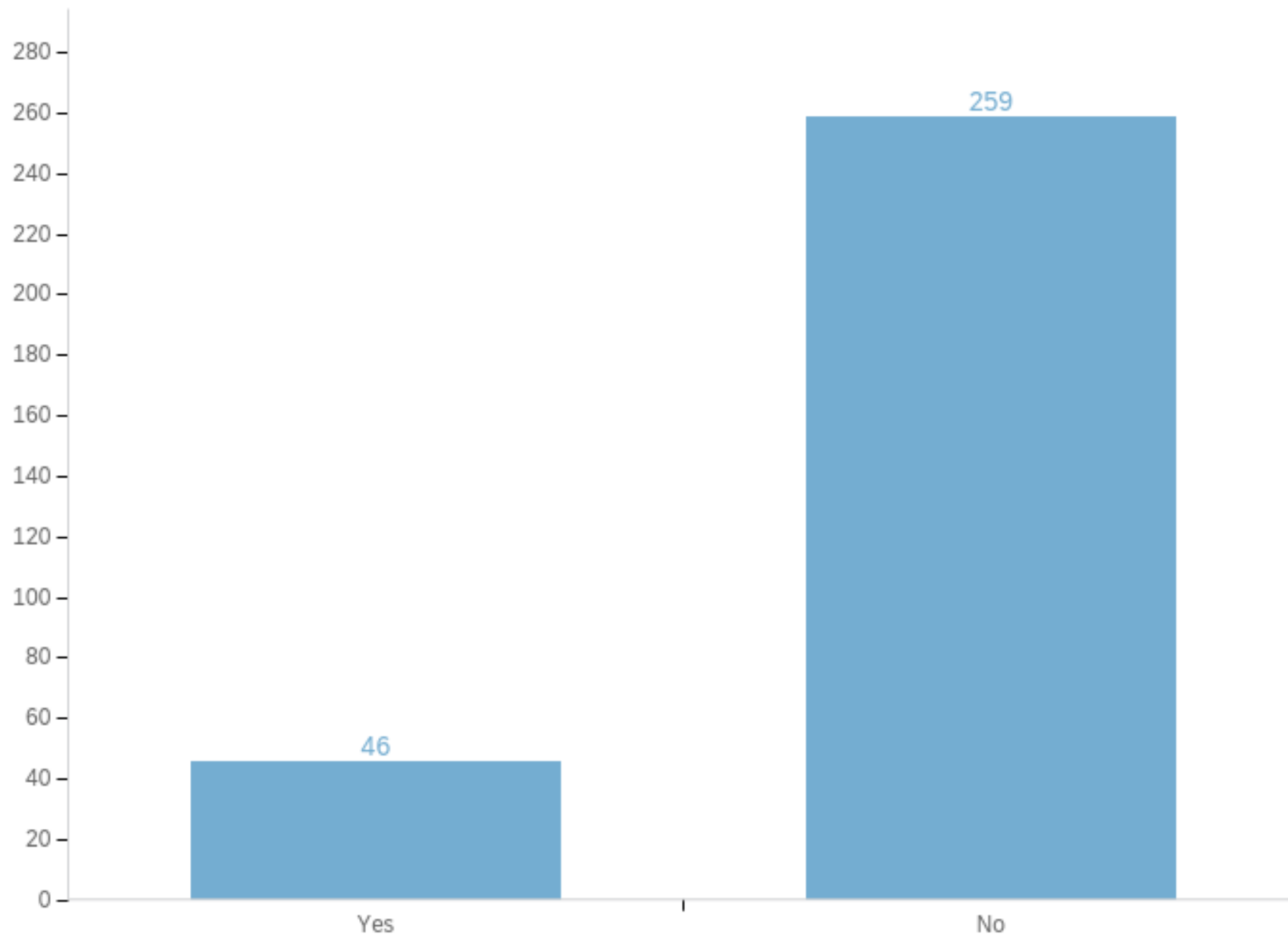


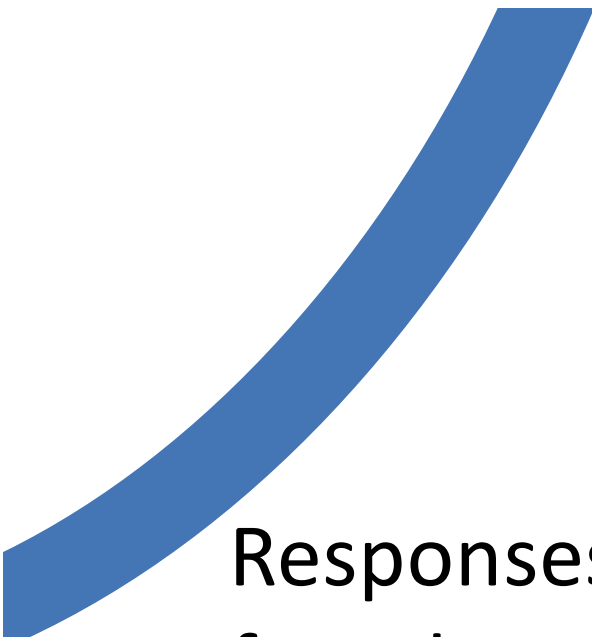
Responses to the following question can be found on a Google Document by clicking the name of the question below:



[“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?



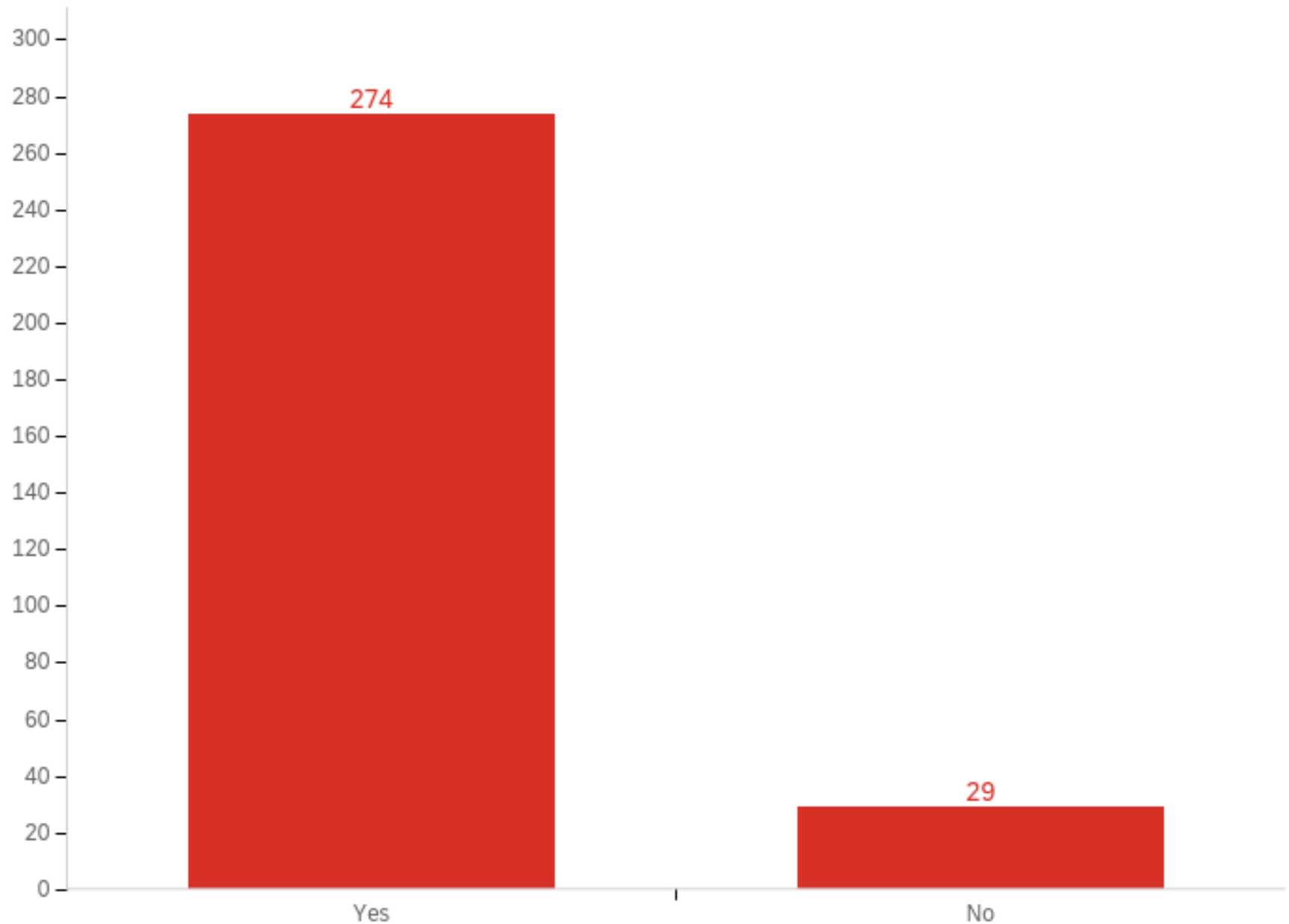


Responses to the following question can be found on a Google Document by clicking the name of the question below:

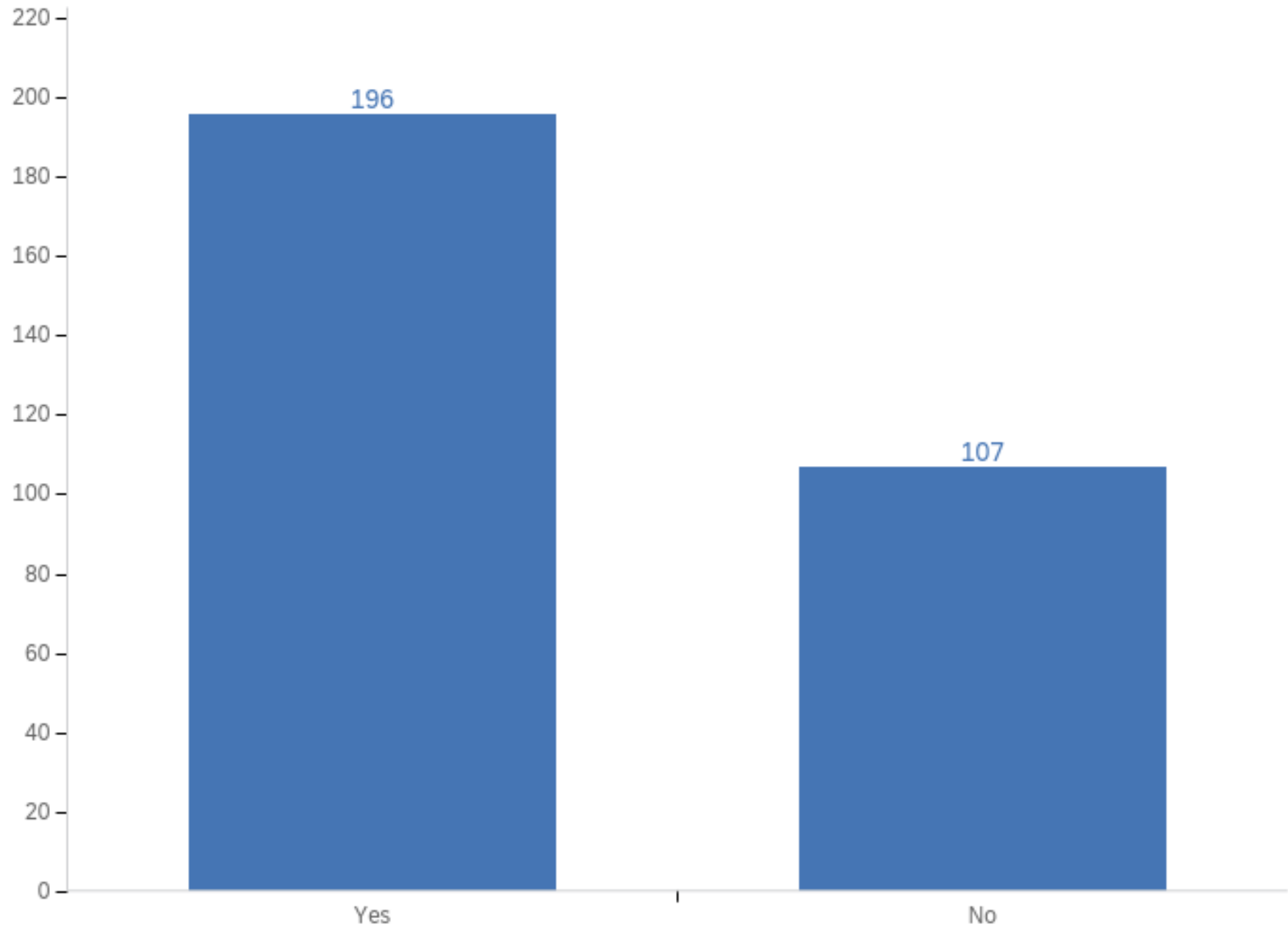
[“Do you have any recommendations for how OLLI can better educate its members on diversity, equity, or inclusion? If yes, please include your recommendation in the space provided.”](#)



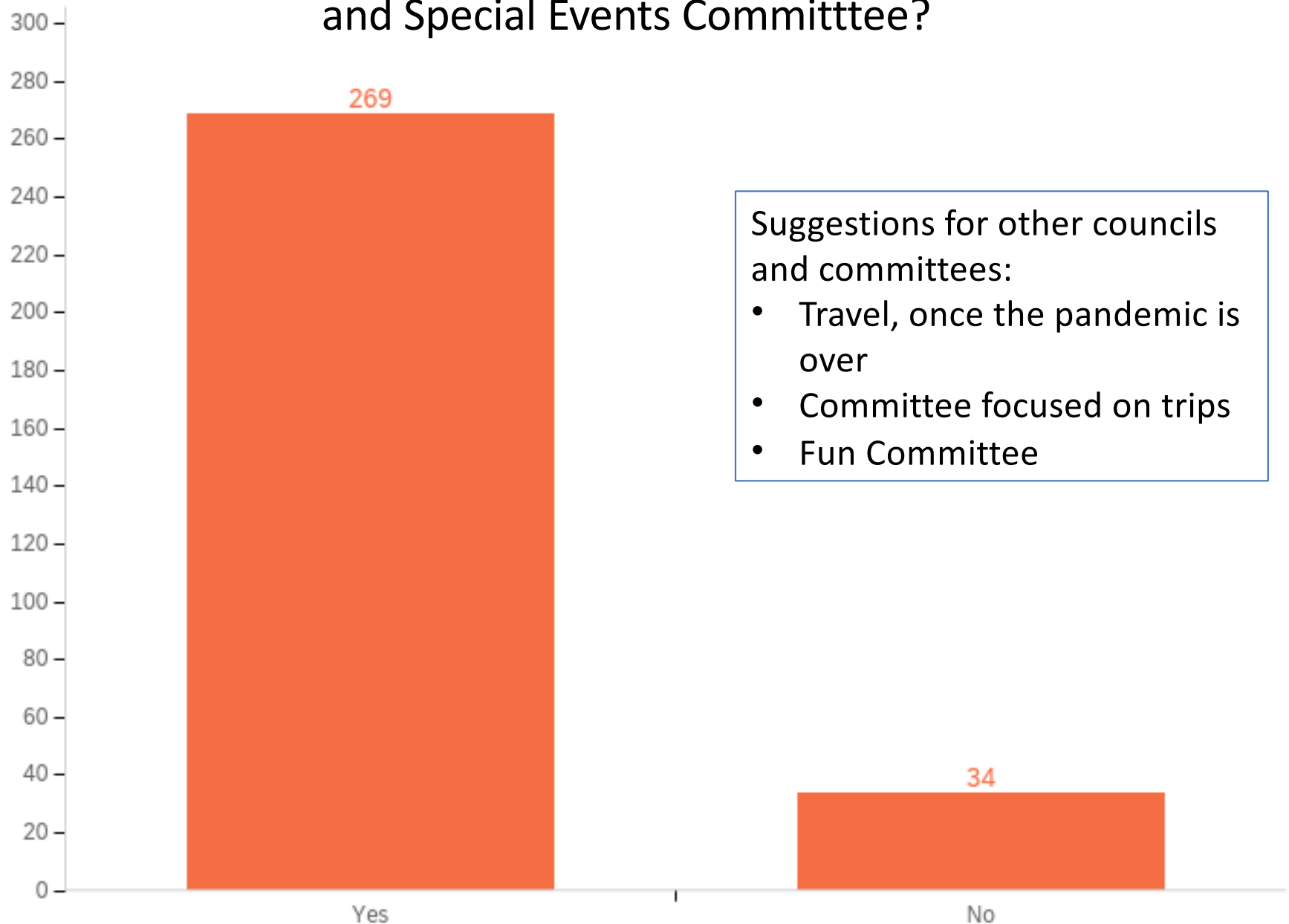
Are you aware that OLLI at SBU has an Advisory Board?



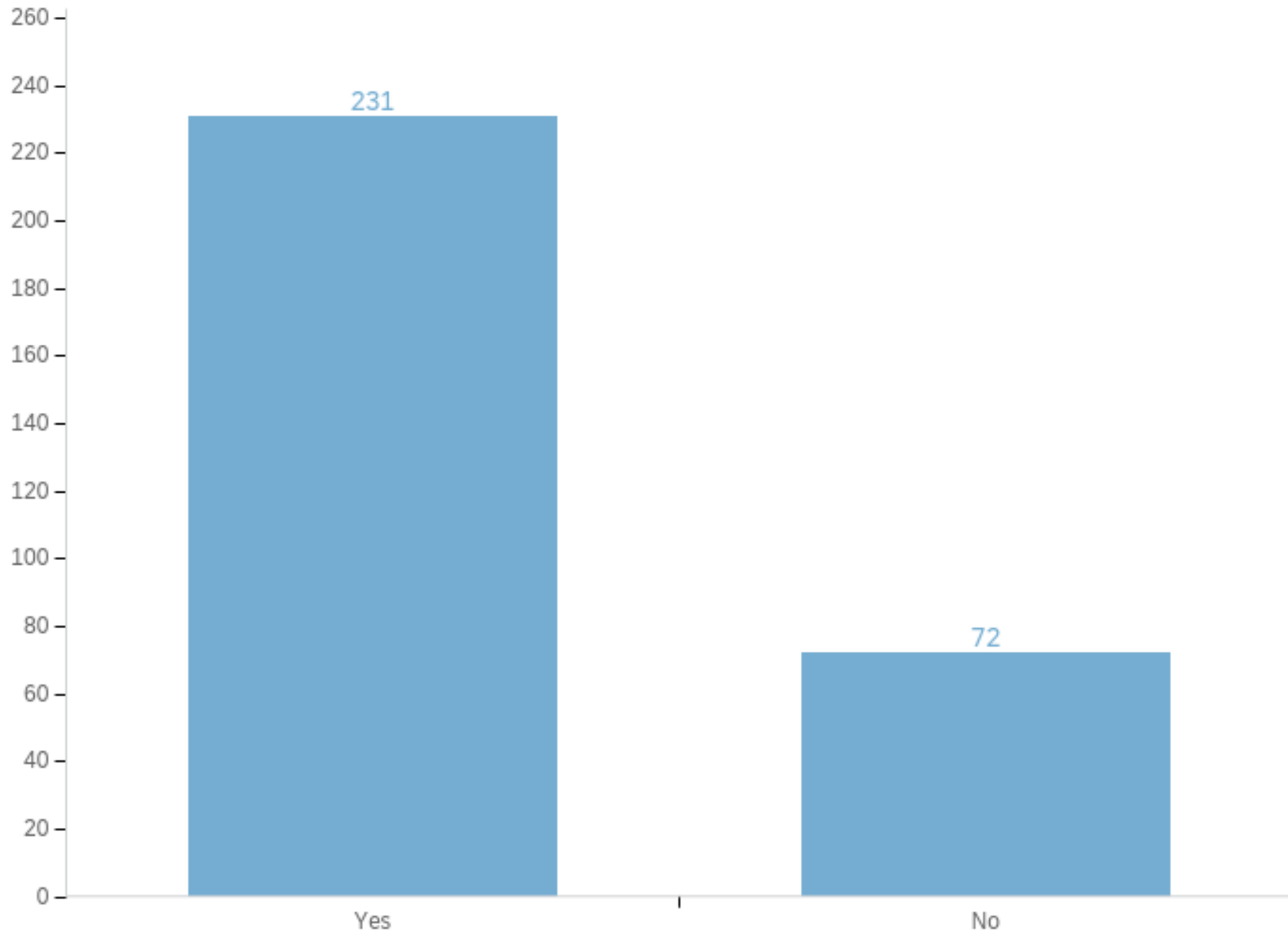
Are you aware of how to get involved with the OLLI Advisory Board?



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



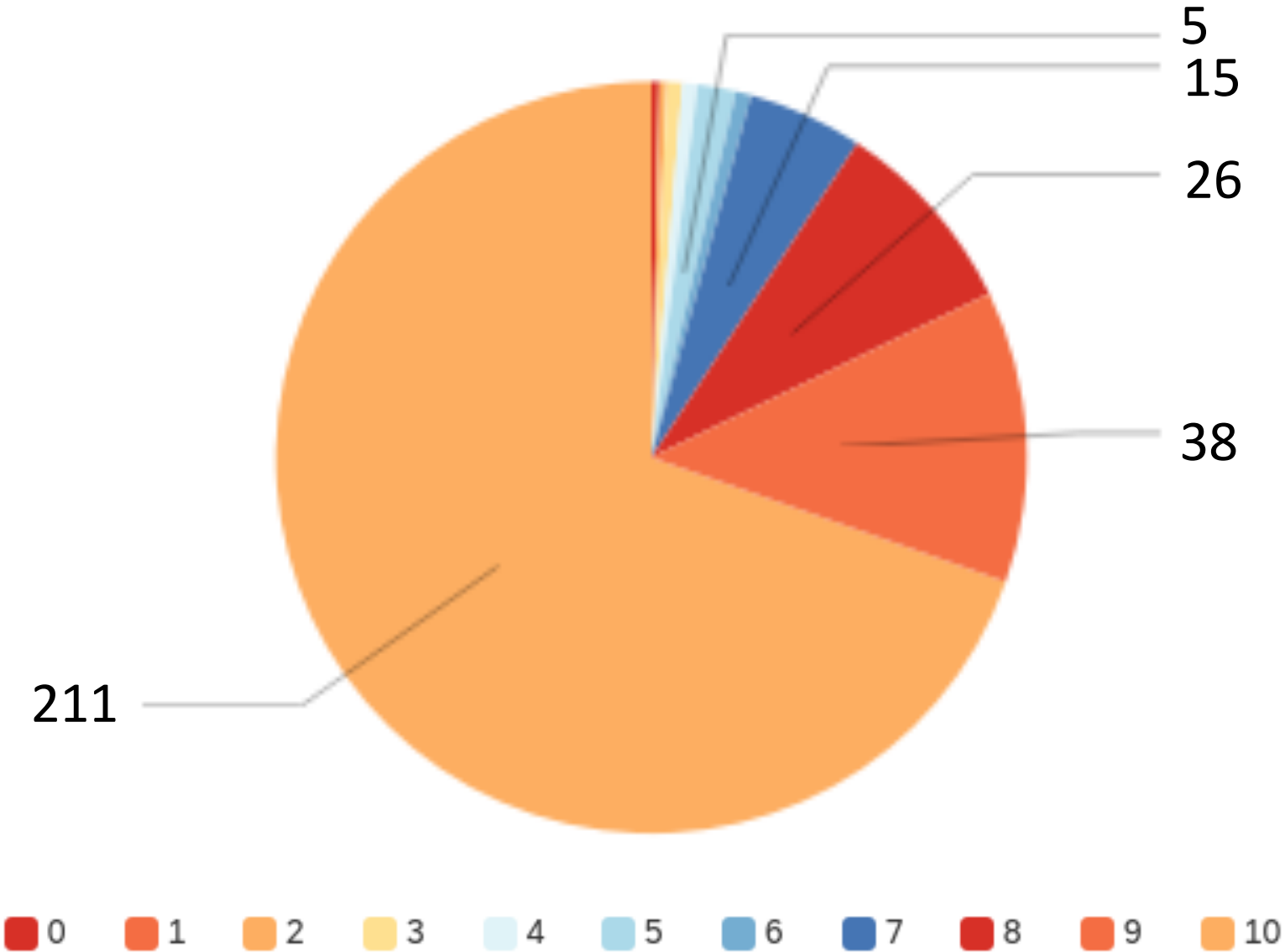
Are you aware of how to get involved with the OLLI committees and councils?



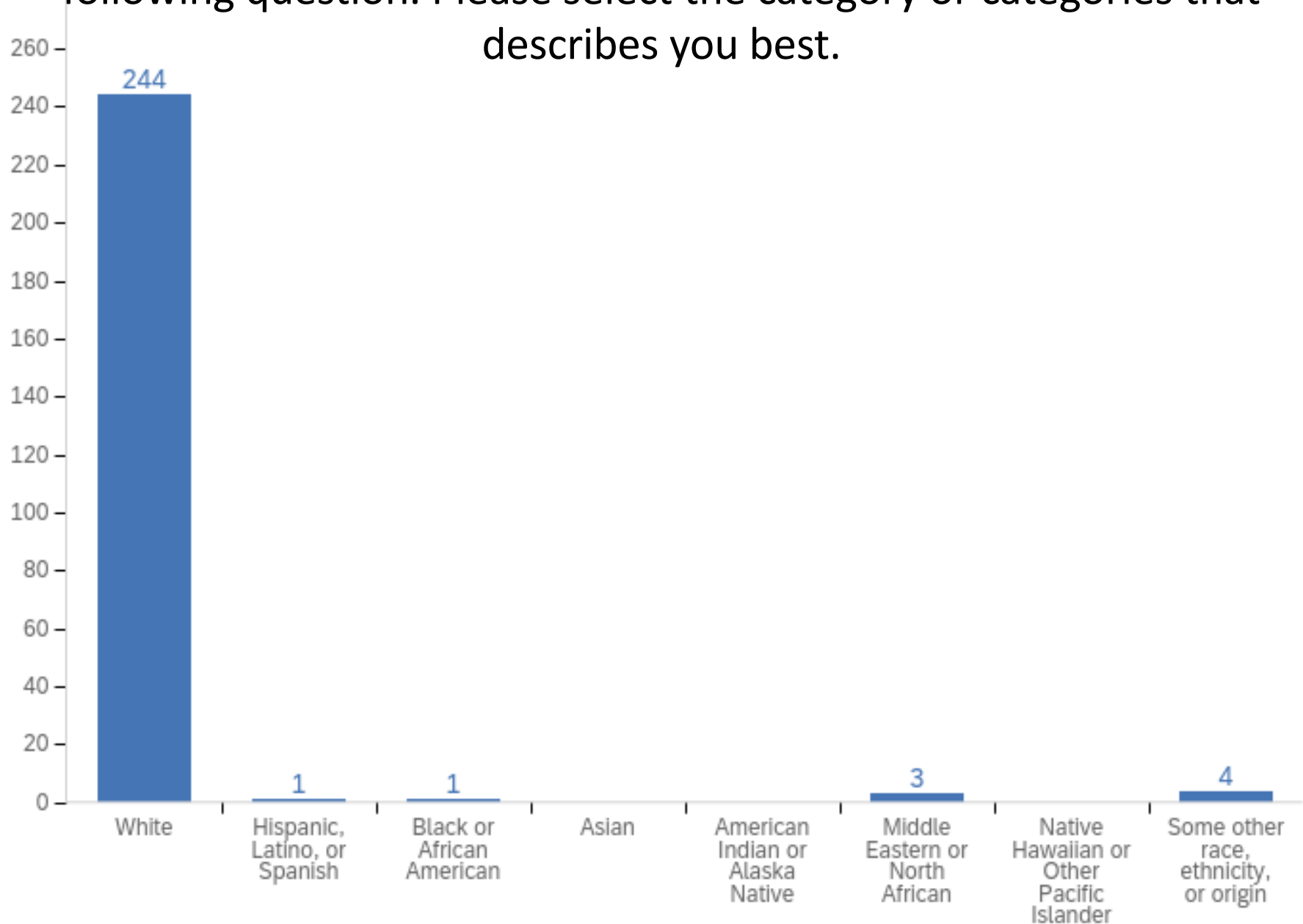
How did you hear about the OLLI program?




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.”