

2012 MEMBER SURVEY – OLLI AT DUKE DETAILED RESULTS

A survey of OLLI at Duke members was conducted between March 26 and April 8, 2012. All current OLLI members were invited to participate.

Members were notified of the survey via an e-mail from the OLLI at Duke President on March 26. This e-mail contained a direct link to the survey which was posted on SurveyMonkey. Printed surveys were also available in the offices at the Bishop's House, JRC and at the Annual Meeting.

The survey was publicized in a variety of ways before and during the survey period: notices were posted on the *Spotlight* for two consecutive weeks, flyers were placed on bulletin boards in the Bishop's House and JRC, and announcements were made in classes during the week of March 26 and at the Annual Meeting on April 4.

A total of 547 responses were received. The vast majority of respondents (534) input their responses directly into SurveyMonkey; a small number of paper surveys (13) were also received and this data was input into SurveyMonkey.

The overall response rate was 33% (547 responses / 1,650 members). This response rate is sufficiently high to give us confidence that survey results are representative of active OLLI members.







The pages that follow represent the raw data as collected by SurveyMonkey.

Respectfully Submitted,





The Survey Subcommittee (Pat Bogart, Janice Stroud, Tamara Burkett)

6-26-12

1. How long have you been a member of OLLI at Duke?

		Response Percent	Response Count
Less than 1 year		18.0%	97
1 year		6.3%	34
2 years		11.7%	63
3 years		12.0%	65
4 years		8.0%	43
5 or more years		44.1%	238
		answered question	540
		skipped question	7

2. Which of the following statements best describes your involvement in OLLI this year?

		Response Percent	Response Count
I only took classes.		57.7%	313
I only participated in OLLI activities (no classes).		1.3%	7
I took classes and also participated in OLLI activities.		39.5%	214
I didn't take classes or participate in activities.		1.5%	8
		answered question	542
		skipped question	5

3. Overall, how dissatisfied or satisfied are you with your OLLI at Duke experience this year?

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Rating Average	Response Count
Overall Satisfaction	3.2% (17)	5.9% (32)	3.5% (19)	22.8% (123)	64.6% (348)	4.40	
answered question							
skipped question							

4. How does your overall OLLI experience this year compare with your overall experience last year?

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Not applicable, not a member last year	Rating Average	Response Count
This year is...	1.0% (5)	10.3% (54)	53.0% (279)	9.1% (48)	4.2% (22)	22.4% (118)	3.07	

If this year is better or worse, what are the main reasons?

answered question
skipped question






5. How unimportant or important are the following factors to your overall satisfaction with OLLI Duke?

	Very Unimportant	Somewhat Unimportant	Neither Important nor Unimportant	Somewhat Important	Very Important	Rating Average
OLLI courses	7.2% (39)	0.6% (3)	0.6% (3)	3.5% (19)	88.1% (476)	4.65
OLLI activities & social events	14.4% (73)	13.2% (67)	29.8% (151)	32.2% (163)	10.3% (52)	3.11
Other OLLI members	4.6% (24)	4.2% (22)	15.2% (79)	46.2% (240)	29.8% (155)	3.92
OLLI staff	5.0% (26)	5.2% (27)	10.3% (53)	38.1% (197)	41.4% (214)	4.06
OLLI volunteer opportunities	16.6% (83)	13.6% (68)	43.5% (218)	22.0% (110)	4.4% (22)	2.84
answered question						
skipped question						







6. OLLI at Duke's Strategic Plan states that we strive to achieve the ideals and aspirations listed below. How much do you disagree or agree that the statements below describe OLLI right now?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Rating Average	Response Count
Encourages lifelong learning	0.2% (1)	0.0% (0)	1.3% (7)	7.6% (41)	90.9% (488)	4.89	537
Encourages respect for individuals	0.4% (2)	0.8% (4)	14.3% (76)	23.0% (122)	61.6% (327)	4.45	531
Exhibits quality & excellence	0.2% (1)	1.7% (9)	5.1% (27)	30.4% (161)	62.6% (331)	4.53	529
Fosters diversity	3.6% (19)	10.2% (54)	26.2% (139)	26.4% (140)	33.6% (178)	3.76	530
Contributes to my quality of life	0.2% (1)	0.6% (3)	3.4% (18)	23.5% (125)	72.4% (386)	4.67	533
Provides affordable courses	1.9% (10)	5.1% (27)	8.1% (43)	25.8% (137)	59.2% (315)	4.35	532
Provides affordable activities	0.6% (3)	3.7% (19)	41.5% (214)	25.4% (131)	28.9% (149)	3.78	516
Encourages service to my community	2.1% (11)	5.8% (30)	53.7% (276)	21.8% (112)	16.5% (85)	3.45	514
Provides high quality instruction	0.4% (2)	1.5% (8)	5.9% (31)	33.3% (175)	58.9% (310)	4.49	526
Provides a strong sense of community among members	1.7% (9)	4.2% (22)	27.8% (147)	39.0% (206)	27.3% (144)	3.86	528
Uses first class facilities	5.1% (27)	17.1% (90)	19.6% (103)	34.4% (181)	23.8% (125)	3.55	526
Responsibly manages its resources	1.0% (5)	1.4% (7)	39.3% (203)	21.7% (112)	36.8% (190)	3.92	517
Is known as a leader in lifelong learning	0.4% (2)	1.0% (5)	15.9% (83)	23.4% (122)	59.3% (309)	4.40	521
answered question							537
skipped question							10

7. How many OLLI courses did you take in the most recent term in which you took classes?

		Response Percent	Response Count
1		44.8%	241
2		34.2%	184
3		12.8%	69
4		5.4%	29
5 or More		2.8%	15
answered question			538
skipped question			9





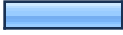





8. What is your preferred location to take OLLI classes?

		Response Percent	Response Count
No Preference		26.2%	141
Bishop's House		18.4%	99
Judea Reform		44.7%	241
The Forest at Duke		1.3%	7
Smith Warehouse		1.1%	6
Other (<i>please specify</i>)		8.3%	45
answered question			539
skipped question			8








9. Overall, how would you rate the following aspects of OLLI courses?

	Poor	Fair	Average	Good	Excellent	Rating Average	Response Count
Variety of courses available	0.4% (2)	1.3% (7)	4.1% (22)	36.4% (195)	57.8% (309)	4.50	535
Course content	0.2% (1)	1.1% (6)	5.1% (27)	41.7% (220)	51.8% (273)	4.44	527
Course schedule	0.0% (0)	1.1% (6)	9.5% (50)	47.3% (250)	42.2% (223)	4.30	529
Quality of instruction	0.4% (2)	1.9% (10)	7.2% (38)	39.5% (209)	51.0% (270)	4.39	529
Quality of classroom facilities	3.6% (19)	11.8% (62)	28.0% (147)	41.5% (218)	15.0% (79)	3.53	525
Value for the money	0.6% (3)	3.4% (18)	10.5% (56)	33.1% (176)	52.4% (278)	4.33	531
Opportunity to socialize	2.3% (12)	8.5% (44)	27.6% (143)	41.2% (214)	20.4% (106)	3.69	519
answered question							537
skipped question							10

10. If you did NOT take courses this year, what are the main reasons? (check all that apply)

		Response Percent	Response Count
Too busy with other commitments		12.1%	7
Travel - I would miss too many classes		22.4%	13
No interest in OLLI courses offered		20.7%	12
Didn't want to spend the money		8.6%	5
Personal or family illness		17.2%	10
Had to work		3.4%	2
Didn't like location of courses		10.3%	6
Didn't like course schedule		10.3%	6
Couldn't get into courses I wanted		25.9%	15
Other (<i>please specify</i>)		24.1%	14
		answered question	58
		skipped question	489

11. Have you volunteered for OLLI in any of the following ways this year? (check all that apply)

		Response Percent	Response Count
Taught, coordinated or facilitated a class		9.8%	46
Served on a Committee or the Board of Advisors		15.5%	73
Led an OLLI event or activity		3.0%	14
Helped with an OLLI event or activity		9.8%	46
Served as a Class Assistant		22.9%	108
Helped with an office task		1.9%	9
None of the above		62.2%	293
answered question			471
skipped question			76

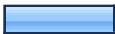

12. If you would like to volunteer at OLLI but haven't yet, how could we make it easier to volunteer?

	Response Count
	48
answered question	48
skipped question	499

**13. During the past year, did you participate in any of the following OLLI activities or events?
(check all that apply)**

		Response Percent	Response Count
Fall Picnic		10.4%	52
Convocation		18.5%	93
Annual Meeting		16.5%	83
Fall or Spring Retreat		10.2%	51
Winery Tour		7.6%	38
Lemur Center Tour		7.0%	35
Holiday Luncheon		8.4%	42
Holiday Concert		3.6%	18
Special Interest Group (e.g., book or craft group)		6.2%	31
Lunchtime Language Tables		2.0%	10
"Conscious Aging" Series		24.7%	124
New Horizons Chorus or New Horizons Band		4.4%	22
Ballroom or Folk Dancing		1.2%	6
New Member "Meet & Greet"		11.6%	58
Single Women's Social Group		7.8%	39
Monthly Women's Drop-in Lunch		3.4%	17
Duke Campus Tour		5.2%	26
None of the Above		41.4%	208
answered question			502
skipped question			45

14. During the past year, have you taken a course at any other local lifelong learning program?

		Response Percent	Response Count
Yes		16.2%	86
No		83.8%	445
answered question			531
skipped question			16

15. If Yes to #14: How did the other program compare to OLLI? The other program was...

	Better than OLLI	About the same as OLLI	Worse than OLLI	Rating Average	Response Count
Variety of courses	9.6% (5)	23.1% (12)	67.3% (35)	2.58	52
Course content	6.8% (3)	77.3% (34)	15.9% (7)	2.09	44
Course schedule	6.3% (2)	68.8% (22)	25.0% (8)	2.19	32
Quality of instruction	18.6% (8)	69.8% (30)	11.6% (5)	1.93	43
Classroom facilities	38.1% (16)	50.0% (21)	11.9% (5)	1.74	42
Program location	38.9% (14)	50.0% (18)	11.1% (4)	1.72	36
Value for money	40.0% (20)	46.0% (23)	14.0% (7)	1.74	50
Opportunities to socialize	23.7% (9)	65.8% (25)	10.5% (4)	1.87	38






Please specify which other program(s) you attended.

77






Note: A technical problem with Question #15 was discovered shortly after the survey began. This problem was corrected, but the results shown for Question #15 should be disregarded.

answered question	83
skipped question	464

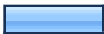




16. How often do you read the OLLI SPOTLIGHT?

		Response Percent	Response Count
Never		4.7%	25
Seldom		5.2%	28
Occasionally		12.1%	65
Often		23.3%	125
Very Often		54.7%	293
answered question			536
skipped question			11

17. How often do you visit an OLLI at Duke website (www.learnmore.duke.edu/olli/)?

		Response Percent	Response Count
Never		9.3%	50
Seldom		30.4%	164
Occasionally		45.5%	245
Often		10.8%	58
Very Often		4.1%	22
answered question			539
skipped question			8




18. How often do you read the OLLI postings on bulletin boards at the Bishop's House or Judea Reform?

		Response Percent	Response Count
Never		14.7%	78
Seldom		20.2%	107
Occasionally		32.4%	172
Often		22.4%	119
Very Often		10.4%	55
answered question			531
skipped question			16

19. What kind of information would you like to have about OLLI that you currently do not have?

	Response Count
	58
answered question	58
skipped question	489





20. How do you feel about the number of e-mails you get from OLLI at Duke?

		Response Percent	Response Count
Too Few		3.6%	19
Just Right		93.1%	497
Too Many		3.4%	18
answered question			534
skipped question			13







21. Regarding the OLLI offices in Bishop's House...

	Very Difficult	Somewhat Difficult	Neither Easy nor Difficult	Somewhat Easy	Very Easy	Not Applicable	Response Count
How difficult or easy is it to contact the office?	0.2% (1)	5.0% (26)	12.2% (64)	17.8% (93)	47.6% (249)	17.2% (90)	523
How difficult or easy is it to get problems resolved?	0.0% (0)	4.9% (25)	8.4% (43)	17.9% (91)	44.0% (224)	24.8% (126)	509
answered question							525
skipped question							22



22. For the most recent term, how did you register for OLLI classes?

		Response Percent	Response Count
Online		55.6%	299
Paper		25.3%	136
Phone		11.7%	63
Didn't register for classes		7.4%	40
answered question			538
skipped question			9






23. For the most recent term, how difficult or easy was it to register for OLLI classes?

		Response Percent	Response Count
Very Difficult		6.6%	35
Somewhat Difficult		22.1%	118
Neither Easy nor Difficult		12.8%	68
Somewhat Easy		14.3%	76
Very Easy		37.0%	197
Didn't Register for Classes		7.3%	39
answered question			533
skipped question			14





24. This year, have you been unable to get into a course that you wanted because it was full?

		Response Percent	Response Count
Yes		24.4%	129
No		75.6%	399
answered question			528
skipped question			19









25. If Yes to #24 (you couldn't to get into a course), what did you do?

		Response Percent	Response Count
Eventually got into the course from the wait list		17.5%	24
Substituted another course		25.5%	35
Took the other courses I could get into		32.8%	45
Didn't take courses at all that term		10.9%	15
Other (<i>please specify</i>)		13.1%	18
		answered question	137
		skipped question	410



**26. Do you have any of the following personal connections to Duke University? I am (a)...
(check all that apply)**

		Response Percent	Response Count
Duke alumni		10.9%	58
Former or current Duke employee		14.5%	77
Family of a Duke student, employee or alumni		20.2%	107
None of the above		63.7%	338
		answered question	531
		skipped question	16

27. Have you done any of the following this year? (check all that apply)

		Response Percent	Response Count
Attended an athletic event at Duke		22.9%	122
Attended a music or arts event at Duke		50.0%	266
Visited a Duke museum		49.4%	263
Took a trip with the Duke Alumni Association		2.3%	12
Contributed to Duke (other than OLLI)		20.1%	107
Volunteered at Duke (other than OLLI)		6.4%	34
None of the above		25.8%	137
Other Duke activities (please specify)		14.5%	77
		answered question	532
		skipped question	15

28. What is your gender?

		Response Percent	Response Count
Male		36.5%	197
Female		63.5%	342
		answered question	539
		skipped question	8






29. What is your age?

		Response Percent	Response Count
Less than 55		2.4%	13
55 - 59		3.2%	17
60 - 64		16.0%	86
65 - 69		26.8%	144
70 - 74		27.3%	147
75 - 79		15.4%	83
80 - 84		6.9%	37
85 or over		2.0%	11
answered question			538
skipped question			9

30. What is your current marital status?

		Response Percent	Response Count
Married or Partnered		69.6%	373
Single, divorced, or separated		19.8%	106
Widowed		10.6%	57
answered question			536
skipped question			11

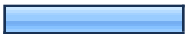




31. What is the highest level of school you completed?

		Response Percent	Response Count
High School		0.0%	0
Some College - No Degree		3.9%	21
Associate's Degree		1.5%	8
Bachelor's Degree		30.2%	163
Master's Degree		38.2%	206
PhD or Professional Degree		26.2%	141
answered question			539
skipped question			8





32. Please enter your 5-digit ZIP code (for example, 27514).

	Response Count
	520
answered question	520
skipped question	27





33. What is your average commuting time to the OLLI location where you take the most classes?

		Response Percent	Response Count
Less than 15 minutes		26.7%	143
15 - 30 minutes		49.3%	264
31 - 45 minutes		20.1%	108
46 - 60 minutes		3.0%	16
More than 1 hour		0.9%	5
answered question			536
skipped question			11

34. What is your current employment status?

		Response Percent	Response Count
Fully Retired		85.6%	465
Work Part Time		12.7%	69
Work Full Time		0.7%	4
Looking for Work		0.9%	5
answered question			543
skipped question			4

35. With regard to OLLI courses and activities, which statement best describes your current financial situation?

		Response Percent	Response Count
I have few discretionary funds to spend.		4.9%	26
I'm OK but need to be watchful of spending.		27.5%	147
I can afford to participate in most of what I want to do.		45.8%	245
Money does not limit my ability to participate in what I want to do.		21.9%	117
answered question			535
skipped question			12

36. Would you like to share any comments or suggestions with the OLLI Director or Board of Advisors?

	Response Count
	240
answered question	240
skipped question	307