

2014 MEMBER SURVEY – OLLI AT DUKE DETAILED RESULTS

A survey of OLLI at Duke members was conducted between January 10 and 26, 2014. All current OLLI members were invited to participate.

Members were notified of the survey via an e-mail from the OLLI at Duke President and Director on January 10. This e-mail contained a direct link to the survey which was posted on SurveyMonkey. Printed surveys were also available in at The Bishop's House and Judea Reform Congregation (JRC) throughout the survey period.

The survey was publicized in a variety of ways: notices were posted on member website and the *Spotlight*, flyers were displayed on bulletin boards in the Bishop's House and JRC, and announcements were made in classes during the weeks of January 13 and 20.

A total of 794 responses were received. The vast majority of respondents (781) 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 48.3% (794 responses / 1,643 members). This response rate is sufficiently high to give us confidence that survey results are representative of active OLLI members.

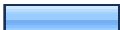





The pages that follow represent the raw data as collected by SurveyMonkey.

Respectfully Submitted,





Michael A. Bahnaman, Survey Coordinator

4-21-14

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

		Response Percent	Response Count
Less than 1 year		17.1%	134
1 year		6.5%	51
2 years		12.5%	98
3 years		11.9%	93
4 years		9.8%	77
5 or more years		42.1%	329
		answered question	782
		skipped question	12

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

		Response Percent	Response Count
I took classes and participated in OLLI activities		31.7%	247
I only took classes		64.1%	500
I only participated in OLLI activities (no classes)		1.7%	13
I didn't take classes or participate in activities		2.6%	20
		answered question	780
		skipped question	14

3. Overall, how 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	Rating Count
Overall Satisfaction	2.1% (16)	4.1% (32)	3.2% (25)	25.8% (200)	64.7% (501)	4.47	
answered question							
skipped question							

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

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Not a member last year	Rating Average	Rating Count
This year is...	0.7% (5)	8.0% (61)	58.6% (445)	7.2% (55)	5.7% (43)	19.9% (151)	3.11	760
If this year is better or worse, what are the main reasons?								171
answered question								760
skipped question								34

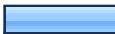





5. How important are the following factors to your overall satisfaction with OLLI at Duke?

	Very Unimportant	Somewhat Unimportant	Neither Important nor Unimportant	Somewhat Important	Very Important	Rating Average
OLLI courses	6.0% (47)	0.0% (0)	0.3% (2)	4.0% (31)	89.8% (701)	4.71
OLLI activities & social events	15.9% (113)	15.5% (110)	32.7% (232)	28.2% (200)	7.6% (54)	2.96
Other OLLI members	4.5% (33)	4.6% (34)	15.6% (115)	48.7% (359)	26.6% (196)	3.88
OLLI staff	4.9% (36)	3.5% (26)	13.5% (99)	36.5% (268)	41.6% (305)	4.06
OLLI volunteer opportunities	18.3% (131)	14.4% (103)	42.2% (301)	19.5% (139)	5.6% (40)	2.80
answered question						
skipped question						

6. How much do you agree that the statements below describe OLLI right now?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Rating Average	Rating Count
Encourages lifelong learning	0.3% (2)	0.3% (2)	2.2% (17)	10.0% (78)	87.3% (678)	4.84	777
Encourages respect for individuals	0.5% (4)	1.0% (8)	19.5% (149)	26.0% (199)	52.9% (404)	4.30	764
Exhibits quality & excellence	0.5% (4)	1.6% (12)	7.0% (53)	36.7% (280)	54.2% (413)	4.43	762
Fosters diversity	3.0% (23)	10.3% (78)	33.2% (252)	25.3% (192)	28.3% (215)	3.66	760
Contributes to my quality of life	0.1% (1)	0.4% (3)	4.1% (32)	26.9% (208)	68.4% (529)	4.63	773
Provides affordable courses	2.0% (15)	6.5% (50)	7.3% (56)	31.5% (241)	52.7% (403)	4.26	765
Provides affordable activities	1.4% (10)	4.0% (29)	48.3% (352)	22.4% (163)	24.0% (175)	3.64	729
Encourages service to my community	1.9% (14)	8.6% (63)	53.7% (393)	23.2% (170)	12.6% (92)	3.36	732
Provides high quality instruction	0.7% (5)	2.6% (20)	7.2% (55)	39.8% (303)	49.7% (379)	4.35	762
Provides a strong sense of community among members	1.6% (12)	9.4% (71)	32.2% (242)	37.1% (279)	19.7% (148)	3.64	752
Uses first class facilities	7.3% (56)	18.3% (141)	21.1% (162)	35.4% (272)	17.9% (138)	3.38	769
Responsibly manages its resources	1.0% (7)	3.2% (23)	40.7% (296)	26.9% (196)	28.3% (206)	3.78	728
Is known as a leader in lifelong learning	0.3% (2)	0.9% (7)	18.2% (137)	25.5% (192)	55.2% (416)	4.34	754
answered question							782
skipped question							12

7. How many OLLI courses are you taking in the current term?

		Response Percent	Response Count
None		16.6%	129
1		37.1%	288
2		28.7%	223
3		10.1%	78
4		4.6%	36
5 or More		2.8%	22
answered question			776
skipped question			18

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

	Poor	Fair	Average	Good	Excellent	Rating Average	Rating Count
Variety of courses available	0.1% (1)	2.1% (16)	5.2% (40)	39.8% (307)	52.8% (407)	4.43	771
Course content	0.1% (1)	1.6% (12)	5.0% (38)	46.6% (353)	46.7% (354)	4.38	758
Course schedule	0.3% (2)	1.7% (13)	7.4% (56)	50.9% (383)	39.7% (299)	4.28	753
Quality of instruction	0.4% (3)	1.5% (11)	6.3% (47)	44.4% (334)	47.5% (357)	4.37	752
Quality of classroom facilities	5.0% (38)	11.0% (83)	27.5% (208)	40.7% (307)	15.8% (119)	3.51	755
Value for the money	0.8% (6)	3.4% (26)	12.1% (92)	39.3% (300)	44.4% (339)	4.23	763
Opportunity to socialize	2.4% (18)	10.6% (79)	33.1% (246)	38.0% (282)	15.9% (118)	3.54	743
						answered question	775
						skipped question	19

9. If you are NOT taking courses at OLLI, what are the main reasons? (check all that apply)

		Response Percent	Response Count
Too busy with other commitments		26.5%	43
Travel - I would miss too many classes		24.7%	40
No interest in OLLI courses offered		11.1%	18
Don't want to spend the money		6.2%	10
Personal or family illness		13.6%	22
Have to work		5.6%	9
Don't like location of courses		6.2%	10
Don't like course schedule		6.2%	10
Couldn't get into courses I wanted		22.2%	36
Other (please specify)		33.3%	54
answered question			162
skipped question			632







10. Did you take any courses this year at another local lifelong learning program?

		Response Percent	Response Count
Yes		11.5%	89
No		88.5%	685
If yes, which other program(s) did you attend?			91
answered question			774
skipped question			20

11. If you did take a course at another lifelong learning institution, how did the other program compare to OLLI at Duke on the following factors?

	Not As Good as OLLI	About the Same	Better than OLLI	Rating Average	Rating Count
Variety of courses	60.7% (51)	29.8% (25)	9.5% (8)	1.49	84
Course content	14.8% (13)	64.8% (57)	20.5% (18)	2.06	88
Course schedule	16.1% (14)	66.7% (58)	17.2% (15)	2.01	87
Quality of instruction	16.3% (14)	59.3% (51)	24.4% (21)	2.08	86
Classroom facilities	11.8% (10)	52.9% (45)	35.3% (30)	2.24	85
Program location	7.1% (6)	44.0% (37)	48.8% (41)	2.42	84
Value for money	12.5% (11)	50.0% (44)	37.5% (33)	2.25	88
Opportunities to socialize	21.2% (18)	50.6% (43)	28.2% (24)	2.07	85
answered question					90
skipped question					704

12. What is your preferred location for OLLI classes? (select one)

		Response Percent	Response Count
No Preference		19.9%	154
Bishop's House		14.8%	114
Judea Reform		52.7%	407
The Forest at Duke		3.0%	23
Smith Warehouse		1.4%	11
Other (please specify)		8.2%	63
answered question			772
skipped question			22

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

		Response Percent	Response Count
Less than 15 minutes		29.1%	225
15 - 30 minutes		50.5%	391
31 - 45 minutes		17.6%	136
46 - 60 minutes		2.3%	18
More than 1 hour		0.5%	4
answered question			774
skipped question			20

14. Did you volunteer at OLLI in any of the following ways this year? (check all that apply)







		Response Percent	Response Count
Taught, coordinated or facilitated a course		7.9%	53
Served on a Committee or the Board of Advisors		9.0%	60
Led an OLLI event or activity		1.8%	12
Helped with an OLLI event or activity		7.3%	49
Served as a Class Assistant		20.3%	136
Helped with an office task		0.6%	4
None of the above		67.9%	454
answered question			669
skipped question			125

15. How could we make it easier to volunteer at OLLI?

	Response Count
	154
answered question	154
skipped question	640

16. Did you participate in any of the following OLLI activities or events this year? (check all that apply)






		Response Percent	Response Count
Activities Group (e.g., book, craft, etc.)	<input type="checkbox"/>	4.3%	30
Annual Meeting	<input type="checkbox"/>	12.2%	85
"Conscious Aging" Series	<input type="checkbox"/>	17.0%	118
Duke Chapel Tour	<input type="checkbox"/>	5.2%	36
Duke Gardens Tour	<input type="checkbox"/>	3.6%	25
Duke Homestead Tour	<input type="checkbox"/>	1.4%	10
Duke Women's Basketball Game	<input type="checkbox"/>	2.9%	20
Durham Bulls Game	<input type="checkbox"/>	3.0%	21
Fall Convocation	<input type="checkbox"/>	11.2%	78
Fall or Spring Retreat	<input type="checkbox"/>	8.8%	61
Holiday Concert	<input type="checkbox"/>	4.0%	28
Holiday Luncheon	<input type="checkbox"/>	9.8%	68
Lunchtime Language Tables	<input type="checkbox"/>	1.6%	11
NC Art Museum Tour	<input type="checkbox"/>	3.5%	24
NC Symphony "Friday Favorites"	<input type="checkbox"/>	1.3%	9

New Horizons Chorus or Band		3.7%	26	
New Member "Meet & Greet"		4.9%	34	
Picnic		6.0%	42	
Single Women's Social Group		4.6%	32	
Yadkin Valley Winery Tour		4.0%	28	
None of the Above		51.7%	359	
			answered question	695
			skipped question	99







17. OLLI is considering offering additional activities & events. How likely would you be to participate in the following OLLI-sponsored events?

	Very Unlikely	Somewhat Unlikely	Neither Likely Nor Unlikely	Somewhat Likely	Very Likely	Rating Count	
Day trip to a Museum or Historical Site	14.6% (109)	13.3% (99)	12.6% (94)	43.0% (321)	16.6% (124)	747	
Overnight trip to a Museum or Historical Site	28.8% (208)	22.9% (165)	16.1% (116)	24.0% (173)	8.3% (60)	722	
Multiday trip to a US Destination	29.2% (214)	18.8% (138)	17.7% (130)	26.3% (193)	7.9% (58)	733	
Multiday trip to an Overseas Destination	37.5% (272)	15.6% (113)	16.8% (122)	23.3% (169)	6.8% (49)	725	
						answered question	758
						skipped question	36






18. Which of the following electronic devices do you regularly use, if any? (check all that apply)

		Response Percent	Response Count
Laptop Computer		63.9%	500
Desktop Computer		60.4%	473
Tablet Computer		41.0%	321
Smart Phone		48.1%	377
I don't regularly use any of these		1.0%	8
answered question			783
skipped question			11






19. Which of the following social media websites do you regularly use, if any? (check all that apply)

		Response Percent	Response Count
Facebook		36.1%	281
LinkedIn		12.9%	100
Instagram (or other photo sharing sites)		1.5%	12
YouTube (or other video sharing sites)		23.0%	179
Twitter		2.8%	22
I don't regularly use any of these		53.3%	415
answered question			778
skipped question			16

20. How often do you read the OLLI SPOTLIGHT?

		Response Percent	Response Count
Never		3.8%	29
Seldom		5.2%	40
Occasionally		16.3%	126
Often		30.4%	234
Very Often		44.4%	342
answered question			771
skipped question			23

21. How often do you visit the OLLI Member website (www.olliatduke.org)?

		Response Percent	Response Count
Never		13.1%	100
Seldom		31.3%	239
Occasionally		43.3%	331
Often		9.8%	75
Very Often		2.5%	19
answered question			764
skipped question			30

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

		Response Percent	Response Count
Never		17.5%	135
Seldom		21.6%	166
Occasionally		33.4%	257
Often		20.0%	154
Very Often		7.5%	58
answered question			770
skipped question			24

**23. What is your preferred method of getting various types of information about OLLI?
(select one per row)**

	The SPOTLIGHT	OLLI Member Website	Bulletin Boards	E-mail	Rating Count
Event Announcements	35.4% (270)	3.5% (27)	0.9% (7)	60.1% (458)	762
Member or Instructor Profiles	27.2% (193)	29.2% (207)	3.1% (22)	40.5% (287)	709
Severe Weather Announcements	4.9% (36)	2.8% (21)	0.1% (1)	92.2% (681)	739
OLLI Calendar	28.3% (209)	19.0% (140)	1.5% (11)	51.2% (378)	738
Schedule Changes	13.2% (98)	4.2% (31)	0.1% (1)	82.5% (612)	742
Messages from the OLLI Director or President	29.8% (219)	8.7% (64)	0.8% (6)	60.7% (447)	736
Course Highlights	25.6% (184)	28.7% (206)	1.4% (10)	44.4% (319)	719
Other Information	24.5% (76)	13.2% (41)	0.6% (2)	61.6% (191)	310




If you selected "Other Information," please identify the type of information 58

answered question	772
skipped question	22

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

	Response Count
	107
answered question	107
skipped question	687





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

		Response Percent	Response Count
Too Few		8.3%	63
Just Right		90.2%	681
Too Many		1.5%	11
answered question			755
skipped question			39





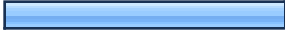

26. Regarding the OLLI offices in the Bishop's House...

	Very Difficult	Somewhat Difficult	Neither Easy nor Difficult	Somewhat Easy	Very Easy	Not Applicable	Rating Count
How easy is it to contact the office?	0.7% (5)	5.9% (44)	13.4% (101)	19.9% (150)	40.6% (305)	19.5% (147)	752
How easy is it to get problems resolved?	1.2% (9)	5.5% (40)	9.5% (70)	18.7% (137)	41.6% (305)	23.5% (172)	733
answered question							756
skipped question							38

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

		Response Percent	Response Count
Online		62.4%	481
Paper		15.0%	116
Phone		12.3%	95
Didn't register for classes		10.2%	79
answered question			771
skipped question			23

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

		Response Percent	Response Count
Very Difficult		6.7%	52
Somewhat Difficult		16.3%	126
Neither Easy nor Difficult		9.7%	75
Somewhat Easy		16.5%	127
Very Easy		42.0%	324
Didn't Register for Classes		8.7%	67
answered question			771
skipped question			23






29. Were you unable to get into a course this year because it was full?

		Response Percent	Response Count
Yes		22.3%	165
No		77.7%	574
answered question			739
skipped question			55





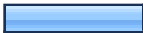


30. If you couldn't get into a course you wanted, what did you do?

		Response Percent	Response Count
I eventually got into the course from the wait list		13.8%	34
I substituted another course		24.8%	61
I just took the other courses that I could get into		25.2%	62
I didn't take courses at all that term		21.5%	53
Other (please specify)		14.6%	36
answered question			246
skipped question			548



31. Do you have any of the following personal connections to Duke University? (check all that apply)

		Response Percent	Response Count
Duke alumni		10.6%	81
Duke retiree		8.5%	65
Duke employee		4.7%	36
Family member of a Duke student, retiree, employee or alumni		21.3%	163
None of the above		63.0%	481
answered question			764
skipped question			30









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

		Response Percent	Response Count
Attended an athletic event at Duke		23.2%	178
Attended a music or arts event at Duke		46.6%	358
Visited a Duke museum		54.7%	420
Took a trip with the Duke Alumni Association		1.3%	10
Contributed to Duke (other than OLLI)		20.4%	157
Volunteered at Duke (other than OLLI)		7.0%	54
None of the above		24.3%	187
answered question			768
skipped question			26




33. What is your gender?

		Response Percent	Response Count
Male		36.4%	280
Female		63.6%	490
answered question			770
skipped question			24








34. What is your age?

		Response Percent	Response Count
Less than 55		1.3%	10
55 - 59		3.2%	25
60 - 64		11.7%	91
65 - 69		27.1%	211
70 - 74		31.0%	241
75 - 79		15.2%	118
80 - 84		7.5%	58
85 or over		3.1%	24
answered question			778
skipped question			16

35. What is your current marital status?

		Response Percent	Response Count
Married or Partnered		67.6%	519
Single, divorced, or separated		20.6%	158
Widowed		11.8%	91
		answered question	768
		skipped question	26





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

		Response Percent	Response Count
High School		0.4%	3
Some College - No Degree		3.4%	26
Associate's Degree		2.2%	17
Bachelor's Degree		29.4%	227
Master's Degree		42.2%	326
Doctorate		15.3%	118
Professional Degree		7.1%	55
		answered question	772
		skipped question	22

37. What is your 5-digit ZIP code?

	Response Count
	752
answered question	752
skipped question	42

38. What is your current employment status?

		Response Percent	Response Count
Fully Retired		84.9%	652
Work Part Time		11.5%	88
Work Full Time		2.1%	16
Looking for Work		1.6%	12
	answered question		768
	skipped question		26

39. Do you have any suggestions for making OLLI at Duke better?

	Response Count
	322
answered question	322
skipped question	472

40. Do you have any additional comments or concerns that you would like to share with the OLLI Director or the OLLI Board of Advisors?

**Response
Count**

194

answered question

194

skipped question

600