

U3A Dunedin Charitable Trust

Report to the Annual General Meeting 2017 Review of Programme Administration

Internet Banking

This facility was made available for the first time in December 2015 for payment of annual subscriptions. It has subsequently been available for all financial transactions by members with the organisation. It has made the reimbursement of course fee refunds much more efficient, where balloting of members makes them necessary.

Web-based Programme Administration

Programme administration was moved onto our website for series One 2016.

The series timetable, course brochures, and course enrolment were all available on-line.

Members were required to adjust to single member subscriptions and enrolment. Membership numbers and user names were required to ensure security and functionality.

There were teething problems but these were largely a result of an inaccurate membership database. We have expended considerable time and effort to ensure that our membership database is accurate, and is kept up-to-date.

We do rely on members to advise us of changes in their details.

- Email communication was introduced to the 90% of our membership who have Internet access. This enabled rapid notification of enrolment being available, confirmation of enrolment, and following the ballot, confirmation of places on courses.
- The programme convenor, the Board, and membership secretaries, and the newsletter editor were provided with email addresses to make communication easier.
- The Small Groups established their own website page to provide information.
- The Board agreed to introduce 3-week courses where suitable, as another service for members.
- Enrolment to attend as a pair at courses was introduced for Series One 2017.
- Attendance at single sessions of a course was successfully trialled in Series One 2017. As a result, the Board has agreed that this facility will be offered for courses or sessions with a suitable format, provided the course has not required a ballot to select attendees.

Recently we have had a member who was balloted out of courses for successive series. The Board will review this outcome to determine whether the ballot process should be adjusted to prevent this from occurring.

All of these changes have also enabled us to disband the waiting list and offer immediate membership to prospective members.

Most of the improvements described above could not have been implemented without the expertise and ready willingness of our web-master John Shanks. We are very much indebted to him.

D W Holborow
Programme Convenor.

18 June 2017