

seniornethuttcity@gmail.com ■

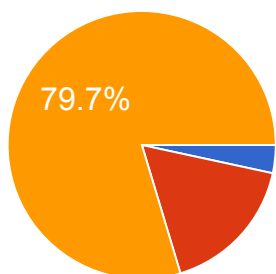
SeniorNet Hutt City Inc.
Members Survey
Period 1/11/16 – 9/11/16

118 responses

Summary

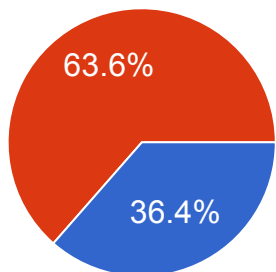
Section 1.- About You

Your Age Group?



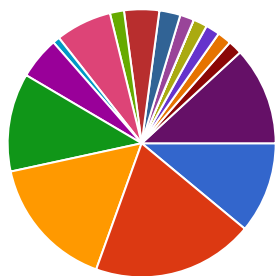
Under 60 years of age	4	3.4%
60 - 69 years of age	20	16.9%
70 years of age or more	94	79.7%

Your Sex?



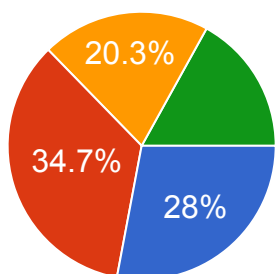
Male	43	36.4%
Female	75	63.6%

When did you join SeniorNet Hutt City?



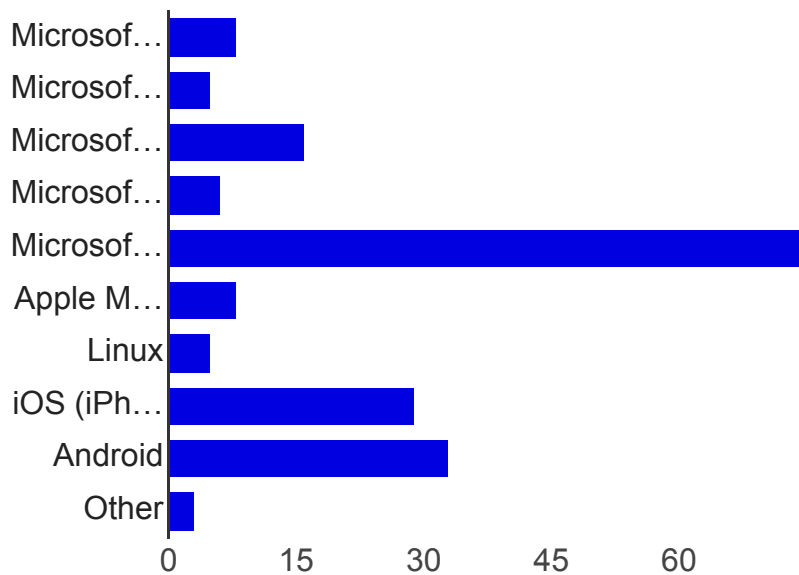
2016	13	11%
2015	23	19.5%
2014	19	16.1%
2013	14	11.9%
2012	6	5.1%
2011	1	0.8%
2010	8	6.8%
2009	2	1.7%
2008	5	4.2%
2007	3	2.5%
2006	2	1.7%
2005	0	0%
2004	2	1.7%
2003	2	1.7%
2002	2	1.7%
2001	2	1.7%
2000 or earlier	14	11.9%

When did you last visit our website?



In the last month	33	28%
This year	41	34.7%
Before this year	24	20.3%
Never	20	16.9%

Do You Use?



Microsoft Windows XP	8	6.8%
Microsoft Windows Vista	5	4.2%
Microsoft Windows 7	16	13.6%
Microsoft Windows 8/8.1	6	5.1%
Microsoft Windows 10	75	63.6%
Apple Mac (OSX)	8	6.8%
Linux	5	4.2%
iOS (iPhone, iPad)	29	24.6%
Android	33	28%
Other	3	2.5%

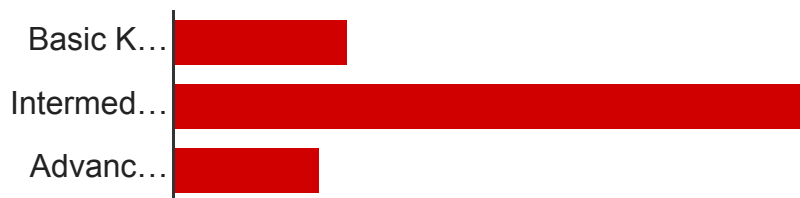
What You Want From SeniorNet

File System [What Do You Want To Learn]



Basic Knowledge	18	45%
Intermediate knowledge	21	52.5%
Advanced (Can help others)	1	2.5%

Word processing [What Do You Want To Learn]



Basic Knowledge	6	18.2%
Intermediate knowledge	22	66.7%
Advanced (Can help others)	5	15.2%

Spreadsheet [What Do You Want To Learn]



Basic Knowledge	14	48.3%
Intermediate knowledge	11	37.9%
Advanced (Can help others)	4	13.8%

Presentation software [What Do You Want To Learn]



Basic Knowledge	16	66.7%
Intermediate knowledge	7	29.2%
Advanced (Can help others)	1	4.2%

Email Using Windows Mail [What Do You Want To Learn]



Basic Knowledge	7	25%
Intermediate knowledge	19	67.9%
Advanced (Can help others)	2	7.1%

Email using a web based email (Gmail, Yahoo, mail.com, Outlook.com etc) [What Do You Want To Learn]



Basic Knowledge	8	21.6%
Intermediate knowledge	26	70.3%
Advanced (Can help others)	3	8.1%

Different Email programme on my computer [What Do You Want To Learn]



Basic Knowledge	3	27.3%
Intermediate knowledge	7	63.6%
Advanced (Can help others)	1	9.1%

Download photos, videos [What Do You Want To Learn]



Basic Knowledge	27	47.4%
Intermediate knowledge	26	45.6%
Advanced (Can help others)	4	7%

Photo editing [What Do You Want To Learn]



Basic Knowledge	19	39.6%
Intermediate knowledge	23	47.9%
Advanced (Can help others)	6	12.5%

Installing Programmes [What Do You Want To Learn]



Basic Knowledge	18	51.4%
Intermediate knowledge	14	40%
Advanced (Can help others)	3	8.6%

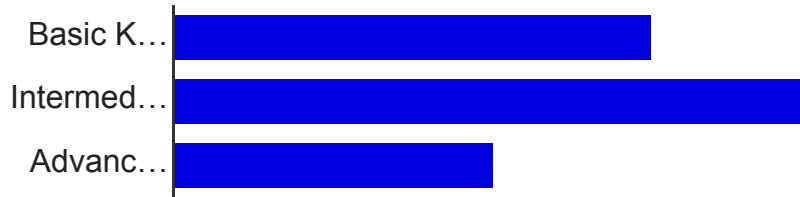
Using iPad [What Do You Want To Learn]



Basic Knowledge	11	33.3%
Intermediate knowledge	18	54.5%

Advanced (Can help others) **4** 12.1%

Using Android Tablet [What Do You Want To Learn]



Basic Knowledge **9** 33.3%
 Intermediate knowledge **12** 44.4%
 Advanced (Can help others) **6** 22.2%

Backup data [What Do You Want To Learn]



Basic Knowledge **23** 48.9%
 Intermediate knowledge **22** 46.8%
 Advanced (Can help others) **2** 4.3%

On line games [What Do You Want To Learn]



Basic Knowledge	7	46.7%
Intermediate knowledge	7	46.7%
Advanced (Can help others)	1	6.7%

Card making [What Do You Want To Learn]



Basic Knowledge	11	55%
Intermediate knowledge	3	15%
Advanced (Can help others)	6	30%

Genealogy [What Do You Want To Learn]



Basic Knowledge	13	38.2%
Intermediate knowledge	16	47.1%
Advanced (Can help others)	5	14.7%

On Line bookings [What Do You Want To Learn]



Basic Knowledge	10	40%
Intermediate knowledge	10	40%
Advanced (Can help others)	5	20%

On Line Banking [What Do You Want To Learn]



Basic Knowledge	7	33.3%
Intermediate knowledge	11	52.4%
Advanced (Can help others)	3	14.3%

Order Library Books [What Do You Want To Learn]



Basic Knowledge	12	57.1%
Intermediate knowledge	6	28.6%
Advanced (Can help others)	3	14.3%

Encrypting email [What Do You Want To Learn]



Basic Knowledge	13	68.4%
Intermediate knowledge	5	26.3%
Advanced (Can help others)	1	5.3%

Facebook/social media [What Do You Want To Learn]



Basic Knowledge	16	61.5%
Intermediate knowledge	8	30.8%
Advanced (Can help others)	2	7.7%

Encrypting documents on my computer [What Do You Want To Learn]



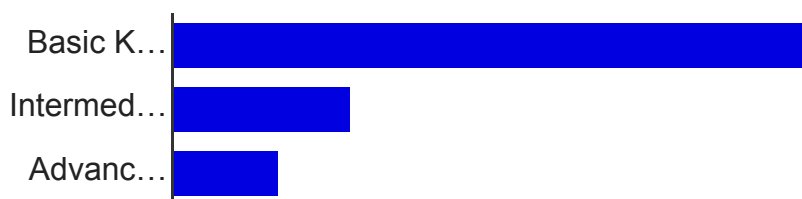
Basic Knowledge	9	69.2%
Intermediate knowledge	3	23.1%
Advanced (Can help others)	1	7.7%

Scanning documents [What Do You Want To Learn]



Basic Knowledge	16	50%
Intermediate knowledge	14	43.8%
Advanced (Can help others)	2	6.3%

CD/DVD burning [What Do You Want To Learn]



Basic Knowledge	18	69.2%
Intermediate knowledge	5	19.2%
Advanced (Can help others)	3	11.5%

Using Trademe [What Do You Want To Learn]



Basic Knowledge	12	46.2%
Intermediate knowledge	13	50%
Advanced (Can help others)	1	3.8%

Buying from Amazon [What Do You Want To Learn]



Basic Knowledge	7	50%
Intermediate knowledge	6	42.9%
Advanced (Can help others)	1	7.1%

Publishing an eBook [What Do You Want To Learn]



Basic Knowledge	12	60%
Intermediate knowledge	6	30%
Advanced (Can help others)	2	10%

Reading eBooks / magazines [What Do You Want To Learn]



Basic Knowledge	13	56.5%
Intermediate knowledge	9	39.1%

Advanced (Can help others) **1** 4.3%

Using Skype [What Do You Want To Learn]



Basic Knowledge **12** 34.3%
 Intermediate knowledge **19** 54.3%
 Advanced (Can help others) **4** 11.4%

Skype (non Microsoft) alternatives [What Do You Want To Learn]



Basic Knowledge **5** 45.5%
 Intermediate knowledge **3** 27.3%
 Advanced (Can help others) **3** 27.3%

What to do with old Computers [What Do You Want To Learn]



Basic Knowledge	17	68%
Intermediate knowledge	6	24%
Advanced (Can help others)	2	8%

How to upgrade my computer [What Do You Want To Learn]



Basic Knowledge	14	58.3%
Intermediate knowledge	6	25%
Advanced (Can help others)	4	16.7%

Assistance with buyings (all care and no responsibility here, folks) [What Do You Want To Learn]



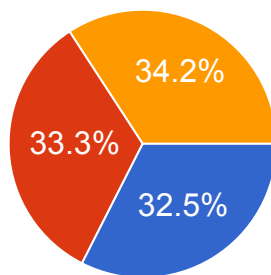
Basic Knowledge	15	78.9%
Intermediate knowledge	3	15.8%
Advanced (Can help others)	1	5.3%

Learning Sessions Next 12 Months



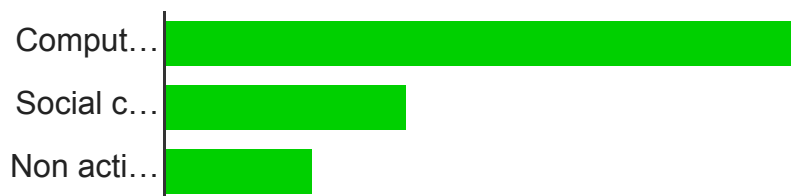
Yes	81	68.6%
No	2	1.7%
Undecided	34	28.8%

On Line Learning



Yes	38	32.5%
No	39	33.3%
Undecided	40	34.2%

Other things you can get from SeniorNet



Computer problem assistance	82	82.8%
Social contact	31	31.3%
Non active SeniorNet supporter	19	19.2%

What Else Interests You

You have lots of interesting courses available that I would love to take part in, but as I am unable to leave my husband alone this is, at the present, not possible. Using TV on Demand, and Radio programmes, don't seem to get very far.

I have been careless in filing and my files need updating. When I changed computers I did not file very well

repeat classes - for slow learners how to Blog buy/sell on Trade Me in a confident way looking after my computer Security

Genealogy

The same sort of basic advice one would give to a young person learning from the ground up. I believe Fay ran such a course but it was not available for someone who is with Windows XP.

Windows 10 - completing transfer

Administrator type stuff. ie settings and navigation around browser/internet , security settings on laptop (there always seems to be a hidden level of settings living behind the "basic"ones, Setting up devices like printers and scanners` .colour tuning the PC screen and so on.

Hardware maintenance

What cell phone I could use to keep my telcom supplier costs of \$1400 pa down. (More expensive than my power account!)

I work part-time and never know from week to week which days so it is difficult to arrange course attendance.

smart phones after xmas

Can't think of anything now.

Using a smartphone.

Refining Google search (missed the courses offered)

archiving

Repeatedly I find that I don't exactly choose Learning Sessions from the list above. I find enormous help at the HELP Sessions, and at the Library Sessions, and the ones where I can just take along my devices, and hear the answers to the most basic questions, time and time and time again. This is what works for me.

I have no idea! I think the things i am interested in are covered above - eg using the Cloud to save files is probably included in the back-up data option.

I've already learnt about most things I need but there isn't a mention of using smart phones in your list

Facebook

Using a smart phone ,

I would like to attend the sort of absolutely basic course which Fay ran for Windows 7 users but was not available for XP users.

Downloading and buying music tracks

Nothing

Help with problems as they arise - please!

Basic computer knowledge - I don't know what I need to know!! What to do when little messages come up on the computer.

At the moment the courses available suit my needs.

I am still slowly becoming aware of things I should know more about.

Photos filed rotating on screen saver. Taking photos using Android tablet and phone. Being able to write

caption on photo. Editing photos

I need to still understand aspects of my laptop, windows 10, it's just finding the right class and time. I learned word processing, filing etc in my early beginner classes which have stood me in good stead.

Security, Win 10 operational detail, Paint Shop Pro X6 & higher

a reasonable understanding of the operation and potential of a modern printer,

Any other topics you would wish to comment on

Any other topics

Currently my time and energy is taken up with extensive home alterations, so I have no immediate plans to study anything; I'm shattered. Upgrading to a tablet is a possibility later.

Am I to understand Yahoo has been superceded by Windows email?

Really enjoy the sessions at Hutt Library..

Short courses are easier to commit time to. I always enjoyed the question and answer sessions. The Help sessions have probably replaced those but they operate on a singular, rather than collective learning.

I have problems in getting to classes as my wife has dementia and I am not happy to leave her alone for long We will be moving to Bob Scott's Retirement home next (about April) I will need to know if my server (spark) has to change. Any ideas

Senior net has been brilliant for me. Have plenty of basic knowledge and have moved to another level.

Geoff, who gave me individual sessions with photos/print layout was amazingly patient and encourgaing

enjoy the morning socials at the Library - getting to know people.

I have only been going a few months. I really enjoy the social aspect, teaching and personal tuition when I get stuck. I find the members, friendly and approachable.

Our life is a bit complicated right now but do want to come back when possible.

2 hours is a good length of time. The volunteer support is much appreciated, thank you.

Except for school holidays, I am unable to attend day time courses. Online courses would a good option.

Like the idea of personal assistance rather than following an online course, seems more user friendly"to be able to ask questions or repeat something you haven't quite grasped.

The Help sessions are great, and I note the last newsletter mentioned the number of tutors hanging around without clients. Perhaps if, instead of one session a week you have fewer? I also commend the tutors. They are wonderful and its so nice to have non-geeks assisting, who are understanding, polite and so patient. You guys and girls are worth your weight in gold! I am just sorry I cannot assist in some little way, but with a husband who is not well, it takes me all my time to get out of the house to attend a session.

I have done a few courses including Trade Me, Legacy and have never applied them. One course is insufficient; there should be follow-up course.

Am very impressed with seniornet - coun;n't manage with out you all, particularly Chris who rescues me regularly!

I haven't attended many courses because of other commitments but I like to know you're there for the

time that I can attend. Many thanks to all the volunteers who make this opportunity available.

No comment I like what SeniorNet is doing to help all the senior people.

the bi monthly meetings are a very helpful in getting to know people who are involved in senior net

I value the social contact, the casual learning, the 'coat-tailing' upon the learning of others. And it is the most basic of things that I need to keep being exposed to frequently, as it takes me a long time to learn them - from hearing about them, trying them out, going away and using them, and then doing all of that again. I am not so interested in more advanced things, at this stage anyway. I need the teaching to be kept very basic, and very related to any of the direct questions arising from other participants, or from myself, when hearing theirs. I enjoy coming in when I do, but haven't been to any of the more social gatherings yet, usually because of clashes with other things.

I'm still struggling a bit with using my phone and will probably do another session next year

I very much appreciate 1 on 1 help and am happy to pay whatever?!? I think it is a great Organisation. I just wish that I had more free time to attend S.N.

The courses that I have been to are well taught in an interesting way -I have enjoyed them immensely.

Grateful for help with copying to external disk, and finding my way around Macbook

Much regret inability to make use of courses at present due to family health problems.

Enough options for my level. Prefer one on one sessions
It's a great organisation - I am very grateful for the help I've had at several courses.

Haven't been for a number of years so not in a position to comment. Will re-start in New Year.

The number and the length of the courses and bimonthly gatherings and the regular help sessions, I find are adequate for my needs, at present.

The weekly emails contain irrelevant content When completing this survey it is not possible to correct an incorrect answer!

I appreciate the friendliness and helpfulness of the people at Senior Net. Thank you.

Though I haven't used Seniornet as much as I expected, that is just lack of organisation on my part. When I have attended I have been amazed at the warm, friendly, helpful environment. A true treasure for all technophobe seniors (and others of course)

I enjoyed the genealogy class and the ability to use your subscription for Ancestry. I need to make time to attend a course next year.

I find the courses and instructors very good ,and come away feeling I have always improved my understanding of the mysterious vagueries of the the computer ?

Do you receive and read our weekly email to members? [Our Communications With You]



Yes **114** 96.6%

No **4** 3.4%

Do you receive and read our monthly email with

course schedule? [Our Communications With You]



Yes **114** 96.6%
 No **4** 3.4%

Do you receive and read our quarterly newsletters? [Our Communications With You]



Yes **110** 93.2%
 No **8** 6.8%

Has this survey been easy to complete? [Our Communications With You]



Yes **117** 99.2%
 No **1** 0.8%

Number of daily responses

60