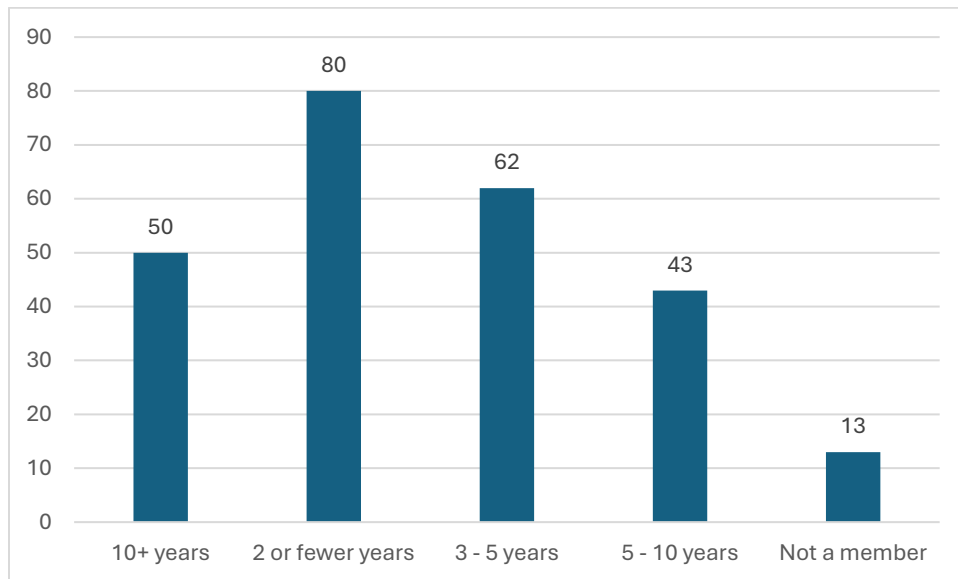


2025 Academic Year End Survey Summary

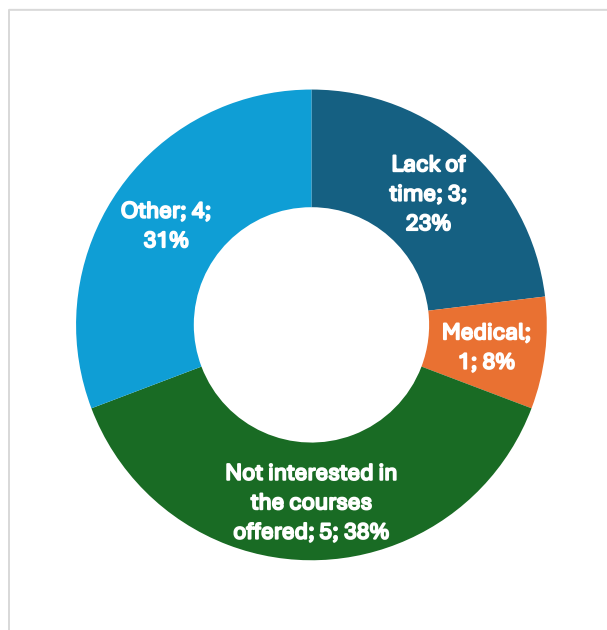
In April 2025, a year-end survey was sent to all 2,142 email addresses in the CVEC mailing list. There were 248 responses collected. This document summarizes the survey questions' responses.

Since there were 13 non-members that replied, we can assume that the remaining responses were from the 951 2024/2025 academic year members. Therefore, our response rate for members was 235 out of 951 – or 25%. This compares to the return rate of 20% for the April 2024 survey sent to members only.

How long have you been a member?



For Non-Members: Why are you not a member? (choose all that apply)



Other

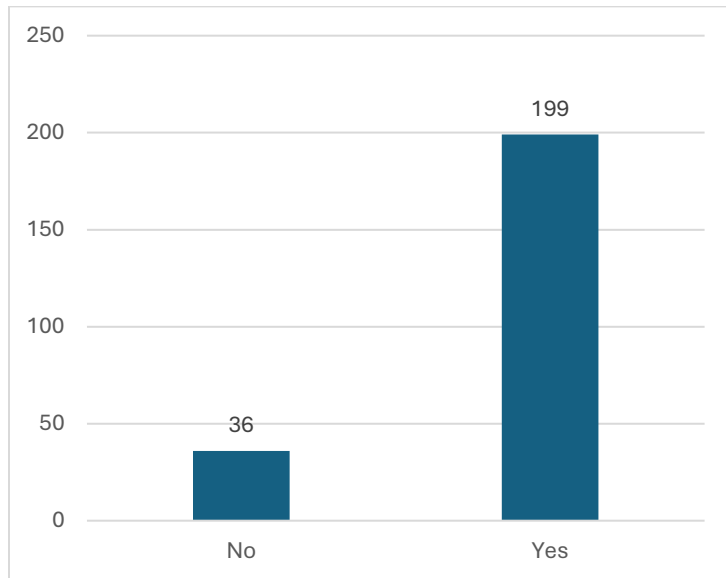
haven't been able to take a coourse and sign up yet, most courses are offered during the day preventing my attendance.

I had problems registering a couple of years ago

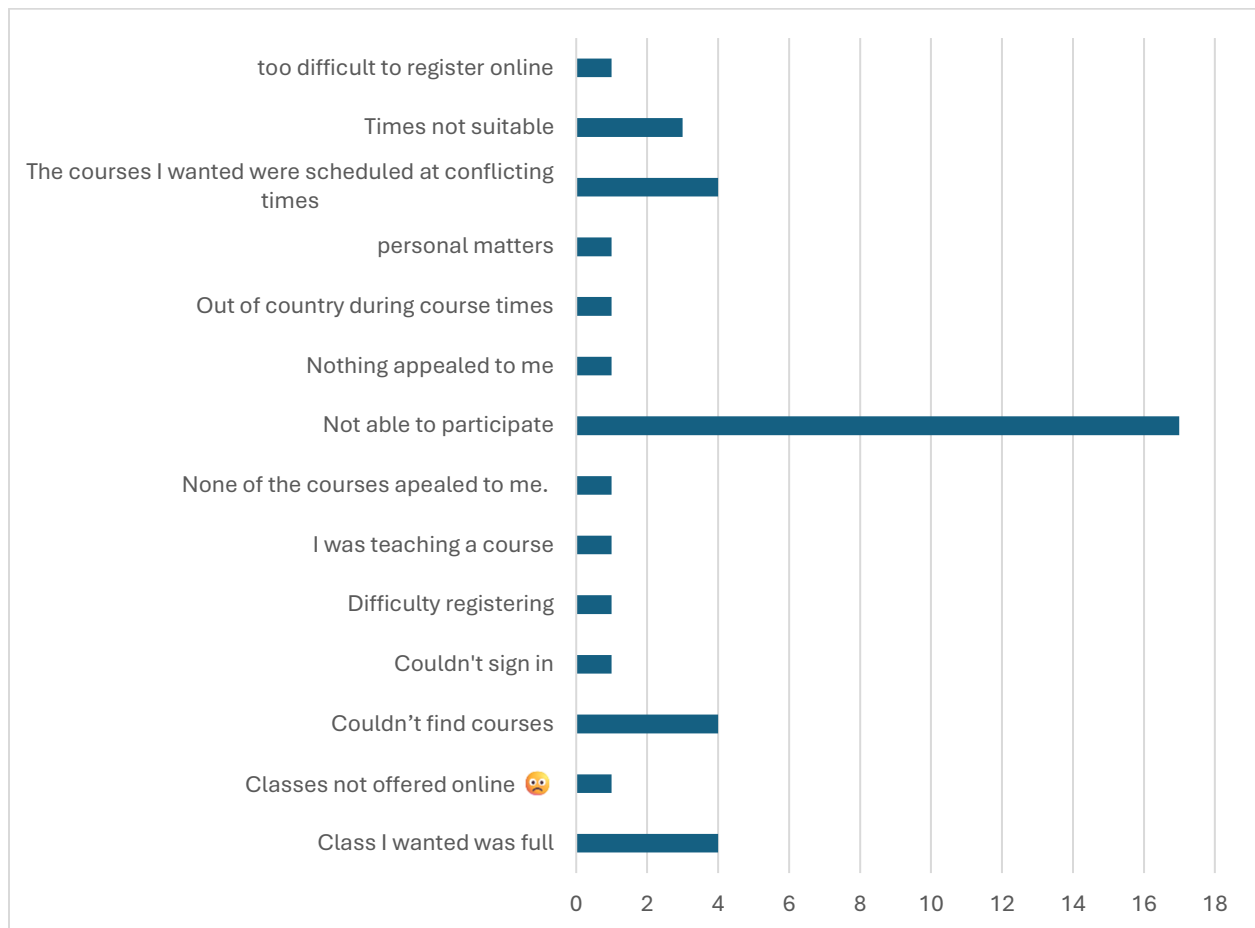
Only recently learned about it when I signed up to talk about my trip to Iraq

I am a course provider

Members: I was registered for a course/lecture in the Fall or Winter

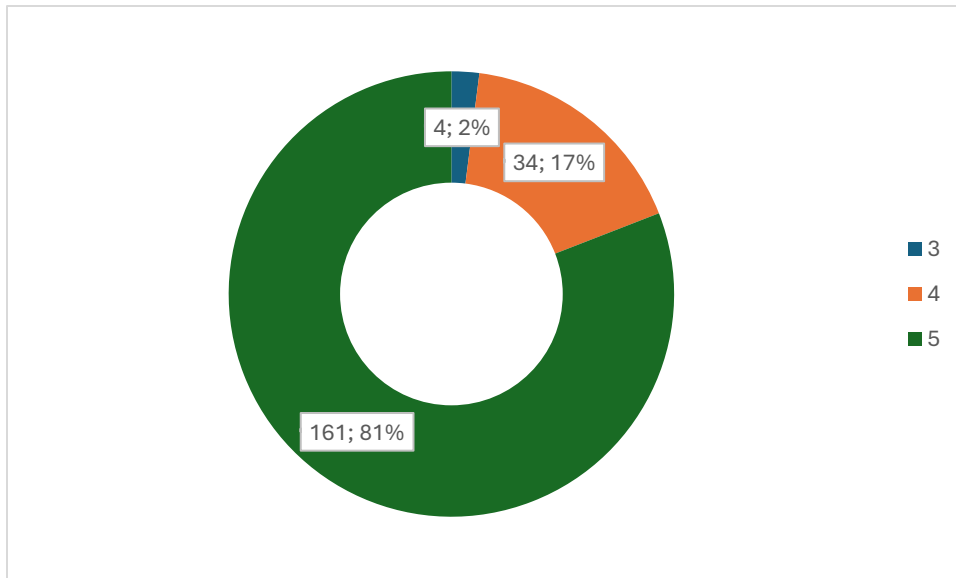


Members: Reasons I Did Not Register in the Fall or Winter Term (Choose All That Apply)

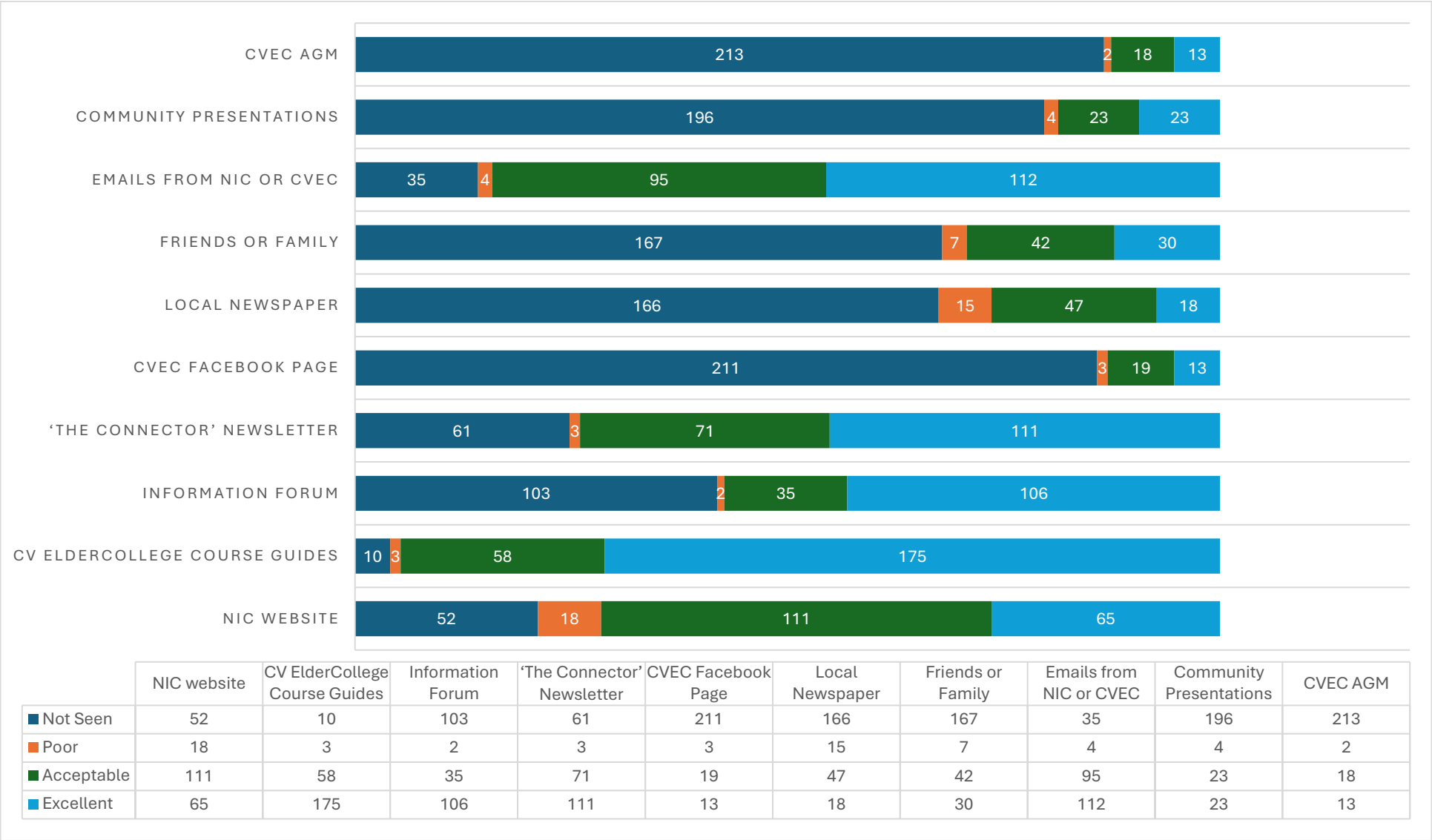


CVEC Member - Registered for Course/Lecture: Value versus Cost

This was a subjective rating out of 5. Note that there were no responses indicating a rating of 1 or 2.



How do you find information about ElderCollege?



Final Comments: Do you have any suggestions for improving the CVEC experience?

The following table lists the unedited, freeform comments provided by the survey respondents. The alternate colour banding is provided for separation between comments for easier readability. Comments like 'None', 'N/A', and 'Nothing' were removed.

A less complicated online registration geared for seniors.
All doing well
Allow students to make up missed classes for free if course related soon after
As an instructor, it would be helpful to know what kind of courses participants are looking for. Do you gather information about this? I did not get enough enrolment to run the course I offered this winter.
At the information sessions it would save time if course descriptions for courses where the leader is absent were simply referred to as described in the printed material. No need to keep saying that the leader isn't present, which is kind of obvious or when the course is scheduled, etc. Also, I have completed end-of-course questionnaires but would like to see what other respondents have said, after the response window has closed. Is there a way to do that?
can't think of anything at the moment
Clear instructions for registration.....I was unable to register for any courses of my choice for the winter term due changes in the system, the instructions provided, and former experience
Communicating any changes to members is essential.
Very important: the website is being changed right now. I would encourage every way possible to make it more user friendly. Booking our classes can sometimes be very difficult. Sign in is too complex. When booking more than one class a box appears in upper right which lists courses booked, but blocks the button which moves us on to the next screen. I have to re-learn it each semester. This is what I mean by user friendly.
Courses are all excellent. Great teachers, very friendly classmates. The amount of talent we have for Eldercollege is astounding.
Continue the good work!! Thank you!!
Could there be creative writing course where there is some instruction and assignments and feedback ?
Course options continually get better. There is a broad spectrum of excellent courses.
Course registration could be improved.
Do what you can to get the NIC web site to make it easier to find you - there should be a button on the FIRST screen instead of going through several steps that are not intuitive.
Easier to sign up for classes by phone and in-person.

Ensure instructors are capable of accessing technology needed for the course please!

Excellent job, congratulations!

Excellent presentations

Fix the reg system

Include cross gen learning

Be more open to new ideas

Get better coffee for the Saturday morning lectures. Go back to properly thanking the speaker. Invite audience members to join the Sat. Lunch session. You may get more volunteers that way.

Make registering for courses simpler.

Glad the NIC website is getting upgraded, often it has been an issue over the years. Most of the sessions and instructors are very good. Just a couple of times I've encountered someone without deep knowledge or who is hoping for business as a result of their event - it's a fine line and most instructors handle it properly.

Great courses, great presenters, keep up the good work!

BTW, I LOVE the artists presenting, the more the better.

Maybe more writer presentations too? And musicians??

Have thoroughly enjoyed the programs and the knowledge the presenters shared.

Excellent communication for only two programs canceled- one due to weather, 2nd due to illness and subsequently rescheduled.

Thank you very much for a fun season. See you in the fall!

Help with a bit of day for our grand children that we help to look after for our young'uns would help out .. :-)

I am already very pleased with CVEC (I'm a pretty good ambassador for CVEC).

I am very happy you do this. The more local knowledge the better!

I feel the information about courses and general information is very good and easy to navigate.

I find it to be excellent

I found the staff marvellous. Getting my membership so I could even begin to register was a problem. I had to call in on the first registration day because I could not get my membership ahead of time. I'm hoping that changes for next year.

I had some issues with on line registration, but the man working in the office was very helpful.

I have had trouble signing in both years. The first year I called in to get help, wrote down the instructions for future attempts. Followed those instructions and the ones in the guide but was unable to sign in this year. As I had surgery coming up at some point, I didn't bother getting help this year. Was glad to find out I am not the only one having issues signing up for classes. ;-)

I have never been able to successfully navigate your enrolling system (even with my husband's help and he is a professional IT person). So, I have to call via telephone each upcoming session in order to enrol. This works for me, but I don't like giving my Visa information over the telephone.

I haven't had any success with registration process for the last couple of years. It's quicker and easier to either go in person to the college or to do it by phone via Continuing Ed. A big thank you to those who have registered me the last few times!

I hope you will continue to produce and distribute the Elder College guide. I usually pick it up at the library. Thanks for all your great work.

I love Elder College. You are doing a wonderful job.

I love every course I take from Elder College. I am so grateful for EC and how you helped me get through CoVid. I think the cost is minimal. It might be that some people would like to attend a course but don't have the \$\$\$. So maybe we could consider a process where a person could apply for reduced tuition. I don't know how many would take this opportunity, but we won't know unless we try and make the offer. I like the one session or 2 session offerings too. The computer classes are my favourite and I have learned a lot from them. I would volunteer but have too many commitments at present.

I loved the Island Life series - that could be a yearly topic.

I only put Acceptable for the AGM as I don't think people go to it because they're not as interested in the info presented there as much as info about courses.

I really enjoyed and appreciated the Island Life lecture series. More like this would be awesome!

I somehow missed the message to renew my membership. We had been teaching classes for the last 3 years, and had a free membership.

SO, when I did not actually have a membership in place, and thus was not included in any of the emails.

My problem, I suppose, but it was a busy year for me, and perhaps a mailout to all of last year's members AS A REMINDER to pay your membership fee early to be included in the email correspondence.

thanks

I think you are all doing a great job and it is obvious that you continue to strive to do things better and more efficiently each session. Bravo.

I think you are doing a wonderful job. I have friends in other provinces that would love this opportunity. Bravo!

I think you are doing everything you can do and it's all very good.

I think you do a very good job overall

I thought the lecture series was excellent as they usually are. I liked the register/ZOOM/dropin options. I dropped in as I find the registration process rather time sensitive (ie: one must be available on that day) but more importantly, rather unreliable and Byzantine. The phone-in option is a great addition esp for those of us who are technologically challenged and/or lack the requisite patience to leap through the sometimes obscure hoops of registration.

The course selection was wide and I applaud those hearty and generous leaders who volunteer their time and expertise. The Saturday volunteers are friendly and helpful as I hope I was for the several years I did that service.

Well done CVEC!

I wonder if it would be helpful to consider making the Winter session a little later in the year, the way Campbell River ElderCollege does? I think they call it a Spring session, starting in March, but can't quite remember the dates. I thought it might be a way of avoiding the missed sessions that sometimes happen in February because of snow. Perhaps more people could take courses if they were back from their winter travels too. The CR people might be able to advise on why they chose to do a later semester.

Also, I've often thought that the word "weeks" is a little confusing in the course descriptions, as it implies, to me, that the course runs for a week. Of course, anyone who takes a course, soon realizes that there is usually only one session per week, unless otherwise specified. It seems to me that the word "session" or "class" is more precise. Just a thought.

I would like to see basic language classes such as Spanish and German

Improve communication about how to log in. I found it very awkward this year.

Improve online registration. Pleezzze!

Improve the accessibility of the website. Right now it's hidden in the NIC website. Use some colors and graphics on the course webpages. Also improve ease of registering for classes. Make it less convoluted to sign in and to find classes. Fewer drop down menus.

Improve the online registration process.

Improve the registration system, been saying that since day one

Increase the number and variety of Science & Technology courses

It is hard to think of anything. Great job done by volunteers and hard to ask anything more of them.

Just make registration user friendly

Keep doing what you are so good at.

Keep on trucking on

Keep up the good work.

Lecture Series - main topic Canadian National Security - CSIS/ Military/RCMP...

Make it easier to sign in without Microsoft interference, ie Microsoft saying that I need a new password and then when I get one, still saying I cannot sign in

Make on line enrollment easier.

make registration simple and with ONE start time, whether on line or on the phone. If possible add more offerings of the most popular courses.

Maybe more info generated in the community.

More "academic" type courses as lots of us would like to explore areas we were unable to earlier in life. Make the online registration more 'foolproof'. Ask existing instructors what they would see as topics they think would suit friends/ colleagues who may wish to teach.

More arts and crafts.....

more courses in the humanities

More online courses. I have health issues and can't attend classes. I took more classes when they were online. Also.would.like more First Nations content.

My experience with Elder College was excellent. I encourage that access to seniors wanting to take advantage of continuous learning continue to be given the opportunity to do so through the College.

No suggestions. You're doing a great job!

No, but I just want to thank the endless hours that all the volunteers commit to that make CVEC possible. Gwyn and Darryl Pickering

No. You are already doing such an excellent job and many thanks for it.

none. It's very good as is. I'm so grateful it is here.

Nope. It's a fabulous program in the Comox Valley.

Not in particular.

We have enjoyed all that we have attended.

We missed participating this winter due to family events and commitments.

We would enoy a series that reviews the major developments in computer technology.....from the 60's onward.

There are many expectations re computer use that are placed on seniors by society at large.

There are not many resources to tie the ends together.

Thanks

Nothing pops to mind. I have been impressed with the breadth of subjects covered. I would be interested in seeing a course on bird identification if possible.

Offer zoom courses for those who can't attend in person. I was very disappointed by the few online offerings. Offer COLLEGE or university level courses not recreation level junk we can access elsewhere.

Only attended lecture series and it was great!

Only the registration process. And being able to select a few courses before checking out and paying.

Personally, offer something between May and September.

Please, please, please make your online registration system more user friendly and effective!!!

Registration can be glitchy but it is better than it was 8 years ago!! Well done.

(I lived here 2013 to 2018 and took classes)

You have the best Elder College in BC!!!

Registration. I have learned to register by phone. Fast, friendly and complete in under 2 minutes. I know that's not the normal route but it's the best one.

Sadly I doubt that this can be helped but I no longer take EC courses other than the lecture series because of a total lack of reasonably accessible parking. I have some mobility issues and there is never parking to be had close to the buildings where the course or courses are held.

Saturday morning lecture series is excellent.

So excellent. Thank you.

Sometimes I forget that Eldercollege is under the umbrella of the Continuing Education Dept. Perhaps that subtitle can be added to your communications, and to the headers on emails, newsletters, etc. Also, I do not remember receiving an easy to read email confirmation that I could print off, listing all the courses I signed up for. That would be a nice thing to add.

Thanks for doing such a great job! I'm really enjoying the classes and lectures.

Thanks to all volunteers for your time organizing, coordinating, and developing sessions and lectures. For suggestions and comments: trying to access NIC CVEC through the NIC website is cumbersome; payment for courses online is also cumbersome; has any thought been given to later start for some of the courses as many of the Probus and Newcomers activities are in the mornings, and some run through til early aft, so is there possibility of working out timetables within the groups (with due diligence for consideration of confidentiality and safety for participants/ members)

The change in registration process caused me problems. I did get registered by calling the Cont. Ed. Registration.

The computer registration has mostly been a pain.

The course registration process needs major improvement

The courses and presenters are excellent - thank you!

The Experience is excellent! Great program and big kudos to all the Volunteers

The hardest thing at first was getting signed up online. But after I phoned in, I received excellent help and eventually I even got an email with logging in information.

The NIC registration experience continues to bring forth its difficulties year after year. NIC, as it relates to EC, requires a better off the shelf registration software package. The saga just continues. Otherwise, the courses are stellar. JUST DO SOMETHING ABOUT THE REGISTRATION PROCESS- PLEASE.

There have been a couple of classes I was interested in but they were online only. A big part is getting out and the interaction with community members.

Very pleased

Yes something like geo cashing or learning to use gps would be great! More practical things for adventuresome adults.

Yes. Have more classes for seniors who are having trouble with computers, technology, terminology, etc. I could not find any classes on learning more about my computer and always wished I had a class to go to to get information and help. You are missing an opportunity here and we seniors are missing out in some instruction and help in processes, etc.

You might consider through organizations like Rotary. If that is of interest please call me and I will help where possible as a Rotary member.

You people are doing a great job. Hats off to you.