

## Question 5 Responses

<b>How can the website be improved to increase your user experience?</b>	<b>Theme</b>
Ask for suggestions for new classes	curriculum
I would appreciate a more varied course selection and not so many repeats. I enjoy the in person classes rather than the webinars.	curriculum
I have only partial vision in my left eye due to macular degeneration. I am sure there are other members who also have vision problems. The following changes would make the site easier for me to use: Make banners (ads) less prominent. They detract from the content selection block, which I might find easier to use if it were arranged vertically rather than horizontally. Increase the size of the print for articles and keep most of it black print on white background.	format
A more vibrant first page.	format
The main landing page has a huge picture on it, so it takes up a lot of space and I have to scroll down to see any info. Any way to shrink the picture or put it to the side? I'd like to see a class about the website - showing us where to find things, how it's designed, explain its ok to poke around and see what's there, and that the website is for members and people who may want to become members.	format
Put a bullet or other identifier between "Join" and "Classes" in the top line so it doesn't read like "Join Classes".	format
Just need getting used to the new format to find what information I currently need. Would like to see the CURRENT NFLL member directory available in some format for those dealing with membership issues. Question: Who "assigns" volunteers to committees to help committee chairs? (This statement in the Volunteer section of the website puzzled me.) Do the committees not have committee members who help run each committee and help plan activities during each semester?....Open House, Curriculum, Social?	format and benefits
all seems good	satisfaction
Don't know	satisfaction
Don't know--working well as is	satisfaction
fine as is	satisfaction
I find it adequate	satisfaction
I have moved to Phoenix so sadly I probably won't be attending any more.	satisfaction
I think it looks good now.	satisfaction
I've been away since last April, so I really can't compare!	satisfaction
I'm happy with it	satisfaction
It has been improved greatly so keep up the good work	satisfaction
It works for me as it is.	satisfaction
Its fine	satisfaction
It's fine for me.	satisfaction

it's pretty easy as is.	satisfaction
no comment	satisfaction
no suggestion	satisfaction
not my expertise	satisfaction
Not sufficiently familiar with the website to make suggestions. I do appreciate the amount of work that's gone in to providing the website and the results are quite lovely and informative.	satisfaction
ok with way it is	satisfaction
website is fine...Allan just recently re-did it....	satisfaction
Have dancing memes	satisfaction
Add search engine.	technical
I find the member section a little clunky because of the way it autofills, but I don't think it is a high priority item to fix. It is usable for me, but I am a computer guy.	technical
Larger text in the descriptions.	technical
Make sure the information is the most current available	technical
Give directions on how to access Microsoft Word, excel, powerpoint for free as well as other member benefits	technical, benefits

<b>15. What comments would you like to share with the NFLL Council?</b>	<b>Theme</b>
Have fonts at AZ annual meeting and in person classes	?
Hands on classes--photography, watercolor, etc. NOT just a video	curriculum
Have enjoyed off-site field trips in the past.	curriculum
My husband is now legally blind and I'm looking for something that would not involve reading or seeing a video, etc. We have enjoyed NF in past, especially the Opera classes. We used to volunteer for the food band distribution and enjoyed that.	curriculum
Need more active outdoor things	curriculum
Tai Chi and Chair yoga would be great. More classes on Mondays and Fridays because so many classes interfere with others.	curriculum
Appreciation for all the efforts and dedication. It does go unnoticed.	satisfaction
Good luck; it's hard to break the new habit of isolation.	satisfaction
Great job running NFLL, keeping it afloat during COVID and continuing to change with the times and adapting to various circumstances. I am thankful.	satisfaction
I am fine with the amount of communication I've been receiving.	satisfaction
I appreciate this organization and hope to become more active in the future.	satisfaction
I left NFLL because of unfair, malevolent treatment by a leader promoting his own interests. The organization lost its value to me as a volunteer. When an	satisfaction

opportunity came for me to move near my daughter in California, I took it. Please remove me from your contact list.	
I relocated and am no longer a member. The 2-3 years I was I enjoyed the classes so much. I miss the knowledge!	satisfaction
Keep the good work up!!	satisfaction
Keep the good work..	satisfaction
Keep up your good work.	satisfaction
Love this organization.	satisfaction
Never had an opportunity to fully experience NFLL as covid shut things down shortly after I joined.	satisfaction
New Frontiers is an important and enjoyable organization for me and I appreciate all the great work the committees do each semester to keep NFLL alive and well.	satisfaction
NFLL serves an important function of keeping senior citizens active physically and mentally. It helps us have a retirement with meaning and purpose.	satisfaction
None	satisfaction
None at this time.	satisfaction
Take my name off your former members list. I am not interested in rejoining as most of the stuff was becoming repetitive and boring.	satisfaction
Thank you for the work you do! The is a great organization!	satisfaction
This is the first communication that I have had since COVID I did not know that NFLL was back in business. I will have to go online to find out about the Winter schedule. I very much enjoyed participating in several classes and social activities pre COVID. I would like to be reinstated to the e-mail listing so that I know what deadlines I need to meet. Susan Toevs	satisfaction
Very happy a friend told me about NFLL. Living alone it fills a need to socialize.	satisfaction
You do an amazing job! Classes are great! Thank you!	satisfaction
You have a tough job!	satisfaction
"	
Enjoy zoom classes and facilitators who make a class available when I miss one. "	schedule
Classes are important, but social contact is equally important.	schedule
I don't t like on line	schedule
I love the variety of classes. I would like to see an even distribution of online and in person so I have plenty to choose from when I'm not in town. The website looks great, I just need to be reminded to check it more often. I'm confused by all the different people who send out communications. Love the social events, even though I don't get to go to many because they take place when I've already signed up for a class. All in all though - great job!	schedule
I think we should go back to open houses where we can show how wonderful NFLL is. It answers alot of questions that possible new members would have.	schedule
Please continue online classes	schedule
Program format based on pre-Pandemic and enhanced	schedule

I can't stand for an extended amount of time, I would need to sit to volunteer	volunteer
--	-----------

### **Emailed comment:**

I was once a member of NFLL a few years ago. In fact I facilitated as many as four classes in a semester. I finally left, mainly because I found it difficult to handle the bureaucracy surrounding NFLL and MCC. Another reason was the extreme resistance of the NFLL council and others to any sort of change.

In order to join NFLL, each year I have to first register as a "student" on MCC's system. Wouldn't be so bad if this was a simple few click deal, but I can best describe it like opening a combination lock with 6-7 numbers. Since I use this system only once per year, I have to relearn it afresh each year - that is, IF it doesn't change.

Then I have to navigate NFLL's own system to register. For all the complexity of this system, it doesn't even warn me if I register for overlapping classes!

And then, all I asked was to have one "gatekeeper" for my four classes instead of four separate ones, in order to facilitate communications. This was summarily denied.

And for all of NFLL's bureaucracy it still is unable to get its email under control, as evidenced by the debacle this week. Most organizations I work with use an emailing service to allow sending to many receivers without revealing the receivers' email addresses.

For all of the above, as far as I can tell, MCC and NFLL have no commitment to improvement. Registration for classes should be as simple as a shopping cart and checkout. Moving of money between NFLL and MCC could and should be just done behind the scenes.