

How can Technology be used and managed by all U3As in the future?

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NETWORK VICTORIA
UNIVERSITY OF THE THIRD AGE

Journey

Where have we come from

What are we doing now

Transition options

Discussion topics

Where have we come from (1)

Office systems

Office system examples

Personal email

Google Workspace

MS 365

MYOB

Xero

Square

Zeller

Membership systems focus

Where have we come from (2)

Membership system examples

Cards

Excel

Access

MYOB

Salesforce

FileMaker

U3As have been
successful in
making these fit
their requirements

U3As have probably been a bit slower than the community in general to move to new technological solutions

The next stage (membership)

Some custom built systems

Google Docs

WordPress plugins

MyU3A

U-MAS

Cloud based systems

Access from anywhere

By anyone (authorised)

Then

Recognition of the uptake of smartphones, need to attract younger members as well as keep up to date

U-MAS for Members “front end”

Simplified website using custom ‘theme’

Lessons



The good

U3As have adopted a more standard approach

After a short period, they do not look back

Develop in-house skills with the comfort of support



Not so good

U3As want to be different

Difficult to dictate a standard

Solutions need more flexibility to suit these variations

Change.....

What have we done



U-MAS (U3A Membership Administration System)

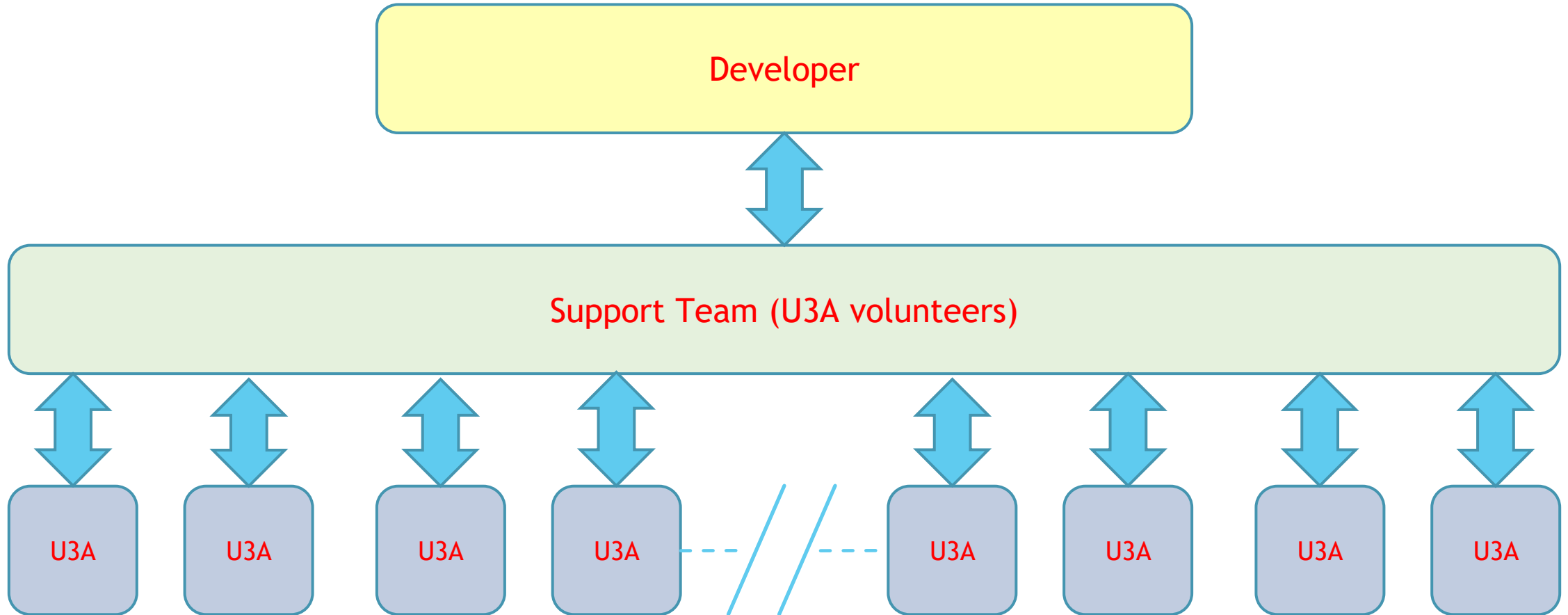
Commercial product
Support by U3A volunteers



Support

Helpdesk
User Group x 2 pa
Masterclass x 5 pa

Support model



Does size matter?

Yes, and No

Small U3As

- Some do not run regular programs

- Do not have the capacity to call on technical skills

Large U3As

- Must have formal programs and systems to manage

- Usually have technical skills within their membership

Where to from here

Shared technologies have enormous benefits

Minimise costs

Share resources

Share experiences

Consistent process

Min reliance on bespoke systems

Technological developments



Use of smartphones

Ubiquitous
WiFi / NBN



Adoption of phone 'apps'



But.....

Printing from a phone causing problems

Viewing on a phone by seniors

Reading attachments such as Newsletter

Are we there



The transition has commenced



Websites are responsive



U-MAS for Members is responsive

What is holding us back



Standardisation



Desire to be unique



Funds to widespread implement

Parting message

Many enquiries along these lines

The person who created / developed / built our membership system / website has left and we do not know what to do

We have always done it this way!

We believe we are unique as a lot of our members do not have email