



## **REPORT ON SMHA SURVEY 2018**

**The Management Team decided to Survey members of SMHA to ascertain whether the services being provided met their needs; find out what new or different things could be done; ascertain if any members felt able to contribute to the work of the Team and, of course (covered in question 1) check that the information held was correct.**

**The Survey went live in March 2018 and was open until mid-May with various reminders going out to members. We were delighted with the response rate which was exactly 20% of those Surveyed (we did not send the request to small groups, i.e. Governors, those with no internet access) and with the number of members who not only answered the 'multiple choice' questions but offered most helpful and constructive feedback.**

**The Team Manager (Penny Harrison) has emailed almost every member who offered feedback or comments where 'answers' were helpful or needed. She is more than happy to engage further with any member reading this report who has comments to add, regardless of whether the member completed the original Survey.**

**The questions (and responses) follow, with Team feedback (discussed and agreed by the Team at a meeting in June) and concluding remarks at the end of the report.**

**Penny Harrison, (Titheradge, 1969-73) Team Manager SMHA  
smhaenquiries@gmail.com / 07946772620**

**Sian Spencer, (Williams, 1967-77) Finance Officer**

**Lis Eastham, (Ferguson, 1969-76) Social Media & 100 Club Administrator**

**Sue McDonagh, (1969-76) Website Administrator**

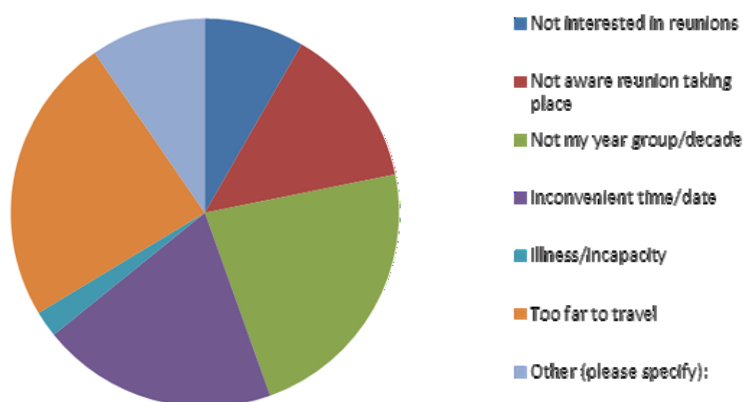
**Jan Johnson, (Launchbury, 1977-84) Memorabilia & Special Projects**

### Reunion Question (a):

Some informal reunions have been held this year. If you did NOT attend a reunion, could you please tell us why?

#### Responses:

Answers:	%age
Not interested in reunions	10.33
Not aware reunion taking place	16.85
Not my year group/decade	28.26
Inconvenient time/date	24.46
Illness/incapacity	2.72
Too far to travel	29.89
Other (please specify):	11.96

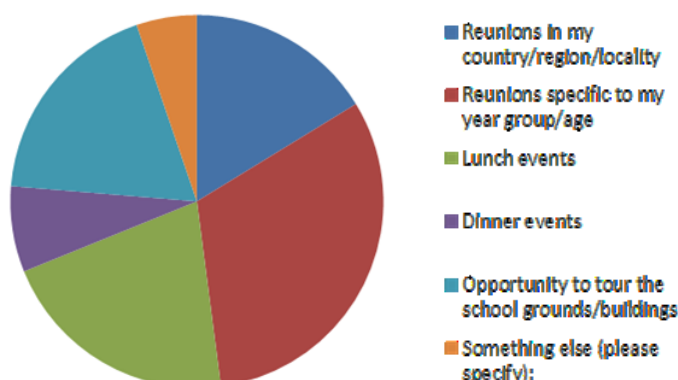


### Reunion Question (b) :

If you would like to attend a reunion, could you please tell us what type of reunion interests you?

#### Responses:

Answers:	%age
Reunions in my country/region/locality	32.07
Reunions specific to year group/age	62.50
Lunch events	41.30
Dinner events	14.67
Opportunity to tour the school grounds/buildings	36.41
Something else (please specify):	10.33



Reunion Question (a) Comments received with responses from Team Manager [\(click here to access\)](#)

Reunion Question (b) Comments received with responses from Team Manager [\(click here to access\)](#)

### Team comments on what the feedback to “Reunion” questions has given us to take forward:

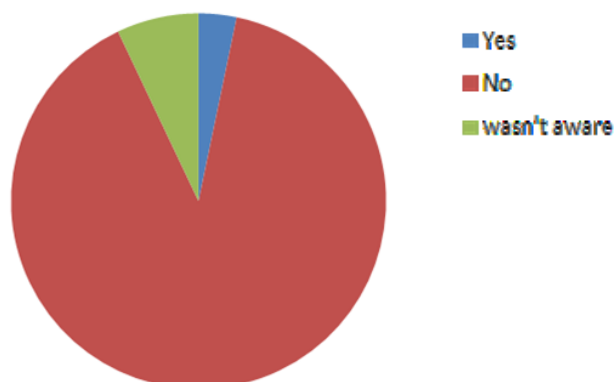
We are unable to change geography but can support virtual or real reunions in different countries and would be happy to do this. Also outside our control also are answers such as: “ busy with family, distance, work etc.” and sadly also “age/infirmity/difficulties in travelling” although we can (and have on more than one occasion) put members together for lifts.

10% are not interested in reunions. 30% stated that reunions in the Brighton area were too far for them to travel. 32% asked for reunions in country/region/locality and 62% asked for reunions specific to year group/age. The Team should perhaps consider how to promote to members that use of the database to identify those in the same year or location and then emailing them proactively would stimulate reunions which are clearly wanted - we can offer support but unless individuals wish to lead then these will not happen. 36% stated they would like an opportunity to tour the school grounds/buildings and it is something to bear in mind although not something which is likely to be able to be arranged at this time.

**Carol Service Question (a) :**  
**Did you attend the Carol Service in 2017?**

**Responses:**

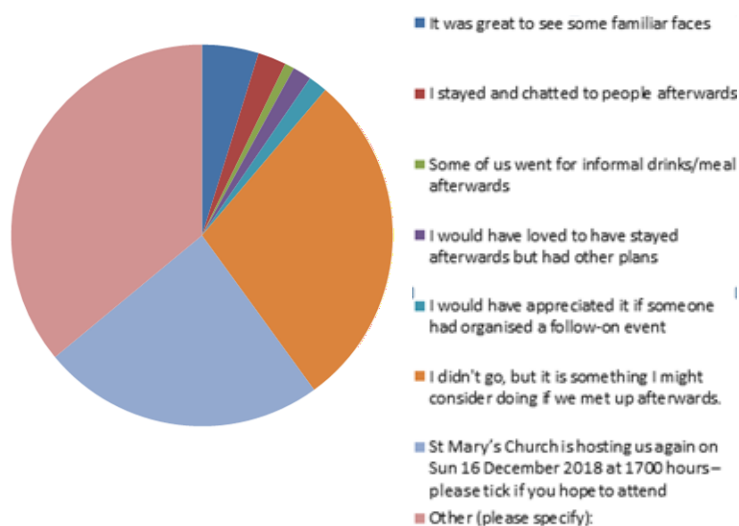
Answers:	%age
Yes	3.26
No	89.67
wasn't aware	7.07



**Carol Service Question (b) :**  
**Regarding the Carol Service - please read, even if you didn't go last year**

**Responses:**

Answers:	%age
It was great to see familiar faces	3.26
I stayed and chatted to people afterwards	1.63
Some of us went for informal drinks/meal afterwards	0.54
I would have loved to have stayed afterwards but had other plans	1.09
I would have appreciated a follow-on event	1.09
I didn't go, but it is something I might consider doing if we met up afterwards.	19.57
St Mary's Church is hosting us again on Sun 16 December 2018 at 1700 hours – please tick if you hope to attend	16.30
Other (please specify):	24.46



**Carol Service Question (b) Comments with Responses from Team Manager ([click here to access](#))**

**Team comments on what the feedback has given us to take forward:**

Although a tiny number attended, the Carol Service generated a high number of comments with 24% having 'something to say'! Outside the Team's control are issues such as members who live abroad; sing in other choirs; have commitments at this time of year; 'don't sing'; or are in general too busy. **Publicity** – despite widespread publicity through all our media in 2017 various factors such as weather obviously affected attendance and awareness was high with only 7% stating they were not aware of the event. However, this year we will be doing more to ensure that especially those who live in the BN catchment are kept well in the loop about it.

**Car parking in Kempdown/Brighton** will always be problematical and again is outside our control. However we are intending to remind members that they can get four hours free in Marina and could arrange to meet there, then one car with 'fittest' driver ferry five/six up to church and back OR all of you split cost of parking that one car nearer...in other words, ladies, organise yourselves as you were taught to!

**Wheelchair accessibility** – we have sourced the number to call (01273 698601) in advance if there are any access concerns.

**The choice of venue** - One member replied further, about looking for a church "in the sticks". We take the point about parking but query the connection with the School. When the Team originally scoped this out (as soon as we launched in this form we were asked whether we could/would organize one) we frankly never considered approaching one with no school connection! St Marks' – no longer a church; St George's and St Mary's (historical link with HVE) approached at same time. St Mary's 'oh, lovely we would be so pleased to have you'; St G's either belated or no reply. St Mary's is an amazingly warm and welcoming place with so many meetings and services – and loads of music – which fits in with the ethos of the school that this Team would not currently consider looking elsewhere.

**The welcome by St Mary's** - It unfortunate, since Fr Andrew had notes of special welcome, that he forgot several individual welcomes. The local MP was terribly late and Fr A was distracted by worrying about how to sort out lesson reading should said MP fail altogether. He has already said that he will not omit this in 2018.

**The welcome by SMHA** – Sian, dressed in "SMH" colours, stood at the entrance to welcome each of the SMH girls who attended. She will be doing this again in 2018.

**The after-party** – Sian had arranged a choice of venues for members to go on to afterwards but no one took up this offer. However it will be replicated this year. For this, and indeed regarding feeling 'welcome' if you attend, please make yourself known to Sian!

In other feedback on the service was that one member felt isolated and another felt she was warmly welcomed by all church members to whom she spoke...but as in all social gatherings, if you stay with one person, or a small group you know, you're unlikely to be integrated too much. We all hope for a better turn out (better weather would help!) in 2018 also that more who come will take up the suggestion in place this year to "go on somewhere".

**In summary**, it was disappointing that arrangements which were in place were criticised for not being available (e.g. "I would have appreciated it if someone had organised a follow-on event" since we publicised very widely that the opportunity to 'go on' had been arranged.)

Hopefully even more publicity in 2018 will address this, also offer it to the 20% who said they would consider attending if they could meet up afterwards. 16% said they hoped to attend on 16th December 2018 and we can only hope this translates into actual attendance.

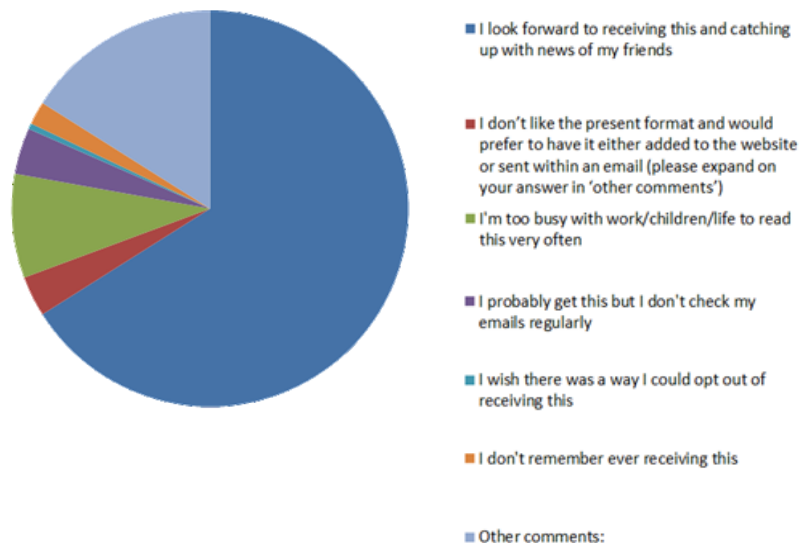
Sian, on behalf of the Team, puts a HUGE amount of effort into this since a Carol Service was highlighted as something members wanted and it would be disappointing if turnout is poor or should those who do go not take advantage of what she is arranging. Short version – you can lead a horse to water!!!

**Newsletter Question:**

A quarterly e-newsletter is sent to all members. Can you tell us a bit more about what you think of this?

**Responses:**

Answers:	%age
I look forward to receiving this and catching up with news of my friends	76.09
I don't like the present format and would prefer to have it either added to the website or sent within an email	3.80
I'm too busy with work/children/life to read this very often	9.78
I probably get this but I don't check my emails regularly	4.35
I wish there was a way I could opt out of receiving this	0.54
I don't remember ever receiving it	2.17
Other comments:	18.48



**Newsletter Question: Comments with responses from Team Manager** [\(click here to access\)](#)

**Team comments on what the feedback has given us to take forward:**

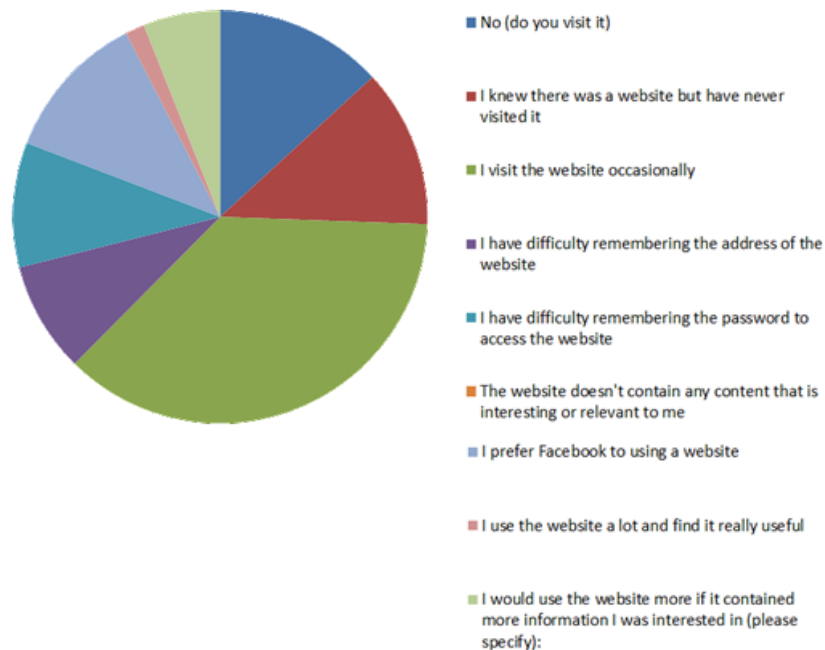
An amazingly gratifying 76% answered that they look forward to receiving this and catching up with news of friends. Only 3.8% dislike the present format and would prefer to have it either added to the website or sent within an email. 10% admitted not to reading it often with a further 4% not checking emails regularly to see if there was one to read. 2% could not remember receiving one. One member stated "I wish there was a way I could opt out of receiving this" and we have followed this up with an offer to remove them from the mailing list. Most issues raised in "other comments" have been addressed individually with members. There is a shift in the summer issue to move to fewer words and more links, while keeping words for those who prefer (a balancing act). Hopefully the Team is only caretaking this pending a much needed volunteer to edit the quarterly e-newsletter.

**Website Question:**

**Do you visit the Association website? Please select all that apply.**

**Responses:**

Answers:	%age
No (do you visit it)	19.02
I knew there was a website but have never visited it	17.93
I visit the website occasionally	53.26
I have difficulty remembering the address of the website	12.50
I have difficulty remembering the password	14.13
The website doesn't contain any content of interest or relevance	0.00
I prefer Facebook to using a website	16.85
I use the website a lot and find it really useful	2.17
I would use the website more if it contained more information I was interested in (please specify):	8.70



**Website Question: Comments with responses from Team Manager ([click here to access](#))**

**Team comments on what the feedback has given us to take forward:**

Nearly 40% of those answering stated that they never visited the website. It is difficult to assess how this could be improved or even if it should be improved – do we publicise it sufficiently?

(Yes, surely?)

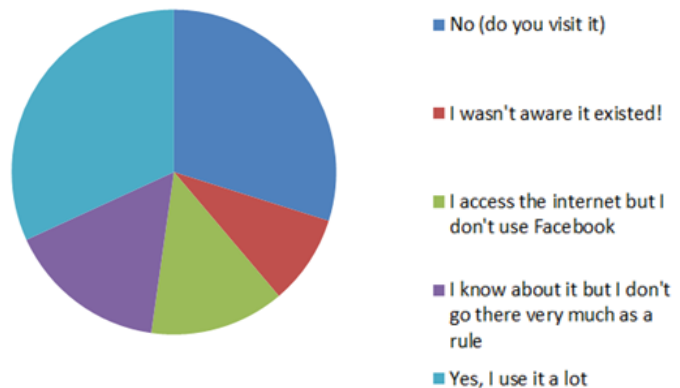
More than half the members access the website occasionally and no-one stated they found it of no use/interest. It seems to be achieving its intention of providing a virtual archive for posterity and a source of information and interest for those who wish to use it. Provided we continue to keep it refreshed, relevant and to publicise this there seems to be little more to be done.

**VCR Question (a):**

**Do you access the SMHA Virtual Common Room (VCR) on Facebook?**

**Responses:**

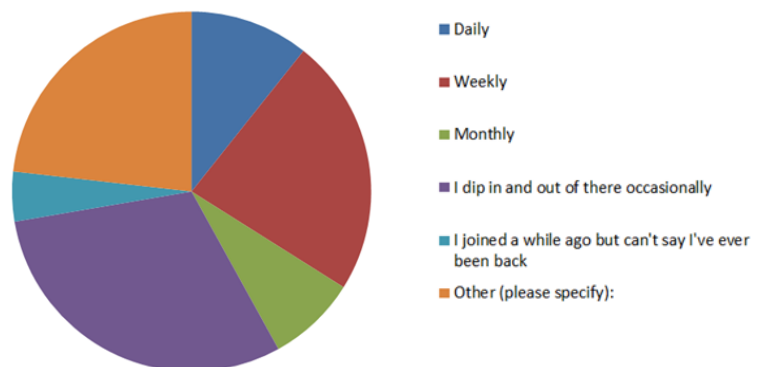
Answers:	%age
No (do you visit it)	32.61
I wasn't aware it existed!	9.78
I access the internet but I don't use Facebook	14.67
I know about it but I don't go there very much as a rule	17.39
Yes, I use it a lot	34.78

**VCR Question (b):**

**If you access the VCR on Facebook (even if only occasionally) can you tell us how often you go there?**

**Responses:**

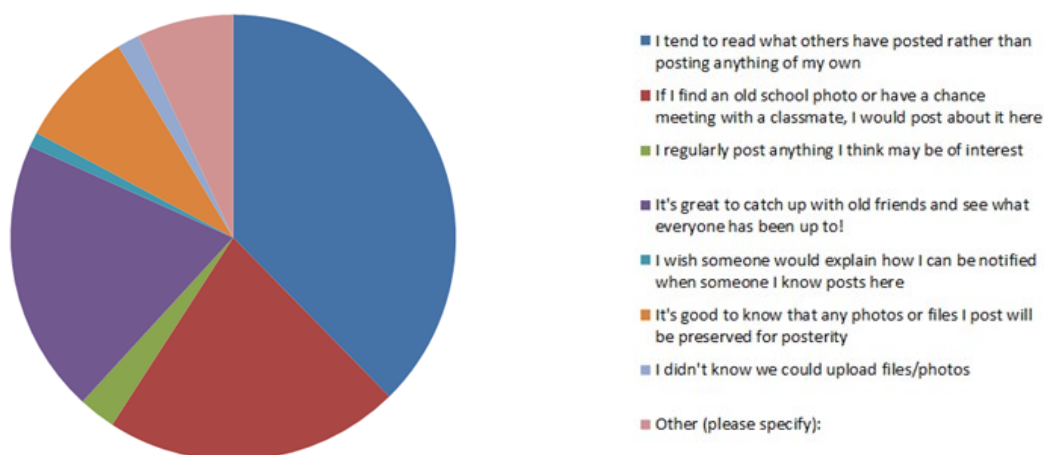
Answers:	%age
Daily	6.52
Weekly	14.13
Monthly	4.89
I dip in and out of there occasionally	18.48
I joined a while ago but can't say I've ever been back	2.72
Other (please specify):	14.13

**VCR Question (c):**

**If you access the VCR on Facebook can you tell us a bit more about how you use it?**

**Responses:**

Answers:	%age
I tend to read what others have posted rather than posting anything of my own	38.04
If I find an old school photo or have a chance meeting with a classmate, I would post here	21.74
I regularly post anything I think may be of interest	2.72
It's great to catch up with old friends and see what everyone has been up to!	20.11
I wish someone would explain how I can be notified when someone I know posts here	1.09
It's good to know that any photos or files I post will be preserved for posterity	8.70
I didn't know we could upload files/photos	1.63
Other (please specify):	7.07



### VCR Question (b): Comments with responses from Team Manager [\(click here to access\)](#)

#### Team comments on what the feedback to all VCR questions has given us to take forward:

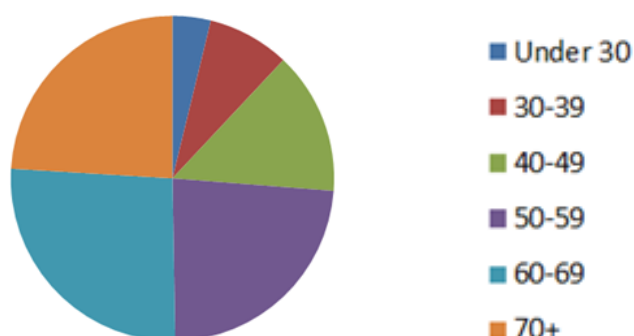
The survey's accuracy is well evidenced here with 33% stating they do not belong to the VCR and 35% saying they do. This is almost exactly as per the 960 total members (893 Old Girls) versus 529 VCR membership. Less than 15% responded that they used the internet but not the VCR which also suggests we have almost reached capacity on targeting for new members of the Group. Less than 3% stated that having joined the VCR they had not been back and this is encouraging. However, only 2% state they would regularly post anything they think may be of interest. Two other comments had responders: "I wish someone would explain how I can be notified when someone I know posts here" and "I didn't know we could upload files/photos" My thought is that Lis should compile a short guide to using the Group to answer these three issues and encourage more posts/photos.

#### Question:

The following question is optional and is included only so we can consider how best to serve the needs of our members from demographic perspective. How old are you?

#### Responses:

Answers:	%age
Under 30	3.80
30-39	8.15
40-49	14.13
50-59	23.37
60-69	26.09
70+	23.91



#### Team comments:

Our core membership is aged between 40 and 70+ so we need to focus on their needs while bearing in mind that this still leaves 12% which will hopefully grow as time passes and word continues to spread so we must continue to communicate with younger members to better serve them.



**Question:**

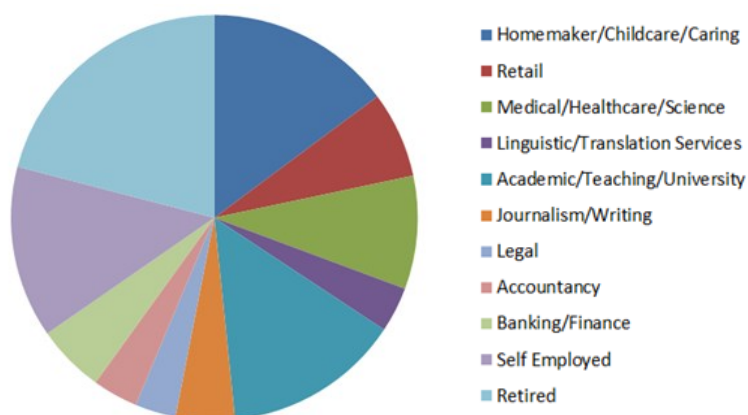
The following question is optional and is included only so we can consider how best to serve the needs of our members from a demographic/networking perspective.

Have you worked in or have a background or experience of any of the following professions?

(Multiple answers are possible).

**Responses:**

Answers:	%age
Homemaker/Childcare/Caring	22.28
Retail	10.33
Medical/Healthcare/Science	13.59
Linguistic/Translation Services	5.43
Academic/Teaching/University	21.20
Journalism/Writing	7.07
Legal	4.89
Accountancy	5.43
Banking/Finance	8.15
Self Employed	20.65
Retired	31.52

**Team comments:**

Much as expected there is no clear 'work area' for our members – the spread is even across the lower percentages of legal/accountancy/banking/journalism/linguistics etc.. While it informs us (or confirms our previous beliefs) it gives no clear indication on a direction to take the Assn. other than that we should continue to cater for a wide range of interests.

**Finally**, we asked for any member who felt she might be able to assist the team to give us her details. Three members responded and each was contacted.

Two have since withdrawn their offer for the present while indicating they may be able to assist in the future. One has not yet responded.

**Conclusion:**

Team members have put an enormous amount of work into compiling what we hoped were the right questions to ask you, publicising the Survey so that members would want to complete it, reading and responding to each comment you made and then compiling the whole into this report. Hopefully not only the 20% of members who completed the survey but many other members will access this report and find it of interest.

We welcome your comments and feedback at any time about anything, but in particular in reference to the work we undertake and whether there are things you would like done differently.

For the present we intend to focus on supporting individuals or groups who wish to organise reunions, large or small, in Brighton or elsewhere, lunches, coffees, dinners or holidays, and to actively seek news and photos of these.

We will be continuing to network with active members and seek out new ones, using social media, email, and of course word of mouth from the 960+ of you already reconnected with your Association.

We plan to support and grow the Carol Service for as long as numbers attending it confirm that it is wanted and enjoyed and to offer our assistance in any activity a member brings to us as a project. The focus of our work will remain "virtual" given the spread of our members – one theme running through the survey which confirms the data we hold on you is that distance prevents 90% of us from

attending 'real' events held in any one venue but that with the exception of 11 members not connected to the internet every one of us can network in the e-world!  
Thank you for participating, those who did; and thank you to everyone for reading the report.

***Penny Harrison, (Titheradge, 1969-73) Team Manager SMHA***

***[smhaenquiries@gmail.com](mailto:smhaenquiries@gmail.com) / 07946772620***

***on behalf of SMHA Management Team.***

***Sian Spencer, (Williams, 1967-77) Finance Officer***

***Lis Eastham, (Ferguson, 1969-76) Social Media & 100 Club Admin.***

***Sue McDonagh, (1969-76) Website Administrator***

***Jan Johnson, (Launchbury, 1977-84) Memorabilia & Special Projects***

## APPENDIX

Comments from members, reproduced verbatim, with responses made to them, individually, by Team Manager.

Each set of comments is hyperlinked from the corresponding Question, above.

### Reunion Question (a): Comments with responses from Team Manager:

Members' comments (those who stated 'other' and then made further response):	Team Manager's response to member (if they then replied, this is in blue in left hand column)
Busy	No individual response from Team Manager.
Organised and attended!	No individual response from Team Manager.
Having a baby!	No individual response from Team Manager.
I am in touch with school friends anyway	Thank you for taking the time and trouble to respond to the recent survey. You commented, re reunions, that you are in touch with your friends, anyway, and of course this is fantastic. If you do meet up, or indeed have news of your group of friends from SMH please do remember to send something in for an e-newsletter. We all love to see news even of those not our age group and it often prompts other comments and feedback. It would be greatly appreciated. thanks again
Unable to leave husband & a long way to travel	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Not aware of reunion taking place for my contemporaries	Contemporary of mine – responded appropriately – (our era is terrible at this!)
Quite a lot of effort and expense involved and may not know anybody! (No response needed)	No individual response from Team Manager, as per member's request.
I live outside of the UK	No individual response from Team Manager.
Not really aware of reunions	Thank you so much for finding time to reply to the recent SMHA survey and for your feedback You commented, that you were "not really aware" of any. I think you may have reconnected with us after the events between 2009 and 2014, with a smaller one in 2016, but GOOD NEWS – there is a lunch planned in June in Brighton. We have publicised this through the SMHA Virtual Common Room – it is an initiative of a member of this group but open to all members of SMHA. We've also mentioned it in the e-newsletter currently in your in-box. If you are interested in attending why not let me put you in touch with the organiser – and then find some of your friends on the Find a Friend page of the website and encourage them to come along? It'll be a great day, especially if the sun shines ☺ Hope to hear from you and if there is anything I can do re the 'friends' let me know. (No response rec'd)
Moved back to HK after graduation	No individual response from Team Manager.
I live in Canada. If I ever get a chance to come back, will definitely join	No individual response from Team Manager.
Am often working here or aboard	No individual response from Team Manager.
Forgot!	No individual response from Team Manager.
No time for reunions due to family	No individual response from Team Manager.

commitments	
Life very busy with other commitments	No individual response from Team Manager.
it was cancelled (checked and this was 'friends' so no need to feedback)	As per her request no individual response from Team Manager.
I spend a lot of time out of the country in sth Africa	No individual response from Team Manager.
Unlikely any former classmates still interested	(pre war leaver so no individual response from Team Manager.
NOT LIVING IN ENGLAND.	No individual response from Team Manager.
Not in the country at the time	No individual response from Team Manager.
Difficult to get to as I am in a wheelchair and have some severe health issues	I just wanted to acknowledge this and say that we know we have several people in this category – I, myself find it difficult to get to Brighton now for a variety of reasons, including health; but I hope that the networking you can enjoy through the e-Newsletters and viewing our website go some way to make you feel you still have a connection with your former school and your friends. Thanks again for finding the time to respond

**Reunion Question (b): Comments with responses from Team Manager:**

Members comments (those who stated 'other' and then made further response:	Team Manager's response to member (if they then replied, this is in blue in left hand column)
Teacher reunions would be good.	Thanks so much for completing the survey! Your comments and feedback are very useful to us. In particular you highlighted that Teacher reunions would be valued by you. While we cannot organise this we would be delighted to publicise/facilitate it. If you would like to write a brief item for the next newsletter (deadline end of June) I will include this and ask for responses to this email address so that I can coordinate and send on to you.)
Reunions in the London area	We did have one such event some years back. It proved difficult to arrange and was not as well attended as we had hoped but this does not mean we would never consider another. I think the best way forward would be to test the water by asking for expressions of interest so I will take this idea to the next Team meeting and see what the feeling is. It would have to be largely self-organised – 'meet under the clock' as it were – as we cannot afford to book a room or hall although we would of course have sourced various central places which could be utilised, such as galleries/museums with cafes and so forth)
WEEKEND BREAK IN DESIRABLE AND ACCESSIBLE LOCATION	(responded appropriately (friend of mine)
Preferably in London as I have problems walking and travelling	(see answer to 'London' question, above)
Prefer to get together with friends from my specific era, with whom long standing friendships forged.....and do so roughly every year to 18 months.	You're not alone in feeling like this and it is fantastic that you do so. I hope you will continue to send us reports/photos of the events as many of us, whether we directly remember you or not, enjoy seeing them.)

Note: now I'm rather unwell a reunion would probably have to be in my regional area. I'm unsure about traveling now.	(no response)
A reunion that was devoted to my contemporaries would be fun - just those that I knew at school. Personally, I don't feel that simply meeting up with OG's of any random year is worth doing.	I have already sent long response about how to get her era involved so not responded to this!
Seven of us, from our house and year, already meet about once a year. We would be interested to be in touch with others from our year - news, even if meeting is impractical - but have no idea how to contact them.	I wonder if you have accessed the Find a Friend page of the website where our database is??? You can 'sort' this by (for instance) date left, which will cluster together all those who were there are the same time as you and your friends, then you can email those whose addresses show/phone those with telephone numbers/ write to those with addresses or, if all details are hidden, ask you to forward an email from you. Forgive me if you have tried this and come up dry! You could also (which would be simply lovely) write an item for the newsletter after one of your reunions, sending me a photo of your group. I am certain this would get interest from others who remember you
Reunion in school holidays, as I am more able to travel to Sussex then and stay a while with my young children, rather than trying to do a term time weekend, which I would probably not do unless it was a big reunion of my year in particular!	Another member suggested a "cheap weekend" and it is something we might be able to look into, especially if a member was found with a connection to a B&B/hotel. For the moment we are reliant on individuals organising events as it is not something the team can take on, so if someone from your group wanted to get something organised we would support it (including with seed funding for a deposit etc.) happily!
Not planning on visiting England for the foreseeable future.	No individual response from Team Manager.
Cheap weekend in Brighton?	Thanks so much for taking the time to answer the recent survey I take this to mean that you think if we were able to put together a 'package deal' of, say, dbb, there might be good uptake of this? It's interesting – and well worth thinking about. At the moment we are promoting a lunch, 3 <sup>rd</sup> June, at Brighton Marina but even with well over 100 members in the BN postcode we are struggling to get more than ten interested in this – and most of them are further afield! The Team, as you know, is spread out over a wide geographical location stretching from Scotland/Northumberland (two of us) to France, with only one member close enough to do 'groundwork' so to be honest we would struggle to arrange this BUT I will definitely be asking the Team to discuss is, If, for instance, we have a member with a contact in a Brighton B&B or Hotel we could well tap into this!)
I do not live in England at present, but if I was in England I would be happy to get together.	No individual response from Team Manager.
Would be glad to attend a reunion in my region of the country, but given the immense size of the US, gathering people who live within a short distance from each other is pretty unrealistic.	No individual response from Team Manager
Live in Australia :)	No individual response from Team Manager.

When we relocate back to England i would love to attend a reunion with my year group	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Due to ill health it is not possible for me to attend	(responded – this member networks well with us in virtuality)
Getting there could be tricky as I leave overseas but I'd try and make it if in UK	(No individual response from Team Manager.
I came to a well attended drinks in London which was good fun and I met up with various people in my year group. Meet ups in London might be a good idea?	We would be very happy to support any initiatives of this sort. We are currently publicising a reunion in June (3 <sup>rd</sup> ) at Brighton Marina, hosted by an Old Girl, Micki Aston, for OGs of all ages, and if this in any way appeals we would be delighted to see you there. Drop me a line and I will put you in touch with Micki. (no reply)
We have reunions for my year (arranged amounts ourselves). That's enough!	I heartily concur with this; I am very keen that members arrange their own events, (much less work for the four/five of us managing the Assn.) but could I just say that it would be really wonderful to see reports on these for the e-Newsletter / the SMHA Virtual Common Room as they are always of interest to other members and often jog people to arrange to meet up. It would be so very much appreciated.)

**Carol Service Question (b): Comments with responses from Team Manager:**

Members' comments (those who stated 'other' and then made further response):	Team Manager's response to member (if they then replied, this is in blue in left hand column)
Unable to attend on that date	No individual response from Team Manager.
I will be on school ski trip as always at that time of year	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Would have gone had I known. This year I will be Spain. Last year I was in Thailand.	No individual response from Team Manager.
Brighton on a Sunday (evening) isn't an option as I have work the next morning and it's a long old drive, sadly	No individual response from Team Manager.
Inconvenient date. Busy time of the year.	No individual response from Team Manager.
I was busy that day	No individual response from Team Manager.
Dogs and distance hinder my attending but I would try to come to a meeting with girls of my class.  (Member responded that travel in the winter, somewhere to stay (in camper van) and dogs might make this difficult anyway but thanked me for the suggestion)	Might I suggest you write me a short item for the e-newsletter which comes out in October saying that you would like to come if others of your age group were attending? It might be the spur to get them to respond...I would be happy to do this. You can send it whenever you like and I will save it for the right moment.)
I live in Luxembourg. I might go to the UK to celebrate Christmas with my family, but Dec 16 is too early. My kids don't finish school until later, and work, etc	No individual response from Team Manager.

Unable to attend due to other commitments. Also, none of my year group could be there for a mini reunion at the time.	No individual response from Team Manager.
Would have loved to attend, especially if some of my age group were there, but unable to do so	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Too far away	No individual response from Team Manager.
Unlikely I'll be returning to England at this stage in life.	No individual response from Team Manager.
It is a very busy time of year as either I am away or I am hosting a large number of family. If I knew my specific friends were going I might make itinerary year.	(no response – unlikely 'our era' (this is a friend of mine) are going to overcome inertia ☹ )
I'd love to attend in 2018 but think it will be too far for me to manage. IF I went I would like very much to tie a reunion meal afterwards in with it.	(this was my response)
I would love to attend, however due to travel arrangement. But I appreciate that someone organize the Carol event, I will try next year ( I change my job recently and not entitle to any vacation)	no response to individual – general comment re appreciation in report
Lovely to see this is happening, even if it's not feasible for me to attend!	no response to individual – general comment re appreciation in report
I'd appreciate if someone had organised a seating area for SMHA members only, so that I know where to look for fellow members.	I think this may be something we could arrange this year or in future, and will raise it with Sian for nearer the time.
Parking issues made it difficult to stay too long. Sadly not many people attended, so a bit of a disappointment in some ways. No mention by the priest of SMHA folk being there, so did not really feel like a reunion, just an occasion when a few girls who went to SMH joined the local area's service.	We very much appreciated your comments on the Carol Service which were unsurprisingly almost identical to another of those who attended! Parking is definitely an issue but unfortunately not one we as an Assn. can influence. I fear that anywhere an event of this nature is arranged this is likely to be a factor but we will see if there is anything we can do in future years. I share your angst about why the take up was so small. I wonder if it will build in future years now that awareness (not least through the survey) is higher and am considering 'targeting' those with BN postcodes, separately – another thing to discuss nearer the time. I will ask Sian if she could ask the Vicar to mention OGs in his welcome in 2018 – I see no reason why this could/should not happen. Again thank you for your time and support of the survey.
If I am visiting my son in Seaford, I would attend.	No individual response from Team Manager.
Not many people attended due to very bad weather that evening. I would not have been able to stay afterwards anyway	No individual response from Team Manager.
I'm unlikely to attend, unless I happen to be in Brighton at the time.	No individual response from Team Manager.

A really nice idea but I suspect it's a bit far for me to travel and as I sing in 2 choirs, I will probably be committed on this date as it's so close to Christmas.	No individual response from Team Manager.
Don't know	(No individual response from Team Manager.
Almost never in the country in December	No individual response from Team Manager.
Would love to have gone but too far away	No individual response from Team Manager.
I spend most of my time in Canada or from time to time in Spain but not now in the U.K.	No individual response from Team Manager.
I was not in the country.	No individual response from Team Manager.
Would love to attend if I lived nearby!	No individual response from Team Manager.
Will really try to come this year - things just very hectic at present ... also lots to do at my own church at that time of year!	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Maybe attending. Parking was difficult and expensive. I know the church has connection with the school and was certainly large enough to accommodate a large number of OGs, but why was the take up so small given that a lot of OGs still live in the area? I did not feel that we were made especially welcome. The vicar made no mention of those of us attending in his Welcome at the beginning of the service.	I am currently reviewing the survey responses and would like to thank you for taking the trouble to respond. We very much appreciated your comments on the Carol Service. Parking is definitely an issue but unfortunately not one we as an Assn. can influence. I fear that anywhere an event of this nature is arranged this is likely to be a factor but we will see if there is anything we can do in future years. I share your angst about why the take up was so small. I wonder if it will build in future years now that awareness (not least through the survey) is higher and am considering 'targeting' those with BN postcodes, separately – another thing to discuss nearer the time. I will ask Sian if she could ask the Vicar to mention OGs in his welcome in 2018 – I see no reason why this could/should not happen*. Again thank you for your time and support of the survey. *Have subsequently ascertained he intended to do this but a crisis at the beginning of the service put it out of his head. It will happen in 2018.
Unfortunately being a singer it is my busiest time of year and I have many local commitments so November/December is very difficult to attend.	No individual response from Team Manager.
Not really interested in carol service/Church/music oriented events (being very unmusical and not religious!).	No individual response from Team Manager.
Tricky to get down to Brighton when I have a young family and work full time but would be interested when I retire and the kids are bigger in about 20 years or so.	No individual response from Team Manager.
I have moved out of the area, and anyway attend a great many carol services	No individual response from Team Manager.
I'm in Australia so can't make it - otherwise would probably attend	No individual response from Team Manager
Live abroad (no response required)	



I am usually in New Zealand at this time of year (no response required)	
Unfortunately able to attend due to transport problems and the high cost of disability adapted transport and distance to travel	I just wanted to acknowledge this and say that we know we have several people in this category – I, myself find it difficult to get to Brighton now for a variety of reasons, including health; but I hope that the networking you can enjoy through the e-Newsletters and viewing our website go some way to make you feel you still have a connection with your former school and your friends. Thanks again for finding the time to respond
Relocating to the UK and will try and attend this year!	No response required
Might be nice to go if there was something like a little reception afterwards - perhaps at the back of the Church or an old school building if this were feasible - with a drink, nibbles to encourage people to mingle.	We did actually publicise for 2017's event that there WAS a reception afterwards for all those attending the service and that Old Girls should, if possible, go to this and make themselves known to your host – Sian Spencer, who read a lesson and was therefore very easy to spot. The idea was that if enough attended she would then invite you on to one of several venues she had scoped out to continue the networking. However in the end only 5 or 6 attended so it did not happen. We fully intend to repeat this in 2018 – again publicising as far as possible – and hopefully you might be one of those carrying the party on, this time!
possibly interested if more of my era were attending	Suggested that she networked with some to get a group there!
unlikely to attend	No individual response from Team Manager.

#### Newsletter Question: Comments with responses from Team Manager:

Members' comments (those who stated 'other' and then made further response):	Team Manager's response to member (if they then replied, this is in blue in left hand column)
I like this. Informative and interesting.	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I read the emails when they come through.	Unsure whether this meant attachment (newsletter) seen or not but did not respond.
Love receiving it. Wish we had more news of my former classmates but I think some are "luddites"!!  (Article has been provided for next issue!)	Yes, indeed, we are a funny mix – some 'really old' members (well in their 80s) are absolutely with the programme and others as young as 20 something flatly refusing to engage. Takes all sorts though ☺ I have a thought though which is that if you cared to write me a little piece on your life and times since leaving school – what led you to your present vocation for instance, was this formed at school or since, with a photo, I would publish it with great delight in the e-newsletter and wait for your friends to pounce upon it and you!)
My ancient lap top does not always accept the format. With reference to the document, it would be beneficial to me and maybe others, if the pages were numbered, I swap pages about and then have difficulty putting them back in the right	We can certainly number the pages but as it is a PDF I am not sure how you manage to swap the pages round? Anyway, happy to adopt this simple suggestion. We can supply it in another format if you wish. I send a couple of members a "Word" version as this is easier for them and one member an earlier version of "Word" – 97-2003 – as that is what she has on her computer. I can and will do whatever suits you

order.	best. Although we have well over 900 members I hope we can always try to accommodate wishes such as this
I like the newsletters and read them with interest.	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
It is good to hear news	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I much appreciate your doing this. I immediately search for news of girls from my school years.	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I look forward to reading the newsletter and really appreciate the hardwork that goes in to making it all happen.	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I would prefer to have a short bullet point summary of content with any important points such as dates of Carol Service, new memorabilia available (etc) and a link to the full newsletter which I could find on the website.	(This was my response)
Not many of my contemporaries feature - though I always find it very interesting to read. I really like to know what has happened to my fellow school chums but perhaps we are all a bit old now to be keeping in touch?!!	Thanks so much for finding the time to answer the questions in the recent survey, and for your feedback. You commented, apropos the e-newsletter,.....I wonder if you might feel up to providing a little news item for us about your own life and times and asking 'what has happened to all my friends?' as I am sure this will jog a lot of them to get back in touch. The database (Find a Friend on the website) will confirm there are more than a few "out there"! very best wishes and thanks again)
It's rarely relevant to my era, but sometimes names are familiar.	No individual response from Team Manager. Hoping that 'general news' being covered may interest this respondent.
Newsletter is great! Really look forward to reading it.	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
It's lovely to have a regular newsletter but I do find the pdf format a bit difficult to read (I am mainly accessing via my mobile). An html email newsletter with short 'bites' of news and then maybe links to longer items on the website would be easier to digest. However, even though I think the format could be improved, I still appreciate the effort of putting the newsletter together and having a regular update.	My own preference would also be for this...but the overwhelming majority of feedback is that 'we like the news sent by email'! However, we continue to note all views and if (dare I say when?) a new newsletter editor comes along it would be very much her decision if a new format was chosen. When I initially did the news I kept it as "an email" with maybe one picture, but Jane changed to a PDF with lots of content and people do love it...so the team is keeping it like this FOR NOW. Thanks also for your kind comment!
Always something of interest. Intended to send further information but so far not found the time.	Thank you for this very positive feedback and I hope you will find time to send something through to us in the future as there is little we love more than news of our Old Girls!
I always pass it on to my mother and that is why I am a member. When she dies I will opt out as sadly i didn't	Thank you so much for finding time to respond to the recent SMHA survey I appreciate that your main reason for remaining 'active' is to keep your mother up to speed and it is so kind not only for her, but for

retain friends from my time at SMH	those of us who remember her, that you do this. We would love to hear some news of her, if appropriate, for a future newsletter – maybe a photo of the three of you??? meanwhile, kind regards from another of “your era”! there are still quite a few of us kicking around.)
Very grateful for all your hard work	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I appreciate all the time-consuming work you volunteers do. Thank you!	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
Yes, I browse through it.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Hope it continues, as it's a good way to communicate and share memories, photos. I know there is Facebook :) but for those people who are not on this the newsletter is another way for everyone to stay in touch. I also like to save them.	Please be assured there is NO though of us stopping providing members with regular news! The format may change - it depends on many factors, some outside our control, but news will continue. Over half our members network on Facebook, but this also means that roughly 400 don't – and we have NO intention of ignoring them! We still provide printed newsletter summaries, once a year, to the 11 members who have asked for this as they have no internet...communication is king. It is regrettable that we have lost Jane who did such a great job of producing the issues for three+ years but for the time being the Team is taking on this, in the hope that someone steps up to assist...hopefully soon.
Far too long, which my husband objects to printing out!!!  Husband replied: to thank me for my kindness but that she liked everything printed out and he was therefore printing my email for her! I replied to him with a subject line “for B., no need to print out” and thanked him ☺	Thank you so much for taking the time to respond to our recent survey. You commented, re the e-Newsletter, that it is “Far too long, which my husband objects to printing out!!!” You did make me smile – but also I wanted to say to you that we intend members to read it on the screen of their device – it can easily be ‘zoomed’ to make this easy so if there is any way I can assist (by showing you screenshots of how to do it) to save you squabbling with your husband every three months, I will be very happy to assist. Your feedback is so much appreciated and again, thank you for responding.
Can't say "I look forward to it" but when it comes it is interesting to skip through	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I read it occasionally but often don't get the time	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I think it is well put together with a mix of interesting stories both about members and the history of the Hall. Also like to hear news of those I have known.	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
Thank you for all the work that goes into preparing this.	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
Really enjoy the newsletter - again, I always mean to email back, particularly re	(No individual response from Team Manager. In some cases acknowledgement was given when answering other

photographs of Junior School, since many of them seem to have been taken by myself! However, time passes so quickly that before I know it, I've missed an opportunity and the next letter has been emailed. Will try harder!	comments/feedback)
I think it's absolutely marvellous 😊	(No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)
I like to read information about people I knew at school however there is not a lot. There is so much about older people (who perhaps have more time to post and reminisce) which is lovely and nostalgic to read in any event and perhaps over the years people I knew will start to connect more	<p>We have 26 Girls listed who left in the same year as you, but as you left in IV form it may be relevant to say that there are 22 who left the following year – when some at least will have been V form leavers – and another 52 who left in the next two years – many of whom will have been contemporary with you. I think a fair number are also in the Common Room – and I know you are 😊</p> <p>I agree with you that it is lovely to read others' memories – I love to read about the younger ones, actually, and see what changed or indeed stayed the same!</p> <p>I wonder whether you might like to write a little post for the VCR to suggest that some of the Girls of your era could think about sharing a bit more of their experiences there or via a little piece to me...might you, for instance, like to jot a few lines down about some school memories to prompt others to respond?</p> <p>I don't know if you're going to be able to get to the Reunion on June 3<sup>rd</sup>? I know that it is an Old Old Girl who is arranging it but the spread is likely to be from many ages and I am sure you would have fun if you could make it. I wish I could 😊</p>
I browsed	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I do try to read it when I can.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I receive but it never has anything to open	(responded with screenshots/explanation on how to open PDF and offer to provide in other format. Left in 1991 so hopefully has IT skills?) Has not come back to me.
I have Word 2003 & cannot read the format in which it is sent.	<p>I was so saddened to read that you cannot read the e-Newsletters as you have Word 2003 &amp; cannot read the format in which it is sent. We do ALWAYS say that we can send in other formats!</p> <p>I attach it in Word 2003 and will send future issues in this format</p>
You do an excellent job and I have contributed a few times.	(thanked when responding to other comments)

#### Website Question: Comments with responses from Team Manager:

Members' comments (those who stated 'other' and then made further response):	Team Manager's response to member (if they then replied, this is in blue in left hand column)
I use it but have to look up details to get in	(responded with info)
I ought to make time to look at it for longer. I know it contains things I'd be interested to	No individual response from Team Manager. In some cases acknowledgement was given when answering other

read/see.	comments/feedback
No, but I visit the fb page.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
More information re girls of my era 1951/53	This is not the primary function of the website. It is in essence our Archive with documents, files, news and photos from the beginning of the school to the present day. Our newsletters and Facebook group are really aimed at those networking in age groups. But I appreciate your comment.
I don't know the password any more.....	(responded with details)
I didn't know there was a website - will look at it now.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
The information I enjoy is in the virtual common room facebook page. I REALLY enjoy that and try to get to it frequently.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I love it and having asked my computer to save the log on and password can access it at one click for any research or simply pleasure	(this is me!)
'Life is busy so I tend not to look at the website in between getting the newsletter	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I rarely visit it on an active basis - I prefer to be told there is something of interest to me there to prompt me to look at it...	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback will include comment about nudges in newsletters as part of report
It is a good source of information, for 'as and when'. I don't visit it as often as I would like, mainly due to lack of time. One day in the future when not working will use it more.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I have forgotten my password and been "locked out"	Replied I confess I did not know one could be locked out! I am cc this to Sue, who manages the website for us so that she can help you. It may be worth trying once more with the right details in case the lockout has worn off? (gave details of site and log on)
Initially, I read every item on the website, so do not feel the need to return frequently. However, on occasions when I am engaged in a project (such as recently in regard to researching the history of the student exchange program), then I log on extensively. This is a wonderful resource and archival record of the school's history. Thank you!	I am in regular correspondence with this respondent so have emailed her covering this and other comments with gratitude!
I need to sign up to website	(responded with info)
I am not a great facebook user	You (worryingly) said, responding to a question about interaction with our WEBSITE, <a href="http://www.smhassociation.org">www.smhassociation.org</a> "I am not a great facebook user"

	I imagine this was because you misread the question but I would like to absolutely clarify that the website has NO CONNECTION with Facebook or any social media!!! It is a website – nothing more or less – and holds our entire archive including history, galleries of photos, registers, the Find a Friend database (etc.). You simply go to it, as to any website, and type in the log on (smhmember) and password (elliott18362009) which you can ask your device to save, and off you go. I do hope that you will have a look as I am certain you will find heaps there for you.)
I don't do Facebook or twitter	Provided identical response as to previous.

**VCR Question (b): Comments with responses from Team Manager:**

Members' comments (those who stated 'other' and then made further response):	Team Manager's response to member (if they then replied, this is in blue in left hand column)
Never	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Not applicable	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Notifications come through automatically so I see whatever FB sends me on a daily basis	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
whenever I get a notification	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I access it when I get an alert which is on most days....I only read it though when it seems relevant to me or my era	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Not sure what this is, maybe there is too much choice, but I will have a look  Member was contacted and said that actually she did have an FB account and had been into the SMHA Virtual Common Room which she found most interesting	You commented: "Not sure what this is, maybe there is too much choice, but I will have a look" If you do not have a FB account you will not be able to access this – if you do, then all you need to do is...(usual explanation)
Haven't actioned	Responded with 'how to'
I'd say daily but sometimes I miss a day...!	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Whenever I see a post from Penny	(no response – it's a friend of mine with a busy life!)
Do not use. Do not wish to use	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I join in if I see something I can comment on	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I am not very skilled with my computer would love to comment occasionally	In regular contact with this respondent and 'spoke' with her about this in our next chat.

when I see something I would like to follow up. Penny tried to show me how but It didn't catch on!!). I was a better teacher than learner!! I didn't have to tackle computers	
I don't follow I can't use my hands	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
i receive all notifications - and have enjoyed many of the photos	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I look at posts that pop up in my newsfeed	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Again, it is great.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I need to get myself started on this!	Responded with 'how to'
Between daily to weekly	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I see the updates that appear in my news feed and will occasionally then have a look to see any posts I may have missed.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
please don't decide to use only Facebook.	Please be assured there is NO thought of us stopping providing members with regular news and of continuing with the website! Over half our members network on Facebook, but this also means that roughly 400 don't – and we have NO intention of ignoring them! We still provide printed newsletter summaries, once a year, to the 11 members who have asked for this as they have no internet...communication is King.)
Tend to be too busy with other things.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
It comes up on my feed so I'm seeing activity every day though I don't read everything. (No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback)	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Facebook no thank you	(this is an OG who left in 1948 so have not responded)
NOT AT ALL.	Hi, I wanted to write to thank you so much for taking the trouble to complete the recent SMHA survey and to make several helpful comments. Living outside the UK is of course a massive barrier to attending events and not one we can 'sort' but I was interested that you commented that you did not use the SMHA Virtual Common Room. I wondered if there was a special reason for this as we find that many of our overseas members are most enthusiastic members of the Group since they find it brings them close to friends all over the world. By friends I extend it to mean other members of the Group with whom they initially had nothing in common other than their School! I think you are not currently a member of the Common Room but we would welcome you with open arms and if (gave details of how to) You do need to have a Facebook Account so please forgive me if this is the barrier for you.

Sorry, I'm not on Facebook	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I would not say that I use it a lot, but I dip in when a notification pops up to see if it has any value for the newsletter.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Read - and comment on	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
I always read posts and quite often make comments. Don't often start a post.	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Thank you for having invited me to join the SMHA and the VCR so that I can keep up with very dear old and new friends across the Pond!	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Not on Facebook	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
not applicable	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Never	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
Don't use social media	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback
The VCR is like an extended family... couldn't do without it !!!	No individual response from Team Manager. In some cases acknowledgement was given when answering other comments/feedback