

Consulting Report for the Emeritus College Survey

07/06/2021

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1 Introduction

UBC Emeritus College is conducting a survey of over 1200 members to garner qualitative feedback on the college program and activities. The data was collected using the UBC Qualtrics tools from 456 respondents. The following goals are formulated: to validate whether the survey respondents are representative of the Emeritus College members who were sent the surveys in terms of gender, age, and year of retirement; to investigate whether the patterns of responses rely on gender, age, and year of retirement.

The goals are explored by examining the distribution of different groups in the survey results based on gender, age, and year of retirement respectively. We begin in Section 2 to reiterate the general grouping principle for the variable age and year of retirement. Section 3 employs visualizations and tables to demonstrate the representativeness of survey respondents. Section 4 presents the analysis of response patterns for each survey question respectively.

2 Data Processing

Based on the client’s requirement, the quantitative variable “Year of Birth”, will be categorized into the following groups:

Year of Birth	Age Group (in years)
>= 1962	<= 59
1952 – 1961	60 – 69
1942 – 1951	70 – 79
1932 – 1941	80 – 89
<= 1931	>= 90
Blank	Unknown

Table 1: Age Grouping

Besides, another quantitative variable “Year of Retirement”, will be classified into the following groups:

Retirement Group (in years)	Retirement Regroup
< = 2002	
2003 – 2007	Later Retirement
2008 – 2012	
2013 – 2017	Early Retirement
2018 – 2021	
Blank	Unknown

Table 2: Retirement Grouping

“Year of Retirement” was categorized into groups which were selected because mandatory retirement at age 65 years ended at UBC in May 2007 and benefits were introduced for those working past age 65 along with flexible retirement options.

3 Representativeness of Survey Respondents

Overall, 1227 members in the Emeritus College were sent the survey, and 456 survey results are received from respondents.

3.1 Gender

Among 1227 members, 27% of members are female, and 73% are male. Since around 1/5 of respondents did not reveal their gender, there is a relatively big discrepancy between the gender proportion of survey respondents (female 23.7%; male 56.4%) and that of college members (female 27%; male 73%).

However, if excluding respondents with undeclared gender, the gender distribution of respondents (female 29.5%; male 70.2%) becomes sufficiently close to that of college members (female 27%; male 73%). In this case, the survey respondents are representative of all members in term of gender.

Table 3 demonstrates the percentage of each gender in all college members, all survey respondents, and survey respondents excluding unrevealed genders respectively. Figure 1 visualizes the comparison of gender proportion between all college members and survey respondents excluding unrevealed genders, and Figure 2 visualizes the comparison of gender proportion between all college members and all survey respondents.

Gender	All College Members	All Survey Respondents	Survey Respondents (excluding unknown genders)
Female	337 (27%)	108 (23.7%)	108 (29.5%)
Male	890 (73%)	257 (56.4%)	257 (70.2%)
Third Gender		1 (0.2%)	1 (0.3%)
Unknown		90 (19.7%)	
Total	1227 (100%)	456 (100%)	366 (100%)

Table 3: Proportion of Gender

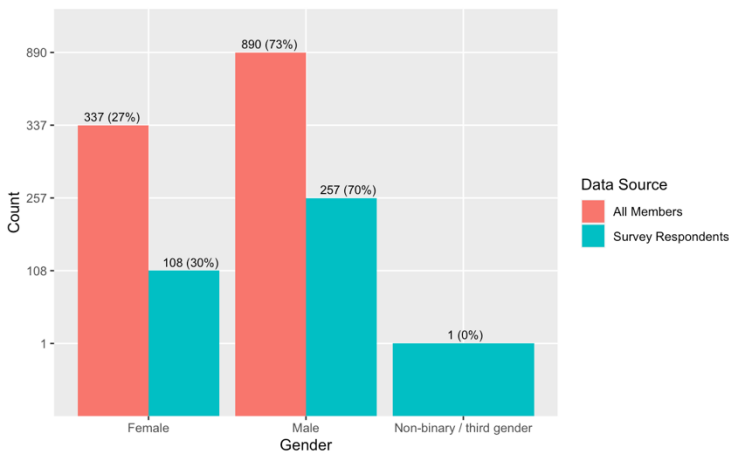


Figure 1: Gender Proportion (excluding unknown genders)

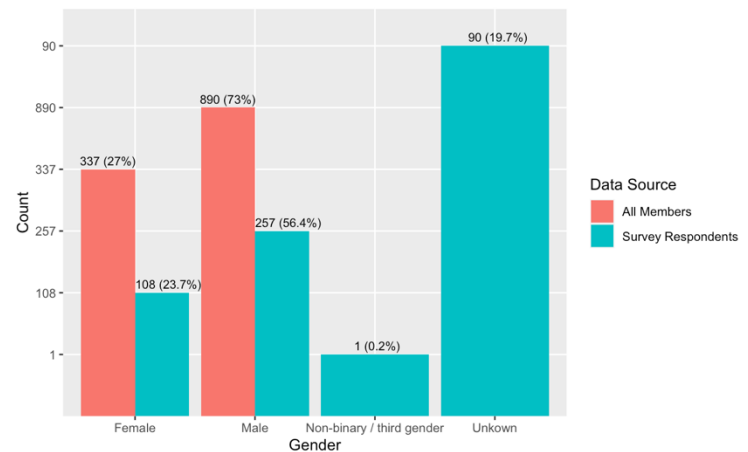


Figure 2: Gender Proportion (including unknown genders)

3.2 Age

There are 36 respondents (7.9%) who did not reveal their age in the survey. If the responses with unknown age are excluded, the age proportion of respondents will be roughly close to that of college members. In this case, the survey respondents are representative of all members in terms of age.

Table 4 demonstrates the percentage of each age group in all college members, all survey respondents, and survey respondents excluding unrevealed age respectively. Figure 3 visualizes the comparison of age proportion between all college members and survey respondents excluding those with unrevealed ages, and Figure 4 demonstrates the comparison of age proportion between all college members and all survey respondents.

Age	All College Members	All Survey Respondents	Survey Respondents (excluding unknown ages)
<= 59	1 (0.2 %)	7 (1.5%)	7 (1.7%)
60 – 69	37 (7.4%)	44 (9.6%)	44 (10.5%)
70 – 79	264 (53.0%)	220 (48.2%)	220 (52.4%)
80 – 89	173 (32.7%)	128 (28.1%)	128 (30.5%)
>= 90	33 (6.6%)	21 (4.6%)	21 (5.0%)
Unknown		36 (7.9%)	
Total	1227 (100%)	456 (100%)	420 (100%)

Table 4: Age Proportion

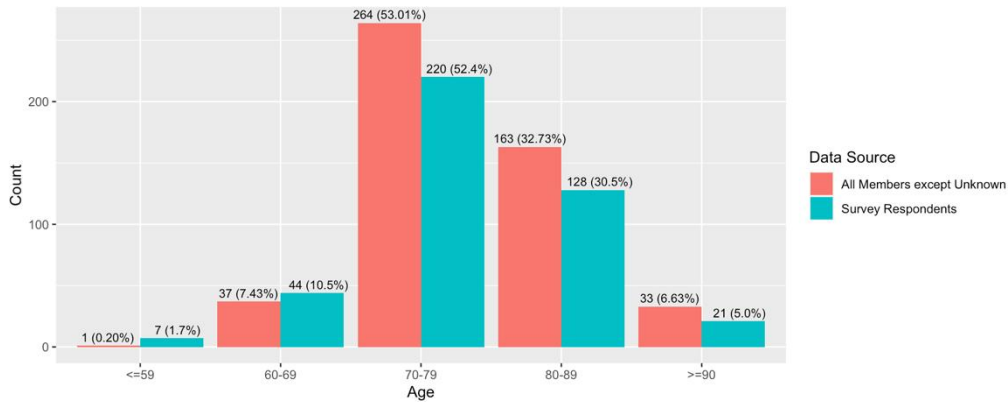


Figure 3: Age Proportion (excluding unknown ages)

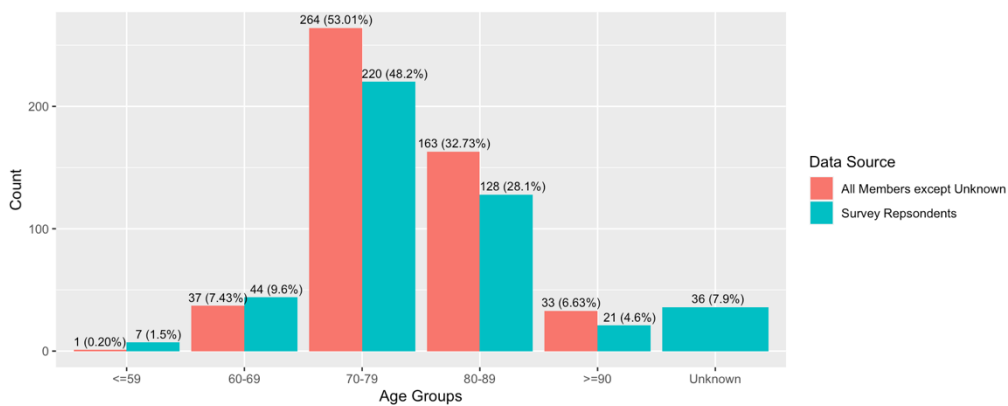


Figure 4: Age Proportion

3.3 Year of Retirement

Both the data in the college registry of all college members and the survey data contain records with unknown year of retirement. Comparing the percentage of each group of retirement between all college

members and that of survey respondents respectively, it can be observed that survey respondents have similar distribution with all college members in terms of the year of retirement. Therefore, regarding the year of retirement, the survey respondents are a representative sample of all college members.

As shown below, Table 5 presents the percentage of each retirement group in all college members and all survey respondents. Figure 3 depicts the comparison of age proportion between all college members and all survey respondents.

Year of Retirement	All College Members	All Survey Respondents
<2002	320 (26.1%)	102 (22.37%)
2003 – 2007	204 (16.6%)	69 (15.13%)
2008 – 2012	139 (11.3%)	49 (10.75%)
2013 – 2017	307 (25.0%)	95 (20.83%)
2018 – 2021	235 (19.2%)	93 (20.39%)
Unknown	22 (1.8%)	48 (10.53%)
Total	1227 (100%)	456 (100%)

Table 5: Proportion of Year of Retirement Groups

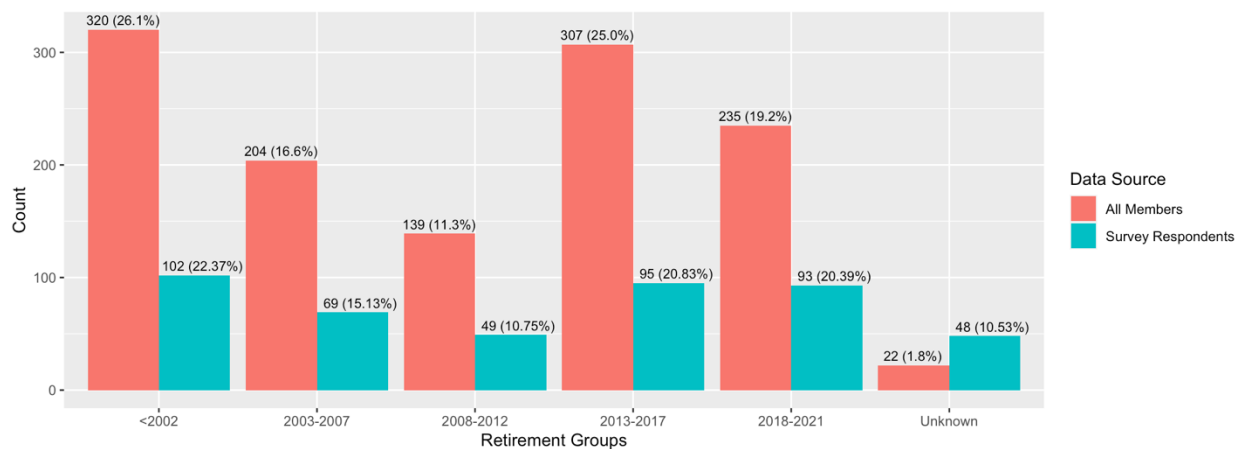


Figure 5: Proportion of Year of Retirement

4 Pattern of Response

In this section, we are going to investigate whether the survey responses have specific patterns in terms of gender, age, and year of retirement. Each survey question listed is explored separately.

4.1 Question 8

In this question, survey respondents were asked to rate the overall value for the following three programs:

- Q8-1: General Meetings with speakers
- Q8-2: Senior Scholar Series
- Q8-3: Panel moderated Conversations

The goal of the analysis here is to examine the patterns of respondents who select “Valuable” for any of these three programs. Regarding gender, 73.1% of female respondents think at least one of these programs is valuable to them, and 68.3% of male respondents choose “Valuable” in at least one of these programs, which are very close.

As for the age, observing the Table 6 below, respondents at the age of 80-89 are most likely to rate “Valuable” for any of the programs, and respondents under 59 years are much less likely to rate “Valuable”. Otherwise, the proportions of the option “Valuable” are close among the groups of 60 – 69, 70 – 79, and >= 90. In general, these programs are more favored by older retirees.

Age Group	Respondents Who Selected “Valuable” *
<= 59	3 (43%)
60 – 69	25 (57%)
70 – 79	135 (61%)
80 – 89	38 (69%)
>= 90	12 (57%)

Table 6: Age Proportion in Q8 (Valuable)

*Denominator for % is total number of respondents in each age group

When it comes to the year of retirement, it is shown in Table 7 that these programs are most valued by respondents who retired before 2008. By contrast, the group of 2008 – 2012 has the lowest percentage of rating “Valuable”. Otherwise, retirees from the group of 2013 – 2017 (59%) and 2018 – 2021 (62%) gave similar ratings to the programs.

Year of Retirement	Respondents Who Selected “Valuable” *
<2002	68 (67%)
2003 – 2007	49 (71%)
2008 – 2012	26 (53%)
2013 – 2017	56 (59%)
2018 – 2021	58 (62%)

Table 7: Year of Retirement Proportion in Q8 (Valuable)

*Denominator for % is the total number of respondents in each Year of Retirement group

4.2 Question 16

In this question, respondents are asked what professional activities they continue to participate in since retirement. The pattern of respondents who participate in research and teaching will be analyzed respectively.

4.2.1 Research

Among all respondents, 179 (39%) people continue to participate in research. Grouping by gender, a higher proportion of male respondents (53%) participate in research than female respondents (37%).

Grouping by age, it can be observed from Table 8, 3 of 7 of the respondents below 59 years old participate in research. Except for respondents over 90 years old, older respondents are more likely to take part in research activities except for the group of age >=90.

Age Group	Respondents Who Participate in Research*
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<= 59	3 (43%)
60 – 69	7 (57%)
70 – 79	14 (61%)
80 – 89	102 (69%)
>= 90	7 (57%)

Table 8: Age Proportion of Q16 (Research Participation)

*Denominator for % is the total number of respondents in each age group

As for the year of retirement, respondents from 2008 – 2012 have the lowest proportion of research participation, retirees from other groups have similar fractions of research participation, but more recent retirees have slightly higher participation.

Year of Retirement	Respondents Who Participate in Research*
<2002	42 (41%)
2003 – 2007	30 (43%)
2008 – 2012	14 (30%)
2013 – 2017	42 (44%)
2018 – 2021	45 (48%)

Table 9: Year of Retirement Proportion in Q16 (Research Participation)

*Denominator for % is the total number of respondents in each Year of Retirement group

4.2.2 Teaching

Comparing to research, only 18% of respondents continue to participate in teaching activities. Grouping by gender, the proportion of female respondents who teach since retirement (23.1%) are marginally higher than male respondents (21.8%).

In terms of age, the youngest retirees have the highest participation in teaching, and in general, there is an approximate trend that fewer and fewer retirees participate in teaching with age increasing.

Age Group	Respondents Who Participate in Teaching*
<= 59	2 (29%)
60 – 69	8 (18%)
70 – 79	46 (21%)
80 – 89	24 (19%)
>= 90	3 (14%)

Table 10: Age Proportion in Q16 (Teaching Participation)

*Denominator for % is the total number of respondents in each age group

For the year of retirement, respondents who retired in 2008 - 2012 have the lowest participation in teaching. Otherwise, the participation rates of teaching among other groups are around 20%.

Year of Retirement	Respondents Who Participate in Teaching*
<2002	17 (17%)
2003 – 2007	14 (20%)
2008 – 2012	5 (10%)
2013 – 2017	21 (22%)
2018 – 2021	7 (20%)

Table 11: Year of Retirement Proportion in Q16 (Teaching Participation)

*Denominator for % is the total number of respondents in each Year of Retirement group

4.3 Question 17

Question 17 asks what have changed for survey respondents in recent years compared to earlier years of retirement in the following aspects:

- 17-1: My connection to the university community such as involvement in the Emeritus College, Senate, etc.
- 17-2: My connection to work colleagues
- 17-3: My engagement in professional activities (teaching, research.)
- 17-4: My involvement in interdisciplinary projects
- 17-5: Pursuing new interests
- 17-6: Volunteering in the community
- 17-7: Providing care to family and/or friends

Figure 6 on the right indicates that there is a sharp contrast between responses in the first four work-related questions (Q17-1 – Q17-4) and the last three questions about personal life (Q17-5 – Q17-7). The first four bars from Figure 6 show that most survey respondents have lower levels of connection with the university community and work colleagues, as well as decreased participation in professional activities and interdisciplinary projects. On contrary, only a small portion of respondents report that their devotion to new interests, volunteering, and family/friends has reduced compared to earlier years of retirement.

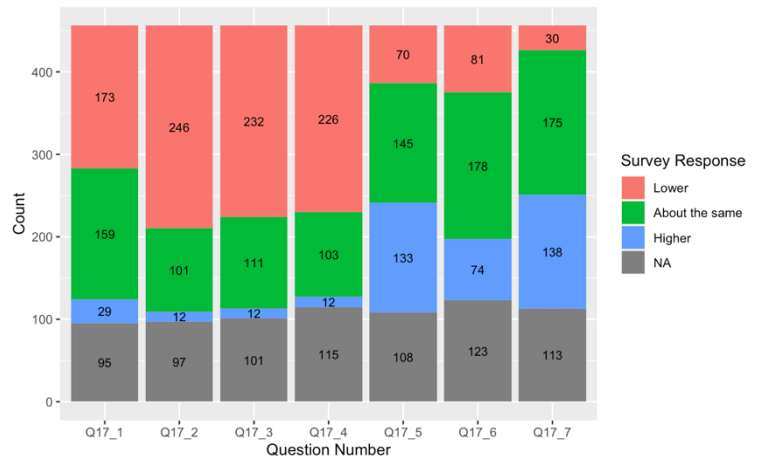


Figure 6: Overall Distribution of Response in Q17

If separating the data by gender, it is demonstrated in Figure 7 that the gender distribution of survey responses of the first four questions (Q17-1 to Q17-4) are very close. In other words, there is no significant gender pattern in respondents' levels of work connection. However, for personal life, a higher proportion of female respondents reveal that they have more devotion to new interests, volunteering, and family/friend care, and fewer female respondents report choose the option of "Lower" than male respondents in these kinds of activities.

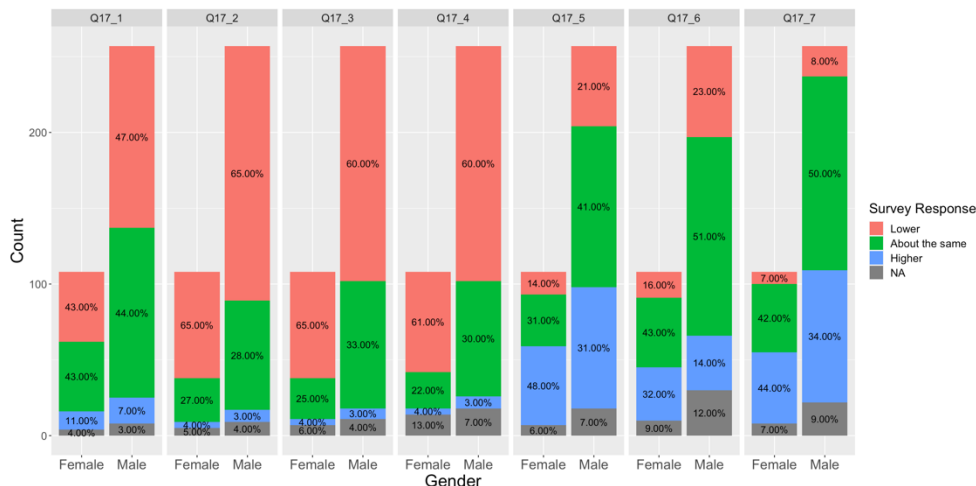


Figure 7: Gender Proportion in Q17

Figure 8 shows the distribution of responses grouped by year of retirement (early retirement: 2013 -2021; later retirement: 2013 – 2021) in Q17. For the first four work-related questions, no obvious retirement pattern is detected because of similar distributions. This also applies to the last two personal questions (Q17-6 and Q17-7). However, it shows that a greater percentage of respondents of early retirement report a “higher” level of pursuing new interest (39%) than respondents of later retirement (30%), while more respondents of later retirement (39%) tend to maintain about the same level of pursuing new interest than respondents of early retirement (33%).

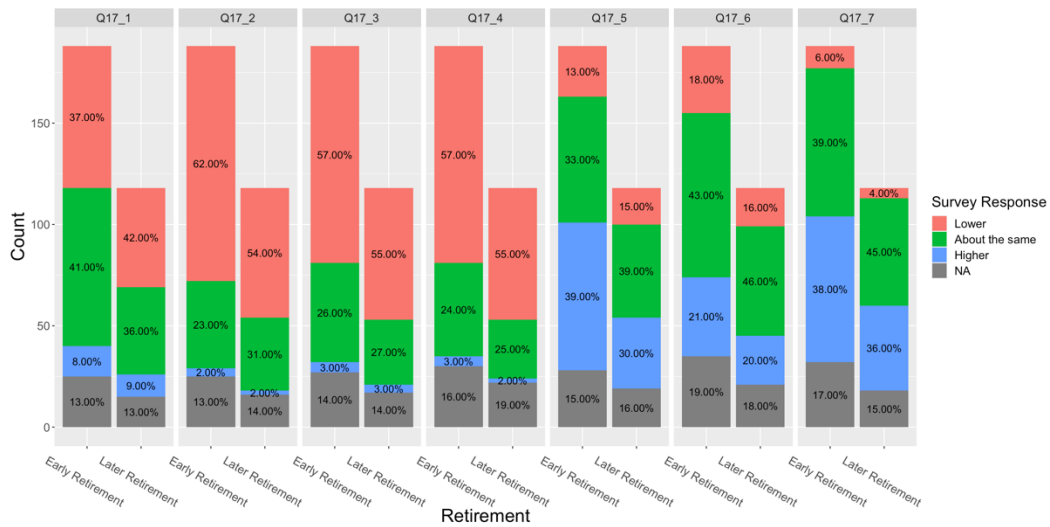


Figure 8: Year of Retirement Proportion in Q17

4.4 Question 22

This question asks for survey respondents’ preference for the way how Emeritus College will deliver its programs and activities. Respondents who chose the following two options:

- provide the option of in-person and internet access for all events
- provide all events in person but in addition offer internet access for selected events

will be examined respectively.

4.4.1 Provide the option of in person and internet access for all events

Overall, 143 respondents (31%) vote for the alternative of “provide the option of in-person and internet access for all events”. When grouping by gender, a higher proportion of female respondents (47%) choose this option than male respondents (34%).

As shown in Table 12, when we group the response by age, the option of “provide the option of in-person and internet access for all events” is more favored by the group of 60 – 69 (36%) and 70 – 79 (39%). Otherwise, less than 30% of respondents from other groups would like to have Emeritus College provide both ways of delivery for all events.

Age Group	Respondents Who choose “Provide the option of in person and internet access for all events” *
<= 59	2 (29%)

60 – 69	16 (36%)
70 – 79	85 (39%)
80 – 89	35 (27%)
>= 90	5 (24%)

Table 12: Age Proportion in Q22 (Option a)

*Denominator for % is the total number of respondents in each age group

For the year of retirement, it is clearly shown in Table 13 that more people vote for this option in groups of more recent retirement, which is particularly reflected by the difference between the group of 2018 – 2021 and other groups.

Year of Retirement	Respondents Who choose “Provide all events in person but in additions offer internet access for selected events” *
<2002	30 (29%)
2003 – 2007	20 (29%)
2008 – 2012	16 (33%)
2013 – 2017	32 (34%)
2018 – 2021	42 (45%)

Table 13: Year of Retirement Proportion in Q22 (Option b)

*Denominator for % is the total number of respondents in each Year of Retirement group

4.5 Question 25

This question asks for respondents’ desired way of receiving information from the Emeritus College, in which 76% of respondents chose email (alerts) and 47% of respondents are willing to receive a newsletter.

4.5.1 Email (Alerts)

Among 347 respondents who would like to receive information from the college via emails, 149 people only want email, 191 people favor both email and newsletter, 3 people are fond of both email and social media, and 4 people check all three options. If we group the respondents by gender, there does not exist a gender pattern in the respondents who would like to receive emails with 94% of females and 93% of males choosing email.

If grouping by age, from Table 13 below we see respondents below 59 years old have significantly less preference for email than other others, but we should be aware of its sample size (total=7). Generally, older respondents are more likely to have email as the preferred notification medium.

Age Group	Respondents who would like to receive information via email (alerts)*
<= 59	4 (57%)
60 – 69	34 (77%)
70 – 79	185 (84%)
80 – 89	104 (81%)
>= 90	18 (86%)

Table 13: Age Proportion in Q25 (Email)

*Denominator for % is the total number of respondents in each age group

Grouping by the year of retirement, as shown in Table 14, retirees from 2003 – 2007 (86%) and 2013 – 2017 (86%) have the highest proportion of preference for email. Overall, email was favoured by $\geq 80\%$ of respondents' in each group.

Year of Retirement	Respondents who would like to receive information via email (alerts)*
<2002	82 (80%)
2003 – 2007	59 (86%)
2008 – 2012	39 (80%)
2013 – 2017	82 (86%)
2018 – 2021	75 (80%)

Table 14: Year of Retirement Proportion in Q25 (Email)

*Denominator for % is the total number of respondents in each Year of Retirement group

4.5.1 Newsletter

As mentioned above, there are fewer respondents choosing the option of newsletter compared to email as the preferred means of receiving information from the college. Among 215 supporters of the newsletter, 20 people have the newsletter as the only desired way of communication, 191 people like both email and newsletter, and 4 people select all three communication mediums.

If grouping by gender, there is a slightly greater percentage of female respondents (60%) who would like to receive college information by newsletters than male respondents (57%).

When grouping by age, it is shown in Table 15 that respondents under 70 show less interest in the newsletter than respondents over 70. However, overall, only approximately half or fewer of the respondents from each group would like to receive college information via newsletters.

Age Group	Respondents who would like to receive information via newsletter*
<= 59	3 (43%)
60 – 69	17 (39%)
70 – 79	117 (53%)
80 – 89	67 (52%)
>= 90	10 (48%)

Table 14: Age Proportion in Q25 (Newsletter)

*Denominator for % is the total number of respondents in each age group

If grouping by the year of retirement, from Table 16 we can observe that retirees before 2002 demonstrate more favor for newsletters than other groups. Otherwise, approximately 50% of respondents from the rest four groups would like to receive newsletters.

Year of Retirement	Respondents who would like to receive information via newsletter*
<2002	59 (58%)
2003 – 2007	34 (49%)
2008 – 2012	25 (51%)
2013 – 2017	45 (47%)
2018 – 2021	45 (48%)

Table 15: Year of Retirement Proportion for Q25 (Newsletter)

*Denominator for % is the total number of respondents in each Year of Retirement group

4.6 Question 30

In question 30, respondents rate their perception about the level of support they received to navigate their transition into retirement in the following four aspects:

- Q 30-1: Knowing about flexible work options offered by UBC to ease into retirement
- Q 30-2: Obtaining UBC Senate-approved emeritus/a status
- Q 30-3: Establishing a post-retirement appointment in their Departments
- Q 30-4: Maintaining a relationship with their Departments

The distribution of respondents who select “Adequate”, “Inadequate”, or “Not Applicable” to each one of the four aspects will be examined respectively.

The results in this section are influenced by considerable differences in the situation and experience of faculty over the years: mandatory retirement at age 65 years ended at UBC in May 2007 and benefits began to be introduced for those working past age 65 along with flexible retirement options. Starting in 2018 a concerted effort began to provide more support to faculty considering retirement with Transition to Retirement seminars.

4.6.1 Q30-1: Knowing about flexible work options offered by UBC to ease into retirement

For gender, it can be observed from Figure 9 that there isn't an obvious difference between female and male's perception about the level of support they received in knowing about the flexible work options offered by UBC to ease into retirement, although slightly more male respondents gave positive feedback in this section.

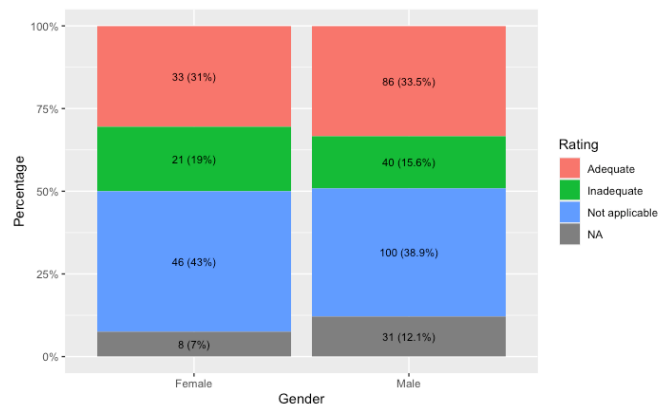


Figure 9: Gender Proportion in Q30-1

If grouping by age, it is shown in Figure 10 below that the percentage of respondents who think the support in knowing about the flexible work option is adequate decreases with age, clearly related to the lack of this option prior to 2007.

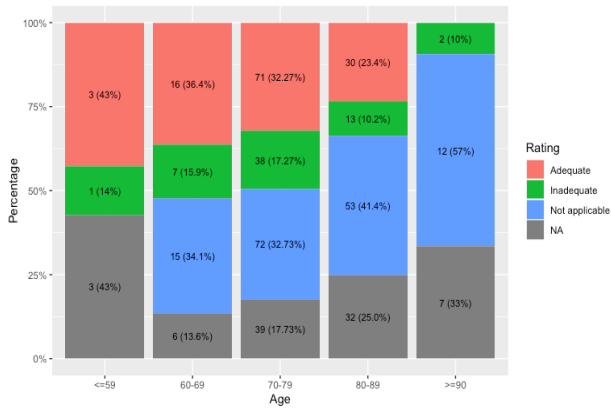


Figure 11: Age Proportion in Q30-1

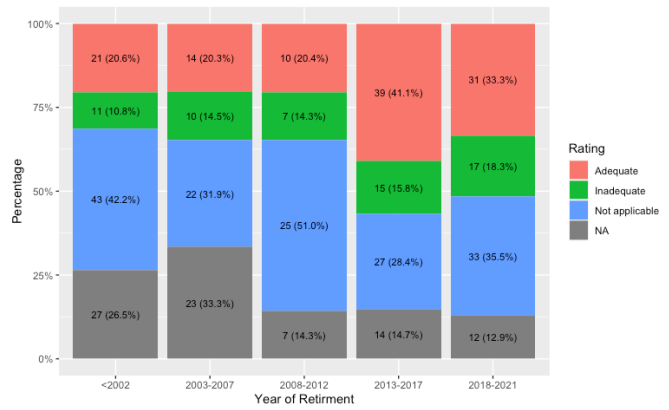


Figure 10: Year of Retirement Proportion in Q30-1

When grouping by the year of retirement, as presented in Figure 11, retirees from the past 8 years (2013 – 2021) have much more satisfaction about the adequacy of support in knowing about the flexible work option than retirees before 2013. In the meantime, around 10 – 20% of respondents from each group think the support is inadequate.

4.6.1 Q30-2: Obtaining UBC Senate-approved emeritus/a status

It can be observed from Figure 12 that the distribution of options in each gender is very similar. In other words, the response pattern of support in obtaining UBC Senate-approved emeritus does not rely on gender.

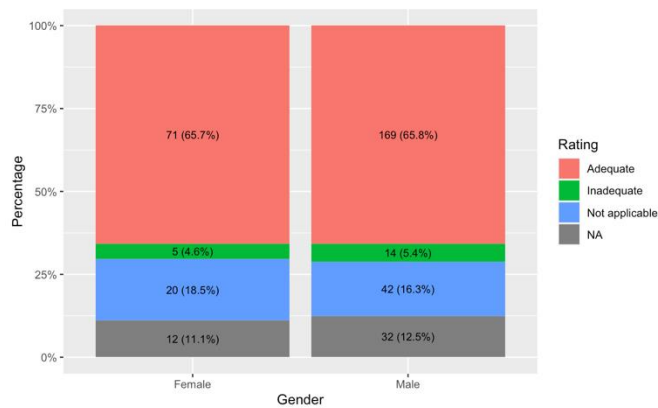


Figure 12: Gender Proportion in Q30-2

For age, it is shown in Figure 13 that the highest proportion of respondents aged 60 – 69 received adequate support in obtaining UBC Senate-approved emeritus, who is followed by the group of <= 59, 70 – 79, and 80 – 89. It is interesting that retirees below 59 either report adequate support or do not answer this question. Additionally, only a small portion of retirees between 60 and 89 report inadequate support. For the option of “Not Applicable”, its percentage approximately increases with age.

For the year of retirement, it can be observed from Figure 14 that a much higher proportion of retirees from the recent eight years (2013 – 2017 & 2018 - 2021) give positive ratings for the support of UBC Senate-approved emeritus than other groups, especially in the group of 2013 – 2017 (41.1%). As for the option of “Inadequate”, it shows a decreasing trend over the years. Namely, recent retirees report a higher fraction of inadequate support. For the option of “Not Applicable,” it has the greatest percentage in the group of 2008 – 2012, with other groups roughly lying in the interval of 30 - 40%.

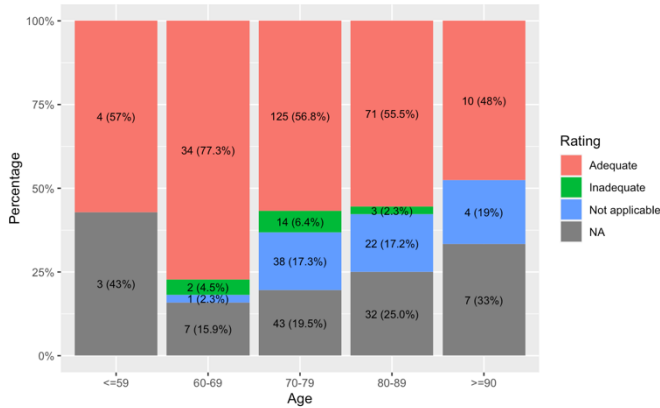


Figure 13: Age Proportion in Q30-2

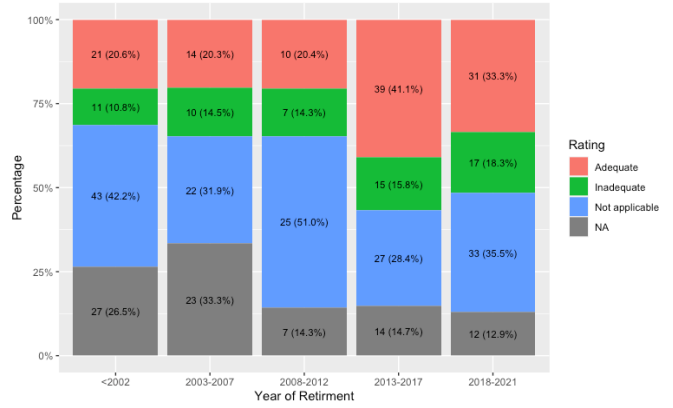


Figure 14: Year of Retirement Proportion in Q30-3

4.6.1 Q30-3: Establishing a post-retirement appointment in their Department

For the support of establishing a post-retirement appointment in departments, it seems that this support is applicable to more male respondents who also report more positive feedback. As presented in Figure 15, a higher proportion of male respondents (28.8%) received adequate support in establishing a post-retirement appointment in their departments than female respondents (20%). In the meantime, the percentage of “Inadequate” among female respondents (20%) is marginally greater than that of male respondents (17.5%).

If grouping by age, from Figure 16 we can see that there is a decreasing trend in the proportion of “Adequate” rating for this support with age. No retiree below 59 find the support inadequate to establish a post-retirement appointment in their departments; around 10% of respondents from the group of 60 – 69, 80 – 89, and >= 90 report inadequacy; and the group of 70 – 79 has the greatest percentage of “Inadequate” rating. For the option of “Not Applicable”, this support is not applicable to approximately 40% of respondents for each group except for the group of <= 59. Overall, the support receives the “worst” feedback from the group of 70 – 79.

If grouping by the year of retirement, it is revealed by Figure 17 that retirees from the past three years have the highest proportion of both adequate rating and inadequate rating. Besides, the group of 2008 – 2021 has the minimal proportion of “Adequate Proportion” but the second greatest percentage of “Inadequate” rating.

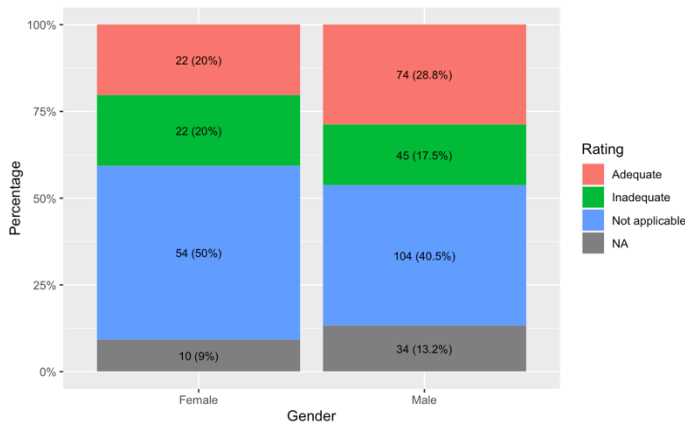


Figure 15: Gender Proportion in Q30-3

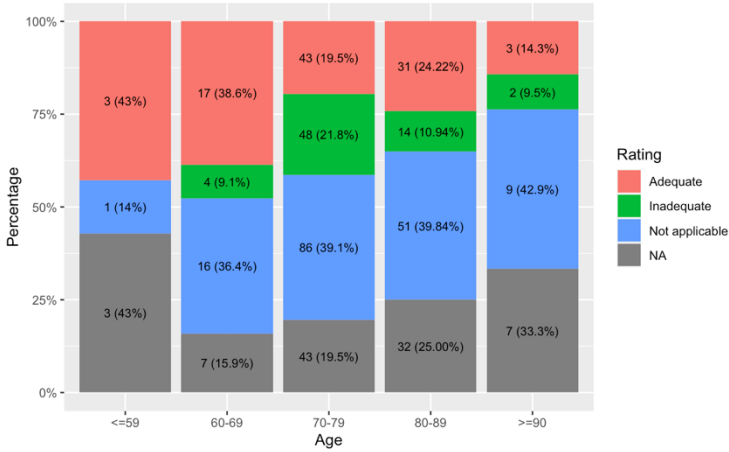


Figure 16: Age Proportion in Q30-3

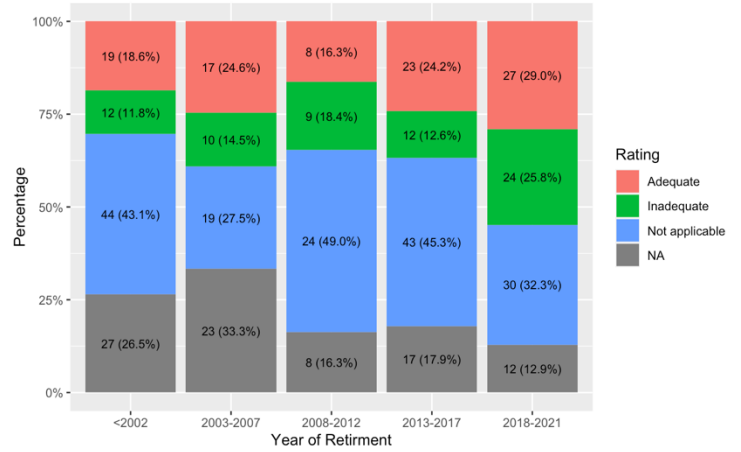


Figure 17: Year of Retirement Proportion in Q30-3

4.6.1 Q30-4: Maintaining a relationship with their Departments

Now for the support of maintaining a relationship with the departments, it can be observed from Figure 18 that the distribution of different ratings between two genders is alike, except that the support is applicable to more female respondents, and slightly more female respondents rate this support as inadequate than male respondents.

For the groups of age shown in Figure 19, except the youngest group and oldest group, around 1/2 of the respondents from the rest of the three groups all think they have received adequate support of maintaining a relationship with their departments. However, the fraction of inadequate rating seems to roughly increase with age except for the group of 80 – 89. For the option of “Not applicable,” its percentage from each group is very close (11 – 18%).

If grouping by the year of retirement, the proportion of “Adequate” ratings are all marginally over 50% from all groups except for the group < 2002, which has the lowest percentage of “Adequate” rating. In addition, respondents from the group of 2018 – 2021 and 2008 – 2012 have noticeably higher proportions of “Inadequate” ratings than other groups. For the option of “Not Applicable,” it has the highest percentage in the group of < 2002 and the lowest percentage in the group of 2003 – 2007. Otherwise, this support is not applicable to about 13% of respondents from the rest of the three groups.

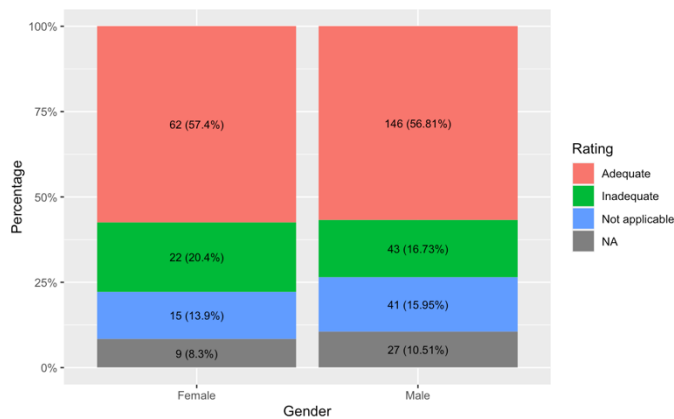


Figure 18: Gender Proportion in Q30-4

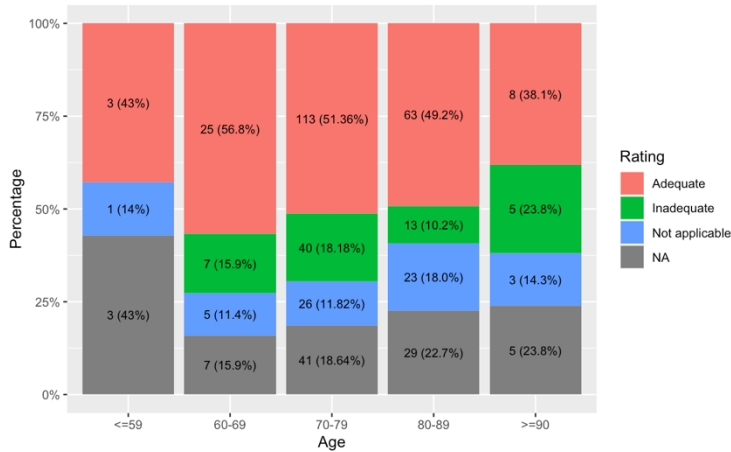


Figure 19: Age Proportion in Q30-4

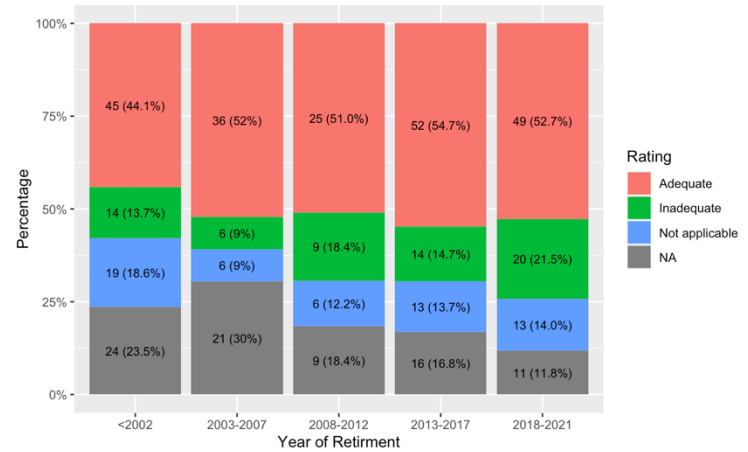


Figure 20: Year of Retirement Proportion in Q30-4

4.7 Comments

There are three questions in which respondents can provide open-text comments. We are going to group the comments by gender and age respectively. The comments grouped by gender are stored in separate MS Word files, and the comments grouped by age are separated into several sections and stored in three files for three survey questions respectively.

4.7.1 Q24

In this question, respondents are asked to provide final comments for this survey. Overall, there are 138 comments, among which 45 comments are written by females, 87 are written by males, and 6 are written by people of unrevealed genders. If grouping by age, from Table 17 we can see that most comments come from respondents over 70.

Age Group	Count of Comments
<= 59	2
60 – 69	7
70 – 79	16
80 – 89	69
>= 90	44

Table 16: Age Proportion of Comments in Q24

4.7.2 Q32

This question asks what are the most helpful resource or type of retirement-planning support that the respondents received. 200 comments are received in total, among which 61 comments are written by women, and 133 comments are written by men.

The following two figures are word clouds, which is a visual representation of word frequency. The more commonly the terms appear in the comments, the larger the word appears in the word clouds. Figure 20 is a word cloud of comments written by female respondents, and Figure 21 is the one of male respondents. It can be observed from Figures 20 and 21 that there are a few resources that earn compliments from both genders, including resources of financial planning, pension/FPP, health, insurance, and travel.

Additionally, we can notice that some work-related words like research, department, seminars frequently occur in female respondents' comments.

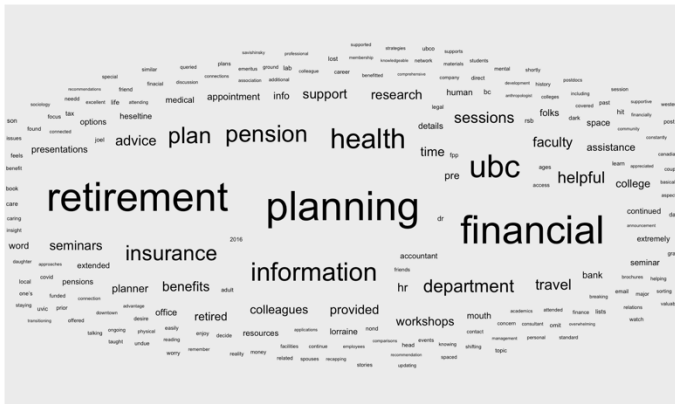


Figure 16: Word cloud of Female Respondents in Q32

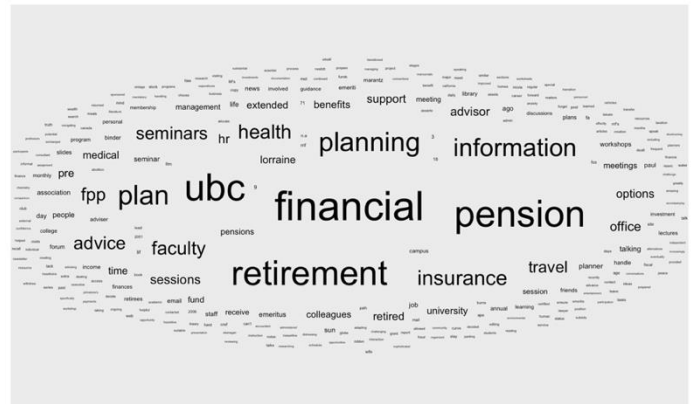


Figure 17: Word cloud of Male Respondents in Q32

If grouping by age, similar to the distribution of final comments, respondents over 70 give out most of the comments on most helpful resources. Table 18 reveals how many comments that each age group has.

Age Group	Count of Comments
<= 59	2
60 – 69	5
70 – 79	26
80 – 89	110
>= 90	57

Table 17: Age Proportion of Comments in Q32

Figures 22 – 26 are the word clouds of each age group. From the word clouds, we can tell there exist differences in respondents' perceptions of various resources. It can be observed that the support of finance and pension gain popularity among almost all the groups. Particularly, the group of 70 – 79, and 80 -89 are fond of support of health and insurance. Since the sample size of comments from the group of < 59 is too small, it may not be representative of the population's demand. For the group of > 90, it is apparent that they prefer social supports like the department, campus, and colleagues.

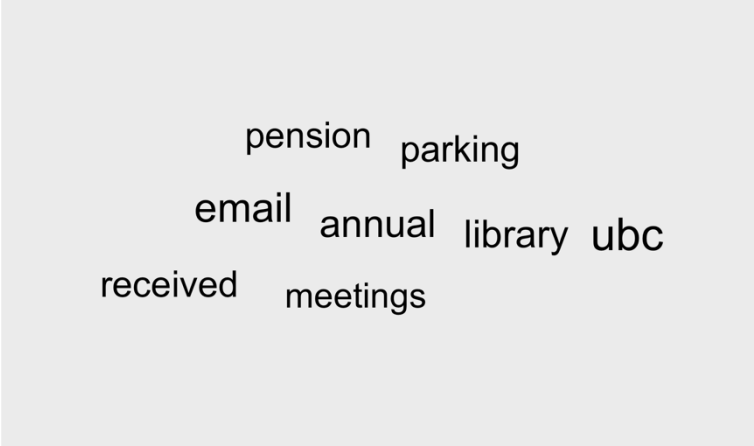


Figure 18: Word cloud of the Group < 59 in Q32

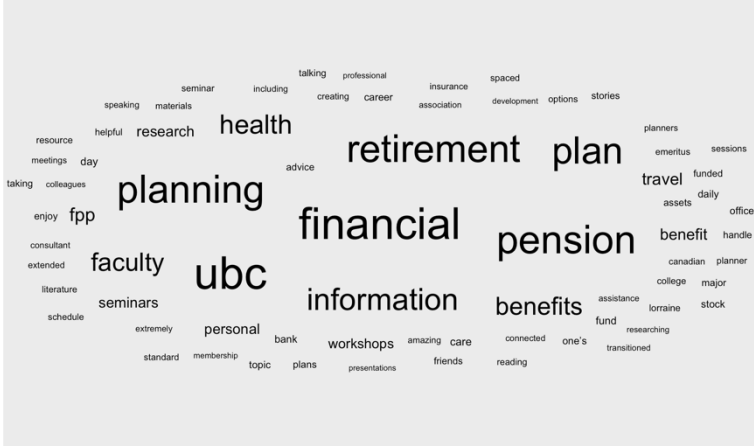


Figure 19: Word cloud of the Group 60 – 69 in Q32

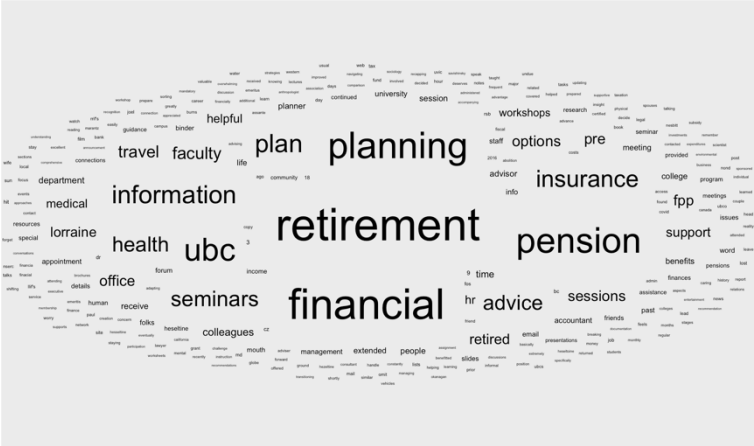


Figure 20: Word cloud of the Group 70 – 79 in Q32

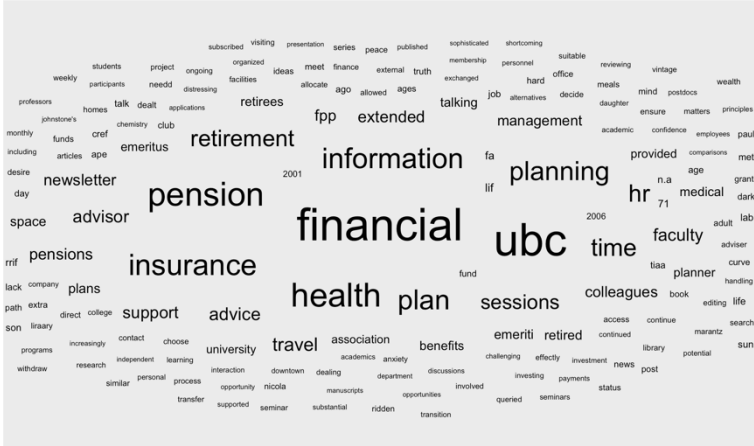


Figure 21: Word cloud of the Group 80 – 89 in Q32

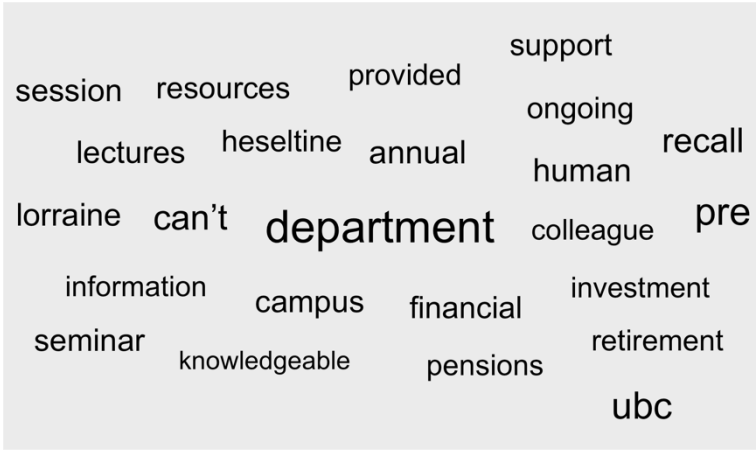


Figure 22: Word cloud of the Group > 90 in Q32

4.7.3 Q33

This question asks how could UBC and/or the UBC Emeritus College better support faculty during their pre- and early post-retirement periods. There are 120 responses in total, among which 40 comments are written by females, and 78 are written by males. Table 19 demonstrates the distribution of comments by age. Again, few respondents under 70 provide feedback in text. After looking at the comments themselves, I would recommend directly reading the comments instead of visualizing the comments by word clouds.

Age Group	Count of Comments
<= 59	1
60 – 69	1
70 – 79	19
80 – 89	62
>= 90	37

Table 18: Age Proportion of Comments in Q33

4 Conclusion

In summary, the survey respondents who revealed their gender, age, and year of retirement are representative of Emeritus college members who were sent the survey. For the pattern of responses, it is found that it does rely on age, length of length to different extents in various survey questions. It is clearly demonstrated in the analysis that respondents of different gender, age, and length of retirement have diverse levels of perception of the supports from the college, as well as different desires for the Emeritus College.

5 Limitations

There exist two main limitations. The analysis of sample representativeness and response pattern is based on the rule of grouping suggested by the client. Grouping was not always enough to achieve large sample size for the categorical explanatory variable levels. In our data, the sample size of some groups is particularly small, which may lead to unreliable interpretation and comparison of some distributions. Besides, the dataset contains a relatively large percentage of missing data, which imposes one of the biggest uncertainties on the analysis because of the lack of knowledge in the data missing mechanism of survey responses.