

## Sunday Services "Snapshot" Survey Results from January 13, 2019

### By Rev. Manish Mishra-Marzetti, Senior Minister

On January 13, 2019, a "snapshot" survey was conducted during both of our Sunday morning services soliciting feedback from that morning's attendees on UUAA's Sunday services. Attendees were given the opportunity to offer open-ended written feedback, and were encouraged to name their most significant point(s) of appreciation and/or their most significant point(s) of suggestion regarding our Sunday services.

The level of participation in this survey far exceeded anything we imagined. Over the course of that Sunday morning, 362 adults participated in the snapshot survey. As a reference point, UUAA currently has 632 adult members. As such, the data obtained represents a significant sample of our UUAA community. We'd like to take this opportunity to share with you some of the insights that emerge from this survey.

Out of 362 open-ended responses received on 1/13/2019,

- In excess of 99% of the survey respondents (99.7%) expressed appreciation of and praise for some aspect of our Sunday services, with the music and spoken reflections most often mentioned as particularly meaningful.
- 69% of the survey respondents specifically expressed appreciation for the music and singing opportunities in our Sunday services.
- 57% of the survey respondents expressed praise for specific Sunday service leaders (specific members of the professional staff) and/or the worship team as a whole.
- 33% of the survey respondents indicated that they are pleased with the services and have no suggestions for changing or improving our services.
- 20% of the survey respondents indicated deep appreciation for story telling/sharing in our services and/or asked for more of this.
- 19% of the survey respondents offered feedback related to music - requesting less of it, less repetition, and/or less verses from the hymns/songs that are sung.
- 12% of survey respondents would like lengthier or meatier sermons, and less of other parts of the service.
- 10% of the survey respondents offered feedback suggesting that our Sunday services be limited to 60 minutes in length.
- 5% of the survey respondents indicated that specific liturgical words ("worship" or "spiritual," for example) were troublesome for them, and/or that they were concerned about humanistic or rationalistic perspectives being underrepresented in the services.

The overwhelming focus of the survey responses was appreciation and praise, which staff member Hannah Hotchkiss has helped capture in the following word cloud, representing 361 responses out of 362 surveys:



Please note: While we tried, it's not quite possible to capture the suggestions offered in this survey in a comparable apples-to-apples word cloud. 1/3 of the total respondents (121 responses) indicated that they did not have any suggestions for things that they wanted changed or improved. The number of data points represented in two word clouds (one for praise and one for suggestions) would therefore either be different, or the phrase "No Suggestions" would be the overwhelming, bolded central phrase at the center of a word cloud which is supposed to be about suggestions. For transparency's sake, we wanted to let you know that the staff team wrestled with this conundrum.

For those who have the time and/or interest, the original raw data (minus the identifying information of respondents) is available for anyone who is interested and can be [accessed here](#).

On behalf of your entire staff team, THANK YOU for participating in this survey and for helping create such a beautiful, affirming picture of who we are together, as a community. We look forward to continuing to examine and reflect on this data closely, and incorporating ongoing refinements that balance the needs of our community, as a whole.

With much appreciation and gratitude, Rev. Manish