

UNITARIAN UNIVERSALIST FELLOWSHIP OF LOS GATOS

Report on Annual Congregation Satisfaction Survey

February 2010

The second annual Unitarian Universalist Fellowship of Los Gatos Satisfaction Survey was conducted in January and February of 2010. The following pages contain a summary of the survey results.

The survey included eleven areas asking for a numeric rating of satisfaction from (1) – Very unsatisfied to (11) – Very satisfied. To permit possible identification of trends the same evaluation areas were used that were used in the 2009 survey.

(Note: the numeric scoring in the 2009 survey used a scale from (0) to (10) rather than (1) to (11.) To permit direct comparison between the two surveys, the individual scores from 2009 were adjusted by one digit.)

The survey also asked for written comments for each of the eleven evaluation areas as well as general comments not specific to any one area.

Comparison of relative scores and their distribution between the two years do not show recognizable trends. It is possible that addition of a third data set from a comparable survey in 2011 will reveal trends. However, the written comments were uniformly more positive in this year's survey.

The following pages contain a graphic representation of this year's numeric scores compared to last year's and a summary of the written responses.

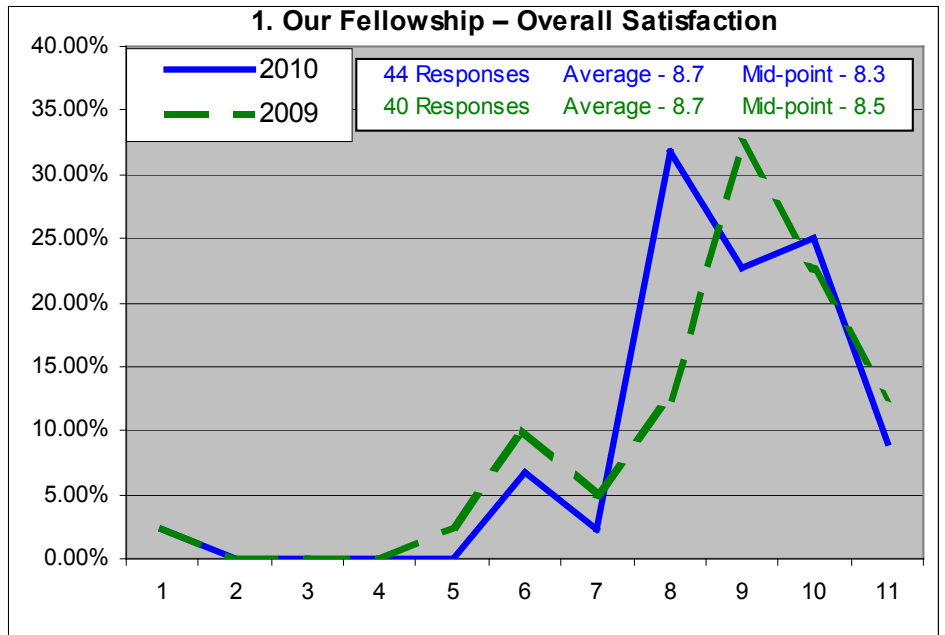
The graph for each area shows the percent of those responding that selected a score at each level from 1 to 11. Notation on each graph also indicates the number of responders for that area, and the average and middle numeric scores for 2010 and for 2009.

In total, there were 44 responders in 2010 versus 40 in 2009. The 2010 survey was conducted both by Internet (34 responses) as well as by hard copy (10 responses.) The 2009 survey was conducted by hard copy only. All written comments in 2010 were from responses completed via the Internet.

1. Our Fellowship – Overall Satisfaction

(44 responders answered the question and included nine comments)

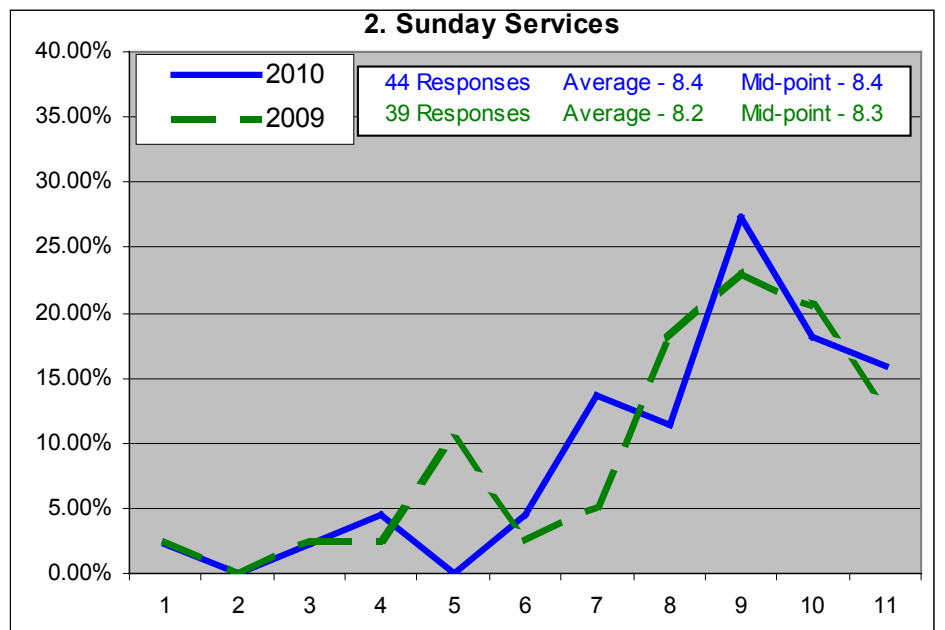
There was little change from last year's numeric scores and the written comments were similar as well. Four comments were positive, three neutral and one negative, suggesting more outside activities. Two of the neutral comments related to over-dependence on a small group of volunteers for many of the Fellowship's operating tasks. The positive comments related to the friendliness of the members and sense of community.



2. Sunday Services

(44 responders answered the question and included 18 comments)

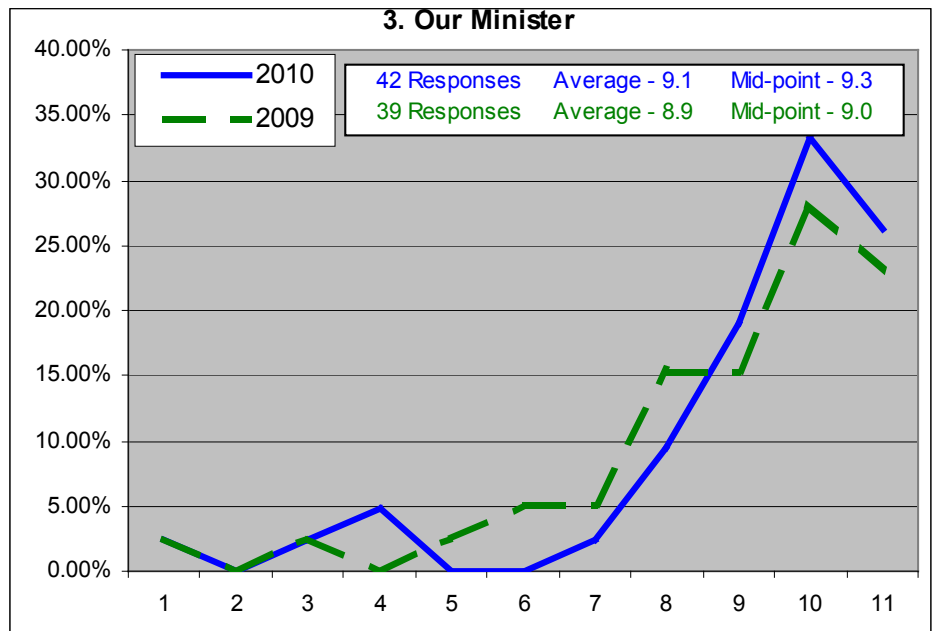
The numeric scores were very similar to last year's. Of the 18 written comments, 12 were positive, many relating to Victoria's contributions as well as the balance and variety in the Services. There were a few neutral comments and four negative comments or suggestions for improvement. Two of the negative comments related to visiting speakers and two to children's' content – one asking for more, one asking for less.



3. Our Minister

(42 responders answered the question and included 17 comments)

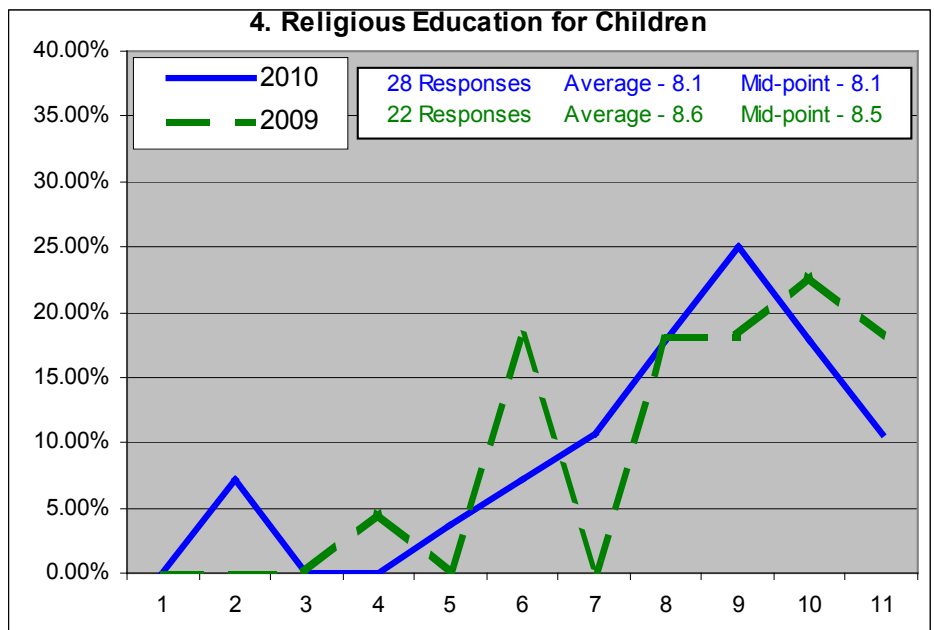
Over 80% of the written responses were very positive, expressing appreciation for Victoria's efforts. There were a few mild suggestions for improvements in involvement with children, leadership and expecting increased contribution from the congregation. There were no strictly negative comments. While the numeric scores showed only a slight increase over last year, the written responses indicated increased satisfaction.



4. Religious Education for Children

(28 responders answered the question and included 19 comments)

Seven of the written comments were essentially "no comment" based on no current experience. Two comments were negative, commenting on inability to retain families with children and lack of their children's interest. The remaining 50% were positive with several specific mentions of Tamara's contribution and appreciation for the teachers. There was one negative and one positive comment about Sunday Service children's story time. Other comments related to space problems for younger kids and lack of older kids. The "no comment" responses (7) were more numerous than 2009 (1) which may explain the slightly lower numeric scores.

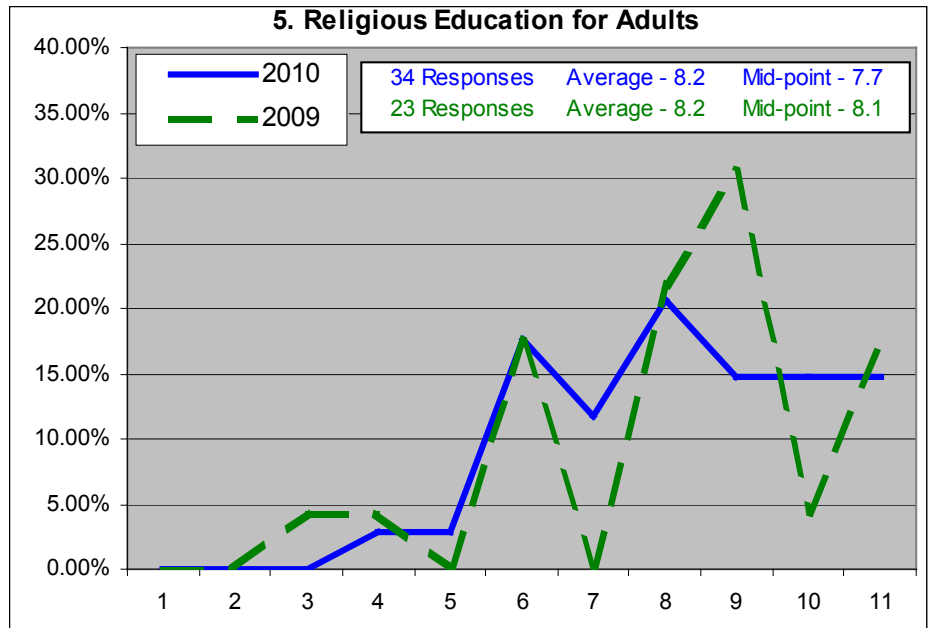


5. Religious Education for Adults

(34 responders answered the question and included 14 comments)

Half of the comments were positive, pointing out the frequency and the interesting topics. Four were neutral but mentioned lack of time to attend. Others commented on low participation and offered suggestions for increased attendance, such as more advertising, increased number of classes, and adding classes taught by Members with expertise to offer, not necessarily religious.

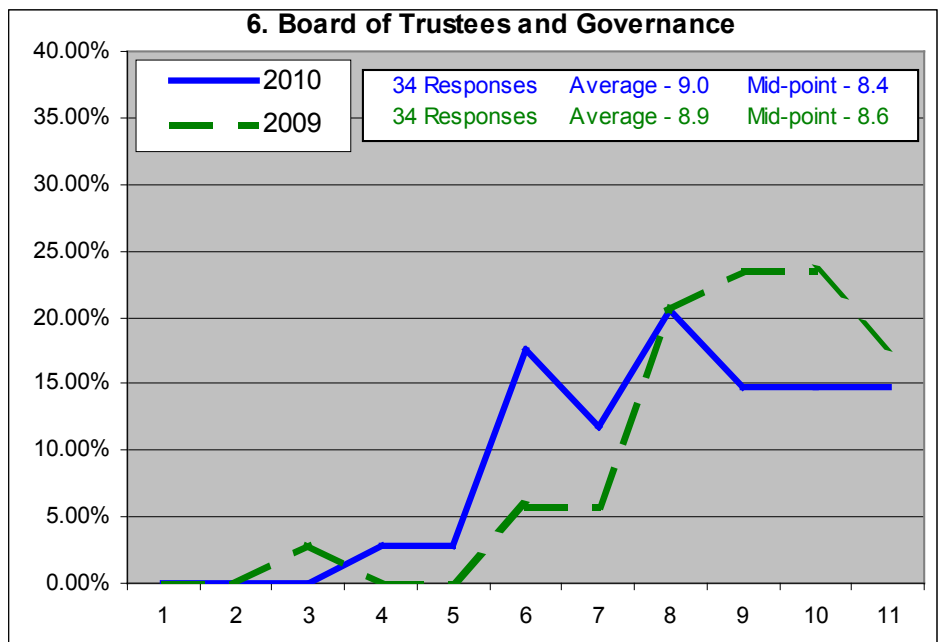
Last year's scores were similar and comments also suggested more lay lead classes.



6. Board of Trustees and Governance

(34 responders answered the question and included 12 comments)

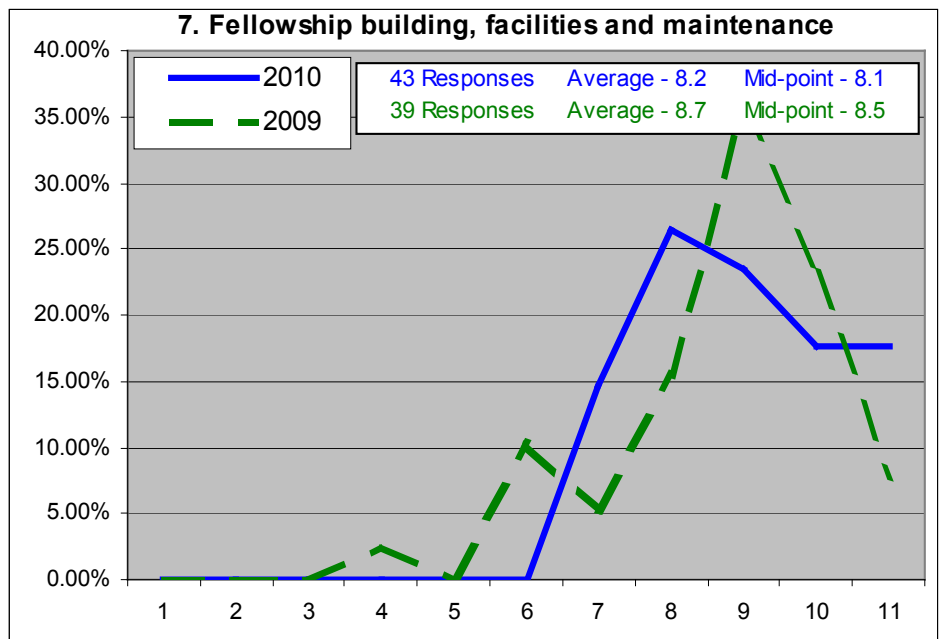
Half of the written comments were complementary. One comment questioned the Boards ability to follow through on plans. Others offered comments on difficulties due to the congregations small size and a request for more visibility in Board activities and their current issues. Comments in the 2009 survey also asked for more visibility and communication from the Board. The numeric scores were very much the same as those from 2009.



7. Fellowship building, facilities and maintenance

(43 responders answered the question and included 13 comments)

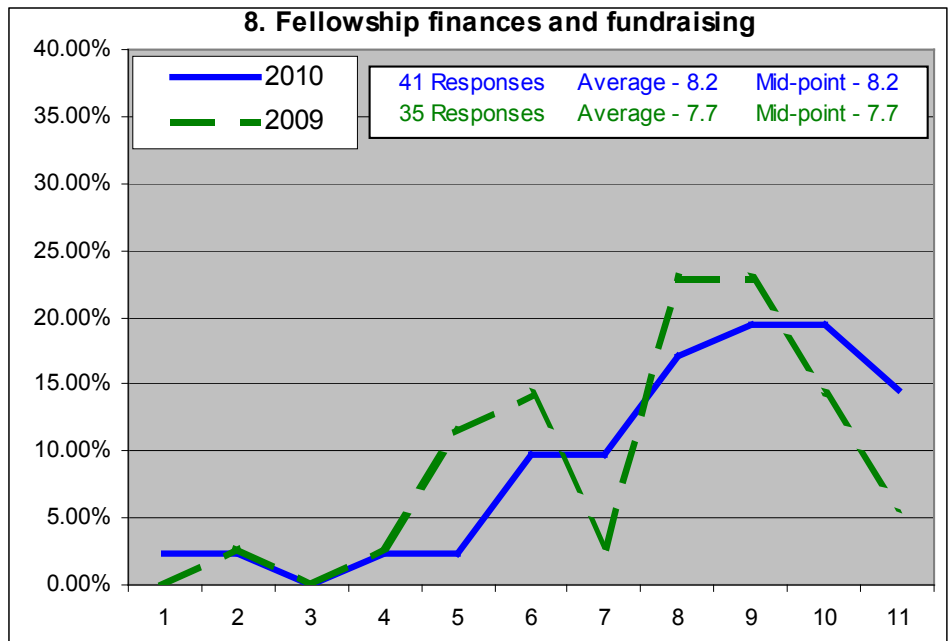
All comments about maintenance of the building were complementary, as were comments on recent work done on the deck and the “new” sign. Half of the comments mentioned lack of funds as a major issue – both for improvements as well as expansion. Lack of adequate space was also mentioned in half of the comments. There were two comments suggesting need for the Sanctuary to be painted inside. The numeric scores decreased relative to 2009 but the tone of written comments was similar.



8. Fellowship finances and fundraising

(41 responders answered the question and included 15 comments)

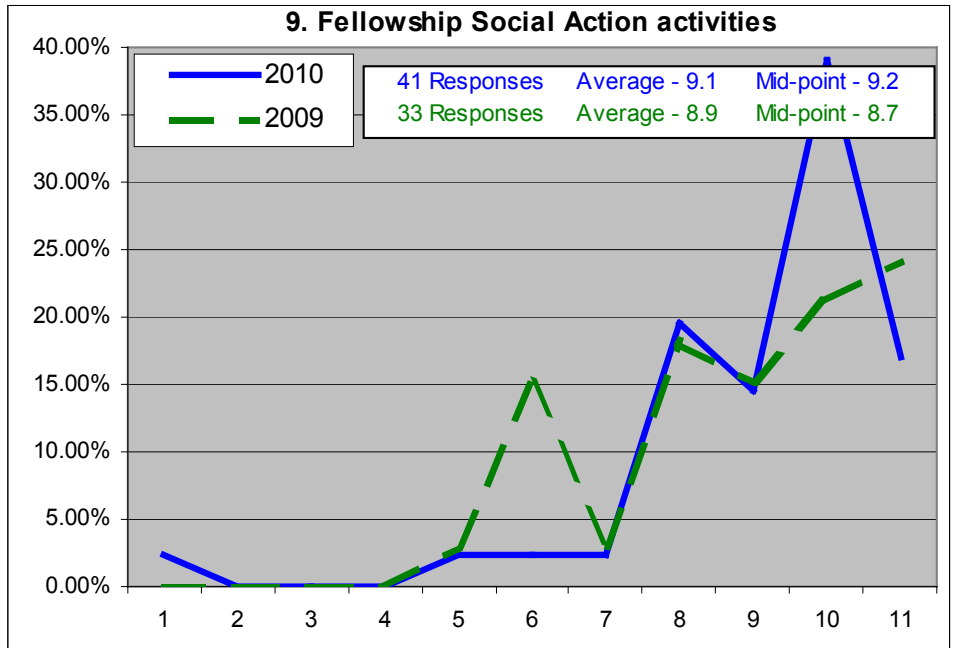
Sixty percent of the written comments included specific, positive statements on the work of the Finance Committee. Four of the responses commented on the need to increase Membership for increased funds. Two called for increased fund raising and one for less and a smaller budget. There were relatively more comments in 2009 suggesting increased fund raising. Numeric scores were slightly higher for 2010.



9. Fellowship Social Action Activities

(41 responders answered the question and included 16 comments)

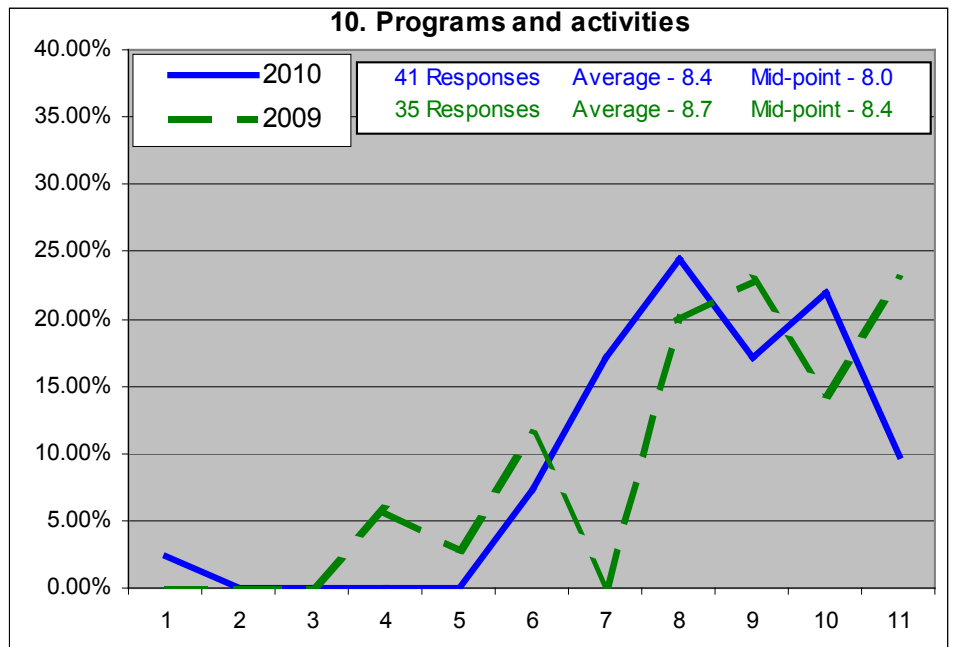
All but one of the written comments were very positive about the offered activities and the work of the Social Action Committee. One person indicated lack of interest in general. Six responders commented positively on the breadth of activities and two indicated a desire for increased externally directed activities. Numeric scores showed a slight increase from 2009.



10. Programs and activities

(41 responders answered the question and included 11 comments)

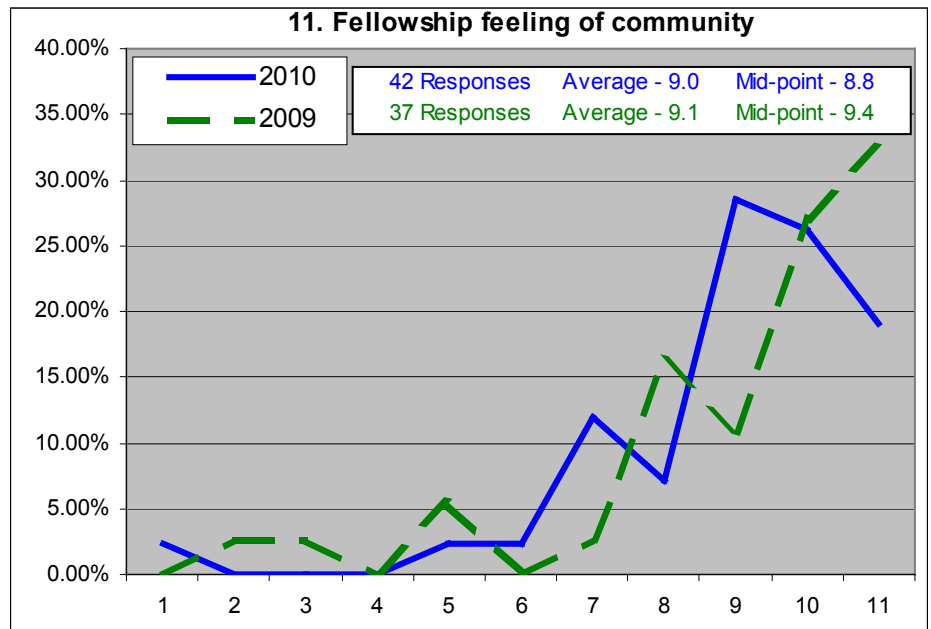
All written responses were positive with mention of RUUMS, Dinners for Eight, Movie Nights, All-Age Potluck, Hike and Bike, Women’s Group, and the Auction. However, two comments also suggested more could be done, without specific suggestions, and one suggested Membership apathy in this area as a problem. Numeric scores decreased slightly from last year.



11. Fellowship feeling of community

(42 responders answered the question and included 16 comments)

Twelve of the written comments were positive to very positive. Of the four that were not: one said we were not as welcoming to visitors as we should be; one cautioned against domination by special interest groups; one stated that some Members were unnecessarily critical of others; and one said this area needed improvement in general without other specific comment. The average score was essentially unchanged from last year but the mid-point decreased.



12. Other Comments

(There were 13 written responses.)

A common theme of strong appreciation for the Fellowship was evident in eight of the responses – none of the remaining comments were negative but did offer suggestions for improvement. Three responses identified growth and financial issues as primary problems. One asked that we become more outward facing and one suggested return of camping trips and retreats for community building.