

# 2019 Pulse Survey Report



Word cloud summarizing results of open-ended question around what ERUUF is doing well

**A report provided by the Committee on Evaluation of Ministry**

**Members: Julie Edmunds (Chair), Steven Franklin, Pam DiLavore, Nancy Henley, Helen Wolfson**

## Overview of Pulse Survey

**What is the Pulse?** Over the past 11 years, ERUUF members and friends have completed an annual survey known as the Pulse of the Congregation, administered by the Committee on Evaluation of Ministry. The survey includes closed-ended questions that ask respondents to rate their experiences at ERUUF and the quality of ERUUF's activities. These results are compared to results in previous years to identify trends over time. The survey also includes two open-ended questions that ask respondents to describe in their own words what is going well and what needs work. These open-ended responses are analyzed to identify themes. Additional questions may also be added that focus on specific areas of interest; in 2019, there were specific questions relative to diversity and relative to specific goals in the Strategic Plan. There was a total of 243 respondents.

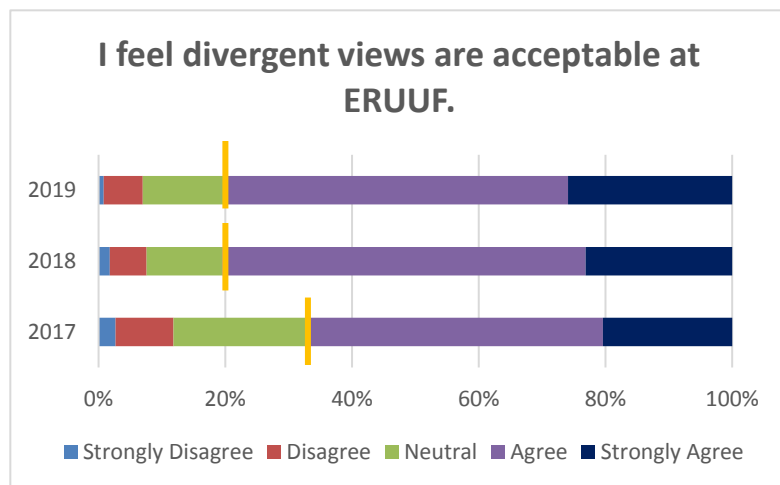
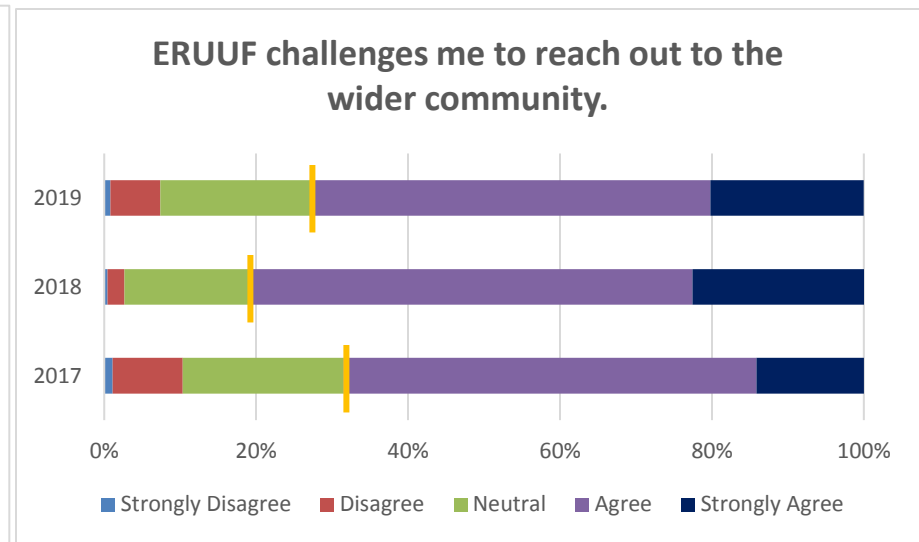
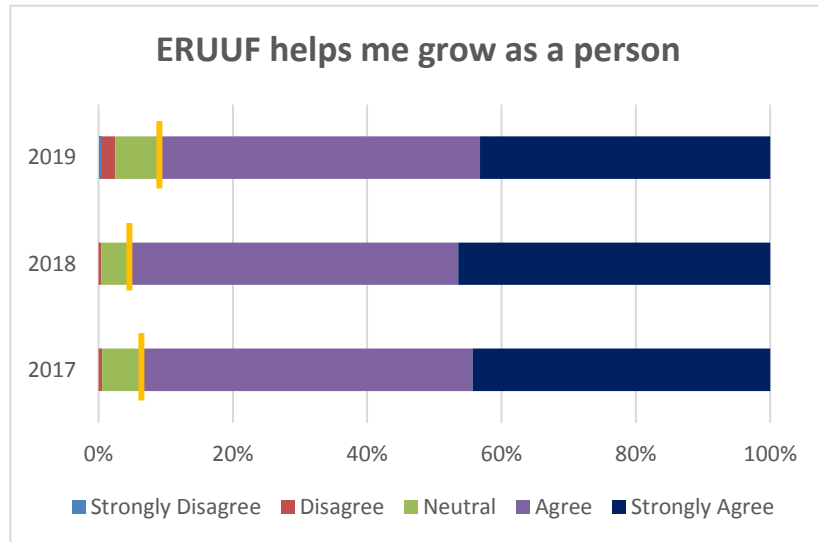
**How are the Pulse data used?** The graphs and the summary of the open-ended comments are shared with the Board and ERUUF staff, who use it in their planning. The report is also shared with the broader congregation in a variety of ways, including through the website, at the annual meeting, and through leadership forums.

An important note about individual comments: The Committee on Evaluation of Ministry (CEM) reads every single comment and codes them to identify themes mentioned by multiple individuals. These themes are then shared with the staff, along with sample comments to illustrate the theme. It is not necessarily possible for staff or programming to address every individual comment, because they are trying to meet the needs of the many different members and guests of the Fellowship.

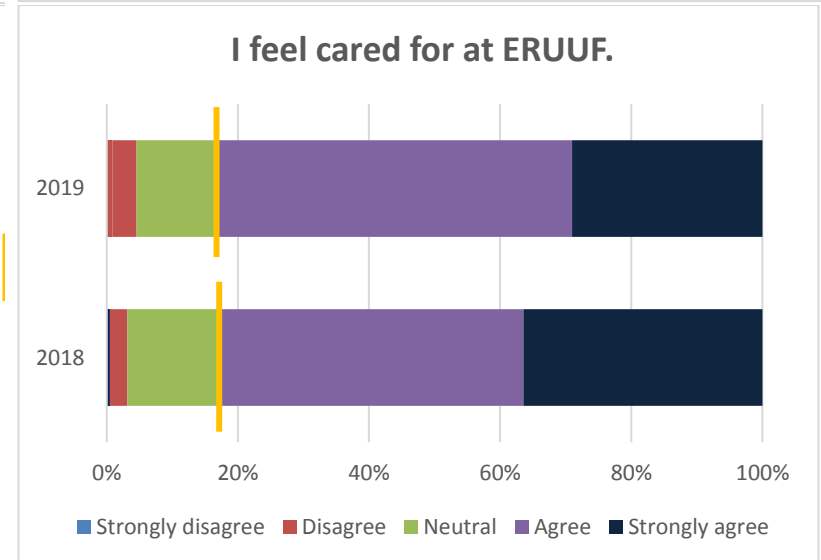
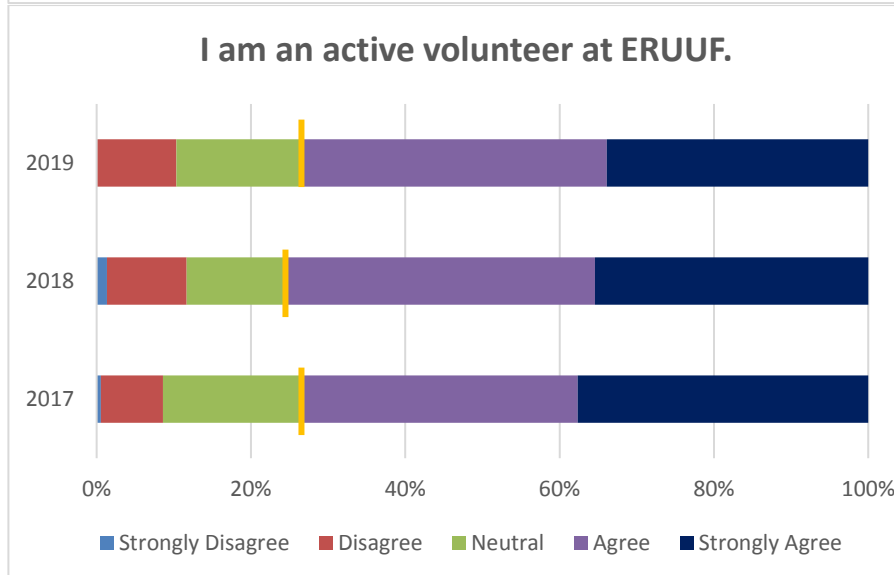
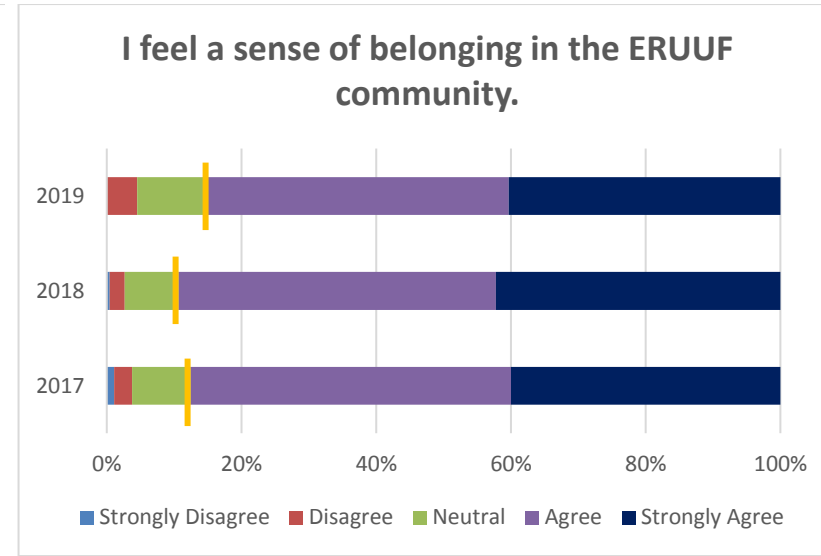
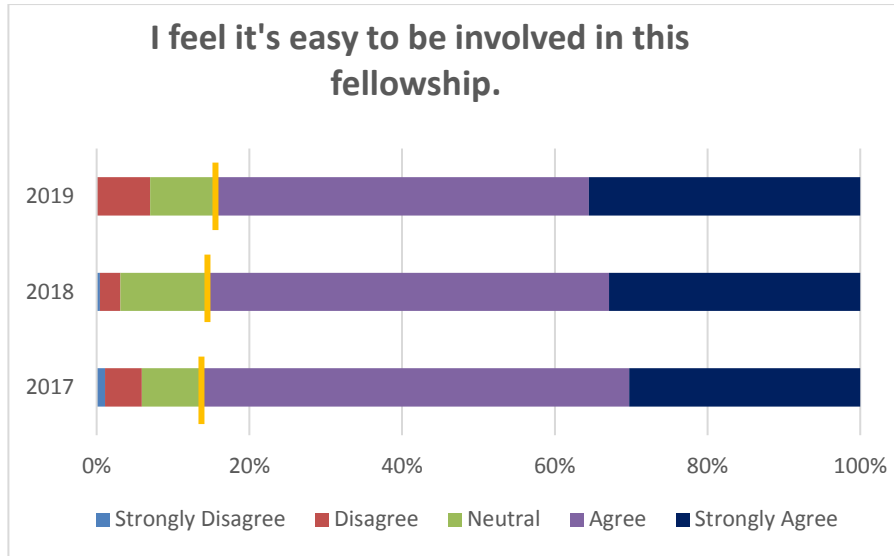
**What do the 2019 results show?** As you will see in the detailed charts and comment tables, ERUUF is a strong and vibrant community in many ways. We see continued improvement particularly in areas that have been an emphasis over the past year. As always, there remain opportunities for growth. Key findings include:

- Spiritual development has increased, likely related to the significant improvement in adult RE. Ministry team is also showing positive trends.
- Over the past three years, pastoral care is showing growth.
- There was substantial perceived improvement in integration of new members, which has received continued emphasis over the past year. When looking only at new members, 68% believed it was good or excellent.
- There were declines in measures related to financial management and financial commitment to 2017 levels; in 2018, we held the Capital Campaign.
- Of respondents who had children in RE, 74% believed it was good or excellent. Despite this, youth RE overall has experienced both declining enrollment as well as an increase in percentage of respondents indicating that it needs attention. Comments focused specifically on the need for programming for older children.
- Internal communication has been improving but perceptions of external publicity remain very low.
- Respondents believed that ERUUF did best on issues of diversity related to gender and sexual preference. Areas for growth included political perspective, economic status, abledness, and racial/ethnic diversity.

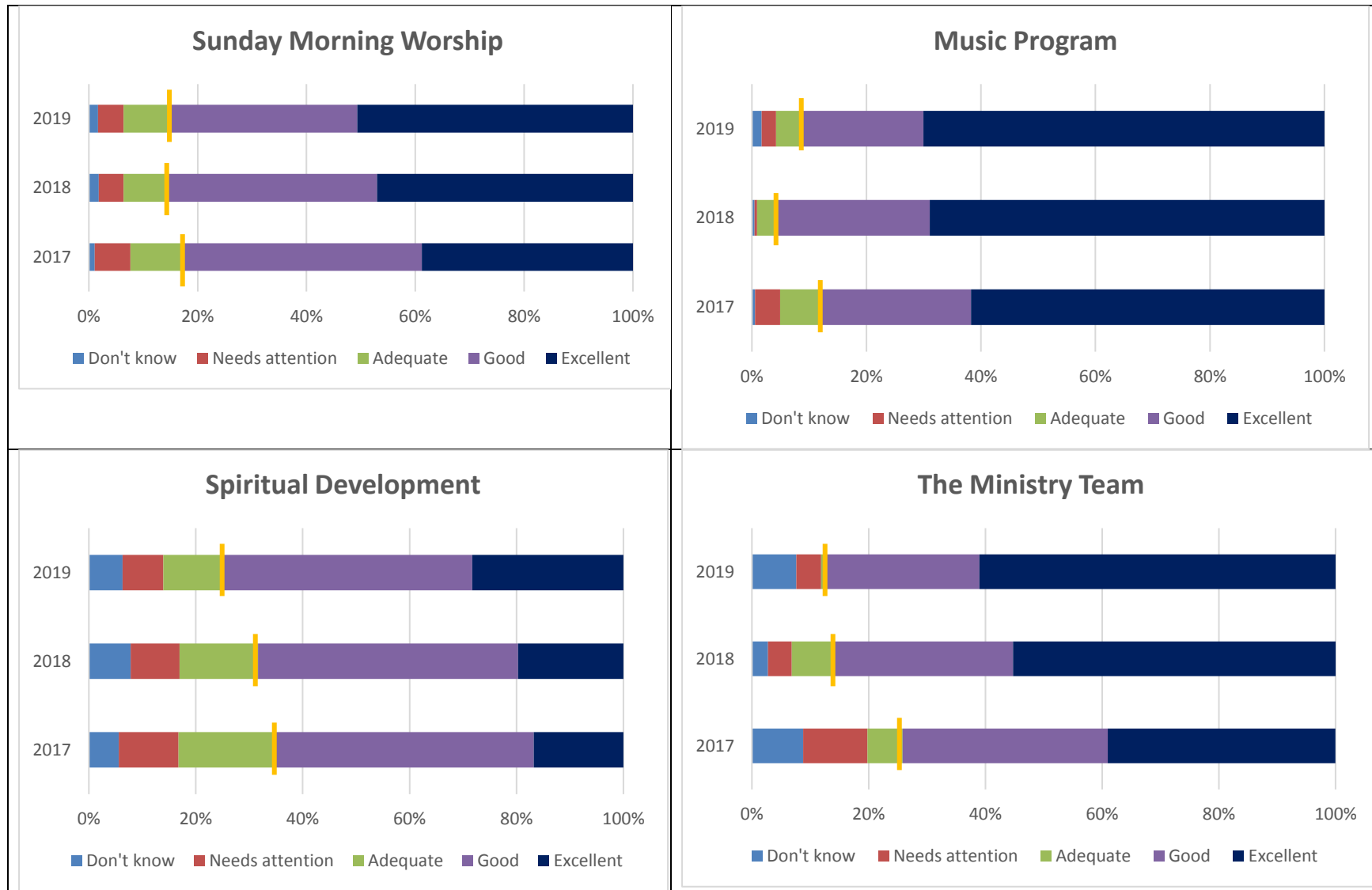
## Personal Growth at ERUUF



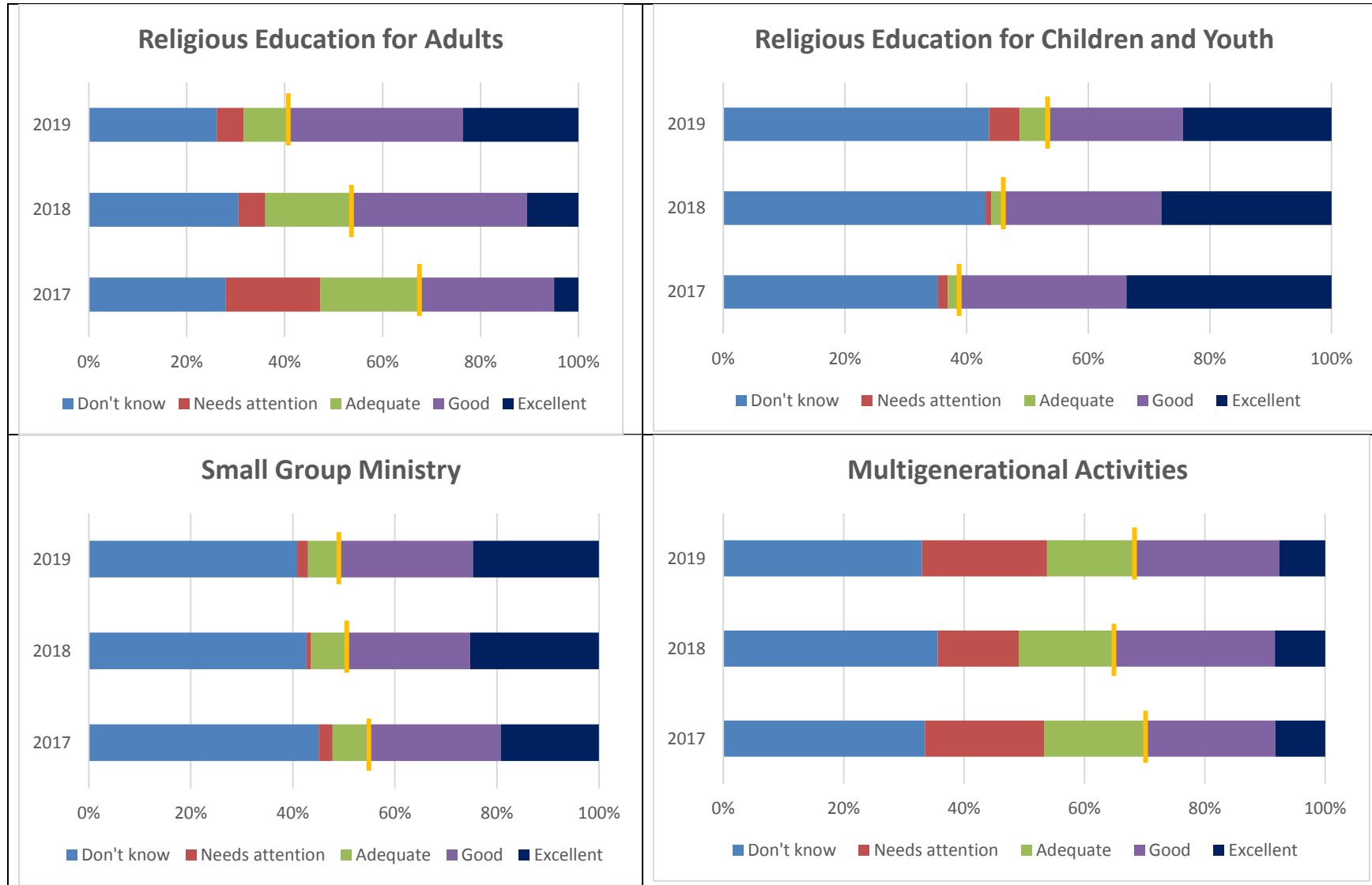
## Involvement and Caring at ERUUF



## Sunday Morning and Spiritual Development

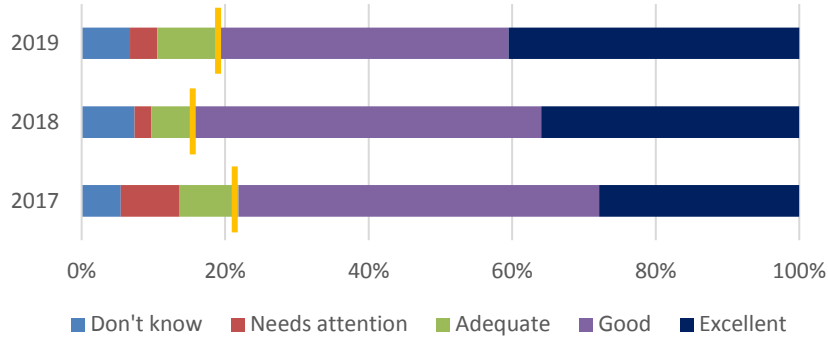


## Religious Education for Youth and Adults

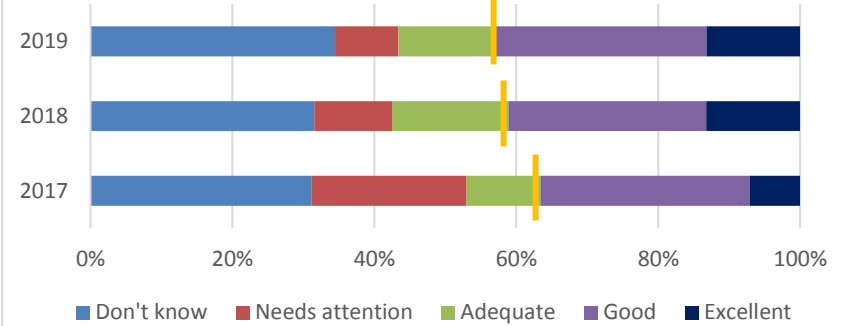


## Social Justice and Involvement

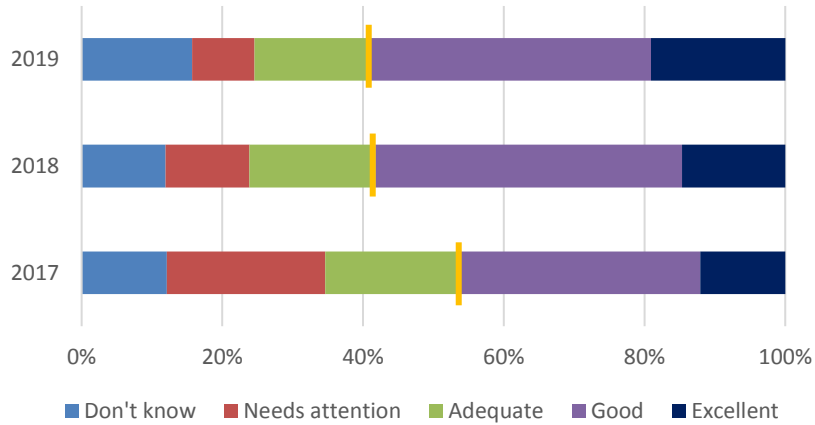
### ERUUF's Engagement in Justice Activities



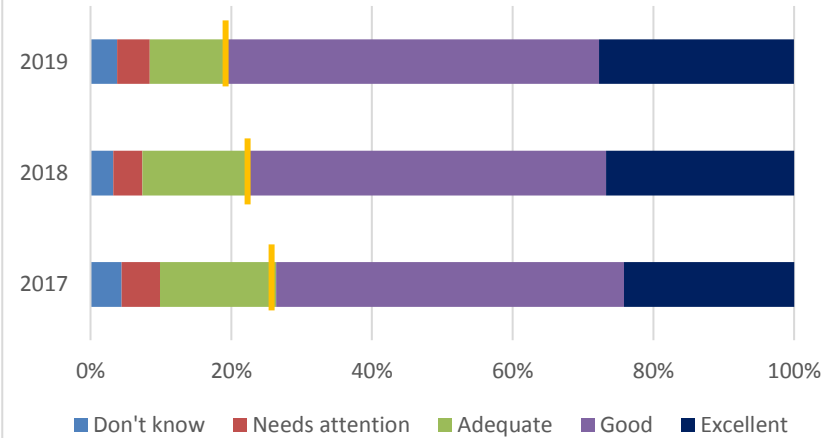
### Volunteer Coordination



### Engagement in the Wider Community

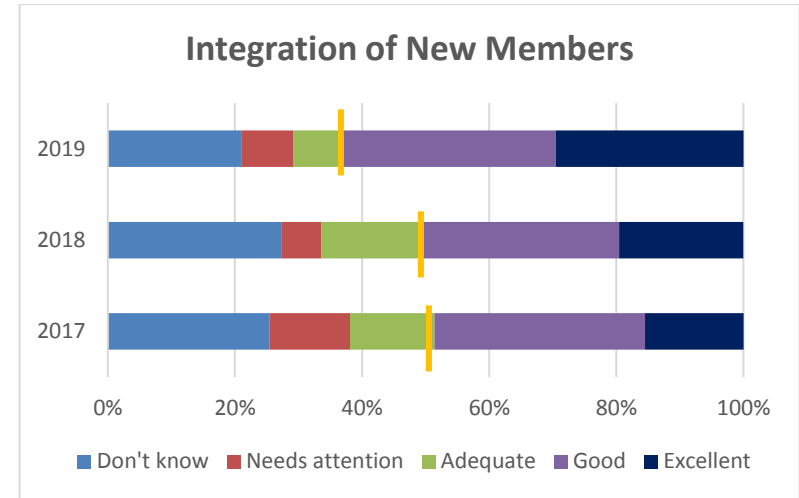
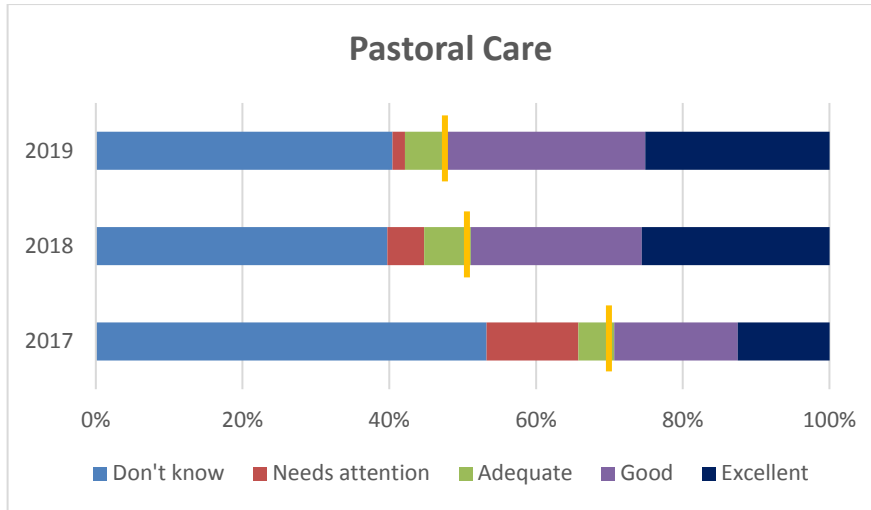


### Coffee Hour

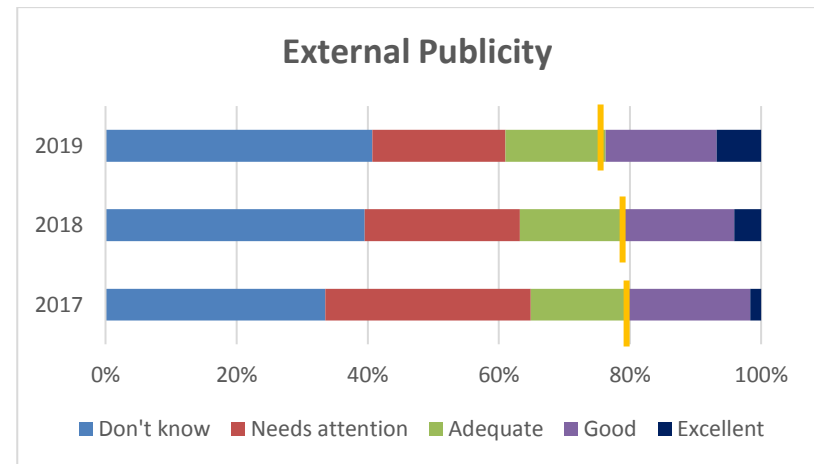
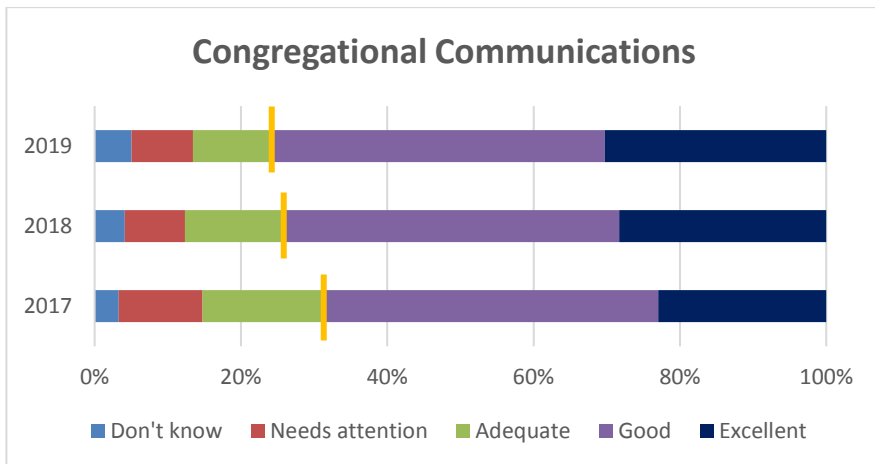




## Caring and Integration

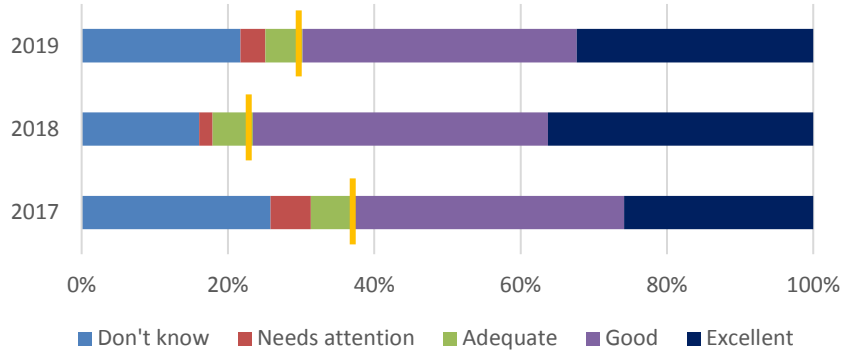


## Communications

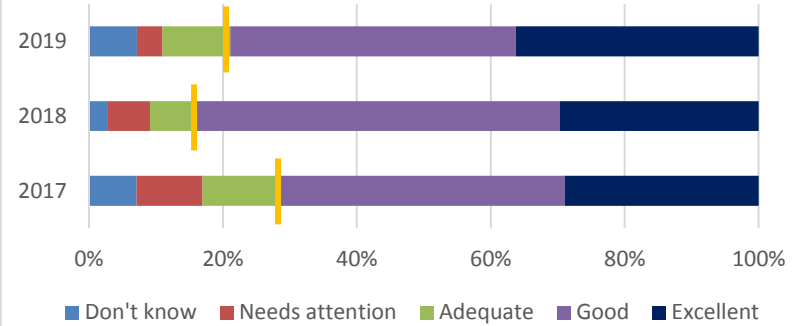


## Management, Administration and Stewardship

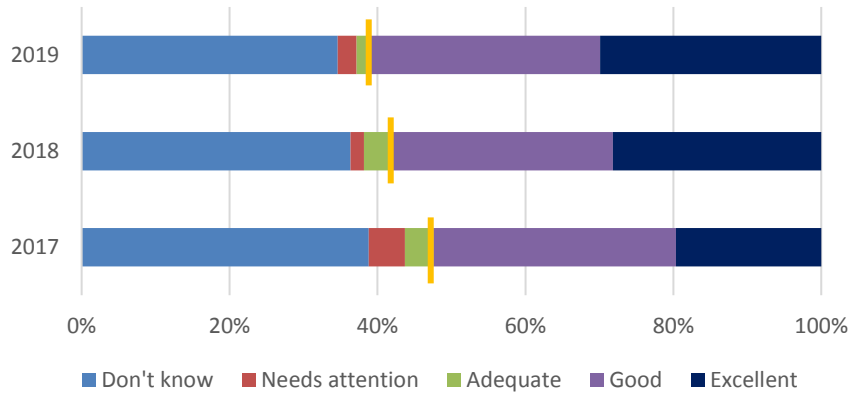
### Office Administration



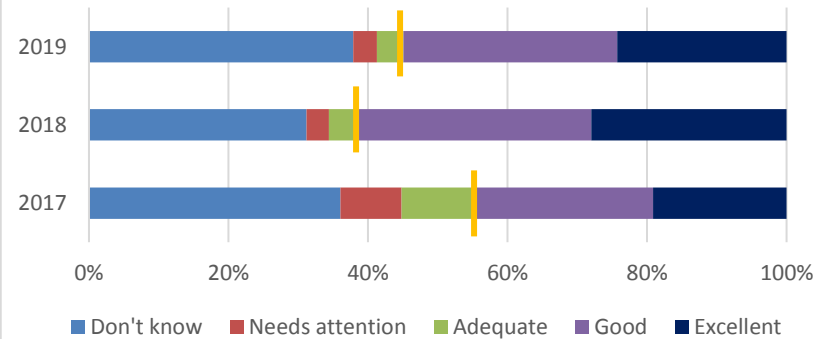
### Building and Grounds Management



### Board of Trustees

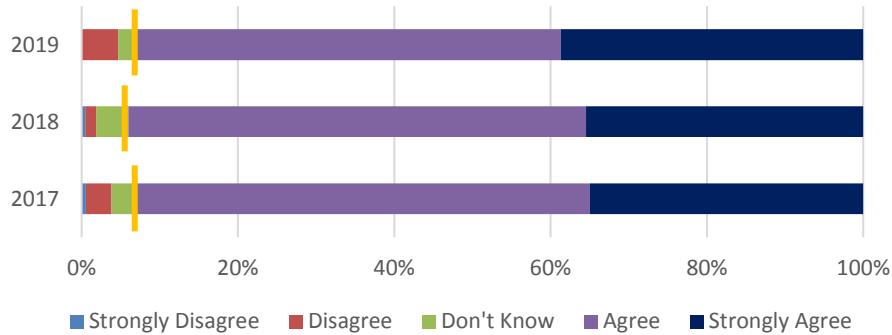


### Fellowship Financial Management and Stewardship

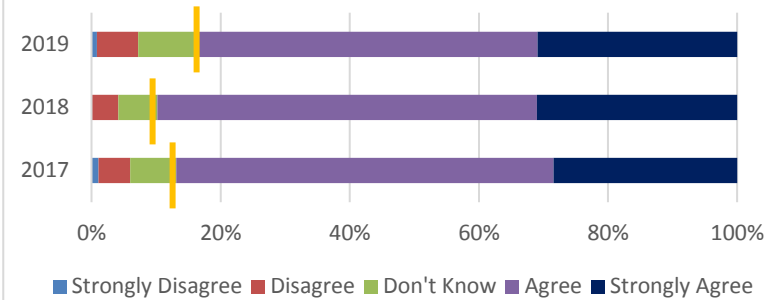


## Commitment to ERUUF

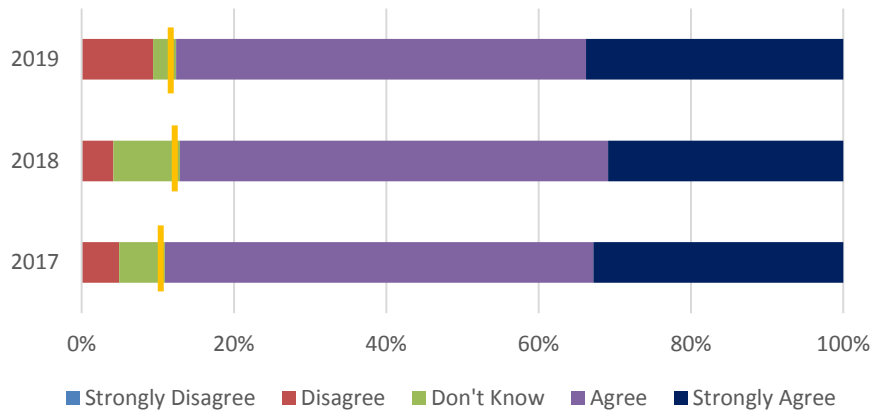
**At ERUUF, the culture encourages members of the Fellowship to give generously of their time and talents.**



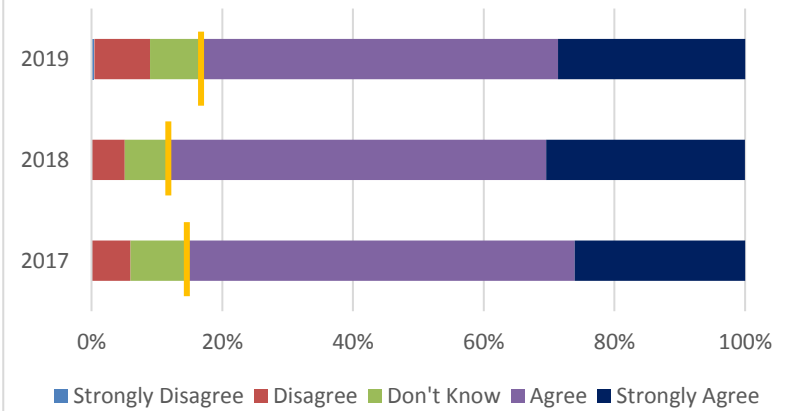
**At ERUUF, the culture encourages members to make significant financial contributions (relative to their means) to support ERUUF**



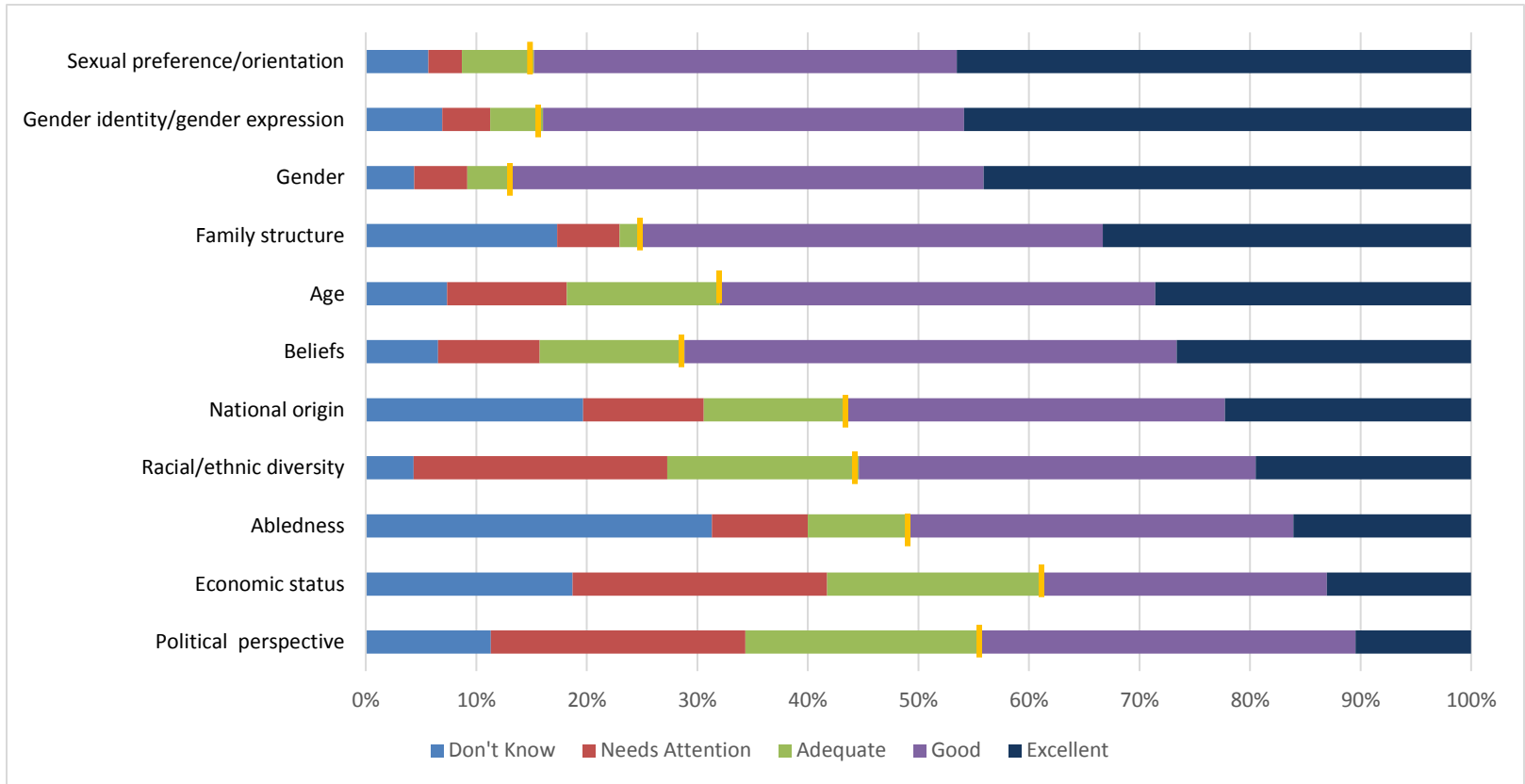
**Supporting ERUUF with my time and talents is a priority for me.**



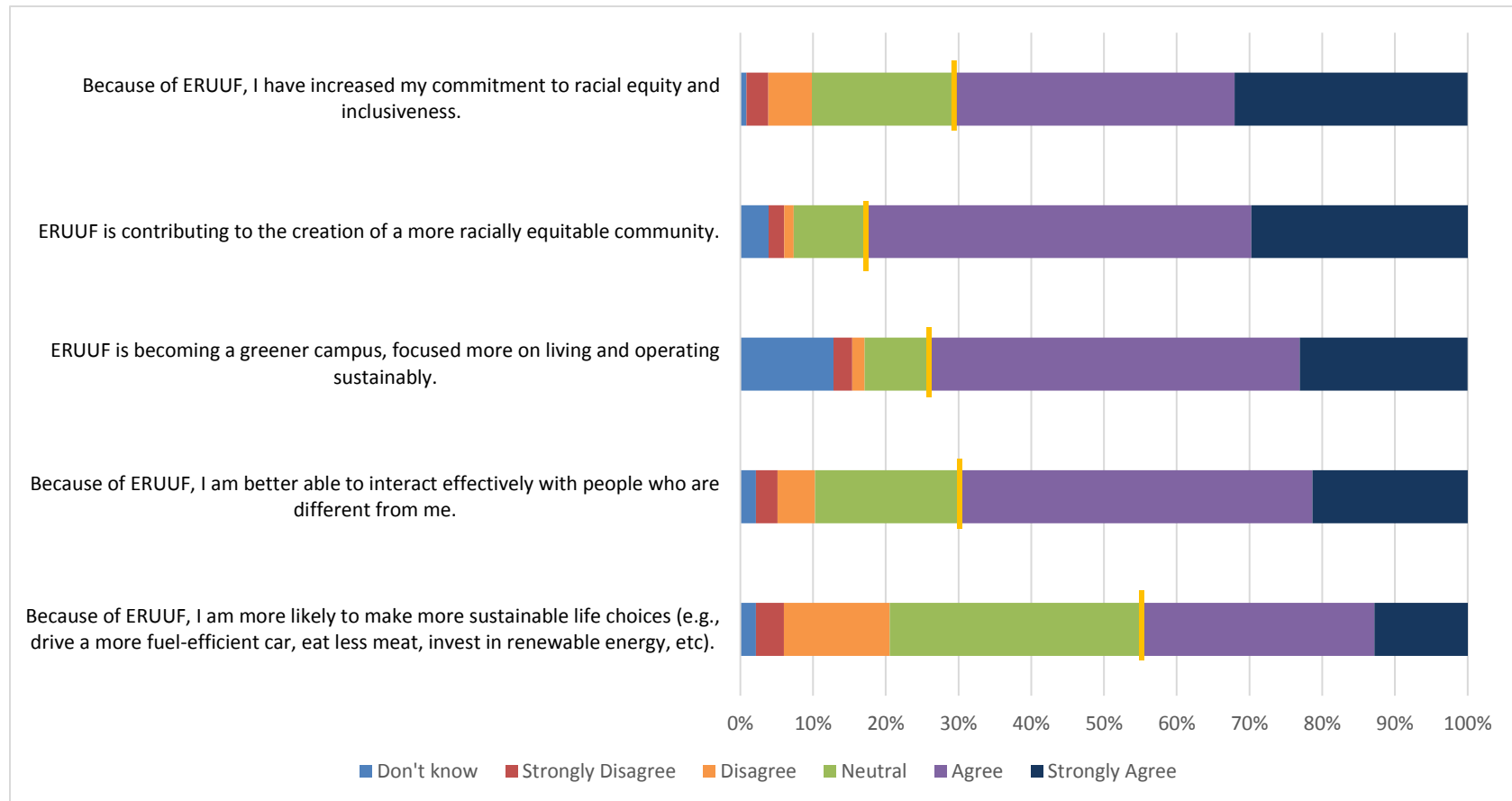
**Supporting ERUUF financially is a priority for me.**



## Diversity



## Progress Toward Selected Strategic Plan Goals



## Who answered the survey in 2019?

A total of 243 respondents

Membership status: 87% were members, 12% were not; 0.5% did not know.

Length of involvement:

- 33% had been involved more than 15 years
- 30% had been involved for 6-15 years
- 20% had been involved for 3-5 years
- 9% had been involved for 1-3 years
- 7% had been involved less than a year

8% identified as an individual of color

Age:

- 4% were under 21.
- 10% were between 22 and 40
- 43% were between 41 and 65
- 37% were between 66 and 80
- 6% were over 80

Approximately 74% lived closer than 9 miles but 26% travelled more than 15 miles.

23% had a child participating in RE; 5% had a child of RE age who was not participating in RE.

## What is Going Well at ERUUF in 2019

Summary of Comments: Respondents identified multiple areas in which ERUUF is doing well and/or moving in a positive direction. Of the 243 surveys, 65 did not make any comments in response to the open-ended question of what is going well at ERUUF. Of those who did, many listed multiple things that are going well, particularly around the worship services, opportunities for fellowship, and movement towards greater diversity and inclusion. One note to consider is that there was substantial overlap among these categories; many of these comments could have been reasonably categorized in two or more categories. The decision was made to choose the single category that best matched the words that were used in the comments. For example, any comments that included a reference to racial equity or inclusion were categorized as “Anti-racism/Multicultural” while those that simply said “diversity” were categorized under that topic. A comment about diversity in music was categorized under “Music” rather than “Diversity.”

Theme	Number	Sub-Themes	Sample Quotes
Music	59	<u>Quality and Diversity of Music:</u>  <u>Different Groups:</u> 9 people specifically mentioned the Beloved Community Choir as enhancing the services	<ul style="list-style-type: none"> <li>• “The music program is exciting.”</li> <li>• “Music program is a delight.”</li> <li>• “music and other talent is impressive.”</li> <li>• “The Beloved Community Chorus is a huge asset and communicates our commitment to diversity.”</li> </ul>
Worship Services	52	<u>Overall Quality of the Services:</u>  <u>Sermons:</u> 13 people specifically mentioned sermons as being inspirational and of a high caliber.	<ul style="list-style-type: none"> <li>• “The quality of the Sunday services - preaching, children's story, music are to me at an all-time high.”</li> <li>• “Worship service that balances spirituality and social awareness and responsibility”</li> <li>• “The poetry between all the different elements of service and the way they are all intertwined is spellbinding.”</li> <li>• “Sermons, Sunday services are usually thoughtful and joyful. The music presented is outstanding.”</li> <li>• “Worship services are warm, welcoming, and have more diversity in style and substance than they used to. The variety and the energy, combined with thought-provoking sermons and engaging stories for all ages, make it a great place to be on a Sunday morning. Both ministers are</li> </ul>

Theme	Number	Sub-Themes	Sample Quotes
			excellent and complement one another's strengths."
Welcoming, Promoting community and fellowship among members and friends	45	Many general comments about being welcoming and inclusive; some comments appreciating specific activities that are solely for fun and fellowship.	<ul style="list-style-type: none"> <li>• "Creating a safe spiritual space where people of different beliefs can come together and find fellowship."</li> <li>• "Building a strong community of members committed to supporting each other while serving the broader community."</li> <li>• "Food trucks and music at Connection Fair; Barn Dance."</li> <li>• "ERUUF community is the BEST!!"</li> <li>• "More people of color are attending and getting involved which says we are gradually breaking out of a purely white-centric approach so that POC are drawn to ERUUF and like it enough to stick around. White members seem to also be energized and fed by the wider diversity and richer approaches they are experiencing."</li> </ul>
Social Justice Work and Community Involvement	32		<ul style="list-style-type: none"> <li>• "Volunteering to feed the homeless is done well."</li> <li>• "Bringing awareness to social justice issues, working to prioritize diversity and multicultural awareness/inclusiveness."</li> </ul>
Anti-Racism/ Multi-cultural Work	29	Many people specifically addressed the work that is being done in this area, others mentioned that we are "trying" and that there is still a distance to go. Many of these comments could also be classified under diversity.	<ul style="list-style-type: none"> <li>• "I think ERUUF is becoming more open to different ways of doing things and is starting to break through that waspy skin many UU congregations wear."</li> <li>• "Acknowledging and naming the impact of white privilege and systemic racism on non-white members, friends and the community."</li> <li>• "Racial equity commitment is important to me."</li> <li>• "Being proud of the fact they are studying and working toward attracting more people of color. "</li> </ul>
Integration of New Members	24	In general, there were a number of comments about how much better we are doing with	<ul style="list-style-type: none"> <li>• "Making newcomers feel welcome. Integrating people into the community."</li> </ul>



Theme	Number	Sub-Themes	Sample Quotes
		welcoming and integrating new members; several people specifically mentioned the Inquirers Series.	<ul style="list-style-type: none"> <li>• “Inquirer's classes are fabulous, and clearly have had a great impact on new people. More are getting involved quicker after signing the book; joining has increased considerably.”</li> <li>• “The Inquirer's Class was EXCELLENT - really helped me find places to plug in here.”</li> </ul>
Adult RE	24	Many people were pleased with the range of offerings for adults, and some specified that it's great to have Sunday morning activities for adults between the services.	<ul style="list-style-type: none"> <li>• “The range of Sunday morning activities is terrific.”</li> <li>• “I'm glad there's some adult RE classes now and hope to participate in them sometime!”</li> </ul>
Ministers	23	<u>Collaborative Ministerial Team</u> There were a variety of positive comments about all three of our ministers individually; a substantial number of these specifically mentioned the team of Reverends Cayer and Brett and how well they complement each other.	<ul style="list-style-type: none"> <li>• “Deb is an excellent leader, and her interpersonal skills provide a model for all of us. Jacqueline has done an amazing job with her work on the new curricula, and she continues to be an inspiring preacher.”</li> <li>• “Retaining rev Brett is extremely important. It made a huge difference to me in joining.”</li> <li>• “The ministry team has really hit its stride! Deb and Jacqueline are quite a team.”</li> </ul>
Ways to be Involved/ Engaged/ Grow	23	There were a wide variety of comments about the many opportunities members and friends have to be engaged. Some of the comments under community and fellowship might also have been included here.	<ul style="list-style-type: none"> <li>• “I love how people always have an open door to get involved in activities, groups.”</li> <li>• “A great variety of activities for different interests and goals, provided throughout the week and with plenty of notice.”</li> </ul>
Diversity	19	A variety of comments about more diversity in general. More specific comments diversity regarding LGBTQ folks and Gender awareness	<ul style="list-style-type: none"> <li>• “I see a more diverse congregation than in 2000 when I first came here.”</li> <li>• “The rainbow lanyards are a hit and certainly signal to queer folk that we are a different congregation and belie the initial impressions they may experience when they first see the predominant face at ERUUF. We are radically inclusive and working hard on radical transformation.”</li> </ul>

Theme	Number	Sub-Themes	Sample Quotes
			<ul style="list-style-type: none"> <li>• “Equity and diversity efforts are clear and are slowly starting to pay off in terms of the demographics of our fellowship. This is a long term challenge and we must not lose our focus and commitment to the effort even when progress is slow.”</li> <li>• “ERUUF is working hard to increase diversity on the level of race, gender, gender identity and orientation.”</li> <li>• “While not meeting our aspirations, ERUUF has moved far beyond most UU congregations in meeting our diversity goals. Kudos to the leadership.”</li> </ul>
Children & Youth RE	17	Most often, RE was simply included in a list of what is going well.	<ul style="list-style-type: none"> <li>• “Julia and Braxton are doing a wonderful job coordinating RE programming.”</li> </ul>
Small Group Ministry	10	Small group ministry was most often mentioned in a list of things that are important to the individual.	<ul style="list-style-type: none"> <li>• “Small group ministry is very well run and effective.”</li> <li>• “I love all the small group options.”</li> </ul>
Spiritual Development & Personal Enrichment	10	In many cases, comments about spiritual development were included as part of comments about other aspects of ERUUF life.	<ul style="list-style-type: none"> <li>• “ERUUF is clearly doing well at maintaining and building community among our Members/visitors, providing for spiritual health and connecting our spirituality with the very real need for social justice advocacy”</li> <li>• “Increasing spiritual aspects of members' lives”</li> <li>• “Ministers providing spiritual nurturing”</li> </ul>
Pastoral Care	9	A number of comments in passing about pastoral care, and some specific comments about Stacy Grove.	<ul style="list-style-type: none"> <li>• “Rev. Stacy runs the pastoral care program with love and commitment.”</li> </ul>
Finances & Stewardship	9	Several people commented on the renewed emphasis on stewardship and on some specific efforts over the past year.	<ul style="list-style-type: none"> <li>• “I am pleased with a renewed effort to reach out to the senior members of the community with respect to planned giving.”</li> <li>• “I'm encouraged that there continues to be growth around stewardship.”</li> <li>• “The movement to develop an endowment that will support ERUUF</li> </ul>

Theme	Number	Sub-Themes	Sample Quotes
			over time is a wonderful great move.”
Staff	8	Most of the staff comments simply mentioned them as being great.	<ul style="list-style-type: none"> <li>• “Excellent office staff.”</li> </ul>
Buildings & Grounds	8	Appreciation of our buildings and beautiful grounds in general, and some specific comments about being glad that they are well used.	<ul style="list-style-type: none"> <li>• “We are making good use of our facilities in the evening and on Saturday and Sunday all day long.”</li> </ul>
Governance	4	This was a small group, but it seemed important. Leadership that mentioned the ministers was counted under Ministers, but lay leadership comments were included here.	<ul style="list-style-type: none"> <li>• “ERUUF is in it to win it! I feel like we have quite a dream team including all of our board members!”</li> <li>• “Very happy to see the creation of the Policy Manual that increases transparency and ability to participate.”</li> </ul>
Everything or Many Things	10	A number of people simply said “everything,” but some went on to enumerate.	<ul style="list-style-type: none"> <li>• “So many things! I'm proud to be part of this beloved community!”</li> </ul>

## What Needs Work at ERUUF in 2019

Of the 243 survey, 162 had answers to the open-ended question, “What at ERUUF needs work?” (Note: responses similar to “I can’t think of anything” were not counted as a response. Nor were responses that indicated something was being done well.)

Mentioned most often (20 or more times) were diversity and worship (including sermons). The table below supplies more detail for categories that received 5 or more comments.

Theme	Number	Subthemes	Sample comments/Summary of comments
Worship	27	<ul style="list-style-type: none"> <li>• children’s story</li> <li>• music</li> <li>• “feel” of the services</li> <li>• joys and concerns</li> <li>• more inclusion of a variety of sources</li> <li>• applause</li> <li>• inclusiveness</li> <li>• sermons</li> </ul>	<ul style="list-style-type: none"> <li>• “children’s stories that apply to older children (8+)”</li> <li>• “music program needs straightening up and cohesiveness”</li> <li>• “The services have become less meditative, reflective and personal growth-oriented and more celebratory, louder, busier and much more directed toward social justice issues. These are all valuable aspects of UU worship and could take place once or twice a month, but I really miss the quieter, more psychologically and spiritually-oriented services.”</li> <li>• “[joys and concerns] is one of the most important ways to build community”</li> <li>• “more explicit inclusion of different faith traditions in worship.”</li> <li>• “Decreasing applause at Sunday services, so members who value quiet appreciation also have needs met”</li> <li>• Comments asked for more inclusion of teens and more male energy.</li> <li>• Comments asked for shorter, more focused sermons; fewer sermons around politics and planning issues; more soul-searching and spiritually based topics</li> </ul>

Theme	Number	Subthemes	Sample comments/Summary of comments
Diversity	23	<ul style="list-style-type: none"> <li>• racial</li> <li>• POC</li> <li>• age</li> <li>• gender expression</li> <li>• sexual orientation</li> <li>• socioeconomic</li> <li>• political</li> <li>• belief / faith background</li> </ul>	<ul style="list-style-type: none"> <li>• “Still needs a lot of work around multicultural awareness; still needs work around attracting younger visitors/congregants, engaging youth; still needs work around engaging those of varying socioeconomic levels and political views.”</li> <li>• “Great work on multicultural/racial equity and inclusion, but still need much work on connection to Latinx ethnicities and communities.”</li> <li>• “We should work on being more inclusive of transgender and non-binary people. A simple way is to make it standard ERUUF practice for introductions in groups to include sharing one's preferred pronouns.”</li> </ul>
Social Justice / Community Involvement	19	<ul style="list-style-type: none"> <li>• more community involvement</li> <li>• presence at community activities</li> <li>• partnerships</li> <li>• Many comments about reaching out to neighbors and community.</li> </ul>	<ul style="list-style-type: none"> <li>• “outreach to minority groups in the community; presence at events. initially just show up; over time see how we might support. that in turn builds relationships.”</li> <li>• “What if we focused more on collective solutions and alternatives, and on justice activities that were truly about partnerships and ongoing relationships rather than charity and especially on efforts things that challenged structures of power rather than upholding them?”</li> </ul>

Theme	Number	Subthemes	Sample comments/Summary of comments
Music	16	<ul style="list-style-type: none"> <li>• Strong but conflicting opinions about types of music, hymnals, musicians</li> <li>• overall program — efficiency / resource concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Individuals expressed desires for different types of music: more jazz, more fun and exciting music, shake up the music— more interactive and engaging</li> <li>• Some want more BCC; some want less</li> <li>• use teal hymnal more; get more ESS books or don't use them</li> <li>• fund more outside musicians; use the amazing musicians we have</li> <li>• "I think we're overinvesting in the music program--it's hard to understand how we could have the same number of staff paid to support music that we do for the whole of the RE program"</li> </ul>
Integrating new members	15	feeling unwelcome difficulty getting involved, particularly for people in certain groups (adults age 20-40, single parents)	<ul style="list-style-type: none"> <li>• "Leadership and groups seem to be a click. We have found them to be not welcoming to new comers."</li> <li>• "I find there is a lot of pressure, especially on new folks, to join EVERYTHING and no explicit leadership intervention to help folks find an appropriate level of volunteer involvement."</li> <li>• Someone suggested pairing new members with long-time members.</li> </ul>

Theme	Number	Subthemes	Sample comments/Summary of comments
Tolerating / accepting difference; inclusion	14	<ul style="list-style-type: none"> <li>• political acceptance/ lack of tolerance for conservative views</li> <li>• different beliefs</li> <li>• transgender</li> </ul>	<ul style="list-style-type: none"> <li>• “If I were a mainstream Republican or moderate conservative I would feel very unwelcome at ERUUF.”</li> <li>• A few respondents felt that people were not open to Christian or theist beliefs. Note that elsewhere in the survey (primarily related to other issues) people felt that Humanist views were not welcome. Others mentioned inclusivity of various beliefs in general.</li> </ul>
RE for children and youth	12	<ul style="list-style-type: none"> <li>• more opportunities for older youth</li> <li>• scheduling issues</li> </ul>	<ul style="list-style-type: none"> <li>• “We are losing the interest of our youth once they get to 9 or 10.”</li> <li>• “Including our teens, in everything. They want to contribute, but are not given the opportunity.”</li> <li>• Several people here and elsewhere mentioned scheduling difficulties (more convenient to have youth activities during the services; difficulty getting to inter-service events when you have multiple children in RE)</li> </ul>
Physical space	12	<ul style="list-style-type: none"> <li>• Safety and cleanliness</li> <li>• access</li> <li>• AV / Sound</li> <li>• youth</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple people expressed general concerns about safety and cleanliness. Mentioned specifically were <ul style="list-style-type: none"> <li>• potholes, drainage, graveling the path around the church, and staining the decking, lack of lighting.</li> </ul> </li> <li>• Difficulty of parking and access for elderly and people with ability issues. Someone noted that with the activities between services, it is harder to find a close-up parking place for the second service and that elderly people are relegated to the “back forty.”</li> </ul>

Theme	Number	Subthemes	Sample comments/Summary of comments
			<ul style="list-style-type: none"> <li>• Dirty bathrooms and kitchens were mentioned repeatedly.</li> <li>• The AV system in general and the sound system in Fellowship Hall were singled out as needing improvement.</li> <li>• A couple of people suggested that we need a recreational space for youth.</li> </ul>
Finances / Stewardship		fundraising and pledging	<ul style="list-style-type: none"> <li>• We received comments both advocating more aggressive pledge drives and pointing out that people without resources feel excluded</li> <li>• Several people specifically said that we need more staff</li> </ul>
Volunteering	9	<ul style="list-style-type: none"> <li>• entrenched volunteer system that is not necessarily welcoming to new people</li> <li>• volunteer support</li> <li>• variety of opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• “Sometimes it feels like everything is run by people who have been here ten years or longer. Newer members voices get drowned out.”</li> <li>• “... might the regular, longtime volunteers recruit newer support to help assume their respective functions and tasks? who will step up in times ahead? planned outreach/recruitment may be in order.”</li> <li>• Several responses expressed a need for better volunteer support: <ul style="list-style-type: none"> <li>• “We need better support for volunteers so that they avoid duplication, know how to get things done and can avoid burnout.”</li> <li>• “Better role clarity and co-ordination between the staff and volunteers.”</li> </ul> </li> <li>• One person wanted more volunteer opportunities for the “less socially inclined.”</li> </ul>



Theme	Number	Subthemes	Sample comments/Summary of comments
Anti-Racism / Multi-cultural work	7	<ul style="list-style-type: none"> <li>• continue and deepen our work</li> <li>• broaden reach to People of Color outside the African American community</li> <li>• frustration with this work</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple respondents expressed positive feelings about the work and asked that we continue and deepen it. For example: “Despite our progress, we need to work toward deeper awareness and ownership of the effects of white privilege and the dominant white culture.”</li> <li>• A couple of respondents specifically mentioned broadening the work: <ul style="list-style-type: none"> <li>• “Mixed race families also need more support and encouragement to identify themselves and to seek help in raising their families.”</li> <li>• “Great work on multicultural/racial equity and inclusion, but still need much work on connection to Latinx ethnicities and communities.”</li> </ul> </li> <li>• Several comments in the survey expressed frustration with this work because of perceptions of blame being placed on white people.</li> </ul>
Coffee hour	7	not welcoming to newcomers	<p>Most comments indicated that coffee hour is difficult for new comers. A couple of comments were more specific:</p> <ul style="list-style-type: none"> <li>• “encourage use of name tags”</li> <li>• “More conscious ways (besides the visitor's table) to make newcomers feel welcome during informal interactions like coffee hour.”</li> </ul>
Other activities	7	more opportunities to socialize and have fun	<p>Most comments centered on having more opportunities to socialize. The barn dance was specifically mentioned as a good example.</p>

Theme	Number	Subthemes	Sample comments/Summary of comments
Communication	6		<ul style="list-style-type: none"> <li>• “I have no idea when the church is involved in justice activities in the community.”</li> <li>• “highlight more volunteers and volunteer teams because it seems very easy to end up in a silo related to a particular interest or two and not see how much others are contributing in other areas. Thinking of examples like using the bulletin boards to highlight a group or two every month or placing pictures or names in visible places (like coffee hour volunteers listed near the mug return window in the fellowship hall, a wall dedicated to RE volunteers/teachers/parents who volunteer, a display in the fellowship hall highlighting the adult RE leadership or care team, justice counsel, multicultural team, ERUUF Foundation, etc)”</li> <li>• Better intra-staff communication - less silo-ing of responsibilities or at least a better understanding of the goals and priorities of other staff members.</li> </ul>
Spiritual Development / Personal Enrichment	6	<ul style="list-style-type: none"> <li>• more internal focus</li> <li>• more depth</li> </ul>	<ul style="list-style-type: none"> <li>• “...sharing insights and teachings from different world religions, how to bridge differences in religious beliefs and/or values with family members, friends, coworkers. How to become more reflective, centered, at peace in your daily living.”</li> <li>• “ERUUF is very outward focused at the risk of not serving the full spectrum of the spiritual needs of the congregants.”</li> <li>• “Most programs at ERUUF help us live our our values in a relativistic world, but few programs help us</li> </ul>

Theme	Number	Subthemes	Sample comments/Summary of comments
			develop skills in our internal spiritual development. If we don't give our membership balanced opportunities to develop internally as well as externally, we won't reach our individual or collective potential.”
Membership process	6	difficulty to become a member	<p>For various reasons, people expressed frustration with the membership process. It’s important to note that some of these comments speak of years of difficulty, so it is not just the new requirement for the eight courses — although that requirement did get mentioned multiple times.</p> <ul style="list-style-type: none"> <li>• “...it's nearly impossible for busy working parents to attend the introductory courses required to become members. It would be great if those could be done online.”</li> <li>• “I would like to see an easier route to membership. I have attended for about 10 years and it's too difficult for me to take a Saturday to join.”</li> </ul>
Intergenerational	6		All comments said we need more intergenerational opportunities.

Theme	Number	Subthemes	Sample comments/Summary of comments
Adult RE	5	<ul style="list-style-type: none"> <li>• scheduling</li> <li>• content</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple parents expressed that it is difficult for them to get to adult RE classes even when child-care is provided:</li> <li>• “While childcare is offered for classes in between services, the timing doesn't exactly align with Sunshine Kids practice. If it did I'd be able to attend classes without having to leave midway through to take my child from childcare to Sunshine Kids or leave the class early to pick up from Sunshine Kids. I know this is a really minor thing and it only affects a few folks.”</li> <li>• “It's difficult for families of school-aged children to get more involved in the various workshops for adults and the various programs for kids.”</li> <li>• “ERUUF is not easy for parents of young children. The adult education classes between services are impossible for parents to access. It's clear they were designed for people over 60.”</li> <li>• We also need more opportunities for spiritual practice development (outside of occasional mentions from the pulpit, there are few routine opportunities).</li> </ul>
Staff	5		Most comments reflected the need for more staff.
Sustainability / Climate change	5		All comments reflected the need to continue to work on sustainability and climate change.