

## INTRODUCTION

### **Berrien UU Fellowship Sunday Zoom Services Feedback Survey Results**

04/26/20

During the COVID-19 pandemic of 2020 Berrien UU Fellowship began producing online services via Zoom. After a few weeks of Stay Home Stay Safe orders and weekly virtual services, the Sunday Services team surveyed BUUFers about what aspects of virtual service were working or not working.

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**Q1 Is BUUF's Sunday Zoom Service meeting your/your family's needs?**

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Yes-20

No-5

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**Q2 Overall, how would you rate BUUF's Sunday Zoom Services?**

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Good\_Excellent-22

Fair-3

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**Q5 Are BUUF's Sunday Zoom Services length too long too short or about right?**

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About right-16

Too long-9

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**Q6 Are you receiving the information you need prior to the service?**

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Yes-23

No-2        there was some confusion one week

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**Q3 What do you like about BUUF's Sunday Zoom Services?**

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**SOCIAL**

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Seeing everyone on camera

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chance to see faces of our congregation

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Being able to see friends & chat with them

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Seeing everyone's faces

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Seeing everyone

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staying connected

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Knowing that good people are making a very good effort--a testament to meaningful community

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Hearing how people are doing

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lay participation is what makes the service

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sense of being together through these difficult times

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Like the pre- and post-conversations

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Seeing faces and having conversations

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Any connection is good

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thinking about Zoom experiences afterward helps to pass the time

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Is good to see the people we care about

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Connecting on a very personal level

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seeing the faces and hearing the voices

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Being able to see everybody, especially those who are out-of-town!

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I could see all of my little friends...been missing them

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It gathers everyone together

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joys & concerns time

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time to talk at the end after service

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we get to see BUUFers who are out of town currently

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**PARTICIPATION**

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kids stories that are presented well

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seeing different families light the chalice

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hearing Rev. Jim's sermons

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everyone can participate during this time

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people are contributing who might not do so in a regular service

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Participation & topics

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enjoying sermons, readings, poetry and more

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Chalice beginning lit and extinguished by the families w/children

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hearing thoughts from our readers

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community effort

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**MUSIC**

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inspirational music videos

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Q3 Likes

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quality of the recorded material

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**GENERAL**

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having the Announcements beforehand in the email

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The format is similar to regular services

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I think the ZOOM services are excellent for the resources available to us and I would not want to spend additional money to make them better - whatever "better" would be.

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zoom log in is so easy to access-thank you

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the format with reader and a sermon

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**Q4 What do you dislike about BUUF's Sunday Zoom Services?**

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**ATTENTION**

hard to listen to long readings or sermons

A little too long

Some of the readings and poems can be a little long

some people talk too long/too much

Too long

Too long

I get distracted easily while on computer

Could probably hold my attention better if we cut out some of the music

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**DIFFICULTY WITH SHARING**

I feel clumsy with the circle talk time. Don't know what to do about that.

Very little sharing of joys and concerns. (Maybe ask people to send them to you and you can read them?)

It can feel overwhelming to make small talk among 20 plus people instead of just 1-2 at a time like in real life like before services start

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**LACK OF CONNECTION**

I feel confused by Jim's sermons

Need more captioning, lyrics

remote music doesn't work very well

lack of spiritual connection

I'm finding it less and less as a way to connect with folks

too little chance to hear from and with and about each other

no personal contact

It is not the same as in real life

Miss talking to and meeting people in person, and individual conversations

I became so sad...no hugs

Because I only join by phone I don't see any of the visuals

not being able to sing the hymns together

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**PROCESS**

Not a smooth flow during the service

An order of service developed over time for in-person services has goals and parameters that probably are quite different from the goals and parameters appropriate for remote services.

wish there were another way for Jim to do his recruitment at the end so we all didn't have to listen to it, and it does put people on the spot.

Maybe we don't need all the usual parts

Maybe we do poetry reading once or twice a month

The nature of "Zoom" does not facilitate a "smooth" service

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Q4 Dislikes

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with 17-18 components to the service, it is very choppy

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**MUSIC**

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too much music and it doesn't always fit. Like the America song at the last service

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It feels like too much video (which is something people are doing more of on their own anyway in this time)

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music selection has gone sort of traditional church direction

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Not sure we need 4 or 5 songs

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**GENERAL**

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just dislike that they are necessary

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**ACCESSIBILITY**

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Hearing issues, though with headphones it is okay.

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Dislike when all participants are not muted

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Q7 Contribute

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**Q7 Would you/your family like to contribute any of the following to Sunday Zoom Services?**

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Chalice      Reader      Poem      Story      Music      Technical / host

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*Those who responded with their name have been shared with Rev Jim.*

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*Many people offered to contribute but did not leave their name.*

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*Let Rev Jim know if you'd like to contribute to any aspect of our Sunday services.*

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**Service contributions are always welcome!**

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Contact [office@berrienuu.org](mailto:office@berrienuu.org) or [minister@berrienuu.org](mailto:minister@berrienuu.org) to volunteer

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Q8 Circle Talk

**Q8 If Circle Talk was offered via Zoom Sunday afternoon would you attend? What time would you prefer?**

<b>TIME?</b>			
Prob not	Def not	Probably	04:00:00 PM
Prob not	Def not	Probably	02:00:00 PM
Prob not	Def not	Probably	03:00:00 PM
Prob not	Def not	Probably	immed after service
Prob not	Def not	Probably	
Prob not	Def not		
Prob not			
Prob not			
Prob not			
Prob not			
Prob not			
Prob not			



Q9 Pastoral Circle

**Q9 If a Pastoral Circle for deep sharing of Joys and Concerns was offered mid-week, would you attend? Would you prefer daytime or evening? Which day?**

			<b>DATE? TIME?</b>
Prob not	Def not	Probably	Prefer on Sunday
Prob not	Def not	Probably	09:00:00 PM
Prob not	Def not	Probably	Morning
Prob not		Probably	Any day
Prob not		Probably	
Prob not		Probably	
Prob not		Probably	
Prob not			
Prob not			
Prob not			
Prob not			
Prob not			
Prob not			
Prob not			
Prob not			

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**Q10 Please share any other thoughts regarding BUUF's Sunday Zoom Services**

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**GENERAL**

Thank you to everyone who is contributing. It looks like a lot of work.

We get a little better every week.

Grateful to Glen & Suzy & all who are working to make them happen.

It is wonderful how many BUUFers have come together in such a short time to make virtual Sunday services a reality.

So far our services have far exceeded my expectations.

The services get better and better each week!

On-line meetings just can't replicate in-person gatherings. I am grateful, though, for the "something is better than nothing" opportunity.

So very grateful to all who contribute to connecting us

great job moving to virtual services, learned quickly from first one or two, and run very well now!

in person will always be better but virtual is better than nothing

Joanne does a splendid job of getting the procedure for attending the service.

much appreciated

It's doing the best in a bad situation. I am surprised that we have been able to maintain services, and that's a good thing.

Can go to UU fellowship while in bed. Quick and easy.

Being able to tune in from home and feel a connection to others.

I feel a good job is being done and want to thank people putting work and effort into this.

I do look forward to the zoom services but do miss seeing everyone in person a lot every week.

I'm so glad you're offering this way to continue fellowship remotely. We have enjoyed seeing everyone in our BUUF family. Kristen Lownds

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**FORMAT/CONTENT**

I don't think we need to be reproducing the type of service we would normally do in our building.

The virtual aspect changes the experience and I think our services need to adapt to this medium.

I wish we were addressing more of the needs during the crises instead of business as usual.

It's a difficult time and our world is hurting, we should be addressing this, allowing for our various griefs while bringing hope & inspiration. And allowing for a different kind of service.

The services have a familiar feel to them and flow quite smoothly.

Still need to smooth the bumps.

Too many distractions pop up during service.

Stick to the script. There is plenty of time for talk before and after service.

Hard to stay focused during service

virtual service should not be in the same format as the live services

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## Q10 Other Thoughts

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same as normal service - relaxed and welcoming

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like the captioning and chat functions

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### **JOYS&CONCERNS**

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Joys and concerns are awkward in a remote service. Perhaps it would be better either to use the chat function for that part of the service or else to defer joys and concerns to the post-service discussion.

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I wish there was more time to hear from our fellow congregants (joys & concerns).

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I really liked the early "joys and concerns" because it felt like actual sharing. Having them read by someone else is what BIG UU churches do. One of the delights of BUUF is that we are small enough so people have a chance to be heard, and to listen.

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### **MUSIC**

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Strangely, I like having recorded music more than signing hymns.

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Too many songs

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music selection has gone sort of traditional church direction.

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could use more singing somehow.

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too much video

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I'd rather have books read live, and songs performed live, and less "off the web" stuff.

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Turns out I need to see the words to Go in Peace or I just start singing Edelweiss!!

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### **TECHNICAL**

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Glen and Gretchen's technical expertise has been outstanding

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Lisa's slides have really given the service a professional look.

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The slides are great and help you follow along

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### **SUGGESTIONS**

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Unmute for affirmation together. The cacophony of voices is sweet, even if we aren't all on the same word. Having one person read it feels stale.

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Make the service as interactive as zoomly possible.

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Limit poetry

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Would be really helpful if you sent out an email Sunday morning with the link

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We need more of a transition to Circle talk. One time was not sure if it was circle talk or people just doing small talk. I wasn't sure it was going to be circle talk or not so just signed off.

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It helps when people provided text of things, I do not expect this for everything but wanted to say when it could be done, it improved my experience.

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If there are "business items" to take care of it might be best to take care of this in the chat time just before the service begins.

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### **FUTURE**

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I am wondering if there is some way, after Covid, of combining Zoom with a regular service.

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if we do a dual broadcast and archive the services, it would be nice to listen to poems, sermons etc...at our leisure. And, we would be able to share with others.

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Q10 Other Thoughts

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I just wonder if BUUFers who have moved away (or visitors who want to see what's going on at BUUF) might be interested in attending ZOOM services after we return to "normal."

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