

NCC Virtual Church Survey Summary Results

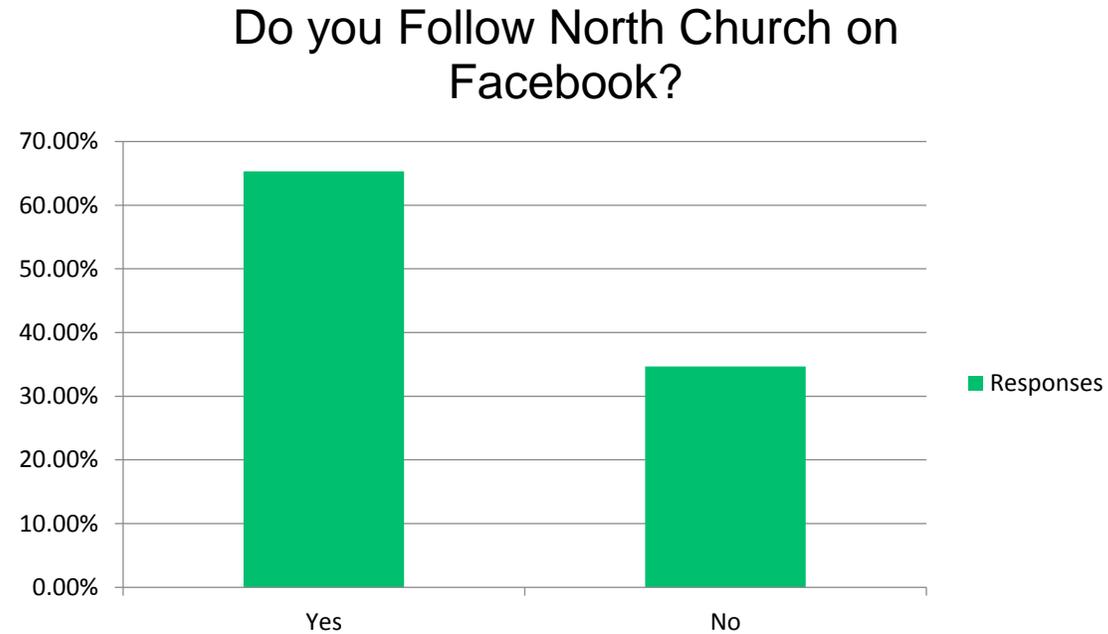
December, 2020

Background

- The survey was prepared by the Reopening Task Team, authorized by Executive Council.
- Responses were collected from early November to mid December.
- The survey was open to all North Church members and friends.
- We received 50 responses.
 - Most responses were via the internet (Survey Monkey)
 - 3 were mailed in

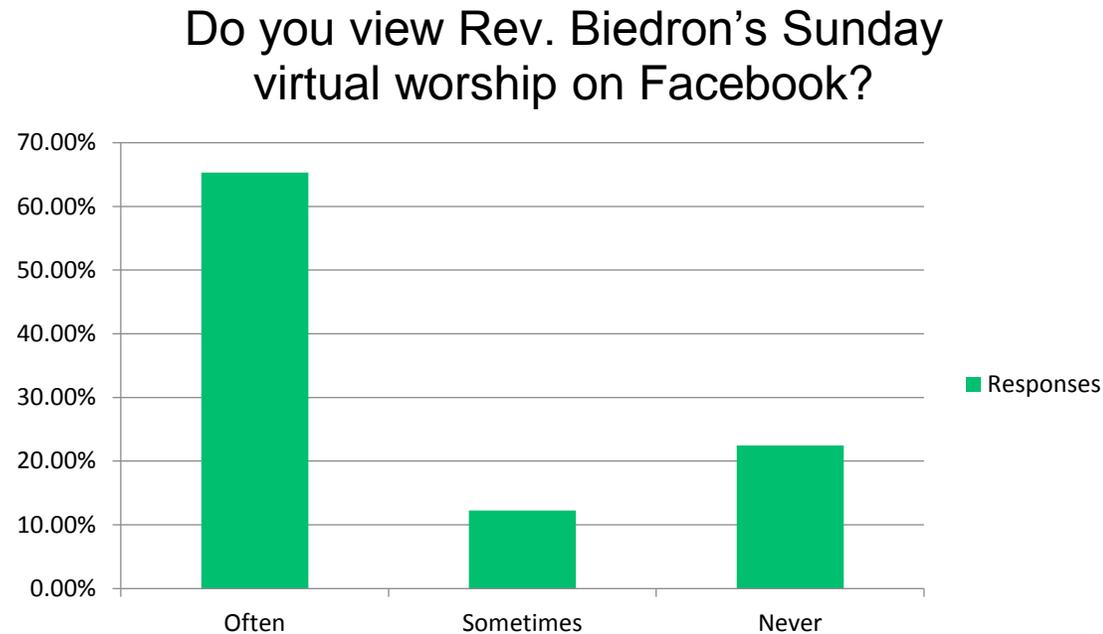
Note that the non-internet capable members of the Congregation may be underrepresented in the survey results.

Q2. Do you Follow North Church on Facebook?



2/3 of respondents follow North Church on Facebook.

Q3. Do you view Rev. Biedron's Sunday virtual worship on Facebook?

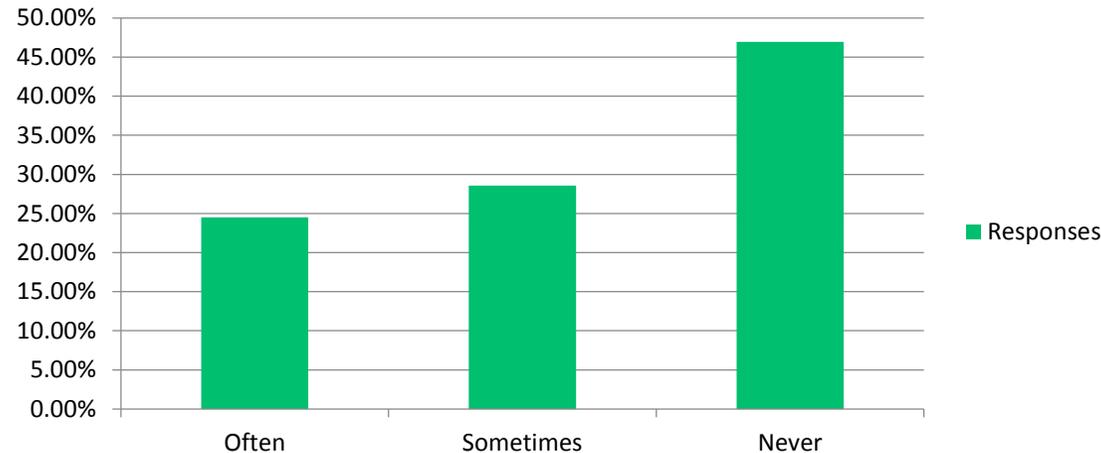


Of the 22% of respondents who Never join Sunday virtual worship on Facebook, 5 of the 11 noted that they were not on Facebook, 2 lacked computer equipment, 1 lacked internet access. (The others gave no reason.)

77% of respondents follow Sunday virtual worship on Facebook Often or Sometimes.

Q5. Do you view or listen to Rev. Biedron's Sunday virtual worship on the Church website?

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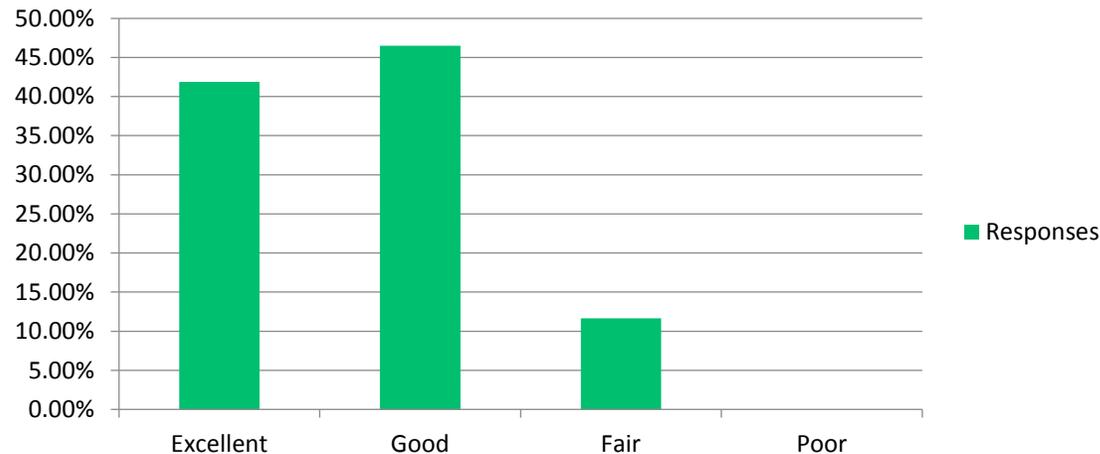


Of the 47% (23) of respondents who Never view the Sunday messages on the NCC website, 17 Often view them on Facebook. Of the remaining 6, 3 noted they lacked computer access, 2 are not on Facebook.

53% of respondents view Sunday virtual worship on the Church website Often or Sometimes.

Q6. If you have viewed / listened to the Sunday virtual worship, how would you rate them?

If you have viewed / listened to the Sunday virtual worship, how would you rate them?



12% (5) of respondents rated our Sunday virtual worship 'fair'. Only one of these had a suggestion for improvement: *"More demonstrations to go along with the sermon, since seeing is more memorable than just words... Sure miss the choir."*

Also one comment suggesting larger type font, or emailing out text used in the service beforehand.

88% of respondents rate Sunday virtual worship as Good or Excellent. None rated it Poor.

Q8. Have you participated in virtual coffee hour after Sunday worship?



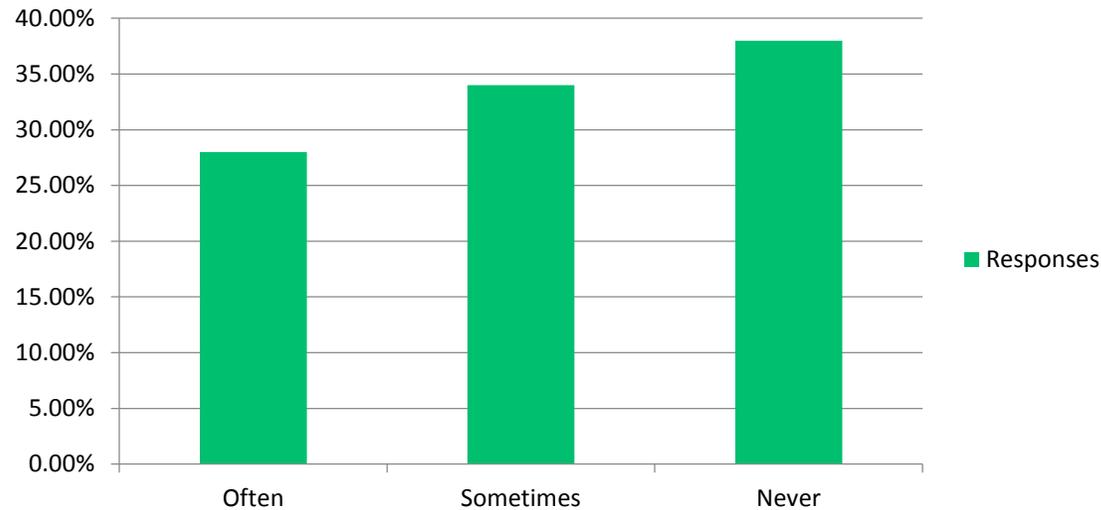
Of the 47% (23) who responded that they do not participate in virtual coffee hour, only 5 have reasons. Zoom fatigue and a noisy environment were noted. 3 responded that they were not on Facebook or were unsure how it worked.

Only 5 respondents who have watched a virtual worship service have never attended coffee hour.

52% of respondents have attended virtual coffee hour after Sunday worship. We should reinforce the message that being on Facebook is not required to attend coffee hour.

Q10. Do you view Rev. Biedron's Wednesday Inspiration on Facebook?

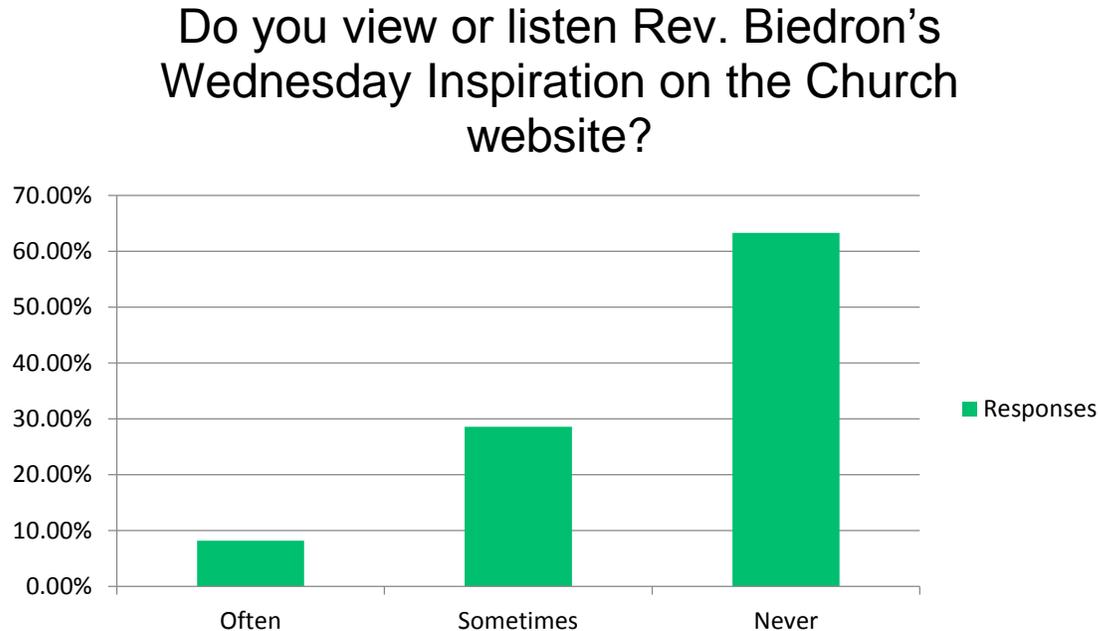
Do you view Rev. Biedron's Wednesday Inspiration on Facebook?



Of the 38% (19) who have never attended Wednesday Inspiration, several comments about working or busy during that time, or not thinking about it.

62% of respondents attend Wednesday Inspiration Often or Sometimes.

Q12. Do you view or listen Rev. Biedron's Wednesday Inspiration on the Church website?

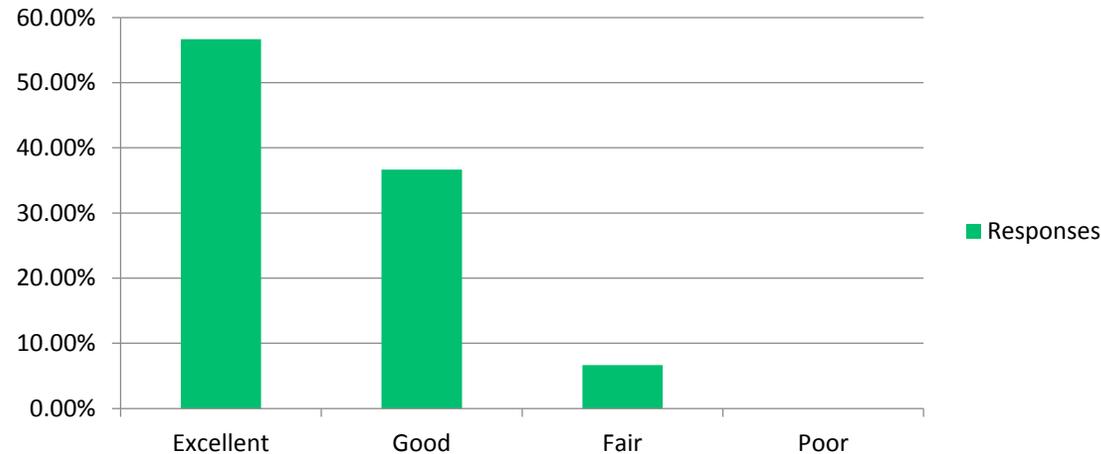


Of the 63% (19) who do not view or listen to Wednesday Inspiration on the Church website, 14 do so during Facebook Live.

37% of respondents view or listen to Wednesday Inspiration on the NCC website Often or Sometimes.

Q13. If you have viewed / listened to Wednesday Inspiration, how would you rate them?

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Of the 7% (2) who rated Wednesday Inspiration Fair, one commented that the experience could be more uplifting.

Suggestions:

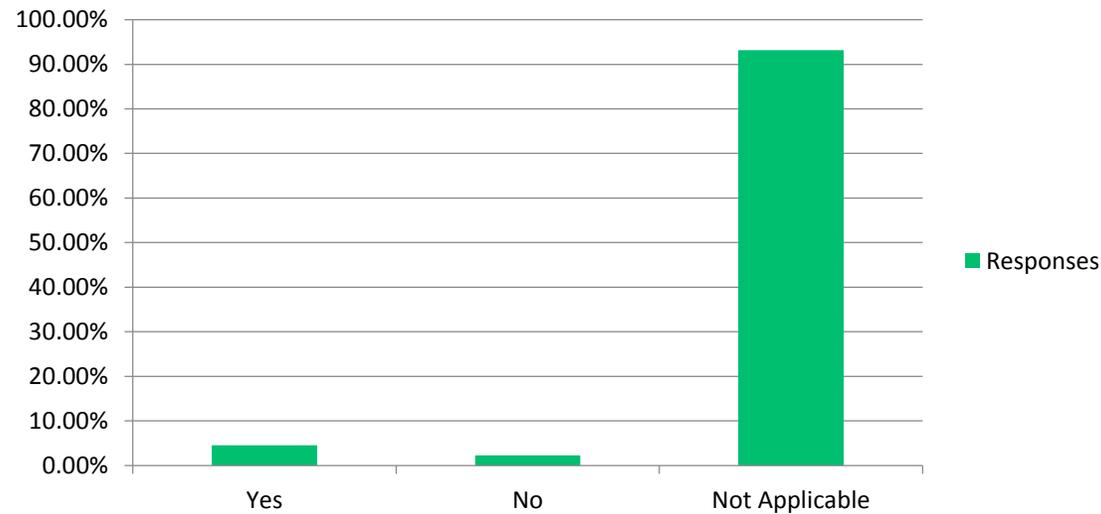
“Keep it light and something to think about.”

“Maybe more reminders sent out.”

93% of respondents rated Wednesday Inspirations as Excellent or Good; none rated it Poor.

Q15. If you have children, do they participate in virtual Sunday School?

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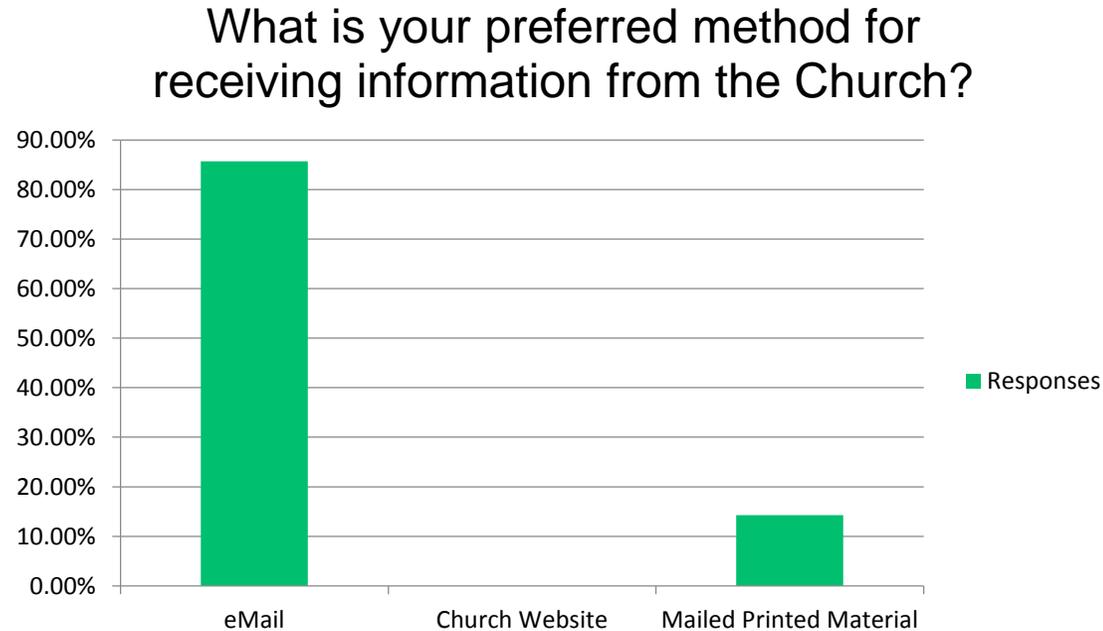


Suggestion:

“Perhaps add the children’s sermon to the virtual Sunday school program.”

97% responded Not Applicable.

Q17. What is your preferred method for receiving information from the Church?

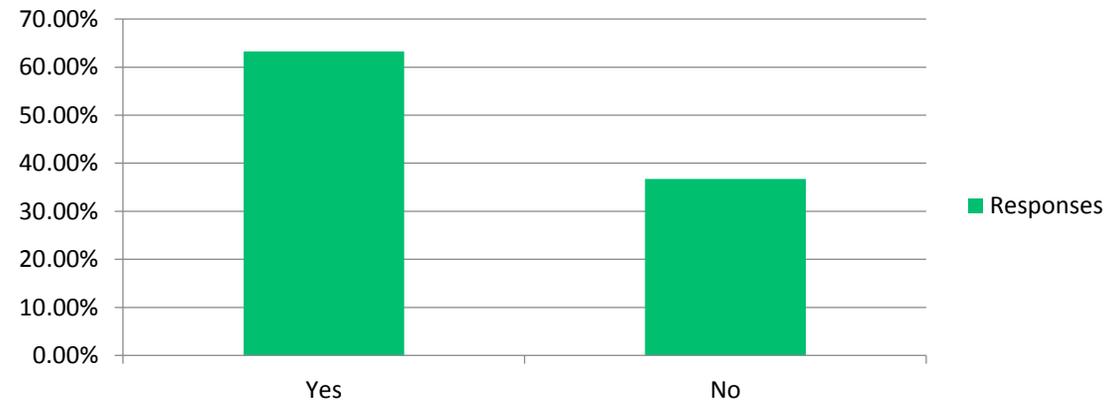


3 respondents prefer Facebook.
1 also mentioned text messages.
1 mentioned live phone calls in addition to email.

eMail and printed material are the preferred methods for receiving Church information. A few respondents noted that Facebook is their only channel.

Q19. Since the pandemic moved us to virtual worship in March, do you participate on any North Church Boards or Committees?

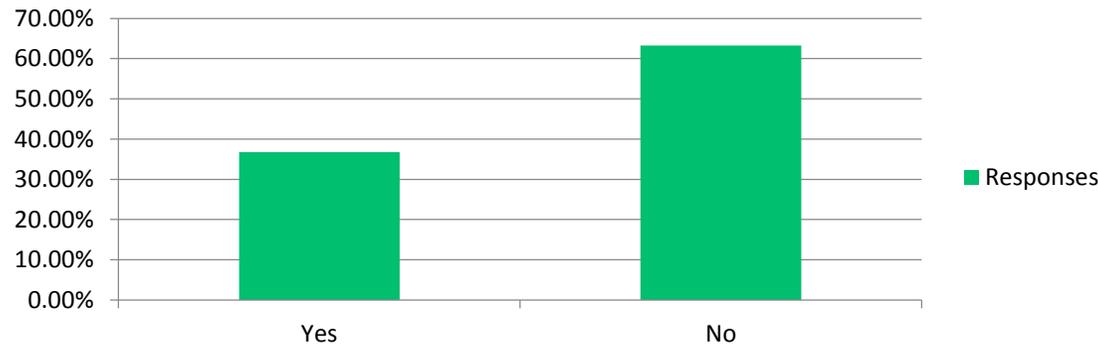
Since the pandemic moved us to virtual worship in March, do you participate on any North Church Boards or Committees?



63% of respondents participate on a Board or committee. As might be expected, survey response is skewed to the most active participants in the Church.

Q20. Since the pandemic moved us to virtual worship in March, have you submitted any lay readings, musical selections, or images for the virtual worship services and/or Facebook page?

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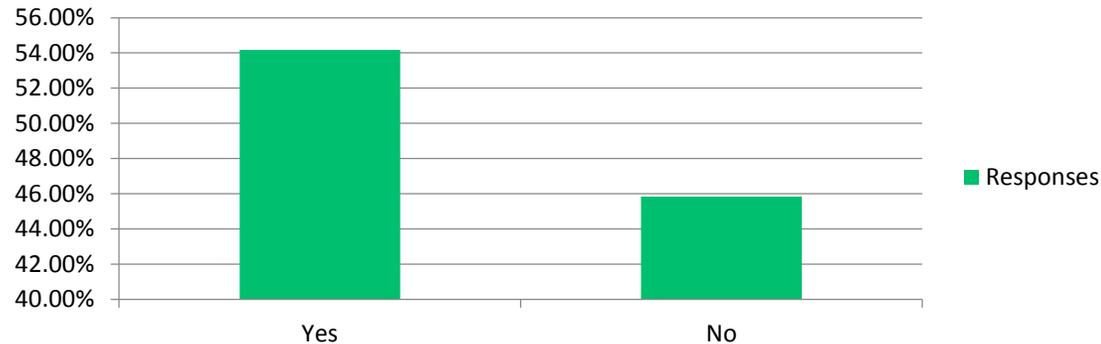


Of the 18 respondents who have contributed to virtual worship, all but 4 are on a Board or committee.

37% of respondents have directly participated in virtual worship. We should try to involve more non-Board and committee members in the services.

Q21. Since the pandemic moved us to virtual worship in March, have you participated in any North Church social activities (e.g., book club, men's breakfast, Trunk or Treat)?

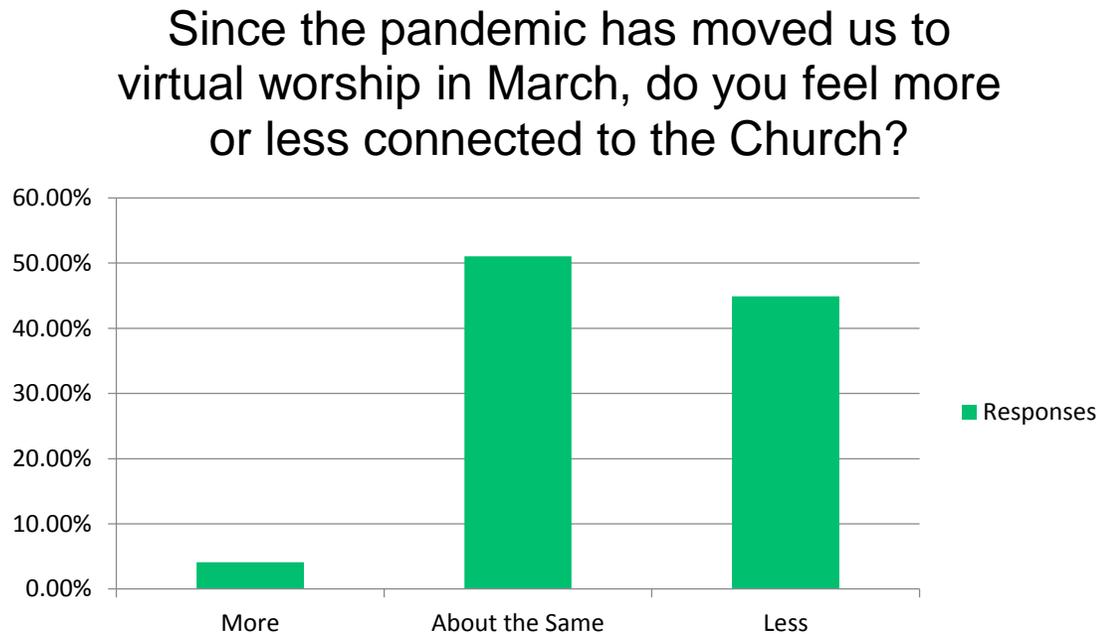
Since the pandemic moved us to virtual worship in March, have you participated in any North Church social activities (e.g., book club, men's breakfast, Trunk or Treat)?



Of the 26 respondents who have participated in social events, 20 are on a Board or committee.

54% of respondents have participated in a North Church social activity since March. Again, we should try to involve more non-Board and committee members if we can.

Q22. Since the pandemic has moved us to virtual worship in March, do you feel more or less connected to the Church?



Of the 22 respondents who feel less connected to the Church, the majority (14) serve on a Board / committee and have participated in Church social events.

Comments:

“Move back into the facility with social distancing.”

“Telephone visits?”

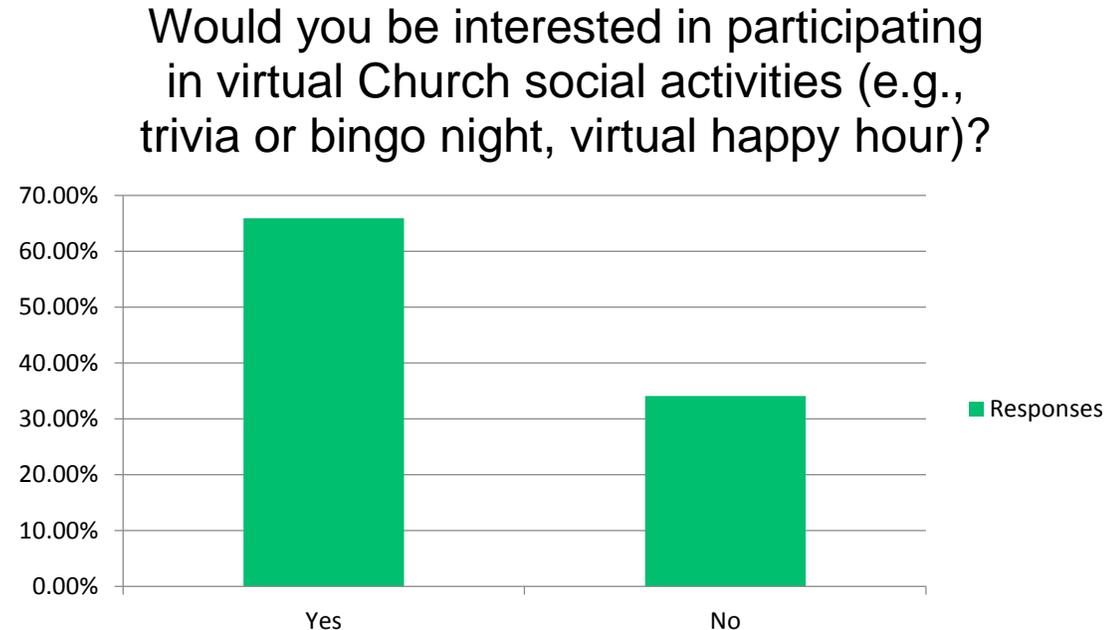
“By starting to bring back the congregation for socially distanced in person events.”

“More outdoor activities or worship during nice weather. Difficult to do now.”

“It is the physical connection that is missing. Not possible until the pandemic ends.”

45% of respondents feel less connected to the Church since we moved to virtual worship.

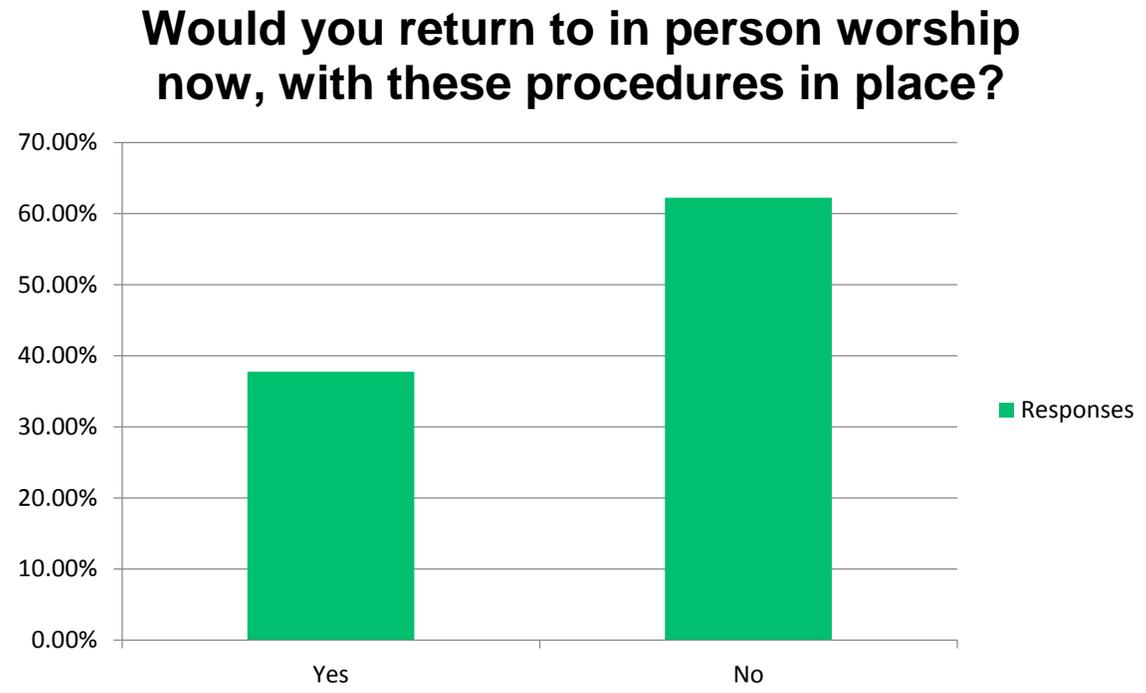
Q24. Would you be interested in participating in virtual Church social activities (e.g., trivia or bingo night, virtual happy hour)?



Of the 34% (15) who responded No, 3 have no computer access, 5 are not on Facebook.
Suggestions: cards, trivia night, virtual happy hour, wine and cheese tasting, bingo, discussion group on current issues.

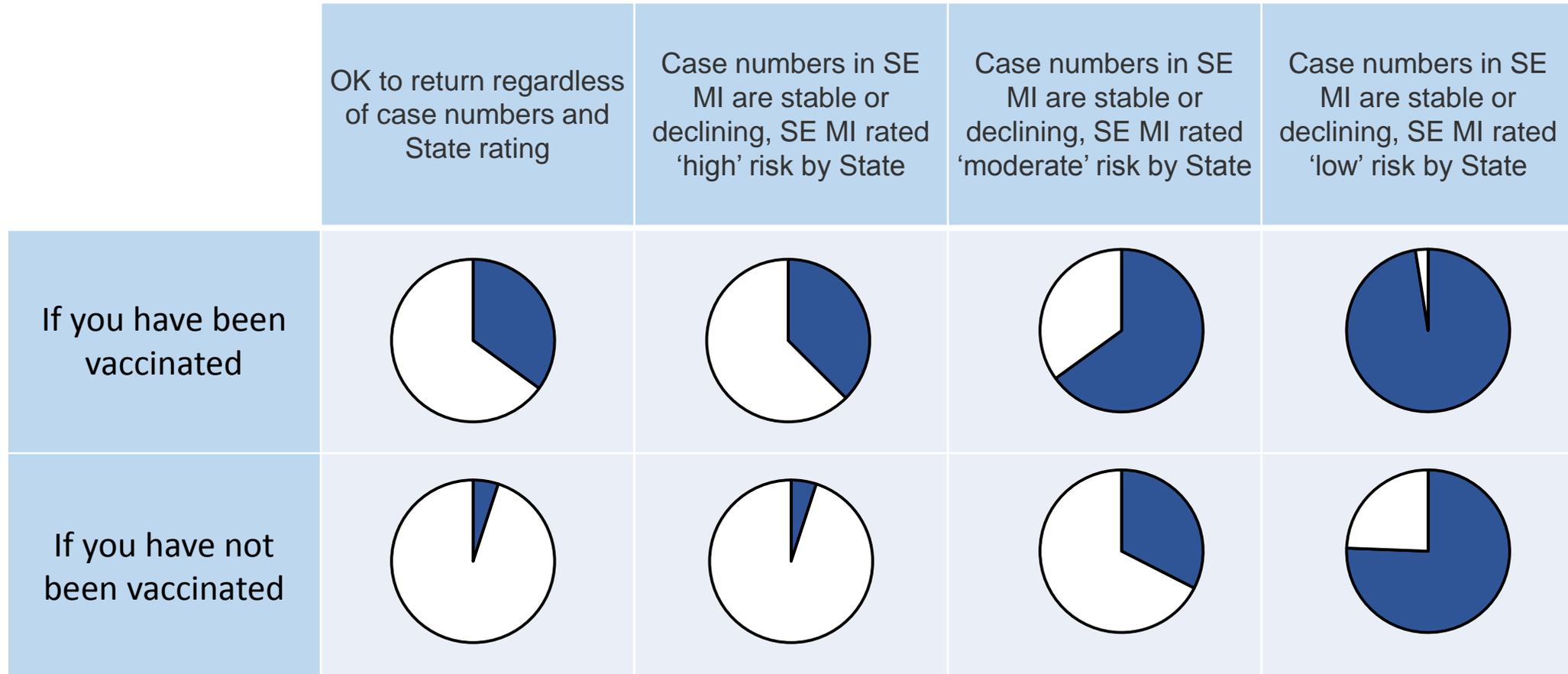
*2/3 of respondents are interested in participating in virtual social events.
For future events we should be clear that Facebook is not required.*

Q26. Executive Council and the Reopening Task Team have set guidelines for returning to in-building worship and procedures for when we do. These procedures include (for our initial return): mandatory masks, physical distancing with marked seating, no Congregation singing or choir, no coffee hour. **Would you return to in person worship now, with these procedures in place?**



62% of respondents indicated they would not return to in-person worship now, even with social distancing guidelines in place.

Q27. Under what conditions would you return to in-person worship?



With vaccination, the majority will return when the State is 'moderate' risk. Without vaccination, the majority of respondents are only willing to return to in-person worship when the State is rated 'low' risk.

Q28. Other? What would make you comfortable to return to in person worship?

- ❑ Would require transportation to return to in-person worship.
- ❑ As long as the masks, hand sanitizer and distancing are in place and enforced, I think it could be done safely for the right demographic group. But given the demographics of attendees on a normal day at church, I suspect a lot of people will not (and should not) attend until the "all clear" is given by the state.
- ❑ I would like to return to in person worship as soon as the Fox Run bus is running.
- ❑ Mask wearing, social distancing.
- ❑ Obviously want to get back to seeing, warmly greeting people---but am not comfortable with that till we know its over!
- ❑ Dr. Fauci saying church services are acceptable.
- ❑ If procedures are followed as set by the Task Team, I would feel comfortable.
- ❑ Seating people in socially distanced manners, blocking off every other pew, utilizing balcony, have coffee hour as grab and go, or skip coffee hour, keep coffee hour on zoom, but later in day, after a live service.
- ❑ Provided we can socially distance just like we have to do when going to the grocery store, I would feel comfortable attending church.
- ❑ I would be comfortable returning with PPE and distancing when vaccines are widely available and distributed AND rates are stable or declining with low risk designation. I think we should follow CDC guidelines for when to return with choir/singing, no masks, etc., which I expect will be months after a widely distributed vaccine and therefore nominal rates of COVID.
- ❑ With low risk and the above stated guidelines regarding masks and social distancing, I would be comfortable returning to in person worship.
- ❑ Social distancing, masks, no singing

There are different responses as to when we should return to in-person worship, but agreement on masks, social distancing, etc. when we do.

Q29. Other comments?

- ❑ Thanks for doing what you can. These are unprecedented times and we appreciate your efforts.
- ❑ Have greatly appreciated cards.
- ❑ When we do make plans to go back, isn't it possible to have a soloist stand behind plexiglass on chancel--so we can hear, but all be protected?
- ❑ Keep up the good work.
- ❑ I miss being at church. If schools start to re-open for in person sessions, I feel confident that our church could re-open. I appreciate that you are gathering feedback and considering all options. Thank you for all of your hard work and trying to keep everyone safe.
- ❑ I think we should make a call early about the rest of the program year - it's easier to know that something will be 100% virtual (conferences, etc. are the same) well in advance. IMO, we should count on staying virtual through August. If vaccines and others good news happen, an in-person service and celebration could be planned pretty quickly.
- ❑ Considering the situation, I believe leadership is doing an excellent job! Thank you!
- ❑ Social outings & special gatherings that are promoted or featured on social media should be open to all members of the church...
- ❑ With congregation seated would like a quiet reflective time after service.
- ❑ My friends church (a mega church in Jackson Michigan) sits people at tables by household. They do not combine households and everyone wears masks and is assigned seating and an entrance to use by an usher.