

Evaluation of First United Methodist Church Worship Services

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Introduction

In order to assist with the goal of the Plan of Mission and Ministry for First United Methodist Church of improving "existing regular worship experiences at First Church,@ the Worship Team developed a worship evaluation form. The form was used to evaluate each of the regularly scheduled worship services held at the church - - Sunday services at 8:30 a.m. and 11 a.m. in the Sanctuary and at 9 a.m. and 11 a.m. in the Chapel, and the Wednesday noon and 7 p.m. services in the Chapel - - during March, 2006. A copy of the form is set out as Attachment 2.

The Evaluation Process

With the ministers' assistance, I selected, depending on the size of the congregation for the service, between two and six people who regularly attended that service. I contacted each prospective participant by e-mail, or by post if e-mail was unavailable, asking for his or her participation in the project. A copy of the solicitation message is provided as Appendix 3. Each prospective participant was asked to complete evaluation forms for four consecutive weeks beginning the week of Sunday, March 5. The reason for evaluating services on four consecutive weeks was the idea that getting information from each participant about several services, as opposed to one service, would provide a more accurate picture by counterbalancing occurrences that were out of the norm for a service and that otherwise might skew an evaluation.

After I received acceptance of the solicitation and approximately 10 days before the date of the first evaluation, I sent electronic copies of the evaluation form, as both Word and WordPerfect documents, to those participants who have email addresses and printed copies of the forms to those who do not use email. A copy of that message is provided as Appendix 4.

The form was intended to stimulate thinking about as many areas of the worship experience as possible and to solicit comments about the service. The form contained 21 items, 19 of which asked for a rating of excellent, good, fair, or poor and for any comment that the participant had about those items. An attempt was made to arrange the items on the form in the sequence of the actions of going to worship, preparing for worship, and worshipping. Some item headings had questions in parentheses following the heading that were intended to give the participant an idea of what the item was intended to cover. The parenthetical questions were intended as a starting point and participants were encouraged to expand those items as appropriate. Since the form was used for all services, some of the items did not apply to every service. The last two items on the form asked for the participants' comments. Seventeen people chose to participate in the process; they completed 50 evaluation forms.

The Results

The ratings and comments indicate that the respondents are pleased with the worship services at First United Methodist Church. Overall the worship services were rated as very good. In addition, the respondents provided many comments for

ways to improve the worship services and the church property. A summary of the rating results followed by a summary of the comments for each service evaluated is set out below. A compilation of the comments for each worship service is provided in Appendix 1.

8:30 a.m. Sunday Sanctuary Service

	Excellent	Good	Fair	Poor
1. Appearance of Building & Grounds	4		4	
2. Parking	3	5		
3. Entrance and People-Flow		4	4	
4. Narthex (foyer or lobby) appearance		1	3	4
5. Greeters		8		
6. Ushers	4	4		
7. Sanctuary's Appearance	4		4	
8. Seating Arrangements	5	3		
9. Lighting		4		4
10. Sound		8		
11. Temperature of worship area		8		
12. Printed Communication - - Order of Worship (Bulletin) and Inserts	8			
13. Acolytes		7		1
14. Hymn selection		5	3	
15. Special musical offerings from the choir, soloists, or musicians	2	5		
16. Children's story presentation				
17. Flow of the service	6	1		
18. Length of the service	4	4		
19. Restrooms		1	7	
Total No. of Responses	40	68	25	9
Percentage of Total	28.17%	47.89%	17.61%	6.34%

8:30 a.m. Sunday Sanctuary Service

Four people agreed to participate in the evaluation of the 8:30 a.m. Sunday Sanctuary service; two completed a total of eight evaluation forms providing a total of 142 item ratings.

The evaluation responses indicate that overall things are going well for the 8:30 service. Seventy-six percent of the responses rated the items excellent or good. The printed communications for the services received a unanimous excellent rating.

Fewer than one-half of the items received any rating below good and only three items received a poor rating. The narthex appearance and the lighting in the sanctuary received four poor ratings each. The acolytes received one poor rating because neither the scheduled acolyte nor a substitute appeared for the service.

Twenty-five responses rated items as fair. They are: appearance of the building and grounds (4 fair responses); entrance and people-flow (4); appearance of the narthex (3); appearance of the Sanctuary (4); hymn selection (3); and restrooms (7).

The responses indicate that the respondents think the appearance of the narthex and the restroom on the main level are major concerns. The comments give some insight into what is going particularly well and provide suggestions on how some things can be made better. A summary of the respondents' comments for each item on the form is set out below.

- 1. Appearance of Building & Grounds.** The respondents noted that the outside front of the Sanctuary building could use some cleaning or repair. One respondent noticed that work was being done on the flower beds by the chapel.
- 2. Parking.** Respondents agreed that parking is generally not a problem for the 8:30 service.
- 3. Entrance and People-Flow.** One respondent noted that from the front of the church, there is no indication of the location of the handicap entrance or the nursery.
- 4. Narthex (foyer or lobby) appearance.** Respondents observed that the carpeting in the foyer and narthex lighting could use some attention and that the foyer sometimes was a little messy.
- 5. Greeters.** Greeters received very favorable responses.
- 6. Ushers.** Ushers also received very favorable responses.
- 7. Sanctuary's Appearance.** Respondents were split on the evaluation of the Sanctuary's appearance. One found the sanctuary beautiful and particularly liked the banners. The other pointed out that the ceiling needs attention.

- 8. Seating Arrangements.** Seating is not a problem for the service.
- 9. Lighting.** One respondent noticed that several fluorescent bulbs at the top of the sanctuary were in need of replacement. One respondent would like to have light shined on the cross at the front of the sanctuary so that it could be more easily seen.
- 10. Sound.** No comments.
- 11. Temperature of worship area.** One respondent finds that the temperature is usually too cold for him or her.
- 12. Printed Communication - - Order of Worship (Bulletin) and Inserts.** No comments.
- 13. Acolytes.** One respondent noticed that the acolyte was absent on March 19.
- 14. Hymn selection.** Respondents prefer the more familiar hymns.
- 15. Special musical offerings from the choir, soloists, or musicians.** During the observation period some new approaches to the musical offerings were tried. The responses to the item indicate that the changes were favorably received. The comments to the item reflect that changes were made to improve the location and sound of musicians.
- 16. Children's story presentation.** Not applicable.
- 17. Flow of the service.** Respondents liked the flow. One pointed out that the flow of people during communion on March 12 did not go as smoothly as possible. (See comments to Item 21)
- 18. Length of the service.** Respondents like the length of the services but one thought that the Ministry Moment on March 19 was too long.
- 19. Restrooms.** The restrooms were rated as fair. One respondent noted that there is no sign for the restroom on the sanctuary level that there is no restroom accessible to the handicapped on the sanctuary level. One respondent found the restroom to be dirty on March 12.
- 20.** Item 20 asked the evaluators what they liked best about the worship service being evaluated. Responses indicated that they like the flow of the service, communion, which was offered each Sunday during the period of Lent, the music, the banners displayed, and the season of Lent.
- 21.** Item 21 asked for additional comments. One respondent emphatically pointed out that the sanctuary building has been slowly deteriorating over the past several decades, that the deterioration has a negative influence on visitors to the church, and that renovation is needed.

11 a.m. Sunday Sanctuary Service

	Excellent	Good	Fair	Poor
1. Appearance of Building & Grounds	3	9		
2. Parking	4	8		
3. Entrance and People-Flow	3	5	2	
4. Narthex (foyer or lobby) appearance	5	6	1	
5. Greeters	10	2		
6. Ushers	9	1		
7. Sanctuary's Appearance	6	2	3	1
8. Seating Arrangements	9	3		
9. Lighting	4	4	4	
10. Sound	9	1		
11. Temperature of worship area	8	4		
12. Printed Communication - - Order of Worship (Bulletin) and Inserts	5	7		
13. Acolytes	4	2		
14. Hymn selection	3	7	1	
15. Special musical offerings from the choir, soloists, or musicians	6	2	1	
16. Children's story presentation	3	3		
17. Flow of the service	9			
18. Length of the service	7	4		
19. Restrooms	4		1	2
Total No. of Responses	111	70	13	3
Percentage of Total	56.35%	35.53%	6.60%	1.52%

11 a.m. Sunday Sanctuary Service

Six people agreed to participate in the evaluation of the 11 a.m. Sunday Sanctuary service; four participated with a total of 12 completed evaluation forms providing a total of 197 item ratings.

The evaluation responses indicate that overall things are going very well for the 11 a.m. service. Almost 92 percent of the responses rated the items for that service as excellent or good. The greeters and ushers and the flow of the service received high ratings as well as the sound and seating in the sanctuary.

Only slightly more than a third of the items received a rating below good with only the appearance of the sanctuary and the restrooms receiving one poor rating each. Thirteen responses rated items as fair. They are: entrance and people-flow (4 fair responses); appearance of the narthex (1); appearance of the Sanctuary (3); lighting (4); hymn selection (1); special music (1); and restrooms (1).

The responses indicate that the respondents think the appearance of the sanctuary, the lighting in the sanctuary building, and the restroom on the main level are major concerns. The comments give some insight into what is going particularly well and provide suggestions on how some things can be made better. A summary of the respondents' comments for each item on the form is set out below.

1. Appearance of Building & Grounds

While two respondents wrote that the church is very stately and dignified, with clean and well-kept buildings and inviting grounds, others noticed that the sanctuary building is in need of some renovation and that there was some trash on the steps leading to the sanctuary and trash and weeds in the surrounding flower beds. As the response period passed, several noticed the improvements to the flower beds surrounding the church. Work day activities, which occurred toward the end of the evaluation period, helped improved the appearance of the building. The majority of the respondents agreed that the flowering plants great improved the appeal of the church.

2. Parking

Obviously, parking for the 11 a.m. service is more of a problem than for any other worship service. The respondents were able to find available parking on the streets around the church or in the available parking garages fairly easily but they were concerned about whether visitors and new members knew of the garages. Several recommended moveable signs placed in front of the church on Sundays directing visitors to the available parking garages.

One person suggested that the information be placed on the web page describing the parking options in some detail.

3. Entrance and People-Flow

Most respondents agreed that more signs would be helpful, particularly accessibility notices and signs directing people to the chapel, nursery, cry room, and family life center. The greeters are helpful in getting people to the proper location.

One respondent pointed out that it is not clear that on Sundays services are being conducted in the chapel simultaneously with those in the sanctuary and also pointed out that sometimes immediately before the service the narthex is crowded with choir members awaiting entry into the Sanctuary. Late-comers to the service often have problems navigating the area.

4. Narthex (foyer or lobby) appearance

The sanctuary's narthex is generally viewed as a clean, spacious area that is a bit formal, perhaps boring, and a little dark. Some found the area inviting others think it needs to be more inviting.

One person found the area with the children's folders to be a mess and suggested that the ushers take responsibility for handing those packets as the children arrive or are seated. A couple of the respondents think that the area needs some attention to make it more attractive, given that first impressions are important.

5. Greeters

Respondents agreed that the greeters are cordial and friendly and doing an excellent job. One person suggested that it would be good to have a greeter on each level of the building. One respondent finds that there seems to be a blurring of the roles of the greeters and the ushers and suggested that a training time for greeters and ushers would be good for rethinking roles and reemphasizing the duties of each.

6. Ushers

Respondents also agreed that the ushers are doing an excellent job. Several stated that occasionally, even frequently, there may be too many ushers, but one respondent wrote that often there are no ushers in the balcony and noted that sometimes there are newcomers in the balcony who may need some help. Guidance would be particularly helpful on communion Sundays (see Item 8 comments).

Some commented that the ushers could be more attentive to new people who are arriving and need to do a better job of guiding people to a seat, especially after the service has started. One also stated that the ushers need to be reminded about when to close and reopen the doors into the Sanctuary.

While one person found it nice to have the ushers sitting by the exits during the service in the event that someone needed assistance coming or going, another thought that the ushers chairs are in the way as people are entering and exiting the Sanctuary. One suggested that the ushers should tidy up after the congregants

have left the service by picking up all bulletins left on the chairs in the back of the sanctuary. It would help the sanctuary's appearance.

7. Appearance

The respondents agree that many aspects of the sanctuary, including the windows, banners, and flowers, are beautiful but there are problem areas. The peeling paint on the ceiling is evident from the balcony. The stairs leading to the balcony are not well lighted. One suggested that some change in the appearance of the sanctuary is needed. It was also noted that the areas outside of the Sanctuary (coat rack areas and usher's room area) were a mess because they are used as storage space. There was improvement after the clean-up day but attention needs to be paid to those areas to keep them neat. One pointed out that more improvements could be made with a small investment of funds

8. Seating Arrangements

All agreed that seating in the Sanctuary is good.

9. Lighting

Most found the lighting to be good or excellent and complimentary to the service but noted that the light can be dim particularly in the back of the sanctuary.

10. Sound

Respondents agreed that the sound is usually very good. Occasionally a speaker or reader has some problems.

11. Temperature of worship area

The temperature is very good tending toward the cool side for a few.

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

All agreed that the printed materials are good but that there are some problems because there is so much information to be communicated. Some found that the inserts that are a part of the order of worship can be confusing; one recommended numbering the pages of that publication. Several thought there are too many enclosures but agreed that the information contained in them is important. One suggested that the enclosures be handed out separately from the order of worship. One respondent suggested putting the church's web address in the insert and making the information available on the web for those with access. One respondent would like for the language in the readings and prayers changed from the traditional, non-inclusive language.

13. Acolytes

The acolytes were highly rated.

14. Hymn selection

Responses to this item often referenced specific songs. Several respondents listed specific songs they particularly liked or found lacking. The respondents tended to like songs with which they are more familiar but that does not necessarily mean the old time hymns. One said that more of the contemporary hymns (not praise music) are desirable. The responses indicated an appreciation of the purposes for which music is used, offering specific suggestions. For example, one suggested that more familiar songs could be used while communion is given to allow for a more significant prayerful time for those in attendance.

Clearly, music is an important part of the worship service in which the congregation actively participates and which draws the congregation into the service physically and emotionally. Almost every member of the congregation has an opinion about what type of music should be used.

15. Special musical offerings from the choir, soloists, or musicians

The special music was highly rated by all participants. Some songs were criticized as not fulfilling the purpose for which they were used but the performances were appreciated. The responses reflected the diversity of opinion about individual tastes in music. While some respondents liked songs sung in Latin, others preferred other languages, such as English.

16. Children's story presentation

The children's story presentation was highly rated by all. A couple of comments indicated that they thought the story was a little long or a little above a young child's level but Dr. Stiernberg received high praise.

17. Flow of the service

The flow of the service was rated excellent.

18. Length of the service

The length of the service was rated as very good.

19. Restrooms

Not surprisingly the restroom facilities in the Sanctuary area were rated fair or poor. There were four excellent ratings which the comments indicated were addressed to the facilities in the Family Life Center. It appears that the restroom in the usher's area can easily become messy.

20. Item 20 asked the evaluators what they liked best about the worship service being evaluated. Responses indicated that they like uniformly like John McMullen's sermons. They also listed communion, the choir, and the prayer period. The songs "You Are Mine" (March 12) and "God of Love and God of Power" (March 19) were particularly meaningful to respondents. One enjoyed watching the kids at the

children's sermon on March 19. One mentioned the "quietness" of the service. One respondent praised the manner in which John McMullen welcomed people to the communion table saying it "makes me proud to be a Methodist where all are welcome at the Lord's Table."

21. Item 21 asked for additional comments.

A couple of comments indicated that the respondents liked the variety of having some congregational songs with piano accompaniment instead of the more common organ accompaniment.

A respondent gave some specific recommendations concerning preparation for and conducting of baptism services.

One noted the lack of ethnic diversity in the congregation.

One wondered how people sitting closer to the front would affect the worship atmosphere.

One suggested that readers, particularly of the liturgy, should lift their heads to the congregation more often to connect the words with the congregation.

One commented that the sermons dwelt too much on "how bad we are" and would like to hear "about joy or comfort or something a little more positive once in a while."

Another would like to for the sermons to provide "compelling thoughts that I could hold onto as I left" the service; something that gives the worshippers "guidance about living the next week."

9 a.m. Sunday Chapel Service

	Excellent	Good	Fair	Poor
1. Appearance of Building & Grounds	4	8		
2. Parking	3	6	3	
3. Entrance and People-Flow	4	8		
4. Narthex (foyer or lobby) appearance	7	4	1	
5. Greeters	7	2		3
6. Ushers	4	3		
7. Chapel's Appearance	7	2	3	
8. Seating Arrangements	6	6		
9. Lighting	7	5		
10. Sound	6	5	1	
11. Temperature of worship area	6	6		
12. Printed Communication - - Order of Worship (Bulletin) and Inserts	11	1		
13. Acolytes	8	3		
14. Hymn selection	2	7	2	
15. Special musical offerings from the choir, soloists, or musicians	9	2		
16. Children's story presentation				
17. Flow of the service	6	6		
18. Length of the service	9	2	1	
19. Restrooms	4	5	1	
Total No. of Responses	110	81	12	3
Percentage of Total	53.40%	39.32%	5.83%	1.46%

9 a.m. Sunday Chapel Service

Four people agreed to participate and all four participated returning 11 completed evaluation forms with 206 total responses.

The evaluation responses indicate that overall things are going very well for the 9 a.m. service. Almost 93 percent of the responses rated the items for that service as excellent or good. The printed order of service and associated inserts, special music, and the length of the service received high ratings.

Only the greeters received a poor rating. Twelve responses rated items as fair. They are: parking (3 fair responses); appearance of the narthex (1); appearance of the Chapel (3); sound (1); hymn selection (2); length of service (1); and restrooms (1).

The comments give some insight into what is going particularly well and provide suggestions on how some things can be made better. A summary of the respondents' comments for each item on the form is set out below.

1. Appearance of Building & Grounds

The appearance of the outside of the building received a very good rating. One person comment that the appearance should be even better after flower bed project was completed. (3/19)

2. Parking

Respondents recognized that the parking is adequate but thought that more information about parking options could be provided.

3. Entrance and People-Flow

This item received a very good rating. The respondents agreed that it is clear where to enter and that handicapped access and information is clear. One remarked that the nursery might not be easy for a novice to find. The chapel has three entrances that are used in varying amounts by the congregants. One respondent noted that it is a bit awkward using the entrance located in what is now the Church office. When the service is well attended maneuvering around one another can be a challenge but "that's a good problem to have, though!"

The chapel benefits from having the church office nearby, which essentially functions as a "Help Desk."

4. Narthex (foyer or lobby) appearance

The narthex appearance received very high ratings. One respondent found the area very welcoming while another noted that it is a small area and can appear a little unkempt when the "greeters, attendance registration, spare bulletins, coffee service, etc." are fitted in.

5. Greeters

Several respondents noted that on March 5 the greeters were especially at a time when they were really needed because the chapel was completely full. However, it appears that the greeters were late on March 12 and the scheduled greeters did not arrive on March 19 meaning that someone was solicited to perform those functions.

6. Ushers

In the chapel, greeters serve as ushers.

7. Chapel's Appearance

With the exception of the broken floor tiles, the respondents found the chapel inviting and open.

8. Seating Arrangements

The seating arrangement was rated as very good. Because of its relatively small size, it can become crowded on some Sundays.

9. Lighting

The lighting, which is a combination of natural and artificial light, was rated as very good.

10. Sound

Most stated that hearing in the chapel is generally very. A couple noted that because of the tiles and the noise made by late arrivals and of settling in, it can be difficult to hear at the beginning of a service.

11. Temperature of worship area

The temperature was rated as very good.

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

The printed communications were rated as excellent.

13. Acolytes

The respondents enjoyed having the children serve as acolytes. They noted that when a scheduled acolyte failed to appear, substitutions were quickly made.

14. Hymn selection

The hymn selection was rated as good and it was commented that the selection was tied into the message of the sermon. There was unanimous criticism of the Green "Gather" Hymnal. One of the songs used at the March 5 service was unfamiliar to most of the congregation and the book contains the music notation only for the chorus and not for the verses. One person indicated that it was appealing to have some of the more "traditional hymns" in the March 26 service.

15. Special musical offerings from the choir, soloists, or musicians

It is clear that members of the Chapel congregation appreciate the special music offered by the soloists, who received uniformly excellent reviews, and the Children's Choir (3/26)

16. Children's story presentation

Not applicable.

17. Flow of the service

Respondents agreed that the flow of the service was very good.

18. Length of the service

Because the chapel service begins at 9 a.m., the service has only 45 minutes before Sunday school begins. The respondents noted that the service on March 5 ran a little long but knew it was because communion was served to a large congregation. The other services in the evaluation period ended on time.

19. Restrooms

Restrooms are available. They are clearly marked and the person at the church office information desk is available to direct people to available restrooms.

20. Item 20 asked the evaluators what they liked best about the worship service being evaluated. Responses indicated that they like the feel of a small community within a larger group but they enjoy having the services well-attended. They particularly like Ms. Jones' sermons, communion, especially with a large crowd, the enthusiasm, personal interaction, openness and friendliness at the services among the congregants and the ministers. One respondent liked the prayer concern time.

21. Item 21 asked for additional comments. All respondents who commented were moved by the service of March 5. One person commented that, because of the time constraints, it is imperative that the service begin at 9 a.m. It is clear that this congregation loves the musical parts of the worship service. One respondent emphatically requested the reorganization of the Chapel choir.

Sunday Selah Service

	Excellent	Good	Fair	Poor
1. Appearance of Building & Grounds	4	1	2	
2. Parking	4		3	
3. Entrance and People-Flow	4	3		
4. Narthex (foyer or lobby) appearance	2	1		
5. Greeters	6	1		
6. Ushers	2			
7. Chapel's Appearance	1		6	
8. Seating Arrangements	7			
9. Lighting	6	1		
10. Sound	6	1		
11. Temperature of worship area	6		1	
12. Printed Communication - - Order of Worship (Bulletin) and Inserts	6		1	
13. Acolytes	2			
14. Hymn selection	6	1		
15. Special musical offerings from the choir, soloists, or musicians	6	1		
16. Children's story presentation				
17. Flow of the service	7			
18. Length of the service	7			
19. Restrooms	7			
Total No. of Responses	89	10	13	0
Percentage of Total	79.46%	8.93%	11.61%	0.00%

Sunday Selah Service

Three people agreed to participate in the evaluation of the Sunday Selah service. The three completed seven evaluation forms with a total of 112 item ratings.

The evaluation responses indicate that overall things are going very well for the Selah service. Almost 80 percent of the responses rated the items as excellent and about nine percent rated items as good. The seating, flow and length of service, and restrooms received unanimous excellent ratings while greeters, lighting, sound, temperature, printed communications, hymn selection, and special music received six excellent ratings each.

No items received a poor rating and only about one quarter of the items received a fair rating. They are: appearance of the building and grounds (2 fair responses); parking (3); appearance of the Chapel (6); temperature (1); and printed communications (1).

The responses indicate that the respondents think the appearance of the buildings and grounds, parking, and the appearance of the Chapel are major concerns. Recent work on the flower beds around the chapel and the planned repair of floor tiles in the Chapel have or will address these areas of concern. The comments give some insight into what is going particularly well and provide a bit of insight on how some things can be improved. A summary of the respondents' comments for each item on the form is set out below.

1. Appearance of Building & Grounds

While this item received three fair ratings, one respondent commented that grounds are kept clean and nice.

2. Parking

The lone comment to this item was that the respondent did not park for the service.

3. Entrance and People

Respondents thought the directions for entry and the location of the nursery were clear.

4. Narthex (foyer or lobby) appearance

Responses indicated that the appearance was good.

5. Greeters

A greeter was present.

6. Ushers

Not used at this service.

7. Chapel's Appearance

Respondents commented that with the exception of the broken floor tiles, the chapel had a nice appearance.

8. Seating Arrangements

One commented that lots of seats with easy accessibility were available.

9. Lighting

Lighting was nice. A respondent enjoyed the candles.

10. Sound

One commented that on March 5 there was "some background noise but someone shut the door, and I could hear very well."

11. Temperature of worship area

One respondent thought that the chapel was a little hot on March 5.

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

No comments received for this item.

13. Acolytes

Not applicable for the Selah service.

14. Hymn selection

One commented that on March 5 the music was good but thought that it would be better to have "two fast songs and slow before the sermon, and two slow songs and one fast afterwards."

15. Special musical offerings from the choir, soloists, or musicians

No comments received for this item.

16. Children's story presentation

Not applicable for the Selah service.

17. Flow of the service

One commented that the transitions on March 5 were good.

18. Length of the service

One thought that the March 5 service was a perfect length.

19. Restrooms

No comments received for this item.

20. Item 20 asked the evaluators what they liked best about the worship service being evaluated. Responses indicated that they like the sermons, the music, the casual setting, and the energy and enthusiasm of the ministers and congregation. Tim Deschner sermons were complimented.

21. Item 21 asked for additional comments. Respondents mentioned that repair of the broken floor tiles was badly needed. One commented that on March 5 one teenage attendee was loud and distracted from the service.

One commented that Tim Deschner and Rev. Young Min Son “do an excellent job of filling in when Kyle is not available.”

A respondent wonders why more people do not attend these services. The person finds the service to be “tremendously uplifting” and feels that other members of the church would feel the same if they only experienced a service. The respondent suggests that consideration should be given to allowing “the Selah service to be held in the main sanctuary, possibly during a time when Pastor McMullen has other commitments and another Pastor would be preaching in his absence.”

Finally, one respondent succinctly stated his or her total evaluation as: I have a good experience.

Noon Wednesday Chapel Service

	Excellent	Good	Fair	Poor
1. Appearance of Building & Grounds	1	4	1	
2. Parking		5	1	
3. Entrance and People-Flow	2	4		
4. Narthex (foyer or lobby) appearance	1	5		
5. Greeters		1	1	
6. Ushers				
7. Sanctuary's or Chapel's Appearance	2	2		
8. Seating Arrangements	2			
9. Lighting	2	3		
10. Sound	6			
11. Temperature of worship area	3			
12. Printed Communication - - Order of Worship (Bulletin) and Inserts	2			
13. Acolytes				
14. Hymn selection	5	1		
15. Special musical offerings from the choir, soloists, or musicians	1			
16. Children's story presentation				
17. Flow of the service	2			
18. Length of the service	2	1		
19. Restrooms	1	3		
Total No. of Responses	32	29	3	0
Percentage of Total	50.00%	45.31%	4.69 %	0.00%

Noon Wednesday Chapel Service

Two people agreed to participate in the evaluation of the Noon Wednesday Chapel service. They returned a total of six completed evaluation forms providing a total of 64 item ratings.

The evaluation responses indicate that overall things are going very well for the service. Over 95 percent of the responses rated the items for that service as excellent or good. The sound and hymn selection received very high ratings.

Only three of the items received a rating below good and none received a poor rating. Appearance of the buildings and grounds, parking, and greeters each received one rating as fair. A summary of the respondents' comments for each item on the form is set out below.

1. Appearance of Building & Grounds

The respondents like the beauty of the flower beds around the chapel. One noticed that on March 9 there was trash and weeds in the flower beds and planters. Since that time the flower beds have been weeded and replanted. One suggested that a professional sign outside the chapel could increase awareness of the service and possibly increase attendance at the service.

2. Parking

Regular attendees of this service are able to find parking on the street at metered spaces or in staff parking spaces. Some walk from their work locations. Respondents were concerned that people attending for the first time might not be aware of parking options. One suggested that it might be possible to identify visitor parking spaces for the service using temporary signs; another thought that it might be adequate to have the pastor to address parking at the beginning of a service when visitors are apparent.

3. Entrance and People-Flow

One respondent suggested a banner posted across the chapel entrance announcing the service would be helpful to direct people to the entrance. Another thought that a sign indicating the location of a handicap accessible entrance might be helpful.

4. Narthex (foyer or lobby) appearance

One respondent suggested that it would be "helpful to visitors to have a sign asking them to sign the attendance sheet, make a name tag and pick up an order of worship." One suggested that "a water fountain would be a nice addition to the space."

Respondents noticed that the area was a little cluttered on March 8 and again on March 15. However, one pointed out that donated items being collected in that area “present an image of active involvement and should not reflect negatively on the spiritual setting, if area is limited and loosely but appropriately” arranged. By March 29 one respondent commented that the area was neat and well organized.

5. Greeters

There are no scheduled greeters for this service. The minister greets before going into the chapel to prepare for the service. One respondent suggested that the option of having volunteers from the service greet people entering the Narthex should be considered, but one also observed that getting volunteers “to bring bread, read scripture and service communion” was a challenge.

6. Ushers

Not applicable to this service.

7. Chapel’s Appearance

The chapel’s appearance was rated as very good but the respondents commented that, in addition to the chapel’s broken floor tiles, some of the hymnals have torn covers and some of the chairs are soiled or have torn upholstery.

One suggested that “the bookcase on the exterior wall to the left of the altar would look better if it had doors on it to hide the things stored there.”

8. Seating Arrangements

The seating is excellent but some of the seats are soiled.

9. Lighting

The lighting is very good.

10. Sound

No comments received.

11. Temperature of worship area

No comments received.

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

Respondents found the Order of Worship to be clear and easy to follow. One found that Scott Davis’ posting of the hymnal page numbers was helpful. Respondents suggested adding to the Order of Worship a note of welcome, a statement that the

communion table is open, a statement about how to unite with the church, and possibly a note for visitors that mentions the option of lighting of a candle for prayer.

13. Acolytes

Not applicable to this service.

14. Hymn selection

Hymn selection was rated as excellent. The respondents commented that during Lent some of the responses sung were difficult, but generally the songs are familiar and “that is good as the group is small and can be tentative about singing.”

15. Special musical offerings from the choir, soloists, or musicians

There is no special music at this service but the respondents are grateful for Scott Davis’ playing at the noon service.

16. Children's story presentation

Not applicable to this service.

17. Flow of the service

The flow was rated as excellent.

18. Length of the service

The service is approximately 30 minutes long and that length was rated as excellent. Respondents agreed that it was particularly good for the majority of those who attend the service many of whom need to return to work. One noted that the respondent’s “personal preference is that it could last 10 minutes or so longer.”

19. Restrooms

One responded that they are clean and appropriately marked.

20. Item 20 asked the evaluators what they liked best about the worship service being evaluated. Responses indicated that they like the “sense of community in this small group and the spiritual intimacy of worship and communion” and the break that it provides as to “commune with God and be in community with others” in the middle of a busy week. They like the opportunity for meditation to approach God. One commented that the small group allows people to get to know each other; many of the regular attendees of this service are not members of the church. Another likes the service because it brief but focused and very personal.

21. Item 21 asked for additional comments. One respondent suggested the possibility of serving communion to one another if the group is extremely small in order to put the attendee at ease and encourage greater participation in the service.

Another suggested that Lent (and other church seasons offer opportunities to let people who live or work in the downtown area know about this service by publicizing it through the use of banners, fliers, or other methods; that person thinks “the church would become more visible and integral in these people’s lives.”

One noted that on March 22 Rev. Raper gave some ideas for envisioning God’s mercy and blessings during the meditation. The person suggests that “would be good to build on as a guide in preparation for meditation, i.e. to offer ideas/images to help focus/center during meditation.”

Wednesday Evening Chapel Service

	Excellent	Good	Fair	Poor
1. Appearance of Building & Grounds	1	5		
2. Parking		6		
3. Entrance and People-Flow	1	5		
4. Narthex (foyer or lobby) appearance	2	4		
5. Greeters	6			
6. Ushers	1			
7. Chapel's Appearance	4	2		
8. Seating Arrangements	6			
9. Lighting	3	3		
10. Sound	2	4		
11. Temperature of worship area		6		
12. Printed Communication - - Order of Worship (Bulletin) and Inserts	6			
13. Acolytes				
14. Hymn selection	5		1	
15. Special musical offerings from the choir, soloists, or musicians	6			
16. Children's story presentation				
17. Flow of the service	6			
18. Length of the service	6			
19. Restrooms	2	4		
Total No. of Responses	57	39	1	0
Percentage of Total	58.76%	40.21%	1.03%	0.00%

Wednesday Evening Chapel Service

Three people agreed to participate in the evaluation of the Wednesday evening Sanctuary service; two completed the forms with a total of six completed evaluation forms responses and a total of 97 item ratings.

The evaluation responses indicate that overall things are going very well for the Wednesday evening service. Ninety-nine percent of the responses rated the items excellent or good. The greeters, seating, printed communications, special music, and flow and length of service received unanimous excellent ratings. There was only one item that received a rating below good; hymn selection received the single fair rating.

The responses indicate that the people who attend these services are well pleased with them. A summary of the respondents' comments for each item on the form is set out below.

1. Appearance of Building & Grounds

The respondents found the appearance of the building and grounds to be good and to be inviting. One stated that it is not clear that a new-comer who needed an elevator would know to enter the side door from the parking lot.

2. Parking

Parking on the street for the service is adequate. One pointed out that new-comers might not know that they park in the parking lot since there are names on many of the places.

3. Entrance and People-Flow

The chapel is clearly marked and the only lighted entrance at the time of the service. It was pointed out that a person who is unfamiliar with the building and who needs handicap accessibility might not know where to enter.

4. Narthex (foyer or lobby) appearance

Respondents rated the narthex appearance as good noting that it is small, but adequate for this group.

5. Greeters

There are always greeters who stand close to the entry door and usually open it for those entering. Attendees sign in after entering. Greeters were rated as excellent.

6. Ushers

The greeters attend to the ushering duties as well.

7. Appearance

The chapel's was rated as very good. The broken floor tiles were mentioned as needing repair. It was also noted that the votives need to be checked before the service and the knowledge of where the replacements are located needs to be shared.

8. Seating Arrangements

Seating is rated as excellent. It was pointed out that rockers are available for moms with infants.

9. Lighting

A respondent stated that the chapel provides a "wonderful atmosphere for an evening service."

10. Sound

Sound was rated as good.

11. Temperature of worship area

The temperature was rated as good. One stated that it can be a little chilly.

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

Printed communications were rated as excellent with no comments.

13. Acolytes

Not used. Candles are lit ahead of time.

14. Hymn selection

Hymn selection received five excellent and a lone fair response. It was noted that the selections were always appropriate for the service. Respondents made it clear that some of the congregants do not like the use of the green "Gather" hymnal and that they find the songs contained in it difficult to sing.

Two responses pointed out one of the appealing features of having a small group with a sensitive, confident leader. On March 29, Ms. Jones noticed that several people were humming along with the musician's offering selection, so she changed the schedule so that the congregation sang that song as the final hymn of the evening. The congregation appreciated that spontaneous act.

15. Special musical offerings from the choir, soloists, or musicians

Musicians are used to provide the special music and they received an excellent rating.

16. Children's story presentation

Not applicable.

17. Flow of the service

The flow of the service received an excellent rating.

18. Length of the service

The length of the service also received an excellent rating. The service usually ends by 8 p.m.

19. Restrooms

The restrooms received a good rating with no comment.

20. Item 20 asked the evaluators what they liked best about the worship service being evaluated. Responses indicated that they like Ms. Jones' sermons, which they find to be thoughtful, personalized and appropriate for the church season, and the music that she chooses for the services, and her reminders about prayers for individual needs. They like the quiet atmosphere and the music which are conducive for reflection and prayer. They also like the small congregation because it allows the people to gather for refreshments and fellowship after the service to better know each other.

21. Item 21 asked for additional comments. One respondent stated that he or she liked the service just as it is and that seems to be a fairly universal view, but there is a serious concern about the cost effectiveness of having such a service at which about 20 people attend.

Combined Services

	Excellent	Good	Fair	Poor
1. Appearance of Building & Grounds	17	27	7	0
2. Parking	14	30	7	0
3. Entrance and People-Flow	14	29	6	0
4. Narthex (foyer or lobby) appearance	17	21	5	4
5. Greeters	29	14	1	3
6. Ushers	20	8	0	0
7. Chapel's Appearance	24	8	16	1
8. Seating Arrangements	35	12	0	0
9. Lighting	22	20	4	4
10. Sound	29	19	1	0
11. Temperature of worship area	23	24	1	0
12. Printed Communication - - Order of Worship (Bulletin) and Inserts	38	8	1	0
13. Acolytes	14	12	0	1
14. Hymn selection	21	21	7	0
15. Special musical offerings from the choir, soloists, or musicians	30	10	1	0
16. Children's story presentation	3	3	0	0
17. Flow of the service	36	7	0	0
18. Length of the service	35	11	1	0
19. Restrooms	18	13	9	2
Total No. of Responses	439	297	67	15
Percentage of Total	53.67%	36.31%	8.19%	1.83%

Attachment 1

Comments - 8:30 a.m. Sunday Sanctuary Service

Four people agreed to participate. Two completed a total of eight evaluation forms providing a total of 142 item ratings.

Below is a collection of the comments made on the evaluation forms. Relating to the arrangement of comments under each item, the general comments are set out first followed by the comments specific to a particular service arranged by date.

1. Appearance of Building & Grounds

There are water stains from the plant holders on each side of the steps at the front of the church that looks like rust. (3/5)

On the left side of the church, the railings around the porch leading into the office area and the north side of the sanctuary are chipped and crumbling. (3/5)

The Church sign on the corner of 12th and Lavaca has a board attached at the bottom that appears to have had lettering on it at one time. (3/5)

Work has started on the flower beds in front of the chapel, but has seemed to be on hold. (3/26)

2. Parking

At the 8:30 service, there seems to be adequate parking since there are fewer people there. However, there are no signs to point out additional parking for visitors or late comers.

Since I go to the 8:30 service, parking is never a problem

3. Entrance and People-Flow

From the front of the church, it appears that the front steps are the only entrance to the church. The handicap entrance can not be seen from the front of the church and there is no sign pointing to the handicap entrance. There are no signs at the front of the church that points to the nursery.

4. Narthex (foyer or lobby) appearance

As you enter the foyer, the first thing you see is that the carpet is in shambles. There are torn spots, wrinkled spots and overall dirty.

The lighting is not the best.

Sometime the foyer looks a little messy. I think having a long table set up on one side for the purpose of promoting certain activities going on the church takes away from the neat, orderly look as you come in the door. Most people at the 8:30 service are Regulars. This is a pretty relaxed atmosphere before church, people (ushers and sometimes ministers) sitting on the bench inside door.

5. Greeters

I noticed that the ministers were at the doors of the sanctuary this Sunday greeting people. (3/19)

6. Ushers

I have to say good. . . Ushers at this service are minimal but adequate.

7. Sanctuary's Appearance

The ceiling has many spots where the plaster and pain are peeling.

I think our sanctuary is beautiful, always adorned with appropriate banners for the season. I love having flowers on the altar. In the past there was an artificial arrangement for the Sundays that no one put flowers on the altar. This artificial arrangement is not used any more, not sure why. The alter looks very bare with no flowers.

The Sanctuary always looks very pretty at the holidays with banners, etc.

8. Seating Arrangements

Not a problem at 8:30, everyone is in their assigned seats.

9. Lighting

There are several fluorescent bulbs burned out around the top of the sanctuary leaving dark spots. These lights are to reflect off the white ceiling to enhance the lighting for the sanctuary. (3/5)

I feel that a light should be shined on the cross at the front of the sanctuary. It is not too easily seen. (3/5)

10. Sound

No comments.

11. Temperature of worship area

To me it is usually too cold.

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

No comments.

13. Acolytes

Acolyte was not in attendance. Young Son had to light the candles. (3/19)

14. Hymn selection

I feel we should have a balance of older familiar songs mixed in with the newer songs that are not too familiar to the congregation. We generally have considerably more newer songs the oldies.

There are quite a few ~~older~~ people at this service and I have heard comments from time to time on the new songs that they are not familiar with. They really love to sing the old hymns!

Still mostly unfamiliar songs. (3/19)

Would still like to hear more of the ~~old~~ hymns. (3/26)

More recognizable songs were sung today. (3/26)

15. Special musical offerings from the choir, soloists, or musicians

If Scott is going to sing as he did today, he should have a microphone so he can be heard over the musical instrument. (3/5)

Scott Davis got a microphone to sing into. It sounded much better. (3/19)

The location of the musicians was not good since there was communion every Sunday. They took up too much room at the front and made it hard to get to the rail after communion. (3/26)

16. Children's story presentation

N/A

17. Flow of the service

Service moves very smoothly and is usually over in 45-50 min.

The last 2 weeks have had a new song while the offering is taken to the front. Old tune, new words. (3/12)

18. Length of the service

Ministry Moment too long. (3/19)

19. Restrooms

There is no sign letting people know there is a restroom on the sanctuary level. No handicapped restroom on the sanctuary level.

Could be cleaner (3/12)

20. What did you like best about this worship service?

The service followed the planned service and was easy to follow.

Communion and the season of Lent

Communion and the season of Lent; music

The banners and the season of Lent

21. Please provide any additional comments about how this service could have been improved or how future services could be improved.

I have been a member of FUMC since 1957. We older members seem to get into a rut and don't see the deterioration of the building going on about us. However, visitors see the problems that we seem to over look. In the last two months, I have had people who visited the church tell me that the church is dirty and needs some work on it. Eventually, we will have to bite the bullet so to speak and start a remodeling or clean up program. If we don't, I think we will not be able to attract newer people.

The flow of people during communion did not go as smoothly as it should have. (3/12)

Comments - 11 a.m. Sunday Sanctuary Service

Six people agreed to participate in the evaluation. Four participated with a total of 12 completed evaluation forms providing a total of 197 item ratings.

Below is a collection of the comments made on the evaluation forms. Relating to the arrangement of comments under each item, the general comments are set out first followed by the comments specific to a particular service arranged by date.

1. Appearance of Building & Grounds

It's not upgraded in the Sanctuary Bldg., but the FLC is especially nice.

The appearance of the church is very stately and appears to be (and is) a dignified place for worship. The well-kept building and grounds are very inviting.

The building looked very clean and well-kept. The grounds were in good shape: there was a small amount of trash in the shrubbery and landscaped areas but for a downtown location I do not think that the amount was excessive or disturbing. The seasons are changing as well and the trees and grasses do not have lots of color so that detracts from the overall appearance. (3/5)

I picked up a cigarette butt on the front steps going into the sanctuary – otherwise, things were good. (3/5)

There were a few cigarette butts on the steps into the Sanctuary. That should never be! The beds between the Chapel and the main building have weeds in them rather than shrubs or flowers. The flowers in front of the Chapel are beautiful! It makes a big difference to have them there! More would be better. We could use some on the entry level into the Sanctuary and on the walkway between the office and the main building. (3/5)

It's nice to see the flowering plants in the planter space next to the chapel. (3/12)

Improved since work day, but need much more, especially Narthex, front of church buildings, cry room – priorities from me and doesn't necessarily represent any consensus of others. (3/26)

2. Parking

The parking garage option is not evident. What about a sign that's put out on Sundays? It's such a great place to park.

We always use the parking garage. Hope web page describes this in some detail.

Without a parking garage, it would be hopeless.

I had no problems parking and intentionally parked in a new location. I parked behind the church (to the East of Lavaca) in a parallel space. Parking is very accessible and easily identifiable. (3/5)

I didn't notice signs into the parking garage (wasn't paying attention), but that is a great thing to do. (3/5)

Same comment as last week- garage, being downtown after a Saturday's revels, had a lot of detritus in it. (3/12)

We got a spot right in front of the church for the 11:00 a.m. service without having to circle! (3/12)

3. Entrance and People-Flow

More signs. I didn't check out the nursery this week. Cry room looks unfinished but is such a great idea. Wish we had that when our kids were little.

More signs would be useful – handicapped notices in particular.

Yes, the entrances and greeters are very prominent. The handicapped access in my opinion is fair. The elevator seems very cramped. I have not been to the nursery area yet but I see where it is marked to the left of where John sits.

The combination of the signs, greeters and ushers make the access to the sanctuary and its services very clear. I spent some time looking at the playground and children using the equipment and it looks like a safe, inviting location for children during church.

It's never clear that there are services in the Chapel. Ushers often direct people to the nursery.

I haven't noticed lately, but sometimes the narthex is crowded with choir members as they await entry into the Sanctuary. Late-comers, and there are many, often don't know how to navigate the area when the choir members are there and some choir members are not noticing these congregants and fail to step aside for them to enter the Sanctuary.

There is a sign between the chapel and the Sanctuary building and a sign on the Chapel building identifying it. Those are very good. I still haven't seen a handicapped access sign. There should be one at the elevator door on the north side of the Chapel building, but again I haven't paid attention to that. (As a long time member, I just found that I could access the elevator from that door about a year ago.) The signs in the Narthex are very high – you can see them from across that space, but won't necessarily see them if you are entering the left-most door. There is a sign by the stairwell on the Sanctuary level re: childcare, but there should be other ways of identifying where the childcare is located as well.

We don't distinguish the buildings one from another in terms of purposes for which they are used. This would help newcomers. Maybe a sign at the main buildings

directing people to the FLC. Newcomers have no idea that is a part of the church. I told a newcomer this morning what it was and where it was. (3/5)

4. Narthex (foyer or lobby) appearance

It's a nice, spacious area – it's nice that folks gather to talk. It's kind of dark.

The Narthex is inviting but somewhat sparse. It has a formal air about it.

The area is very clean and spacious.

Some re-thinking of this area is needed.

The narthex is a boring place – needs to be more inviting. It was neat, however. (3/5)

The table set up on the left-side of the Narthex didn't look too good, but I don't know that I have a recommendation other than to place those kind of tables outside when the weather is good.

The table with the Bible on it is lost to anyone's attention. Either move the Bible to the table with the Upper Room materials or don't have one in the Narthex at all. People place bulletins, etc on that table and I doubt notice that a Bible is there. I had not noticed it until this morning. I believe that space (the Narthex) is too "brown", but that's a personal preference for "lighter and brighter" space. (3/19)

The area with the children's folders is a mess. Could ushers take responsibility for handing those out as they see children arrive or even after they are seated? (For newcomers, it would be another opportunity to talk with them.) Then you wouldn't have the children's materials sitting out as they now are. Also, there may be children not getting the folders because they are just in that one location. (3/19)

Some re-thinking of this area is needed. In my opinion, having signs on the walls of this area just doesn't look good. Who's making guidelines about this? What can we do to get/keep control of how that space looks? First impressions matter. (3/26)

5. Greeters

I didn't go through the front door where greeters usually are. It would be good to have a greeter on each level, the walkway from the Chapel building, the handicapped/preschool entrance, etc. They may be there, but I don't walk through them as my Sunday School class is in the Sanctuary building so once inside, I don't go out again until after the 11:00 worship service.

I don't know if it's good that greeters hand-out bulletins as well as the ushers doing so. We've been doing it that way for a while, but maybe the ushers need to be placing more emphasis on "really" greeting, and sometimes taking more time with people who are clearly newcomers. I don't know if there has been a training time for greeters and ushers recently . . . but it would be good to reemphasize some things and rethink roles.

I was greeted very cordially, as always. (3/5)

Friendly and inviting... (3/5)

Cordial/friendly (3/5)

Again, the greeters are handing out bulletins rather than just greeting. When people enter the Sanctuary there are a lot of ushers (sometimes crowding the space) who don't have a role at that time because most people already have their bulletins. The ushers are great greeters! However, it's really too many people in that space (with their chairs) as people are entering. (3/19)

6. Ushers

I always feel welcomed by the ushers. There may even be too many, though, on the typical Sunday morning. However, it does provide a sense of community with many helpful volunteers in the entry to the sanctuary.

It is nice to have the ushers sitting by the exits during the service in the event that someone needed assistance coming or going.

They do a good job, but they need to be attentive to their jobs. Again, re-training would help. There were no ushers in the balcony when we arrived. This is often a short-coming. The usher in the balcony should be present and give warm greetings as people arrive. Sometimes there are newcomers in the balcony and it's clear they are trying to "figure things out".

The ushers are their own community within the church and have formed a closeness with those others who "work" their specific service/Sunday. They need to be more attentive to new people arriving. Also, the ushers need to do a better job of guiding people to a seat, especially after the service has started. It is rare than a matter of course for this to occur. Also, ushers need to be reminded about when to close and reopen the doors into the Sanctuary.

A pet peeve: the ushers chairs are in the way as people are entering and exiting, particularly exiting the Sanctuary. I suggest that all chairs be moved to the corners – they are more out of the way there. I know there is not much space for them anywhere! I also think that ushers should be told to pick up all bulletins in the back of the church. Also, if the chairs were moved people would not be throwing their bulletins on them (or the floor nearby) as they leave. It looks really messy and we have the recycle baskets in the Narthex. Also, people might actually take them home rather than throw them away – they also leave the announcements sections there. (3/12)

I'm always concerned about the messy look in our church. (3/12)

7. Appearance

I sit in the balcony, so the peeling paint on the ceiling is really evident. And the stairs are really dark. Love the embroidered kneeling pads! They are the prettiest part, along w/ the windows.

I enjoy seeing the various banners and flower arrangements surrounding and on the alter.

It looks the same as every other week. The flowers were beautiful, but (3/5)

I'm giving this a low grade [*poor*] this week, not because of the Sanctuary proper but the spaces outside of the Sanctuary. What a mess! The coat rack areas (outside of the ushers room) and on the left side (outside of the Sanctuary) that many people walk through were a mess- almost used as storage areas. The shelves above the racks were junky and below, too. Here's the problem: we get used to this kind of appearance (and I have overlooked it, too) in this survey of facilities.

The usher's room is a mess most of the time. Again, it is being used as storage space. Some of the stuff in there has been on the floor, maybe for years. . . . The couch is never available for seating –perhaps for someone feeling ill. It's where the basket of bulletins is always placed.

The problems above are easily fixable, but once straightened and cleaned someone needs to keep it that way. Talk to the ushers and the greeters about doing this. There may/may not be a sign on the door that says "restroom". If there isn't one (again I may be so accustomed to looking, but not seeing that I've missed it), but there should be. It would be OK to have something small at both ends of that hall indicating it is there. (3/19)

Everything looked as good as possible following the clean-up day. There are still some improvements that could be made with some investment – smaller rather than huge \$. (3/26)

8. Seating Arrangements

I wish the pads on the pews were plusher. But there is plenty of seating. (Darn.)

Seating is quite adequate. I am always impressed on communion Sundays at how many people sit upstairs. If more people sat downstairs the pews would be quite full.

We sat on the very back row this past Sunday by choice. Our 10 month old had a spot close to the exit in case he was noisy! We were still able to see and hear without any problems.

Having a second usher in the balcony who is responsible for identifying new people and can give them guidance, particularly noting with them if it is Communion Sunday how that works. (Some large churches serve communion in the balcony – I'm not advocating that, however.)

- my chair in the balcony kept clicking when I shifted around. (3/12)

Didn't notice if there was an usher in the balcony, but that is very important. (3/19)

9. Lighting

See comments about the dark areas above. *[Items 4 and 7]*

There is a nice combination of natural and recess lighting. The level of lighting compliments the peaceful surroundings and adds to the attitude of worship.

The lighting is good; I never have a problem reading the program or hymnal.

It's OK – Is it possible to make the lights brighter as people are leaving the Sanctuary? That might/might not be a nice touch. Things that change tone and feeling are good.

It seemed dim today, at least from the balcony where I sit. Some of that may have been because it is a cloudy day. The other side of me says that it fit the general mood of the service. (3/5)

I was sitting at the back of the Sanctuary . . . Those last rows and the entryway at the back are none too bright. (3/19)

10. Sound

Usually requires some adjustment. No particular problems.

It was pretty hard to hear the Stephen Minister woman – even after the adjustment to the mike. (3/12)

The sound system is good. Typically, I can hear all of the pastors without any trouble. This past week, the mission speaker was difficult to hear but she has a very soft-spoken voice. (3/12)

Ministry moment person had trouble figuring out the mike at first. (3/12)

Hard to hear the words in the choir pieces, but that may be my ears' fault (very stuffed up) (3/12)

[The sound is excellent] from the balcony. (3/12)

John's new (to me) mike worked well. (4/2)

11. Temperature of worship area

Today was very comfortable, but perhaps a bit too much A/C for those without a jacket. (3/5)

Some women thought it was too cool. (3/12)

Some women around me thought it was chilly. (4/2)

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

I wish we felt more comfortable changing the traditional, non-inclusive language in the readings & prayers. (A visitor recently commented on this unfavorably, so it's not just me.)

What about putting the web address in the purple insert? That's the one people are the most likely to take home w/ them, & that way they can look at the website for more info.

There are always too many enclosures but I don't of any better way to do it.

The inserts can be confusing, particularly the one that is a part of the worship service. I don't know what to do about it. I watch newcomers, in particular, who struggle with the pieces. They don't know what to do with all of it.

It's still confusing to newcomers and even other members. I don't have any suggestions, however. There is a lot to communicate. Maybe separating the bulletin from the "other" material when the ushers hand them to people would help. I don't know. (3/12)

Today the paper seemed overwhelming. I was struggling to find where we were in the service in the bulletin. How about numbering the pages so that people could use those to follow the service, especially when we have so many "fronts and backs" of two separate pieces of the bulletin? – this doesn't even include the "announcements" pages. (3/26)

13. Acolytes

It's great seeing the kids participating.

14. Hymn selection

It would be nice to sing some more of the contemporary hymns – not praise music, but "Lord of the Dance" – genre stuff. And they tend to be less exclusively male, which would feel good.

The hymns set a tone for everything else. They were OK, but other selections could have added a more personal feeling for the worshipers, particularly the first hymn "Come Sinners for the Gospel Feast". They were the right tone, but did not draw people into a time of prayerfulness. "It Is Well With My Soul" was a perfect hymn for departing after communion. (3/5)

We miss the opportunity for significant prayerful time while the congregation is partaking of communion. These songs should be very familiar, even allowing people to sing without having to look at words (at least those who are regular attendees). It would add to the worship experience. (3/5)

All hymns were excellent except for the last one – not a strong enough hymn for “sending forth”. The words were good, but people were not touched with emotion or sense of being a part of something greater than themselves – that’s what the hymns that are familiar and have very strong music can do for the congregation. (3/12)

The second hymn “You Are Mine” was an excellent choice as the preamble to the sermon and it’s great to sing, too. (3/12)

It was nice to have the piano on “You Are Mine” – very appropriate & pleasant. This was a really lovely message, too. (3/12)

The first hymn “God of Love and Power” was very good and the congregation sang with feeling. The second hymn “When the Church of Jesus” was sung no more than half the congregation was engaged. The others were just standing and looking bored. My vantage point was the back of the Sanctuary. (3/19)

The last hymn “Lord Whose Love Through Humble Service” is a great hymn, but not good for sending out. Again, people should step out of their pew with enthusiasm for the day and the week and this song did not propel them to do so. (3/19)

Hymns were excellent, except first one “God Hath Spoken . . . “was just OK. When I saw in the bulletin “As Moses Raised the Serpent Up” I was anxious because it was an unfamiliar hymn. It worked! All of the musical responses: “Spirit of the Living God”, Offering, and Benediction were very, very good choices. People really like “Spirit” – probably the best prayer response and “Let Us Now Depart” leaves such a warm feeling as you leave the Sanctuary.

I particularly liked the Prayer of Confession. It recognized how many feel about their lives and the every day struggles. I think this prayer should be a time to “admit” frailties and seek a way to move forward in spite of all the barriers we face daily. (3/26)

15. Special musical offerings from the choir, soloists, or musicians

The special music was presented well-- was appropriate for the service. I also like to hear the church filled with special music that has depth and range. (3/5)

Oh, goodie, more Latin. This works fine if you are a Roman citizen. (3/5)

The selection sung in Latin was beautiful. I enjoy the very traditional music that is presented in the 11:00 a.m. service. (3/5)

It was nice to have an offertory in English. (3/12)

I always enjoy the music! It is one of my favorite aspects of worship. (3/12)

The offertory music was “weak”, but OK. It is a familiar hymn, but The anthem didn’t raise our spirits or leave us in a particularly prayerful spirit which is intended since it is just before the “We Pray” part of the service. (3/12)

It is really hard to understand the words – especially in the offertory – which lasted a really long time. (3/19)

The offertory special music “My Eternal King” was not well received by the congregation. Again, they were not paying attention because they were not drawn into the music. It may have been performed well, but it was not music that people found to be uplifting. [A person] said to me (unsolicited), “Music should not be about performance, but worship.” During the presentation of the offering by the ushers, “Accept Our Gifts” which was printed in the bulletin was not being sung by the congregation. They just stood – the words were unfamiliar although the tune was not. Anthem – I don’t recall it! (3/19)

Both the anthem and offertory were excellent – congregation was caught up in both the music and the words. I believe, also, that the congregation likes piano accompaniment (today for the soloist), but also for hymns. I’m not a musician (although my mother wanted me to be), but the organ sometimes drowns out the voices – more so during the hymns than the special music, but attention should be given to that. (3/26)

16. Children's story presentation

Paula is so engaging and her stories always get the attention of everyone, not just the children!

I watch the children’s response and about 50% were attentive. That is quite good for young children. Sometimes the theme of the children’s sermon is too adult-like and the children are not comprehending the message while the adults love it! This Sunday the children were more focused than I’ve observed on some other occasions. It may be too long. (3/12)

Paula is amazing. The kids are enthralled. (3/12)

It was hard to hear Paula this week. But she is really terrific. (3/19)

Too long – boys were disengaged throughout. Girls usually have a longer attention span and that was evident today. The story needs to be at a young child’s level. This one was more so than some have been in the past. (3/19)

Length and topic good (3/26)

17. Flow of the service

This part (See #15) is too long – since it all sounds alike to me. (3/5)

The transitions were very smooth and logical. (3/5)

The tone of the service was excellent today –prayerful, contemplative –perfect! (especially for Communion). The movement of the service was very good – transitions, etc. (3/5)

Pace was “just right”. Kathleen does an excellent job with the entire “We Pray” part of the service. She sets the right pace and, particularly, tone for the remainder of the service. (3/12)

Same as last week, except I felt really sorry for John & his raspy voice. (3/12)

There were some points in what otherwise was a decent pace where things really slowed down. The Ministry Moment, for example, was sweet but REALLY long. (3/19)

18. Length of the service

Between serving the congregation Communion, the sermon and the rather lengthy mission moment, the service was a nice length. (3/5)

Communion process was orderly and efficient. (3/5)

It was ok to go beyond an hour today – sometimes if the kids have stuff that start @ 1, pushing past 12 is difficult (esp. getting them lunched & changing clothes). (3/12)

With two baptisms and two new members there was still a nice clip to the service. (3/12)

19. Restrooms

The restroom facilities are not adequate. There is not enough privacy, the quantity of restrooms is too limited for the number of people attending worship. There is also no area (except for the cry room upstairs) in which to change a baby’s diaper.

Excellent in FLC.

The bathrooms

A. Very hard to find – you have to know where you are going to find them.

B. The BR in the usher’s room was gross this AM – someone had missed, & the toilet and the floor were nasty. Ich! Do we check it between services? (3/5)

The ushers room is a mess – doesn’t look good for newcomers going there for the restroom. (3/5)

Usher’s room – excellent. Remember to keep plenty of extra toilet paper and hand towels in there. That restroom is used a lot! (3/26)

20. What did you like best about this worship service?

I always enjoy Communion Sunday, and, listening to John preach is a privilege.(3/5)

John’s sermon – as usual – excellent. Choir – as usual – excellent. (3/5)

The “quietness”. The congregation was soulful. The sermon was excellent. Those who are reading, particularly liturgy whether it is Communion or otherwise, need to lift their heads to the congregation. The words should be so familiar to them that they are able to do so. There is less connection between the words and the congregation when there is no eye contact with the congregation. (3/5)

Prayer time, including the prayer response sung, the first two hymns. (3/12)

1) Sermon and 2) Choir. (3/12)

The “You Are Mine” hymn – see above – [*Item 14*]. (3/12)

There was an excerpt in the program that spoke to me...it was a quote about faith. (3/12)

Sermon; “We Pray” period; Hymn - “God of Love and God of Power.” (3/19)

Watching the kids at the children’s sermon. (3/19)

Everything – It was a wonderful service. (3/26)

It was an excellent sermon, as usual. John’s welcome to the communion table was wonderful – makes me proud to be a Methodist where all are welcome at the Lord’s Table. (4/2)

21. Please provide any additional comments about how this service could have been improved or how future services could be improved.

Boy, are we Caucasian or what? Sigh.

The sermon – I really wish we could talk something about how bad we are. It would be nice to talk about joy or comfort or something a little more positive once in a while.

I wonder if more people were encouraged to sit closer to the front or come downstairs how it would affect the atmosphere of the worship.

Can’t think of any suggestions.

The pace of the service was perfect today! Overall, very good service. (3/5)

This worship experience was very fulfilling to me. It is one of the best things about FUMC. (3/5)

The sermon was great in the opening and closing, but lacked compelling thoughts that I could hold onto as I left. That doesn’t mean quotable thoughts, but something that I recall during the remainder of the day and hopefully into the week. A comment made to me in the recent past (maybe at the last Admin Board meeting by someone

at my table) was that people want something that gives them guidance about living the next week. (3/12)

Keep mixing in piano w/ the organ – it's a nice variety. (3/12)

Re: Baptism service

Be sure to invite family and friends to come forward with those being baptized. There was a lot of hesitation today. I know that "time is of the essence", but I think those who are being baptized should have a significant experience during this service. Don't rush it.

Also, this was done at [a relative's] baptism . . . last year and it was very nice: Before the worship service began, the children's coordinator gave each of the family members (and if there would have been others) who were to "stand" with the immediate family, a copy of the Baptism service to bring with us to the front as we observed the baptism allowing us to respond appropriately during the baptism service. (She greeted everyone and reminded the parents about childcare, etc. It was a nice reminder of the scope of presence of the church for the person being baptized and the family, too.) Having the service printed separately beats fiddling with a hymnal or what happens so often is that those "standing" have nothing in front of them and can't participate along with the congregation. It worked very smoothly and allowed us to follow along with the minister and speak the same words as the congregation (it's even more important for the family). I know that when one of our [relatives] was baptized I forgot to bring my hymnal to the front with me and I wanted to participate in the ceremony. It's rare that anyone does bring their hymnal. (3/26)

Comments - 9 a.m. Sunday Chapel Service

Four people agreed to participate in the evaluation of the 9 a.m. Sunday Chapel service. All four participated with a total of 11 completed evaluation forms providing a total of 206 item ratings.

Below is a collection of the comments made on the evaluation forms. Relating to the arrangement of comments under each item, the general comments are set out first followed by the comments specific to a particular service arranged by date.

1. Appearance of Building & Grounds

The colors had been updated for Lent—the Chapel was in order. The broken floor tiles remain a problem, though—they're right on the main path in front of the altar. (3/5)

Everything looks pretty good for this time of year. (3/5)

Should be better after Richard Nauert's Eagle Scout Project and this Saturday's spruce-up. (3/19)

2. Parking

There just isn't a whole lot we can do about this. Perhaps we can make it clear that many spots in the main lot (e.g.: those marked "Preschool Teacher") are available on Sundays.

It could be more clear to use the parking garage on 13th.

Parking is adequate considering the lots we can use, but where to park might not be obvious to a visitor.

Could be better about letting you know about parking garage on 13th.

We have good parking, but it would be difficult for a first or second time visitor to know where to park.

Could be better.

Parking simply will remain unclear to new visitors, in my opinion.

3. Entrance and People-Flow

The chapel is its own case, I realize. The front doors onto Lavaca street are usually open (when the weather's nice), and people entering there are met by the greeters. I, however, usually enter from the stairs coming up from the ground floor (coming from the nursery). Being so familiar with the place, I'm probably not the best person to ask regarding nursery access.

One of the “challenges” with the chapel is due to the fact that it has three entrances—the flow through the main door is fine, but it is a bit awkward using the entrance located in what is now the Church office. Another challenge this week was that the service was completely full, so people had to maneuver around one another a bit—that’s a good problem to have, though!

I have marked good, because it is clear where to enter, and handicapped access is obvious, but one has to search for the nursery location from the chapel. There is a "Help Desk."

I forgot to check about the nursery. Handicapped access and information is very clear.

4. Narthex (foyer or lobby) appearance

In the chapel this space is just **really** tight. Thus, by the time we fit greeters, attendance registration, spare bulletins, coffee service, etc. in there, it looks a bit “unkempt”.

Very welcoming, I think.

Lots of information and assistance available in chapel and in the Narthex.

5. Greeters

They were very friendly, greeted everyone warmly, and gave new visitors assistance. They also found additional seats for late-arrivers, given that the chapel filled up completely this past Sunday. (3/5)

Right there at the door to hand out bulletins. (3/5)

Chapel was very crowded this morning. The Greeters helped people find seats and even went to get more chairs. (3/5)

The greeters were not there when we arrived approximately 10 minutes prior to the service. There was no one to pass out the programs...no doughnuts for the kids. (3/12)

Right there at the door to hand out bulletins. (3/12)

No greeters...no one to hand out programs...no drinks or doughnuts for kids (3/19)

Had to solicit someone at last minute due to no-show. (3/19)

6. Ushers

See above [Item 5]. Chapel really doesn't have ushers.

In the chapel, greeters and ushers are the same folks. Again, they did quite well, especially considering the layout of the chapel and the crowd this past Sunday. (3/5)

I had to leave early to teach Sunday School, so I didn't see the ushers. I was not there for the collection. (3/12)

[Rated good] Especially on short notice. (3/19)

7. Appearance

Very inviting and open.

It was well-kept and clean, most certainly. We just need to fix the floor tiles! (3/5)

The broken tiles up front are really becoming a problem. Especially when going upfront to be served communion. I'm afraid someone will trip. (3/5)

Loose tiles are really becoming an issue and safety factor. Needs to be repaired soon. (3/12 and 3/19)

I know they are working on getting tile fixed. (3/26)

8. Seating Arrangements

On most Sundays, seat availability isn't a problem. This Sunday was a challenge, but that was due to a very full service. (3/5)

There was a good sized group, but room for everyone. (3/12)

9. Lighting

I'll confess, I've never thought much about this. I've never had a problem reading the bulletins or hymnals, so I'll assume that the lighting is OK. The chapel does have a fair amount of natural light, thanks to the (refurbished) stained-glass windows.

10. Sound

The chapel is so small that it's really no problem. The acoustics can be quite live since floor is all tile, but given its size, it is usually easy to hear the speaker even if he/she doesn't have amplification.

Everything was very audible. The chapel has good acoustics. (3/12)

I couldn't hear Kathleen very well at the beginning of the service. It was OK after the sermon started and the chapel had settled down a bit. (3/12)

I sit three rows back from the front row. I can't hear Kathleen very well sometimes in the announcements....sometimes due to late arrivals and the noise they make getting settled. (3/19)

11. Temperature of worship area

I think that the Chapel's A/C is finally "balanced"—the past problem of having too cold air (and too much airflow) appears to have been solved.

This was good, even with the large number of worshipers. (3/5)

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

Pastors always refer to the wealth of information inside the insert. It's up to us to read it!

The short answer to the above question is "yes". (3/5)

Everything is very clear and detailed. (3/12)

13. Acolytes

Ready before service started. (3/5)

I don't recall seeing the acolytes. (3/12)

Scheduled one didn't show - - substitution was quickly made. (3/12 and 3/19)

The children are a joy! (3/26)

14. Hymn selection

I hear a lot of comments from people who don't like the green hymnal. The music doesn't have the harmony parts for many of the songs. I hear many more favorable comments about the blue hymnals.

We did have our "once or twice a quarter" occurrence of an "un-singable" hymn, but that's part of the fun of the chapel! This time, the hymn was a selection from the "Gather" hymnal with an unfamiliar tune that had only the music for the chorus—the verses had lyrics only (I believe that it was meant for a cantor to sing the verses). We muddled through, though. (3/5)

Tied into the message of the service. (3/5)

One of the hymns was not only difficult, but the verses did not have the melody. (3/5)

Some of the hymns are difficult for those unfamiliar with them (3/12)

Green Gather Hymnal - What can I say? (3/19)

The green hymnal doesn't have harmony parts in the music. (3/19)

Loved having some of the more "traditional hymns" in the service. (3/26)

15. Special musical offerings from the choir, soloists, or musicians

Usually the soloist (which is what we have in the chapel) has a piece that is directly related to the lectionary text; however, that wasn't the case this Sunday. I'd also like to put in a request to have the Chapel Choir re-appear, if at all possible! (3/5)

The best of the choir soloists sing at Chapel! (3/5)

I had to leave early to teach Sunday School, so I didn't hear the soloist. (3/12)

Holly is always outstanding! (3/12)

The soloist was excellent. (3/12)

soloist (3/19)

The soloist was outstanding. (3/19)

We had the Children's Choir (3/26)

Children's choir was awesome (3/26)

16. Children's story presentation

Not applicable.

17. Flow of the service

Kathleen runs a very well-paced service.

Generally fast-paced—it was communion Sunday, and the service is only 45 minutes long. (3/5)

Service was swift today, due to communion, but it flowed smoothly. (3/5)

Everything was very smooth. (3/12)

18. Length of the service

We didn't **quite** make the 45-minute mark, but it was communion Sunday with a completely full house. (3/5)

Still running a bit long to get people to Sunday School class on time. I know it was Communion Sunday, so it wasn't too bad considering. (3/5)

Service ended timely but did not seem abbreviated. (3/5)

Got out on time today. (3/12)

Kathleen had the entire service by herself, and she did not abbreviate the service but made good use of the time. (3/12)

Ended promptly to get children/adults to Sunday School. (3/19)

On time! (3/26)

19. Restrooms

They're just in weird spots in the education building. They are labeled, but there just aren't that many of them.

There is always someone at the reception desk area to assist visitors with such info.

There is sufficient information to find the facilities.

There is someone at the information desk to assist in answering any questions.

20. What did you like best about this worship service?

This Sunday, I liked the sermon and the printed prayer selections. I also liked that the place was full. I don't know if this was just a serendipitous event, or if perhaps our church body is getting more serious about Lent. However, it was quite nice to worship and celebrate communion with a large crowd (for the Chapel, anyway). (3/5)

It was communion Sunday. Everything worked well and flowed smoothly. (3/5)

The feel of a small community within a larger group. The message was inspiring and thought provoking. (3/5)

I like the enthusiasm and personal interaction of this service. (3/5)

It didn't stand out...it was a good service, as most of them are in the chapel. (3/12)

Kathleen's message. (3/12)

The enthusiasm of the persons attending, as well as the staff. (3/12)

The music (both hymns & soloist) and Kathleen's message about prayers for the church. (3/19)

Good sermon, well organized service. (3/19)

Interaction with others and the sermon. (3/19)

Prayer concern time (3/26)

Kathleen's message was thought-provoking. (3/26)

The openness and friendliness of the congregation and minister. (3/26)

21. Please provide any additional comments about how this service could have been improved or how future services could be improved.

Bring back the Chapel choir! Heck, I might even join. Also, since the Chapel service is "wedged" right before Sunday School, we **really need** to start right at 9:00. Even if there are "late arrivers", etc. This past Sunday it started closer to 9:05, and since it was communion Sunday, we went later than we needed to. (3/5)

I saw no problems. The service was efficient, well-organized, and appealing in every respect. (3/5)

Today was just a really good example of how nice and fulfilling the 9:00 chapel service can be. (3/5)

Comments - Sunday Selah Service

Three people agreed to participate in the evaluation of the Sunday Selah service. The three completed seven evaluation forms with a total of 112 item ratings.

Below is a collection of the comments made on the evaluation forms. Relating to the arrangement of comments under each item, the general comments are set out first followed by the comments specific to a particular service arranged by date.

1. Appearance of Building & Grounds

The grounds are kept clean and nice

2. Parking

I don't park our car, because I walk over from the Family Life Center after Sunday school.

3. Entrance and People

There is someone at the door and it's clear where to enter.

I am not familiar with the location or condition of the nursery.

The directions are evident and clear for the nursery, both in the halls and in the elevator.

4. Narthex (foyer or lobby) appearance

Everything was set up nicely and it was easy to find the sign-in, name tags, etc. (3/5)

5. Greeters

There was someone greeting as you came in and at the entrance of the actual chapel. (3/5)

6. Ushers

The Selah service does not use formal ushers.

7. Chapel's Appearance

Someone should fix the broken tiles on the floor in the chapel right in front of the communion table, looks pretty Geto (2/19)

There are several broken and dislodged tiles in the area used for communion. This has been a problem for about a year. (3/5)

Everything was clean and nice. (3/5)

8. Seating Arrangements

There were lots of seats with easy accessibility. (3/5)

9. Lighting

It was nice lighting, the candles were good. (3/5)

10. Sound

There was some background noise but someone shut the door, and I could hear very well. (3/5)

11. Temperature of worship area

It was a little hot. (3/5)

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

N/A

13. Acolytes

N/A in Selah service

14. Hymn selection

The music was good; there could have been one or two faster songs. I thought that the song order should be two fast songs and a slow before the sermon, and two slow songs and one fast afterwards. (3/5)

15. Special musical offerings from the choir, soloists, or musicians

N/A

16. Children's story presentation

N/A in Selah service.

17. Flow of the service

Everything was transitioned really well. (3/5)

18. Length of the service

It was a perfect length, not too long and not too short. (3/5)

19. Restrooms

No comments.

20. What did you like best about this worship service?

The sermon was great and the music sounded awesome. (3/5)

It's unfortunate that the attendance is low, because the Selah service is excellent. (3/5)

I like the casual setting and the message is clear with a solid point of reference, the spiritual presents in the service leaves me energized and refreshed with beaming hope for mankind; the young people in the congregation symbolize a lot of great concepts; new beginning, energy, enthusiasm, health. Those are a few reasons a like Selah. (2/26)

Tim is a talented speaker with great timing and he has a great sense of humor, I always look forward to hearing him preach, it was a great worship service. (2/26)

21. Please provide any additional comments about how this service could have been improved or how future services could be improved.

Someone should fix the broken tiles on the floor in the chapel right in front of the communion table, looks pretty Geto (2/19 and 2/26)

I noticed that there was an older kid, he was probably in the 8th grade, on the child's mat. It was fine until he got loud, and it was really distracting from the service. (3/5)

I have a good experience each Sunday. That is my evaluation. (4/4)

Very low attendance due to Spring Break. Tim and Young do an excellent job of filling in when Kyle is not available. (3/12)

Attendance was up nicely, with over 50 total. Tim was the main speaker, with Kyle attending to communion. (3/19)

Attendance was down due to some function for the high school aged attendees. Young was the main speaker, with Zach helping with communion.

I am bewildered as to why so few members of this congregation attend this service.

I have found this service to be tremendously uplifting to my worship experience and I can't help but believe that others would find the same fulfillment as I have found if exposed to the simplicity and sincerity of this type of worship.

Therefore I would like to request that consideration be given to exploring avenues to expose this service to more of the congregation. One thought that comes to my mind is to allow the Selah service to be held in the main sanctuary, possibly during a time when Pastor McMullen has other commitments and another Pastor would be preaching in his absence, I'm not sure how the music would

sound acoustically, but it would allow a larger number of people to experience this service.

This service needs to be shared so others might have the opportunity to be touched by this unique worship service in the ways that it has touched me and my family. (3/26)

Comments - Noon Wednesday Chapel Service

Two people agreed to participate in the evaluation of the Noon Wednesday Chapel service. They returned a total of six completed evaluation forms providing a total of 64 item ratings.

Below is a collection of the comments made on the evaluation forms. Relating to the arrangement of comments under each item, the general comments are set out first followed by the comments specific to a particular service arranged by date.

1. Appearance of Building & Grounds

The flowers on either side of the doors are being well maintained and look inviting.

The flowerbed the preschool tends is a nice addition in the midst of all the pavement.

I think a nice professional sign on a stand that could be read from the sidewalk might attract passer byes and possibly increase awareness of what is going on.

. . . there was a large piece of cardboard in the landscape planter adjacent to the chapel entrance, the flower beds needed weeding/mulching, and there were other bits of paper and trash in the beds. (3/9)

2. Parking

I routinely find a staff parking place on Wednesdays.

Meters are usually available in front on Lavaca and some people use those.

There are enough metered parking spaces to accommodate the small group attending this service.

Probably 1/3 of the people walk from their work locations.

there were parking spaces available in the parking lot adjacent to the building. I know parking is usually available because I'm a regular, however, it may difficult for new visitors or someone attending for the first time. Is it possible to identify visitor parking spaces for chapel services on Wed. ? (temporary signs).

Parking is adequate, but it is not clear to visitors that it is acceptable to park in the staff parking lot without being towed during Noon service. The reserved spaces may inhibit some visitors, however, it may be helpful for the pastor to simply address parking at the beginning of each service, if new visitors are apparent.

3. Entrance and People-Flow

Good as far as entrance into building and then into chapel.

I don't recall any handicap access information upon entering. There is the door from the parking lot that is marked if one knows to look there.

A sign directing handicapped to the side of the building may be helpful. entrance is visible and prominent from Lavaca and parking lot adjacent to buildings. For visitors, the banners previously posted across the chapel narthex entrance would be very helpful.

4. Narthex (foyer or lobby) appearance

I think a water fountain would be a nice addition to the space.

I think it might be helpful to visitors to have a sign asking them to sign the attendance sheet, make a name tag and pick up an order of worship.

There were several donated items being collected that were located on tables adjacent to the south wall. Donated items collected in areas of the narthex present an image of active involvement and should not reflect negatively on the spiritual setting, if area is limited and loosely but appropriately (arranged?). (3/8)

There was a little clutter on the tables. (3/15)

Narthex area was very well organized and neat! (3/29)

5. Greeters

Mimi normally greets people upon entering the chapel, which is fine. One suggestion would be to have volunteers from the service to greet people upon entering the Narthex.

Sometimes Mimi is there to greet but there are no greeters assigned. That might be a good addition. Possibly first to arrive can greet and show people in.

We continue to be challenged to get people to sign up to bring bread, read scripture and service communion.

no greeters in narthex before the service, however, Mimi greeted people in the chapel when she arrived. (3/8)

Mimi greeted us as we came in and then went into the chapel to prepare for service. Others coming in later were not greeted. (3/15)

We had no assigned greeters. We just acknowledged one another as we gathered. (3/29)

6. Ushers

Not applicable for this service.

7. Appearance

I happened to pick a hymnal with a torn cover.

The broken tiles in front on the altar are a distraction and difficult to avoid when walking up to the altar.

The atmosphere is reverent and the candles add to the worship atmosphere.

I think the bookcase on the exterior wall to the left of the altar would look better if it had doors on it to hide the things stored there.

The front row of chairs were askew and there were hymnals on the floor under the chairs. Some of the chairs are soiled and the upholstery torn. (3/22)

8. Seating Arrangements

The seating is more than ample and arranged in an orderly manner.

Some of the chair seats are soiled.

9. Lighting

The lighting is more than adequate.

10. Sound

No comments.

11. Temperature of worship area

No comments.

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

I think the Order of Worship is clear and easy to follow.

Since this is a service of communion, I'm thinking it might be good to add something about it being an open communion and also a brief statement about how to unite with our church. Mimi routinely explains intention when visitors are present.

Possibly mention of lighting a candle for prayer might be helpful for visitors.

The Order of Worship is clear and easy to follow. It might be nice to have a note of welcome and maybe that the communion table is open.

It's very helpful that Scott posts the hymnal page numbers prior to the service.

13. Acolytes

Not applicable for this service.

14. Hymn selection

Relate to the scripture for the day and communion.

They are familiar and that is good as the group is small and can be tentative about singing.

Scott does a great job assisting in Noon service.

Excellent. Today we attempted to sing the responses within the communion liturgy from the hymnal. It was a challenge as we are a small group without much vocal talent. Kathleen led but it was difficult for the first time. The responses lack melody and are difficult to follow for now. (3/22)

Good. We sang the responses in the communion liturgy again today. Mimi told us that we would do that during Lent. Scott was a big help. (3/29)

15. Special musical offerings from the choir, soloists, or musicians

N/A. I think we are very fortunate to have Scott play for such a small service. It's just not the same when he isn't available.

I think we are very fortunate to have Scott assist with hymns.

N/A. In Scott's absence, Kathleen played for us today. (3/22)

16. Children's story presentation

Not applicable for this service.

17. Flow of the service

I think the flow is in keeping with a meditative service.

Mimi starts on time and proceeds with the service at a tempo that is reverent, yet accommodating for people with work day schedules. This is very important!

Very good pacing!

18. Length of the service

I think it is good especially for those needing to return to work. My personal preference is that it could last 10 minutes or so longer.

Approx. 30 to 35 minutes is good. Many people are limited to work schedules and cannot manage if the service extends the full hour.

Timed very well!

19. Restrooms

In the past, I've always found them to be clean. Signing is important.

20. What did you like best about this worship service?

The meditative time to approach God in a quiet environment. The service offers a time to step away from the "busyness" of our daily lives and commune with God and be in community with others. Mimi's presence is welcoming and calming.

The sense of community in this small group and the spiritual intimacy of worship and communion.

I've always enjoyed this service because it is an opportunity to break the work week, worship God with a smaller group of individuals – many whom I've become well acquainted with. In many cases, these are not FUMC members. In fact, I attended this service 4 or 5 years before I formally joined FUMC. It was the first and primary introduction I had to FUMC, the staff, and other church members.

A great mid-week alternative service for downtown workers. It's brief but focused service, and very personal!!!

Today was especially good because we had a larger attendance. I suppose that is because of Lent. (3/8)

Mimi offered a couple of ideas for envisioning God's mercy and blessings during the meditation. I think that would be good to build on as a guide in preparation for meditation, i.e. to offer ideas/images to help focus/center during meditation. (3/22)

21. Please provide any additional comments about how this service could have been improved or how future services could be improved.

We may possibly want to join in as a group, if there is maybe 6 or less, and serve communion to one another. This may help people feel more comfortable and may encourage them to sign up to help read and serve.

I'm wondering if because I have been reading and helping serve communion regularly, others are reluctant to participate. It's challenging to know how to motivate others.

I think Lent is a great opportunity to let people in the downtown area know about this service. If FUMC could post banners, fliers, and find other ways to reach people working and living downtown, the church would become more visible and integral in

Comments - Wednesday Evening Chapel Service

Three people agreed to participate in the evaluation of the Wednesday evening Sanctuary service; two completed the forms with a total of six completed evaluation forms and a total of 97 item ratings.

Below is a collection of the comments made on the evaluation forms. Relating to the arrangement of comments under each item, the general comments are set out first followed by the comments specific to a particular service arranged by date.

1. Appearance of Building & Grounds

I think there can always be improvement to the appearance. Entering the chapel area, for those of us who are familiar with it, is fine. I don't think a new-comer who needed an elevator would know to enter the side door from the parking lot. The entry way into the chapel this evening was neat and upon entering the chapel, itself, with the candles lit and music playing, I think it was very inviting. (3/22)

The entry way into the chapel this evening was neat and upon entering the chapel, itself, with the candles lit and music playing, I think it was very inviting. (3/29)

2. Parking

We park on the street in the front of the chapel & in the lot along side the church. Free & plenty for all who attend.

After 5:30 PM the on-street parking is adequate. I'm not sure that new-comers would be clear about where to park in the parking lot since there are names on many of the places, but with the street parking so plentiful at this time, I don't think it is an issue – except for someone who needed to use the elevator. (3/22)

After 5:30 PM the on-street parking is adequate. We had a couple of newcomers to that service and they seemed to find their way without a problem. (3/29)

3. Entrance and People-Flow

I think someone would have to know to come to the chapel – which is clearly marked. Location of nursery is marked at the elevator. I know that the nursery is used, but I didn't go to see it for myself. I'll check that out next week.

If a person knows about the doorway from the parking lot, then the handicapped information is good. I don't know if a newcomer would know to look there to enter the building.

The Chapel door is the only one lighted at that time.

4. Narthex (foyer or lobby) appearance

I think the appearance is okay. Don't have any suggestions as to how to improve.

It is small, but adequate for our small group.

5. Greeters

There are always Greeters who stand close to the entry door and usually open it for those entering. Greeters invite all to sign the register and hand programs and books out. Works very well and almost everyone agrees to sign-in.

This is where we sign in (or register attendance).

There are always Greeters who stand close to the entry door and usually open it for those entering. On the 22nd it was a young couple who did an excellent job. (3/22)

The Harrises both were greeting, giving bulletins. (3/22)

Substitutes – but they are regular attenders. (3/29)

6. Ushers

One person – the greeter – does this, if necessary.

Not necessary

We don't really have Ushers at the Wednesday service. The Greeters take care of seeing that people get into the chapel and the Greeters also take the offering.

7. Appearance

Lovely, candlelight environment.

Floor tiles need repaired in the chapel. A good supply of candles need to be available for lighting the windows. Sometimes the votives are very low and those lighting the candles do not know where to find replacements. (3/22)

8. Seating Arrangements

Rockers for moms with infants.

Seating is not a problem.

9. Lighting

A wonderful atmosphere for an evening service.

10. Sound

Mike didn't always work – it is only for recording the service.

11. Temperature of worship area

This particular service the temperature was okay. Sometimes it is a little chilly in the chapel. (3/22)

This particular service the temperature was okay. (3/29)

12. Printed Communication - - Order of Worship (Bulletin) and Inserts

No comments.

13. Acolytes

Not used. Candles are lit ahead of time.

14. Hymn selection

Kathleen always chooses song themes to go with the service. Some members don't care for "Gather" hymnal songs. Always appropriate for the service.

We tried one new song from the old green hymnal – pretty minimal – Kathleen almost soloed. (3/8)

This particular evening, Kathleen noticed that several people were humming along with the musician's selection for the offering, so she changed the final hymn to the same song. It was very nice to be so flexible and we all enjoyed singing what we had just heard. (3/29)

One spontaneous change because the congregation was all humming during the offertory. (3/29)

15. Special musical offerings from the choir, soloists, or musicians

Musicians – prayer prep, pre-service, ending.

Musicians – piano, clarinet and cello are the best.

Martin Hubert sang the Lord's Prayer. (3/29)

16. Children's story presentation

Not used.

17. Flow of the service

Kathleen keeps the service flowing very appropriately.

18. Length of the service

Out by 8 PM. (3/29)

19. Restrooms

No comments.

20. What did you like best about this worship service?

I like this service because it is quiet, good music and allows time for reflection and prayer.

There were only 18 of us & we mostly know each other – or are familiar. (3/8)

Kathleen always has a meaningful sermon. This time well suited to Lent. She reminded us to remember to pray for ourselves & why. (3/8)

Kathleen's sermon – she always has a thoughtful message – appropriate to the Church season. She always personalizes her talk, very nice presence. (3/15)

Kathleen had another good Lenten sermon. The topic was redemption. After the services we gathered for fellowship in the office area. Refreshments were served & we exchanged greetings. (3/22)

Appropriate for the season. Hymn selection in sync with the scripture & sermon. Prayer encouraging individual needs. Setting. (3/29)

21. Please provide any additional comments about how this service could have been improved or how future services could be improved.

We always have refreshments afterward. There were only 18 in attendance, most stayed for fellowship. (3/15)

I like it just the way it is.

We had about 20 in attendance. As a member of the Administrative Board I know we have budget concerns and I wonder – as do others who attend these services – if we can justify scheduling services for such a small group. I know the people who attend these services really enjoy them – but can it be deemed cost effective for so few people? (3/22)

We had the most people this month – over 20 - in attendance. This is a fine service, enjoyed & appreciated by all who attend. The question that emerges is the cost and time to offer this service because attendance is so low. (3/29)

Attachment 2

Worship Service Evaluation Form

Name: _____

Date: March 5, 2006

Location: Sanctuary

Time: 8:30 a. m. Sunday

Please respond to the following items that apply to the service you attend. Your candid evaluation will assist us in serving more effectively in the future.

Arrival

1. Appearance of Building & Grounds (Is the appearance inviting?)

Excellent

Good

Fair

Poor

Comments:

2. Parking (Is parking adequate? Is it clear where to park?)

Excellent

Good

Fair

Poor

Comments:

3. Entrance and People-Flow (Is it clear where to enter the building for services? Are handicapped clearly informed of access? Is nursery location clearly marked? Is nursery facility adequate and inviting?)

Excellent

Good

Fair

Poor

Comments:

4. Narthex (foyer or lobby) appearance

Excellent Good Fair Poor

Comments:

5. Greeters

Excellent Good Fair Poor

Comments:

6. Ushers

Excellent Good Fair Poor

Comments:

Sanctuary's or Chapel's Physical Appearance & Atmosphere

7. Appearance

Excellent Good Fair Poor

Comments:

8. Seating Arrangements (Is seating adequate? Were people able to find a seat easily?)

Excellent Good Fair Poor

Comments:

9. Lighting

Excellent

Good

Fair

Poor

Comments:

10. Sound (Can you hear all the parts of the service well? If not, which bits can't you hear as well?)

Excellent

Good

Fair

Poor

Comments:

11. Temperature of worship area

Excellent

Good

Fair

Poor

Comments:

Worship Service

12. Printed Communication - - Order of Worship (Bulletin) and Inserts (Do they effectively assist worshipers be able to follow the worship service meaningfully and assist visitors and guests to know what services the church offers?)

Excellent

Good

Fair

Poor

Comments:

13. Acolytes

Excellent Good Fair Poor

Comments:

14. Hymn selection

Excellent Good Fair Poor

Comments:

15. Special musical offerings from the choir, soloists, or musicians

Excellent Good Fair Poor

Comments:

16. Children's story presentation

Excellent Good Fair Poor

Comments:

17. Flow of the service (How were the transitions? Was the fast-paced or did it drag?)

Excellent Good Fair Poor

Comments:

18. Length of the service

Excellent

Good

Fair

Poor

Comments:

Other Facilities

19. Restrooms (Were they clean? Is there sufficient information for a visitor or guest to find the facility?)

Excellent

Good

Fair

Poor

Comments:

Other Comments

20. What did you like best about this worship service?

21. Please provide any additional comments about how this service could have been improved or how future services could be improved.

Attachment 3

Dear _____,

You probably know that a goal of the newly adopted Plan of Mission and Ministry for First United Methodist Church is to improve existing regular worship experiences at First Church. As head of the Worship Team, I have been working on developing an evaluation form for the worship services. It is my hope to receive candid comments from selected members of the congregation about all phases of our worship services.

With the ministers' assistance I have selected between two and six people from each regular worship service for this evaluation. I would like for you to consent to participate in this process by completing evaluation forms for four consecutive weeks beginning the week of Sunday, March 5. Getting information from each participant about several services, as opposed to one service, should provide a more accurate picture of what members of the congregation think the church is doing well in worship and those things that can be improved.

The form contains about 20 items to be rated excellent, good, fair, or poor. It contains room for any comment that you may have about those items. There is also a section for other comments that you may have about the service. The worship service is an important part of my life and I am sure it is for you as well. I do not want your participation in this process to distract from your worship experience. I envision that you would take mental notes during the service and complete the form at sometime afterward, but how you complete it is up to you.

Please let me know as soon as possible whether or not you are willing to participate in this evaluation process. You may reply to this e-mail or by calling me at 478-1140. If you have any questions, please do not hesitate to contact me.

Sincerely,
Leonard Reese (Telephone: 478-1140)

Attachment 4

Dear _____:

First, thank you for consenting to participate in the FUMC worship service evaluation process. I hope you find the process rewarding. I know that your comments will be very helpful to me and the pastors. Some of you are evaluating Sunday services and others are evaluating Wednesday services. The evaluation begins the week of March 5 (week after next) and ends the week of March 26.

I have attached to this email electronic copies of the evaluation form as both Word and WordPerfect documents. Please use the document compatible with your software. The same form should be used each week of the evaluation period. You may complete it in electronic form and email it back to me or print the form, fill it out, and drop it off in the church office or in Room 108 of the Education Building (that is in the basement directly below the chapel; I assist in teaching the 4th and 5th grade Sunday School class in that room). Please clearly indicate that the form is directed to me. I would like to have the forms as you complete them as opposed to having them all at the end of the process. I know that you may not be able to attend each service during the four-week evaluation period and that is understandable. If you miss a service please inform me that you did not attend the service, so that I will not expect a form from you for that service.

The form contains 21 items, 19 of which ask for a rating of excellent, good, fair, or poor and for any comment that you may have about those items. I have tried to arrange the items in the sequence of going to worship, preparing for worship, and worshiping. Some items have questions in parentheses following the item heading. Those questions are intended to give you an idea of what I had in mind for that item, but are only intended as a starting point. Please expand those items as you see fit. Since the same form is being used for all services, some of the items may not apply to the place where the service is held that you attend or to the service itself. Please ignore those items. The last two items on the form ask for your comments. Please use those areas to tell me what you think is important that I have not specifically asked about or to elaborate on items that were covered. As I mentioned in my previous communication, I do not want your participation in this process to distract from your worship experience. Please complete the forms in a manner that is convenient for you.

From my conversation with some of you, I understand the some think this evaluation is intended to stress the perceived faults with the worship services; that is not case. I am interested in knowing what you think is being done right, as well as what you think could be improved.

In summary, the evaluation period begins the week of March 5 and runs for four weeks. Please complete and deliver the forms to me each week or let me know that you did not attend the service that week. You can complete the forms in electronic

or printed form. Please comment on what you think is being done right as well as where you think improvement is needed.

If you have any questions, please contact me so that I can make any necessary corrections. Thank you very much for assistance. I very much appreciate your participation.

Sincerely, Leonard (Len) Reese