In May 2014, 343 people (significantly more than in the last two years) completed the congregational survey, answering questions about the extent to which they saw the Ends being true for our church and about their own sense of spiritual growth and maturity. This document summarizes what we discovered about our congregation from these survey results. Some of the most interesting findings:

- In general, respondents see us doing well on our Ends (see slide 5). This year's measurements as the first for our new Ends establish benchmarks against which measurements in future years can be compared. And, as has been true in the past, *Within* performance is seen as better than *Among* performance which in turn is seen as better than *Beyond* Performance.
- Net loyalty to the church has increased (see slide 7).
- Results on the spiritual maturity portion of the survey encourage us to develop our ability as a congregation to actively develop and integrate spirituality into our lives (see slide 11). In particular, our opportunity is to develop our ability to (see slide 19):
  - Actively practice our spiritual or religious faith.
  - Act in a spiritual manner.
  - Act in a religious manner.
- "Being able to ask for and accept forgiveness" and "having a clear purpose to one's life that can be articulated to others" are characteristics that seem to differentiate those with particularly high levels of self-reported spiritual maturity from others (see slide 22).
- People found pilgrimages to be particularly helpful in developing spiritual maturity (see slides 23 and 24).
- Gender and age differences are not large in assessing the Ends, but there are important differences in the spiritual maturity portion of the survey (see slides 26 and 27). Females and older people (over 35) tended to provide higher evaluations on both the Ends statements and the Spiritual Maturity statements. We appreciate the higher participation from men in this year's survey.

These results were presented at two Wellspring Wednesday sessions in October—our thanks to all who attended. As you review the survey information and results, ask yourself how these results change how you think about Unity in the world. Any board member would greatly value hearing your reflections on that question. Find our board members and their contact information on our website at <a href="http://www.unityunitarian.org/board-of-trustees.html">http://www.unityunitarian.org/board-of-trustees.html</a>. If you have questions about the structure and content of the congregational survey, please contact Bill Etter (better61 at gmail dot com).

# Report of Results of 2014 Congregational Survey – Unity Church Unitarian

October 2014

# Congregational Survey Structure

# 1. Spiritual Maturity

Part 1a: evaluation of 44 items related to Spiritual Maturity (SM). For example: I care deeply about the welfare of others; I seek opportunities to learn and grow; I believe my life has meaning and purpose

• Note: Items have evolved over several years and owe much to Rob and Janne, Kendyl Gibbons (formerly minister at First Unitarian Society), and UCU ministerial interns.

Part 1b: a self-defined, self-reported evaluation of current level of SM and the level of SM five years from now

# 2. Ends Statements/Loyalty

Part 2a: evaluation of performance on 15 current Ends Statements

Part 2b: loyal/at-risk evaluation -"Would you recommend UCU to a friend or relative"

# 3. Program/Activities

Part 3: evaluation of impact on SM of 76 UCU programs and activities

# 4. Demographic information

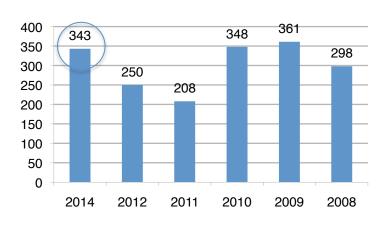
### Outline

- Sample characteristics
- Descriptive Results Ends Statements
  - Evaluation of Ends Statements
  - Loyal/At-Risk Profile
  - What do comments tell us?
- Descriptive Results Spiritual Maturity
  - Overall SM
  - Evaluation of Underlying Dimensions of SM
  - Drivers of SM
  - What do comments tell us?
- Prescriptive Results Spiritual Maturity
  - Quadrant Map
  - Exploring the Difference Between Spiritual Maturity Categories
- Evaluation of Programs and Activities
- Descriptive Results Evaluation of Ends Statements and SM Items by
  - Age
  - Gender

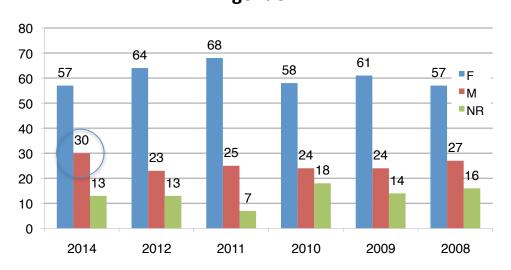
# Sample Characteristics 2008 - 2014

- Good gain in number of responses
- More men than in previous years
- Age as in previous years

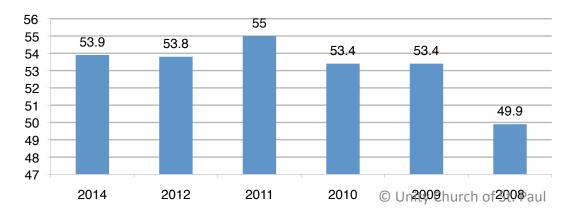
#### responses



#### gender

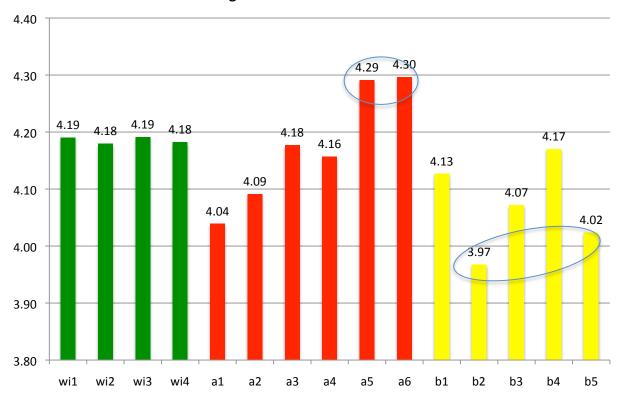


#### age



#### Evaluation of Ends Statements – Averages





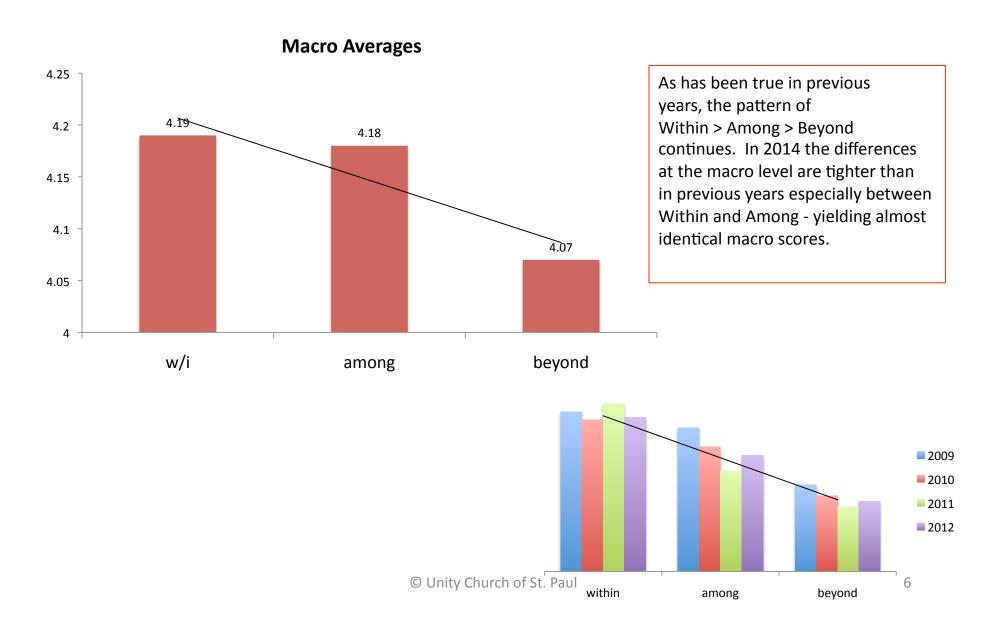
- Since this is the first year for this new set of Ends no trending is possible.
- Almost no variation among Within Ends.
- Two highest Ends are Among Ends: a5 and a6; two lowest Ends are Beyond Ends: b2 and b5.
- Ave for all Ends are in positive territory (>=4.0)

wi = within a = among b = beyond

differences >= 0.10 are statistically sig at the 95% level of confidence

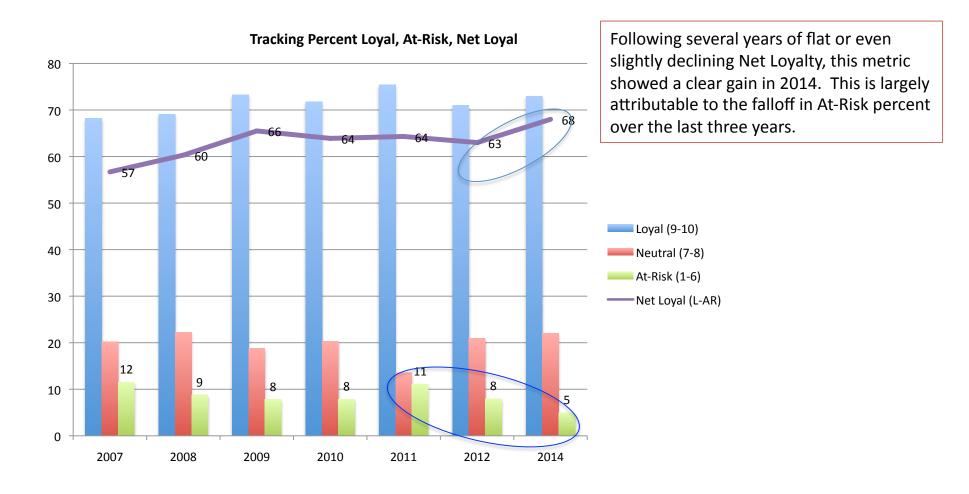
- a5 Are generous with our time, talents, resources and creativity
- a6 Are careful stewards of our resources and facilities
- b2 Build authentic relationships with people across differences, in the spirit of humility and reverence
- b5 Participate actively in the larger Unitarian Universalist community.

# Macro Scores: Averaging Across Individual Within, Among, and Beyond Ends



#### Loyalty: Respondents are asked, "Would you recommend UC to a friend or relative?"\*

Willingness to recommend is viewed in the business world as a key indicator of degree of loyalty to a brand or company.



<sup>\*10</sup> point scale: 1-6 = At-Risk; 7-8 = Neutral; 9-10 = Loyal

#### What Do Comments Tell Us?

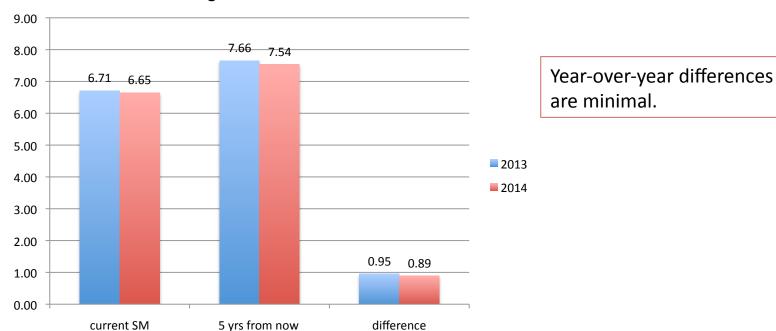
- Three comments with strong concerns about debt. In contrast, Among End
   6 (We are careful stewards of our resources and facilities) scored high (4.30 average response, 93.5% agree or strongly agree)
- Several comments, as in previous years, about the difficulty of finding a way into Unity's community. Scores on the related Ends are quite strong:
  - A1: We sustain and encourage one another in love. (4.04 average response, 16.56% neutral or below—51 responses out of 308: 1 strongly disagree, 4 disagree, 46 neutral)
  - A4: We foster a culture of open, inclusive leadership and meaningful engagement (4.16 average response, 16% neutral or below—49 responses out of 306: 7 disagree, 42 neutral).
- Comments illustrating the challenge of creating worship for all.
- Many comments of gratitude.
- Some comments indicate the need for better publicity about what we're accomplishing around our Ends.

# Spiritual Maturity Results – Overall SM

After respondents have evaluated 44 individual items, they are asked,

"Taking the items above as speaking, in aggregate, to your overall level of spiritual maturity, plus any other items we may have missed, and recognizing that some item will be more important to you than others: How would you rate your current level of overall spiritual maturity? 1 = lowest level; 10 = highest level."





# **Underlying Dimensions of SM**

SM part of survey contains 44 items. A certain amount of redundancy exits among these items. For example items like

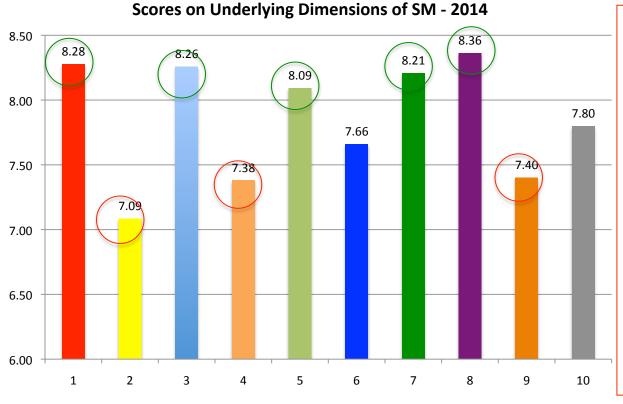
I seek harmony with others
I give to others fully and generously
I care deeply about the welfare of others

would seem to be related and perhaps measuring the same underlying construct. A statistical procedure called factor analysis can be used to uncover these underlying constructs. When applied to our 44 items, 10 underlying dimensions emerged. We refer to these dimensions as the Underlying Dimensions of SM.

#### **Underlying Dimensions:**

- 1. Cares for others
- 2. Actively develops and integrates spirituality in their life
- 3. Connects to a sense of wonder
- 4. Thinks symbolically or metaphorically
- 5. Develops their self-awareness
- 6. A wise decision maker who can deal w/ a variety of situations and outcomes
- 7. Opens themselves to a wider connection they're unable to control
- 8. Pursues understanding and growth
- 9. Develops dedication to purpose
- 10. Develops clear boundaries to inform intentional action

#### Descriptive Results - Macro Level - Evaluation on 10 Underlying Dimensions of SM



#### Larger scores for:

- 8 Pursues understanding and growth
- 1 Cares for others
- 3 Connects to a sense of wonder
- 7 Opens themselves to a wider connection they're unable to control
- 5 Develops their self-awareness

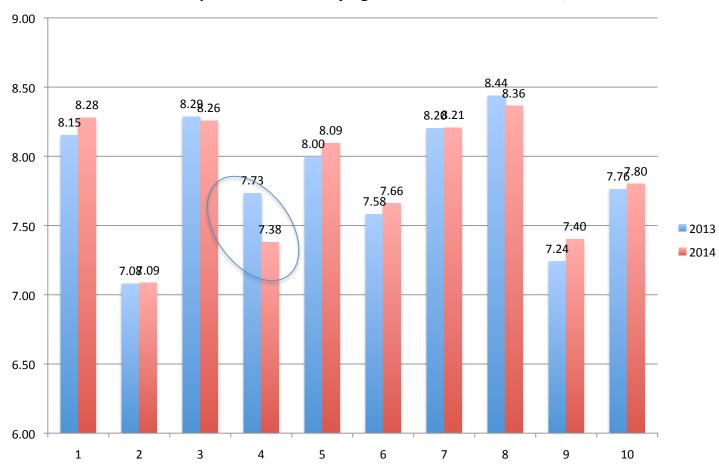
#### Lower scores for:

- 2 Actively develops and integrates spirituality in their life
- 4 Thinks symbolically or metaphorically
- 9 Develops dedication to purpose

- 1. Cares for others
- 2. Actively develops and integrates spirituality in their life
- 3. Connects to a sense of wonder
- 4. Thinks symbolically or metaphorically
- 5. Develops their self-awareness
- 6. A wise decision maker who can deal w/ a variety of situations and outcomes
- 7. Opens themselves to a wider connection they're unable to control
- 8. Pursues understanding and growth
- 9. Develops dedication to purpose
- © Unity Church of St. Paul
- 10. Develops clear boundaries to inform intentional action

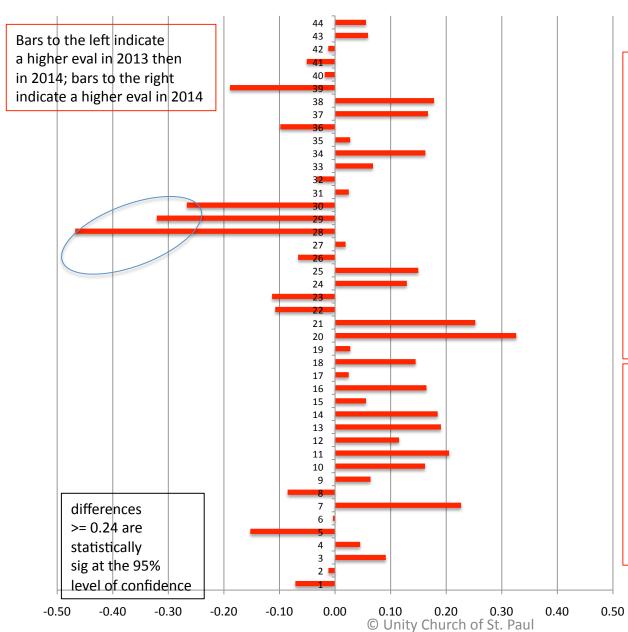
# Tracking Performance on Underlying Dimensions 2013 - 2014

#### Score Comparison on Underlying Dimensions of SM - 2013/2014



- Differences are small (< 0.16) with the exception of dimension 4 - Thinks symbolically or metaphorically.
- We explore this in more detail on the next slide.

#### Tracking SM Items - Bars are the difference: (2014 - 2013)



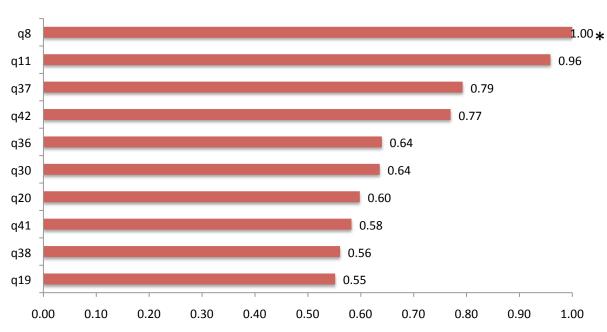
Most differences are small and not significant. A potentially interesting exception is for the items 28, 29, 30 where the 2014 assessments are significantly lower than for 2013. These three items define the underlying dimension "Thinks symbolically or metaphorically".

Any hypotheses as to why this year-over-year decline?

- 28 I perceive and respond to truth that is expressed in myth or poetry.
- 29 I appreciate the beauty and power of religious symbols and rituals other than my own.
- 30 I am aware of some of the limitations or paradoxes of my own preferred religious vocabulary.

# Drivers of SM – Which of the 44 individual SM items are most correlated with Overall SM? Chart shows the top 10 items





\* Numbers are indices and are a function of a item's correlation with the overall measure of SM. Item with the maximum correlation is given a value of 1.0; other numbers represent the ratio of an item's correlation to that of the item with the max correlation.

- 8 I actively practice my spiritual or religious faith. (BO)
- 11 I act in a spiritual manner. (BO)
- 37 I have the ability to repent, forgive myself, and change. (BO)
- 42 I act in a religious manner. (BO)
- 36 My spiritual growth is important to me. (BO/BL)
- 30 I am <u>aware</u> of some of the limitations or paradoxes of my own preferred religious vocabulary. (BO)
- 20 I am self-aware. (BL)
- 41 I can give loyalty to another's leadership without losing my integrity. (BL)
- 38 I can ask for and accept forgiveness. (BO)
- 19 I act with integrity. (BL)

Key Words spiritual forgive aware integrity

BO = Big Opportunity
BL = Big Leverage
See Quadrant Map - slide 20

# What Do Spiritual Maturity Comments Tell Us?

- Comments indicate some clarifications may be helpful:
  - The survey's goal is not to test or judge individuals. Instead, its purpose is to give people
    the opportunity for reflection and insight, and give our leadership an overall sense of
    how the congregation wants to develop.
  - Asking each person to define spiritual maturity (with the help of the survey questions)
    honors their individual spiritual journey.
  - The real value of the survey is change over time, thus honoring the journey, not the
    destination.
- We received several suggestions for additional questions that we'll review.
   Three key areas:
  - Natural world
  - Humility
  - Action

# **Prescriptive Results**

The next section is intended to provide information to help strategize about programs, activities and initiatives to enhance the level of spiritual maturity of our congregation.

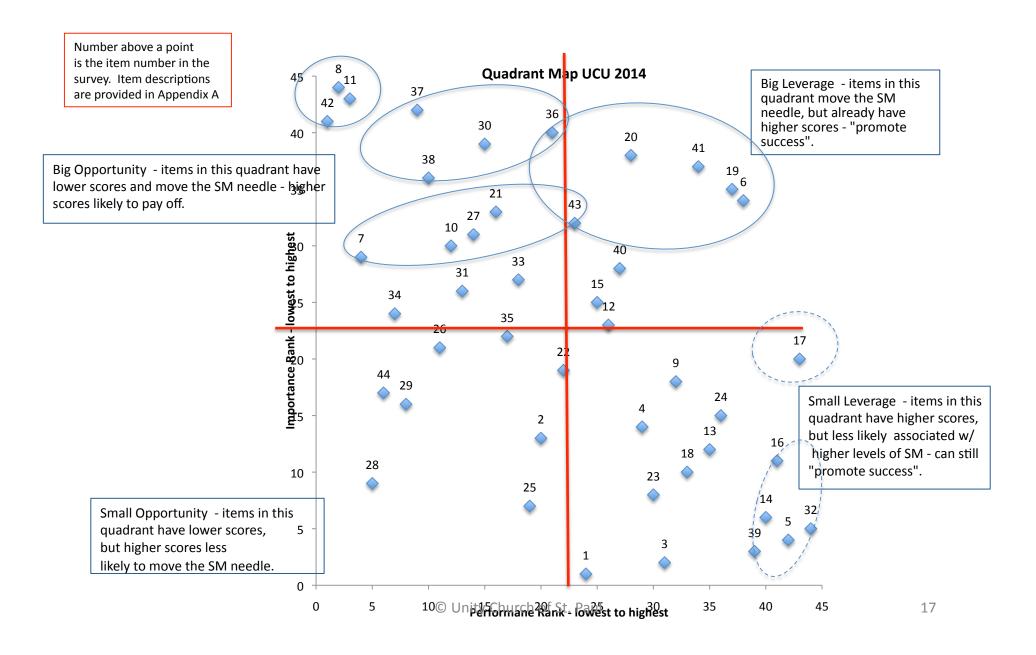
Two analyses are provided. The first combines SM item performance and importance (correlation with o/a SM – see Drivers of SM chart) in the form of a quadrant map.

The second analysis identifies those SM items that maximally discriminate among four levels of SM.

-----

The next slide is the quadrant map showing for each of the 44 items (1) its performance evaluation (horizontal axis) and (2) its importance (vertical axis). On the slides following the quadrant map are (1) key features of the quadrant map, (2) a description of key SM items, and (3) key strategic questions.

#### Quadrant Map – Combines Item Performance (horizontal axis) with Item Importance (vertical axis)



#### Four things to notice about this chart

- 1. The y-axis (up and down) is importance, or how much an item drives overall spiritual maturity. Items that are more highly correlated with overall spiritual maturity are toward the top of the chart; items less correlated are toward the bottom.
- 2. The x-axis (side to side) is performance, or how respondents rated themselves on a particular item. Items with lower ratings are on the left, items with higher ratings are on the right.
- 3. The numbers above the diamonds refer to the survey question number
- 4. These two scores (importance + performance) combine together into four quadrants:
  - a. **Big Opportunity (top left)**. Items in this quadrant have lower performance scores but higher importance scores (they are more highly correlated with overall spiritual maturity). That means that improvement in how people rate themselves on these items would likely result in higher reported overall spiritual maturity.
  - b. **Big Leverage (top right)**. Items in this quadrant have both higher performance scores and higher importance scores. This means that there's not as much room for changes in these scores to affect reported overall spiritual maturity. However, they are strengths of our congregation that can promote success in other areas.
  - **c. Small Opportunity (bottom left).** Items in this quadrant have both lower performance scores and lower importance scores. That means that even if you focus time and attention at improving people's scores on these items, it's less likely to improve their overall sense of spiritual maturity.
  - **d. Small Leverage (bottom right).** Items in this quadrant have higher performance scores and lower importance scores. This means that these items are part of our congregation's identity and brand, part of our strengths like the Big Leverage items, but improving scores on these items, even if we could since they're already high, won't likely to improve people's overall sense of spiritual maturity.

#### Key Big Opportunity and Big/Small Leverage Items

#### **Big Opportunity Items**

- 8 I actively practice my <u>spiritual</u> or religious faith.
- 11 lact in a spiritual manner.
- 42 I act in a religious manner.
- 37 I have the ability to repent, <u>forgive</u> myself, and change.
- 38 I can ask for and accept forgiveness.
- 30 I am <u>aware</u> of some of the limitations or paradoxes of my own preferred religious vocabulary.
- (36) My spiritual growth is important to me.
- 7 I have a clear <u>purpose</u> to my life and am able to articulate that purpose to both myself and others.
- 10 I give to others fully and generously.
- 27 Even though I cannot know exactly what will happen, the promises I make give shape to my future and meaning to my life.
- 21 I freely and intentionally give my time and energy to others.
- (43) I believe my life has meaning and purpose.

#### **Big Leverage Items**

- 20 I am self-aware.
- 41 I can give loyalty to another's leadership without losing my integrity.
- 19 I act with integrity.
- 6 Leading a moral life makes me happy.
- (36) My spiritual growth is important to me.
- (43) I believe my life has meaning and purpose.

#### **Small Leverage Items**

- 17 I believe it matters what I do.
- 16 I care deeply about the welfare of others.
- 14 I take responsibility for the consequences of my actions, even those that are unintended.
- 32 I am curious to <u>learn</u> more about how the world around me works.
- 5 I seek opportunities to <u>learn</u> and grow.
- 39 I experience awe.

Key Words: spiritual, forgive, aware, integrity, meaning/purpose, give/care, learn

# Some questions to ask

#### About Big Op Items

- •In what ways do our programs, activities and initiatives help people develop these areas of their spiritual lives?
- •What could we enhance about our programs, activities and initiatives to promote or encourage improvement in the above areas?

# About Big and Small Leverage Items – Signature Strengths

If we think of these items – especially those farthest to the right - as reflecting our identity and brand, the items our community values and feels relatively confident they possess, how could we reinforce this identity in our community and beyond? For example, can we leverage these Signature Strengths in our communications or promotional materials?

#### About Big Leverage Items

In what ways do our programs, activities, and initiatives leverage these strengths to help people develop new strengths or areas where we're not particularly strong? For example, can we better leverage the fact that people rate themselves relatively highly on "I am self aware" to help them say "I have a clear purpose to my life and am able to articulate that purpose to both myself and others," which people aren't confident about now and which would move the needle on spiritual maturity?

#### Second Prescriptive Analysis - Exploring the Difference Between Spiritual Maturity Categories

At the conclusion of the main part of our Spiritual Maturity survey we ask the following question:

Taking the items above as speaking, in aggregate, to your overall level of spiritual maturity, plus any other items we may have missed, and recognizing that some item will be more important to you than others: How would you rate your current level of overall spiritual maturity? 1 = lowest level; 10 = highest level.

Based on the response to this question, we define four SM categories:

```
SM eval = [1, 2, 3, 4] = category 1 (C1)

SM eval = [5 or 6] = category 2 (C2)

SM eval = [7 or 8] = category 3 (C3)

SM eval = [9 or 10] = category 4 (C4)
```

We could label these categories something like:

C1 = exploring SM C2 = growing in SM C3 = approaching SM

C4 = SM - centered

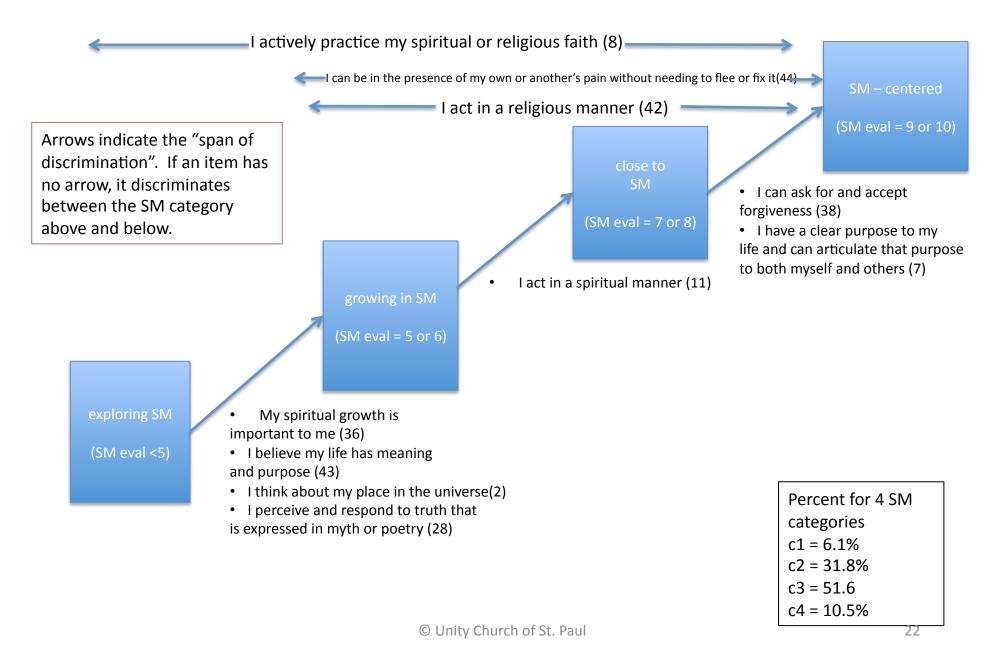
#### **Analysis**

The analysis is pretty straight forward. We calculate the average score on each of the 44 items for respondents in each of the four SM categories. We then identify those items which have the largest statistically significant differences for respondents in adjacent groups: C1 and C2, C2 and C3, and C3 and C4.

In other words, we identify those items that maximally discriminate between folks in adjacent spiritual maturity coategories...

Note: because of the small sample sizes in categories C4 and especially C1, the data for this analysis is from our pilot study where we had 503 respondents from four congregations.

### Items that Maximally Discriminate Between Levels of SM



# Program/Activity Evaluation

pgm/actiity	ave eval	count		
38	4.67	12	Mano a Mano Bolivia Pilgrimage	
56	4.50	10	Transylvania Pilgrimage	
42	4.44	9	New Orleans Partnership and Pilgrimage	
70	4.44	9	Worship Associates	
54	4.41	164	Sunday Services	
61	4.38	8	Unity Singers	
51	4.30	10	Restorative Justice Ministry Team	
53	4.29	38	Spiritual growth activities outside of church	
1	4.19	42	Adult Religious Education (couples class, world	d religions class, etc.)
24	4.17		Evergreen Projects Ministry Team	
37	4.17	12	Mano a Mano Ministry Team	
46	4.14		Pastoral Care Team	
59	4.14		Unity Choir	
52	4.07	15	Spirit Play Leader in RE	
71	4.06	18	Writing as a Spiritual Practice Sessions	• Pilgrii
62	4.02	62	Volunteer activities in community	_
7	4.00	13	Board of Trustees	great Spi
10	4.00	6	Boston Pilgrimage	Maturity
13	4.00		Caregivers Group	iviaturity
63	4.00		Volunteer Musician	opportu
66	4.00		Women's Ensemble	оррогия
68	4.00	7	Women's Wisdom Circle	
65	3.99	78	Wellspring Wednesday Programs	. 1/
21	3.95		Covenant Group	• Keep
12	3.92		Cairns	sample s
39	3.89		Marriage Equality Work	Sample S
34	3.89		Junior High Teacher in RE	program
6	3.86		Beloved Conversations	program
72	3.82		Young UU Familie	
15	3.78		Children's Musical	
14	3.75	12	Children's Choir	
16	3.75	20	Christmas Pageant	
44	3.67		OWL (Our Whole Lives) Participant	
48	3.64		Project Home	
49	3.64	11	Racial Justice Ministry Team	
33	3.63	16	Journey Guide in RE© Unity Church of St. Pau	ıl

- Pilgrimages provide great Spiritual Maturity building opportunities.
- Keep in mind that some sample sizes evaluating a given program are very small.

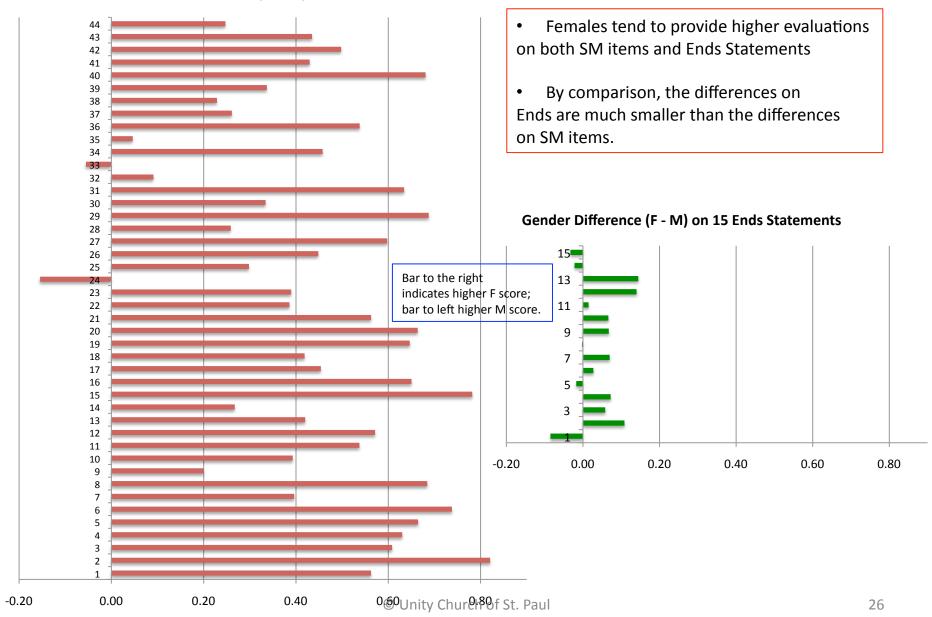
# Program/Activity Evaluation

pgm/actiity	ave eval	count	
64	3.61	44	Welcome Teams
20	3.60	30	Cooking Teams (Wellspring Wednesday, pancake breakfast, soup supper, etc.)
69	3.58		Workshop Rotation Teacher (RE)
4	3.56		Anti-Racism Leadership Team
45	3.55		Partner Church Ministry Team
47	3.54	13	Pathways to Membership Classes
31	3.53		Jeremiah Program
22	3.50		Dine with Nine (formerly Circle Suppers)
25	3.50		The Gathering
36	3.50		Living with Grief Group
18	3.47		Coming of Age Mentor
23	3.46		Elders Group
11	3.35		Cafe Unity
26	3.33		Generosity Ministry Team
9	3.29		Bookstall Team
30	3.29	7	Intern Committees
28	3.25	4	Green Sanctuary Ministry Team
3	3.14		Afterthoughts
8	3.11		Book Club
2	3.00	14	Affordable Housing Ministry Team
5	3.00		Archive Team
17	3.00	3	Coming of Age Facilitator
19	3.00		Coming of Age Participant
27	3.00		Grandparent Unitots!
35	3.00		Library Team
41	3.00		New Look at the Bible
43	3.00		OWL (Our Whole Lives) Facilitator
50	3.00		Rainbow Chalice Alliance Ministry Team
57	3.00		Unitots!
67	2.90	10	Women's Retirement Group
58	2.60		Unity Bridge Club
29	2.50		Holdeen India Program
40	2.43		Men's Retirement Group
55	2.25		Tower Club
32	2.20		Job Transitions/Networking Group
60	1.00		Unity Men's Group
			© Unity Church of St. Paul

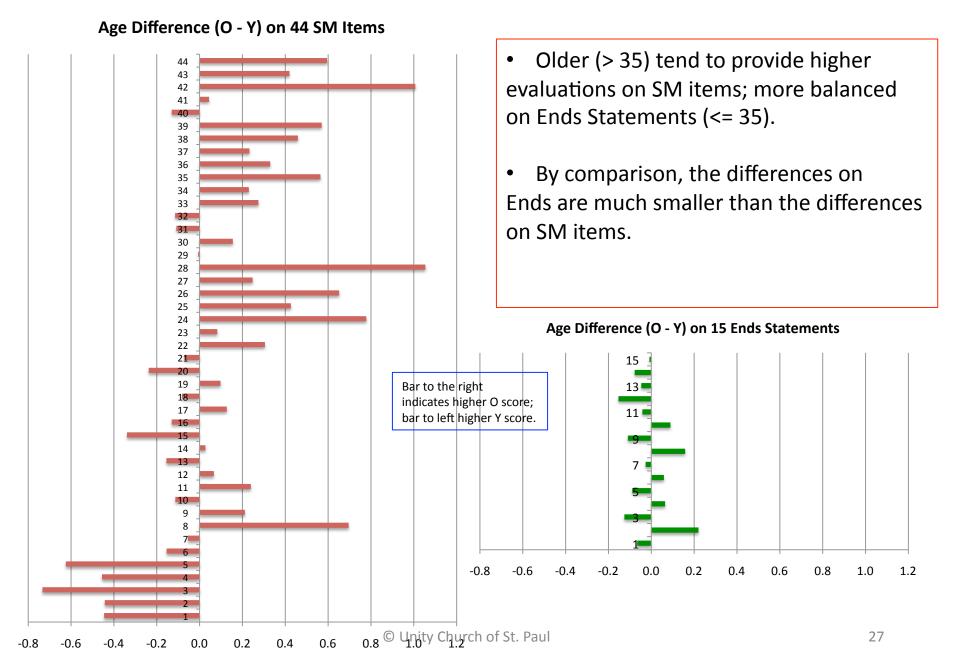
On the next couple of slides we're going to look at the evaluation of Ends Statements and SM Items by gender and by age.

# Evaluation of SM Items and Ends Statements by Gender

#### Gender Difference (F - M) on 44 SM Items

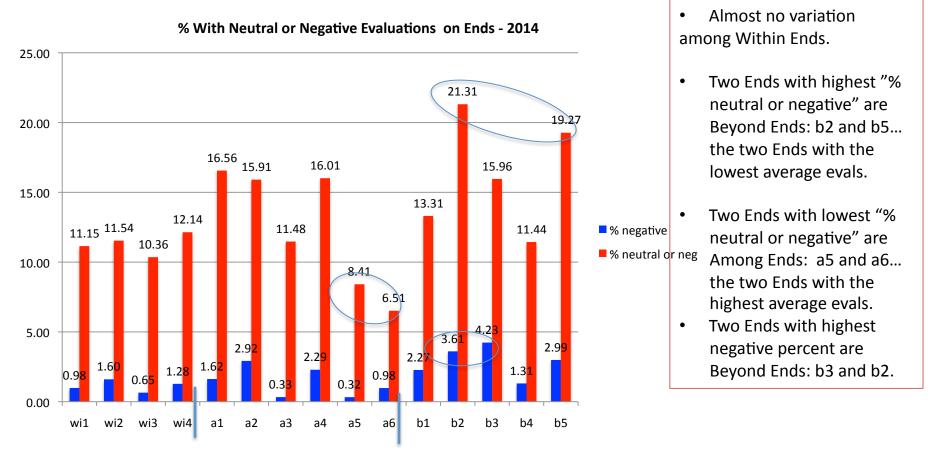


# Evaluation of SM Items and Ends Statements by Age



# **Additional Information**

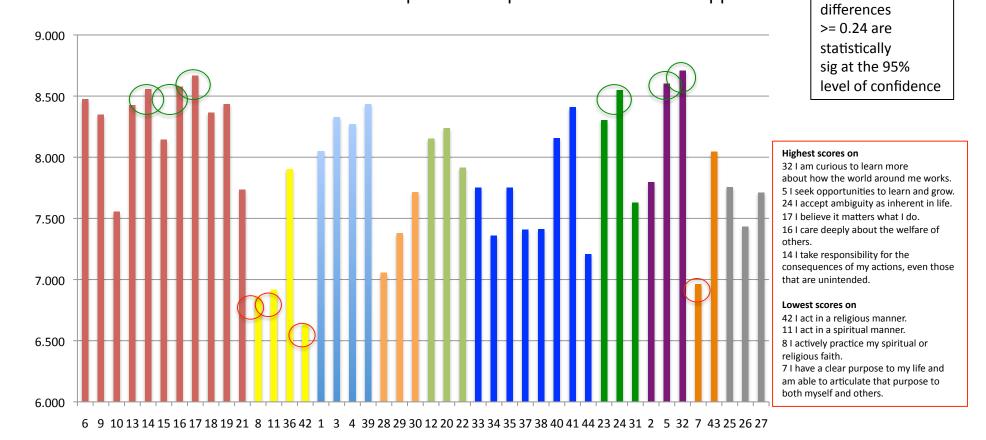
# Percentage of Neutral or Negative Evaluation of Ends Statements



- a5 Are generous with our time, talents, resources and creativity
- a6 Are careful stewards of our resources and facilities
- b2 Build authentic relationships with people across differences, in the spirit of humility and reverence
- b5 Participate actively in the larger Unitarian Universalist community.
- b3 Live out our commitment to racial reconciliation and to dismantling racism

Descriptive Results – Micro Level -Average Scores on 44 SM Items Arranged by 10 Underlying

Dimensions of SM – Complete Description of 44 Items is in Appendix A

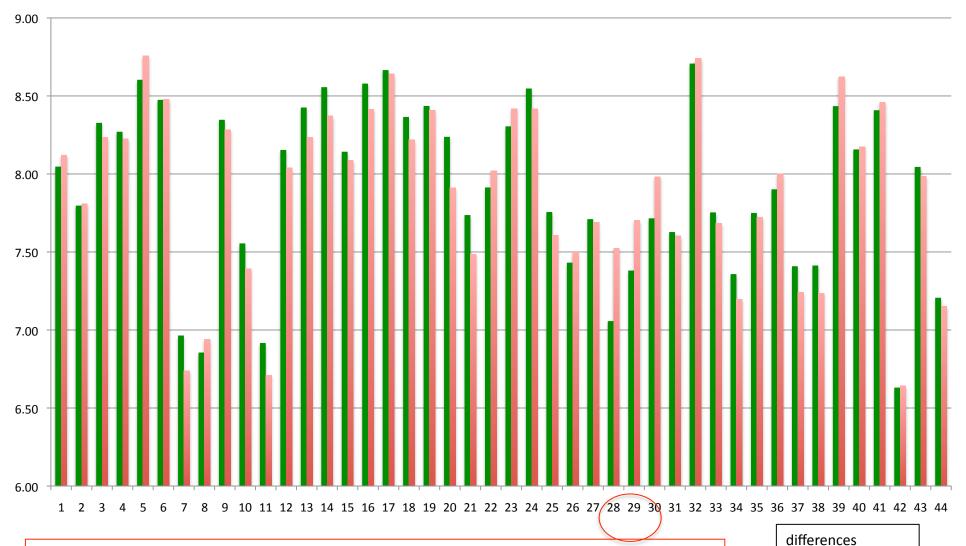


Cares for others
 Actively develops and integrates spirituality in their life
 Connects to a sense of wonder
 Thinks symbolically or metaphorically
 Develops their self-awareness
 A wise decision maker who can deal w/ a variety of situations and outcomes
 Opens themselves to a wider connection they're unable to control
 Pursues understanding and growth
 Develops dedication to purpose
 Develops clear boundaries to inform intentional action

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#### Tracking SM Items 2014 vs. 2013

**2014 2013** 



Differences tend to be small. For most items 2014 is greater than 2013. Largest exception occurs for items 28, 29, and 30 – see next slide.

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>= 0.24 are statistically sig at the 95% 31 level of confidence

# Quadrant Map Results and SM Category Results: Comparison

- Many of the items that discriminate between SM classes also appear as Big Opportunity items and to a lesser extent as Big Leverage items.
- The SM categories look at the SM continuum in "chunks". In our SM category analysis, we look for items that, in effect, move the SM needle between contiguous chunks. The BO and BL items are those items that move the SM needle over the entire SM range.

\_\_\_\_\_

# Appendix A – 2014 Ends Statements

w/l 1 w/l 2 w/l 3 w/l 4	Open ourselves to compassionate pastoral care in times of joy, sorrow, and transition  Develop spiritual practices that nurture reverence and encourage diverse worship services rich in beauty, serenity, community and joy  Embrace our identity as Unitarian Universalists and live out the principles of our shared faith in our daily lives  Cultivate a spirit of curiosity and welcome, growing from a desire for authentic relationship.
among 1 among 2 among 3 among 4 among 5 among 6	Sustain and encourage one another in love Reach out to one another across differences and stand together in the face of injustice Value our shared ministry and practice it with integrity Foster a culture of open, inclusive leadership and meaningful engagement Are generous with our time, talents, resources and creativity Are careful stewards of our resources and facilities
beyond 1 beyond 2 beyond 3 beyond 4 beyond 5	Open our doors and our hearts to those who seek comfort, courage, and meaning Build authentic relationships with people across differences, in the spirit of humility and reverence Live out our commitment to racial reconciliation and to dismantling racism Serve as a trusted and visible leader, partner, and advocate for the creation of a just society and a sustainable environment Participate actively in the larger Unitarian Universalist community.