Zion Baptist Church Member Survey Comments

2024

Question #13

What do you thing could be added or removed to enhance the worship experience?

Timing

- Respect for time
- Shorten length of service
- Later start time at Zion Main
- Slightly shorter service
- Service is too long
- Just make it a bit shorter
- Start worship service on time. Participants for service should be in the pulpit (save time)

Satisfied

- I think it's fine the way it is.
- None
- I am very satisfied and have nothing to add at this time
- Nothing (2)
- Nothing. Very pleased
- Nothing at this time
- Worship experience is wonderful
- I am all in with what we doing now

Offering

- Continuation of passing the plate to collect offering on Sundays
- Give out envelopes at the door. Hold the baskets at the rear as people leave.
- Please don't reinstate the passing of the offering pan.

Question #13 continued...

What do you thing could be added or removed to enhance the worship experience?

Involvement

- Get people more involved. It's the same people involved in the ministries. Aww
- Increased presence of members leading worship activities
- Opportunities for folks to talk about the ministries that are happening in the church outside outside of Sunday service.
- There could be more lay members participating as worship leaders

Suggestions

- More testimonials
- Silence encouraged when pastor is praying
- Praise dance worship
- I would like to see the moment of meditation back in the service.
- Some variety in the order of service on occasion, so we don't get lulled into regularity
- Eliminate all the fillers, stick to the subject. Don't present church business items in the seasons
- Need parking, need parking

Announcements

- A monthly bulletin
- Streamlining some of the extras in the service such as ongoing announcements
- Announcements should only be repeated twice
- Avoid repetition of announcements; it's also emailed out
- No repeating info shown on opening church video communications
- Organize all announcements before service starts.

Question #13 continued...

What do you thing could be added or removed to enhance the worship experience?

Youth/Young Adults

- Maybe a younger minister from Howard U could attract more young people
- Need stronger and more presence of young adult and a need for a young adult minister
- Active roles to engage youth
- More youth involvement or highlighted
- Add more youth participation
- Please have more young adult person. That's critical
- More participation and engagement of members 13-18

Congregational Connections

- More opportunities to interact with each other
- Passing the peace
- More opportunities for fellowship with sheepfold members
- Greeting each other with handshake or hug

Question #13 continued...

What do you thing could be added or removed to enhance the worship experience?

Dislikes

- Less emphasis on repeated personal experiences in sermons.
- Remove aggressive pew evangelizing
- Focus more on the word of God and lesson leadership personalities
- It does not enhance my spiritual health to hear the pastor tell the congregation that only he and deacons have the final say in all aspects within the church.
- Complete technology upgrades that pasor allowed to

Clergy

- I like the fact that the messages are generally clear and concise.
- I would like to see the clergy sitting in the pulpit.
- I appreciate that there is variation in the voices that lead worship each Sunday. Two of my favorite voices to hear are Rev. Anderson and minister Vance.
- Rev. Veronica McAlpine preach more often

Question #13 continued...

What do you thing could be added or removed to enhance the worship experience?

Music/sound

- At North we use to sing a welcome song after the welcome was done. I think that would be a nice touch to bring back. It has such great words to the song.
- Choir comes through poor quality for North campus. Perhaps that could be better. Main pay attention to when the spirit is high and how we allow it to move through song and/or prayer.
- Music ministry
- Would like more traditional gospel songs be sung by the choir or the congregation. Ao
- Adding more congregational songs with lyrics shared
- More worship songs at the beginning of worship
- More music
- More sacred hymns
- Better praise and worship song
- More hymns (congregational singing)
- Use of decibel meters to maintain no higher than 85 decibels and avoid contributing to hearing loss.

Question #13 continued...

What do you thing could be added or removed to enhance the worship experience?

Music/sound, continued...

- Improve the sound system
- More diversity in worship music selections
- Congregational participation in singing hymns
- More music
- A more polished choir
- We need a male chorus
- Increase the sound. Some members need to hear the service, even virtually. The sound is not always clear.
- Music ministry needs to be improved. New praise and worship song. More contemporary praise songs.
- Lively worship & praise
- More energetic praise & worship
- Mr. Jones singing less, letting the choirs sing

Question #17

What is your level of satisfaction with how Zion is meeting your spiritual needs?

These comments are from those who responded "not sure if my spiritual needs are being met" or "dissatisfied."

Reasons

- More family engagement activities
- To be loved and supported by fellow christian leaders who consistently practice God's teachings despite disagreements in leadership style and toxicity based on past procedures.
- The church seems to offer little to men and young people.
- Would like to hear more preaching how we can overcome our struggle and empowering ourselves.
- During the past 6-7 years, although not required, I have not received a phone call/text from my sheepfold deacon. In previous years, my deacon would call me at least twice a year to check on my well-being. Nash
- Need to have the spiritual team (sheepfold) to have Zoom meetings every quarter for spiritual conversations or Bible study
- We should lead by example. We say one thing but something different is done. Everyone is not treated fairly.

Question #17 continued...

What is your level of satisfaction with how Zion is meeting your spiritual needs?

These comments are from those who responded "not sure if my spiritual needs are being met" or "dissatisfied."

Suggestions

- I'm not dissatisfied, I'm just frustrated with my health and ability to be mobile. I want to do more but I struggle with balancing my children and my recovery from cancer.
- I'm not dissatisfied with the spiritual growth, but I wish there were more opportunities for true fellowship and engaging with each other.
- Having more time to spiritually grow with peers

Question #28

Do you regularly attend Sunday School/New Life Hour at Zion (online or person)?

Time

- Time management/can't make time frame(2)/timing(4)/Time of sessions
- Morning schedule
- Choir rehearsal is held at same time
- Over scheduling, and I do not know when New Life is
- Sunday school teacher for kids-conflicting times
- Not sure the time
- Timeframe of me getting to church. I have attended in the past.
-

Unable

- I rarely come to church
- Not physically able to be in regular attendance unless online offering
- No regular link to the NLH session online at Zion North that I am aware of.

Question #28 continued...

Do you regularly attend Sunday School/New Life Hour at Zion (online or person)?

Plans/Desire	Preference	No Reason
• I come when I want to come • I plan to start back since I will have more time • Attend occasionally • I have just not made it a priority. Need to • I need to make the commitment to come	• Prefer to attend worship service. Unable to do both because of personal reasons. • Prefer to engage in Pastor's Bible study • I view other church services during that same time period • I am involved in other community activities consistent with the Zion mission	• I am not sure • No reason • I have no reason • No particular resason

Question #28 continued...

Do you regularly attend Sunday School/New Life Hour at Zion (online or person)?

Other Commitment

- I attended Sunday school, taught Sunday school for many and have chosen to spend my time in other activities. To years
- I am a single parent that recently returned to work full time. Managing my health has been a struggle
- Doing other ministries such as transportation ministry and chatmans army
- I attend children's church ministry as a volunteer
- Because of my involvement with other ministries, the timing doesn't work for me.
- I finished new members... I work on the weekends
- Attend pastor's Bible study and children's church volunteer
- Sunday suc. I attend

Question #28 continued...

Do you regularly attend Sunday School/New Life Hour at Zion (online or person)?

Reasons

- In the recent past, we have been caregiving and were unable to attend. Now we are preparing for moving out of the country.
- Not convenient for me to get there
- During that time, I am preparing myself to get to church on time.
- I'd rather not state here...
- Never had the desire to do so
- No (2)
- I haven't found the topics or community that relate to my experiences; most members I grew up with no longer attend.
- Too early in the morning. Most books do not hold my interest.
- Class offerings - currently subjects/topics
- More classes to choose from
- It's during work hours for me
- Honestly I forget about Sunday school

Question #34

Please share your suggestion(s) for our building or technological improvements?

Suggestion

- Sound audio to be increase
- Make sure audio is available every Sunday for people (elderly seniors) who connect to Zion via the telephone.
- Font size should increase. Need speakers in the choir loft.
- Remember that we have a virtual ministry which is more than just streaming.
- Main campus service is no longer repeated on YouTube. After service main campus is not repeated after Sunday. Older Services are repeated.
- Dangling wires on the front of the church should be policed.

Possible New Features

- Maybe provide subtitles on the big screen for the songs the choirs sing. Sometimes we can clearly hear the words being sang.
- Capabilities for both sides of the fellowship hall for monitors to facilitate viewing
- Is there a chat feature that connects you to a ministry leader based on your needs/concerns?
- Can we get notified via on personal email when there are emails to the menis email address?

Question #34 continued...

Please share your suggestion(s) for our building or technological improvements?

Equipment/Training

- Updated computers for office staff, more volunteers to help with website updates, more ministry participation with website information- keep their page updated.
- The equipment at the North Site needs to be upgraded if we are going to continue with hybrid classes.
- The service tends to start late because of issues with technology. Perhaps train more people to operate.
- Access and training for our Zion family
- Hold classes for members who may need technological tutoring
- Have mics at Zion North be a little clearer
- Sound system is poor, work is needed to be maintained
- Sound in the Baptismal pool needs to be corrected. The old system was more compliant than what we currently have.

Satisfied

- I have no suggestions at this time!
- N/A (2)
- I am happy with what is provided.
- Technology is really good.
- None

Question #34 continued...

Please share your suggestion(s) for our building or technological improvements?

Handicap Needs

- Handicap access all areas of the church. Renovate the fh. Renovate the restrooms
- Provide some type of handicapped restroom facility on main level, perhaps education wing
- As I have stated repeatedly poor access to the handicapped and elderly and limited parking both Zion North and Main

Cleaning

- Ceiling fans in sanctuary, better cleaning, updating the bathrooms
- Restrooms need to be cleaner
- The main campus needs improved cleaning and maintenance, ie. cleaning of stairs and floors, leak in ceiling at hall entrance to sanctuary
- Check the pew seating better for trash. Spider webs seen back to back Sundays
- The cleaness of the existing facilities need improvement (check stairs)

Question #34 continued...

Please share your suggestion(s) for our building or technological improvements?

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- Bring back fulrpc and more engagement with membership on purpose and benefits of need for facility and technology upgrades.
- When it is asked that a correction is required over and over and it isn't done then you are not happy about that and it still hasn't been done it's been almost a year
- I did not see a list security

Building/Facility

- There is always something to update when you have an older facility. When work is done, we need to do a better job of utilizing the warranty if something goes wrong fairly quickly. Cheaper is not always better.
- I would like to see investment in the fellowship hall, kitchen, and bathrooms. If I had to prioritize the kitchen and fellowship hall.
- Better lighting to see in the evening
- Sound system and HVAC sporadic at times
- Lower level needs to be drywalled and painted.
- The big screen is working to its full capacity

Question #38

Share any suggestions you have for the church website?

Possible Additions

- Maybe have a link or sub-site or page for the North Site. The website seems to be mainly geared toward Zion Main with an occasional mention of North. Then again, perhaps it would not seem that way if there were more ministry activities at North
- Online on demand classes. Daily devotions
- Maybe daily or weekly devotionals? Other useful spiritual and practical information
- A members only section for documents, etc.

None

- Don't have the expertise to offer advice
- None
- N/A
- I have none at this time

Question #38 continued...

Share any suggestions you have for the church website?

General Suggestions

- Does not always seem easy to get in the services or Bible study.
- Make the calendar of events more prominent on the site, so users don't have to search for it
- Having to go through the ministries restricts its usefulness. Much more can be done to acknowledge how individual members contribute to the community.
- Be more clear for people who don't have access. Maybe send them a security code to read on their phone or a letter in the mail to access the website.
- Reduce the number of photos of our pastor.
- More images of families and the congregation (Zion is a family church)

Question #38 continued...

Share any suggestions you have for the church website?

Updates/Maintenance

- Still work to organize and declutter more
- Keep the sermon library updated, remove announcements/activities immediately when completed, add forms section, change the main photo
- Website needs to be more updated regularly and better current events materials and graphics
- Information from ministries that includes specific dates needs to be monitored and changed when necessary

???

- Engagement with members learning and appreciation of mission and legacy of ZBC, enhancement of historical commission of ZBC and strategic planning for spiritual and financial growth of ZBC as well as knowledge and support of Zion community enterprise
- Not enough room for below question so adding here. Some leaders need to take a page from Pastor's demeanor! Friendly!! Loving and caring!!

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Classes

- Class topics more relevant
- Would prefer that Bible study be from Bible not so much from books about the Bible, and not so much use of books about the Bible

Youth/Young Adult

- We need a targeted recruitment for our youth to become engaged in church activities.
- More children and youth activities to grow that program
- Young adult fellowship needs to be developed more

Growth

- We need growth in all areas. We need more congregational team building, more collaboration and unity.
- Continue to work to grow the church through fostering relationships and development.
- Fellowship is great. Messages are great. If we could ge the music together I think we would see growth in many ways

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Concerns

- It seems like the North Site has diminished to just coming to service and going home; no fellowship. The programs/activities that the North used to have are basically non-existent. It would be nice to have officers specific to the North Site.
- I am concerned about visiting gravely ill members. How does the pastor visit all hours before the members die? Do the ministers take terms on visiting?
- We need to do better with welcoming recurrent visitors. I know people left because they didn't get warm welcome even when they tried to connect.

Technology

- Church members would benefit from training on using the computer, cell phones, etc. to vote, to access Zoom, to use internet in the church facilities, to access email. A technology educated congregation is a better informed congregation.
- Please continue to provide means for virtual participation in ministry including sending financial support where possible

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Communication

- Always be honest in conveying the situation, whether it be financial, operational, or project related.
- Let's all do our best to communicate in love even when we disagree (no gossiping - Matthew 18:15-17)
- A closed church directory; update somethings
- Connect better with the immediate community such as close neighbors on Blagden Ave. and 16th Street.
- We need to see better communication and working relationship between these groups.

Church Constitution

- It appears that the original intent of the church's constitution are not being honored. The pastor is an employee or spiritual leader of the church, not the commander in chief. The trustees are the guards of the assets and funds.
- Update church constitution, hold church leaders accountable and alternative revenue streams to upgrade ZBC's financial stability. The survey is a great start if follow through of recommendations.

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Satisfied/Commendations/None

- N/A (2)/None
- Thank you for hearing the voice of the congregants. Very much appreciated
- I am grateful for Zion. I wish I was stronger financially to do more than what I do. My health becomes a barrier for me often. I want my kids to have a connection to God and church; it is hard when my body is failing me.
- Keep up the good work!
- I enjoy the I LOVE SUNDAYS and the variety of speakers and emphasis
- Keep teaching and preaching the vision. Good use of staff and associate ministers, not every church does that.
- Thank you for the opportunity to share our experiences
- I am very happy for the... for today. The ... is very great. I am blessed today. God bless the pastor
- I love the pastor & some deacons

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Suggestions

- More focus on keeping a lean budget; very many highly paid positions and to much emphasis on becoming a mega church; feels like it is becoming a corporation.
- The brick campaign should be perpetual.
- A campaign should be initiated to improve access.
- Souvenir books for most events
- Start activities at time indicated

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Ministries

- Ministry can be a thankless job. The rewards can be tremendous. It is important that leaders are engaged in Bible study, worship service, and focus on their spiritual growth. We must have faith and understand what faith is! We then have to trust.
- All ministries should have their membership and meeting times published and on the website.
- Some new members have been overwhelmed with being asked to join a ministry.

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Pastor/Ministers/Officers

- It would be beneficial to my spiritual well-being if my deacon would contact me at least once a year via phone rather than mailing me a Easter/Christmas card
- As a fairly new member of Zion, I find that I get slightly uncomfortable with not being known by the pastor. I know he is busy. I know there are many members, but I feel so disconnected because it appears that he gravitate towards long time members.
- It is said that the pastor is always available. I have found that is not true; no return text or call. However, the other ministers are there but sometimes you need to talk to your pastor.
- Paid staff needs to be consistent with availability for addressing concerns.

Final Item

Please briefly share any comments and/or concerns you would like conveyed to the Pastor, Deacons, Trustees, or Christian Education.

This was optional

Pastor/Ministers/Officers

- Trustees need training and/or at the least orientation to all sites before taking position
- What are the duties of the sheepfold ministry?
- Trustees should be on the same page.
- Sheepfolds. No regular communication or fellowship activities. Don't see the purpose of sheepfolds
- More sheepfold connection. More counseling (spiritual)
- Questions regarding Trustees should have been also asked about the pastor/pastoral
- We are not being good of the church funds admin cost over 25% budget. Financial hires is top heavy. Cannot get a through financial report, can't get figures for audit nor board of trustees. If you are doing God's work there should not be any secrets. Do we have dedicated funds? The church's financial obligation. Do we have an emergency fund set aside for the church emergencies? The church should be an equal opportunity employer, the best qualified individual should get the job. What is the church tithing? It is 10%? Changes should be made only if it is going to be fair or make things better. Luke 14:28-30

Trends - Areas of Much Feedback

Music

Church Building

Technology

Ministries