

NA
Not at all
Not very
Somewhat
Very much

Arriving at the service

16. Were directions provided by the congregation accurate?					
17. Was the parking information provided by the church accurate?					
18. Was external building signage clear and prominent?					
19. Was it obvious how to enter the building?					
20. Was the accessibility information provided by the church accurate?					
21. Was it obvious where to go when you entered the building?					
22. Were useful printed materials about the church available when you entered?					
23. Were you warmly welcomed when you arrived?					
24. Were you welcomed soon after entering the church?					
25. Were you asked to sign a visitor book/card?					
26. Were you offered assistance when you entered?					
27. Were you asked how you found out about the congregation?					
28. Did most members wear legible name tags?					
29. Were you invited to make or request a nametag?					
30. Was there signage or symbols indicating that the congregation welcomes BGLT people?					
31. Was it easy to find a seat in the sanctuary?					

Comments:

Accessibility

Yes
No

Were the following available?

- 32. Sign Language interpreter
- 33. Use of microphone during all parts of the service
- 34. Sound amplification devices in pews
- 35. Sound amplification devices available
- 36. Wheelchair-accessible entrance
- 37. Wheelchair-friendly seating
- 38. Wheelchair-accessible bathroom
- 39. Large print hymnals
- 40. Automatic door opener

Comments:

Religious Education

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- 41. Was it clear what options visitors with children have?
- 42. Was someone available to answer visitors' questions about RE?
- 43. Were materials about RE available at the information/ welcoming table?
- 44. Did families with children seem to be fully integrated into church life?
- 45. Did children seem welcome in the service?
- 46. Were RE spaces bright, clean, and safe looking?
- 47. Did children seem welcome during social hour?

Comments:

During the service

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- 48. Was there a card in the pew to use to request more information?
- 49. Was the order of service/program clear enough to prevent confusion about the various elements of the service?
- 50. Were explanations during the service clear enough to prevent confusion?
- 51. Were newcomers welcomed warmly and sincerely during the service?
- 52. Were visitors invited to join in social hour?
- 53. Was there newcomer-directed guidance for participating in the offering?
- 54. Were offering envelopes made readily available?
- 55. Did the service convey a sense of Unitarian acceptance of diversity?
- 56. Were terms and names that visitors would not understand explained?

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Comments:

After the service

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- 57. Were you personally invited to join coffee/social hour?
- 58. Were the locations of rest rooms clearly shown by signs?
- 59. Were the restrooms clean and appropriately equipped with supplies?
- 60. Was there an information/welcoming table/station in social hour?
- 61. Was information about joining the congregation, participating in events, Unitarianism, etc. readily available?
- 62. Was social hour comfortable with regard to noise levels and crowding?
- 63. Did people make an effort to speak to and welcome you during social hour?
- 64. Did you have an opportunity to meet the minister or other staff members?

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Comments:

General questions

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- 65. Did your experience convey a sense of what Unitarianism is about?
- 66. Did your experience suggest that visitors of various races, ethnicities, and classes would be welcome?
- 67. Does the building look well cared for?
- 68. Does the church feel like part of the larger community?
- 69. Does the congregation have the feel of a vibrant community?
- 70. Would you visit this congregation again?

Comments:

After your visit

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- 71. Were you contacted by phone and/or mail soon after your visit?
- 72. If so, did that contact feel welcoming?

Comments: