

After the High Holy Days in 2017, we launched our biennial, congregational satisfaction survey. We had a very high response rate (30%). We compared our results with 32 similar sized Reform congregations around the country. All these congregations were healthy, vibrant communities. In comparison, Mount Zion was in the average or in the top tier in all survey questions.

How are we feeling at Mount Zion?

WE FEEL
**welcomed
by our
congregation**

92%
BY CLERGY

85%
BY STAFF

79%
BY LAY
LEADERS

WE FEEL
**spiritually
& intellectually
nourished**



80%

say that the
synagogue helps
them grow spiritually
& intellectually

**Out of 32 similar
congregations—MZ
is 1 of the top 3!**

WE FEEL
**connected
to our
synagogue**



71%

have found
meaningful
connections to
people with whom
they can relate

WE THINK
**highly of our
synagogue**

92%

Would
recommend
Mount Zion
to a friend

78%

Would
recommend
the Religious
School

WE FULFILL
**our visions
& goals**



81%

say the
synagogue
fulfills its
visions & goals

WE MANAGE
**our finances
well**



64%

say we are
on track with
our finances

**We are
in the top
25% of similar
congregations
in financial
management!**

WE ARE
**participating
more**

(Compared with two years ago.)

45%
stayed
the same

31%
increased
involvement



24%
decreased
involvement

We listened.

Over **1,061** individual, anonymous comments were included in the surveys.

We took ALL comments seriously:

*Our clergy and senior staff spent **4 meetings** discussing the comments.*

*A joint meeting of clergy, senior staff, and Executive Committee members came up with **56 action items** based on the survey. We prioritized for greatest short term and long term impact.*

Immediate changes were as simple as retraining our greeters for services and having nametags for all Board Members; and as important as ensuring that any program about politics be about values and be inclusive of all perspectives. Your voices are in our minds and hearts as we talk with congregants and how we program, advertise, and engage our community.

We are on the right track. Mount Zion is a welcoming, vibrant Jewish spiritual home. We will continue to do better.

We are grateful to our members Karen Suzukamo and Sandy Weisberg for their behind-the-scenes work on this survey and ensuring its results are relevant and used.



MOUNT ZION TEMPLE
1300 Summit Avenue
Saint Paul, MN 55105
(651) 698-3881
www.mzion.org

A WELCOMING AND VIBRANT JEWISH SPIRITUAL HOME

Mount Zion Temple is a Reform Jewish congregation devoted to life-long learning, worship and acts of loving kindness. In our holy community, we celebrate, comfort, and create meaning in our lives while we seek justice in our world.

