

# Plymouth Congregational Church SATISFACTION SURVEY RESPONSES

Survey conducted September 2025



**PLYMOUTH  
CHURCH**  
FORT WAYNE  
UNITED CHURCH OF CHRIST

**This is a condensed summary of the survey responses.** Many survey questions contained an “other” option, which yielded dozens of additional answers. Contact the church office for the full report, if desired.

The Executive Council and relevant boards are continuing to review the survey results to determine if any programmatic changes are needed. Should you have any questions about the status of any changes, please contact a member of the appropriate board. Thank you for your interest!

Cammy Sutter  
Plymouth Moderator

## Plymouth Congregational Satisfaction Survey Responses

Total records in survey: 131

Summary for Q00001

### How did you first hear about Plymouth?

Answer	Count	Percentage
Personal Invitation	35	26.72%
NPR Radio Ad	5	3.82%
Website	6	4.58%
Google Search	9	6.87%
Saw Billboard	1	0.76%
Other	64	48.85%
No answer	11	8.40%

Summary for Q00002

### When you were a new visitor, which of the following made you feel welcome?

Answer	Count	Percentage
Announcement over the pulpit	28	21.37%
Greeting at the door by the usher	47	35.88%
Welcome basket gift	25	19.08%
Welcome letter	8	6.11%
Someone greeted me warmly	67	51.15%
Other	36	27.48%

Summary for Q00003

### How assertive is our welcome of newcomers?

Answer	Count	Percentage
Not very assertive	12	9.16%
Just right	77	58.78%
Very assertive	7	5.34%
No answer	35	26.72%

Summary for Q00004

### Why did you/your family begin attending Plymouth?

Answer	Count	Percentage
I was invited by a friend or family member	29	22.14%
I recently moved to the area	25	19.08%
I was looking for a new church home	75	57.25%
I was searching for a deeper spiritual connection	17	12.98%
I appreciated the church's preaching/teaching	64	48.85%
I was drawn to the music or worship style	50	38.17%
I wanted my children to be involved in a church	21	16.03%
I liked the church's community outreach or service programs	33	25.19%

*Q00004, continued*

I saw something online or on social media	10	7.63%
I felt welcomed when I first visited	53	40.46%
I attended a special event or holiday service	12	9.16%
I was going through a difficult time and needed support	6	4.58%
I wanted to reconnect with my faith	19	14.50%
I was impressed by the friendliness and hospitality	30	22.90%
I was curious and decided to check it out	25	19.08%
I was attracted to the progressive message	58	44.27%
Other	23	17.56%

Summary for Q00005

**How long have you been attending?**

Answer	Count	Percentage
Less than 1 year	1	0.76%
1 to 5 years	24	18.32%
5-10 years	22	16.79%
10-20 years	26	19.85%
More than 20 years	46	35.11%
No answer	12	9.16%

Summary for Q00006

**Are you a member?**

Answer	Count	Percentage
Yes (Y)	110	83.97%
No (N)	8	6.11%
No answer	13	9.92%

Summary for Q00007

**What were the deciding factors for joining Plymouth?**

Answer	Count	Percentage
Good place for my children	21	16.03%
Believe in the mission and values	96	73.28%
I have friends here	35	26.72%
Other	25	19.08%

Summary for Q00008

**Rate your satisfaction with each of the following at Plymouth.**

**Quality of music**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	4	3.05%
Neutral	7	5.34%
Somewhat satisfied	16	12.21%
Very satisfied	92	70.23%
No answer	7	5.34%

**Variety in the style of music offered**

Answer	Count	Percentage
Very unsatisfied	6	4.58%
Somewhat unsatisfied	7	5.34%
Neutral	13	9.92%
Somewhat satisfied	27	20.61%
Very satisfied	70	53.44%
No answer	8	6.11%

**Quality of the sermons**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	1	0.76%
Neutral	5	3.82%
Somewhat satisfied	24	18.32%
Very satisfied	88	67.18%
No answer	8	6.11%

**Christian education opportunities**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	1	0.76%
Neutral	14	10.69%
Somewhat satisfied	28	21.37%
Very satisfied	57	43.51%
No answer	26	19.85%

*Q00008, satisfaction, continued*

**Church library**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	0	0.00%
Neutral	40	30.53%
Somewhat satisfied	11	8.40%
Very satisfied	38	29.01%
No answer	37	28.24%

**Sense of welcome and inclusion**

Answer	Count	Percentage
Very unsatisfied	4	3.05%
Somewhat unsatisfied	4	3.05%
Neutral	5	3.82%
Somewhat satisfied	22	16.79%
Very satisfied	88	67.18%
No answer	8	6.11%

**Sense of unity, love, and relationship among members**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	2	1.53%
Neutral	8	6.11%
Somewhat satisfied	27	20.61%
Very satisfied	78	59.54%
No answer	11	8.40%

**Support during a personal crisis or life event from members**

Answer	Count	Percentage
Very unsatisfied	6	4.58%
Somewhat unsatisfied	2	1.53%
Neutral	23	17.56%
Somewhat satisfied	14	10.69%
Very satisfied	57	43.51%
No answer	29	22.14%

**Support during a personal crisis or life event from pastoral leadership**

Answer	Count	Percentage
Very unsatisfied	3	2.29%
Somewhat unsatisfied	5	3.82%
Neutral	23	17.56%
Somewhat satisfied	12	9.16%
Very satisfied	54	41.22%
No answer	34	25.95%

Q00008, satisfaction, continued

**Communication from church leadership**

Answer	Count	Percentage
Very unsatisfied	4	3.05%
Somewhat unsatisfied	4	3.05%
Neutral	12	9.16%
Somewhat satisfied	27	20.61%
Very satisfied	70	53.44%
No answer	14	10.69%

**Leadership transparency**

Answer	Count	Percentage
Very unsatisfied	3	2.29%
Somewhat unsatisfied	1	0.76%
Neutral	9	6.87%
Somewhat satisfied	27	20.61%
Very satisfied	71	54.20%
No answer	20	15.27%

**Financial transparency**

Answer	Count	Percentage
Very unsatisfied	1	0.76%
Somewhat unsatisfied	5	3.82%
Neutral	9	6.87%
Somewhat satisfied	13	9.92%
Very satisfied	86	65.65%
No answer	17	12.98%

**Church programs and activities**

Answer	Count	Percentage
Very unsatisfied	3	2.29%
Somewhat unsatisfied	4	3.05%
Neutral	5	3.82%
Somewhat satisfied	38	29.01%
Very satisfied	65	49.62%
No answer	16	12.21%

**Behavior of church members**

Answer	Count	Percentage
Very unsatisfied	4	3.05%
Somewhat unsatisfied	3	2.29%
Neutral	10	7.63%
Somewhat satisfied	25	19.08%
Very satisfied	77	58.78%
No answer	12	9.16%

Q00008, satisfaction, continued

**Behavior of church leaders**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	0	0.00%
Neutral	8	6.11%
Somewhat satisfied	19	14.50%
Very satisfied	89	67.94%
No answer	10	7.63%

**Decisions made by church leadership**

Answer	Count	Percentage
Very unsatisfied	2	1.53%
Somewhat unsatisfied	2	1.53%
Neutral	5	3.82%
Somewhat satisfied	25	19.08%
Very satisfied	83	63.36%
No answer	14	10.69%

**Opportunities to voice concerns or feedback**

Answer	Count	Percentage
Very unsatisfied	3	2.29%
Somewhat unsatisfied	4	3.05%
Neutral	10	7.63%
Somewhat satisfied	25	19.08%
Very satisfied	72	54.96%
No answer	17	12.98%

**Pastoral support**

Answer	Count	Percentage
Very unsatisfied	6	4.58%
Somewhat unsatisfied	3	2.29%
Neutral	12	9.16%
Somewhat satisfied	22	16.79%
Very satisfied	69	52.67%
No answer	19	14.50%

**Conflict resolution or mediation efforts**

Answer	Count	Percentage
Very unsatisfied	3	2.29%
Somewhat unsatisfied	6	4.58%
Neutral	36	27.48%
Somewhat satisfied	11	8.40%
Very satisfied	26	19.85%
No answer	49	37.40%

Q00008, satisfaction, continued

**Community service or outreach opportunities**

Answer	Count	Percentage
Very unsatisfied	4	3.05%
Somewhat unsatisfied	2	1.53%
Neutral	5	3.82%
Somewhat satisfied	21	16.03%
Very satisfied	82	62.60%
No answer	17	12.98%

**Leadership vision**

Answer	Count	Percentage
Very unsatisfied	4	3.05%
Somewhat unsatisfied	2	1.53%
Neutral	12	9.16%
Somewhat satisfied	25	19.08%
Very satisfied	70	53.44%
No answer	18	13.74%

**Children's or youth programs**

Answer	Count	Percentage
Very unsatisfied	2	1.53%
Somewhat unsatisfied	6	4.58%
Neutral	31	23.66%
Somewhat satisfied	14	10.69%
Very satisfied	41	31.30%
No answer	37	28.24%

**Church visibility in the community**

Answer	Count	Percentage
Very unsatisfied	4	3.05%
Somewhat unsatisfied	6	4.58%
Neutral	7	5.34%
Somewhat satisfied	25	19.08%
Very satisfied	76	58.02%
No answer	13	9.92%

**Church's stand for justice**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	0	0.00%
Neutral	2	1.53%
Somewhat satisfied	6	4.58%
Very satisfied	105	80.15%
No answer	13	9.92%

*Q00008, satisfaction, continued*

**Spiritual fulfillment**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	3	2.29%
Neutral	5	3.82%
Somewhat satisfied	33	25.19%
Very satisfied	74	56.49%
No answer	11	8.40%

**Theology that aligns with my beliefs**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	2	1.53%
Neutral	5	3.82%
Somewhat satisfied	19	14.50%
Very satisfied	90	68.70%
No answer	10	7.63%

**Opportunities to grow**

Answer	Count	Percentage
Very unsatisfied	5	3.82%
Somewhat unsatisfied	2	1.53%
Neutral	6	4.58%
Somewhat satisfied	24	18.32%
Very satisfied	78	59.54%
No answer	16	12.21%

**Fellowship opportunities**

Answer	Count	Percentage
Very unsatisfied	6	4.58%
Somewhat unsatisfied	0	0.00%
Neutral	12	9.16%
Somewhat satisfied	29	22.14%
Very satisfied	71	54.20%
No answer	13	9.92%

**Family-oriented events**

Answer	Count	Percentage
Very unsatisfied	3	2.29%
Somewhat unsatisfied	3	2.29%
Neutral	23	17.56%
Somewhat satisfied	25	19.08%
Very satisfied	50	38.17%
No answer	27	20.61%

Summary for Q00009

**How often do you use the QR code on the bulletin when seeking more information?**

Answer	Count	Percentage
Never	51	38.93%
Rarely	40	30.53%
Occasionally	20	15.27%
Frequently	10	7.63%
No answer	10	7.63%

Summary for Q00010

**Where do you turn for more information about Plymouth's activities?**

Answer	Count	Percentage
Digital bulletin	98	74.81%
Website	54	41.22%
Facebook (Plymouth page or Plymouth Generations page)	44	33.59%
Instagram	0	0.00%

Summary for Q00011

**Which of the following have you participated in?**

Answer	Count	Percentage
Sunday morning Chapel Class	72	54.96%
Wednesday evening Bible study	31	23.66%
After-worship presentations/forums	65	49.62%
Women's book group	16	12.21%
Topical book study	16	12.21%
Sunday School (for K-12 respondents)	17	12.98%
Tuesday morning discussion group (Dr Michael Spath)	8	6.11%

Summary for Q00012

**If you haven't participated in certain groups, what has been the main reason?**

Answer	Count	Percentage
Schedule (day of week, time of day)	70	53.44%
Conflict with other church programming	22	16.79%
Not a topic of interest	38	29.01%
Not enough bandwidth	26	19.85%

Summary for Q00013

**Which of the following Chapel class themes are of most interest to you?**

Answer	Count	Percentage
Biblical study	51	38.93%
Spirituality	42	32.06%
Social Justice	73	55.73%
Theology	51	38.93%
Current events	46	35.11%
Other	5	3.82%

Summary for Q00014

**How often have you used the Church Library?**

Answer	Count	Percentage
Weekly	1	0.76%
Monthly	4	3.05%
A few times a year	39	29.77%
Yearly	14	10.69%
Never	55	41.98%
No answer	18	13.74%

Summary for Q00015

**Have you ever felt disappointed in this church?**

Answer	Count	Percentage
Never	45	34.35%
Rarely	50	38.17%
Occasionally	20	15.27%
Frequently	3	2.29%
No answer	13	9.92%

Summary for Q00016

**Have you ever felt proud of this church?**

Answer	Count	Percentage
Never	0	0.00%
Rarely	1	0.76%
Occasionally	8	6.11%
Frequently	113	86.26%
No answer	9	6.87%

Summary for Q00017

**Have you ever considered switching churches?**

Answer	Count	Percentage
Never	85	64.89%
Rarely	21	16.03%
Occasionally	11	8.40%
Frequently	2	1.53%
No answer	12	9.16%

Summary for Q00018

**Do you donate financially to the church?**

Answer	Count	Percentage
Never	2	1.53%
Rarely	5	3.82%
Occasionally	22	16.79%
Frequently	93	70.99%
No answer	9	6.87%

Summary for Q00019

**How is it to navigate the physical building and find your way?**

Answer	Count	Percentage
Difficult	1	0.76%
Somewhat difficult	6	4.58%
Neither difficult or easy	18	13.74%
Somewhat easy	24	18.32%
Easy	71	54.20%
No answer	11	8.40%

Summary for Q00020

**How difficult is it to access the following spaces?**

**Sanctuary**

Answer	Count	Percentage
Difficult	0	0.00%
Somewhat difficult	2	1.53%
Neither difficult or easy	1	0.76%
Somewhat easy	5	3.82%
Easy	114	87.02%
No answer	9	6.87%

**Bathrooms**

Answer	Count	Percentage
Difficult	0	0.00%
Somewhat difficult	4	3.05%
Neither difficult or easy	3	2.29%
Somewhat easy	9	6.87%
Easy	106	80.92%
No answer	9	6.87%

**Folsom Room**

Answer	Count	Percentage
Difficult	0	0.00%
Somewhat difficult	1	0.76%
Neither difficult or easy	2	1.53%
Somewhat easy	4	3.05%
Easy	115	87.79%
No answer	9	6.87%

**Classrooms/meeting rooms**

Answer	Count	Percentage
Difficult	0	0.00%
Somewhat difficult	9	6.87%
Neither difficult or easy	10	7.63%
Somewhat easy	26	19.85%
Easy	72	54.96%
No answer	14	10.69%

Summary for Q00021

**How often do you attend?**

**Worship**

Answer	Count	Percentage
Never	1	0.76%
Rarely	5	3.82%
Occasionally	10	7.63%
Frequently	107	81.68%
No answer	8	6.11%

**Social events**

Answer	Count	Percentage
Never	5	3.82%
Rarely	19	14.50%
Occasionally	69	52.67%
Frequently	28	21.37%
No answer	10	7.63%

**Education opportunities**

Answer	Count	Percentage
Never	10	7.63%
Rarely	31	23.66%
Occasionally	56	42.75%
Frequently	22	16.79%
No answer	12	9.16%

**Service events (prepare food, child care, tutoring)]**

Answer	Count	Percentage
Never	19	14.50%
Rarely	36	27.48%
Occasionally	37	28.24%
Frequently	22	16.79%
No answer	17	12.98%

**Choir**

Answer	Count	Percentage
Never	80	61.07%
Rarely	5	3.82%
Occasionally	4	3.05%
Frequently	25	19.08%
No answer	17	12.98%

Q00021, attendance, continued

**Board or committee meetings**

Answer	Count	Percentage
Never	32	24.43%
Rarely	10	7.63%
Occasionally	24	18.32%
Frequently	51	38.93%
No answer	14	10.69%

Summary for Q00022

**Which of the following activities have you attended in the past year?**

Answer	Count	Percentage
Church picnic	45	34.35%
Ball game	27	20.61%
Chili cookoff	12	9.16%
Euchre night	15	11.45%

Summary for Q00023

**What other activities or events would you like the church to offer?**

Answer	Count	Percentage
Game nights	39	29.77%
Shared meals	46	35.11%
Service projects	62	47.33%
Outdoor excursions (ball games hikes field trips)	49	37.40%

Summary for Q00024

**How likely would you attend a contemporary Christian music concert at a reasonable price, if Plymouth offered such concerts?**

Answer	Count	Percentage
Unlikely	35	26.72%
Somewhat unlikely	14	10.69%
Neutral	22	16.79%
Somewhat likely	28	21.37%
Likely	22	16.79%
No answer	10	7.63%

Summary for Q00025

**If Plymouth had a "Bring a Friend to Church Sunday", would you invite someone?**

Answer	Count	Percentage
Unlikely	19	14.50%
Somewhat unlikely	9	6.87%
Neutral	30	22.90%
Somewhat likely	28	21.37%
Likely (AO06)	32	24.43%
No answer	13	9.92%

Summary for Q00026

**When is the best time to offer a coffee social hour?**

Answer	Count	Percentage
Before worship	45	34.35%
After worship	14	10.69%
Both before and after	40	30.53%
Don't care	17	12.98%
No answer	15	11.45%

Summary for Q00027

**What is your age?**

Answer	Count	Percentage
Under 20 years old	2	1.53%
20 to 29	3	2.29%
30 to 39	4	3.05%
40 to 49	8	6.11%
50 to 59	15	11.45%
60 to 69	29	22.14%
70 or older	61	46.56%
No answer	9	6.87%

Summary for Q00028

**Are there persons under 18 in your household?**

Answer	Count	Percentage
Yes (Y)	17	12.98%
No (N)	105	80.15%
No answer	9	6.87%

Summary for Q00029

**I know where to turn when I have a concern.**

Answer	Count	Percentage
Yes	111	84.73%
No	7	5.34%
No answer	13	9.92%