



THANKS

Dear West Side,

Thank you so much for all who were able to provide feedback. We had 246 responses to our online survey, with 88% of people finishing the survey. Survey Monkey says that our participation was excellent.

Just so you know, not everyone had the same experience filling out the survey. Depending on how you answered, the survey took you to the next logical question. For example, if you haven't been able to join with online worship then you were not asked to rate your experience and were instead taken to the next section of questions. The average time spent completing the survey was about 7½ minutes, which was on target to what we had promised. This means we had a large percentage of the church providing us with helpful information.

In this article, I will provide summaries of what we discovered as well as some of the big takeaways from the survey. We also asked a number of open-ended questions. The information gathered from these questions will be given to appropriate ministry teams. Finally, I will provide how this survey is informing some of our next steps in response to COVID-19 shutdown.

THE ONLINE WORSHIP EXPERIENCE

While it is difficult not to see each other in person for worship, overall we are surviving as a church body. The vast majority of respondents (85%) are participating with our worship services online, with most (87%) choosing to join while live at 9:45 am.

For those who are not worshipping online, the main reasons are split between those who have poor internet service and those who choose to not worship online and are just waiting for in-person worship to begin.

We have made a number of quick adjustments to our online experience, and these have been well received with options for streaming on Facebook, YouTube, or www.westsidechurchrichland.org. Overall, most (83%) think we are providing a high quality to very high quality online worship experience.

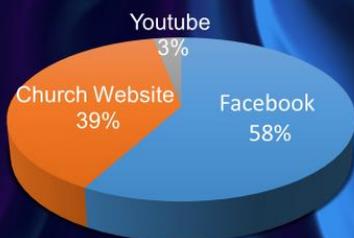
Q1: Have you been regularly participating in our online Sunday Worship services?



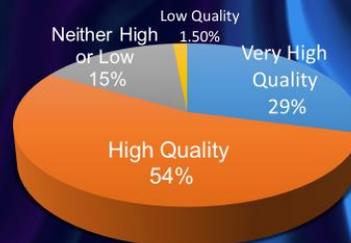
Q2: Have you tended to worship live at 9:45 am or at a later time?



Q3: What is your preferred online platform for joining with our worship services?



Q4: How would you rate the overall quality of the online experience?



Q8: Do you feel like you have a general understanding of West Side Church's reopening plan or where to go to find the information?



Q9: Overall, how would you rate our communication during the COVID-19 shutdown?

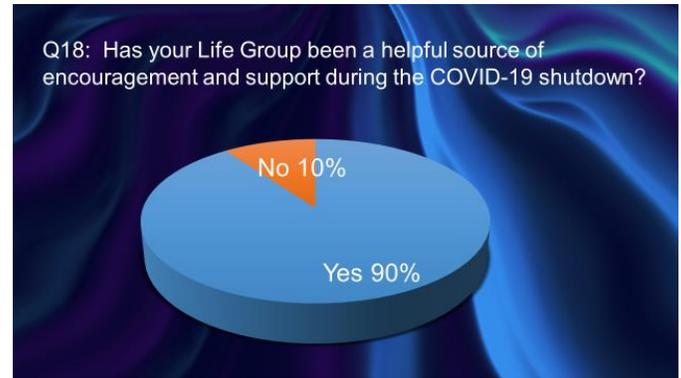
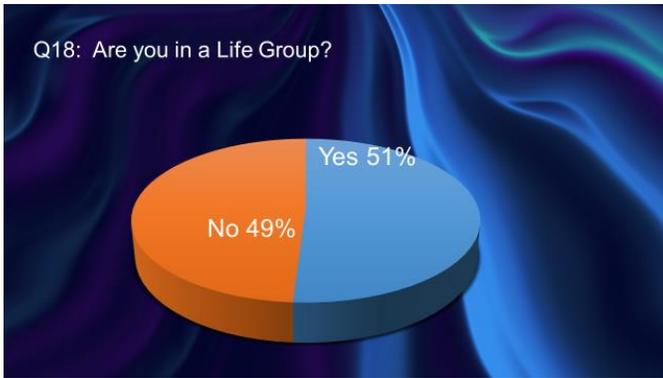


COMMUNICATION AND CONNECTING THROUGH COVID-19

Over the last number of years, the office staff and ministry staff, with your help, have worked hard at improving our methods of communication in this pandemic. This work looks to have really helped us be prepared for communicating and trying to stay connected as we practice social-distancing. 83% of respondents affirmed they understand our reopening plan. [If you don't, go to www.westsidechurchrichland.org and click on COVID-19 updates at the top of the homepage.] It is also reassuring that 95% of respondents rate our communication as good to excellent.

What we are going through is difficult and exhausting. While written and video communication help, we are leaning into to doing more, this is a choice we all have to make. Deacons are working hard at calling. We were able to see that about 33% of respondents had not received a care call, so we are redoubling our efforts. We have expanded the ministry to include people who have passion and interest in this area to call and form friendships with people who have asked for more regular calls as well as connect with the whole church family.

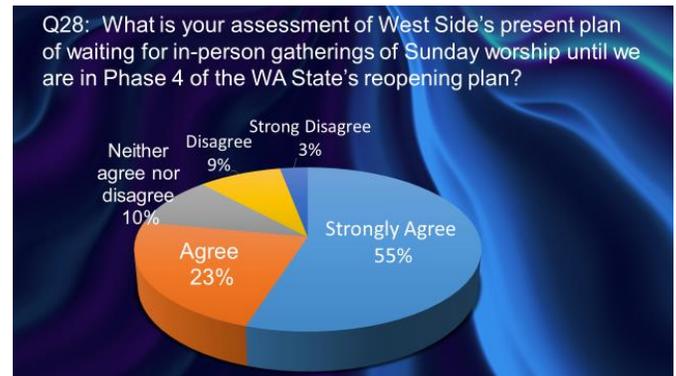
Life Groups are also going to be something we will encourage people to try out this Fall. 51% of respondents are in a Life Group. While not all Life Groups have been meeting, for those whose groups are meeting either via Zoom or outside and socially distanced, participants have expressed deep appreciation for the impact and encouragement that their Life Group has had in dealing with this shutdown. We had about 19 respondents express interest in joining with a group and we are in the process of reaching out and forming groups to begin towards the end of this month or beginning of next month. If you are interested or your group would like help with Zoom, please contact Miranda Smith at msmith@westside1.org.



REOPENING THE CAMPUS

The Session (elected leadership) formed a task force of 3 medical professionals, 5 elders, and 2 staff to oversee our shutdown and reopening process. This enables the church to be both informed and responsive to the ever-changing governmental directives and evolving understanding of how to appropriately guard against COVID infection.

At the time of this survey, 78% of respondents agreed with our phased approach of reopening. Where things stand today, COVID is not threatening the long-term viability of our church family. Most people are able to join in weekly worship. The quality of what we are doing means that we have actually had new people become attenders and givers to the ministry of West Side.



It is also clear that most people (75%) are looking forward to returning to in-person worship when we move forward in our phased reopening. While we want to encourage people to take appropriate safety measures as we grow in our understanding of COVID, it seems clear that depending on age and preexisting condition the risk is significantly different.

While we originally planned on waiting until Phase 4 to do in-person worship, as Washington State guidelines have changed, the lockdown has stretched into months, and we all learn how to practice social-distancing, the task force is presently working on reopening Sunday worship in our present phase. Now putting together all of our safety measures, training, and organization structures to provide people the opportunity to worship on campus has a lot of logistical issues. We are looking to do this as soon as possible, but there is a lot of work to do – we made this decision on Sept. 2, and so are not ready to set a date. We are excited about this opportunity and will be providing more information as soon as we finalize our strategy.

TAKEAWAYS

- Thanks for your feedback.
- We are surviving.
- What we are doing through online worship (as well as a number of different opportunities for growing – Life Groups, Bible Study, Youth and Children videos/meetings, Lectures, daily meditations) are helping us glorify God and grow up in Christ.
- Staying Connected is important.
- We have expanded the care-call ministry with people from our church who have passion and interest in helping us stay connected.
- Life Groups are a great source of support during this time and we are forming new groups this Fall. [Contact Miranda Smith at msmith@westside1.org.]
- Most people know and agree with our approach towards reopening.
- We have learned that there are a group of West Siders who don't do digital/online communication or material. We have set up a weekly update as well as an audio CD of the Sunday message. If you are not receiving this and would like to, please call the office at 509.946.4656, leave a message, and will include you in this means of communication.
- As guidelines and information change, the task force is adjusting our plan.
- **SINCE WE ARE NOW ABLE, PER WASHINGTON STATE GUIDELINES, TO HAVE LIMITED NUMBERS OF PEOPLE ATTEND IN-PERSON WORSHIP GATHERINGS, WE ARE WORKING TOWARDS REOPENING SUNDAY WORSHIP IN FULL COMPLIANCE WITH THIS GUIDANCE. MORE INFORMATION WILL BE COMING SOON!**
- Please continue to pray for our church, our community, our country, and our world.

Again, thank you and blessings in Christ,

Pastor Ralph