



# GREAT HEARTLAND BUDDHIST TEMPLE *of* TOLEDO

## First Annual Sangha Survey 2014 Summary

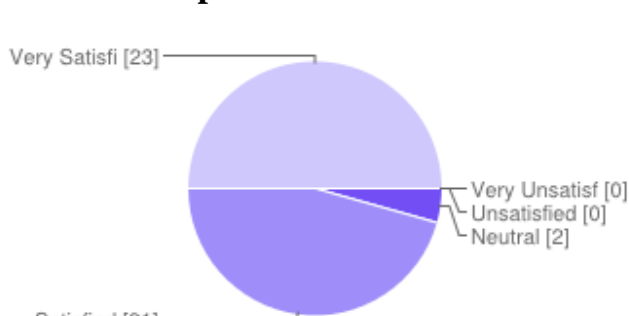
Leadership Council conducted this survey to better understand the needs of the Sangha, and it will be conducted annually to track our progress. We greatly appreciate the 48 Sangha Members who participated. This summary of survey responses is for our Members to see an overview of the feedback we received so that we all have an understanding of our goals for the coming year.

### 2014 Leadership Council Members:

Chuso (Mike Zickar)  
 Hoshi (Michael Leizerman)  
 Jun'nyo (Rachel Johnson)  
 Kyojo (Jennifer DeRaad)  
 Myoho (Deborah Ayres Budd)  
 Ryudan (Chris Collins)  
 Shugetsu (David McDonald)

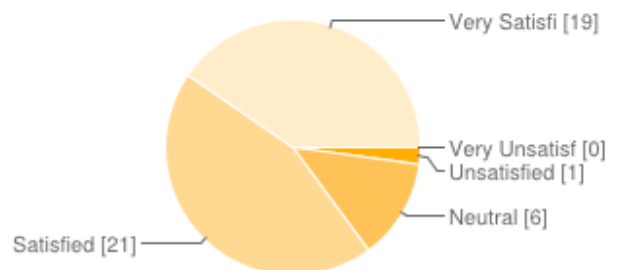
Leadership Council Chair/Membership Software  
 Finance  
 Membership  
 Fundraising  
 Marketing & Outreach  
 Policy & Procedures  
 Operations

### 1. How would you rate your overall satisfaction with the Great Heartland Buddhist Temple of Toledo?



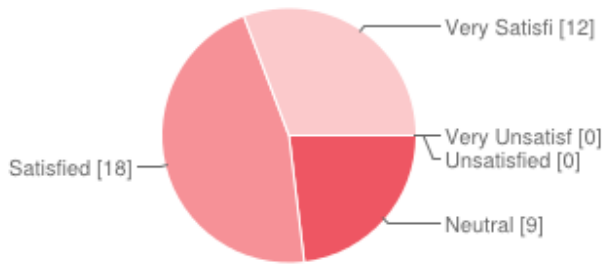
Very Unsatisfied	0	0%
Unsatisfied	0	0%
Neutral	2	4%
Satisfied	21	44%
Very Satisfied	23	48%

### 2. How satisfied are you with Sunday morning services?



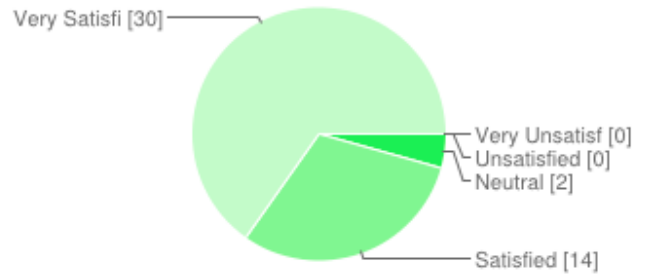
Very Unsatisfied	0	0%
Unsatisfied	1	2%
Neutral	6	13%
Satisfied	21	44%
Very Satisfied	19	40%

**3. How satisfied are you with Wednesday evening services?**



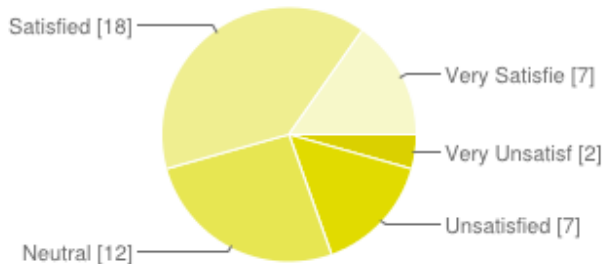
Very Unsatisfied	0	0%
Unsatisfied	0	0%
Neutral	9	19%
Satisfied	18	38%
Very Satisfied	12	25%

**5. How satisfied are you with the Teachers?**



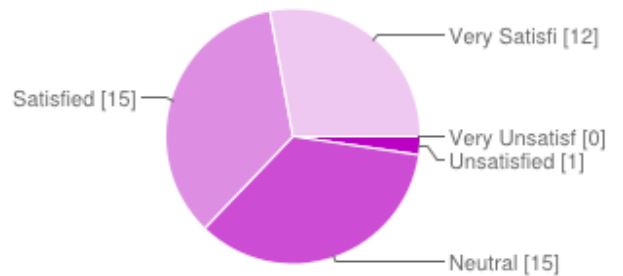
Very Unsatisfied	0	0%
Unsatisfied	0	0%
Neutral	2	4%
Satisfied	14	29%
Very Satisfied	30	63%

**4. How satisfied are you with overall communications?**



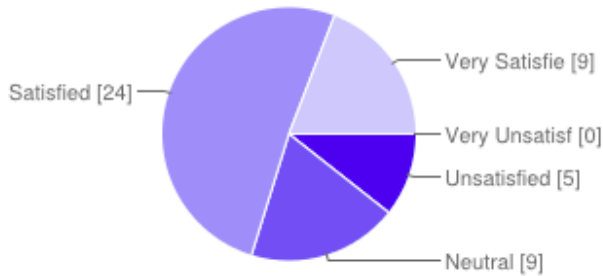
Very Unsatisfied	2	4%
Unsatisfied	7	15%
Neutral	12	25%
Satisfied	18	38%
Very Satisfied	7	15%

**6. How satisfied are you with the Leadership Council?**



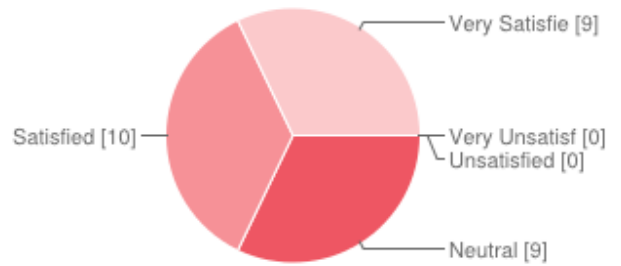
Very Unsatisfied	0	0%
Unsatisfied	1	2%
Neutral	15	31%
Satisfied	15	31%
Very Satisfied	12	25%

**7. How satisfied are you with our web site?**



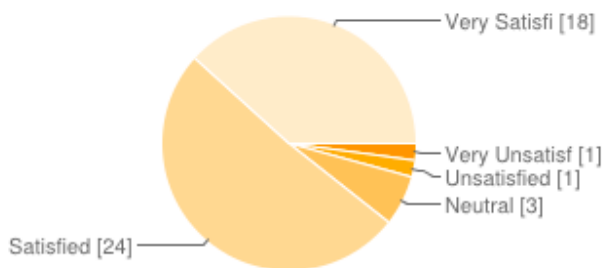
Very Unsatisfied	0	0%
Unsatisfied	5	10%
Neutral	9	19%
Satisfied	24	50%
Very Satisfied	9	19%

**9. How satisfied are you with Dharma School (if applicable)?**



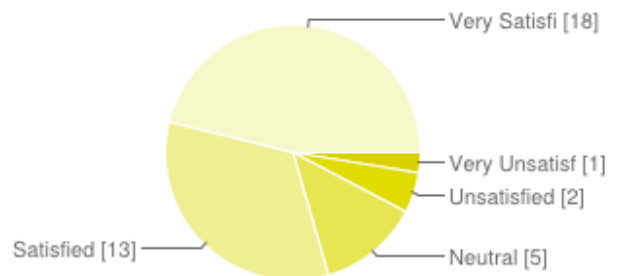
Very Unsatisfied	0	0%
Unsatisfied	0	0%
Neutral	9	19%
Satisfied	10	21%
Very Satisfied	9	19%

**8. How satisfied are you with our Temple facility?**



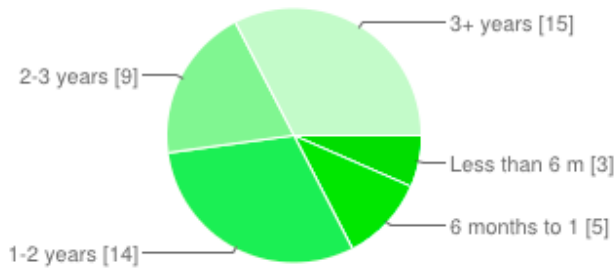
Very Unsatisfied	1	2%
Unsatisfied	1	2%
Neutral	3	6%
Satisfied	24	50%
Very Satisfied	18	38%

**10. How satisfied are you with Sesshins (if applicable)?**



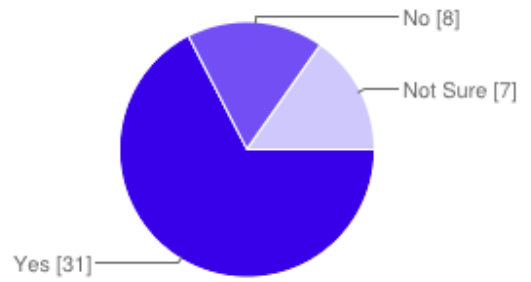
Very Unsatisfied	1	2%
Unsatisfied	2	4%
Neutral	5	10%
Satisfied	13	27%
Very Satisfied	18	38%

**11. How long have you been visiting the Temple?**



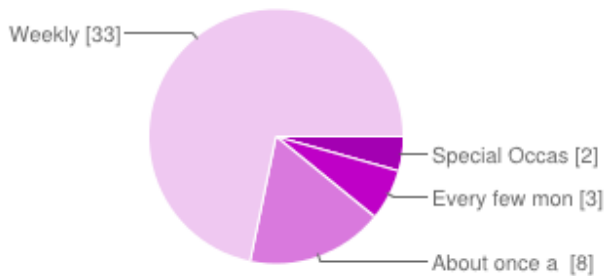
Less than 6 months	3	6%
6 months to 1 year	5	10%
1-2 years	14	29%
2-3 years	9	19%
3+ years	15	31%

**13. Would you be interested in attending Liturgy training?**



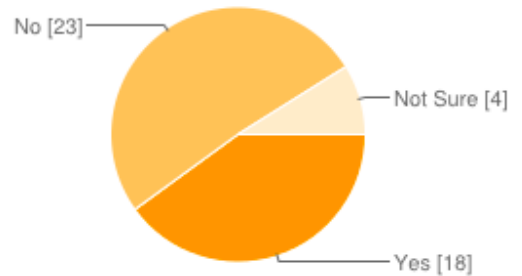
Yes	31	65%
No	8	17%
Not Sure	7	15%

**12. How often do you visit the Temple?**



Special Occasions	2	4%
Every few months	3	6%
About once a month	8	17%
Weekly	33	69%

**14. Would you be interested in attending Sesshin orientation?**



Yes	18	38%
No	23	48%
Not Sure	4	8%

## Comment Summary

All members of Leadership Council and our Teachers read and carefully considered every comment. Overall, we were pleased that the feedback was very thoughtful, generally positive and that there was such a high response rate; in addition, there were many useful suggestions for improvement. The feedback was very helpful as we conducted our strategic planning for the coming year. Following please find a summary of the narrative responses and then our goals for the year.

### Overall

Respondents overwhelmingly rated their experience as “Satisfied” or “Very Satisfied” with the Teachers and the Sangha. Lower ratings were given for communication, web site and Leadership Council. These ratings will be useful to track progress in various areas over the coming years. Some members requested increased transparency, especially pertaining to policies and procedures. Questions were asked about who they should approach about different issues, including asking the different roles of the members of Leadership Council. A number of members would like to volunteer but don't know how.

### Start Times

Confusion and frustration with service start times were the most common comment. The Reverends offered this clarification: Sunday service start time is 11:00 a.m., with socializing/fellowship for 30 minutes prior. Wednesday service start time is 7:30, with socializing/fellowship for 15 minutes prior. Related to this, some commented that there is a “Liturgy scramble” before service and that Greeters should be more organized to welcome visitors before service, and we should develop handouts.

### Communication

Members who have not yet completed Jukai sometimes feel left out of the communication loop,

given that much happens in the Jukai Facebook group. We discussed the importance of using multiple methods of communication and having a Facebook group for all members, Jukai or not. A regular newsletter has been requested. Leadership Council should send out monthly minutes, with finance reports included, to all Members.

### Sesshin & Dokusan

Some reported that they have had a hard time getting in for Dokusan, especially on Wednesday evenings. The Reverends reminded that Sesshin is an excellent way to ensure Dokusan. Leadership Council needs to ensure that Members are aware that it is okay to attend Sesshin for just a morning or just an afternoon, and if they request in advance, they can be guaranteed Dokusan.

Also, members may let the Jisha know, on Wednesday nights, if they have not been able to have Dokusan for an extended period and the Jisha will prioritize that member. Finally, there was a suggestion that the Jisha record data as to who has Dokusan when. This information could then be used to determine if changes are needed.

Pastoral counseling is separate from Dokusan and can be done after services, Reverends' schedule permitting, or scheduled directly with the Teachers. Respondents were unclear what Shoken (the ceremony of formally taking Rinsen as a teacher) is. This information was useful in that it was clear that more education is needed.

The notes on Jukai were read but further discussion is tabled until planning begins for Jukai 2015.

### Fundraising

There were some nice suggestions in the responses for fundraising, though Leadership Council felt there was no single suggestion that would raise significant funds. Some suggestions included selling more art and craftwork, and having community-wide fundraisers. More transparency in budgeting and fundraising may drive members to contribute more.

## **Leadership Council Strategic Plan 2014-2015**

### ***Leadership Council Chair (Chuso)***

Will assign generic email accounts for each Leadership Council member's role. Sangha Members will use these to contact leaders of the different areas and the addresses will remain constant as role assignments may change over time.

### ***Membership Software Committee (Chuso)***

Will create a sign-in procedure for each service to enter into FellowshipOne, our new membership software, to track participation.

As we learn more about FellowshipOne's capabilities, we will decide whether calendar items will be published there or via the web page (or another method). FellowshipOne will also be used to send mass emails to members, such as newsletters. Creating a current membership list (will work with Jun'nyo/Membership).

### ***Finance Committee (Hoshi)***

Leadership Council will send out monthly minutes with finance reports included to all Members (will work with Chuso/Chair).

### ***Membership Committee (Jun'nyo)***

Developing welcome packet with the basics of Zen Buddhism, Zazen, Liturgy and membership form.

Will reach out to one member from each Jukai class and ask them/provide them with tools to help reach out to their peers who are not currently active.

Will print comment cards and Leadership Council will review any that have been placed in the basket before each council meeting.

Plan more social events/perhaps book discussions?

Creating a display with all member names and photographs (if you have photos, please send them).

Will begin regular newsletter for Members.

Will clean up web site and gradually train and hand over control of various sections to other members of Leadership Council.

### ***Fundraising Committee (Kyojo)***

"Dinners for Eight." Volunteer (couple or individual) will host dinner. Invite guests from the Temple that you may not know very well. Hosts provide meal; guests donate what they would pay if they were going out to dinner.

Looking into Kroger Card fundraiser.

Teachers will walk through the temple room-by-room to determine a wish list of needed items.

### ***Marketing & Outreach Committee (Myoho)***

Recruiting more rental of Temple space. Will standardize charges, like for workshops (will work on this with Ryudan/Policy & Procedures).

### ***Policy & Procedures Committee (Ryudan)***

Working with Rinsen to look at other Sanghas' and places of worship's policy and procedure manuals to begin to develop one for us.

### ***Operations Committee (Shugetsu)***

The new light cleaning/maintenance time will be from 10-10:30 every Sunday morning. A signup sheet will be posted. Monthly deep cleaning—time TBD (probably weekend). Will remind Members who cannot afford monetary donation that this is another way to contribute.

Standardize who buys what for Temple, how reimbursement works and how material donations are handled (will work with Hoshi/Finance on this).

Online live broadcasting (as well as sound system installation and postings of some recordings) of our services are under development. Data cables have been run for cameras. We need to purchase/install hard drives, cameras and sound system. (will work on disclosure with Ryudan/Policy & Procedures).

Planning to purchase four "fake fireplace" type heaters to run before services.

The Sangha laptop and printer are now functional and at the Temple.

WiFi is now installed. SSID: greatheartland  
Password: buddhadharma



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**BUDDHIST TEMPLE**  
*of* TOLEDO

From the Teachers:

We are immensely grateful for all those members of the community who participated in this Sangha survey and for the Leadership Council for conceiving and conducting it. The feedback has been heartfelt and candid, and every comment has been read and studied. We are grateful for this Leadership Council's efforts to keep the Temple on sound financial footing, to provide mechanisms for attending to the needs of the community and to spread the word about this treasure we all share.

We look forward to continuing and deepening our efforts to provide opportunities to practice and encounter the Dharma and look forward to the next seasons of practice together.

Thank you for your practice, and thank you to the Leadership Council for all their efforts.

Bows,

Rinsen and Do-on