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Continued Improvements in Membership Support.....

For the last couple of years, membership support at PUC has been provided while using multiple databases, which meant that when one piece of information such as an email address was updated in one place, it was not updated everywhere. The result was that the tools that our members & visitors use to stay connected – The View, our Membership Directory, phone lists, etc. – were negatively impacted by inconsistencies and errors, and made staying connected more difficult than it needed to be.

Under the leadership and tireless effort of Kim Gosney, our Director of Congregational Advancement, along with a number of volunteers that includes (but is not limited to) Deb Ripley & Randy Ripley, we are on the cusp of completing a transition to a single member & visitor database. This will improve and simplify our connectivity across a variety of efforts to include pledge and pledge fulfillment tracking, membership directory publishing & updating, US Postal Service mailing lists, distribution of The View, as well as providing a resource for communicating and improving our covenantal democratic process & governance (the subjects of the last two engaging Town Hall meetings).

The work has not been glamorous, and has been mostly behind the scenes. The improved support that is enabled by the systemic improvements to our infrastructure are starting to roll out

.....Migration to a new service provider for The View!

As some of you have experienced firsthand, we have had systemic issues for well over a year with our service provider for The View. In addition to the multiple database issues mentioned above, the current service provider's platform continued to introduce errors that resulted in some members having recurring issues with receiving The View. This week, we are switching over to a new service provider for The View – one that is able to leverage our single database. If all goes well, the December 4th issue of The View will be designed, packaged and sent using the new provider. While this will lead to a more predictable newsletter, it is likely that the transition will include some bumps – almost all change encounters a few issues along the way.

If you have been receiving The View and you do not receive one this week by 5 PM on

December 5th, please notify in writing by sending an email to newsletter@pacificunitarian.org.

.....Updated photo directory!

Speaking of systemic improvements – an updated photo directory is now posted in the member's section of our website. As with The View distribution, the directory is linked to our single database. Quarterly updates are planned. Corrections should be made in writing; forms are available in the office.

If you have specific questions, please direct them to our PUC Office Ministry Volunteers, and they will forward the questions to the right place for you to get a thoughtful answer.

Stay tuned for more improvements to membership support.....

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