



---

# SUMMARY OF RESULTS FROM SURVEY CONDUCTED ON MARCH/APRIL 2018

---



FEBRUARY 1, 2019

St. Anne – St. Catherine Collaborative

## FOREWARD

Martin Luther King once said: *“If you can’t fly then run, if you can’t run then walk, if you can’t walk then crawl, but whatever you do you have to keep moving forward.”* This holds true for individuals, companies and our Collaborative parishes. In the spirit of moving forward we reached out to you, our parishioners, in April 2018 with a survey to help us assess the current state of parish life, identify areas needing improvement and chart a course for moving forward.

This document initiates the process of providing survey feedback to our parishioners. It is vitally important that each parishioner of St. Anne’s and St. Catherine’s understand: the collective view of parishioners and areas where the survey suggests attention is needed. Our “moving forward steps” will address areas that we need to improve upon. We will continue to follow through with periodic outreach efforts. Hence, we strongly encourage you to read this document.

Your past and future participation in our parishes is truly a blessing. It contributes greatly to what we are, what we strive to be and what we do in God’s name.

God Bless!  
Fr. Peter, Fr. Joe & Fr. David

## PREFACE

This document provides a top-level summary of the results of our collaborative parish survey conducted by Catholic Stewardship Consultants. The survey was conducted approximately two years after submission of the St. Anne-St. Catherine Collaborative Pastoral Plan to Cardinal O’Malley. Your Collaborative Parish Council and Stewardship Council initiated this survey process to “better understand attitudes and perceptions about various areas of parish life<sup>1</sup>, as seen through the eyes of our parishioners.” Many of the survey areas relate to the priorities and goals stated in the Pastoral Plan. (Note: The Pastoral Plan is available on both the St. Anne website (under “Parish Life” and St. Catherine website (under “Collaboration”).

John 8:12 says *“... Jesus spoke to them, saying, “I am the light of the world. Whoever follows me will not walk in darkness but will have the light of life.”* Your survey feedback and input to clergy, staff and ministry leaders throughout the year provides the “light” that guides our decision-making. Our ultimate-goal is to ensure that our parishes provide frameworks and offerings for liturgy, faith formation and stewardship that support our parishioners on their faith journey.

This synopsis of survey findings represents **your** collective assessment of the current state of various aspects of parish life. It is a first step in providing feedback to you, our parishioners. Moving forward, our intent is to periodically publish more detailed information for each area (e.g., Liturgy) plus outline actions being taken to address common parishioner concerns and/or recommendations.

We thank you for your continued presence and involvement in our collaborative parishes. Please set-aside some time in your busy lives to read this material. Any questions or concerns can be forwarded to the individuals indicated in each survey area.

On behalf of the entire Collaborative Parish Council and Stewardship Committee thank you for your presence in the life of our faith community.

Oscar Monarrez and Joe McGann (CPC Co-chairs)  
Debbie Rhodes, Director of Stewardship

## INTRODUCTION

Survey material was handed out to parishioners at weekend masses on April 21<sup>st</sup> and 22<sup>nd</sup> 2018. “We received 881 completed surveys which represented a 40% response rate for the surveys handed out.” Also, this represents about 22% of our 3900 registered parish families. Weekend mass counts vary within the calendar year. Collaborative weekend mass attendance, when no special event (Easter, Christmas, First Communion) occurs, is approximately 1800 – 1900 people. Based on the annual numbers we had a strong survey response.

The survey bottom line is that we are a vibrant collaborative faith community with strong parish loyalty and the need for improvement in a few areas. A copy of the “Consultants” full report is available for viewing at either parish office.

The “Consultants” report included a 13-page summary report, a seven-page percentage summary report for each question, 97 pages of written responses organized by category and 65 pages of data tables and graphs for each of the 61 survey questions. The summary report outlines high level results and recommendations for each survey area.

The report material was reviewed by Collaborative Parish Council (CPC) members, plus ministry members and staff associated with a specific area. Review of the Faith Formation and Confirmation areas were put on-hold while these programs began their new 2018/2019 cycle. Each review team provided a one-page input reflecting their perspective on the consultant material, questions requiring additional follow-up and, in some cases, immediate follow-up actions.

Based on the original survey results, and review team feedback, we prepared the attached summary document. This document updates the original summary report to reflect language and norms of our Collaborative environment versus other parts of the country. One-page summaries are provided for the following survey areas:

- Liturgy
- Stewardship
  - Stewardship of Time
  - Stewardship of Talent
  - Stewardship of Treasure
- Parish Life
- Adult Faith Formation
- Outreach

To follow at a later Date are Faith Formation and the Collaborative Confirmation Preparation Program.

Moving forward, our intent is to periodically publish more detail information on each area plus outline actions being taken to address common parishioner concerns and/or recommendations. We thank you for your continued presence and involvement in our collaborative parishes. Any questions or concerns can be forwarded to the individuals indicated in each survey area.

God Bless!  
Father Peter

# Adult Faith Formation

## Results and Recommendations – Adult Faith Formation

- 27% of parishioners said they have attended an Adult Faith Formation program at St. Anne – St. Catherine in the last three years.
- In rating the quality of the content and instruction of the various Adult Faith Formation opportunities in the last three years, 76% of respondents stated that it was a good experience.
- 57% of parishioners who have not attended an Adult Faith Formation program at St. Anne – St. Catherine in the last three years, indicated they would consider attending one in the future.
- Parishioners expressed the most interest in “Scriptures / Bible Study” (53%), “Practical Ways of Growing in Faith and Prayer” (51%) and “Church Teachings” (34%)

### ADULT FAITH FORMATION

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

1. **Attendance at St. Anne - St. Catherine Adult Faith Formation programs is lower than other parishes that have been surveyed (27% of respondents indicated they have attended Adult Faith Formation programs in the last 3 years; average attendance at other parishes surveyed is 36%).**
2. **It is encouraging that 57% of those who have not attended an Adult Faith Formation program in the past three years indicated they would consider attending one in the future. As a result, the Collaborative currently offers Adult Faith Formation classes at various times, usually on weekday mornings and evenings. Classes are sometimes offered during weekends as space allows (K-10 programs have priority for space usage on weekends). To increase attendance at these programs, we will strive to better promote them through the weekly bulletin, announcements at Mass and other communication channels, including social media.**
3. **A significant percentage of respondents (63%) indicated that family and work responsibilities preclude their involvement in Parish Life, including attendance to Adult Faith Formation courses. The Adult Faith Formation team is exploring approaches to address this constraint.**
4. **For any questions or suggestions relating to Adult Faith Formation, please contact Peg Hicks at [PegH@LWCatholic.org](mailto:PegH@LWCatholic.org)/(978) 320-4209 or Sue Gormley at [SueG@LWCatholic.org](mailto:SueG@LWCatholic.org)/(978) 320-4210.**



# Outreach

## Results and Recommendations – Outreach

- The chart below shows the results of the question, “Do you feel that St. Anne – St. Catherine does a good job reaching out to the following groups?”

Outreach Ministry	Yes	No	Unsure
Active Parishioners	90%	1%	10%
Inactive Parishioners	27%	9%	64%
New Parishioners	62%	3%	35%
Shut-in Parishioners	51%	2%	47%
The Local Community	63%	4%	33%
The Poor	74%	1%	25%
Other Religious Communities	38%	3%	59%

- When asked what more can we do as a Collaborative to serve others, “Encourage more parishioner participation” (52%), “Get more involved in the community” (52%) and “Increase communications about ministries” (39%), were the top three responses.

### OUTREACH

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

- Respondents feel the parish is doing the best job of reaching out to Active Parishioners, The Poor, The Local Community and New Parishioners.**
- By a very large margin, respondents indicated that the Collaborative needs the most improvement in reaching out to inactive Parishioners. We acknowledge the importance of outreach to inactive parishioners, and need to develop a strategy to address this. To more effectively reach out to Inactive parishioners, we recommend implementing one or more ministries whose specific focus is to reunite inactive Catholics with the parish.**
- The table to the left most clearly illustrates how unsure or unaware most parishioners are about how the parish reaches out to various groups of the community. Outreach ministries and/or opportunities, in general, should be publicized more heavily. It is suggested to not only utilize internal communication tools, but also through diocesan and local news outlets.**
- When asked “What more can we do as a collaborative to serve others?” the top responses – “encourage more parishioner participation” (52%), “increase communications about parish ministries” (52%), and “get more involved in the community” (39%) – point to the fact that outreach is the responsibility of the whole parish, not just one or two ministries. It is imperative for everyone to share the love of Christ with those most in need. These numbers reaffirm all of the work we are doing together to further develop stewardship in the Collaborative.**
- For any questions or suggestions relating to Outreach, please contact the Collaborative Parish Council at [CPC@LWCatholic.org](mailto:CPC@LWCatholic.org).**



# Liturgy

## Results and Recommendations – Liturgy

- 83% of respondents reported that they attend Mass every weekend. Reported Mass attendance was as follows:

Mass Time	Attendance
Saturday 4 p.m. St. Anne	15%
Saturday 4 p.m. St. Catherine	18%
Sunday 8 a.m. St. Anne *	12%
Sunday 9 a.m. St. Catherine	20%
Sunday 10 a.m. St. Anne	13%
Sunday 11 a.m. St. Catherine *	22%

\* Note: 8am at St. Anne is now 7:30 a.m., and 11am at St. Catherine is now 11:15 a.m.

- The following chart shows how people who attend different Masses indicated that “the following areas enhance your worship experience.”

Worship Experience	Excellent	Good	Fair	Needs Improvement
Welcoming	63%	33%	3%	1%
Worship Environment	69%	29%	1%	1%
Scripture Reading	63%	35%	2%	0%
Homilies	67%	27%	5%	1%
Reverential Atmosphere	62%	33%	4%	1%
Music	73%	23%	3%	1%

- 92% of respondents noted that the current Mass schedule at St. Anne – St. Catherine works well for them and their family.

### LITURGY

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

- Weekly Sunday Mass attendance is a hallmark of an active parishioner. In this survey, 83% of the respondents indicated that they attend Mass every week. Because of that, we know the opinions in this survey tend to be the opinions of the active parishioner base.**
- Most of the responses to “Worship Experience” were very positive. All those involved should be commended.**
- While 92% of respondents replied that they are happy with the current Mass schedule, this does not take into consideration other factors such as clergy assignments/availability, faith formation schedule, etc., that may impact schedules.**
- For any questions or suggestions relating to Liturgy, please contact Kelly Clark at [KellyC@LWCatholic.org](mailto:KellyC@LWCatholic.org)/(978) 320-4205.**



# Parish Life

## Results and Recommendations – Parish Life

- The top two statements parishioners gave that best express their perception of their role as a member of the St. Anne – St. Catherine Collaborative are:
  1. To attend Mass (96%)
  2. Support the parish financially (88%)
- Responses to the question “Do you feel you are able to voice any concerns or questions that you have” are in the chart below.

Group	Yes	No	N/A
Clergy	79%	8%	13%
Parish Staff	77%	6%	18%
Pastoral Council	50%	11%	39%
Finance & Admin	51%	11%	38%
Ministry Leaders	63%	8%	29%
Stewardship	56%	8%	35%

- Responses to the question “If you did voice concerns or questions, did you get a response” are in the chart below.

Group	Yes	No	N/A
Clergy	36%	3%	61%
Parish Staff	36%	2%	62%
Pastoral Council	12%	2%	86%
Finance & Admin	12%	1%	87%
Ministry Leaders	23%	2%	76%
Stewardship	16%	2%	83%

- The methods of communication that work best for respondents are “Bulletin” (88%), “Announcements at Mass” (54%), “Newsletter” (38%) and “Email” (38%).
- 72% of respondents stated they would like to use a Parish App to receive information about the collaborative
- In response to the question “Do you use one or both of our parish websites, 23% said they use St. Anne’s and 48% said they use St. Catherine’s.
- 88% of respondents indicated they were reading the Collaborative’s newsletter when they received it and 39% stated that reading the newsletter has inspired them to consider joining a ministry.
- Respondents stated that the most useful articles are “Letters from the Pastor” (87%), “Articles Highlighting Ministries” (57%) and “Articles on Mass/Sacraments” (54%).

### PARISH LIFE

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

1. **72% felt that participating in ministries and volunteering was one of their roles as parishioners. This is good and higher than other parishes surveyed (average is 56%). It is recommended that the parish continue to educate parishioners on the importance of service within the parish as an avenue to grow in their relationship with Christ. Ensure that all parish ministries and activities are available and clearly communicated to parishioners. Continue to utilize the newsletter to communicate these opportunities, and also utilize the Stewardship Renewal to further these efforts. Ensure that leaders understand the importance of welcoming others into ministries so that parishioners feel that their talents are needed.**
2. **Respondents to the survey gave high scores to the responsiveness of the clergy and parish leaders towards parishioners’ questions and concerns. This is excellent, and when coupled with the low level of neutrality, it seems clear that parishioners are familiar with, used to working with, and enjoy working with the clergy and parish leaders.**
3. **Steps are in process to make Councils and Ministries more visible and accessible to parishioners, e.g. creating and publishing a CPC directory, featuring Councils and Ministries in the newsletter, establishing mechanisms for parishioners to engage with Council members directly.**
4. **To supplement current communication methods, the parish should look into a Parish App for creating a new avenue for communication between the parish and parishioners.**
5. **Since 71% of respondents indicated they do use one of the parish websites it is recommended that the Collaborative looks at combining these into a single one. The most important thing is to keep all information up to date for those who use it.**
6. **For any questions or suggestions relating to Parish Life, please contact the Collaborative Parish Council at [CPC@LWCatholic.org](mailto:CPC@LWCatholic.org).**



# Stewardship

## Results and Recommendations – Stewardship

- When asked about perception of Stewardship (Time, Talent and Treasure) when it is discussed, 64% of the respondents said that they “Accept it as a core Gospel value and try to carry it out in their life” and 29% said they “think it is important, but find it hard to implement.”
- When asked if “Everything I have and everything I am is a gift, given by a gracious and generous God”, 97% of respondents “Strongly Agreed” or “Agreed” with the statement.
- When asked if “Being a grateful steward means that I need to respond by sharing my life, faith and resources with others”, 92% of respondents “Strongly Agreed” or “Agreed” with the statement.
- When asked if “It is important for me to take time on a regular basis to reflect on all the things I have to be grateful for”, 98% of respondents “Strongly Agreed” or “Agreed” with the statement.

### STEWARDSHIP

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

1. **The statements in this section were intended to gauge the perceptions of St. Anne – St. Catherine parishioners in terms of understanding Stewardship. The responses to these questions show that parishioners have an overwhelmingly positive perception of the stewardship way of life. It is recommended that the Collaborative continues to increase its efforts in ongoing Stewardship communication and education, in order to further help parishioners grow in their understanding and practice of a stewardship way of life.**
2. **For any questions or suggestions relating to Stewardship, please contact Debbie Rhodes at [DebbieR@LWCatholic.org](mailto:DebbieR@LWCatholic.org)/(978) 320-4212.**



# Stewardship of Time

## Results and Recommendations – Stewardship of Time

- 87% of respondents share a meal daily or several days a week with their family. 32% responded that they usually say grace before meals.
- For those who are married, only 8% indicated they usually pray daily with their spouse on a daily basis. As for those with children, 25% stated they usually pray daily with their children (in addition to grace before meals).
- 66% of the respondents indicated that in addition to Sunday Mass and grace before meals, they set aside time for daily personal prayer.
- For those with children, 70% said they discuss vocations (religious life, single life, married life) within their families “usually” or “sometimes”.

### STEWARDSHIP OF TIME

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

1. **It is very encouraging that 69% of respondents indicated that they set aside time for daily personal prayer. It was recommended that the parish continue to offer opportunities for personal prayer and reflection. Offering Holy Hours, Adoration opportunities and rosary times, are a great way to help people grow their prayer life.**
2. **Based on the low numbers regarding family prayer (only 8% of spouses pray together and only 25% of parents pray with their children other than grace before meals), it is recommended that the Collaborative continue to emphasize the importance of practicing daily family prayer.**



# Stewardship of Talent

## Results and Recommendations – Stewardship of Talent

- 54% of respondents indicated they are currently active in at least one ministry.
- 59% indicated they are “Very”, “Moderately” or “Somewhat involved.”
- 63% of respondents cited “family and work responsibilities” as impeding more participation in parish ministries.
- When asked if they are satisfied with their current level of involvement in parish ministries, 31% stated they would like to become more involved personally. 33% of respondents indicated they would like their family to become more involved.
- Respondents are most likely to attend parish functions scheduled on weekday evenings (43%) or after the Sunday Mass they attend (35%).

### STEWARDSHIP OF TALENT

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

1. **63% of respondents indicated that the main impediment to greater involvement is family and work responsibilities. Because of this, great care should be taken in scheduling parish functions at times when busy families can participate.**
2. **Personal invitation is by far the best way to encourage people to become more involved in Parish Life. Consider developing a person-to-person “invitation network”, whereby active parishioners invite family, friends and other parishioners to events or ministry meetings. Also, repeatedly offer concrete opportunities for involvement, most effectively through the parish-wide Stewardship Renewal.**
3. **It is encouraging that a large number of respondents indicated a desire to become more involved (31% of respondents would like to be more involved personally and 33% would like their families to be more involved). This shows there is significant potential for expanded involvement in this area.**



# Stewardship of Treasure

## Results and Recommendations – Stewardship of Treasure

- 94% of respondents “Strongly Agree” or “Agree” with the statement that “Each parishioner is responsible for supporting our parish financially.”
- 77% of parishioners stated they make financial contributions to their parish “every week” or “monthly”.
- Parishioners reported various ways of determining the amount of their contributions. 64% reported they have chosen a certain dollar amount not based on a percentage of their income. A fairly low percentage (11%) indicated they base their offertory contribution on a percentage of their income.
- The following chart illustrates parish members’ perception of their parish’s financial position:

Perception of Financial Position	Percentage
We are easily able to pay our operating bills and put aside money in savings.	8%
We are easily able to pay our operating bills.	31%
We barely generate enough revenue to pay our operating bills.	37%
We are not generating enough revenue to pay our operating bills.	6%
I am unaware of the state of our parish finances.	17%

- 31% of respondents are currently using Online Giving to support St. Anne – St. Catherine, and 11% indicated that they would consider it in the future.

### STEWARDSHIP OF TREASURE

#### ADDITIONAL COMMENTS AND RECOMMENDATIONS

1. **Many parishioners are unaware of the state of parish finances (17%). We will continue to provide periodic financial updates that ensure transparency and promote awareness of parish finances.**
2. **11% of respondents stated that their offertory gifts represents a percentage of income. The average seen across other parishes is around 18%. It is recommended the parish continue to educate on setting offertory gifts according to a percentage of income and review periodically.**
3. **Research shows that offertory giving is strengthened tremendously when parishioners make a specific annual commitment to the offertory. The Annual Stewardship Renewal, which will take place again on January 2019, will help in this effort.**

