

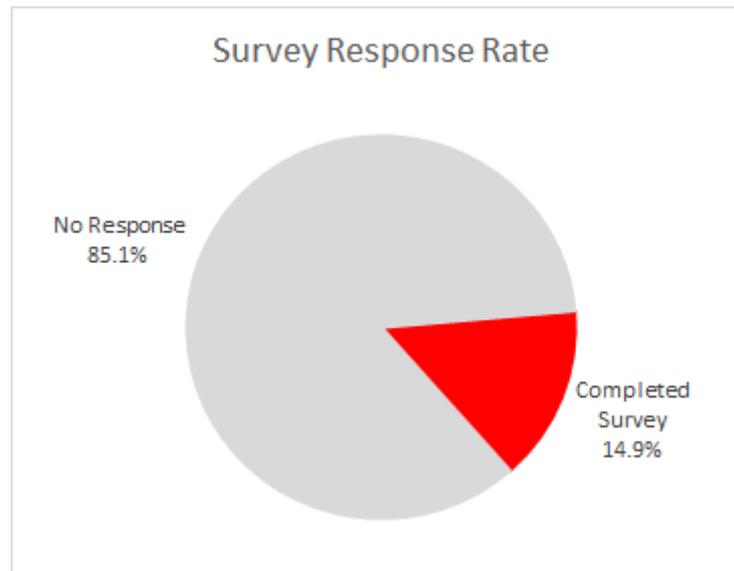
# 2021 Survey Results

Peace of Christ

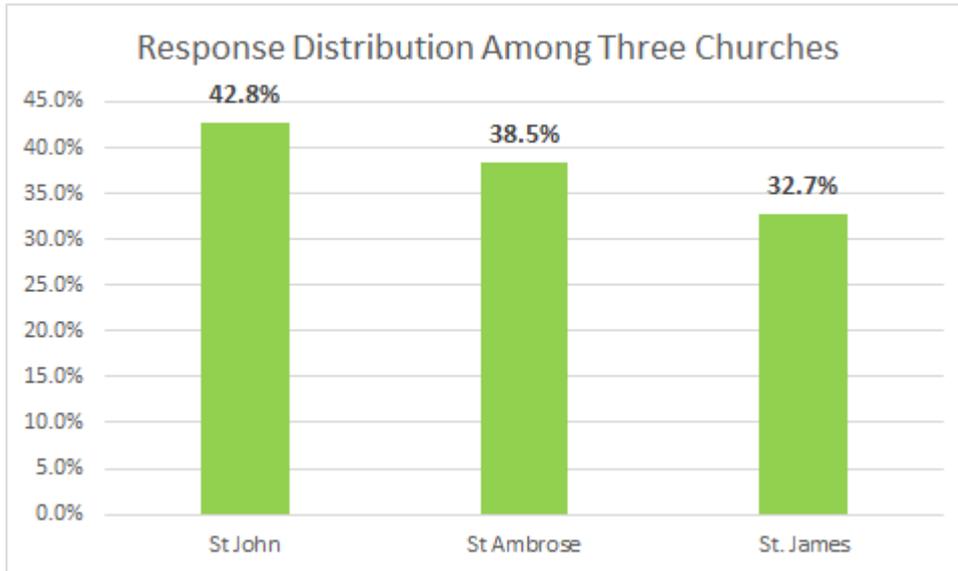
December 14, 2021

# Introduction

- Surveys were included in the Time, Talent, and Treasure mailing in Spring 2021.
- Although the exact number of surveys mailed is unknown, surveys were mailed to registered parishioners.
- The Catholic Ministries Appeal uses 1,398 as Peace of Christ's official registered parishioner count.
- Thus, the response rate is based on CMA's count.
- 208 or 15% of registered parishioners completed the survey.



# Response Distribution Among Churches

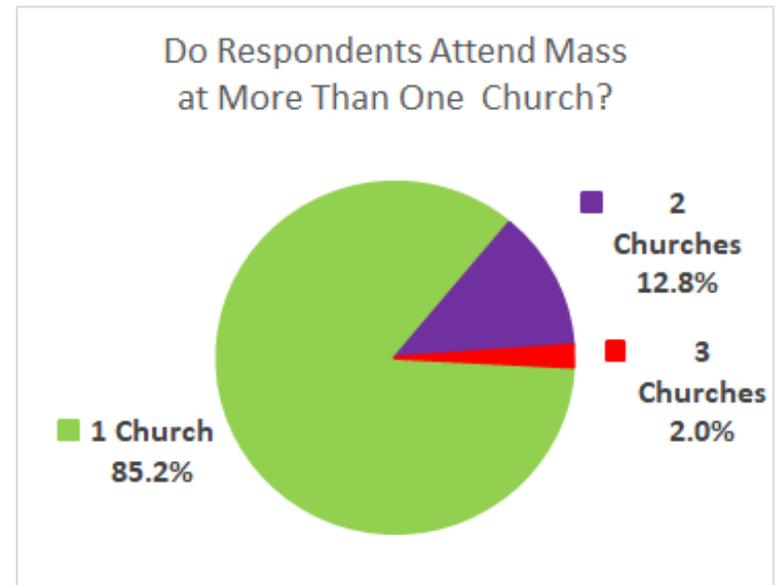


Although St. James' responses were a little light, a relatively equal percent of responses came from each church.

Thus, it's fair to say that each church had equal representation.

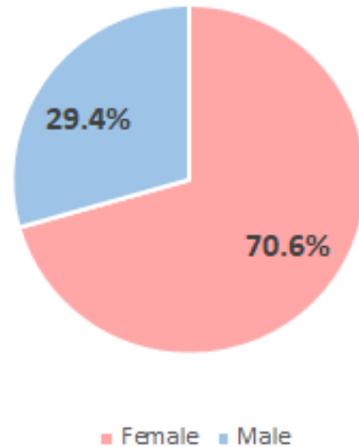
Respondents are very loyal to a specific church. 85% attend mass at only 1 church.

Hence, respondents' comments truly describe their experiences at the church where they most frequent.

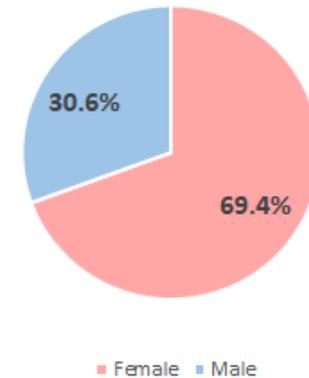


# Gender of Respondents

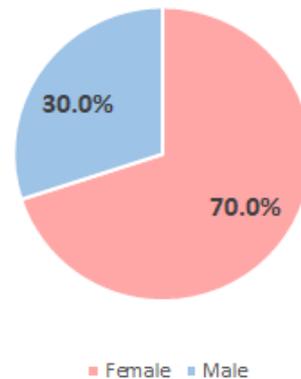
Peace of Christ Survey Respondents



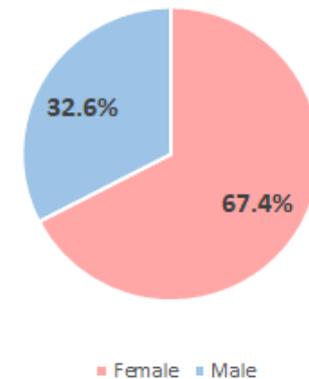
St. James Survey Respondents



St. Ambrose Survey Respondents



St. John Survey Respondents



The majority of the respondents are women. Each of the 3 churches have very similar ratios of men to women. St. John shows slightly more diversity.

\*This skew should be kept in mind when reviewing the survey results.

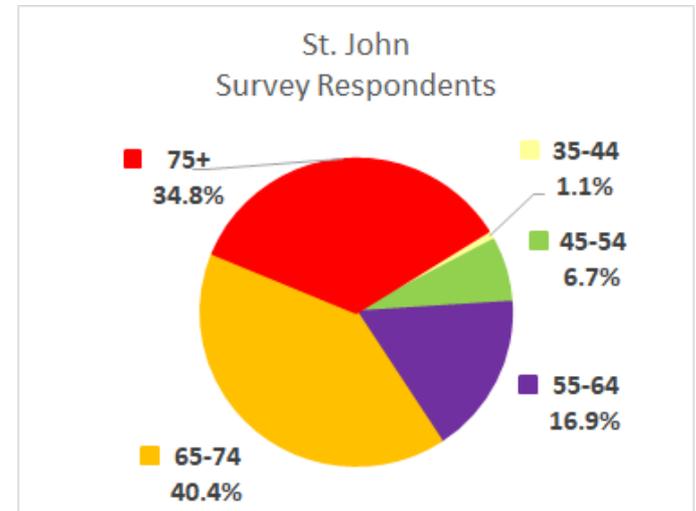
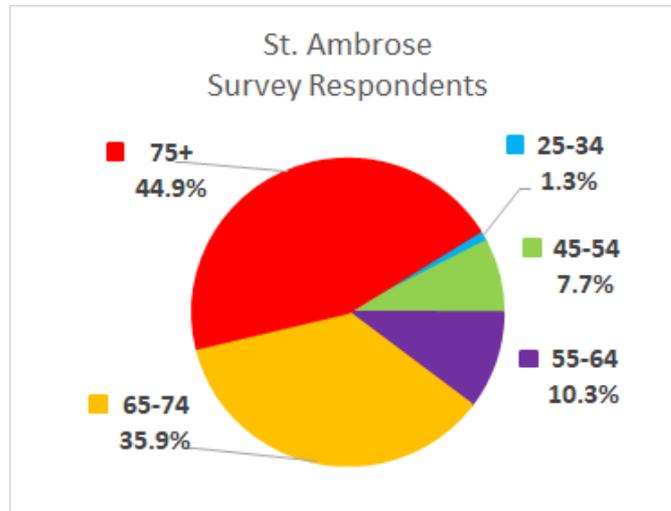
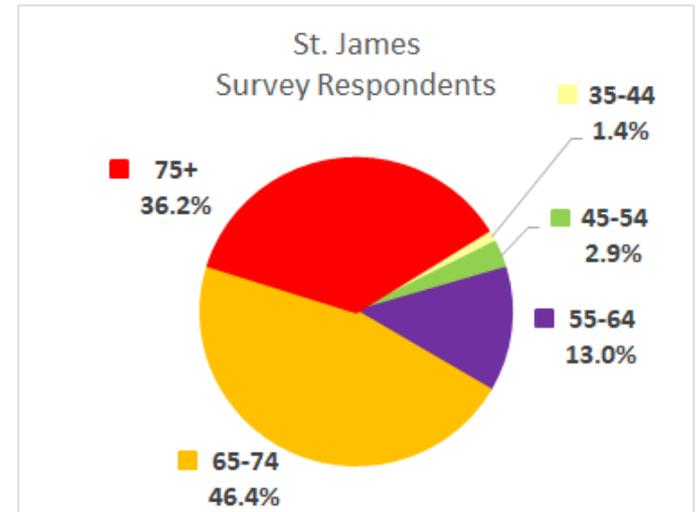
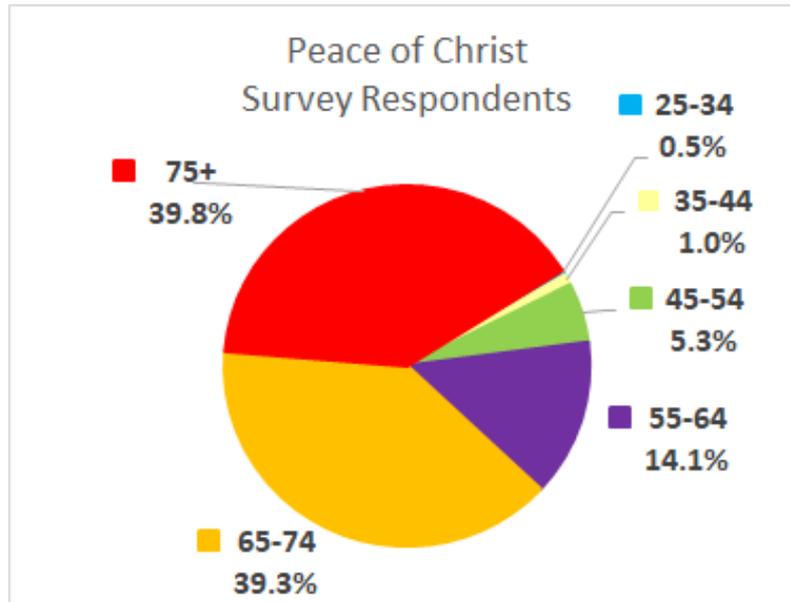
# Age of Respondents

Overall, 79% of the respondents are 65 years old or older.

Respondents from St. Ambrose and St. James tend to be older than those from St. John as 81% and 83%, respectively, are at least 65 years old.

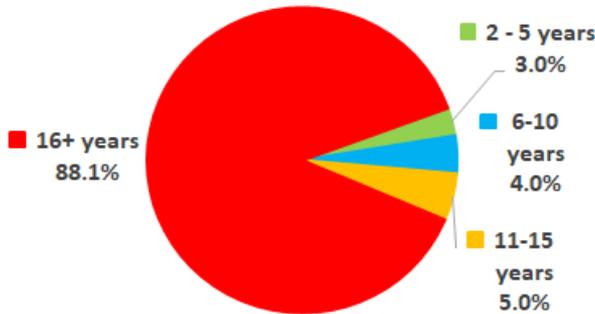
St. John has the largest percentage (25%) of respondents who are under 65.

\*This skew toward an older population should be kept in mind when considering the rest of the survey results. The results may resonate with the older POC members but may not accurately portray the sentiments of POC members as a whole.



## Loyalty to POC

Respondents' Years in Parish



Respondents are extremely loyal to POC. 88% have been a member of the parish for over 15 years and are proud of it. Besides checking the “16+ years” box, many indicated the specific number of years that they’ve been parishioners.

## HH Size/ HH Number Attending Mass

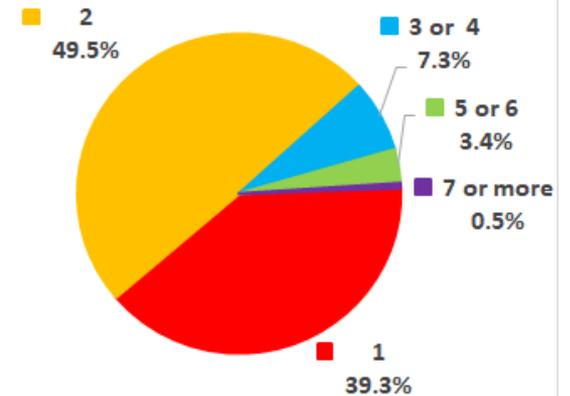
89% of respondents live in HHs having 1 to 2 people. Yet, the number attending mass tends to be less than the number in their HHs.

For example, 50% of those surveyed live in a 2-person HH, but only 39% have 2 HH members attending mass.

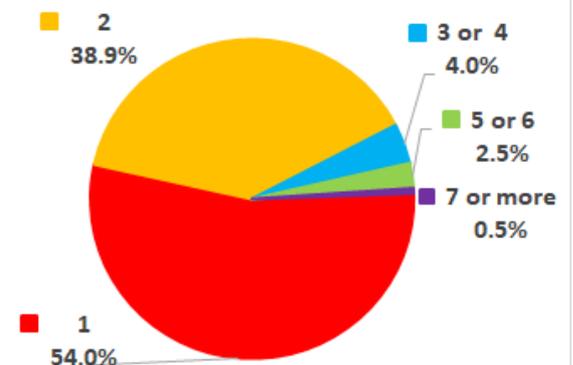
These results are most probably impacted by the majority of the respondents being over 64 years old.

Many indicated that a family member did not attend mass due to health problems.

Household Size of Respondents



Household # Attending Mass



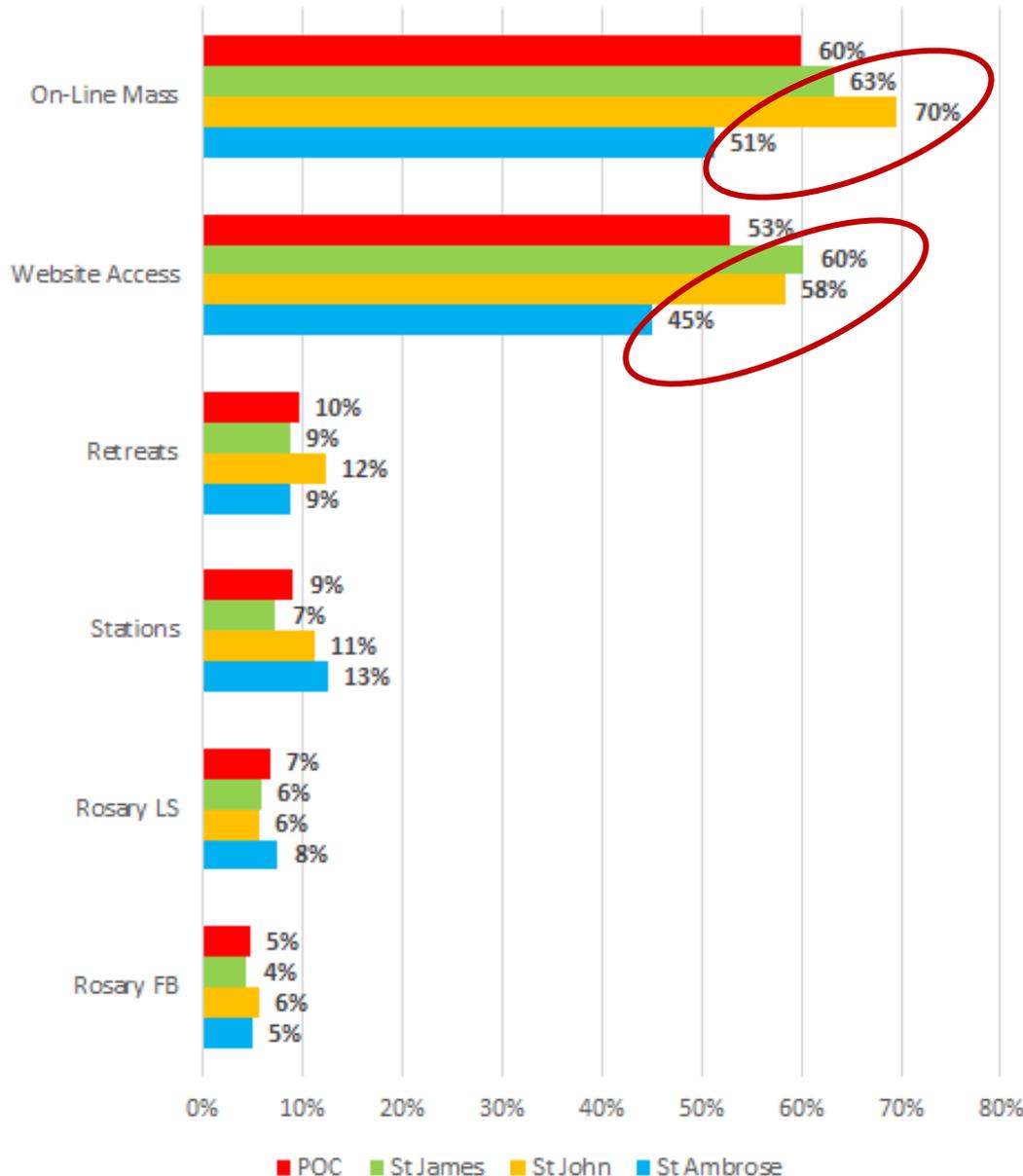
# Using Online Services

Online masses and website access were the top 2 online services used by respondents.

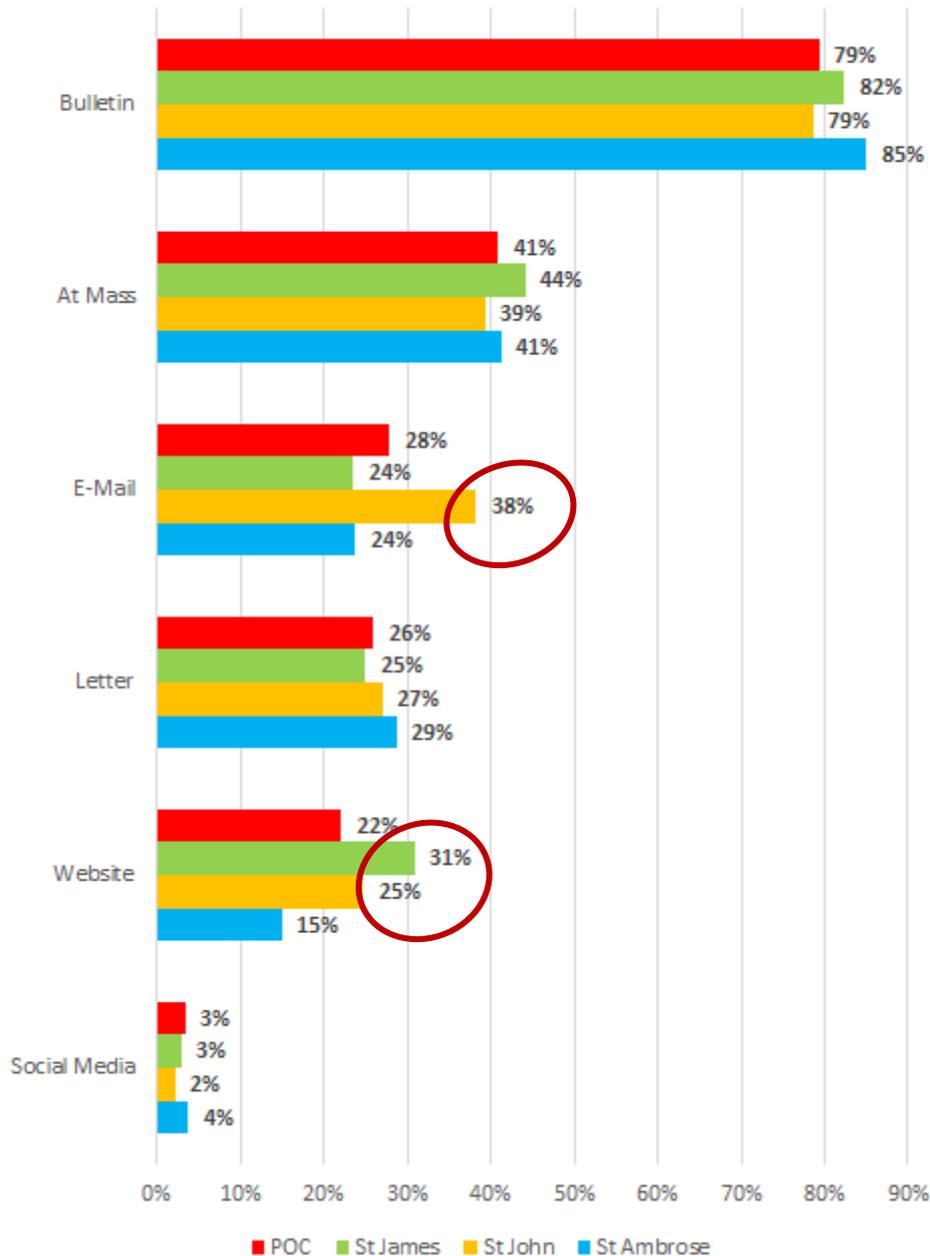
Respondents from St. James and St. John were more likely to take advantage of the top two services than those from St. Ambrose.

St. Ambrose has the highest percentage (45%) of respondents who are 75+ years old. In addition, there were several comments (not necessarily attributable to those from St. Ambrose) about either not having internet access or not being able to connect to online services. Combined, these 2 facts may explain why fewer respondents at St. Ambrose accessed the online masses and website.

Respondents Who Used Online Services



## Respondents' Preferred Communication



# Preferred Communication

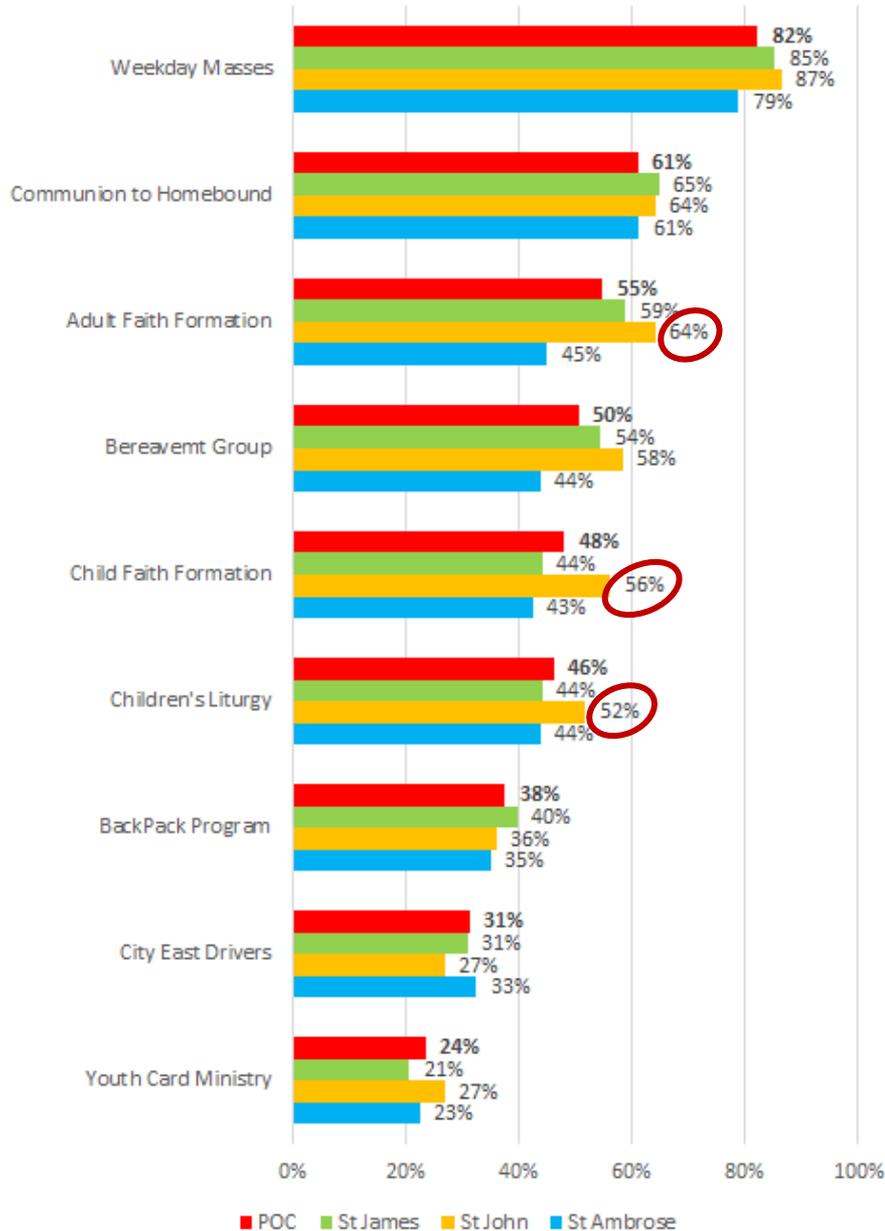
Overwhelmingly, four-fifths of the respondents indicated the bulletin as their preferred method of communication.

Respondents from St. John showed more preference for email communication than those from St. Ambrose or St. James.

Respondents from St. James and St. John are more prone to check for information from the website than those from St. Ambrose.

Again, these differences may be attributable to St. John having younger respondents who may be more tech-savvy than those from the other 2 churches.

## Respondents' Awareness of Programs



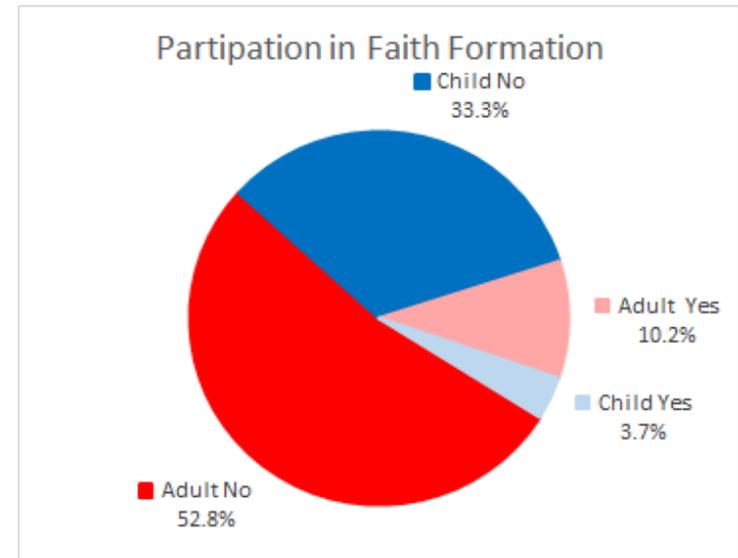
## Program Awareness

40% or more of the respondents are aware of 6 of the 9 programs listed.

Respondents were least familiar with the City East Drivers and Youth Card Ministry programs. This is somewhat surprising as 79% of respondents are seniors, whom these programs target.

St. John respondents are more apt to be aware of Faith Formation programs and Children's Liturgies.

## Faith Formation



The majority of the respondents have not participated in any faith formation programs.

# During the time of Covid Crisis, how did Peace of Christ support you?

<b>Online Services n=109</b>	<b>52.4%</b>
Online Mass	95
Zooming programs	7
Website	4
Streaming funeral	2
Mass TV	1
<b>Negative n=4</b>	<b>1.9%</b>
Figuring out streaming	4
<b>Communication n=33</b>	<b>15.9%</b>
Bulletin availability	17
Knowing POC was there/Responsiveness	6
Good Communication	5
Emails	3
Receiving bulletin by mail	1
Encouragement/connection	1
<b>Negative n=7</b>	<b>3.4%</b>
No communication	4
No one cares/responsiveness	3

<b>Services/Programs n=13</b>	<b>6.3%</b>
Adult Faith Formation	4
Communion to homebound	3
Penance Service	1
Homilies	1
Marriage ceremony	1
Youth Card Ministry	1
Visit with Rob	1
Retreats	1
<b>Covid-Related n=13</b>	<b>6.3%</b>
Following protocol	10
Confident POC would reopen	1
Empathy for priests	1
Automatic donation withdrawals	1
<b>Supportive Faith/Spiritual Materials n=12</b>	<b>5.8%</b>
Prayer Remembrances	4
Word Among Us	4
Prayer booklets	3
Lenten Retreat book	1

Online services were, by far, the top way in which Peace of Christ supported parishioners during the Covid Crisis. More than half of the respondents mentioned at least one online service in their comments, and 95 or 87% of those indicated online masses as the support given.

A distant second support, mentioned by 16% of the respondents, was communication. 17 or 52% of those specifically indicated that they were pleased that the bulletin was available during the pandemic.

These top two topic areas also had some negative comments. There seemed to be frustration surrounding figuring out streaming and concern about a lack of communication or responsiveness. Given the older age of the respondents, this technological frustration is understandable, and perhaps the feeling of “disconnected-ness” stems from sudden reliance on new technology to keep people connected.

# With the challenges we have faced this past year, what ideas do you have that we as a Parish can do to help people feel more connected to our Parish?

<b>Continue Present Activities n=23</b>	<b>11.1%</b>
Keep doing what you're doing	12
Continue online/social media for info	5
Continue online masses	5
No radical changes with new pastor	1
<b>Programming n=19</b>	<b>9.1%</b>
Outreach to elderly or live alone	4
Listening sessions w/Fr Peter & other priests	2
Connecting outside of mass	2
Annual reunion of couples who've gone thru Engagement Counseling	1
Training of active parishioners to approach non-active parishioners	1
Vaccination clinic	1
Charitable projects organized by POC	1
Less orthodoxy - need more relevance to present day	1
Family nights outside St Ambrose	1
More children's activities	1
Faith formation on relevant issues	1
Monthly speakers on relevant topic	1
Social event with no other ulterior evangelization	1
Interviews w/staff & parish council members	1
<b>Communication n=18</b>	<b>8.7%</b>
Maintaining contact with everyone	4
Talk with young people of POC	4
Spread word to try attending all 3 churches	1
Annual letters to parents of recently baptized informing about St Amb Acad	1
Home visits/phone calls to those who haven't returned	1
Regular email communication	1
Reach out to bereaved	1
More frequent communication	1
Contact by mail	1
Weekly updates online	1
Invite parishioners to subscribe to Social Ministry newsletter list	1
Knowing you're there	1

<b>Return to Pre-Covid Activities n=16</b>	<b>7.7%</b>
Restart coffee hours	7
Get back to normal on Sundays	5
Choir In Person	1
Greeters in church	1
Resume social activities	1
Sing in church	1
<b>Concerns n=6</b>	<b>2.9%</b>
More caring parishioners	1
Question having 3 churches	1
Accept all people	1
Elderly with no online access	1
More caring about bereaved & sick	1
Another PA	1
<b>Parishioner Involvement n=5</b>	<b>2.4%</b>
Involve families	2
Call on less active parishioners	1
Grow membership through dynamic neighborhood interaction	1
Use volunteers	1
<b>Homilies n=4</b>	<b>1.9%</b>
Homilies need to be more relevant - Watch Franciscans	2
Instructions in homilies about how to pray	1
Homilies more uplifting/less depressing	1

11% of the respondents expressed satisfaction with POC's current activities while 8% wished to return to pre-Covid activities.

9% suggested additional programs or services for POC to consider.

Another 9% stressed the importance of communication – especially with specific segments of the POC community.

Between 2% and 3% wanted a more caring community, more parishioner involvement, or relevant, uplifting homilies.

# What is the most important thing that our Parish can provide to you?

<b>Worship n=64</b>	<b>30.8%</b>
Mass	33
Sacraments	7
Vibrant mass w/music & song	5
Communion	4
Penance	3
Prayers	2
Daily mass	2
Funerals	2
All online services	1
Weekly inspiration	1
Accessible eucharistic liturgy	1
Blessing of sick	1
Garden mass	1
Meaningful worship	1
<b>Place/Culture/Mores n=46</b>	<b>22.1%</b>
Sense of community/fellowship	22
Welcoming place for sacraments	6
Support	5
Consistency/Maintain present culture	3
Being there	3
A family	2
Love for each other	2
Relationships	1
Moral compass	1
Providing haven from turmoil in world	1

Worship services, a sense of fellowship and support, and spiritual guidance were the top 3 areas that respondents felt were most important for POC to provide.

The one negative comment under the topic of spiritual guidance surrounds POC using canned programs. Respondents are searching for more personal connections as is evident under the topics of places/culture/mores and communication.

<b>Spiritual Guidance/Faith Formation n=28</b>	<b>13.5%</b>
Spiritual support	8
Spiritual growth	7
Faith Formation	6
Homilies	2
Spiritual support via homilies	1
Bible study	1
Understanding of Cath doctrine	1
Deeper understanding of Jesus' teaching	1
Example from priests/role model	1
<b>Negative n=1</b>	<b>0.5%</b>
Doesn't like canned programs	1
<b>Needs/Concerns n=21</b>	<b>10.1%</b>
Keep school open	3
Communion to homebound/home visits	3
Socializing w/parishioners	3
Support for dying family member	2
Do not close	2
Daily mass at same time each day	1
Opportunities to serve parish	1
Support for pet loss	1
Family-oriented activities	1
Opportunities to serve outside church with social/charitable activities	1
More liberal - less conservative	1
Multiple masses at different times	1
No help for Bishop's politicizing faith	1
<b>Communication n=4</b>	<b>1.9%</b>
Letters should be caring & more personal	1
Keep email connections	1
Continued communication	1
Bulletins	1
<b>Praise n=1</b>	<b>0.5%</b>
All great things you've done	1

# Let us know any additional thoughts you might have.

Satisfaction/Praise/Gratitude n=16	7.7%
Love what you're doing	1
As a 35-year parishioner, I'm quite satisfied	1
Love this parish; it has been home to me and my	1
Happy that POC Parish has always an open & loving support in the community	1
Thanks to staff & volunteers for all you've done in past year.	1
Thanks for weekly bulletins. I'm homebound.	1
You're doing a great job. Keep it up!	1
Keep up good work you're doing	1
Like that we do activities with neighboring	1
Everything you're doing is good. We are growing older and don't take an active role like we used to	1
Thanks for all you do	1
You're all in my prayers. Thanks for all you do	1
POC is wonderful parish	1
So glad we didn't lose any staff	1
Although we moved, the parish still feel like home	1
Coffee hour is always a nice way to chat with others	1

Thoughts about Fr. Bob n=4	1.9%
Fr Bob difficult to replace	1
Fr Bob will be missed	1
Fr Schrader has done a wonderful job	1
I wish the best for Fr Schrader on his retirement	1

Suggestions n=12	5.8%
Question about ushers' ability to handle medical emergencies. COTA has volunteer program that might work for us	1
Contact/call parishioners who can't attend services	1
Reach out to couples who have married in parish in past 5 to 10 years	1
Keep on trying to get parishioners to pay their fair share.	1
As a choir member/cantor, I'd like to get back to singing in masses. Hope this will happen soon.	1
More involvement with youth in choir	1
The parish needs to focus on being more dynamic & attracting a younger population	1
Stay open, be supportive & consistent	1
Keep St John open. Many life milestones occurred at St John	1
Need 1 more PA to reach out to all parishioners at mass and those at home	1
Offer parishioners option to include deceased family members' names & relationships in bulletin or during intentions at mass - esp when funeral was at different parish	1
Keep programs going	1

Programs/Services/Faith Formation n=5	2.4%
Evening classes/programs on zoom	1
Spiritual teachings on what Truth is and how we live it in the midst of today world	1
Information on how to make confession	1
Are there any support services for families in crisis?	1
Please develop bereavement support	1

Miscellaneous n=3	1.4%
Attends daily mass at other churches	1
What social justice or outside organizations do you actively participate in?	1
New visitors can learn about the power of faith in God	1

Criticism n=7	3.4%
Less singing at mass. Thinks more people will say prayers instead of sing them	1
Start caring	1
Upset about no communication re palm distribution	1
Can we cut back on books for Confirmation? We used 5 in last group. I think it's just too many for teens to work with & still do school work	1
When I attend mass, I need to leave the world we live in behind. That's no help to me to live as a Christian. Our bishop only makes matters worse so the gap is too wide	1
I really don't like being ignored by the clergy as I've attended mass at POC for 10+ years. It seems like only time they acknowledge a lot of people is when they're looking for money.	1
Very difficult to have "all are welcome" mentality	1

Concerns n=5	2.4%
If parish or masses get conservative with new pastor, I'll have to go elsewhere. Cassocks are pre-Vatican II	1
I expect our parish will need to consolidate as headcount & revenue decline	1
At St James, I don't touch thermostat and I don't turn fans on	1
Tremendously difficult time to be Catholic w/priest pedophilia	1
Our church needs dramatic change	1

Thoughts about Fr. Peter n=4	1.9%
Need to make Fr Peter feel welcome	1
Concerned about theological orientation of new pastor and stories circulated about him	1
My prayer is mutual welcome, acceptance, & collaboration by new pastor & parishioners	1
Hope we'll maintain our spirit with new pastor	1

Surprisingly, similar numbers of positive, neutral, and negative comments were given. The positive remarks (green) mostly expressed satisfaction and gratitude for POC and its performance over the past year.

The "neutral" comments (yellow) offered ideas for improvement and growth. Many of the suggestions seem to deserve discussion. Acting on some of these items now could prevent future criticism.

The negative remarks (red) contain 1) criticisms of specific issues that may have attainable solutions and 2) concerns that are more global and not readily solvable.

A handful of comments (orange) contained thoughts about Fr. Peter. While a couple were neutral, others were negative. This combination of comment type is often seen when respondents are dealing with change and uncertainty.

# Summary

- 208 or 15% of registered parishioners completed the survey. A relatively equal percent of responses came from each church, and loyalty to one church was evident.
- The majority of the respondents were women, age 65 or older, and loyal to POC. This skew toward an older, female population should be kept in mind. The results may resonate with older POC members but may not accurately portray the sentiments of POC members as a whole.
- Online masses and website access were the top 2 online services used by respondents.
- Respondents from each church preferred different methods of communication, suggesting that various forms of communication should be used for each event to reach the most parishioners.
- Respondents were aware of most programs that POC offered. The Youth Card Ministry, City East Drivers, and Back Pack Program were the least known and need more publicity.
- A lack of participation in Faith Formation existed among respondents. Age of respondents, program timing, the pandemic, and inadequate communication could all explain the low participation rate.
- During the pandemic, POC best supported parishioners by providing online services.
- Worship services, a sense of fellowship and support, and spiritual guidance were the top 3 areas that respondents felt were most important for POC to provide.
- The numerous suggestions – especially surrounding programming and services – gathered in the 4 open-ended questions provide parish staff and council with low-hanging fruit to explore and implement.