



**St. Joseph Mareello
Parish Survey Results**

July, 2019

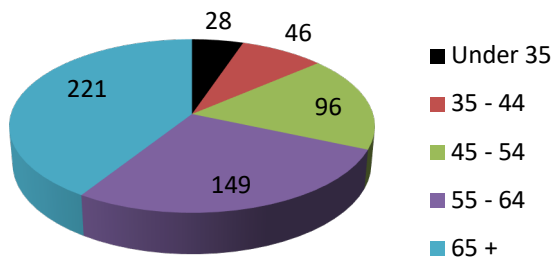
Part I: Background

In March 2019, St. Joseph Mareello parish conducted a survey to determine which facets of our parish are most valued and to measure the levels of satisfaction overall and with respect to various aspects of parish life. A copy of the survey questions and the resulting responses (excluding comments) can be found on the parish Web site.

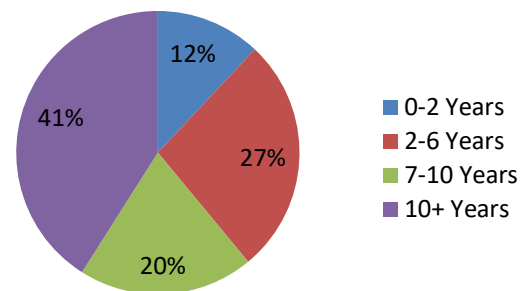
- The first section of the survey asked a series of demographic questions, such as age, gender, marital status, number and ages of children living at home, Mass attendance, length of time as a parishioner, and other similar questions.
- There was a section that asked respondents to rate their overall satisfaction with the parish and with various aspects of parish life
- There was a section that asked respondents to indicate the level of importance associated with various facets of parish life and to name their top three priorities
- In addition, participants were asked, how likely they are to recommend others to join the parish, how important it is for them to have a say in important decisions affecting the parish, the degree to which they feel they have a say, and to rank the parish financial priorities.

Note: upon completion, it was discovered that one of the scales may have been confusing and as a result the data from the affected question have not included in any of the reports.

540 parishioners took the survey, and we estimate this represents approximately 50% of the active, adult, parish population. The charts below illustrate the number of respondents by age category and the percentage of respondents according to how long they have been a parishioner.



By Age



By How Long a Parishioner

In addition to responding to the questions described above, respondents were invited to share any comments they might have. A total of 220 respondents (41%) offered comments which were divided into 305 separate remarks, then organized, summarized, and aligned in accordance with the facets and aspects of parish life measured in the survey.

The next section summarizes the results of the survey and identifies nine key themes representing those areas of parish life that are the leading candidates for us to further investigate, develop plans for, and devote our time and resources to.

Thanks to all parishioners who participated and assisted in this important survey!

Part II: Survey Summary & Key Findings

1. Parish Priorities

A. Parish Life

The survey asked parishioners to rate the priority (*None, Low, Some, High, and Top*) they assign to 14 different facets of parish life. The below table lists each facet in descending order of those that were most commonly identified as being **a high or top priority**. The chart also lists how each facet ranked within each age group.

Overall	Facet	%	35-44	45-54	55-64	65+
1	Weekend worship experience	92%	1	1	1	1
2	Supporting parishioners in their hour of need	84%	4	2	2	2
3	Youth faith formation programs	73%	2	3	4	3
4	Community outreach to needy populations	67%	7	4	3	4
5	Adult faith formation programs	61%	8	5	5	6
6	Programs tailored to young families	58%	3	6	6	8
7	Programs tailored to seniors	55%	13	9	9	5
8	Programs tailored to adults	55%	11	8	10	7
9	Improving participation in parish ministries	54%	5	10	7	9
10	Attracting fallen away Catholics and the unchurched	51%	10	13	8	11
11	Weekend hospitality and fellowship efforts	49%	9	7	12	12
12	Programs focused on Catholic social teaching	45%	6	12	11	10
13	Small faith sharing groups	40%	14	11	13	14
14	Parish staffing	40%	12	14	14	13

The survey also asked respondents to identify (in no particular order) their top three priorities among the 14 facets. The below table lists each facet in descending order of the percentage of times it was included among the **top three named priorities**. The chart also lists the rank within each age group and how each facet differed in rank overall, when compared to the above chart.

Consistent with the above overall importance ratings, *Weekend worship*, *Supporting parishioners in their hour of need*, *Youth faith formation programs*, and *Community outreach to needy populations* ranked first through fourth. Introducing the constraint of being able to name only three facets, however, produced some differences in the rest of the rankings. Two facets, *Weekend hospitality and fellowship efforts* and *Attracting fallen away Catholics and the unchurched* ranked significantly higher; while two others, *Adult faith formation programs* and *Programs tailored to adults*, ranked significantly lower.

Overall	Diff	Facet	%	35-44	45-54	55-64	65+
1	--	Weekend worship experience	75%	1	1	1	1
2	--	Supporting parishioners in their hour of need	38%	8	3	2	2
3	--	Youth faith formation programs	36%	2	2	3	3
4	--	Community outreach to needy populations	24%	9	4	4	6
5	+6	Weekend hospitality and fellowship efforts	19%	4	5	8	4
6	--	Programs tailored to young families	18%	3	6	7	9
7	+3	Attracting fallen away Catholics and the unchurched	17%	11	9	6	7
8	-3	Adult faith formation programs	16%	5	8	5	8
9	-2	Programs tailored to seniors	11%	13	14	11	5
10	-1	Improving participation in parish ministries	10%	12	10	10	10
11	+2	Small faith sharing groups	10%	7	7	9	12
12	--	Programs focused on Catholic social teaching	8%	6	13	14	11
13	-5	Programs tailored to adults	7%	14	11	12	13
14	--	Parish staffing	7%	10	12	13	14

B. Financial

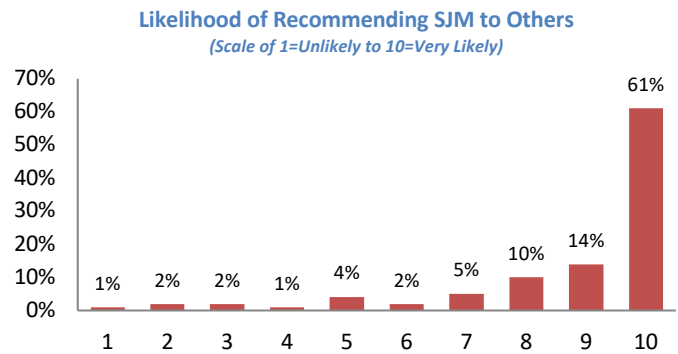
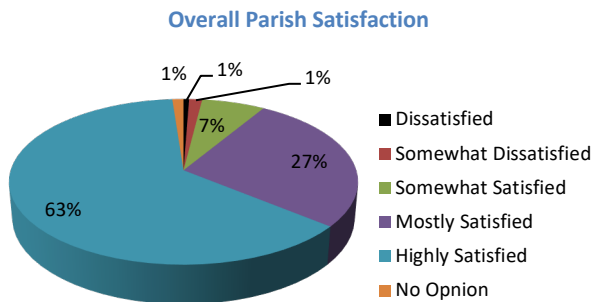
The survey asked parishioners to rank the parish financial priorities. The below table lists the four facets they were asked to rank in descending order of those that were most commonly identified as being the parish’s number one or number two priority. It also lists how each facet ranked within each age group. Note, the results have some inherent limitations owing to the fixed options and lack of trade off or context of the assessment. As an example, many parishioners noted elsewhere the need for more gathering spaces and some may not have related a new church building with the conversion of the existing structure into multipurpose space.

Overall	Facet	%	35-44	45-54	55-64	65+
1	Church and campus repairs & maintenance	67%	2	1	1	1
2	Upgrading to a new kitchen	60%	3	2	2	2
3	Expanding parish staff	50%	1	3	3	3
4	New Church building / converted parish center	26%	4	4	4	4

2. Parish Satisfaction

A. Overall

The survey asked respondents to indicate their overall satisfaction with the parish. **90% of all respondents indicated that they are either highly (63%) or mostly (27%) satisfied.** Those aged 65+ have the highest satisfaction (92%), while the younger demographics are a bit lower, ranging between 85% and 87%.



The survey also asked respondents to indicate how likely it is that they would recommend others to join the parish on a scale of 1 (“unlikely”) to 10 (“very likely”). The above chart on the right illustrates the percentage of respondents who indicated how likely they are to recommend SJM to others. These results were used to calculate the parish’s **Net Promoter Score (NPS)**, a standardized metric used by millions of businesses and organizations to measure how they are perceived by their customers. The NPS for an organization is calculated by subtracting the percentage of those surveyed whose response is in the range of 1-6 from the percentage whose response is in the range of 9-10. Thus, an organization’s NPS can range in value from -100 to +100; a NPS above 0 is considered “good”, 50+ is “excellent,” and above 70 is considered “world class.” **SJM’s overall NPS is 63** and its NPS within each age group narrowly ranges between 62 and 65.

Among the 220 **comments** offered by respondents, nearly one-third represented expressions of appreciation and satisfaction with our parish and with the Oblates of St. Joseph, including observations of feeling welcome and loved, the perception that the parish is well managed and operated and the caring and approachable nature of our priests.

B. Individual Aspects

The survey asked parishioners to rate their satisfaction with 28 individual aspects of parish life. As might be expected given the overall high level of satisfaction, satisfaction was high with most of the individual aspects. For many aspects, however, a high percentage of respondents chose “no opinion”. As a result, the total number of respondents who indicated that they are mostly or highly satisfied was divided by the total number who indicated that they are dissatisfied, somewhat dissatisfied, or only somewhat satisfied, in order to create an “index” that was then used to rank the various aspects.

The below table lists all 28 individual aspects ranked according to the calculated index. It also shows the percentage of respondents that indicated for each aspect whether they are highly, mostly, or less than mostly satisfied (i.e. dissatisfied, somewhat dissatisfied, or somewhat satisfied), or have no opinion. It is important to note that the indices are relative. For example, an index of 4.0 means that 4 times as many respondents indicated that they are mostly/highly satisfied vs. those who are dissatisfied or only somewhat satisfied. Accordingly, even the lowest ranked aspects still had relatively high levels of satisfaction.

	Aspect	Index	Highly	Mostly	< Mostly	No Opinion
<i>Most Satisfied</i>	Weekend Mass and Liturgy that lead me closer to Christ	10.6	57.3%	31.5%	8.4%	2.7%
	A place of worship where I feel God's presence	10.4	68.6%	21.4%	8.6%	1.4%
	Communication of parish news in a timely and easily accessible manner	7.7	59.7%	25.3%	11.1%	4.0%
	Use of Audiovisual aids to help me participate in Mass	7.0	51.6%	25.9%	11.1%	11.5%
	Sacramental preparation programs that prepare participants for full membership in the Church	6.1	33.0%	15.4%	8.0%	43.6%
	Homilies that are thought provoking or inspiring	6.0	54.9%	30.2%	14.1%	0.8%
	Teachings that help me apply my faith in daily life	5.7	40.6%	30.5%	12.5%	16.3%
	Accessibility of parish leadership	5.5	44.0%	27.6%	13.1%	15.3%
	A parish environment that is open and welcoming for new members	5.4	48.9%	31.7%	15.1%	4.3%
	Quality of music	4.6	53.6%	27.3%	17.6%	1.6%
	Encouragement of parishioners to engage in parish ministries that match their strengths and passions	4.4	41.3%	30.2%	16.1%	12.5%
	An environment that encourages and supports me to invite new people	4.3	44.8%	28.7%	17.1%	9.4%
	Programs that introduce Christ to all	4.2	40.3%	31.8%	17.2%	10.7%
	Support for parishioners in their hour of need (those who are sick, have lost loved ones, have lost their jobs, etc.)	4.2	31.3%	23.0%	12.9%	32.7%
	Level of staffing for parish administration and maintenance	3.9	35.6%	24.5%	15.4%	24.5%
	Adult faith formation programs that deepen a relationship in Christ	3.9	32.9%	22.6%	14.3%	30.3%
	Schedule for Reconciliation	3.5	24.7%	28.4%	15.3%	31.6%
	Youth faith formation programs that reach younger parishioners.	3.2	25.2%	16.9%	13.3%	44.5%
Regularly praying for one another	3.2	42.3%	27.0%	21.8%	8.9%	
Small group meetings where parishioners can share in their faith	2.8	23.4%	19.4%	15.4%	41.8%	
Communication regarding the financial status of the parish	2.8	36.1%	25.0%	21.6%	17.4%	
An environment where parishioners feel responsible for one another's well-being	2.7	33.0%	31.6%	23.9%	11.5%	
How the parish fosters a sense of belonging	2.6	38.5%	29.9%	25.9%	5.7%	
Support for those in our community who are in need of help (the homeless, the hungry, etc.)	2.6	29.0%	25.4%	20.6%	25.0%	
Providing a Catholic view on current issues	2.3	29.9%	30.9%	26.1%	13.0%	
Providing opportunities for parishioners to become involved with social justice issues which the Church supports	2.2	24.0%	22.4%	20.8%	32.7%	
Opportunities for people to socialize together	2.2	29.7%	32.7%	28.5%	9.1%	
Parishioners who go out of their way to connect with people they do not know	1.4	26.5%	28.3%	38.1%	7.1%	
<i>Least Satisfied</i>						

The below table organizes the above aspects according to the five major areas of parish life, ranked according to their satisfaction index. The table also cross-references, as applicable, related facets and how they rank among the top three named priorities. Doing so helps to highlight areas, such as *youth faith formation*, that rate relatively high in importance, yet lower in satisfaction; and that, as a result, represent a good starting point for further discussion and consideration.

Satisfaction		Importance	
Aspect	Index	Facet	Rank
Worship & Sacraments			
Weekend Mass and Liturgy that lead me closer to Christ	10.6	<i>Weekend worship experience</i>	1
A place of worship where I feel God's presence	10.4		
Use of Audiovisual aids to help me participate in Mass	7.0		
Homilies that are thought provoking or inspiring	6.0		
Quality of music	4.6		
Schedule for Reconciliation	3.5		
Discipleship & Faith Formation			
Sacramental preparation programs that prepare participants for full membership in the Church	6.1		
Teachings that help me apply my faith in daily life	5.7		
Adult faith formation programs that deepen a relationship in Christ	3.9	<i>Adult faith formation programs</i>	8
Youth faith formation programs that reach younger parishioners.	3.2	<i>Youth faith formation programs</i>	3
Small group meetings where parishioners can share in their faith	2.8	<i>Small faith sharing groups</i>	10
Providing a Catholic view on current issues	2.3		
Welcoming and Caring Community			
Support for parishioners in their hour of need (those who are sick, have lost loved ones, have lost their jobs, etc.)	4.2	<i>Supporting parishioners in their hour of need</i>	2
Regularly praying for one another	3.2		
An environment where parishioners feel responsible for one another's well-being	2.7		
How the parish fosters a sense of belonging	2.6	<i>Weekend hospitality & fellowship efforts</i>	5
Opportunities for people to socialize together	2.2		
Parishioners who go out of their way to connect with people they do not know	1.4		
Evangelization & Outreach			
A parish environment that is open & welcoming for new members	5.4	<i>Attracting fallen away Catholics and the unchurched</i>	7
An environment that encourages & supports me to invite new people	4.3		
Programs that introduce Christ to all	4.2		
Support for those in our community who are in need of help (the homeless, the hungry, etc.)	2.6	<i>Community outreach to needy populations</i>	4
Providing opportunities for parishioners to become involved with social justice issues which the Church supports	2.2	<i>Programs focused on Catholic social teaching</i>	12
Stewardship & Infrastructure			
Communication of parish news in a timely and easily accessible	7.7		
Accessibility of parish leadership	5.5	<i>Parish staffing</i>	13
Encouragement of parishioners to engage in parish ministries that match their strengths and passions	4.4	<i>Improving participation in parish ministries</i>	10
Level of staffing for parish administration and maintenance	3.9	<i>Parish staffing</i>	13
Communication regarding the financial status of the parish	2.8		

3. Key Results for Further Discussion and Consideration

Worship

The survey results clearly indicate that parishioners by a wide margin consider *Weekend worship* to be our topmost priority. This outcome is consistent with the belief that the priority for any parish ought to be about preparing for and celebrating the Sunday Eucharist and making it the best possible experience for the maximum number of people. The survey also indicated that 80% of parishioners are mostly or highly satisfied in general and with respect to specific aspects related to weekend worship. Comments offered by respondents in some cases identified specific facets that they believe represent opportunities for improvement.

Welcoming and Caring Community

Survey respondents rated this facet very high in importance, with *Supporting parishioners in their hour of need* and *Weekend hospitality and fellowship* ranking 2nd and 5th respectively when it came to identifying our top three parish priorities. The survey indicated very mixed results, however, with respect to satisfaction. Respondents indicated relatively high levels of satisfaction with two aspects: a *Parish environment that is open and welcoming for new members* and an *Environment that encourages and supports inviting new people*. Yet, parishioners indicated very low levels of satisfaction (relatively speaking) with respect to several other facets of being a welcoming and caring community:

- *Providing opportunities for people to socialize together*
- *Going out of our way to connect with people we don't know*
- *How the parish fosters a sense of belonging*
- *Fostering an environment where we feel responsible for one another's well-being*
- *Regularly praying for one another.*

Comments offered by respondents echoed the high level of importance placed on fellowship and the need to offer opportunities where parishioners can get to know one another, feel like they belong, have space where people can socialize, and learn and share their faith with one another.

Youth Faith Formation

Survey respondents rated this facet high in importance, with *Youth faith formation programs* ranking 3rd overall and 2nd or 3rd across all age categories with respect to our top three parish priorities, reflecting a parish-wide held belief that our future is in our youth. Although the survey was not structured to distinguish among the high school, middle school, and K-5 programs, respondents indicated a medium level of satisfaction (relatively speaking) with our youth faith formation programs overall.

From the comments, it appears the overall level of satisfaction is largely driven by the Edge middle school program. By comparison, the high school ministry is viewed by respondents who provided comments as needing improvement. Specifically, parishioners highlighted the need for an improved program including social interactions. Some parents remarked that teens who were eager to attend Edge have lost their interest, that the teen programs need to be a parish priority, and that we need to do a better job of engaging teens with the parish and their faith.

Community Outreach

Survey respondents rated this facet high in importance, with *Community outreach to needy populations* ranking 4th overall and 3rd or 4th in nearly every age category with respect to our top three parish priorities. Satisfaction with the *Support we provide those in our community who are in need of help* ranked lower (with 21% of all respondents indicating they less than mostly satisfied), although the relatively high percentage of people who had no opinion may also reflect a communication gap with respect to an awareness of all those efforts that the parish currently supports. The comments reflected the sense that we should be doing more in this area, given we are blessed to be a wealthy parish and to have parishioners with great talents. Similarly, satisfaction was relatively low with respect to *providing opportunities for parishioners to become involved with social justice issues which the Church supports*, particularly among 35-44 and 65+ year old parishioners.

Young Families

Survey respondents rated this facet relatively high in importance, with *Programs tailored to young families* ranking 6th overall, 3rd among 35-44 year-old parishioners, and 6th or 7th among older parishioners in regards to our top three parish priorities. The survey did not afford an opportunity for parishioners to rate their level of satisfaction with this aspect of parish life. Comments, however, echoed the survey findings regarding the importance of this aspect, with several respondents remarking that we need young families to keep our energy going, indicating that we have the potential to be doing more for them, recommending that we focus on getting them connected to one another and to parish life, and suggesting more parish-sponsored family programs and activities.

Evangelization

Survey respondents rated this facet somewhat high in importance, with *Attracting fallen away Catholics and the unchurched* ranking 7th overall with respect to our top three parish priorities. Respondents indicated a medium level of satisfaction regarding *Programs that introduce Christ to all*, except among 35-44 year old parishioners who indicated they are significantly less satisfied. A few respondents commented that they'd like to see us do more to bring Christians and non-Christians closer to God, including reaching out to other Christian denominations; while a few others expressed concerns about losing our Catholic identity in becoming more seeker friendly, believing that doing what Catholics do, and doing it well, is what will attract people to our community.

Catholic Perspective

This is a cross-cutting theme that surfaced in several areas. Although the importance of this facet of parish life was not directly measured in the survey, respondents indicated that their level of satisfaction with respect to *Providing a Catholic view on current issues* is relatively low, with 26% of all respondents indicating they are to some extent dissatisfied or only somewhat satisfied. A few respondents commented on their desire to focus on what makes us distinctly Catholic, preserve traditional liturgical practices, and tap into the rich tradition of Catholic prayers and music.

Stewardship

Greater than 90% of parishioners indicated that is somewhat to very important for them to have a say in important parish decisions; yet only two-thirds somewhat to strongly agreed when asked if they feel like they actually have a say in such decisions. *Improving participation in parish ministries* ranked 10th overall with respect to our top three parish priorities, while respondents indicated a medium level of satisfaction with *Encouragement of parishioners to engage in parish ministries that match their strengths and passions*. Several respondents in their comments indicated a desire to see more people and newer faces get involved with volunteering and noted the need for us to be more encouraging and proactive in personally asking people to help out.

Parish Staffing and Facilities

Survey respondents rated *Parish staffing* relatively low in importance, ranking it 14th with respect to our top three parish priorities; 35-44 year old respondents ranked it somewhat higher, however, and also ranked expanding the parish staff as their top parish financial priority. Respondents indicated a relatively high level of satisfaction with the *Accessibility of parish leadership* and a medium level of satisfaction with the *Level of staffing for parish administration and maintenance*, although several commented that the pastor could use more help and that we need more staff to maintain our facilities and grow / better serve our ministries.

There were a large number of comments regarding our *parish facilities*. Several respondents remarked that the facilities are not being properly maintained and that we should hire a professional janitorial / maintenance service to keep them in good repair and condition. Other respondents commented on how much they appreciate the smaller feel of our church and expressed reservations about building a bigger church. Several noted the need for a full kitchen to support all of our events and activities and a desire for a place for us to gather together after Mass (with one suggesting that we keep the church as is and build a large activity center to host our social activities).