

## Envision Readers Survey

*A client satisfaction survey was conducted December 1-10, 2010 using Survey Monkey online to evaluate the Envision newsletter, now completing its first year in redistribution. Ninety-four (94) total responses were received, with 78 respondents completing the full survey. This represents 30.4% of our distribution list (310). Of the 94 respondents, 50 parishes were identified, from all 9 deaneries in the diocese; additionally represented were 6 respondents from outside the diocese. Outlined below are the total results for all categories.*

### 1. Do you read the Envision? If yes, how do you read it?

Answered question: 92 / skipped question: 2

Response	Percent	Count
Online	75.0%	69
Print/hardcopy	25.0%	23

### 2. If not, please explain why not.

Answered question 4 / Skipped question 90

Responses:

- Just discovered that it was back in print.
- Just started to receive emails.
- I try... times are busy
- I also print a hard copy for future reference.

### 3. Please rate the following statements.

Answered question: 91 / Skipped question: 3

1 = "Excellent"    3 = "Average"    5 = "Poor"

Question	Excellent	Above Average	Average	Below Average	Poor	N/A	Rating Average	Count
The timeliness of the content.	26.4% (24)	53.8% (49)	19.8% (18)	0.0% (0)	0.0% (0)	0.0% (0)	1.93	91
The format is user friendly.	31.5% (28)	52.8% (47)	11.2% (10)	4.5% (4)	0.0% (0)	0.0% (0)	1.89	89
The resources are relevant and helpful.	35.2% (31)	48.9% (43)	13.6% (12)	1.1% (1)	1.1% (1)	0.0% (0)	1.84	88
The content addresses my questions and concerns.	18.7% (17)	46.2% (42)	28.6% (26)	1.1% (1)	2.2% (2)	3.3% (3)	2.19	91
Keeps me informed of upcoming changes.	36.3% (33)	45.1% (41)	17.6% (16)	1.1% (1)	0.0% (0)	0.0% (0)	1.84	91
Inspires me about my ministry.	19.3% (17)	36.4% (32)	34.1% (30)	4.5% (4)	2.3% (2)	3.4% (3)	2.32	88
Provides for my spiritual development.	11.4% (10)	37.5% (33)	33.0% (29)	10.2% (9)	3.4% (3)	4.5% (4)	2.55	88
Provides for my professional development.	16.9% (15)	46.1% (41)	28.1% (25)	3.4% (3)	2.2% (2)	3.4% (3)	2.26	89
Overall length.	21.1% (19)	38.9% (35)	33.3% (30)	5.6% (5)	1.1% (1)	0.0% (0)	2.27	90
Overall, how do you rank the newsletter?	24.4% (22)	56.7% (51)	17.8% (16)	1.1% (1)	0.0% (0)	0.0% (0)	1.96	90

#### **4. What should we improve about the Envision? (Please be specific. For example, do you want the newsletter to provide something more than announcements of programs?)**

Answered question: 50 / Skipped question: 44

##### Too lengthy; cut length: (13 related responses)

- You can't put too much information or it would be overwhelming but it would be helpful to include more links if reader would like more information
- Articles are lengthy, and a little wordy, but in some cases, I guess that's necessary.
- It is very long and I have to admit that I don't read all of it.
- It is very lengthy. I would prefer it to be shorter.
- The main article should not be so long. Maybe instead put a description of the content and then a link to the longer article.
- There's an awful lot to read.
- Make the articles briefer, tighter editing and bolder layout. Personally, I think it would be great if it could come out every two weeks and be created with the goal of having it be read in less than 20 minutes. Many of us are already way behind reading our journals.
- Use as an email. Shorter bi-monthly
- A more "user friendly" layout - more of a Newsletter type and concise information setup
- That each page would fit on the screen. I have to scroll down to read everything on the page.
- The length is a little long and online it gets a little awkward
- On-line version could be sent twice as often and be half as long.
- It could be shorter or perhaps twice a month.

##### Improve the technical aspects: (4 related responses)

- It's the technical part of viewing Envision. I went to the website to view it, which I had not done before. I hate to keep readjusting the settings. Every time I advanced a page, I would have to reset the % at which I was viewing it. So far, I am not impressed with flipbook server.com. Must be a Bill Gates design. He reads it like that, so you will, too.
- Continue to offer both hard copy and electronic format newsletters. However, have the electronic version different, in such a way that it employs web 2.0 technology like inviting reader posted responses, such as wiki or blog type dialogue. Such responses from diocesan professional catechetical leaders and ministers can help form deeper connections among professional community, and promote healthy professional community discussion and formation.
- Reading on line with columns a pain
- A feature that would enhance user ease for me is a front page side panel with links to the various departments/topics: RCIA, Youth Ministry, Catechists, etc. After having scanned the full document it would be much easier to reference a TOC to get back to areas of specific interest rather than scrolling through again.

##### Strengthen the spiritual/professional development: (7 related responses)

- Include articles on development: spiritual, leadership, ministry, etc.
- Provide articles for spiritual development, plenty of competent writers available.
- Some reflections to meditate or about the seasonal Liturgical time, e.g. Christmas, Eastern, Lent, etc. that help us and we can share with others.
- I would like to see articles or pressing issues shared (that I may not be aware of in the many other publications available) i.e., if there is a theme we are focusing on for the season, a correlating prayer reflection would be nice

- If there were articles that addressed real issues we face or challenging us to grow.
- Yes, it could be a little more inspirational.
- Reprinting articles of note from other publications may be helpful.

Just keep it as a newsletter for program announcements, etc.: (7 related responses)

- I look to it primarily for announcements; however, formation might be good, but put it in a separate section so that I know how to get what I need quickly (announcements, updates, opportunities, etc.)
- It asked how it affected my spirituality - pretty much I see it as a magazine for letting us know what's happening in the diocese, and that is good. Not sure that it needs actual articles, maybe small ones, just a good thought to ponder.
- It is a newsletter and as such it should address news items announcements changes events etc
- Earlier on information
- Perhaps released a little earlier. It's nice to have time to notify some who don't get it electronically, or discuss the calendar ahead of events.
- More program announcements would be helpful.
- Not much room for improvement, maybe a little more emphasis on new resources and very good resources

Further develop section on news from parishes: (4 related responses)

- Provide/include for those of us who minister in small rural parishes.
- News from parishes in the diocese
- I would like to see some articles by different parishes on particular things they do that are helpful, or really work.
- I would suggest that parishes submit their own programs to Envision and thus open up the options for further faith formation... It would be good for parishes and parish leadership to communicate programs in neighboring parishes...

Other sections to include: (5 related responses)

- Would like to see Worship included.
- Maybe add some information about the state of the Catholic Schools and what is going on with them?
- Job opportunities
- News from Vatican.
- Could the Envision also share the priestly appointments, if they are available prior to publication?

As a resource for catechists: (5 related responses)

- I send the newsletters to my catechists so they have access to all the classes. Could there be a column for catechists with ideas or background info on topics just for them?
- Hands on ideas or materials would be helpful for sacraments or parish programs
- Provide more encouragement of catechists toward certification.
- I would appreciate much more information at the elementary level of Faith Formation.
- Offer more programs for our catechists locally in the winter months

Always room for improvement

- Always room for improvement

No need to improve: (6 related responses)

- I enjoy the content as it is.
- Meets the needs already.
- I am most pleased with the information contained in Envision. It is timely, to the point, and factual.
- I am happy with the layout and information as is.
- Not sure. . .very grateful to have it back.
- It is fine and useful as it is now. I do not think a print edition is necessary, though some may.

**5. With regard to the Envision, what do we do well?**

Answered question: 57 / skipped question: 37

Staying informed: (21 related responses)

- Keeps us up to date.
- It is loaded with information, so that means you are gathering information and getting it into a very readable compendium.
- Upcoming diocesan events are advertised in a timely and clear manner.
- It collects news of resources and offering in one place, where catechetical leaders can go and become informed about what is happening throughout the diocese.
- I really like the fact that the Calendar of Events is posted for events that are planned for 4, 6, even 8 months out. I like reading about what other parishes are doing.
- Informing of events.
- Provide timely information about upcoming events and opportunities for professional/ spiritual growth and programs for catechists.
- Information about upcoming events.
- Great with upcoming events, I feel like it keeps me in the loop with what is going on around the diocese, state, and nation.
- Share what's happening in other parishes, what to look forward to in coming weeks and months, keeping people up to date with newcomers to parish staffs.
- It is extremely informational to me. Being a new DRE, I need the Envision.
- Keeps me informed of upcoming programs and events.
- Love all of the events and upcoming things
- I love all the upcoming dates of different activities with links for more information online.
- Keep us up to date - events in the diocese and professional opportunities.
- Announce upcoming opportunities.
- Announcing upcoming events.
- Timely information.
- Very informative, timely.
- Inform the customers of current events in the diocese.
- Great job on keeping us updated on what the Diocese is doing and offering as well as offering a fair representation of other parish events.

Solid content, good format: (25 related responses)

- Content and set up of the content.
- Articles are well written and informative.
- Format is very good...love it on line.
- I love the layout - I love the online capability.

- I think everything is well done. Very informative and attractive presentation.
- Lay out (e.g. calendar at the sidebars, including pictures, etc).
- It is clear and concise with the details of the events available.
- Encompass a wide variety of topics.
- Color
- Covers a wide area of information. Especially nice to hear about event in other parishes.
- I think that the format and the information that comes through this resource is valuable to know what is going on in the diocese and what is being offered in other places.
- It's practical.
- Format
- Format and timely information
- Inform
- Article lay-out is excellent and articles are timely.
- I love the collection of events all in one place. This makes for easy distribution to the staff and catechists.
- Identify various activities happening throughout the diocesan office and diocese. Information regarding staff changes within parishes, retirements, etc.
- Provide information without wasting a lot of postage.
- The layout is very nice, it is easy to read, even online, you are giving good information on the different events and seem to cover all areas well.
- I find the articles very interesting and done well.
- Good, specific coverage of topic and opportunities.
- The content is relevant.
- It is short and sweet. A lot of us are busy and you manage to give us the highlights in a concise fashion.
- I believe that you thoroughly cover announcements of programs.

#### Well done!

- Keep doing what you are doing!
- Great work in progress.
- The effort you put into Envision is noticeable.
- This is the first that I've seen this newsletter - looks great!

#### Improved communication: (6 related responses)

- Providing the Envision newsletter again is a huge step in the area of communication.....great job!
- Getting the information to us.
- Getting it out. Not an easy job - thanks.
- Getting info out.
- Keep information out in the hands of the 'workers.'
- The information is always helpful it is good to know what is going on in the diocese.

## 6. What are the most important challenges facing your parish/organization this coming year?

Answered question: 56 / Skipped question: 38

### Parish life: (14 responses)

- As always, a need to deepen the spiritual lives of those who are parishioners....help them really live and see and believe the Gospel.
- Sense of community
- Encouraging participation in parish events/ministries
- Planning and coordinating engaging activities and events for persons of all ages and interests
- Multicultural ministry - as always.
- Inclusiveness (variety of inactive Catholics)
- Even you offer many opportunities and materials for the youth; we do not have a minister that may take care of our youth. We are working on getting a young parent to get involved and offering her training.
- The major differences of students today even from when I was in high school 7 years ago
- So many good things to choose from. It is hard to fit something else in an already busy schedule (and the budget is tight)
- Competing with non-parish events
- Unchurched Catholics
- Reaching those who are marginal or inactive
- Finding ways that inspire desire in adults for ongoing education/formation of the Catholic faith
- Helping parishioners come along with the pastoral vision for the parish

### Volunteers/Catechists: (12 related responses, duplication merged):

- I coordinate Children's Ministry and the amount of volunteers I need are many. In light of the economy more and more people are working and less are available to help.
- Finding Catechists
- Enrollment increasing faster than volunteers!
- Recruiting, forming and retaining catechists and other lay ecclesial ministers.
- Building a new addition for the Faith Formation Program. Encouraging the catechists to seek more training.
- Getting volunteers, training volunteers, young adult ministry
- Training for catechists
- Recruiting volunteers; inspiring volunteers;
- Continued Catechist Formation. Use of limited funds to continue trainings.
- For me, as DRE/YM, it is finding the helpers for the events - especially catechists for the upper grades.
- New catechists and new blood in all areas of stewardship.

### New Roman Missal: (10 related responses)

- Implementation of the new Missal translation
- The new language of the Mass;
- introducing the new Roman Missal information
- The changes in the reading in the MASS
- Implementing the new Roman Missal,
- Preparing community for the Roman Missal

- Educating parishioners about the new Missal
- Liturgical changes
- Implementation of the New Roman Missal.
- Educating for the new sacramentary

#### Clustering/Networking: (8 related responses)

- Networking with other catechetical leaders in my deanery to strengthen areas of possible collaboration (e.g. catechist formation, sacramental preparation for adult confirmation, facilitators for AFF events/programs, etc)
- We may become a “summer” parish.
- Merging/clustering
- Sharing of resources and moving forward with the Our Faith-Our Future program within the parish
- Merging and consolidating
- Schools & parish clustering etc and future pastoral and administrative leadership.
- One pastor, three parishes, consolidation and collaboration. Also three deanery elementary schools, one principal, declining enrollment.
- Wondering how our programs/ parish will change in the future.

#### Finances: (7 related responses)

- Money and lack of volunteers for programming.
- Financial revenue losses and possible cuts in staff and programs.
- Financial
- Finances
- Financial and personnel (both paid and volunteer) resource limitations.
- Finances
- Lack of financial resources impact of the Meitler Study on ministries.

#### Staff issues/transitions: (6 related responses)

- Small staff, large work load!
- I believe that having two new pastors in less than a year has made an impact on the parish where I work. The congregation needs some stability.
- Parish is growing, staff is not.
- We are without permanent DRE
- Doing what we do WELL.
- Staff transition.

#### Parents/Families: (5 related responses)

- Also I would like to see more information for parents' as primary educators as we evangelize them through the Children's Ministry. Family Centered gatherings seem to be our best times.
- How do we reach young families more effectively?
- Parental involvement
- Getting and keeping parents active in their children's faith development. Getting more adults to take part in formational opportunities
- Parent involvement especially in mass attendance with children.

## 7. What would like to see included in future issues (sections/topics)?

Answered question: 36 / Skipped question: 58

### Best practices: (5 responses)

- Best practices in parishes.
- Practical ideas about deepening a Sense of community.
- Maybe a short article from people in the field. One issue - a youth coordinator, the next a formation director, etc. Key things that are going well or that or innovative and producing results
- Evaluations of events held in the diocese. Who came (numbers) are people satisfied with the offerings made to them? How do we know?
- Broader breadth of catechetical ministry in parish life - perhaps various issues could highlight an area (e.g. catechesis of baptism and ministry with parents, Forming an Adult Faith Formation Team, Infusing Catholic Social Teaching into existing parish programs/activities, etc.)

### Ideas for volunteers/catechists: (4 related responses)

- Short little blocks of creative ideas to pass along to volunteers.
- Spiritual development, Leadership development, seasonal ideas for catechists (we forward the Envision to our catechists).
- More articles helping the catechists become better at sharing their faith with their students.
- Catechist advice column or column sharing "what works for me."

### New Roman Missal: (3 related responses)

- Continue to give us more info on the Missal changes.
- Catechesis of Roman Missal
- How to implement the New Roman Missal. There are so many resources starting to cross my desk. I want to make sure that I am passing on reliable information.

### Intergenerational/Family-based ministry: (2 related responses)

- Intergenerational programs that work and are working and how
- family (actively raising catholic children)

### Youth Ministry: (2 related responses)

- maybe an inspirational story about a youth
- General articles about what are facing youth...could even be from another resource

### Potpourri: (9 responses)

- Available programs to help bring fallen away Catholics back to Church
- Continued spiritual formation of parish leaders
- Perhaps some homily suggestions or articles for Children's liturgy.
- Topics that tell why Communion Prayer Services cannot be held in the absence of the priest; i.e. his day off, his vacations, etc.
- Feature Saints of this century.
- Any resources or opportunities regarding multicultural ministry.
- Adult formation programs that continue to keep people interested and coming.
- Continue sections on Disability Ministries.
- What clustering/ merging/ etc. will mean to the lay ministers in parishes.

Technically: (6 related responses)

- Is it possible to go paperless, and train ourselves to go to the diocese web site for the bulk of the dated info, and more articles/reflections/ministry concerns in the Envision?
- more of a newspaper feel
- Continue the events
- It is very thorough now. I cannot imagine adding any more information although you could include some of the Dominican Center and Franciscan Life Center Speakers, classes, etc.
- Establishment of online wiki communities for the sharing of ideas and resources -- in order to reduce new or additional group meeting times, while providing professional and emotional support to professional lay ecclesial ministers.
- I have other sources that I go to for issues and information. I would like to see the Envision stick to being a newsletter.

Nothing new:

- I am happy with the present format.
- Keep up the good work! I thoroughly enjoy and look forward to the Envision newsletter.

**8. Contact information**

Answered question 62 / Skipped question 32

Parish Catechetical Leader: (22 responding)

- Director of Religious Education (7)
- Director of Faith Formation (10)
- Catechetical Director (1)
- FF Coordinator (1)
- Faith Formation Consultant (1)
- Director of Education and Formation of Children & Youth (1)
- Diocesan Director of Catechesis (1)

Parish Catechetical /Youth Ministry Leader: (2 responding)

- Director of Faith Formation/ Youth Ministry
- DRE/YM

Parish Youth Ministry Leader: (5 responding)

Elementary/Children's Ministry Coordinator: (5 responding)

Parish Music/Liturgy Leader: (3 responding)

Pastoral Associate/ Adult Faith Formation: (12 responding)

- Pastoral Associate of Pastoral Care (1)
- Director of Adult Faith Formation (1)
- Pastoral Associate/RCIA Director (4)
- Pastoral Associate - Hispanic Ministry (1)
- Director of Parish Formation (2)
- Pastoral Associate/DRE (1)
- Pastoral Associate (2)

Deacon: (1 responding)

Parish Secretary: (2 responding)

Pastor/Parish Administrator: (9 responding)

### **9. How would you best describe your ministry role?**

Answered question: 75 / Skipped question: 19

<u>Description</u>	<u>Percent</u>	<u>Count</u>
Full-time/paid member of the parish/organization staff	64.0%	48
Part-time/paid member of the parish/organization staff	32.0%	24
Part-time/volunteer for a specific ministry	4.0%	3

### **10. How many years have you been in ministry?**

Answered question: 76 / Skipped question: 18

<u>Years in Ministry</u>	<u>Percent</u>	<u>Count</u>
0 - 2 years	10.5%	8
3 - 5 years	13.2%	10
6 - 10 years	13.2%	10
10 + years	63.2%	48