

CARITAS CHRISTI  
URGET NOS

# Satisfaction Survey 2018

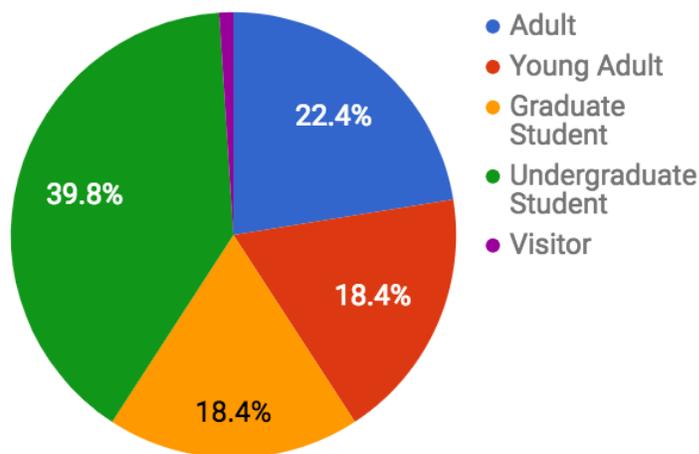
-SUMMARY-

ST. AGATHA - ST. JAMES PARISH & NEWMAN CENTER

## Who took the survey?

Our October count indicated an average of 735 persons attend Mass on Sundays at St. Agatha – St. James. **98 responded** to the 2018 Survey (13% of the October count).

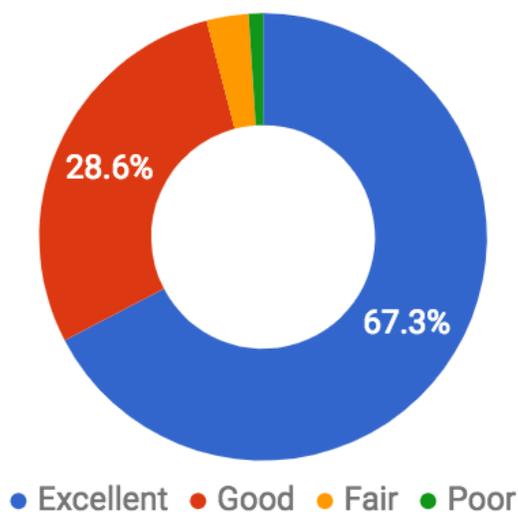
The survey shows we are a very young parish: 83% of respondents were under 39 years old. Most of these were students (40% undergraduate, 18% graduate). The rest were permanent local residents (22% Adults, 18% Young Adults) and visitors (1%). Most of the survey respondents were women (63%).



## How would you rate your overall experience in the Parish?

96% of parishioners rate their overall experience of parish life as “Excellent” or “Good.” With respect to the previous year, there was a significant increase in the percentage of respondents who rated their experience as “Excellent” (from 52% in 2017 to 67% in 2018).

Ratings were similar across women and men. However, positive ratings tend to vary across parishioner groups, being more positive among students and young adults (73.8% Excellent / 23.8% Good) compared to adults (38% Excellent, 50% Good).



## **To what extent does the parish and its ministries encourage you to open your heart to Jesus and to following His Holy Way?**

97% of parishioners say that their parish experience “greatly” or “moderately” helps them open their hearts to Jesus and follow in His Holy Way. This favorable perception is shared across parishioners. Many like the special liturgies (e.g. Candlelight Mass, Holy Week services), as well as the availability for confessions, the interactions with the SCV brothers, and the many opportunities to get involved.

Several people shared personal experiences of faith they had in our parish:

*“I found my faith when I joined the Parish”*

*“In great part because of the experiences I have had here, I’ll be starting RCIA in the fall”*

### **Positive Remarks**

Over 90 parishioners commented on why their experience has been positive, with the following receiving numerous mentions:

- Homilies
- Sense of belonging
- Welcoming and friendly community
- Witness of Sodalit brothers
- Abundance of young people
- Availability of Mass and confession
- Beauty of the liturgy

*“Everyone, but especially Father Carlos, is so wonderful at speaking to university students in a way that makes the scripture relatable and shows the Church as something welcoming rather than judging us for our shortcomings.”*

### **Areas for Improvement**

68 parishioners made suggestions for improvement. Different aspects of the music ministry received the most comments. Other areas of improvement that received numerous mentions are:

- Community Outreach
- Integration of student and non-student parishioners.
- Temperature inside the Church, in both winter and summer months
- Hospitality after Mass
- Participation of congregation at Mass
- Lector and altar server training

*“More engagement with university”*

*“More outreach to community (not just students)”*

*“More inclusion and engagement between the Newman centers, young adults, and parish as a whole”*

## Rate your experience attending Sunday Masses

---

Aspect of the Mass	% Rated "Excellent" or "Good"	% Rated "Excellent" or "Good"
	2018	2017
Feeling welcome	97%	91%
Care in the celebration of Mass	98%	95%
Participation of those around me	74%	75%
Reading of Scripture	97%	95%
Homilies	94%	92%
Confession	89%	92%
Music style	79%	72%*
Music execution	81%	n/a*

*2017 Survey did not distinguish between music style and music execution.*

Parishioners rated their experience at Sunday Mass very positively. There was a very significant increase in the rating of music compared to last year: from 72% to 79%. The ratings for all other aspects of the Mass were very similar to last year.

### Positive Highlights

By far the homilies and the reverence in the celebration of Mass earned the most mentions. The music received compliments for its improvement compared to last year. Respondents also frequently mentioned the great sense of communion and the careful reading of scripture.

*"I enjoy how we all enter into the solemnity of each mass. Each mass has the true reverence and significance that it deserves and the power of the sacrament of the Eucharist truly is present."*

### Suggestions for Improvement

While the opinions were very diverse, several responses coincided on the need to improve training of both altar servers and lectors. There were several comments on the need to continually improve the music, but they have different opinions of what that means. Some want more traditional music, while others want more contemporary music. Respondents also want to see more participation of the congregation during Mass. A few people also made suggestions to improve the homilies. There were responses in favor of keeping Mass announcements at the beginning and others in favor of moving them to the end.

*"Better training for altar servers and EMHCs." "Changes in music selection."*

# Rate the activities in which you personally participated

## (Excluding Hospitality events)

---

Participation in spiritual events varied greatly, but participants rated them all very positively.

### Positive Highlights

The responses were very diverse. Many responses praised the great number and variety of activities offered, and how they contribute to bring the community together. The following activities were highlighted more than once: Candlelight Adoration, Carols by Candlelight, and Marian Procession.

*“They offer opportunity to practice faith outside mass and meet people, grow in community”*

### Suggestions for Improvement

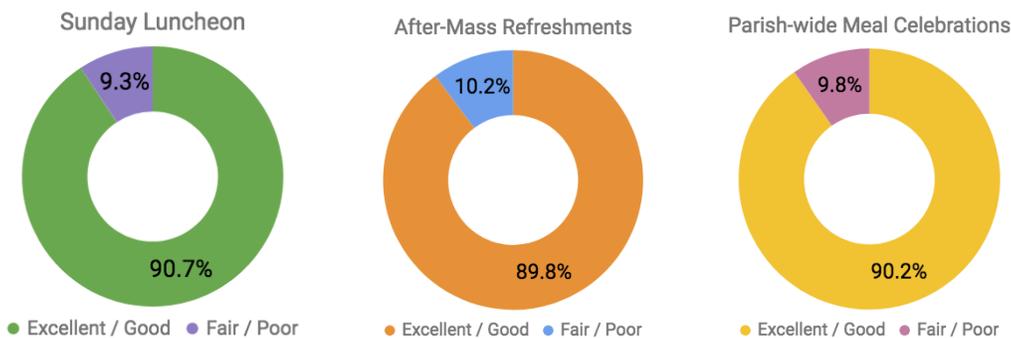
Many respondents commented on the need to improve advertisement and outreach to increase participation beyond Sunday Mass. Some suggestions included: incrementing scheduled times for communal prayer, such as Eucharistic Adoration and Rosary.

*“More times for adoration. If you can't make it on Wednesday nights you're out of luck.”*

## Hospitality Events

---

Hospitality events include after-Mass refreshments (e.g. coffee & donuts) as well as parish meal events (e.g., Christmas potlucks, parish picnics, and patron-saint feast days). These events were rated very highly: 90% rated them “Excellent” or “Good”.



### Positive Highlights

Respondents highlighted the value of hospitality events in bringing the community together:

*“The community aspect. Getting to know other students and parishioners. Family atmosphere.”*

### Suggestions for Improvement

The most frequent suggestion made was increasing food variety at the Sunday luncheon, as well as having alternatives sensitive to dietary restrictions.

*“Some variation in Sunday Luncheon food.”*