

St. Martin-in-the-Fields Episcopal Church  
Keller, Texas

What have we learned from the Congregation Assessment Tool (AKA Parish Survey) prepared and analyzed by Holy Cow Consulting?

On Sunday, August 16<sup>th</sup>, 2020 the members of the Rector Search Committee and the Vestry met with one of the consultants from Holy Cow Consulting to review the results of the recent survey. It was a thorough discussion of the responses from our participants and what they feel about the Key Indicators such as Overall Satisfaction, Overall Energy, Attendance Trend and the Values of Activity beyond weekly worship.

Responses to the statement “On the whole, I am satisfied with how things are in our Church” indicated that 49% clearly agree, 38% were “on the fence” and only 3% clearly disagreed with that statement.

When presented with the statement “It seems to me we are just going through the motions of Church activity, and there is not much excitement about it among the members”, 38% clearly disagreed, 45% were on the fence, and 18% agreed.

Regarding our attendance trend, 57% indicated that they attend Church at about the same frequency as 3 years ago, 23% indicated that they attend less often, and 20% claimed that they attend more. The numbers indicated that we have had about a 1% drop in average attendance over the three-year period.

Finally, in response to the statement “On the Whole, participation in church activities is very meaningful to me”, 70% of respondents clearly agreed, 26% were on the fence and 4% disagreed.

These four Key Indicators, when compared with thousands of other Church Assessments, showed us to be about Average in the first two areas, and in the High Average range for the fourth question.

Analysis of the Top Three Priorities of the respondents showed that the following areas are where the parishioners would like to see additional energy focused:

1. Making necessary changes to attract families with young children and youth to our Church;
2. Develop and implement a comprehensive strategy to reach new people and incorporate them into the life of the Church and
3. Change or improve the music of the Church to deepen our worship experience.

Members indicated that the 5 top drivers of satisfaction with the Church were:

1. Worship services are exceptional in both quality and spiritual content.
2. In making important decisions adequate opportunity for consideration of different approaches is usually provided.
3. Our Interim Rector helps us accomplish our mission by bringing out the best in everyone.
4. Church leaders are representative of the membership.
5. The whole spirit in our congregation makes people to want to become as involved as possible.

The more people agree with the above statements, the more satisfied they are.

Analysis of the participants' responses to questions about these top 5 drivers indicates that we are a Power focused congregation interested in how decisions are made by our leaders, how they feel about the leaders of the community, and how they felt about decisions made in particular situations.

The drivers of energy which respondents reported were:

1. Desire to become involved
2. Support of members involved in ministry by reminders that they are making a difference and
3. The perception that there is a disturbing amount of conflict in our congregation.

The consultant recommended that, based on the third item, we must be mindful of dealing with conflict in healthy ways and to try to keep our members focused on the external mission of the Church rather than on the perceived conflict.

Five critical Success factors for improving satisfaction were ranked in order of satisfaction based on responses to related questions.

Excellence in Worship  
Excellence in Music  
Programs for Lifestyle  
Representative leadership  
Improvement in decision making and  
Education for all ages.

It was recommended by the consultant that all of these areas should be dealt with as part of the "regathering" process. Improvements in all of these areas will most impact the satisfaction of members.

There were 17 options for the members to rank as the most important places to expend additional energy. When compared with other church surveys, the priority highest in importance to us was to improve the music of the Church to deepen the worship experience. Christian Education opportunities, outreach programs, building coalitions with partners in the community, and developing spiritual generosity of people to financially support the ministry of the Church fell into the average category and creating opportunities for people to form meaningful relationships through small groups and shared meals was low on the list of priorities.

Priorities varied slightly depending on the age groups of the respondents. Persons under 35 years of age ranked adapting opportunities to better fit their schedules (i.e. online options, early morning classes or lunch discussions) as the top priority. Persons between 36 and 64 years suggested making necessary changes to attract families with children their top priority. The top priority for persons over 65 was the creation of a comprehensive strategy to reach new people and incorporate them into the life of the Church.

Responses to the section of questions regarding Theological perspective showed that when compared to other Churches, our theological diversity is high. In the theological index from more progressive to more conservative, our responses indicated that the members are more progressive, and that while folks don't necessarily agree on every item, they feel loved and accepted. The consultant indicated that this was a strength which should be emphasized in our Profile.

In the area of flexibility, our members perceive the Church to be about halfway between “More Settled” and “More Adaptable”, indicating that there is some resistance to change, but if changes are made slowly and deliberately, rather than suddenly, they are more likely to be accepted.

The next section of the analysis dealt with a series of performance indices.

On the Hospitality Index we scored very highly – in the 85<sup>th</sup> percentile! Our respondents perceive that we are a welcoming community who genuinely care for all of our members in their times of need, and embrace diverse cultures and backgrounds. This is another strength to emphasize in the Parish Profile.

On the Morale Index, we rank just over the 50<sup>th</sup> percentile. The report describes Morale as the positive, passionate and persuasive engagement of members in the mission of the Church. The development of high morale should be a critical long-term strategy.

Morale is also a driver of satisfaction, and helps accomplish the three top priorities listed above – attracting families with children, reaching and incorporating new members and improving the music program to enhance worship.

The Conflict Management Index measures the degree to which members believe that conflict is appropriately managed. Responses to the four questions related to conflict indicated that there is more conflict than they like, and that it is not being resolved through mutual effort. However, the tolerance of different beliefs and opinions is reasonably high.

The next performance index covered was the Governance Index which is concerned with trust in the leadership and the decision-making process in the Church. We ranked about average in comparison with other churches, and very few negative responses were observed.

The Spiritual Vitality Index responses indicated a high percentile rank which was described as very strong for a progressive church. We were advised to emphasize this as a great strength in our profile. Specific items mentioned were our prayer groups, the labyrinth and other opportunities for spiritual growth.

Another Index discussed in the report is the Readiness for Ministry Index. In our terms this is often referred to as the lay ministry. The survey evaluated the perception of the survey responders about our ability to help members discern their gifts and engage in active ministry within and outside the Church. Our responses indicate that we do a very good job of supporting our ministers and reminding them that they are making a difference. However, we can improve our assistance with discernment of ministries which are a good fit for volunteers.

The Educational Engagement Index measured the varieties and effectiveness of Christian Education for all ages. The percentile rank as compared to other churches indicated that this area of our Church life is lower than most other Churches, indicating that we need a good leader in our future Rector who has experience in Christian Education for all ages.

Finally, the Worship and Music Index area responses supported the earlier identified priorities about the importance of meaningful worship and a desire for future conversations about the improvement of the music program. We will need to focus especially on the music program when we are able to regather in person with choral and other music.

The report ended with some suggestions about the Critical Abilities recommended for the next Rector. Areas to consider were Preaching ability, Strategic leadership, Change management, Teaching/Training ability, Pastoral Care, Conflict resolution skills, Administrative skills and Community involvement. The areas of Preaching, Strategic Leadership and Pastoral Care were ranked as the top three most important skills by 77, 72 and 45 respondents. The three least important skills for responders were Community catalyst, Administrative and Conflict resolution skills.

There were a few additional questions in the survey regarding how well our congregation has adapted during the Covid-19 pandemic. 91% of the responses indicated that they have done a pretty good job so far.

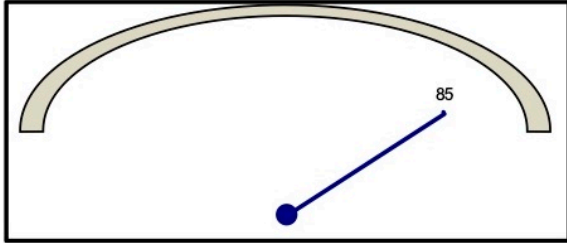
The two top areas of concern were physical health of themselves and others and lack of clarity of the next steps after the crisis is over – both in the life of the Church and in personal lives.

Copies of the complete 37-page survey analysis with detailed statistics and graphs will be made available to anyone who requests one. We can also provide the details on the Covid-19 question responses if requested.

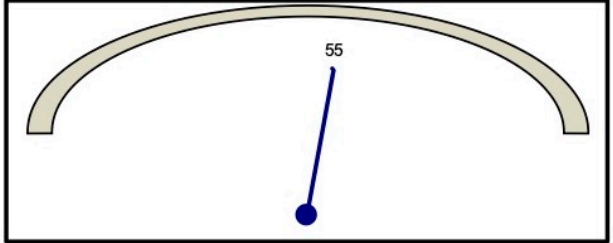
These survey results and the information gleaned during the upcoming Holy Conversations will be incorporated into the Parish Profile being prepared by the Rector Search Committee for use in the selection of the next Rector for St. Martin-in-the-Fields. We thank you all for your participation in the survey process and in the follow-up conversations to validate and enhance the survey.

# Performance Dashboard

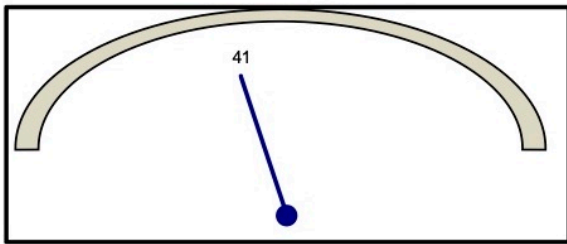
**Hospitality**



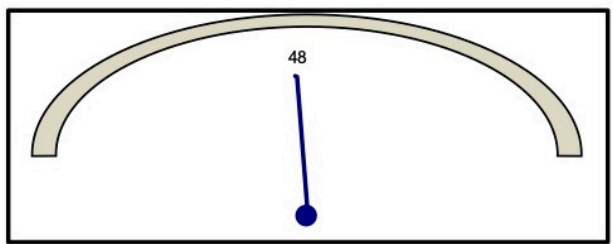
**Morale**



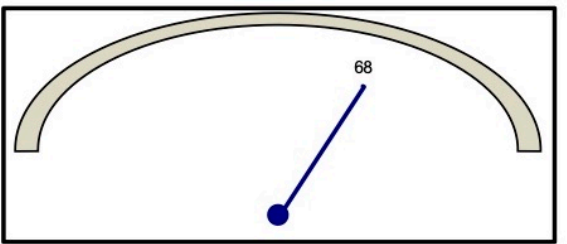
**Conflict Management**



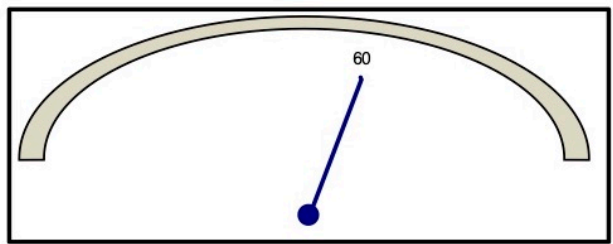
**Governance**



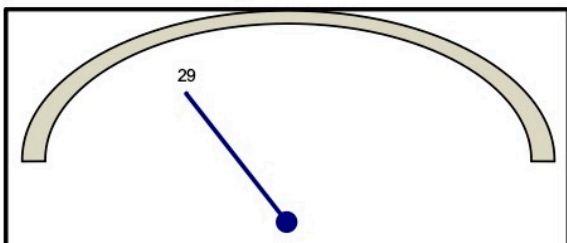
**Spiritual Vitality**



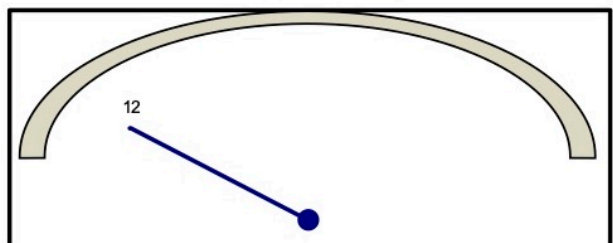
**Readiness for Ministry**



**Engagement in Education**

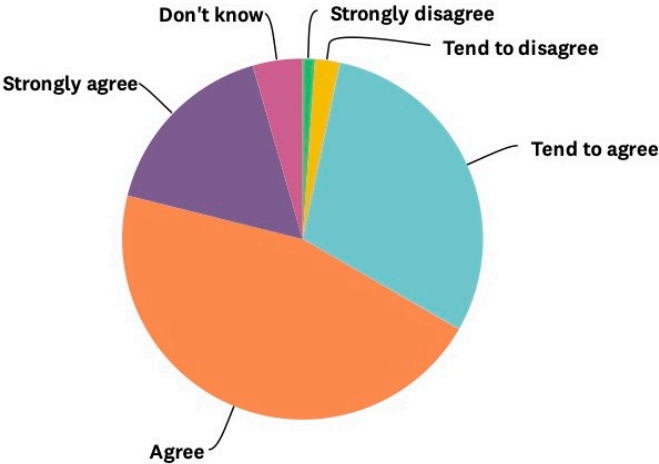


**Worship and Music**



# Q96 Our worship services prepare me to live a Christian life that makes a difference in the world.

Answered: 90 Skipped: 32

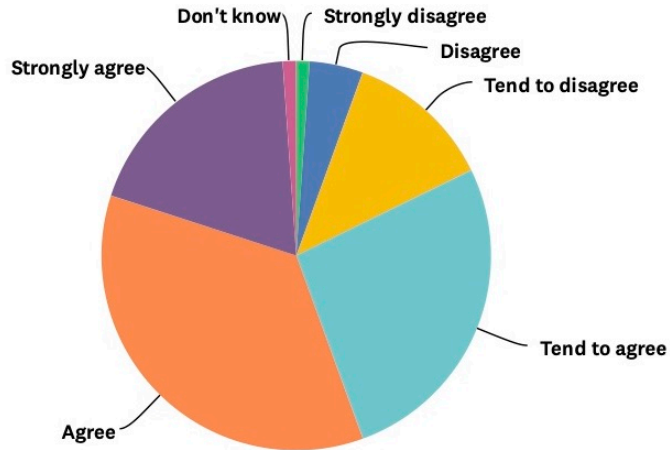


ANSWER CHOICES	RESPONSES	
Strongly disagree (1)	1.11%	1
Disagree (2)	0.00%	0
Tend to disagree (3)	2.22%	2
Tend to agree (4)	30.00%	27
Agree (5)	45.56%	41
Strongly agree (6)	16.67%	15
Don't know (7)	4.44%	4
<b>TOTAL</b>		<b>90</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	5.00	4.87	0.95

## Q97 I often leave worship energized and inspired.

Answered: 90 Skipped: 32



ANSWER CHOICES	RESPONSES	
Strongly disagree (1)	1.11%	1
Disagree (2)	4.44%	4
Tend to disagree (3)	12.22%	11
Tend to agree (4)	26.67%	24
Agree (5)	35.56%	32
Strongly agree (6)	18.89%	17
Don't know (7)	1.11%	1
<b>TOTAL</b>		<b>90</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	5.00	4.52	1.16