



Saints Peter & Paul Cathedral

2011

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Survey Results



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Introduction

The Saints Peter and Paul Cathedral (SSPP), Diocese of St. Thomas, Virgin Islands dedicated to the spiritual growth of the Cathedral family conducted a self-administered survey of its members. A total of 147 surveys were returned. Members of the Cathedral survey committee determined that three of the surveys were invalid; therefore, the following survey analysis is based on the analysis of 144 surveys (N=Total survey population and n=Total response to survey item).

Almost sixty nine percent (68.8%) of the respondents indicated that they were responding to the survey on their behalf and not their family (Table 1).

Table 1 Survey Response Type

Response	Frequency	Percent
Self	99	68.8
Family	45	31.2
Total	144	100.0

Approach

The survey instrument consisted of thirty one (31) close ended questions and seven (7) open ended questions. The results presented in this report are organized into four sections. Namely, the Profile of Respondents, the respondents Worship Experience at Saints Peter and Paul, Communication at Saints Peter and Paul and the respondents Views of Saints Peter and Paul responsiveness.

Profile of Respondents

The tables below summarize the gender, family status and the years of association with Saints Peter and Paul Cathedral.

Eighty percent (80%) of the respondents identifying their gender identified that they are **female** (Table 2). Sixty-one percent (61%) of the respondents indicating their age indicated that they are **55 years or over** (Table 3).

Ninety-eight percent (98%) of the respondents responded to the question on

marital status and 40% marked **married** as their marital status (Table 4). Fifty-four percent (54% [n=138]) of the survey respondents responding to the number of years affiliated with the St. Peter and Paul indicated being affiliated **31 years or more**. Most of the respondents would be considered 'long-timers'. Less than 10% of the respondents indicated having **less than 6 years** of affiliation (Table 5). [Note: Median = 46 years and mode 31 years]

Table 2 Gender

Response	Frequency	Percent
Male	25	19.7
Female	102	80.3
Total	n=127	100.0

Table 3 Age

Response	Frequency	Percent
Under 55 years	54	38.8
55 years or over	85	61.2
Total	n=139	100.0

Table 4 Marital status

Response	Frequency	Percent
Married	57	40.4
Single	50	35.5
Widowed	16	11.3
Divorced	18	12.8
Total	n=141	100.0

Table 5 Years of affiliation with the St. Peter & Paul Cathedral

Response	Frequency	Percent
Under 6 years	12	8.7%
Under 31 years	51	37.0%

Response	Frequency	Percent
31 years or over	75	54.3%
Total	n=138	100

Worship Experience at Saints Peter & Paul Cathedral

The tables and comments in this next section are related to the respondents worship experience at the Saints Peter & Paul Cathedral. Overall the respondents have a positive view of their worship experience. Over two-third of all respondents to positive statements about their worship participation and experience indicated they agreed or strongly agreed with the statements (see Table 7). Some respondents suggested areas where they think the worship experience could be enhanced.

Eighty-two percent (82%) of the respondents responding to the question on their attendance of Mass at Saints Peter & Paul Cathedral indicated that they attended at least **once or more a week**. The majority of them fifty-five 55% attended **once a week** (Table 6).

Table 6 I attend Mass at Saints Peter & Paul Cathedral

Response	Frequency	Percent
More than once a week	38	27.0
Once a week	78	55.3
Less than once a week	9	6.4
1-3 times per month	16	11.3
Total	n=141	100.0

The survey asked the respondents to respond whether they agree or disagree with four positive statements relating to their participation in worship and their worship experience at Saints Peter & Paul Cathedral (Table 7). Ninety-three percent (93.1% n=131) indicated they strongly agreed or agreed **I actively participate in the liturgy by reciting the prayer**. The statement: **Our**

worship services are uplifting and inspirational despite being the statement receiving the least agreement among the other statements for this section, seventy percent (70.1% n=132) of the respondents strongly agreed or agreed that with that statement.

Music and singing were strong themes for respondents providing additional comments related to their experience as a parishioner of SSPP Cathedral: “music...too slow. The hymns and songs ... need to be more uplifting” (see Appendix A – Question 1).

Table 7 Liturgy/Mass participation and experience

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply to me
Our worship services are uplifting and inspirational. (n=130)	22.3%	48.5%	20.8%	7.7%	.8%
Music played during Mass enhances the worship experience. (n=132)	32.6%	38.5%	15.2%	12.9%	.8%
I actively participate in the liturgy by reciting the prayers (n=131)	45.8%	47.3%	2.3%	2.3%	2.3%
I actively participate in singing the hymns during the liturgy. (n=128)	44.5%	46.1%	3.1%	3.9%	-

There were other questions relating to the respondent’s worship experience. The majority of the responses were positive. 76% (n=123) of the respondents answered: **Yes** (Are you satisfied with your experience at Saints Peter & Paul Cathedral?) The respondents further affirmed their positive experience when 89% (n=120) indicated **Yes** that they would recommend Saints Peter and Paul Cathedral to friends and relatives.

Table 8 Other Worship Experience

Statements	YES	NO
Satisfaction with worship experience	76.0	24.0

Statements	YES	NO
(n=123 [85.4%]) Understand sermons and readings	85.0	15.0
(n=120 [83.3%]) Responsiveness of Education staff	83.0	17.0
(n=88 [61.1%]) I recommend Saints Peter and Paul to friends and relative (n=121 [84.0%])	89.0	11.0

Communication at Saints Peter & Paul Cathedral

The following tables and comments covers items related to the respondents communication with the SSPP Cathedral. Despite two-third (63.2% n=136) of the respondents responding Yes to **having internet access**, less than a third (22% n=111) of the respondents indicated Yes they have visited the **church's website** (Table 10).

Table 9 I have access to the internet

Response	Frequency	Percent
Yes	86	63.2
No	50	36.8
Total	136	100.0

Table 10 Use of Saints Peter and Paul Cathedral Communiqués

Statement	YES	NO
I read the bulletin (n=137 [95.1%])	90.0	10.0
I read the Catholic Islands (n=136 [94.4%])	84.0	16.0
I visited the church's website (n=111 [77.1%])	22.0	78.0

Over three quarters (76% n=128) of the respondents indicated the church bulletin as their preferred communiqué in receiving information from the church. Email was the most selected other preferred method for receiving church information (Table 11).

Table 11 Preferred Method for Receiving Church Notices

Response	Preferred (n=128)	Other (n=100)
Bulletin	76.0	-
Email	6.0	32.1
Announcements	9.0	3.6
Website	2.3	7.1
Phone	3.9	3.6
Flyer	2.3	14.3

The respondents in several of their responses to the open questions cited not being able to understand speakers due to their diction and the church’s sound system (See Appendix A – Question 3 and 7).

Views on Saints Peter & Paul Cathedral Responsiveness

This final section covers the respondents’ response to items relating to their view of SSPP responsiveness and their support of the SSPP Cathedral. Over fifty percent (51.5% n=130) of the respondents indicated that SSPP is Above Average in **welcoming visitors**. While almost forty-seven (46.6% n=125) finds the church Above Average in **welcoming them**. Support of non-typical families by SSPP Cathedral would be ranked the lowest based on the most respondents (14.4% n=125) indicating this area is Below Average (Table 12).

Table 12 Church responsiveness

Area	Above Average (%)	Average (%)	Below Average (%)	Not Sure (%)

Area	Above Average (%)	Average (%)	Below Average (%)	Not Sure (%)
Promotion of interfaith activities (n=127 [88.2%])	13.4	49.6	12.6	24.4
Support for the needy (n=130 [90.3%])	25.4	42.3	11.5	20.8
Support of non-typical families (n=125 [87.5%])	14.3	33.3	14.4	37.3
Welcomes you (n=131 [91%])	46.6	43.5	6.9	3.1
Welcomes visitors (n=130 [90.3%])	51.5	43.8	2.3	2.3
Meets the religious need of your family (n=123 [85.43%])	23.6	52.0	12.2	11.4

Over forty percent (45.3% of n=128) of the respondents indicated that the SSPP cathedral is **Getting Better or Much Better**. In addition, almost ninety percent (88.9% of n=117) of the respondents indicated that they intend to financially support and volunteer to support the SSPP Cathedral (See Table 14). The theme among respondents to the open end question on their future support for work at the Cathedral: Ask for help (Appendix A – Question 6)

Table 13 The cathedral is ...

Response	Frequency	Percent
Much better	14	10.9
Getting better	44	34.4
Stay about the same level	41	32
Getting worst	20	15.6
Getting much worst	9	7
Total	128	100.0

Table 14 Future financial and volunteer support

Response	Frequency	Percent
Yes	104	88.9
No	13	11.1
Total	117	100.0

Conclusion

Many of the respondents indicated having internet access. This provides the Cathedral the opportunity to utilize the church's website as an avenue for extending its ministry. This would require assigning a team to promote the church's website. Some of the responsibilities of website promotion team would include:

- reviewing the website's hits report;
- organizing communication of updates to target audiences; and,
- ensure the web address is visible (e.g. bold and increase the font size in the bulletin).

Overall, the 2011 respondents to the Saints Peter and Paul survey show a positive view of the Cathedral. Their major area of concern appears to be how the message of the church is being communicated. This is evident by their recommendation that an effort be made to provide ministries that are youth-oriented. In addition, there is support for maintaining the cultural diversity at the Cathedral but support should be given to strengthen the second language of the church's leadership.

APPENDIX A

Respondents short answers

SURVEY #	QUESTION #1: Feel free to provide any additional comments related to your experience as a parishioner of Saints Peter and Paul Cathedral.
133	Had a hard time understanding priest
135	The music player played too slow to some of the songs that are chosen. They should be uplifting so we can leave the church feeling uplifted.
136	The sound system is a concern announcement and readings many times are not understood—persons need to adjust the mike position so that can be heard clearly throughout the mass.
137	Would like comfortable benches. These are too hard more AC please
138	Difficulty in understanding the sermons at times due to the different accents of the priests.
139	We are a cathedral family no matter what mass is regularly attended.
140	I enjoy the children with the prayers of the faithful, birthday and anniversary blessings are also enjoyable and something to look forward to.
145	I love the singing and the feeling of being part of the entire ceremony and interaction between priest and parishioners.
146	The hymns and songs of the mass need to be more uplifting and upbeat if you want to increase parishioners and your people.

SURVEY#	QUESTION#2: What do you like the <u>MOST</u> about the liturgy/mass at the Cathedral?
131	It's clear—you can understand—music needs to be more lively.
135	Topics are good but often the message gets lost when you cannot understand the speaker or clearly hear what is said.

SURVEY#	QUESTION#2: What do you like the <u>MOST</u> about the liturgy/mass at the Cathedral?
136	The music and calm atmosphere.
137	Participation in the liturgy---reciting the prayers and singing
138	From the preparation of the bread to the reception of communion.
139	Our father, peace and communion
143	When the young people are engaged
144	Hymns , homily, communion
145	Singing and complete participation of priest with the people
146	The mass is typically traditional, but needs to include more hymns that are upbeat and uplifting

SURVEY #	QUESTION#3: What do you like <u>LEAST</u> about the liturgy /mass at the Cathedral? Why?
131	Sometimes it's boring—puts you to sleep or sometimes it's too long.
133	When I can't understand what is being said.
136	The music is dragged and needs to be more upbeat.
137	That the choir is not at all the masses.
138	Mostly the sermons due to not clearly understanding due to accents.
140	Difficulty understanding some priests –music is often too slow and dragging—posted hymns often do not match what is actually sung.
142	It is extremely difficult to hear and understand the spoken words.
143	Singing-although it is beginning to improve the 8:30 am mass needs more uplifting hymns and to increase the

SURVEY #	QUESTION#3: What do you like <u>LEAST</u> about the liturgy /mass at the Cathedral? Why?
	tempo –we drag out the hymns. Homily—it is very difficult to understand or follow the homily when in some instances the first language of the priest or deacon is not English.
145	Sometimes standing is too long
146	The priests from other churches on the island don't get a chance to say mass on a regular basis. There ought to be more shifting around of priests at the cathedral.

SURVEY#	QUESTION #4: Are there certain styles of liturgical worship you would like to see at the Cathedral?
131	Please make children's mass more lively—ask questions---have kids more involved. Have more family gatherings—just family's sometimes.
137	Children's mass needs to be more appealing to the kids, especially younger ones. It needs to be more uplifting.
138	It would be nice to hear a latin mass now and then
139	The Latin mass.
140	Each mass should be one of each style to meet the needs of the parishioners.
143	Yes, contemporary mass where you target young people.
144	Contemporary young adult mass
145	Am very satisfied with the present mass I attend

SURVEY#	QUESTION#5: What programs would you like to see for the Youths of the Cathedral?
127	Bible study—especially the old testament
131	More family gatherings—also have kids pray together-have more retreats-fun days-more church activities-kids and family.(have priests more involved with the kids and education besides prayers)need to be more involved in kids lives.
133	Would like to see the youth choir and youth group active again
137	More activities that are fun and entertaining.
138	What is taking place presently seems adequate.
139	Teaching more about manners, poise, etiquette, etc.
139	Youth choir and youth group that is involved and active in church and community
143	Functional youth choir
144	Bible study classes and better understanding of the church and Christian/Catholic faith
145	Mentoring program
146	More participation in the mass and more church groups for the young people.

SURVEY#	QUESTION#6: As we look to the near future to enhance our facilities, our program, etc., would you be willing to offer your financial support or volunteer your services/skills to provide the necessary improvements

131	I really believe everyone should volunteer to make our church a better and happy place to be—help families to participate together.
136	Now would be a good time to give out the flyer with all the ministries to follow up on persons checking off the yes box
138	I continue to support our cathedral financially
139	Put requests for funds or help in the bulletin or flyers
140	A small group should lead the hymns when there is no choir during mass.
145	6/19/11---mass was rushed and too fast—I love our mass when it is savored and enjoyed by all.
146	I would be willing to volunteer on some level of service offered

SURVEY#	QUESTION #7: Is there anything else that we missed asking that you would like to comment on or make a suggestion about?
131	Have these questions asked often---keep up the good work---thanks for asking---this shows that you care about us.
134	At times it is hard to hear and understand the priests
136	The mass has lost it's inspirational beat and I see too many persons just sitting and not participating.
137	It is very difficult to understand the Hispanic priests. At the children's mass of 5/22/11 I could not clearly understand the word at all
139	Thank you for all the work you are doing for god and the cathedral family. God bless each of you.

SURVEY#	QUESTION #7: Is there anything else that we missed asking that you would like to comment on or make a suggestion about?
140	The bathrooms in the hospitality lounge needs improvement (lights are out—doors and locks broken) if we don't have a guest book we should and record name and address for follow up.
141	<i>This survey was blank except for this question:</i> A sound technician should be brought in to check the mikes, amplifier, etc. We will be worshipping in a new cathedral soon we do not need the same terrible sound system.
143	Provide help for those priests whose first language is not English tutoring or an opportunity for them to take a course in English this is only if their diction is problematic.
144	Rotation of the priests from the other parishes to serve at the various sat/sun masses i.e. twice a month. (including off island) I think ushers, the choir director, Mrs. Williams and all other support volunteers are wonderful they really look out and care for you everyone has been so warm and friendly. Involvement of more middle age parishioners in the church.
145	Singing should be more uplifting—no dragging of the words of the song .sermons could be more engaging-more interaction during the homily with the congregation. Incorporate culture into worship.

APPENDIX B **Other tables**

Number of children under 18 years living at home

Response	Frequency	Percent
1	21	55.3
2	14	36.8
3	2	5.3
4	1	2.6
Total	38	100.0

Number of adult children living at home

Response	Frequency	Percent
1	23	41.8
2	20	36.4
3	10	18.2
5	2	3.6
Total	55	100.0

Work Status

Response	Frequency	Percent	Percent (N=144)
Full-time	61	43.3	42.4
Part-time	11	7.8	7.6
Unemployed	16	11.3	11.1
Retired	53	37.6	36.8
Total	141	100.0	97.9

Years with the Cathedral

Response	Frequency	Percent	Percent (N=144)
1-5 years	12	8.7%	8.3
6-10 years	14	10.1%	9.7
11-15 years	7	5.1%	4.9
16-20 years	11	8.0%	7.6
21-25 years	8	5.8%	5.6
26-30 years	11	8.0%	7.6
31 years or over	75	54.3%	
Total	138	100	43.8