



OUR LADY OF THE LAKE CATHOLIC CHURCH

Love God. Love Others. Make Disciples of Jesus Christ.

SEVENTEENTH
SUNDAY IN
ORDINARY TIME
JULY 30, 2023

OLL Community Survey - Key Attributes

Last week, we began our report on the OLL Community Survey conducted in May to better understand the needs of our members and the community at large. The goal of the research was to understand how parish staff could improve engagement and communication with you and your fellow parishioners. Over 800 parishioners and other parish visitors who “opted in” to take the survey provided feedback on our Mass/Liturgy and Faith Formation/Religious Education for adults, children, and families. Thank you! We are grateful for your time and valuable insights.

Key Characteristics Considered

We wanted to determine the community’s needs and measure how well those needs are being met. To accomplish this task, we carefully considered the many attributes that are important to you and that would be most helpful to our Pastoral Council in setting future goals. Ten attributes—characteristics of parish community life—were selected and measured for *importance* to each survey taker. The survey revealed that all these attributes are important to you since your responses ranged from 75% to 95% indicating each attribute was “extremely” or “very important.”

Survey results showed us that the top five most important attributes to parishioners (listed in order) are:

1. A Mass experience that helps me feel closer to God
2. Clergy and staff who are helpful and supportive
3. Meaningful and inspiring homilies
4. Participating in the sacraments
5. Sense of community and belonging

The second five attributes listed in order are:

6. Spirit of hospitality and welcome
7. Providing help and support to those in need
8. Providing faith formation and religious education programs
9. A music program that is engaging and uplifting
10. Visiting and taking communion to the homebound



Community SURVEY

Measuring Importance Versus Performance

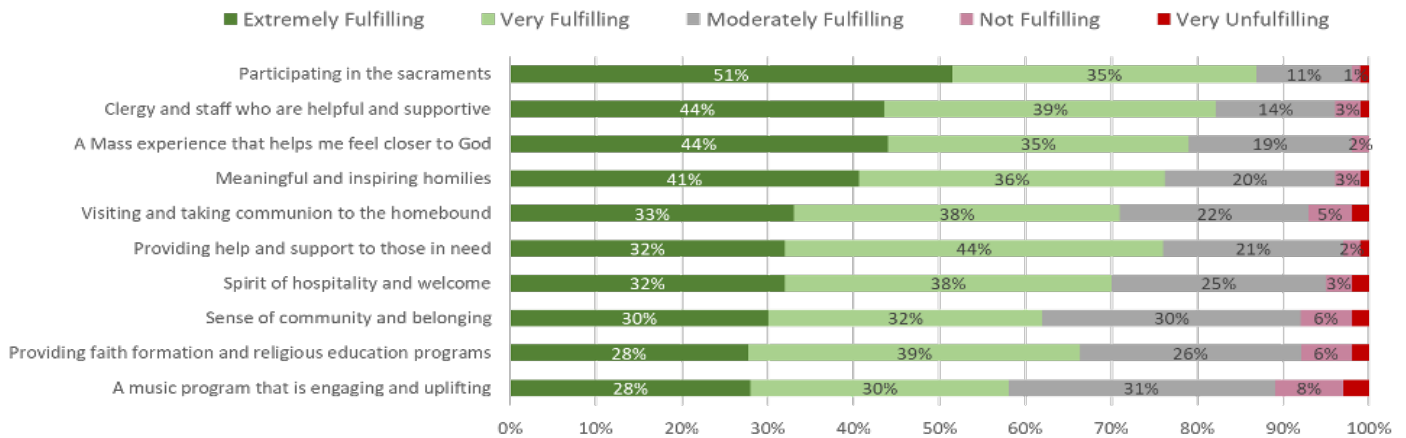
A key focus of the survey was measuring our performance on the attributes that you ranked as most important.

We asked you to tell us how well we did in each of these categories. The graph below shows how those same 10 characteristics were measured regarding fulfillment:

(See Graph on Page 3)

Positive Performance. A simple way to gauge our performance is to combine your responses rating the attributes as “extremely fulfilling” and “very fulfilling.” Our research partner, Vista, tells us that obtaining marks above 66% on this scale is exceptionally good. As the graph shows, your “Not fulfilling” and “Very unfulfilling” responses are exceptionally low, however, there is room for improvement in several key areas especially where “Moderately fulfilling” is high. We will take to heart the hundreds of comments coming from those who felt “unfulfilled” on these attributes and those moderately fulfilled.

Gap Analysis. A more detailed analysis of the importance rankings and the parish evaluations is called a *gap analysis*, also known as *needs analysis*. This technique looks for the “gaps” in importance versus performance and is a valuable tool for assessing whether we are achieving goals relative to your expectations.



We learned our biggest gaps and therefore the areas we will focus our attention include:

- Sense of community and belonging
- Spirit of hospitality and welcome
- A music program that is engaging and uplifting
- Meaningful and inspiring homilies

The survey questions which focused on the music program revealed that while you felt “the music is beautiful” and “overall meets expectations” we could improve on providing a better “mix of music styles.” Most of you desire music that is “uplifting” and “traditional hymns & choir.” We also have many suggestions and comments from those of you who evaluated one or more of our four weekend Mass music ensembles. All of these will be reviewed by our staff and considered in our planning.

Finally, as a reminder and as we reported in last week’s bulletin, we learned that the three most important attributes that lead to your overall satisfaction with the Liturgy and Prayer at OLL are:

- Meaningful and inspiring homilies
- A music program that is engaging and uplifting
- A Mass experience that leaves you feeling closer to God

Next Week: A Look at your evaluation of our Faith Formation/Religious Education programs for adults, children, and families.

- Tom Tomaszek, *Pastoral Associate*

Join the Administrative Council at OLL

The Administrative Council is looking for members to join the council for a 3 year term. The council reviews financial data and makes recommendations to the Pastor in the areas of: Budgeting, Stewardship, Financial Controls, Facilities Maintenance and Personnel management. We meet monthly on the 4th Tuesday. If interested, please contact Kristen Young at Kristeny@ollparish.com.



Welcome Lisa Juilfs!

Lisa, our new Nursery Ministry Leader is a parishioner with a passion for early childhood education. “It is my goal to offer a safe and welcoming place for our youngest members to enjoy while their parents or family members attend Mass.”