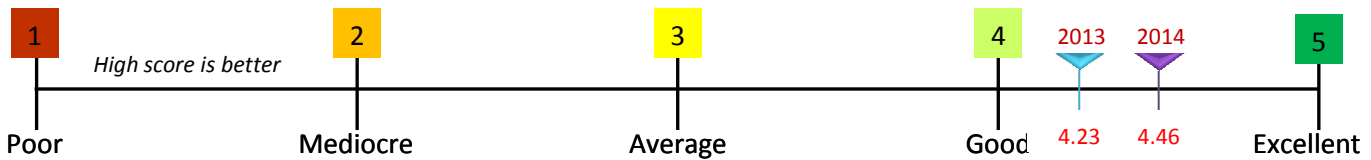




The following report details the responses to a parishioner feedback survey collected on behalf of Holy Trinity Orthodox Church in Willimantic, CT. The survey was taken in February 2014 after the Annual Parish meeting. A total of 26 responses were recorded; a 13% decrease from 2013.

1. How would you rate the depth of worship of Divine Liturgy at Holy Trinity. Take into account the sermon, the choir; the overall prayerfulness.



Overall a very favorable rating as 100% of the respondents rated either good or excellent with no rating as average (20% average in 2013). Overall score increased by 5% from 2013.

2. What would make the worship experience more fulfilling to you? *Respondent quotes*

#### Choir

- *If more people participated in the choir.*
- *An occasional practice would at least give the impression that belonging to the choir requires a "buy-in" component. It would hopefully provide incentive for all choir members to be in place at the beginning of Divine Liturgy.*
- *Sometimes the choir goes a little fast. We can take a little time to not rush.*

#### Sound

- *Being able to hear Father better. Sometimes it is hard to hear him.*
- *Sometimes the children seem very noisy, but I don't know if anything can be done about that, and I am glad that we do have children there.*

#### Worship

- *I think that the general informality is good relative to growth and outreach, however I do feel that we lose some structure sometimes in the strict orthodox sense of services.*
- *it would be nice to have more services, if Father's schedule permitted.*

#### Timeliness

- *If there were more people in church at the beginning of Divine Liturgy. Having a handful of faithful in church at 9:30 is dispiriting.*

#### General Comments

- *Not a parishioner but I like to come by to join in the worship with you.*
- *Perfect the way it is*

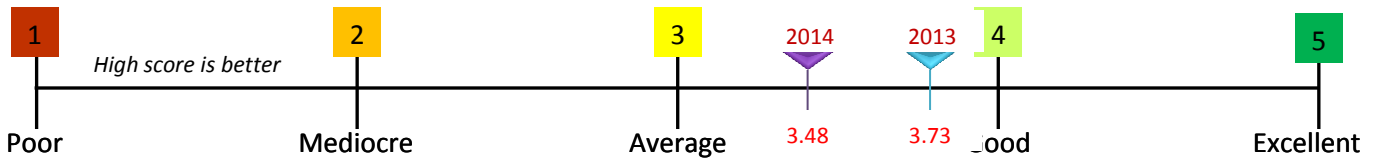


3. How often do you attend church?

|  | 2013  | 2014   |
|--|-------|--------|
| Less than 1x/month                                     | 6.7%  | 3.85%  |
| Occasionally - 1x/month - or - ("on the odd occasion") | 10%   | 7.69%  |
| Sometimes - 2x/month - or - ("now and then")           | 6.7%  | 11.54% |
| Frequently - 3x/month - or - ("more often than not")   | 20%   | 19.23% |
| Nearly Always - 4x/month - or - ("9 times out of 10")  | 56.7% | 57.69% |

Distribution of responses between 2013 and 2014 almost identical except for a frequency switch from occasional and sometimes visitors and fewer responses from infrequent visitors.

4. How well do you feel that we engage in charitable work outside the church?



2014 showed a marked decrease in collective perception of our engagement in charitable work outside the church. Only 36% assigned a "good" rating (56% in 2013) and 8% assigned an "excellent" rating (10% in 2013). A 16 point jump in "average" rating from 36% in 2013 to 52% in 2014 and 1 "mediocre" response. The results are surprising considering our concerted effort to engage in more meaningful charitable work in 2013. However this may signal that church members realize the seriousness and importance of charity work. Let's consider our own suggestions for fortifying this vital pillar of parish life.



5. In terms of charity work, what would you like to see us do in 2014? *Respondent quotes*

**Local Charity Focus**

- *I would like to see more opportunities to volunteer at soup kitchens, etc.*
- *Maintain a working relationship with the Covenant Soup Kitchen. It seems to be a ministry we are capable of maintaining and growing. It would be good if we could occasionally identify a specific family or individual who requires assistance.*
- *Continue to expand our charity work with needy organizations in the area*
- *More local and international charity work. Soup Kitchen, Food Pantry, Heifer, Soles4Souls, etc.*
- *More direct outreach, like the Covenant Soup Kitchen event.*
- *Continued community work and increased support for WAIM initiatives; and additional church world services.*
- *perhaps initiate a tutoring program for children living near the church.*
- *We have engaged in a variety of charities, which is good, and I hope we continue to do so.*
- *Maintain involvement with the Covenant Soup Kitchen, and always trying to identify ways that we can help those from our own community who are in need.*
- *Local (Willimantic) ministry*

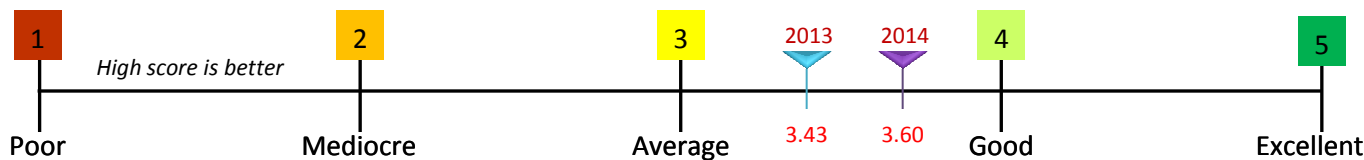
**Global Charity Focus**

- *It would be nice to explore the possibility of being involved in a mission trip to, for example, Project Mexico or one of the build projects that IOCC performs with Habitat for Humanity.*

**General Comments**

- *Holy Trinity does seek out charity work and involves the parishioners*
- *I think that we should continue what we already do which is significant. As we grow we can consider doing more.*
- *What we can*

6. How well do you feel that we support our internal ministries (things we do to nurture ourselves)?



Again in 2014 for our internal ministries, responses were varied, but a higher number of “excellent” responses contributed to a significant 17% increase! However, identical to 2013, 40% rated our support of internal ministries as only “average.” No “poor” response were recorded but 4% responded “mediocre.” This represents the largest year over year increase but we still have opportunity to improve.



7. In terms of internal ministries, what would you like to see us do in 2014? *Respondent quotes*

**Utilize Lending Library – Self Education**

- *We have an established Lending Library which not every church has. It is balanced in terms of what type of materials it provides. If each person would check out a book at least two times per year, it would lead to an increased understanding of the Orthodox faith*
- *We have a wonderful lending library. Often, we look for someone from outside the community to speak to us; yet there are wonderful opportunities for self-education. Would like to see each person take at least one book from the lending library during Lent*

**Group Education**

- *Perhaps an educational series on why we do things the way we do, origins of some of our traditions, origin & symbolism the Divine Liturgy (and other services), etc.*
- *Continue Book Club discussion group, utilize parish education program more*

**Children's Education**

- *Continue to strengthen our Sunday School program. I am very happy that we have one and want it to succeed over the long term*
- *Children's pastoral message*

**Visitation**

- *Visit the elderly and infirmed parishioners*

**Current Ministries**

- *Continue participation in reading and singing*

8. If you could change one thing about Holy Trinity, what would it be? *Respondent quotes*

**Assess Physical Location**

- *Our church is difficult to get to; in addition nearly all our active members live outside Windham County. All roads leading into HTOC require at least a 10-mile trip on a two-lane highway. Evening services are difficult. Perhaps it is time to begin consider an alternative plan*
- *Change location with respect to the change in parishioner demographics.*
- *We need to seriously think about and plan for the future of the parish, in terms of the building and location*
- *Strongly consider relocating to a more promising location with adequate space, parking*

**Worship and Spiritual Matters**

- *More of a variety of liturgical music, children to be more involved in the church*
- *More structure with choir, services, and contributions while maintaining the current excellent informality, growth, and outreach.*
- *Enough people Commune regularly enough that it makes sense to read Communion prayers in the nave during/after kissing the cross*



8-Cont. If you could change one thing about Holy Trinity, what would it be? *Respondent quotes*

**Worship and Spiritual Matters**

- *Fewer memorial services following the liturgy. Those are generally reserved for Saturday services such as Vespers or annual memorials surrounding Lent*
- *Tell the people to attend -pay attention, respect, pray, be silent- during communion*
- *Parishioners coming to church on time. Utilizing the lending library*

**Utilize Technology**

- *Include technology like Skype or set up conference calls so that members outside of Willimantic proper can join the book club meetings*

**Financial Transparency**

- *Better focus/tracking of budget versus expenses throughout the year*

**Church Management – Engagement and Inclusion**

- *Set up a weekly sign up for coffee hour so that we are assured to have something to provide as we all love to spend time with each other after services.*
- *Designate 1 or 2 people a month to greet new or old members that have not been around in a awhile make sure they sign in and send cards to them to say we enjoyed having them.*
- *Keep parishioners and prospective members engaged on a personal/family level. Adding to this sending cards or brochures to shut ins that tell them all that we are doing throughout the year including dates on it. Could be used to pin at local grocery stores etc.*

**General Comments**

- *Reach out beyond; greater world view*



9. What do you like best about Holy Trinity?

- *The community, i.e., the people, are wonderful, loving, and a joy to be with. Our children, young families, teens and college students, give our church a vibe that most church do not have. The Holy Spirit is quite active at HTOC. We are most blessed. Glory be to God.*
- *Fr Marc and the parishioners. I feel very welcomed at HTOC.*
- *Let's people be who they are. Accepting of all.*
- *The family community, Fr Marc is a real person and his love for God is very real and genuine his sermons allow me to really stop and think. He is not so forceful that you shy away and that to me is a very good thing!*
- *Father Marc and the strength of HTOC community.*
- *It feels like you're with family.*
- *The Priest*
- *Kindness of the people. It is true and sincere.*
- *The youthfulness of the parish*
- *Diversity of attendees to services; college students from various states and religious backgrounds, non-orthodox participants, and visitors.*
- *You get a real sense of belonging here.*
- *The love and caring within parish family and with/by Fr Marc*
- *the openness of the community, its relatively young member age, its willingness to explore new options in parish worship and life.*
- *The subject of raising money is handled in a thoughtful way.*
- *The passion and love each person from our community has for one another. It would be difficult to believe other churches have what we have. There is joy; there are children, active teens, young families. We have the basic structure in place; we just need more of it.*
- *Community*