



SHINING CHRIST'S LIGHT  
SUNRISE TO SUNSET

*A Mutually Shared Vision*

*The proclamation of the Gospel requires a communication which is at once respectful and sensitive, which stimulates the heart and moves the conscience; one which reflects the example of the risen Jesus when he joined the disciples on the way to Emmaus (cf. Lk 24:13-35). By his approach to them, his dialogue with them, his way of gently drawing forth what was in their heart, they were led gradually to an understanding of the mystery.*

BENEDICTUS XVI

FROM THE VATICAN, 24 JANUARY 2011, FEAST OF SAINT FRANCIS DE SALES



## **Communication Best Practices**

### **Appendix: Surveys**

June 3, 2015





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# STAFF SURVEY: PARISH

## 1.

We want to thank you for taking the time to complete this survey.

Our team's ultimate goal is to publish a model for Best Practices in Communications which may be implemented throughout the Diocese of Gaylord in order to help all of us more effectively and efficiently communicate the mission, messages, events, activities and teachings of our faith to our parishes, schools and organizations, as well as the secular population.

Your input is invaluable as we work to achieve our goal.

## 2.

**Please provide the following information:**

**Name:**

**Organization Name:**

**Organization City:**

**Email Address:**

**Phone Number:**

**\* Please indicate your organization category below:**

- Church/Parish
- Catholic School
- Chancery Office
- Other

If other please specify.

## 3. CHURCH/PARISH

**\* My position within the Church/Parish (check all that apply)**

- Bookkeeper
- Business Manager
- Catechetical Leader (DRE/Faith Formation/Youth Minister, etc.)
- Deacon
- Facility Manager/Maintenance/Custodial Staff
- Music Director
- Office Manager
- Pastor or Administrator
- Pastoral Administrator
- Priest
- Receptionist
- Secretary
- Other

If other, please describe.



## Staff Survey: PARISH *Continued*

4.

**\* For purposes of this survey, communications is defined as the sending and receiving of information, regardless of whether you personally created it or are the distributor of information someone else created. Therefore, in your position or role at the Church/Parish, do you send or receive information...**

- Frequently
- Occasionally
- Seldom or Rarely

5.

The next set of 9 questions pertain to the methods (for both sending information and receiving information) that you may utilize to communicate with the following groups of individuals:

- ~Internal Parish Staff
- ~Active Parishioners
- ~Homebound/Nursing Home Parishioners
- ~Parish Groups, Councils, Committees, Commissions
- ~Non-active Parishioners
- ~Seasonal Parishioners (while they are away)
- ~Catholic School Families (if applicable)
- ~Chancery
- ~Wider Community

6.

**Please indicate how often the following methods are used to communicate INTERNALLY with PARISH STAFF:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Bulletin Board or Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-office memo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone Tree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant Messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

**When communicating INTERNALLY with PARISH STAFF, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating INTERNALLY with PARISH STAFF, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**7.**

**Please indicate how often you use the following methods to communicate with ACTIVE PARISHIONERS:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Church Bulletin Board or Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio Mass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone Tree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pulpit Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment/Suggestion Box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

**When communicating with ACTIVE PARISHIONERS, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with ACTIVE PARISHIONERS, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**8.**

**Please indicate how often you use the following methods to communicate with HOMEBOUND/NURSING HOME PARISHIONERS:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio Mass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





**Staff Survey: PARISH** *Continued*

**When communicating with HOMEBOUND/NURSING HOME PARISHIONERS, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with HOMEBOUND/NURSING HOME PARISHIONERS, please share with us what you think are the the least effective forms of communication, providing as much detail as possible.**

**9.**

**Please indicate how often you use the following methods to communicate with PARISH GROUPS, COUNCILS, COMMITTEES, COMMISSIONS:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Postal Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pulpit Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Church Bulletin Board or Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

**When communicating with PARISH GROUPS, COUNCILS, COMMITTEES, COMMISSIONS, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with PARISH GROUPS, COUNCILS, COMMITTEES, COMMISSIONS, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**10.**

**Please indicate how often you use the following methods to communicate with NON-ACTIVE PARISHIONERS:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (on-line)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (in person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio Mass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

**When communicating with NON-ACTIVE PARISHIONERS, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with NON-ACTIVE PARISHIONERS, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**11.**

You have completed half the survey. . .

**12.**

**Please indicate how often you use the following methods to communicate with SEASONAL PARISHIONERS (while they are away):**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

**When communicating with SEASONAL PARISHIONERS (while they are away), please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with SEASONAL PARISHIONERS (while they are away), please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**13.**

If you are NOT affiliated with a Catholic School, please skip the next question.

**14.**

**Please indicate how often you use the following methods to communicate with CATHOLIC SCHOOL FAMILIES and rank the effectiveness of each:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Church Bulletin Board or Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment/Suggestion Box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pulpit Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with CATHOLIC SCHOOL FAMILIES, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with CATHOLIC SCHOOL FAMILIES, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**15.**

**Please indicate how often you use the following methods to communicate with the CHANCERY (Diocesan Office):**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (in person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

**When communicating with the CHANCERY (Diocesan Office), please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with the CHANCERY (Diocesan Office), please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**16.**

**Please indicate how often you use the following methods to communicate with the WIDER COMMUNITY:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: PARISH** *Continued*

**When communicating with the WIDER COMMUNITY, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with the WIDER COMMUNITY, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**17.**

**I could benefit from additional training in the following areas:**

- Parish Bulletin Editing
- Computers 101
- Creating/Maintaining Websites
- Diocesan Website usage/updates
- Email
- Newsletter Design
- Photography/Photo Editing
- Smart Phone/Tablet
- Social Media
- Software Programs (please list specific programs in the Comments section below)
- None of the above

Additional Comments or Suggestions

**18.**

**Please add any additional comments or suggestions you may have in the space below. Your insights are greatly appreciated.**



# STAFF SURVEY: CATHOLIC SCHOOLS

1.

We want to thank you for taking the time to complete this survey.

Our team's ultimate goal is to publish a model for Best Practices in Communications which may be implemented throughout the Diocese of Gaylord in order to help all of us more effectively and efficiently communicate the mission, messages, events, activities and teachings of our faith to our parishes, schools and organizations, as well as the secular population.

Your input is invaluable as we work to achieve our goal.

2.

**Please provide the following information:**

**Name:**

**Organization Name:**

**Organization City:**

**Email Address:**

**Phone Number:**

**\* Please indicate your organization category below:**

- Church/Parish
- Catholic School
- Chancery Office
- Other

If other please specify.

## 20. CATHOLIC SCHOOL

**\* My position within my Catholic School (please check all that apply)**

- School Administrator
- Administrative Assistant/School Secretary
- Cafeteria Staff
- Coaching Staff
- Librarian
- Maintenance/Custodian/Facilities Staff
- Office Aide
- Teacher Aide
- Teacher
- Other

If other, please specify.





## Staff Survey: CATHOLIC SCHOOLS *Continued*

21.

**\* For purposes of this survey, communications is defined as the sending and receiving of information, regardless of whether you personally created it or are the distributor of information someone else created. Therefore, in your position or role at the School, do you send or receive information...**

- Frequently
- Occasionally
- Seldom or Rarely

22.

The next set of 7 questions pertain to the methods (for both sending information and receiving information) that you may utilize to communicate with the following groups of individuals:

- ~Catholic School Staff
- ~Catholic School Families
- ~Catholic School Students
- ~Parishioners
- ~Catholic School Alumni
- ~Chancery
- ~Wider Community

23.

**Please indicate how often you use the following methods to communicate internally with CATHOLIC SCHOOL STAFF:**

	Frequently Use	Occasionally Use	Never Use	Do Not Use
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Daily Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (in person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Bulletin Board/Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School-wide Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School-wide Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pinnacle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-office Memo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: CATHOLIC SCHOOLS** *Continued*

**When communicating internally with CATHOLIC SCHOOL STAFF, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating internally with CATHOLIC SCHOOL STAFF, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**24.**

**Please indicate how often you use the following methods to communicate with CATHOLIC SCHOOL FAMILIES:**

	Frequently Use	Occasionally Use	Never Use	Do Not Use
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parent/Teacher Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (in person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulletin Board/Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pinnacle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Blackboard (i.e., Moodle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: CATHOLIC SCHOOLS** *Continued*

**When communicating with CATHOLIC SCHOOL FAMILIES, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with CATHOLIC SCHOOL FAMILIES, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**25.**

**Please indicate how often you use the following methods to communicate with CATHOLIC SCHOOL STUDENTS and rank the effectiveness of each:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PA System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Daily Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pinnacle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulletin Board/Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Blackboard (i.e., Moodle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: CATHOLIC SCHOOLS** *Continued*

**When communicating with CATHOLIC SCHOOL STUDENTS, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with CATHOLIC SCHOOL STUDENTS, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**26.**

**Please indicate how often you use the following methods to communicate with PARISHIONERS:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (in person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulletin Board/Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Automated Dialer Messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Church Comment/Suggestion Box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: CATHOLIC SCHOOLS** *Continued*

**When communicating with PARISHIONERS, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with PARISHIONERS, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**27.**

You have completed half the survey. . .

**28.**

**Please indicate how often you use the following methods to communicate with CATHOLIC SCHOOL ALUMNI:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friday Mailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulletin Board/Information Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: CATHOLIC SCHOOLS** *Continued*

Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with CATHOLIC SCHOOL ALUMNI, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with CATHOLIC SCHOOL ALUMNI, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**29.**

**Please indicate how often you use the following methods to communicate with the CHANCERY (Diocesan Office):**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Staff Survey: CATHOLIC SCHOOLS** *Continued*

**When communicating with the CHANCERY (Diocesan Office), please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with the CHANCERY (Diocesan Office), please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**30.**

**Please indicate how often you use the following methods to communicate with the WIDER COMMUNITY:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Staff Survey: CATHOLIC SCHOOLS *Continued*

**When communicating with the WIDER COMMUNITY, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with the WIDER COMMUNITY, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**

**31.**

**I could benefit from additional training in the following areas:**

- Computers 101
- Creating/Maintaining Websites
- Diocesan Website usage/updating
- Email
- Newsletter Design
- Photography/Photo Editing
- Smart Phone/Tablet
- Social Media
- Software Programs (please specify in Additional Comments section below)
- None of the above

Additional Comments

**32.**

**Please add any additional comments or suggestions you may have in the space below. Your insights are greatly appreciated.**





# STAFF SURVEY: CHANCERY

## 1.

We want to thank you for taking the time to complete this survey.

Our team's ultimate goal is to publish a model for Best Practices in Communications which may be implemented throughout the Diocese of Gaylord in order to help all of us more effectively and efficiently communicate the mission, messages, events, activities and teachings of our faith to our parishes, schools and organizations, as well as the secular population.

Your input is invaluable as we work to achieve our goal.

## 2.

**Please provide the following information:**

**Name:**

**Organization Name:**

**Organization City:**

**Email Address:**

**Phone Number:**

**\* Please indicate your organization category below:**

- Church/Parish
- Catholic School
- Chancery Office
- Other

If other please specify.

## 34. CHANCERY (Diocesan Office)

**\* My position within the Chancery (Diocesan Office) is:**

- Bookkeeping/Finance Staff
- Diocesan Director
- Maintenance/Custodial
- Resource Staff
- Other

If other, please specify.

## 35.

**\* For purposes of this survey, communications is defined as the sending and receiving of information, regardless of whether you personally created it or are the distributor of information someone else created. Therefore, in your position or role at the Chancery, do you send or receive information...**

- Frequently
- Occasionally
- Seldom or Rarely



## Staff Survey: CHANCERY *Continued*

### 36.

The next set of 7 questions pertain to the methods (for both sending information and receiving information) that you may utilize to communicate with the following groups of individuals:

- ~Chancery Staff
- ~Priests & Pastoral Administrators
- ~Parish Staff
- ~Catholic School Staff
- ~Institutions, Groups, Organizations, Agencies
- ~Other Dioceses
- ~Wider Community

### 37.

**Please indicate how often you use the following methods to communicate internally with the CHANCERY (Diocesan Office) STAFF:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan shared calendar (In Outlook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-office memo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone Tree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulletin Board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EMS Lite Calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flyers, Posters, Handouts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating internally with the CHANCERY (Diocesan Office) STAFF, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**



**Staff Survey: CHANCERY** *Continued*

**When communicating internally with the CHANCERY (Diocesan Office) STAFF, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**

**38.**

**Please indicate how often you use the following methods to communicate with PRIESTS AND PASTORAL ADMINISTRATORS:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
Friday Mailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with the PRIESTS AND PASTORAL ADMINISTRATORS, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**



**Staff Survey: CHANCERY** *Continued*

**When communicating with the PRIESTS AND PASTORAL ADMINISTRATORS, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**

**39.**

**Please indicate how often you use the following methods to communicate with PARISH STAFF:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
Friday Mailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone/conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops/Training Sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with the PARISH STAFF, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**



**Staff Survey: CHANCERY** *Continued*

**When communicating with the PARISH STAFF, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**

**40.**

**Please indicate how often you use the following methods to communicate with CATHOLIC SCHOOL STAFF:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
Friday Mailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops/Training Sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with the CATHOLIC SCHOOL STAFF, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**

**When communicating with the CATHOLIC SCHOOL STAFF, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**



## Staff Survey: CHANCERY *Continued*

41.

You have completed half of the survey. . .

42.

**Please indicate how often you use the following methods to communicate with INSTITUTIONS, GROUPS, ORGANIZATIONS, AND OTHER TYPES OF AGENCIES (i.e., hospitals, Catholic Human Services, Knights of Columbus, Daughters of Isabella, etc.):**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with INSTITUTIONS, GROUPS, ORGANIZATIONS, AND OTHER TYPES OF AGENCIES, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**

**When communicating with INSTITUTIONS, GROUPS, ORGANIZATIONS, AND OTHER TYPES OF AGENCIES, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**



Staff Survey: CHANCERY *Continued*

43.

Please indicate how often you use the following methods to communicate with OTHER DIOCESES:

	Frequently Use	Occasionally Use	Never Use	Do Not Have
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (printed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When communicating with OTHER DIOCESES, please share with us what you think s the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.

When communicating with OTHER DIOCESES, please share with us what you think is the least effective forms of communication, providing as much detail as possible.



Staff Survey: CHANCERY *Continued*

**44.**

**Please indicate how often you use the following methods to communicate with the WIDER COMMUNITY:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Calendar (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with the WIDER COMMUNITY, please share with us what you think are the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them, and provide as much detail as possible.**

**When communicating with the WIDER COMMUNITY, please share with us what you think are the least effective forms of communication, providing as much detail as possible.**





**Staff Survey: CHANCERY** *Continued*

**45.**

**I could benefit from additional training in the following areas:**

- Computers 101
- Creating/Maintaining Websites
- Diocesan Website usage/updates
- Email
- Newsletter Design
- Photography/Photo Editing
- Smart Phone/Tablet
- Social Media
- Software Programs (please specify in Additional Comments section below)
- None of the above

Additional Comments

**46.**

**Please add any additional comments or suggestions you may have in the space below. Your insights are greatly appreciated.**





# STAFF SURVEY: OTHER ORGANIZATIONS

## 1.

We want to thank you for taking the time to complete this survey.

Our team's ultimate goal is to publish a model for Best Practices in Communications which may be implemented throughout the Diocese of Gaylord in order to help all of us more effectively and efficiently communicate the mission, messages, events, activities and teachings of our faith to our parishes, schools and organizations, as well as the secular population.

Your input is invaluable as we work to achieve our goal.

## 2.

### Please provide the following information:

**Name:**

**Organization Name:**

**Organization City:**

**Email Address:**

**Phone Number:**

### \*Please indicate your organization category below:

- Church/Parish
- Catholic School
- Chancery Office
- Other

If other please specify.

## 48. OTHER ORGANIZATION

### \*My position at my Organization (check all that apply) is:

- Bookkeeper
- Business Manager
- Director
- Facility Manager/Maintenance/Custodial Staff
- Office Manager
- Owner
- President
- Receptionist
- Secretary
- Other

If other, please specify.



## Staff Survey: Other Organizations *Continued*

49.

**\*For purposes of this survey, communications is defined as the sending and receiving of information, regardless of whether you personally created it or are the distributor of information someone else created. Therefore, in your position or role at the Organization, do you send or receive information...**

- Frequently
- Occasionally
- Seldom or Rarely

50.

The next set of 5 questions pertain to the methods (for both sending information and receiving information) that you may utilize to communicate with the following groups of individuals:

- Internal Staff/Members
- Chancery
- Other Institutions, Groups, Organizations, Agencies
- Parishes
- Wider Community

51.

**Please indicate how often you use the following methods to communicate internally with STAFF/MEMBERS:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (in person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organization Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-office Memo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee or Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating internally with your STAFF/MEMBERS, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**



**Staff Survey: Other Organizations** *Continued*

**When communicating internally with your STAFF/MEMBERS, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**

**52.**

**Please indicate how often you use the following methods to communicate with the CHANCERY (Diocesan Office):**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diocesan Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Memo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating internally with the CHANCERY (Diocesan Office), please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**

**When communicating internally with the CHANCERY (Diocesan Office), please share with us what you think is the least effective forms of communication, providing as much detail as possible.**



## Staff Survey: Other Organizations *Continued*

53.

Please indicate how often you use the following methods to communicate with **OTHER INSTITUTIONS, GROUPS, ORGANIZATIONS, AND AGENCIES** (i.e., Hospitals, Knights of Columbus, Daughters of Isabella, Rotary Club, United Way, etc.):

	Frequently Use	Occasionally Use	Never Use	Do Not Have
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organization Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Meeting (Skype, video/telephone conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marquee/Electronic Sign	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When communicating with other **INSTITUTIONS, GROUPS, ORGANIZATIONS or AGENCIES**, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.

When communicating with other **INSTITUTIONS, GROUPS, ORGANIZATIONS or AGENCIES**, please share with us what you think is the least effective forms of communication, providing as much detail as possible.



## Staff Survey: Other Organizations *Continued*

54.

You have completed half of the survey. . .

55.

**Please indicate how often you use the following methods to communicate with the PARISHES:**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with the PARISHES, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**

**When communicating with the PARISHES, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**



## Staff Survey: Other Organizations *Continued*

56.

**Please indicate how often you use the following methods to communicate with the WIDER COMMUNITY.**

	Frequently Use	Occasionally Use	Never Use	Do Not Have
U.S. Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal (In person/word of mouth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters (online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Marquee/Electronic Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media (Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parish Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Weekly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secular Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handouts/Flyers/Pamphlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When communicating with the WIDER COMMUNITY, please share with us what you think is the most effective forms of communication, providing as much detail as possible. If there are other forms of communication you use that are effective, please list them and provide as much detail as possible.**

**When communicating with the WIDER COMMUNITY, please share with us what you think is the least effective forms of communication, providing as much detail as possible.**





**Staff Survey: Other Organizations** *Continued*

**57.**

**I could benefit from additional training in the following areas:**

- Computers 101
- Creating/Maintaining Websites
- Diocesan Website usage
- Email
- Newsletter Design
- Photography/Photo Editing
- Smart Phone/Tablet
- Social Media
- Software Programs (please specify in Additional Comments section below)
- None of the above

Additional Comments

**58.**

**Please add any additional comments or suggestions you may have in the space below.  
Your insights are greatly appreciated.**





# ORGANIZATION INTERVIEW/SURVEYS

**Hello, my name is \_\_\_\_\_ and I am calling from \_\_\_\_\_**

*I am serving on a special committee for the Catholic Diocese of Gaylord. We are reaching out to successful organizations like yours to glean a bit of insight as to how you communicate both externally and internally.*

*This past year, the Diocese of Gaylord began a journey to discern a Mutually Shared Vision and chart a path for the future of the Catholic Church in northern lower Michigan.*

*Communications between the Church and the faithful, as well as the Church and the wider community and world, have been identified as an area that could use improvement in our Diocese.*

*We are hoping you can help us learn some better or more effective ways to share information and events. I know your time is extremely valuable, but would you have just a few minutes to talk with me about how you communicate within your organization and with the outside world?*

## 1. MSV Team Member Name

## 2. Company/Organization Information:

Company/Organization Name	<input type="text"/>
Respondent's Name:	<input type="text"/>
Respondent's Position/Role:	<input type="text"/>
Non-Profit? (Yes or No)	<input type="text"/>
Respondent's Email Address	<input type="text"/>
Respondent's Phone #	<input type="text"/>

*This first set of questions pertains to how the organization communicates with those outside the organization.*

## 3. Who is your organization's target audience?

## 4. How often do you communicate with your target audience?

- Daily
- Weekly
- Monthly

Other (please explain)

## 5. What methods do you use to communicate with them?

1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>
5.	<input type="text"/>
6.	<input type="text"/>
7.	<input type="text"/>
8.	<input type="text"/>
9.	<input type="text"/>
10.	<input type="text"/>



## Organization Interview/Survey *Continued*

**6. What have you found to be the MOST EFFECTIVE and why?**

**7. What have you found to be the LEAST EFFECTIVE and why?**

**8. Do you structure your message differently depending on who you are trying to reach or what you want to communicate?**

Yes

No

Can you tell me more about that?

**9. Have you ever tried a method of communication that you thought would be effective with your target audience, but wasn't?**

Yes

No

Can you tell me more about that - what it was and why it didn't work?

**10. What do you think is the MOST EFFECTIVE way that you receive information from your customers/clients? Why?**

**11. What do you think is the LEAST EFFECTIVE way that you receive information from your customers/clients? Why?**

**12. Do you have any "tricks of the trade" that you can share with us about communicating with your customers or those you serve?**

Yes

No

Please explain



## Organization Interview/Survey *Continued*

*This set of questions pertains to how the organization communicates internally among themselves - with staff, satellite offices, etc.*

### 13. What methods do you use to communicate within your organization ~ that is with staff, satellite offices, and so forth?

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

### 14. What have you found to be the MOST EFFECTIVE and why?

### 15. What have you found to be the LEAST EFFECTIVE and why?

### 16. Do you have any "tricks of the trade" that you can share with us about communicating internally?

Yes

No

Please explain

### 17. Do you have anything else you might share with us or any suggestions that you think might be helpful?

*That's It! Again, THANK YOU so much for your time and assisting us in this endeavor. We are truly grateful for your help!*





# PARISHIONER SURVEY

This survey is also available to complete online at [www.dioceseofgaylord.org](http://www.dioceseofgaylord.org)



*Thank you for your willingness to assist the Diocese of Gaylord as together we strive to be a people of faith "Shining Christ's Light: Sunrise to Sunset."*

*This survey is structured to help identify best practices for efficient and effective communications within our parishes, Catholic schools, the diocese, and the wider community. Your participation is crucial as we discern the best methods for communicating the Good News of the Catholic Church in Northern Lower Michigan.*

*If you have any questions about this survey, please contact Mary Dickerson at the Diocese of Gaylord at 989.732.5147 or via email at [mdickerson@dioceseofgaylord.org](mailto:mdickerson@dioceseofgaylord.org).*

## Communications Best Practices Parishioner Survey

### 1. Please select your age category:

- 14-18    19 - 25    26 - 35    36 - 45    46 - 65    66 - 75    76 and up

### 2. Please select your average Mass attendance:

- Weekly    Monthly    Holidays    Infrequently

### 3. Please select the methods of communications you use (check all that apply):

- Internet    Smart Phone    Tablet or iPad    Text Messaging  
 Social Media (Facebook, Twitter)    Email    None of the Above

### 4. Please select your preferred method(s) for receiving information (check all that apply):

- Print (i.e. newspapers, magazines, bulletin)    Website  
 Social Media (Facebook, Twitter)    US Mail  
 Television    Radio  
 Other (please specify):    Email

### 5. Please select your current source(s) for receiving **GENERAL** (National/International) Catholic news and information (check all that apply):

- Network TV (i.e. CNN, EWTN, FoxNews, etc.)    Radio  
 Parish Bulletin/Announcements    Secular (non-religious) Print Publications  
 Social Media (Facebook, Twitter)    Catholic/Religious Print Publications  
 I am not interested in general news about the Catholic Church    Websites  
 Other (please specify):



**6. Please select your current source(s) for receiving news and information about your **PARISH** events, activities and ministries (check all that apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> Pulpit Announcements             | <input type="checkbox"/> Secular (non-religious) Media                                 |
| <input type="checkbox"/> Diocesan Website                 | <input type="checkbox"/> US Mail   |
| <input type="checkbox"/> Social Media (Facebook, Twitter) | <input type="checkbox"/> Participation in Parish or Diocesan Committees/Groups         |
| <input type="checkbox"/> Monthly Calendar                 | <input type="checkbox"/> Word of Mouth   |
| <input type="checkbox"/> Parish Website                   | <input type="checkbox"/> Parish Email  |
| <input type="checkbox"/> Parish Bulletin                  | <input type="checkbox"/> I am not interested in PARISH events, activities & ministries |
| <input type="checkbox"/> Other (please specify):          |  |
- 

**7. Please select your current source(s) for receiving news about **DIOCESAN** events, activities and ministries (check all that apply):**

- |  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> Pulpit Announcements  | <input type="checkbox"/> Parish Bulletin  | <input type="checkbox"/> Catholic Weekly                            | <input type="checkbox"/> Baraga Broadcasting |
| <input type="checkbox"/> Secular (non-religious) Media                                     | <input type="checkbox"/> Diocesan Website | <input type="checkbox"/> Email                                      | <input type="checkbox"/> Word of Mouth       |
| <input type="checkbox"/> Social Media (Facebook, Twitter)                                  | <input type="checkbox"/> US Mail          | <input type="checkbox"/> Participation in Parish or Diocesan Groups |  |
| <input type="checkbox"/> I am not interested in DIOCESAN events, activities and ministries |   |   |  |
| <input type="checkbox"/> Other (please specify):   |   |   |  |
- 

**8. What best describes your knowledge of **PARISH** activities, events and ministries?**

- |  |  |
|--|--|
| <input type="checkbox"/> Very informed     | <input type="checkbox"/> Not at all informed   |
| <input type="checkbox"/> Somewhat informed | <input type="checkbox"/> I am not interested in PARISH activities, events and ministries |

**9. What best describes your knowledge of **DIOCESAN** activities, events and ministries?**

- |  |  |
|--|--|
| <input type="checkbox"/> Very informed     | <input type="checkbox"/> Not at all informed   |
| <input type="checkbox"/> Somewhat informed | <input type="checkbox"/> I am not interested in DIOCESAN activities, events and ministries |

**10. Aside from parish and/or diocesan activities, events and ministries, what other kinds of information would you find beneficial to receive?**

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**11. Please share any additional comments or suggestions regarding communications within your parish and the diocese:**

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Please return completed survey by FEBRUARY 16, 2014 to your parish office or mail to:

**Attn: Parishioner Survey  
Diocese of Gaylord  
611 W. North St.  
Gaylord, MI 49735**



