

Diocesan Team Evaluation

December 2020

Synthesis of Survey

Introduction

At the end of 2020, the episcopal council sent an evaluation form to priests, *fabrique* presidents and parish secretaries concerning our diocesan team. We wanted to better understand how the work of our team is appreciated in parish circles. About fifty people responded to our invitation, which had been sent to all the parishes of the diocese. Without being scientific, this small survey allowed us to take stock of the quality of our services and to suggest avenues for improvement.

The survey was divided into four sections, one for each component of the diocesan team: the archbishop's office, pastoral animation, the bursar's office and the chancery. For each of the components, we asked participants to identify two or three strengths and two or three weaknesses. We also gave them the opportunity to propose suggestions for improving our work.

Over eighty percent of respondents indicated that they were "very satisfied" or "satisfied" with the services provided by the four components, which represents a fairly high level of satisfaction. Before presenting the comments on each of these components, let's look at what people had to say about a specific theme that cuts across all the work of our diocesan team: communications.

Communications

In general, participants feel there has been a marked improvement in communications over the past year. They welcome the new diocesan newsletter, which has become for many an essential information tool for everything related to parish and diocesan life. Courtesy and hospitality are emphasized in communications with the various team members as well as the speed and quality of responses. On the other hand, some find the diocesan website a little difficult to navigate and suggest that it be renewed, a project which is already in progress. Some feel there is an occasional overabundance or duplication of information, which should be corrected. Among the suggestions: prepare a long-term calendar of activities, post the office hours and days of availability of the various team members, and find a formula to help parishes that do not have access to high-speed internet.

❖ The Archbishop's Office

The work of the Archbishop's office is generally appreciated. Participants enjoy the leadership and coordination provided by this office, which is particularly important during this time of pandemic. They feel that the members of the office are close to parish circles, while keeping their focus on the mission of the Church and the Word of God. Some regret a few delays in reacting to requests and, on the one hand, the occasional rush that doesn't allow enough time to adjust. It is proposed that the work of the diocesan team be better publicized, that more attention be paid to the concrete reality of individual parishes and that good accompaniment be provided to priests by ensuring their ongoing formation.

❖ The pastoral animation team

The work of the pastoral animation team also receives very positive notes. Participants appreciate the enthusiasm, availability and creativity of its members. They note the growing use of modern technologies, a real breakthrough. They recognize the team's concern to accompany the parishes in their realities, while supporting the vision of an emerging Church, especially through the synodal process. Participants would like this process to be a little clearer and not go around in circles. They also find that youth ministry is suffering. Another worry is that we always reach out to the same people. Participants regret not having had time to get to know Pierre-Alain, who arrived just as the pandemic broke out. Some suggestions were offered to remedy these few weaknesses.

❖ The bursar's office

Participants welcomed the arrival of René Laprise as leader of the the diocesan treasury (he was a member of our diocesan team for many years) and appreciate the work of his team. People feel warmly welcomed, answers come quickly, follow-ups are assured. Support for the *fabriques* during the pandemic is invaluable. Some regret past shortcomings which, it is hoped, will soon be corrected (lost documents, problematic situations not being addressed). People would like the bursar's office to ensure that all *fabriques* respect the deadlines and procedures established in the diocese. Some suggestions: simplify parish financial reports, establish a reporting schedule for *fabriques*, continue to improve the online donation service, offer Sage accounting training and, if possible, visit parishes annually.

❖ Chancery

Finally, the chancery: participants noted the good communication with this team, the training offered to churchwardens and the presidents of *fabriques*, support in canon law and archives. Some find that there is a lot of information coming from this office, without an overall guide for parish secretaries who would greatly appreciate such a reference document.

Conclusion

Such is the summary of a very worthwhile survey. Our diocesan team is committed to examining all of these comments to see how to integrate them into our work. Our one desire is to always improve on our service to our parish communities. Warm thanks to all who participated.