

# Identifying church members' programming usage, satisfaction, and needs

Prepared for  
The Church of St. John the Evangelist

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# Executive Summary

The Church of Saint John the Evangelist (The Rock on Locke) serves the Kirkendall and Durand neighborhoods, offering various programs to its approximately 200 congregation members. To better understand how these programs are meeting the needs of its community, the Research Shop conducted a needs assessment using a comprehensive survey and key-informant interviews. This report summarizes our findings, providing insights into the congregation's program awareness and usage, satisfaction levels, and potential service gaps.

The research uncovered significant challenges in program awareness and participation, with many programs experiencing substantial disparities between awareness and active engagement. Notably, programs like BeHive and the Virtual Tax Clinic demonstrated low participation rates despite moderate awareness.

Overall program satisfaction was generally positive, with standout programs including Concerts at St. John's, Hearts & Minds, and Hôpital Albert Schweitzer receiving exceptionally high satisfaction scores. However, the research identified critical barriers to participation, primarily scheduling incompatibilities and insufficient program communication.

The congregation expressed a strong desire for more inclusive and diverse programming. Top suggestions included community social resilience events, skill-building classes, and creating "unplugged" social spaces. Interview participants emphasized the need for targeted support for underrepresented groups, including families with young children, LGBTQ+ members, and newcomers to the Anglican tradition.

Recommended strategic priorities include developing a comprehensive communication strategy, addressing accessibility challenges, creating more flexible program timing, and implementing informal, relationship-driven feedback mechanisms. A proposed programming committee could serve as a critical bridge between participants and leadership, facilitating ongoing dialogue and program refinement.

The research provides a roadmap for St. John's to enhance community engagement, attract new members, and develop more responsive, inclusive programming. By focusing on improved communication, targeted program development, and continuous feedback, the church can more effectively meet the evolving needs of its congregation.

# Introduction

## Context

The Church of Saint John the Evangelist (St. John's) is an established church and local charity serving the Kirkendall and Durand neighbourhoods, with around 200 members of the congregation. They provide a range of programs and services that members of their congregation have access to, but they have no data around satisfaction with such services or desires for programming alternatives. They sought the Research Shop's help in surveying their congregation to help answer these questions. This is especially important, given that many new families have joined the church over the past years, and that the members of the congregation are of different backgrounds with different needs. This report provides a summary of our findings from an online survey and interviews of St. John's congregation.

## Research Question

The main research questions for this project are:

- What programs and services do the current members of the congregation use?
- How satisfied are the members of the congregation with these services?
- What additional services do they need/desire (i.e., what are the gaps)?

The findings will be used by St. John's to inform the scope and delivery of their current and future programs and services.

## Methods

The research team collected data using surveys and semi-structured interviews. The research team developed the survey (Appendix 1) using LimeSurvey and administered it from November 3–18, 2024. The survey aimed to collect information on program usage, satisfaction levels, and areas for improvement. The team included demographic questions such as age, gender, and race to contextualize responses. The survey design prioritized user-friendliness to encourage maximum participation.

The research team invited congregation members to fill out the survey in person after church services on November 3 and 10, as well as through an online link distributed via email. The team also created promotional posters, which the community partner sent to congregation members, as well as printed and posted in the church. The community partner reviewed the initial survey draft and provided feedback, which the team incorporated into the final version. After the completion of the review process, the research team conducted pilot surveys, and the community partner tested the online

survey internally with their staff members. Based on the results of these pilot tests, the team further refined the survey questions and structure for logic and clarity.

For the interviews, the research team developed a semi-structured interview guide (Appendix 2) to gather more in-depth qualitative data about members' experiences with St. John's programs. The team designed the interview questions to explore topics such as program usage, satisfaction, accessibility, and areas for improvement. The community partner suggested the interview participants based on engagement with the church's services. The research team reached out to the suggested interview participants by email to schedule interviews for those who were still interested in participating. The team conducted the interviews virtually (via Microsoft Teams). Each interview lasted approximately 20 minutes. Before each interview, research team members informed participants about the research objectives and asked for verbal consent for the interview to be recorded. Team members recorded and transcribed the interviews for accuracy.

Research team members analyzed quantitative data from the survey using descriptive statistics to identify trends in program usage, satisfaction levels, and demographic characteristics. Team members used content analysis for open-ended responses to identify categories and areas of interest or concern. Team members analyzed interview transcripts using thematic analysis to explore the recurring themes in participants' detailed feedback on St. John's programs.

## Findings

In total, 37 individuals participated in the survey; however, only 26 people completed the entire survey, meaning some questions have less than 37 responses. We also interviewed three individuals.

## Demographics

The survey asked respondents to provide responses to a few demographic questions, including age, gender, and race.

The age group with the highest number of survey respondents (45.95%) was the 65+ group (Table 1).

**Table 1: Age of Survey Respondents (n = 37)**

<b>Response</b>	<b>Count</b>	<b>Percentage</b>
Below 25	0	0.00%
25 – 34	4	10.81%
35 – 44	4	10.81%
45 – 54	5	13.51%
55 – 64	4	10.81%
65+	17	45.95%
No answer	3	8.11%

24 respondents (64.86%) identified as women, while 10 (27.03%) identified as men, and three gave no answer (8.11%).

In terms of race, 30 respondents (81.08%) were white, two (5.41%) were Black, one (2.70%) was East Asian, one (2.70%) was Middle Eastern, and three (8.11%) did not answer.

## Program Awareness and Participation

The survey asked respondents to select all the programs at St. John's that they had heard of and all the programs that they were currently participating in (Table 2).

Program descriptions are provided in Appendix 3. Hearts & Minds was the program with both the highest awareness and participation among respondents (81.08% and 48.65%, respectively). The Good Book Club had the lowest awareness among respondents (29.73%). Programs such as BeHive (48.65% awareness, 2.70% participation) and the Virtual Tax Clinic (59.46% awareness, 5.41% participation) demonstrate significant gaps between awareness and participation rates. Interview participants were also unaware of most of the programs offered.

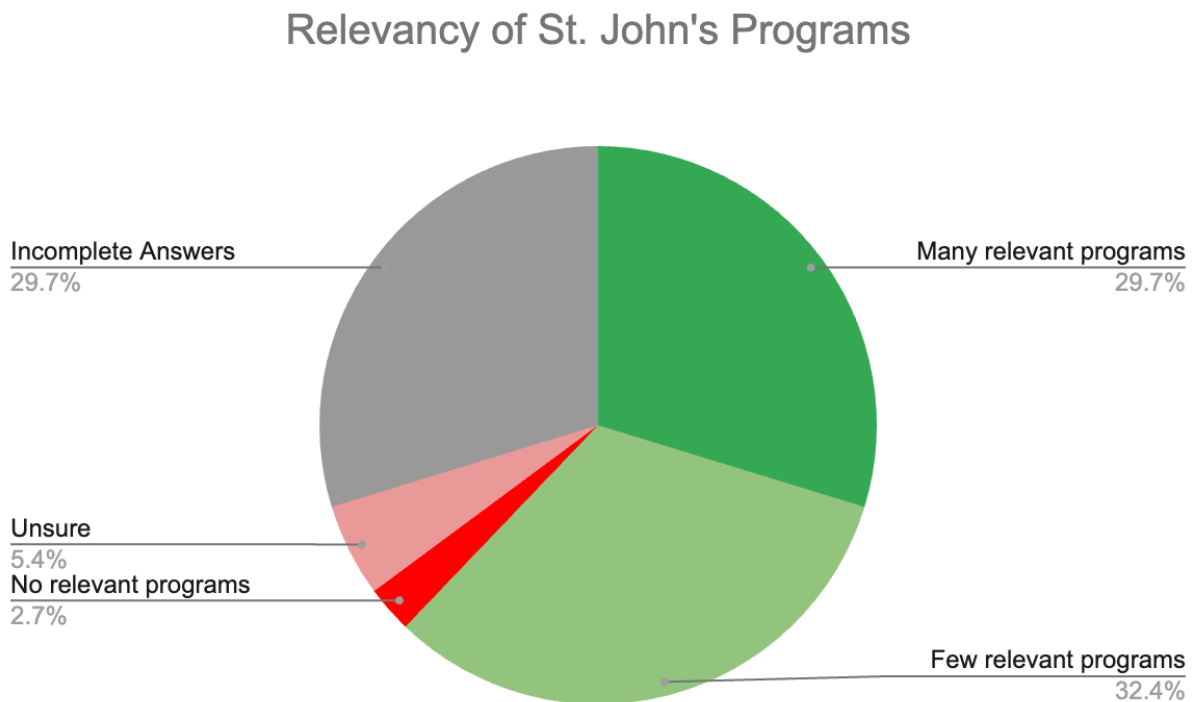
**Table 2: Program Awareness and Participation (n = 37)**

<b>Programs</b>	<b>Respondents Are Aware Of</b>		<b>Respondents Currently Participate In</b>	
	<i>Count</i>	<i>Percentage</i>	<i>Count</i>	<i>Percentage</i>
Hearts & Minds	30	81.08%	18	48.65%
Micah House	29	78.38%	12	32.43%
St Matthew's House	29	78.38%	12	32.43%
Children's Choir	29	78.38%	7	18.92%
Indwell	28	75.68%	10	27.03%
Mission to Seafarers	28	75.68%	3	8.11%
Concerts at St John's	27	72.97%	12	32.43%
St John's Library	26	70.27%	10	27.03%
Scouting	26	70.27%	2	5.41%

Hôpital Albert Schweitzer (HAS)	25	67.57%	14	37.84%
Primate's World Relief and Development Fund	25	67.57%	10	27.03%
Hamilton Out of the Cold	25	67.57%	3	8.11%
Migrant Farmworkers Project	24	64.86%	4	10.81%
Bibles and Bagels	23	62.16%	3	8.11%
Crafting Group	23	62.16%	3	8.11%
Virtual Tax Clinic	22	59.46%	2	5.41%
Saturday Stuff for Guys	20	54.05%	4	10.81%
Middle Ground	19	51.35%	7	18.92%
BeHive	18	48.65%	1	2.70%
Climate Justice	17	45.95%	5	13.51%
Good Book Club	11	29.73%	6	16.22%
No Answer	6	16.22%	6	16.22%

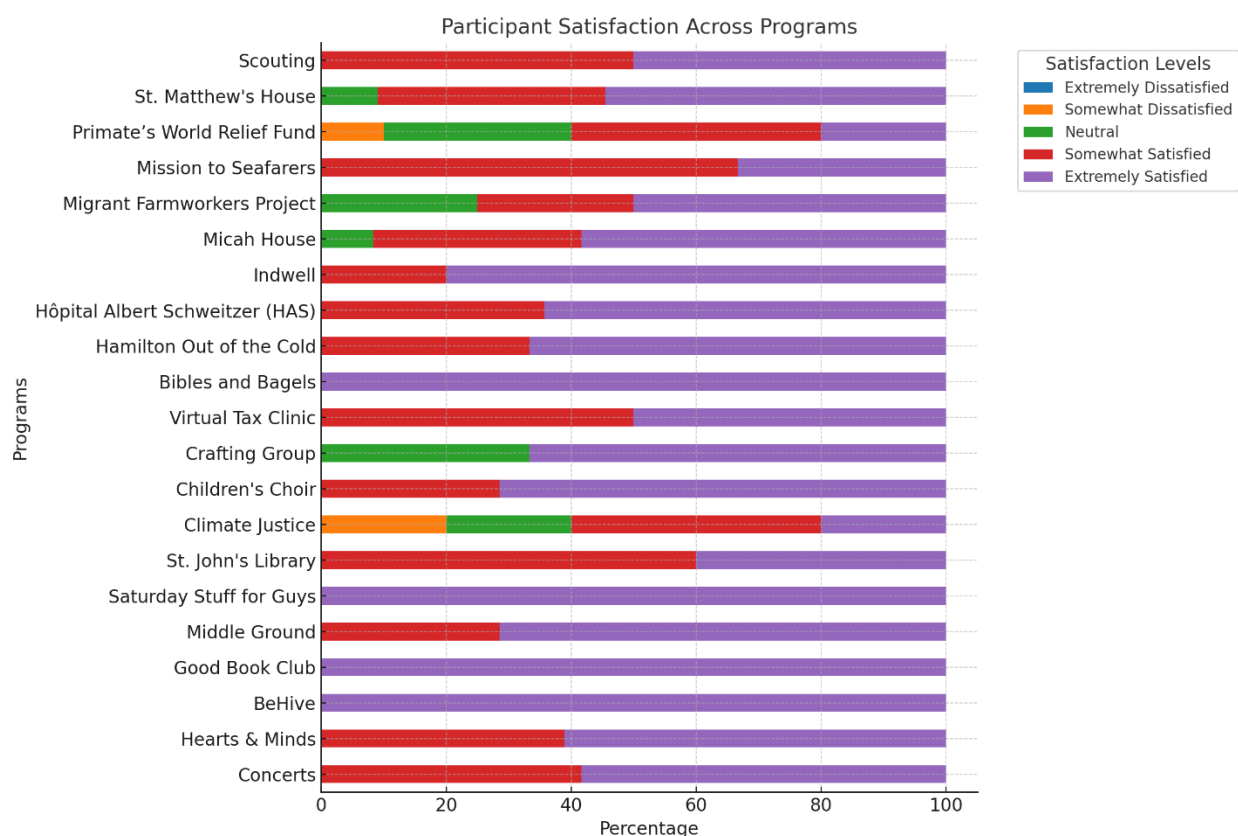
## Satisfaction with Programs

A similar number of survey respondents indicated that St. John's has "many" (29.7%) or "a few" (32.4%) programs relevant to them (Figure 1). 2.7% of respondents said that there were no programs relevant to them.



**Figure 1: Relevancy of St. John's Programs**

The survey asked respondents to rate their satisfaction with each program they currently attend (Figure 2). The satisfaction rates across the programs at St. John's indicate generally positive feedback, with most programs receiving responses leaning towards, "Somewhat Satisfied" and "Extremely Satisfied." Programs such as Concerts at St. John's (58.33% Extremely Satisfied), Hearts & Minds (61.11% Extremely Satisfied), and Hôpital Albert Schweitzer (HAS) (64.29% Extremely Satisfied) showed strong satisfaction among respondents. However, a few programs, such as Climate Justice and Primate's World Relief and Development Fund, reported a wider range of responses, including some dissatisfaction, suggesting they may have areas that require attention. These findings highlight the overall success of many programs while pointing to opportunities for further evaluation and improvement to address less favorable experiences.



**Figure 2: Participant Satisfaction Across Programs**

After rating their satisfaction for each program they currently participate in, survey respondents were provided with an opportunity to explain their satisfaction rating. Most positive comments related to satisfaction were consistent across the different programs, highlighting aspects like their high quality, great organization, and friendly/welcoming atmosphere. For the St. John's Library program, respondents particularly noted that



they appreciated the book reviews featured in the Parish News. Respondents specifically pointed out that Hearts & Minds sessions were interesting and informative. Finally, respondents mentioned for both Micah House and Mission to Seafarers that they appreciated having the regional director speak to the congregation. From the interviews, community members appreciated the variety of offerings, and the sense of community created from the Middle Ground and Children's Choir programs. Comments related to why survey respondents were dissatisfied with the programs they attended offered insights on ways to improve the programs (Table 3). It is important to note that some programs had no comments relating to dissatisfaction and ways to improve the program.

**Table 3: Participants' Ideas on Ways to Improve Programs**

<b>Program</b>	<b>Overall Feedback on Ways to Improve Program</b>
Concerts at St. John's	<ul style="list-style-type: none"> <li>• Greater variety of concerts</li> <li>• Better advertisement and more advance notice</li> </ul>
Hearts & Minds	<ul style="list-style-type: none"> <li>• An online/livestream option or recording would be helpful for those who cannot attend on a Friday evening</li> <li>• Increased support for organizers, especially regarding technology</li> <li>• More topics related to the LGBTQ+ community and other issues not directly related to the church</li> </ul>
Good Book Club	<ul style="list-style-type: none"> <li>• Conduct more outreach and advertising to encourage new membership</li> <li>• Would be nice to cater more to women</li> </ul>
Middle Ground	<ul style="list-style-type: none"> <li>• Better organization and communication</li> </ul>
St. John's Library	<ul style="list-style-type: none"> <li>• Better advertisement</li> <li>• More shelves needed</li> <li>• Greater variety of books (specifically related to theology and history)</li> <li>• Doing book studies or talks</li> </ul>
Climate Justice	<ul style="list-style-type: none"> <li>• Better advertisement</li> <li>• More environmental initiatives related to the church itself</li> </ul>
Children's Choir	<ul style="list-style-type: none"> <li>• Find ways to encourage older children to stay in the program</li> </ul>
Virtual Tax Clinic	<ul style="list-style-type: none"> <li>• Better advertisement and volunteer recruitment</li> </ul>
Hamilton Out of the Cold	<ul style="list-style-type: none"> <li>• More people to support the program</li> </ul>
Hôpital Albert Schweitzer (HAS)	<ul style="list-style-type: none"> <li>• Bring back annual fundraiser</li> </ul>
Indwell	<ul style="list-style-type: none"> <li>• Better advertisement</li> </ul>
Primate's World Relief and Development Fund	<ul style="list-style-type: none"> <li>• Increased support for organizing/running the program as it is so big and diverse</li> </ul>

	<ul style="list-style-type: none"> <li>• Better communication about what the program does/achieves</li> </ul>
St. Matthew's House	<ul style="list-style-type: none"> <li>• Increased support for organizers to help manage the heavy workload</li> </ul>

## Barriers to Participating in the Programs

The survey asked respondents to select any programs they had previously attended and stopped attending, as well as any programs they were interested in attending but had not attended yet. Respondents were then given an opportunity to select reasons they stopped attending a program or had not attended a program they wanted to attend yet from a list or add their own. Finally, respondents were given an opportunity to mention anything that would make it more likely for them to attend programs they were interested in attending. When analyzing the responses for all of these questions, it seemed like most answers centered around barriers to participating in programs. Therefore, the main barriers to attending and reasons for stopping attendance for each program were compiled from these answers and are presented in Table 4.

The two most prevalent barriers that have prevented church members from attending programs at St. John's are scheduling incompatibilities and a lack of program information. Regarding scheduling incompatibility, some members claimed that they have evening obligations due to childcare, which have prevented them from attending the programs they are interested in. In terms of a lack of program information, many members are simply unaware of the existence of several programs. Some participants are aware of the programs but still lack knowledge regarding how the programs operate and what they can do to help or participate.

One barrier that an interview participant brought up was a lack of transportation due to cost and the unreliability of the transit system, particularly on evenings and the weekends. They mentioned that if there was a carpool program or if bus tickets were offered, it would really help them be able to participate in programs.

**Table 4: Barriers/Reasons Preventing and/or Stopping Participants from Attending Programs**

Barrier/Reason	Program Name
Incompatible with schedule	<ul style="list-style-type: none"> <li>• Concerts at St. John's</li> <li>• Hearts &amp; Minds</li> <li>• Middle Ground</li> <li>• Virtual Tax Clinic</li> <li>• Hamilton out of the Cold</li> <li>• Crafting Group</li> <li>• Good Book Club</li> <li>• Climate Justice</li> <li>• Bibles and Bagels</li> <li>• Indwell</li> <li>• Micah House</li> </ul>
Did not meet expectations	<ul style="list-style-type: none"> <li>• Bibles and Bagels</li> </ul>

No longer interested in attending	<ul style="list-style-type: none"> <li>• Children's Choir</li> <li>• Scouting</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual Tax Clinic</li> </ul>
Lack of program information	<ul style="list-style-type: none"> <li>• Concerts at St. John's</li> <li>• BeHive</li> <li>• Bibles and Bagels</li> <li>• Hamilton out of the Cold</li> <li>• Indwell</li> <li>• Micah House</li> </ul>	<ul style="list-style-type: none"> <li>• Migrant Farmworkers Project</li> <li>• Mission to Seafarers</li> <li>• Primate's World Relief and Development Fund</li> <li>• St. John's Library</li> </ul>
Lack of childcare	<ul style="list-style-type: none"> <li>• Hearts &amp; Minds</li> <li>• BeHive</li> </ul>	<ul style="list-style-type: none"> <li>• Bibles and Bagels</li> </ul>
Crowding	<ul style="list-style-type: none"> <li>• St. John's Library</li> </ul>	

## New Program Suggestions

Survey respondents were asked to select any ideas for new programs that they thought would be beneficial to implement from a list. They were also provided with space to enter their own ideas. Another question asked any respondents who had regularly attended another church in the past five years to list any programs from their previous church that they would like to see implemented at St. John's. Categories of the responses to both questions are presented in Table 5. The category for new programming that was supported by the highest number of respondents (19) was, "events to build social resilience and networks in community".

Based on congregation member interviews, there is a strong desire for future programming at the church to address various gaps and enhance inclusivity. For example, there is a need for child-friendly spaces to accommodate families with young children, enabling parents to engage without feeling disruptive. Additionally, there is a desire for targeted support for underrepresented groups, such as older adults, LGBTQ+ members, and isolated community members, with suggestions for programs that bring services directly to those who face barriers to participation. There is also interest in cultural representation within church activities, such as performing specific cultural songs to strengthen ties between members' heritage and the church. Finally, a member suggested that educational workshops aimed at newcomers, particularly those unfamiliar with Anglican traditions, would help integrate new members into the community.

**Table 5: Respondents' Ideas for New Programs (n = 37)**

<b>Category</b>	<b>Number of Respondents Who Suggested This</b>
Events to build social resilience and networks in community (dinners, games nights, film viewing parties, etc.)	19
Skill-building classes (sewing, cooking, baking, etc.)	7
“Unplugged” space and time (periods set aside where devices are turned off and silence is encouraged; unplugged from social media etc.)	6
Faith development / spiritual formation (e.g. labyrinth walks, meditation group, creative prayer)	3
Hobby-oriented classes (scrapbooking, embroidery, knitting, crochet, etc.)	3
Network to connect childcare providers and needs in the congregation	3
Physical activities for different age groups (cycling, running, meditation, line dancing, etc.)	3
Activities/programs for small children/youth	2
Making music together	1
Mental health/wellness workshops	1
Social program for individuals with disabilities	1

## Key Takeaways and Next Steps

This research reveals some insights into St. John’s current programming and community needs.

Program awareness and participation presented significant challenges. Multiple programs experienced substantial gaps between awareness and actual participation. For instance, the BeHive program had 48.6% awareness but only 2.7% participation, while the Virtual Tax Clinic showed 59.5% awareness and merely 5.4% participation. The research uncovered several barriers to program participation, including scheduling incompatibilities and insufficient program information. Programs like Hearts & Minds and Middle Ground face participation challenges due to evening schedules, especially for members with childcare responsibilities. These participation challenges prevent congregation members from fully engaging with diverse church programming and require strategic intervention.

In addition to participation challenges, awareness is low for some programs, with less than half of all members being aware of the BeHive, Climate Justice, and Good Book Club programs. This highlights the need for better communication around certain programs.

The overall program satisfaction was generally positive, with most initiatives receiving "Somewhat Satisfied" to "Extremely Satisfied" ratings. Standout programs included Concerts at St. John's, Hearts & Minds, and Hôpital Albert Schweitzer, which all received exceptionally high satisfaction scores. These successful programs provide a model for developing future church programming.

Other programs had mixed satisfaction data, with participants offering helpful suggestions for program improvement. For instance, programs like the Crafting Group were perceived to be unclear about the program's purpose or expectations for participating. Many congregation members were eager to help or participate, but were unaware of what their commitment would be, and the impact of the program on themselves or the community.

Another major finding was a desire for more community-building recreational activities. In addition to the more "niche" programming the church runs, the congregation may want to consider having more casual social activities such as group meals and movie nights.

Finally, a couple of responses touched upon the possibility of having too many programs at the church. This feedback suggested that running too many programs meant the congregations staff and volunteer base was stretched thin, resulting in a lack of organization in running the programs. Therefore, when thinking about whether to add any new programs at the church, leadership at St. John's may want to consider whether there is capacity to administer those programs.

## Recommendations for Next Steps

Communication and awareness must become a primary focus for St. John's. The church needs a comprehensive strategy to increase program visibility, utilizing multiple communication channels including parish news, email, posters, and verbal announcements. Creating clearer program descriptions and highlighting the unique value of each initiative will be crucial in attracting more participants. The use of social media advertisements, and regular email reminders could be useful in helping congregation members stay aware of current and upcoming program events.

Addressing accessibility challenges requires a multifaceted approach. The church should explore more flexible program timing (e.g., mornings, weekends, and/or recorded sessions), develop online and hybrid program options, and consider innovative solutions like a carpool or transportation support program. Providing childcare options will also enable greater participation from families with young children.

Developing targeted programming represents a significant opportunity for growth. St. John's should focus on creating programs specifically designed for younger age groups, families with children, LGBTQ+ community members, and newcomers to the Anglican tradition. The most requested new program categories—including community social resilience events, skill-building classes, and "unplugged" social spaces—provide excellent starting points for expansion.

Enhancing existing programs requires a commitment to continuous improvement. Effective monitoring and evaluation approaches don't need to be complex or intensive. Informal, relationship-driven feedback methods can provide rich insights into congregational needs and program effectiveness. A cornerstone of this approach could be establishing a programming committee or advisory group specifically tasked with maintaining close communication with the congregation. This group would serve as a critical bridge between program participants and church leadership, facilitating ongoing dialogue about program experiences, challenges, and opportunities for innovation. Ideally, this committee would represent diverse demographics within the congregation, ensuring a comprehensive understanding of members' varied needs and perspectives. Program leaders should be explicitly encouraged and supported in developing consistent, low-barrier feedback practices. This might include brief verbal check-ins after program sessions, periodic informal conversations during coffee hours, or creating simple, approachable channels for members to share suggestions. The goal is to create an environment where feedback feels natural and welcomed, rather than formal or intimidating. The ultimate goal is to transform evaluation from a periodic, structured activity into an ongoing, organic conversation that keeps church programming dynamically aligned with the congregation's evolving spiritual and social needs.

## Limitations

This research project has some limitations that may affect the generalizability and accuracy of its findings. First, selection bias was a significant concern, as the interview participants were selected by the community partner. This likely resulted in a sample that was more engaged with the church's programs or had stronger opinions, which could skew the data. Additionally, the reliance on self-reported data through surveys and interviews introduced the potential for subjective responses, as participants' perceptions of satisfaction and program usage may not reflect objective measures of success. Recall bias may have further impacted the accuracy of responses, as participants might not have accurately remembered their experiences with the programs. Finally, the small sample size relative to the church's total population (~20%) limits the representativeness of the findings. These factors collectively highlight areas for consideration in interpreting the results and in designing future methods to obtain a more comprehensive understanding of the congregation's needs and experiences.

# Appendix 1: Survey Questions

## St. John's Programming Feedback Survey – Fall 2024

Dear Participant, Thank you for your interest in our survey. We are volunteers from the McMaster University Research Shop, assisting St. John the Evangelist (The Rock on Locke) evaluate their community programs and services. Your feedback is valuable and will be used by the church to shape current and future programs and services.

The survey takes about 10 minutes to complete and asks about your awareness of programs, satisfaction levels, and perceived service gaps. It's completely voluntary and anonymous – no identifying information will be collected. Your responses are confidential and accessible only to Research Shop volunteers.

Participation will not affect your access to the church or involvement in the congregation.

If you need translation or any assistance completing the survey, please inform a Research Shop volunteer or "church staff member." You may skip any questions you're uncomfortable answering.

For further information or questions about this project, please contact Research Shop Team Lead, Jeanna Pillainayagam (pillainj@mcmaster.ca), or Rev. Andrew Rampton (rector@rockonlocke.ca).

Please check off ALL of the following items to indicate your consent to participate in this survey:

- I understand that my participation in this survey is completely voluntary and that I can stop taking the survey at any time.
- I understand that my individual responses to this survey will be kept anonymous and will not be shared with anyone outside of the McMaster Research Shop.
- I understand that I have had the opportunity to ask any questions about this survey.

Q1. What is your gender?

- Male
- Female
- Non-binary / Other
- Prefer not to answer

Q2. What is your age?

- Below 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65+

Q3. Which race category(ies) best describe you? Check all that apply:

- Black (African, African Canadian, Afro-Caribbean descent)
- East Asian (e.g., Chinese, Japanese, Korean, Taiwanese)
- First Nations, Inuk/Inuit, or Métis
- Hispanic or Latin American
- Middle Eastern (e.g., Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish)
- South Asian (e.g., Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan)
- Southeast Asian (e.g., Cambodian, Filipino, Indonesian, Thai, Vietnamese)
- White
- Other (please specify): \_\_\_\_\_
- Prefer not to answer

Q4. How long have you been attending St. John's?

- Less than a year
- 1 - 2 years
- 2 - 5 years
- 5 - 10 years
- 10+ years

Q5. Have you had another church affiliation/regularly attended another church in the last five years?

- Yes
- No

Q6. (If "Yes" to the previous question) Are there any programs from your previous church that you'd like to see implemented here at St. John's? (TEXT ENTRY)

Q7. Please select all programs offered by St. John's, or that St. John's partners with, that you are aware of:

*\*Programs that St. John's partners with or supports will be indicated by a (P) before the program name.*

- Concerts at St John's



- Hearts & Minds
- BeHive
- Good Book Club
- Middle Ground
- Saturday Stuff for Guys
- St John's Library
- Climate Justice
- Children's Choir
- Crafting Group
- Virtual Tax Clinic
- Bibles and Bagels
- (P) Hamilton Out of the Cold
- (P) Hôpital Albert Schweitzer (HAS)
- (P) Indwell
- (P) Micah House
- (P) Migrant Farmworkers Project
- (P) Mission to Seafarers
- (P) Primate's World Relief and Development Fund
- (P) St. Matthew's House
- (P) Scouting
- Other (please specify): \_\_\_\_\_

Q8. Please select all programs offered by St. John's, or that St. John's partners with, that you currently participate in (or participated in the last year):

*\*Programs that St. John's partners with or supports will be indicated by a (P) before the program name.*

- Concerts at St John's
- Hearts & Minds
- BeHive
- Good Book Club
- Middle Ground
- Saturday Stuff for Guys
- St John's Library
- Climate Justice
- Children's Choir
- Crafting Group
- Virtual Tax Clinic
- Bibles and Bagels
- (P) Hamilton Out of the Cold
- (P) Hôpital Albert Schweitzer (HAS)

- (P) Indwell
- (P) Micah House
- (P) Migrant Farmworkers Project
- (P) Mission to Seafarers
- (P) Primate's World Relief and Development Fund
- (P) St. Matthew's House
- (P) Scouting
- Other (please specify): \_\_\_\_\_

Q9. How satisfied are you with the \*PROGRAM NAME\* program? (Question will be presented for each program they have selected in previous question)

- Extremely dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Extremely satisfied

Q10. Please elaborate on your satisfaction rating for the \*PROGRAM NAME\*. If you said you're satisfied, why? If you're less satisfied (or dissatisfied), what could be done to improve the program? (Text entry for each program they have selected in previous two questions) (TEXT ENTRY)

Q11. Please select any programs you have attended in the past, but have stopped attending.

*\*Programs that St. John's partners with or supports will be indicated by a (P) before the program name.*

- Concerts at St John's
- Hearts & Minds
- BeHive
- Good Book Club
- Middle Ground
- Saturday Stuff for Guys
- St John's Library
- Climate Justice
- Children's Choir
- Crafting Group
- Virtual Tax Clinic
- Bibles and Bagels
- (P) Hamilton Out of the Cold
- (P) Hôpital Albert Schweitzer (HAS)

- (P) Indwell
- (P) Micah House
- (P) Migrant Farmworkers Project
- (P) Mission to Seafarers
- (P) Primate's World Relief and Development Fund
- (P) St. Matthew's House
- (P) Scouting

Q12. Please select any of the following reasons that are relevant to why you stopped attending the \*PROGRAM NAME\* program, and/or add any other reasons. (Options will display for each program they have selected in previous question)

- Incompatible with my schedule
- Did not meet my expectations
- Was no longer interested in attending
- Other (please specify): \_\_\_\_\_

Q13. Please select any programs you are interested in attending, but haven't yet.

*\*Programs that St. John's partners with or supports will be indicated by a (P) before the program name.*

- Concerts at St John's
- Hearts & Minds
- BeHive
- Good Book Club
- Middle Ground
- Saturday Stuff for Guys
- St John's Library
- Climate Justice
- Children's Choir
- Crafting Group
- Virtual Tax Clinic
- Bibles and Bagels
- (P) Hamilton Out of the Cold
- (P) Hôpital Albert Schweitzer (HAS)
- (P) Indwell
- (P) Micah House
- (P) Migrant Farmworkers Project
- (P) Mission to Seafarers
- (P) Primate's World Relief and Development Fund
- (P) St. Matthew's House
- (P) Scouting

Q14. Please select any of the following reasons that are relevant to why you haven't attended the \*PROGRAM NAME\* program yet, and/or add any other reasons.

- Incompatible with my schedule
- Lack of transportation to program
- Want more information about program before attending
- Other (please specify): \_\_\_\_\_

Q15. What would make it more likely for you, if anything, to attend the \*PROGRAM NAME\* program in the future (different times, transportation to St. John's, etc.)? (TEXT ENTRY)

Q16. Do you feel that St. John's has:

- Many programs relevant to you
- Only a few programs relevant to you
- No programs relevant to you
- Unsure

Q17. Which new programs/services/events do you feel could be added at St. John's that would be beneficial for the community? Select all that you would be interested in and feel free to add your own ideas in the "Other" option.

- Network to connect child care providers and needs in the congregation
- Events to build social resilience and networks in community (dinners, games nights, film viewing parties, etc.)
- "Unplugged" space and time (periods set aside where devices are turned off and silence is encouraged; unplugged from social media etc.)
- Skill-building classes (sewing, cooking, baking, etc.)
- Hobby-oriented classes (scrapbooking, embroidery, knitting, crochet, etc.)
- Other (please specify): \_\_\_\_\_

Q18. Please elaborate on the programs/services/events you feel could be added. I.e., why do you particularly see value in this program (for yourself and/or others)? (TEXT ENTRY)

Q19. Overall, is there anything else you would like to add about your experience with the programs/services offered at St. John's? This can be positive experiences, constructive criticism, etc. (TEXT ENTRY)

# Appendix 2: Interview Guide

## Interview Guide for Investigating Programming Needs and Satisfaction at St. John's

### **Verbal Information and Consent:**

**[Interviewer to say]:** Hello, my name is [introductions]. I want to thank you for agreeing to participate in this interview. Our team is working on a Research Shop project with St. John's and working directly with rector Andrew Rampton. The purpose of this project is to understand how satisfied congregation members are with the current programs and services offered by the church and to explore what additional programs might better meet your needs. I'll be asking you about your experiences with the programs and services you've used, your level of satisfaction, and any suggestions you may have for improvements or new offerings. The information I gather today will be used to help St. John's enhance its programming and ensure that it is responsive to the needs of the congregation. The interview will take about 20 minutes.

Do you have questions about the project?

Before we begin, I want to spend a few moments going over some basic ground rules for today:

- Your participation is voluntary. You can leave or stop participating in this interview at any moment you choose with no repercussions on yourself.
- You do not have to answer any questions that make you feel uncomfortable.
- The information which we collect from these interviews will unlikely be connected to you. If we decide we want to use a quote and attribute it to you, we would contact you ahead of time to see if that was alright.
- I will strive to protect the confidentiality of our discussion or your written responses. Keep in mind that we can be identified through the stories we tell when deciding what to tell me.
- With your permission, this interview will be recorded to increase accuracy and to reduce the chance of misinterpreting what you say.
  - All audio files and transcripts will be securely stored in a Microsoft Teams folder that only the Research Team has access to.
  - We will also be taking notes throughout the discussion.
  - Only the research team will have access to transcripts from this discussion.
  - The tapes and transcripts will only be used for this project and will be destroyed once the report is complete.

- We ask that when using abbreviations or acronyms, you say the full name at least once to aid transcription.
- If at any point you feel tired or fatigued please let us know and we can take a short break. We will also ask periodically if anyone would like to take a short break.
- Do you have any questions before we begin?
- Do you give your consent to participate in this interview?

### **Introduction (Building Rapport)**

*Purpose:* These questions serve as an icebreaker, establishing rapport and easing the interviewee into the conversation.

**[Interviewer to say]:** Let's start with a few introductory questions to get to know your experience with St. John's.

- Could you please tell me how long you have been attending St. John's?
- How often do you attend services or participate in programs here?

### **Topic 1: Exploring Program Usage (Experience/Behaviour Questions)**

*Purpose:* To understand which programs the interviewee uses and their frequency of use.

**[Interviewer to say]:** Next, we'd like to ask about your participation in the programs and services at St. John's.

- What programs or services have you participated in or used at St. John's? I have put a list of the programs offered in the chat for your reference.
- How often do you use these programs (e.g., weekly, monthly)?

### **Topic 2: Satisfaction with Existing Programs (Feeling and Opinion/Value Questions)**

*Purpose:* To assess their level of satisfaction with the programs and services currently offered.

**[Interviewer to say]:** Now, let's talk about your level of satisfaction with the programs.

- Are there any programs that have particularly stood out to you in terms of quality or benefit? Why?
- Do you feel that these programs are meeting your needs and those of the broader congregation?

- Have you encountered any challenges or areas for improvement in any of the programs you access? If so, what were they?
  - Are there any barriers—physical, logistical, or otherwise—that prevent you or others from participating in programs (e.g., location, timing, transportation)?

### **Topic 3: Identifying Gaps and Needs (Feeling and Opinion/Value Questions)**

*Purpose:* To identify any gaps in current offerings and what additional services the congregation desires.

**[Interviewer to say]:** Next, we'd like to explore any gaps in the current programs and what new services you think might be needed.

- Do you think there are groups within the congregation whose needs are not currently being met? If so, who are they, and how do you think the church could better meet their needs (e.g., community outreach, youth services, support groups)?
  - By "meeting their needs," we're asking if there are specific programs or services that could help these groups, or if there are broader ways the church could better accommodate their perspectives, experiences, or concerns. What do you think would be most helpful?

### **Topic 4: Impact of Programs (Feeling and Opinion Questions) - TIME PERMITTING**

*Purpose:* To explore how programs and services impact their personal and spiritual growth, as well as the broader community.

**[Interviewer to say]:** Lastly, let's talk about how the programs have impacted your life and the broader community.

- How have the programs you've participated in impacted your life, either spiritually or personally?
- What role do you feel St. John's programs play in strengthening community bonds?
- Have you seen any changes in the congregation as a result of specific programs?

### **Wrap-Up and Additional Feedback (Closing Questions)**

*Purpose:* To give the interviewee a chance to offer any final thoughts or suggestions.

**[Interviewer to say]:** Before we finish, is there anything else you'd like to share about your experience with St. John's programs?

**[Interviewer to say]:** Thank you so much for your time and thoughtful responses. Your feedback will be incredibly valuable in shaping the future of St. John's programs. We appreciate your participation and insights!

### **Potential Follow-Up Questions**

- If they mention challenges with specific programs, ask: "Could you tell me more about what made that program challenging for you?"
- If they suggest a new program idea: "How do you think that program would benefit the congregation? Who do you think would participate?"



## Appendix 3: Program Descriptions

Concerts at St John's – Annual concert series that take place in St John's, such as Hammer Baroque

Hearts & Minds – A monthly potluck meal followed by presentations and discussion on a wide variety of topics

BeHive – A biweekly small group meeting to study scripture and pray

Good Book Club – A womens' group that meets weekly for lectio divina and to share prayer

Middle Ground – A diverse group that meets biweekly for food, fellowship, study, and prayer

Saturday Stuff for Guys – A mens' group that meets biweekly for an informal Bible study

St John's Library – A collection of books on a wide variety of topics for all ages available for borrowing

Climate Justice – A program of events centred on ecological awareness and activism

Children's Choir – A community choir program teaching musical skills and singing to children

Crafting Group – A weekly meeting for those who enjoy fibre/fabric arts and more

Virtual Tax Clinic – Free assistance with filing taxes for those who qualify

Bibles and Bagels – A womens' group that meets biweekly to study the Bible and pray

Hamilton Out of the Cold – Providing necessities of warm clothing and hot food to the most marginalized people in Hamilton

Hôpital Albert Schweitzer (HAS) – Supporting Child and Maternal Health Care at this hospital in Haiti

Indwell – Charity creating affordable and supportive housing communities in Ontario

Micah House – Support for new Canadians with shelter and settlement services

Migrant Farmworkers Project – Assistance with access to programs and care for migrant farmworkers in the Niagara region

Mission to Seafarers – Support for 1.9 million commercial seafarers in 200 ports around the world

Primate's World Relief and Development Fund (Alongside Hope) – Anglican aid agency providing disaster relief and development funding around the world

St Matthew's House – Non-profit multi-service agency assisting seniors and those in need

Scouting – Scouts Canada Beavers, Cubs, Scouts, and Venturers who meet at St John's