

Welcome to the PCANZ Communications Survey 2016

The communications team at Assembly Office relies on feedback to ensure that our publications are practical and informative. We would be grateful if you would assist us by completing this survey. It will take about 5 minutes to complete.

We want as much feedback as possible, so feel free to circulate a link to this page to others in your youth group, session, or congregation who may be interested in sharing their views.

About You

* 1. What is your gender?

☐ Female

☐ Male

* 2. What is your age?

☐ 18 to 24

☐ 25 to 34

☐ 35 to 44

☐ 45 to 54

☐ 55 to 64

☐ 65 to 74

☐ 75 or older

* 3. What is your ethnicity? (Please select all that apply.)

☐ New Zealand European

☐ Maori

☐ Samoan

☐ Tongan

☐ Niuean

☐ Korean

☐ Chinese

☐ Taiwanese

☐ Prefer not to answer

☐ Other (please specify)

4. Which of the following best describes your primary role in your church? (We often wear more than one hat, so if this is the case for you, please choose the role that you commit the most time to.)

☐ Minister

☐ Member

☐ Elder

☐ Youth leader

☐ Children and families worker or pastor

☐ Treasurer

☐ Session clerk

☐ Presbytery clerk

☐ Session or parish council

☐ Other (please specify)

Your Reading Habits

5. Please indicate which of the following publications you have read or seen before? (Select all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Bush Telegraph | <input type="checkbox"/> Social justice study guides (eg Sexual Ethics) |
| <input type="checkbox"/> Spanz | <input type="checkbox"/> Treasurers' newsletter |
| <input type="checkbox"/> Candour Blog | <input type="checkbox"/> PYM newsletter - Buzz |
| <input type="checkbox"/> Church Facebook | <input type="checkbox"/> PYM website |
| <input type="checkbox"/> Pastoral email | <input type="checkbox"/> Global Mission Blog |
| <input type="checkbox"/> Church website | <input type="checkbox"/> Emails from Assembly Office |
| <input type="checkbox"/> Church Directory (formerly known as Yearbook) | |
| <input type="checkbox"/> Other (please specify) | |

* 6. For your role at church, please indicate which publications you find most useful?

- | | |
|---|--|
| <input type="checkbox"/> Church website | <input type="checkbox"/> Emails from Assembly Office |
| <input type="checkbox"/> PYM website | <input type="checkbox"/> Social justice study guides (eg Sexual Ethics) |
| <input type="checkbox"/> Global mission blog | <input type="checkbox"/> Treasurers' newsletter |
| <input type="checkbox"/> Spanz | <input type="checkbox"/> Global Mission Blog |
| <input type="checkbox"/> Bush Telegraph | <input type="checkbox"/> Church Directory (formerly known as the Yearbook) |
| <input type="checkbox"/> Church Facebook page | <input type="checkbox"/> PYM newsletter - Buzz |
| <input type="checkbox"/> Candour blog | |
| <input type="checkbox"/> Other (please specify) | |

* 7.

What information is it very important that you receive communications about? (Select all that apply.)

- ☐ Global Mission service opportunities and stories
- ☐ Ministerial vacancies
- ☐ Legislative and other issues that affect the administration of my church
- ☐ Social justice matters
- ☐ Pastoral notices
- ☐ Formational opportunities
- ☐ Information from partner organisations
- ☐ Youth ministry activities
- ☐ Information about the strategic direction of the Church
- ☐ Stories about mission from local parishes
- ☐ Worship resources
- ☐ Other (please specify)

About Bush Telegraph

8. Have you read the Church's electronic news bulletin, *Bush Telegraph* in the last three months?

If you answer "No" or "Not sure", skip to question 12

- ☐ Yes
- ☐ No
- ☐ Not sure

About Bush Telegraph

9. Thinking of *Bush Telegraph*, how much of this newsletter do you typically read?

- ☐ Generally, I read it all
- ☐ I read most of it
- ☐ I read some of it
- ☐ I only skim read it
- ☐ I don't read it at all

About Bush Telegraph

10. What is your overall evaluation of *Bush Telegraph*?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

11. What, if anything, could we do to improve *Bush Telegraph*?

About Spanz

12. Have you read the Church's quarterly magazine, *Spanz* in the last three months?

- ☐ Yes
- ☐ No
- ☐ Not sure

If you answer "No" or "Not sure", skip to question 16

About Spanz

13. Thinking of *Spanz*, how much of the magazine do you typically read?

- ☐ Generally, I read it all
- ☐ I read most of it
- ☐ I read some of it
- ☐ I only skim read it
- ☐ I don't read it at all

About Spanz

14. What is your overall evaluation of *Spanz*?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

15. What, if anything, could we do to improve *Spanz*?

Our Website

16. How often do you use the Church's website? (www.presbyterian.org.nz)

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once per month
- ☐ Never

If you answer "Daily", "Weekly" or "Monthly", skip to question 18.

Our Website

17. If you rarely or never use the website, why not? (Select all that apply.)

- ☐ Didn't know it existed
- ☐ I don't have internet access or a computer
- ☐ It's not in my language
- ☐ Information isn't relevant to me
- ☐ It's hard to find the information I'm looking for
- ☐ It causes problems with my browser (e.g. freezing up, getting disconnected, timing out)
- ☐ Can't read it properly on my mobile phone
- ☐ I obtain information elsewhere
- ☐ Other (please specify)

Once you have completed, this question, skip to question 22.

Our Website

18. Thinking of the last time you used our website, was it easy to find what you were looking for?

- ☐ Extremely easy
- ☐ Very easy
- ☐ Moderately easy
- ☐ Not so easy
- ☐ Not at all easy

19. Did it take you more or less time than you expected to find what you were looking for on our website?

- ☐ A lot less time
- ☐ A little less time
- ☐ About what I expected
- ☐ A little more time
- ☐ A lot more time

20. Overall, how well does our website meet your needs?

- ☐ Extremely well
- ☐ Very well
- ☐ Moderately well
- ☐ Not so well
- ☐ Not at all well

21. How likely is it that you would recommend our website to a friend or colleague?

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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Overall Communications

Thinking of the communications that you may have read or seen - like Bush Telegraph, Spanz, Church website, emails, Facebook - please answer these questions:

22. Overall, what is the best thing about our communications with you or your parish?

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23. Overall, what is the worst thing about our communications with you or your parish?

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24. Overall, how would you rate our communications?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

Communication at your parish

25. How does your church communicate information with the congregation? (Select all that apply.)

- ☐ Weekly or regular email
- ☐ Website or blog
- ☐ Verbal notices during services
- ☐ Printed bulletin or newsletter
- ☐ Social media such as Facebook or Twitter
- ☐ Other (please specify)

26. Do you have internet access at your parish?

- ☐ Yes
- ☐ No
- ☐ Not sure

27. Including work, volunteer and personal use, how frequently do you access the internet?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once per month
- ☐ Never

28. What device do you use most often to access the internet?

- ☐ Desktop computer or laptop
- ☐ Tablet
- ☐ Smart phone
- ☐ Other (please specify)

Future communications

In this section, we ask about your feelings toward digital communication, which in this context refers to internet-based communication methods such as email, social media and website.

29. With regard to communications, I would prefer to see:

- ☐ More digital communication
- ☐ Less digital communication
- ☐ The level of digital communication should stay the same as now.
- ☐ Not sure

30. Please indicate to what extent you would be happy to receive information from us in the following digital forms:

	Very happy	Somewhat happy	Not sure	Unhappy	Very unhappy
via email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
via Church's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
via downloadable PDF	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
via Church's Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
via electronic newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
via a Church app on my smartphone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
via text	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank You

Thank you very much for taking the time to complete our survey. Your feedback will help us plan and produce communications that are suited to the information needs of the Church's various audiences.