

Sunday Experience Assessment Template

Rate the following areas/experiences.

Facilities – Exterior Spaces

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Parking lot						
Lighting						
Entrances						
Signage						
Landscaping and grounds						
Statues and prayer spaces						
Outside gathering spaces						

Facilities – Interior Spaces: Narthex

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Warmth/aesthetics						
Temperature						
Cleanliness						
Signage						
Parish Information						
Restrooms						
Furniture/seating/gathering spaces						

Facilities – Interior Spaces: Worship Space

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Warmth/aesthetics						
Sight lines						
Temperature						
Cleanliness						
Signage						
Promoting an atmosphere of reverence and silence						
Comfortable seating and kneelers						
Use of pew racks						
Missals, hymnals, screens						
Accessibility (handicapped, hearing impaired, strollers)						
Doors - location, ease of open/close, sound						
Cry room/Family spaces						
Statues/prayer spaces/images/sacramentals						

Facilities – Interior Spaces: Parish Office/Welcome Area

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Warmth/aesthetics						
Temperature						
Cleanliness						
Signage						
Parish Information						
Furniture/seating/gathering spaces						

Facilities – Interior Spaces: Gathering Spaces

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Warmth/aesthetics						
Temperature						
Cleanliness						
Signage						
Parish Information						
Restrooms						
Furniture/seating/gathering spaces						

Experience – Liturgy

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Music - style						
Music – accessibility (hymn numbers visible, music sheets, screens)						
Instructions for personal preparation						
Other signs and sounds						
Hospitality						
Homilies						
Ushers and seating						
Communion lines						
Devotionals before or after Mass						



Experience – Welcome & Hospitality

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Greeters						
Ushers						
Messaging and language						
Information (welcome desk, brochure rack, monitor with scrolling messages, etc.)						
New parishioners/semi-frequent attendees						
Invitations to return						
Access to clergy						
Parishioners feeling “known”						

Experience – Communication

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Use of bulletin and bulletin distribution						
News and information						
Announcements						
Weekday communications inviting people to Mass, preparing for weekend liturgies						
New parishioners/semi-frequent attendees						
Invitations to return						

Experience – Building Community

	Excellent	Good	Average	Below Average	Poor	Notes/Recommendations
Opportunities for fellowship and community						
Access to clergy						
Invitation to return to the parish for other events, opportunities, etc.						
Scheduling based on demographics, traffic, other outside factors						
Follow-up and follow-through (new parishioners, parishioner needs)						