

**Results of Technology and Ministry Survey
Chinook Winds Region,
The United Church of Canada
Summer 2020**

The survey was distributed in mid-June with a deadline of July 3. We received 42 responses.

A handful of respondents had not moved into offering online worship but two of those have since moved into online worship. All respondents indicated an interest in learning more about offering ministry online.

1. How are you offering Worship during COVID-19? Please choose all that apply

- a. emailing to congregants a sermon or prayers and devotions **24 responses**
- b. mailing via CanadaPost a sermon or prayers and devotions **11**
- c. print worship/devotional material available for pick up at a central location (i.e. church building) **9**
- d. conducting a worship service live via Zoom only, participants receive a link to the Zoom meeting in advance **11 Responses**
- e. conducting worship service live via Zoom but broadcast on either Facebook or YouTube or both **1**
- f. Produce DVDs or CDs for those without internet **6**
- g. LiveStream worship to Facebook **6**
- h. LiveStream Worship to YouTube **2**
- i. LiveStream Worship to both Facebook and YouTube **6**
- j. Pre-recording a weekly worship service and making it available to people on Sunday morning **14**
- k. Outdoor Worship during the summer **5**
- l. Social-distanced worship during the summer **0**
- m. Other **See responses below**

Responses to Other

- delivering packets to those without computers (2 responses),
- midweek contemplative worship
- just moving to Zoom (South Alberta Japanese United)
- Hand delivering to seniors homes
- daily pre-recorded to Youtube
- video for kids
- using website (2 responses)

2. What are types of technology or skills that you (or others) in your congregation have had to learn in the past few weeks during COVID-19 ?

Please list as many that apply.

- how to use Zoom **37 Responses**
- how to do livestream to FB **12**
- how to do livestream to YouTube **4**
- How to use streaming software such as Wirecast, Vmix, OBS Studio **6**
- how to edit video **16**
- how to create a YouTube Channel **9**
- how to improve lighting for filming **14**
- how to improve sound **20**

2B If you Choose Other, please list other skills you've needed to learn.

- Fine-tuning my skills in relation to our particular system (MEVO).(2)
- incorporating You Tube music and videos 7
- How to create and schedule regular mail-outs in MailChimp;How to use a teleprompter; How to create a livestream service, 9
- How to video sermons on the cell phone and transport it to the website.14
- How to maximize bandwidth to make Zoom more reliable. Coaching church members to feel comfortable with the zoom platform coming in by phone, or computer, or both (some people with older computers can see and hear the zoom room on their screens but they do not have webcams or microphones, or they also enter the zoom room by phone, we are also depending on our Mail Chimp e-newsletter to communicate primarily and we've started sending a monthly paper newsletter to those who do not connect in other ways. we have tried to learn how to best integrate videos into our worship through screen sharing-- the quality is not very good the phone ministry is perhaps our most effective technology in staying connected " 15
- inserting youtube videos into services, 17

2B Continued — Skills learned during COVID-19

- I have had to be aware that for some people clicking an email link is a big step. Some have computers without a microphone or camera so participation in Zoom events is limited. Hard of hearing folks also have difficulty. So everything has to be very simple... i.e. the choice of an audio file or document to read for the message. 18
- How to assess av equipment - does it have usb or hdmi capabilities? Can it accept an auxiliary mike? Also, how to lessen echo in large empty spaces 19
- I've shared PowerPoint in zoom meetings but not music files ... So music! I'd love to learn how to use a music combines video for a choir to join together and sing from their homes 20
- Switcher Studio; How to use zoom for meetings where some are in-person and some join online (and required equipment).Equipment for effective sound and pre-recording of appropriately physically distanced singers (trio or pair). 23
- Equipping volunteers to learn new skills 24
- Youtube 25
- How to record video 29
- We are just moving into trying to do some online worship, so we really need support with all of the above. 31
- improving wifi quality, improving internet security, ensuring zoom settings are secure, find computers and wifi for people and teach them how to engage using zoom 32
- we use Switcher 33
- Pre recorded videos for face book. And google link pre recorded videos, 44

3a. Please list equipment/software/subscriptions your Church or you have needed to purchase to do online ministry since mid-March 2020.

- MEVO camera & accessories, various cables and extensions, Vimeo Producer subscription, several Zoom Pro Licenses, 2
- I wasn't involved in the set up. I think we were already there, with a Facebook site and someone who could access Zoom to host board meetings 3
- Zoom, 5
- Restream, Zoom, 6
- Zoom, Internet speed, Teleprompter app, MailChimp, YouTube Audio cords and clip-on mic for recording on computer, 9
- zoom - to have more options in control and protection we opted to purchase use instead of just using the free version, 10
- Music subscriptions, New computers- we had just gotten these through a technology grant, Web Cam, Microphone (better quality than computer) 16
Zoom subscription for unlimited zoom meetings --- we have appreciated the Break Out room option in zoom. our music team has purchased a new camera and microphone I believe, I'll have them fill out the survey too, 15
- At this point, YouTube Premium to avoid commercials and a license for Zoom. 18
- CCLI in addition to onelicense. Sony Vega movie editing software. Loaned handycam and tripod, will be purchasing same. Have burned through 2 laptops, number 3 is en route and more suited to heavy use. Zoom paid subscription. Loudspeaker for outdoor use, 19
- Only have free zoom suspect need to purchase and if we are using a singing platform that as well? 20
- We have had to create a Premier Pro Subscription for editing our sermons. The other Equipment we are using is owned by the person doing our filming so no cost there, 21
- copy rights for music/live stream 22
- Zoom, Switcher Studio, 23
- Zoom Pro, Digital camcorder, Switch to integrate sound and video signals before they go into OBS, New computer with upgraded video card, One License for luvestreaming, Ran Cat-6 cable to sanctuary to expand LAN network, 24
- podcasting microphone, 26
- Camera tripod, extra batteries, movie maker program, 27

- Canva, Premiere, 28
- Restream.io (\$99 USD/month), Restream scheduler (\$45 USD/month), switcher studio (\$500 USD/year), 29
- Zoom, 30• So far, we have upgraded our music license, to allow our musician to post himself and his daughters singing hymns on our Facebook group. He has brought in some of his own equipment to improve sound for that, and prepare us to start doing whole worship service online, 31
- new microphone, zoom subscription,32
- Zoom, 34
- We have had to purchase a Zoom account (so we don't have to deal with the 40 min limit). We have had to purchase the podcast licence for OneLicense for our live streaming worship. I have been live-streaming with my iPhone to keep it as simple as possible, but I bought a tripod to hold the phone steady and an external microphone so sound quality would be better. That was about \$400 worth of equipment. 35
- Extension to OneLicense for recording/posting music, 36
- Web Camera, licensing for music streaming, 37
- I have purchased a subscription to Zoom, 40
- zoom and beliveTV , circle light, 42
- New PTZ Camera - still waiting for it to arrive;We had to reconfigure and salvage equipment from other parts of the church to create our tech centre, 43
- We've not learned how to licenSing or other. Hope to do do in fall. We've had to buy google time. My phone is inadequate for videoing and we got the app compressing files. Family have helped with video expertise or I would not be able to broadcast, 44

3B. Please list equipment you would like to purchase to support online worship/programing

- A couple more cameras and Livestream Studio to increase the quality of our streaming system, 2
- Video/audio for live-streaming once we are back To in person worship So that those who don't feel safe coming can be part of worship, 5
- upgraded Zoom, 7
- Updated laptop. Ours is fairly old, 9
- in order to do a zoom from the sanctuary we purchased a 100' cord to connect directly into our wifi as it is not the strongest in our building.10
- a new laptop computer would help, I've been relying on two older computers- about 5 and 8 years old. I've needed to go back and forth between them to manage the stress and strain of continuous use. The webcam died completely on the newer one.15
- Additional webcam/recording camera, Not sure what else, 16
- At Balzac, we have no equipment so not even sure what we would need to get started, 18
- It'll be in 2 steps. Eventually, perhaps 3 to 5 years from Now, full streaming capability but for Now, upgrading our ability to record live worship while also broadcasting to our church hall. We have extremely limited space, so a big console or control room is not in the cards, 19
- The church doesn't own a computer projector or screen that would be nice, 20
- Two SLR cameras, tripods, a tablet, software to have things in a split screen, 21
- easier recording equipment so we don't have to match the filming with the sound recording --like a fancy ipod, proper editing/sound program, 22
- small video camera and lighting and tripod for such, 26
- Internet available in the sanctuary, Congregation has no projection capabilities at this time, 27
- Switcher, camera, mic, laptop, 28
- Actual video cameras instead of iPhones, video mixing board, video monitors for live worship, teleprompters, 29

3B Continued (Equipment you would like to purchase)

- The church board has been looking into options of what we could buy that could permanently be installed in the sanctuary in order to continue with online worship. That would require a high end video camera that can zoom in well and live stream at the same time, as well as audio equipment that can directly be wired into the sound board to have direct audio from the sound system in the church. This might also require a laptop upgrade that can handle this equipment, 35.
- Pro quality video camera, 36
- A better/wireless camera for future worship that will connect to a computer while not impeding the view of in-person attendees, 37
- None, 38
- I would like to learn how to mix sound, improve the sound of our music program, not sure what is needed for that , 42
- Digital Encoder (\$3000) - this is a piece of equipment that takes the feed from wire cast (or other software) and encodes it for facebook or youtube and frees up your computer so you produce a better quality for the internet. We also hope to buy a new computer (apple) for our studio too, 43
- In person training in compressing, google addressing, Facebook posting, Better phone, Tripod, Google space for storage, Ability for copyright use age and licensing workshop, 44

4. How are you promoting your online worship/ministries to congregants and to the wider community? Please check any that are applicable.

- Email to congregants **39**
- Posts on Social media **27**
- Advertising on social media **9**
- Encouraging congregants to share upcoming worship or faith studies on social media. **15**
- Other

Responses to Other:

Newsletter (2 responses), teaser video, print newsletter, some newspaper coverage (44)

5. What have been good resources for you in learning new technology and offering online ministries?(please check all that apply)

- Conversations with Colleagues **26 responses**
- Online resources **10**
- United-in Learning **7**
- LeaderShift **5**
- Searching Online **18**
- Other **See responses below**

5. Responses to Other:

- Our minister accessed the workshops offered by Chinook Winds. She also interfaced with other clergy., 3
- members of congregation, 5
- Church Communications group on Facebook - 20,000 members from mostly the US. Also Brady Shearer's podcast/blog, Pro Church Tools, 6.
- Work of the People, Strathdees sharing music resources; other congregation's offerings online, 15
- I've read so many online resources, I am not able to list them, 16
- Online Youtubes from churches already doing this with realistic assessments of what is affordable and best. Can't remember specific sites, 19.
- Zoom meetings with region, 20
- FB groups: Media Hacks, church communicators, church sound and media techs, church videography group, switcher studio enthusiasts, 29
- Zoom webinars, 32
- YCWI Facebook Group, 35
- Zoom is our main source. Good online tutorials, 37
- FB Group called Church streamers, 43
- Family, 44

6a. Did you have a children and/or youth program prior to the COVID-19 Pandemic?

Yes = 27

No = 14

6b. If yes, how are you continuing to offer programming for children and youth? please check all that apply.

- email or mailing to families with suggested resources **15 responses**
- including a children's time in online worship **11 responses**
- special or specific zoom sessions or online gatherings for children or youth **16 responses**

(Several responded that they were doing all three or checked off two and added an other response. Some have dropped their children's program but hope to pick up in the fall. Some didn't previously have children's programming but were providing children's time in worship OR reaching out to adherent children with resources)

6b. Other Responses

- weekly challenges, planning virtual VBS for August, 2
- families were so busy offering school at home, there was zero interest in adding church to their agenda, 19
- had Sunday School, No longer offering anything, 22
- we let our C&Y person go, 26
- created Minecraft server for youth, 29
- nothing at this point, 31
- weekly story time, family virtual bingo, inviting youth to read, 33
- We have been doing bi-monthly drop offs with colouring, love notes and goodies, 35
- hand delivered SS sessions with crafts and craft supplies to five participating families, 36
- nothing is being offered, 40
- not much interest from the children, we attempted to have an on-line junior youth group, but children not interested, 42
- checking in with families, hope to do more this fall, 43
- Grandboys online videos on Fridays, 44

7a. What areas would you find helpful to learn more about or have resources?

- Anchorperson 101. While ministers learned in theological training how to speak directly to gathered people, talking to a camera is an entirely new area! A session with an experienced online presenter on how to do engaging delivery in video and live streaming. **19 responses**
- Conversational sessions for ministry personnel doing online worship primarily on their own to be able to talk to an expert and colleagues **14 responses**
- Opportunities for tech volunteers to gather and exchange ideas **11 responses**
- what's the best software for editing video? **11 responses**
- how to improve sound and lighting during online worship on a budget? **14 responses**
- how to use Zoom as a worship delivery tool and connect to YouTube **14 responses**
- how to include music in online worship. What are online resources/how to handle copyright **23 responses**
- how to interact with people watching online via Facebook, YouTube or Instagram so they are engaging with the worship service. **15 responses**
- Have access to a Chinook Winds webpage that lists video resources prepared by other communities of faith that you could use for your church **22 Responses**
- Other topics – please suggest below in 7B

7b. Suggestions for other topics

- I'd like to discuss the issues arising in studies that show that people don't develop trust among each other or feel acknowledged and supported through online platforms such as Zoom or livestreaming. What are the implications when this is the safest option? I am concerned that we are so enthralled with the technology, even though it is serving us at this point, that we are not addressing the downfalls.
Also, what are the long term implications of people being observers of worship rather than participants?, 5
- Super interested in a group for brainstorming, helping each other, exchanging ideas - staff and volunteers, 6
- my "set up" skills are not at all strong - someone to help me through that - not an online video, 7
- How to do a hymn sing on Zoom, 18
- Frank discussion re live streaming vs live recording then editing and posting. Perhaps tips on advanced zoom settings - e.g how to make music less terrible on zoom. Compact equipment setups - for those needing to pack up their studio after each service, or churches who have 4 square feet for a console rather than 40 square feet, 19
- we have a tech person to edit but as minister and photographer we would like to learn how to edit a filmed piece, 22
- How to incorporate digital images and recordings into Live stream broadcasts, 24
- How to use Facebook/YouTube/Google analytics to help guide you with your productions (I can help lead this if you are interested), How to use a cue sheet to help your team centralize pre-recording, How to use Switcher Studio for recording with iPhones on a budget, 29
- I'm sure there are others, I don't know what I don't know. One problem is how to do that learning when so many other aspects of ministry are still happening! There's never enough time, 31
- Some of the technology conversations are overtaken by those who have technology. What about those who only have a computer and wifi access? Basic... 101 how to begin. Benefits of pre-recorded over live, 37

8. One challenge is encouraging some congregants to connect digitally or phone into Zoom Sessions. Please tell us any ways you've been able to encourage people to connect via technology (i.e. this could be simply coaching someone on how to use their iPad or tablet.)

- We created tutorial videos that provide step-by-step instructions on how to connect to Zoom sessions and how to view our live-streamed services, 2
- We've learned to coach people. Still a bit unclear on how Zoom works differently on Apple products. Also those phoning in have sound problems sometimes, 5
- Encounters with Zoom - particularly phone - both through church gatherings and for other reasons - have been less than positive - as a result many of my congregants are not enthusiastic with this method, 7
- Helped people setting up/using Zoom, 8
- Mostly coaching people. Getting members of the congregation to call and encourage others to join, 9
- we have a couple of congregants with no computer or computer experience and we explained how they can access the zoom service with their land line phone which they do and both commented how much they appreciated being able to do that, 10
- Encouraging the congregants without internet to join via phone. It worked well. Helping folks with any zoom problems, 12
- we knew that this was going to be a challenge so from the start we led with the simplicity of connecting by phone. We also started out with a consistent sign-in link and meeting id, and no password. Once it was clear that this was a bad security risk we went to unique sign-ins and passwords for each gathering, but people adapted well since they were used to the former.
Our phone ministry callers intentionally talked with households they were calling about the process-- they noted their concerns and gave that information back to staff for us to follow up on. Some households have depended on family members to coach them in person. Many of our regular computer users have coached other members to help them join in, 15
- Coaching, one to one conversations, letting them test it outside of Sunday morning, 16
- I continually offer to work coach individuals on how to use Zoom sessions. For one person, she connects on a computer to "see everyone" & then phones in on a landline. We can't see because her computer doesn't have a camera but she can see everyone else, 18
- It's hard. We sent Dvds of our sunday recordings to non internet households & the folks who didn't have internet didn't have or want a DVD player. Re zoom, once one phone in person broke the ice it seemed to encourage others. Also helped to learn the *6 And *9 commands on zoom phone AND for us, incorporating some zoom breakout time - easier for a phone participant in a group of 5 rather than a group of 35. 19

8. Responses Continued

- Will know in a couple of weeks, 20
- we have had one or two with teaching that will now connect but there are others who will not even try. Not interested, 22
- one-on-one coaching for joining zoom first time and an instruction pdf prepared and emailed, 23
- Encouraging people to join virtual coffee gatherings has been effectively done on an ad hoc basis by friends and family members visiting and coaching people one-on-one. I did a training session for leaders on using zoom for church meetings, 24
- Phone calls to help folks set up their tablets or computers. Donations of computers for others, 26
- Mainly word of mouth; Accessing YouTube seems to work for most, 27
- Coaching, tech support videos included in our e-newsletter, 28
- We created a "how to use zoom" template on our website and include it in all zoom invitations. We have also offered 1 on 1 support, 32
- find computers for them, find internet for them, coach them on logging in, have live support throughout the service, phone people that are not attending to determine what barriers are in place, 32
- Helping them to download Zoom and teach how to use. Also explain how they could phone into Zoom, 34
- Thankfully some congregants have been helping each other with coaching on how to connect to Zoom. Most have been able to get connected, 35
- Coaching people on their computer either iPad or PC. My comfort zone is PC, but have had to learn some iPad speak to help, 37
- I have met with anyone that wants to try out Zoom before the service. I am experienced with Zoom, so have been able to help anyone with troubleshooting, 40

9. Any other comments?

- Could there be a mass purchase of video & audio equipment for churches in region to get some sort of discount? But also to have someone who knows what they are doing help us with purchasing. 5
- Have done short videos and emailed which have been successful but any online contact eliminates an elderly segment who are in many ways those who need the visual the most 7.
- Thank you for supporting our communities of faith! 8
- I work at Living spirit UC but I attend McDougall UC, I really have appreciated the zoom services as I get to interact with the people of the church. Rev. Joanne from McDougall records the service and sends it out, I watch them as well and her sermons and the music is wonderful but with the zoom live service you get to see and talk to the people of the church as well. I think that is so important. 10
- Our email newsletter has a subscription list that includes many people who left Living Spirit over the past few years-- we saw a few of them come to worship but they didn't stick. We had about 5 inquiries for our Easter Service after we posted the invitation to join us on our FB page, but I don't think any of them came. 15
- We have not done much reaching out beyond our own congregation in this time. This would likely be different if our circumstances did not include the Covid19 outbreak at our church on March 19. We have needed to huddle and be a comfort to one another without new faces in this time. This inclination will likely change in the coming months. 15.
- I appreciate that you are looking to provide support especially for small churches like Balzac that have not been able to offer online worship before. We use to do an audio recording of the service & post it on our website. 18
- Thanks for this. I've learned more than I thought but the road ahead is still steep. 19
- Thank you for the survey 20
- sometimes there is so much offered it is hard to decide where to put your energy. I get Zoomed out/ computer use fatigue 22
- COVID-19 lit a much needed fire under us to do what we've been intending to do for a LOOOOOOOONG time! Streaming services live so people who can't come to Church still participate in worship, learning, discussions and decisions. 23
- This was a REALLY great survey. You have done such a great job supporting the region during COVID. Thank you. 29
- Though we've tried to keep it as low budget as possible... there is a cost that comes with online worship -- and making sure everyone has access to that style of worship. For the few that don't have tablets, etc. we have been doing paper copies, but it's not the same as viewing a service. Not everyone does DVD necessarily either. 35
- It would almost be ideal if congregations could access grants or something to purchase X number of iPads/ tablets that could be handed out to the congregants that don't have access. That way it also has a built in camera and microphone for Zoom as well which makes it simpler, than trying to coach someone through buying a webcam (with microphone) that needs to hook it up to a desktop. 35

9. Other Comments (Continued)

•(This respondent had earlier filled out the survey and then returned to the form to add this comment) I filled in the survey before but one thing more is my concern for Clergy well-being. While we might do a good job zoom worship or live-streaming, the lack of human interaction in person takes its toll. Presenting to a screen does not provide any human interaction that we go into ministry for. Even zoom interaction is so stilted and lacking in so many interpersonal cues. I find myself in a depressed state for an hour or so after hitting the End Meeting. And personally I don't feel as if I have worshipped when leading on Zoom because of managing so many technology details. And if I watch someone else's worship I find I tune out, because I can't connect with a picture on a screen. It's like watching a movie, not worshipping. While I understand why we must do this, I don't know how long I can sustain leading in this way when it is so thoroughly unsatisfying, #4

**People were asked if they were Ministry Personnel,
Church staff, Tech Volunteer or other.**

2. Ministry Personnel
3. Office Staff
4. Ministry Personnel
5. Ministry Personnel
6. Communications Church Staff
7. Ministry Personnel
8. Ministry Personnel
9. Ministry Personnel
10. Office Church Staff
11. Ministry Personnel
12. Ministry Personnel
13. Ministry Personnel
14. Ministry Personnel
15. Ministry Personnel
16. Ministry Personnel
17. Church Staff
18. Ministry Personnel
19. Ministry Personnel
20. Ministry Personnel
21. Tech Volunteer
22. Ministry Personnel and Photographer/Filmer
23. Tech Volunteer
24. Ministry Personnel
25. Church Staff
26. Ministry Personnel
27. Ministry Personnel
28. Office Church Staff
29. Church Staff
30. Ministry Personnel
31. Ministry Personnel
32. Church Staff
33. Unknown — possibly Ministry Personnel. Completed Survey up to question 6.
34. Ministry Personnel
35. Ministry Personnel
36. Ministry Personnel
37. Ministry Personnel
38. Tech Volunteer
39. Ministry Personnel
40. Ministry Personnel
41. Ministry Personnel
42. Ministry Personnel
43. Ministry Personnel
44. Ministry Personnel