



Survey Instructions

Please read these instructions carefully before distributing the questionnaires.

Selecting Participants

Criteria for Selecting People to Complete the Lay Questionnaire

There are three criteria for selecting lay people to complete the questionnaire:

- committed to the life of the church
- actively involved in ministry, preferably performing a regular task
- a member of a small group/cell group/home group.

You should aim to include a broad cross section of people:

- women and men
- varying length of time at the church
- different age groups
- leaders of different types of small groups
- different ministries, including those that are not high profile

Getting a statistically accurate result

The NCD computer software generates a statistically accurate result. There are, however, some criteria for doing the survey which must be met if you are to have confidence in the profile results.

The basic survey is built around questionnaires for the pastoral staff and thirty people.

If you have **more than thirty people in your congregation**, select thirty people who fit all three criteria. If you do not have thirty people who fit all three criteria, then select as many people as possible who fit all three criteria.

You can survey more than thirty people if they fit the criteria. However, the software randomly selects thirty to produce a result. We recommend church leaders take the time to reduce their list to the thirty people they most want to hear from.

If you have **less than thirty people in your congregation**, survey **everyone** provided they fit all three criteria.

We strongly recommend that you call a meeting rather than sending questionnaires home with people, as it is important for statistical reliability that you get the appropriate number of surveys returned.

If you have any queries as to whether an accurate result will be generated, contact NCD Australia.

Decide When to Hold the Meeting

Seeing the NCD Survey within the broader context of other church activities helps you decide the best time to do it. For example, does it fit best with:

- launching the new year
- an annual planning and goal setting session
- a church review and new visioning process
- an end of year health “stocktake”
- a leadership retreat

Having decided this, it is important to realise that it takes time to:

- select the participants and give them some background on NCD
- find the right time to have the meeting to complete the questionnaires
- get the questionnaires processed
- analyse the results before taking action to address the issues

If you are intending to tie the Survey in with other activities, make sure you have left sufficient time for processing as well as reflection and consultation on the results.

Process for Completing the Questionnaires

The Pastor's Questionnaire

If the church has multiple pastoral staff, all the pastors complete the yellow questionnaire and the Institute's software will build a composite picture.

The senior or sole charge pastor should complete the whole yellow questionnaire. Pastors other than the senior pastor should **only** complete pages 2 to 4.

If the church is currently without a senior pastor, the person currently performing the duties of the senior leader should complete the yellow questionnaire.

The Lay Person's Questionnaire

If you haven't already done so, it is helpful to explain the NCD process to the survey participants. This may include briefly introducing the principles of NCD and explaining why you are asking them to help assess the health of the church.

Distribute the questionnaires and allow about 40 minutes for completion

Collect the questionnaires and send them along with the Pastor questionnaire(s) for processing.

Instructions to survey participants

Please share the following instructions *clearly* with the participants before they begin completing the questionnaires.

- Complete *every* question. At the end of the questionnaire, check each page carefully to ensure that no questions have been missed.
- If you are unsure of an answer, make a "best guess" rather than leaving a blank response.
- *Use ticks not crosses and tick in the middle of the boxes.* Ticks placed on the lines between boxes or outside boxes will not be registered.
- Place *only one tick* in a box to make processing easier. Double or triple ticking, while evidence of enthusiasm for or against elements of church life, does not change the profile's outcome.
- *Do not write explanations or comments* anywhere on the questionnaires. These are not taken into account and can jeopardise the participant's anonymity.

Three questions requiring explanation

There are three questions on the Green Questionnaire that sometimes cause concern for people. You should explain the following before people complete the questionnaire.

- Q51 - The "Word of God" in this question refers to the Bible not Jesus.
- Q57 - The phrase "great challenge" in this question means "significant", "faith-stretching". It is not meant in the negative sense of "overwhelming".
- Q79 - The phrase "sense of duty" in this question is meant in a negative sense. Another way of putting it might be: "I come to church not because I am particularly excited about anything that happens, but because I feel I should."

Returning Completed Questionnaires

Return completed questionnaires to the NCD Coach or denominational leader who sent them to you for completion.

If you obtained the questionnaires directly from NCD Australia, please return them to:

NCD Australia
PO Box 505
Redbank Plains Qld 4301



Receiving the Results

After your surveys have been processed using the NCD software you will receive via email:

- the graph of the church's profile showing the results for the eight Quality Characteristics

OR

- a Profile Plus detailed analysis if you have previously ordered it or order it at the time of submitting your completed surveys (see below)
- In either instance, you will also receive a call to debrief you on the results from the person taking you through the process.

Profile Plus Detailed Analysis

A detailed analysis of the results is available for a small additional fee. It provides specific insights within your result for each Quality Characteristic. It is available from NCD Australia through the person who supplied you with the Survey kit. If you have difficulty obtaining it, please contact NCD Australia and we will organise it for you (contact details below).

Questions?

If you have any questions, please contact the person taking you through the process.

Otherwise contact NCD Australia:

- Phone: (07) 3814 4047
 - Email: info@ncd-australia.org.au
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