

# Church Life Survey

# SURVEY COORDINATOR'S *guide*



## Dear church survey coordinator,

This Guide will help you coordinate a Church Life Survey in your local church.

Your church is amongst thousands of churches across the country who undertake a Church Life Survey to assess their church health and build their vitality into the future.

After completion, your church will receive a Church Life Pack of resources including your Profile of results, to help inform your church in its ministry and mission. Our hope and prayer is that, with God's blessing, this Church Life Survey will serve to strengthen the health and vitality of your church.

Dr Ruth Powell, Director, and the NCLS Research team

SAMPLE

Your Church Name and Details here

## IMPORTANT INFORMATION



Multi-site Church? If your local church is spread across more than one location or site, such as a parish, a cluster or a multi-campus church, then each location or site needs their own set of materials.  
See [ncls.org.au/administer](http://ncls.org.au/administer)

**Your CHURCH CODE(s) should be given to participants to complete paper or online surveys.  
Write or enter your Church Code on each survey completed at each site.**

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Your Church Codes here

## YOUR NCLS ADMIN KEY

Your NCLS ADMIN KEY is only for survey coordinators.

Use it to monitor how many people complete online surveys and to view results. (See also page 4)

[surveys.ncls.org.au/admin-key](http://surveys.ncls.org.au/admin-key)

Your Admin Key here

## 1. DECIDE WHEN

### A Survey Week or a Survey Period?

**Notify your church of your survey date(s).**



Choose the best time to survey your attenders. Most churches select a 'survey week' and conduct the survey at each church service and activity that week. We suggest you avoid special events (e.g. baptisms) to give you a more regular and reliable sample of attenders. However, you may need to select a Survey Period of up to four weeks, at a time that suits your church.

## 2. DECIDE HOW

**Doing the survey together will get the best result.**



The Church Life Survey is adaptable to suit face-to-face or online gatherings. Surveys are offered on paper and online. Choose the best way to run the survey at your church.

### **In person**

*We are meeting in person in our church building, central location OR face to face in smaller groups.*

*Knowing your people's preferences, access to and level of comfort with technology, choose to run the survey as all paper, all online or a combination of both survey options.*

### **Live online**

*We are meeting at one specific service time online via Zoom, YouTube, Facebook or other streaming service.*

*Run the survey online as part of the worship service or Mass.*

## RESOURCES

Use these resources to make your survey experience easier

### **NCLS.ORG.AU/PREPARE**

**Contains materials to help you prepare for and promote the survey, including a display poster.**

### **NCLS.ORG.AU/ADMINISTER**

**Has more information and downloads including letters to send home, parent information sheet, PowerPoint slides, worship service resources and sample reminder text.**

For each survey, there are items in your Survey Kit and a website address to share with people who wish to complete surveys online.

## ATTENDER *survey*

The Attender Survey is to be completed by church attenders aged 15\* and over, during a worship service, Mass or spiritual nurture activity.

The Attender Survey can be completed on paper or online in nine languages. It takes around 15-20 minutes.

Distribute survey materials to those leading the services/activities: the Site Instructions, including the NCLS Church Code for each church site or location, Attender Survey forms and Collection Envelopes.

Online Attender Survey: [attendersurvey.ncls.org.au](http://attendersurvey.ncls.org.au)

[ncls.org.au/attendersurvey](http://ncls.org.au/attendersurvey)

- Attender Survey Site Instructions showing your Church Code
- Attender Surveys – paper or online
- Attender Surveys – translations
- Attender Survey Collection Envelopes

## SURVEY RETURN *coversheet*

The Survey Return Cover Sheet is to be completed by a church administrator or leader.

It displays the Church Code, includes a short question about church attendance, and is to be included with surveys in the return pack.

Complete one Cover Sheet per each participating church site or location.

[ncls.org.au/attendersurvey](http://ncls.org.au/attendersurvey)

- Survey Return Cover Sheet
- Multi-site churches:* one Cover Sheet for each site or location

## OPTIONAL SURVEYS THAT YOUR CHURCH MAY HAVE ORDERED:

### CHILD *survey*

The Child Survey is to be completed by child church attenders aged 8 to 14.

The Child Survey can be completed on paper surveys or online.

If Child Surveys have been ordered, a hard copy Parent Information Sheet is included in your Survey Kit. Copy extra or download from the website to distribute to all parents of children under 15 years.

\* Please let parents of children aged 15 years (or younger) know that they may choose not to consent for their child to take part in any survey.

Online Child Survey: [childsurvey.ncls.org.au](http://childsurvey.ncls.org.au)

[ncls.org.au/childsurvey](http://ncls.org.au/childsurvey)

- Child Survey Instructions showing your Church Code
- Child Surveys – paper or online
- Parent Information Sheets

### LOCAL COMMUNITY *survey*

The Local Community Survey is for people in the local community who are connected to your church but don't regularly attend worship services. It is an optional survey your church may have ordered.

Invite your community contacts to complete this online survey anytime.

Online Local Community Survey: [communitysurvey.ncls.org.au](http://communitysurvey.ncls.org.au)

[ncls.org.au/communitysurvey](http://ncls.org.au/communitysurvey)

- Local Community Survey Instructions showing your Church Code
- Local Community Surveys – online only



## CHECK PROGRESS

The NCLS Admin Key is for church survey coordinators and leaders. Do not share widely.

1. Track the completion of online surveys over the survey period.
2. Check your church's contact details are correct.
3. Access your church results when released.

Use your Admin Key: [surveys.ncls.org.au/admin-key](https://surveys.ncls.org.au/admin-key)

Your Admin Key

Your Admin Key here

Keep your NCLS Admin Key secure.



## REMIND

We recommend sending one or more reminders to people completing online surveys during your Survey Period. For reminder template text see [ncls.org.au/administer](https://ncls.org.au/administer)



## RETURN COMPLETED PAPER SURVEYS

Place in the Collection Envelope(s) and seal:

- Attender Surveys
- Child Surveys
- Survey Return Coversheet(s)

Write details of the Church on the Collection Envelope(s).

1. **Collect** all completed survey items from worship services or activities at all your church sites.
2. **Check** the Survey Return Coversheet has been completed (one per participating church site).
3. **Pack** completed surveys back into the original survey Postpack if kept, or a new one.
4. **Stick** the return address label to NCLS Research on the Postpack.
5. **Post** back to: **NCLS Research**  
PO Box 92  
North Ryde BC NSW 1670

Thank you for covering return postage costs.

Note: For NCLS Research to provide confidential and credible results we require a minimum return of 10 survey forms:

- from adult attenders, or
- from child attenders or community contacts (if you used these optional surveys).

A Church Life Profile or other Profiles cannot be produced for churches that return less than 10 forms.

# THANK *you*

for taking part in a  
Church Life Survey!

Your church results will be available within weeks of returning your surveys.

Keep in touch with NCLS Research

@NCLS Research | [ncls.org.au/subscribe](https://ncls.org.au/subscribe)

NCLS Research P: + 61 2 9139 2525 E: [surveys@ncls.org.au](mailto:surveys@ncls.org.au) W: [ncls.org.au](https://ncls.org.au)