



SECRET GUEST SURVEY *



Thank you for taking time to be a secret guest at:

Church!

You are truly providing a helpful ministry to us! While it's not expected that you'll answer all of these questions, they are provided as a guide for you in this experience.

Feel welcome to add more space to this document electronically or to add pages if completing this report manually. If you have questions, please contact Dana Winslow at d.wins54@gmail.com or Kathy Hurwitz at k.hurwitz@verizon.net.

- A. PRIOR TO GOING TO THE CHURCH YOU'VE CHOSEN TO VISIT, HOW WILL YOU DETERMINE THE LOCATION AND TIMES FOR THE CHURCH SERVICES?
1. Does the church have a website? If so, is it helpful? User-friendly? Does it provide the information you need to get to the church on time?
 2. What conclusions do you reach about the church based on its website?

B. HAVING DRIVEN TO THE CHURCH AND ENTERED THE PARKING LOT, CONSIDER THESE QUESTIONS:

1. Was it difficult to find the building? Would a person naturally drive by this building, or must you intentionally be going to this building to find it?

2. What are your thoughts as you view this church from the road? Based upon your first view of the building(s), what is your impression of the church?

3. Is there a church sign? If so, is it helpful?

4. Is guest parking available? If so, how is it marked? Are there signs directing you to guest parking?

5. Are there greeters in the parking lot? Is the parking lot adequate? Convenient to the main entrance?

6. Is there a convenient auto passenger loading/unloading area? Is it covered for use in inclement weather?

7. Is it easy to locate the main entrance? Do you immediately know where to go to enter for church services?

C. AS YOU ENTER THE CHURCH, CONSIDER THESE QUESTIONS:

1. What are your first impressions of the entry foyer?

Rate the following characteristics on a scale of 1 to 5:

UNINVITING

INVITING

1

2

3

4

5

Why?

COLD ATMOSPHERE

WARM ATMOSPHERE

1

2

3

4

5

Why?

CLUTTERED

TIDY

1

2

3

4

5

Why?

CONFUSING

STRAIGHTFORWARD

1

2

3

4

5

Why?

UNFRIENDLY

FRIENDLY

1

2

3

4

5

Why?

2. Is there adequate space in the foyer for people to talk and fellowship before and after worship services without blocking the main circulation path?

3. Is the circulation pattern clear? Do you know how to get to various parts of the building? If not, has someone helped you find them?

4. Is there a clearly marked guest/welcome center?

5. Are there adequate signs to help you find your way?

D. IF YOU ATTEND A SMALL GROUP, RESPOND TO THESE QUESTIONS:

1. Are there greeters who help you find the appropriate classrooms?

2. What is your first reaction to the education areas?

3. Do the classrooms appear large enough to make them usable for various age groups and teaching methods?

4. Are there room identification signs?

5. If you have children, is there a security/identification process in place to help identify your child/children?

6. How do you feel about leaving your children in the classrooms?

7. Do the classroom leaders secure needed information from you (e.g., name, address, allergies for children, your location in the building if needed in an emergency)?

8. Do preschool and children's rooms communicate a sense of security and warmth?

9. After attending a small group, rate the experience on the basis of:
 - a. Quality of the teaching

 - b. Friendliness of the group

 - c. Preparedness of the group – were they ready to welcome and include a guest?

10. Would you attend a small group at this church again?

E. IN THE WORSHIP CENTER, CONSIDER THESE QUESTIONS:

1. What are your first feelings and thoughts as you enter? Why?

2. Does this space feel welcoming? Why or why not?

3. Does the worship space say anything to you about this congregation and its priorities?

4. Is there appropriate quality in materials and craftsmanship? Does anything look cheap, too showy, out of place?

5. As a guest, did you feel uncomfortable in any way? Affirmed in any way?

6. If the church provided you any documents (bulletin, worship guide, etc.) are the documents high quality? Did they facilitate worship for you in any way?

7. Rate the overall experience on the basis of:
 - a. Quality of the music

 - b. Style of the music

 - c. Friendliness of the congregation

- d. Quality of the preaching
 - e. Clarity in instruction: did you know and understand what the church expected participants to do at all points in the service?
 - f. Use of PowerPoint or other media to make announcements, outline the sermon, etc.
8. What one improvement would you suggest regarding the worship service?
9. Would you return to this church to worship with this congregation?

F. SUMMARY:

- 1. What are your overall impressions of this church based on this visit?
- 2. Would you return to visit this church? Why or why not?
- 3. Would you be willing to take this survey in our church?

Thank you for providing us with information that tells of your experience in another church!

The Inreach/Outreach Committee

** This survey is found in Appendix 2 of "Becoming a Welcoming Church" by Thom S. Rainer. TN: Nashville, B & H Publishing Group, 2018.*

ONLINE WORSHIP GUEST SURVEY

Thank you for taking time to be a secret guest at:

_____ **Church!**

As we are all too aware, “attending” a service of worship virtually is very different from being there in person. If you opt to attend another church online on May 22, please respond to the following questions:

1. How did you find the service for the church you chose to attend online (via the website? By calling the church office?)

2. How easy was it to sign on for the service? Was pre-registration required?

3. Which streaming platform did the church use for their online service?
 Zoom
 Facebook Live
 Skype
 BlueJeans
 Hangouts
 YouTube
 I don't know

4. Describe the quality of the livestreamed service (sound, picture, visuals).

5. Were you able to follow the order of worship? If not, why not?

6. Was the service bulletin available online? Were you required to print out a copy before the service began or was the bulletin visible online throughout the service?

7. Was there a time of greeting before the service? Did you participate?

8. Were any responsive readings included? How did it feel to “respond” virtually?

9. Describe the worship style (formal, informal, orderly, chaotic). How was the service shaped by the music? How was the music presented (choir, praise band, soloist, piano, organ, other instruments?) Did you feel comfortable singing from home?

10. How was the Word preached? Were visuals utilized?

11. How were/were prayer requests managed?

12. Was a time for online fellowship provided following the service? How did you know the online session had concluded?

13. Was there anything you would recommend to your home church to incorporate into our online worship?

14. What one thing did you most enjoy about online worship? What one thing do you never want to do again?

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