

SITE INSTRUCTIONS FOR ATTENDER *survey*

For leaders of worship services or activities at each local church site or Mass centre

Dear church leader

These Site Instructions are to be used at the church site or location shown below on the day your attenders complete their surveys. Churches can choose the best time(s) from November to run the survey.

* If this local church has multiple sites or locations, see the **Survey Coordinator's Guide** for the full list.

Church Code for this site or location

SAMPLE

Your Church Code here

WILL YOU COMPLETE THE ATTENDER SURVEY TOGETHER OR SEPARATELY?

Doing the survey together will get the best result

TOGETHER

We gather together in person (e.g. face to face worship service, Mass or small groups), or together live online (e.g. Zoom).

SEPARATELY

We are unable to gather together and provide resources at home, or post recordings online to watch any time.

A. DO SURVEY TOGETHER

1. BEFORE

Choose your Survey Day

1. **Choose** a Survey Day or Week that suits your church.
2. **Prepare** the NCLS Church Code PowerPoint slide.
3. Get the **Display Poster** or **Invitation Video** (optional).

2. COMPLETE SURVEYS

on your Survey Day

1. **Run the survey at midpoint or end of your gathering.** (Set aside 20 minutes.)
2. **Distribute Attender Survey forms** (or have on seats before the service).
3. **Display your NCLS Church Code** prominently.
4. **Play 'Survey Day Video' or read out instructions.** (See over for instructions to read out.)

5. **If Together in Person:** At the start please read out the instructions. (See over.)

After 20 minutes, please instruct attenders: "Please hand in your completed survey form and reply slip. If you have not finished, please stay behind at the end of the service to complete your survey. Thank you."

If Together Online: Ask people to complete survey, during or immediately after the gathering is finished.

6. **Collect** all completed paper surveys and reply slips into an Attender Survey Collection Envelope and return them to your Church's Survey Coordinator.

In person

If your church gathers together in person: Knowing the preferences, access to and level of comfort with technology of the congregation, choose to run the survey as all paper, all online, or a combination of both survey options.

- Have enough paper Attender Surveys (including any non-English translations) for this site.
- Arrange enough blue or black pens (not pencils).

Live online

If your church gathers together live online: Run the survey during or at the end of the online service.

- Distribute Attender Surveys, paper or online, to people via post, hand delivery or email including the instructions (see over).

For Display Poster, PowerPoint slide, Video, Letter templates and other resources, go to: 2021ncls.org.au/administer

Whether completing the survey together or separately, both paper and online survey forms are available.

To complete the Attender Survey online, go to:

attendersurvey.ncls.org.au

B. DO SURVEY SEPARATELY

1. BEFORE

Choose your four week Survey Period

1. **Choose a four week Survey Period** that suits your church.
2. **Communicate** about the survey to attenders.
3. **Distribute Attender Surveys** to church attenders (plus invitational letter and optional Reply Slips) via post, hand delivery or email.

2. COMPLETE SURVEYS

during your Survey Period

1. **Invite** people to complete their Attender Survey either on a paper survey form or online at attendersurvey.ncls.org.au.
2. **Check progress** of online survey completion using your NCLS Admin Key (See Guide).
3. **Send out one or more reminders** during the four week Survey Period.
4. **Collect** all completed paper surveys and reply slips into an Attender Survey Collection Envelope and return them to your Church Survey Coordinator.

Printed resources at home

If your church is unable to gather together, and provides resources at home: Deliver the survey in the same way that church resources are distributed. Use the online survey if resources are sent via email and enclose a paper survey if physical resources are delivered/mailed.

Anytime access to online services

If your church has anytime access to online services: Promote the survey during the online service and provide the website link at the end of the online service. Consider promoting the survey and distributing the website link and your Church Code via other methods e.g. via email.

For Video, Email or Letter templates and other resources, go to:
2021ncls.org.au/administer

INSTRUCTIONS TO READ ALOUD OR SEND TO PEOPLE AT HOME

"Thank you for taking part in the 2021 National Church Life Survey along with hundreds of thousands of others. The Survey is a chance to review our church's qualities as we look to the future.

Afterwards we will receive our own church results.

- This is a voluntary, anonymous and confidential survey.
- Most people complete it within 15 to 20 minutes.
- Choose one response for each question unless it states otherwise.
- Do not fill in a second form if you have already completed one.
- Not all survey forms are exactly alike. There are many issues being covered.

Paper: On the paper survey, please fill in our NCLS Church Code at the top right corner.

Online: Go to attendersurvey.ncls.org.au and enter our NCLS Church Code.

- Click 'Finish' before you share your device with someone else.
- To stay in touch with NCLS Research or sponsors, provide your contact details on the optional Reply Slip.

When you have finished, please keep your survey jacket. Return your survey form and reply slip separately to your Church Survey Coordinator. It will be sealed in the Attender Survey Confidential Collection Envelope.

For more information about the National Church Life Survey and the research team, go to 2021ncls.org.au."

Download this from
2021ncls.org.au/administer



OPTIONAL CHILD SURVEY: If your church ordered Child Surveys for attenders aged 8 to 14, these will also be included in your Survey Kit for completion. They can be completed alongside the adult Attender Survey in the process outlined above, or in a children's activity. See the Survey Coordinator's Guide or 2021ncls.org.au/child-survey for instructions.