



CONDUCTING THE NCD CHURCH SURVEY

Thank you for registering to conduct the annual NCD Survey in your church. Please take the time to read the following instructions carefully before proceeding. Following these instructions is essential for the church to receive reliable results. **Please do not hesitate to contact us at NCD Canada if you have any questions.**

1. What you need to download

To conduct your NCD Survey you will need both of the following forms:

- The *NCD Survey Form*. This is the main questionnaire to be used by those participants who opt for paper forms instead of online input through their desktop or handheld device.
- The *NCD Survey – Facilitator’s Form*, also referred to as the *Pastor’s Form*. This collects basic information about the church for identification and general statistical purposes.

2. Preparing to conduct the Survey

2.1 Ensure you have read the foundational resources

It is important that you have an initial understanding of the basic elements of NCD before you conduct the Survey. This includes the Trinitarian Compass, 8 Quality Characteristics, organic (all-by-itself) growth principles, and the NCD Cycle process.

A free PDF document called *Natural Church Development: An Introduction for Churches* is available on our website, www.ncdcanada.com. The site provides basic information on NCD and Survey process.

In addition, we recommend two resources by Christian A. Schwarz, the Founder and head of NCD International, which can be ordered either through our website (click on the Books tab) or by calling (905) 885-6571. They are:

- *Color Your World with Natural Church Development* – published in 2005, this book explains the quality characteristics, growth forces, Trinitarian Compass, some of the NCD tools including the NCD Survey, and the impact of NCD on churches internationally over the past ten years.
- *The All By Itself Pathway* – published in 2015, this small booklet of 96 pages is ideal for introducing the main concepts to your congregation. It invites the reader into a 90-minute encounter with Christian A. Schwarz, the founder and head of NCD. He reduces the discoveries of 20 years of research in tens of thousands of churches to a few personal action steps.

2.2 Discuss NCD in overview with your leadership team

It is important that your leadership team is committed not just to conducting the initial Survey but to the ongoing NCD process of continuous improvement. If you have not discussed this with your team, it is wise to do so before conducting the Survey. It is often sufficient to give them a copy of *The All By Itself Pathway* and then explore the issues raised in *Color Your World*.

It is important to stress that NCD is best learned by working on actual results rather than trying to master the theory beforehand. Provided people have an understanding of NCD as an ongoing process of growing the church to greater health and are committed to working consistently on the issues raised in successive Survey results, then it is fine to proceed with the Survey.



CONDUCTING THE NCD CHURCH SURVEY

2.3 Select and invite Survey participants

The *NCD Survey – Pastor’s/Facilitator’s Form* is completed by the senior leader or delegate.

The *NCD Survey* is completed by thirty people who meet **all** the following criteria:

- member of a group (for example, choir, worship group, teens, or home groups)
- actively involved in ministry and performing a regular task
- committed to the life and growth of the congregation.

The senior leader of the church would be an automatic selection. There may be other members of pastoral staff whom you wish to include in the thirty however it is not essential to do this.

If you have more than 30 people in your congregation, you select 30 people from those who fit all three criteria. Consider a broad and representative range of people in the life of the church (tenure, age, gender) who fit the criteria. Leaders of larger congregations sometimes ask if they can survey more than 30 people. It is possible, but is not advised because no more are required to produce a statistically accurate result. We recommend leaders take the time to reduce their list to the 30 people fitting the criteria whose opinion they value most or those they consider to have the greatest influence on church life.

Those not invited to complete the Survey this year may be invited in subsequent years. You may wish to advise these people that they will experience opportunities to discuss the outcomes and subsequent action plans after the Survey results have been received.

If you have a congregation of less than 30 people, you survey everyone as long as they fit all three criteria. If you have a congregation of say 40 people and only 27 people meet the criteria, only include the 27 people who meet the criteria. You are effectively taking a biopsy of the heart of the organism, and these 27 people are not a sample, but the entire heart.

Once the people have been selected to participate in the Survey, invite them to complete the Survey. Participants have the option of completing the Survey online at their desktop or on a handheld device, or they may choose to complete the Survey using the paper form. The results from both processes are combined by the Survey Facilitator (see Online Processing Instructions also available at the NCD Canada web-site).

You may wish to invite online and paper participants to a short meeting after a church service to hear a short 10-15 minute introduction to NCD and Survey Instructions. If anyone is particularly interested in NCD beforehand, give them a copy of *The All By Itself Pathway*. Online participants are invited through the NCD Church Survey account by listing the name and email address per the below screen:

ONLINE PARTICIPANTS		SHOW SURVEY INSTRUCTIONS
<small>If multiple participants share an email address (e.g. a husband and wife, etc.), enter each person separately with that common email address next to each one of them, so they will be able to complete their own set of responses.</small>		
PARTICIPANT FULL NAME	CONTACT EMAIL ADDRESS	
1 Any Person	any.person@peoplechurch.com	
2		
ADD ANOTHER PARTICIPANT	REMOVE LAST PARTICIPANT	



CONDUCTING THE NCD CHURCH SURVEY

2.4 Prepare for the meeting

There are three things you need to do to prepare for the meeting.

- Prepare a short presentation to explain the purpose of the meeting (15 minutes maximum). You can download a sample presentation from the NCD Canada site.
- Prepare copies of the NCD Survey Form (with some spares) and pens/pencils for people.
- Be clear about the instructions on the front of the NCD Survey Form so that you can take participants through them on the day. These cover what to consider when the Survey refers to leaders, groups, small groups, worship services, and churches.
- Participants should be encouraged to provide their “gut” responses to the questions rather than spend time mulling over the answers.

3. Conducting the Survey

3.1 Completing the NCD Survey – Facilitator’s Form (also known as the Pastor’s Form)

The instructions for completing this form are on the front of the form.

The *NCD Survey – Pastor’s/Facilitator’s Form* should be completed by the church pastor or delegate. The person completing this form may or may not complete the NCD Survey Form as well.

When naming the Church, please include the town or city, especially if your church’s name is fairly common, like Trinity Church, St Andrew’s or Grace.

If the church has conducted a Survey or Surveys previously but you are unsure how many, please contact NCD Canada so we can check our records and advise.

If your church has changed its name since the last survey, please let us know. Please note: when you input the answer for Q31, you will find an extensive list of denominations, some of which are distinctly Canadian. Please review this list carefully and ensure that you select your exact denomination. If your denomination is not listed, please choose ‘Other’.

3.2 Completing the NCD Survey Form

Call a meeting of the people selected to complete the Survey, whether online or by paper. At the meeting give a short, 15 to 20 minute introduction and explain how long it will take to fill out the Survey Form (about 40 minutes). Holding the meeting after a church service is a best practice.

At the meeting, offer people a short explanation of the purpose of conducting the Survey and why they were selected. For those remaining to complete the Survey by paper, hand out the questionnaires, go over the questionnaire instructions and let them begin. Some online participants may choose to stay and complete the Survey on their handheld devices. To ensure an accurate result, make sure all questions receive an answer on the Survey Forms. It is also better that people offer their “gut” responses to the questions rather than spend a lot of time mulling over answers.

Once all the questionnaires are complete, the Survey Administrator enters the raw data from the paper responses into the NCD Church Survey account and combines this with those received from online participants. At this point, they are ready to create the profile and reports.

For instructions on inputting the Survey responses, creating the survey profile, and producing the reports called NCD Result Guides (NRGs), please download the PDF document “NCD Church Survey account- Online Processing Instructions v4.1 June 2014” also available at www.ncdcanada.com/account.request.htm.