



TRANSFORMING
CHURCH INSIGHT

A large, faint background graphic consisting of a light orange cross on the left and a light blue circle on the right, both with soft shadows.

Christ Presbyterian Church

Nashua, NH

November 2017



reframe. refocus. reimagine.



TRANSFORMING
CHURCH INSIGHT

OVERVIEW

Your church participated in the Transforming Church Insight (**tci**), a congregation engagement survey tool developed by TAG Consulting. The questions are not based or dependent on theology, but rather measure the congregant's personal sense of engagement with the church they attend.

As of the most recent update, the **tci** has 11 million records, representing churches from virtually every major denomination, as well as a cross-section of non-denominational churches, resulting in a robust database. This provides us with a longitudinal view of what makes for a great church.

The 135 questions in this engagement survey were designed to uncover your congregation's engagement with your church across 5 broad dimensions: *Community*, *Code*, *Calling*, *Cause*, and *Change*. Within each of these dimensions, we have grouped the congregation's responses into specific facets of church life. For example, the dimension of *Community* covers the facets of *Relationships*, *Support*, *Ownership* and *Connectedness*. Each respondent was also asked to provide some basic demographic identification, which provides the church a meaningful perspective to their responses

Our national database enables a comparison of how your congregation responded with how other congregations felt about their church. However, we recognize that every church is different. Accordingly, the comparative findings of this survey, and its graphic representations, are mostly designed to encourage conversation and interaction within your congregation around the various facets to which they responded.



UNDERSTANDING THE SURVEY RESULTS



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National Percentile Comparison: This graphic chart illustrates how the responses of your congregation on 15 facets of church life compare to the national congregation average for each facet. This chart converts your congregation's average facet score into a national percentile. For example, if your church is shown in the 52nd percentile in the Relationship facet, it means your congregation's average response is the same or higher than 52% of the churches that have taken the **tci**. The median is the 50th percentile.

Facet Score and Percentile Results: The figures on this page give the actual average response score by your congregation on the 15 measured facets (using a 1 – 5 scale, 5 being the highest), as well as the national average score and the national percentile of your church in the facet. The bar charts again provide your church's national percentile comparison, the same information as the previous just shown a different way.

Top 5 Scores: This page shows in rank order, top to bottom, what your congregation has identified as its top 5 scores, based on the church's national percentile ranking among the possible 15 facets.

Overview of Respondents: This demographic breakdown provides an overview of “who” answered the survey, based on age, church position, family structure, length of involvement, and travel time to the place of worship.

Dimensions (*Community, Code, Calling, Cause, Change*): These five pages provide a very detailed look at the facets within each dimension, showing the average rating by your congregants for each facet, broken down into the demographic categories.

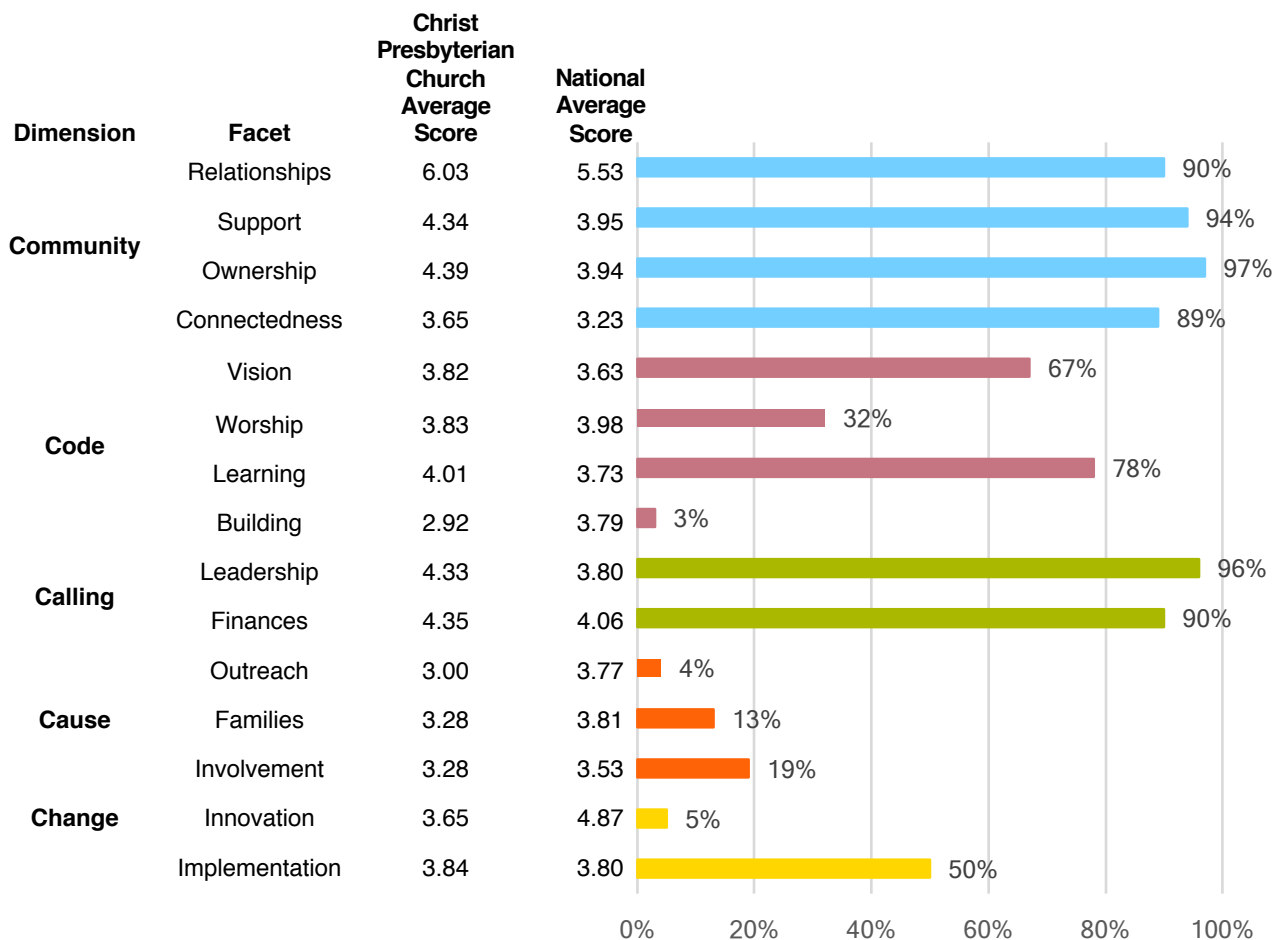


SCORE & PERCENTILE



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The figures on this page give the actual average response score on the 15 measured facets (using a 1-5 scale, 5 being the highest), as well as the national average score and the national percentile of your church in the facet.

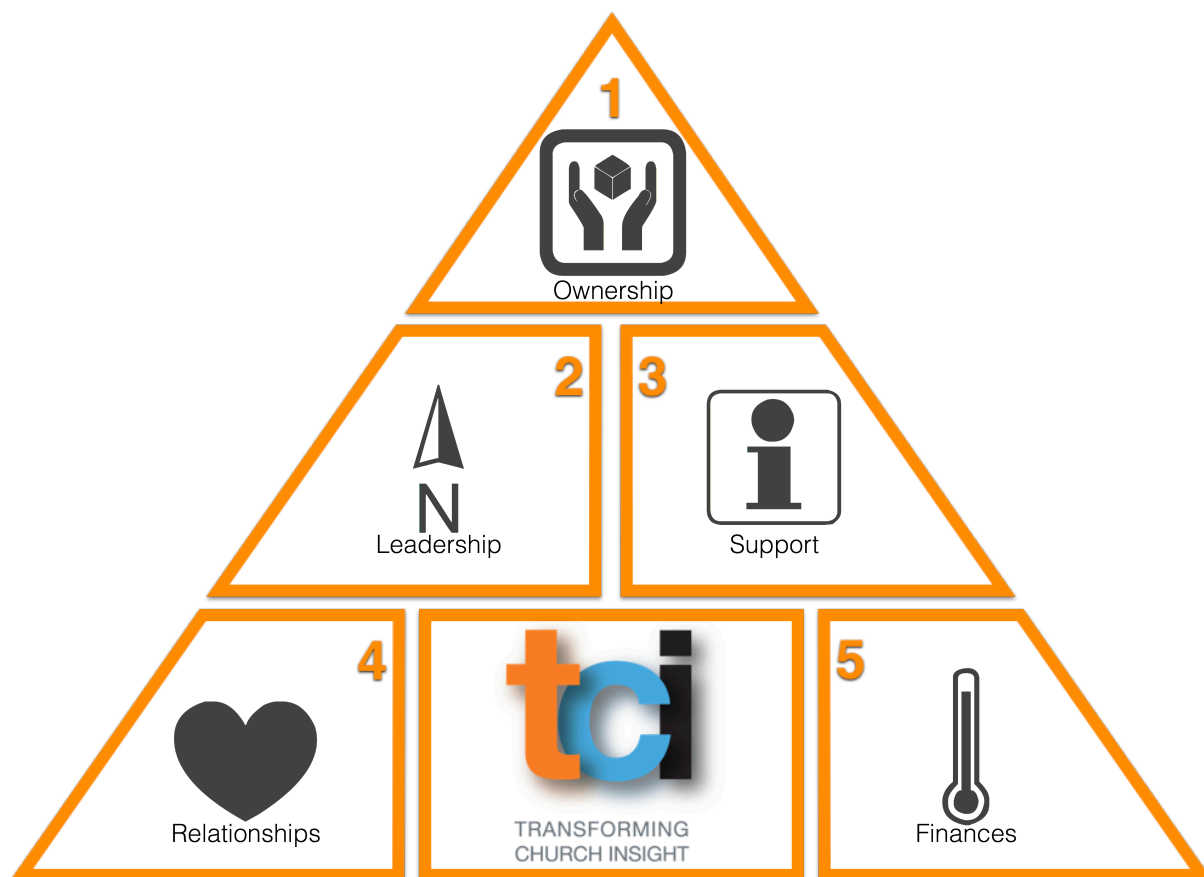


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TOP 5 FACETS



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This page shows in rank order, top to bottom, what your congregation has identified as its top 5 scores, based on the church's national percentile ranking among the possible 15 facets.

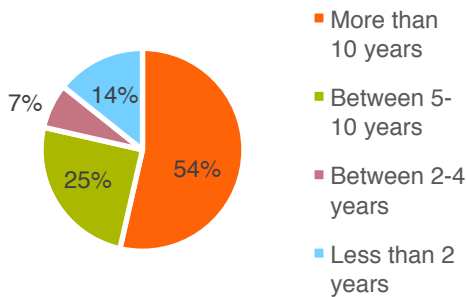


OVERVIEW OF RESPONDENTS

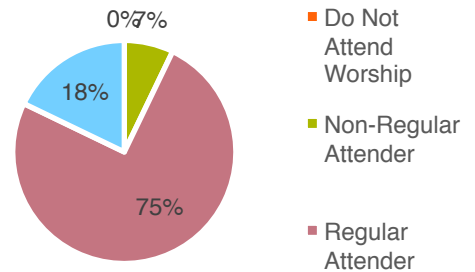


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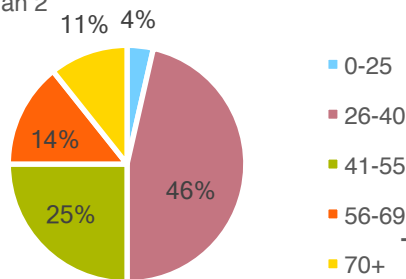
Length of Involvement



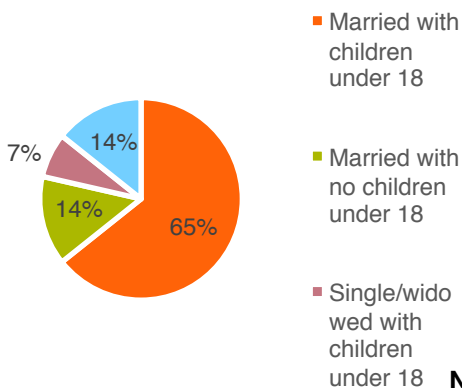
Church Position



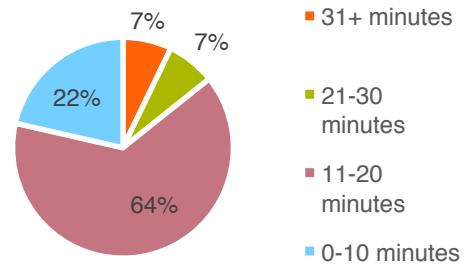
Age Group



Family Structure



Travel Time to Worship



Number of Completed Surveys 28
First Survey Completed On 10/23/17
Last Survey Completed On 11/19/17
Margin of Error +/- .12

This demographic breakdown provides an overview of “who” answered the survey, based on age, church position, family structure, length of involvement, and travel time to the place of worship.



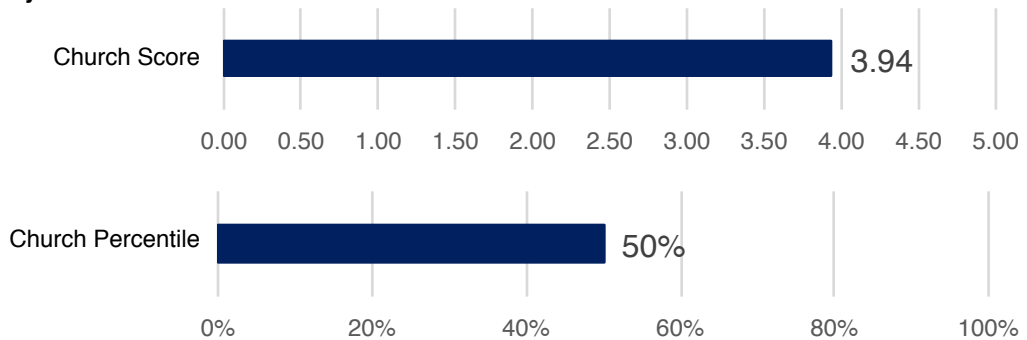
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DIMENSIONS & FACETS OVERALL SUMMARY



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15 FACETS

COMMUNITY



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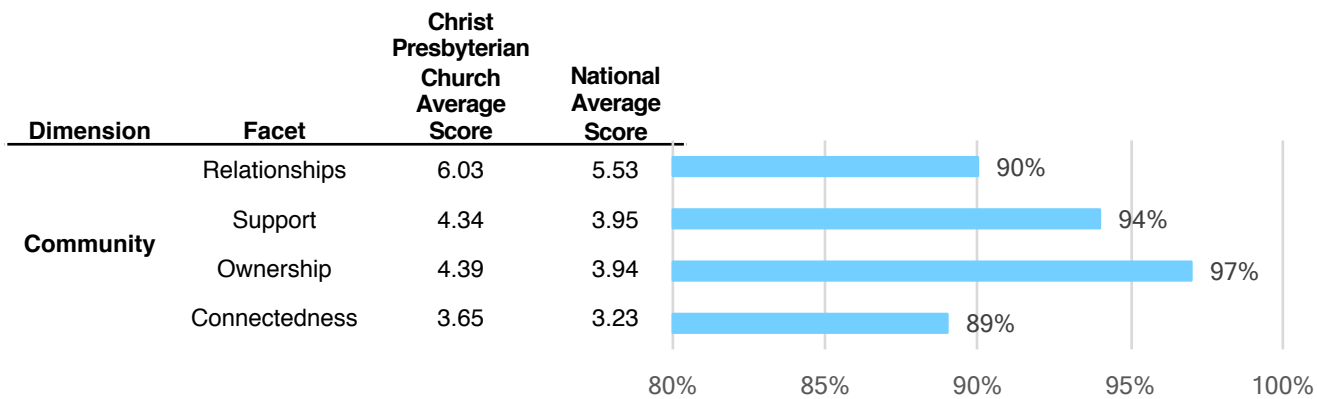
- **Relationships:** People rated things like warmth, caring and fellowship. High scores here indicate that people sense the church is like a healthy family.
- **Support:** This reflects how well people feel cared for and ministered to. High scores here indicate that people feel that they are personally growing and that the church effectively supports them.
- **Ownership:** This facet measures whether or not people feel they have ownership and can make a difference at the church. They have a personal sense of responsibility for the church's well-being. They believe that they count.
- **Connectedness:** People experience connectedness to a church in many ways. When newcomers quickly connect and the church has an effective assimilation process for all, people will understand and engage in the mission of the church beyond just the weekend worship service. Further, when people are connected they will more readily embrace change.

Do we feel like isolated individuals or do we feel like a community?



DIMENSIONS & FACETS

COMMUNITY

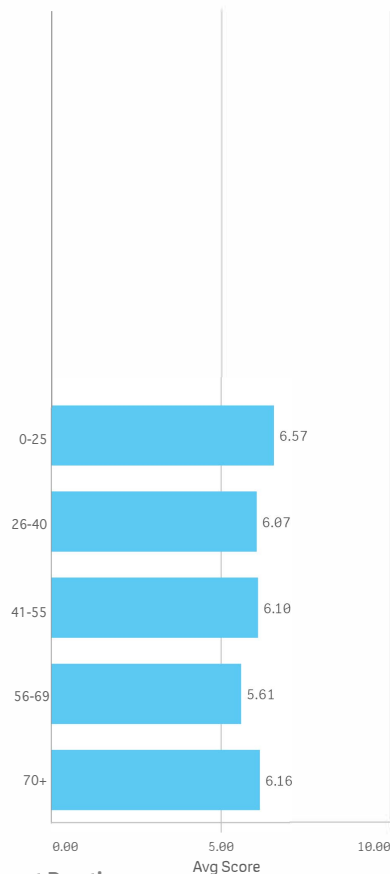


DIMENSIONS & FACETS RELATIONSHIPS

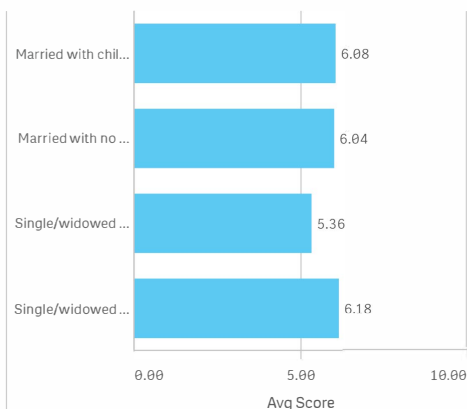


TRANSFORMING
CHURCH INSIGHT

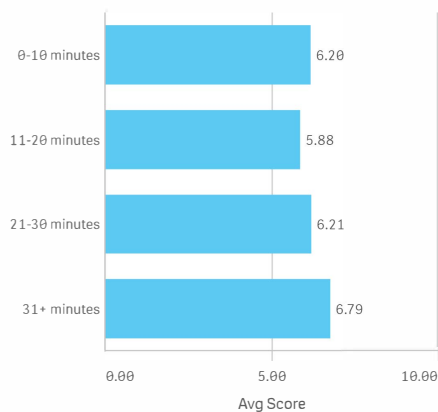
Age Group



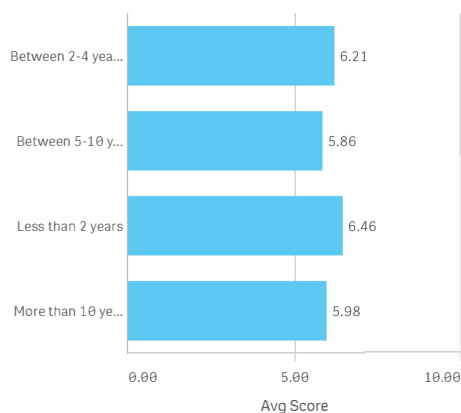
Family Structure



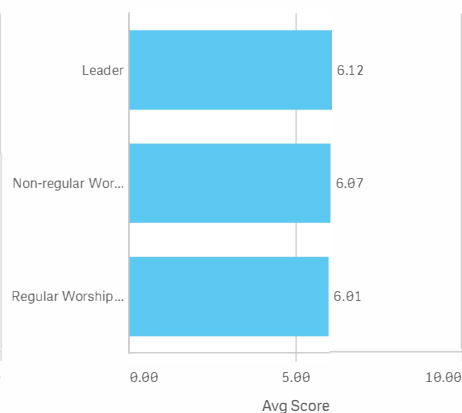
Travel Time to Worship



Involvement Duration



Church Position

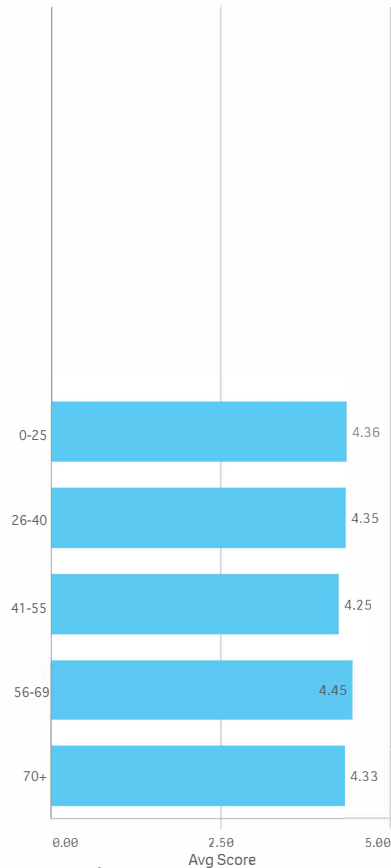


DIMENSIONS & FACETS SUPPORT

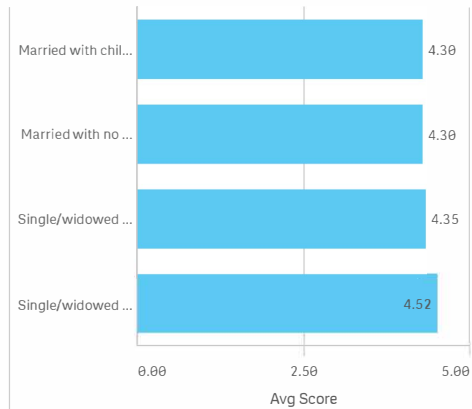


TRANSFORMING
CHURCH INSIGHT

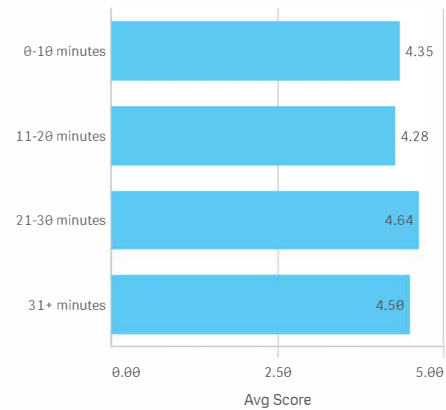
Age Group



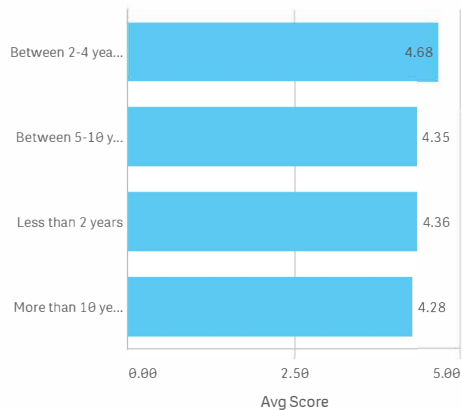
Family Structure



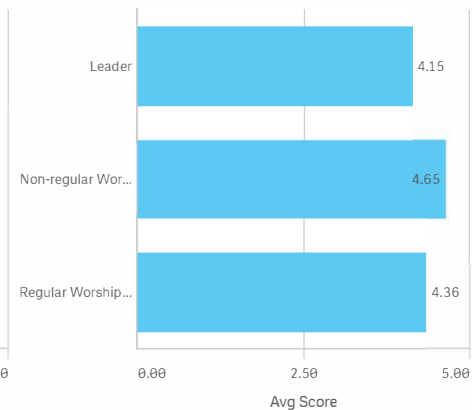
Travel Time to Worship



Involvement Duration



Church Position

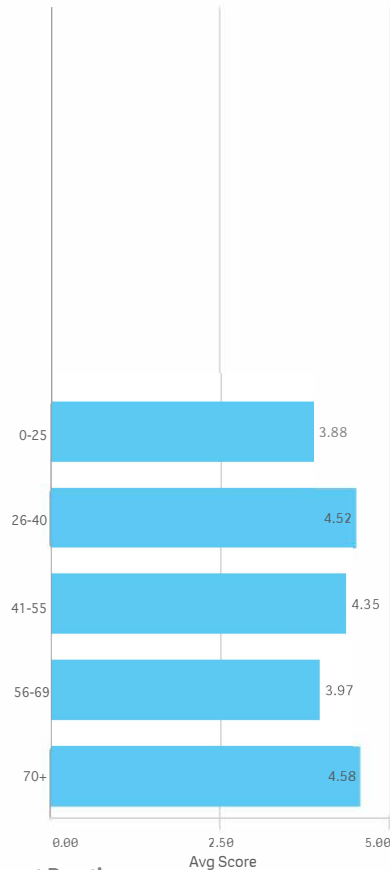


DIMENSIONS & FACETS OWNERSHIP

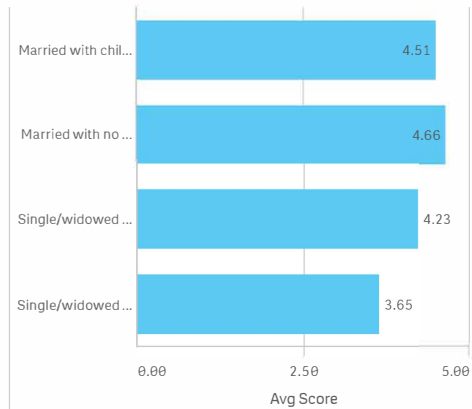


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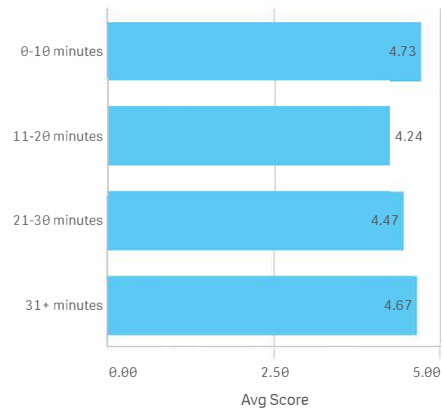
Age Group



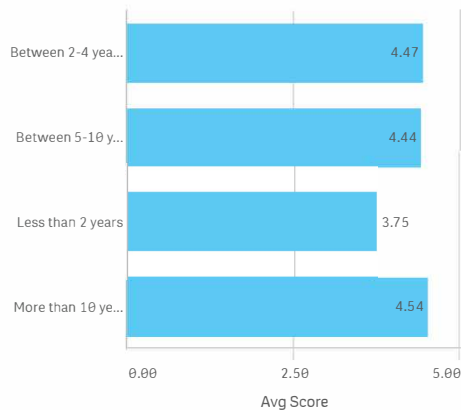
Family Structure



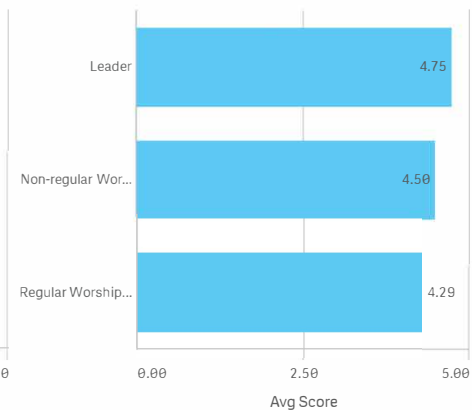
Travel Time to Worship



Involvement Duration



Church Position

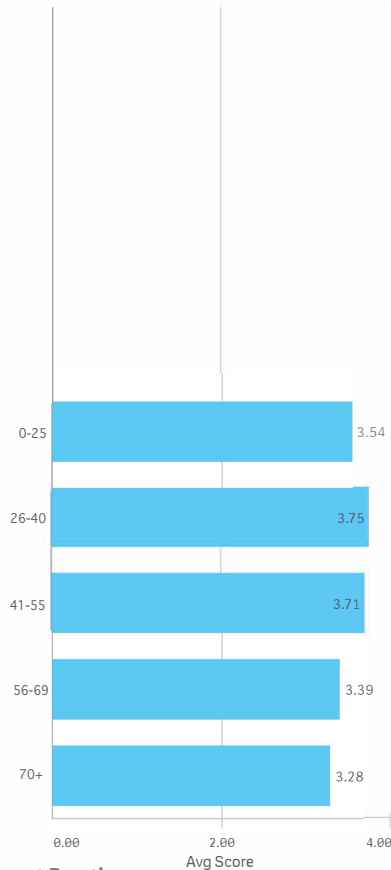


DIMENSIONS & FACETS CONNECTEDNESS

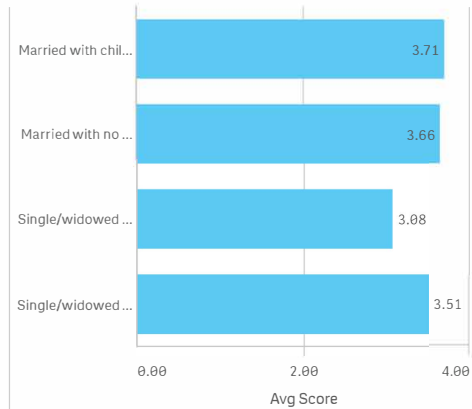


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CHURCH INSIGHT

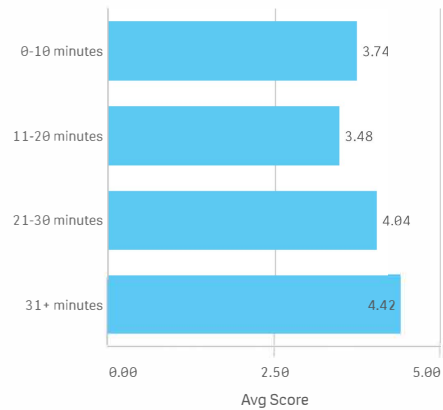
Age Group



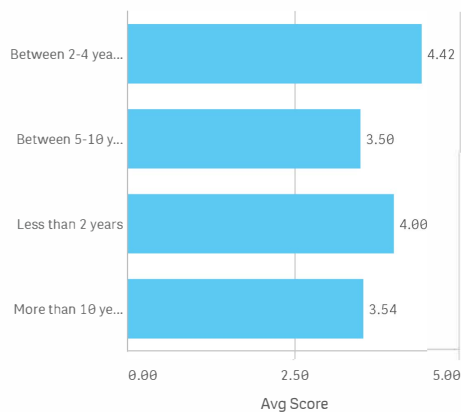
Family Structure



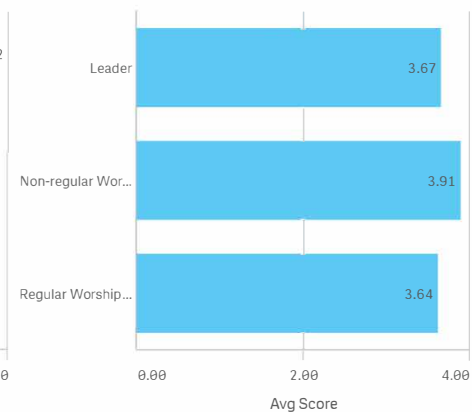
Travel Time to Worship



Involvement Duration



Church Position



15 FACETS

CODE



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- **Vision:** When the vision is clear and compelling, people get excited. Vision, however, must be shared and can never be dictated. High scores indicate that leaders are unified, the vision is clear, and new people quickly experience what the church is all about. The church is well-defined.
- **Worship:** This facet measures levels of satisfaction with music and sermons. It looks at whether or not the worship services are attracting new people. It looks at whether or not people are experiencing life-change as a result of the overall worship experience.
- **Learning:** This facet measures your congregation's sense of personal growth that goes beyond mere knowledge. High scores indicate that your adult learning environment is resulting in people who feel prepared to minister and who believe your church has made a significant difference in their lives.
- **Building:** A church's building and facilities express, symbolically, the church's code. This facet measures how well the buildings and facilities support your various ministries. It measures how appealing, friendly, and accessible the facilities are.

*Is there alignment between
our stated values and code?*

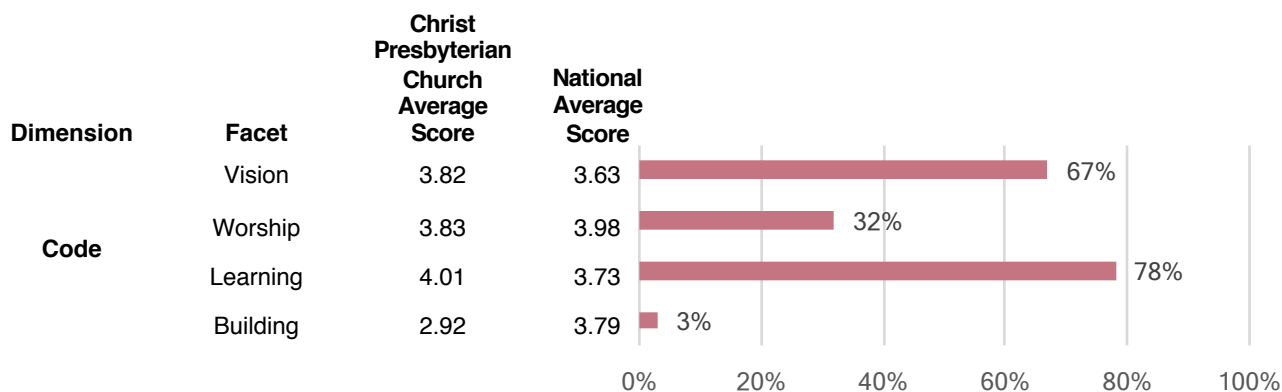


DIMENSIONS & FACETS

CODE



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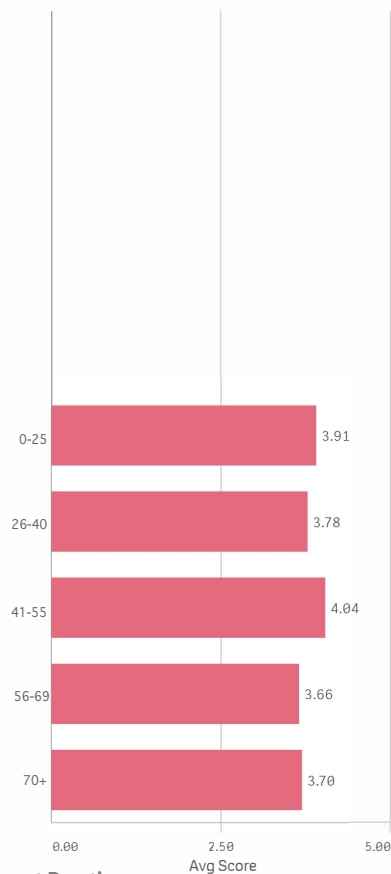


DIMENSIONS & FACETS VISION

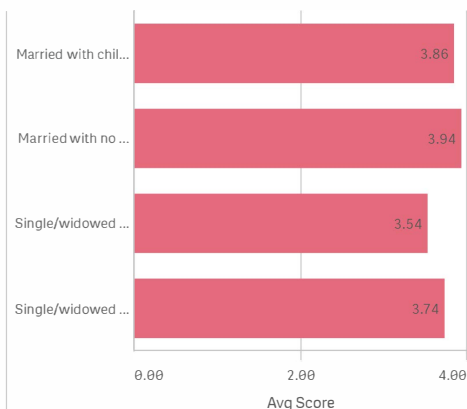


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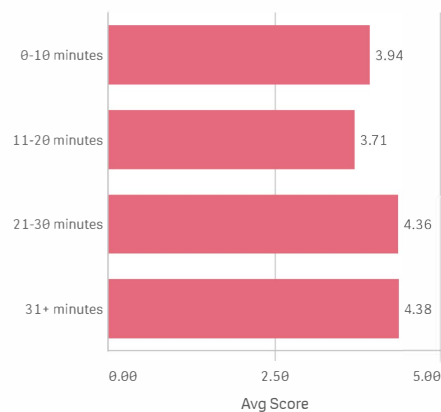
Age Group



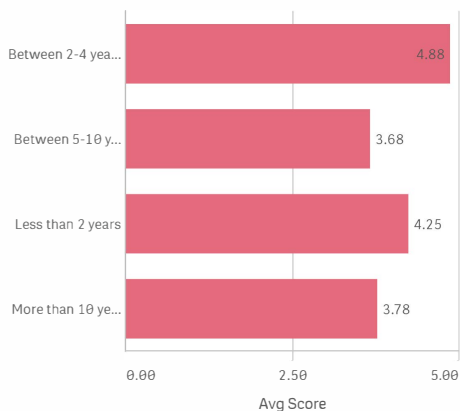
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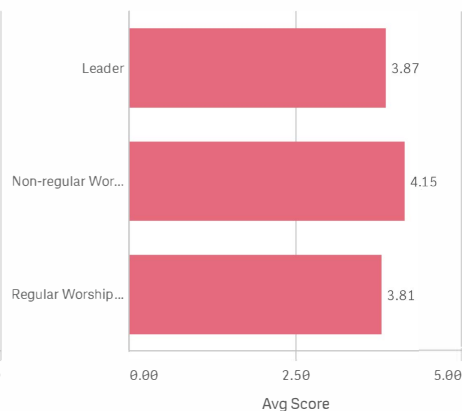
Travel Time to Worship



Involvement Duration



Church Position

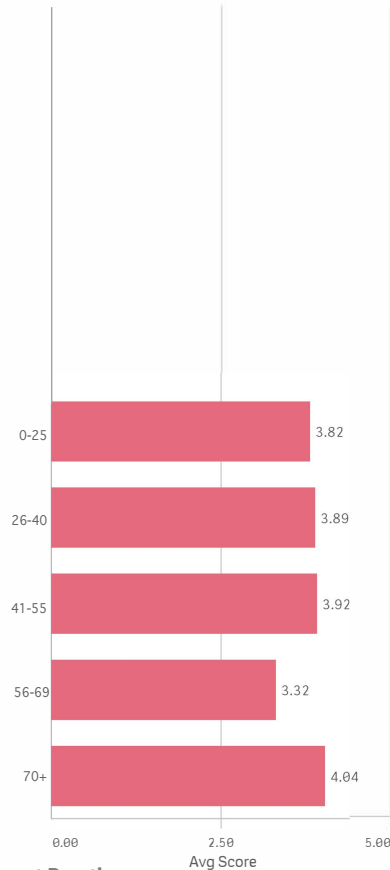


DIMENSIONS & FACETS OF WORSHIP

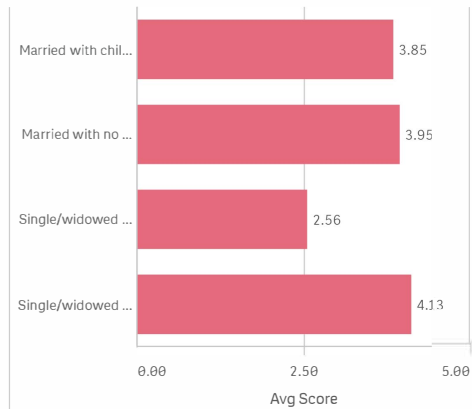


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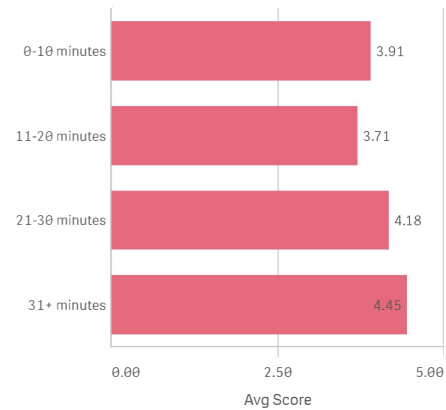
Age Group



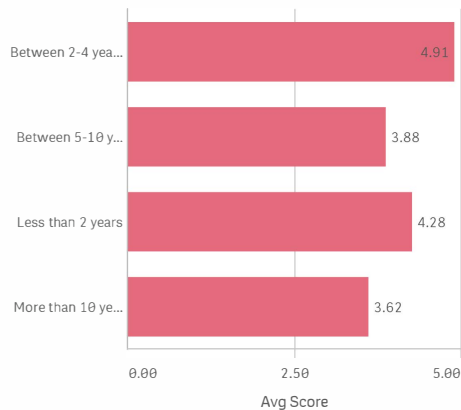
Family Structure



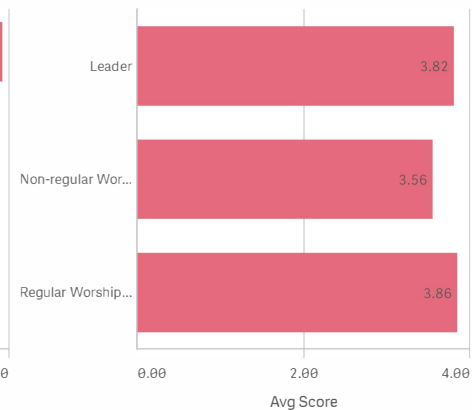
Travel Time to Worship



Involvement Duration



Church Position

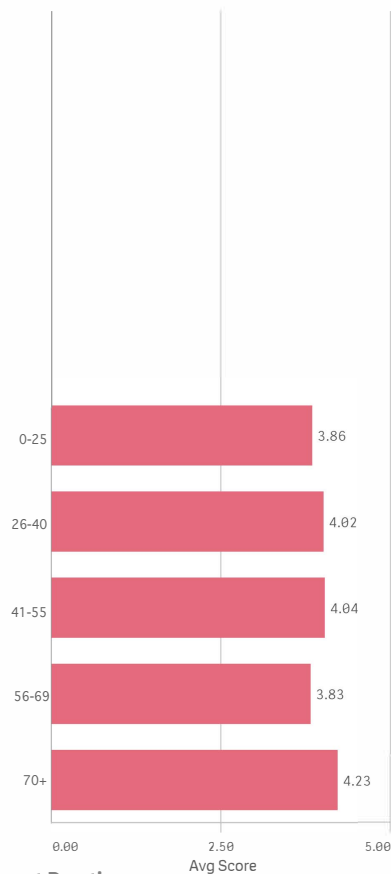


DIMENSIONS & FACETS LEARNING

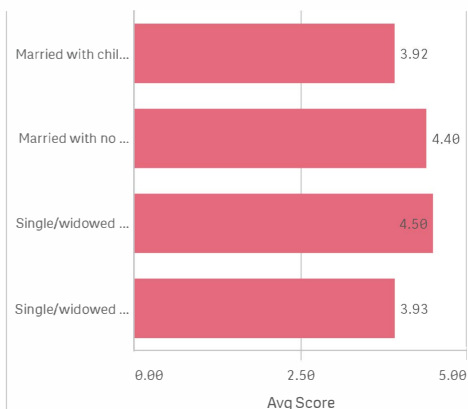


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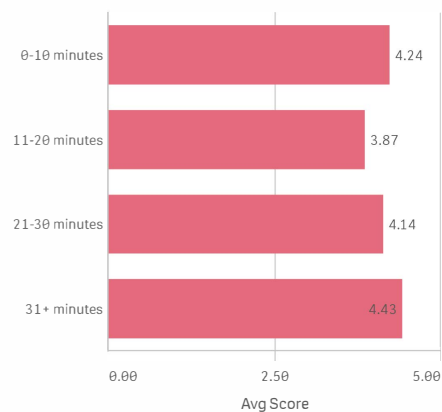
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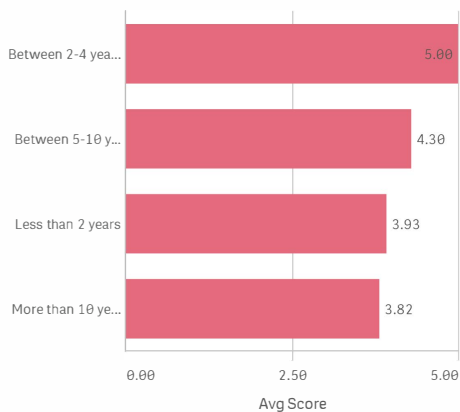
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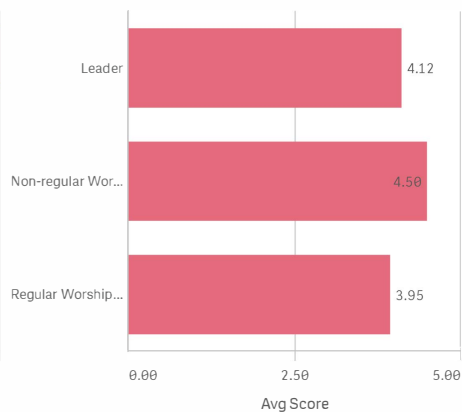
Travel Time to Worship



Involvement Duration



Church Position

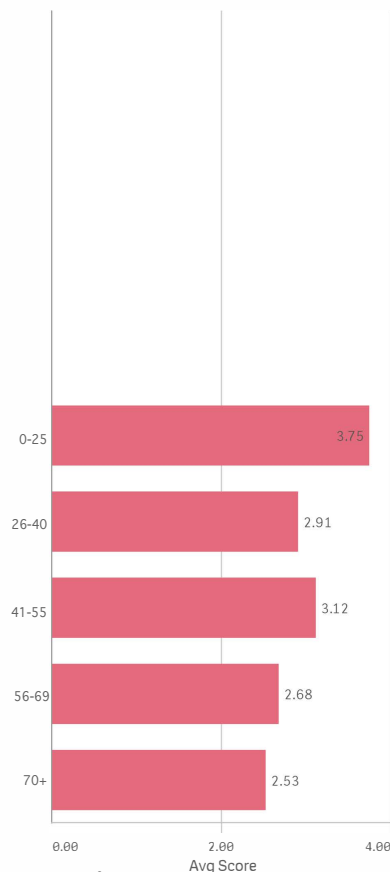


DIMENSIONS & FACETS BUILDING

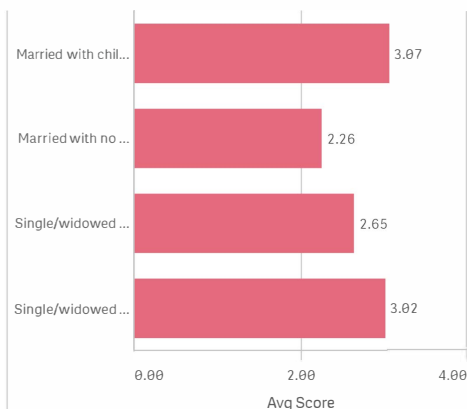


TRANSFORMING
CHURCH INSIGHT

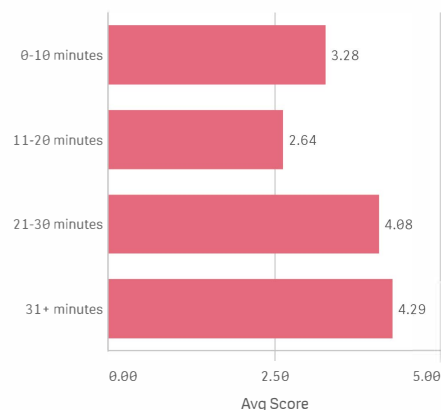
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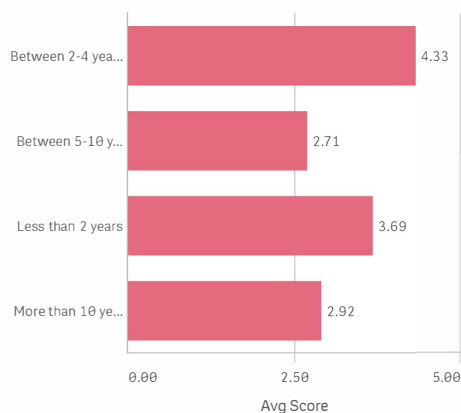
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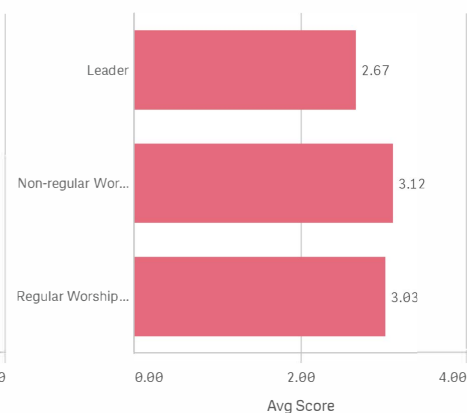
Travel Time to Worship



Involvement Duration



Church Position



15 FACETS

CALLING



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- **Leadership:** While there are many definitions of leadership, the TCI focuses on how well your leadership handles conflict and disagreement. It looks at whether or not people perceive leadership to practice what it preaches. High scores indicate that leadership does a good job with change management and has created an environment of trust.
- **Finances:** This facet looks at how well the church manages finances, how financial issues are discussed (not too much, not too little), and whether or not people support the church financially.

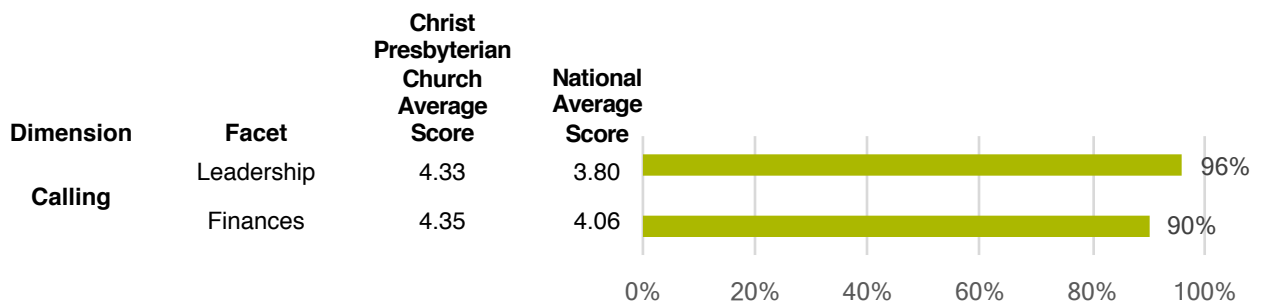
How do we relate to our leaders?



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DIMENSIONS & FACETS

CALLING

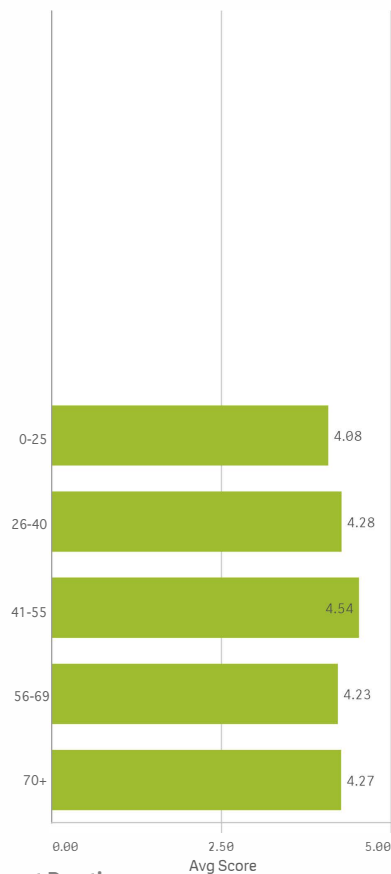


DIMENSIONS & FACETS LEADERSHIP

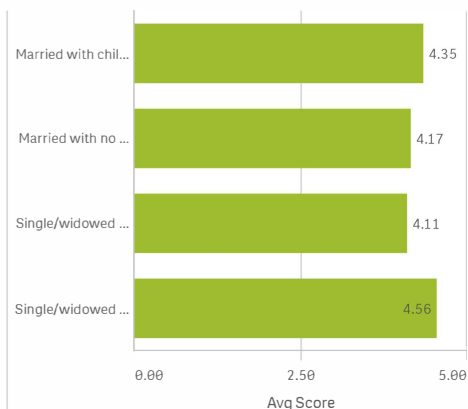


TRANSFORMING
CHURCH INSIGHT

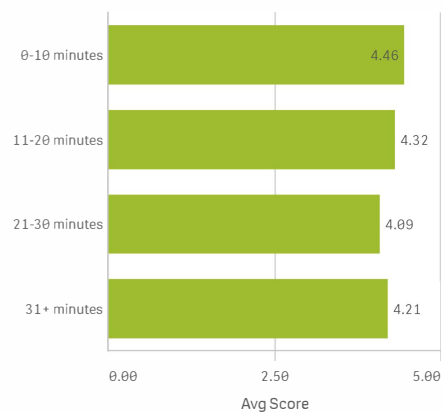
Age Group



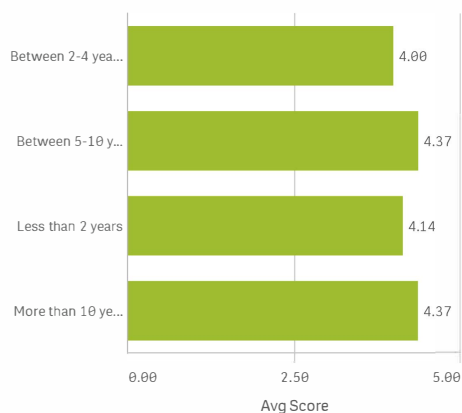
Family Structure



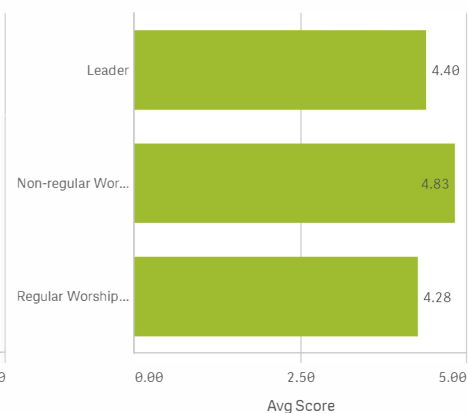
Travel Time to Worship



Involvement Duration



Church Position

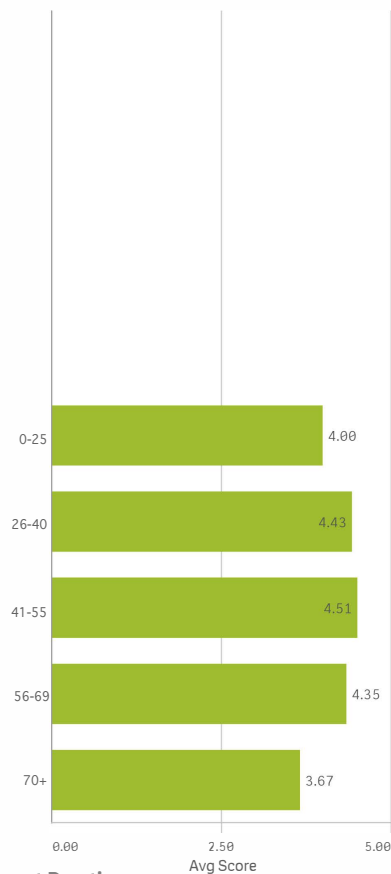


DIMENSIONS & FACETS FINANCES

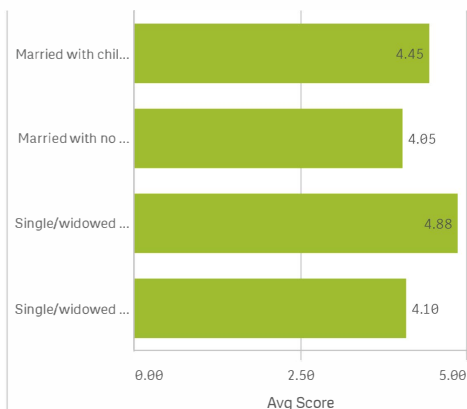


TRANSFORMING
CHURCH INSIGHT

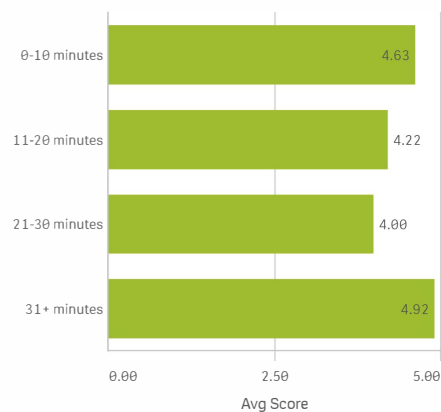
Age Group



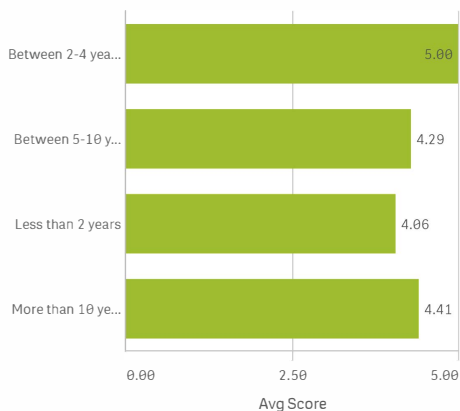
Family Structure



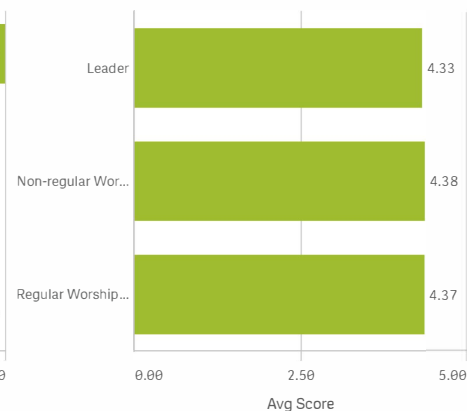
Travel Time to Worship



Involvement Duration



Church Position



15 FACETS

CAUSE



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CHURCH INSIGHT

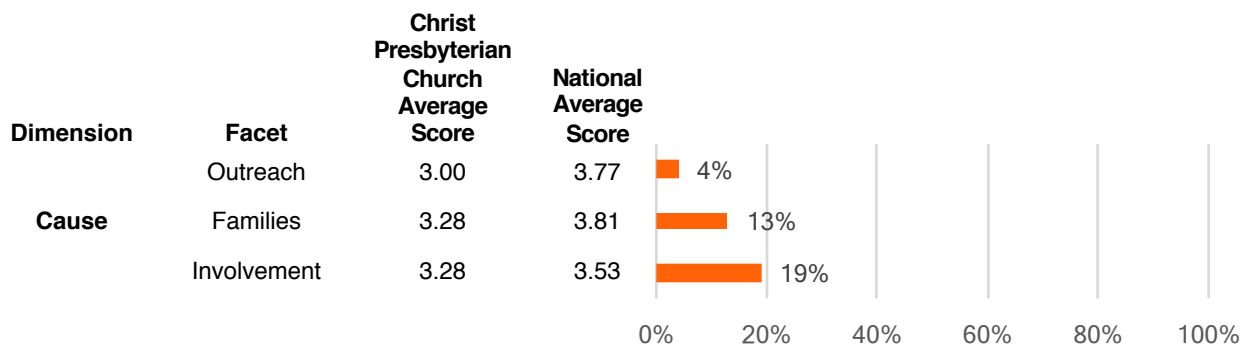
- **Outreach:** Is the church making an impact outside of itself? High scores indicate that the church has a good reputation, is making a contribution to the community, and is interested in making a difference in people's lives. It is more concerned about external impact than internal church growth.
- **Families:** This facet measures how effective the church is at reaching, serving, and nurturing children, teens and families.
- **Involvement:** This facet measures the depth to which people feel personally involved at the church. High scores here indicate that people are involved in smaller groups within the church, that they feel personally cared for by leaders, and that they have a clearly defined role. They are active participants in church events.

Are we participants in the mission, or only observers?



DIMENSIONS & FACETS

CAUSE

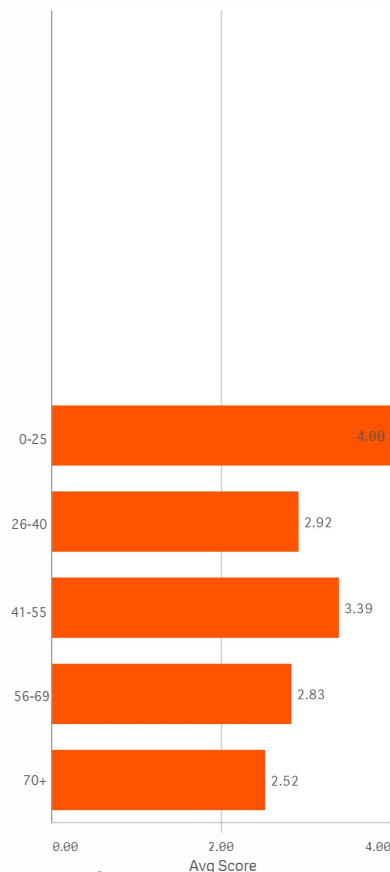


DIMENSIONS & FACETS OF OUTREACH

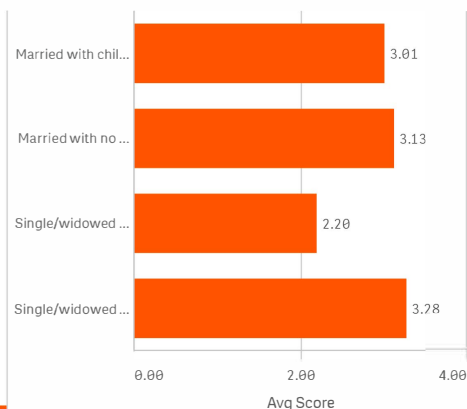


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CHURCH INSIGHT

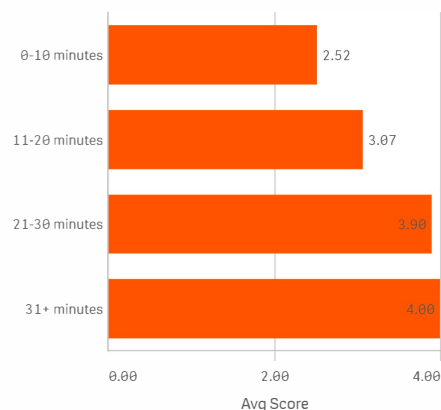
Age Group



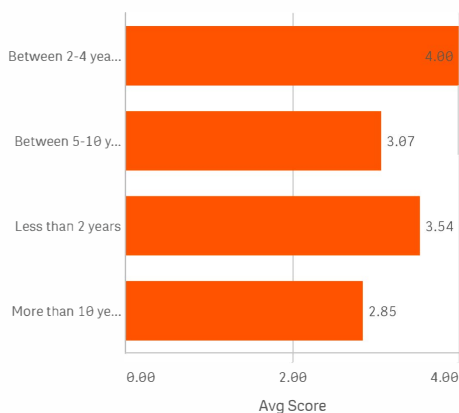
Family Structure



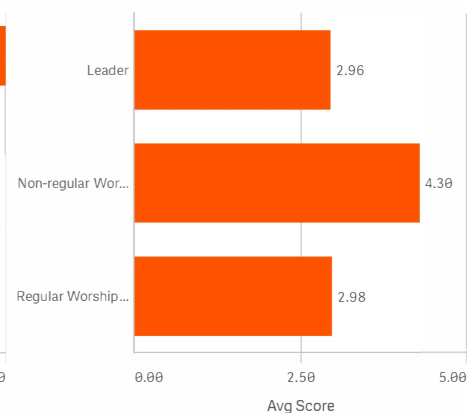
Travel Time to Worship



Involvement Duration



Church Position

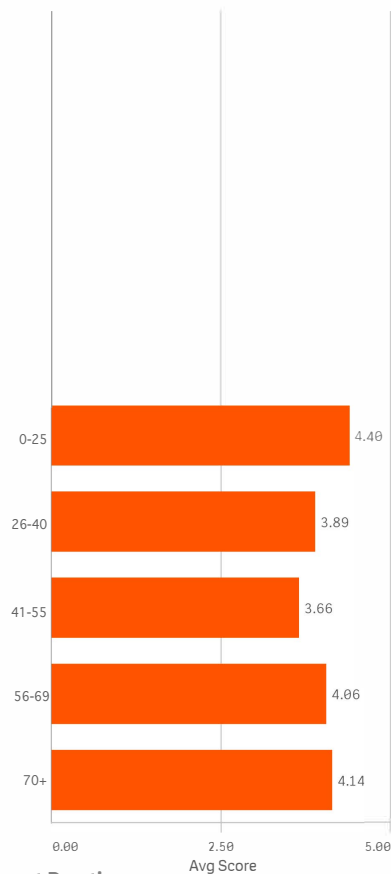


DIMENSIONS & FACETS FAMILIES

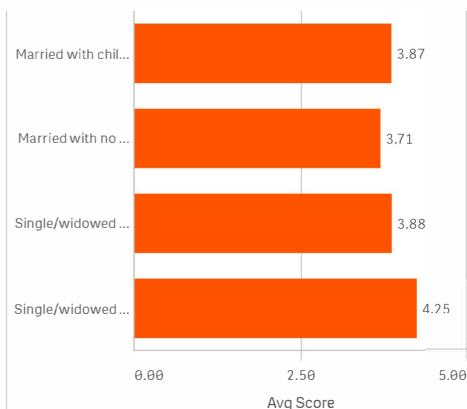


TRANSFORMING
CHURCH INSIGHT

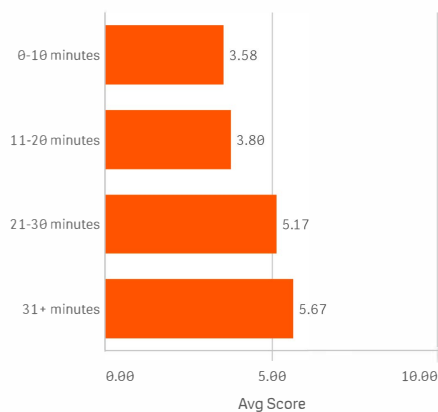
Age Group



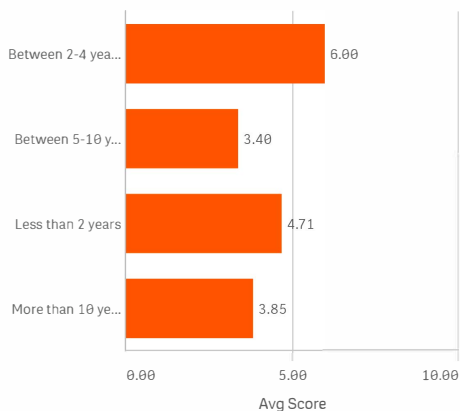
Family Structure



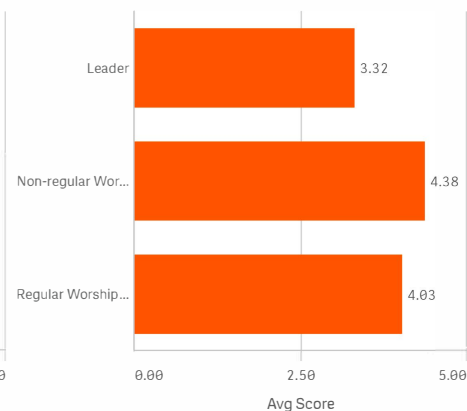
Travel Time to Worship



Involvement Duration



Church Position

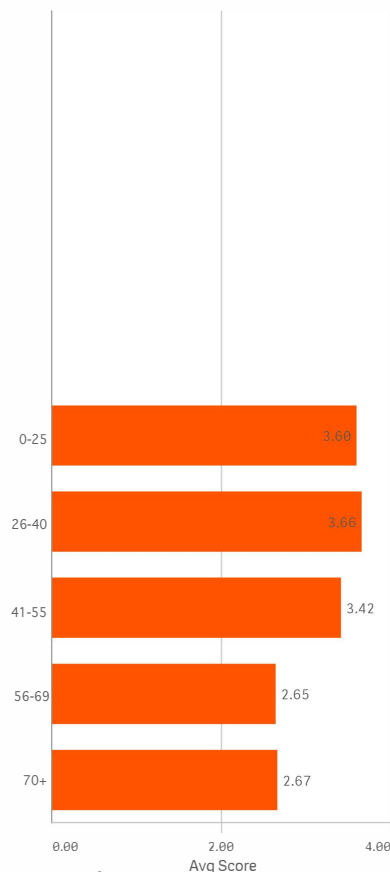


DIMENSIONS & FACETS INVOLVEMENT

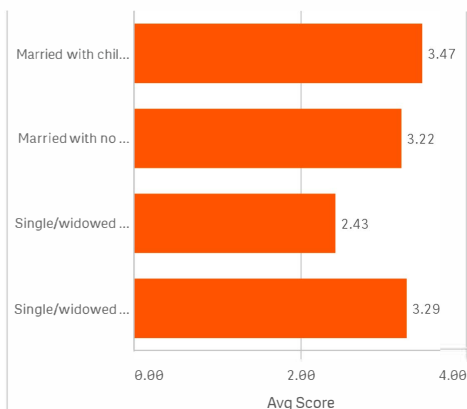


TRANSFORMING
CHURCH INSIGHT

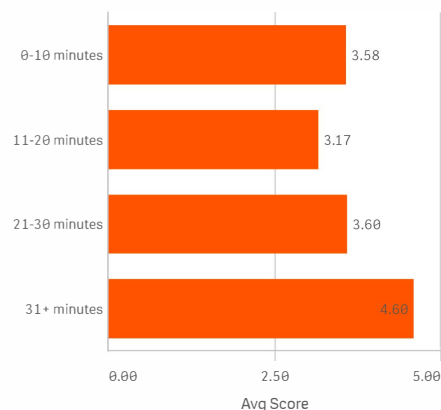
Age Group



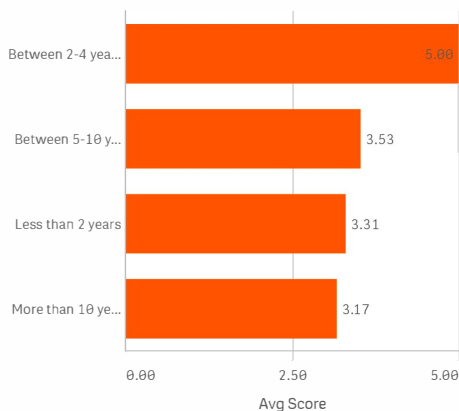
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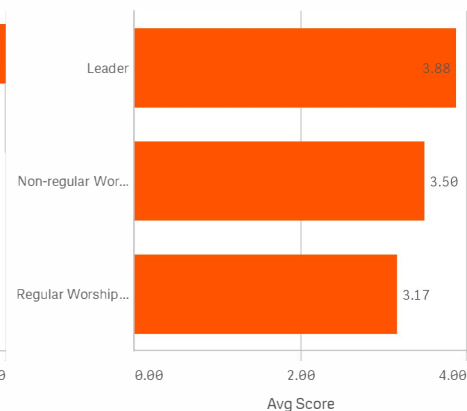
Travel Time to Worship



Involvement Duration



Church Position



15 FACETS

CHANGE



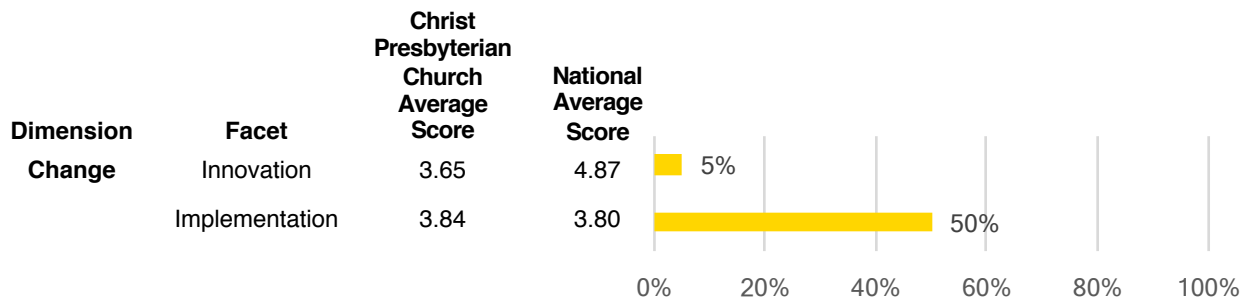
TRANSFORMING
CHURCH INSIGHT

- **Innovation:** This facet looks at how people perceive the church related to such words as creativity, cutting edge, upbeat, and innovative. High scores show a significant level of perceived relevance to current culture.
- **Implementation:** This facet examines how well a church manages itself. High scores indicate that the church does a good job of communicating, meeting goals and deadlines, celebrating achievements, mentoring people, and making decisions.

Will we welcome or resist the future?



DIMENSIONS & FACETS CHANGE

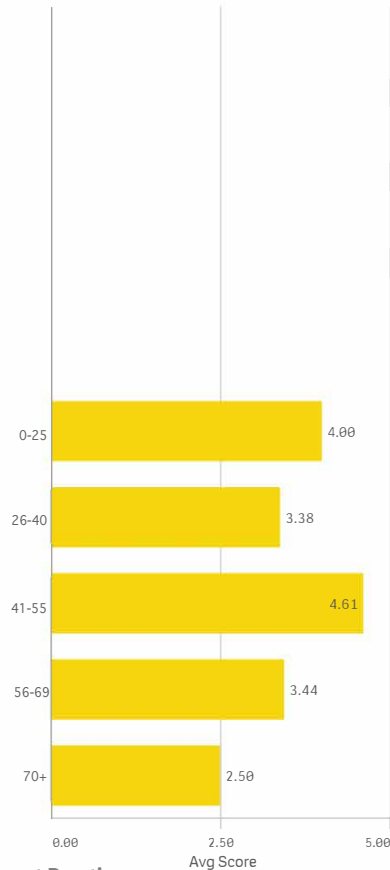


DIMENSIONS & FACETS INNOVATION

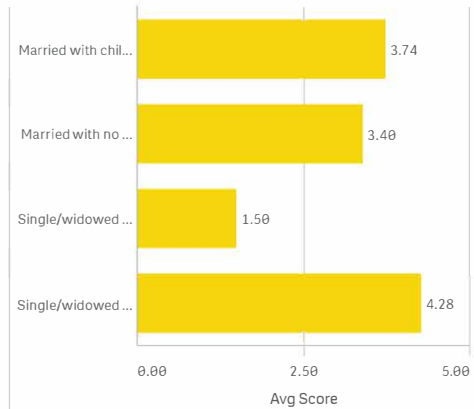


TRANSFORMING
CHURCH INSIGHT

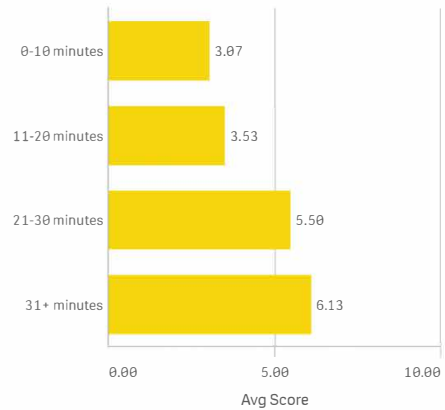
Age Group



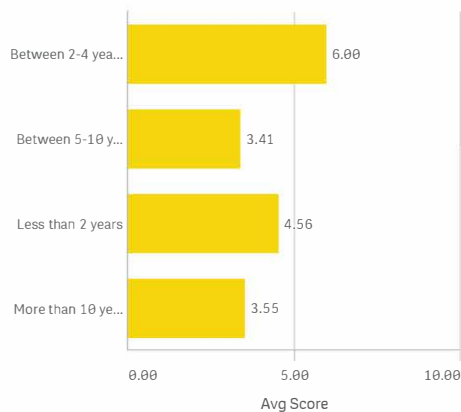
Family Structure



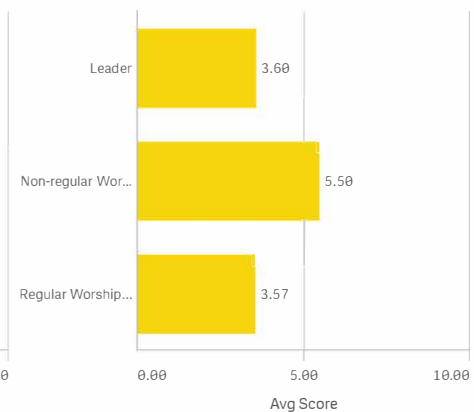
Travel Time to Worship



Involvement Duration



Church Position

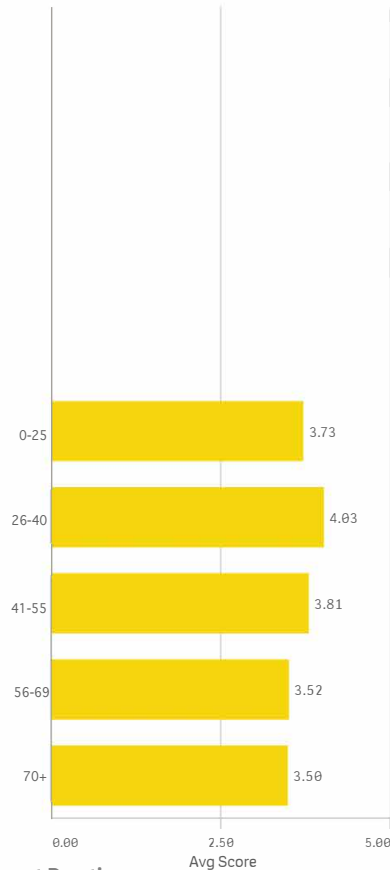


DIMENSIONS & FACETS IMPLEMENTATION

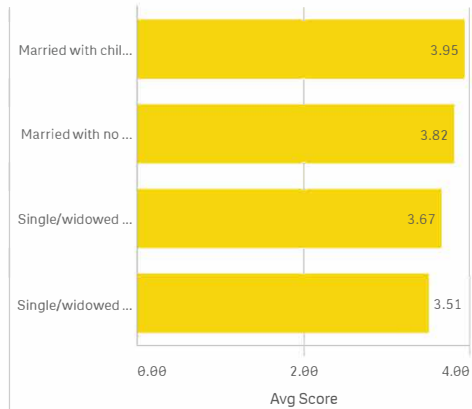


TRANSFORMING
CHURCH INSIGHT

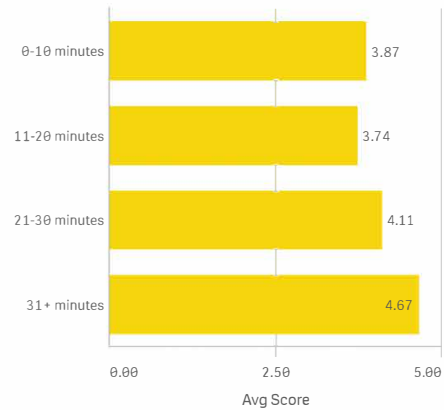
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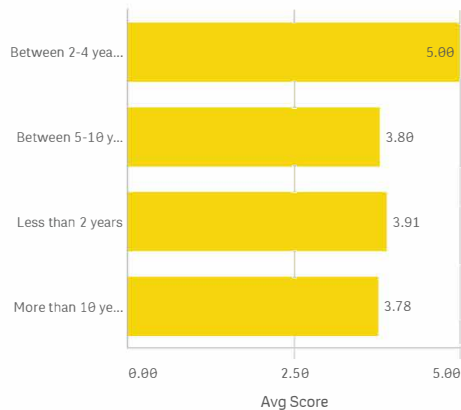
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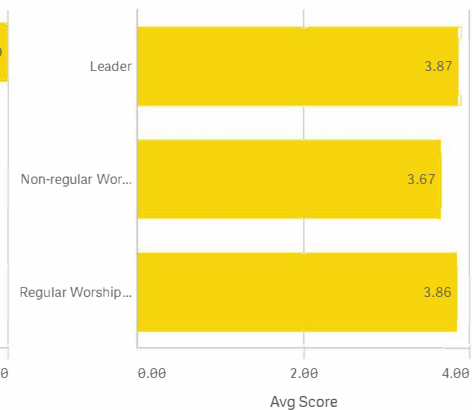
Travel Time to Worship



Involvement Duration



Church Position



OPEN-ENDED QUESTION THEMES

Q22 What are the church's greatest strengths, currently?

Teaching Friendly Church Young Families
Preaching Pastor Strong

Strengths:

- Strong preaching/teaching
- Family atmosphere and connection

Representative Quotes:

- “Our church is great at teaching the core points of Christianity and theology.”
- “The community in our church feels like family. Strong preaching.”
- “A family-like environment.”

OPEN-ENDED QUESTION THEMES

Q23 What are the church's most significant challenges or weaknesses?

Sermons Growth Youth Single Adults Outreach
 Congregation **Church** Small Children
 Building Limits Busy

Challenges:

- Size
- Lack of own facilities

Representative Quotes:

- “Small congregation, limited revenues, no building of our own.”
- “Not owning our own building and renting the space for four hours on Sunday does not allow for many programs for church members and outreach to the community.”
- “Uncertain, but not having a church home and destination for programs at other times of the week but Sunday seems a hindrance for some programs.”

OPEN-ENDED QUESTION THEMES

Q24 Are there any new ministries, programs or opportunities that you would like the church's leadership to explore?

Outreach Teen Community

Opportunities for Innovation:

- Community outreach
- Teen programs

Representative Quotes:

- “Ways for families to serve the community together. Provide guidance on how to introduce young kids to service in appropriate ways.”
- “Teen programs, local community support programs.”
- “Although we don't have teens and young adults outreach, that could be something to explore.”



TRANSFORMING
CHURCH INSIGHT



reframe. refocus. reimagine.



reframe. refocus. reimagine



TAG



TRANSFORMING
CHURCH INSIGHT