



## Grove Church Member Survey

The purpose of this survey is to assess Grove Church members' experience and to help us better serve you. We value your comments and recommendations and will use this information to help us plan for the future.

Your participation in this survey is voluntary and your responses are confidential. We do not collect identifying information such as your name, email address or IP address.

All data is stored in a password protected electronic format (online) and paper documents are kept in locked storage file cabinets.

If you have any questions about the survey, please contact Margaret DePena at (757) 484-4149 during normal business hours.

- 1) How long have you been a member of Grove? Year(s) \_\_\_\_\_ Month(s) \_\_\_\_\_
  
- 2) How did you hear about Grove?
  - a. Family attended
  - b. Friend or family member invitation
  - c. Found it on my own
  - d. Other
  
- 3) Why do you attend Grove Church? (Check all that apply)
  - a. Habit
  - b. Fellowship
  - c. Worship experience
  - d. Spiritual growth
  - e. Other \_\_\_\_\_
  
- 4) Have you ever been a member of a church other than Grove? Yes \_\_\_ No \_\_\_  
If yes,
  - i. How long did you attend your previous church? \_\_\_\_\_
  - ii. What ministries were you involved? \_\_\_\_\_
  - iii. Why did you leave? \_\_\_\_\_
  
- 5) Do you feel a sense of 'family' at Grove?
  - a. Yes
  - b. No  
If no, why not? \_\_\_\_\_
  
- 6) Do you attend? (Check all that apply)
  - a. Sunday Worship - 8 AM
  - b. Sunday Worship - 10:30 AM
  - c. Bible Study Noon Day \_\_\_ Wednesday \_\_\_
  - d. Ministry Events
  - e. Sponsored Events (not hosted by Grove)

7) How often do you attend worship?

- a. Weekly
- b. Monthly
- c. 2-4 times a month
- d. Special holidays/occasions
- e. Whenever I can

8) How often do you attend church events?

- a. Weekly
- b. Monthly
- c. 2-4 times a month
- d. Special holidays/occasions
- e. Whenever I can

9) How would you describe your spiritual growth?

- a. New to the faith
- b. Seasoned Christian
- c. Moderate in faith
- d. Unsure
- e. Recommitting

10) Are you actively involved in any Grove church ministries? Yes \_\_\_ No \_\_\_

If no, why not? \_\_\_\_\_

11) How do you learn best? (Check all that apply)

- a. Open discussion
- b. Lecture
- c. Visual
- d. Role Play/Hands-On
- e. Other \_\_\_\_\_

12) In light of current events, do you feel safe attending church?

- a. Yes
  - b. No
- If no, why not? \_\_\_\_\_

13) Do you feel Grove communicates effectively?

- a. Yes
  - b. No
- If not, explain \_\_\_\_\_

14) Do you feel you receive church-related information in a timely manner?

- a. Yes
  - b. No
- If not, explain \_\_\_\_\_

15) How often would you like to receive information?

- a. Weekly
- b. Monthly
- c. Quarterly
- d. Other \_\_\_\_\_

16) How do you want to receive information? (Select 1<sup>st</sup> and 2<sup>nd</sup> choice)

- a. Phone call
- b. Email
- c. Text message
- d. Church announcements
- e. Mail
- f. Social Media
- g. Other \_\_\_\_\_

17) Do you use Social Media (i.e. Facebook, Instagram, Twitter)?

- a. Yes
- b. No
- c. If yes, which is your preferred social media platform? \_\_\_\_\_

18) Do you feel the church responsive to your needs?

- a. Yes
- b. No
- c. If not, why not? \_\_\_\_\_

19) Do you feel these individuals are approachable?

- a. Ministers Yes \_\_\_ No \_\_\_
- b. Church Staff Yes \_\_\_ No \_\_\_
- c. Members Yes \_\_\_ No \_\_\_

20) What would you like to see Grove offer that we currently do not? (i.e. ministries, topics, program, services) \_\_\_\_\_

21) How would you rate the customer service of ministries to which you have engaged?

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

22) How would you rate YOUR worship experience?

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

Are there any changes you suggest for the worship experience? Yes \_\_\_ No \_\_\_

If yes, please explain \_\_\_\_\_

## DISCLAIMER STATEMENT—THIS SECTION IS OPTIONAL

Gathering demographic information helps us better understand our audience. Answering the questions below will help better develop and market specific programs and services to meet your needs.

### 23) Age

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 64-74
- h. 75-older

### 24) Gender

- a. Male
- b. Female
- c. Other/Not identified

### 25) Marital Status

- a. Married
- b. Single
- c. Separated
- d. Divorced
- e. Widowed

### 26) Family Dynamics

- a. Children under age 18
- b. No Children
- c. Adult Children
- d. Children under age 18 and Adult Children

### 27) Education Level

- a. In School-Student K-12
- b. High School Diploma or GED
- c. Bachelor's Degree
- d. Master's Degree
- e. Professional Advanced Degree (Doctorate, JD, etc.)
- f. Other\_\_\_\_\_

### 28) Employment Status

- a. Employed
- b. Student
- c. Self-employed
- d. Unemployed
- e. Homemaker/Caregiver
- f. Military
- g. Retired
- h. Disabled

29) Total household income

- a. Less than \$25,000
- b. \$25,000 to \$34,999
- c. \$35,000 to \$49,999
- d. \$50,000 to \$74,999
- e. \$75,000 to \$99,999
- f. \$100,000 to \$149,999
- g. \$150,000 or more

30) Residency

- a. Portsmouth
- b. Suffolk
- c. Chesapeake
- d. Virginia Beach
- e. Windsor/Zuni/Isle of Wight
- f. Hampton/Newport News
- g. North Carolina
- h. Other \_\_\_\_\_

**Comments/Suggestions**

We welcome your input and feedback. Use this area to provide any additional comments and/or suggestions.

If you would like someone to contact you about this survey or have additional questions, please provide your contact information.

Name

Phone

Email

Preferred time/day to contact