

2018

# Improving Ministerial Effectiveness in a Multi-Site Church

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*Gardner-Webb University*

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# **Consultancy Project Executive Summary**

Organization:	Gardner-Webb University School of Education
Project Title:	Improving Ministerial Effectiveness in a Multi-Site Church
Candidate:	Randa M. Ross
Consultancy Coach:	Dr. Steven Bingham
Defense Date:	April 13, 2018
Authorized by:	Reverend Taswell Henderson/New Members Ministry Min Kimberly Morrison/Lead Engagement Support Spec.

### **Amendment History**

<u>Version</u>	<u>Issue Date</u>	<u>Changes</u>
Version #1	2/04/2018	Initial version
Version #2	3/16/2018	Based on feedback from Barbara Hildreth

## Approval

This consultancy project was submitted by Randa M. Ross under the direction of the persons listed below. It was submitted to Gardner-Webb University School of Education and approved in partial fulfillment of the requirements for the degree of Doctor of Education at Gardner-Webb University.

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Dr. Steven Bingham, Faculty Advisor  
Gardner-Webb University

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Date

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Reverend Tazwell Henderson, Site Advisor  
The Park Church

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Date

## Acknowledgements

***Jeremiah 29:11:*** “*For I know the plans I have for you,” declares the Lord, “plans to prosper you and not to harm you, plans to give you a hope and a future.”*

As I approach the end of this program, I would like to recognize and thank those who have been a part of this 3-year experience. First and foremost, I would like to thank God; all that I am is because of him and his consistent grace and mercy. I would also like to thank my work family at Charter Communications. I have been in school since I joined the organization in 2012, and they have supported and encouraged me the entire time. A special thank you to the faculty of the DEOL program at Gardner-Webb University. I have learned a lot about myself as a person and leader, and I am thankful for the experience.

I am thankful to my church family at The Park Church; Dr. Nicole Massey, Rev. Taswell Henderson, Min. Kim Morrison, and Bishop Claude Richard Alexander, Jr. They provided me the opportunity to work on a project that quickly became a passion, and I am excited about what the future holds for our church. To my cohort members Jay Human, Keesha Lewis, and Tiffany Lyles, you all have been an invaluable fountain of support, laughter, and love. I will forever cherish our time together and look forward to what the future holds for all of us. Thank you to my co-contributor and DEOL schoolmate Lyndon Robinson, you provided great energy and support throughout this project. I will always admire your calm demeanor and thoughtful perspective.

Last, I want to thank my family for always providing unconditional love and support. To my brother and sister, thank you for keeping me straight and challenging me

to never settle for less. To my parents, you have always placed my needs before your own, and “thank you” will never be enough for your sacrifices.

## **Abstract**

Improving Ministerial Effectiveness in a Multi-Site Church. Ross, Randa M., 2018, Consultancy Project, Gardner-Webb University, Digital Commons/Multi-Site Church/Engagement/Volunteers/Change Management

In the modern church, it is not uncommon for churches to be comprised of congregations that worship at multiple locations offering several worship times and some even offering a virtual worship experience. In order to effectively manage Sunday worship along with other church activities, churches rely heavily on their congregants to volunteer in the various church ministries. The need for actively engaged volunteers is only amplified when the resources are spread across multiple campuses. The Park Church is one of those churches presented with the challenge of Improving Ministerial Effectiveness at a Multi-Site Church.

The Park Church desired to improve ministerial effectiveness by targeting two areas: ministry leadership/accountability and new member engagement. Through numerous surveys, interviews with ministry and church leaders, and ministry observations, The Park Church discovered the need for a dedicated team with a focus on member engagement and creating a highly relational interaction between the church and members. The Step Up Engagement Ministry, led by Minister Kim Morrison, was created to support these efforts. The central focus of the ministry was to increase volunteerism and improve ministry impact. The ministry team was strategically selected and is comprised of individuals from various professional backgrounds that include volunteer support, leadership development, and marketing.

Throughout the duration of this project, Randa M. Ross (January 2015) and Lyndon Robinson (June 2016) served as members of the Step Up Engagement Ministry in a consultancy capacity and conducted interviews, observations, and surveys to gather data from active ministry leaders and new church members. The evidence of this work resulted in the creation of an action plan that will serve as the fundamental work of the Step Up Engagement Ministry.

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## **1 Introduction**

### **1.1 Project Purpose**

The Park Church is one of the largest churches in Mecklenburg County with members who worship locally and more who worship virtually every Sunday. Bishop Claude Richard Alexander, Jr. is the current pastor. The church currently operates three separate locations within the Charlotte area. The Park Church also owns and operates The Park Expo and Conference Center and hosts events such as the Southern Home Christmas and Spring Shows. The church has over 30 ministries within the church that offer support within the church and the surrounding community. The Park Church, similar to most religious organizations, relies on the volunteer support from their members to facilitate operation of church ministries and programs. The ability of a church to have multiple locations will allow the church to reach more people; however, multiple locations require additional resources to support these efforts. The Park Church is faced with a constant challenge of ensuring that church ministries continue to grow and remain effective at all locations and that all new members experience a consistent assimilation experience equipping them with the necessary tools to become actively serving members of the congregation.

The Park Church identified early on the overarching need to increase ministerial effectiveness. The challenge of the project was deciding an area of focus to achieve the desired outcome. In order to determine the best starting place in November of 2015, an initial survey was sent out to all ministry leaders to assess ministry needs and current status. The survey results uncovered common concerns among ministries: concern for burnout, need for more volunteers, and better communication between ministries and

church leaders. Based on the survey results, it was determined that a project focus for 2016 would center on ministry leadership development with the idea that better trained and equipped leaders would be able to drive volunteer participation and reduce burnout.

In 2016, observations were completed on several church ministry meetings and trainings to identify additional areas of strategic focus. In October 2016, an additional focus was added to consultancy work towards new member assimilation to seek to improve the assimilation process for new members as a way to increase ministerial effectiveness. With a new project focus added, the first step was observation and analysis of PLACE and KCIO, new member orientation. KCIO is a weekend long new member orientation held the first weekend of every month; and PLACE is an online assessment that new members must complete to determine spiritual gifts and ministries best suited for those gifts. During 2016 observations, new members were required to successfully complete KCIO and PLACE prior to participating in any service ministries. Ministry leaders already identified a gap between the times members join the church, complete KCIO, and become actively involved in a ministry. It appeared that the longer new members took to complete KCIO and PLACE, the less likely they were to become active in a ministry. Based on this feedback and notes from KCIO observation and interviews with Rev. Taswell Henderson, Minister Patricia Proby, and Minister Alvin Wallace, a recommendation plan was created and presented, and recommendations were made.

The 2017 call to action for The Park Church was to “Step Up.” Each member was asked to make three commitments to the church, one being to make The Park Church your number one nonprofit volunteer commitment. This call to action aligned perfectly

with project work, and work was aligned under a newly created strategic ministry, Step Up Engagement Ministry, under the leadership of Minister Kimberly Morrison.

**Definitions**

PCBFR- Park Church Beatties Ford Road

PCSC- Park Church South Charlotte

PCI- Park Church Independence

KCIO- Kingdom Citizen Institute Orientation (new member's orientation)

Rev.- Reverend

Min.- Minister

## **Organizational Context**

Senior Pastor: Bishop Claude Richard Alexander, Jr.

First Lady: Dr. Kimberly Nash Alexander

Director of Operations: Michael Rankin

Minister of Assimilation and Community Connections: Reverend Taswell

Henderson

Lead Engagement Support Specialist: Minister Kimberly Morrison

### **1.2 Associated Documents**

See Appendix A: Ministry Assessment Survey Results

See Appendix B: Ministry Assessment Talking Point

See Appendix C: Analysis of PLACE and KCIO

See Appendix D: Step Up Survey Responses

See Appendix E: January- August Step Up Survey Review

### **1.3 Project Plan Maintenance**

The project and consultancy work was established in January 2016, with Dr.

Nicole Martin, Director of Discipleship, for The Park Church as site supervisor.

The student would work with the organization a minimum of 3 years and serve in a consulting capacity to assist the church with any project work in the areas of organizational development, organizational leadership, or other activities as deemed necessary. The site supervisor and student met monthly to discuss current need/work and establish deadlines. The same working dynamic remained in place with the transition to new site supervisor Reverend Taswell Henderson and direct leadership of Minister Kim Morrison in September 2016 to the present.

A formal action plan for 2018 was created in December 2017 and was approved by church leadership. A 30-60-90 critical action plan was created to support the need to maintain a workable project plan with timelines, identified actions, and achievable goals.

## **2 Project Scope**

### **2.1 Outline of Partnering Organization's Objectives**

#### **2.1.1 Objectives**

In December 2017, five goals were identified as the foundation of the Step Up Engagement Ministry and would be identified as the fundamental objectives of ministry work. The five goals were

1. Implementation of church-wide survey.
2. Re-launch of leadership development for ministry leaders.
3. Step Up Engagement Ministry Activities (Surveys, Focus Groups, Ministry Fairs).
4. Redesign website and/or research new website design and timely update of church website.
5. Create standardized engagement and assimilation process for all ministries. Create accountability structure for each ministry.

See Appendix F for Milestone 1, which outlines project statement, problem and decision criteria, and boundaries.

See Appendix G for Milestone 2, which outlines project action plan.

#### **2.1.2 Success Criteria**

Success for this project will be measured by the following means

1. Survey results from quarterly new member survey.
2. Feedback for quarterly review of survey results with executive leadership.

### **2.1.3 Risks**

Any project can encounter risks when an organization makes the decision to examine existing processes with the desired impact change. In order for change management projects to be successful, buy-in, detailed analysis, and financial limitations are a few factors that need to be addressed to achieve desired results.

## **2.2 Outline of Student's Objectives**

### **2.2.1 Objectives**

The student's objective was to work directly with the organization to provide academic solutions for an identified area of concern. As identified in the project purpose, the organization identified several areas of possible work at the onset of the relationship; and the student along with the church staff worked to identify a project scope that would be impactful to the organization. The student remained flexible while working with the organization throughout the course of the project.

### **2.2.2 Success Criteria**

Success for this project will be based on student's ability to influence change within an organization and implement new processes based on academic research, leadership practices, theories, and learning from the DEOL program.

### **2.2.3 Risks**

A risk assessment was performed, and three risks were identified.

1. Budget Concerns.
2. Volunteer/ Staff Fatigue.

### 3. Ministry Buy-In.

Budget Concerns were identified as medium risk, while Volunteer/Staff Fatigue and Ministry Buy-In were identified as high risk. Additional details will be provided in Section 9. Risk, Constrains, Assumptions.

## 2.3 Definitive Scope Statement

After 1½ years of research, observations, and project realignment in order to determine the best course of action to have the largest impact on ministry volunteer growth, in October 2016, it was determined the scope of the project would focus on increasing ministerial effectiveness by identifying gaps in the new member assimilation process beginning after joining the church, through completion of KCIO, and concluding 90 days after KCIO graduation.

The consultant and co-contributor would be responsible for assisting with project action items as needed, including but not limited to

1. Creation and administration of church surveys.
2. Analysis of survey results.
3. Communication of survey results to executive leadership.
4. Observation and analysis of various church ministries to ensure consistency across ministries.
5. Providing recommendations and action plans on identified areas based on industry best practices and academic research.



### 3 Deliverables

#### 3.1 To Partnering Organization

Throughout the duration of the project, no formal list of deliverables was required by the partnering organization. Over the course of the project, three surveys were administered by the consultant and contributing partner. Survey periods were established, and results were provided to church leadership in a timely manner.

<b>Surveys</b>	<b>Survey Population</b>	<b>Survey Created</b>	<b>Survey Closed</b>	<b>Analysis Due</b>	<b>Partner</b>
<b>Ministry Assessment</b>	Ministry Leaders	11/10/2015	11/18/2015	12/8/2015	No
<b>Ministry Fair Participation</b>	New Members (Jan-March)	3/15/2017	4/12/2017	4/26/2017	Yes
<b>Ministry Fair Feedback</b>	New Members (Jan-March)	3/15/2017	4/12/2017	4/26/2017	Yes
<b>Step Up Engagement</b>	New Members (Jan-Aug)	10/5/2017	10/30/2017	11/15/2017	Yes

Table 1. Administered Surveys with Timeline

The remaining elements of the project were considered Ad Hoc, and work was completed as needed or requested by the partnering organization.

#### 3.2 From Student

The organization only required that the consultant and co-contributor assist in areas as noted in Section 2.3 and be available on an as-needed basis for other project work.

## **4 Project Approach**

### **4.1 Project Lifecycle Processes**

At the commencement of the project, the consultant was working alone, and the co-contributor was not added until June 2016. The initial objective of the project plan was to address ministry needs from a leadership perspective, and all project work centered on the Ministry Leadership Assessment survey that was administered in November 2015. The church identified the need to create a culture of continual feedback and observation in order to understand gaps in processes and inconsistencies as well as assessing the appropriate accountability structure for all project work. Once project work was organized within the Step Up Engagement Ministry and the leadership accountability partner was assigned, a more finite approach to achieving success was set and established action plans were put into place as well as outline project phases and continued workable action items.

The consultant and co-contributor were provided additional benchmarking material completed by church intern Stephanie Cassell in August 2016. Benchmarking material contained interviews and online research of congregations with similar structure and size of The Park Church. Benchmarking and other information consisted of

- Current contact for each ministry
- Summer 2016 Church Interview regarding new member process.
- Internal church new member information.
  - KCIO handbook.
  - PLACE booklets.

Outside the aforementioned information, no additional prototyping activity was completed before solidifying the requirements. During the course of the project, meetings were held at monthly at a minimum to review current issues and to provide the consultant and co-contributor with new or revised project assignments/activities. Monthly meetings consisted of open dialogue on issues with the consultant and co-contributor providing insight based on research, observations, or academic learning. Input was accepted in various forms: email, verbal, written, and formal presentations created by the consultant and co-contributor.

#### **4.2 Project Management Processes**

Management of the project was the responsibility of Rev. Taswell Henderson, site supervisor, and Min. Kim Morrison, Step Up Lead Engagement Specialist. The consultant and co-contributor were responsible for only providing recommendations based on academic research, observations, interviews, benchmarking, external research, and survey results. The consultant and co-contributor did not possess formal decision-making authority; all final decisions were made by church executive leadership and executed based on their discretion.

As mentioned in Section 2.2.3, identified areas of risk with high impact were identified as ministry buy-in and volunteer/staff fatigue. Throughout the duration of the project, these risks were consistently monitored; and all proposed recommendations presented sought to reduce negative or maintain positive impact.

#### **4.3 Project Support Processes**

Project support was received from various partners, external and internal, within The Park Church.

### **Internal (The Park Church)**

1. Rev. Dr. Nicole Martin
2. Rev. Taswell Henderson
3. Min. Kim Morrison
4. Min. Patricia Proby
5. Min. Alvin Wallace
6. Min. Kevin Wilson

### **External**

1. Lyndon Robinson, Co-Contributor
2. Dr. Stephen Bingham, Ed.D.
3. Dr. Louie Ross, Ph.D.
4. Lynn Ross, Doctoral Candidate, Duke Divinity

## **4.4 Organization**

See Figure 1. Project Mapping in Section 4.4.2

### **4.4.1 Project Team**

At the onset of the project, no formal project team existed. The consultant met directly with the Executive Minister of The Park Church. In 2017, with the creation of the Step Up Lead Engagement Specialist position and subsequent creation of the Step Up Engagement Ministry, a formal project team was established.

### **4.4.2 Mapping Between The Park Church and Student**

The below figure represents the formal project team along with general executive mapping between the project team and the organization. Mapping

below is only a model of the mapping between the consultant and the organization and not an actual representation of the structure. Number of members in the Step Up Engagement Ministry are accurately reflected on the mapping. The total members of the Executive Staff are not represented but directly report to the Chief Operation Officer. The Park Church has one Senior Pastor. Only the names of the site supervisors, consultant, and co-contributor are shown.

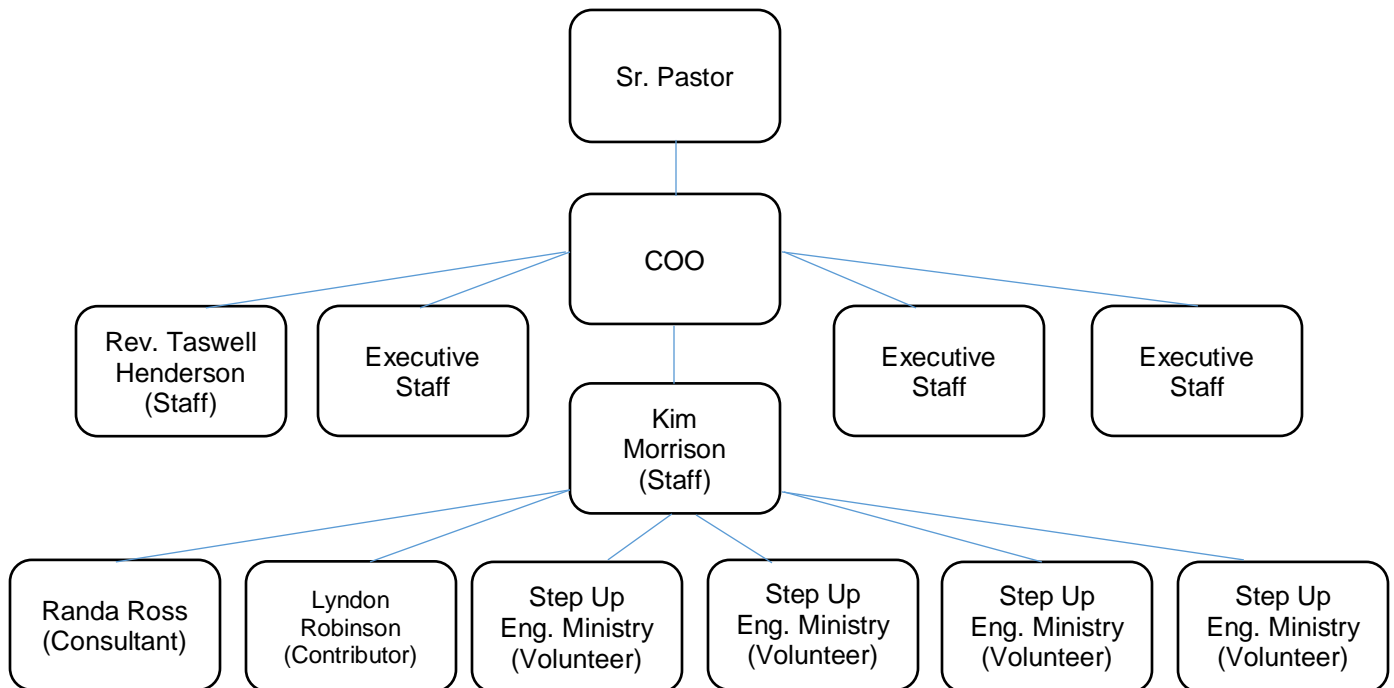


Figure 1. Project Mapping

## 5 Communications Plan

<b>Stakeholder</b>	<b>What Info Do They Need</b>	<b>Why Do They Need It</b>	<b>When Will They See It</b>	<b>How Will They Get It</b>
Executive Leadership	High level information, detailed information will be provided as requested	Responsible for final approval on all recommendations and ministry action plans	Monthly and as needed	Information will be presented in two forms (1) formal presentation (2) PPTX, Word, etc.
Step Up Lead Engagement Specialist	Detailed information of all project work	Direct partner and site supervisor	Frequently (bi-weekly/monthly meetings)	Formal presentations, meeting notes and email communications
Step Up Ministry Team	Detailed information of all project work	Responsible for brainstorming and feedback	Frequently (bi-weekly/monthly meetings)	Formal presentations, meeting notes and email communications, open discussion
Church Congregation	Ministry changes that impact congregation	Stay informed and relationally connected to the church	As needed, once process is finalized and ready to introduce to congregation	The Park News, and The Park Newsletter

Table 2. Communication Plan

## **6 Work Plan**

### **6.1 Work Breakdown Structure**

A breakdown of work is provided by position.

#### **Church Executive Leadership**

- Identified area of work and project objective.
- Approvals of final recommendations.
- Approves and assesses all financial needs to accomplish goals.

#### **Step Up Lead Engagement Specialist**

- Works directly with church executive leadership and the consultant to achieve project objectives.
- Serves as leader of Step Up Engagement Ministry.
- Communicates project status to church leadership.
- Communicates project needs to consultant and co-contributor.
- Leads Step Up Engagement Ministry activities.

#### **Consultant and Co-Contributor**

- Responsible for survey administration.
- Responsible for data collection and analysis.
- Provides recommendations based on research, data collection, and benchmarking.
- Prepares formal documents of survey results and analysis for review with church leadership.

## 6.2 Resources

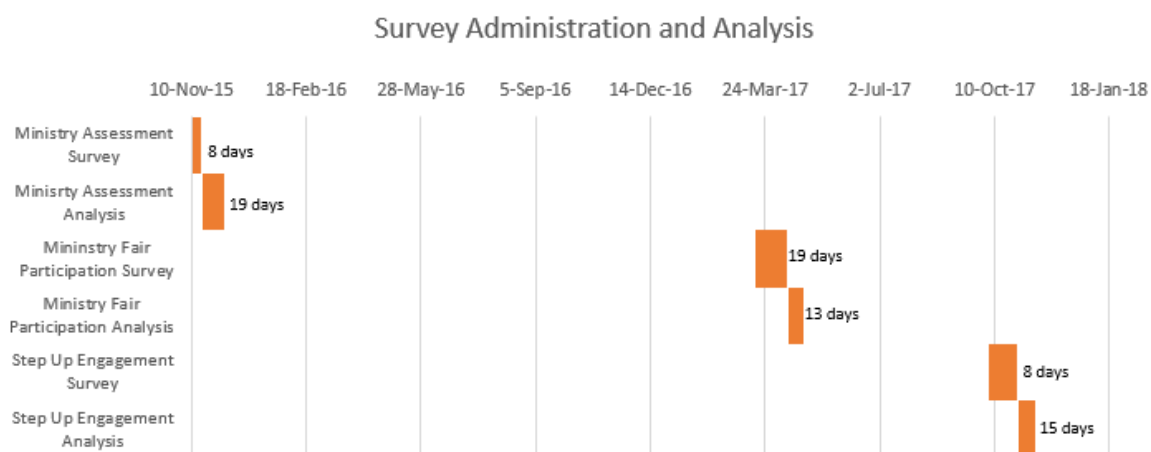


Figure 2. Gantt Chart



## 7 Milestones

Milestone Number	Title
1	Assigned to Ministry Lead
2	Defining of Project Scope
3	Administration and Analysis of Survey #1 (Ministry Leadership_
4	Observation of Ministries and Current Processes
5	Redesign of KCIO new members classes
6	Administration and Analysis of Survey #2 (KCIO Participation)
7	Redefining of Project Scope
8	Realignment of work under Step Up Engagement Ministry
9	Administration and Analysis of Survey #3 (Step Up Jan-Aug, 2017)
10	Creation of Step Engagement Up Ministry 30-60-90 day critical action items
11	Creation of 2018 Step Up Engagement Ministry Action plan

Table 3. Milestones

## **8 Metrics and Results**

The performance requirements for the project consisted of assisting The Park Church with analysis of current ministry engagement and assisting with creating a highly relational environment within the church with the purpose of ensuring consistency in the new member assimilation process. Part of creating a highly relational environment included identifying areas of opportunity in ministry processes by soliciting feedback from new members by establishing ongoing surveys as a way to gather feedback. Last, all information will be used to ultimately create ministry accountability and establish standardized processes and experiences among ministries and locations. Over the duration of the project, three qualitative surveys were administered to capture the current opinion of ministry leaders and new members. All survey results and recommendations based on results were communicated to church leadership in formal and informal presentations. See Appendix A, B, D, and E for detail analysis and survey results.

The results of the project were the creations of the Step Up Engagement Ministry team (2017), foundation action items for ministry work, and a 2018 action plan. See Appendix G and H for detailed action plans and critical activities.

## 9 Risks, Constraints, Assumptions

### 9.1 Risks

<b>Risk Description</b>	<b>Mitigation Plan (what to do to avoid the risk occurring)</b>	<b>Contingency Plan (what to do if the risk occurs)</b>	<b>Impact (what the impact will be to the project if the risk occurs)</b>	<b>Likelihood of occurrence (e.g., %, or high/medium/low)</b>
Budget Concerns	List all ministry budget concerns and rank. Seek alternative options to address needs, such as rental programs, self-funding, fund-raising efforts. Communicate open and honestly with ministries about priorities and availability of funds	Creations of alternative action plan to accomplish goals, will address as needed.	Slow project implementation and roll out of recommendations	Medium
Volunteer/Staff Fatigue	Require all ministries to conduct headcount to determined volunteers needed to run ministry. Work to create yearly calendar with needs also addressing summer and holiday breaks.	No contingency plan was created.	Limitation on ministry offerings	High
Ministry Buy-In to Process	Communicate need and reason for ministry assessment and thought process behind need. Also define as internal process that will be part of church culture rather than additional change program. Will be communicated via email and during monthly ministry meetings	Address as needed. Create specialized rollout by ministry to address concerns and offer resolutions.	Make implementation longer and additional efforts to create buy-in	High

Table 4. Risk Assessment

## **9.2 Constraints**

- The consultant and co-contributor are only available after 5:00 p.m. due to full-time employment outside of the organization.
- Survey response results, desired participation is 30-50%; current survey participation around 11%.

## **9.3 Assumptions**

- Church Leadership is committed to supporting the Step Up Engagement Ministry project efforts.
- Standardized ministry assimilation processes will create a more consistent experience for new members.
- Continuous feedback from new members is needed to assess practices.
- Recommendations outside of project scope are noted for future work.

## 10 Financial Plan

Assessment of finances was not part of the project scope. To support additional recommendations, the consultant and co-contributor provide pricing for indirect project recommendations.

	3-Year Cost	Startup Cost	Monthly Cost	Responsive/Mobile Friendly Annual Cost	Events Calendar	Donations	Built on WordPress Graphics Library	Storage Space Page Limit	Open to ALL Churches* Page Builder	Countdown Timer	Forms
<b>Abundant</b>	<b>\$ 1,404</b>		<b>\$ 49</b>	<b>\$ 468</b>	✓	✓	✓	✓	∞	30	✓
Bridge Element	\$ 1,044		\$ 29	\$ 348	✓	(\$)	✓	∞	5	✓	✓
Clover	\$ 1,720	\$ 1,000	\$ 20	\$ 240	✓	✓	✓ (\$)	80	100	✓	✓
ShareFaith	\$ 1,740		\$ 60	\$ 588	✓	✓	✓	∞	24	✓	✓
Faith Connector	\$ 1,870	\$ 250	\$ 54	\$ 540	✓	✓	✓ (\$)	∞	25	✓	✓
iMinistries	\$ 2,104	\$ 700	\$ 39	\$ 468	✓						
Worship Times	\$ 2,191	\$ 499	\$ 47	\$ 564	✓	✓	✓	∞	∞	✓	✓
Faith Network	\$ 2,780	\$ 1,700	\$ 30	\$ 360	✓	✓	✓				✓
E-zekiel	\$ 3,200	\$ 500	\$ 75	\$ 900	✓	✓	✓ (\$)	∞	10	✓	✓
Ekklesia360	\$ 3,560	\$ 500	\$ 85	\$ 1,020	✓	✓	✓ (\$)	∞	100	✓	✓
Site Organic	\$ 4,064	\$ 500	\$ 99	\$ 1,188	✓	✓	✓	∞		✓	✓
MyChurchWebsite	\$ 6,164	\$ 3,500	\$ 84	\$ 888	✓	✓	✓	∞	50	✓	✓

Church website companies plans vary widely and not all features are publicized. This chart compares plans that most closely match Abundant's plan as of 7/17/15

\$ - Additional fee required to add this feature.

\* - Abundant will not discriminate based on individual church practices or beliefs

Figure 3. Website Vendor Cost

Plans & Pricing				
Choose your plan today. Get started now with the survey platform that adapts to your needs—even if they change over time.				
<b>With SurveyMonkey, you can:</b> <ul style="list-style-type: none"> <li>✓ Send professional surveys in minutes</li> <li>✓ Get powerful tools to analyze your data</li> <li>✓ Share insights with your team</li> <li>✓ Enjoy a scalable survey platform</li> </ul>	BASIC	STANDARD	BEST VALUE ADVANTAGE	PREMIER
	<b>\$0</b> Always free	<b>\$35 / month</b> Billed monthly SAVE with Annual	<b>\$34 / month</b> Billed \$408 annually	<b>\$99 / month</b> Billed \$1,188 annually
	<a href="#">SIGN UP</a>	<a href="#">SIGN UP</a>	<a href="#">SIGN UP</a>	<a href="#">SIGN UP</a>
Number of surveys	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED

Figure 4. Survey Monkey Cost

Basic Personal Meeting <b>Free</b>	Pro Great for Small Teams <b>\$14.99</b> /mo/host	Business Small & Med Businesses <b>\$19.99</b> /mo/host	Enterprise Large Enterprise-Ready <b>\$19.99</b> /mo/host
<a href="#">SIGN UP, IT'S FREE</a>	<a href="#">Buy Now</a>	<a href="#">Buy Now</a>	<a href="#">Contact Sales</a>
<ul style="list-style-type: none"> <li>Host up to 100 participants</li> <li>Unlimited 1 to 1 meetings</li> <li>40 mins limit on group meetings</li> <li>Unlimited number of meetings</li> <li>Online support</li> <li>+ Video Conferencing Features</li> <li>+ Web Conferencing Features</li> <li>+ Group Collaboration Features</li> <li>+ Security</li> </ul>	<p><b>All Basic features +</b></p> <ul style="list-style-type: none"> <li>Includes 100 participants <a href="#">Need more participants?</a></li> <li>Unlimited meeting duration for all meeting sizes</li> <li>User management</li> <li>Admin feature controls</li> <li>Reporting</li> <li>Custom Personal Meeting ID</li> <li>Assign scheduler</li> <li>1GB of MP4 or M4A cloud recording</li> <li><a href="#">REST API</a></li> <li>Skype for Business (Lync) interoperability</li> <li>+ Optional Add-on Plans</li> </ul>	<p><b>All Pro features +</b></p> <ul style="list-style-type: none"> <li>Includes 100 participants <a href="#">Need more participants?</a></li> <li>Dedicated phone support</li> <li>Admin dashboard</li> <li>Vanity URL</li> <li>Option for on-premise deployment</li> <li>Managed domains</li> <li>Single sign-on</li> <li>Company branding</li> <li>Custom emails</li> <li>LTI integration</li> </ul>	<p><b>All Business features +</b></p> <ul style="list-style-type: none"> <li>Includes 200 participants <a href="#">Need more participants?</a></li> <li>Unlimited Cloud Storage</li> <li>Dedicated Customer Success Manager</li> <li>Executive Business Reviews</li> <li>Bundle discounts on Webinars and Zoom Rooms</li> </ul>


Figure 5. Zoom Cost

## **11 Quality Assurance Plan**

The Step Up Engagement Ministry is currently in infancy stages, and 2018 will mark the first year of operation for ministry work and benchmarking. Creation of a quality assurance plan is not completed; but over the course of 2018, the consultant and co-contributor will document all ministry processes and activities. An acceptable quality assurance plan will include a standard operational procedure manual which will detail systems and processes for sustainability.

**Appendix A****Ministry Assessment Survey Individual Responses (2015)**



#1		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Wednesday, November 11, 2015 2:38:39 PM Last Modified: Wednesday, November 11, 2015 2:46:51 PM Time Spent: 00:08:12 IP Address: 12.176.75.2	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Discipleship- Adult

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Digging deeper into the Word of God for those who have taken part.

**Q3: What has been greatest challenge for your ministry within the last year?**

Reduced amount of time in Sunday School classes. Getting people to see the value of Sunday School and being willing to come out earlier or stay later.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

**Response #1** More teachers

**Response #2** Creativity for the present generation

**Q5: How has the culture of the ministry changed in the past year?**


Slight change of culture in a negative direction

**Comment** The increased needs due to multiple sites has stretched people resources.

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

We need to find a way to stir up some enthusiasm about discipleship among a great number of people in the congregation.

#2



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IP Address: 75.176.92.174

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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Discipleship- Adult

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Sunday School class offering moved from two adults only classes to a youth offering and adult classes at 8:45 AM.

**Q3: What has been greatest challenge for your ministry within the last year?**

Student attendance and trained teachers to facilitate classes (especially youth)

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	More Teachers
<b>Response #2</b>	Importance of discipleship reinforced to the congregation
<b>Response #3</b>	Enhanced experience for students (technology/curriculum)

**Q5: How has the culture of the ministry changed in the past year?**


Moderate change of culture in a positive direction

<b>Comment</b>	Our teachers are committed and excited about the ministry. Looking to see more commitment to discipleship from leaders. (ie messages from the pulpit, investment in technology for classrooms, etc.)
----------------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Difficult to conduct classes during the worship services due to excessive noise. Have been told that the Independence location feels like being in a studio, vs. church. No opportunity for congregation to fellowship/get to know each other.

#3



**COMPLETE**  
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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Discipleship- Youth

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

The faithfulness of the Teachers.

**Q3: What has been greatest challenge for your ministry within the last year?**

Securing new teachers

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

**Response #1** more materials

**Response #2** technology


**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#4



**COMPLETE**  
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Last Modified: Friday, November 13, 2015 2:12:41 PM  
Time Spent: 00:17:25  
IP Address: 166.170.53.221

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#### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Other (please specify)

Women

Q2: What has been the greatest accomplishment of your ministry within the last year?

Womens retreat allowed women to grow on their relationship with Christ and each other

Q3: What has been greatest challenge for your ministry within the last year?

Leader burnout and connecting new members

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1

Leadership training

Response #2

Communication and marketing

Response #3

Connection of volunteers to ministry for spiritual growth and development of their gifts


Q5: How has the culture of the ministry changed in the past year?

Moderate change of culture in a negative direction

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Attempting to do more with less has drained and resulted in the loss of some leaders and addition of new members has provided new life. Hopeful may the trend will continue and navigation of church process will not discourage them. (I have put an orientation in place to help)

#5



**COMPLETE**  
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IP Address: 208.54.44.213

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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Discipleship- Adult

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

A greater level of participation and commitment to serve in ministry.

**Q3: What has been greatest challenge for your ministry within the last year?**

Consistency from ministry participants.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

**Response #1** Commitment to God and the work if ministry.

**Response #2** People walking and operating in their gifts.


**Response #3** Larger pool of participants to work in ministry.

**Q5: How has the culture of the ministry changed in the past year?**

Slight change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Additional comment: It is important to understand when people are burnt out and need a break. It is equally important to remind and encourage our congregants to become involved and serve. The Park has done a good job with this over the past year or so. We should continue this kind of understanding and promotion. As great as our Kingdom team is, having Bishop make the plea for service is always effective as well. The leadership of The Park is excellent in your commitment and example for those of us who lead and serve in our respective ministries.

#6	 <b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Sunday, November 15, 2015 11:38:39 AM Last Modified: Sunday, November 15, 2015 11:42:36 AM Time Spent: 00:03:57 IP Address: 166.137.96.107	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)      Youth & Young Adult Ministry

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Hiring a youth minister

**Q3: What has been greatest challenge for your ministry within the last year?**

Communication

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1      Relevant Leadership

Response #2      Proper Resources

Response #3      Accountability


**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

More communication beforehand

#7



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### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Other (please specify) Prayer

Q2: What has been the greatest accomplishment of your ministry within the last year?

Annual prayer Conference

Q3: What has been greatest challenge for your ministry within the last year?

Conference planning n weekly prayer relying on a small number of participants

Q4: What do you consider to be the top three needs for the ministry to be more effective?


Response #1 Additional support on leadership team  
Response #2 Communication w church leadership

Q5: How has the culture of the ministry changed in the past year?

Moderate change of culture in a positive direction

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Would be helpful to meet with the leadership several times a year

#8	 <b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Sunday, November 15, 2015 6:39:43 PM Last Modified: Sunday, November 15, 2015 7:11:15 PM Time Spent: 00:31:32 IP Address: 166.172.57.53	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Security

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Handling the growing needs of security across 3 campuses

**Q3: What has been greatest challenge for your ministry within the last year?**

Growing needs of security across 3 campuses, training, personnel, and budget.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Budget
Response #2	Personnel
Response #3	Electronics

**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction


<b>Comment</b>	The times in which we now live has forced us to become serious about security.
----------------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

There is much more that has to be done in this area.



#9



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Adding members.

**Q3: What has been greatest challenge for your ministry within the last year?**

Keeping members.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	Timely communication when there is a need to serve.
<b>Response #2</b>	An understanding that having Greeters serve at every single function that the church has causes members of the ministry to experience burn out quickly. As everyone in the church was tasked with taking the hospitality training, ministries should be equipped to be able to have their volunteers greet for special occasions like VBS, the Prayer conference, etc.
<b>Response #3</b>	Timely follow-up.


**Q5: How has the culture of the ministry changed in the past year?**

No change in culture

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#10



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Our ministry grew in a short period of time at Independence. We started off greeting every Sunday to going to every other Sunday and have about 20 active members.

**Q3: What has been greatest challenge for your ministry within the last year?**

Location. We had to develop processes and plans to assist with ensure everyone were in place as needed.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Resources - People
Response #2	Training
Response #3	Continued communication


**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#11



**COMPLETE**  
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### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Greeters

Q2: What has been the greatest accomplishment of your ministry within the last year?

The increase in greeters at Independence since 1st svc in October a year ago.

Q3: What has been greatest challenge for your ministry within the last year?

If I had to choose, it would be obtaining information regarding if nursery was open

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1	communication
Response #2	communication
Response #3	communication


Q5: How has the culture of the ministry changed in the past year?

Slight change of culture in a positive direction

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Respondent skipped this question

#12



**COMPLETE**  
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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

New Meeting structure

**Q3: What has been greatest challenge for your ministry within the last year?**

Recruitment, and not knowing greeters at other campuses

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	clear communication around events in a timely manner
<b>Response #2</b>	a way to identify us as greeters name badges, etc...
<b>Response #3</b>	quarterly calendar

**Q5: How has the culture of the ministry changed in the past year?**

No change in culture

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#13

**COMPLETE**

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Time Spent: 00:28:32

IP Address: 66.195.223.234

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**PAGE 1: Ministry Assessment****Q1: Please select the name of your Ministry.**

Youth- Youth Church

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Continue to strive in the midst of the separation in campuses.

**Q3: What has been greatest challenge for your ministry within the last year?**

Committed servant leaders.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	Budget
<b>Response #2</b>	Availability of sound and visual equipment on Sunday's
<b>Response #3</b>	Servant Leaders

**Q5: How has the culture of the ministry changed in the past year?**

Slight change of culture in a negative direction


**Comment**

I believe that due to the break out of campuses people have yet to figure out what they want to do and where they want to serve. Therefore, ministries are suffering a little because of this alone. However, in the midst of that we continue to move forward.

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Before deciding to make big changes, consult with all the people who have been faithfully serving and are actually committed to the ministry. They can provide most accurate feed back and insight about what works and what may not work. A vital part of youth church was eliminated (High school) and that was growing them in knowledge of "church" terms and in confidence to lead. Also they served as inspiration to the younger youth. Currently the HS students feel left out and often do not show up for that reason. :( The pacesetter on TPN Sunday 11/15/15, understands the concept, that if you have a thriving youth ministry the parents will come. Also, our youth are the future church and if we fail them now then what?

#14



**COMPLETE**  
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)

Home Mission Reponder

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

To onboard a team of people willing to serve in this capacity at all services and at each location. Also, to be able to extend the love of Christ and respond immediately to needs of individuals and families who come to worship with us on Sundays.

**Q3: What has been greatest challenge for your ministry within the last year?**

Handling individuals who maybe mentally challenged and those who expect us to give them money on the spot rather than direct them to other resources (i.e. shelters instead of paying for a hotel room)

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1

Ongoing training from experts in security and handling people who are mentally challenged

Response #2

More cohesiveness between Home Mission Responders and Security/Watchmen and Greeter Captains. We need to know who each other are

Response #3

Recruit more people to serve especially at South Charlotte


**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#16



**COMPLETE**

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 Last Modified: Monday, November 16, 2015 12:41:21 PM  
 Time Spent: 00:13:51  
 IP Address: 216.136.68.242

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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Experience and Production

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

As a ministry, we were able to become organized and recruit a number of dedicate volunteers to provide service on a weekly basis.

**Q3: What has been greatest challenge for your ministry within the last year?**

The greatest challenge has been to recruit new members to the ministry.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**


Response #1	More volunteers
Response #2	Better equipment (headphones)
Response #3	Better collaboration with worship leaders and music directors

**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Rev. Taswell Henderson is an excellent servant leader. He listens to feedback and makes the necessary corrections. If something can't be corrected, he is honest as to why something can't be fixed. His wonderful personality makes serving in this ministry an enjoyable experience.

#15		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Monday, November 16, 2015 10:39:18 AM Last Modified: Monday, November 16, 2015 10:51:44 AM Time Spent: 00:12:26 IP Address: 12.176.75.2	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)	Counseling
------------------------	------------

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Helping broken people.

**Q3: What has been greatest challenge for your ministry within the last year?**

Marketing events.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Marketing
Response #2	Follow through of participants
Response #3	Financial support

**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction


<b>Comment</b>	We have seen more people this year than in the past and continue to try and provide opportunities to address the most prevalent issues that we observe in counseling sessions.
----------------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Thanks for allowing the counseling ministry to exist at The Park. There are so many hurting people and the ministry is here to support them in any way we can. We continue to be the only counseling ministry at a predominately African-American church in this area which speaks volumes.



#16



**COMPLETE**  
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Experience and Production

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

As a ministry, we were able to become organized and recruit a number of dedicate volunteers to provide service on a weekly basis.

**Q3: What has been greatest challenge for your ministry within the last year?**

The greatest challenge has been to recruit new members to the ministry.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	More volunteers
Response #2	Better equipment (headphones)
Response #3	Better collaboration with worship leaders and music directors


**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Rev. Taswell Henderson is an excellent servant leader. He listens to feedback and makes the necessary corrections. If something can't be corrected, he is honest as to why something can't be fixed. His wonderful personality makes serving in this ministry an enjoyable experience.

#17



**COMPLETE**  
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Time Spent: 00:07:35  
IP Address: 166.170.54.122

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#### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Youth- Youth Chucrh

Q2: What has been the greatest accomplishment of your ministry within the last year?

Seeing young people emerge from their comfort zone and start serving in leadership roles.

Q3: What has been greatest challenge for your ministry within the last year?

Getting time off to rest and take care of myself.

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1	Prayer intercessors
Response #2	More trained volunteers
Response #3	Move funding for activities, supplies and equipment.

Q5: How has the culture of the ministry changed in the past year?

Moderate change of culture in a negative direction


Comment

Children have less events and less actives i.e. Lock-in and elevate and girls rock event

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Current expectation and responsibilities of one in a leadership role.

#18



**COMPLETE**  
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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)

Assimilation

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Having consistent help from the food service ministry to assist with lunch therefore not taking additional servers away from other service needs

**Q3: What has been greatest challenge for your ministry within the last year?**

having sufficient volunteers to serve in all aspects of the ministry. Call to membership, KCIO weekend, graduation and administrative

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1

A consistent youth teacher for KCIO

Response #2

additional persons to serve so servant leaders do not feel the need to serve in all aspects of the ministry

Response #3

electronic KCIO registration process

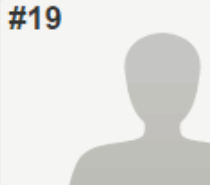
**Q5: How has the culture of the ministry changed in the past year?**

No change in culture

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Stretching from 2 locations without enough involvement to 3 locations has placed more responsibility on those that serve. Though we are one church in 3 locations it doesn't seem to resonate when it comes to service. People seem to serve at the location that they attend and when church wide activities occur at a single location, service needs seems to fall on the parties that typically serve at that location and/or the faithful few.

#19



**COMPLETE**  
Collector: Web Link 1 (Web Link)  
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Last Modified: Monday, November 16, 2015 1:34:17 PM  
Time Spent: 00:22:53  
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### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Experience and Production

Q2: What has been the greatest accomplishment of your ministry within the last year?

Everyone having the BOOM headsets to filter out the noise.

Q3: What has been greatest challenge for your ministry within the last year?

When signals drop, phones pick up other signals, etc

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1How to avoid external signals

Response #2maintenance of the headsets

Q5: How has the culture of the ministry changed in the past year?


Slight change of culture in a positive direction

CommentThere is a little more unity and connectedness among some of us at our location. Trying to fellowship a little bit...

Q6: Is there any additional information you would like the leadership of The Park Church to know?

\*Let us be mindful that we are God's representatives. It not only matters how we treat others but each other (in house).  
\*Rev. Tas is an awesome leader!

#20



**COMPLETE**  
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Last Modified: Monday, November 16, 2015 2:47:19 PM  
Time Spent: 00:24:37  
IP Address: 208.87.234.202

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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Greeters are able to serve One Sunday/One Service

**Q3: What has been greatest challenge for your ministry within the last year?**

Recruitment

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1 Leadership

Response #2 Consistency

Response #3 Standardization


**Q5: How has the culture of the ministry changed in the past year?**

Slight change of culture in a positive direction

Comment The eagerness to volunteer and to connect with ministries are non existence

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**


N/A

#21		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Monday, November 16, 2015 6:30:25 PM Last Modified: Monday, November 16, 2015 6:34:20 PM Time Spent: 00:03:54 IP Address: 107.200.50.204	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.	
Other (please specify)	Women's ministry
Q2: What has been the greatest accomplishment of your ministry within the last year?	
The retreat	
Q3: What has been greatest challenge for your ministry within the last year?	
N/A	
Q4: What do you consider to be the top three needs for the ministry to be more effective?	
Response #1	Communication
Q5: How has the culture of the ministry changed in the past year?	
Comment	Haven't been in it long enough to say
Q6: Is there any additional information you would like the leadership of The Park Church to know?	
To follow up on return calls and/or email	

#22



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)      Women's ministry

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Women's retreat

**Q3: What has been greatest challenge for your ministry within the last year?**

The church booking another event on top of an event that our ministry already planned.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1      All ministry events to be placed on a church calendar on the church's website


**Q5: How has the culture of the ministry changed in the past year?**

No change in culture

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

An up-to-date calendar on the church's website would be helpful, so that people know what's going on and how to get plugged in. The church may want to hold a ministry "fair" so that people can get connected and learn more about the opportunities available for ministry. Make it easier to sign-up for small groups. World Overcomers Church provides an excellent example: <http://www.worldovercomers.church/connect>

#23



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

*Respondent skipped this question*

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Bringing people together for fellowship while encouraging them to follow and support the vision God has given Bishop for the church and each individual.

**Q3: What has been greatest challenge for your ministry within the last year?**

Waiting for decisions to be made and with clarity

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Authentic relationships between members / ministries
Response #2	Every member having equal value
Response #3	Trust

**Q5: How has the culture of the ministry changed in the past year?**

No change in culture


Comment	The more things change the more they remain the same
---------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*



#24



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## PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Experience and Production

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

We have finally found our own Rhythm for directing services at each location; the designated production team leaders have earned the respect and trust of the worship ministry

**Q3: What has been greatest challenge for your ministry within the last year?**

Poor equipment. It is impossible to effectively lead a production team without adequate equipment. We have been begging the church since we started for new headphones that are capable of blocking noise, however, we are still working with the same broken headphones with the same expectation of excellence in this ministry.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	New headphones
Response #2	Consistent volunteer service
Response #3	More volunteers

**Q5: How has the culture of the ministry changed in the past year?**

Comment	There has been a significant change in culture but its not all positive and its not all negative.
---------	---

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

In spite of the challenges, this ministry is joy to be part of

#25

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Started: Monday, November 16, 2015 10:10:17 PM

Last Modified: Monday, November 16, 2015 10:35:06 PM

Time Spent: 00:24:48

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**PAGE 1: Ministry Assessment****Q1: Please select the name of your Ministry.**

Discipleship- Adult

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

The greatest accomplishment is that ministry leads as well as ministry members were trained on core values of excellence in Christian service through the Radical Hospitality training.

**Q3: What has been greatest challenge for your ministry within the last year?**

As superintendent of Sunday School for the South Charlotte campus, the greatest challenge has been attendance and the use of incorporating adult learning principles when teaching adults. Teachers are becoming comfortable with lecturing to Sunday school attendees instead of engaging them through a variety of methods to understanding the word of God.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**


<b>Response #1</b>	more training to develop our lay leaders
<b>Response #2</b>	TMD sessions for teachers that enhance and sharpen the tools and techniques for teaching.
<b>Response #3</b>	Changing the current time of Sunday school at South Charlotte.

**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a negative direction

<b>Comment</b>	The 7:45 a.m. Sunday school at South Charlotte has decreased in all classes. Teachers and students are not provided enough time to present the lesson in the amount of time provided. It always seems to be a rush to complete the lesson for that Sunday. People are disengaging or choosing to engage on-line instead of physically attending services which means that Sunday school's attendance has reduced.
----------------	---

**Q6: Is there any additional information you would like the leadership of The Park Church to know?***Respondent skipped this question*

#26		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Tuesday, November 17, 2015 7:39:00 AM Last Modified: Tuesday, November 17, 2015 7:52:59 AM Time Spent: 00:13:58 IP Address: 70.193.61.122	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)	Home Mission Responders
------------------------	-------------------------

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Assist families/individuals in need.

**Q3: What has been greatest challenge for your ministry within the last year?**

Members not responding to requests to serve.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	More members at some campuses.
Response #2	Members being more flexible about when and where they serve.
Response #3	More requests for assistance.


**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

While we have lost a few members during the last year we continue to add also. In addition there are several who serve faithfully monthly, and do whatever is asked of them.

#27



**COMPLETE**  
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Worship and Arts

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

The fact that it has been sustained despite the many challenges.

**Q3: What has been greatest challenge for your ministry within the last year?**

The greatest challenge has been the disappointment of the church not making a decision about promoting the interim Minister of Worship. It is very difficult having a two-headed dragon. Additionally, for what reason do we continue to put degree requirements above the anointing and experience? Is this the church or corporate America? ....I'm confused?

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Accountability
Response #2	Consistency
Response #3	Lack of care for the ministry as a whole

**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a negative direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

I would like the leadership to know that I am grateful for my church and the church body. However, I am very disappointed in the decision making of upper leadership, the lack of trust in our Music ministry leadership displayed by upper leadership, and the lack of care for those God deems of most importance....people.

## Respondent #28

**Q1: Please select the name of your Ministry.**

Worship and Arts

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

There has been more cohesiveness of the volunteers that serve with regard to working together. We have been pushing for more connectivity and consistency between volunteers.

**Q3: What has been greatest challenge for your ministry within the last year?**

Staff / Leadership (Not ministry leadership) involvement in areas where there is no need. Leadership also does not do well with follow-up. It appears that the only time staff shows up is when they see that things are going wrong (partially due to their own lack of process). It appears that leadership attempts to manipulate volunteers at times just to get their way. We had a meeting almost a year ago with Dr Martin and Mr Rankin with a promise of follow up. And of course as expected nothing occurred. I was hoping for a different result but as usual the same occurred. Leadership has been too involved in the Worship mix and as a result there has been additional strain, stress, inconsistencies and departures of the volunteers.

The culture of the overall ministry has changed. We are relational people by nature and there is a greater gap with regard to the relational connection between leadership and lay leaders (volunteers). There is a direct connection to what you get from your volunteers and the relationship leadership fosters with them.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

- |                    |  |
|--------------------|--|
| <b>Response #1</b> | Leadership need to connect more with volunteers so that we can trust you more when you come to deal with us "occasionally".  |
| <b>Response #2</b> | We need more balance with the involvement of all the campuses at "all" services / events. Not just Sunday morning.   |
| <b>Response #3</b> | Figure out a better way to simulcast. Those ministries that do it well have actual Engineers that do it for a living. We should either hire or send everyone out for training. |

**Q5: How has the culture of the ministry changed in the past year?**


Significant change of culture in a negative direction

<b>Comment</b>	It appears that we are in a dictatorship and that leadership is not at all interested in sitting with us to actually hear our concerns and dialogue with us. You send in your "corporate" sponsors and stage conversations to suit you and what you need at the time. That's not ministry. We are all called and lead to be a part of this ministry. so it's important to get our feedback not just via a survey but to actually dialogue with us.
----------------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Although I agree with the idea of our Pastor not traveling from campus to campus on any given Sunday, I do not understand why the decision was made to not at least rotate locations from Sunday to Sunday. I am located at one of the satellite campuses and as a result, I have noticed that people are at time disconnected to the message and can be easily distracted. The feedback to me has been that they enjoy coming to their particular campus because of the relationships they have. else they would just watch online.

#29



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Experience and Production

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Being able to accomplish the task of syncing all three locations.

**Q3: What has been greatest challenge for your ministry within the last year?**

1. Headphones not properly working!!
2. Calls continuing to drop during service (reason unknown)
3. Problems with audio/video not working (only happened a few times)

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	Better and durable headphones
<b>Response #2</b>	Better connection when making calls that they are not dropping during pivotal times of service.
<b>Response #3</b>	Need to recruit more individuals (less burnout, can serve in other areas)


**Q5: How has the culture of the ministry changed in the past year?**

Slight change of culture in a negative direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#30



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### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Other (please specify)

Women's ministry

Q2: What has been the greatest accomplishment of your ministry within the last year?

wonderful women's retreat!

Q3: What has been greatest challenge for your ministry within the last year?

I haven't participated enough to respond.

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1

marketing

Q5: How has the culture of the ministry changed in the past year?


Respondent skipped this question

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Respondent skipped this question



#31



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Youth- Nursery

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Creating another troop so that more girls within the church and community can participate in Girl Scouts

**Q3: What has been greatest challenge for your ministry within the last year?**

Not having the membership of the church support the opportunity to get their children involved in Girl Scouts. The majority of our members are non church members. We always try and approach our members first, but no response.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	More flexibility regarding reserving resources / rooms. There are times we don't have the opportunity to submit request 2 weeks in advance.
<b>Response #2</b>	More involvement from church membership by way of joining girl scouts.
<b>Response #3</b>	Ability to use church vans for local events.

**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction


<b>Comment</b>	The Leaders we have are great and they work hard to give the girls a great experience. We also work well together as a Team.
----------------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

This ministry is pretty much self sufficient, but we are grateful to have the usage of the facilities of church. Thank you.



#32



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)

Food Service

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

UCJC conference, this was their last year and best year. hope is that with their experience, they will bring other conferences to the church.

**Q3: What has been greatest challenge for your ministry within the last year?**

getting exposure. once we were able to be on scrolling announcements or TPN, but what do does not meet bringing, sending nor gathering criteria

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

*Respondent skipped this question*


**Q5: How has the culture of the ministry changed in the past year?**

Slight change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

**#33**



**COMPLETE**

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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Worship and Arts

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

The ability to stay consistent and impactful

**Q3: What has been greatest challenge for your ministry within the last year?**

Keeping everyone motivated and consistent

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	Extra musicians ,( keyboard player )
<b>Response #2</b>	Greater participation from former members
<b>Response #3</b>	More dance and mime participants


**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#34



**COMPLETE**  
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

The opportunity to make the worship experience a great one for members and guests. In particular, I recall a family reunion from the summer where we were not only able to partner with the ushers to get the family seated, provide them with programs, and CDs at the end, but we worked with Rev. Potts and the other ministers in the pulpit (as well as some members) to pray with the family after service.

**Q3: What has been greatest challenge for your ministry within the last year?**

Commitment to serve and follow the guidelines for serving.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	Commitment from those who presently serve
<b>Response #2</b>	Additional greeters (and captains)
<b>Response #3</b>	More opportunities for the greeters to gather together with the ushers (or sometimes by themselves) to not only discuss rules and regulations but also to connect and be relational with each other through fellowships.

**Q5: How has the culture of the ministry changed in the past year?**


Slight change of culture in a positive direction

**Comment** It would be nice to update our guidelines for the dress attire.

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

We do appreciate the time and energy that Min. Kathryn puts in for us and the ushers. But we do recognize the need for the number of responsibilities she has to be lifted so she can have a much better work-life balance. If it means we as greeters and ushers must take on more so be it.

#35



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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

---

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

---

Establishing an Executive Team, creating a vital team at the new location.

**Q3: What has been greatest challenge for your ministry within the last year?**

---

Need additional volunteers; need recommitment from those who are not as committed.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

---

<b>Response #1</b>	More members
<b>Response #2</b>	More ownership by team leaders
<b>Response #3</b>	More training for team leaders in basic skill sets

**Q5: How has the culture of the ministry changed in the past year?**

---

Moderate change of culture in a positive direction


**Comment**

The team at Independence has set the standard for cooperation between all those serving on Sunday morning - Ushers, Greeters, Watchmen, Worship - everyone.

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

---

There are VERY few attendees at the second service at South Charlotte, and very few at Bible Study. Difficult to get Ushers and Greeters to serve during those times of very low attendance

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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)	Assimilation
------------------------	--------------

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

We have assimilated over 100 into The Park Church--Able to send members to Georgia for Coaching and Counseling for PLACE. Admin team has reorganized-Great Leader (Rev. Tas) who does not micromanage and allows us to grow as leaders, helps in our maturity and growth within the vision of the church.

**Q3: What has been greatest challenge for your ministry within the last year?**

The opportunity for Ministers/Leaders to help us with our youth PLACE and be more visible for our new members. More feedback from ministries in connecting with our new members.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Ministries connecting with our new members
-------------	--

Response #2	More support from Executive Team
-------------	----------------------------------

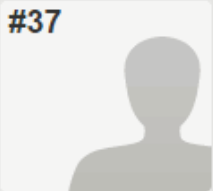
**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction
---

Comment	This ministry has grown exponentially because we recognize our duties. I would like for Min. Patricia to have her creativity shown in certain areas (i.e.) allow time for Rev. Henderson to take time off and continue in her role as PLACE Coach, Consultant and Teacher.
---------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Allow the ministries under Assimilation to grow and not be affected by other "similar" ministries and the conduct of those leaders be negative. The vision of The Park is consistently changing and we have to change with it. \*\*Allow the leaders to make those change instead of stifling because it's not an idea from the "team". \*\*Encourage our leaders to make the shift and let them know there are no consequences if they move from where they are to where they are most gifted. \*\*Look at those who have the gifts and where they can best utilized. \*\*There needs to be a Human Resource person available for those who may have a grievance that affects a ministry

**#37**


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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Youth- Youth Chuchrh

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Students wanting to invite family and friends.

**Q3: What has been greatest challenge for your ministry within the last year?**

Marketing the location

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

**Response #1** Volunteers

**Response #2** Marketing

**Response #3** Communication

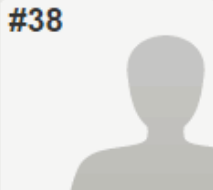
**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#38



**COMPLETE**  
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

1. Unity-Team works as one body with other ministries @ location
2. KCIO Team shared that member shared "greeters made me feel so good, that I wanted to leave and go back to my car, and come back again". We extend the love of Christ to everyone.
3. Ministry has grown, and continues to grow

**Q3: What has been greatest challenge for your ministry within the last year?**

Currently, we greet 2 Sunday's a month. Would like to see the ministry to continue to grow so each greeter only serve's once a month.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	Great communication around our ministry, need additional information on other areas that our congregants utilized
<b>Response #2</b>	Develop Youth Greeters/Ushers Ministry
<b>Response #3</b>	n/a

**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction


**Comment** Ministry continues to move forward and be prayerful and proactive.

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Love serving within our ministry and with the other ministries at our location. Ministry leader provides love and support for members spiritually.

Are there any considerations for the nursery and youth church to be closer to the church?

#39



**COMPLETE**  
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Last Modified: Tuesday, November 17, 2015 4:47:54 PM  
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### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Other (please specify)

Prayer Ministry

Q2: What has been the greatest accomplishment of your ministry within the last year?

Answered Prayers/Praise Reports

Prayer Conference

Participation in Prayer Vigil

Q3: What has been greatest challenge for your ministry within the last year?

The biggest challenge has been the absence of a Leader.

The Prayer Leadership team has been trying to stay on task with what we know to do

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1

A Leader

Response #2

A budget for the Prayer Conference

Response #3

Better communication between staff and Leadership Team

Q5: How has the culture of the ministry changed in the past year?

Significant change of culture in a positive direction

Comment


We are a Very small group with a great responsibility to pray, intercede, and serve the Body of Christ. Sometimes lack of participation can be encouraging.

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Respondent skipped this question



#40



**COMPLETE**

Collector: Web Link 1 (Web Link)

Started: Tuesday, November 17, 2015 4:47:01 PM

Last Modified: Tuesday, November 17, 2015 5:12:49 PM

Time Spent: 00:25:48

IP Address: 174.108.106.156

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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Healthcare

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Education- Panel discussions, literature and table discussions.

**Q3: What has been greatest challenge for your ministry within the last year?**

Consistent committed volunteers to serve all three locations for 6 services. Also checking in so people know that they are there.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Consistently committed volunteers
Response #2	Marketing around event
Response #3	Budget dollars for events

**Q5: How has the culture of the ministry changed in the past year?**


Moderate change of culture in a positive direction

Comment	There has been an church emphasis placed on healthcare in relationship to our theme being healthy and whole year two.
---------	---

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

If we say healthy and whole and serve unhealthy food or unhealthy working habits then we are giving a mixed message. We lose our credibility with people we serve.

#41



**COMPLETE**  
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Last Modified: Tuesday, November 17, 2015 5:33:02 PM  
Time Spent: 00:15:59  
IP Address: 216.131.56.35

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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Fellowships with all 3 locations, training, and being intentional towards one another.

**Q3: What has been greatest challenge for your ministry within the last year?**

Consistency and accountability. We are one church in 3 location, but only get half participation during revival, church wide conference, or any type of events held at BFR.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Consistency
Response #2	Being intentional
Response #3	Accountability


**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

Comment	I think we are headed in the right direction, but still have ways to go if we can get everyone to respect authority.
---------	--

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

*Respondent skipped this question*

#42		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Tuesday, November 17, 2015 6:12:09 PM Last Modified: Tuesday, November 17, 2015 6:38:51 PM Time Spent: 00:26:42 IP Address: 74.235.145.149	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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#### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify) MOP

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Keeping the members engaged.

**Q3: What has been greatest challenge for your ministry within the last year?**

Not knowing if there is a MOP Leadership Team in place to lead and direct the MOPs.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Opportunities for MOPs to dialogue with Bishop and Dr. Martin
Response #2	Worship leader training for all MOPs
Response #3	Recommended books on Preaching

**Q5: How has the culture of the ministry changed in the past year?**


Moderate change of culture in a negative direction

**Comment** Several MOPs are no longer members and it is quite disturbing. Is anyone conducting exit interviews?

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Having six services in three locations while not one service is at capacity, seems to be a misuse of human and financial resources

#43



**COMPLETE**

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**Collector:** Web Link 1 (Web Link)

**Started:** Tuesday, November 17, 2015 6:49:39 PM

**Last Modified:** Tuesday, November 17, 2015 6:59:26 PM

**Time Spent:** 00:09:46

**IP Address:** 12.176.75.2

### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Ushers

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

We have two new Ushers and two Ushers that have rejoined the Ministry.

**Q3: What has been greatest challenge for your ministry within the last year?**

Keeping the Ushers

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

<b>Response #1</b>	Making the Ushers feel more of a part of the Ministry-Badges would be the first step
<b>Response #2</b>	We need more Congregants to serve
<b>Response #3</b>	Sending the meeting agenda and questions before the meeting so it will be relevant to our needs


**Q5: How has the culture of the ministry changed in the past year?**

Slight change of culture in a positive direction

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

At South Charlotte the Choir and Ministers are bringing coffee and tea into the sanctuary. I don't see this happening at any other campus. There is a clear sign which states no food or drink. Can we get a handle on this issue? I do like the Ministers greeting the congregants at the door after the Service, this is a positive change.

#44



**COMPLETE**  
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IP Address: 69.132.171.146

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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Greeters

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Having a welcoming atmosphere for members as well as visitors. Especially first timers.

**Q3: What has been greatest challenge for your ministry within the last year?**

Attendance by those in the ministry. (No Shows)

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

**Response #1** Ease up on the dress code. (Seasonal)

**Response #2** Name tags or badges.

**Response #3** Commitment & Reliability from those in the ministry.


**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

**Comment** Communication is outstanding!

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

Overall the Greeters Ministry is striving.

#45		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Tuesday, November 17, 2015 7:42:38 PM Last Modified: Tuesday, November 17, 2015 7:49:23 PM Time Spent: 00:06:45 IP Address: 71.68.33.128	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)	Food Service
------------------------	--------------

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Serving the new members that have joined, and the feeding the children for the school supplies drive

**Q3: What has been greatest challenge for your ministry within the last year?**

Having enough help for large functions. Out of date equipment. High expectations from church leaders with no support to get supplies needed.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	updated kitchen equipment and supplies
Response #2	chef jackets for special events
Response #3	Better communication from other groups. They give last minute information

**Q5: How has the culture of the ministry changed in the past year?**


Slight change of culture in a positive direction

Comment	Food service ministry works hard and hardly recognized.
---------	---

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

would like other ministries to not make changes at the last minute or give short notice. They forget we are volunteers and have families at home also.

#46



**COMPLETE**  
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### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

Greeters

Q2: What has been the greatest accomplishment of your ministry within the last year?

Being able to increase the number of greeters to decrease the number of Sundays served...from 4 to 2.

Q3: What has been greatest challenge for your ministry within the last year?

Not having enough greeters to serve on 4th Sunday.

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1


Having more greeters for flexibility

Q5: How has the culture of the ministry changed in the past year?

Moderate change of culture in a positive direction

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Respondent skipped this question

#47		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Tuesday, November 17, 2015 9:16:57 PM Last Modified: Tuesday, November 17, 2015 9:21:46 PM Time Spent: 00:04:48 IP Address: 104.58.14.69	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Discipleship- Adult

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Getting to know the other leaders in my co-hort

**Q3: What has been greatest challenge for your ministry within the last year?**

Ensuring that all Ministers in the cohort serve on their assigned Sunday.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Serving on your assigned Sunday
Response #2	Effective communication
Response #3	NA

**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction


Comment NA

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

None at this time....



#48



**COMPLETE**  
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Discipleship- Adult

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Getting to know the other leaders in my co-hort

**Q3: What has been greatest challenge for your ministry within the last year?**

Ensuring that all Ministers in the cohort serve on their assigned Sunday.

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Serving on your assigned Sunday
Response #2	Effective communication
Response #3	NA


**Q5: How has the culture of the ministry changed in the past year?**

Moderate change of culture in a positive direction

Comment NA

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**

None at this time....

#49		<b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Tuesday, November 17, 2015 9:59:07 PM Last Modified: Tuesday, November 17, 2015 10:14:06 PM Time Spent: 00:14:59 IP Address: 166.172.59.188	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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### PAGE 1: Ministry Assessment

**Q1: Please select the name of your Ministry.**

Other (please specify)	Women's Ministry
------------------------	------------------

**Q2: What has been the greatest accomplishment of your ministry within the last year?**

Women as disciples developing disciples of other woman

**Q3: What has been greatest challenge for your ministry within the last year?**

The ability to overcome strict and complicated policies to bring the ministry to women via Park news

**Q4: What do you consider to be the top three needs for the ministry to be more effective?**

Response #1	Informing the women of the ministry
Response #2	The process to reserve space for meetings
Response #3	Support of TPN


**Q5: How has the culture of the ministry changed in the past year?**

Significant change of culture in a positive direction

Comment	Tha k God for word of mouth
---------	-----------------------------

**Q6: Is there any additional information you would like the leadership of The Park Church to know?**


Become informed how important the ministry is supporting women who need each other for the necessary stages and change points on their lives.

#50	 <b>COMPLETE</b> Collector: Web Link 1 (Web Link) Started: Tuesday, November 17, 2015 10:39:44 PM Last Modified: Tuesday, November 17, 2015 10:52:20 PM Time Spent: 00:12:35 IP Address: 108.234.54.139	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>
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#### PAGE 1: Ministry Assessment

<b>Q1: Please select the name of your Ministry.</b>	
Other (please specify)	Room in the Inn
<b>Q2: What has been the greatest accomplishment of your ministry within the last year?</b>	
All of the homeless guests we have been able to minister to through service of food, fellowship and accommodations.	
<b>Q3: What has been greatest challenge for your ministry within the last year?</b>	
I'm not sure of any particular challenges.	
<b>Q4: What do you consider to be the top three needs for the ministry to be more effective?</b>	
<b>Response #1</b>	More than enough toiletries, etc. for the whole season so our guests to take with them.
<b>Q5: How has the culture of the ministry changed in the past year?</b>	
No change in culture	
<b>Q6: Is there any additional information you would like the leadership of The Park Church to know?</b>	
<i>Respondent skipped this question</i>	

#51



**COMPLETE**  
Collector: Web Link 1 (Web Link)  
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Last Modified: Tuesday, November 17, 2015 11:21:55 PM  
Time Spent: 00:03:00  
IP Address: 174.108.78.153

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#### PAGE 1: Ministry Assessment

Q1: Please select the name of your Ministry.

First Responders

Q2: What has been the greatest accomplishment of your ministry within the last year?

We have been able to assist members of the community that have walked in the doors seeking help

Q3: What has been greatest challenge for your ministry within the last year?

Respondent skipped this question

Q4: What do you consider to be the top three needs for the ministry to be more effective?

Response #1

training

Q5: How has the culture of the ministry changed in the past year?

Significant change of culture in a negaitve direction

Q6: Is there any additional information you would like the leadership of The Park Church to know?

Respondent skipped this question

**Appendix B**

Ministry Assessment Talking Points (2015)  
Summary Provide to Dr. Nicole Martin

## **Talking Points**

Total Participants: 51

Total Ministries: 24

### **Administration** (No responses)

**Greatest Accomplishments**

**Greatest Challenge**

**Needs**

### **Discipleship Adult**

**Greatest Accomplishments**

- greater level of participation and commitment to serve in ministry
- The ministry leads as well as ministry members were trained on core values of excellence in Christian service through the Radial Hospitality training
- Digging deeper into the Word of God for those how have taken part

**Greatest Challenge**

- Attendance in Sunday school.
- Getting people to see the value of Sunday school and being willing to come early and stay later.

**Needs**

- More teachers
- Larger pool of participants to work in ministry
- Changing Sunday school time at South Charlotte
- Importance of discipleship reinforced to the congregation

### **Discipleship-Youth**

**Greatest Accomplishments**

- Faithfulness of the teachers

**Greatest Challenge**

- Securing new teachers

**Needs**

- More materials
- Technology

### **Experience and Production**

**Greatest Accomplishments**

- Finally found our own rhythm for directing services at each location, the designated production team leaders have earned the respect and trust of the worship ministry
- Accomplishing the task of syncing all three locations

**Greatest Challenge**

- Headphones not working properly
- Call continuing to drop during service
- Recruiting new members

**Needs**

- New headphones
- more volunteers
- better collaboration with worship leaders and music directors

**Facilities (No Responses)****Greatest Accomplishments****Greatest Challenge****Needs****Finance (No Responses)****Greatest Accomplishments****Greatest Challenge****Needs****First Responders****Greatest Accomplishments**

- The ability to assist members of the community that have walked in the doors seeking help

**Greatest Challenge**

- No response provided

**Needs**

- Training

**Greeters****Greatest Accomplishments**

- Greeters are able to serve one Sunday no service
- New meeting structure
- Increase in greeters at Independence since first service in October 2014

**Greatest Challenge**

- Gaining information about status of nursery
- Recruitment
- Getting to know greeters at other campuses
- Burnout from working every single function

**Needs**

- Leadership
- Consistency
- Quarterly calendar
- Name badges for greeters
- Communication

**Healthcare****Greatest Accomplishments**

- Education, Panel discussion, literature and table discussions

**Greatest Challenge**

- Consistent commitment volunteers to serve at three locations for 6 services
- Checking in so that people know you are there

**Needs**

- Consistent volunteers
- Marketing around events
- Budget for events

**Security****Greatest Accomplishments**

- Handling a growing need of security across 3 campuses

**Greatest Challenge**

- Growing need of security across 3 campuses; training, personnel, budget

**Needs**

- Budget
- Personnel
- Electronics

**Studio P (No Responses)****Greatest Accomplishments****Greatest Challenge****Needs****Culture****Ushers****Greatest Accomplishments**

- The addition of two new members and having two members rejoin



**Greatest Challenge**

- Keeping ushers

**Needs**

- Badges
- More people to serve
- Sending meeting agendas and questions before the meeting so it will be relevant to our needs

**Worship and Arts****Greatest Accomplishments**

- Ability to stay consistent and impactful
- Sustaining despite the many challenges
- Cohesiveness between those who serve

**Greatest Challenge**

- Disappointment in the church not making decision about promoting the interim Minister of worship.
- Putting degrees requirements above the anointing and experience
- Keeping everyone motivated and consistent
- Follow-up by leadership

**Needs**

- More dance and mime participants
- Lack of care for the ministry as a whole
- Better way to simulcast; provide actual training for those who are not professionals
- Leadership needs to be better connected

**Youth-Nursery****Greatest Accomplishments**

- Creating another troops of Girl Scouts to allow for more participation

**Greatest Challenge**

- Lack of member support in Girl Scouts, most members are not member of the church

**Needs**

- More flexibility with requesting rooms
- More involvement from church members

- Ability to use church vans

### **Youth-Youth Church**

#### **Greatest Accomplishments**

- Students wanting to invite family and friends
- Seeing youth emerge from their comfort zone and serving

#### **Greatest Challenge**

- Marketing and location
- Getting time off to rest and take care of myself

#### **Needs**

- Volunteers
- Marketing
- Communication
- Funding for activities

### **Women's Ministry**

#### **Greatest Accomplishments**

- Women's Retreat

#### **Greatest Challenge**

- Church scheduling several events on the same day
- Leader burnout
- Overcoming strict and complicated policies to bring the ministry to women via Park News

#### **Needs**

- Church calendar with all ministry events
- Communication
- Leadership Training
- Marketing

### **Food Service**

#### **Greatest Accomplishments**

- Serving the new members that have joined and feeding the children for the school supply drive
- UCJC conference , hoping that with their experience they will bring other conferences to the church

#### **Greatest Challenge**

- Getting exposure, once we were able to be scrolling announcements or TPN
- Having enough help for larger functions
- Out of date equipment
- High expectations from church leaders with no support to get needed supplies

#### **Needs**

- Updated kitchen supplies
- Chef jackets for special events
- Better communication from other groups, often times last minute information is given

### **MOP**

#### **Greatest Accomplishments**

- Keeping members engaged

#### **Greatest Challenge**

- Not knowing if there is a MOP leadership team in place to lead and direct the MOP's

#### **Needs**

- Opportunities for MOP
- Worship leaders training for all MOP's
- Recommended books on Preaching

### **Prayer Ministry**

#### **Greatest Accomplishments**

- Annual Prayer Conference
- Answered Prayers/ Praise Report

#### **Greatest Challenge**

- Conference planning and weekly prayer; relying on a small number of participants
- Absence of Leaders

#### **Needs**

- Additional leadership support
- Communication with church leadership
- Budget of Prayer Conference

### **Assimilation**

#### **Greatest Accomplishments**

- Assimilated over 100 into The Park Church
- Send members to Georgia for Coaching and Counseling for PLACE
- Consistent help from the food service ministry to assist with lunch therefore not taking additional servers away from other service needs

#### **Greatest Challenge**

- Opportunity for ministers and leaders to help with our youth PLACE and be more visible to our new members
- Having sufficient volunteers in all aspects of ministry; membership, KCIO weekend, graduation

#### **Needs**

- Ministry connecting with new members
- More support from Executive team
- Electronic KCIO registration
- Consistent youth teachers for KCIO

### **Home Mission Responders**

#### **Greatest Accomplishments**

- Assisting families and individuals in need
- Ability to have a team of people who are willing to serve at all services and locations. Extending the love of Christ to those who visit

#### **Greatest Challenge**

- Members not responding to request to serve
- Handling individuals who may be mentally challenged and those who want or expect money on the spot rather than being directed to a resource

#### **Needs**

- More volunteers at some campuses
- Flexibility of members when being asked to serve
- Recruiting more people especially at South Charlotte location
- More cohesiveness between greeters, first responders, security and watchmen

### **Counseling**

#### **Greatest Accomplishments**

- Helping broken people
- Only counseling ministry at a predominately African-American church in this area

**Greatest Challenge**

- Marketing events

**Needs**

- Follow through of participants
- Financial support

**Youth- Youth Adult****Greatest Accomplishments**

- Hiring a youth minister

**Greatest Challenge**

- communication

**Needs**

- Relevant leadership
- Proper resources
- Accountability

**Room in the Inn****Greatest Accomplishments**

- All the homeless guest we have been able to minister to through the service of food, fellowship and accommodations

**Greatest Challenge**

- No challenged provided

**Needs**

- More than enough toiletries, etc. for the whole season so our guest can take some with them

**Additional Information Comments**

1. At South Charlotte the Choir and Ministers are bringing coffee and tea into the sanctuary. I don't see this happening at any other campus. There is a clear sign which states no food or drink. Can we get a handle on this issue? I do like the Ministers greeting the congregants at the door after the Service, this is a positive change
2. Allow the ministries under Assimilation to grow and not be affected by other "similar" ministries and the conduct of those leaders be negative. The vision of The Park is consistently changing, and we have to change with it. \*\*Allow the leaders to make those changes instead of stifling because it's not an idea from the "team". \*\*Encourage our leaders to make the shift and let them know there are no consequences if they move from

where they are to where they are most gifted. \*\*Look at those who have the gifts and where they can best be utilized. \*\*There needs to be a Human Resource person available for those who may have a grievance that affects a ministry

3. Stretching from 2 locations without enough involvement to 3 locations has placed more responsibility on those that serve. Though we are one church in 3 locations it doesn't seem to resonate when it comes to service. People seem to serve at the location that they attend and when church wide activities occur at a single location, service needs seems to fall on the parties that typically serve at that location and/or the faithful few.
4. We need to find a way to stir up some enthusiasm about discipleship among a great number of people in the congregation.
5. Difficult to conduct classes during the worship services due to excessive noise. Have been told that the Independence location feels like being in a studio, vs. church. No opportunity for congregation to fellowship/get to know each other.
6. Attempting to do more with less has drained and resulted in the loss of some leaders and addition of new members has provided new life. Hopefully the trend will continue, and navigation of church process will not discourage them. (I have put an orientation in place to help)
7. Additional comment: It is important to understand when people are burnt out and need a break. It is equally important to remind and encourage our congregants to become involved and serve. The Park has done a good job with this over the past year or so. We should continue this kind of understanding and promotion. As great as our Kingdom team is, having Bishop make the plea for service is always effective as well. The leadership of The Park is excellent in your commitment and example for those of us who lead and serve in our respective ministries.
8. Would be helpful to meet with the leadership several times a year
9. Before deciding to make big changes, consult with all the people who have been faithfully serving and are actually committed to the ministry. They can provide most accurate feedback and insight about what works and what may not work. A vital part of youth church was eliminated (High school) and that was growing them in knowledge of "church" terms and in confidence to lead. Also, they served as inspiration to the younger youth. Currently the HS students feel left out and often do not show up for that reason. :( The pacesetter on TPN Sunday 11/15/15, understands the concept, that if you have a thriving youth ministry the parents will come. Also, our youth are the future church and if we fail them now then what?
10. Rev. Taswell Henderson is an excellent servant leader. He listens to feedback and makes the necessary corrections. If something can't be corrected, he is honest as to why something can't be fixed. His wonderful personality makes serving in this ministry an enjoyable experience.

11. Stretching from 2 locations without enough involvement to 3 locations has placed more responsibility on those that serve. Though we are one church in 3 locations it doesn't seem to resonate when it comes to service. People seem to serve at the location that they attend and when church wide activities occur at a single location, service needs seems to fall on the parties that typically serve at that location and/or the faithful few.
12. \*Let us be mindful that we are God's representatives. It not only matters how we treat others but each other (in house). \*Rev. Tas is an awesome leader!
13. To follow up on return calls and/or email
14. An up-to-date calendar on the church's website would be helpful, so that people know what's going on and how to get plugged in. The church may want to hold a ministry "fair" so that people can get connected and learn more about the opportunities available for ministry. Make it easier to sign-up for small groups. World Overcomers Church provides an excellent example: <http://www.worldovercomers.church/connect>
15. The 7:45 a.m. Sunday school at South Charlotte has decreased in all classes. Teachers and students are not provided enough time to present the lesson in the amount of time provided .It always seems to be a rush to complete the lesson for that Sunday. People are disengaging or choosing to engage on-line instead of physically attending services which means that Sunday school's attendance has reduced.
16. I would like the leadership to know that I am grateful for my church and the church body. However, I am very disappointed in the decision making of upper leadership, the lack of trust in our Music ministry leadership displayed by upper leadership, and the lack of care for those God deems of most importance...people.
17. I would like the leadership to know that I am grateful for my church and the church body. However, I am very disappointed in the decision making of upper leadership, the lack of trust in our Music ministry leadership displayed by upper leadership, and the lack of care for those God deems of most importance...people.
18. Although I agree with the idea of our Pastor not traveling from campus to campus on any given Sunday, I do not understand why the decision was made to not at least rotate locations from Sunday to Sunday. I am located at one of the satellite campuses and as a result, I have noticed that people are at time disconnected to the message and can be easily distracted. The feedback to me has been that they enjoy coming to their particular campus because of the relationships they have. else they would just watch online.
19. We do appreciate the time and energy that Min. Kathryn puts in for us and the ushers. But we do recognize the need for the number of responsibilities she has to be lifted so she can have a much better work-life balance. If it means we as greeters and ushers must take on more so be it.
20. There are VERY few attendees at the second service at South Charlotte, and very few at Bible Study. Difficult to get Ushers and Greeters to serve during those times of very low attendance

**Common Themes**

1. Concern for leader burnout
2. Budgets for ministries
3. Need for upgraded technology, equipment
4. More volunteers for ministries
5. Better connection/ interactions with church leadership
6. Community calendar with all church events
7. Better communication between ministries
8. Training



## **Appendix C**

### **Analysis of PLACE and KCIO**

# Analysis of PLACE and KCIO

## Recommendations for Improving Ministry Participation

Lyndon Robinson  
Randa Ross



### Key Concerns

Disconnect between new members who complete KCIO and become active participants in a ministry

After completing KCIO and PLACE, new members still struggle with selecting a service ministry

Current KCIO timeframe does not support PLACE



## **Goals**

Create a KCIO timeframe that supports new member assimilation and through understanding of PLACE

Provide new members with additional education and observation of active ministries

Design a KCIO structure to support relationship building between new members and church

Reallocate current resources to strengthen KCIO and PLACE structure



## **Decision Criteria**

Analysis of benchmarking data

Collected by summer intern; Stephanie Cassell

Observation of current KCIO class

Review of KCIO participant survey

Interviews: Rev. Taswell Henderson, Min Patricia Proby, and Min Alvin Wallace



## **Data Analysis**

Breakdown of KCIO weekend

5-hours dedicated to new members assimilation

2- hours dedicated to PLACE overview

3 hours needed for PLACE training, if participants training guide is complete

2016 average KCIO class size is 5 participants



## **Possible Solutions**

Have PLACE operate as a Sunday school class; all 3 campuses, graduation every other month

Add additional Saturday to KCIO for PLACE (3 hours)

Allow new members to observe and serve in available ministries prior to KCIO graduations



## Preferred Solution with Rationale

KCIO new member assimilation will move to monthly process

1st weekend of the month- two half days on Friday evening and Saturday morning

Friday- no change to structure

Saturday- PLACE overview will be removed; class will end at 12

Video will be created with overview of church ministries

PLACE introduction- timeline for next 20 days

3rd Saturday of the month- half day dedicate to PLACE

New members will be complete PLACE workbook between first KCIO weekend

New Process "Observe and Serve"



## Preferred Solution with Rationale

DECEMBER 2016						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2 KCIO 8:30pm-9:00pm	3 KCIO 9:00am-12:00pm
4	5	6	7	8	9	10
11 Observe and Serve	12	13	14	15	16	17 PLACE 9:00am-12:00pm
18 Observe and Serve	19	20	21	22	23	24
25 Observe and Serve	26	27	28	29	30	31

KCIO Graduation will still take place on 1st Sunday of each month

### **Expected Outcomes**

New members will have greater opportunity to understand spiritual gifts

New members will have an opportunity to observe ministries of interest prior to graduation

Resources will be saved; no full meal needed due to half day sessions

Higher engagement between new members and assimilation ministry



### **Additional Recommendations**

Minimum of 6 trained individuals to teach PLACE (preferably MIT)

After 3-6 months allow existing member to participate in PLACE weekend and Observe and Serve

Create web page on church website that aligns existing church ministries with spiritual gifts

Align all information sources to reflect the same information ( online/newsletter)

**Appendix D**

## Step Up Survey Responses (2017)

Respondent #1 ▼

COMPLETE

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Collector: Email Invitation 1 (Email)  
Started: Thursday, October 12, 2017 6:40:28 PM  
Last Modified: Thursday, October 12, 2017 6:43:23 PM  
Time Spent: 00:02:54  
Email: --  
IP Address: 75.88.242.1

Page 1: We'd love to hear from you.

Q1

Are you currently attending The Park Church

Yes

Q2

Are you actively serving in ministry/ or volunteering in activities at The Park Church?

Yes (if yes, please list the ministries/activities)

Please type your list or reason below: :  
women's, watchmen

Q3

Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

Yes

Q4

Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

no challenges

Q5

Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:

nothing

Q6

What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:



Respondent #2
◀
▶

INCOMPLETE
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Collector: Email Invitation 1 (Email)  
Started: Thursday, October 12, 2017 6:54:59 PM  
Last Modified: Thursday, October 12, 2017 6:54:59 PM  
Time Spent: 00:00:00  
Email:   
IP Address: 174.194.27.145

Page 1: We'd love to hear from you.

Q1  
Are you currently attending The Park Church  


---

Yes

Q2  
Are you actively serving in ministry/ or volunteering in activities at The Park Church?  


---

Respondent skipped this question

Q3  
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?  


---

Respondent skipped this question

Q4  
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:  


---

Respondent skipped this question

Q5  
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:  


---

Respondent skipped this question

Q6  
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:  


---

Respondent skipped this question

Respondent #3	
<div>COMPLETE</div> <div>Edit Delete Export</div>	
Collector:	Email Invitation 1 (Email)
Started:	Thursday, October 12, 2017 7:44:07 PM
Last Modified:	Thursday, October 12, 2017 8:00:02 PM
Time Spent:	00:15:54
Email:	
IP Address:	104.15.203.166

Page 1: We'd love to hear from you.

**Q1**  
Are you currently attending The Park Church

Yes

**Q2**  
Are you actively serving in ministry/ or volunteering in activities at The Park Church?

Yes (if yes, please list the ministries/activities)  
Please type your list or reason below: :  
Domestic Violence Ministry

**Q3**  
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

Yes

**Q4**  
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

Pros: my soul gets feed; the teaching is clear, thoughtful and forward thinking; the sermons align with the challenges of our current world/society; there's an abundance of ministries to get involved in; WELCOMING staff, clergy and congregation.

Suggested improvements: website - include a page for all ministries with important information; better organization and follow-up after joining; share required class schedules after the KCIO class.

**Q5**  
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs. Comments:

More survey's like this to gauge community and congregation needs. Bolster/utilize the bookstore. Encourage people to stay after service - announce/talk more about the kitchen and meals; possibly create a coffee cafe in the lobby or a place easily accessible by all. I believe this would help other congregants meet one another in a near seamless way. Sometimes, I'd prefer to download previous sermons on my computer...how do we do that? I know it's there but I think getting out information on how to access the church (its people, its resources), is pertinent to spiritual growth. Continue to expand ministries beyond the walls of the church. Perhaps find out what congregants do for a living or what expertise lies where to help others grow professionally. Garner talent inside the church.

**Q6**  
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:

Allow the website to be a place where lots of information can be found about activities, upcoming events and resources. The many ministries available seem to get lost and only spoken about in KCIO. I LOVE that The Park Church has conversations on difficult subjects...do more of them:).

Respondent #4

COMPLETE

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Collector:
Email Invitation 1 (Email)

Started:
Thursday, October 12, 2017 10:51:15 PM

Last Modified:
Thursday, October 12, 2017 11:21:43 PM

Time Spent:
00:30:27

Email:

IP Address:
174.193.150.209

Page 1: We'd love to hear from you.

Q1
Are you currently attending The Park Church
No
If no, please explain the reason::
Impacting I joined in January and have tried repeatedly to find out when the ministries we signed up for meet. After 6 months of emailing and calling, I gave up.

Q2
Are you actively serving in ministry/ or volunteering in activities at The Park Church?
No (if no, please explain the reason you are not actively serving/volunteering)
Please type your list or reason below: :
Again, tried to connect multiple times over a six month period. No response.

Q3
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?
No
Please explain your response::
Again, haven't been able to get a response from anyone at the ministry.

Q4
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:
There was a lot of engagement around getting us to/through KCIO and to the communion service for the certificate and new member photo, but nothing after that.
The Park seems like it's spread too thin -- there appear to be enough volunteers to fully support one location, not three. As a result, communications are insufficient.

Q5
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:
Be transparent regarding ministry meeting times, so that office employees can answer questions. Hold more ministry events at BFR location for members who live nearby.

Q6
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:
Follow through. Sunday morning is great, but beyond that not so much.

Respondent #5

INCOMPLETE

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Collector: Email Invitation 1 (Email)  
Started: Thursday, October 12, 2017 11:23:09 PM  
Last Modified: Thursday, October 12, 2017 11:23:09 PM  
Time Spent: 00:00:00  
Email:   
IP Address: 172.73.134.190

Page 1: We'd love to hear from you.

Q1  
Are you currently attending The Park Church  


---

Yes

Q2  
Are you actively serving in ministry/ or volunteering in activities at The Park Church?  


---

Respondent skipped this question

Q3  
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?  


---

Respondent skipped this question

Q4  
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:  


---

Respondent skipped this question

Q5  
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:  


---

Respondent skipped this question

Q6  
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:  


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Respondent skipped this question

Respondent #6
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**Collector:** Email Invitation 1 (Email)

**Started:** Friday, October 13, 2017 12:13:07 AM

**Last Modified:** Friday, October 13, 2017 12:13:08 AM

**Time Spent:** 00:00:00

**Email:**

**IP Address:** 174.194.31.220

Page 1: We'd love to hear from you.

**Q1**

Are you currently attending The Park Church

---

Yes

**Q2**

Are you actively serving in ministry/ or volunteering in activities at The Park Church?

---

Respondent skipped this question

**Q3**

Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

---

Respondent skipped this question

**Q4**

Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

---

Respondent skipped this question

**Q5**

Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs. Comments:

---

Respondent skipped this question

**Q6**

What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:

---

Respondent skipped this question

Respondent #7 ▼

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Collector: Email Invitation 1 (Email)  
Started: Friday, October 13, 2017 9:44:18 AM  
Last Modified: Friday, October 13, 2017 9:54:29 AM  
Time Spent: 00:10:11  
Email: .. ..  
IP Address: 171.159.221.133

Page 1: We'd love to hear from you.

Q1

Are you currently attending The Park Church

Yes

Q2

Are you actively serving in ministry/ or volunteering in activities at The Park Church?

No (If no, please explain the reason you are not actively serving/volunteering)  
Please type your list or reason below: :  
Completing my phd has been my primary focus

Q3

Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

Yes

Q4

Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

When you are facing challenging situations like infertility it is difficult to engage in some context and protect your emotional health at the same time

Q5

Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs. Comments:

Understanding that families go through spiritual transitions which means that their needs shift. It's not that we don't Love the Lord, we are making sure we hear from the Lord and move when he says move

Q6

What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:

Discern change in seasons and shifts. It's a challenge when you see a shift from the pew but the pulpit cannot pick up on the shift

Respondent #8

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Last Modified: Friday, October 13, 2017 1:02:24 PM  
Time Spent: 00:00:00  
Email:  
IP Address: 71.75.229.110

Page 1: We'd love to hear from you.

Q1  
Are you currently attending The Park Church  
Yes

Q2  
Are you actively serving in ministry/ or volunteering in activities at The Park Church?  
Respondent skipped this question

Q3  
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?  
Respondent skipped this question

Q4  
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:  
Respondent skipped this question

Q5  
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:  
Respondent skipped this question

Q6  
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:  
Respondent skipped this question

Respondent #9			
<b>COMPLETE</b>		<a href="#">Edit</a>	<a href="#">Delete</a>
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<b>Email:</b>			
<b>IP Address:</b>	156.101.9.1		

Page 1: We'd love to hear from you.

**Q1**  
Are you currently attending The Park Church

Yes

**Q2**  
Are you actively serving in ministry/ or volunteering in activities at The Park Church?

Yes (if yes, please list the ministries/activities)

Please type your list or reason below: :  
singles ministry

**Q3**  
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

Yes

**Q4**  
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

I have been going to the park since 2009 and loved the church members I have met and relationships I have made. My relationship with God has grown a lot during my time. I would say that as a new member, there are parts of the new member program that are unorganized. My Experiencing God class was great content but the facilitator was not consistent and I feel like she had too much going on to teach at times. It did not meet regularly and we would not know if we had a class until the day of or maybe he day before and as late as an hour before.

**Q5**  
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs. Comments:

we are a big church and sometimes it seems like all of leadership is aware of what other parts of the church may be involved in. That would be with any church however or our size

**Q6**  
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:

n/a



Respondent #10
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Collector: Email Invitation 1 (Email)  
Started: Friday, October 13, 2017 6:32:10 PM  
Last Modified: Saturday, October 14, 2017 9:40:39 PM  
Time Spent: Over a day  
Email:  
IP Address: 99.5.75.207

Page 1: We'd love to hear from you.

Q1  
Are you currently attending The Park Church  


---

Yes

Q2  
Are you actively serving in ministry/ or volunteering in activities at The Park Church?  


---

Respondent skipped this question

Q3  
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?  


---

Respondent skipped this question

Q4  
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:  


---

Respondent skipped this question

Q5  
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:  


---

Respondent skipped this question

Q6  
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:  


---

Respondent skipped this question

Respondent #11

COMPLETE

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Collector:
Email Invitation 1 (Email)

Started:
Monday, October 16, 2017 10:56:13 PM

Last Modified:
Monday, October 16, 2017 11:04:09 PM

Time Spent:
00:07:55

Email:

IP Address:
108.248.223.39

Page 1: We'd love to hear from you.

Q1
Are you currently attending The Park Church
Yes

Q2
Are you actively serving in ministry/ or volunteering in activities at The Park Church?
No (if no, please explain the reason you are not actively serving/volunteering)
Please type your list or reason below: :
currently working on Sundays

Q3
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?
No

Q4
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:
some supposedly leaders aren't friendly are welcoming at all....I signed up for the clean up ministry after church and never got a call from anyone. Everyone wants to be seen and not really doing the work as needed...

Q5
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:
Find leaders that really want to lead and not just there for show...

Q6
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:
List links on the web page where group activities can be found and people willing to serve as they say they are....too many chiefs and no indians aren't how you get more people to join in activities...

Respondent #12 ▼		◀	▶
<b>INCOMPLETE</b>		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>	
<b>Collector:</b>	Email Invitation 1 (Email)		
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<b>Last Modified:</b>	Monday, October 23, 2017 12:03:48 PM		
<b>Time Spent:</b>	00:00:00		
<b>Email:</b>			
<b>IP Address:</b>	172.58.153.160		

Page 1: We'd love to hear from you.

**Q1**

Are you currently attending The Park Church

---

No

**Q2**

Are you actively serving in ministry/ or volunteering in activities at The Park Church?

---

Respondent skipped this question

**Q3**

Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

---

Respondent skipped this question

**Q4**

Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

---

Respondent skipped this question

**Q5**

Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:

---

Respondent skipped this question

**Q6**

What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:

---

Respondent skipped this question

Respondent #13

COMPLETE

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Collector:
Email Invitation 1 (Email)

Started:
Monday, October 23, 2017 12:11:20 PM

Last Modified:
Monday, October 23, 2017 12:16:34 PM

Time Spent:
00:05:14

Email:

IP Address:
24.172.82.118

Page 1: We'd love to hear from you.

Q1
Are you currently attending The Park Church
No
If no, please explain the reason::
I attend the Bible study on Wednesday's

Q2
Are you actively serving in ministry/ or volunteering in activities at The Park Church?
No (if no, please explain the reason you are not actively serving/volunteering)
Please type your list or reason below: :
No, however I would like to do so on Wednesdays

Q3
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?
Yes
Please explain your response::
I have four children and I do love to teach them the principles of God's word

Q4
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:
Who's all going OK. Do you know challenges that I'm facing

Q5
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:
We are doing well

Q6
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:
I would identify more detail teaching especially to our teens

Respondent #14

COMPLETE

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Collector:Email Invitation 1 (Email)  
Started:Monday, October 23, 2017 12:21:27 PM  
Last Modified:Monday, October 23, 2017 12:29:11 PM  
Time Spent:00:07:44  
Email:  
IP Address:172.58.200.207

Page 1: We'd love to hear from you.

Q1

Are you currently attending The Park Church

No

If no, please explain the reason::

Non ImpactingIm currently in Delaware

Q2

Are you actively serving in ministry/ or volunteering in activities at The Park Church?

No (if no, please explain the reason you are not actively serving/volunteering)

Please type your list or reason below: :

ImpactingI have to begin my kolo class

Q3

Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

Yes

Please explain your response::

My planned ministry does

Q4

Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

I want to get started in ministry but my lack of transportation hinders me.

Q5

Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:

I would like to receive counseling to be a more effective ambassador for Christ.

Q6

What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:

For ministry to seek to meet members where they are; find out what they're in need of. I think that promotes significant engagement and active participation.

Respondent #15 ▼		◀	▶
INCOMPLETE		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export</a>	
<b>Collector:</b>	Email Invitation 1 (Email)		
<b>Started:</b>	Monday, October 23, 2017 12:41:18 PM		
<b>Last Modified:</b>	Monday, October 23, 2017 12:41:36 PM		
<b>Time Spent:</b>	00:00:18		
<b>Email:</b>			
<b>IP Address:</b>	172.58.152.26		

Page 1: We'd love to hear from you.

**Q1**  
Are you currently attending The Park Church

Yes

**Q2**  
Are you actively serving in ministry/ or volunteering in activities at The Park Church?

Respondent skipped this question

**Q3**  
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?

Respondent skipped this question

**Q4**  
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:

Respondent skipped this question

**Q5**  
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs. Comments:

Respondent skipped this question

**Q6**  
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:

Respondent #16

COMPLETE

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Collector:
Email Invitation 1 (Email)

Started:
Monday, October 23, 2017 2:40:46 PM

Last Modified:
Monday, October 23, 2017 2:45:54 PM

Time Spent:
00:05:07

Email:
..

IP Address:
174.194.36.100

Page 1: We'd love to hear from you.

Q1
Are you currently attending The Park Church
Yes

Q2
Are you actively serving in ministry/ or volunteering in activities at The Park Church?
No (if no, please explain the reason you are not actively serving/volunteering)
Please type your list or reason below: :
Impacting The ministry i signed up for is not very active right now, i have discussed options that ciuld change that. I have not sent the proposal regarding those options yet

Q3
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?
Yes

Q4
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:
No challenges, interactions are always positive

Q5
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:
Nothing that I can think of

Q6
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:
Think there are more things we can offer at the independence location

Respondent #17

COMPLETE

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Collector:
Email Invitation 1 (Email)

Started:
Monday, October 23, 2017 12:15:44 PM

Last Modified:
Tuesday, October 24, 2017 11:06:17 PM

Time Spent:
Over a day

Email:

IP Address:
66.87.132.86

Page 1: We'd love to hear from you.

Q1
Are you currently attending The Park Church
Yes

Q2
Are you actively serving in ministry/ or volunteering in activities at The Park Church?
Yes (if yes, please list the ministries/activities)
Please type your list or reason below: :
Kingdom praise team/ singles

Q3
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?
Yes
Please explain your response::
Lending my musical gifts to spread a kingdom sound. Plus grow as a single.

Q4
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:
Im still learning. And im also in divinity school. Everything is still new.

Q5
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:
I believe what you have is good. Not sure what add as a suggestions. Still new

Q6
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:
Not sure. Leaders i believe have made them available.



Respondent #18

COMPLETE

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Collector:
Email Invitation 1 (Email)

Started:
Thursday, October 26, 2017 9:52:09 AM

Last Modified:
Thursday, October 26, 2017 10:04:06 AM

Time Spent:
00:11:57

Email:

IP Address:
66.87.132.11

Page 1: We'd love to hear from you.

Q1
Are you currently attending The Park Church
Yes

Q2
Are you actively serving in ministry/ or volunteering in activities at The Park Church?
No (if no, please explain the reason you are not actively serving/volunteering)
Please type your list or reason below: :
Impacting I havent haven't attended the orentation classes yet due to no transportation at this time.

Q3
Do you believe your ministry service or volunteer activities supports the vision and mission that God has given to The Park Church?
Yes

Q4
Reflecting on your interactions/experiences at the The Park Church, since joining what is going well and/or what challenges are you facing? Comments:
The church is spiritually feeding my soul and the fellowship is great! I have no transportation and I rely on a neighbor to bring me when he decides to.

Q5
Please tell us specifically what can we do to improve your overall experience and assist you and your family in meeting your spiritual needs.Comments:
It would help if there was some type of transportation provided for many in thr neighborhood.

Q6
What do you identify as a suggestion for the Park Church Leadership Team to consider that could lead to greater engagement and active participation from our church members? Please provide any supporting details along with your response:
A place to meet and greet after church, maybe a canteen or something like that.

**Appendix E**

January- August Step Up Survey Review (2017)

# The Park Church

Review of New Members Survey  
January - August, 2017



## Overview

The Step Up Engagement Ministry Team performed a survey in October of new members who joined January – August to gain valuable feedback and insights on the following critical information:

- Are they still with us; If not, why?
- Are they actively engaged and serving in ministry; If not, why?
- How are they doing and what is going well and what challenges are they facing?
- What can we learn from their overall experiences that will help us improve processes/structure so that we are being good stewards over the people God is adding to our church?
- What else can we do to improve their experiences?

## Basic Survey Information

### Invitations

- 28 opened (39.4%)
- 35 unopened (49.3%)
- 7 bounced (9.9%)

18 clicked through (25.4%)

1 opted out



### Responses

- 11 complete (61.1%)
- 7 partial (38.9%)

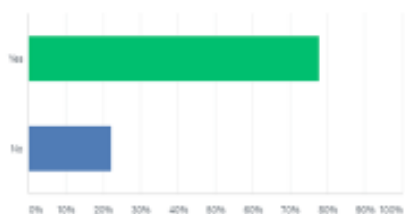


- 101 members joined during the reporting period/ 21 were youth
- 9 new members did not have an email address

## Question #1

Are you currently attending The Park Church?

Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.78%	14
No	22.22%	4
TOTAL		18

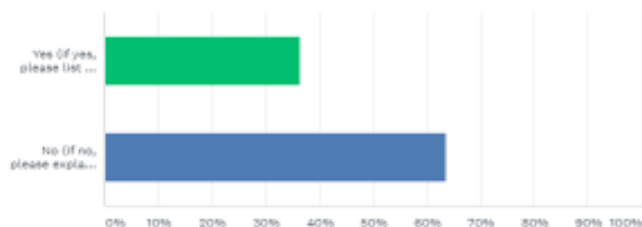
### Actual Survey Response

I joined in January and have tried repeatedly to find out when the ministries we signed up for meet. After 6 months of emailing and calling, I gave up.

## Question #2

Are you actively serving in ministry/ or volunteering in activities?

Answered: 11 Skipped: 7



ANSWER CHOICES	RESPONSES
Yes (If yes, please list the ministries/activities)	36.36% 4
No (If no, please explain the reason you are not actively serving/volunteering)	63.64% 7
TOTAL	11

## Response Highlights

### Ministries/ Activities

Kingdom praise team/ singles  
singles ministry  
Domestic Violence Ministry

### Actual Survey Responses

I haven't haven't attended the orientation classes yet due to no transportation at this time

The ministry i signed up for is not very active right now, i have discussed options that could change that. I have not sent the proposal regarding those options yet

I have to begin my kcio class

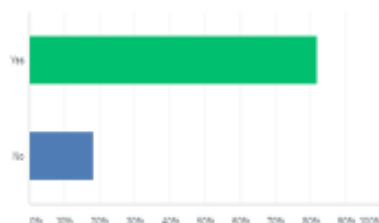
No, however I would like to do so on Wednesdays

Again, tried to connect multiple times over a six month period. No response.

### Question #3

Do you believe your ministry service supports the vision/ mission of The Park Church?

Answered: 11 Skipped: 7



#### Actual Survey Responses

Lending my musical gifts to spread a kingdom sound. Plus grow as a single

Again, haven't been able to get a response from anyone at the ministry.

ANSWER CHOICES	RESPONSES	
Yes	81.82%	9
No	18.18%	2
TOTAL		11

### Question #4

Reflecting on your interactions/experiences, since joining what is going well/challenges?

#### Actual Survey Responses

The church is spiritually feeding my soul and the fellowship is great! I have no transportation and I rely on a neighbor to bring me when he decides to.

I'm still learning. And I'm also in divinity school. Everything is still new.

No challenges, interactions are always positive

I want to get started in ministry but my lack of transportation hinders me.

- Making Strides
- Resource Gaps
- Challenges w/ Engagement

## Question #4 cont.

some supposedly leaders aren't friendly or welcoming at all....I signed up for the clean up ministry after church and never got a call from anyone. Everyone wants to be seen and not really doing the work as needed...

I have been going to the park since 2009 and loved the church members I have met and relationships I have made. My relationship with God has grown a lot during my time. I would say that as a new member, there are parts of the new member program that are unorganized. My Experiencing God class was great content but the facilitator was not consistent and I feel like she had too much going on to teach at times. It did not meet regularly and we would not know if we had a class until the day of or maybe the day before and as late as an hour before.

When you are facing challenging situations like infertility it is difficult to engage in some context and protect your emotional health at the same time

● Making Strides  
● Resource Gaps  
● Challenges w/ Engagement

## Question #4 cont..

There was a lot of engagement around getting us to/through KCIO and to the communion service for the certificate and new member photo, but nothing after that. The Park seems like it's spread too thin -- there appear to be enough volunteers to fully support one location, not three. As a result, communications are insufficient

Pros: my soul gets feed; the teaching is clear, thoughtful and forward thinking; the sermons align with the challenges of our current world/society; there's an abundance of ministries to get involved in; WELCOMING staff, clergy and congregation. Suggested improvements: website - include a page for all ministries with important information; better organization and follow-up after joining; share required class schedules after the KCIO class..

● Making Strides  
● Resource Gaps  
● Challenges w/ Engagement

## Question #5

What can we do to improve your experience and assist your family in meeting spiritual needs?

### Actual Survey Responses

It would help if there was some type of transportation provided for many in the neighborhood.

I believe what you have is good. Not sure what add as a suggestions. Still new

I would like to receive counseling to be a more effective ambassador for Christ.

We are doing well

Find leaders that really want to lead and not just there for show...

- Making Strides
- Resource Gaps
- Challenges w/ Engagement

## Question #5 cont.

What can we do to improve your experience and assist your family in meeting spiritual needs?

we are a big church and sometimes it seems like all of leadership is aware of what other parts of the church may be involved in. That would be with any church however or our size

Understanding that families go through spiritual transitions which means that their needs shift. It's not that we don't Love the Lord, we are making sure we hear from the Lord and move when he says move

Be transparent regarding ministry meeting times, so that office employees can answer questions. Hold more ministry events at BFR location for members who live nearby.

- Making Strides
- Resource Gaps
- Challenges w/ Engagement



## Question #5 cont..

What can we do to improve your experience and assist your family in meeting spiritual needs?

More survey's like this to gauge community and congregation needs. Bolster/utilize the bookstore. Encourage people to stay after service - announce/talk more about the kitchen and meals; possibly create a coffee cafe in the lobby or a place easily accessible by all. I believe this would help other congregants meet one another in a near seamless way. Sometimes, I'd prefer to download previous sermons on my computer...how do we do that? I know it's there but I think getting out information on how to access the church (its people, its resources), is pertinent to spiritual growth. Continue to expand ministries beyond the walls of the church. Perhaps find out what congregants do for a living or what expertise lies where to help others grow professionally. Garner talent inside the church.

● Making Strides  
● Resource Gaps  
● Challenges w/ Engagement

## Question #6

Suggestions for the Park Church Leadership Team for greater engagement and participation?

### Actual Survey Responses

A place to meet and greet after church, maybe a canteen or something like that.

Think there are more things we can offer at the independence location

For ministry to seek to meet members where they are; find out what they are in need of. I think that promotes significant engagement and active participation.

I would identify more detail teaching especially to our teens

● Making Strides  
● Resource Gaps  
● Challenges w/ Engagement

## Question #6 cont.

Suggestions for the Park Church Leadership Team for greater engagement and participation?

List links on the web page where group activities can be found and people willing to serve as they say they are....too many chiefs and no indians aren't how you get more people to join in activities...

Discern change in seasons and shifts. It's a challenge when you see a shift from the pew but the pulpit cannot pick up on the shift

Follow through. Sunday morning is great, but beyond that not so much.

Allow the website to be a place where lots of information can be found about activities, upcoming events and resources. The many ministries available seem to get lost and only spoken about in KCIO. I LOVE that The Park Church has conversations on difficult subjects...do more of them:).

- Making Strides
- Resource Gaps
- Challenges w/ Engagement

## Next Steps



## Critical Activities

### 30 Days

- Contact via phone 9 new members that did not provide an email address
- Confirm email address for 7 bounce back, contact via phone, if needed
- Follow-up with finance on new members giving

### 60 Days

- Contact via phone 34 new members with unopened surveys
- Outline new members focus group/case study process for 2018
- Ministry shadow with First Friends volunteers and ministry leaders

### 90 Days

- Confirm dates for 2018 quarterly ministry fair/fellowship with ministry leads and Kingdom team and new member feedback forums.
- Establish Step Up Engagement ministry benchmarking goals for 2018
- Follow-up with survey participants and address survey findings

## Action Plan



Specific Activity	Timeline	Persons Responsible	Formative Assessment Method	Goal	Indicator Of Success
Redesign website and/or research new website design  Ensure timely updates to church website	Q1 2018	Owner: Kevin Wilson  Champions: Mike Rankins, Author Wilson  Stakeholders: Church Leadership	Quarterly review for updates	Make our church website a user friendly, current, and interactive resource for our new, current and potential members	Increased volunteer participation and retention.  Increased traffic and awareness of church events
Create streamline engagement and assimilation process for all ministries  Create accountability structure for each ministry	Q1 2018	Owner: Step Up Engagement Ministry  Champions: Kim Morrison, Mike Rankins, Kevin  Stakeholders: All ministry leaders	Throughout the year	To ensure consistency in new member and assimilation and engagement process across ministries.  Awareness of leadership structure within each ministry  Highly relationally connected member	Increased volunteer participation & membership retention  Reduction in ministry human resource gaps  Increased volunteer growth and membership retention

Specific Activity	Timeline	Persons Responsible	Formative Assessment Method	Goal	Indicator Of Success
Implementation of church-wide survey	Q2, 2018	Owners: Step Up Engagement Ministry  Champions: Mike Rankins, Bishop Alexander  Stakeholder: Church congregation	Industry standard is every 12-18 months	Gain feedback from church membership	Increase in new membership & retention of current members
Re-launch of leadership development for ministry leaders	Q1-Q4, 2018	Owners: Step Up Engagement Ministry  Champions: Mike Rankins, Bishop Alexander  Stakeholder: All ministry leaders	Each quarter	Continue to improve in volunteer management  Leaders equipped and prepared to serve in ministry (administration, teaching)	Increased volunteer participation & retention/ Overall church membership
Step Up Ministry Activities  Surveys Focus Groups Ministry Fairs	Q1-Q4 2018	Owners: Step Up Engagement Ministry  Champions: Mike Rankin  Stakeholders: All ministry leaders	Each quarter	Create high engaged environment  Increased understanding of new member assimilation experience	Increase in positive feedback regarding new member assimilation

## Additional Analysis

### Making Strides

The church is spiritually feeding my soul and the fellowship is great!

No challenges, interactions are always positive

I have been going to the park since 2009 and loved the church members I have met and relationships I have made. My relationship with God has grown a lot during my time. I would say that as a new member, there are parts of the new member program that are unorganized

There was a lot of engagement around getting us to/through KCIO and to the communion service for the certificate and new member photo,



## Making Strides

Pros: my soul gets feed; the teaching is clear, thoughtful and forward thinking; the sermons align with the challenges of our current world/society; there's an abundance of ministries to get involved in; WELCOMING staff, clergy and congregation.

We are doing well

More survey's like this to gauge community and congregation needs

Sunday morning is great,

I LOVE that The Park Church has conversations on difficult subjects...do more of them:).

## Resource Gaps



I have no transportation and I rely on a neighbor to bring me when he decides to.

I'm still learning. And I'm also in divinity school. Everything is still new.

I want to get started in ministry but my lack of transportation hinders me.

Suggested improvements: website - include a page for all ministries with important information; better organization and follow-up after joining; share required class schedules after the KCIO class..

It would help if there was some type of transportation provided for many in the neighborhood.

I would like to receive counseling to be a more effective ambassador for Christ.

## Resource Gaps

A place to meet and greet after church, maybe a canteen or something like that.

List links on the web page where group activities can be found

Allow the website to be a place where lots of information can be found about activities, upcoming events and resources.

Sometimes, I'd prefer to download previous sermons on my computer...how do we do that? I know it's there but I think

## Challenges with Engagement

some supposedly leaders aren't friendly or welcoming at all....I signed up for the clean up ministry after church and never got a call from anyone. Everyone wants to be seen and not really doing the work as needed...

Experiencing God class was great content but the facilitator was not consistent and I feel like she had too much going on to teach at times. It did not meet regularly and we would not know if we had a class until the day of or maybe the day before and as late as an hour before.

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## Challenges with Engagement

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**Appendix F**

## Milestone 1

### **Statement of Purpose**

The purpose of this consultancy project is to provide students in the Doctoral program an opportunity to work within an organization and serve in a leadership capacity. As a student in the program, the purpose of the consultancy project is to allow the student to use the material and theories in the class and apply them in a practical work setting. I hope to offer an academic perspective to a religious organization and complete a project that is founded in academic research and grounded in Christian principles.

### **Problem Statement**

Today it is common for larger church congregations to have multiple locations to support their many members. The ability of a church to have multiple locations will allow the church to reach more people; however, multiple locations required additional resources to support ministry needs. The Park Church currently has three locations in Charlotte, NC. Each Sunday there are two services at each of the three locations. With this dynamic The Park Church is faced with the challenge of ensure that church ministries continue to grow and remain effective in all locations.

### **Background on Organization**

The Park Church is one of the largest churches in Mecklenburg County with over 8,000 members and more who worship virtually on Sundays. Bishop Claude Richard Alexander, Jr. is the senior pastor. The church currently operates three separate locations within the Charlotte area. The Park Church also owns and operates The Park Expo and Conference Center and hosts events such as the Southern Home, Christmas and Spring Shows. The church has over 30 ministries within the church that offer support within the church and to and the surrounding community. The Park Ministries similar to most

religious organizations rely on the volunteer support of their members to facilitate operation of the church ministries and programs. Due to this special need, this project is being met with great support from the executive leadership as the services that will be provided during this project will be free of charge as the student is a member of The Park Church.

The environment of The Park Church will present a new challenge during the course of the project. Most of the academic and professional background that I bring to the project is based in corporate America. The site advisor has always requested that as the consultant/student will need to dedicate time to the research of religious curriculum and leadership practice and incorporate the findings into the final project. Despite the increased time needed to effectively research this topic, this is a positive. As a Christian and current leader in my organization this will provide the opportunity to learn about material that I can apply to my own personal leadership development.

### **Project Decision**

The decision to undertake this project came from the 2017 call to action for The Park Church, to Step Up. The congregation was issued three calls to action, one of which was to make the church their #1 non-profit volunteer commitment. With this call to action the church wanted to ensure that all roadblocks that would deter that church member, especially new members from becoming active in a ministry were removed. Achieving this goal would require analysis of current processes and process changes based on the findings. If the church is able to increase engagement among congregants, then the organization that would have increased people resources to achieve church outreach and ministry goals.

### **Project Boundaries**

There are many boundaries that exist within the scope of the project and will need to be addressed as encountered to increase the success of the project. Boundaries identified are listed below

1. Budget- budget was not a part of the project work and no actual budget exists for project work and consultants are not privy to this information.
2. Inconsistencies in ministry intake and administration processes.
3. Maintaining project momentum in changing environments

**Appendix G**

## Milestone 2

Objective	Specific	Measurable	Achievable	Relevant	Time-Bound
Increase attendance of church lifegroups	Increase life group attendance through creation of new life groups and availability. Goal is to increase attendance to 30% by end of 4th quarter of 2015 and to 50% by end 2nd quarter 2016	Success will be measured based on current number of lifegroup offerings and current overall attendance	Gather metrics # of life-groups and attendance creation of new groups. Launch of new life groups and schedule. Track attendance and responses; adjustments as needed	Increased membership in life groups will allow member to feel more connected to the church and less likely to leave and join another church	1st benchmark (July-Sept 2015) 2nd benchmark (Dec 2015) 3rd benchmark (June 2016)
Increase attendance and effectiveness of online worship	Increase presence of online ministry by 10% each quarter (effective QT1 2016)	Track online attendance and new members each month from July 2015-Dec 2016	Creation of Connect Better team designed to reach out to online worshippers. Increase online presence through the week: i.e. bible study, revival; ON Demand access	Ability to adapt to new trends in worship experience. To meet the demands of busy lifestyles and advanced technology	Creation of team(July-Sept 2015 Online survey Oct 2015 Monthly tracking Jan 2016 Monthly meeting to discuss objective and adjustments
Redesign of Minister in Training (MIT) Leadership program	Redesign leadership training for Minister to incorporate religious and academics materials and concepts. Launch for 3rd QTR 2016 Addition of 3 next text with teachable elements	List of text option with supporting evidence. Review of suggested text with learning outcomes	Introduction of academic based leadership text to MIT training team. With suggested materials	Increase leadership ability in new MIT's with desired outcome to create more effective ministries at The Park Church	June 2015 review of current state. Dec 2015 list of suggested text with learning outcome. March 2016 Final decision of textbooks(3). June 2016 training development.

First Draft 6.19.2015

Objective	Specific	Measurable	Achievable	Relevant	Time-Bound
Improve ministerial effectiveness and impact	Identify specific areas of development within each ministry	Survey to be administered to all ministry leaders and participants	Top 2/3 items will be notes for each ministry	Better understanding of ministry needs will allow for actions plans to meet the need	Survey period (10/20-11-18/2015)
Redesign KCIO new member assimilation to support PLACE and ministry participation	Allow member sufficient time to complete PLACE	Increase number of new members that become active in ministries	Creation of a timeframe that will support PLACE and individual spiritual gifts/impact on church	Increased participation will increase ministries ability to serve/impact community	Jan-17
Increase effectiveness of communication channels to streamline ministry communication and reduce confusion	Ensure that all communication avenues have common and up to date information	Consistency of message among various communication streams (website, church newsletter, etc.)	Work to ensure that all information avenues reflect the same message	Inconsistent messages could lead to confusion and miscommunication that could impact participation	Jun-17

Revised Draft 11.4.2016

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Revised Draft 11.4.2016



**Appendix H**

## 30-60-90 Survey Critical Activities

## 2018 Critical Activities

### 30 Days

- Contact via phone 9 new members that did not provide an email address
- Confirm email address for 7 bounce back, contact via phone, if needed
- Follow-up with finance on new members giving

### 60 Days

- Contact via phone 34 new members with unopened surveys
- Outline new members focus group/case study process for 2018
- Ministry shadow with First Friends volunteers and ministry leaders

### 90 Days

- Confirm dates for 2018 quarterly ministry fair/fellowship with ministry leads and Kingdom team and new member feedback forums.
- Establish Step Up Engagement ministry benchmarking goals for 2018
- Follow-up with survey participants and address survey findings

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