Paper surveys are frequently returned incomplete and/or filled out incorrectly. When this happens, the data that can be used from that survey is limited. Before distributing a paper survey, make sure that all on-line options for taking the survey have been exhausted.

How can we encourage online survey participation for those who are uncomfortable with computers?

Create "Computer Stations"

- Borrow laptops from willing members and inviting folks to take the survey at an allotted time. Many folks who are mildly computer phobic can easily manage the survey with a little help.

Use the Buddy System

- Can congregation members who are computer comfortable work with a nearby congregational member who needs a little more support.

Coffee Hour and Computer Time

- Have computer stations set up after worship and near to the area that provides after worship refreshments.

Acknowledge it can be Intimidating

- Valid the concerns of those who are hesitant
- Let them know that surveys taken directly online are more accurate and we want to ensure the best data possible

We are going to use paper surveys; how can we be successful?

When a paper survey must be used, a little coaching goes a long way. Make sure these guidelines are shared:

1. Encourage folks to read the instructions!
2. Emphasize that incomplete surveys result in data that cannot be used.

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3. Set up a coffee and cookies before/after worship and invite those that want to take the assessment on paper to take it together.

If people are taking paper surveys together in an organized manner, a person from the leadership team should be available:

- to answer questions,
- guide respondents through questions with more complex formatting such as ranking questions, and,
- with permission, look over the survey to make sure it is complete.

4. Train the office staff in coaching those that come to pick up the survey. **For example**, show that only one answer can be filled in per question and that ranking questions must be filled out so that each ranking option is used only once.

5. If you anticipate that many folks will need to use this format, it may be helpful to utilize a simple PowerPoint presentation at an appropriate time during regularly scheduled services to demonstrate the correct and incorrect way to fill out the survey.

How do we handle data entry of paper surveys?

Data from paper surveys should be entered by a trusted person using the Survey Monkey link.

What if responses are missing or questions skipped?

The first set of consecutive questions from incomplete surveys can be entered, but data from the first skipped question and beyond cannot be used, as the system will not allow you to proceed without answering each question, as is the case on the on-line version.

If a significant number of surveys are missing responses, put those incomplete surveys aside. When it is time to close the survey for the church, email us at office@holycowconsulting.com. We can turn off the requirement to answer all the questions so that answers can be skipped. Once we do this, survey responses will need to be entered within 48 hours so that reports can be generated timely.

Thank you for helping to ensure the data collected in accurate. Attention to this helps us provide the best service possible!