READINESS 360

Survey Setup Guide

This guide takes you step-by-step through setting up your Readiness 360 account and survey. If you have any questions during the process, please contact the individual named in your welcome email.

The Readiness 360 is a tool for mobilizing your congregation to do a bigger thing for God. Various levels of reporting allow you to choose what is useful to talk about in public and what is critical to reckon with in a variety of teams. After a critical mass of your congregation has taken the online survey, the Readiness 360 Administrator generates reports with a click of a button.

Overview:

1. **Login using credentials that were emailed to you**
2. **Update your password**
3. **Update your account details**
4. **Create your survey**
5. **Customize your survey**
6. **Distribute the survey link**
7. **Manage your survey**
8. **Generate reports**

Login

Login at **http://app.readiness360.org/surveyadmin/login** using the information received in your email. This will take you to your R360 Account Dashboard. If you own more than one account you will be asked which one you would like to administer.
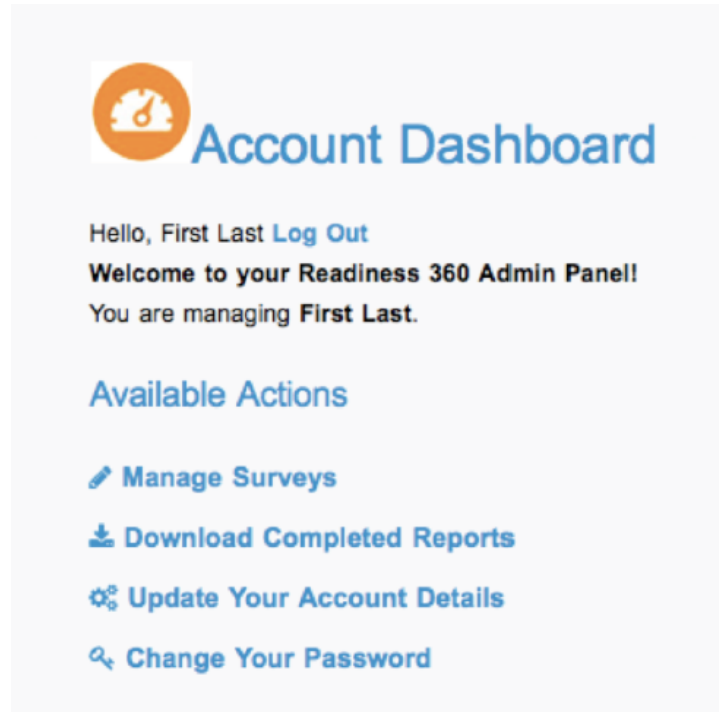
Change Your Password

Since your initial login credentials were sent via email, you will want to change your password so that your account is secure. You will be prompted to enter the old password and then the new password twice. Your new password must include at least one letter, one number, and one special character.
Click on 'Set New Password' and then 'Back to Dashboard.'

Update Your Account Details

Your email address and phone number are very important. Please be sure they are accurate.

Your account information should be the church you are representing. The only information that is required is the Organization Name, but filling in the rest of the data makes it easier to distinguish should you need to contact customer service.

Your Information

First Name*:	Rev. Kari
Last Name*:	Kindness
Email Address*:	kindness@me.com

WARNING: Changing your email address will change your login username.

Phone Number*:	888-888-8888

Save Your Information

Your Account Information

Organization Name*:	Everlasting Church
Address 1:	4 Loving Lane
Address 2:	
City:	Hopeful
State:	NH
Zip Code:	
Phone Number:	
Website:	

Save Account Information

Manage Surveys
Return to the Dashboard and click 'Manage Surveys.' This is where you create your survey and monitor its use.

Manage Surveys

Back To Dashboard

You can use this tool to view, change and create surveys for your account.

Your account has used **0** of your **1** total surveys.

Create Survey

Create Survey
Click on Create Survey then click in the box and give your survey a name, then click the Create Survey button.

Create Survey

Back To Surveys

Please use this form to create a new survey for your congregation. The survey name is for your reference so it might be useful to use the church's name and date. Note: any surveys created count against those that you have purchased or been assigned.

Survey Name: `1st Church March 2015`

    Create Survey

Success! Survey Created

Back To Surveys

Your new survey has been created.

Your code will be different than this example!

Please use survey code **7556893937** for this survey. **ALL PARTICIPANTS** must use this code to participate.

Before you send out the survey code, you'll want to **set up the survey** with optional questions and some welcome information.

Please get in touch with support if you have questions or concerns.

Customize Survey

Click on set up the survey in the dialog box

Note: If you closed the window and need to return to the Customize Survey screen, login and from your Dashboard select Manage Surveys, then click on the pencil icon under Manage Surveys.

Customize Survey

Back To Surveys

Please take some time to customize your survey so that it is best suited for your congregation's context.

Survey Name:	1st Church March 2015
Congregation's Formal Name*:	
Congregation's Informal Name*:	
Congregation Address:	
Congregation Website:	
Congregation Pastor's Name:	
Congregation Pastor's Phone:	
Congregation Pastor's Email:	
Year Founded:	
Average Attendance:	

The Formal and Informal Name fields must be completed in order to generate reports.

All other demographic information is not required, but is requested for research purposes and in order to improve the tool and report trends. It does not impact the survey results.

Two Areas of Question Customization: Cultural Openness and Open-Ended Questions

Cultural Openness: Select any 2 additional question sets you would like added to the standard ones used to measure Cultural Openness. If you skip this step, no additional questions will be added.

Note: If you already have a very diverse congregation, you may not want to add any additional questions as you will not be able to address all the variety your congregation currently enjoys.

Cultural Openness Customization:

Since each ministry context is unique, the questions that measure cultural openness are customizable. There are standard questions that measure a congregation's openness to the next generation and the community that surrounds it. If you check none of the boxes below, your people will only be asked the standard question set and none of the question sets that address the specific populations below. If your context warrants, check up to 2 particular people groups you are seeking to reach:

☐ A recent immigrant population in our neighborhood.
☐ A different racial/ethnic group than the majority of our congregation.
☐ The gay/lesbian/transgendered population in our neighborhood.
☐ People with significantly less financial income in our neighborhood.

Open-ended questions: While not required, you may modify the two open-ended questions to better fit your congregation's current context.. If you choose to modify them, we recommend that you make them contrasting like the default (What <u>excites</u> you? What <u>concerns</u> you?)

Note: Once people start taking the survey, resist the temptation to tweak these questions!

RNING: Changing the open-ended questions after the survey has begun is highly discouraged! Doing so may result in inaccurate results for your survey.

n-Ended Question 1

> What excites you about the possibility of us multiplying our impact through starting a new place or ministry for new people?

The default question is *What excites you about the possibility of us multiplying our impact through starting a new place or ministry for new people?*

n-Ended Question 2

> What concerns you about the possibility of us multiplying our impact through starting a new place or ministry for new people?

The default question is *What concerns you about the possibility of us multiplying our impact through starting a new place or ministry for new people?*

Survey Welcome Text

These two paragraphs are the first thing survey-takers see after logging in with the survey code. Please modify this text so that your survey-takers will understand why they are taking this survey. If you skip this step, they will see all the text in the box 'as is.'

Survey Welcome Text:

Please modify the welcome text as desired so that people taking the survey understand what multiplication scenario your congregation is considering. These two paragraphs precede survey instructions and are the first thing survey-takers see after entering the survey code.

> Thank you for making the time to complete this online Readiness 360 survey!
>
> Our congregation is taking seriously its call to multiply its ministry and reach new people. We are considering (how we might create new places to reach new people).
>
> Such new places can take many different shapes and forms, ranging from the creation of a new worship community to a new campus to a whole new congregation. Each of these has costs and challenges associated with it. But the most important part of our discernment process isn't about the strategy to be used or the money to be spent, but about whether our congregation is ready to partner with God in such an endeavor.

Save

The sample text says:

Thank you for making the time to complete this online Readiness 360 survey!

Our congregation is taking seriously its call to multiply its ministry and reach new people. We are considering (how we might create new places to reach new people.)

Such new places can take many different shapes and forms, ranging from the creation of a new worship community to a new campus to a whole new congregation. Each of these has costs and challenges associated with it. But the most important part of our discernment process isn't about the strategy to be used of the money to be spent, but about whether our congregation is ready to partner with God in such an endeavor.
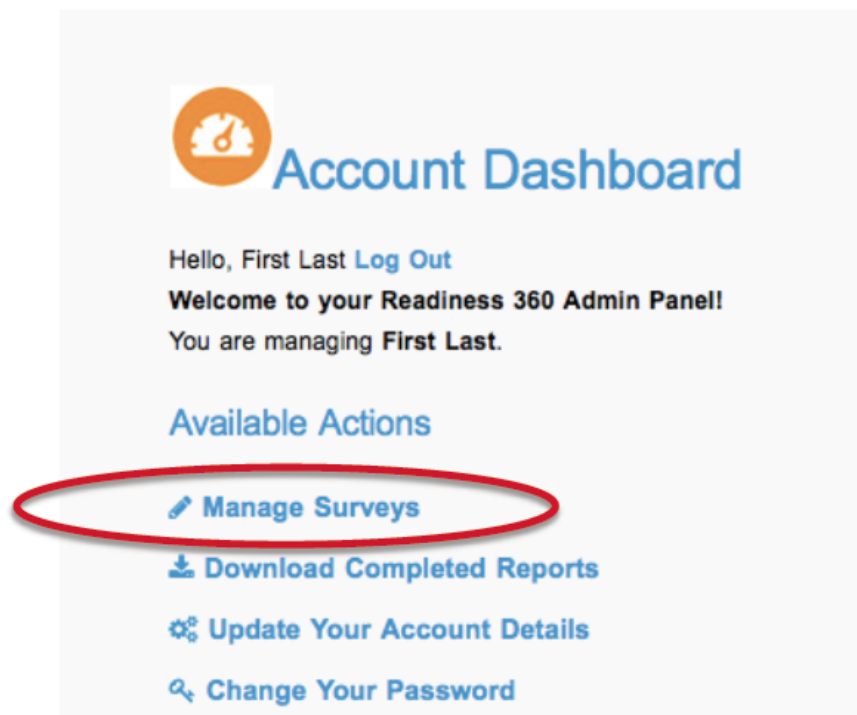
Craft the Ask

Once you have saved the survey it is ready for distribution. We recommend you first have a small group take it and provide any feedback regarding your open-ended questions and the introductory text. Then, you can distribute to the congregation via your email application of choice. Visit our website Tools section for a timeline a sample email.

Managing Surveys

After you have launched the survey, you will want to periodically check and see how many people have taken it and that you are gathering a variety of types of congregants across age groups, gender, and how long they have been involved with the congregation. You won't be able to see how they answered, but you will be able to tell if you are getting the diversity of participants that make for a useful report.

To do this, click on the 'Manage Surveys' link on your dashboard.

Name	Survey Complete Date	Role	Gender	Age	Length of Time At Church
Andy Lunt	2015-03-07	Friend of the Congregation	Male	65+	More than 30 years
Burt Palmer	2015-03-07	Senior/Lead Pastor	Male	45 to 54	1 to 3 years
Beth Estock	2015-03-07	Other	Female	45 to 54	1 to 3 years
christie	2015-03-07	Spouse of Paid Leader	Female	45 to 54	4 to 7 years
Victor Lam	2015-03-07	Congregation Member	Male	35 to 44	4 to 7 years
Charlaine Apsel	2015-03-07	Unpaid Leader	Female	65+	4 to 7 years
Ken Nash	2015-03-07	Senior/Lead Pastor	Male	35 to 44	4 to 7 years
Tom Getchell-Lacey	2015-03-07	Senior/Lead Pastor	Male	65+	7 to 14 years
Dirk	2015-03-07	Other	Male	65+	7 to 14 years
Steve Rafter	2015-03-07	Unpaid Leader	Male	45 to 54	15 to 30 years
Kara Ammon	2015-03-07	Unpaid Leader	Female	45 to 54	15 to 30 years
Audra Millhouse	2015-03-07	Active Participant	Female	45 to 54	4 to 7 years
John Millhouse	2015-03-07	Unpaid Leader	Male	45 to 54	7 to 14 years
Ken	2015-03-07	Unpaid Leader	Male	45 to 54	7 to 14 years
Mark Flynn	2015-03-07	Senior/Lead Pastor	Male	45 to 54	7 to 14 years
TL	2015-03-07	Congregation Member	Female	45 to 54	7 to 14 years
Janet	2015-03-07	Paid Leader	Female	45 to 54	15 to 30 years

Generating Reports

The more people who take the survey, the better the buy-in of the results. From a statistical perspective you should have 10% of the average worship attendance or 25 people, whichever is LARGER. When you are satisfied with the number and types of people who have taken the survey, click the 'Generate Report' arrow under the Manage Survey column in the previous screen. This closes the survey starts the process of running the reports.

Note: Once you have closed the survey you cannot reopen it.

Manage Surveys

Back To Dashboard
You can use this tool to view and change surveys for your account.

Your account has used **44** of your **Unlimited** total surveys. (This count includes subaccounts you've created.)

Key: ✏ Edit Survey | → Generate Report

Survey Code	Survey Title	Date Created	Date Completed	Total Participants	Manage Survey
1574023882	College UMC / College UMC	09/29/2016		8 View	✏ →

Downloading Reports

Reports usually take just a few minutes to be generated, but if you can't wait you will receive an email when the reports are ready to be downloaded.

From the Dashboard, click on 'Download Completed Reports.'

Download Survey Reports

Back To Dashboard

This page shows all surveys that have been completed and have generated reports. If you recently completed a survey, it may take a few minutes for the report to generate and show up here.

Key: ✏ Edit Survey | ➔ End Survey | ↻ Regenerate Report

Survey Code	Survey Title	Date Created	Date Completed	Reports	Manage Survey
4047732349	Mill Creek Parish / MCP Survey	09/20/2016	10/04/2016	N E C	↻

About Reports

Various levels of reporting allow you to choose what is useful to talk about in public and what is critical to reckon with in a variety of teams. The reports are designed for three different audiences within your congregation:

1. The News Release (N) is a one-page summary designed for the all. If the entire congregation was invited to participate in the survey the entire congregation should receive the News Release.
2. The Executive Report (E) is a five-page summary (the news release plus a page of explanation for each of the four critical areas for multiplying your impact) designed for your leadership team.
3. The Complete Report (C) contains the Executive Report plus additional details that are useful to review with the task force responsible for developing and implementing strategies to improve your congregation's kingdom impact.

	News Release	Executive	Complete
Overview	✔	✔	✔
4 Areas with summary, 3 strengths & weaknesses		✔	✔
Open-ended questions			✔
Perception gaps			✔
Leader tips		✔	✔

FAQ's and Tips

A PIN will be automatically emailed to each survey-taker upon supplying their email so they can go back in if they need to complete, change or check their responses.

Survey-takers can use the same computer. They should use separate emails so they have access to their particular responses later.

NO PAPER SURVEYS PLEASE! We recommend you assign phone interviewers to those without internet access. The interviewer would act on the interviewees behalf, reading them the questions on the screen and providing no clarifying statements. Please do NOT seek to design a paper version of the survey as the online survey is randomized and the order of questions is not the same each time.

Can't login? First be certain you are on the correct login screen.

-If you are a survey-taker, go to the survey **login** page and then cut and paste the survey code from the email you received from your survey administrator. Make sure you don't include extra spaces!

-If you are a survey admin, **login** with your email along with the passcode you were sent. If you have forgotten your password you can request a new one or contact **support**.