

## Knox Congregational Survey Summary

This summarizes highlights from the congregational survey fielded May 23-June 27, 2022. 146 members responded which represents 41% of our average weekly attendance. The response rate from those under 35 years of age was low. The market research firm which conducted the survey was able to benchmark our results with those of 2,786 other churches in their database.

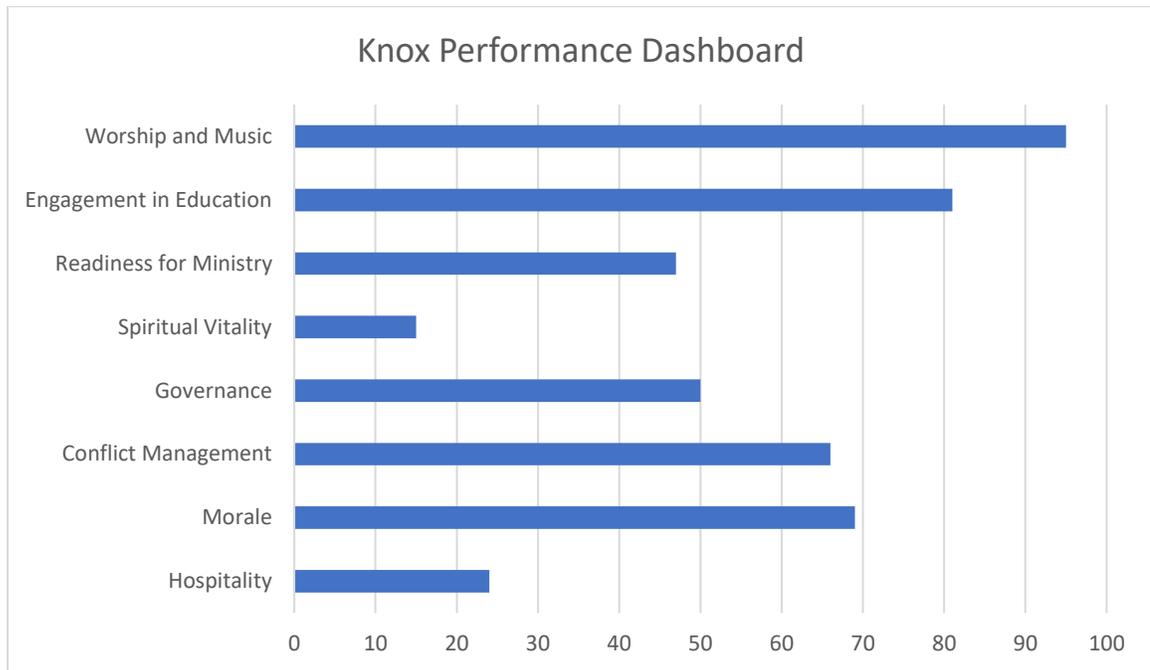
### Key Takeaways

- Overall satisfaction in Knox was high relative to benchmark with 61% “clearly satisfied,” 4% dissatisfied, and 35% “on the fence.”
- The research reinforced our ingoing beliefs that strong preaching and music keeps people coming to church. We have strong pastors and staff. Our Christian Education programs are valued and meeting expectations.
- The search for community (being with others at church, small group meetings, mission volunteering opportunities with others, desire for total church events, wish the members were more friendly) is a driver of why people come and why they may or may not stay if they don’t experience it.
- Mission work with the marginalized is highly valued by many, particularly among those who derive satisfaction from face-to-face interaction.
- All age segments believe the most important priority for the church is to reach new people and incorporate them into the life of the church.
- People are generally happy with the worship service they attend. No themes emerged from the question about what they might change.
- The research indicates Knox could be described as a cerebral church. Christian education is highly valued, and the education level of its members is unusually high with 59% of respondents having a graduate degree. This may explain the “theological progressiveness” of the congregation’s attitudes toward the Bible. The downside is that Knox may be missing the fervent spirituality that animates some other Christian churches.

### Details

1. Among the 17 options listed in the survey for future church priorities, the top three rankings were:
  - Develop and implement a comprehensive strategy to reach new people and incorporate them into the life of the church.
  - Create more opportunities for people to form meaningful relationships.
  - Develop ministries that work toward healing those broken by life circumstances.
2. The research included a “Theological Perspective Index” which was determined by the following questions:
  - Converting persons to Christ must be the first step in creating a better society.
  - Our congregation is committed to abide by the unchanging, historic faith as handed down through the centuries.
  - Scripture is the literal Word of God without error, not only in matters of faith, but also in historical, geographical, and other secular matters.
  - The main purpose of Christian education is to help people know what is in the Bible.Most Knox respondents tended to disagree with these statements indicating the members are strongly progressive on the progressive/conservative scale.
3. Relative to other churches, Knox is more flexible in its willingness to adapt its worship and programs to meet membership needs.

4. The research provided a performance dashboard on aspects of church life. Various questions in the survey formed an index in each performance area relative to other churches. Indices around 50 would indicate Knox is like other churches.



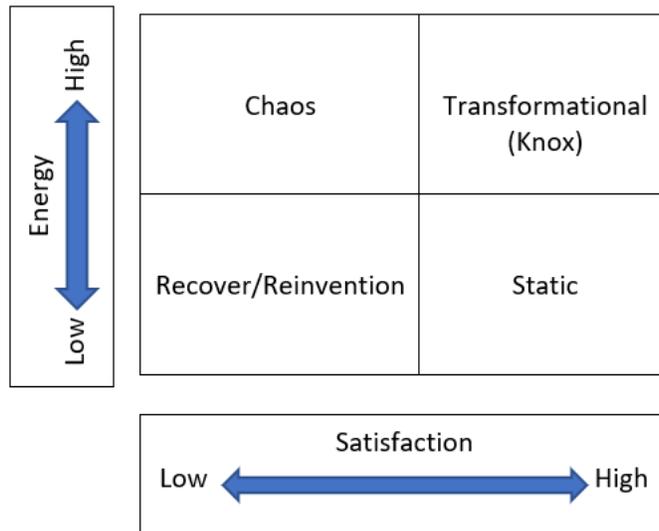
- Responses to questions about friendliness and hospitality toward new members indexed low relative to other churches. For example, only 10% strongly agreed, “Members in our church have been prepared to personally welcome guests in worship services.”
- The spiritual vitality index comes from the following questions: My spiritual experiences often impact the way I look at life; My spirituality is really the basis of my approach to life; I experience the presence of God in my life; I work to connect my faith to all other aspects of my life; Although my faith is important to me, I feel there are other things more pressing in my life right now. Interestingly, the research company noted that this index tends to mildly correlate with the hospitality index as well as the income level of church members; the higher the income the lower the spirituality index.
- Not surprisingly, our worship/music and education engagement indices are much stronger than other churches. The homogeneity of our spiritual beliefs may be a reason why respondents feel conflict in the church is well managed.

5. The survey also included Knox specific questions for which there are no benchmarks:

	Agree/Strongly Agree -%	Disagree/Strongly Disagree - %
I feel a sense of belonging in the Knox Community.	64	5
Knox’s Mission and Social Concerns ministry helps me connect with service opportunities that grow my faith.	40	2
The amount and variety of Knox programming meets my needs.	52	3
I believe Knox’s virtual worship offerings serve an important ongoing role.	40 Yes	12 No

6. The survey included three open ended questions which we coded to help discern themes:

- “In a few sentences, tell about an experience you had in the church where you walked away feeling, ‘Now THAT’S what it means to be the church.’” The top four responses were: mission work/volunteering, sermons, music, shared prayer.
  - “Your turn! What is something you want to tell us about life in Knox Church.” The top five responses were: welcoming/sense of community, important in my life, don’t like politization, great music, great minister/pastoral care.
  - “If I could add one thing to worship.” There was no consistency across responses.
7. The research company puts churches in quadrants based on the level of member satisfaction and their level of excitement/energy about the church. Knox ended up in the transformational quadrant which indicates the church finds new meaning and purpose for its members. Only 15% of churches in the database are in that quadrant.



Next Steps – The Session will form a strategic planning committee to begin deliberations in developing a strategic plan for the church. The committee will revisit the mission and vision statements. With agreement on those from the Session, the committee will develop goals, strategies, measures and action plans for Session approval. That work will be shared with the congregation once it is completed.

Expression of Gratitude – We greatly appreciate the leadership of session member Jenn Pavelka who pushed the execution of this survey to a successful conclusion.