

Church Name: _____

Visitor Name: _____

Date of Visit: _____

Some of the questions will be answered using a scale of 1 to 5. Please use the following definitions in answering these questions. 1=Very Satisfied, 2=Somewhat Satisfied, 3=Neither Satisfied nor Dissatisfied, 4=Somewhat Dissatisfied, 5=Very Dissatisfied

FIRST IMPRESSIONS

Website

- | | | |
|--|-----------|----|
| Were you able to easily locate the churches website? | Yes | No |
| Was the overall appearance of the website attractive? | 1 2 3 4 5 | |
| Was there sufficient content and information easily available? | 1 2 3 4 5 | |
| Was the content up to date? | 1 2 3 4 5 | |
| Were there things you were not able to find that would have been helpful? | Yes | No |
| What was your overall impression of the churches website? | 1 2 3 4 5 | |
| From visiting the website alone, how likely would you have been to visit the church? | 1 2 3 4 5 | |
| What could have improved your experience with the website? | | |

Building Appearance and Grounds

- | | | |
|--|-----------|----|
| Was the church easy to locate? | Yes | No |
| Was the church well marked? | Yes | No |
| What was the condition of the parking areas? | 1 2 3 4 5 | |
| Was the landscaping and grounds well maintained? | 1 2 3 4 5 | |
| What was your first impression regarding the overall appearance of the building? | 1 2 3 4 5 | |
| Were the entrances easily identifiable? | 1 2 3 4 5 | |
| What was your impression of the lobby/foyer area? | 1 2 3 4 5 | |
| What was your impression of the bathrooms? | 1 2 3 4 5 | |
| What was your overall impression of the inside of the building? | 1 2 3 4 5 | |
| Any additional comments about this part of your experience? | | |

Greeting Experience

What was your first impression with how you were greeted?	1	2	3	4	5
Were you made to feel welcome?	Yes			No	
How many different persons greeted you?	_____				
Was the greeter helpful in helping you understand what to do and where to go?	Yes			No	
What was your impression of the atmosphere that you observed when entering the building?	Yes			No	
Were you provided a bulletin?	Yes			No	
What was your overall impression of the bulletin?	1	2	3	4	5
Was there anything done or asked that made you feel uncomfortable?	Yes			No	

If so, please describe _____

How could the greeting experience been improved?

PROGRAMMING

General Sabbath School

Was there a general Sabbath School program where everyone met together before classes?	Yes			No	
Was this program well attended? (Based on the attendance at Sabbath School)	Yes			No	
Were the participants well prepared?	1	2	3	4	5
Was the music well done and inspiring?	1	2	3	4	5
What was your impression of the content?	1	2	3	4	5
If you chose to attend this church, would you regularly attend this program?	Yes			No	
Any additional comments about this part of your experience?	_____ _____ _____				

Sabbath School Class

Did you understand the different options available for classes?	Yes	No			
Were you made to feel welcome by the leader of the class?	Yes	No			
Were you made to feel welcome by any other participants of the class?	Yes	No			
What was your impression of the Sabbath School lesson?	1	2	3	4	5
Did the teacher seemed prepared?	1	2	3	4	5
Were you made to feel apart of the class?	1	2	3	4	5
Did you leave with a spiritual blessing by attending the class?	1	2	3	4	5
Were you left with the impression that you would like to attend the class again?	Yes	No			
Would you feel comfortable inviting a new believer to attend the class?	Yes	No			
Did anything happen that made you feel uncomfortable?	Yes	No			
If so, please describe _____					

Any additional comments about this part of your experience?

Worship Service

What did you think of the appearance of the sanctuary or place of worship?	1	2	3	4	5
Did you feel the space was a worshipful environment?	Yes	No			
Did anyone welcome you in the worship service besides any organized welcome?	Yes	No			
Did the service start on time?	Yes	No			
Did everything seem well planned and prepared?	1	2	3	4	5
What was your impression of the order of service?	1	2	3	4	5
What was your impression of the music that was used in the worship service?	1	2	3	4	5
What did you think of the children's story or children's feature?	1	2	3	4	5
Did the speaker seemed well prepared?	1	2	3	4	5
Did the speaker hold your attention?	1	2	3	4	5
Did the sermon seem relevant?	1	2	3	4	5
What was your overall impression of the sermon?	1	2	3	4	5
What was your overall impression regarding the sound?	1	2	3	4	5
What was your overall impression regarding the video projection?	1	2	3	4	5
Would you feel comfortable inviting a friend to attend the worship service?	Yes	No			
Do you have any comments or suggestions regarding the worship service?					

Fellowship Meal

Did you attend the Fellowship meal following the service?	Yes	No
What was your overall impression of the dinner?	1 2 3 4 5	
Were you made to feel welcome at the dinner?	Yes	No
Did anyone go out of his or her way to invite you to join them or sit with you?	Yes	No
Any additional comments about this part of your experience?		

Follow Up Contact

Did anyone from the church make any contact with you after your visit?	Yes	No
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Miscellaneous

What did you like most about your experience of visiting this church?

What did you like least about your experience of visiting this church?

Do you have any other comments or suggestions?
