

PREPARED FOR

## Centreville Presbyterian Church

Centreville VA

3/30/2015



DEVELOPED BY  TAG



# Introduction

Your church participated in the Transforming Church Insight (TCI). The detailed responses of your church are presented in this report, as well as a comparison of these results in context of how other selected congregations viewed their own churches.

**Executive Summary**..... 3

The highlights of your TCI at a glance. These graphic representations are designed to encourage conversation and interaction around the 15 facets measured by the TCI, specific to your church and in a national context.

**Your Church's Specific Responses**..... 8

Explores 15 facets of your church's life in depth, helping your church to glean insights on everything from relationships to innovation, families to worship. These facets are presented across various demographic aspects of your church.

**How Your Church Compares within the National Context**..... 23

Many other parishioners have answered these same questions for their church. Discover how your church views itself with the larger national context.

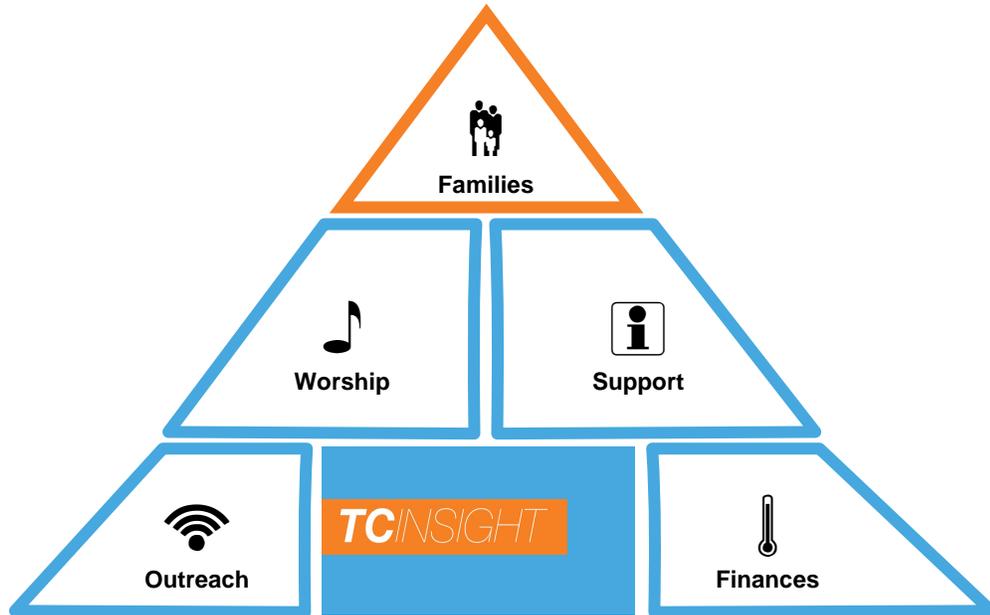
**Appendix**..... Appendix 1

Want to dive deeper? Remember that these are just statistics, not the contextual stories and qualitative findings underlying the numbers. Yet there are insights to be discovered how each of the questions are answered and how answers from one facet relate and explain the answers in other facets.

This statistical report is just the beginning of your journey. TAG's Transforming Church Process guides churches as they engage on a journey to reframe, refocus and reimagine.

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## Centreville Presbyterian Church Top Five Strengths



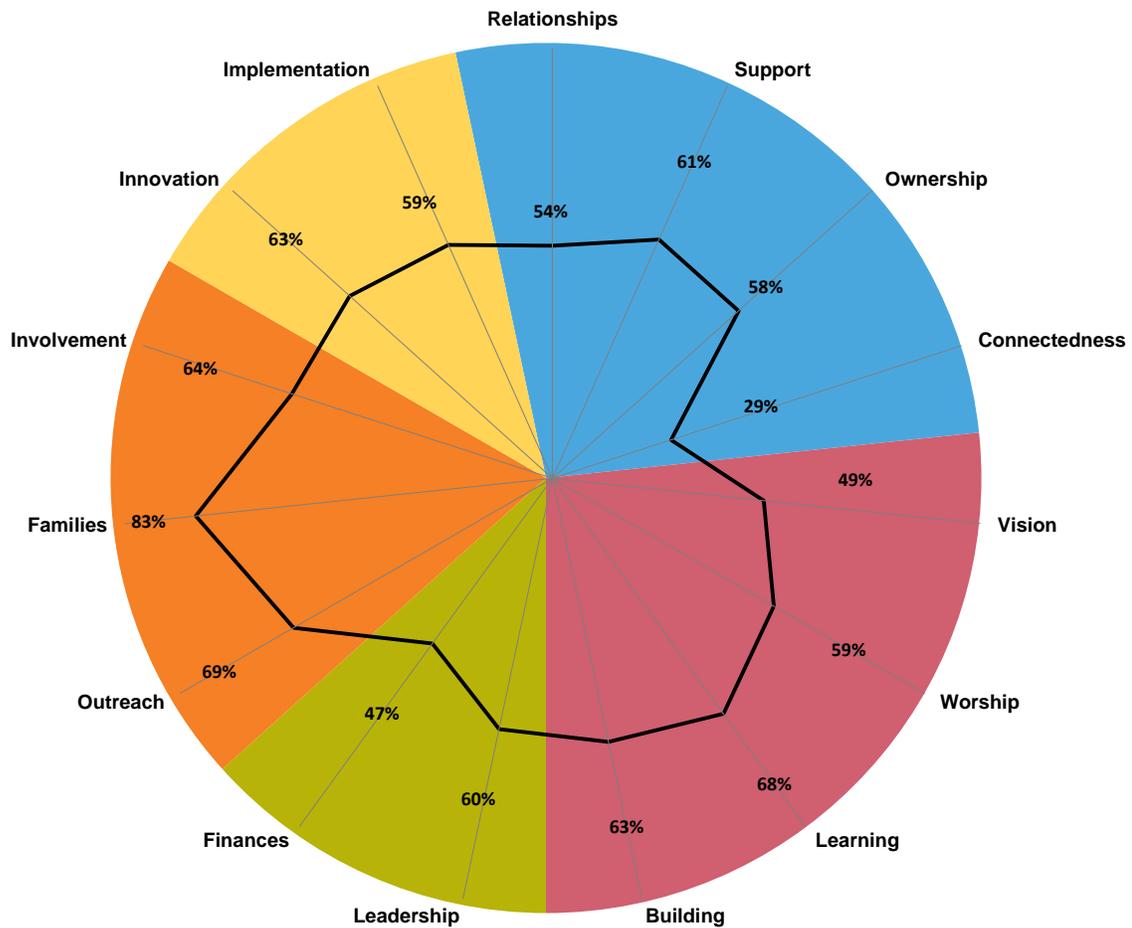
Based on the responses from the people of your church this pyramid represents what they see as the top five innate strengths of your church. These predominant facets can become leverage points to help your church accomplish its vision and goals in the months and years ahead.

- |                 |  |
|-----------------|--|
| <b>Families</b> | This scale measures how effective the church is at reaching, serving, and nurturing children, teens and families.  |
| <b>Worship</b>  | This scale measures levels of satisfaction with the worship service and the music program. It looks to whether the overall worship experience attracts new people, and whether people are experiencing life-change from the experience.  |
| <b>Support</b>  | This is a reflection on how well people feel cared for and ministered to. High scores here indicate that people feel like they are personally growing and that the church effectively supports them.   |
| <b>Outreach</b> | Is the church making an impact outside of itself? High scores indicate that the church has a good reputation, is making a contribution to the community, and is interested in making a difference in people's lives. It is more concerned about external impact than internal church growth. |
| <b>Finances</b> | This scale looks at how well your church manages finances, how they are discussed (too little, too much?) and whether people support the church financially.   |

## Centreville Presbyterian Church Compared Nationally

This diagram allows you to compare the responses of your church with the more than 100,000 responses from other churches around the United States.

For each facet, your church's responses are shown as a national percentile of all churches that have taken the TCI. The center of the circle represents the 1st percentile and the outer edge represents the 100th percentile. For example, if your church scored in the 52nd percentile, it means your congregation's response was the same or higher than 52% of the churches that have taken the TCI nationwide.



### Dimensions

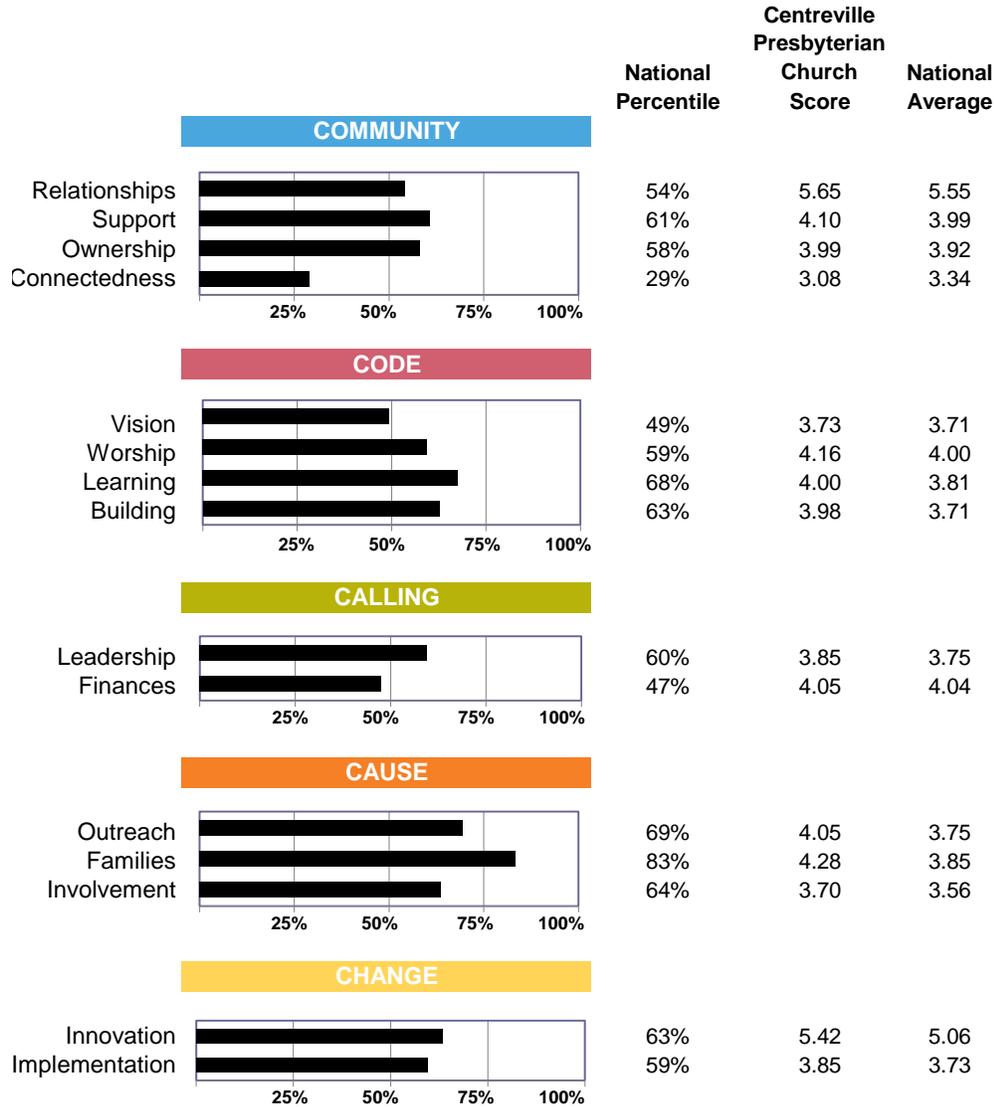
- Community (shared lives)
- Code (shared identity)
- Calling (shared leadership)
- Cause (shared mission)
- Change (shared transformation)

### Description Page

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- 26
- 27

## OVERALL SUMMARY

Overall Composite (National Percentile) **63.1%**



## Who Took the TCInsight?

Here's the breakdown of the people who participated in the TCI.

### Results for Centreville Presbyterian Church

Number of Completed Surveys 192  
 First Survey Completed on 2/23/15  
 Final Survey Completed on 3/30/15  
 Margin of Error +/- 3.56 percentage points

#### Length of Involvement

Less than 2 years	11	6%
Between 2-4 years	22	12%
Between 5-10 years	45	24%
More than 10 years	83	44%
No Response	28	15%

#### Church Position

Leader	44	23%
Regular attender	103	54%
Non regular attender	14	7%
Do not attend worship	0	0%
No Response	28	15%

#### Family Structure

Single, 0 children <18	31	16%
Single, children <18	1	1%
Married, 0 children <18	74	39%
Married, children <18	55	29%
No Response	28	15%

#### Age

< 25	12	6%
26-40	24	13%
41-55	71	38%
56-69	45	24%
70+	9	5%
No Response	28	15%

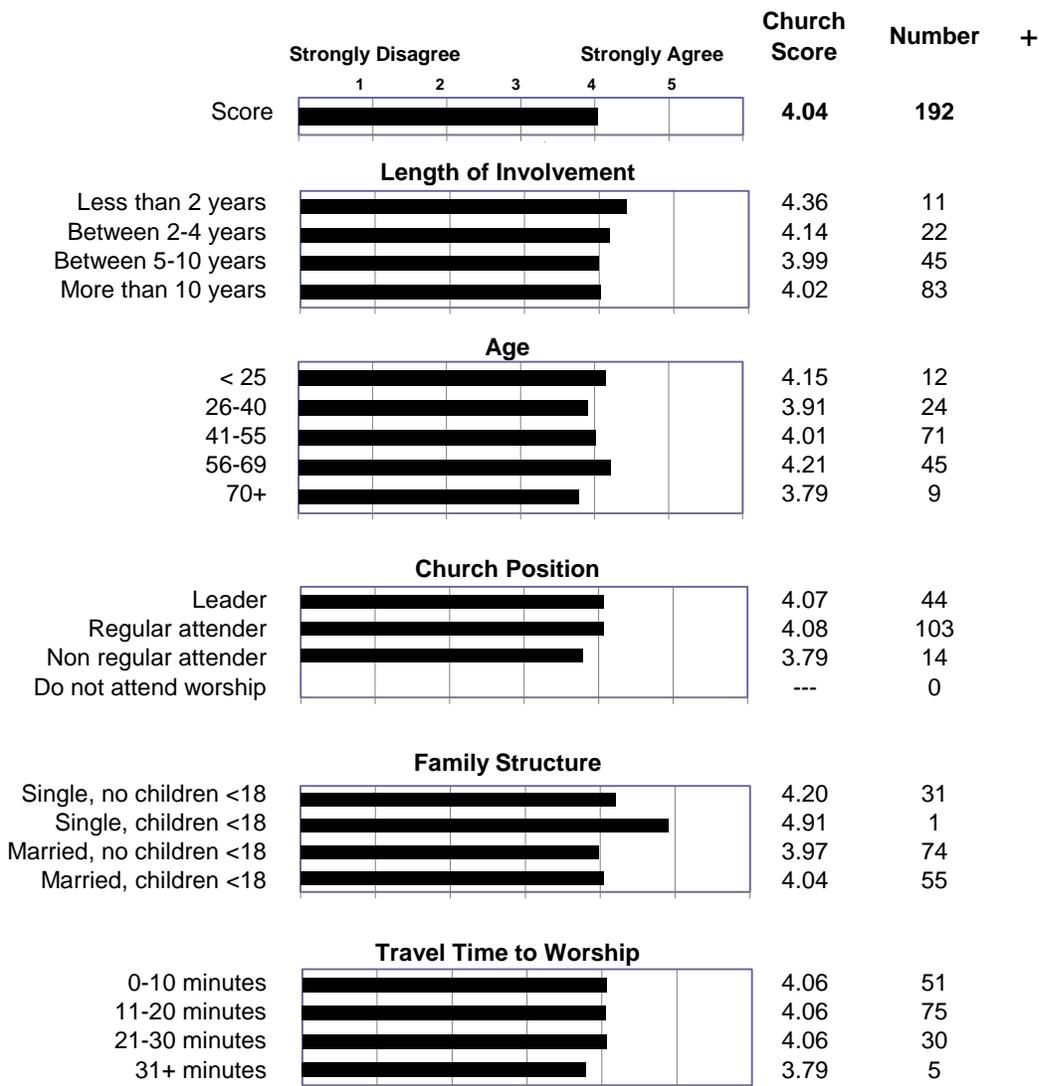
#### Travel Time to Worship

0-10 minutes	51	27%
11-20 minutes	75	40%
21-30 minutes	30	16%
31+ minutes	5	3%
No Response	28	15%

Note: Not all parishioners who took the survey answered every question, and some did not provide demographic information. Accordingly, the sum of all the responses for some questions and some demographic breakdowns is less than the total number of submitted surveys.

## Centreville Presbyterian Church Overall Responses

This page reflects the overall scores for all questions, broken down by the demographic categories in your church.



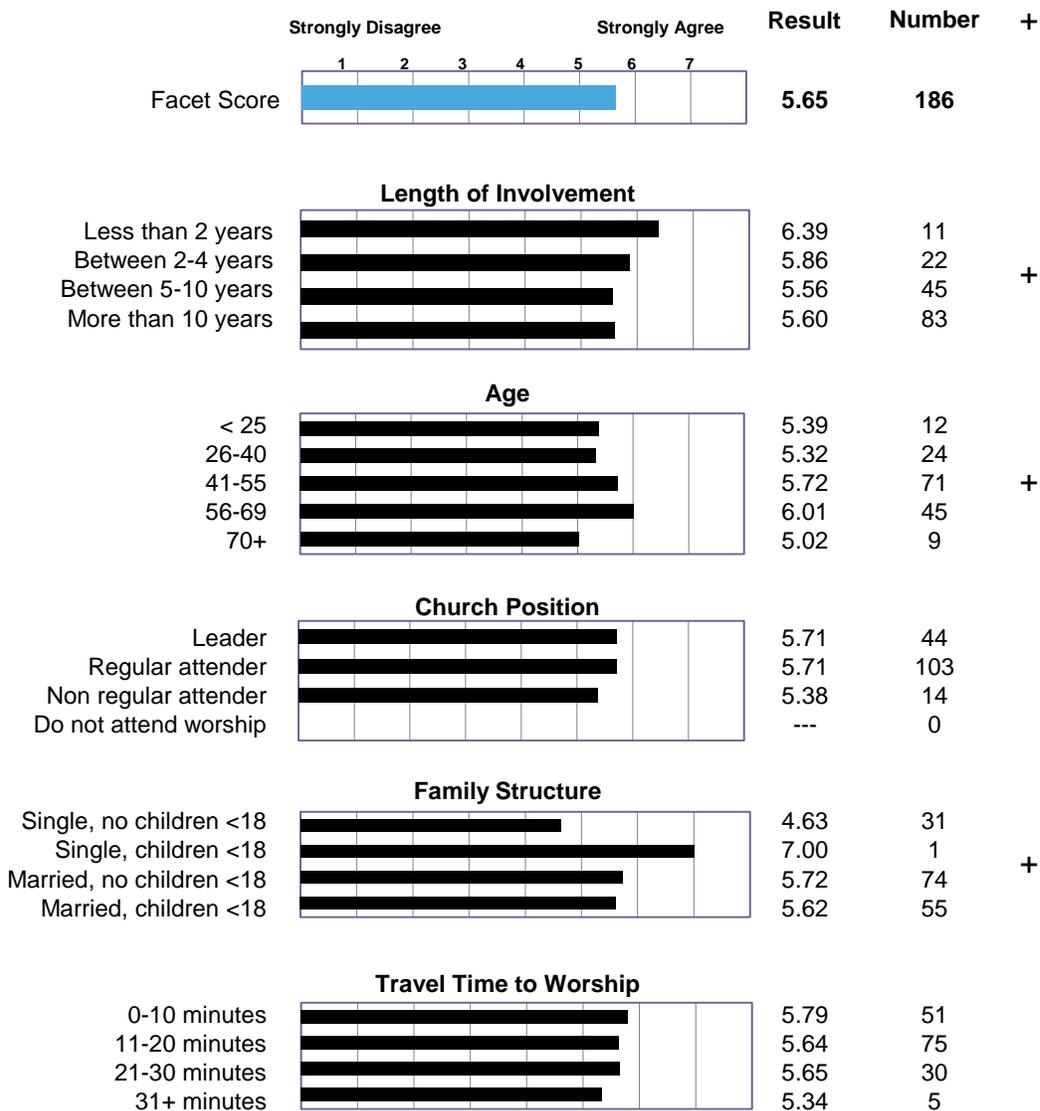
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### RELATIONSHIPS

This is where parishioners rated things like warmth, caring, fellowship. High scores here indicate that people sense the church is like a healthy family.



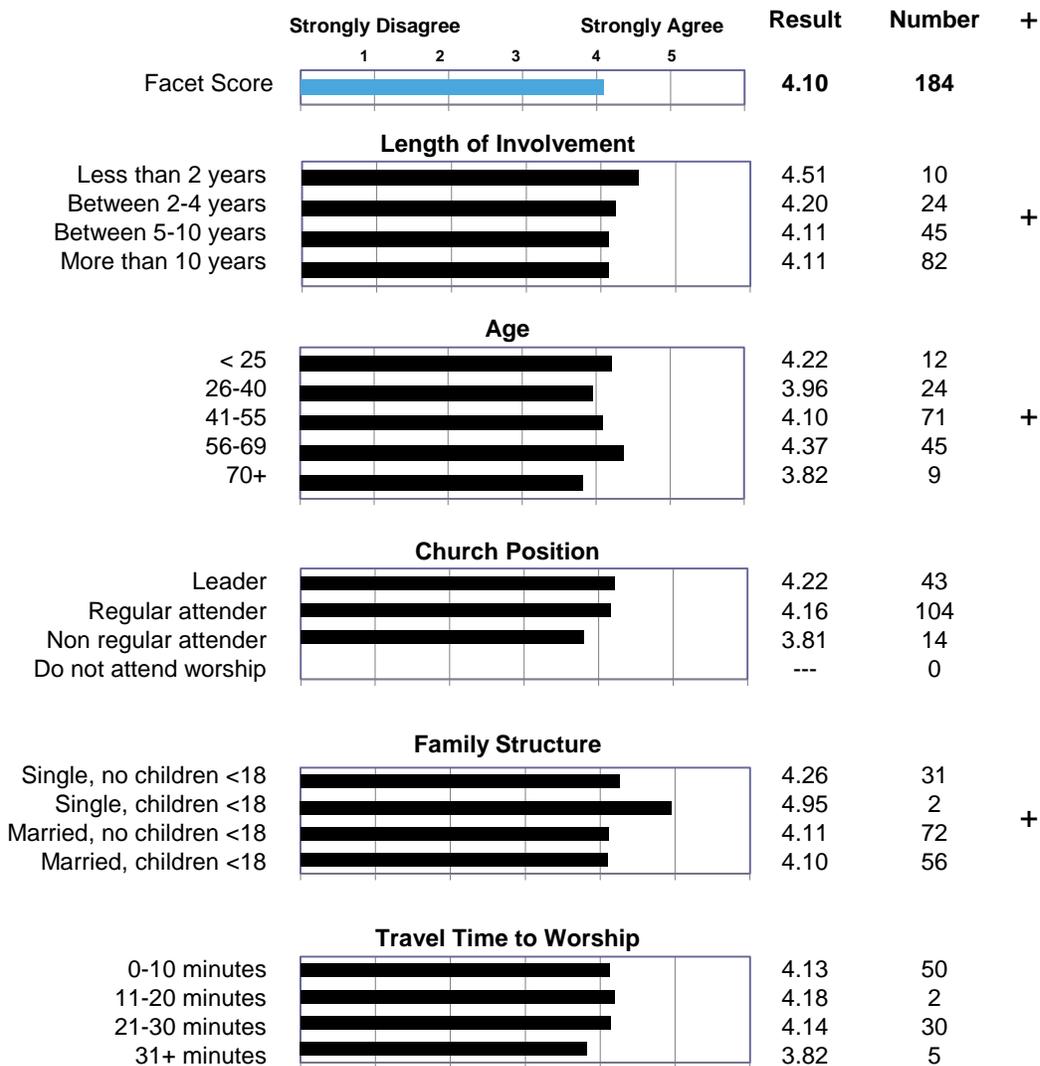
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### SUPPORT

This is a reflection on how well people feel cared for and ministered to. High scores here indicate that people feel like they are personally growing and that the church effectively supports them.



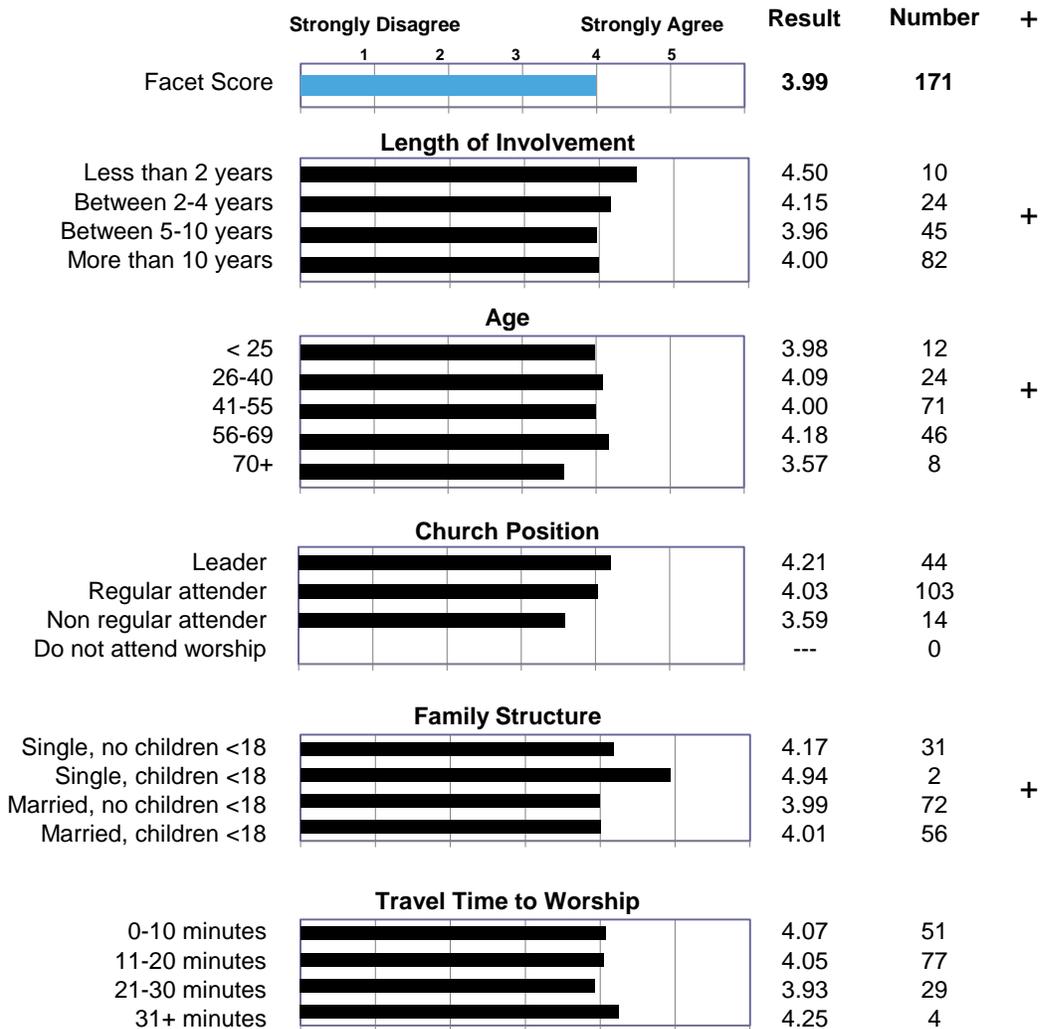
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### OWNERSHIP

This scale measures whether or not people feel like they have ownership and can make a difference at the church. They have a personal sense of responsibility for the church's well-being. They believe that they count.



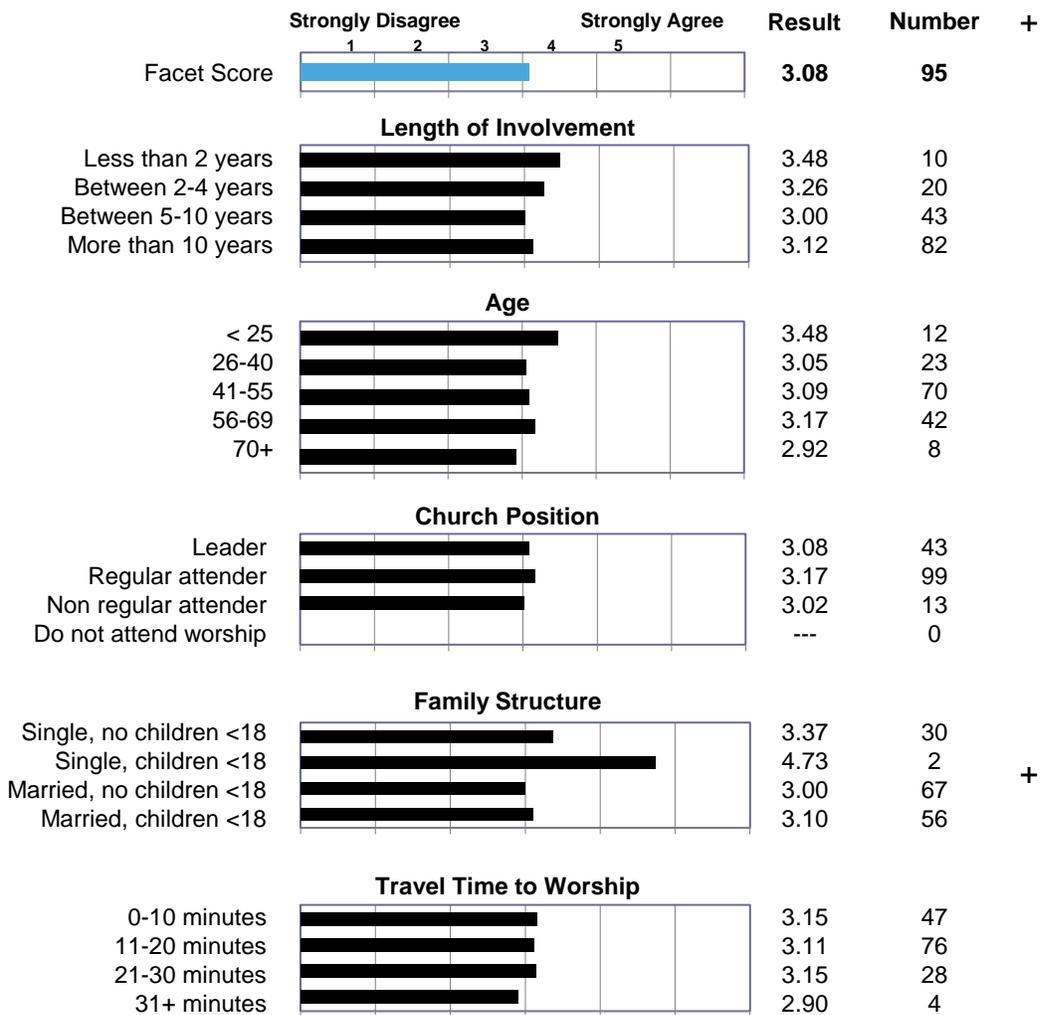
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### CONNECTEDNESS

People experience connectedness to a church in many ways. When newcomers quickly connect and the church has an effective assimilation process for all, people will understand and engage in the mission of the church beyond just the weekend worship service. Further, when people are connected they will more readily embrace change.



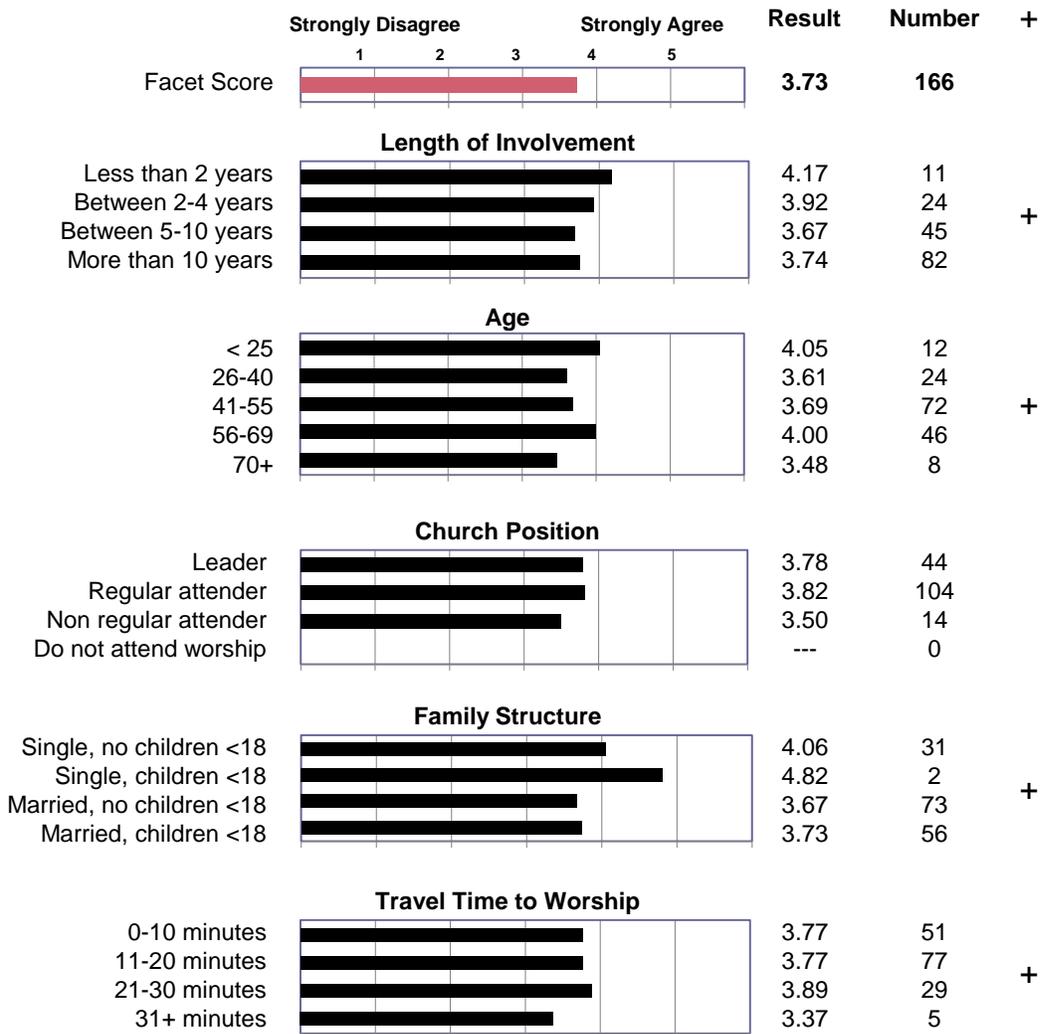
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### VISION

When the vision is clear and compelling, people get excited. Vision, however, must be shared and can never be dictated. High scores indicate that leaders are unified, the vision is clear, and new people quickly experience what the church is all about. The church is well-defined.



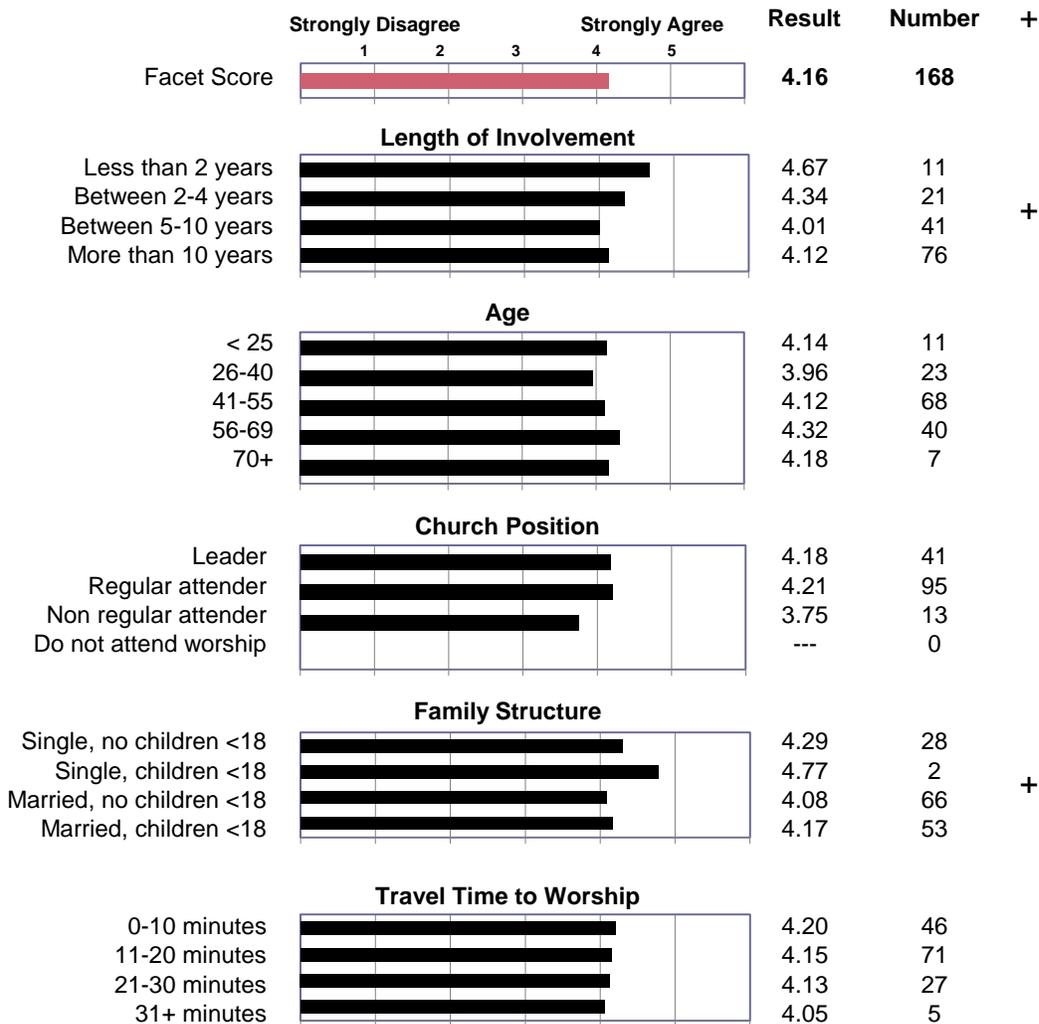
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### WORSHIP

This scale measures levels of satisfaction with the worship service and the music program. It looks to whether the overall worship experience attracts new people, and whether people are experiencing life-change from the experience.



+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### LEARNING

This scale measures your congregation's sense of personal growth that goes beyond mere knowledge. High scores indicate that your adult learning environment is resulting in people who feel prepared to minister and who believe your church has made a significant difference in their lives.

Facet Score	Strongly Disagree 1 2 3 4 5	Strongly Agree	Raw Score	N	+
			4.00	149	
<b>Length of Involvement</b>					
Less than 2 years			4.59	11	
Between 2-4 years			3.95	24	
Between 5-10 years			3.88	45	+
More than 10 years			4.01	83	
<b>Age</b>					
< 25			4.17	12	
26-40			3.67	24	
41-55			3.92	72	+
56-69			4.27	46	
70+			3.93	7	
<b>Church Position</b>					
Leader			4.15	44	
Regular attender			3.94	105	
Non regular attender			3.95	14	
Do not attend worship			---	0	
<b>Family Structure</b>					
Single, no children <18			4.16	31	
Single, children <18			4.86	2	
Married, no children <18			3.95	74	+
Married, children <18			3.94	56	
<b>Travel Time to Worship</b>					
0-10 minutes			4.04	51	
11-20 minutes			4.03	77	
21-30 minutes			3.84	30	
31+ minutes			4.06	5	

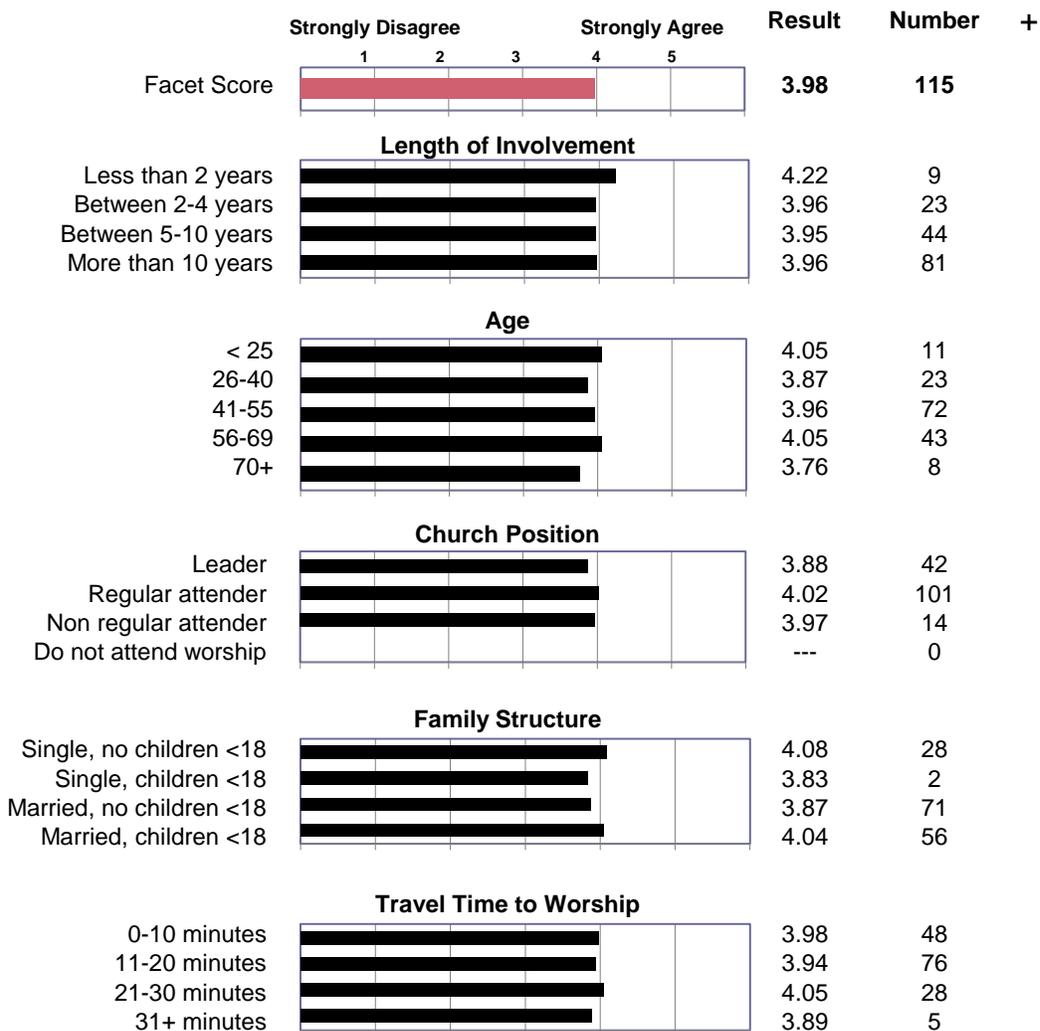
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### BUILDING

A church's building and facilities can symbolically express the church's code. This scale measure how well your buildings and facilities support your various ministries. It measures how appealing, friendly and accessible the facilities are for those it serves.



+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### LEADERSHIP

While there are many definitions of leadership, the TCI focuses on how well your leadership handles conflict and disagreement. It looks at whether or not people perceive leadership to practice what it preaches. High scores indicate that leadership does a good job with change management and has created an environment of trust.

Facet Score	Strongly Disagree 1 2 3 4 5	Strongly Agree	Raw Score	N	+
			3.85	135	
<b>Length of Involvement</b>					
Less than 2 years			4.31	8	
Between 2-4 years			3.95	24	
Between 5-10 years			3.88	44	+
More than 10 years			3.74	83	
<b>Age</b>					
< 25			4.06	12	
26-40			3.80	22	
41-55			3.77	71	
56-69			3.98	45	
70+			3.50	9	
<b>Church Position</b>					
Leader			3.86	44	
Regular attender			3.89	102	
Non regular attender			3.39	13	
Do not attend worship			---	0	
<b>Family Structure</b>					
Single, no children <18			4.02	30	
Single, children <18			4.92	2	
Married, no children <18			3.75	73	+
Married, children <18			3.83	54	
<b>Travel Time to Worship</b>					
0-10 minutes			3.88	51	
11-20 minutes			3.75	74	
21-30 minutes			4.02	30	
31+ minutes			3.71	4	

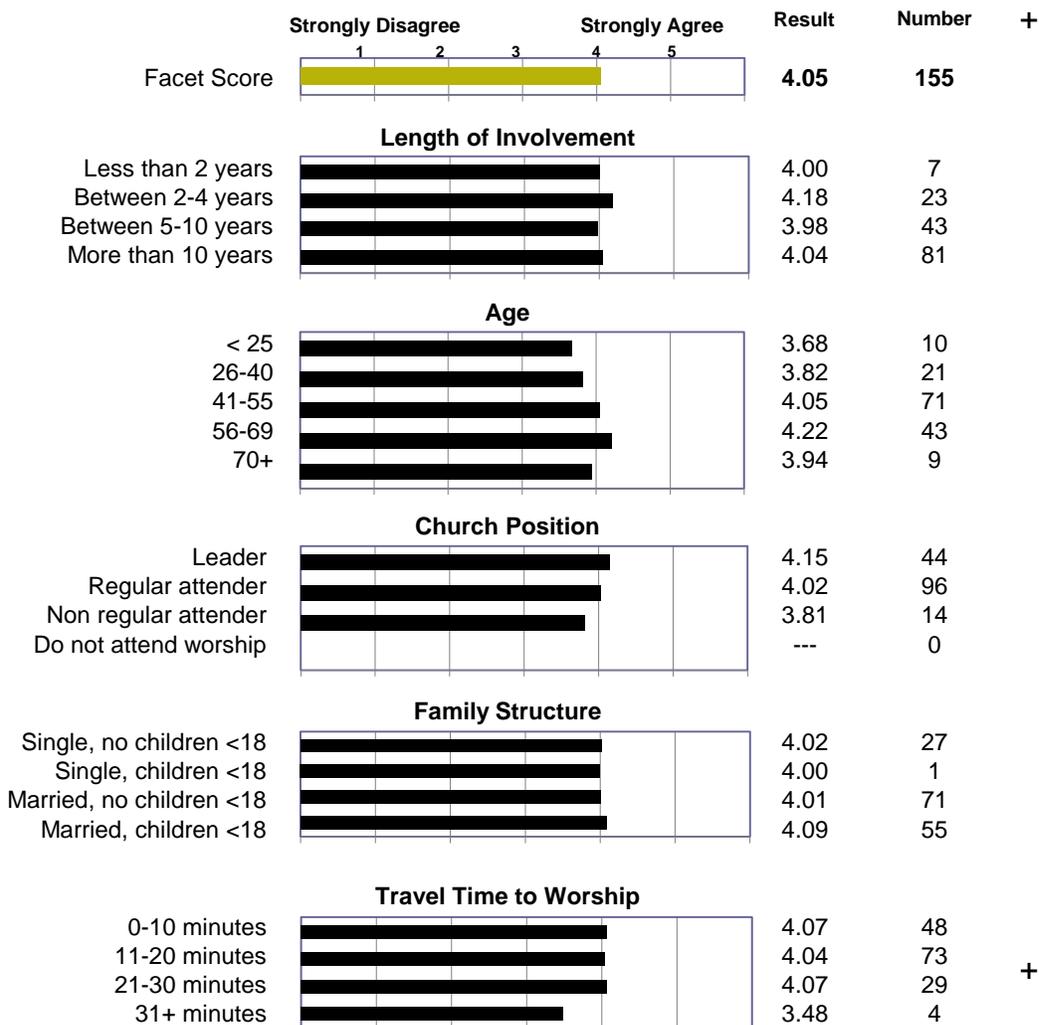
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### FINANCES

This scale looks at how well your church manages finances, how they are discussed (too little, too much?) and whether people support the church financially.



+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### OUTREACH

Is the church making an impact outside of itself? High scores indicate that the church has a good reputation, is making a contribution to the community, and is interested in making a difference in people's lives. It is more concerned about external impact than internal church growth.

	Strongly Disagree	Strongly Agree	Result	Number	+			
Facet Score	1	2	3	4	5			
Facet Score						4.05	156	
<b>Length of Involvement</b>								
Less than 2 years						4.34	7	
Between 2-4 years						4.18	18	
Between 5-10 years						3.98	38	
More than 10 years						4.02	69	
<b>Age</b>								
< 25						4.20	10	
26-40						4.11	20	
41-55						4.02	60	
56-69						4.05	36	
70+						3.94	6	
<b>Church Position</b>								
Leader						4.00	39	
Regular attender						4.09	81	
Non regular attender						3.91	12	
Do not attend worship						---	0	
<b>Family Structure</b>								
Single, no children <18						4.20	24	
Single, children <18						5.00	2	+
Married, no children <18						3.94	58	
Married, children <18						4.07	48	
<b>Travel Time to Worship</b>								
0-10 minutes						4.00	43	
11-20 minutes						4.07	60	
21-30 minutes						4.15	25	+
31+ minutes						3.55	4	

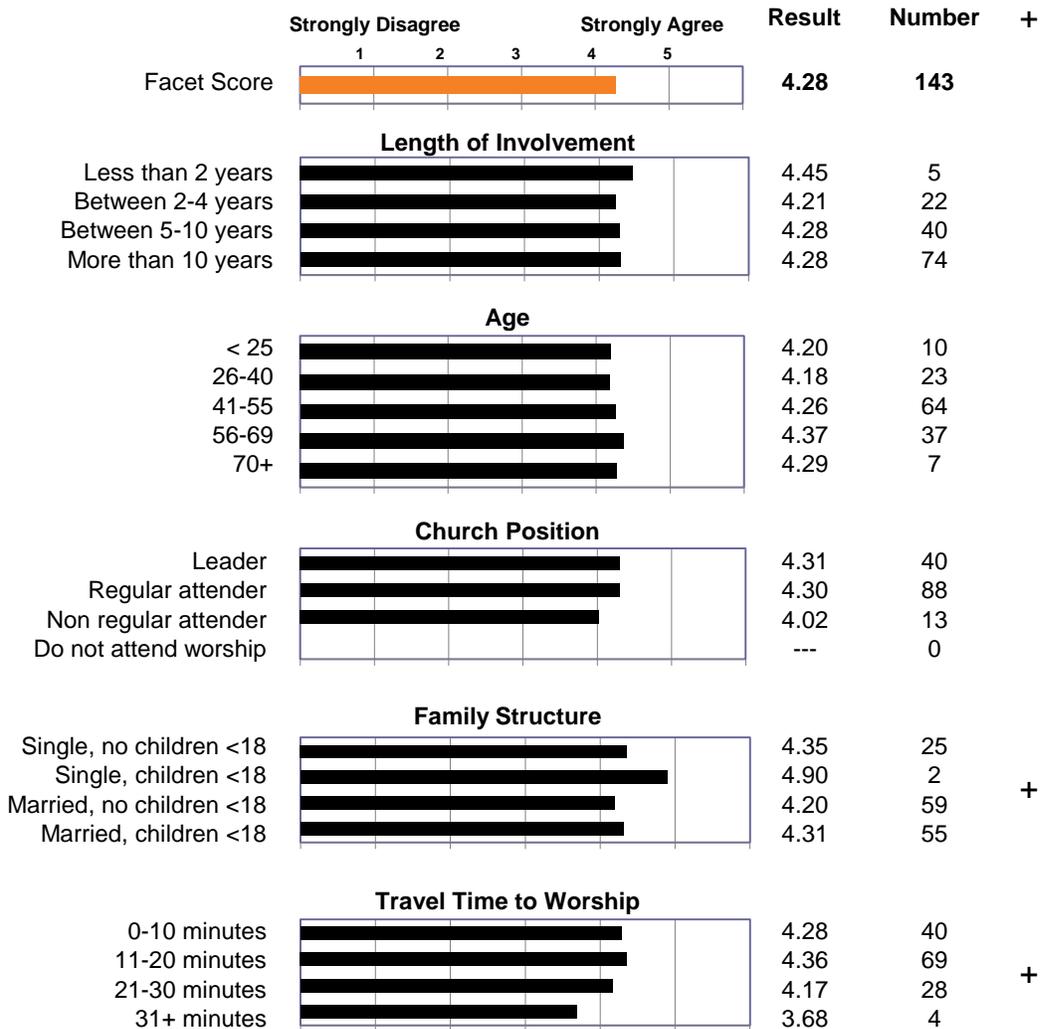
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### FAMILIES

This scale measures how effective the church is at reaching, serving, and nurturing children, teens and families.



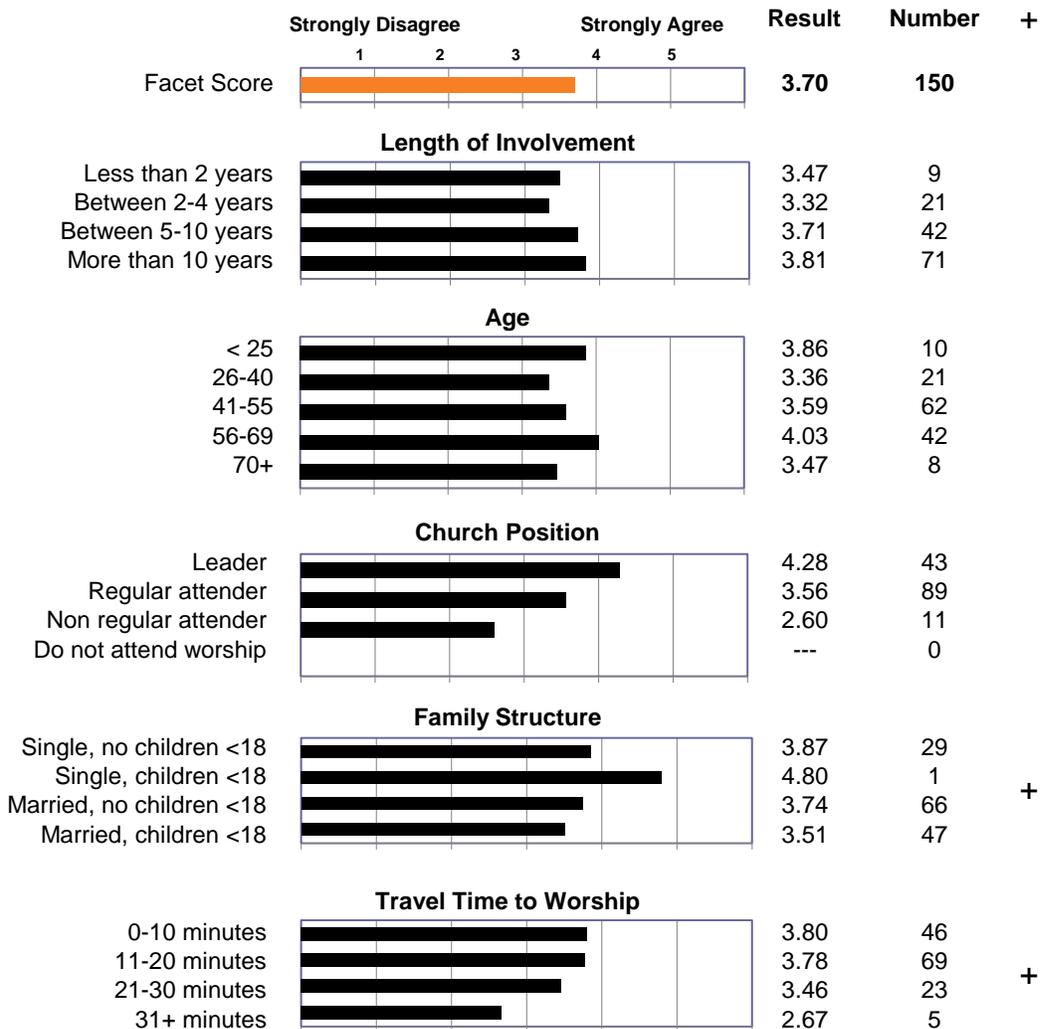
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### INVOLVEMENT

This scale measures the depth to which people feel personally involved at the church. High scores here indicate that people are involved in smaller groups within the church, that they feel personally cared for by leaders, and that they have a clearly defined role. They are active participants in church events.



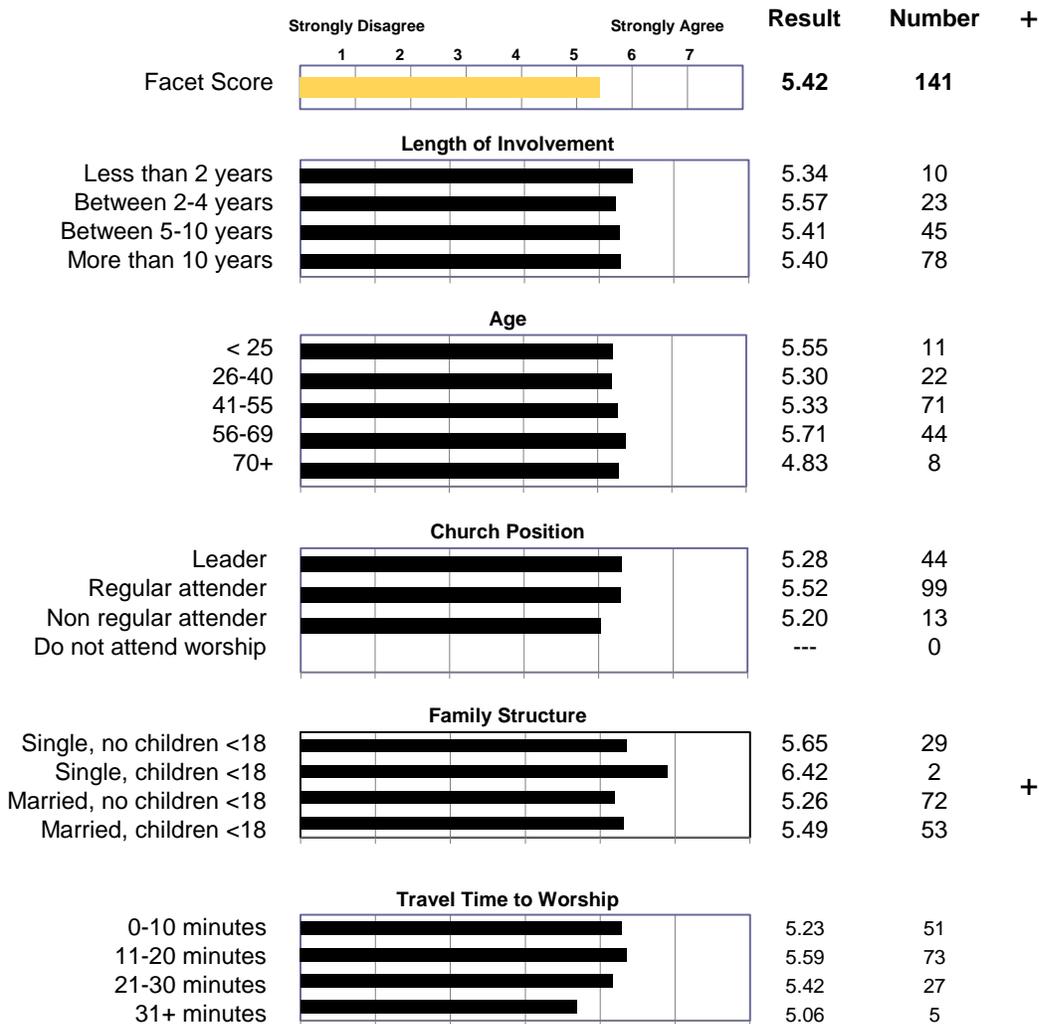
+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### INNOVATION

This scale looks at how people perceive the church related to such words as creativity, cutting edge, upbeat, and innovative. High scores show a significant level of perceived relevance to current culture.



+ significant differences between subgroups

## Centreville Presbyterian Church Specific Responses



### IMPLEMENTATION

This scale looks at how well a church manages itself. High scores indicate that the church does a good job of communicating, meeting goals and deadlines, celebrating achievements, mentoring people, and making decisions.

	Strongly Disagree		Strongly Agree	Result	Number	+	
Facet Score	1	2	3	4	5		
Facet Score					3.85	146	
<b>Length of Involvement</b>							
Less than 2 years					3.89	10	
Between 2-4 years					4.04	22	
Between 5-10 years					3.85	44	
More than 10 years					3.79	82	
<b>Age</b>							
< 25					4.07	11	
26-40					3.61	24	
41-55					3.84	69	+
56-69					3.98	45	
70+					3.43	9	
<b>Church Position</b>							
Leader					3.73	44	
Regular attender					3.91	100	
Non regular attender					3.78	14	
Do not attend worship					---	0	
<b>Family Structure</b>							
Single, no children <18					4.03	30	
Single, children <18					4.86	2	+
Married, no children <18					3.71	71	
Married, children <18					3.89	55	
<b>Travel Time to Worship</b>							
0-10 minutes					3.83	50	
11-20 minutes					3.86	75	
21-30 minutes					3.85	29	
31+ minutes					3.66	4	

+ significant differences between subgroups

## In a National Context

### COMMUNITY - SHARED LIVES

The transforming church is a community of people participating with God and one another in God's work of creation and redemption. To explain the functioning of the church, Paul chose the body as his primary metaphor— a set of mysterious, interconnected, and dynamic relationships that creates and sustains life. Although God has designed local churches to be unique in many ways, one thing is not optional: that the community is healthy and unified and not simply a collection of disconnected parts. The TCI measures four critical aspects of community:

#### Relationships



This is where parishioners rated things like warmth, caring, fellowship. High scores here indicate that people sense the church is like a healthy family.

At 54%



#### Support



This is a reflection on how well people feel cared for and ministered to. High scores here indicate that people feel like they are personally growing and that the church effectively supports them.

At 61%



#### Ownership



This scale measures whether or not people feel like they have ownership and can make a difference at the church. They have a personal sense of responsibility for the church's well-being. They believe that they count.

At 58%



#### Connectedness



People experience connectedness to a church in many ways. When newcomers quickly connect and the church has an effective assimilation process for all, people will understand and engage in the mission of the church beyond just the weekend worship service.

At 29%



## In a National Context

### CODE - SHARED IDENTITY

Code is the defining essence of a church. Code is like a magnet, in that it attracts people who resonate with the code and are eager to be part of a similarly committed community. Code is also like a picture frame, providing boundaries, color, and shape – but it is rarely the thing that we pay attention to. It is the thing that needs to be preserved and leveraged. It's the church's personality – what makes it unique. The TCI doesn't tell you what your church's code is, but it will tell you whether or not your church has discovered and preserved its code. We measure four scales related to code:

#### Vision



When the vision is clear and compelling, people get excited. Vision, however, must be shared and can never be dictated. High scores indicate that leaders are unified, the vision is clear, and new people quickly experience what the church is all about. The church is well-defined.

At 49%



#### Worship



This scale measures levels of satisfaction with the worship service and the music program. It looks to whether the overall worship experience attracts new people, and whether people are experiencing life-change from the experience.

At 59%



#### Learning



This scale measures your congregation's sense of personal growth that goes beyond mere knowledge. High scores indicate that your adult learning environment is resulting in people who feel prepared to minister and who believe your church has made a significant difference in their lives.

At 68%



#### Building



A church's building and facilities can symbolically express the church's code. This scale measure how well your buildings and facilities support your various ministries. It measures how appealing, friendly and accessible the facilities are for those it serves.

At 63%



## In a National Context

### CALLING - SHARED LEADERSHIP

Leadership is not a person, it is an activity. Leadership is the engagement of people in the critical issues requiring personal and corporate growth. Leadership connects people and problems in the active context of stepping out in faith. Leadership is not about the leader who makes the decisions. In transforming churches, leadership is about the leader's activity of mobilizing others for ministry. And a large part of leadership is how well the church handles its financial resources. We measure two primary scales here:

#### Leadership



While there are many definitions of leadership, the TCI focuses on how well your leadership handles conflict and disagreement. It looks at whether or not people perceive leadership to practice what it preaches. High scores indicate that leadership does a good job with change management and has created an environment of trust.

At 60%



#### Finances



This scale looks at how well your church manages finances, how they are discussed (too little, too much?) and whether people support the church financially.

At 47%



## In a National Context

### CAUSE- SHARED MISSION

An outward focus must be intentional. There are too many powerful forces at work – both culturally and universally – to believe an outward focus will simply evolve over time. In a fallen world, learning to love others is difficult. Over time, a church will naturally gravitate toward the cloister – separation, isolation, and exclusion. A missional church is one where the concepts of outreach and mission are integral, not supplementary. A missional church is one of service to each other and to the world. We measure three scales here:

#### Outreach



Is the church making an impact outside of itself? High scores indicate that the church has a good reputation, is making a contribution to the community, and is interested in making a difference in people's lives. It is more concerned about external impact than internal church growth.



#### Families



This scale measures how effective the church is at reaching, serving, and nurturing children, teens and families.



#### Involvement



This scale measures the depth to which people feel personally involved at the church. High scores here indicate that people are involved in smaller groups within the church, that they feel personally cared for by leaders, and that they have a clearly defined role. They are active participants in church events.



## In a National Context

### CHANGE - SHARED TRANSFORMATION

A church's habits of thought can either lead us to get buried in the past or drive us to reinvent ourselves for continuing relevance. St. Augustine said that "habit, if not resisted, soon becomes necessity." This section looks at how well a church fights its bad habits. The TCI measures two scales:

Silent film star Charlie Chaplin's world was shaken with the 1927 release of *The Jazz Singer*, the first "talking picture." Four years later, slow to grasp the meaning of adding sound to movies, he predicted the "fad" would pass away quickly. "I give the talkies six months more," he said in an interview.

In 1977, Ken Olsen, the founder and CEO of Digital Equipment Corporation, a computer manufacturer, said, "There is no reason for any individual to have a computer in his home." Around the same time, Bill Gates began sharing his vision of a PC in every home by the year 2000.

#### *Innovation*



This scale looks at how people perceive the church related to such words as creativity, cutting edge, upbeat, and innovative. High scores show a significant level of perceived relevance to current culture.

At 63%



#### *Implementation*



This scale looks at how well a church manages itself. High scores indicate that the church does a good job of communicating, meeting goals and deadlines, celebrating achievements, mentoring people, and making decisions.

At 59%



## CUSTOM QUESTIONS

These are the custom questions, specific to your church, that were added to the survey.

	Church Score	Number
I feel like I can relate with and engage with the sermon being preached on Sundays.	4.54	161
(Men) Our church effectively meets the needs of men.	3.65	82
(Women) Our church effectively meets the needs of women.	3.66	109
Our church effectively schedules adult and children/student activities simultaneously.	3.73	128
Our church is interested in "making a difference" for the Gospel throughout the world.	4.50	161
I check the church website regularly to stay abreast of current plans and activities.	3.15	161
I rely on the church e-newsletter, Facebook, and/or targeted emails to stay abreast of current plans and activities.	3.81	161
I rely on the Sunday bulletin to stay abreast of current plans and activities.	3.73	157
I know I have someone I can talk to about God and my relationship with Him.	4.30	157
This church effectively guides families on how to model a Christ-centered home.	4.22	148

## Church Survey Review Team Report

Area of Attention	Recommended Action
<p><b>Connectedness, Involvement and Ownership</b> – The facets Connectedness and Involvement are deeply intertwined, and are both a cause and effect for the other. Scores were relatively low in both facets. Ownership is an area of the survey that is strongly related to both Connectedness and Involvement. Strong feelings of Ownership among the membership were expressed, and should support and encourage positive feelings and actions in the other two Facets. That positive reflection has not carried forward into the other two facets. The Survey Working Group discussed the appropriate place to assign the lead to pursue further examination of these issues. Connectedness and Involvement cross the entire structure of CPC, touching all boards, committees, programs and ministries. Identifying ways to ignite and motivate involvement of the membership on a broader scale must become a part of the basic DNA of our church and be ingrained in the very fiber that establishes our goals and objectives. It became a right “fit and feel” to place further action in the hands of the Strategic Planning Committee.</p>	<p>Memorandum for Chair, Strategic Planning Committee requesting they consider the congregational responses in the areas of Connectedness, Involvement and Ownership as they enter into an update cycle to the CPC Strategic Plan. That update should encourage all Ministries and committees to identify plans and objectives to draw our membership into active involvement in carrying out our CPC Mission and Vision.</p>
<p><b>Vision</b> – This area reflects the clarity and excitement felt by both the members and visitors toward our CPC Vision. The response revealed raw scores from 3.0 to 3.9, and negative responses ranged from 8% to 20%. The negative responses coupled with the no response numbers reflect that the vision of the church is not clear and compelling; and likely not something that most members are aware of, let alone excited about. The vision should be integrated and widely broadcast in all the church ministries, missions, activities, and overall church life. How does (this activity, event, mission, program) reflect that we are “ignited, active, and growing disciples of Christ.</p>	<p>Memorandum for Senior Pastor, Staff Directors, Committee and Board Chairs requesting they energize and incorporate the CPC vision statement into their program planning and execution. Ministry activities should identify and publicize how they reflect and are carrying out the vision in a way to generate interest and excitement in what the ministry is doing. Director of Resources is requested to provide greater visibility and awareness of the Vision in the Church promotions.</p>

## Church Survey Review Team Report

Area of Attention	Recommended Action
<p><b>Leadership</b> – This area reflects how the membership perceives the church leadership performs its duties and handles conflict, disagreement and change in the Church. The average raw scores for this area ranged from 3.5 to 4.3, with most scores reflecting 4.0 or above. Exceptions to those scores were in questions dealing with handling of conflicts, accepting and reacting to differing opinions on issues, and the decision making process. One specific area of concern is that of change management. Four questions (numbers 31, 85-87) dealing with the change management process had average raw scores of 2.8 to 3.7, with negative responses of 18% to 33%. While it is recognized that some of these feelings are tied directly to a few significant changes in worship and key staff positions in recent times, the response only highlights the need for greater concerted effort on the part of our leadership team to better explain the background, situation and the rationale behind the decision for the change. Although, as we see in the results of the questions dealing with communications methods, the responses dealing specifically with the perceptions of Leadership communication of information (# 125 &amp; 126) would seem to say the problem is not the method, but rather the message when significant changes are the subject.</p>	<p>Memorandum to the Session, Staff Directors, Committee and Board Chairs calling attention to the results of the survey regarding questions dealing with conflicts and change management within the church and emphasizing that the most effective management of change is through frequent, timely and informative communication. It is incumbent on the entire leadership team to meet these measures when taking on issues of concern to the membership.</p>
<p><b>Adult Discipleship</b> – This area addresses the overall focus of the church on scripture and foundation of our faith. It reflects the views of the adult Christian education program in terms of content, quality and relevance to life. It is a broad area in terms of the demographic groups it contains, each with differing interests and needs. The average raw scores of the questions dealing with the Christian education ranged from 3.7 to 4.1. The responses from varying demographic groups; however, revealed two groups with very low scores; single/young adults and seniors. It is understood that CPC has in recent years shifted its focus to the family, and specifically, young family demographic</p>	<p>Memorandum to the Chair, Adult Discipleship team calling attention to the general response level regarding the adult Christian education program, and specifically the single/young adult and senior demographic groups. It is recommended that the adult discipleship team evaluate these two areas in their program planning, and determine if additional focus should be given to either, or both of these groups.</p>
<p><b>Worship</b> – This area reflects the views on the overall worship experience, the quality of the sermons and the contribution of the music to the worship experience. The overall satisfaction of the worship experience scored very well, with the questions dealing with sermon quality scoring notably high. Two questions related to the music scored lower with noticeably higher negative responses. Because of the changes to the music program not long before the conduct of the survey, the interpretation of these results will need to be revisited in the future. Additionally, with the significant changes to the overall worship program, it is felt that the pulse of the membership should be taken regarding the entire worship experience at some future date.</p>	<p>Memorandum to Director of Worship recommending preparation of a plan for follow-up queries or other formal outreach to the congregation to gain a feel for the reaction to the changes made to the worship program in 4-6 months.</p>

## Church Survey Review Team Report

Area of Attention	Recommended Action
<p><b>Communications</b> – This area includes questions dealing with both the content and methods of communications. The scores of the questions dealing with content of information being provided to the members indicated high satisfaction. On the questions dealing with specific methods of communication, it is apparent that no single method can be relied on to effectively communicate. All available methods must be used and when new technology or ideas surface, they should be examined and added to the tool bag if appropriate.</p>	<p>Memorandum to Director of Resources encouraging continuing evaluation of communication procedures, emphasizing the need for broad use of all methods available, as well as exploring new opportunities provided by technology advances.</p>
<p><b>Outreach</b> – This area received very good scores overall. The only point of concern that may be noted in this area is a possible need for more effective communication of our outreach programs to the membership. Five questions had negative responses of 10% or more. Those questions also had a relatively low overall response rate of all survey respondents. Coupling those two facts together it would seem to indicate that 35-40% of respondents had negative or no view, which could indicate an unawareness of the extent and nature of the overall outreach program on the part of some of them.</p>	<p>Memorandum to Director of Missions and Evangelism encouraging evaluation of communication methods and procedures to attempt to bring about increased awareness of opportunities for service and effectiveness of ongoing outreach programs.</p>
<p><b>Finances</b> – While the scores of this area overall were very good, the responses to two questions dealing with awareness of financial condition and management of resources may indicate a need for better communication of financial status and transparency in key financial management actions throughout the year.</p>	<p>Memorandum for Session, Senior Pastor, Staff Directors, Committee and Board Chairs encouraging increased transparency in financial management actions and providing of financial information to the membership.</p>
<p><b>Teen Ministry</b> – Two questions dealt with the teen ministry, one evaluating the quality of the Christian education and the other with effectively meeting the needs of the teenagers. The first received very high scores. The second received very good scores, but noticeably lower than the one dealing with quality. This could mean that, although what is taught is felt to be very effective, there may be needs that are not being met.</p>	<p>Memorandum to Director of Teen Ministry encouraging increased attention to evaluating the perceived needs of Teens and their parents in the ministry.</p>