

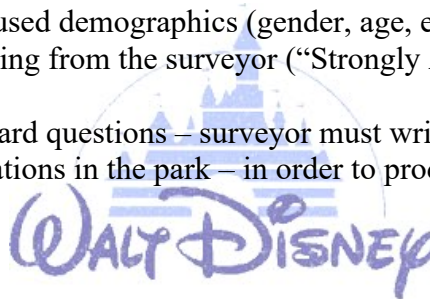
CM Exit Survey Questions

Steve Alley

Evaluating the CM effectively should be conducted from **4 perspectives**: CM leadership, CM team members, parents, and children. Using just one or two perspectives may produce biased data. The use and distribution of the results is critical for on-going trust.

Disney Principles

1. Guests are “randomly selected” based on specific focused demographics (gender, age, etc.)
2. Surveys involve clicking (choosing) options – no writing from the surveyor (“Strongly Agree,” “Somewhat Agree,” etc.)
3. Additional suggestions accepted, apart from the standard questions – surveyor must write.
4. Surveys conducted with tablets, online, and at set locations in the park – in order to produce a broader spectrum of responses.



Great Survey Program - Quicktapsurvey.com – <https://www.quicktapsurvey.com/>

Survey Options / Boundaries

EXIT SURVEYS (tablet with person)

1. 3 questions – focused on specific demographics or specific “quality”
2. Polite, quick, friendly, thankful!
3. 1 or 2 minutes at most – longer if guest wishes to talk more



EMAIL SURVEYS

1. Longer, more questions (10-15 limit)
2. Can be for multiple areas / qualities
3. Check box responses (with areas for typed comments)
4. Emailed back
5. “Thank you” response
6. Possible feedback on actions taken based on survey

PRINTED SURVEYS “How Are We Doing” CARDS

1. Placed at locations around CM facility
2. Placed at doorways to classrooms
3. Placed at check-in areas
4. Obvious drop boxes at same locations
5. Possibility of anonymity



CM Qualities (Possibly Used For Surveys)

FOR CHILDREN

1. Was the program age-appropriate?
2. Were they inspired to worship?
3. Did they feel unconditional love?
4. Were they inspired to “hunger” for God?
5. Do they want to return?
6. Were they interested in the presentation?
7. Did they laugh, are they happy?
8. Do they love their teachers?
9. Did the teacher love the children?
10. Do they remember what was taught?
11. Were they exposed to whole Bible?

FOR PARENTS

1. Are they happy with what is taught/done?
2. Are their children safe/secure?
3. Are their children having fun?
4. Was there a strong, scheduled, controlled environment?
5. Do they feel well informed?
6. Are they supported in disciplining their own children?
7. Have they been invited to participate?
8. What about the printed material?
9. Are there connections through social media?
10. Do they “buy in” to CM?
11. Is their feedback welcomed?
12. Is the CM effective in teaching about God/Jesus?

FOR CM TEAM

1. Do they feel well trained—security training?
2. Do they feel well trained—lesson presentation?
3. Do they feel well trained—class management?
4. Do they feel well trained—parent interaction?
5. Do they feel well trained—emergencies?
6. Do they have a personal love for the Lord?
7. Do they have an interactive love for children?
8. Do they feel well informed?
9. Do they feel well screened?
10. Do they feel well identified?
11. Are the CM leaders visible?
12. Do they have fun and social interaction w/CM team?
13. Are they ever alone with the children?

Hallmarks of A “Healthy” Children’s Ministry

- Children are excited about what happens in the CM.
- Parents are excited about what is offered and done in the CM.
- Children are growing spiritually (“*in wisdom, stature, and favor with God and man*”).
- Children are sharing Jesus with their friends and bringing them to church.
- CM team members are joyful and happy to serve faithfully.
- CM team is growing because of the “reputation” among the church.
- CM team members are “encouraged” to take breaks during rotation.
- CM population is challenging the size and amount of space in the CM facility.
- A “culture” of “*How can I help?*” among the CM team and children.

Specific Goals of The CM

1. **Happy children who...**
 - a. intimately know Jesus!
 - b. want their parents to bring them to church.
 - c. are lights to others for Jesus!
 - d. are willing and ready to serve!
2. **Happy parents who...**
 - a. trust us with their children.
 - b. tell others about Jesus and church.
3. **Happy CM team members who...**
 - a. serve happily on a regular basis
 - b. want to continue (rotation & beyond) on the team.

Exit Interview Questions

FOR CHILDREN – From Classroom

1. Can you tell me what you learned in class today? (Clear, foggy, none)
2. If you did something wrong in your class at church, what would your teacher do?
3. What do you think about the teachers in your class today? (“Yay!” or “Don’t know” or “Yuck!”)
4. Are you excited about coming back next time?
5. What was the best part about the class today?
6. Do you like your teacher? Why, why not?

FOR PARENTS – From Classroom

1. How would you rate the friendliness of your child’s teacher? (High, Medium, or Low)
2. How would you rate your child’s safety while here? (High, Medium, or Low)
3. How would you rate the value of what your child learned in class today? (High, Medium, or Low)
4. How would you rate the support you feel as a parent? (High, Medium, or Low)
5. How would you rate your child’s interest in coming to the CM? (High, Medium, or Low)
6. How would you rate the level of “fun” your child had today? (High, Medium, or Low)
7. How would you rate the spiritual training your child is receiving? (High, Medium, or Low)
8. How would you rate our work in preparing your child for junior high? (High, Medium, or Low)
9. How would you rate our preparing your child to tell others about Jesus? (High, Medium, or Low)

FOR CHILDREN

1. What was the best part of your experience today?
2. Was there anything about your experience today that you didn’t like?
3. If your parent asks you what your experience today was about, what will you say?
4. What would make your experience today even better?

FOR CM TEAM MEMBERS

1. How would you rate the training in evangelizing children that you received as a children’s ministry team member? (High, Medium, or Low)
2. How would you rate the training in discipling children that you received as a children’s ministry team member? (High, Medium, or Low)
3. How would you rate the training in loving children that you received as a children’s ministry team member? (High, Medium, or Low)
4. How would you rate the training in making the lesson applicable to the children’s lives that you received as a children’s ministry team member? (High, Medium, or Low)
5. How would you rate the training in ministering to parents that you received as a children’s ministry team member? (High, Medium, or Low)
6. How would you rate the attempts that are made to increase your connection with other members of the children’s ministry team? (High, Medium, or Low)
7. How would you rate the children’s ministry’s efforts to continue your training as a children’s ministry team member? (High, Medium, or Low)
8. How would you rate the opportunities offered you for spiritual growth? (High, Medium, or Low)
9. How would you rate the opportunities offered to you for advancement to higher levels of ministry responsibility within the children’s ministry? (High, Medium, or Low)
10. How would you rate the curriculum you are provided? (High, Medium, or Low)

Survey Software

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