



**Report for Good Shepherd United Methodist Church
9555 North Oak Trafficway. Kansas City, MO 64155**

Prepared for:

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EXECUTIVE SUMMARY

for

Good Shepherd United Methodist Church
Fall 2011

The Missouri Methodist Conference engaged Faith Perceptions for twelve mystery visits at Good Shepherd UMC in preparation for their Consultation Weekend in conjunction with the Healthy Church Initiative. Twelve visits were realized and each visit was performed by a separate mystery visitor from July 2011–December 2011. Mystery visitors were pre-screened by Faith Perceptions; Ten stated that they were “unchurched” and Two visitors had pre-conceived notions about Good Shepherd.

Because of the number of data points observed over a three month period, the following data is considered to be statistically accurate with a 3%+/- margin of error. It is recommended that the church perform an additional survey at the conclusion of the Healthy Church Initiative to measure improvement or any unintended consequences of the changes made.

Areas of Relative Strength

- | | |
|----------------------|--------------|
| 1. Seating | Rating: 8.08 |
| 2. Connect-Resources | Rating: 8.00 |
| 3. Speaker | Rating: 7.75 |

Areas for Improvement

- | | |
|----------------------------|--------------|
| 1. Post Service Atmosphere | Rating: 5.55 |
| 2. In Service Greeting | Rating: 6.33 |
| 3. Friendliness | Rating: 6.42 |

Services Ranking

- | | | |
|---------------|--------------|---------------------------|
| 1. 9:30 a.m. | Rating: 7.51 | Most Highly Rated Service |
| 2. 8:00 a.m. | Rating: 7.08 | Middle Rated Service |
| 3. 11:00 a.m. | Rating: 6.55 | Lowest Rated Service |



UNDERCOVER VISITOR DATA COLLECTION FORM

This section of the questionnaire is strictly for the sole use of Hendrickson Business Advisors, LLC and its subsidiaries. The private information supplied in this section of the questionnaire will not be published to the client or unaffiliated third parties.

Evaluator Information:

Name: _____ Address: _____
(Name to which the check should be payable) (Address where the check should be mailed)

Phone: _____ Email: _____ Date of Birth: _____ Age _____

Gender _____ Would you like us to contact you to visit other churches or businesses? Yes No (Circle One)

Do you prefer us to contact you via phone or email? Phone Email (Circle One)

The information given from this point forward will be taken from this sheet and shared with our client for qualification purposes. Remember to comment on each question AND rate it numerically. Incomplete reports **WILL NOT** be accepted.

General Information:

Church visited _____ City: _____ State: _____

Title of Service: _____ Date: _____ Time: _____ a.m. p.m.

Type of service: _____
(Sometimes a church has more than one service offered simultaneously such as a contemporary or traditional service)

Is this your first time visiting church here? Yes No (Circle One) if you answered no, please indicate the date you last visited this church. _____

Are you actively participating in church somewhere else? Yes No Sometimes (Circle One)

Have you been to any church in the last six months? Yes No (Circle One) if yes, number of times _____

Do you believe in God or a higher power? _____ If yes, what denomination do you most identify with?

Did you grow up in a family that was associated with a particular denomination? Yes No (Circle One)
If so, which denomination? _____

Do you have any pre-conceived ideas about the church before you visited or had you heard anything (positive or negative) that helped form your opinion? _____

Specify Information:	<i>(Please also rate the following on a scale of 1-10 with 1 being extremely poor and 10 being outstanding.)</i>	1-10
Category	Explanation	Rating
1. Directions	When you stopped by a nearby gas station or local business were they able to tell you where the church you were planning to visit is located? Occasionally visitors think this question is optional; however, it is not. Churches want to know if they are known in the community they reside in so always stop either before OR after you visit the church regardless of how easy, it is to find.	
Comments:		
2. Exterior/Interior Signage	When you drove up to the church was there a sign clearly telling you that you had arrived at the correct place? Did the sign list worship times and were they easy to read? Were there signs indicating where to park and what door you should enter into? Upon entering the building, was signage available telling you where the service was being held?	
Comments:		
3. Pre-Service Greeting	Did the designated greeter welcome you as you entered the building or when you entered the sanctuary? How did they welcome you and did they make eye contact with you? Did it feel sincere?	
Comments:		
4. Pre-Service Atmosphere	What was it like when you entered the building? Was it quiet or was music being played? Did anyone other than the designated greeters acknowledge you? Did anyone greet you personally or did the congregation chat among themselves?	
Comments:		
5. Seating	Was the seating comfortable? Were there plenty of seats to choose from or did you feel crowded? Was the room 1/2 full or 1/2 empty and was the congregation sparsely dispersed around the room or huddled together?	
Comments:		

6. Music	What was the style of music - contemporary, traditional, blended? Did you enjoy the music or did it put you to sleep? Would the music you experienced appeal to a younger age demographic? Was the congregation engaged in the music?	
Comments:		
7. In-Service Greeting	Was there a greeting time during the service? Did people in the congregation greet you? Were visitors welcomed from the pulpit and how were they welcomed? Did the experience feel sincere or scripted? Were you overwhelmed by the greetings or was it just the right amount?	
Comments:		
8. Sermon	How long was the message and what was the sermon about? Was the message relevant and easy for you to understand? Did the service have any dead space (meaning a time when nothing was happening, music, speaking?) Overall, was the service stimulating or were you ready to take a nap?	
Comments:		
9. Speaker	Who was leading the service and were the speaker's engaging and easy to listen to? Did they seem prepared and were visual aids such as videos, drama, scripture, or props, used to support the message? (If there was more than one speaker please use a name and/or description.)	
Comments:		
10. Post-Service Atmosphere	Following the service, take time to look around as though you are not sure what it is you might be looking for. Did anyone say "hello" to you or interact with you in any way?	
Comments:		
11. Connect -resources	Was it clear and obvious that the church had more information to offer such as; brochure, website, or contact information if you were interested in knowing more? Did you see an information table and was it located in a place that a visitor could easily find? When you visited the website was it easy to maneuver and could you easily find service times as well as additional information about the churches core values/beliefs? Was there any information regarding the children's programming? Did they have a calendar or current events section that explained how to become more involved in the church and was the information current? Did you find any inconsistencies in the information or dead links?	
Comments:		

12. Friendliness	Overall, how friendly would you say the church was to you during your visit? Did you feel welcomed?	
Comments:		
13. Children's Ministries	When you arrived at the church was it obvious by the signage where the children's ministry was located and that it was clean, secure, and well staffed? Did you feel at ease leaving your child? Did it look like a place your child would have fun at? <i>If you were not able to personally experience, visiting the children's area please answer based on visual perceptions. Consider how you would feel as a first time visitor if you were going to bring your child, a relative, or a friend's child to church. Be sure to look carefully at interior and exterior signage, what you read in the bulletin and on the website regarding the children's ministry. Studies show that the number four reason families do not attend church is concern for who will care for their children while they are attending church.</i>	
Comments:		
14. Return	Please explain why or why you would not return to church here. Based on your overall experience and what the church has to offer would you encourage other people to attend church here? If so, what age group (older/younger/families/college/teens/children) would you recommend to attend?	
Comments:		

Overall, on the same scale where 1 is extremely poor and 10 is outstanding, how would you rate your overall experience at the church today? Did anything offend you or make you feel uncomfortable? During your visit, if you chose to fill out a visitor's card, the church may try follow up by sending you a letter, email etc. We like to keep track of this so please send us an email letting us know. Finally, based on your experience, (keeping in mind that the point of this research is to improve the experience for future visitors) what suggestions would you make to this church?

Why?

Thank you for providing valuable feedback that will enable this client to provide a better visitor experience in the future. Your stipend will be mailed to you within 10 days at the address you indicated above. Should you have any questions in the meantime, please feel free to contact Hendrickson Business Advisors directly at 573.335.1885. Additionally, if you know of other churches that might benefit from Faith Perception services or businesses that might benefit from Image Advising, please let us know.

Guest Raw Data

Guest Identifier	2380	10170	20107	20171	20147	20450
Age	48	32	71	53	43	43
Gender	F	M	M	F	M	F
Title of Service	The Heart of Generosity	Half Full	Seasons of Life	Disconnected: The Story of Jonah	Psalms 117 The Message	A Heart of Generosity
Date of Visit	10/30/2011	07/24/2011	11/06/2011	09/18/2011	09/04/2011	10/16/2011
Time of Visit	8:00 AM	8:00 AM	8:00 AM	8:00 AM	9:30 AM	9:30 AM
Type of Service	Dedication of Estimate Giving - How Great is Our God	contemporary	Contemporary	Contemporary		contemporary
First time visiting?	Yes	Yes	Yes	Yes	Yes	Yes
Are you actively participating in church somewhere else?	No	No	Yes	Yes	No	No
Have you been to any church in the last 6 months?	No	No	Yes	Yes	Yes	Yes
If yes, number of times you've been to church in the last 6 months	0	0	72	20	3	5
Do you believe in God or a higher power?	Yes	Yes	Yes	Yes	Yes	Yes
If yes, what denomination do you identify most with?	Christian - typically Assembly of God	Pentecostal	Roman Catholic	Nondenominational	Christian	Christian
Did you grow up in a family that was associated with a particular denomination?	Yes	Yes	Yes	Yes	Yes	Yes
If yes, which denomination?	Pentecostal	Pentecostal	Roman Catholic	Missouri Synod Lutheran	Christian	Baptist
Did you have any pre-conceived ideas about the before you visited?	I wanted to attend this church (looking for a home church) because it is located within a few miles from my married daughter's house. She and I are both trying to find a church to attend on a regular basis that has a strong children's ministries as she has two children 3 & 5 years old that we would like to have involved in church as well.	No, I just formed my own opinion. They didn't really even acknowledge me even being there nobody even came up and said Hi to me or greet me at all. They could be more sociable and nice.	I had no pre-conceived ideas about Good Shepherd UMC in Kansas City as I had not been there previously. Also, I had heard nothing about the church.	I had not heard anything positive or negative about the church before visiting.	This was the first time I'd heard of this church as it's not in my immediate area. I had no opinion, positive or negative about this church.	The only thing I had heard about this church is that they have a good daycare.
Directions	9	10	2	4	6	9
Exterior Signage	10	8	8	5	8	8
Pre-Service Greeting	10	3	8	7	9	8
Pre-Service Atmosphere	10	4	9	8	8	7
Seating	10	7	8	9	7	8
Music	10	3	6	8	8	8
In-Service Greeting	10	1	8	6	8	8
Sermon	10	2	9	7	4	8
Speaker	10	4	9	8	4	9
Post-Service Atmosphere	10	1	6	5		8
Connect-Resources	10	3	8	10	9	8
Friendliness	10	1	8	6	7	9
Children's Ministries	10	5	7	9	5	7
Return	10	1	7	9	5	9
Overall Experience	10	2	8	9	7	10
AVERAGE	9.93	3.67	7.40	7.33	6.79	8.27

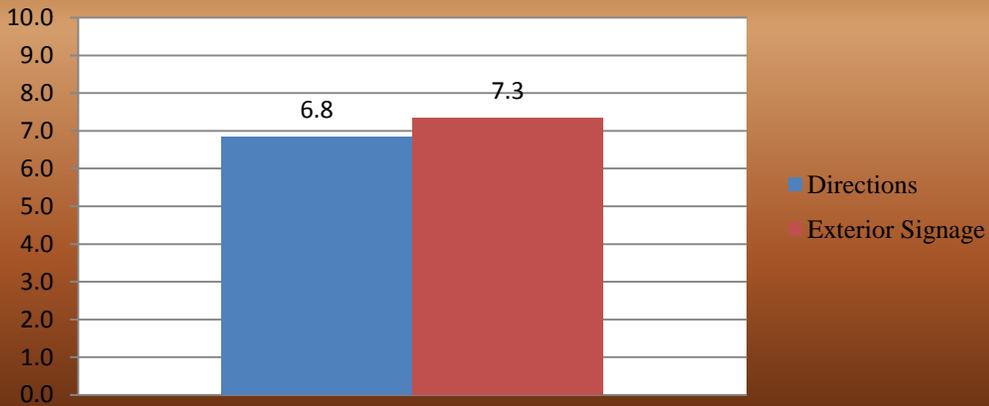
Guest Raw Data

Guest Identifier	20574	20556	1380	17790	20474	20447
Age	36	28	31	56	44	66
Gender	F	F	F	F	M	M
Title of Service	A Heart of Generosity	A Heart of Generosity	Jayhawks and Tigers	"Half Full"	Disconnected: The Story of Johah	The Journey
Date of Visit	10/23/2011	10/30/2011	07/24/2011	07/31/2011	10/02/2011	12/04/2011
Time of Visit	9:30 AM	9:30 AM	11:00 AM	11:00 AM	11:00 AM	11:00 AM
Type of Service	Sunday Worship/ Children's Sunday	School	Contemporary	Third service	Contemporary	contemporary
First time visiting?	Yes	Yes	Yes	Yes	Yes	Yes
Are you actively participating in church somewhere else?	No	No	No	No	No	No
Have you been to any church in the last 6 months?	Yes	Yes	No	No	No	Yes
If yes, number of times you've been to church in the last 6 months	2	2	0	0	0	4
Do you believe in God or a higher power?	Yes	Yes	Yes	Yes	Yes	No
If yes, what denomination do you identify most with?	Identify as Baptist but more Christian/Protestant		Non-denominational	Zen Buddhism	UCC	
Did you grow up in a family that was associated with a particular denomination?	Yes	Yes	Yes	Yes	Yes	Yes
If yes, which denomination?	Parents didnt pratice so went to different faiths with grandparents but raised officially Catholic	United Church of Christ	Assemblies of God	Lutheran, Missouri Synod	UCC	Catholic
Did you have any pre-conceived ideas about the before you visited?	I did not have any pre-conceived ideas about this church and had not heard anything about it before hand.	I did not have any pre-conceived ideas about this church and I had not heard anything that helped form my opinion.	No	I had no pre-conceived ideas about this particular church, however I'm aware the Methodists tend to be a bit more liberal than other Christian denominations, and are socially and politically active; this is positive.	None	No; I had never visited this church.
Directions	10	2	10	10	6	4
Exterior Signage	9	3	10	6	7	6
Pre-Service Greeting	10	9	1	7	8	4
Pre-Service Atmosphere	5	7	7	7	8	2
Seating	10	7	8	8	9	6
Music	10	7	10	8	6	6
In-Service Greeting	10	7	2	5	7	4
Sermon	10	7	10	7	6	6
Speaker	9	8	10	8	8	6
Post-Service Atmosphere	10	5	1	7	6	2
Connect-Resources	10	6	8	9	9	6
Friendliness	8	7	1	7	7	6
Children's Ministries	3	5	5	9	7	4
Return	8	7	5	5	8	6
Overall Experience	9	7	5	7	8	6
AVERAGE	8.73	6.27	6.20	7.33	7.33	4.93

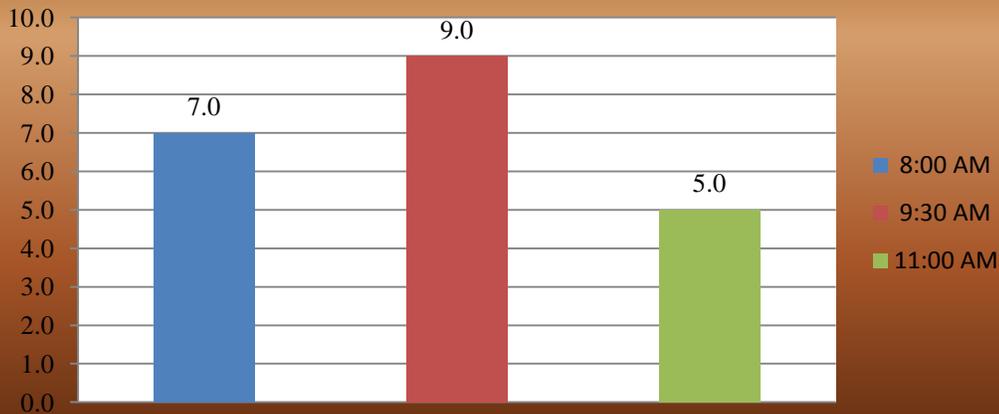
Averages

Ratings By Service	8:00 AM	9:30 AM	11:00 AM	All
Directions	6.25	6.75	7.50	6.83
Exterior Signage	7.75	7.00	7.25	7.33
Pre Service Greeting	7.00	9.00	5.00	7.00
Pre Service Atmosphere	7.75	6.75	6.00	6.83
Seating	8.50	8.00	7.75	8.08
Music	6.75	8.25	7.50	7.50
In Service Greeting	6.25	8.25	4.50	6.33
Sermon	7.00	7.25	7.25	7.17
Speaker	7.75	7.50	8.00	7.75
Post Service Atmosphere	5.50	7.67	4.00	5.55
Connect Resources	7.75	8.25	8.00	8.00
Friendliness	6.25	7.75	5.25	6.42
Childrens Ministries	7.75	5.00	6.25	6.33
Return	6.75	7.25	6.00	6.67
Overall Experience	7.25	8.25	6.50	7.33
Average	7.08	7.51	6.45	7.02

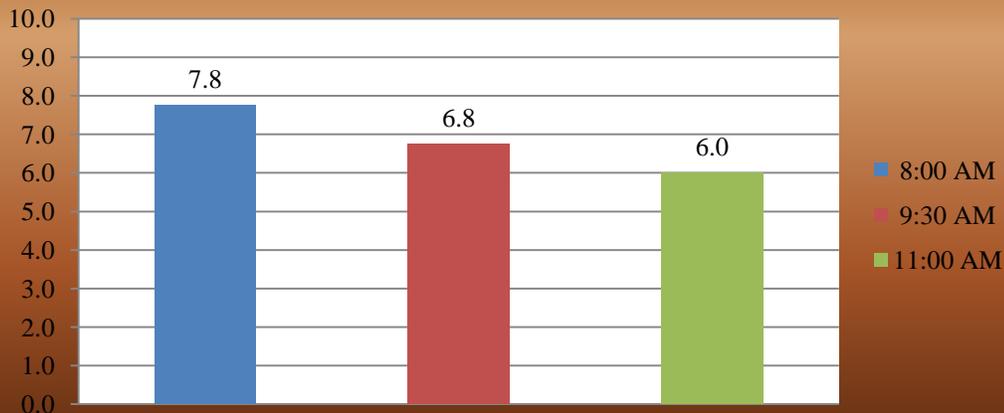
Directions & Exterior Signage Average All Services



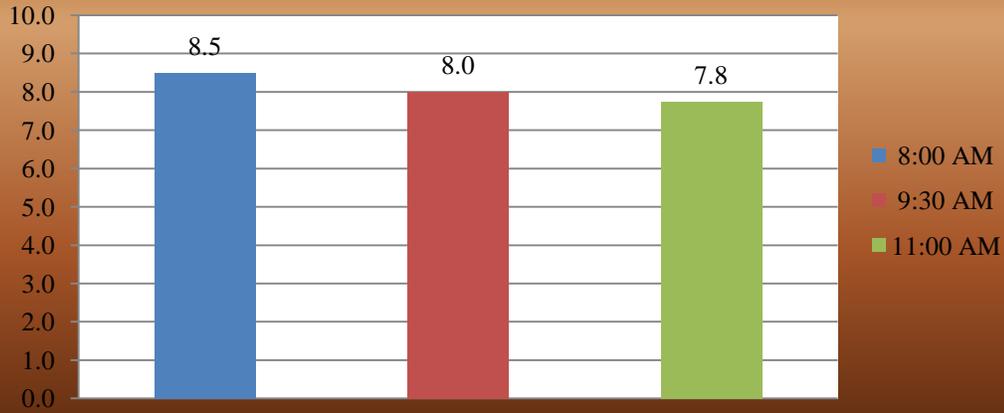
Pre Service Greeting Average By Service



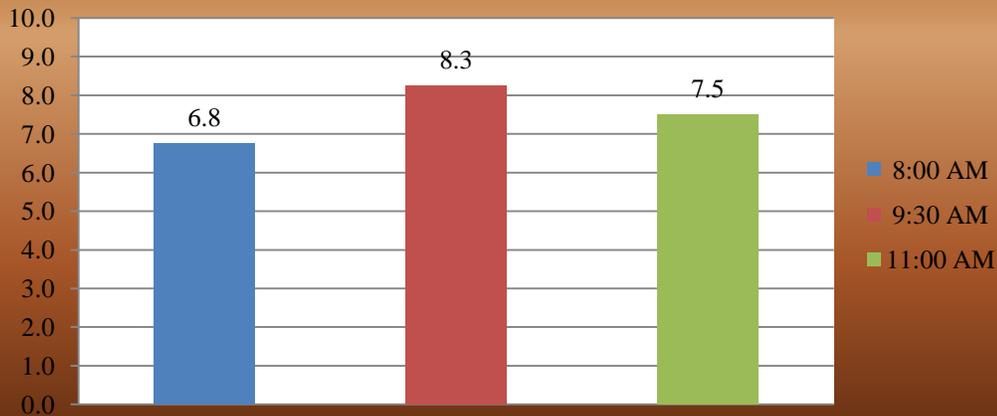
Pre Service Atmosphere Average By Service



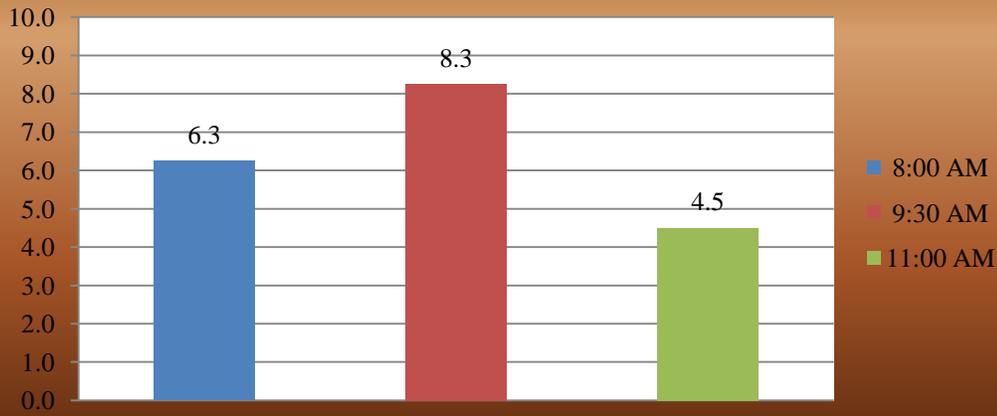
Seating Average By Service



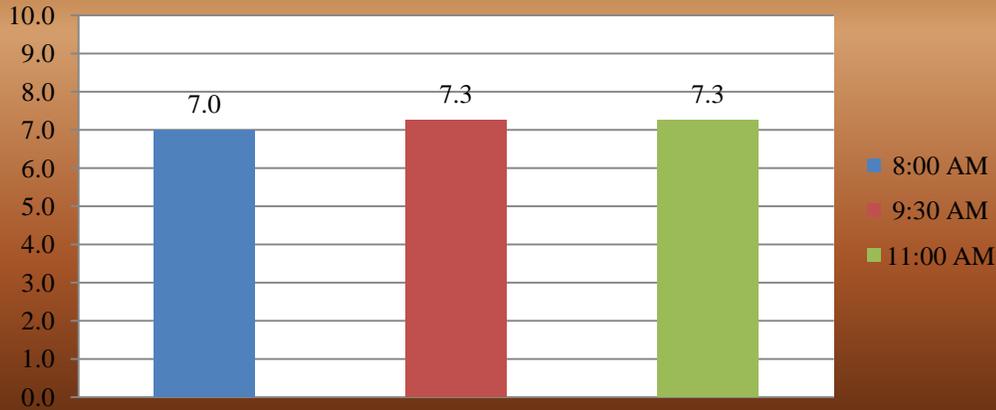
Music Average By Service



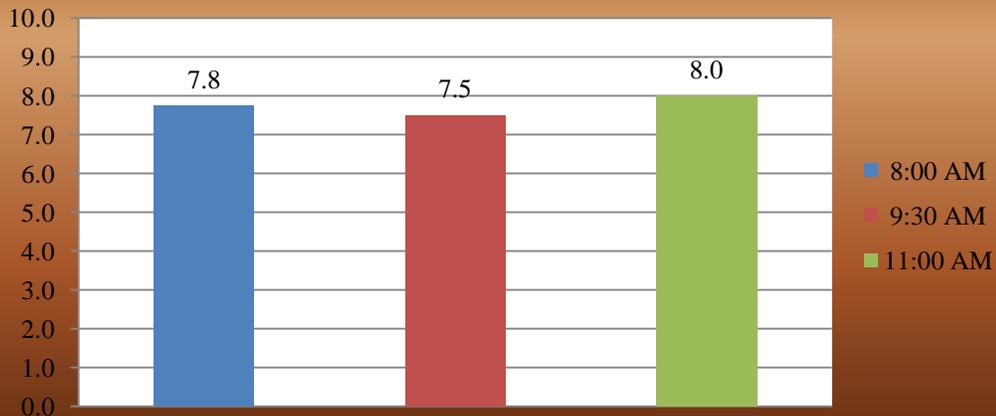
In Service Greeting Average By Service



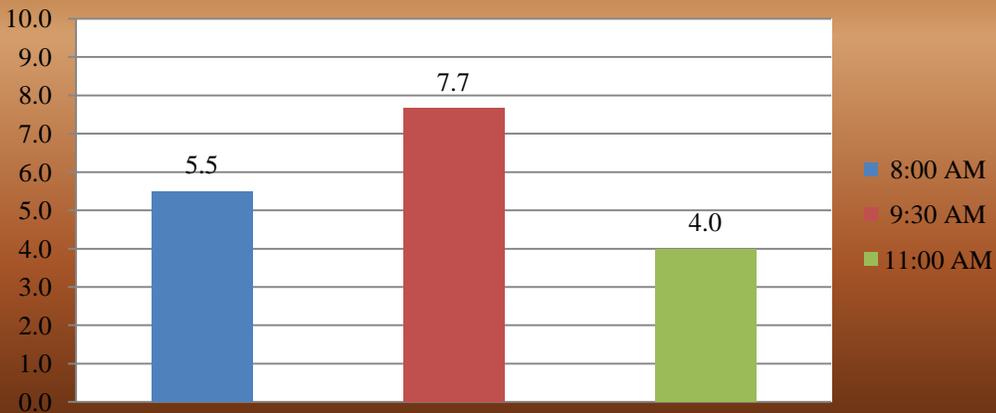
Sermon Average By Service



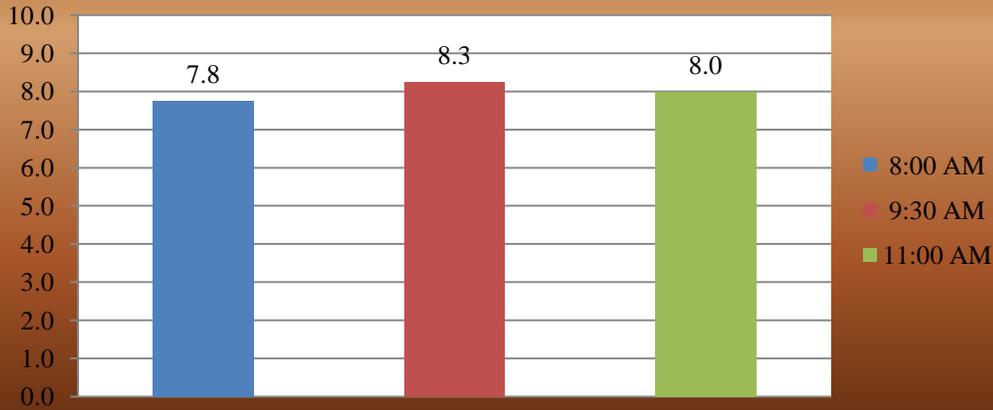
Speaker Average By Service



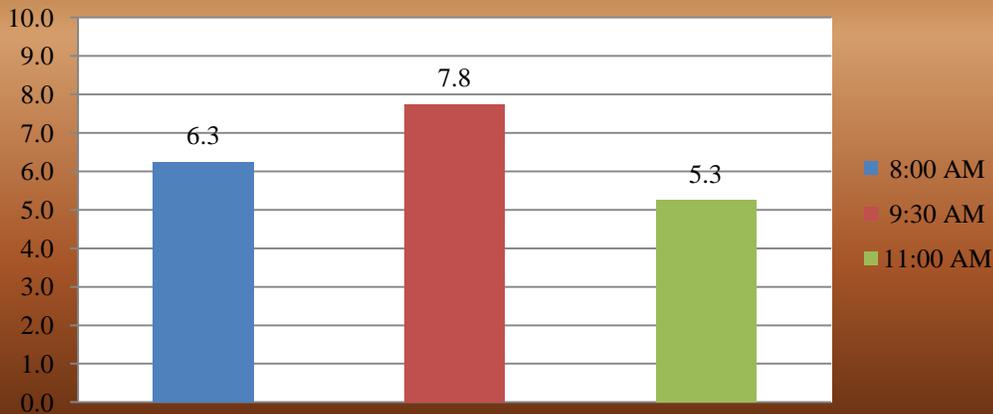
Post Service Atmosphere Average By Service



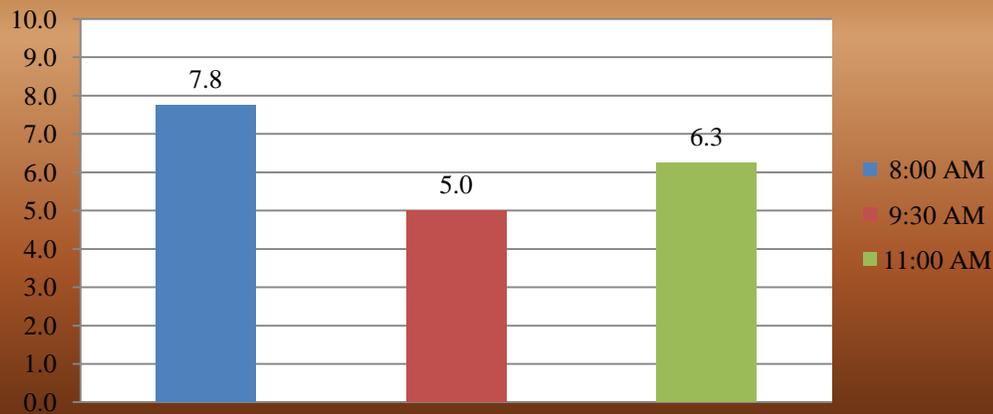
Connect Resources Average By Service



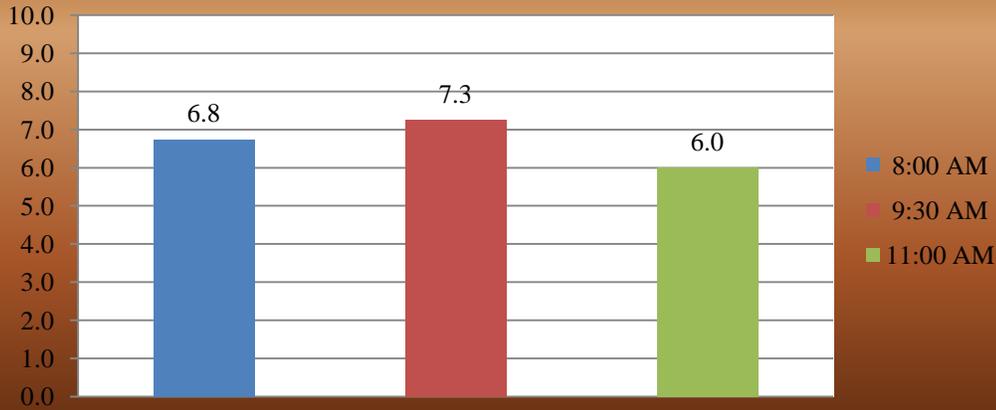
Friendliness Average By Services



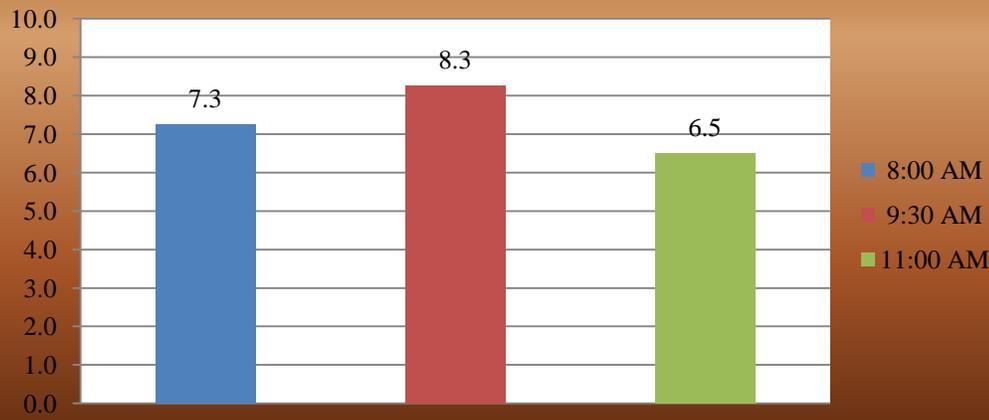
Children's Ministry Average By Service



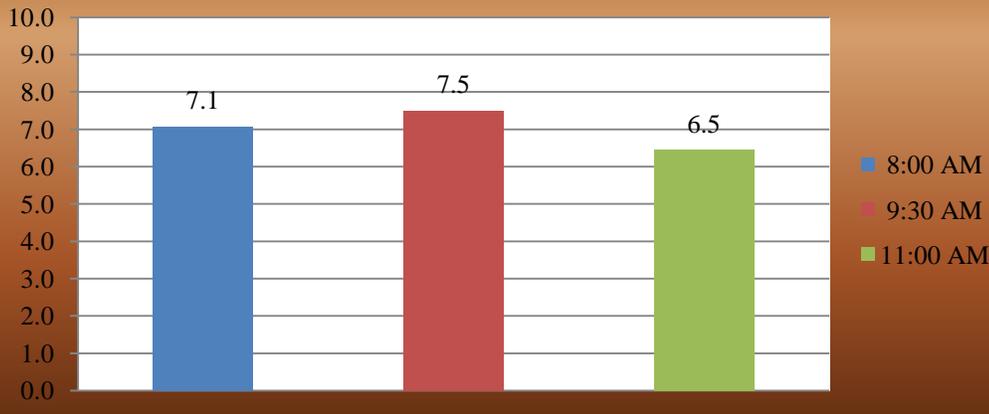
Return Average by Service



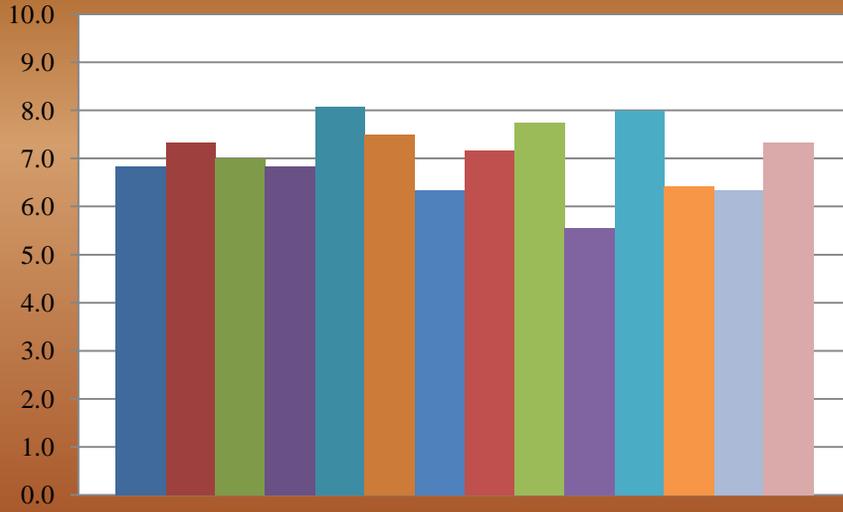
Guest Experience Rating Average By Service



Overall Experience Average By Service



Guest Average Experiences By Category For All Services



- Directions
- Exterior Signage
- Pre Service Greeting
- Pre Service Atmosphere
- Seating
- Music
- In Service Greeting
- Sermon
- Speaker
- Post Service Atmosphere
- Connect Resources
- Friendliness
- Childrens Ministries
- Overall Experience

Good Shepherd UMC

Commentary by Service – Fall 2011

Directions

- Fuel Line and Quik Trip both literally right beside the church. Both knew the location of the church. I kind of felt foolish asking since it was visible from both locations.
- The people at Quick Trip on N. Oak Trafficway new exactly where the church was.
- I stopped at a QT station about three blocks from the intersection where the church is. I asked one clerk inside and one customer outside for directions to Good Shepherd Church. Neither knew of the church.
- I stopped at a Quik Trip on North Oak Trafficway close to the church before the service and neither of the cashiers were able to tell me where the church was located.
- The attendant knew of the church and was able to find it through another attendant working there.
- I stopped at Quick Trip on North Oak Trafficway to get gas. When I went in to pay before pumping my gas I asked the clerk if she knew where this church was located and she pointed down the street and said it was about two blocks from where I was there at QT.
- However, the church is located near a gas station nearly in sight at QT so not sure how telling this is since the signs are clear on that side of the road too.
- I stopped by a Quik Trip that was about a minute up the road from the church. Neither of the cashiers knew where the church was located.
- I didn't realize I was so close to the church when I stopped for directions - I was probably about two blocks away. The gas station clerk was able to tell me where it was by indicating a landmark.
- I went inside the McDonald's on N. Oak Trafficway right before 95th Street. They gave me directions to the church.
- I stopped by the Quicktrip a couple blocks away from the church. I asked if they knew the location and for directions. Though they seemed annoyed by the question they were able to tell me there was a church down the street and they thought it was the one.
- I stopped at a gas station two blocks away prior to my visit. One of two clerks was aware of the church.

Exterior/Interior Signage

- The church has a marquee sign and also a banner sign indicating service times, events of the church (trunk or treat) and very visual from both directions of the street. When entering the parking lot there were also signs indicating the sanctuary, children's ministries, the bookstore and office locations.
- Yes there was a church sign there. You can read the Church sign easy but it is hard for you to read the times because it is written so small on the sign. As far as the sanctuary goes there was a nice usher named Dave Brandenburg. He helped me find a seat there.

- Yes, there was a sign, though small and easy to miss. It did not list worship times. I drove into a parking lot and it had a sign telling of additional parking on another nearby lot. There were a couple people standing outside the entry door ready to greet you. Entering the building there were signs above all three entrances to the sanctuary, though only one was open.
- I followed some MapQuest directions to the church. I drove down North Oak after entering the trafficway off of Hwy 152. At first, I went too far on N. Oak up to the traffic light at 96th. I rode around through a strip mall on the west side of the street and could not locate 9555 N. Oak. After realizing that the addresses on the West side were even numbered, I drove across the street. The church was not readily apparent, being tucked some ways off the street. A smallish banner near the street had the church logo on it.

The parking and entrance were easy to discern. The open doors to the church sanctuary also made it easy to know where the service would be held.

- There was a sign on the corner, but it was back about 80 feet from the corner on a hill. If there were a sign closer to the corner it would have been easier to see. However, I didn't have any trouble finding it and drove right to the entrance. The sign did post the name of the church and service times. It was big enough to read easily and was clearly marked. There were signs leading to the parking lot that were clearly marked. There was only one entrance to the building and it was unmistakable. After entering, the sanctuary was immediately to the left so there wasn't any need for signs in that situation and you could literally just follow the music.
- There was clear sign in purple and white facing the main road (N. Oak) with the name of the church and the times of service. When I pulled into the parking lot there were three spots marked "first time guest", this is where I parked. There were greeters outside the main entrance handing out candy to guests as they were entering the building. This clearly marked where I was to enter. Once I got into the building it was clear where to go because I could hear the music playing.
- The sign approaching the church which clearly read "Good Shepherd". It did mention and denomination and I think that is positive to bring people in who would avoid the unknown (typically like me) and yet it is not much different. It was easy to locate and they had Guest parking so that made it easy to come for the first time. Also, that also made the greeter aware and pay special attention to us. The Worship times were clearly posted on the large sign and it was easy to read. Parking was obvious however maybe for members it was more challenging based on some comments of service about church growth some people already park in the nearby medical building. I did not see a sign for the door to enter but it was obvious because there was one door with a greeter. Also, youth were standing outside on the sidewalk wearing a sign to advertise 6th-12th grade Youth so although we didn't know where to go- it clued us in to ask. The greeter introduced my 14 year old son to the Youth and they walked him to his area to join the youth group.
- The church is located on a hill so it was a bit difficult to see the sign from the road I came in on. But there was a sign at the entrance to the parking lot stating the church's name and address. However it did not list worship times. I saw one sign for guest parking after I had already parked my car. I did not see a sign indicating which door I should enter into, however it was very easy to tell. And I did not see a sign upon entering the building telling where the service was being held.
- I was pleased to find that the name of the church was actually visible from about a block away. This helped because I was able to get in the correct lane to turn into the parking lot. Also, there was a sign before the driveway indicating where to turn. Parking was easy and the main entrance to the church was clearly marked. The sanctuary was immediately to my left upon entering and there was

also signage to indicate the sanctuary.

- There was a low-key sign at the entrance on 95th Street. This particular sign didn't list worship times. (I think it would have been helpful to have a sign with an arrow at the corner of 95th and N. Oak Trafficway). When I left the church, I saw there were a couple of large signs on a hill just west of the church that listed worship times. This would have been easy for a passenger to see, but as a driver I did not see them as I was focusing on finding 95th Street. There was no parking signage, but I don't think any was necessary as the parking was obvious. A directional sign to the "Guest Parking" spaces right in front of the entrance would be a nice touch. Upon entering, I didn't see signage for where the service was being held; I don't think that's really necessary as the location was obvious.
- When I drove by I didn't immediately see the sign & the building did not immediately appear to be a church. Before I passed completely I did notice the emblem on the side of the building and the temporary sign at the top of the hill with the worship times but was too late to change lanes & make the turn as there was some traffic. I went up the street & turned around. As I left the church I did notice the main sign but had somehow missed it on arrival. Upon entering the parking lot there was a sign about overflow parking availability and "guest parking" signs right in front of the door. The main entrance was obvious with the doors open and many people milling around. Again there was no sign pointing toward where the service would be held but it was obvious as could be seen when entering the main door
- The signage of the church was adequate, as well as the service location. Parking was obvious, although totally inadequate for the attendance. No signs were visible indicating additional parking behind the church.

Pre-Service Greeting

- I was surprised at 8 a.m. that there was an actual greeter. Jeff, minister of music, was greeting people. He introduced himself by name, shook my hand, told me this church doesn't have traditional music but rather rock and contemporary and that he is the music minister. He was very polite and introduced me to other people as they were walking into the church.
- The only person that I came into any contact with was the usher named Dave Brandenburg. He was nice to a certain point but after he led me to my seat he didn't say anything else. No eye contact, he might have been sincere.
- I was greeted as I entered the building and was handed a bulletin/Discovery Guide. Yes, they made eye contact and were very jovial and friendly. It felt sincere.
- I was greeted by the usher at the door, they smiled, welcomed me and made eye contact.
- There was a greeter at the outside door that said, "Good Morning". This person was friendly and sincere. Once inside I was able to find the sanctuary quickly and easily and was once again greeted with a "Good Morning, Welcome" from two friendly people who were handing out the bulletin. They made eye contact and shook my hand and felt sincere.

- I was greeted when I entered the sanctuary. The greeter also gave me the weekly bulletin and said "welcome to Good Shepherd". Another greeter inside the sanctuary pointed out an area where there were empty seats for me to sit in. All greeters were warm, welcoming and seemed very sincere. They put me at ease going into a service where I was new and didn't know anyone.
- Upon entering the building I noticed signs for other children's age groups and it seemed clear. There was coffee being served but it was unclear if this was free, open to everyone and acceptable to bring into the service so I did not take any. Tables were set up with information and that information was handed out with the bulletin as I entered the sanctuary. The greeter felt honest, sincere and even after the service he facilitated my comfort and got another member talking to me making sure she knew it was my first visit. Hands down the best greeter and would always keep him at the front door! He was the reason I didn't feel intimidated and felt welcome but the ambiance of the building was inviting and I felt God's presence.
- The designated greeter was very welcoming. He said hello and good morning and shook my hand. He did make eye contact and it felt very sincere.
- The greeter standing in the entrance of the sanctuary made tentative eye contact and didn't really smile or say anything to me, but did hand me a bulletin. The church's website does advertise casual dress, but the young woman's attire was rather slovenly, and along with the lukewarm greeting, made it seem like she didn't really want to be there.
- There was no greeter at the exterior entrance. A greeter with a name tag said good morning and gave me a bulletin as I entered the sanctuary. She made eye contact with me and seemed friendly and sincere.
- The greeter did welcome me and hand me the bulletin. She did smile and make eye contact and it felt sincere.
- The greeters at the chapel entrance greeted me with a "good morning" and handed me a bulletin. Eye contact was there and felt comfortable at the time.

Pre-Service Atmosphere

- When I walked in there were two more greeters Pam and Mark (didn't get their last name as I am horrible with names). They welcomed me and told me all about the church and said the 8 a.m. service is less attended but the later two services are wall to wall people. They showed me around the church, took me to the coffee station and told me to make myself at home. I excused myself to the ladies room (I live 30 minutes away). The people at the coffee area were very polite and welcoming. I have never known such hospitality and warmth in a church like this before. I was very impressed. They even told me the environment at this church is laid back, take my coffee into the sanctuary if I'd like. I did. Several people came over and greeted me as I sat in the sanctuary, introduced themselves by name. The pastor, Mark Sheets, and associate pastor, Marsha West Eichler, both approached me before service, and introduced themselves to me. A very Christian atmosphere. I felt the Holy Spirit in everyone and in the church even before the service started. The service started on time with music and a welcome to everyone. The pastor even told me I probably came on the worst Sunday because it was their membership pledge (annual giving pledge service). I told him I was used to a missions driven church and I would be fine. I also am a former fundraiser for a non profit and understand pledging campaigns.

- Quiet at first when I went inside but when I got closer to the Sanctuary I heard the band playing already. The only person that acknowledged me was the one usher Dave Brandenburg. The congregation just chatted among themselves.
- Before entering the building I expected a small facility but the inside was quite expansive, went back quite a distance and had a lower level. Music was coming from the sanctuary. Several people greeted me as I walked around and as I entered the sanctuary. Upon entering the sanctuary and picking a place to sit I was again greeted by nearby people, though mostly people talked among themselves.
- The common area outside of the sanctuary was spacious and attractively decorated. There was praise or worship music playing softly in the background. I felt this common area was warm and welcoming. Several tables throughout the area contained large poster like signs behind them announcing opportunities to sign up for: women's retreat, membership class, family activities, clothing drive and other things someone might want to be involved in. The offerings were displayed in a way that was very clear and uncluttered. A portion of this common space was devoted to Christian books attractively displayed (available, I believe, for purchase). The area smelled good and there was a coffee bar at the back with several cafe tables available for friends to sit and chat. The decor warm and welcoming. I started a conversation at the coffee bar with a woman who was also getting coffee about the weather and she smiled and added some comments on the weather. No one really went out of their way to greet or acknowledge me, but I didn't feel uncomfortable. Some who sat in the congregation talked among themselves.
- There was music playing that could be heard in the lobby. It was inviting and well played. The staff members all said, "Hello" and "Good Morning" to me as I made my way to a seat. The congregation did chat among themselves but when the Pastor invited the congregation to greet those next to you, the people around me greeted me and shook my hand.
- There was very upbeat music with a band playing when I entered the building. A couple of people smiled at me as I sat in my seat, they probably could tell I was a visitor.
- When I entered the building people were mingling and quietly chatting. Other people aside from the greeters did not acknowledge me (or my son by his report). I did walk around looking at the table stations of information and around to the coffee and made it apparent to look lost but nobody offered if the coffee was free or okay to take. Since I made an effort to look lost I did expect the people behind the coffee counter to engage and talk to me but they did not- however did speak to people that it was obvious they were used to seeing weekly. (I tried this after service too with the same results so I helped myself to coffee and got my son a hot chocolate to give him when he was done with church) I think this is a lost opportunity to help new people feel welcome because I felt quite invisible.
- When I entered the building I noticed that most of the people were heading to an area at the back of the lobby where they had coffee, hot chocolate and tea. Once I entered the sanctuary there was music being played and announcements/upcoming events being played on the screen at the front of the sanctuary. The gentleman passing out the bulletin greeted me when I entered the sanctuary but other than that, no one said anything. The congregation mostly chatted amongst themselves.
- I liked the up-tempo music being played prior to the service and the sanctuary had a very warm and inviting feel. However, no one greeted me or acknowledged my presence.

- The energy level was very high when I entered the building. There were lots of teens, young adults and young families in what seemed like a lobby, with lots of "high-fiving" and boisterous talking. Because I wasn't expecting this, it seemed a bit chaotic to me. I don't recall hearing music. There were lots of large posters on stands scattered around the room, depicting various upcoming events, programs, etc. I made a bee-line to the restroom, which was easy to find, and noticed an inviting coffee bar. No one greeted me personally, but I was OK with that.
- The entrance; both inside and out was somewhat crowded with people in small groups talking. There was loud music coming from the sanctuary area. I was not personally greeted by anyone other than the designated greeter. Almost everyone seemed to be busy talking among small groups.
- I arrived about 10 minutes early. There was no music playing at the time. People were talking among themselves and to their children. One person said hello to me at the entrance.

Seating

- The seating was very comfortable. The church was big and open and decorated warmly and inviting, not over done, but real. The congregation at this service was small due to the time of the service (already was told this by the congregation and pastor that the 8 a.m. service is the less attended service).
- Yes the seats was comfortable, it was crowded in there. There were like only 5 to 8 seats left and people were saving seats. It was even hard for me to find a parking spot. They were huddled together, it was a packed Church.
- The seating was comfortable and there were plenty of seats to choose from as there were about 70 people attending in a room that seated about 380. The congregation was mostly in the front center and on the right side near the entry doors.
- The seating was comfortable - cushioned stackable chairs set-up auditorium style.

There were lots of seats to choose from because this was the 8:00 a.m. service.

The sanctuary was mostly empty and the congregation was dispersed.

I liked the atmosphere that was created in the sanctuary through the decor, it was warm without being churchy. Cafe tables were off to the side of the church seats and the lights were dimmed slightly which made the sanctuary feel like a cozy coffeehouse.

- The seating was fairly comfortable. They were individual chairs sitting next to one another. They were a little on the small side but fine for the amount of time that the service takes. There was ample seating but it was filling up. This church is popular and the room was easily more than half full.
- There were individual seats for everyone, they were very comfortable with plenty of space between each row so it was not crowded. The room was FULL!!
- I liked the layout of the church. Although an usher greets you they do not seat you and I actually preferred it because I could choose where I wanted to sit. I chose a seat near the front but off to the side on an end so I could see and not feel crowded. The church seemed nearly full but still some seats that were more open like my area.

- The seating was very comfortable. They had cushioned chairs lined up in rows. There were plenty of seats to choose from when I first arrived, but it quickly filled up. I would say the room was over 3/4 full. Everyone was evenly spread out.
- I liked that the sanctuary had cushioned chairs linked together in rows, rather than the tradition pew - it was very comfortable. Even though the sanctuary was about half full when I entered, I still felt there were ample seating choices. At the start of the service, people were fairly evenly distributed throughout the sanctuary.
- The seating was quite comfortable and there were plenty to choose from. The sanctuary seemed like a small auditorium or hotel meeting room set up for a rock concert or a rally rather than a church, but I understand this is intentional. The room was too warm, but we're in the midst of an unbearable heat wave. The room was 90% full with the congregation evenly dispersed. I noticed people were bringing in various beverages, so I slipped back out to grab a coffee, which I enjoyed.
- The seating was comfortable and it was very easy to find an open place. The room appeared to be about 1/2 full or slightly more with the congregation being dispersed almost evenly across the entire area.
- The seating was comfortable, and the sanctuary was about 60 or 70 percent full. At the beginning of the service we were all asked to move to the center of the aisles, making the church seem fuller.

Music

- The music was uplifting, a lot of talent, a lot of different instruments and age group of people leading the music. It was contemporary rock just like Jeff indicated. The congregation was clapping their hands, singing, tapping their feet and very engaged. The Holy Spirit was in the service to say the least.
- A band from the church played a song called "We got to love like crazy" I never heard that song before so it did not interest me but I am older so it might influence a younger generation like 12 to 15 year olds not 31 and up. I would say the Church people listened to the music but did not like the music.
- The music was contemporary, played by five members and three singers, rock style and loud. Had there been less volume I probably would have liked it better, though I am sure young people would like it a lot. The congregation did not seem to be participating much in the singing, though perhaps I could not get a good feel for that because of the high volume of the speakers.
- The music was contemporary praise music. It was a band with guitars, drums, keyboard and vocalists. It kept me awake- it was peppy and had a beat. I do think it would appeal to a younger demographic, particularly, young families. The congregation was made up of largely middle-aged people in the service I attended.
- The music style was contemporary with a hint of island music. There were bongo drums played by the music director. It was enjoyable music and was well played. The music was geared slightly more toward a younger group but was enjoyed by all ages. More than half of the congregation sang along. There were message boards up displaying the lyrics that were clear and easy to read.
- The music was very contemporary and upbeat. I loved it!! They had a drummer, guitar player and several praise team singers leading the music. This music definitely appealed to my age group and/or younger. The whole congregation seemed engaged in the music whether they were singing or just swaying to the music.

- I loved the music and it was more contemporary. I do think this would appeal to families and people of a younger demographic. The quality of the instruments was amazing...even a Roland keyboard and several guitars and a tambourine sounded fantastic. This group could easily be enjoyed at a summer festival and it was refreshing to find this music - quality and upbeat-in a church service. Also the congregation seemed engaged, the music ministry members all seemed full of joy and it was contagious. Finally, the man that performed the last song was barefoot on stage and even afterwards. I don't know the reason why but what i loved about it was that it made me feel this church could accept and meet people where they are at...and that the near perfect model that is expected at other places I attended in the past was not there. People seemed accepting and commented it was getting warm bout his feet after service and it seemed friendly- I think the casual dress and that instance of seeing a person who was different embraced would make people feel good to "come as you are". I have a son with Aspergers Syndrome (mild) so I was hoping he would experience this type of acceptance since I'm searching for a home church.
- The music was very contemporary. I did enjoy the music. They had a horn section in the band which was something I have not seen at other churches. I really liked that. The music would appeal to a younger age demographic. There were a few people here and there who seemed engaged in the music but overall most of the congregation sat quietly during the music.
- I loved the modern style of music used in the worship service - they even had drums and electric guitar. It would definitely appeal to a younger set, but everyone I observed seemed to be engaged in the music regardless of their age.
- The service opened with music, which was very contemporary, with music video-type images on the large overhead projection screen, and stage lighting and sound equipment. The quality of the musicianship and singing was good, but I did not enjoy it. It was very loud. I was surprised when the "audience" applauded at the end of each song, again, more like a concert. The music absolutely would and did appeal to a younger age demographic. The congregation was very much engaged in the music, particularly the young men. While it wasn't my thing, it obviously works with this congregation.
- The music was very much contemporary and quite loud. It would appeal to a younger age demographic. Some of the congregation seemed engaged but it did appear that few were actually singing along. It had more of a concert feel than a congregation. I would typically enjoy a more contemporary type of music but can't say that I enjoyed this.
- I felt the music was blended - Bible words with modern music. I think the music was stimulating to everyone.

In-Service Greeting

- Yes, there was a greeting time, and everyone within 10 rows of me either direction welcomed me by their name and asked my name. The pastor and associate pastor also walked to me again and greeted me. Very warm welcome. I felt blessed and important from the beginning.
- No greetings at all it wasn't a very friendly Church I thought. The experience was awful.
- There was a greeting time shortly after the service began and it was lengthy and enthusiastic. People came to me and I to them for multiple greetings. Visitors were welcomed from the stage by the Associate Pastor, Marsha West Eichler. It was a short welcome and included encouragement to see the church opportunities in the entry hall. The greetings and the welcome seemed sincere and I did not feel overwhelmed.

- People were asked to greet their neighbors and people dutifully got up shook hands with others. It was sincere and not overwhelming, but perhaps a bit scripted, too.
- Just the right amount of greeting as mentioned before.
- There was a greeting time during the service. I was greeted from people all around me by them shaking my hand and welcoming me to the service. The pastor did welcome guests from the pulpit by thanking us for visiting and asking us to sign in the register book. All of the greeting seemed very sincere, not scripted at all. I was definitely not overwhelmed by the greetings it was just the right amount.
- Yes there as a greeting time during the service. Several people in the congregation greeted me and for most it seemed sincere and not scripted. As expected, some people did so because they seemed to feel obligated but overall that did not take away from the positive experience. Also the pastor invited new people to come up at the end to meet new guests and he answered questions and made me feel welcome. In fact, had my son had the same positive experience I would return to that church. I did not feel overwhelmed by the greetings but I also feel that the refreshment area is the only area I felt to be lacking. Otherwise, it was just the right amount and by in large it felt sincere and not scripted.
- There was a greeting time during the service. Visitors were welcomed from the pulpit by a woman named Marsha. People in the congregation did greet me. The experience felt very sincere and the amount of greetings was just right.
- There was no acknowledgment of visitors from the pulpit, but a short time after worship for congregants to greet those around them. Several people shook my hand, but it felt forced and awkward (as is usually the case with that sort of practice) All in all, I was pretty under-whelmed by the greeting I received.
- There was an in-service greeting, the typical hand shaking and saying hello to those physically close to you. The experience didn't feel scripted, just rather perfunctory. I don't recall a visitor welcome from the pulpit. I was underwhelmed.
- Very early in the service there was a greeting time. I was greeted by those sitting near me and by one gentleman that came from a couple rows away. I was not overwhelmed by the greetings but they didn't seem very sincere (other than the gentleman who came from farther away to greet me). I don't remember being welcomed from the pulpit.
- There was a formal greeting time during the service. It did not seem scripted, just artificial, as if it was just another part of the service. I did not feel it was sincere.

Sermon

- The message was about The Heart of Generosity - joy + poverty = generosity. Even though it was their annual pledge campaign for their members I felt moved by the sermon and the importance of God's grace in giving. I liked the video of the children they showed about their perception of giving and sharing and what they would like to be when they grow up and also about how they believe they can share their knowledge about God even at their young ages. It makes me see how important children's ministries and education is to this church. They did tell me there isn't children's classes during the 8 a.m. class but are during the other two services. They said children are welcomed in the sanctuary during any service times if I prefer not to put my grandkids in class. I like that there is an option when so many churches do not want young children in church.

- The message lasted about 40 minutes. Pastor Mark Sheets did a sermon comparing Christianity to being a Sports fan to the Kansas Jayhawks and Missouri Tigers. He said just because your team looses you should still say Congratulations to the Opponent Team.
- The sermon, by Pastor Mark Sheets, was about 30 minutes and was about The Seasons of Life. It certainly seemed relevant as we were ending Daylight Saving Time and moving into a new season of the year. He presented his message in a very enthusiastic way with no dead space or hesitations.
- The message was approximately 25 minutes. It was relevant and easy to understand. It incorporated some video. The heart of the message was about having our core meaning with God as opposed to living on the periphery: basing our worth on outward things. It didn't put me to sleep and it wasn't extremely stimulating either.
- The message was about 20 minutes and was after the morning announcements. The sermon was about Psalm 117 and praising God and applauding God. It was a little vague and didn't really have any direction.
- The message was approximately 30 minutes long. They were on the third week of a four part series on "A Heart of Generosity" and this weeks sermon focused on "Why Be Generous Thru the Church". The pastor was emphasizing the importance of tithing and giving back to the church 10% of what God has given us. The pastor was very engaging and light hearted, easy to listen to. There was no dead space, the service was very stimulating and no I did not feel like taking a nap!
- The sermon was about having a vision to grow and giving (tithing) over the next year. I have been to many services like this before but this one did not make me fall asleep. I am interested to know what other services on Bible lessons would be like because the pastor was interesting- using real life stories and humor to engage the congregation. In fact, for the first time in a long time- I did not fall asleep in church service for even one minute.
- The sermon lasted about 20 minutes. It was about the privilege of sharing and how we should not feel like we have to give but we should feel like we are privilege to give. The message was very easy to understand and the pastor did a very good job of keeping everyone engaged. There was no dead space during the service and overall the service was very stimulating and kept my attention.
- The message was titled, "Jayhawks and Tigers," and was the reasonable length of about 25 minutes. It flowed very well, and since most people in Kansas and Missouri have very strong feelings about college sports teams, people seemed very engaged. At times, it was a little too sportsy for me, but I thought he tied the sports references into the sermon very well.
- The message was about 15 minutes long, and was about experiencing grace, focusing on others rather than ourselves, and being Christ-like in the community. The core message was relevant, but the constant cultural references was distracting to me. Again, I'm aware I'm not the target audience. The service had no dead space and was impressively choreographed from start to finish. The service was stimulating; only the dead could sleep through it.
- The sermon lasted for about 25 minutes. It took me a while to actually get what the message was supposed to be about. It seems there was an ongoing topic related to the story of Jonah and having not been at the previous services may have caused part of my confusion. The pastor giving the message; Mark Sheets, started with a story about his son that didn't seem to really fit in that well with the rest of the message. After a while it became more obvious that the message was about "entitlement". There were no dead spaces that I observed in the service. He was very enthusiastic in his message; enough so that I found the yelling & many attempts at humor to border on annoying at times.

- The message this morning was about the journey Joseph took to Mary and then the journey they both took to Bethlehem. I felt the sermon was appropriate for the time of year, as well as interesting.

Speaker

- Pastors Mark Sheets and Marsha West Eichler. They both were engaging, the overhead screen was a visual aid during the whole service, music, sermon, video of kids, upcoming events. It was helpful but the church is open and felt like being at home the atmosphere was so warm and welcoming. I felt like I could be myself. Everyone appears to be laid back and not fake and this made it more comfortable for me.
- Pastor Mark Sheets was leading the Service. Yes it was engaging and easy to listen too. He had a video of a guy driving a car mad at the world and cussing everybody that he came into contact with, then another video showed the same guy as a nice complimenting guy.
- The Associate Pastor, Marsha West Eichler, led most of the service. She was easy to listen to, was prepared and the electronic screen changed the scenes sometimes. She and Pastor Mark Sheets interspersed their presentations with several scripture passages.
- The speaker was Bryan Rezen, the Director of Student Ministries. The message incorporated video, scripture and graphics on the overhead screen. The graphics were attractive. The graphics and video supported the message.
- The Associate Pastor was leading the service. The speaker was easy to listen to and spoke with enthusiasm. There were props that supported communion that were used during communion. The speaker was prepared but the delivery of the message wasn't very inspiring.
- The pastor of the church, Pastor Mark Sheets, was leading the service. There was a video clip of two teenage girls (Courtney and Brooke Ravenscraft) sharing their story of giving back to the church and why they feel it is important. There were several people leading the music two women and two or three men.
- Jim Griffith spoke about will you grow in your yearly giving and they played a video. Honestly, the video did not keep my attention but it is just because of the type of learner I am and I am sure it is valuable to other people there. I think that video was Glenn and Marie Orr speaking. Pastor Mark Sheets spoke and he was fun to listen to his sermon because he brought the message in to apply. Also because the giving was presented in steps including everyone and it was in a positive way basically saying we are not asking you to do anything the staff isn't already doing...and they were excited to pledge their growth. Also, there even was a step for zero and showed those people could move to step 1 with just a penny to 10.00 a week- and even I felt that I could give and be included into a group. Overall, his stories and the message was inspirational and made me want to move into action.
- The service was lead by Pastor Mark. He is a very good speaker and is very entertaining. I like the amount of energy that he brought to the pulpit. He was very prepared. There were handouts in the bulletin to help support the message.
- Pastor Mark Sheets lead the latter portion of the service, but a woman led in worship, prayer, and a reading of the scripture prior to the message. The pastor's message was enthusiastic and engaging, and he did incorporate a short video into the message.

- The service was co-led by a senior and associate pastor. It was good to see a woman in the associate pastor role. Both were engaging and well-prepared. The videos/visual aids supported the message. Reference to scripture was there, but minimal. The senior pastor's very dramatic, high-energy style was off-putting to me, but the audience obviously loved it.
- In general the service was led by Associate Pastor Marsha Eichler. She also seemed to serve as the lead singer and was the one person heard most during the songs. Lead Pastor Mark Sheets gave the sermon and led the communion. They both seemed well prepared. The large video screen served the purpose of showing song lyrics and prayer wording but no other visual aids or props were used.
- The service was led mostly by Marsha West Eichler, associate pastor. The sermon was done by lead pastor Mark Sheets. There was nothing in the way of props, music or scripture to support the message.

Post-Service Atmosphere

- Many people thanked me for coming and told me they hope I come back. Pastor Mark Sheets during the sermon invited new visitors to come up and meet him after the service. I did. He and some of the music staff and the associate pastor, Marsha all talked to me more in detail about the church and all it has to offer and hope that I come back. Mark asked me to stick around and see the fluctuation of the 9:30 a.m. service and that it will be wall to wall people. He invited me to stay and join everyone for more hot coffee and warm cookies. He told me in detail about the children's ministries since he knew I had grandkids. He introduced me to more staff.
- Nobody said nothing to me after the Service I just got my bible and notes and walked out to my car.
- Upon exiting the sanctuary and walking around the entry area to observe the informational tables, I was not approached by anyone to engage me in conversation. Somewhat disappointing considering how friendly people were earlier.
- I did take some time to look around -no one seemed to notice that I might not know my way around and no one really interacted with me. I had some freshly baked cookies in their meeting room after the service (I guess that was what that good smell was when I entered the church!)
- Once the service was over, everyone made their way to the door.
- After the service a couple of people did acknowledge me by saying hello. The greeter at the door when I was leaving said "thanks for coming hope to see you again".
- See above for the comment about the refreshments. Basically I looked lost but nobody spoke to me to welcome me or help answer if I could have coffee ect. However, leaving service the woman next to me shook my hand with both hands and looked me in the eye and used my name (she got from the attendance book) and I'm not sure if this is procedure but it was very effective and warmed my heart. It also gave me the courage to follow the pastor's invitation to speak with him. Also the greeter spoke with me again while I waited for my son and he introduced me to a member so we weren't sitting at the table together not talking. This man is the reason I felt welcome because he seemed sincere not just doing his job.
- Following the service they were serving cookies. I stood around for a little while but other than a few general "hellos" no one interacted with me. It seems as though they were more focused on the cookies and chatting amongst themselves.

- This was very disappointing to me. I had arranged for my husband to drop me off at the church while he ran errands in the neighborhood, so I waited about 5 minutes in the lobby for him to pick me up. No one even acknowledged me. I realize that in a church whose third service had about 150-200 in attendance, people may not always recognize a new face, but at one point the woman who led worship walked right past me without so much as a smile.
- After the service, no-one said "hello" or interacted with me, but I was OK with that. Most everyone seemed eager to depart and get on with their day; the atmosphere was the opposite of relaxed.
- Following the service I did stay around and look at some of the display and just observe the general layout of the entrance and the building. The congregation gathered in many small groups inside and outside the entrance to the building. Many smiled but I can't say that anyone actually said hello or otherwise attempted to engage me in conversation.
- No. It seemed that everyone was in a hurry to go Christmas shopping or watch football on TV.

Connect Resources

- Yes, more information, bookstore - I took time to look at some of the books they offer for sale, brochures, areas were all clearly marked by signage and I knew exactly where to go inside the church for any area of interest. The calendar of events was available for handout including current events were a reminder during the service. They did mention that over 400 kids attended their trunk or treating event the previous Saturday. Both pastors also indicated their email addresses are in the bulletin and if I have any questions to contact them by phone or email. I did fill out a first time visitor card during the service along with my gift of donation.
- When they passed the book around to record your attendance for guests and regular members they had a section you can mark if you wanted more information about the church. All you had to do was check the box, and list your email address and they would send you some materials to your inbox. I visited the churches website they had a calendar of events, contact pastoral staff, the site was easy to use and navigate through. Yes it was clear that they had more information about the church in the bulletin and on the web site. I did not see an information table. The website was easy to use and yes the service times were listed as well as a calendar of events coming up, it said what the church's beliefs were. The children went to children's church during the service. They had a volunteer sheet in the bulletin that you could sign up for stuff to do at the church like help out with the tornado victims in Joplin. No dead links.
- There were many tables with church and activity information in the entry area and they were very visible. The website opens with scenes of The Coffee is Hot and The Music Rocks. These are NOT reasons to attend church! Other than that the website is very complete and extensive. The calendar is current for November, there are youth and children sections and no dead links that I found.
- In terms of maneuverability, information and what this church had to offer - it was very evident as you walked in the door and perused the tables in the common area. I saw some signs indicating the children's ministry and a large easel had some information in the center of the common area that outlined the service times, etc.

The church facility seems recently built, is attractive inside and out, and is nicely laid out. The web site is very informative, is clean and contemporary - I'd give it an A+.

- All information was on a table and easy to find. There were signup sheets for upcoming activities and community help that had people already signed up. The web site is clear and easy to navigate and is informative. The web site also seemed to be working and is well organized. It did however take a few moments to load but once loaded worked well. The brochure states the mission and values of the church. There was a sign up sheet that was passed at the beginning of the service for everyone to sign in and a section for new comers.
- When they passed around the registration book there were several pages of upcoming events, information about giving, information about studies coming up and children's activities. There was also an information area in the lobby of the church with several brochures and information about activities the church has to offer. The website was very well organized and lead me to anyplace I wanted to know more information about. There was a calendar and area highlighting upcoming events. No inconsistencies or dead links that I found.
- Yes it was very clear. They had tables and handed out some information, had it in the attendance book as full page color flyer so all people- even with visual impairments could easily see it. Also they concluded the service with these announcements. In fact, this area far exceeds most other churches. The website was easy to find but the Jonah podcast didn't work and I wanted to listen to it.
- I did not see any additional information in the church. The website was very well laid out and easy to use. I was able to find service times right away and finding information about their core values/beliefs was very easy. There was information about both children's programming and youth programming on their site. They did have a section with a calendar of events and all of the information was current. I did not find any inconsistencies or dead links.
- There were information tables arranged all around the lobby, and I had also visited the church's website prior to the visit. The website was clean and modern looking, but not very engaging. It gave information and classroom locations for children's programming, which was good because it is not clear once inside the church where children should go. One kind of great way this church shares information is to pass out binders (I think this was done while someone was ministering in song) containing information on upcoming events, as well as a visitor sign-in.
- It was quite clear from information in the lobby, the notebooks passed during the service, and the mention of upcoming events that this church has tons of information and opportunities for people to connect with each other and the community. The website was professionally done and easy to navigate. It had easy to find info on all of its programming, including children's and an extensive event calendar. All info appeared current and there were no dead links. I found it interesting that the core values/beliefs depicted on the website were far more gospel-based than what I experienced at this particular service.
- There were a number of tables and displays in the entrance and hallway as well as a great deal of information in the bulletin itself. The website was appealing and definitely gave the impression of a friendly, relaxed environment. The events calendar was very detailed and made it appear to be a very active, engaged congregation with many opportunities to take part in events/activities of the church.
- The website is very easy to navigate and organized. The table of information was difficult to see because of all the people there. Overall, someone is keeping up with everything going on at the church.

Friendliness

- This is the friendliest church I have ever attended. Everyone seemed genuine and warm with their welcome. I do believe even though it is a 30 minute drive for me that this will soon become my home church. I simply have to decide which service time I want to attend.
- I did not feel welcomed at all, no body greeted me, no body shook my hand, no body introduced themselves to me.
- It felt very friendly until my departure, which I discussed above about there being no exit greetings.
- The church felt "neutral." It was neither overly friendly or unfriendly. I felt I could take my time there to make up my mind as to whether I wanted further involvement or not.
- I did feel welcomed and was not overwhelmed with greeters. It was a nice balance of being helped without having someone try to usher me around. I was able to explore on my own but was given friendly instruction when needed.
- This church was very friendly and I felt very welcome and at "home".
- Overall I felt welcomed and thought I would return. It seemed once you were a constant member people were friends. In fact, I plan to listen to the Jonah podcast and the only reason we will not be returning was the way my son was treated by church youth group member who appeared to be in high school.
- Overall the church was fairly friendly. I felt welcome, but not overly welcomed.
- There were several aspects of this church that I liked, but friendliness was not one of them. I didn't feel unwelcome, just invisible.
- The church was reasonably friendly and I felt reasonably welcomed.
- The church appeared very friendly and there were obvious indications (signage, etc.) that they were attempting to welcome everyone. While the designated greeter and those around me during the service did say hello, I still had the feeling of being an outsider.
- I felt comfortable visiting this church. Not overwhelmed at all.

Children's Ministries

- Yes, the signage was very visual where the sanctuary, children's ministry, offices, bookstore, etc. are located and also again inside the church. If I wasn't greeted so warmly I still would know where to go with all the signage in the church.
- They did not have a sign in the Hallway or anything saying where the nursery was, but in the church bulletin they do have a Children's Ministry 3 years- 6th grade and a Student Ministry from 7th grade to 12th grade. I didn't have a child to take but if I did I would check it out first before I left my child with Strangers!!!!
- The signage was there and I visited the children's area in the lower level. There was only one person present that I saw and there was no entry counter as I have seen at other churches. Such a counter or blockage would seem to be a deterrent if someone had some bad intentions. Also, I would feel negative about the room as only one attendant seems too few. There were many toys and small tables/chairs.

- While, I didn't have personal experience with the child care. The signs to the children's area looked fun and attractive, as though what might be happening in that area kids would enjoy. The church was offering a workshop on preventing bullying which communicated to me that they had values in providing education about topics outside of the 4 walls of the church and were concerned about these issues.
- The brochure talked about the children's ministry but I didn't see any signage about where to take the kids.
- I did not visit the children's area since I do not have children but there were signs showing where it was located. The bulletin has several announcements about upcoming children's activities. Seems like the church is very children and family friendly.
- As stated above the sign was youth wearing it and it was obvious and catchy. I felt fine about leaving my son and they were friendly welcoming and walked him down to that area. However, the feedback at the end was not positive and this is why we left and he did not stay for the 11am youth service when he was invited.
- I did not see a sign for a children's ministry, but it did list the location of the children's ministry on the bulletin.
- The website indicated where children's Sunday school classrooms were, which was in the church's lower level. Had I not been to the website, I would have no idea where to take my child. I saw many families with young children enter the building, but once inside it was a very adult atmosphere. Since I don't have children and didn't go downstairs, I cannot speak to how the classrooms were set up or have an impression of the staff.
- My comments are based on visual perceptions. It was easy to locate the children's ministry and it appeared clean and secure. It definitely looked like a fun place for kids, and I think it's great they provide infant care as well as child care. The optional "buzzers" are also a great idea. I would feel comfortable bringing my child here.
- I did not have children with when I attended so I did not personally observe the children's facilities. I did not notice any signage outside the church but after the service did notice the signs with directions. Those signs were not hard to find so if I had been specifically looking for them prior to the service I likely would have had no trouble.
- I did not see any signage indicating a children's area. It seemed that everyone brought their children into the service. I must say though that all were well behaved. There was no crying or talking during the service.

Return

- I would highly recommend this church to anyone based on the hospitality, the Holy Spirit, the age group is very diverse and they have a great children's education program. I hope to get my grandkids and my own two adult daughters to attend with me.
- I would not return to this Church because # 1 the church is rude,#2 the Church is not my Denomination, #3 the church is not friendly over all.I would only recommend this church for 65 years and over.
- I may or may not return because of the high volume for the music. Perhaps another service time has different music. Because the people seemed honestly friendly (until my exit) would be a reason to return. All age groups were in attendance, so the church would be appropriate for all.

- I loved the atmosphere and the casual dress, the music was good as well. I would probably encourage other people to attend there. I think anyone would/could appreciate this church perhaps with the exception of a very senior or very traditional group. The music was contemporary, which some older people cannot appreciate, but it was not loud or obnoxious.
- Based on the vagueness of the message and how lengthy the communion was I would probably try this church again, I honestly don't think that a fair evaluation can be done on a church in only one visit. I would try this church again. My decision is based on not feeling pressured or overwhelmed by the atmosphere. It's a friendly place to be.
- I would definitely return to this church. I felt very comfortable with the age group in the congregation and leading the service. I would recommend my friends visit this church or any other young growing families with young children or youth. They seemed to have a very active youth group as well.
- My son said the service it was just a kid there who was mean and rude so he did not want to return. My son said it seemed the younger (I'd assume middle school) kids were nice and the people that worked there were too. However a kid that he described as having "blond hair, as tall as my dad with an earring" was mean to me. He tried to pull a chair out from under me and did to another kid (after he ate the food and moved) but that one didn't seem bothered or surprised so maybe it was his brother. I asked the kid why he would be so rude and he said, "Why do you care? At least I'm not high". My son was upset that he would be construed as using drugs and 'high'. I had to explain his droopy eyes and slow/ unclear speech are a part of his disability and maybe some people in high school would assume this but that it was not nice of the kid to behave this way. My son's opinion was if the groups were divided into 6th-8th and then High School that Youth group would have been easier to fit in and enjoy. (We've been church shopping so he has attended churches that do it both ways). My son was relieved seats weren't assigned like some other churches so he could move- this is not always the case.
- I would probably return to church there, mostly because I liked the energy that Pastor Mark brought to the pulpit. And yes, I would encourage other people to attend church there. I feel like the church is a good fit for families.
- I would give this church at least one more try because I liked the casual atmosphere and upbeat music/message. Also, there were many people my age there. However, if it seemed I would continue to remain anonymous, or that I still wasn't establishing any personal connections, I would not continue to attend.
- I would not return to this church. I don't care for the rock concert atmosphere and the personality-based messaging. I would recommend it to teens, college-age and young families/adults. The church appears to have an extensive number and types of activities and educational/community outreach programs, which is great. The use of current technologies and social networking is impressive.
- I would consider returning to this church again. I liked the contemporary service and the relaxed environment. It appeared that it was an active congregation with many opportunities to become involved/engaged in it's activities. I would say that most ages from children through young adults and families would feel comfortable. My estimate is that some older people may not be fond of the "concert" feel of the music.
- I would return here for services. The congregation at this service was by far younger and with families in attendance, so I would recommend the same.

Overall Commentary

- My experience was so good that I actually wanted to stay for a second service to meet more people. I did fill out a visitors card and requested more information about the children's ministries. I left them my email, address and phone number on the card. I hope that this church and its members greet everyone at all services like they did me at the 8 a.m. service. It was an outstanding and amazingly moving experience. I felt like I was truly in a house of God with a lot of Christians, leaders and servants like me.
- I would say the only thing that offended me was the video of the guy cussing a lot that got beeped out, and the fact that nobody in the Church welcomed me for being a 1st time guest. I did fill out my name and address so I can be added on a list, I did give them my email address also. I haven't received anything yet. Don't show any bad movies in the future and honor your guests.
- My overall experience was favorable. The only thing I felt uncomfortable with was the high volume of the speakers for the music, as I found it excessively loud, so much so that I was not inclined to sing. Suggestions for improvement: a larger sign at the street, lower the volume of the music, improve the children's nursery area, change the opening scenes on the website to be more religious and one of the pastors or other assigned members should be at the exit doors of the church to say goodbye.
- Overall, I liked the church and they have the advantage of a beautifully laid out, attractively decorated and inviting facility. Music, accessibility to information and resources were readily available. I would have liked a little more depth to the message. I felt welcome and comfortable but thought there could be a little more of a personal touch if someone did have questions. Also, I would suggest a much BIGGER sign near N. Oak - its a great church and people's curiosity is often piqued when they are driving by, new to the area, and are looking for a church. UPDATE: (9/27): I did have further contact with Good Shepherd UMC. I received information about activities coming up in the church in the mail and a member of their church personally delivered a loaf of bread to my home this weekend.
- My overall experience was good. This is a friendly church with a younger to middle aged group, which is who I would recommend it to. I didn't fill out a visitors card even though it's an inviting place to go. The only thing I would change is the message. The message was good and related to everyday life and how to apply praising God in our daily grind. It only lacked spark, I wasn't inspired.
- I would rate my experience at this church as outstanding!! I was not offended by anything and felt very comfortable and at home here. I did sign in the register so I will let you know if I hear from them in the next few days. I honestly can't think of any suggestions that would make my visit to this church any better.
- The only areas I could see need improvement was when I look lost in the building that people approach and be helpful. Also, that my son would not have been treated so poorly- this is the only reason this is not a place I would attend again with the intention of becoming our home church. It would be a 10 if my son had not been treated so poorly by an attendee.
- Overall I would give my experience a 7. Nothing made me feel uncomfortable or offended me. I don't really have any suggestions for this church. I really enjoyed my experience there!

- I left feeling just so-so about my experience. I was a little disappointed because the website indicated that coffee was made available. It didn't say whether it was before or after service, or if there was a charge, but I thought that would definitely be an attractive perk of attendance. When I walked in, I didn't see that coffee was being offered anywhere so I sat down. I saw it again on the announcement slideshow in the sanctuary but felt intimidated to leave my seat in search of it. Maybe the greeters could make special mention of this when handing out the bulletins.
- Nothing offended me at the church. I think the exterior signage could be improved as noted in #2. A sincere welcome from the pastor(s) to visitors would be nice; I got the distinct feeling this was a "members only" congregation. I'm a 55-year old liberal former hippie; I understand that I'm not your target audience. But you know, I think your young congregation would benefit from a bit of silence. A quiet, internal searching and meditation every now and then as a respite from the noise and craziness of modern life; just a thought.
- I was not offended by any part of the experience. I felt slightly uncomfortable/out of place entering the church as the area was quite crowded with groups of people talking among themselves. I did fill out a visitors card. Suggestions: Somehow make the appearance of the church or the signage on the street stand out more. Tone down the music a little and engage the congregation more in it Be careful when referencing previous sermons. While it may not have impacted my ability to understand this one it made me feel like I might have missed something. UPDATE (10/17): Received a follow up letter from Pastor Sheets the week following the visit.
- I do not feel anything or anyone was outstanding nor do I feel offended in any way. My personal suggestions for improvement are to add parking for the congregation and pay attention to current events mixed with the Bible.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 8:00 AM

Service Date: 10/30/2011

Service Title: The Heart of Generosity

Guest Gender: F

Guest Age: 48

Guest ID: 2380

1. Directions

- Fuel Line and Quik Trip both literally right beside the church. Both knew the location of the church. I kind of felt foolish asking since it was visible from both locations.

2. Exterior/Interior Signage

- The church has a marquee sign and also a banner sign indicating service times, events of the church (trunk or treat) and very visual from both directions of the street. When entering the parking lot there were also signs indicating the sanctuary, children's ministries, the bookstore and office locations.

3. Pre-Service Greeting

- I was surprised at 8 a.m. that there was an actual greeter. Jeff, minister of music, was greeting people. He introduced himself by name, shook my hand, told me this church doesn't have traditional music but rather rock and contemporary and that he is the music minister. He was very polite and introduced me to other people as they were walking into the church.

4. Pre-Service Atmosphere

- When I walked in there were two more greeters Pam and Mark (didn't get their last name as I am horrible with names). They welcomed me and told me all about the church and said the 8 a.m. service is less attended but the later two services are wall to wall people. They showed me around the church, took me to the coffee station and told me to make myself at home. I excused myself to the ladies room (I live 30 minutes away). The people at the coffee area were very polite and welcoming. I have never known such hospitality and warmth in a church like this before. I was very impressed. They even told me the environment at this church is laid back, take my coffee into the sanctuary if I'd like. I did. Several people came over and greeted me as I sat in the sanctuary, introduced themselves by name. The pastor, Mark Sheets, and associate pastor, Marsha West Eichler, both approached me before service, and introduced themselves to me. A very Christian atmosphere. I felt the Holy Spirit in everyone and in the church even before the service started. The service started on time with music and a welcome to everyone. The pastor even told me I probably came on the worst Sunday because it was their membership pledge (annual giving pledge service). I told him I was used to a missions driven church and I would be fine. I also am a former fundraiser for a non profit and understand pledging campaigns.

5. Seating

- The seating was very comfortable. The church was big and open and decorated warmly and inviting, not over done, but real. The congregation at this service was small due to the time of

the service (already was told this by the congregation and pastor that the 8 a.m. service is the less attended service).

6. Music

- The music was uplifting, a lot of talent, a lot of different instruments and age group of people leading the music. It was contemporary rock just like Jeff indicated. The congregation was clapping their hands, singing, tapping their feet and very engaged. The Holy Spirit was in the service to say the least.

7. In-Service Greeting

- Yes, there was a greeting time, and everyone within 10 rows of me either direction welcomed me by their name and asked my name. The pastor and associate pastor also walked to me again and greeted me. Very warm welcome. I felt blessed and important from the beginning.

8. Sermon

- The message was about The Heart of Generosity - joy + poverty = generosity. Even though it was their annual pledge campaign for their members I felt moved by the sermon and the importance of God's grace in giving. I liked the video of the children they showed about their perception of giving and sharing and what they would like to be when they grow up and also about how they believe they can share their knowledge about God even at their young ages. It makes me see how important children's ministries and education is to this church. They did tell me there isn't children's classes during the 8 a.m. class but are during the other two services. They said children are welcomed in the sanctuary during any service times if I prefer not to put my grandkids in class. I like that there is an option when so many churches do not want young children in church.

9. Speaker

- Pastors Mark Sheets and Marsha West Eichler. They both were engaging, the overhead screen was a visual aid during the whole service, music, sermon, video of kids, upcoming events. It was helpful but the church is open and felt like being at home the atmosphere was so warm and welcoming. I felt like I could be myself. Everyone appears to be laid back and not fake and this made it more comfortable for me.

10. Post-Service Atmosphere

- Many people thanked me for coming and told me they hope I come back. Pastor Mark Sheets during the sermon invited new visitors to come up and meet him after the service. I did. He and some of the music staff and the associate pastor, Marsha all talked to me more in detail about the church and all it has to offer and hope that I come back. Mark asked me to stick around and see the fluctuation of the 9:30 a.m. service and that it will be wall to wall people. He invited me to stay and join everyone for more hot coffee and warm cookies. He told me in detail about the children's ministries since he knew I had grandkids. He introduced me to more staff.

11. Connect-Resources

- Yes, more information, bookstore - I took time to look at some of the books they offer for sale, brochures, areas were all clearly marked by signage and I knew exactly where to go inside the church for any area of interest. The calendar of events was available for handout including current events were a reminder during the service. They did mention that over 400 kids attended

their trunk or treating event the previous Saturday. Both pastors also indicated their email addresses are in the bulletin and if I have any questions to contact them by phone or email. I did fill out a first time visitor card during the service along with my gift of donation.

12. Friendliness

- This is the friendliest church I have ever attended. Everyone seemed genuine and warm with their welcome. I do believe even though it is a 30 minute drive for me that this will soon become my home church. I simply have to decide which service time I want to attend.

13. Children's Ministries

- Yes, the signage was very visual where the sanctuary, children's ministry, offices, bookstore, etc. are located and also again inside the church. If I wasn't greeted so warmly I still would know where to go with all the signage in the church.

14. Return

- I would highly recommend this church to anyone based on the hospitality, the Holy Spirit, the age group is very diverse and they have a great children's education program. I hope to get my grandkids and my own two adult daughters to attend with me.

Additional Comments:

- My experience was so good that I actually wanted to stay for a second service to meet more people. I did fill out a visitors card and requested more information about the children's ministries. I left them my email, address and phone number on the card. I hope that this church and its members greet everyone at all services like they did me at the 8 a.m. service. It was an outstanding and amazingly moving experience. I felt like I was truly in a house of God with a lot of Christians, leaders and servants like me.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 8:00 AM
Service Date: 07/24/2011
Service Title: Half Full

Guest Gender: M
Guest Age: 32
Guest ID: 10170

1. Directions

- The people at Quick Trip on N. Oak Trafficway new exactly where the church was.

2. Exterior/Interior Signage

- Yes there was a church sign there. You can read the Church sign easy but it is hard for you to read the times because it is written so small on the sign. As far as the sanctuary goes there was a nice usher named Dave Brandenburg. He helped me find a seat there.

3. Pre-Service Greeting

- The only person that I came into any contact with was the usher named Dave Brandenburg. He was nice to a certain point but after he led me to my seat he didn't say anything else. No eye contact,he might have been sincere.

4. Pre-Service Atmosphere

- Quiet at first when I went inside but when I got closer to the Sanctuary I heard the band playing already.The only person that acknowledged me was the one usher Dave Brandenburg. The congregation just chatted among themselves.

5. Seating

- Yes the seats was comfortable,it was crowded in there. There were like only 5 to 8 seats left and people were saving seats. It was even hard for me to find a parking spot. They were huddled together, it was a packed Church.

6. Music

- A band from the church played a song called "We got to love like crazy" I never heard that song before so it did not interest me but I am older so it might influence a younger generation like 12 to 15 year olds not 31 and up.I would say the Church people listened to the music but did not like the music.

7. In-Service Greeting

- No greetings at all it wasn't a very friendly Church I thought. The experience was awful.

8. Sermon

- The message lasted about 40 minutes.Pastor Mark Sheets did a sermon comparing Christianity to being a Sports fan to the Kansas Jayhawks and Missouri Tigers. He said just because your team looses you should still say Congratulations to the Opponent Team.

9. Speaker

- Pastor Mark Sheets was leading the Service. Yes it was engaging and easy to listen too. He had a video of a guy driving a car mad at the world and cussing everybody that he came into contact with,then another video showed the same guy as a nice complimenting guy.

10. Post-Service Atmosphere

- Nobody said nothing to me after the Service I just got my bible and notes and walked out to my car.

11. Connect-Resources

- When they passed the book around to record your attendance for guests and regular members they had a section you can mark if you wanted more information about the church. All you had to do was check the box, and list your email address and they would send you some materials to your inbox. I visited the church's website they had a calendar of events, contact pastoral staff, the site was easy to use and navigate through. Yes it was clear that they had more information about the church in the bulletin and on the web site. I did not see an information table. The website was easy to use and yes the service times were listed as well as a calendar of events coming up, it said what the church's beliefs were. The children went to children's church during the service. They had a volunteer sheet in the bulletin that you could sign up for stuff to do at the church like help out with the tornado victims in Joplin. No dead links.

12. Friendliness

- I did not feel welcomed at all, no body greeted me, no body shook my hand, no body introduced themselves to me.

13. Children's Ministries

- They did not have a sign in the Hallway or anything saying where the nursery was, but in the church bulletin they do have a Children's Ministry 3 years- 6th grade and a Student Ministry from 7th grade to 12th grade. I didn't have a child to take but if I did I would check it out first before I left my child with Strangers!!!!

14. Return

- I would not return to this Church because # 1 the church is rude, #2 the Church is not my Denomination, #3 the church is not friendly over all. I would only recommend this church for 65 years and over.

Additional Comments:

- I would say the only thing that offended me was the video of the guy cussing a lot that got beeped out, and the fact that nobody in the Church welcomed me for being a 1st time guest. I did fill out my name and address so I can be added on a list, I did give them my email address also. I haven't received anything yet. Don't show any bad movies in the future and honor your guests.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 8:00 AM

Service Date: 11/06/2011

Service Title: Seasons of Life

Guest Gender: M

Guest Age: 71

Guest ID: 20107

1. Directions

- I stopped at a QT station about three blocks from the intersection where the church is. I asked one clerk inside and one customer outside for directions to Good Shepherd Church. Neither knew of the church.

2. Exterior/Interior Signage

- Yes, there was a sign, though small and easy to miss. It did not list worship times. I drove into a parking lot and it had a sign telling of additional parking on another nearby lot. There were a couple people standing outside the entry door ready to greet you. Entering the building there were signs above all three entrances to the sanctuary, though only one was open.

3. Pre-Service Greeting

- I was greeted as I entered the building and was handed a bulletin/Discovery Guide. Yes, they made eye contact and were very jovial and friendly. It felt sincere.

4. Pre-Service Atmosphere

- Before entering the building I expected a small facility but the inside was quite expansive, went back quite a distance and had a lower level. Music was coming from the sanctuary. Several people greeted me as I walked around and as I entered the sanctuary. Upon entering the sanctuary and picking a place to sit I was again greeted by nearby people, though mostly people talked among themselves.

5. Seating

- The seating was comfortable and there were plenty of seats to choose from as there were about 70 people attending in a room that seated about 380. The congregation was mostly in the front center and on the right side near the entry doors.

6. Music

- The music was contemporary, played by five members and three singers, rock style and loud. Had there been less volume I probably would have liked it better, though I am sure young people would like it a lot. The congregation did not seem to be participating much in the singing, though perhaps I could not get a good feel for that because of the high volume of the speakers.

7. In-Service Greeting

- There was a greeting time shortly after the service began and it was lengthy and enthusiastic. People came to me and I to them for multiple greetings. Visitors were welcomed from the stage by the Associate Pastor, Marsha West Eichler. It was a short welcome and included encouragement to see the church opportunities in the entry hall. The greetings and the welcome seemed sincere and I did not feel overwhelmed.

8. Sermon

- The sermon, by Pastor Mark Sheets, was about 30 minutes and was about The Seasons of Life. It certainly seemed relevant as we were ending Daylight Saving Time and moving into a new season of the year. He presented his message in a very enthusiastic way with no dead space or hesitations.

9. Speaker

- The Associate Pastor, Marsha West Eichler, led most of the service. She was easy to listen to, was prepared and the electronic screen changed the scenes sometimes. She and Pastor Mark Sheets interspersed their presentations with several scripture passages.

10. Post-Service Atmosphere

- Upon exiting the sanctuary and walking around the entry area to observe the informational tables, I was not approached by anyone to engage me in conversation. Somewhat disappointing considering how friendly people were earlier.

11. Connect-Resources

- There were many tables with church and activity information in the entry area and they were very visible. The website opens with scenes of The Coffee is Hot and The Music Rocks. These are NOT reasons to attend church! Other than that the website is very complete and extensive. The calendar is current for November, there are youth and children sections and no dead links that I found.

12. Friendliness

- It felt very friendly until my departure, which I discussed above about there being no exit greetings.

13. Children's Ministries

- The signage was there and I visited the children's area in the lower level. There was only one person present that I saw and there was no entry counter as I have seen at other churches. Such a counter or blockage would seem to be a deterrent if someone had some bad intentions. Also, I would feel negative about the room as only one attendant seems too few. There were many toys and small tables/chairs.

14. Return

- I may or may not return because of the high volume for the music. Perhaps another service time has different music. Because the people seemed honestly friendly (until my exit) would be a reason to return. All age groups were in attendance, so the church would be appropriate for all.

Additional Comments:

- My overall experience was favorable. The only thing I felt uncomfortable with was the high volume of the speakers for the music, as I found it excessively loud, so much so that I was not inclined to sing. Suggestions for improvement: a larger sign at the street, lower the volume of the music, improve the children's nursery area, change the opening scenes on the website to be more religious and one of the pastors or other assigned members should be at the exit doors of the church to say goodbye.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 8:00 AM

Service Date: 09/18/2011

Service Title: Disconnected: The Story of Jonah

Guest Gender: F

Guest Age: 53

Guest ID: 20171

1. Directions

- I stopped at a Quik Trip on North Oak Trafficway close to the church before the service and neither of the cashiers were able to tell me where the church was located.

2. Exterior/Interior Signage

- I followed some MapQuest directions to the church. I drove down North Oak after entering the trafficway off of Hwy 152. At first, I went too far on N. Oak up to the traffic light at 96th. I rode around through a strip mall on the west side of the street and could not locate 9555 N. Oak. After realizing that the addresses on the West side were even numbered, I drove across the street. The church was not readily apparent, being tucked some ways off the street. A smallish banner near the street had the church logo on it.
- The parking and entrance were easy to discern. The open doors to the church sanctuary also made it easy to know where the service would be held.

3. Pre-Service Greeting

- I was greeted by the usher at the door, they smiled, welcomed me and made eye contact.

4. Pre-Service Atmosphere

- The common area outside of the sanctuary was spacious and attractively decorated. There was praise or worship music playing softly in the background. I felt this common area was warm and welcoming. Several tables throughout the area contained large poster like signs behind them announcing opportunities to sign up for: women's retreat, membership class, family activities, clothing drive and other things someone might want to be involved in. The offerings were displayed in a way that was very clear and uncluttered. A portion of this common space was devoted to christian books attractively displayed (available, I believe, for purchase). The area smelled good and there was a coffee bar at the back with several cafe tables available for friends to sit and chat. The decor warm and welcoming. I started a conversation at the coffee bar with a woman who was also getting coffee about the weather and she smiled and added some comments on the weather. No one really went out of their way to greet or acknowledge me, but I didn't feel uncomfortable. Some who sat in the congregation talked among themselves.

5. Seating

- The seating was comfortable - cushioned stackable chairs set-up auditorium style. There were lots of seats to choose from because this was the 8:00 a.m. service. The sanctuary was mostly empty and the congregation was dispersed. I liked the atmosphere that was created in the sanctuary through the decor, it was warm without being churchy. Cafe tables were off to the side of the church seats and the lights were dimmed slightly which made the sanctuary feel like a cozy coffeehouse.

6. Music

- The music was contemporary praise music. It was a band with guitars, drums, keyboard and vocalists. It kept me awake- it was peppy and had a beat. I do think it would appeal to a younger demographic, particularly, young families. The congregation was made up of largely middle-aged people in the service I attended.

7. In-Service Greeting

- People were asked to greet their neighbors and people dutifully got up shook hands with others. It was sincere and not overwhelming, but perhaps a bit scripted, too.

8. Sermon

- The message was approximately 25 minutes. It was relevant and easy to understand. It incorporated some video. The heart of the message was about having our core meaning with God as opposed to living on the periphery: basing our worth on outward things. It didn't put me to sleep and it wasn't extremely stimulating either.

9. Speaker

- The speaker was Bryan Rezen , the Director of Student Ministries. The message incorporated video, scripture and graphics on the overhead screen. The graphics were attractive. The graphics and video supported the message.

10. Post-Service Atmosphere

- I did take some time to look around -no one seemed to notice that I might not know my way around and no one really interacted with me. I had some freshly baked cookies in their meeting room after the service (I guess that was what that good smell was when I entered the church!)

11. Connect-Resources

- In terms of maneuverability, information and what this church had to offer - it was very evident as you walked in the door and perused the tables in the common area. I saw some signs indicating the children's ministry and a large easel had some information in the center of the common area that outlined the service times, etc. The church facility seems recently built, is attractive inside and out, and is nicely laid out. The web site is very informative, is clean and contemporary - I'd give it an A+.

12. Friendliness

- The church felt "neutral." It was neither overly friendly or unfriendly. I felt I could take my time there to make up my mind as to whether I wanted further involvement or not.

13. Children's Ministries

- While, I didn't have personal experience with the child care. The signs to the children's area looked fun and attractive, as though what might be happening in that area kids would enjoy. The church was offering a workshop on preventing bullying which communicated to me that they had values in providing education about topics outside of the 4 walls of the church and were concerned about these issues.

14. Return

- I loved the atmosphere and the casual dress, the music was good as well. I would probably encourage other people to attend there. I think anyone would/could appreciate this church

perhaps with the exception of a very senior or very traditional group. The music was contemporary, which some older people cannot appreciate, but it was not loud or obnoxious.

Additional Comments:

- Overall, I liked the church and they have the advantage of a beautifully laid out, attractively decorated and inviting facility. Music, accessibility to information and resources were readily available. I would have liked a little more depth to the message. I felt welcome and comfortable but thought there could be a little more of a personal touch if someone did have questions. Also, I would suggest a much BIGGER sign near N. Oak - its a great church and people's curiosity is often piqued when they are driving by, new to the area, and are looking for a church. UPDATE: (9/27): I did have further contact with Good Shepherd UMC. I recieved information about activities coming up in the church in the mail and a member of their church personally delivered a loaf of bread to my home this weekend.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 9:30 AM

Service Date: 09/04/2011

Service Title: Psalm 117 The Message

Guest Gender: M

Guest Age: 43

Guest ID: 20147

1. Directions

- The attendant knew of the church and was able to find it through another attendant working there.

2. Exterior/Interior Signage

- There was a sign on the corner, but it was back about 80 feet from the corner on a hill. If there were a sign closer to the corner it would have been easier to see. However, I didn't have any trouble finding it and drove right to the entrance. The sign did post the name of the church and service times. It was big enough to read easily and was clearly marked. There were signs leading to the parking lot that were clearly marked. There was only one entrance to the building and it was unmistakable. After entering, the sanctuary was immediately to the left so there wasn't any need for signs in that situation and you could literally just follow the music.

3. Pre-Service Greeting

- There was a greeter at the outside door that said, "Good Morning". This person was friendly and sincere. Once inside I was able to find the sanctuary quickly and easily and was once again greeted with a "Good Morning, Welcome" from two friendly people who were handing out the bulletin. They made eye contact and shook my hand and felt sincere.

4. Pre-Service Atmosphere

- There was music playing that could be heard in the lobby. It was inviting and well played. The staff members all said, "Hello" and "Good Morning" to me as I made my way to a seat. The congregation did chat among themselves but when the Pastor invited the congregation to greet those next to you, the people around me greeted me and shook my hand.

5. Seating

- The seating was fairly comfortable. They were individual chairs sitting next to one another. They were a little on the small side but fine for the amount of time that the service takes. There was ample seating but it was filling up. This church is popular and the room was easily more than half full.

6. Music

- The music style was contemporary with a hint of island music. There were bongo drums played by the music director. It was enjoyable music and was well played. The music was geared slightly more toward a younger group but was enjoyed by all ages. More than half of the congregation sang along. There were message boards up displaying the lyrics that were clear and easy to read.

7. In-Service Greeting

- Just the right amount of greeting as mentioned before.

8. Sermon

- The message was about 20 minutes and was after the morning announcements. The sermon was about Psalm 117 and praising God and applauding God. It was a little vague and didn't really have any direction.

9. Speaker

- The Associate Pastor was leading the service. The speaker was easy to listen to and spoke with enthusiasm. There were props that supported communion that were used during communion. The speaker was prepared but the delivery of the message wasn't very inspiring.

10. Post-Service Atmosphere

- Once the service was over, everyone made their way to the door.

11. Connect-Resources

- All information was on a table and easy to find. There were signup sheets for upcoming activities and community help that had people already signed up. The web site is clear and easy to navigate and is informative. The web site also seemed to be working and is well organized. It did however take a few moments to load but once loaded worked well. The brochure states the mission and values of the church. There was a sign up sheet that was passed at the beginning of the service for everyone to sign in and a section for new comers.

12. Friendliness

- I did feel welcomed and was not overwhelmed with greeters. It was a nice balance of being helped without having someone try to usher me around. I was able to explore on my own but was given friendly instruction when needed.

13. Children's Ministries

- The brochure talked about the children's ministry but I didn't see any signage about where to take the kids.

14. Return

- Based on the vagueness of the message and how lengthy the communion was I would probably try this church again, I honestly don't think that a fair evaluation can be done on a church in only one visit. I would try this church again. My decision is based on not feeling pressured or overwhelmed by the atmosphere. It's a friendly place to be.

Additional Comments:

- My overall experience was good. This is a friendly church with a younger to middle aged group, which is who I would recommend it to. I didn't fill out a visitors card even though it's an inviting place to go. The only thing I would change is the message. The message was good and related to everyday life and how to apply praising God in our daily grind. It only lacked spark, I wasn't inspired.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 9:30 AM
Service Date: 10/16/2011
Service Title: A Heart of Generosity

Guest Gender: F
Guest Age: 43
Guest ID: 20450

1. Directions

- I stopped at Quick Trip on North Oak Trafficway to get gas. When I went in to pay before pumping my gas I asked the clerk if she knew where this church was located and she pointed down the street and said it was about two blocks from where I was there at QT.

2. Exterior/Interior Signage

- There was clear sign in purple and white facing the main road (N. Oak) with the name of the church and the times of service. When I pulled into the parking lot there were three spots marked "first time guest", this is where I parked. There were greeters outside the main entrance handing out candy to guests as they were entering the building. This clearly marked where I was to enter. Once I got into the building it was clear where to go because I could hear the music playing.

3. Pre-Service Greeting

- I was greeted when I entered the sanctuary. The greeter also gave me the weekly bulletin and said "welcome to Good Shepherd". Another greeter inside the sanctuary pointed out an area where there were empty seats for me to sit in. All greeters were warm, welcoming and seemed very sincere. They put me at ease going into a service where I was new and didn't know anyone.

4. Pre-Service Atmosphere

- There was very upbeat music with a band playing when I entered the building. A couple of people smiled at me as I sat in my seat, they probably could tell I was a visitor.

5. Seating

- There were individual seats for everyone, they were very comfortable with plenty of space between each row so it was not crowded. The room was FULL!!

6. Music

- The music was very contemporary and upbeat. I loved it!! They had a drummer, guitar player and several praise team singers leading the music. This music definitely appealed to my age group and/or younger. The whole congregation seemed engaged in the music whether they were singing or just swaying to the music.

7. In-Service Greeting

- There was a greeting time during the service. I was greeted from people all around me by them shaking my hand and welcoming me to the service. The pastor did welcome guests from the pulpit by thanking us for visiting and asking us to sign in the register book. All of the greeting seemed very sincere, not scripted at all. I was definitely not overwhelmed by the greetings it was just the right amount.

8. Sermon

- The message was approximately 30 minutes long. They were on the third week of a four part series on "A Heart of Generosity" and this weeks sermon focused on "Why Be Generous Thru the Church". The pastor was emphasizing the importance of tithing and giving back to the church 10% of what God has given us. The pastor was very engaging and light hearted, easy to listen to. There was no dead space, the service was very stimulating and no I did not feel like taking a nap!

9. Speaker

- The pastor of the church, Pastor Mark Sheets, was leading the service. There was a video clip of two teenage girls (Courtney and Brooke Ravenscraft) sharing their story of giving back to the church and why they feel it is important. There were several people leading the music two women and two or three men.

10. Post-Service Atmosphere

- After the service a couple of people did acknowledge me by saying hello. The greeter at the door when I was leaving said "thanks for coming hope to see you again".

11. Connect-Resources

- When they passed around the registration book there were several pages of upcoming events, information about giving, information about studies coming up and children's activities. There was also an information area in the lobby of the church with several brochures and information about activities the church has to offer. The website was very well organized and lead me to anyplace I wanted to know more information about. There was a calendar and area highlighting upcoming events. No inconsistencies or dead links that I found.

12. Friendliness

- This church was very friendly and I felt very welcome and at "home".

13. Children's Ministries

- I did not visit the children's area since I do not have children but there were signs showing where it was located. The bulletin has several announcements about upcoming children's activities. Seems like the church is very children and family friendly.

14. Return

- I would definitely return to this church. I felt very comfortable with the age group in the congregation and leading the service. I would recommend my friends visit this church or any other young growing families with young children or youth. They seemed to have a very active youth group as well.

Additional Comments:

- I would rate my experience at this church as outstanding!! I was not offended by anything and felt very comfortable and at home here. I did sign in the register so I will let you know if I hear from them in the next few days. I honestly can't think of any suggestions that would make my visit to this church any better.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 9:30 AM
Service Date: 10/23/2011
Service Title: A Heart of Generosity

Guest Gender: F
Guest Age: 36
Guest ID: 20574

1. Directions

- However, the church is located near a gas station nearly in sight at QT so not sure how telling this is since the signs are clear on that side of the road too.

2. Exterior/Interior Signage

- The sign approaching the church which clearly read "Good Shepherd". It did mention and denomination and I think that is positive to bring people in who would avoid the unknown (typically like me) and yet it is not much different. It was easy to locate and they had Guest parking so that made it easy to come for the first time. Also, that also made the greeter aware and pay special attention to us. The Worship times were clearly posted on the large sign and it was easy to read. Parking was obvious however maybe for members it was more challenging based on some comments of service about church growth some people already park in the nearby medical building. I did not see a sign for the door to enter but it was obvious because there was one door with a greeter. Also, youth were standing outside on the sidewalk wearing a sign to advertise 6th-12th grade Youth so although we didn't know where to go- it clued us in to ask. The greeter introduced my 14 year old son to the Youth and they walked him to his area to join the youth group.

3. Pre-Service Greeting

- Upon entering the building I noticed signs for other children's age groups and it seemed clear. There was coffee being served but it was unclear if this was free, open to everyone and acceptable to bring into the service so I did not take any. Tables were set up with information and that information was handed out with the bulletin as I entered the sanctuary. The greeter felt honest, sincere and even after the service he facilitated my comfort and got another member talking to me making sure she knew it was my first visit. Hands down the best greeter and would always keep him at the front door! He was the reason I didn't feel intimidated and felt welcome but the ambiance of the building was inviting and I felt God's presence.

4. Pre-Service Atmosphere

- When I entered the building people were mingling and quietly chatting. Other people aside from the greeters did not acknowledge me (or my son by his report). I did walk around looking at the table stations of information and around to the coffee and made it apparent to look lost but nobody offered if the coffee was free or okay to take. Since I made an effort to look lost I did expect the people behind the coffee counter to engage and talk to me but they did not- however did speak to people that it was obvious they were used to seeing weekly. (I tried this after service too with the same results so I helped myself to coffee and got my son a hot chocolate to give him when he was done with church) I think this is a lost opportunity to help new people feel welcome because I felt quite invisible.

5. Seating

- I liked the layout of the church. Although an usher greets you they do not seat you and I actually preferred it because I could choose where I wanted to sit. I chose a seat near the front but off to the side on an end so I could see and not feel crowded. The church seemed nearly full but still some seats that were more open like my area.

6. Music

- I loved the music and it was more contemporary. I do think this would appeal to families and people of a younger demographic. The quality of the instruments was amazing...even a Roland keyboard and several guitars and a tambourine sounded fantastic. This group could easily be enjoyed at a summer festival and it was refreshing to find this music - quality and upbeat-in a church service. Also the congregation seemed engaged, the music ministry members all seemed full of joy and it was contagious. Finally, the man that performed the last song was barefoot on stage and even afterwards. I don't know the reason why but what I loved about it was that it made me feel this church could accept and meet people where they are at...and that the near perfect model that is expected at other places I attended in the past was not there. People seemed accepting and commented it was getting warm about his feet after service and it seemed friendly- I think the casual dress and that instance of seeing a person who was different embraced would make people feel good to "come as you are". I have a son with Aspergers Syndrome (mild) so I was hoping he would experience this type of acceptance since I'm searching for a home church.

7. In-Service Greeting

- Yes there was a greeting time during the service. Several people in the congregation greeted me and for most it seemed sincere and not scripted. As expected, some people did so because they seemed to feel obligated but overall that did not take away from the positive experience. Also the pastor invited new people to come up at the end to meet new guests and he answered questions and made me feel welcome. In fact, had my son had the same positive experience I would return to that church. I did not feel overwhelmed by the greetings but I also feel that the refreshment area is the only area I felt to be lacking. Otherwise, it was just the right amount and by in large it felt sincere and not scripted.

8. Sermon

- The sermon was about having a vision to grow and giving (tithing) over the next year. I have been to many services like this before but this one did not make me fall asleep. I am interested to know what other services on Bible lessons would be like because the pastor was interesting- using real life stories and humor to engage the congregation. In fact, for the first time in a long time- I did not fall asleep in church service for even one minute.

9. Speaker

- Jim Griffith spoke about will you grow in your yearly giving and they played a video. Honestly, the video did not keep my attention but it is just because of the type of learner I am and I am sure it is valuable to other people there. I think that video was Glenn and Marie Orr speaking. Pastor Mark Sheets spoke and he was fun to listen to his sermon because he brought the message in to apply. Also because the giving was presented in steps including everyone and it was in a positive way basically saying we are not asking you to do anything the staff isn't already doing...and they were excited to pledge their growth. Also, there even was a step for zero and showed those

people could move to step 1 with just a penny to 10.00 a week- and even I felt that I could give and be included into a group. Overall, his stories and the message was inspirational and made me want to move into action.

10. Post-Service Atmosphere

- See above for the comment about the refreshments. Basically I looked lost but nobody spoke to me to welcome me or help answer if I could have coffee ect. However, leaving service the woman next to me shook my hand with both hands and looked me in the eye and used my name (she got from the attendance book) and I'm not sure if this is procedure but it was very effective and warmed my heart. It also gave me to courage to follow the pastor's invitation to speak with him. Also the greeter spoke with me again while I waited for my son and he introduced me to a member so we weren't sitting at the table together not talking. This man is the reason I felt welcome because he seemed sincere not just doing his job.

11. Connect-Resources

- Yes it was very clear. They had tables and handed out some information, had it in the attendance book as full page color flyer so all people- even with visual impairments could easily see it. Also they concluded the service with these announcements. In fact, this area far exceeds most other churches. The website was easy to find but the Jonah podcast didn't work and I wanted to listen to it.

12. Friendliness

- Overall I felt welcomed and thought I would return. It seemed once you were a constant member people were friends. In fact, I plan to listen to the Jonah podcast and the only reason we will not be returning was the way my son was treated by church youth group member who appeared to be in high school.

13. Children's Ministries

- As stated above the sign was youth wearing it and it was obvious and catchy. I felt fine about leaving my son and they were friendly welcoming and walked him down to that area. However, the feedback at the end was not positive and this is why we left and he did not stay for the 11am youth service when he was invited.

14. Return

- My son said the service it was just a kid there who was mean and rude so he did not want to return. My son said it seemed the younger (I'd assume middle school) kids were nice and the people that worked there were too. However a kid that he described as having "blond hair, as tall as my dad with an earring" was mean to me. He tried to pull a chair out from under me and did to another kid (after he ate the food and moved) but that one didn't seem bothered or surprised so maybe it was his brother. I asked the kid why he would be so rude and he said, "Why do you care? At least I'm not high". My son was upset that he would be construed as using drugs and 'high'. I had to explain his droopy eyes and slow/ unclear speech are a part of his disability and maybe some people in high school would assume this but that it was not nice of the kid to behave this way. My son's opinion was if the groups were divided into 6th-8th and then High School that Youth group would have been easier to fit in and enjoy. (We've been church shopping so he has attended churches that do it both ways). My son was relieved seats weren't assigned like some other churches so he could move- this is not always the case.

Additional Comments:

- The only areas I could see need improvement was when I look lost in the building that people approach and be helpful. Also, that my son would not have been treated so poorly- this is the only reason this is not a place I would attend again with the intention of becoming our home church. It would be a 10 if my son had not been treated so poorly by an attendee.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 9:30 AM

Service Date: 10/30/2011

Service Title: A Heart of Generosity

Guest Gender: F

Guest Age: 28

Guest ID: 20556

1. Directions

- I stopped by a Quik Trip that was about a minute up the road from the church. Neither of the cashiers knew where the church was located.

2. Exterior/Interior Signage

- The church is located on a hill so it was a bit difficult to see the sign from the road I came in on. But there was a sign at the entrance to the parking lot stating the church's name and address. However it did not list worship times. I saw one sign for guest parking after I had already parked my car. I did not see a sign indicating which door I should enter into, however it was very easy to tell. And I did not see a sign upon entering the building telling where the service was being held.

3. Pre-Service Greeting

- The designated greeter was very welcoming. He said hello and good morning and shook my hand. He did make eye contact and it felt very sincere.

4. Pre-Service Atmosphere

- When I entered the building I noticed that most of the people were heading to an area at the back of the lobby where they had coffee, hot chocolate and tea. Once I entered the sanctuary there was music being played and announcements/upcoming events being played on the screen at the front of the sanctuary. The gentleman passing out the bulletin greeted me when I entered the sanctuary but other than that, no one said anything. The congregation mostly chatted amongst themselves.

5. Seating

- The seating was very comfortable. They had cushioned chairs lined up in rows. There were plenty of seats to choose from when I first arrived, but it quickly filled up. I would say the room was over 3/4 full. Everyone was evenly spread out.

6. Music

- The music was very contemporary. I did enjoy the music. They had a horn section in the band which was something I have not seen at other churches. I really liked that. The music would appeal to a younger age demographic. There were a few people here and there who seemed engaged in the music but overall most of the congregation sat quietly during the music.

7. In-Service Greeting

- There was a greeting time during the service. Visitors were welcomed from the pulpit by a woman named Marsha. People in the congregation did greet me. The experience felt very sincere and the amount of greetings was just right.

8. Sermon

- The sermon lasted about 20 minutes. It was about the privilege of sharing and how we should not feel like we have to give but we should feel like we are privilege to give. The message was very

easy to understand and the pastor did a very good job of keeping everyone engaged. There was no dead space during the service and overall the service was very stimulating and kept my attention.

9. Speaker

- The service was lead by Pastor Mark. He is a very good speaker and is very entertaining. I like the amount of energy that he brought to the pulpit. He was very prepared. There were handouts in the bulletin to help support the message.

10. Post-Service Atmosphere

- Following the service they were serving cookies. I stood around for a little while but other than a few general "hellos" no one interacted with me. It seems as though they were more focused on the cookies and chatting amongst themselves.

11. Connect-Resources

- I did not see any additional information in the church. The website was very well laid out and easy to use. I was able to find service times right away and finding information about their core values/beliefs was very easy. There was information about both children's programming and youth programming on their site. They did have a section with a calendar of events and all of the information was current. I did not find any inconsistencies or dead links.

12. Friendliness

- Overall the church was fairly friendly. I felt welcome, but not overly welcomed.

13. Children's Ministries

- I did not see a sign for a children's ministry, but it did list the location of the children's ministry on the bulletin.

14. Return

- I would probably return to church there, mostly because I liked the energy that Pastor Mark brought to the pulpit. And yes, I would encourage other people to attend church there. I feel like the church is a good fit for families.

Additional Comments:

- Overall I would give my experience a 7. Nothing made me feel uncomfortable or offended me. I don't really have any suggestions for this church. I really enjoyed my experience there!

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 11:00 AM
Service Date: 07/24/2011
Service Title: Jayhawks and Tigers

Guest Gender: F
Guest Age: 31
Guest ID: 1380

1. Directions

- I didn't realize I was so close to the church when I stopped for directions - I was probably about two blocks away. The gas station clerk was able to tell me where it was by indicating a landmark.

2. Exterior/Interior Signage

- I was pleased to find that the name of the church was actually visible from about a block away. This helped because I was able to get in the correct lane to turn into the parking lot. Also, there was a sign before the driveway indicating where to turn. Parking was easy and the main entrance to the church was clearly marked. The sanctuary was immediately to my left upon entering and there was also signage to indicate the sanctuary.

3. Pre-Service Greeting

- The greeter standing in the entrance of the sanctuary made tentative eye contact and didn't really smile or say anything to me, but did hand me a bulletin. The church's website does advertise casual dress, but the young woman's attire was rather slovenly, and along with the lukewarm greeting, made it seem like she didn't really want to be there.

4. Pre-Service Atmosphere

- I liked the up-tempo music being played prior to the service and the sanctuary had a very warm and inviting feel. However, no one greeted me or acknowledged my presence.

5. Seating

- I liked that the sanctuary had cushioned chairs linked together in rows, rather than the tradition pew - it was very comfortable. Even though the sanctuary was about half full when I entered, I still felt there were ample seating choices. At the start of the service, people were fairly evenly distributed throughout the sanctuary.

6. Music

- I loved the modern style of music used in the worship service - they even had drums and electric guitar. It would definitely appeal to a younger set, but everyone I observed seemed to be engaged in the music regardless of their age.

7. In-Service Greeting

- There was no acknowledgment of visitors from the pulpit, but a short time after worship for congregants to greet those around them. Several people shook my hand, but it felt forced and awkward (as is usually the case with that sort of practice) All in all, I was pretty underwhelmed by the greeting I received.

8. Sermon

- The message was titled, "Jayhawks and Tigers," and was the reasonable length of about 25 minutes. It flowed very well, and since most people in Kansas and Missouri have very strong feelings about college sports teams, people seemed very engaged. At times, it was a little too sportsy for me, but I thought he tied the sports references into the sermon very well.

9. Speaker

- Pastor Mark Sheets lead the latter portion of the service, but a woman led in worship, prayer, and a reading of the scripture prior to the message. The pastor's message was enthusiastic and engaging, and he did incorporate a short video into the message.

10. Post-Service Atmosphere

- This was very disappointing to me. I had arranged for my husband to drop me off at the church while he ran errands in the neighborhood, so I waited about 5 minutes in the lobby for him to pick me up. No one even acknowledged me. I realize that in a church whose third service had about 150-200 in attendance, people may not always recognize a new face, but at one point the woman who led worship walked right past me without so much as a smile.

11. Connect-Resources

- There were information tables arranged all around the lobby, and I had also visited the church's website prior to the visit. The website was clean and modern looking, but not very engaging. It gave information and classroom locations for children's programming, which was good because it is not clear once inside the church where children should go. One kind of great way this church shares information is to pass out binders (I think this was done while someone was ministering in song) containing information on upcoming events, as well as a visitor sign-in.

12. Friendliness

- There were several aspects of this church that I liked, but friendliness was not one of them. I didn't feel unwelcome, just invisible.

13. Children's Ministries

- The website indicated where children's Sunday school classrooms were, which was in the church's lower level. Had I not been to the website, I would have no idea where to take my child. I saw many families with young children enter the building, but once inside it was a very adult atmosphere. Since I don't have children and didn't go downstairs, I cannot speak to how the classrooms were set up or have an impression of the staff.

14. Return

- I would give this church at least one more try because I liked the casual atmosphere and upbeat music/message. Also, there were many people my age there. However, if it seemed I would continue to remain anonymous, or that I still wasn't establishing any personal connections, I would not continue to attend.

Additional Comments:

- I left feeling just so-so about my experience. I was a little disappointed because the website indicated that coffee was made available. It didn't say whether it was before or after service, or if there was a charge, but I thought that would definitely be an attractive perk of attendance. When I walked in, I didn't see that coffee was being offered anywhere so I sat down. I saw it again on

the announcement slideshow in the sanctuary but felt intimidated to leave my seat in search of it. Maybe the greeters could make special mention of this when handing out the bulletins.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 11:00 AM
Service Date: 07/31/2011
Service Title: "Half Full"

Guest Gender: F
Guest Age: 56
Guest ID: 17790

1. Directions

- I went inside the McDonald's on N. Oak Trafficway right before 95th Street. They gave me directions to the church.

2. Exterior/Interior Signage

- There was a low-key sign at the entrance on 95th Street. This particular sign didn't list worship times. (I think it would have been helpful to have a sign with an arrow at the corner of 95th and N. Oak Trafficway). When I left the church, I saw there were a couple of large signs on a hill just west of the church that listed worship times. This would have been easy for a passenger to see, but as a driver I did not see them as I was focusing on finding 95th Street. There was no parking signage, but I don't think any was necessary as the parking was obvious. A directional sign to the "Guest Parking" spaces right in front of the entrance would be a nice touch. Upon entering, I didn't see signage for where the service was being held; I don't think that's really necessary as the location was obvious.

3. Pre-Service Greeting

- There was no greeter at the exterior entrance. A greeter with a name tag said good morning and gave me a bulletin as I entered the sanctuary. She made eye contact with me and seemed friendly and sincere.

4. Pre-Service Atmosphere

- The energy level was very high when I entered the building. There were lots of teens, young adults and young families in what seemed like a lobby, with lots of "high-fiving" and boisterous talking. Because I wasn't expecting this, it seemed a bit chaotic to me. I don't recall hearing music. There were lots of large posters on stands scattered around the room, depicting various upcoming events, programs, etc. I made a bee-line to the restroom, which was easy to find, and noticed an inviting coffee bar. No one greeted me personally, but I was OK with that.

5. Seating

- The seating was quite comfortable and there were plenty to choose from. The sanctuary seemed like a small auditorium or hotel meeting room set up for a rock concert or a rally rather than a church, but I understand this is intentional. The room was too warm, but we're in the midst of an unbearable heat wave. The room was 90% full with the congregation evenly dispersed. I noticed people were bringing in various beverages, so I slipped back out to grab a coffee, which I enjoyed.

6. Music

- The service opened with music, which was very contemporary, with music video-type images on the large overhead projection screen, and stage lighting and sound equipment. The quality of the

musicianship and singing was good, but I did not enjoy it. It was very loud. I was surprised when the "audience" applauded at the end of each song, again, more like a concert. The music absolutely would and did appeal to a younger age demographic. The congregation was very much engaged in the music, particularly the young men. While it wasn't my thing, it obviously works with this congregation.

7. In-Service Greeting

- There was an in-service greeting, the typical hand shaking and saying hello to those physically close to you. The experience didn't feel scripted, just rather perfunctory. I don't recall a visitor welcome from the pulpit. I was underwhelmed.

8. Sermon

- The message was about 15 minutes long, and was about experiencing grace, focusing on others rather than ourselves, and being Christ-like in the community. The core message was relevant, but the constant cultural references was distracting to me. Again, I'm aware I'm not the target audience. The service had no dead space and was impressively choreographed from start to finish. The service was stimulating; only the dead could sleep through it.

9. Speaker

- The service was co-led by a senior and associate pastor. It was good to see a woman in the associate pastor role. Both were engaging and well-prepared. The videos/visual aids supported the message. Reference to scripture was there, but minimal. The senior pastor's very dramatic, high-energy style was off-putting to me, but the audience obviously loved it.

10. Post-Service Atmosphere

- After the service, no-one said "hello" or interacted with me, but I was OK with that. Most everyone seemed eager to depart and get on with their day; the atmosphere was the opposite of relaxed.

11. Connect-Resources

- It was quite clear from information in the lobby, the notebooks passed during the service, and the mention of upcoming events that this church has tons of information and opportunities for people to connect with each other and the community. The website was professionally done and easy to navigate. It had easy to find info on all of its programming, including children's and an extensive event calendar. All info appeared current and there were no dead links. I found it interesting that the core values/beliefs depicted on the website were far more gospel-based than what I experienced at this particular service.

12. Friendliness

- The church was reasonably friendly and I felt reasonably welcomed.

13. Children's Ministries

- My comments are based on visual perceptions. It was easy to locate the children's ministry and it appeared clean and secure. It definitely looked like a fun place for kids, and I think it's great they provide infant care as well as child care. The optional "buzzers" are also a great idea. I would feel comfortable bringing my child here.

14. Return

- I would not return to this church. I don't care for the rock concert atmosphere and the personality-based messaging. I would recommend it to teens, college-age and young families/adults. The church appears to have an extensive number and types of activities and educational/community outreach programs, which is great. The use of current technologies and social networking is impressive.

Additional Comments:

- Nothing offended me at the church. I think the exterior signage could be improved as noted in #2. A sincere welcome from the pastor(s) to visitors would be nice; I got the distinct feeling this was a "members only" congregation. I'm a 55-year old liberal former hippie; I understand that I'm not your target audience. But you know, I think your young congregation would benefit from a bit of silence. A quiet, internal searching and meditation every now and then as a respite from the noise and craziness of modern life; just a thought.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 11:00 AM

Service Date: 10/02/2011

Service Title: Disconnected: The Story of Johah

Guest Gender: M

Guest Age: 44

Guest ID: 20474

1. Directions

- I stopped by the Quicktrip a couple blocks away from the church. I asked if they knew the location and for directions. Though they seemed annoyed by the question they were able to tell me there was a church down the street and they thought it was the one.

2. Exterior/Interior Signage

- When I drove by I didn't immediately see the sign & the building did not immediately appear to be a church. Before I passed completely I did notice the emblem on the side of the building and the temporary sign at the top of the hill with the worship times but was too late to change lanes & make the turn as there was some traffic. I went up the street & turned around. As I left the church I did notice the main sign but had somehow missed it on arrival. Upon entering the parking lot there was a sign about overflow parking availability and "guest parking" signs right in front of the door. The main entrance was obvious with the doors open and many people milling around. Again there was no sign pointing toward where the service would be held but it was obvious as could be seen when entering the main door

3. Pre-Service Greeting

- The greeter did welcome me and hand me the bulletin. She did smile and make eye contact and it felt sincere.

4. Pre-Service Atmosphere

- The entrance; both inside and out was somewhat crowded with people in small groups talking. There was loud music coming from the sanctuary area. I was not personally greeted by anyone other than the designated greeter. Almost everyone seemed to be busy talking among small groups.

5. Seating

- The seating was comfortable and it was very easy to find an open place. The room appeared to be about 1/2 full or slightly more with the congregation being dispersed almost evenly across the entire area.

6. Music

- The music was very much contemporary and quite loud. It would appeal to a younger age demographic. Some of the congregation seemed engaged but it did appear that few were actually singing along. It had more of a concert feel than a congregation. I would typically enjoy a more contemporary type of music but can't say that I enjoyed this.

7. In-Service Greeting

- Very early in the service there was a greeting time. I was greeted by those sitting near me and by one gentleman that came from a couple rows away. I was not overwhelmed by the greetings but

they didn't seem very sincere (other than the gentleman who came from farther away to greet me). I don't remember being welcomed from the pulpit.

8. Sermon

- The sermon lasted for about 25 minutes. It took me a while to actually get what the message was supposed to be about. It seems there was an ongoing topic related to the story of Jonah and having not been at the previous services may have caused part of my confusion. The pastor giving the message; Mark Sheets, started with a story about his son that didn't seem to really fit in that well with the rest of the message. After a while it became more obvious that the message was about "entitlement". There were no dead spaces that I observed in the service. He was very enthusiastic in his message; enough so that I found the yelling & many attempts at humor to border on annoying at times.

9. Speaker

- In general the service was lead by Associate Pastor Marsha Eichler. She also seemed to serve as the lead singer and was the one person heard most during the songs. Lead Pastor Mark Sheets gave the sermon and led the communion. They both seemed well prepared. The large video screen served the purpose of showing song lyrics and prayer wording but no other visual aids or props were used.

10. Post-Service Atmosphere

- Following the service I did stay around and look at some of the display and just observe the general layout of the entrance and the building. The congregation gathered in many small groups inside and outside the entrance to the building. Many smiled but I can't say that anyone actually said hello or otherwise attempted to engage me in conversation.

11. Connect-Resources

- There were a number of tables and displays in the entrance and hallway as well as a great deal of information in the bulletin itself. The website was appealing and definitely gave the impression of a friendly, relaxed environment. The events calendar was very detailed and made it appear to be a very active, engaged congregation with many opportunities to take part in events/activities of the church.

12. Friendliness

- The church appeared very friendly and there were obvious indications (signage, etc.) that they were attempting to welcome everyone. While the designated greeter and those around me during the service did say hello, I still had the feeling of being an outsider.

13. Children's Ministries

- I did not have children with when I attended so I did not personally observe the children's facilities. I did not notice any signage outside the church but after the service did notice the signs with directions. Those signs were not hard to find so if I had been specifically looking for them prior to the service I likely would have had no trouble.

14. Return

- I would consider returning to this church again. I liked the contemporary service and the relaxed environment. It appeared that it was an active congregation with many opportunities to become involved/engaged in it's activities. I would say that most ages from children through young

adults and families would feel comfortable. My estimate is that some older people may not be fond of the "concert" feel of the music.

Additional Comments:

- I was not offended by any part of the experience. I felt slightly uncomfortable/out of place entering the church as the area was quite crowded with groups of people talking among themselves. I did fill out a visitors card. Suggestions: Somehow make the appearance of the church or the signage on the street stand out more. Tone down the music a little and engage the congregation more in it. Be careful when referencing previous sermons. While it may not have impacted my ability to understand this one it made me feel like I might have missed something. UPDATE (10/17): Received a follow up leader from Pastor Sheets the week following the visit.

Good Shepherd

Commentary by Service and Guest Experience

Service Time: 11:00 AM
Service Date: 12/04/2011
Service Title: The Journey

Guest Gender: M
Guest Age: 66
Guest ID: 20447

1. Directions

- I stopped at a gas station two blocks away prior to my visit. One of two clerks was aware of the church.

2. Exterior/Interior Signage

- The signage of the church was adequate, as well as the service location. Parking was obvious, although totally inadequate for the attendance. No signs were visible indicating additional parking behind the church.

3. Pre-Service Greeting

- The greeters at the chapel entrance greeted me with a "good morning" and handed me a bulletin. Eye contact was there and felt comfortable at the time.

4. Pre-Service Atmosphere

- I arrived about 10 minutes early. There was no music playing at the time. People were talking among themselves and to their children. One person said hello to me at the entrance.

5. Seating

- The seating was comfortable, and the sanctuary was about 60 or 70 percent full. At the beginning of the service we were all asked to move to the center of the aisles, making the church seem fuller.

6. Music

- I felt the music was blended - Bible words with modern music. I think the music was stimulating to everyone.

7. In-Service Greeting

- There was a formal greeting time during the service. It did not seem scripted, just artificial, as if it was just another part of the service. I did not feel it was sincere.

8. Sermon

- The message this morning was about the journey Joseph took to Mary and then the journey they both took to Bethlehem. I felt the sermon was appropriate for the time of year, as well as interesting.

9. Speaker

- The service was led mostly by Marsha West Eichler, associate pastor. The sermon was done by lead pastor Mark Sheets. There was nothing in the way of props, music or scripture to support the message.

10. Post-Service Atmosphere

- No. It seemed that everyone was in a hurry to go Christmas shopping or watch football on TV.

11. Connect-Resources

- The website is very easy to navigate and organized. The table of information was difficult to see because of all the people there. Overall, someone is keeping up with everything going on at the church.

12. Friendliness

- I felt comfortable visiting this church. Not overwhelmed at all.

13. Children's Ministries

- I did not see any signage indicating a children's area. It seemed that everyone brought their children into the service. I must say though that all were well behaved. There was no crying or talking during the service.

14. Return

- I would return here for services. The congregation at this service was by far younger and with families in attendance, so I would recommend the same.

Additional Comments:

- I do not feel anything or anyone was outstanding nor do I feel offended in any way. My personal suggestions for improvement are to add parking for the congregation and pay attention to current events mixed with the Bible.