

**Ten Questions “at the Crossroads”**  
**Trinity-Lynnwood and Pointe of Grace-Mukilteo**  
**September 25-October 2, 2016**  
**Results**

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**INTRODUCTION**

This report has four sections.

- Section 1 presents information on number of respondents and overall data quality.
- Section 2 describes survey respondents according to their answers on where they completed the survey (location) and their approximate age at that time.
- Section 3 provides detailed summaries of the responses to each of the 10 survey questions across all respondents and stratified by location and age.
- Section 4 uses a score created by summing questionnaire responses to provide an overall indicator of respondent support for the focus and culture of the congregation.

**SECTION 1**

**NUMBER OF RESPONDENTS AND DATA QUALITY**

- 325 questionnaires were returned with useable responses to 3 or more questions.
- 275 (85%) of the 325 respondents completed all 10 questions without selecting the “Don’t understand/Lack information” option.
- 50 (15%) skipped some questions and/or selected the “Don’t understand” option, including 3 (<1%) who did not answer any items on page 2.

**SECTION 2**

**RESPONDENT CHARACTERISTICS**

- 322 (99%) answered the location question on where they were filling out the survey.<sup>1</sup>

TLC – 7:45 service	39	Manor Care	0
TLC – 9:00 service	98	Way, NET	27
TLC – 10:30 service	101	Way, ZOE	16
POG	32	Other, TLC	4
Fairwinds	5	Other POG	0

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<sup>1</sup> TLC = Trinity Lutheran Church. POG = Pointe of Grace

- To efficiently compare responses to questions 1-10 across the location groups, these 10 categories were combined into the following three groups.
  - TLC (including Fairwinds) – 247 respondents
  - POG - 32 respondents
  - WAY (NET and ZOE) - 43 respondents
- 315 (97%) respondents answered the age question.

0-19 years	43	60-69 years	71
20-29 years	3	70-79 years	65
30-39 years	11	80-89 years	44
40-49 years	27	90+ years	6
50-59 years	45		

- These 9 age categories were combined into 3 broader age groups.
  - 0-19 years (Students): 43
  - 20-59 years (Employed and/or parenting): 86
  - 60+ years (Retired, or approaching retirement): 186
- 315 respondents answered both the location and age question (Table 1).

**Table 1. Respondents location and age when both questions were answered.\***

Location	0-19 years	20-59 years	60+ years	Total
TLC	6 (2%)	68 (28%)	168 (69%)	242
POG	1 (3%)	13 (43%)	16 (53%)	30
WAY	36 (84%)	5 (12%)	2 (5%)	43
<b>Total</b>	<b>43</b>	<b>86</b>	<b>186</b>	<b>315</b>

\*Some row percentages will not sum to 100% due to rounding.

- Due to the small numbers in some age/location groups and the need to protect anonymity, no further analyses were completed using the age and location variables *together*.

### **SECTION 3**

#### **QUESTION 1: OUR CHURCH IS WELCOMING AND OPEN TO ALL.**

- 321 (99% of all respondents) answered Question 1 and did not select the “Don’t know” option.<sup>2</sup> Among these 321 individuals:
  - 39% Strongly agree
  - 48% Agree
  - 8% Neither agree nor disagree
  - 4% Disagree
  - 1% Strongly disagree

<sup>2</sup> For questions 1 – 10, respondents are excluded if they skipped the question or selected the “Don’t know” option. For convenience, all percentages are rounded to whole numbers..

- 319 (99%) answered Question 1 and the location item (Table 2). However, only 312 (96%) people answered Question 1 and the item about age (Table 3).
- **Note to readers:** Due to the limited time available to prepare this report and the desire to limit its length and complexity, the 5 response options were collapsed to 3 categories in all remaining tables. To the offset the resulting loss of detail, each tabular summary should be reviewed together with the bulleted detail provided for the corresponding question.

**Table 2. Question 1 responses by location among persons who answered both questions.\***

Locations	Strongly Agree/Agree	Neutral	Strongly Disagree /Disagree	Total
TLC	208 (85%)	24 (10%)	13 (5%)	245
POG	30 (94%)	1 (3%)	1 (3%)	32
WAY	39 (93%)	2 (5%)	1 (2%)	42
<b>Total</b>	<b>277</b>	<b>27</b>	<b>15</b>	<b>319</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 3. Question 1 responses by age among persons who answered both questions.\***

Age in years	Strongly Agree/Agree	Neutral	Strongly Disagree /Disagree	Total
0-19	42 (98%)	0 (0%)	1 (2%)	43
20-59	71 (85%)	8 (10%)	5 (6%)	84
60+	160 (86%)	17 (9%)	8 (4%)	185
<b>Total</b>	<b>273</b>	<b>25</b>	<b>14</b>	<b>312</b>

\*Some row percentages will not sum to 100% due to rounding.

## QUESTION 2: OVERALL, OUR CHURCH SERVES THE COMMUNITY WELL.

- 316 (97%) answered this question. Among these 316 individuals:
  - 36% Strongly agree
  - 57% Agree
  - 5% Neither agree nor disagree
  - 2% Disagree
  - 1% Strongly disagree
- Almost all, 315 persons, also answered the item on location (Table 4), while 308 completed the item on age (Table 5).

**Table 4. Question 2 by location among all persons who answered both questions.\***

Location	Strongly Agree/Agree	Neutral	Strongly Disagree /Disagree	Total
TLC	230 (93%)	13 (5%)	3 (1%)	246
POG	24 (83%)	2 (7%)	3 (10%)	29
WAY	37 (93%)	1 (3%)	2 (5%)	40
<b>Total</b>	<b>291</b>	<b>16</b>	<b>8</b>	<b>315</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 5. Question 2 responses by age among all people who answered both questions.\***

Age	Strongly Agree/Agree	Neutral	Strongly Disagree /Disagree	Total
0-19	39 (98%)	1 (3%)	0 (0%)	40
20-59	75 (89%)	3 (4%)	6 (7%)	84
60+	170 (92%)	12 (7%)	2 (1%)	184
<b>Total</b>	<b>284</b>	<b>16</b>	<b>8</b>	<b>308</b>

\*Some row percentages will not sum to 100% due to rounding.

**QUESTION 3: THERE IS A GROUP OF PEOPLE AT CHURCH WITH WHOM I BELONG, WHERE I FEEL SAFE AND LOVED.**

- 309 (95%) responded. Among these individuals:
  - 38% Strongly agree
  - 43% Agree
  - 15% Neither agree nor disagree
  - 3% Disagree
  - 1% Strongly disagree
  
- Overall, 307 (94%) people completed Question 3 and the location item (Table 6); 300 (92%) completed Question 3 and the age question (Table 7).

**Table 6. Question 3 responses by location among all who answered both questions.\***

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	185 (79%)	38 (16%)	11 (5%)	234
POG	24 (80%)	5 (17%)	1 (3%)	30
WAY	40 (93%)	3 (7%)	0 (0.0%)	43
<b>Total</b>	<b>249</b>	<b>46</b>	<b>12</b>	<b>307</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 7. Question 3 responses by age among all persons who answered both questions.\***

Age	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	37 (88%)	5 (12%)	0 (0%)	42
20-59	63 (75%)	15 (18%)	6 (7%)	84
60+	143 (82%)	25 (14%)	6 (3%)	174
<b>Total</b>	<b>243</b>	<b>45</b>	<b>12</b>	<b>300</b>

\*Some row percentages will not sum to 100% due to rounding.

**QUESTION 4: OUR CHURCH HELPS ME RECOGNIZE MY GIFTS AND INVITES ME TO USE THEM.**

- 309 (95%) responded. Among these individuals:
  - 19% Strongly agree
  - 44% Agree
  - 31% Neither agree nor disagree
  - 4% Disagree
  - 1% Strongly disagree
  
- Overall, 307 (94%) people completed Question 4 and the location item (Table 8); 300 (92%) completed Question 4 and the age question (Table 9).

**Table 8. Question 4 responses by location among all persons who answered both questions.\***

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	146 (62%)	74 (31%)	16 (7%)	236
POG	23 (77%)	6 (20%)	1 (3%)	30
WAY	25 (61%)	16 (39%)	0 (0%)	41
<b>Total</b>	<b>194</b>	<b>96</b>	<b>17</b>	<b>307</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 9. Question 4 responses by age among all persons who answered both questions.\***

Age	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	26 (67%)	13 (33%)	0 (0%)	39
20-59	52 (63%)	24 (29%)	7 (8%)	83
60+	112 (63%)	57 (32%)	9 (5%)	178
<b>Total</b>	<b>190</b>	<b>94</b>	<b>16</b>	<b>300</b>

\*Some row percentages will not sum to 100% due to rounding.

**QUESTION 5: WORSHIP AT OUR CHURCH INSPIRES RESPONSES OF LOVE AND GRATITUDE TOWARD GOD, OTHER PEOPLE, AND CREATION.**

- 316 (97%) responded. Among these 316 individuals:
  - 42% Strongly agree
  - 48% Agree
  - 8% Neither agree nor disagree
  - 1% Disagree
  - 0% Strongly disagree
  
- Overall, 314 (97%) people completed Question 5 and the location item (Table 10); 307 (94%) completed Question 5 and the age question (Table 11).

**Table 10. Question 5 responses by location among all who answered both questions\***

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	216 (90%)	23 (10%)	2 (1%)	241
POG	32 (100%)	0 (0%)	0 (0%)	32
WAY	36 (88%)	3 (7%)	2 (5%)	41
<b>Total</b>	<b>284</b>	<b>26</b>	<b>4</b>	<b>314</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 11. Question 5 responses by age among all persons who answered both questions.\***

Age	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	37 (95%)	2 (5%)	0 (0%)	39
20-59	74 (86%)	8 (9%)	4 (5%)	86
60+	167 (92%)	15 (8%)	0 (0%)	182
<b>Total</b>	<b>278</b>	<b>25</b>	<b>4</b>	<b>307</b>

\*Some row percentages will not sum to 100% due to rounding.

**QUESTION 6: OVERALL, THE PASTORS, STAFF, AND LAY LEADERS OF OUR CHURCH ARE RESPONSIVE.**

- 318 (98%) responded. Among these respondents:
  - 36% Strongly agree
  - 50% Agree
  - 12% Neither agree nor disagree
  - 2% Disagree
  - 1% Strongly disagree

- A total of 316 (97%) people completed Question 6 and the location item (Table 12); 310 (%) completed Question 6 and the age question (Table 13).

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	201 (83%)	34 (14%)	8 (3%)	243
POG	29 (94%)	1 (3%)	1 (3%)	31
WAY	39 (93%)	3 (7%)	0 (0%)	42
<b>Total</b>	<b>269</b>	<b>38</b>	<b>9</b>	<b>316</b>

\*Some row percentages will not sum to 100% due to rounding.

Age	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	36 (88%)	5 (12%)	0 (0%)	41
20-59	75 (88%)	5 (6%)	5 (6%)	85
60+	154 (84%)	26 (14%)	4 (2%)	184
<b>Total</b>	<b>265</b>	<b>36</b>	<b>9</b>	<b>310</b>

\*Some row percentages will not sum to 100% due to rounding.

## **QUESTION 7: OUR CHURCH ORGANIZATION HAS AN ACCOUNTABLE STRUCTURE THAT EFFECTIVELY DEVELOPS AND EMPOWERS MINISTRIES.**

- 275 (85%) to Question 7. Among these 275 participants:
  - 19% Strongly agree
  - 50% Agree
  - 21% Neither agree nor disagree
  - 7% Disagree
  - 3% Strongly disagree
- A total of 275 (85%) people completed Question 7 and the location item (Table 14); however, only 269 (83%) completed Question 7 and the age question (Table 15).

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	149 (69%)	44 (20%)	23 (11%)	216
POG	12 (52%)	7 (30%)	4 (17%)	23
WAY	28 (78%)	8 (22%)	0 (0%)	36
<b>Total</b>	<b>189</b>	<b>59</b>	<b>27</b>	<b>275</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 15. Question 7 by age among all persons who answered both questions.\***

Age in years	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	30 (88%)	4 (12%)	0 (0%)	34
20-59	42 (62%)	13 (19%)	13 (19%)	68
60+	114 (68%)	40 (24%)	13 (8%)	167
<b>Total</b>	<b>186</b>	<b>57</b>	<b>26</b>	<b>269</b>

\*Some row percentages will not sum to 100% due to rounding.

**QUESTION 8: OVERALL, WE OFFER EFFECTIVE CHRISTIAN FAITH FORMATION FOR ALL AGES.**

- 305 (94%) answered question 8. Among these 305 individuals:
  - 18% Strongly agree
  - 59% Agree
  - 14% Neither agree nor disagree
  - 8% Disagree
  - 1% Strongly disagree
  
- A total of 305 (94%) people completed Question 8 and the location item (Table 16); 299 (92%) completed Question 8 and the age question (Table 17).

**Table 16. Question 8 by location among all persons who answered both questions.\***

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	179 (77%)	33 (14%)	20 (9%)	232
POG	17 (57%)	6 (20%)	7 (23%)	30
WAY	39 (91%)	3 (7%)	1 (2%)	43
<b>Total</b>	<b>235</b>	<b>42</b>	<b>28</b>	<b>305</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 17. Question 8 by age among all persons who answered both questions.\***

Age	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	39 (93%)	1 (2%)	2 (5%)	42
20-59	55 (70%)	11 (14%)	13 (16%)	79
60+	137 (77%)	30 (17%)	11 (6%)	178
<b>Total</b>	<b>231</b>	<b>42</b>	<b>26</b>	<b>299</b>

\*Some row percentages will not sum to 100% due to rounding.



**QUESTION 9: AS OUR CURRENT VISION STATEMENT SAYS, “WE MANIFEST GOD’S DREAM AS A COMMUNITY THAT MAKES SPACE FOR PEOPLE TO RECOGNIZE WHAT GOD IS DOING TO MEET THE DEEP NEEDS OF THE WORLD, AND DISCOVER AND ASSUME THEIR UNIQUE ROLES IN PARTNERSHIP WITH GOD.”**

- 294 (90%) persons answered this question. Among these respondents:
  - 21% Strongly agree
  - 56% Agree
  - 20% Neither agree nor disagree
  - 2% Disagree
  - 1% Strongly disagree
  
- A total of 294 (90%) people completed Question 9 and the location item (Table 18); 289 (89%) completed Question 9 and the age question (Table 19).

**Table 18. Question 9 by location among all persons who answered both questions.\***

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	178 (78%)	44 (19%)	5 (2%)	227
POG	19 (73%)	6 (23%)	1 (4%)	26
WAY	31 (76%)	9 (22%)	1 (2%)	41
<b>Total</b>	<b>228</b>	<b>59</b>	<b>7</b>	<b>294</b>

\*Some row percentages will not sum to 100% due to rounding.

**Table 19. Question 9 by age among all persons who answered both questions.\***

Age	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	29 (74%)	10 (26%)	0 (0%)	39
20-59	58 (73%)	19 (24%)	3 (4%)	80
60+	138 (81%)	29 (17%)	3 (2%)	170
<b>Total</b>	<b>225</b>	<b>58</b>	<b>6</b>	<b>289</b>

\*Some row percentages will not sum to 100% due to rounding.

**QUESTION 10: THE CROSSROADS LOGO (ON TOP OF THE OTHER SIDE) EXPRESSES MY EXPERIENCE OF THIS CHURCH: “UNIQUE JOURNEYS + TRAVELED TOGETHER + IMMERSSED IN GRACE.”**

- 295 (91%) completed this question. Among these individuals:
  - 18% Strongly agree
  - 48% Agree
  - 30% Neither agree nor disagree
  - 4% Disagree
  - 0% Strongly disagree

- A total of 295 (91%) people completed Question 10 and the location item (Table 20); 290 (89%) completed Question 10 and the age question (Table 21).

Location	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
TLC	148 (66%)	67 (30%)	10 (4%)	225
POG	20 (69%)	8 (28%)	1 (3%)	29
WAY	27 (66%)	12 (29%)	2 (5%)	41
<b>Total</b>	<b>195</b>	<b>87</b>	<b>13</b>	<b>295</b>

\*Some row percentages will not sum to 100% due to rounding.

Age	Strongly Agree/Agree	Neutral	Strongly Disagree/Disagree	Total
0-19	25 (64%)	13 (33%)	1 (3%)	39
20-59	53 (65%)	23 (28%)	6 (7%)	82
60+	117 (69%)	47 (28%)	5 (3%)	169
<b>Total</b>	<b>195</b>	<b>83</b>	<b>12</b>	<b>290</b>

\*Some row percentages will not sum to 100% due to rounding.

## **SECTION 4**

### **OVERALL LEVEL OF AGREEMENT**

- Statisticians disagree about the appropriateness of summing Likert-scaled items. However, doing so may provide additional information, *if* the results are interpreted with caution. Here, responses to Questions 1 – 10 were recoded (“Strongly agree” = 5, “Agree” = 4, “Neither agree nor disagree” = 3, “Disagree” = 2, “Strongly disagree” = 1, “Don’t understand” = 0) and summed. This assigned an aggregate score to all 325 respondents (range: 13-50).

Group	Score	# Persons (%)	Comment
Low or incomplete	0 – 19	4 (1%)	3 of the low scorers skipped many questions, but 1 person had many “disagree” responses.
Moderate	20 – 29	32 (10%)	Includes some missing data, many neutrals, multiple disagrees, but also many agrees.
High	30 – 39	143 (44%)	Very few missing values, some neutrals, some disagrees, and numerous agrees.
Very high	40 – 50	146 (45%)	All either agree or strongly agree. 15 people had a score of 50 (Strongly agree with all 10 questions).

- A total of 322 (99%) people completed the location item and were thus grouped by their aggregate score in Table 22: 315 persons (97%) answered the age question and were grouped by the summary score in Table 23.

<b>Location</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>	<b>Total</b>
<b>TLC</b>	2 (<1%)	24 (10%)	112 (45%)	109 (44%)	247
<b>POG</b>	1 (3%)	4 (13%)	14 (44%)	13 (41%)	32
<b>WAY</b>	0 (0%)	2 (5%)	17 (40%)	24 (56%)	43
<b>Total</b>	<b>3</b>	<b>30</b>	<b>143</b>	<b>146</b>	<b>322</b>

\*Some row percentages will not sum to 100% due to rounding.

<b>Age</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>	<b>Total</b>
<b>0-19</b>	0 (0%)	4 (9%)	14 (33%)	25 (58%)	43
<b>20-59</b>	2 (2%)	9 (10%)	42 (49%)	33 (38%)	86
<b>60+</b>	1 (<1%)	15 (8%)	83 (45%)	87 (47%)	186
<b>Total</b>	<b>3</b>	<b>28</b>	<b>139</b>	<b>145</b>	<b>315</b>

\*Some row percentages will not sum to 100% due to rounding.